

# Alert Center

Client User Guide

**Table of Contents**

BACKGROUND.....	1
LOG ON TO ALERT CENTER.....	1
NAVIGATION.....	1
SET UP EMAIL NOTIFICATIONS.....	1
APPROVE/CANCEL/HOLD ORDER.....	4
VIEW/DOWNLOAD ALERT CENTER HISTORY.....	11

### BACKGROUND

This guide is designed for Financial Institution representatives using the Deluxe Alert Center to access information associated with Deluxe orders using a secure, automated method.

The Alert Center allows you to review details about orders placed on hold and, after investigating and/or validating the information in the order alert, indicate if the order is approved to be processed or needs to be canceled.

### LOG ON TO ALERT CENTER

To log on to the Alert Center, do the following:

1. Ensure the digital certificate was set up on your workstation.
2. Access one of the following URLs:
  - For Alert Center only: <https://dse.deluxe.com/secure/indexljsp>
  - For Alert Center and OrderPro: <https://dse.deluxe.com>

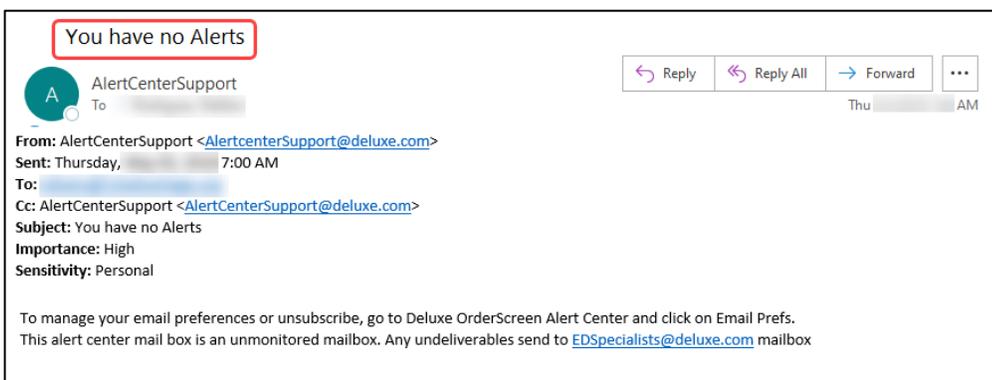
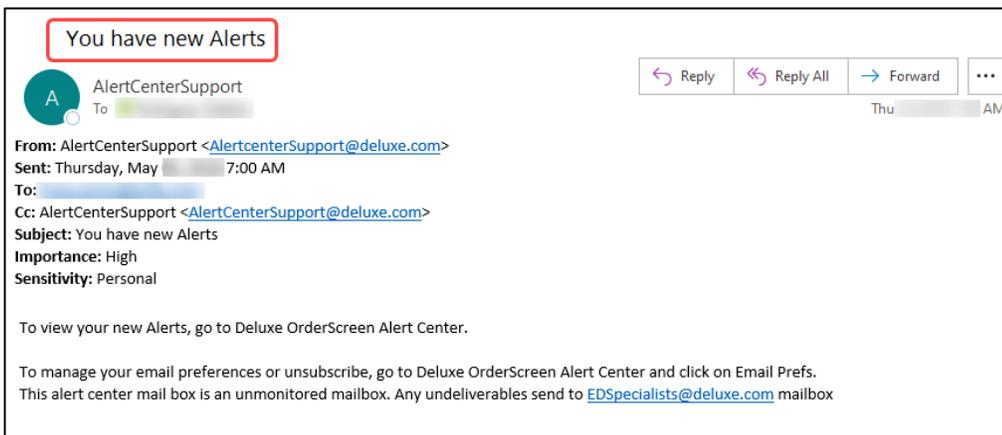
### NAVIGATION

For security purposes, the 'Forward' and 'Back' buttons on your browser do not work within the Alert Center. Instead, use the links within the Alert Center to navigate to the desired location.

