

# ScotiaConnect EDI Payments

## Reference Guide



April 2024

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### Legal Disclaimer

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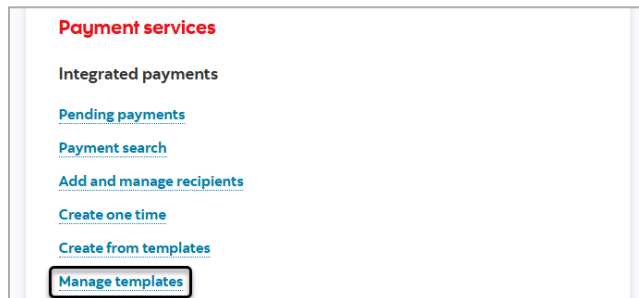
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# SCOTIACONNECT TEMPLATES

Templates are used to save all the required payment information for repeat use.

## Creating Templates

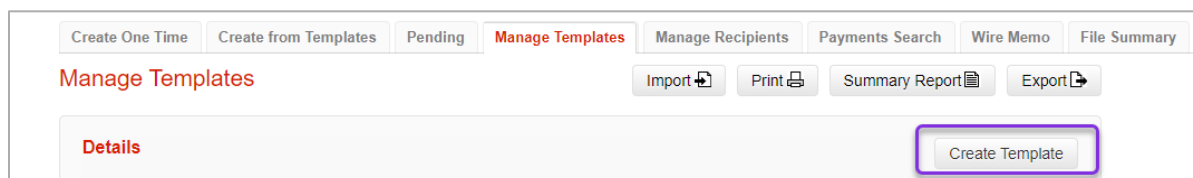
Templates are used to save the banking information of your payees/payors to simplify repeat payments. To create a template, go to **Payments** and select **Manage Templates**.



**Payment services**

- Integrated payments
- [Pending payments](#)
- [Payment search](#)
- [Add and manage recipients](#)
- [Create one time](#)
- [Create from templates](#)
- [Manage templates](#)**

Next click **Create Template**.



Create One Time   Create from Templates   Pending   **Manage Templates**   Manage Recipients   Payments Search   Wire Memo   File Summary

**Manage Templates**   Import   Print   Summary Report   Export

**Details**   **Create Template**


Select the Payment Type. This will change the fields that are displayed, and even which ones are mandatory (the address is required for wires, but not EFTs, as an example).



**Create Template**   Print

**Payment Type\***   Please select   Manage Payment Defaults

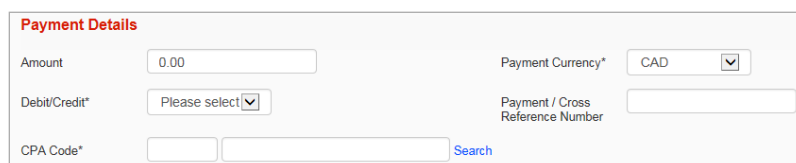
Next, fill in the mandatory fields. 'Template ID' lets you search for the template and should help you identify the recipient of the payment when you see it.



**Template Information**

Template ID\*   Expiry Date   Pre-Approved Amount 0.00   Template Description

The payment details relate to whether the payment is a debit or credit as well as tracking and quantifying the payment.



**Payment Details**

Amount 0.00   Payment Currency\* CAD   Debit/Credit\* Please select   Payment / Cross Reference Number   CPA Code\*   Search



Originator Details relate to information about your company, long name, shortname, chargeback account in case of returned payments, etc. This is also where you will indicate the settlement account, Service Group and Agreement.

**Originator Details**

Settlement Account*	<input type="text" value="Please select"/>	Service Group*	<input type="text" value="Please select"/>
Agreement ID*	<input type="text" value="Please select"/>	Currency	
Institution		Transit	
Long Name*	<input type="text"/>	Short Name*	<input type="text"/>
Chargeback Institution		Chargeback Transit*	<input type="text"/>
Chargeback Account*	<input type="text"/>	Chargeback Currency*	<input type="text" value="CAD"/>

Recipient information relates to the payee. This is the business or person that the funds will be credited to or debited from. All mandatory fields will be marked with an \*.

**Recipient Information**

Recipient Name*	<input type="text"/>		
Recipient ID	<input type="text"/>	Vendor Number	<input type="text"/>
Address			
Address 1	<input type="text"/>	Address 2	<input type="text"/>
City	<input type="text"/>	Country	<input type="text" value="Canada"/>
Postal / Zip Code	<input type="text"/>	Province / State	<input type="text" value="Please select"/>
Add to Recipient List	<input type="radio"/> Yes <input checked="" type="radio"/> No		

**Recipient Bank Information**

Institution*	<input type="text" value="002 - THE BANK OF NOVA SCOTIA"/>	
Account*	<input type="text"/>	Transit*
		<input type="text"/>

Once you have filled in all the required fields click **Continue** to review and save your template. Depending on your approval settings and whether you entered a pre-approved amount you may need to approve the template, only templates in 'Ready' status are able to be used.

