



EASTERN TREASURY®

Account Reconciliation & Positive Pay
Alerts and Self Administration

Digital One User Guide

December 2022

 **Eastern Bank**
JOIN US FOR GOOD®

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IMPORTANCE of ALERTS

Alerts are messages that inform company users that a specific event has taken place and help companies reduce the risk of fraud. Alerts are accessed from the **Administration** section.

Setting up Alerts is **strongly recommended** to ensure exception items and other activities that require attention are addressed in a timely manner.

This User Guide documents the steps to setup, maintain and understand the various Alerts available for Account Reconciliation and Positive Pay.

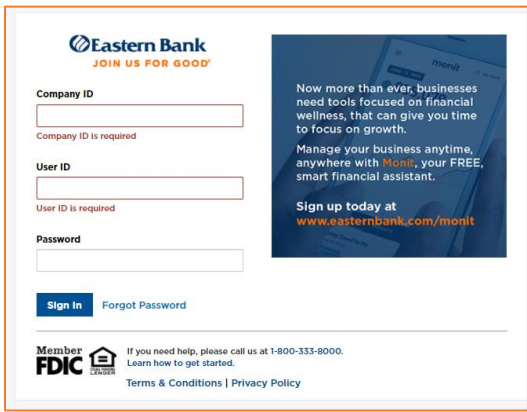
Alert messages are displayed online for 90 days, after which they are archived for three years. Alerts are not automatically deleted.

1. Alerts are delivered to company users within their application mailbox.
2. Company users can also have alerts delivered to their primary and/or secondary e-mail address and/or mobile telephone number.
3. Entitlements determine the alerts available to users.
 - a. Messages are delivered throughout the day depending on the event and when the information is available.
 - b. Mandatory alerts notify company users of important events and cannot be turned off. Mandatory alerts appear with a check mark and cannot be deleted.

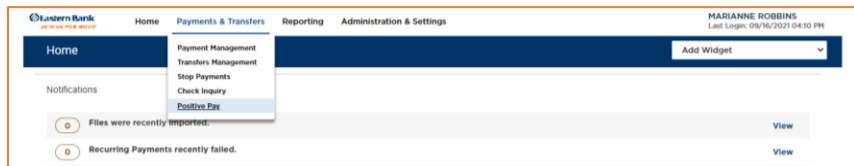
The Manage Alerts page provides a central area for users to manage their alerts and includes three main categories of alerts: Account Alerts, Non-account Alerts and Custom Alerts.

Log on to Eastern Treasury

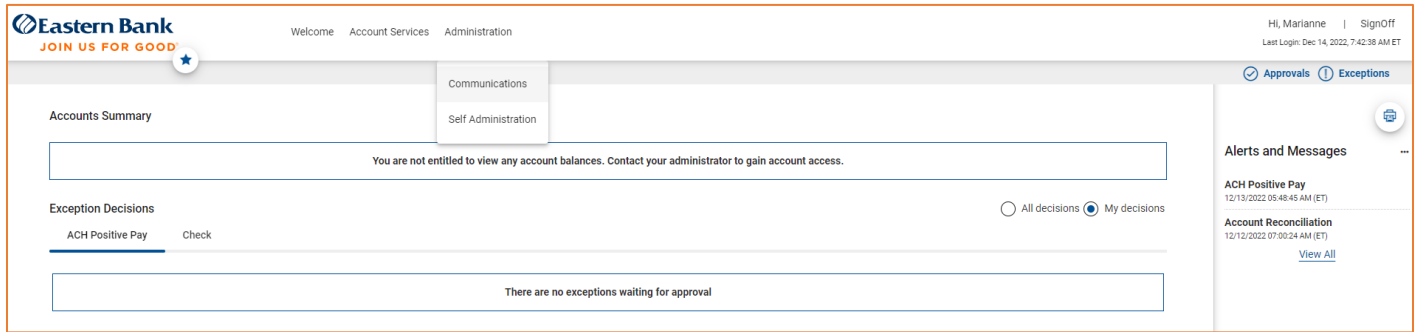
Alerts and Administration are accessed by logging on to Eastern Treasury



- Navigate to and click the **Payments & Transfers** tab, click the **Positive Pay** option



- The default landing screen will display.



