HSBCnet

HSBC

User Guide

Customer Alerting

September 2012

Contents

Disclaimer

Please note the information contained in this document is correct at the date of the publication.

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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.

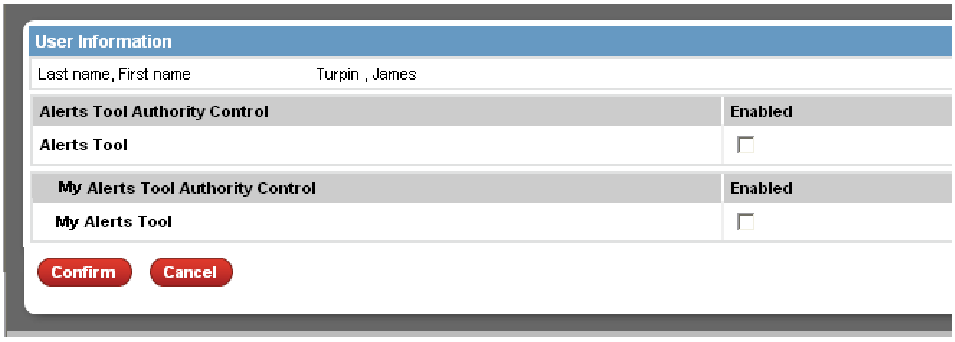
For more information about User entitlements refer to the **System Administration: User Entitlement** User Guide.

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



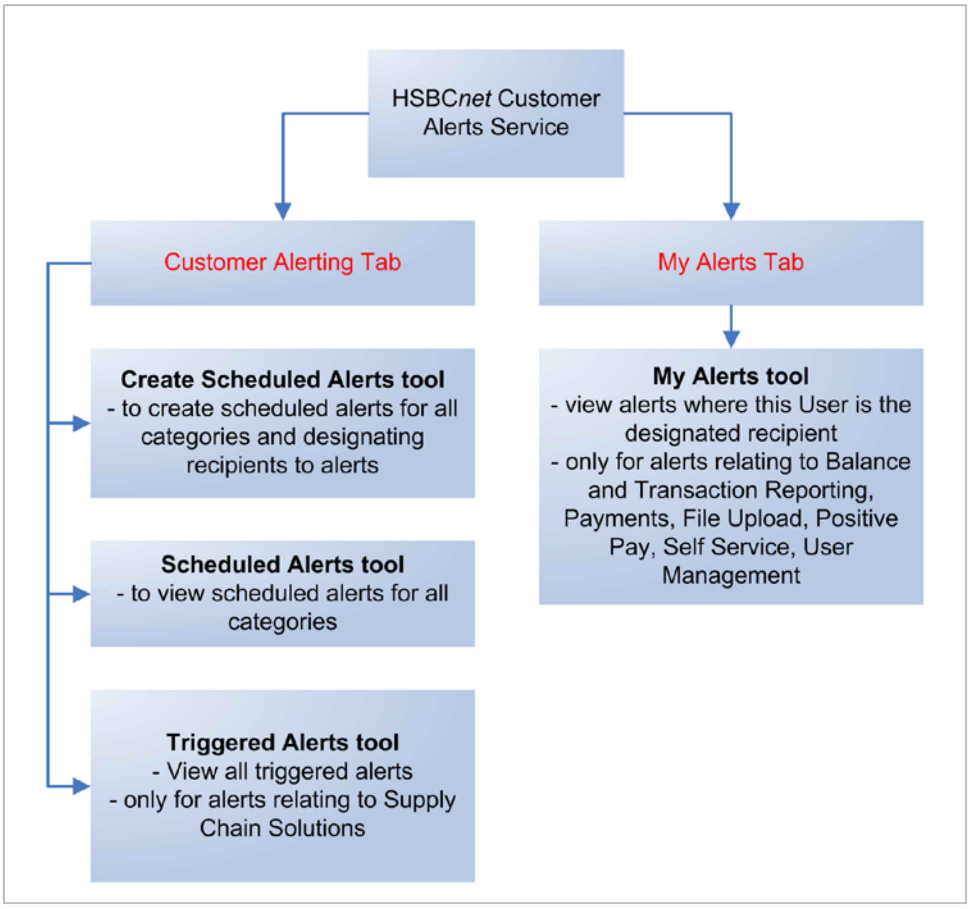
7. On the Access Control Details page select **Proceed** after the required entitlements are completed.
8. Review the entitlement changes in the following page and select **Submit**.