## Managing Templates

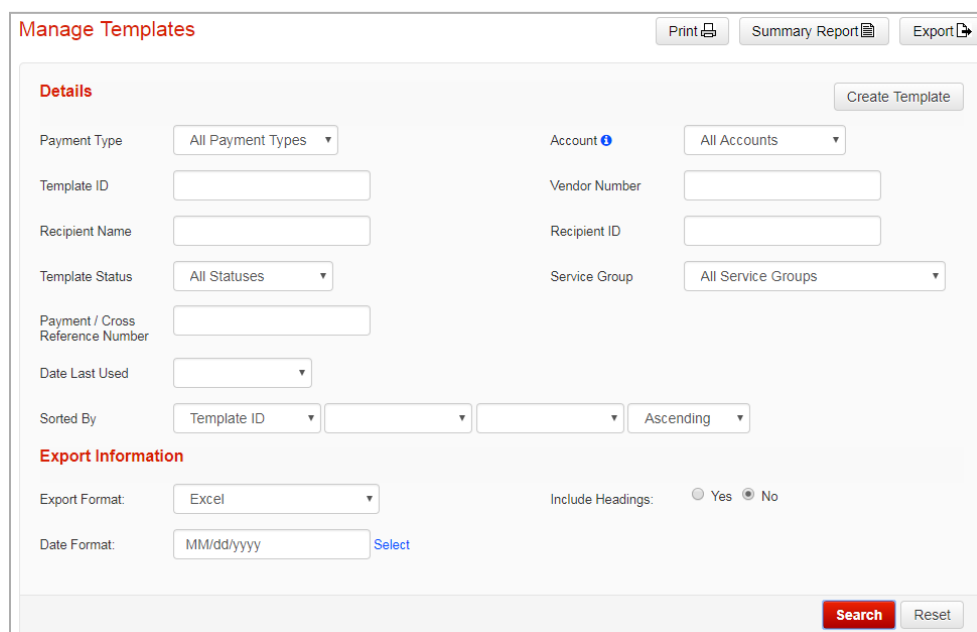
To modify or delete existing templates go to **Payments** and select **Manage templates**.

**Payment services**

- Integrated payments
- [Pending payments](#)
- [Payment search](#)
- [Add and manage recipients](#)
- [Create one time](#)
- [Create from templates](#)
- [Manage templates](#)**



From this page you can search for your templates by entering the details and clicking Search.



The 'Manage Templates' form includes a header with 'Print', 'Summary Report', and 'Export' buttons. The 'Details' section contains various filters: Payment Type (All Payment Types), Account (All Accounts), Template ID, Vendor Number, Recipient Name, Recipient ID, Template Status (All Statuses), Service Group (All Service Groups), Payment / Cross Reference Number, Date Last Used, and Sorted By (Template ID, Ascending). The 'Export Information' section shows Export Format (Excel) and Include Headings (Yes/No). A 'Search' button is at the bottom right.

Once located you can click on the **Modify** link to edit the template

	Template ID	Type	Account	Recipient	Payment / Cross Reference Number	Amount	Currency	Dr/Cr	Service Group	Date Last Used	Status	Action
<input type="checkbox"/>	> TestEFT	EFT	80002 12345 67	Multi (1/1)		\$0.00	CAD	Cr	PAYMENT GROUP 2	06/04/2019	Ready	<a href="#">Copy</a> <a href="#">Modify</a>

Other actions can be taken by selecting one or more templates with a checkbox and choosing an action from the group action dropdown.

	Template ID	Type	Account	Recipient	Payment / Cross Reference Number	Amount	Currency	Dr/Cr	Service Group	Date Last Used	Status	Action
<input type="checkbox"/>	> TestEFT	EFT	80002 12345 67	Multi (1/1)		\$0.00	CAD	Cr	PAYMENT GROUP 2			<a href="#">Copy</a> <a href="#">Modify</a>

Select Action  
Approve  
Delete  
Activate  
Deactivate  
Select Action

Approve: Used to approve templates that are not yet in Ready status.

Delete: Lets you delete a template. This is an irreversible change and would require you to recreate the template with a NEW Template ID if done in error.

Deactivate: Deactivates the template. The template will not be eligible for payment creation while inactive.

Activate: Reactivates deactivated templates.



# SCOTIACONNECT RECIPIENTS

Recipients in ScotiaConnect are used to store a payee's banking information, such as their transit number, institution code and account number. By adding your payees as a recipient, you will not need to add this information every time you create a one-time payment.

## Creating a Recipient

To create a new Recipient, navigate to Payments, Add and manage recipients and click **Add Recipient**.

The screenshot shows the 'Manage Recipients' page in ScotiaConnect. At the top, there is a navigation bar with tabs: 'Create One Time', 'Create from Templates', 'Pending', 'Manage Templates', 'Manage Recipients' (highlighted in red), 'Search', 'Wire Memo', and 'Help'. Below the navigation bar, the page title 'Manage Recipients' is displayed, followed by the instruction 'View and edit existing recipient information or set up profiles to pay new recipients.' There is a search bar with a dropdown menu labeled 'By Profile Name' and a search icon. To the right of the search bar are two buttons: 'Search' and 'Advanced Search'. Further right is a red button labeled 'Add Recipient' with a plus icon. A red arrow points to this 'Add Recipient' button.

Select whether the recipient profile is for an individual or a business then click **Continue**.

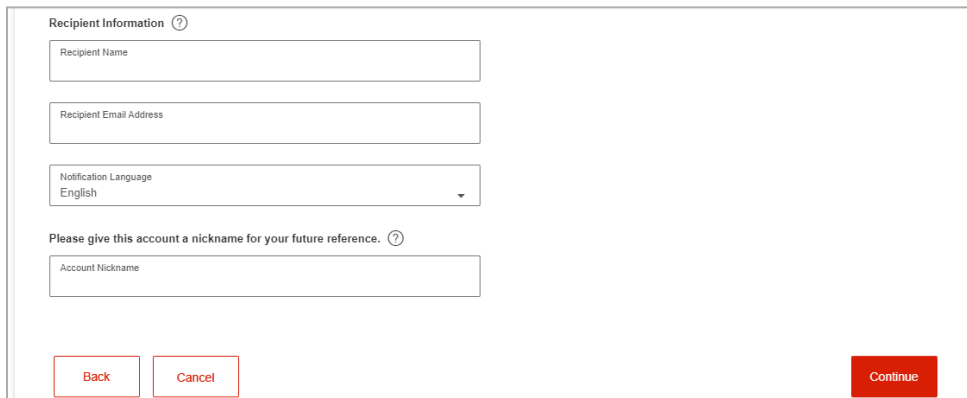
The screenshot shows the 'Recipient Profile' form, step 1: 'Add recipient information'. The form has a progress bar at the top with three steps: 1 (Add recipient information), 2 (Set up recipient for payments), and 3 (Review and complete profile). Step 1 is currently active. The form asks 'What type of recipient is this?' with two radio button options: 'Business' (selected) and 'Individual'. Below this are three text input fields: 'Recipient Profile Name', 'Email (Optional)', and 'Phone Number (Optional)'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Continue' button.