Administration

The Administration tab consists of two sections:

1. **Communications**, where Alerts are setup and maintained
2. **Self Administration**, where email addresses and telephone numbers are setup and maintained

Communications - ALERTS

Available Alerts and Descriptions

Account Alerts	Alert Purpose	O = Optional M = Mandatory
Account Reconciliation Statement	Account Reconciliation Statement Report has generated.	O
Account Reconciliation Statement Delay	Account Reconciliation Statement Report is delayed.	M
Check Issue Approval Pending	Check issue requires approval.	O
Positive Pay Exception	Exception item requires attention, received approximately 10:00 am.	O
Positive Pay Exception Reminder	Exception Item reminder hour before close of exception decision window of 2:00 pm.	O
Reverse Positive Pay	Exception item requires attention, received approximately 10:00 am.	O
Reverse Positive Pay Reminder	Exception Item reminder hour before close of exception decision window of 2:00 pm.	O
ACH Positive Pay	Exception item requires attention, first alert is sent at 6:00 am ET. Multiple Alerts may be received due to ACH debits received from ACH Same Day processing.	O
ACH Positive Pay Exception Reminder	Exception Item reminder hour before close of exception decision window of 7:00 pm.	O

Non-Account Alerts	Alert Purpose	O = Optional M = Mandatory
E-mail Address Changed	Users receives when their e-mail address is changed.	M
Help Alert	Automatic response sent to users who request help from their mobile device.	M
Issue File Approval Pending	Issue file requires approval.	O
Issue File Import Completed with Errors	Issue file imported with errors; further action is required.	O
Issue File Import Failed	Issue file import failed because the format is incorrect.	O
Stop/SMS Opt Out	Opt out of receiving text message alerts.	M
Telephone Number Changed	Add or change a telephone number.	M
Updated User Entitlements	User entitlements have changed.	O
User Profile Activity	User profile has been modified by company administrator.	O
User Profile Approval Pending	Modified user profile requires approval.	O
User Telephone Number Changed	Notifies company administrators when a user changes their telephone number.	O
Welcome/SMS Opt In	Welcome message for company users who opt in for SMS message alerts.	M

Setting up Alerts

Communications

Mail and Alerts Sent Mail Forms and Documents **Manage Alerts** Contact Us


Manage Alerts

Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Enabled alerts are always delivered to your online banking mailbox. Available destinations depend upon the contact information you enter in [Personal Preferences](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP as a reply to an alert message or directly to 20736**. Messages will come from EASTERN BANK 373 as Bank Alerts.

For additional assistance, type **HELP** in response to a message from 20736 or send an email to businessserviceteam@easternbank.com. You can also contact us in Secure email using the Contact information on this site.

Adding Account and Non-account Alerts

1. Click **Administration > Communications > Manage alerts**.
2. Click the **Account Alerts** or **Non-account Alerts** tab.
3. For account alerts, select an **Account** and scroll through the list of Alerts.
4. Click the **Add** icon () beside the alert you want to add. The table rows expand, showing the alert description and delivery options.
5. If applicable, enter alert criteria.
6. Click the check box associated with each **Send To** option to which you want the alert sent. The **Send To** column does not appear if an e-mail or mobile telephone is not defined.

7. Click **Add alert** beside the alert subscriptions you want to add. **Please note, all alerts are listed but may not apply.**

Manage Alerts Page Sample

The screenshot shows the 'Communications' section of a banking application, specifically the 'Manage Alerts' page. The page has a navigation bar with 'Mail and Alerts', 'Sent Mail', 'Forms and Documents', 'Manage Alerts', and 'Contact Us'. Below the navigation bar, there is a 'Manage Alerts' heading and a brief instruction: 'Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Enabled alerts are always delivered to your online banking mailbox. Available destinations depend upon the contact information you enter in [Personal Preferences](#).' There are four tabs: 'Account', 'Non-Account', 'Multiple Accounts', and 'Custom'. The 'Multiple Accounts' tab is selected. Below the tabs, there is a dropdown menu for 'Alert Type' with 'ACH Positive Pay' selected. Underneath, there is a section for 'ACH Positive Pay' with the description: 'Notifies you when there is an exception item for this account that requires your attention.' There is a 'Send To:' section with an unchecked 'Email' checkbox and the email address 'julia.user@email.com'. Below that is a 'View' dropdown menu with 'Checking Accounts' selected. Underneath, there is an 'Accounts' dropdown menu with 'REGULAR CHECKING ACCOUNT - Checking - 770110000 - *8901' selected. At the bottom of the form, there are two buttons: 'Add' and 'Cancel'. At the very bottom of the page, there are links for 'Disclosure' and 'Privacy Statement', and a 'Contact Us' button with a plus sign.

