

User Guide

Customer Alerting

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Disclaimer

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About Customer Alerting

HSBC*net*'s Customer Alerting service allows you to create scheduled alerts and assign recipients who will receive these alerts upon the occurrence of specific HSBC*net* events. The recipients receive these alerts via e-mails, SMS messages to their mobile phones listed in their HSBC*net* profiles and in the **My Alerts** tool. To provide additional security, the System also generates mandatory profile change alerts to inform the User whose profile has been modified. Users can receive alerts for the following HSBC*net* services categories

- Balance and Transaction Reporting
- File Upload
- Payments
- Self Service
- Supply Chain Solutions
- User Management Authorisation
- Positive Pay

Before you begin

To use this HSBC*net* Service, your System Administrator must first entitle you with access to:

- **Alerts tool:** This tool provides the User with the ability to create, amend or delete alert parameters for themselves and other User profiles within your company.

And/or

- **My Alerts tool:** This tool entitles Users as recipients, to view a summary of all the items that have been alerted for their attention.

For more information about User entitlements refer to the **System Administration: User Entitlement** User Guide.

Entitling Users

As a System Administrator, you can entitle a User to the Alerts tool and/or the My Alerts tool by completing the following steps:

1. From your HSBC*net* page, access the User Management tool (UMT) under the Admin tab.
2. Select **Modify User Access Level** in UMT.
3. Authenticate yourself using your Security Device or Smart Card.
4. Use the Quick Filter to locate and select the User you wish to entitle from the Search Results.
5. From the Maintain Access Control Details page, select the Customer Alerts link in the General Services section.
6. In the Maintain Customer Alerts authority page, enable the Alerts tool and My Alerts tool by selecting the respective check-boxes. Select **Confirm**.

Customer Alerts entitlement

User Information	
Last name, First name	Turpin , James
Alerts Tool Authority Control	Enabled
Alerts Tool	<input type="checkbox"/>
My Alerts Tool Authority Control	Enabled
My Alerts Tool	<input type="checkbox"/>
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>	

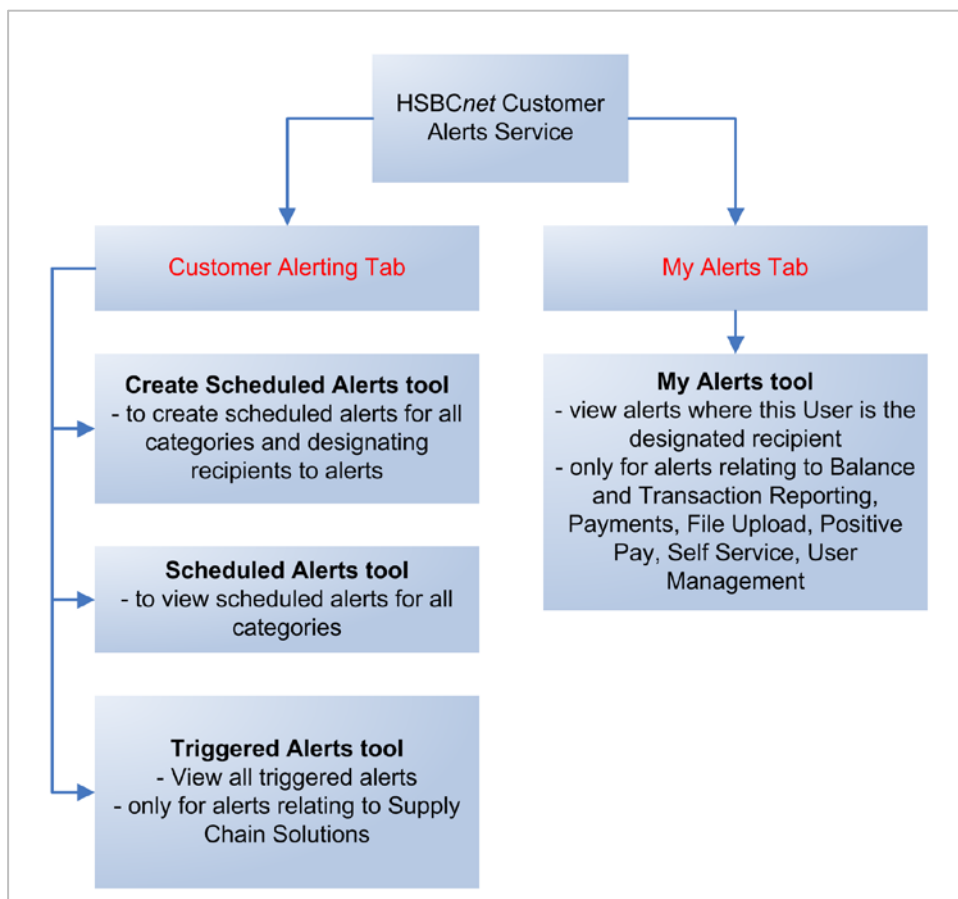
7. On the Access Control Details page select **Proceed** after the required entitlements are completed.
8. Review the entitlement changes in the following page and select **Submit**.

