

FedACH Risk[®] Management Services

Quick Reference Guide

Creating an RDFI Alert Service Criteria Set: Basic Positive Pay Notification Service for Clients

An ITEM-level Criteria Set

FEDERAL
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SERVICES

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients Benefits



Criteria sets created to provide clients/customers with a basic positive pay notification service

- Can give **your institution's cash/treasury management product managers** the ability to
 - ✓ Offer clients/customers an ACH information service
 - ✓ Provide clients/customers with basic positive pay notifications
 - ✓ Help advance client/customer acceptance of ACH transactions through insight into and control over their ACH activity

- Enable you to send to contacts at your client/customer organization automatic email alerts carrying item by item information such as debit dollar amounts, sources and originators for your client's/customer's incoming debit transactions

- This quick reference guide will show you how to create a criteria set within the FedACH Risk RDFI Alert Service screens in the FedLine Web® access solution that is designed to automatically generate alerts when the criteria conditions are met

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Universal Tips

➤ Please make **NOTE** of these universal **TIPS** for creating criteria:

- ✓ Always locate and click the SUBMIT button before moving away from an entry screen in order to ensure your work is saved
- ✓ File-level criteria sets use “OR” logic to allow a combination of criteria fields such as file debit value of \$X OR credit value of \$X
- ✓ Both Batch and Item-level criteria sets use “AND” logic: conditions set in ALL criteria fields need to be met before an alert is sent. For example, a problem would be created by setting both a debit value AND a credit value for an item
- ✓ SEC code definitions apply; for example, a TEL cannot be a credit transaction. Use care not to inadvertently create an impossible combination
- ✓ Be sure to scroll down through entire entry screen

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Overview of criteria creation steps

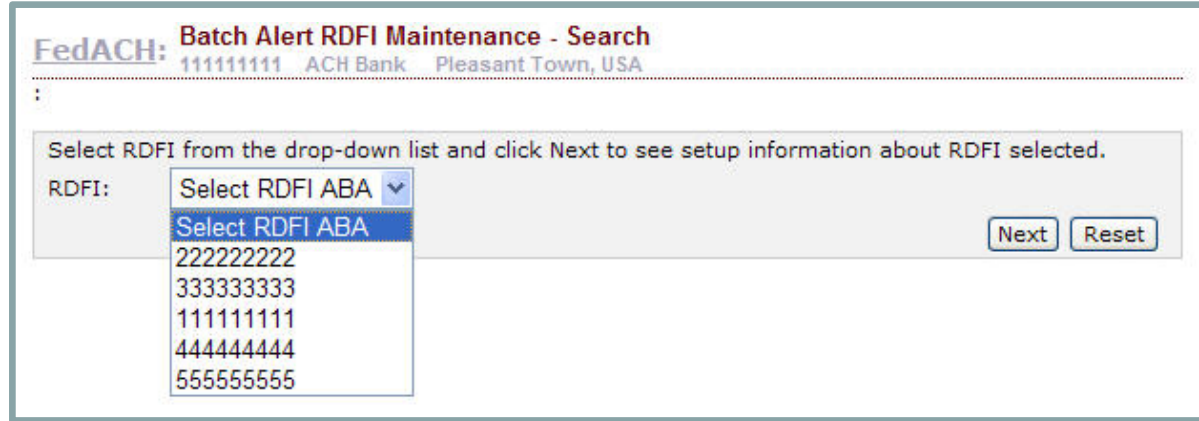
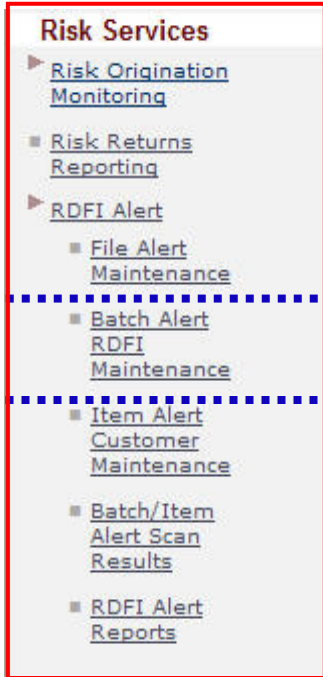
- Criteria Level:
 - ✓ ITEM
- Assign email addresses for designated audience: corporate client's treasury and/or accounting staff and/or shared mailbox email addresses (may also send additional alert emails to designated internal staff if desired)
- Give criteria set a meaningful name, e.g. "ABC Company Positive Pay"
- Define client account number(s)
- Criteria field(s):
 - ✓ "Debit Dollar Value equal to or greater than" a small amount, meaning the service would find matches for and include in alerts the majority of the client's/customer's items
- Assign email addresses to receive alerts for this criteria set
- Click SUBMIT
- Email Alert: If criteria conditions are met, designated client contacts receive email alerts the morning following the FedACH Services processing day

