ScotiaConnect Administration
User Guide

Scotiabank®

BEFORE YOU BEGIN

This guide will explain all the administrative functions in ScotiaConnect. Only users with access to administration can perform these tasks. **There are two versions of administration in ScotiaConnect.** Simple Approval which allows a single approver for payment services, and Enhanced Approval which allows up to three approvers and 5 amount tiers for payment services. To find out which version you are using click **Administration**.
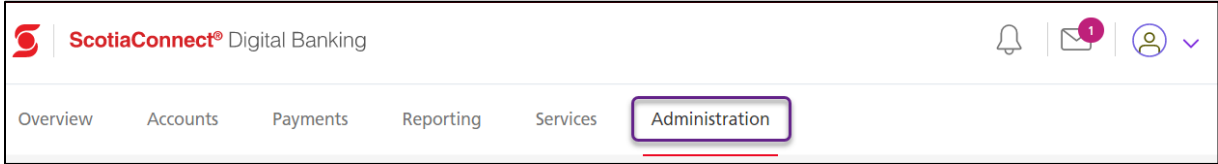
You will see a list of menu options. Click the image that matches your version of ScotiaConnect to jump to the relevant section of the guide.
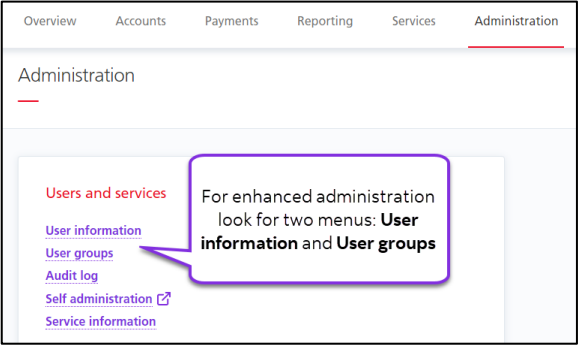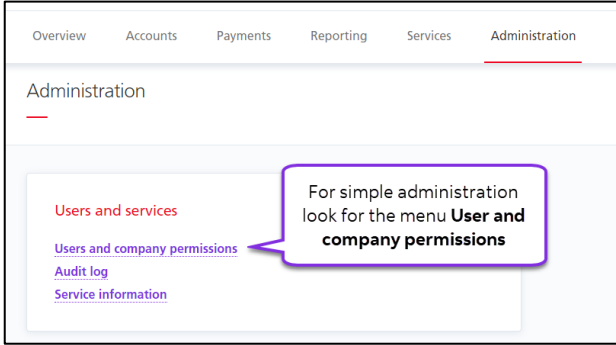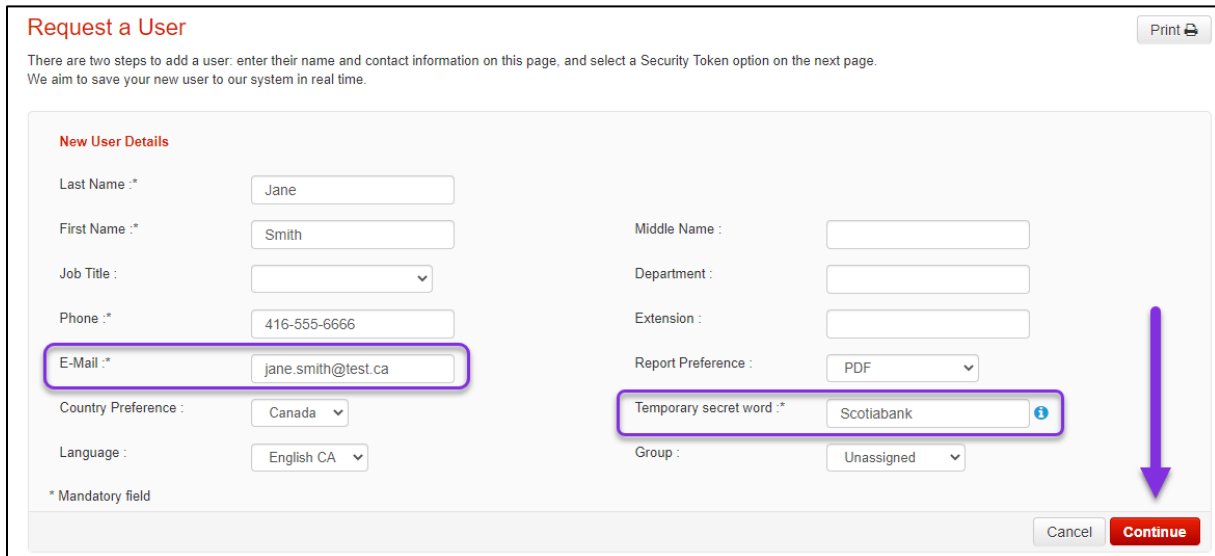
ENHANCED ADMINISTRATION