Changing Alerts

1. Click **Administration > Communications > Manage alerts**.
2. Click the **Account Alerts**, **Non-account Alerts**, or **Custom Alerts** tab.
3. For account alerts, select an account and click **Go**.
4. Click the **Change** link beside the alert subscription you want to change.
5. If applicable, change the alert criteria and change the **Send to** options as needed.
6. Click **Save alert**.

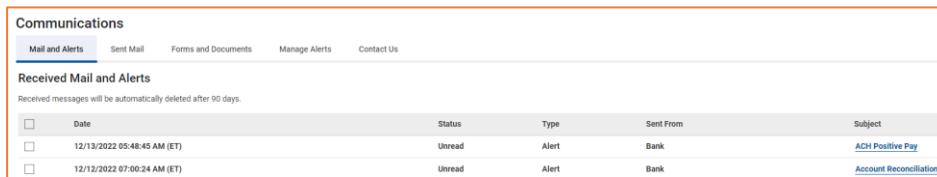
Deleting Alerts

1. Click **Administration > Communications > Manage alerts**.
2. Click the **Account Alerts**, **Non-account Alerts**, or **Custom Alerts** tab.
3. For account alerts, select an account and click **Go**.
4. Click the **Delete** link beside the alert subscription you want to stop receiving.

Reading Received Alert Messages

1. Click **Administration > Communications > Mail and Alerts**.
2. Click the link in the **Subject** column for alert you want to view.

Profile Activity Alert Page Sample



The screenshot shows a web interface for 'Communications'. It has a navigation bar with 'Mail and Alerts', 'Sent Mail', 'Forms and Documents', 'Manage Alerts', and 'Contact Us'. Below the navigation bar is a section titled 'Received Mail and Alerts' with a note: 'Received messages will be automatically deleted after 90 days.' Below this is a table with columns: Date, Status, Type, Sent From, and Subject. There are two rows of data, each with a checkbox in the Date column.

<input type="checkbox"/>	Date	Status	Type	Sent From	Subject
<input type="checkbox"/>	12/13/2022 05:48:45 AM (ET)	Unread	Alert	Bank	ACH Positive Pay
<input type="checkbox"/>	12/12/2022 07:00:24 AM (ET)	Unread	Alert	Bank	Account Reconciliation

Custom Alerts

1. Click **Administration > Communications > Manage alerts**.
2. Click the **Custom Alerts** tab.
3. Click the **Add new alert** link.
4. In the **Subject** field, type the subject. Up to 120 alphanumeric characters.
5. In the **Alert message** field, type the message you want to include.
6. Select one or more **Send to** options.
7. Select a **Frequency**:

One time Sends the alert once on a date in the future.

Weekly Sends the alert on the same day each week. The date provided in the **Next send on** field determines the day on which the alert is sent.

Every other week	Sends the alert on the same day every other week. The date provided in the Next send on field determines the day on which the alert is sent.
Twice a month - the 15th and last day of the month	Sends the alert on the 15th and last day of the month.
Monthly	Sends the alert on the same date every month. The date provided in the Next send on field determines the day on which the alert is sent.
Monthly - last day of the month	Sends the alert on the last day of each month.
Every three months	Sends the alert on the same day every three months. The date provided in the Next send on field determines the day on which the alert is sent.
Every three months - last day of the month	Sends the alert on the last day of the month, every three months.
Every six months	Sends the alert on same day every six months. The date provided in the Next send on field determines the day on which the alert is sent.
Every six months - last day of the month	Sends the alert on the last day of the month, every six months.
Yearly	Sends the alert on the same date every year. The date provided in the Next send on field determines the day on which the alert is sent.
Custom	Sends the alert on unique Send on dates. At least one date is required but up to 25 custom dates can be scheduled at one time.

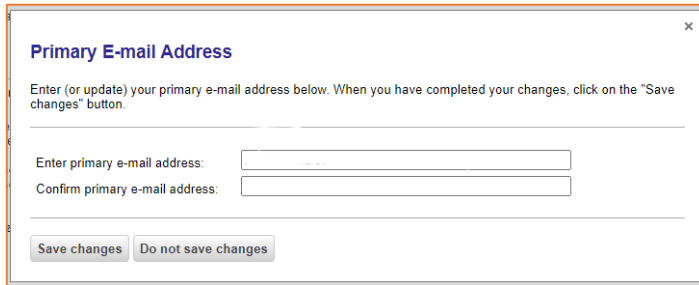
8. If applicable, in the **Next send on** field, type the date on which the alert should be sent or click the icon and select a date.
9. If applicable, select an **End on** option:
 - Continue indefinitely
 - Continue until this date
 - Continue for this many occurrences. Specify when you want to stop receiving the alert based on the number of times it is delivered.
10. Click **Add alert**.

