

# Remote Deposit

## Reference Guide

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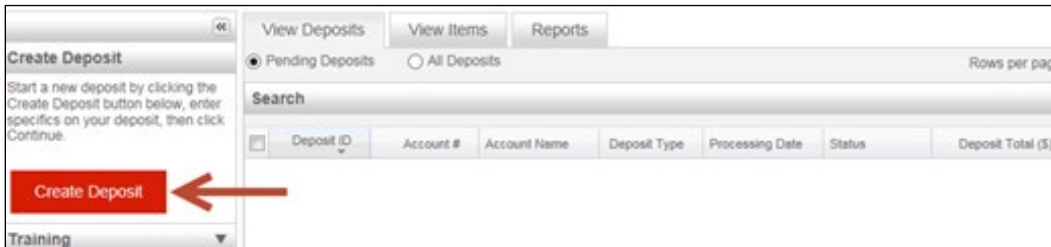
### Legal Disclaimer

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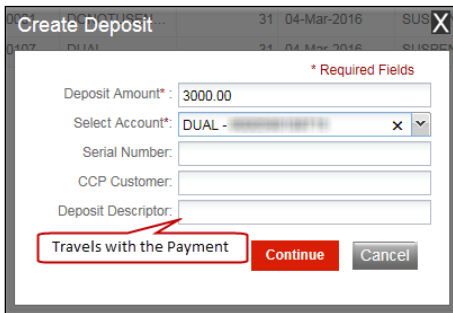
## CREATING DEPOSITS

Please note that this document assumes that you have successfully installed your cheque scanner. If you have not installed the scanner, please do so before proceeding. For more information on installing the scanner, please see the reference document that was included with your scanner.

To create a new deposit, click the “Create Deposit” icon on the left side of the page:



You will then be prompted to enter the details of the deposit. The Deposit amount and account fields are mandatory, the other fields are optional. Once you have filled in the details click continue to proceed.

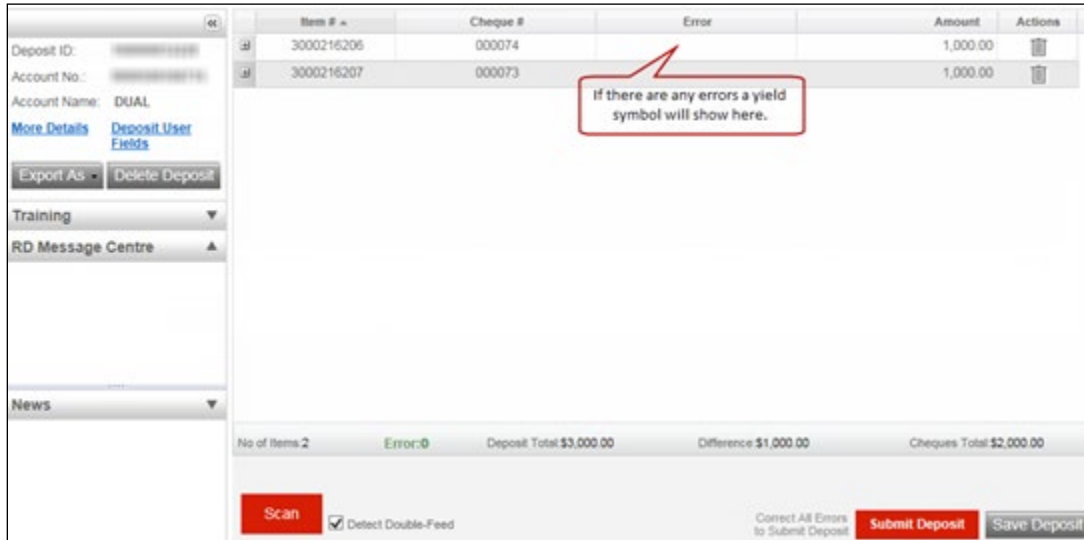


Ensure that the cheques have been loaded into the scanner before clicking the scan button on the next screen.

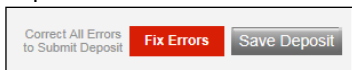


Depending on the type of scanner you have, you will need to either scan the items one at a time, or if your scanner supports multifeed, it will scan all the items in the tray automatically.