ADDING USERS

Adding a user to ScotiaConnect allows them to register and login to ScotiaConnect. It does not include setting access. That is done using User Groups detailed later in the guide.

Go to **Administration**, **User Information** then click **Request a New User**.
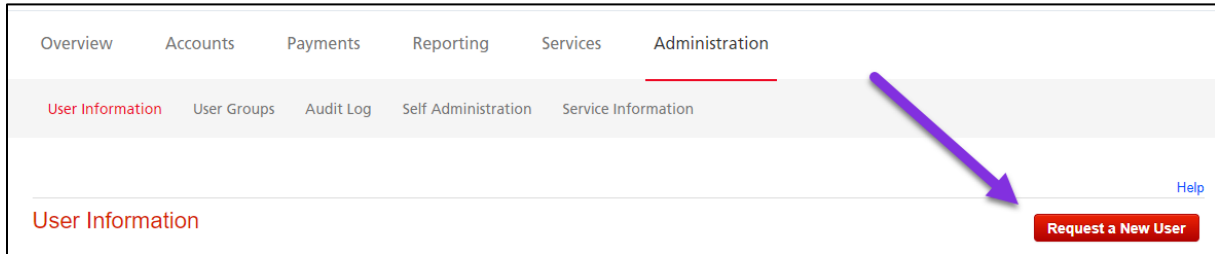
Fill in the mandatory fields (marked with a *) and click **Continue**. The email address is where the registration email will be sent, and the Temporary secret word is used for authentication purposes and must be provided to the new user.

Select the Security Token option for the user, enter your password and token value, then click **Submit** to finalize the request.

Note: If you select **Order a New Physical Token** confirm the delivery address is correct before clicking **Submit**. 'A different address' will allow you to enter an address free form. PO. Boxes are not valid delivery addresses for physical tokens.

To reuse a physical token that you already have, you must first verify if it is registered with another user at your company by selecting **Want to see if your Token is registered to someone?** Enter the 12 digit serial number (beginning with "GALT") and click **Check**. You will then be told if the token is assigned to a profile or not. If it is already assigned to another user's profile, you will have the option to delete that user.

Once you submit the new user request you will receive a confirmation message.

If the user's status is pending a second user with approval authority must approve the request. Active users can begin their registration once they receive their physical token or have installed the digital token by following the instructions in the registration email.

GETTING A USER'S AUTHORIZATION CODE

When you add a new user to ScotiaConnect an authorization code will be generated, you need to share this code with the user so they can finish the registration.

After adding a user or recovering a user, go to **Administration**, **User Information** and click on the user's name. The Authorization code will show on their user detail page.

MODIFYING USERS

Modifying users will let you change their user details and user status. This can be useful if a user needs to be temporarily deactivated but not deleted. You can also change the user group they are assigned to from this page.

Go to **Administration**, **User Information** then click on the name of the user you want to modify.

You can change their status from Active to Inactive to temporarily block access or make any other edits - such as selecting a different user group, then click **Save**

RECOVERING A USER

User recovery lets you reset someone's password or security questions, use this to help users who have forgotten their login information regain access to ScotiaConnect.