Self Administration

Setting up and Managing Contact Preferences

Adding E-mail Addresses


1. Click **Administration > Self Administration > Personal Preferences**.
2. Click the **email address** link beside the Primary or Secondary e-mail address.
3. In the **Enter primary e-mail address** or **Enter secondary e-mail address** field, type the e-mail address. Up to 100 alphanumeric characters are allowed.



The screenshot shows a form titled "Primary E-mail Address" with a close button (X) in the top right corner. Below the title is a short instruction: "Enter (or update) your primary e-mail address below. When you have completed your changes, click on the 'Save changes' button." There are two input fields: "Enter primary e-mail address:" and "Confirm primary e-mail address:". At the bottom of the form are two buttons: "Save changes" and "Do not save changes".

4. Confirm the e-mail address by typing it again into the **Confirm primary e-mail address** or **Confirm secondary e-mail address** field.
5. Click **Save changes**.
6. Click **Save changes**. If your company requires multiple approvals for Administration, the user profile is submitted for approval by other Administrators in your company.

Changing E-mail Addresses

1. Click **Administration > Self Administration > Personal Preferences**.
2. Click the edit icon () beside the e-mail address you want to change.
3. Change the **Primary e-mail address** and/or **Enter secondary e-mail address** as needed. Up to 100 alphanumeric characters are allowed.
4. Confirm the e-mail address by typing it again into the **Confirm primary e-mail address** or **Confirm secondary e-mail address** field.
5. Click **Update**.

Adding Telephone Numbers

All users are required to have at least one telephone number, either land line or mobile. Up to six phone numbers are allowed.

1. Click **Administration > Self Administration > Personal Preferences**.

2. Click the **Add** link. This link does not appear if you already have six telephone numbers defined.
3. Complete the **Telephone** fields and then click **Save changes**:

Phone Type **Home, Work, Work2, Mobile, Mobile2, and Other.** Each label can be used once.

If enabled for your company, domestic mobile telephone numbers can be used to receive alert notifications. Message and data rates may apply; see your carrier for details.

Country/region The numeric country code associated with the telephone number. Select from a list of country names. These are mapped to the appropriate one to three-digit country code.

Area/city code and local number The telephone number separated by the one of the following characters: left and right parentheses, hyphen, period, or spaces. Up to 30 characters (digits and separator characters) are allowed.

Extension (optional) Required when an extension is needed to reach the user within an office phone system. Up to 16 numeric characters are allowed.

Some phone systems require entry of additional characters, often referred to as control codes, to reach an extension. The following control codes are allowed: Pound (#), Star (*), Comma (short pause - approximately 2 seconds), Period (long pause - approximately 5 seconds).

Multiple comma and period characters can be placed before or after an extension to add pause time during system generated calls that are made to users for the purpose of validating their information.

For example, ..12345. This example extension has a 10 second pause time before the extension and a 5 second pause time after. During a system generated call, the system waits 10 seconds before dialing the extension and waits 5 seconds after it dials before playing an affirmation message such as "Hello. This is Example Bank. Please press 1 to...".

4. Click the **Use with alerts** option beside a mobile phone number so it appears as a delivery option for the alerts that are available for SMS/text message delivery. This option can only be assigned to one mobile device at a time.


Note: A welcome message is sent to the selected mobile number after you set up your first alert for SMS/text delivery.

5. Click **Add**.

If your company requires multiple approvals for Administration, the user profile is submitted for approval by other Administrators in your company.

Changing Telephone Numbers

All users are required to have at least one telephone number, either landline or mobile. Users can choose to have up to six phone numbers.

1. Click **Administration > Self Administration > Contact preferences**.
2. Click the edit icon () beside the number you want to change.
3. Change the **Telephone** fields as needed and then click **Update**.