Using Customer Alerting

Customer Alerts Service has two main features. Depending on your entitlements you will see the following two tabs:

- Customer Alerting
- My Alerts

HSBCnet Customer Alerting Service



Customer Alerting

The Customer Alerting tab gives you access to three Alerting tools.

- Create Scheduled Alerts
- Scheduled Alerts, and
- Triggered Alerts

Creating Scheduled Alerts

The Create Scheduled Alerts tool allows you to create alerts which are triggered upon the occurrence of certain events. You, and your specified recipients, can receive these alerts through e-mail notifications or the on-screen Alerts tool within *HSBCnet*. Depending on the country of your recipients, SMS text message alerts may also be available.

If you are entitled to any of the *HSBCnet* tools listed below, Alerts can be created against selected activities within these categories:

- Balance and Transactions Reporting
- File Upload
- Payments
- Self Service
- Supply Chain Solutions
- User Management—Authorisation alerts.
- Positive Pay

Note: The procedure to create a scheduled alert is the same for all categories. However, each category presents its own unique features, options and requirements. Follow the on-screen instructions to complete the required fields. Mandatory fields are marked with an asterisk (*).

Create Scheduled Alerts Options

Note: The Alert category and activity options available in the Create Scheduled Alerts tool depend on the HSBCnet services subscribed by your organisation.

To create a new scheduled alert from the **Create Scheduled Alert** tool, complete the following steps:

1. Select an activity from the Alert category and activity field. Create an alert name in the **Alert name** field to make this easily identifiable for future reference by you/your recipients, and select **Go**. The **Customer Alerting – Create Alert** page appears.

Create Scheduled Alerts tool (Payment Authorisation Alerts example)

2. Complete all mandatory fields and any optional fields on the page. The available options differ depending on the activity and category you selected earlier. The following images are from the Payment Authorisation Alerts example.

Scheduled Alerts—Create Alert (Payment Authorisation Alerts example)

Create Alert Close

Customer Alerting > Create Alert My HSBCnet | Customer Support

Apply and next

Alert details

Alert name

Activity Payment authorisation alerts

Service Payments

Sub-service
 Priority Payment
 ACH Credits
 ACH Debits
 ACH Transfer Credit
 ACH Transfer Debit
 Eurozone Payment
 Priority Payment Zengin
 Customer Transfer
 Bank to Bank Transfer

Statuses
 Pending authorisation
 Pending 2nd authorisation
 Pending 3rd authorisation

Transaction amount in USD ☒ Not applicable
☐ greater than
☐ between and

Expires ☒ Never ☐ On (dd/mm/yyyy)

Apply and next
 Back to top

Tip: Press CTRL and select to choose multiple items at the same time.

3. Next, select **Apply and next** to proceed. The Create Alert Account Selection page appears. Select the desired accounts and select **Apply and next**. When selecting accounts,
 - a. If **Specific account(s)** option is selected, use the account selection boxes to specify which accounts to include in the alert criteria.
 - b. If **All** option is selected, the account selection boxes are not available and all accounts that the User is entitled to will be included in the alert criteria.

Create Alert Account Selection (Payment Authorisation Alert example)

Create Alert Close

Customer Alerting > Create Alert > Account selection My HSBCnet | Customer Support

Apply and next **Return to create alert details**

Enter search criteria

Location

Institution

Currency

Account number

Search

Account list

Select accounts ☐ All ☒ Specific account(s)

Please note that previously selected accounts under "Specific account(s)" may be lost as a result of toggling between the radio buttons.