Go to **Administration**, **User Information** then click on the name of the user you want to recover.

Click **Recover Credentials** on the User Details page.

Choose if you are recovering the user's password, security questions, or both; then click **Next**.

Verify the user's email, enter your password and token value then click **Sign & Submit**. A recovery email will be sent to them explaining the next steps.

RESTRICTING ACCESS TO SCOTIA MOBILE AND THE DIGITAL TOKEN

If you do not want users to be able to use either the Digital Token or Scotia Mobile you have the ability to restrict access to both Apps.

Go to **Administration**, **User Information** then click on the name of the user you want to modify.

Choose if they are allowed to use the apps or not then click Save to update their profile.

WHAT ARE SERVICE GROUPS AND USER GROUPS?

Your users' access to ScotiaConnect is controlled by two things: User Groups and Service Groups.

User Groups: Defines every user's access to services e.g.: Group A can see balances for account 1 but not account 2. All users must be in a User Group.

Service Groups: The rules for using payments e.g.: EFT payments require 1 approval. Assigning a service group to a user group is how you set which users are able to be the approver for EFT payments

CREATING AND MODIFYING USER GROUPS

User Groups let you control the functions each user can perform in ScotiaConnect. Every user MUST belong to a user group and no user can be in more than one group at the same time.

You would create a new user group when none of your existing groups fit the requirements for one or more users.

You would modify an existing group if a new service or account was added to your ScotiaConnect or if you needed to change the access for a specific set of existing users.

CREATING A NEW USER GROUP

To create a new user group go to **Administration**, **User Groups** then click **Add Group**.
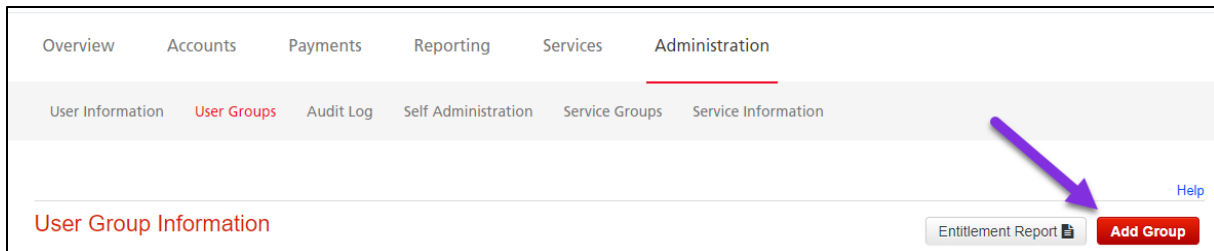
Give the group a name then select the services you want to assign to the group by putting checkmarks next to each service privillege the group should be able to use.

You can customize this further by clicking on the name of any service with a checkmark. A more detailed breakdown of functions will be listed and you can also specify which accounts

the group will be able to use with each service. When finished click **Continue**. For more information about these functions they are detailed in [Appendix B](#).

Approval Authority	☑			

Approval settings belonging to the Bill Payment service

Approver:	May be the Same User	Number of Approvals:	1
Approval Limit per Day per User:	$ 999999999.99		
Approval Limit per Transaction per User:	$ 99999999.99		

Functions belonging to the Bill Payment service

The functions below are associated with this service. Place a check mark in each box to allow access.

Assign	Function	Assign	Function
☑	Bill Payment History	☑	Bill Payment Maintenance
☑	Bill Payment One Time	☑	Bill Payment Transaction
☑	Bill Payment Import		

Accounts belonging to the Bill Payment service

The accounts below are associated with this service. Place a check mark in each box to allow access to the account when using this service.

☑	Account Number ▲	Account Name	Currency	Account Type
☑	47696 00123 45	Accounts Receivable	CAD	DDA

Cancel | **Continue**

Note: The changes are not final until the <u>user group is saved</u>.

You will be returned to the user group page. You can customize other functions or click **Save** to finish creating the user group.