Select the destination and payment type.

The screenshot shows the 'Set up recipient for payments' form, step 2. The form has a progress bar at the top with three steps: 1 (Add recipient information), 2 (Set up recipient for payments), and 3 (Review and complete profile). Step 2 is currently active. The form asks 'Where will you send payments for this recipient?' with a dropdown menu labeled 'Select Destination' and 'Canada' selected. Below this is another dropdown menu labeled 'Choose Payment Type' with 'Interac e-Transfer' selected. At the bottom right, there is a link that says 'Learn More about Payment Type' with an external link icon.



Fill in the recipient's name, email address, notification language and then give the account a nickname and click **Continue**. The nickname is used to easily locate your recipient when performing a search.



Recipient Information ⓘ

Recipient Name

Recipient Email Address

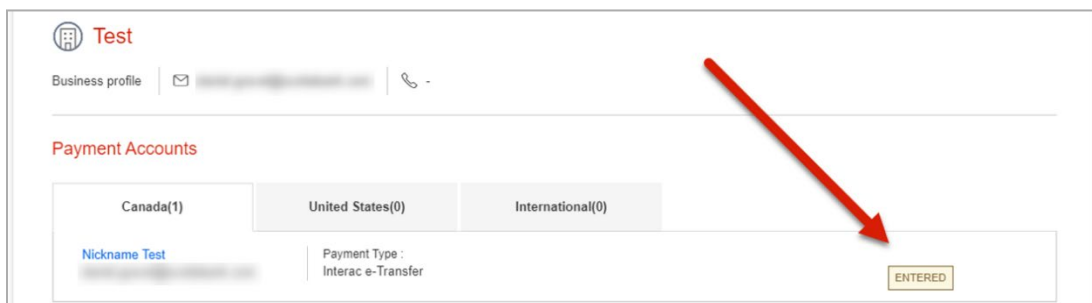
Notification Language  
English

Please give this account a nickname for your future reference. ⓘ

Account Nickname

Back Cancel Continue

If approvals for recipient set up are required, the recipient status will show as Entered next to the payment type. You will need approval from another user before you are able to send any payments to this recipient.



Test

Business profile | ✉ | ☎

Payment Accounts

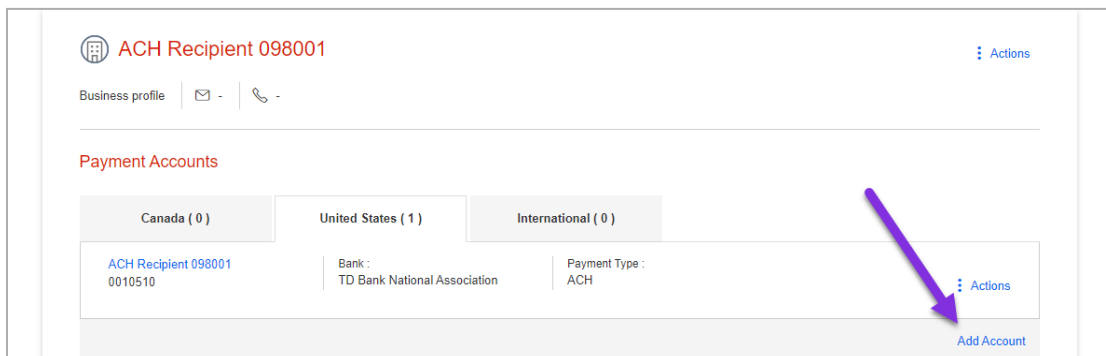
Canada(1) United States(0) International(0)

Nickname Test Payment Type : Interac e-Transfer

ENTERED

## Adding Additional Accounts

If your recipient receives payments in multiple payment types or into multiple accounts, you can add them all under a single recipient profile. Simply click **Add Account** on the recipient's detail page and add the new payment account information then click **Continue**.



ACH Recipient 098001

Business profile | ✉ | ☎

Payment Accounts

Canada ( 0 ) United States ( 1 ) International ( 0 )

ACH Recipient 098001 0010510 Bank : TD Bank National Association Payment Type : ACH