### SET UP EMAIL NOTIFICATIONS

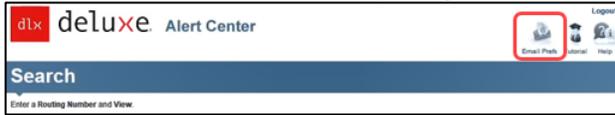
Once set up, automated email notifications are sent up to two times each business day. You can elect to have an email sent when you have new Alerts, no Alerts, or both.

#### Email Examples



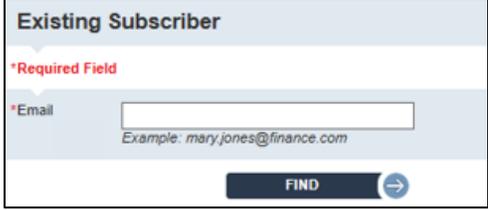
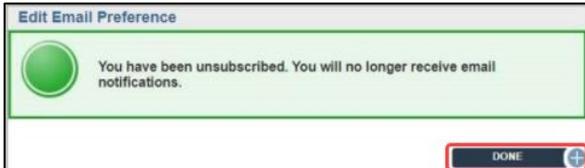
To subscribe to, edit, or unsubscribe from Deluxe Alert Center email notifications, do the following:

1. Access the Alert Center.
2. Click 'Email Prefs' icon in the upper right.



3. Locate situation in the following table and take the appropriate action.  
NOTE: Both individual user and group email addresses are supported.

If you want to...	Then...
<p><b>Subscribe</b></p>	<ol style="list-style-type: none"> <li>1. Complete the fields in the New Subscriber section, including the desired email type (receive notification for new alerts, no alerts, or both).                     <div data-bbox="488 632 881 989" data-label="Form"> <p>The 'New Subscriber' form includes the following fields: *First Name, *Last Name, *Email (with example: mary.jones@finance.com), Email Types (checkboxes for 'Email me when I have new alerts' and 'Email me when there are no new alerts'), and Time Zone (dropdown menu). A 'SUBSCRIBE' button is at the bottom.</p> </div> </li> <li>2. Click 'Subscribe'. [Result: The following message appears.]                     <div data-bbox="488 1058 1333 1142" data-label="Text"> <p> You will receive an email shortly, with further instructions to confirm your email subscription. Please confirm within 24 hours of receipt of email.</p> </div> </li> <li>3. Open the 'Please confirm your subscription' email and click the confirmation link to complete the enrollment process. IMPORTANT: The confirmation link expires in 24 hours.                     <div data-bbox="488 1245 985 1451" data-label="Image"> <p>The email header shows it is from AlertCenterSupport &lt;AlertcenterSupport@deluxe.com&gt;. The body contains a red box around the link: "Click here to confirm your subscription". Below the link, it says "Clicking on this link is required to activate your subscription."</p> </div> <p>NOTE: If the email is not received by end of business day, check your junk or spam folders and, if needed, check with your IT department (as the email may have been blocked or quarantined). The AlertCenterSupport@deluxe.com is an unmonitored email address and used for outgoing correspondence only.</p> </li> </ol> <p>[Result: A success message appears in the Alert Center.]</p> <div data-bbox="488 1640 1008 1894" data-label="Form"> <p>The 'Email Confirmation' message displays: "Your subscription has been confirmed. Here is the information you provided:" followed by fields for First Name, Last Name, Email, Email Types (checkboxes), and Time Zone (Pacific Standard Time (GMT -8)). It concludes with "You will receive an email twice daily, Monday through Friday."</p> </div>