* Mandatory field	
	Done **Save**

Users assigned to the group:

The users below belong to this Group. Use the Add/Remove Users from Group button to add and remove users.

Add/Remove Users from Group

MODIFYING AN EXISTING USER GROUP

To modifying an existing user group go to **Administration**, **User Groups** then click on the group name. Note: The Super User group cannot be modified.
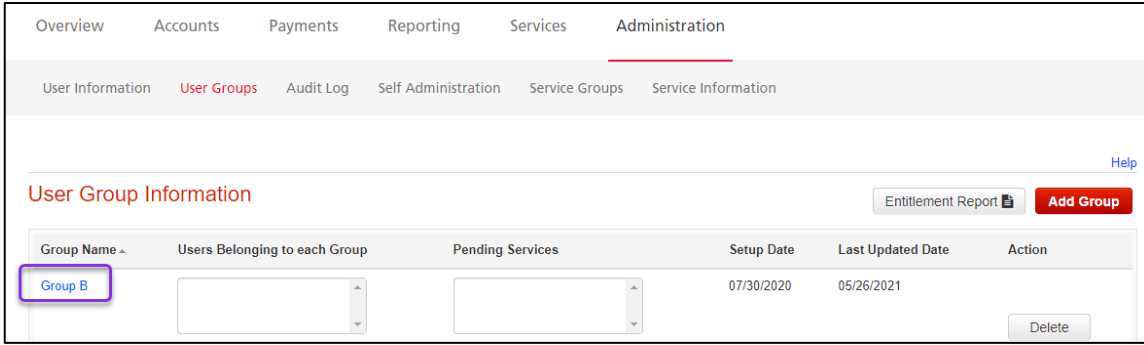
You will see the functions listed and you can check/uncheck the functions like you would for creating a new user group.

ASSIGNING USERS TO A USER GROUP

Completing this process grants the users you've added access to ScotiaConnect based on the user group you add them to. This can be done during the creation of a new user group or by modifying an existing user group. **Note**: Every user <u>must</u> be assigned to a user group to use ScotiaConnect.

Go to **Administration**, **User Groups** and click on the name of the group.
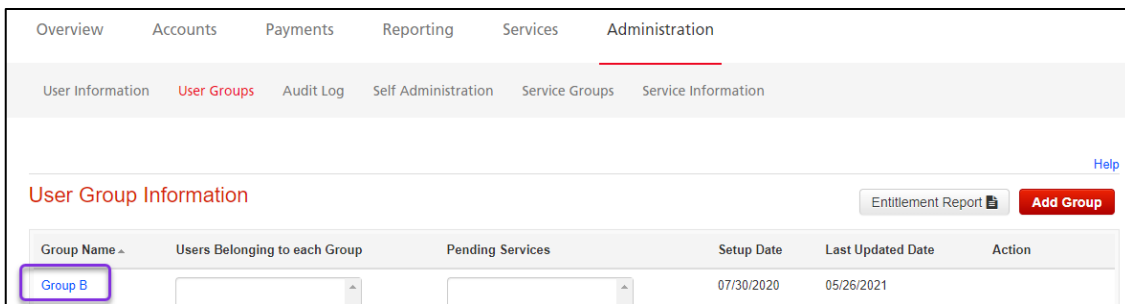
Click the **Add/Remove Users from Group** button.
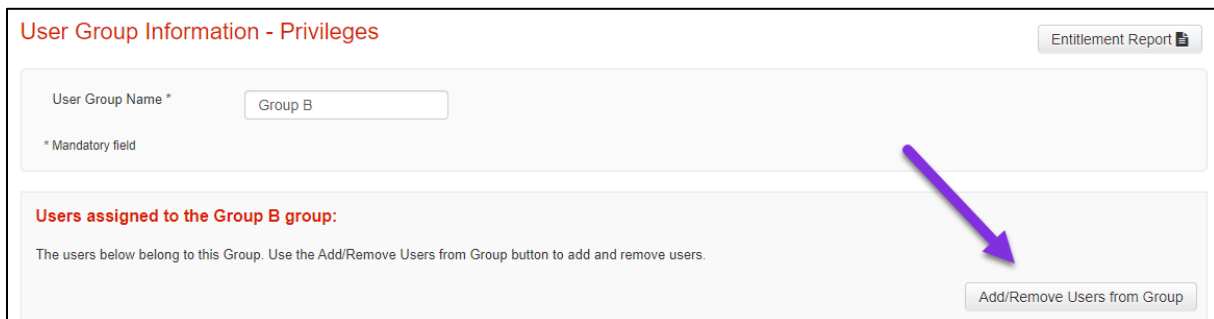
All the current users will be listed, put a checkmark next to each user you want to add to the user group and click **Continue**.