Available accounts **Selected accounts**

Next

AE HEME 001-288372-100 EUR 001288372100
 AE HEME 001-391077-100 GBP 001391077100
 AE HEME 020-025888-101 USD BBME 020-025888-101 CUA
 AE HEME 020-113932-102 GBP 020113932102
 AE HEME 021-334115-100 USD 021334115100
 AE HEME 025-361304-001 AED BBME 025-361304-001 CUA
 AE HEME 025-361304-002 AED 025361304002
 AE HEME 025-361304-003 AED 025361304003
 AE HEME 025-361304-004 AED 025361304004
 AE HEME 025-361304-005 AED 025361304005
 AE HEME 025-361304-101 GBP BBME 025-361304-101 CUA
 AE HEME 025-361304-102 USD Account 4
 AE HEME 025-433202-001 AED AARZEE JEWELLERY LLC
 AE HEME 035-068624-001 AED DUNE CORPORATION
 AE HEME 035-086545-001 AED TECHNIP MIDDLE EAST

Next

Apply and next **Return to create alert details**
 Back to top

- Next select the recipients (maximum 6) for this alert by selecting their respective checkboxes and then choosing **Select**. In the Channel Selection section, select the channel (e-mail or SMS) to be used to alert the recipients. Select **Submit** to create the alert.

Submit Created Scheduled Alerts

Note: There are a maximum number of recipients that can be designated per scheduled alert:

- For Supply Chain Solutions alert types – a maximum of 50 recipients
- For Balance and Transaction Reporting, Payments, File Upload, Positive Pay, Self Service and User Management alert types – a maximum of 6 recipients
- You must be entitled to these tools to be eligible to be a recipient.

- The Alert Creation confirmation page appears. Review the details of the new scheduled alert and select **Confirm** to proceed.

Confirm Creation of Scheduled Alert

6. An acknowledgement confirms your action.

Create Scheduled Alerts—Acknowledgement

Create Alert

Close

Customer Alerting > Create Alert > Acknowledgement - alert creation
My HSBCnet | Customer Support

Your request has been processed. Please refer to the information below.

Alert details

Alert name	Payments Pending Authorisation
Activity	Payment authorisation alerts
Service	Payments
Sub-service	All
Statuses	Pending authorisation instruction stopped Pending 2nd authorisation
Expires	Never
Transaction amount in USD	Not applicable
Created by	Paulo Alert
Creation date/time (dd/mm/yyyy hh:mm)	31/05/2011 18:10

Account list

This alert applies to the following accounts.

HECA 123-456789-012
HECA 234-567890-012

Recipient list

Recipient name	Alert by	Contact
Paula Alert	SMS	1-778-888-8888
Paulo Alert	Email	pauloalert@hsbc.ca

Back to top

For confidential alerts, where sensitive payment data is included, potential recipients will be offered from the applicable HSBCnet users on your profile, e.g. those which have entitlement to the combination of service/account. For Payment alerts, Users who have entitlements to all accounts and all payment types are highlighted in bold to help you with the selection.

Note: Once an alert has been created, there is no further entitlement check, so you should review, and where necessary, update the recipients of sensitive or time critical alerts regularly to ensure the appropriate people receive these notifications within your company. The creation of scheduled alerts does not require authorisation.

Alerts are delivered by e-mail or SMS. In order to receive SMS alerts, (only available for Balance and Transaction Reporting, Payments, File Upload, Self Service and User Management alert types) Users must update their telephone/mobile/cell number in their personal profile record on HSBCnet. (See **My Profile** on the top left hand side of the My HSBCnet homepage.)

My Profile – SMS Feature Enabled

The screenshot shows the 'Edit My Profile' form with the 'SMS Alerting' section highlighted. The form includes tabs for 'Profile Details' and 'Security Details'. The 'Personal Information' section contains fields for Title (Mr), Last name (Dawson), First name (Samir), Middle names, Date of birth (01/01/1980), E-mail address at work (****@hsbc.ca), and Telephone number at work. The 'Mobile telephone number' section is highlighted with a red box and includes fields for Mobile telephone number, Location code, Area code, and Phone number. The 'SMS Alerting' section includes a checkbox for 'Enable SMS Alerts' which is checked. The 'Address Details' section includes a dropdown for 'Location of business' (CANADA) and text boxes for 'Address line 1' and 'Address line 2'.

Alert content is delivered in the language preference of the User where available. For security reasons, mobile phone numbers and e-mail addresses of Users are masked.

Viewing Scheduled Alerts

The scheduled alerts summary tool provides information on the number of alerts scheduled against each alert category. Select an alert category to display the scheduled alerts summary.