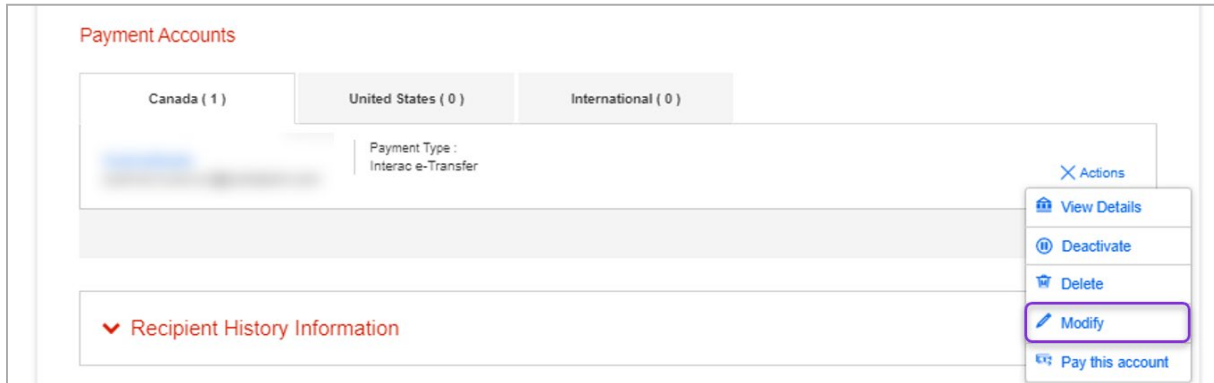
Actions

Add Account



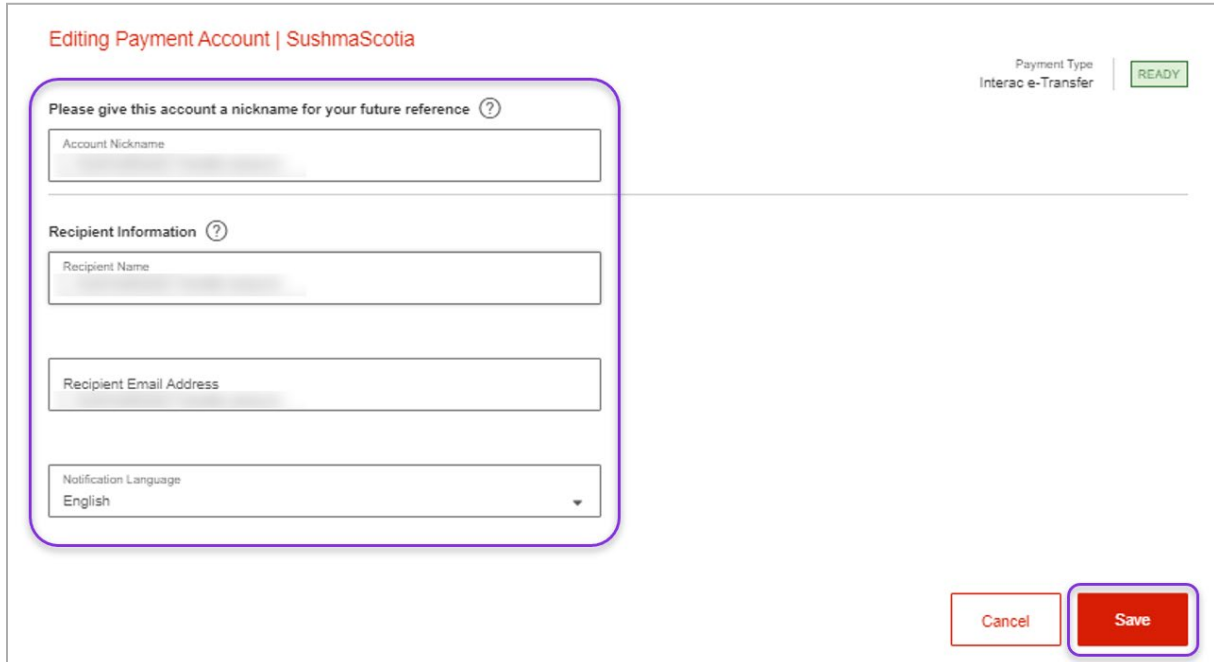
## Editing a Recipient

To edit a recipient, navigate to Payments > Add and manage recipients. Then, search and select the recipient to edit. Next, click the **Actions** menu and select **Modify**.



The screenshot shows the 'Payment Accounts' section. At the top, there are tabs for 'Canada (1)', 'United States (0)', and 'International (0)'. Below these, a card displays 'Payment Type: Interac e-Transfer'. To the right of this card is an 'Actions' menu with options: 'View Details', 'Deactivate', 'Delete', 'Modify' (highlighted with a red box), and 'Pay this account'. Below the card, there is a section titled 'Recipient History Information' with a red arrow icon.

Make the required changes to the recipient's details and click **Save**.

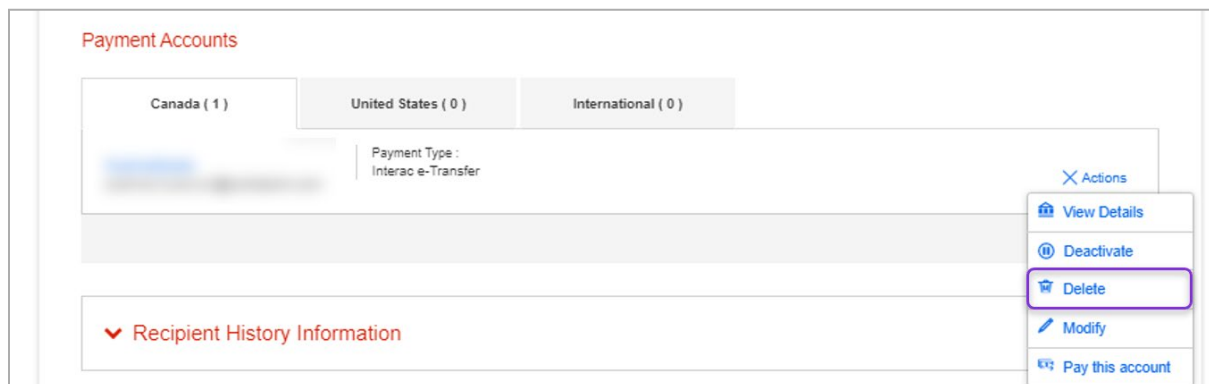


The screenshot shows the 'Editing Payment Account | SushmaScotia' form. The 'Payment Type' is 'Interac e-Transfer' and the status is 'READY'. The form contains several input fields: 'Account Nickname', 'Recipient Name', 'Recipient Email Address', and 'Notification Language' (set to 'English'). A red box highlights the 'Save' button at the bottom right, next to a 'Cancel' button.

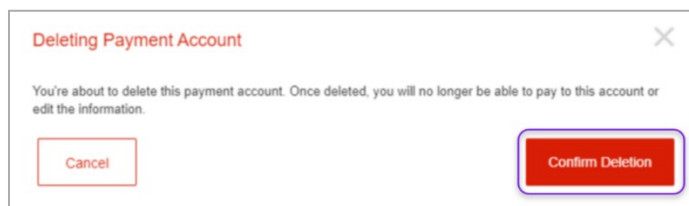


## Deleting a Recipient

To delete a recipient, navigate to Payments, Add and manage recipients. Click Search and select the recipient to delete. Next, click the Actions menu and select Delete.



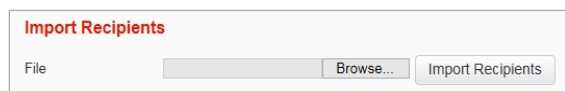
This displays a confirmation box. To complete deleting the recipient, click 'Confirm Deletion'.