You will return to the previous page where you can click **Save** to finalize the changes to the user group.

APPROVING SERVICES

Depending on your company's ScotiaConnect setup, when services are assigned to a user group they may require approval by a second user. Service approvals are a way of having multiple users involved in any setup changes.

To see if your services require approval, go to **Administration**, **User Groups** and look under the Pending Services column. If you see any services listed there you can review whether they should be added to the group or not, then click **Approve**.

CREATING AND MODIFYING SERVICE GROUPS

Service Groups let you define the payment approval settings for your payment services. You would modify or create a Service group to define approval tiers by dollar amount, set the number of approvers for each tier and the accounts that these settings will be applied to.

Note: You underline must assign service groups to user groups. Service groups define *how* your approvals are setup. User groups define *who* is permitted to use those payment types and perform the approval.

CREATING A SERVICE GROUP

To create a service group go to **Administration**, **Service Groups** and click **Add Service Group**.
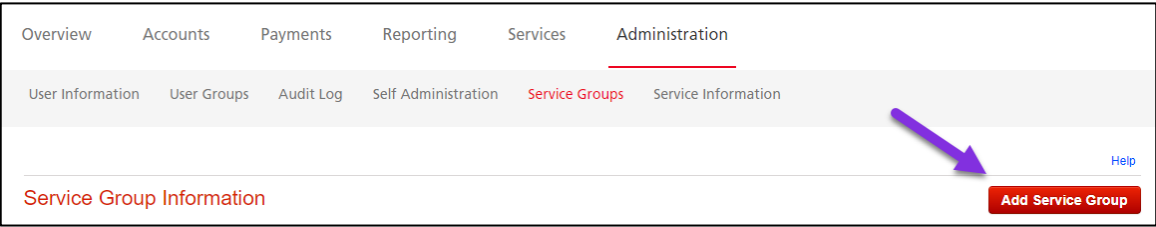
Give the service group a name, then choose the payment types you want to include and click **Continue**.

Chose the number of tiers, then set the amount ranges and number of approvals for each.

Choose the service privilleges for the service group. Anything that isn't checked here won't be available to <u>any</u> of the user groups that are assigned this service group. For more details about these functions review the Service Group section of Appendix B for a breakdown.

Finally, choose which accounts or agreements the service group will use then click **Continue**. These cannot be changed at the user group level, if you want to have certain groups only working with specific accounts separate service groups may be needed.

Accounts belonging to Wire Payments Service

The accounts below are associated with this service. Place a check mark in each box to allow access.

Check All   Uncheck All

Assign	Account Number	Account Name	Currency	Account Type	Payment Office
☑	47696 00123 45	CAD Account 1	CAD	DDA	IBD
☑	47696 00123 46	CAD Account 3	CAD	DDA	IBD

Previous   **Continue**   Cancel

These steps will then repeat for each payment type. Once all the payment types have been setup you must click **Save** to finish creating the service group.

Service Group Status	Inactive
Service Group Name	New Payroll Service Group
Payment Service Types	✔EFT Payments ✔Wire Payments ✔Interac e-Transfer
Unique Payment Number	No
Used for Special Vendors	No

Previous   **Save**   Modify   Cancel

MODIFYING AN EXISTING SERVICE GROUP

To modify a service group, you must first deactivate the group to temporarily prevent its use until you have finalized the changes. To do this, go to **Administration**, **Service Groups** and choose **Deactivate** for the service group you want to change then click **Go**.