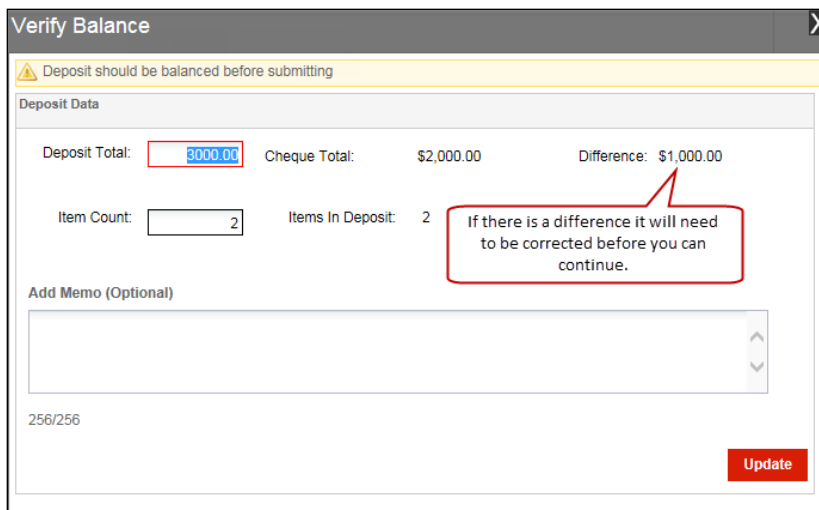
After the scan is complete, the items will be listed on the page. If there are any errors displayed, you will need to correct them or the item(s) will need to be removed from the deposit. You cannot submit a deposit if one or more items contains an error.



**Note:** If there are errors the button in the bottom right will show Fix Errors instead of Submit Deposit.



If the deposit amount does not match the item total (either due to a calculation error or the need to remove items that could not be corrected) it will need to be corrected before the deposit can be finalized. Update the total to the correct amount and then finalize the submission.



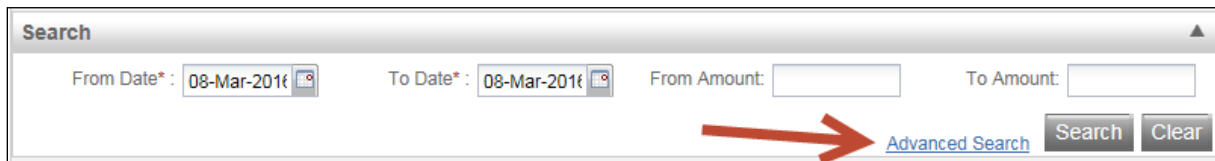
Once you have submitted your deposit you will be able to see the status of it on the “View Deposits” tab.

## VIEW ITEMS

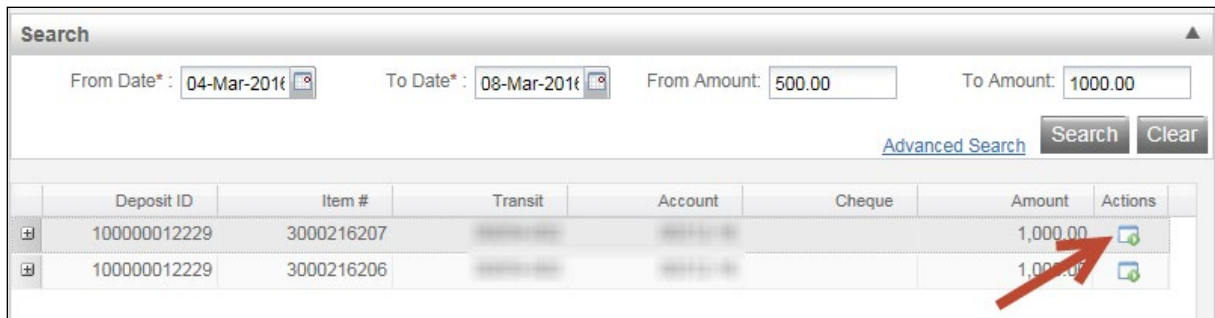
The “View Items” tab will let you search for specific items that have been included in deposits. To access the search criteria, click the down arrow icon.