Scheduled Alerts tool

The screenshot shows the 'Scheduled Alerts' tool interface. It includes a navigation bar with links for 'My HSBCnet', 'Admin', 'Customer Alerting', 'Self Service', and 'My Alerts'. Below the navigation bar is a breadcrumb trail: 'HSBCnet > Customer Alerting'. The main content area is titled 'Scheduled Alerts' and contains a table with the following data:

Alert category	Alerts scheduled
Balance transaction reporting	95
File upload	5
Payments	0
Positive Pay	19
Self Service	0
User Management	11

Select the alert name link of an alert to view its details. A quick filter is also available to enable you to refine your list of alerts displayed in the summary.

Note: Each category has its own summary list of scheduled alerts

Scheduled Alerts Summary-Self Service example

Scheduled Alerts

Close

Customer Alerting > Scheduled Alerts > Payments
My HSBCnet | Customer Support

Quick filter

Accounts

Please select

Recipients

Please select

Search

Change

Delete

Note: Delete action not permitted for mandatory alert rules.

Scheduled alerts

	Last updated on (dd/mm/yyyy hh:mm)	Alert name	Activity	Status	Last updated by
	31/05/2011 18:10	Payments Pending Authorisation	Payment authorisation alerts	Active	Paulo Alert
	29/03/2011 01:44	3reoDataAlertName	Payment authorisation alerts	Active	SDE4-US- Jeetu
	28/03/2011 10:23	tsdf	Payment authorisation alerts	Active	SDE4-US- Jeetu

Change

Delete

Back to top

From the scheduled alert details page you can **Change** (Modify) the alert criteria or delete the scheduled alert.

Scheduled Alert Details

Scheduled Alerts

Close

Customer Alerting > Scheduled Alerts > Alert details
My HSBCnet | Customer Support

Return to Scheduled Alerts

Change

Delete

Alert details

Alert name	Payments Pending Authorisation
Activity	Payment authorisation alerts
Service	Payments
Sub-service	All
Statuses	Pending authorisation instruction stopped Pending 2nd authorisation
Transaction amount in USD	Not applicable
Expires	Never

Account list

This alert applies to all accounts.

Recipient list

Recipient name	Alert by	Contact
Pamela Alert	SMS	1-778-888-8888
Paulo Alert	Email	Pauloalert@hsbc.ca

Change

Delete

Return to Scheduled Alerts

Back to top

Viewing Triggered Alerts

Use the Triggered Alerts tool to view all triggered alerts for Supply Chain Solutions only. Each triggered alert displays the Alert category, Alert details, Alert name and the Date it was triggered.

Note: You can only view triggered alerts for the categories your company has subscribed to.

Triggered Alerts tool

My HSBCnet Admin Customer Alerting Self Service My Alerts More

HSBCnet > Customer Alerting

▼ Triggered Alerts Help **Edit**

No filters applied

Alert category	Alert details	Alert name	Date triggered (dd/mm/yyyy hh:mm)
----------------	---------------	------------	-----------------------------------

Use the **Edit** option to customise the Triggered Alerts tool to suit your need. Select **Apply** when finished. The Triggered Alerts tool displays alerts based on your chosen filters.

Triggered Alerts Edit window

My HSBCnet User and Account Management Accounts Payments and Transfers Reports and Files Customer Alerting More Learning Centre Logoff

HSBCnet > Customer Alerting Last login: 10-Sep-12 11:28 GMT Useful Links Personalise Help

Triggered Alerts

Alerts to display Scheduled by all

Max number of alerts to display 05

Apply Cancel

My Alerts

If you have been designated as a recipient for any Balance and Transaction Reporting, Payment, Positive Pay, File Upload, Self Service, or User Management alert, you can view triggered alerts in the **My Alerts** tool. By default, the My Alerts tool appears under its own tab once you have been entitled to it.

My Alerts tool

Received date/time (dd/mm/yyyy hh:mm)	Alert name	Account	Service	Sub-service	Amount
15/06/2011 11:36	New Priority Payments	100-000000-011	Payments	Priority Payment	CAD 900.00
15/06/2011 11:35	New Priority Payments	100000002	Payments	Priority Payment	CAD 5,100.00
15/06/2011 11:35	New Priority Payments	100-000000-093	Payments	Priority Payment	CAD 900.00
15/06/2011 11:34	New Priority Payments	100-000000-018	Payments	Priority Payment	CAD 1,000.00

To view details of a specific alert's rule/parameters, select the Alert name link of that alert. The **My Alerts – Alert details** page appears.

To view details of the activity/transaction which triggered the alert, select **Received date/time**. The Customer Alerting—My Alerts details page appears displaying the alert details.