▼ + New Payroll Service Group	S0341990005	Active	Select Action ▾	Go
▼ + Interac Service Group	S0341990006	Active	Select Action Deactivate Modify	Go

You will get a confirmation message saying the service group has been deactivated successfully and the status will change to Inactive. You can then go back to the same drop down and choose **Modify** then click **Go**. The steps will be identical to the service group creation process shown earlier in this section.

ASSIGNING A SERVICE GROUP TO A USER GROUP

Assigning service groups to user groups is how you define who is allowed to do tasks related to payments in ScotiaConnect.

Note: You must assign service groups to user groups. Service groups define *how* your approvals are setup. User groups define *who* is permitted to use those payment types and perform the approval.

Go to **Administration**, **User Groups** then click the group name you are assigning the service groups to.
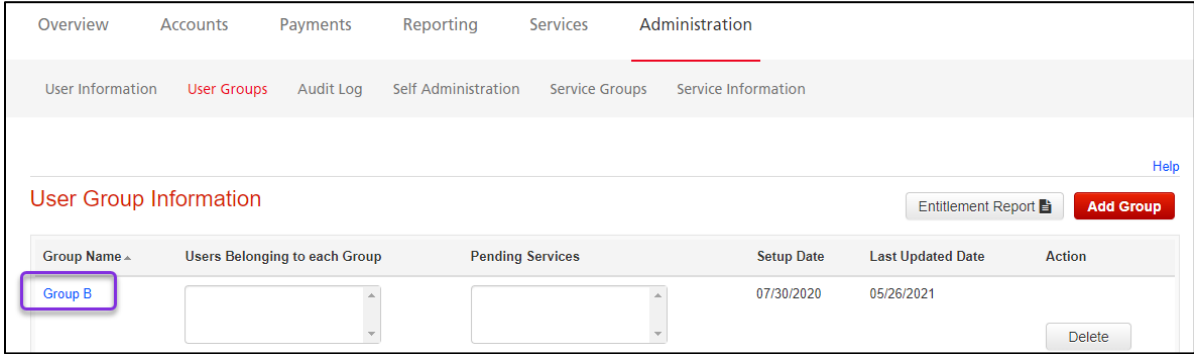
You will see a section labeled Service Groups assigned to the <Group Name> group. Put a checkmark next to the service group(s) you want to assign to this user group, then select which payment types you want to assign.
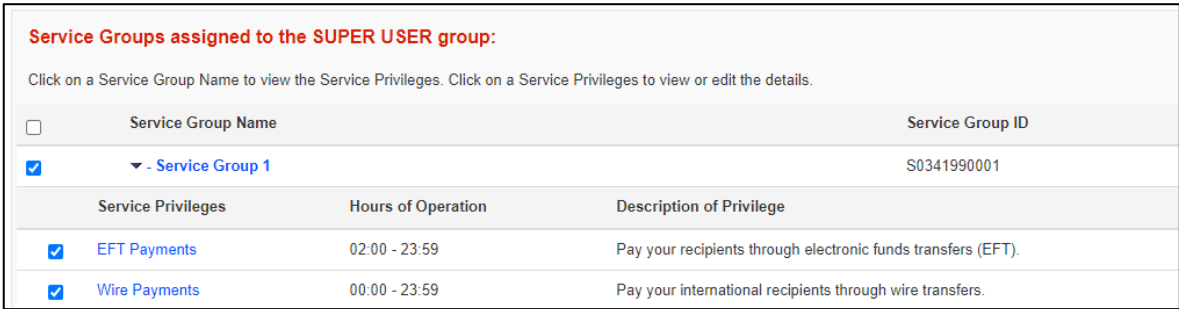
Next, click on each payment type you've assigned to review their setup.
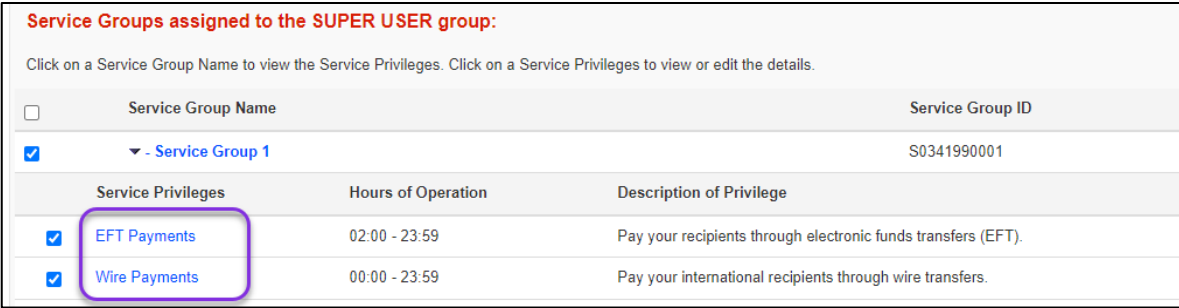
You will see the approval settings as well as the functions available, if this group will be approving payments you will need to select the approval function as well as an approval limit.