You can specify a date and an amount range then click search to find all the items that match your criteria. Alternatively, you can click the “Advanced Search” link to view more search criteria.



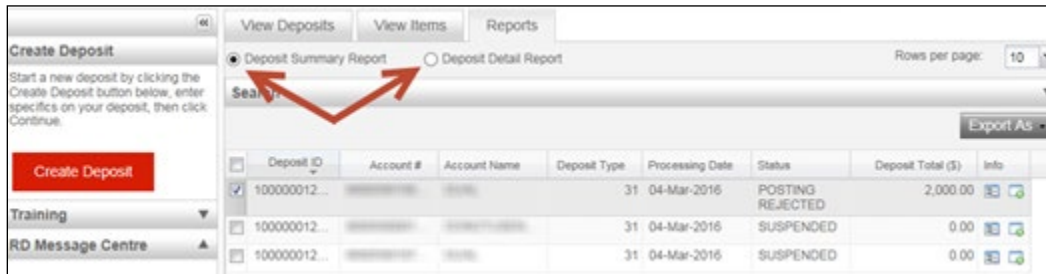
Once the results are displayed, you can click the View Item icon to load the image and details of the selected item.





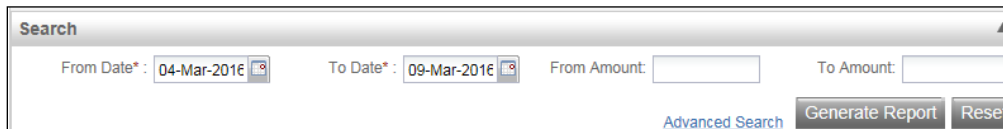
## REPORTING

There are two reports available under the “Reports” tab. Select the report you would like to export using the radio buttons at the top of the report screen.

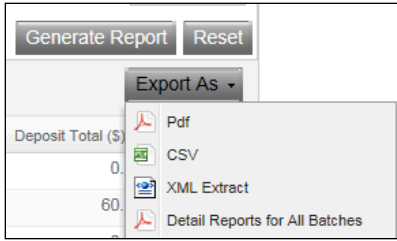


The “Deposit Summary Report” will show a summary of the deposit(s) your search retrieves. The “Deposit Detail Report” will show the details of the deposit(s) your search retrieves with the option of including the images for those items.

To generate a “Deposit Summary Report” you will need to include one or more deposits in your search. Open the search menu and set a date and amount range. You can also use “Advanced Search” to narrow your search results with additional criteria. Once you have set the parameters, click the “Generate Report” button to create the report.



You have the option to click the “Export As” icon to generate the report in several formats.



Note: Detail Reports for All Batches will generate a Deposit Detail Report without the cheque images for each deposit.

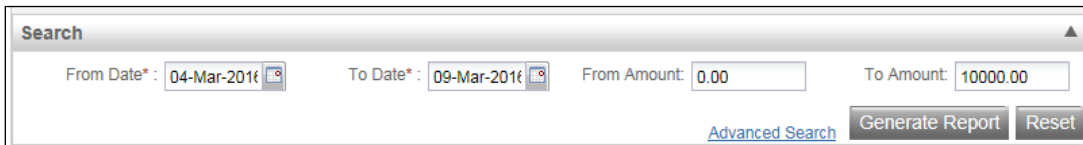
Here is an example of the “Deposit Summary Report” generated in PDF format:

| <b>Deposit Report</b> |             |                  |           |              |                 |                      |                 |                  |              |             |              |              |           |
|-----------------------|-------------|------------------|-----------|--------------|-----------------|----------------------|-----------------|------------------|--------------|-------------|--------------|--------------|-----------|
| <b>Deposits by ID</b> |             |                  |           |              |                 |                      |                 |                  |              |             |              |              |           |
| Site ID               | Location ID | Deposit ID       | Batch ID  | Work Type ID | Processing Date | Last Updated Time    | Last Updated By | Status           | Credit Total | Debit Total | Deposit Diff | Account Name | Account # |
| 1111                  | 1111        | 10000001<br>2502 | 145746317 | 31           | 08-Mar-2016     | 08-Mar-2016<br>13:52 | 001             | SUSPENDED        | N/A          | N/A         | N/A          |              |           |
| 1111                  | 1111        | 10000001<br>2363 | 145738734 | 31           | 07-Mar-2016     | 07-Mar-2016<br>16:49 | 001             | DELIVERED        | \$60.00      | \$60.00     | \$0.00       |              |           |
| 1111                  | 1111        | 10000001<br>2362 | 145738718 | 31           | 07-Mar-2016     | 07-Mar-2016<br>16:47 | 001             | CAPTURE COMPLETE | N/A          | N/A         | N/A          |              |           |