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

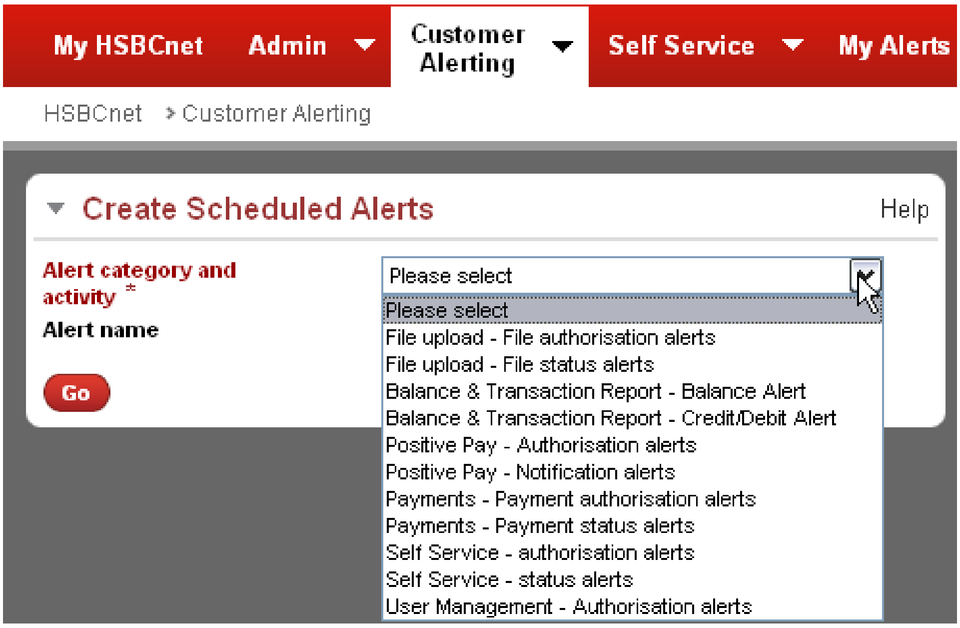
The Create Scheduled Alerts tool allows you to create alerts which are triggered upon the occurrence of certain events. You, and your specified recipients, can receive these alerts through e-mail notifications or the on-screen Alerts tool within HSBC*net*. Depending on the country of your recipients,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

If you are entitled to any of the HSBC*net* 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

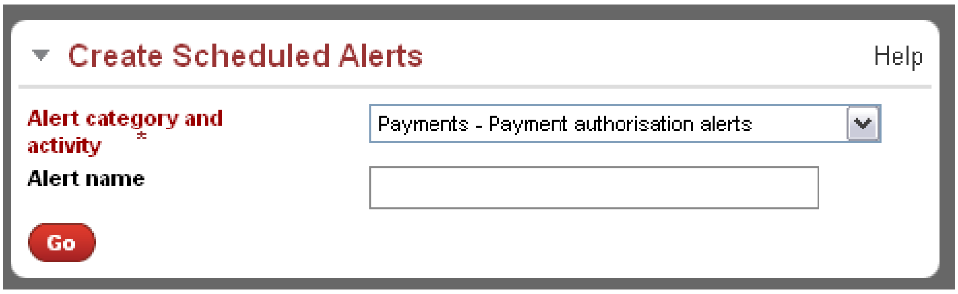


Note: The Alert category and activity options available in the Create Scheduled Alerts tool depend on the HSBC*net* services subscribed by your organisation.

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

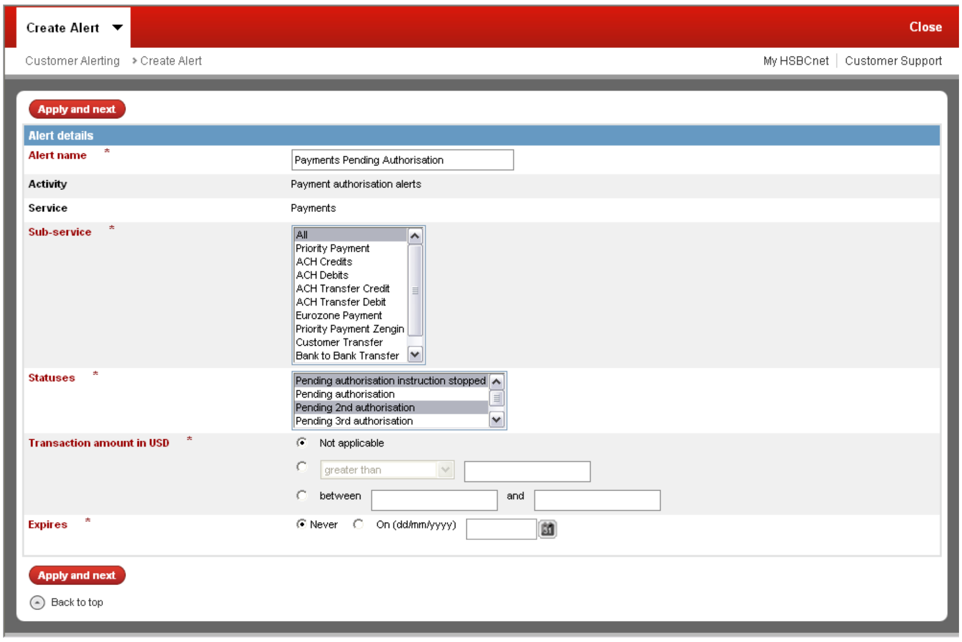
1. Select an activity from the Alert category and activity field. Create an alert name in the **Alert name** field to make this easily identifiable for future reference by you/your recipients, and select **Go**. **The Customer Alerting – Create Alert** page appears.

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)