You can also choose which functions users will be able to use for each payment type however you cannot select/deselect accounts. Access to accounts must be modified at the Service Group level detailed here.

Once you've finished setting up each payment type click **Save** on the user group page to finalize the changes.

VIEWING ACCOUNT INFORMATION

You can view information about how an account is setup in ScotiaConnect. This can be useful to check if a new account has been successfully added to your ScotiaConnect profile as well as seeing the services that have been assigned to it. You can also use this function to rename an account which changes the name displayed in ScotiaConnect.

Go to **Administration**, **Service information** then click **My Accounts**.

Overview	Accounts	Payments	Reporting	Services	Administration

User Information	User Groups	Audit Log	Self Administration	Service Groups	Service Information

Agreement Information	My Accounts	My Global Accounts	My Services
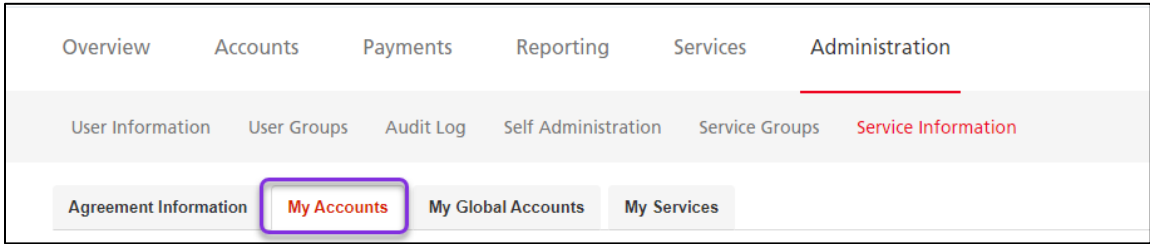
Click an account to see more information about it.

My Accounts

🖨 Print   ? Help

Here you will find the details of your business's accounts that can be used for your cash management activities on ScotiaConnect.

ACCOUNT	ACCOUNT NAME	DIVISION	ACCOUNT TYPE	STATEMENT OPTION	CURRENCY	STATUS
47696 00123 45	General Account		DDA - Demand Deposit Account	Paperless	CAD	Open
47696 00123 46	Accounts Receivable		DDA - Demand Deposit Account	Paperless	CAD	Open
47696 00123 47	USD Account 1		DDA - Demand Deposit Account	Paperless	USD	Open
47696 00123 48	USD Account 2		DDA - Demand Deposit Account	Paperless	USD	Open
47696 00123 49	CAD Account 1		DDA - Demand Deposit Account	Paperless	CAD	Open

On the details page you can see the services that have been assigned to the account as well as other information. You can also change the account name from this page by entering a new name and clicking **Save**.