To generate a “Deposit Detail Report” select the radio button then click the down arrow to open the search window.

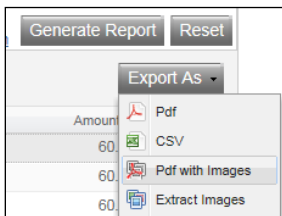


Set your search criteria then click the “Generate Report” icon. You can also click “Advanced Search” to display more search criteria.



Items matching your criteria will display in a list, you can view their details on the screen or click

‘Export As’ to generate a report in one of the listed formats.



Here is a sample of a “PDF with Images” Deposit Detail Report:

### Deposit Detail for Deposit ID: 100000012229

|   |   |
|---|---|
| <p><b>Site ID:</b> 1111</p> <p><b>Batch ID:</b> 145712122</p> <p><b>Customer Name:</b> PC Wires Customer6</p> <p><b>Worktype:</b> 31 - Business RDC - CAD</p> <p><b>Deposit Name:</b></p> | <p><b>Deposit Report:</b> POSTING REJECTED</p> <p><b>Processing Date:</b> 04-Mar-2016</p> <p><b>Company ID:</b> 008009</p> <p><b>Submit Date/Time:</b></p> <p><b>Account Name:</b> DUAL</p> <p><b>Location ID:</b> 1111</p> |
|---|---|

Transaction Detail for Transaction ID: 100000012229001

**Type:** ELECTRONIC      **Deposit Account:** [REDACTED]

| Serial | Transit    | Account    | Cheque     | Amount     | Item Type      | Item Status |
|--------|------------|------------|------------|------------|----------------|-------------|
| 000073 | [REDACTED] | [REDACTED] | [REDACTED] | \$1,000.00 | On-UsCAD_DEBIT |             |

**Note:** To use the PDF with Images report type you must search with a specific deposit ID.

## DEPOSIT STATUSES

The following is a list of statuses for deposits submitted in Remote Deposit:

| Batch Status     | Message Code | Message Text   | What to do   |
|------------------|--------------|--|--|
| In Use           | N/A          | You or another user has the batch open.  | Nothing to do. If you are trying to access the batch but you can't. It is because another user has it open in another ScotiaConnect Session. You will have to contact that user and ask them to close the batch.   |
| Submitted        | 0005         | Your transaction was posted successfully. Standard 5 day hold applies.   | Nothing to do. Your transaction was posted successfully!<br><br>But remember: Access to funds is subject to Scotiabank Canada's hold policy and limits. Standard Hold times for your settlement accounts are: <ul style="list-style-type: none"> <li>· 5 days for CAD accounts domiciled in Canada.</li> <li>· 10 days for US accounts domiciled in Canada.</li> <li>· 20 days for US accounts domiciled in the US.</li> </ul> |
|                  | 0010         | Your transaction was posted successfully. Standard 10 day hold applies.  |  |
|                  | 0020         | Your transaction was posted successfully. Standard 20 day hold applies.  |  |
|                  | 0099         | Your transaction was posted successfully. Standard holds apply.  |  |
|                  | 0000         | Thank-you for your deposit!  |  |
| Hold for Posting | 3000         | Thank you for your deposit! Your transaction will be posted next business day. For information, contact Customer Support at 1-800-265-5613 or <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business | If you submitted your Deposit after the standard cut-off time of 8:00 p.m. E.T., Monday to Friday or anytime on Saturday or Sunday or on a bank holiday, your deposit will be held till 8:00 a.m. ET on the morning of the next business day.  |

