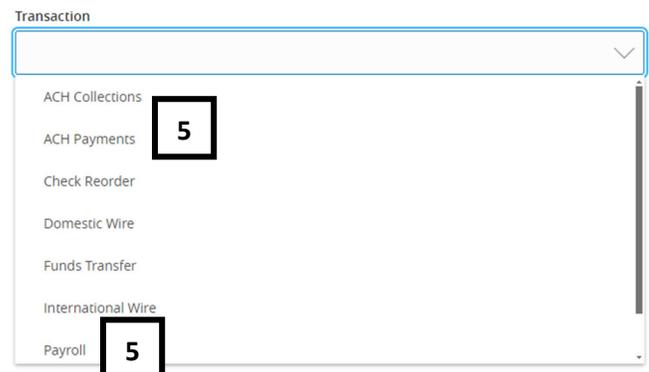
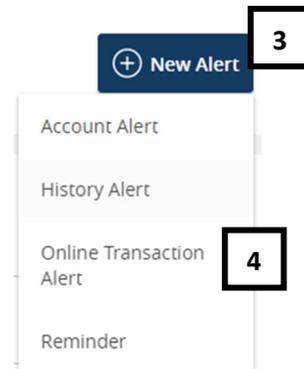
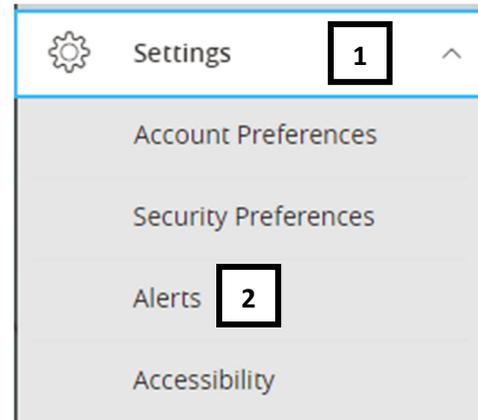


Below, you will find instructions on how to create an alert for users when an ACH fails in the online system.

1. Once you login to [susserbank.com](https://susserbank.com), select your **Settings** tab in the **Menu**.
2. Select **Alerts**.
3. Select **New Alert**.
4. Select **Online Transaction Alert**.
5. Select the type of transaction you would like to receive failure alerts. Note: This alert should be created for all **Payroll** and **ACH Payments**.

**\*\*You will need to create a separate alert for Payroll, and for ACH Payments. The system will only allow you to create one alert at a time.**



6. Select the account that you would like to receive alerts for. Note: This alert should be created for each account that has ACH capabilities.

**\*\*You will need to create a separate alert for each account enrolled in ACH. The system will only allow you to create one alert at a time.**

Account

Business Checking Plus XXXXXX1123 \$19.97

Commercial Checking XXXXXX4321 \$4.47

Commercial Checking XXXXXX8900 \$17.41

Consumer Personal LOC XXXXXX3456 \$0.00

6

7. Select **Failed**.

Status

Authorized

Cancelled

Drafted

Failed

Processed

7

8. Select the method you would prefer to receive the alert and input the requested information (Email address or Phone Number).

Alert Delivery Method

Email

Voice

SMS Text Message

Secure Message Only

8

9. Select **Create Alert**.

Go back

Create Alert

9

10. Repeat Steps 3 through 10 for all transaction types and accounts you need the alert for.