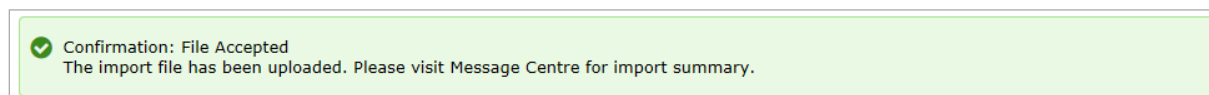
## Importing Recipients

To import recipients using a comma separated value (.csv) file, be sure to follow the import file specifications which are highlighted below [Recipient Import File Specifications](#).

To complete the import, go to Payments, Add and manage recipients and select **Import Recipients** and browse to the file you want to import.



Browse to your file and then select the Import Recipients button to continue. You will be prompted to confirm the import. After the import is complete, ScotiaConnect will display a confirmation message.





To view a summary of the imported items, see the import summary from the ScotiaConnect Message Centre.

My Alerts		<a href="#">View All</a>
Date	Alert	Priority
12/17/2018	<a href="#">Import Recipients Completed: Sample Recipient List Import.csv</a>	Medium

## CREATING EDI PAYMENTS

### Creating Payments from Templates

To create payments from your saved templates, go to **Payments** and select **Create from templates**.

**Payment services**

- Integrated payments
- [Pending payments](#)
- [Payment search](#)
- [Add and manage recipients](#)
- [Create one time](#)
- [Create from templates](#)**
- [Manage templates](#)

Search for the template you wish to use by entering your search criteria then clicking **Search**.

**Create Payments from Templates**
Print

**Details**

Payment Type: 
Account:

Template ID: 
Vendor Number:

Recipient Name: 
Service Group:

Payment / Cross Reference Number:

**Sort Order**

Sorted By:

Next, place a checkbox beside the template(s) you would like to create payments from and click **Create Payments**.

Search results										
<input type="checkbox"/>	Template ID	Type	Account	Recipient	Payment / Cross Reference Number	Amount	Currency	Dr/Cr	Service Group	Status
<input type="checkbox"/>	> TestEFT	EFT	80002 12345 67	Multi (1)		\$0.00	CAD	Cr	PAYMENT GROUP 2	Ready
										<input type="button" value="Create Payments"/>



Provide the due date, the amount and payment number (if not already set in the template) and click **Continue**.

Click **Save** to finalize payment creation.

Payment Type	Account	Recipient	RA	Due/Value Date	Amount	Currency	Rate	Rate Reference	Payment / Cross Reference Number	Dr/Cr
EFT	80002 12345 67	McDonalds1		02/14/2023	\$100.00	CAD	N/A	N/A	123456	Cr

Payment Type	Credit Counts	Payables Amount	Debit Counts	Receivables Amount
EFT	1	\$100.00	-	-

## APPROVING OR SUBMITTING PAYMENTS

To approve (if required) and submit your payments, choose **To approve** or **To submit** on the Overview page and then click the payment type.

Your payments will be listed. Note the status of the payment:

- If the status is **Ready** you can submit it.
- If the status is **Entered/Approval 1/Approval 2** you must approve the payment before you can submit it.

Select the payment(s) you want to approve/submit and choose either Approve or Submit from the group action dropdown then click **Go**.

<input type="checkbox"/>	Value Date	Recipient	Reference Number	Debit Account	Amount	Currency	Service Group	Status	Action
<input type="checkbox"/>	02/13/2023	BIC2x	1861762	80002 12345 67	\$69.91	AUD	Default Wires SG	Entered	[Copy] [Modify]
<input type="checkbox"/>	01/06/2023	Sonny Grey3	1857297	80002 12345 67	\$83.12	USD	Default Wires SG		[Copy] [Modify]
<input type="checkbox"/>	01/06/2023	Sonny Grey3	1857300	80002 12345 67	\$83.12	USD	Default Wires SG		[Copy] [Modify]
<input type="checkbox"/>	01/03/2023	Sonny Grey3	1854828	80002 12345 67	\$83.12	USD	Default Wires SG		[Copy] [Modify]



## Summary of Actions:

Approve: Used to approve payments that are not yet in 'Ready' status.

Delete: Lets you delete a payment. This is an irreversible change and would require you to recreate the payment if done in error.

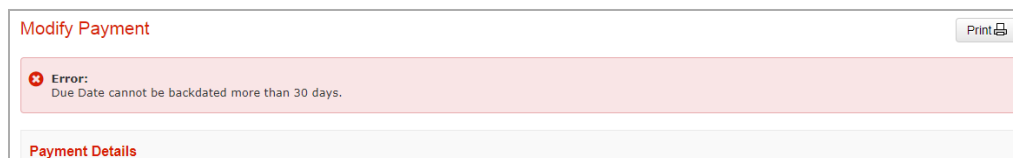
Disable: Deactivates the payment. This is useful if you're not going to send the payment right away and want to avoid accidentally submitting it.

Enable: Reactivates disabled payments.

Submit: Transmits Payments in 'Ready' status to Scotiabank for processing.

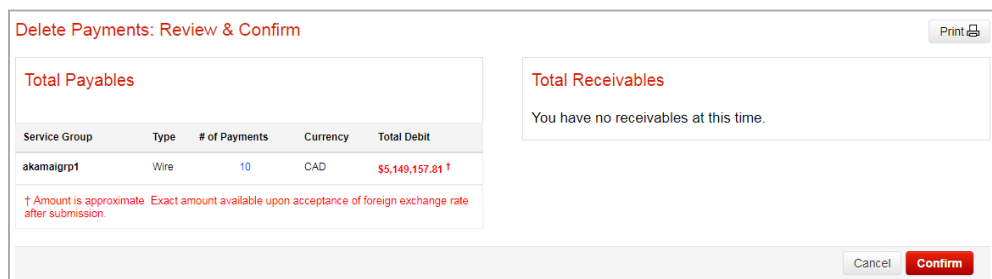
Modify Date: Allows you to modify the due date of the selected payments, useful for modifying a group of dates at once. **Note**: As this is a modification of the payment(s) you may need to reapprove the payments prior to submitting.