My Alerts Details page

Alert name	Activity	Service	Sub-service	Statuses	Transaction amount in USD	Expires
New Priority Payments	Payment authorisation alerts	Payments	Priority Payment	Pending authorisation instruction stopped Pending authorisation Pending 2nd authorisation Pending 3rd authorisation Pending review	between 1.00 and 50,000.00	Never

Recipient name	Alert by	Contact
Shawn Carter	Email	Shawncarter@hsbc.ca
Simon Carter	Email	Simoncarter@hsbc.ca
Susan Carter	Email	Susancarter@hsbc.ca

Mandatory Profile Change Alerts

To help HSBCnet customers prevent potential fraudulent activities, a mandatory alert is generated when the following profile changes are made by a User.

- E-mail address at work
- Telephone number at work
- Mobile telephone number
- Address line 1
- Postal code/Zip code

Additionally, an alert is also generated and sent to the User when a new HSBCnet tool is ready for their use.

Users do not have an option to stop these alerts which are sent by default to their e-mail address listed in their HSBCnet profile. However, System Administrators or Users with entitlements to Customer Alerts tool are able to modify the delivery channel to receive these alerts via SMS or direct them to only appear in the **My Alerts** tool in HSBCnet.

Viewing Profile Change Alerts

As an End User, you can view any Alerts triggered due to changes in your profile in one of three ways:

- Via e-mail sent to the e-mail address in your HSBCnet profile
- SMS sent to the mobile phone number in your HSBCnet profile
- the My Alerts tool

My Alerts tool – Mandatory Profile Change Alert

The screenshot shows the HSBCnet user interface. At the top, there is a navigation bar with links: My HSBCnet, Admin, My Alerts, Exception Management, Customer Alerting, and More. On the right, there are links for Learning Centre and Logoff. Below the navigation bar, the breadcrumb trail shows 'HSBCnet > My Alerts'. The main content area is titled 'My Alerts' and includes a 'Help Edit' link. Under 'Applied filter criteria', there is a table with the following data:

Received date time (dd/mm/yyyy hh:mm)	Alert name	Account	Service	Sub-service	Amount
06/09/2011 15:48	Mandatory Profile Change alert		User Management	Edit My Profile	

Below the table, there are buttons for 'Select all', 'Clear all', 'Delete', and 'Open more'.

My Alerts – Mandatory Profile Change Alert Details

My Alerts Close

Customer Alerting > My Alerts > Alert details My HSBNet | Customer Support | Help

[Return to My Alerts](#)

Alert details

Alert name	Mandatory Profile Change alert
Activity	User Management – Profile Change alerts
Service	User Management
Sub-service	Modify User Edit My Profile Access Control Multi User Access Control
Statuses	Approved
Expires	Never

Account list
This alert is not account-specific.

Recipient list
This alert will be sent to the HSBNet user whose profile has been amended.

[Return to My Alerts](#)

[Back to top](#)

Changing the delivery channel

By default, mandatory profile change alerts are only sent to the e-mail address of the User whose profile has been amended. Therefore, the option to choose a recipient is disabled. However, if you are a System Administrator with entitlements to the Customer Alerts tool, you can choose to change the delivery channel of Mandatory Profile Change alerts for all Users in your organisation. To do so, complete the following steps:

1. Access the Scheduled Alerts tool under the Customer Alerting tab and select the **User Management** link.

Scheduled Alerts tool

My HSBNet Admin Customer Alerting Self Service My Alerts

HSBNet > Customer Alerting

Scheduled Alerts Help

Alert category	Alerts scheduled
Balance transaction reporting	95
File upload	5
Payments	0
Positive Pay	19
Self Service	0
User Management	11

Note: End Users do not have access to this User Management link in the Scheduled Alerts tool. Therefore, they cannot change the delivery channel of Mandatory Profile Change Alerts. End Users also cannot be designated as recipients to User Management authorisation alerts.

2. The Scheduled Alerts—User Management page appears displaying a summary of all alerts for this category. To view a Mandatory Profile Change alert, select the link in the **Alert name** column.

Scheduled User Management Alerts—Mandatory Alerts

Scheduled Alerts Close

Customer Alerting > Scheduled Alerts > User Management My HSBCnet | Customer Support

Quick filter Hide details

Recipients Please select Search

Change Delete

Note: Delete action not permitted for mandatory alert rules.