RDFI Alert Criteria Set:

Basic Positive Pay Notification Service for Clients

Email Heading Information: **One-time setup** of RDFI Information

NOTE: If this task has already been completed, skip to the Item Alert Customer Maintenance section beginning on slide 8



- Item-level alert emails sent to clients carry heading information about your institution.
- The **first time** you set up an item-level criteria set, you will first need to use the **Batch Alert RDFI Maintenance** screens to enter this heading information about your institution
- Select the Batch Alert RDFI Maintenance tab from the RDFI Alert menu
- Select the appropriate RDFI ABA from the drop list.
 - RDFIs acting as their own service participation point (SPP) will only see their ABA.
 - SPPs will see a list of all the ABAs for which they are performing maintenance.
- “Next” will take you to the entry tab. You will want to select the “Email Heading Information” tab.

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Email Heading Information: **One-time setup** of RDFI Information

- Risk Services**
 - ▶ Risk Origination Monitoring
 - ▶ Risk Returns Reporting
 - ▶ RDFI Alert
 - File Alert Maintenance
 - **Batch Alert RDFI Maintenance**
 - Item Alert Customer Maintenance
 - Batch/Item Alert Scan Results
 - RDFI Alert Reports

Batch Alert RDFI Maintenance

FedACH: 11111111 ACH Bank Pleasant Town, USA

11111111 FI manages only itself

IMPORTANT: Select Submit to apply all RDFI setup changes. Submit Cancel

| Email Heading Information | Email Contact Information | Criteria Information |
|--|---|----------------------|
| The following text fields can be used to identify the name and contact information of your financial institution. This information will appear at the top of the emails generated. | | |
| RDFI Name: | <input type="text" value="header1"/> | |
| Example Text: | ACH Bank, Pleasant Town, USA | |
| Contact Information: | <input type="text"/> | |
| Example Text: | Telephone: 555-555-5555, Fax: 555-555-5555, email:Customer.Service@ACHBank.com, url:www.ACH.EDI.com | |

Service Overview of the three entry tabs

On Email Heading tab, enter / modify existing RDFI information to display in item-level alert email headings.

Enter the financial institution's name and contact information for the chosen RTN to be used on email notifications generated for any item-level alerts when and if item-level criteria are established. This heading information needs be entered only once, ideally the first time you begin using the service.

On Email Contact tab, enter / modify an email address book for contacts at the RDFI who will receive alert notices.

Enter RDFI internal staff or shared mailbox email addresses to receive alert notification emails; build "address book" of possibilities and assign contacts per criteria set.

On Criteria tab, enter / modify batch level scan criteria for an RDFI

Mix and match fields to create sets of unique monitoring criteria; each set gets a unique numeric identifier. Also assign email contacts to receive alerts for the particular criteria set.

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Email Heading Information: **One-time setup** of RDFI Information



FedACH: Batch Alert RDFI Maintenance
111111111 ACH Bank Pleasant Town, USA

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IMPORTANT: Select Submit to apply all RDFI setup changes.

Email Heading Information | **Email Contact Information** | **Criteria Information**

The following text fields can be used to identify the name and contact information of your financial institution. This information will appear at the top of the emails generated.