If there are any errors, they will show on the details page.



The screenshot shows the 'Modify Payment' page with a red error banner at the top. The banner contains a red 'x' icon and the text: 'Error: Due Date cannot be backdated more than 30 days.' Below the banner is a section titled 'Payment Details'.

All status change processes (Approve, Delete, Disable, Enable, Submit, or Modify Date) have confirmation pages showing you a summary you can verify prior to finalizing the action.

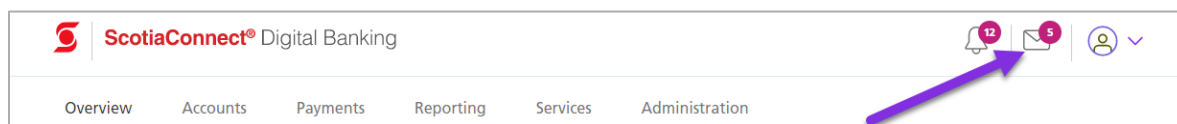


The screenshot shows the 'Delete Payments: Review & Confirm' page. It features two main sections: 'Total Payables' and 'Total Receivables'. The 'Total Payables' section contains a table with the following data:

Service Group	Type	# of Payments	Currency	Total Debit
akamaigrp1	Wire	10	CAD	\$5,149,157.81 †

Below the table, a note states: '† Amount is approximate. Exact amount available upon acceptance of foreign exchange rate after submission.' The 'Total Receivables' section shows the message: 'You have no receivables at this time.' At the bottom right, there are 'Cancel' and 'Confirm' buttons.

Once an action has been confirmed, a PDF report will be created in the Message Centre.



The screenshot shows the ScotiaConnect Digital Banking header and navigation menu. The header includes the ScotiaConnect logo and the text 'ScotiaConnect® Digital Banking'. On the right side of the header, there are notification icons: a bell with '12' and an envelope with '5'. A purple arrow points to the envelope icon. Below the header is a navigation menu with the following items: Overview, Accounts, Payments, Reporting, Services, and Administration.



## EDI PAYMENT FIELD BREAKDOWN

Details of all the mandatory fields required when creating an EDI payment.

**Payment Type\***

EDI

Manage Payment Defaults

**Payment Details**

Amount\*

0.00

1

Payment Currency\*

CAD

6

Due Date\*

06/07/2016

2

Debit/Credit\*

Cr

7

Payment / Cross Reference Number

3

Trace Number

Transaction Type Code

Please select

4

Invoice Details Option

☐ Yes
☒ No

5

This field is optional, and is only for your own internal tracking purposes

**Originator Details**

Settlement Account\*

00349 00412 11 CAD KYC

8

Service Group\*

Please select

9

Agreement ID\*

Please select

10

Currency

CAD

Institution

002

Transit

00349

Originator Name 1\*

Originator Name 2

Chargeback Institution / Transit / Account

002 00349 00349 00412 11

Originator

**Recipient Information**

Recipient Name\*

11

Recipient ID

12

Vendor Number

Address

Address 1

Address 2

City

Country

Canada

Postal / Zip Code

Province / State

Please select

Add to Recipient List

☐ Yes
☒ No

13

The address is optional for EDI Payments.

**Recipient Bank Information**

Institution\*

002 - THE BANK OF NOVA SCOTIA

14

Account\*

15

Transit\*

16

**Customer Use Only (will not accompany payment)**

17

Internal Memo

Recipient Name

Phone Number

Recipient Email

Fax Number

**Remittance Details**

Attach Remittance Advice

☐ Yes
☒ No

18

\* Mandatory field

Back to Top

Reset

Continue

See next page for a definition of the highlighted fields.



- ① Amount: Enter the amount of your payment.
- ② Due Date: Enter the date that you wish the recipient to be debited/credited.
- ③ Payment/Cross Reference Number: A number used to identify individual payments. It is recommended that this number be unique in case you need to recall or trace a specific payment.
- ④ Transaction Type Code: The Transaction Type Code is a 3 letter code used to identify EDI payments. You must select the one that most accurately describes your payment.
- ⑤ Invoice Details Option: This option allows you to attach invoice details to your payment. When 'Yes' is selected you will see the following page after you click 'Continue' on the main One Time payment page:

Invoice Details

Print

Add Rows

<input type="checkbox"/>	Invoice Number	Invoice Date	Invoice Amount	Discount Amount	Amount Paid	Remark 1	Remark 2	Remark 3
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

Previous Continue Reset Cancel

- ⑥ Payment Currency: The currency of the payment. CAD is the only valid option for EDI payments.
- ⑦ Debit/Credit: This function indicates whether you will be debiting funds from your recipient's account or crediting funds to your recipient's account. Note: EDI payments are credit only.
- ⑧ Settlement Account: The account that is initiating the payment. This will also always be the chargeback account for EDI payments.
- ⑨ Service Group: Choose the Service Group you wish to use to send your EDI payment. Note that your Super User(s) have set up this entitlement. Once you select the Service Group, the agreement ids linked to it will become available in the Originator Details section.
- ⑩ Agreement ID: The agreement ID will populate the Originator name of your company. Multiple agreements can be used for companies with multiple divisions. The agreements that show will be based on the Settlement Account and Service Group that you select.
- ⑪ Recipient Name: Enter the recipient's name (or Company Name).



**12, 13 Recipient ID/Add to Recipient List:** If you would like to use an existing recipient from your recipient list (optional) you can enter the recipient's id in this field and it will populate the recipient information for you. If this is a new recipient and you would like to add it to your recipient list (optional) please select "Yes" in the "Add to Recipient List" field.