If you want to...	Then...
<p><b>Edit existing subscription</b></p>	<ol style="list-style-type: none"> <li>Type user's email address and click 'Find'.                      </li> <li>Click 'Edit Details'.                      </li> <li>Modify subscription and/or user details, as needed, and click 'Update'.                      </li> <li>Click 'Done' on the confirmation message to complete the update.</li> </ol>
<p><b>Unsubscribe</b></p>	<p>NOTE: If you are the only one in your Financial Institution currently subscribed, the Financial Institution will no longer receive any automated notifications of new alerts.</p> <ol style="list-style-type: none"> <li>Type user's email address and click 'Find'.                      </li> <li>Click 'Edit Details'.                      </li> <li>Select the 'Unsubscribe' checkbox and click 'Update'.                      </li> <li>Click 'Done'.                      </li> </ol>

### APPROVE/CANCEL/HOLD ORDER

To review orders and either approve, cancel, or place order on hold, do the following:

1. Access the Alert Center.  
[Result: One of the following Search pages open depending on your Financial Institution's number of routing numbers.]

2. Complete the required (\*) and applicable fields using the following table.

Field	Details
Enter/Select Routing Number	Type/select the routing number, if it is not already populated, or select 'All Routing Numbers', if applicable. NOTE: You only have access to the routing number(s) for your Financial Institution.
Select Product Category	Keep 'All Product Categories' selected is best practice. NOTE: To limit the results to orders in a certain product category, select the product category.
Branch Search	To view alerts by branch for the routing number, click the 'Select All Branches' checkbox.
View	Click on what you want to view to limit the search results: <ul style="list-style-type: none"> <li>• New – All new alerts</li> <li>• On hold – Alerts being verified and were put on hold</li> <li>• History – Alerts already canceled or approved</li> </ul>

3. Click 'Search Alerts'.  
[Result: The search results appear.]

The screenshot shows the 'Search' interface with the following details:

- Search Criteria:** Routing Number, Branch Number, Product Category: All. A note states: "Use links to navigate the Alert Center. The back and forward browser buttons are disabled to ensure security of this application."
- Results:** 2 Alerts found. Viewing 1 -2 of 2. A 'Display Default Sorting' button is visible.
- Alerts Table:**

Account >	Account Name >	Risk >	Reason >	Order Information >	Expires >	Assigned To >	Action >
[Redacted]	ORDER, TEST 42933 BUSINESS CENTER PKWY LANCASTER, CA 93534	High	<ul style="list-style-type: none"> <li>Express Shipping</li> <li>No History</li> </ul>	Ship Method: Express Ship To: Account Address Placed By: Institution View Details >	112hours	Assign >	<input type="radio"/> Approve <input type="radio"/> Cancel <input type="radio"/> Hold
[Redacted]	ORDER, TEST 42933 BUSINESS CENTER PKWY LANCASTER, CA 93534	High	<ul style="list-style-type: none"> <li>Suspicious Activity</li> <li>Address Change</li> <li>Name Change</li> <li>Express Shipping</li> </ul>	Ship Method: Express Ship To: Account Address Placed By: Account Holder View Details >	112hours	Assign >	<input type="radio"/> Approve <input type="radio"/> Cancel <input type="radio"/> Hold
- Bottom of the table shows: 2 Alerts found. Viewing 1 -2 of 2. A 'Display Default Sorting' button is visible.

4. Review the information for each account using the following table.  
NOTE: You can sort the alert information by clicking a column heading and returning to the default sort by clicking the 'Display Default Sorting' button on the right to sort in the following order: Ship Method, Expected Ship Date, Account #, and then Risk.

Column	Details
<b>Account</b>	Displays the customer's account number.
<b>Account Name</b>	Displays the account holder's name and address.
<b>Risk</b>	Displays the degree of risk. Ex: Very High, High, Medium, and Low NOTE: 'High' indicates there are some factors that this could be fraud.
<b>Reason</b>	Displays the reason the alert was issued.
<b>Order Information</b>	Displays the shipping method, to whom the order is requested to be shipped, who placed the order (Consumer or Institution), and a link to view detailed information.
<b>Expires</b>	Displays the number of hours you have to investigate the order and indicate if it should be approved or canceled. NOTES: <ul style="list-style-type: none"> <li><b>Timeframe</b> – The Financial Institution has 72 hours to approve or cancel an order in the Alert Center. The samples above show 112 hours, as the orders were placed on a Thursday and the weekend hours are included.</li> <li><b>Express Shipping</b> – Respond immediately for orders requesting Express Shipping.</li> <li><b>Expired Alerts</b> – If the alert expires, the order is automatically processed, which will result in the order either being canceled or produced and shipped, depending on certain criteria, such as order channel, fraud flags, vendor screening, etc.</li> </ul>