Scheduled alerts

	Last updated on (dd/mm/yyyy hh:mm)	Alert name	Activity	Status	Last updated by
<input checked="" type="radio"/>	18/08/2011 07:23	Data Mask Test	User Management - Authorisation alerts	Active	Pamela Alert
<input type="radio"/>	16/08/2011 16:10	Mandatory Profile Change alert	User Management - Profile Change alerts	Active	System Admin
<input type="radio"/>	03/08/2011 14:58	UMT_abcd	User Management - Authorisation alerts	Active	R16GLTPYMTUSSA03Updated
<input type="radio"/>	03/08/2011 13:42	UMT_Alert_Try	User Management - Authorisation alerts	Active	R16GLTPYMTUSSA03Updated

Change Delete

Back to top

- The Alert details page appears. Review the alert details and select **Return to Scheduled Alerts** to return to the Alert summary page.

Note: Since this alert is mandatory, the Delete option is disabled for Mandatory Profile Change alert details page.

The Alert Details page

Scheduled Alerts Close

Customer Alerting > Scheduled Alerts > Alert details My HSBCnet | Customer Support

Return to Scheduled Alerts

Change

Alert details

Alert name	Mandatory Profile Change alert
Activity	User Management - Profile Change alerts
Service	User Management
Sub-service	Modify User Edit My Profile Access Control Multi User Access Control
Statuses	Approved
Expires	Never
Delivery channel	Email

Account list

This alert is not account-specific.

Recipient list

This alert will be sent to the HSBCnet user whose profile has been amended.

Change

Return to Scheduled Alerts

Back to top

- To change the deliver channel, select **Change** in the Alert details page. The Change Alert page appears.

Change Alert page

Scheduled Alerts ▼

Customer Alerting > Scheduled Alerts > Change alert

Apply and next **Cancel**

Alert details

Alert name	Mandatory Profile Change alert
Activity	User Management - Profile Change alerts
Service	User Management
Sub-service	Modify User Edit My Profile Access Control Multi User Access Control
Statuses	Approved
Expires	Never
Delivery channel	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS By not checking either of the 'Delivery Channel' options above you can choose to receive these alerts in the 'My Alerts' tool only.

Apply and next **Cancel**

⏪ Back to top

In the Delivery channel field, you have the option to select **Email** or **SMS** as your desired delivery channel for the mandatory profile change alerts. By not selecting either of these Delivery Channel options, you can choose to receive these alerts in the **My Alerts** tool only.

Select **Apply and next** to save your selection.

Mandatory Alerts (for Hong Kong and Singapore account holders)

Mandatory Alerts are alerts that are triggered when payment instructions are authorised by Users who are Sole Control enabled for Payments on HSBC*net*. Alerts are sent to the designated recipients via e-mail or SMS depending on their country. Currently, mandatory alerts only apply to **Hong Kong** and **Singapore** account holders.

Hong Kong account holders

As per Hong Kong Monetary Authority (HKMA) regulatory requirements, some customers will receive **SMS alerts** for authorised payment instructions. These alerts are sent to customers who satisfy either of the following criteria:

- A Hong Kong or non—Hong Kong domiciled HSBC*net* customer with Sole Transaction Control (STC) using a Hong Kong account
- A Hong Kong domiciled HSBC*net* customer with Sole Transaction Control using overseas accounts

Affected customers are required to nominate a User under their HSBC*net* customer profile to receive these regulatory alerts. The SMS alerts are sent to the mobile number(s) available on the User's profile.

Singapore account holders

As per Singapore regulatory requirement some customers will receive **e-mail alerts** for authorised payment instructions. These alerts are sent to customers who satisfy either of the following criteria:

- A Singapore or non—Singapore domiciled HSBC*net* customer with Sole Transaction Control (STC) using a Singapore account
- A Singapore domiciled HSBC*net* customer with Sole Transaction Control using overseas accounts

Affected customers are required to nominate a User under their HSBC*net* customer profile to receive regulatory alerts. E-mail alerts are sent to the e-mail address available on the User's profile.

Common Criteria for Hong Kong and Singapore account holders

Please note the following common criteria are applicable to both, Hong Kong and Singapore account holders.

- Mandatory Alerts only generate for changes in payment status.
- Customers have Sole Transaction Control enabled for Payments on *HSBCnet*
- Users need to be active under the Customer Profile and have enquiry rights on the accounts for which the alerts are sent.
- All Alert notifications generated for an individual User are also available for enquiry through the **My Alerts** tool.
- Mandatory alerts are required by local monetary regulations and cannot be disabled for Sole Transaction Control customers. If the customer does not want mandatory alerts sent to their Users, their profile must be converted to Dual Transaction Control. Please contact your HSBC representative for further details.