Label	Home, Work, Work2, Mobile, Mobile2, and Other. Each label can be used once. If enabled for your company, domestic mobile telephone numbers can be used to receive alert notifications. Message and data rates may apply; see your carrier for details.
Country/region	The numeric country code associated with the telephone number. Select from a list of country names. These are mapped to the appropriate one to three-digit country code.
Area/city code and local number	The telephone number separated by the one of the following characters: left and right parentheses, hyphen, period, or spaces. Up to 30 characters (digits and separator characters) are allowed.
Extension (optional)	Required when an extension is needed to reach the user within an office phone system. Up to 16 numeric characters are allowed. Some phone systems require entry of additional characters, often referred to as control codes, to reach an extension. The following control codes are allowed: Pound (#), Star (*), Comma (short pause - approximately 2 seconds), Period (long pause - approximately 5 seconds). Multiple comma and period characters can be placed before or after an extension to add pause time during system generated calls that are made to users for the purpose of validating their information. For example, ..12345. This example extension has a 10 second pause time before the extension and a 5 second pause time after. During a system generated call, the system waits 10 seconds before dialing the extension and waits 5 seconds after it dials before playing

an affirmation message such as "Hello. This is Example Bank. Please press 1 to...".

4. Click the **Use with alerts** option beside a domestic mobile phone number so it appears as a delivery option for the alerts that are available for SMS/text message delivery. This option can only be assigned to one mobile device at a time.


Note: *If this option is already assigned to a domestic mobile number and you are reassigning it to a different domestic number, the new number is automatically opted-in and your subscribed text message alerts are updated to reflect the new number. If this option is not already assigned to a domestic number, a welcome message is sent to the selected mobile number after you set up your first alert for SMS/text delivery.*

5. Click **Save changes**

If your company requires multiple approvals for Administration, the user profile is submitted for approval by other Administrators in your company.

Deleting Telephone Numbers

1. Click **Administration > Self Administration > Personal Preferences**.

2. Click the **Delete** icon () beside the number you want to delete. If the number you delete is the only destination set up to receive mandatory alerts, then your primary e-mail address is automatically set up to receive mandatory alerts after the number is deleted.

Note: The delete icon *does not appear if only one telephone number is set up.*

If you selected to delete a mobile number that is set up to receive text message alerts click **Delete number**.

3. Click **Save changes**.

If your company requires multiple approvals for Administration, the user profile is submitted for approval by other Administrators in your company.


Personal Preferences Page Sample


Self Administration

[Change Password](#) [Personal Preferences](#) [User Activity Report](#)

Email

The primary e-mail address listed below will be used for bank communications such as alerts and electronic statement notifications.
A secondary e-mail address can be added for use as an optional or backup e-mail.

Primary Email Address: 

 Add

Telephone



The telephone numbers listed below will be used to contact or notify you for security reason.


Phone Type

Country/Region

Telephone Number

Extension (Optional)

Mobile:  

 Add

Splash Opt Out

Select your preferences for splash page display. Splash pages are displayed after Sign On if specified by your financial institution.

Marketing	<input type="checkbox"/>	Yes
Informational	<input type="checkbox"/>	Yes

Stopping Text Message Delivery from a Mobile Device

1. Reply with **STOP** to any text message alert you receive.

Re-enrolling a Mobile Device for Text Message Delivery

If you have stopped SMS/text message delivery to your mobile device you can re-enroll it by completing the steps in this task.

1. Delete the mobile phone number.
2. Re-add the mobile phone number.

Note: Ensure you select the Use with alerts option when re-adding the domestic mobile phone number. This option can only be assigned to one mobile device at a time.

3. Change your alert subscriptions so that one or more alerts are set up to be delivered to the mobile phone number.

Supported Telephone Control Codes Information

Telephone control codes can be used for companies that do not allow direct dialing of an extension.

For example, if the phone system plays a message and requires pressing the pound key (#) to reach an extension, you can account for the message and pound key by including the appropriate control codes. The following control codes are allowed:

- Digits 0-9
- Pound (#)
- Star (*)
- Comma (,) - short pause (about 2 seconds)
- Period (.) - long pause (about 5 seconds)

Control codes are not masked or hidden. Extensions continue to be preceded by the "x" character, with no spaces; example: (414) 286-2489 x,#..00000

Viewing Activity - Company Users

Company users who have the Administration role can view activity for all users. Company users who do not have the Administration role can only view their own activity.

1. Click **Administration > Self Administrations > User Activity Report**.
2. Complete the following fields and then click **Generate report**:

Output to Accept the default **Screen** option or select **CSV file**.

Function Select one or more **Function** options.
Note: Service entitlements determine the functions available for selection.

User ID **All users, Enter user ID, or Specific user.**

Date range **Specific date or from/to range.**

