Business Online Banking
Managing Alerts

There are several optional alerts available from which you can choose to subscribe. Many alerts help you reduce the risk of fraud, and stay on top of your accounts, transactions and user activity. The alert options presented to you are based on the services with which you are entitled.

In addition to the optional alerts, there are also alerts automatically setup in Business Online Banking. While you cannot unsubscribe from these alerts, you can update the delivery method for them.

Alert Types

Account
Account alerts are divided into the following subcategories based on the services enabled to the company and user.

- Balance and Activity
- Transfer and Payment
- Account Reconciliation & Positive Pay
- Stop Payment
- Statement and Document
- Wire Transfer

Non-Account
Non-account alerts are not sub-categorized. They include notifications unrelated to accounts, such as when a user changes their password, email address or phone number.

Multiple Accounts

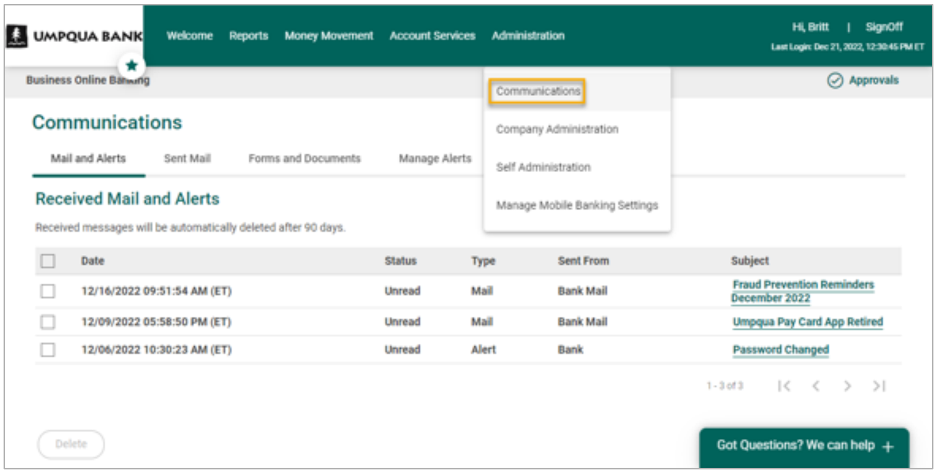
Multiple Account alerts allow users to add an alert to multiple accounts at a time.

Custom

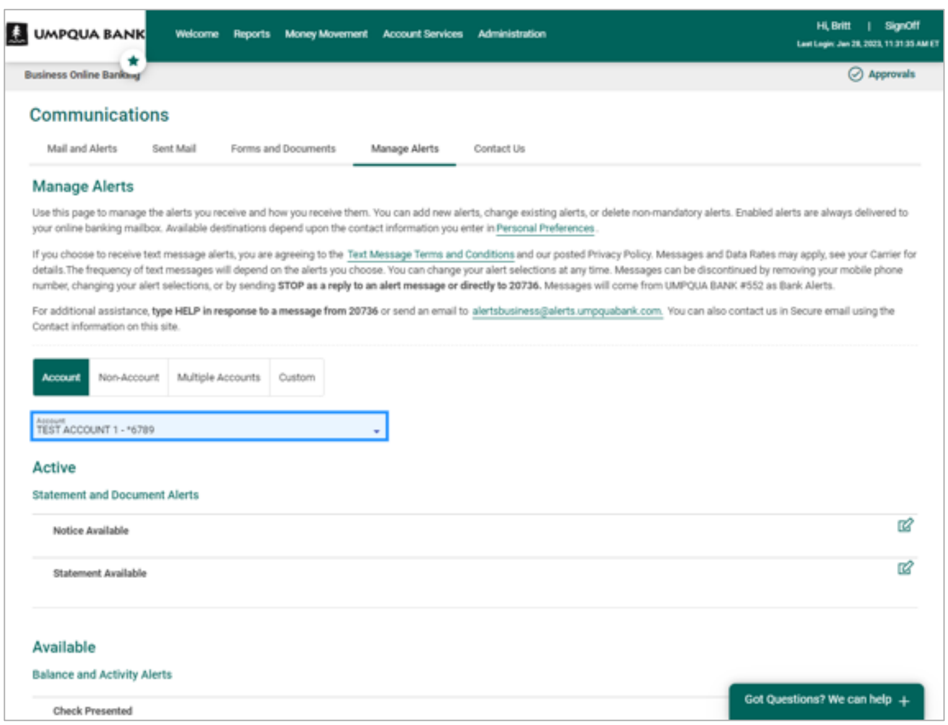
Custom alerts are notifications that company users define. They are ideal for setting up reminders for something such as payroll.

Manage Alerts

1 **Log into Business Online Banking from UmpquaBank.com.**
Select **Administration** from the header navigation then **Communications**.
This will display the “Mail and Alerts” page.



2 **Click the Manage Alerts tab.**



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3 **Select applicable account from the “Account” drop-down.**

Click the icon next to the alert for which you want to subscribe.

Select your “Send To” method.

- You have the option of having alerts sent via email or SMS text message.

Click **Add.**