Column	Details
<p><b>Assign</b></p>	<p>Displays a link used to indicate who is assigned to work the order.</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>• <b>Alert History</b> – This information is captured as part of Alert History and may be helpful for future reference. While this is optional, the feature helps Financial Institutions to organize and manage the resolution of Alerts.</li> <li>• <b>Anyone Can Process</b> – Alerts assigned to an individual may still be Approved or Canceled by anyone. Once an alert has been approved or canceled, it cannot be changed.</li> </ul> <p>To indicate who is assigned to this order (someone with Alert Center access), do the following:</p> <ol style="list-style-type: none"> <li>1. Click the 'Assign' link.           <div data-bbox="501 684 695 932" data-label="Image"> </div> </li> <li>2. Type the name and click 'Assign Alert'. NOTE: If you are the sole reviewer of Order Alerts for your entire institution, enter your own name.           <div data-bbox="501 1045 1393 1272" data-label="Image"> </div> </li> <li>3. Click 'Done' to complete the assignment.           <div data-bbox="501 1325 1393 1493" data-label="Image"> </div> </li> </ol>
<p><b>Action</b></p>	<p>Allows you to approve, cancel, or place the order on hold for further investigation.</p>

- Click the 'View Details' link in the Order Information column.  
[Result: The Alert Details appear.]

**Search**  
New Alerts Alerts On Hold History

**Alert Details**

← PREVIOUS ALERT      Use links to navigate the Alert Center. The back and forward browser buttons are disabled to ensure security of this application.      NEXT ALERT →

**Account Information**

Current	Previous	Shipping Information	Alert Information	Action
Account Number: [Redacted]	[Redacted]	Expected Ship Date: 08/19/2021	Reason: • Shipping to an alternate address • No Deluxe order history for this account • Combination of risk factors identified	<input type="radio"/> Approve <input type="radio"/> Cancel <input type="radio"/> Hold
Routing Number: [Redacted]	[Redacted]	Shipping Method: Standard	Risk: <b>High</b>	
Branch: [Redacted]	[Redacted]	Ship To: Account Address	Created Date: 08/17/2021	
		For Express Shipping, please respond immediately.	Expires: 45hours	
			Assigned To:	
			Alert is set to expire within the number of hours indicated. If alert is not resolved by your institution within the specified time, it is Deluxe's policy to approve or cancel the order on your behalf, based on established risk criteria.	

**Additional Information**

Product	Order	Comments				
Imprint: [Redacted]	Order Number: [Redacted] Placed By: Institution Ordered By: [Redacted] Method: OrderPro Phone Number: [Redacted] Date Ordered: 08/17/2021	Financial Institution Use Only      ADD COMMENT +				
Category: Retail		Please Note: Deluxe does NOT review the contents of this box and will NOT be acting upon the information stored in this area. Enter details that will assist you in your alert investigation.				
Description: End Stub Dskbk - Blu Safety		<table border="1"> <thead> <tr> <th>Date</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Date	Comment		
Date	Comment					

NOTE: The 'Current' section shows information on the current order and the 'Previous' section shows information from the previous order, if applicable.

