Basics for Business Quick Reference Guide

BBVA Net Cash USA Alerts Services

Alerts services allow authorized users to receive notifications about specific events, balances, or transactions. Depending on the type and configuration, some alerts are delivered on a regular schedule, while others are sent in real time, based on an event that took place.

To begin, click on the Notification Center icon and select View Alerts.

Our comprehensive offering includes the MasterCard commercial card and the following tools designed to help you optimize your card program:

1. Click the Alerts Contact Information tab and then Import My Profile.
2. Select the email address or phone number and enter a contact label.
3. Click Save Changes.
   (Repeat for the remaining available profile information.)

**Tip:** To add additional contact points for yourself or other users, click New Contact and complete the required fields. You may update and change your contact information as frequently as you like. This allows you to customize alerts to fit your routine and schedule.

**Tip:** For voice and fax options, you may designate quiet times when no alerts will be delivered. Alerts triggered during this time span will be queued and delivered after the quiet time ends.

**Alerts Setup**

This service provides optional alert notifications for Information Reporting and Payments.

1. Select the Alerts Setup tab and click Add New Alert.
2. Enter an alert name that will be easily recognizable for the specific alert type.
3. Choose an alert group: Information Reporting or Payments.
4. From the list of applicable alert types, select the service type you would like to add.
5. Schedule delivery by choosing the hour, minute, and time zone for selected service types.
6. Select the recipient from the drop-down menu and select the desired contact points through which you want to deliver the alerts.
7. Enter required (*) and/or optional criteria.
8. Click Save.

**Tip:** Some payment options require scheduled times for delivery. See alert descriptions for additional information.

**Advanced Alerts Setup**

This service provides optional alert notifications for Account Reconciliation, Positive Pay, and eStatements.

1. Select the Advanced Alerts Setup tab and click New Alert.
2. From the list of applicable alert types, select the option you would like to include in the alert.
3. Enter an alert name that will be easily recognizable for the specific alert type.
Basics for Business BBVA Net Cash Alerts Services

4. Choose the accounts from the list provided that you would like to include in the alert criteria.
5. Select the desired contact points through which you want to deliver the alerts.
6. Click Save.

Tip: Depending on the chosen criteria, Positive Pay Alerts can be received at various times throughout the day. See alert descriptions for additional information.

Unread Alerts
This service provides a list of alert notices that have been received.

1. Select the Unread Alerts tab.
2. Choose the specific alert you wish to review, and click on the alert name link.
3. You can then review the details included within that alert, as well as what time the alert was delivered to your designated delivery point.
4. Selecting the Go To Action button will direct you to the service location described within the details of the alert.
5. Clicking Return will direct you back to the Unread Alerts screen. Selecting Mark as Read will move the read alert to the Alerts History tab.

Alerts History
This service provides a history of alert notices you have received and reviewed.

1. Select the Alerts History tab.
2. Choose the specific alert you wish to review, and click on the alert name link.
3. You can then review the details included within that alert, as well as what time the alert was delivered to your designated delivery point.
4. Selecting the Go To Action button will direct you to the service location described within the details of the Alert.
5. Clicking Return will direct you back to the Alerts History screen. Selecting Mark as Unread will move the unread alert to the Unread Alerts tab.

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>Alert Description</th>
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</thead>
<tbody>
<tr>
<td>Payments</td>
<td></td>
</tr>
<tr>
<td>Payments Awaiting Approval*</td>
<td>Notifies that a payment requires approval before processing</td>
</tr>
<tr>
<td>Approver Rejected Payments*</td>
<td>Notifies that a payment has been rejected during the approval process</td>
</tr>
<tr>
<td>Payment Processed</td>
<td>Notifies that a payment has processed successfully</td>
</tr>
<tr>
<td>Payments Rejected Today*</td>
<td>Notifies that a payment has been rejected by the sending or receiving bank</td>
</tr>
<tr>
<td>Payments Automatically Generated*</td>
<td>Notifies that a payment has processed automatically based on the selected schedule</td>
</tr>
<tr>
<td>Payment Recipient List</td>
<td>Notifies if an addition, modification, or deletion has been made</td>
</tr>
<tr>
<td>Information Reporting</td>
<td></td>
</tr>
<tr>
<td>Closing Ledger Balance</td>
<td>Provides the closing ledger balance for the selected criteria</td>
</tr>
<tr>
<td>Closing Available Balance</td>
<td>Provides the closing available balance for the selected criteria</td>
</tr>
<tr>
<td>Transaction Notification</td>
<td>Notifies that transactions have posted to an account based on the chosen criteria</td>
</tr>
<tr>
<td>Electronic Report Received</td>
<td>Notifies that an Electronic Report is available for viewing</td>
</tr>
<tr>
<td>Summary Balance</td>
<td>Provides the balance information based on the chosen criteria</td>
</tr>
<tr>
<td>eStatements</td>
<td>Notifies that eStatements are available for viewing</td>
</tr>
</tbody>
</table>

* Some payment options require scheduled times for delivery.