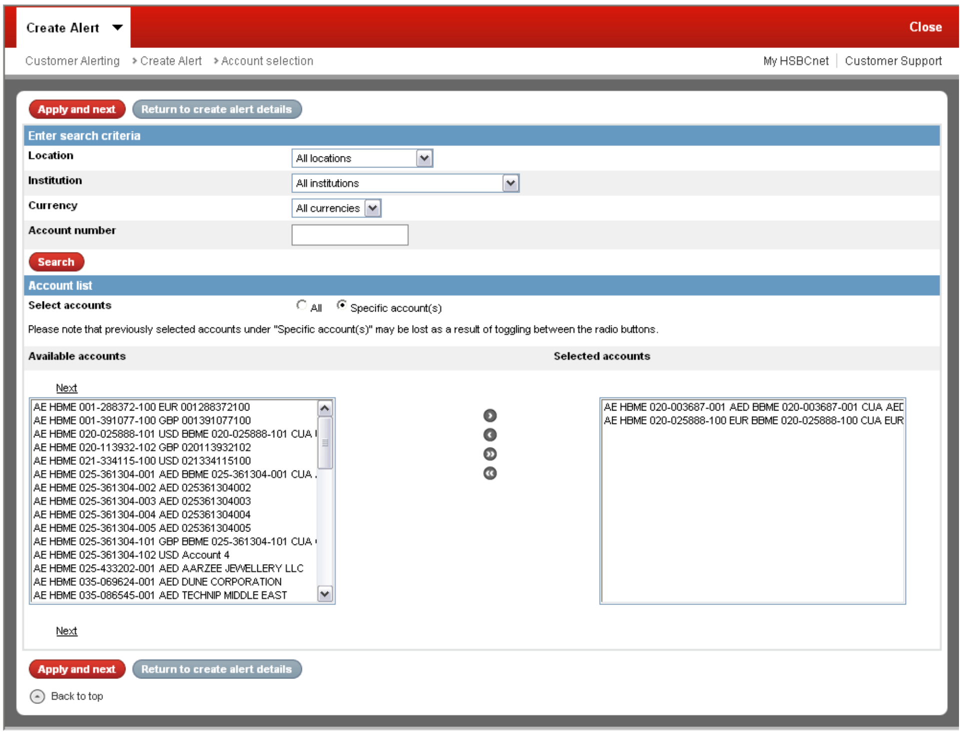
Tip: Press CTRL and select to choose multiple items at the same time.

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.

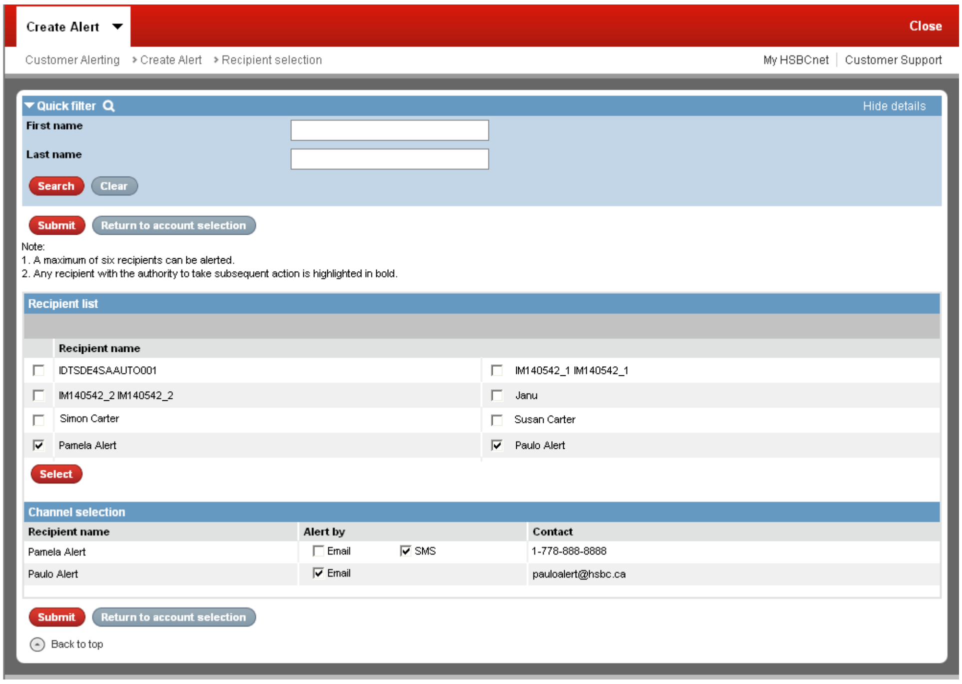
   b. If **All** option is selected, the account selection boxes are not available and all accounts that the User is entitled to will be included in the alert criteria.

Create Alert Account Selection (Payment Authorisation Alert example)



4. 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.

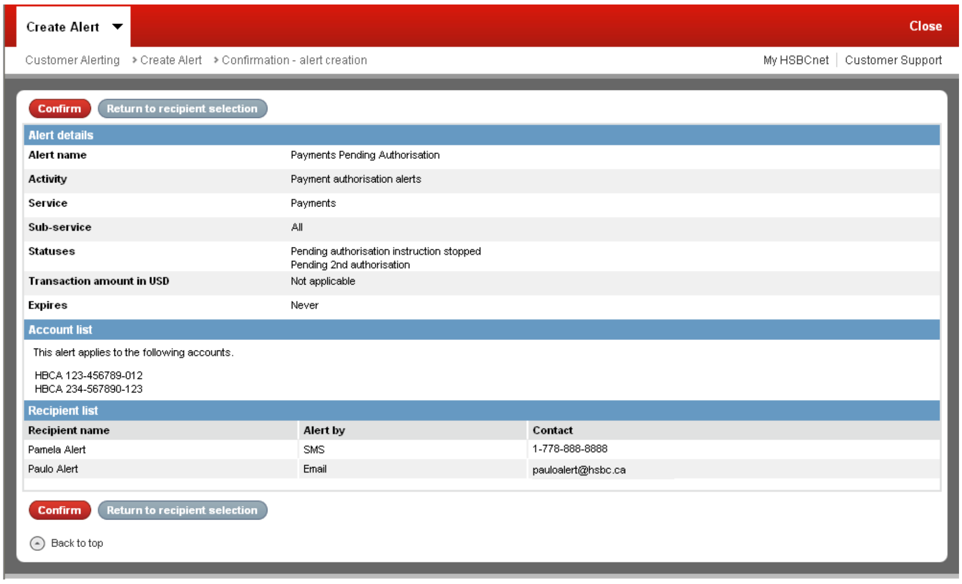
Submit Created Scheduled Alerts



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.