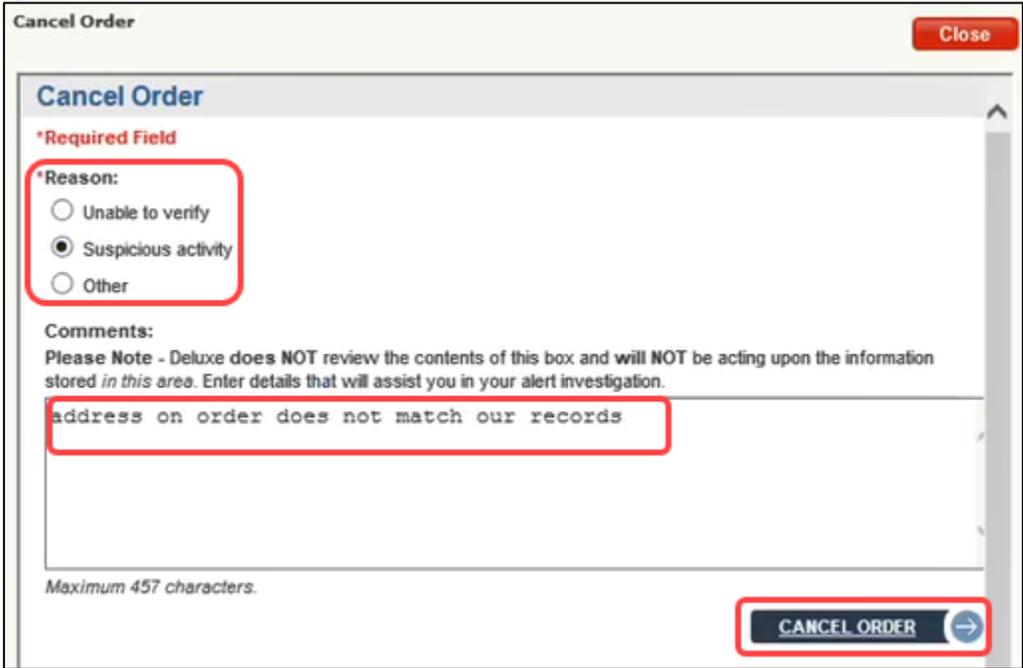
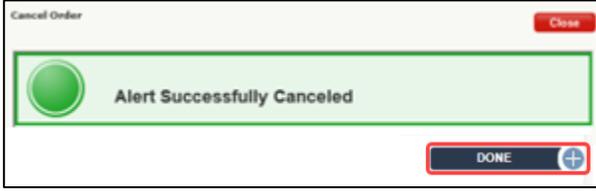
- Review the 'Account Information' section (current order) and the 'Additional Information' section and compare it to the information in your Financial Institution's system.

NOTE: If desired, you can click 'Add Comment' on the right in the 'Additional Information' section, type details regarding your investigation, and click 'Add Comment'.

IMPORTANT: The comments are for your use only and is not reviewed or acted on by Deluxe.

6. Locate situation in the following table and take the appropriate action.  
NOTE: For Express Shipping requests, please respond immediately.