RDFI Name:
Example Text: ACH Bank, Pleasant Town, USA

Contact Information:
Example Text: Telephone: 555-555-5555, Fax: 555-555-5555, email:Customer.Service@ACHBank.com, url:www.ACH.EDI.com

- The information entered on the Batch Alert RDFI Maintenance **Email Heading Information** tab appears on all item-level alert emails, both on those sent out to your customers/clients (receivers) as well as on those sent to internal RDFI staff.
- Use the “contact information” field to direct customer inquiries to call centers or website URLs

Where the RDFI's information shows on an item-level alert email

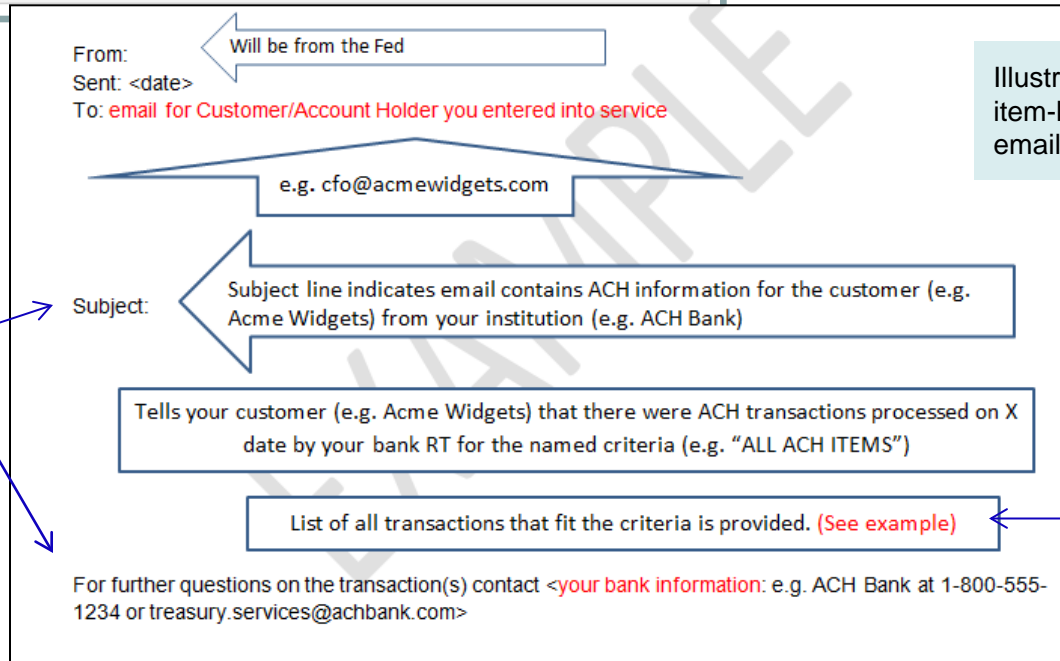


Illustration of an item-level alert email

Sample of item detail shown on following page

RDFI Alert Criteria Set:

Basic Positive Pay Notification Service for Clients

Email Heading Information: **One-time setup** of RDFI Information



Example of transaction detail provided, e.g. for an "All ACH Items" criteria

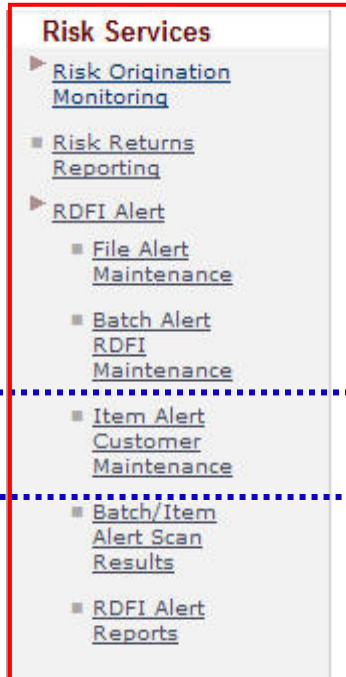
| Transaction Type | Amount | Transaction Date | Originator Name | Transaction Description | SEC Code | Trace Number |
|------------------|-------------|------------------|------------------|-------------------------|----------|-----------------|
| Credit | \$ 1,560.00 | 04/21/2011 | MERCHANT ACCOUNT | SETTLEMENT | CCD | 888828889999999 |
| Credit | \$ 70.00 | 04/21/2011 | DEBIT CARD | BKCD STLMT | CCD | 888888879999999 |
| Credit | \$ 150.00 | 04/21/2011 | DEBIT CARD | BKCD STLMT | CCD | 888888889999999 |
| Credit | \$ 1,645.00 | 04/21/2011 | DEBIT CARD | BKCD STLMT | CCD | 888988889999999 |
| Credit | \$ 200.00 | 04/21/2011 | DEBIT CARD | BKCD STLMT | CCD | 888888589999999 |
| Credit | \$ 312.00 | 04/21/2011 | DEBIT CARD | BKCD STLMT | CCD | 888778889999999 |
| Credit | \$ 1,381.00 | 04/21/2011 | DEBIT CARD | BKCD STLMT | CCD | 888888889992999 |
| Debit | \$ 1,007.87 | 04/21/2011 | CASH CON | RETAIL CENT | CCD | 888882889999999 |
| Debit | \$ 145.00 | 04/21/2011 | CASH CON | RETAIL CENT | CCD | 888888889969999 |
| Debit | \$ 6,626.00 | 04/21/2011 | CASH CON | RETAIL CENT | CCD | 888868889999999 |
| Debit | \$ 1,005.00 | 04/21/2011 | CASH CON | RETAIL CENT | CCD | 888788889999999 |
| Debit | \$ 354.00 | 04/21/2011 | CASH CON | RETAIL CENT | CCD | 888888889999999 |
| Debit | \$ 206.00 | 04/21/2011 | CASH CON | RETAIL CENT | CCD | 888888889929999 |
| Credit | \$ 3,015.00 | 04/21/2011 | 36 TREAS 310 | MISC PAY | CCD | 888848889999999 |
| Credit | \$ 780.22 | 04/21/2011 | 36 TREAS 310 | MISC PAY | CCD | 888888889996999 |
| Credit | \$ 1,560.00 | 04/21/2011 | 36 TREAS 310 | MISC PAY | CCD | 888878889999999 |
| Credit | \$ 545.33 | 04/21/2011 | 36 TREAS 310 | MISC PAY | CCD | 888888849999999 |
| Credit | \$ 416.00 | 04/21/2011 | 36 TREAS 310 | MISC PAY | CCD | 888888889999999 |
| Credit | \$ 52.70 | 04/21/2011 | 36 TREAS 310 | MISC PAY | CCD | 888848889999999 |
| Credit | \$ 1,760.00 | 04/21/2011 | WIDGET PARTS | INV 2110 | CCD | 888884889999999 |
| Credit | \$ 374.32 | 04/21/2011 | WIDGET PARTS | INV 3110 | CCD | 888888889499999 |
| Credit | \$ 936.00 | 04/21/2011 | WIDGET PARTS | INV 2170 | CCD | 888888889994999 |
| Credit | \$ 112.02 | 04/21/2011 | WIDGET PARTS | INV 2610 | CCD | 888884889999999 |
| Credit | \$ 1,560.00 | 04/21/2011 | WIDGET PARTS | INV 2115 | CCD | 884888889999999 |
| Credit | \$ 787.16 | 04/21/2011 | WIDGET PARTS | INV 4110 | CCD | 488888889999999 |
| Credit | \$ 1,809.00 | 04/21/2011 | WIDGET PARTS | INV 2160 | CCD | 888884489999999 |
| Credit | \$ 569.57 | 04/21/2011 | WIDGET PARTS | INV 2112 | CCD | 888588889999999 |

Sample of item-level alert email detail

RDFI Alert Criteria Set:

Basic Positive Pay Notification Service for Clients

Creating Customer, Item-level Criteria



- To begin establishing customer item-level criteria, select **“Item Alert Customer* Maintenance”**
 - ✓ * NOTE: While item alert customer maintenance is most typically used to establish item-level criteria using customer account number(s) level to send alerts out to account holders, as for this basic positive pay notification service, item-level criteria can also be established to send alerts to internal RDFI staff informing them of activity that occurs at the item/customer account number level, e.g. as for a closed account transaction tracker, which is built at the item, account number level but intended for internal use by the financial institution
- Within this section, menu items will give the RDFI the ability to do the following for **item**-level scans:
 - enter / modify existing **customer** / account number information
 - enter / modify **email addresses** for an RDFI’s customers/receivers or internal staff who will receive item-level alert notices
 - enter / modify item level **scan criteria** for an RDFI’s customer / receiver or for RDFI internal staff alerts on activity at a customer / account number level

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients Creating Customer, Item-level Criteria



FedACH: Item Alert Customer Maintenance - Search

111111111 ACH Bank Pleasant Town, USA

Select an ABA from the drop-down list and click View List to see all established Customers for this ABA. Once an ABA has been selected, you will also have the option of entering a Customer Name or Receiver Account Number to narrow your search for a specific Customer.