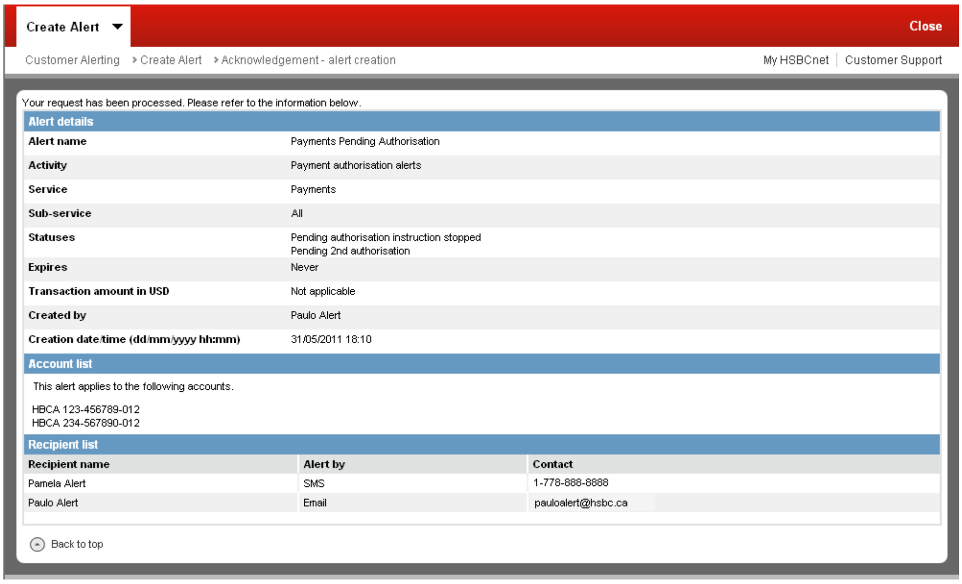
5. The Alert Creation confirmation page appears. Review the details of the new scheduled alert and select **Confirm** to proceed.

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.

HBCA 123-456789-012
HBCA 234-567890-012

Recipient list

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

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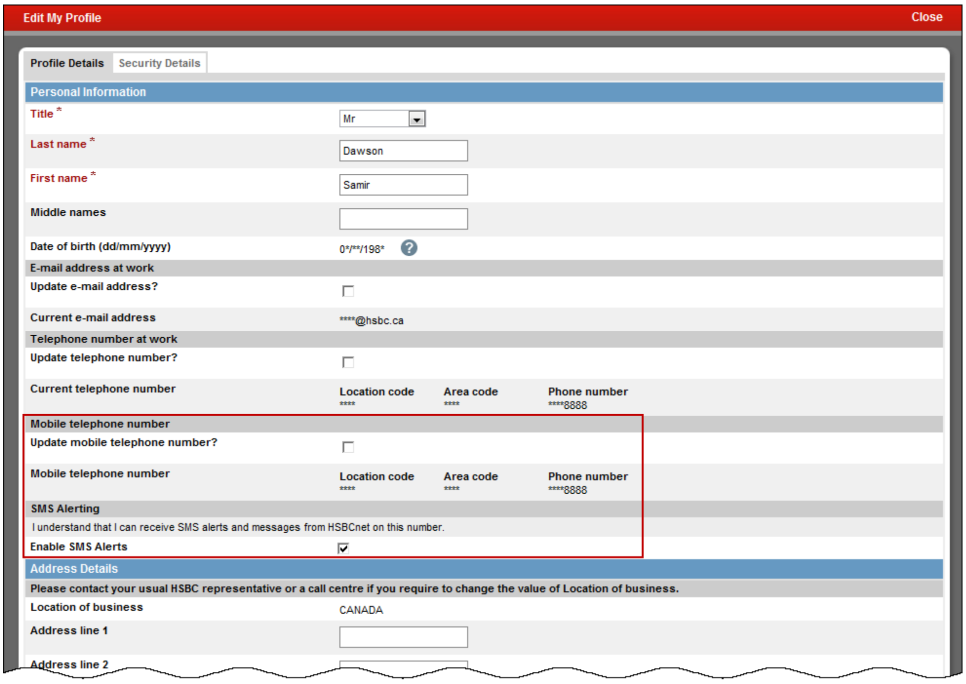
For confidential alerts, where sensitive payment data is included, potential recipients will be offered from the applicable HSBC*net* users on your profile, e.g. those which have entitlement to the combination of service/account. For Payment alerts, Users who have entitlements to all accounts and all 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 HSBC*net*. (See **My Profile** on the top left hand side of the My HSBC*net* homepage.)