**14 Recipient Institution:** Select the recipient's bank from the dropdown menu.

**15 Recipient Account Number:** The recipient's account number. The system will not allow you to save potentially invalid account numbers, but cannot determine if an account is active or closed or associated with another transit.

**16 Recipient Transit Number:** The recipient's 5 digit transit number. The system will ensure that the transit is associated with the correct institution.

**17 Customer Use Only:** All payment types allow you to enter additional information as part of the payment, however, this information is NOT sent along with the other payment information. Information entered in these fields is saved along with the rest of the payment information and can be viewed in the Payment History. The fields are similar for all payment types.

**18 Attach Remittance Advice:** If you are subscribed to the remittance advice service you can select yes to display the remittance options. When 'Yes' is selected, the following information can be added to the payment. Note you must subscribe to the remittance advice service to use this feature.

**Remittance Details**

Attach Remittance Advice

☒ Yes ☐ No

Advice Delivery Method\*

☒ Email ☐ Fax ☐ Mail

Email Address(es)\*

company@name.com

(Multiple email addresses acceptable; must be separated each by semicolon)

Email Subject Line\*

Remittance Advice From Company Name

Fax Number(s)\*

(Multiple fax numbers acceptable; must be separated each by semicolon)

Fax Subject Line\*

Attach Invoice Data

☒ Yes ☐ No

## VERIFYING FILES (ONLINE PAYMENT CONTROL ONLY)

Online Payment Control is for customers who want to create payments files outside of ScotiaConnect and upload them into ScotiaConnect for approval and submission.



Online Payment Control customers should verify that their payments were loaded into ScotiaConnect successfully. Go to **Payments** then select **File Summary**. Enter a File ID and or File Date then click 'Search'.

Note: Only payments loaded via a file will show up in File Summary.

Details

Service Group  
All Service Groups

File ID

File Date  
Date Range 06/01/2016 to 09/02/2016

Search Reset

File Details

File ID	File Date	Pending	Complete	Total	Total RA Attached	Total Payables Amount	Total Receivables Amount	Status	
0417	06/22/2016	0	3,703	3,703	3,693	80,354.00	0.00	Accepted	
100000284	06/14/2016	0	1	1	0	1.66	0.00	Accepted	
100000299	06/11/2016	0	1	1	0	7.66	0.00	Accepted	
Batch ID	Service Group	Payment Type	Pending	Complete	Total	Total RA Attached	Total Payables Amount	Total Receivables Amount	Status
001	SG1	EFT	0	1	1	0	7.66	0.00	Accepted
1226		06/24/2016	0	0	0	N/A	0.00	N/A	Rejected

Select Action Go

To view the details of any file, simply click on the File Id number. All payments within the selected file will be grouped together into Batch Ids. At the bottom right of this screen you will find a drop-down menu containing all the payment actions.

### Summary of Actions:

Approve: Used to approve payments that are not yet in 'Ready' status.

Delete: Lets you delete a payment. This is an irreversible change and would require you to recreate the payment if done in error.

Disable: Deactivates the payment. This is useful if you're not going to send the payment right away and want to avoid accidentally submitting it.

Enable: Reactivates disabled payments.

Submit: Transmits Payments in 'Ready' status to Scotiabank for processing.

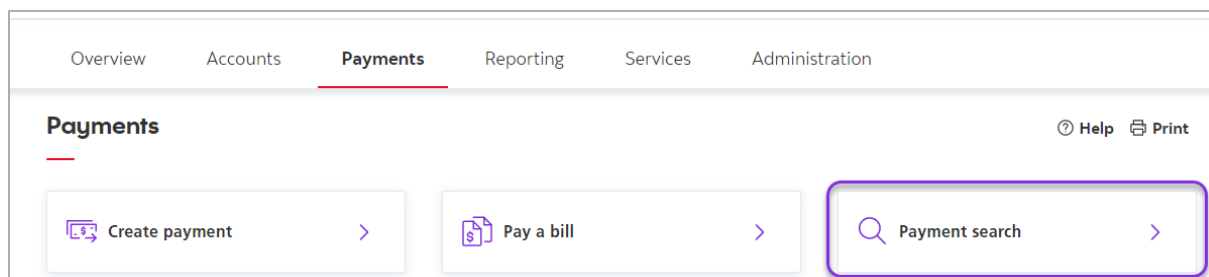
Modify Date: Allows you to modify the due date of the selected payments, useful for modifying a group of dates at once. **Note:** As this is a modification of the payment(s) you may need to reapprove the payments prior to submitting.



## PAYMENT SEARCH

Payment Search is used to find payments in ScotiaConnect. You can export your search results or obtain reports in one of the pre-defined formats.

Go to **Payments** and select **Payment Search**.



There are a wide variety of search criteria available. Enter the details needed to locate your payment(s) and click 'Search'

The screenshot shows the 'Payments Search' form. It includes sections for 'Details', 'Sort Order', and 'Export Information'. The 'Search' button is highlighted with a red arrow.

**Details**

Report Type: Transaction Details  
Payment Type: All Payment Types  
Account: All Accounts  
Recipient Name:   
Amount:   
to   
Date: Due / Issue / Execution Date  
Current Day  
01/02/2018 to 01/02/2018  
Batch ID:   
File ID:   
Recipient Account:   
Payments with Notice of Change: All  
Status: All Completed Statuses  
Service Group: All Service Groups  
Vendor Number:   
Debit/Credit: All  
Payment / Cross Reference Number:   
Originator Reference Number:   
Payments with Attached RA: All

**Sort Order**

Sorted By: Date  
Date  
Date

**Export Information**

Export Format: Excel  
Date Format: MM/dd/yyyy  
Include Headings: Yes No  
Search Reset

You can view the payment details for any payment on this screen by clicking the Payment/Cross Reference Number.