RDFI:

To narrow your search for a specific Customer, you may optionally select another criteria from the drop-down list below and enter a value in the Search Detail box then click View List.

Search Criteria:

Search Detail:

Search Results

111111111 **FI manages only itself**

Listed below are the Customers that are set up for this RDFI ABA. To edit or delete an existing Customer, click the appropriate icon next to the corresponding Customer Name. To add a New Customer for the RDFI ABA, select Add New Customer. To view other Customers, select a new RDFI ABA from the drop-down list above.

| Customer Name | Receiver Account Number | Edit | Delete |
|----------------------|-------------------------|------|--------|
| Sean's Bait Boutique | 9876 | | |

- Upon selecting the “Item Alert Customer Maintenance” menu, you will see your RDFI ABA. If you operate the service for more than one ABA, select the one you want from the drop down menu
- Click “View List,” which will show you any customers already established for this ABA and allow you to “Add” a new customer
- Select “Add New Customer,” which will bring you to the three customer, item-level entry tabs shown on the following slide

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Customer Information

FedACH: Item Alert Customer Maintenance - Main
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Customer Name:

IMPORTANT: Select Submit to apply all customer setup changes.

Customer Information | **Email Contact Information** | **Criteria Information**

Enter the new Customer information below. To add a New Receiver Account Number enter the new value below and click Add to List. To delete an existing Receiver Account Number select the desired value in the list and click Delete Selected.

NOTE: The service ignores leading zeros, all dashes and all spaces for Account Numbers. For example: the service will recognize and display '00123-4' and '12 34' as '1234' once entered. Alphabetic characters will match regardless of their case.

For RDFIs who also subscribed to FedEDI Plus and Reports and would like to use the same customer setup, click **Import Customer** to import customer information from the FedEDI Plus and Reports service.

Customer Name:

New Receiver Account Number:

Defined Receiver Account Number(s):

Enter the customer name and then the customer account number.

“Add” the customer account number to the customer’s list of “Defined Receiver Account Numbers.”

If there are additional customer account numbers you want to associate with this customer, continue to enter and add them to the list.

Once finished, move on to “Email Contact Information” tab.

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients Email Contact Information



FedACH: Item Alert Customer Maintenance - Main
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Customer Name:

IMPORTANT: Select Submit to apply all customer setup changes.

Customer Information | **Email Contact Information** | Criteria Information

When a criteria or threshold is met or exceeded, an alert email will be sent out to contacts selected from the list below. Up to 100 email addresses may be defined.

To set up a new Contact, enter the Contact Name and the Contact Email Address in the space provided then click Add Contact. To edit or delete an existing Contact, click the appropriate icon next to the corresponding Contact Name.

For RDFIs who also subscribe to FedEDI Plus and Reports and would like to use the same contacts, click Import Contact to import contact information from the FedEDI Plus and Reports service.

Contact Name:

Contact Email Address:

| Contact Name | Contact Email | Edit | Delete |
|--------------|--------------------|------|--------|
| Ben Jones | Bjones@company.org | | |

Names of client cash/treasury management staff or a shared mailbox name.

You will use this entry tab to build an address book of contacts for this client.

Enter the name of a contact to receive alert emails for this client. You can also send these alerts to your institution's own internal staff if so desired. Group emails can be used.

Enter that contact's email address.

Click Add contact.

Continue to build the email address book for this customer. You will pick and choose which addresses to assign to this criteria set in a later step.

Click submit

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Criteria Information

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Customer Name: **ABC Company**

IMPORTANT: Select Submit to apply all customer setup changes.