|                         |      |  |   |
|-------------------------|------|--|---|
|                         |      | hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.   | If after 8:00 p.m. on the next business day, your transaction is still in Hold for Posting status please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.  |
| <b>Posting Rejected</b> | 1001 | We are unable to complete your transaction. Please select another account or contact Customer Support at 1-800-265-5613 or <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday. | There may be a slowdown on the system. Please wait for 10 or 15 minutes and check the status of the batch.<br><br>If the status has not changed from “Posting Failed” please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.  |
|                         | 1002 | ‘A valid CCP Customer Number is required. Please enter your 13-digit CCP Customer Number and resubmit.’  | The account you are trying to deposit to is setup for Location Reporting (CCP) and you did not key a CCP Customer Number in the CCP Customer Number field.<br><br>If you don’t know your CCP Customer numbers you can look them up on your last CCP Activity report.<br><br>If you still can’t find your CCP Customer Number listing please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday. |
|                         | 1003 | ‘Your CCP Customer Number is not required. Please remove and resubmit.’  | You are not setup for CCP Activity Reporting (Location Activity Reporting) you do not need to key a 13 digit CCP customer number.<br><br>If you think you should be setup for CCP please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.  |
|                         | 1004 | ‘Invalid CCP Customer Number. Please re-enter your 13-digit CCP Customer Number and resubmit.’   | You most likely miss keyed your 13 digit CCP Customer Number or your CCP Customer Number is not setup properly.<br><br>If you think your CCP customer number is correct but your batch is still Rejecting, please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.   |
|                         | 1005 | ‘Your CCP profile is set up for mandatory Serial Number reporting. Please enter your Serial Number and resubmit.’  | You did not key anything into the Serial Number field. The account you are trying to deposit to is associated to a Consolidated Cash Plan (CCP) that is configured for Mandatory Serial Number Reporting.<br><br>Please refer to your CCP Setup notes to determine the required CCP Edit Rule Serial Number format.<br><br>If you still have problems please contact Customer Support at 1- 800-265-5613 or via email   |



|                       |      |   |  |
|-----------------------|------|---|--|
|                       |      |   | at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.   |
|                       | 1006 | 'The Serial Number you entered is invalid. Please re-enter your Serial Number and resubmit.'  | <p>You most likely miss keyed your 8 digit Serial Number. The account you are trying to deposit to is associated to a Consolidated Cash Plan (CCP) that is configured for Mandatory Serial Number Reporting. If you rekey your serial number and you still get this error.</p> <p>Please refer to your CCP Setup notes or you last CCP Activity Report to determine the required CCP Edit Rule Serial Number format.</p> <p>If you rekey it again and you still get this error, please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.</p> |
|                       | 1007 | 'Cheque(s) included in this deposit have the same account number as the deposit account. Please change your deposit account or remove the cheque(s) and resubmit.'  | <p>You cannot deposit a cheque into the same account it was issued on. You will need to delete the batch of cheques, then rescan the batch without the cheque or change the deposit account to another account.</p> <p>If you still are having difficulty please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.</p>   |
| <b>Posting Failed</b> | 9999 | System error. Please contact Customer Support at 1- 800-265-5613 or <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday. | <p>We are having a technical problem. Please wait for 10 or 15 minutes and check to see if the status of the batch has changed to Submitted or Suspended.</p> <p>If batch status changes to "Suspended" you can edit the batch and then re-submit. You can also just re-submit the batch with-out editing it.</p> <p>If the status stays in "Posting Failed" status for more than 15 minutes please contact Customer Support at 1- 800-265-5613 or via email at <a href="mailto:hd.ccebs@scotiabank.com">hd.ccebs@scotiabank.com</a> during business hours, 8:00 a.m. to 8:00 p.m. EST, Monday to Friday.</p>  |

## FOR FURTHER ASSISTANCE

### Need Help?

In the footer of any page in ScotiaConnect, you will find a 'Help Center' 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.

**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
- Email: [hd.ccebs@scotiabank.com](mailto:hd.ccebs@scotiabank.com). Your email will be answered within 24-48 business hours.

If you have any questions about the content of this guide email us at:

[gtb.training@scotiabank.com](mailto:gtb.training@scotiabank.com)

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