My Profile – SMS Feature Enabled

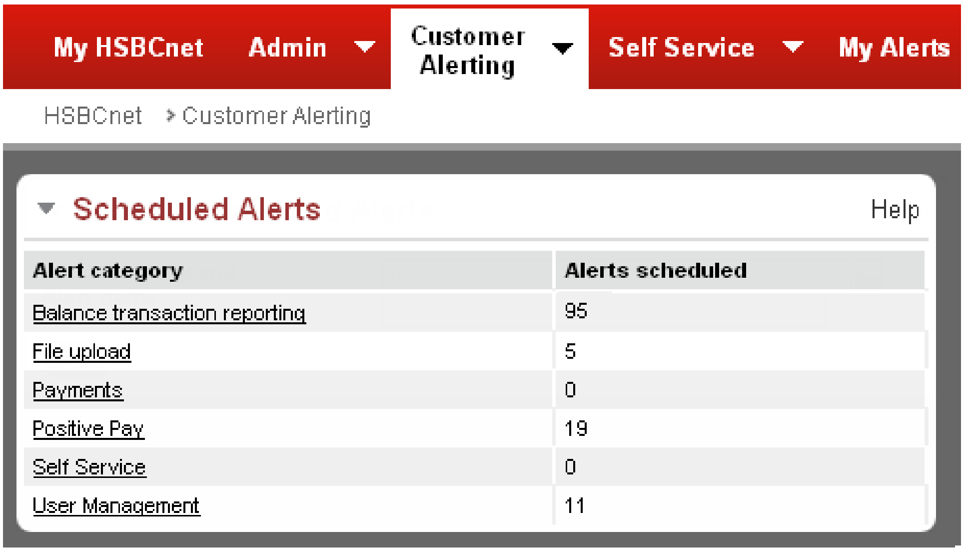


Alert content is delivered in the language preference of the User where available. For security reasons, mobile phone numbers and e-mail addresses of Users are masked.

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.

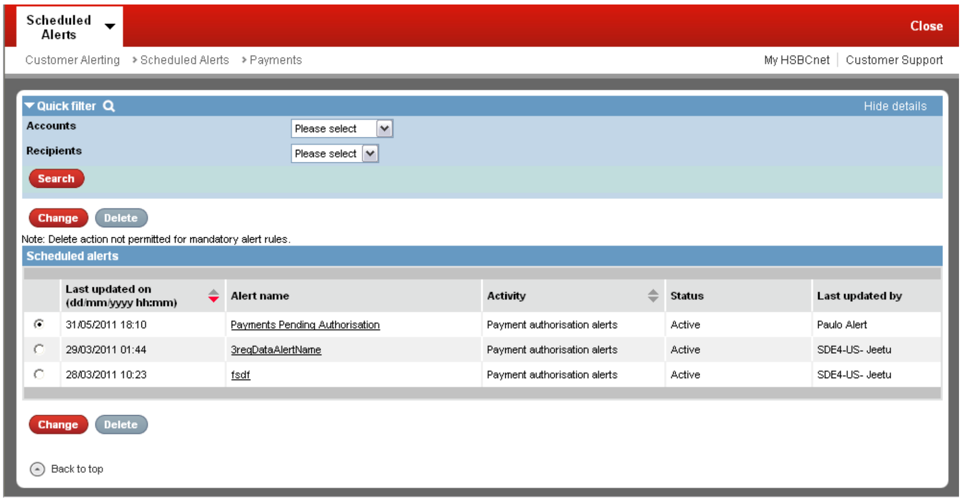
Scheduled Alerts tool



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.

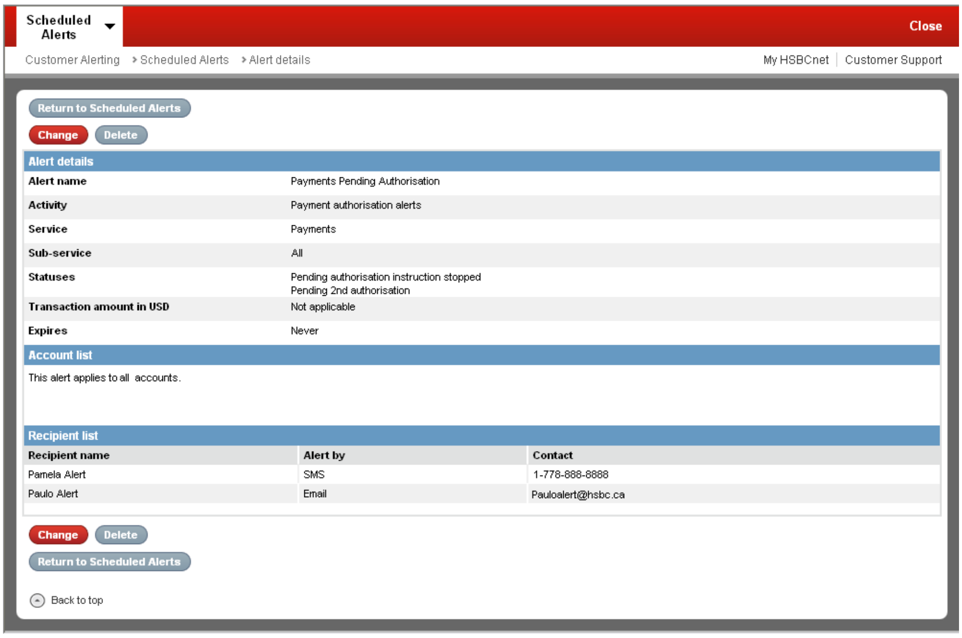
Note: Each category has its own summary list of scheduled alerts

Scheduled Alerts Summary-Self Service example



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

Scheduled Alert Details

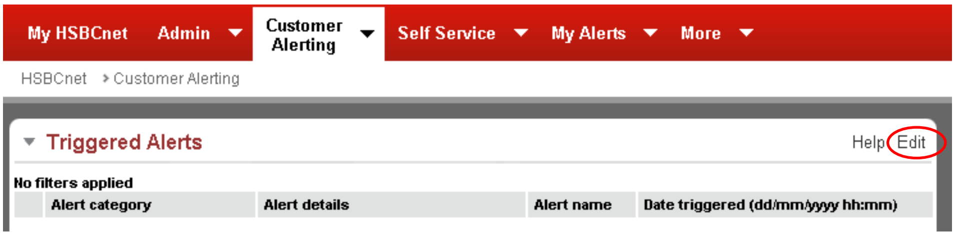


Viewing Triggered Alerts

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.