Customer Information **Email Contact Information** **Criteria Information**

To identify a new Scan Criteria click the Add New button below. To edit or delete an existing Scan Criteria, click the appropriate icon next to the corresponding Scan Criteria.

| Scan Criteria Name | Scan Criteria ID | Edit | Delete |
|--------------------|------------------|------|--------|
| Worm Expenses | 1 | | |

- All established criteria sets for a given “Customer Name” appear on this criteria information tab
 - Add new or additional Criteria Sets for this customer by clicking “Add New”
 - Edit or delete established Criteria Sets by clicking Edit or Delete
 - New/edited Criteria Sets are effective the next business day
- Scanning for item-level (account number/customer level) alerts starts once FedACH Services end-of-day processing has concluded
- To start entering positive pay notification criteria for this customer, click “Add New”

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Criteria Information

FedACH: Item Alert - Criteria Maintenance
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Customer Name:

Criteria Information
There is a monthly charge per scan criteria set, and a per item fee for each item matched for alerting purposes. Please see the FedACH Services Fee Schedule at <http://www.frbervices.org/> for more details.

Enter the information below to create a New Scan Criteria. The Scan Criteria ID is auto populated but can be overwritten during the creation of a new Scan Criteria.

At least one criteria must be defined. If more than one criteria is defined then an item alert will be triggered when all criteria defined are met.

Scan Criteria Name: **Scan Criteria ID:**

Alert Criteria

Send an Alert for all Items

ODFI ABA:

Company Name:

Company ID:

Company Entry Description:

SEC Code:

Credit Dollar:

Debit Dollar:

Immediate/SameDay Settlement only:

- Give criteria set a meaningful name
- Select "Debit Dollar" drop down of "equal to or greater than"
- Enter a debit dollar value that would trigger scanning and reporting for most items. For example, a small value of \$0.01 would report on nearly all items. Enter a value of your choice.
- **Scroll down to see the contact/email section in the bottom half of the entry screen**

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients

Criteria Information



To subscribe an existing Contact to the Alert, select the Contact from the Available Contacts box, and click the down arrow to add them to the Selected Contacts box. A maximum of 10 Contacts can be assigned to an Alert.

Available Contacts

| Contact Name | Contact Email |
|--------------|---------------|
| Susan | sue@email.com |

Add **Remove**

Selected Contacts

| Contact Name | Contact Email |
|--------------|-----------------|
| Agnes | aggie@email.com |
| Jimmy | jimbo@gmail.com |

Please click Continue to return to the Item Alert Customer Maintenance page. You must click Submit on the customer maintenance page to save your changes.

Continue **Reset** **Cancel**

From the address book of available email contacts you created earlier for this customer, add those you want to receive alerts when this set of criteria is met to the "Selected Contacts" list

Each alert criteria set must have **at least one email contact noted in the Selected Contacts section** and can have a maximum of 10 email contacts

Add or Remove email contacts by clicking "Add" and "Remove"

IMPORTANT NOTE:
"Continue" returns you to the Item Alert Customer Maintenance page where you **MUST click SUBMIT** to save your entries.

RDFI Alert Criteria Set: Basic Positive Pay Notification Service for Clients Saving Criteria

FedACH: Item Alert Customer Maintenance - Main
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Customer Name:

IMPORTANT: Select Submit to apply all customer setup changes.

Customer Information | Email Contact Information | **Criteria Information**

To identify a new Scan Criteria click the Add New button below. To edit or delete an existing Scan Criteria, click the appropriate icon next to the corresponding Scan Criteria.

| Scan Criteria Name | Scan Criteria ID | Edit | Delete |
|--------------------|------------------|------|--------|
| Worm Expenses | 1 | | |

To save your entries, click “Submit” on the page entitled “Item Alert Customer Maintenance - Main.”

FedACH Risk RDFI Alert Service

For Help

- Review a chart of RDFI Alert Criteria Field Definitions on FRBservices.org/Operations Resources/FedACH Services Resources/FedACH Risk Management Services Resources at <http://www.frbservices.org/operations/fedach/index.html>
- Review handbooks and other quick reference guides at FRBservices.org/Operations Resources/FedACH Services Resources/FedACH Risk Management Services Resources at <http://www.frbservices.org/operations/fedach/index.html>
- Contact the FedACH[®] Services Central Operations Support (COS) Site via information on FRBservices.org/Contact Us/FedACH Services/FedACH Central Operations Support Site at http://www.frbservices.org/contactus/fedach_operations.html
- Find contact information, such as your institution's account executive and FedACH sales specialist, on FRBservices.org/Contact Us/My FedDirectory[®] Service at <http://www.frbservices.org/contacts/index.jsp>

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