If you want to...	Details
<p><b>Approve order</b> (everything matches your records regarding the account)</p>	<ol style="list-style-type: none"> <li>Click 'Approve' in the Action column on the Results Summary page or in the upper right Action section on the Alert Order Detail page.                     <div data-bbox="440 407 578 554" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Action</b></p> <p><input checked="" type="radio"/> Approve</p> <p><input type="radio"/> Cancel</p> <p><input type="radio"/> Hold</p> </div> </li> <li>Type details regarding your investigation in the Comments field, if needed, click the 'Ship to Financial Institution' checkbox (instead of the ship-to address on the original order in the alert detail), and click 'Approve Order'.                     <p data-bbox="440 695 1458 751">IMPORTANT: The comments field is for your use only and is not reviewed or acted on by Deluxe.</p> <div data-bbox="440 758 1464 1331" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>Approve Order</b></p> <p><b>Comments:</b> Please Note - Deluxe does NOT review the contents of this box and will NOT be acting upon the information stored in this area. Enter details that will assist you in your alert investigation.</p> <div data-bbox="467 894 1127 1062" style="border: 1px solid black; height: 80px; margin-bottom: 10px;"></div> <p><small>Maximum 496 characters.</small></p> <p><input checked="" type="checkbox"/> <b>Ship to Financial Institution</b></p> <p><small>Note: By selecting Ship to Financial Institution, you agree to approve the order for shipment to your Financial Institution. To request other changes to an order call Deluxe at 1-800-316-7211 ext. 545224, or close window, click cancel radio button, and enter a new order with required changes.</small></p> <div data-bbox="1190 1255 1464 1310" style="border: 1px solid black; padding: 5px; text-align: right;"> <p><b>APPROVE ORDER</b> </p> </div> </div> </li> <li>Click 'Done' on the success message to complete the approval.                     <div data-bbox="440 1381 976 1545" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><small>Approve Order</small> <span style="float: right;"><small>Close</small></span></p> <div data-bbox="451 1430 967 1493" style="border: 1px solid green; padding: 5px; text-align: center; background-color: #e0ffe0;"> <p> <b>Alert Successfully Approved</b></p> </div> <div data-bbox="813 1514 967 1535" style="border: 1px solid black; padding: 5px; text-align: right;"> <p><b>DONE</b> </p> </div> </div> </li> </ol>

If you want to...	Details
<p><b>Cancel order</b> (does not match your records)</p>	<ol style="list-style-type: none"> <li> <p>Click 'Cancel' in the Action column on the Results Summary page or in the upper right Action section on the Alert Order Detail page</p>  </li> <li> <p>Select the cancel reason, type details regarding your investigation in the Comments field, and click 'Cancel Order'. IMPORTANT: The comments field is for your use only and is not reviewed or acted on by Deluxe.</p>  </li> <li> <p>Click 'Done' on the success message to complete the cancellation.</p>  </li> </ol>

If you want to...	Details
<p><b>Place order on hold</b> (temporary until you complete your research)</p>	<p>NOTE: The 72-hour time clock keeps ticking even when an order is put on hold.</p> <ol style="list-style-type: none"> <li>Click 'Hold' in the Action column on the Results Summary page or in the upper right Action section on the Alert Order Detail page.                     <div data-bbox="440 394 578 541"> </div> </li> <li>Type details to assist in your investigation in the Comments field and click 'Hold Alert'. <b>IMPORTANT:</b> The comments field is for your use only and is not reviewed or acted on by Deluxe.                     <div data-bbox="440 653 1084 989"> </div> </li> <li>Click 'Done' on the success message to complete the hold process.                     <div data-bbox="440 1041 1101 1220"> </div> </li> <li>Complete your research. NOTE: For Express Shipping requests, please respond immediately.</li> <li>Return to the Alert Center before the 'Expires' time, search for the order by selecting the 'On Hold' View option and clicking 'Search Alerts', then either select 'Approve' or 'Cancel' for the order.                     <div data-bbox="440 1409 1485 1850"> </div> </li> </ol>