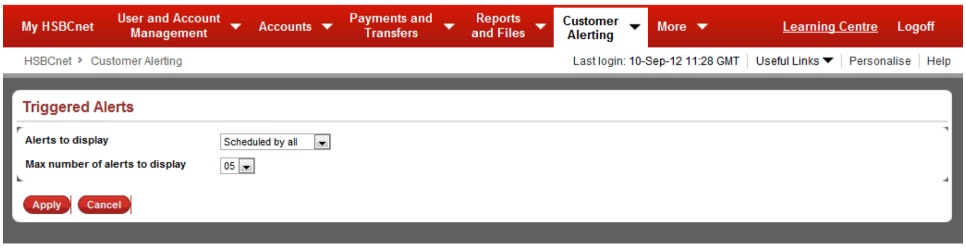
Note: You can only view triggered alerts for the categories your company has subscribed to.

Triggered Alerts tool



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.

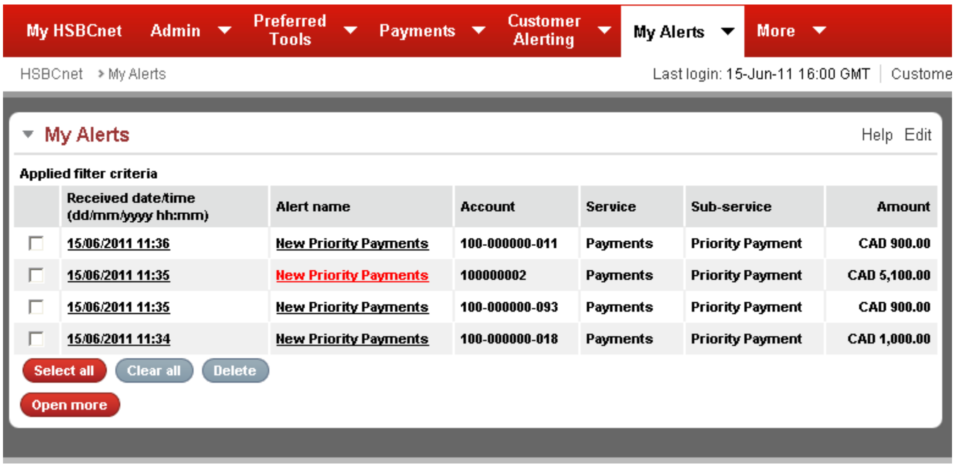
Triggered Alerts Edit window



My 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.

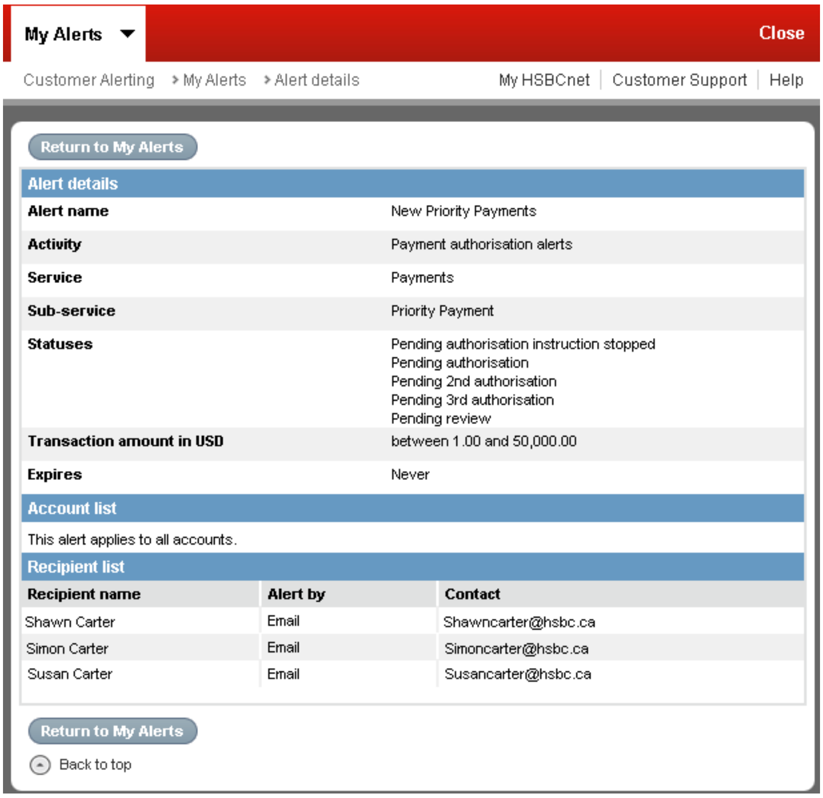
My Alerts tool



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



Mandatory Profile Change Alerts

To help HSBC*net* 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 HSBC*net* tool is ready for their use.