Search results										
			First	Previous	Next	Last	Item: 1 - 4 of 4			
Date	Recipient	Payment Type	RA	Payment / Cross Reference Number		Account	Amount	Currency	Dr/Cr	Status
06/07/2016	EDI		111				\$6.00	CAD	Cr	Submitted
06/07/2016	EDI		112				\$5.00	CAD	Cr	Deleted





## Payment Status Definitions

Status	Definition
<b>Entered/Pending</b>	Payment has been created however requires one or more approvals before it can be submitted
<b>Approval 1</b>	Payment that requires more than one approval has been approved by one user
<b>Approval 2</b>	Payment that requires more than two approvals has been approved by two users
<b>Ready</b>	Payment is ready to be submitted. If no approvals are required, this is the status of a payment immediately after it is created. For a payment that requires approval, this is the status after all approvals are complete
<b>Submitted</b>	This is a temporary status shown only for a few seconds after a payment is submitted.
<b>In Progress</b>	Temporary status for a wire payment that has been submitted but not yet accepted for processing. This status is displayed for a very short period of time (usually a few seconds)
<b>Sent</b>	Payment has been submitted to the Bank for processing. This status will be shown for several minutes while a payment is being validated. Once validation is complete the payment will change to either accepted or rejected. For wire payments, 'Sent' is the final status shown after the payment has been submitted.
<b>Accepted</b>	Payment has been submitted to the Bank for processing (all payments except for wire payments)
<b>Rejected</b>	Wire payment has been rejected by the Bank
<b>Returned</b>	Payment has been returned (does not apply to wire payments) by the receiving financial institution
<b>Deleted</b>	Payment has been deleted by a user before it was submitted
<b>Failed</b>	Payment imported into ScotiaConnect via the <b>Online Payment Control or History</b> services has failed due to missing or incorrect information. This status does not apply to payments created within ScotiaConnect
<b>Disabled</b>	Payment has been disabled by a user – disabled payments cannot be submitted or changed until they are enabled
<b>Enabled</b>	Payment that was previously disabled has been enabled by a user. The payment will return to its previous status before it was disabled and can now be processed
<b>Future Dated</b>	Wire payment has been submitted to be processed on a future date
<b>Cancelled</b>	Future dated wire payment has been cancelled before the processing date



## FOR FURTHER ASSISTANCE

### Need Help?

In the footer of any page in ScotiaConnect, you will find a **Help Centre** link.



Clicking that link will take you to a resource page with documents, videos, webinars and guided tutorials. There is also a knowledge base of Frequently Asked Questions.

**Global Business Payments Technical Helpdesk** - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America
- 1-416-288-4600 - Local Toronto area customers
- 1-800-463-7777 - pour le service en français
- 1-800-320-3396 - para servicio en español
- Email: [hd.ccebs@scotiabank.com](mailto:hd.ccebs@scotiabank.com). Your email will be answered within 24-48 business hours.

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## APPENDIX A: RECIPIENT IMPORT FILE SPECIFICATIONS

All fields are separated by a comma. For the format column X indicates fields that use alphanumeric characters and 9 indicates fields that only accept numbers. The value in parentheses is the maximum number of characters that can be used for each field.

Customer Recipient Import File			
Import File Size: must be below the system defined limit (system configurable i.e. 10mb). File Extension: must be '.csv', edit with a text editor (Excel will change the format of certain fields) First row must be a header row which must contain following header elements - PayeeRef, PayeeName			
Header / Field Name	Format	Presence	Comments
PayeeRef	X(10)	Mandatory	Recipient ID / Account Nickname
PayeeName	X(30)	Mandatory	Recipient Name
DefaultType	X(3)	Mandatory	Payment Type, must be one of the following valid values:EFT, ACH, Wire



InstitutionCode	X(11)	Optional: EFT Mandatory: Wire/ACH	Institution code or ABA Number or SWIFT/BIC  Institution Code is a 3-digit number ABA Number is a 9-digit number SWIFT/BIC is 8 or 11 characters Mandatory field if DefaultType = Wire or ACH
Transit	9(5)	Optional	Branch Transit Number
Account	9(17)	Mandatory	Bank Account Number
PayeeAddress1	X(30)	Optional: EFT Mandatory: Wire/ACH	Recipient Address Line 1  Optional field if DefaultType = EFT Mandatory field if DefaultType = Wire or ACH
PayeeAddress2	X(30)	Optional	Recipient Address Line 2
PayeeAddress3	X(30)	Optional	Recipient City
ProvState	X(2)	Optional	Recipient Province/State Must be a valid ISO Code for (USA) State or (Canada) Province
Country	X(2)	Mandatory	Recipient Country Must be a valid ISO Code
PostalCode	X(30)	Optional	Recipient Postal Code / Zip Code
PayeeContact	X(30)	Optional	Contact Name
PayeePhone	X(20)	Optional	Contact Phone Number
PayeeFax	9(10)	Optional	Contact Fax Number
PayeeEmail	X(30)	Optional	Contact Email Address
PayeeEmailSubjectLine	X(97)	Optional	Email Subject Line Can be used if subscribed to Remittance Advice service
PayeeFaxRecipient	X(30)	Optional	Fax Subject Line Can be used if subscribed to Remittance Advice service
IBAN	X(35)	Optional	IBAN Applicable for Wire payment. IBAN is required for some countries
RecipientBankName	X(35)	Optional	Recipient Bank Name Applicable for Wire payment
RecipientBankAddress1	X(30)	Optional	Recipient Bank Address Line 1 Applicable for Wire payment



RecipientBankAddress2	X(30)	Optional	Recipient Bank Address Line 2 Applicable for Wire payment
RecipientBankCity	X(30)	Optional	Recipient Bank City Applicable for Wire payment
RecipientBankProvince	X(2)	Optional	Recipient Bank Province/State  Applicable for Wire payment Must be a valid ISO Code for (USA) State or (Canada) Province
RecipientBankPostalCode	X(30)	Optional	Recipient Bank Postal Code/Zip Code  Applicable for Wire payment
RecipientBankCountry	X(2)	Mandatory for Wire	Recipient Bank Country  Applicable for Wire payment Must be a valid ISO Code Mandatory field if DefaultType = Wire

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