## VIEW/DOWNLOAD ALERT CENTER HISTORY

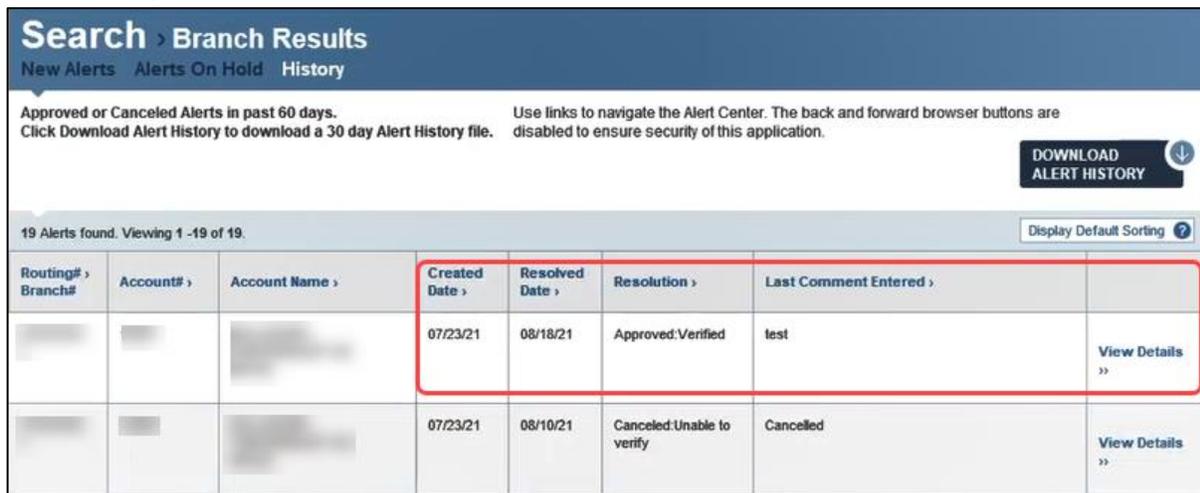
The Alert Center History shows order that have been approved or canceled for 60 days.

To view Alert Center history (and download, if applicable), do the following:

1. Access the Alert Center.
2. Type/select the routing number (if needed), select 'History' in the View field, and click 'Search Alerts'.
3. View the Resolved Date, Resolution, Last Comment Entered, and click the 'View Details' link to view additional information, if desired.

NOTE: The Resolution column will show one of the following:

- **Action by Financial Institution:** 'Approved: Verified' or 'Canceled: Unable to verify'
- **Auto-processed by Deluxe (72-hour alert expired):** 'Approved: No Alert response' or 'Canceled: No Alert response'

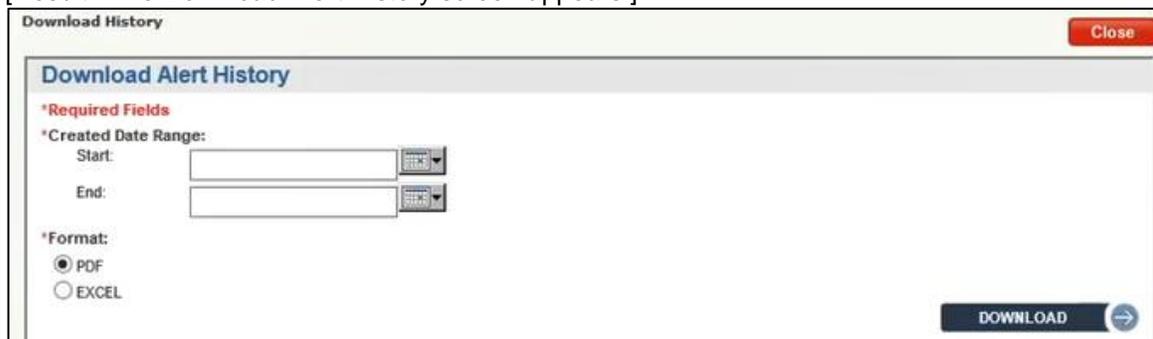


4. Download Alert Center History, if desired, by doing the following:

- a. Click the Download Alert History' button.



[Result: The Download Alert History screen appears.]



b. Complete the fields using the following table.

Field	Details
Created Date Range (Start/End)	<p>Click the calendar and click the desired start date and end date for the search range.</p> <p>NOTE: History is available for the previous 60 days; however, you can search for a maximum of 30 days at a time. Ex: 07/01/21 – 07/30/21</p> 
Format	<p>Select the desired file format (PDF or Excel).</p> <p>NOTE: If Excel is selected, also select the fields to be included.</p> 

c. Click 'Download' on the right.

d. Click 'Open' to view the file or click 'Save' and follow the prompts to save it to a desired location.  
NOTE: The open and save functionality may function differently based on your operating system and version.