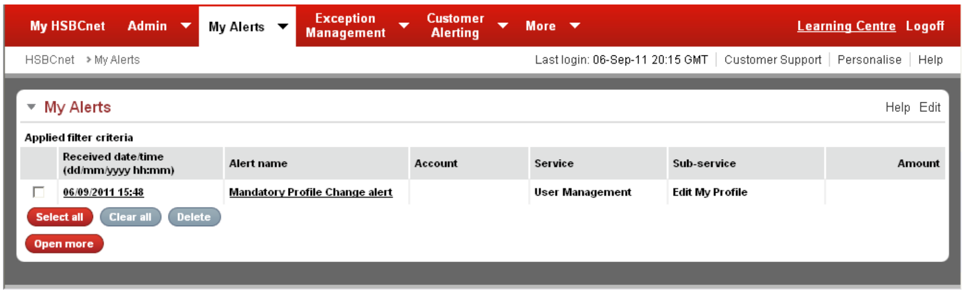
Users do not have an option to stop these alerts which are sent by default to their e-mail address listed in their HSBC*net* profile. However, System Administrators or Users with entitlements to Customer Alerts tool are able to modify the delivery channel to receive these alerts via SMS or direct them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

Viewing Profile Change Alerts

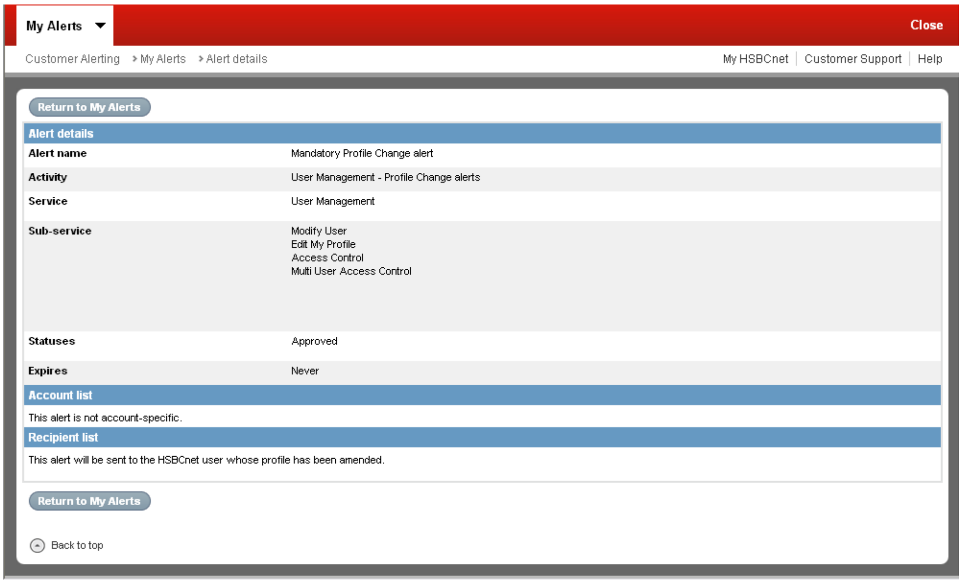
As an End User, you can view any Alerts triggered due to changes in your profile in one of three ways:

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

My Alerts tool – Mandatory Profile Change Alert



My Alerts – Mandatory Profile Change Alert Details

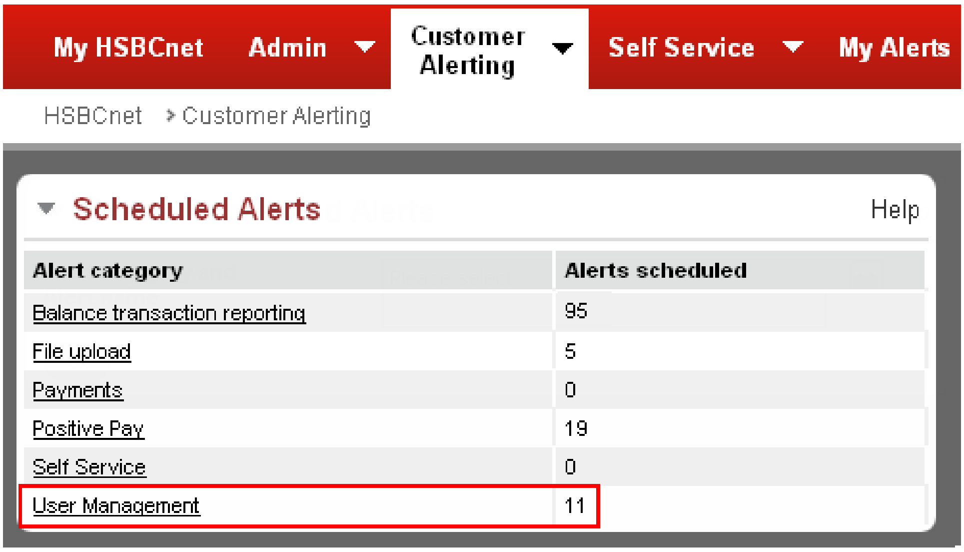


Changing the delivery channel

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.

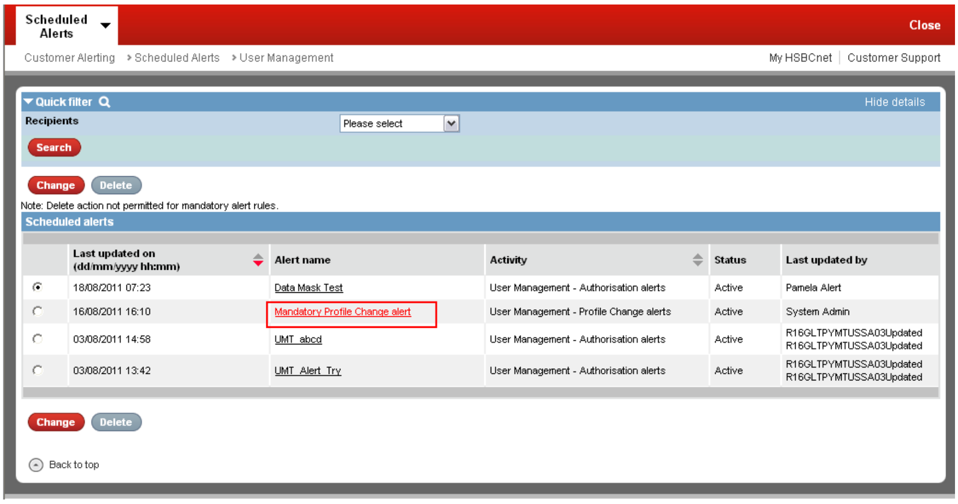
Scheduled Alerts tool



> **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.

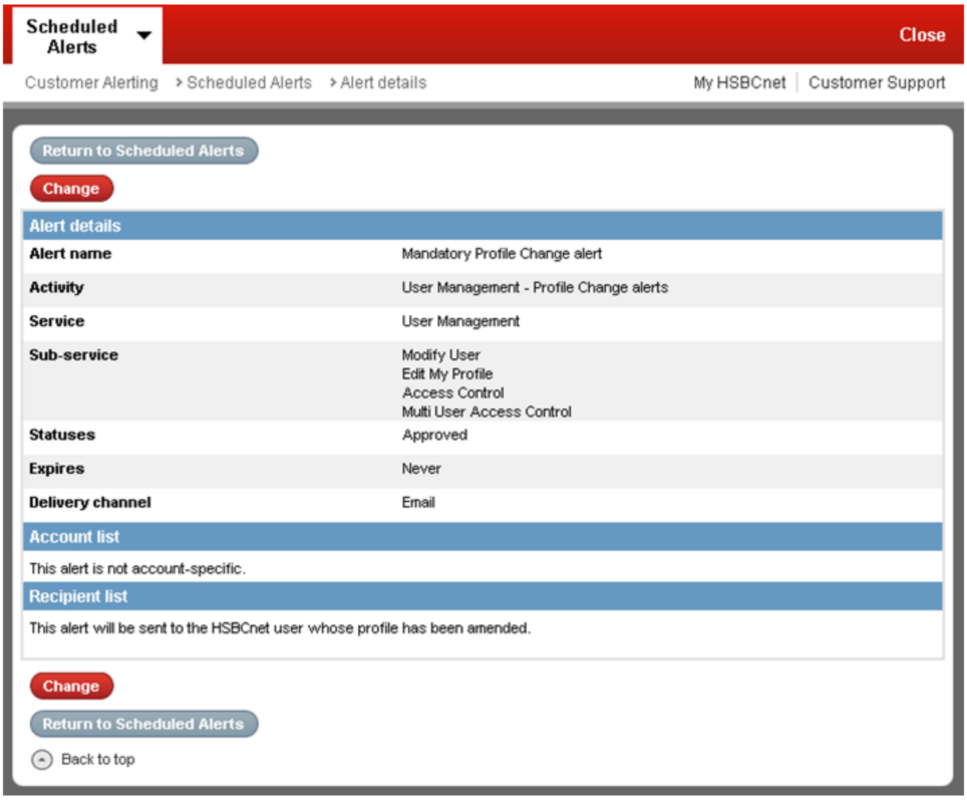
Scheduled User Management Alerts—Mandatory Alerts



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

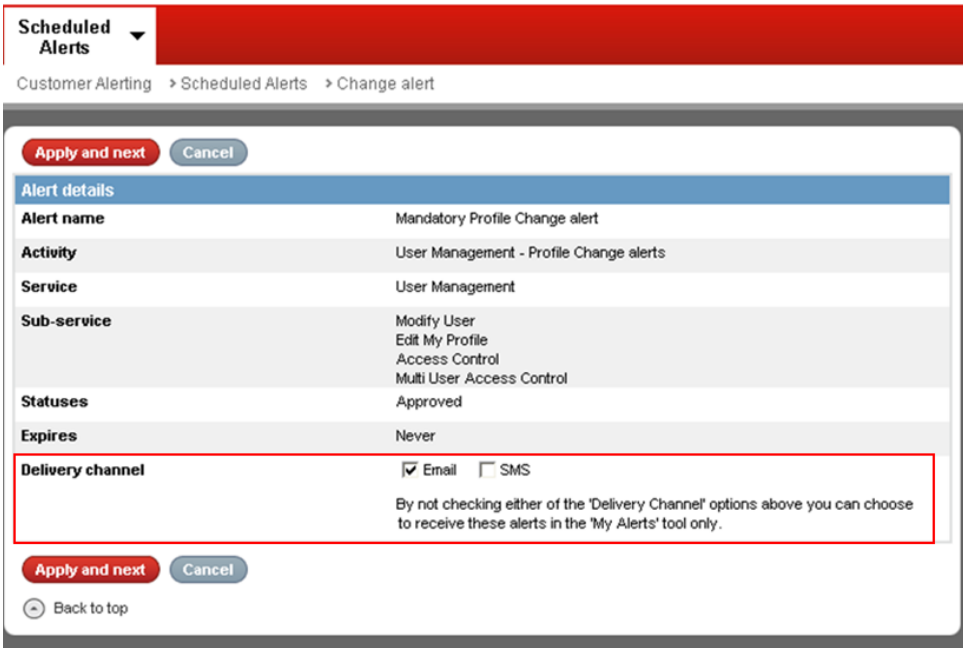
Note: Since this alert is mandatory, the Delete option is disabled for Mandatory Profile Change alert details page.

The Alert Details page



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

Change Alert page



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 HSBC*net*
- 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.

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