Account Details

ACCOUNT	47696 00123 45	Services	Account Transfer Balance and Transactions Remote Deposit Stop Payment
ACCOUNT NAME *	General Account	Account Division	

General Account Information:

CURRENCY	CAD	ACCOUNT TYPE	DDA
STATUS	Open	Payment Office	
Country of Account	Canada	STATEMENT OPTION	Paperless
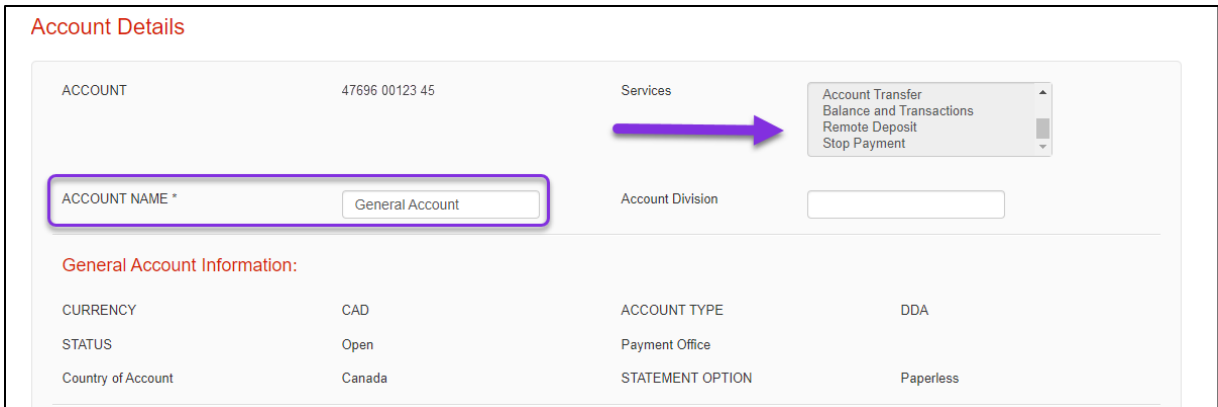
SIMPLE ADMINISTRATION

ADDING USERS

Adding a user to ScotiaConnect allows them to register and login to ScotiaConnect. You will also assign them user permissions as part of the process so that they can access services.

Go to **Administration**, **User and Company Permissions** then click **Add user**.

Fill in the mandatory fields and click **Continue**. The email address is where the registration email will be sent, and the temporary secret word is used for authentication purposes and should be provided to the new user.

Next, select the permissions the user will need. Permissions with a **Show** link next to them let you specify which accounts the user can access.

If you make changes to the **Viewing access** or **Payment access** permissions you will need to give the customized permission a name before you can continue. Custom permissions can also be used for other users. Once you have set the permissions click **Continue**.

Select the Security Token type for the user, enter your password and token value, then click **Submit** to finalize the request.

Note: If you select **Order a New Physical Token** confirm the delivery address before clicking **Submit**. 'A different address' will allow you to enter a custom address. PO. Boxes are not valid delivery addresses for physical tokens.

To reuse a physical token, you must first verify if it is registered with another user by selecting **Want to see if your Token is registered to someone?** Enter the 12 digit serial number (beginning with "GALT") and click **Check**. You will then be told if the token is assigned to a profile or not. If it is already assigned to another user's profile, you will have the option to delete that user.

Once you submit the new user request you will be taken back to the **User & Company Permissions** screen where the new profile will be visible. Note the Authorization code and share it with the new user so they can complete their registration.

MODIFYING USERS

Modifying users will let you change their user details and permissions. For example, if you get a new service, it would not be added to all users by default. You would need to edit any users you wanted to grant access to those new services.

Go to **Administration**, **User & Company Permissions** then click **Edit.**

You can change the user details or user permissions using the same steps as creating a user detailed here. Click **Save & Close** to finalize the changes.

RECOVERING A USER

User recovery lets you reset someone's password or security questions, use this to help users who have forgotten their login information.

Go to **Administration**, **User & Company Permissions** and click **Recover Credentials** for the user you to recover.
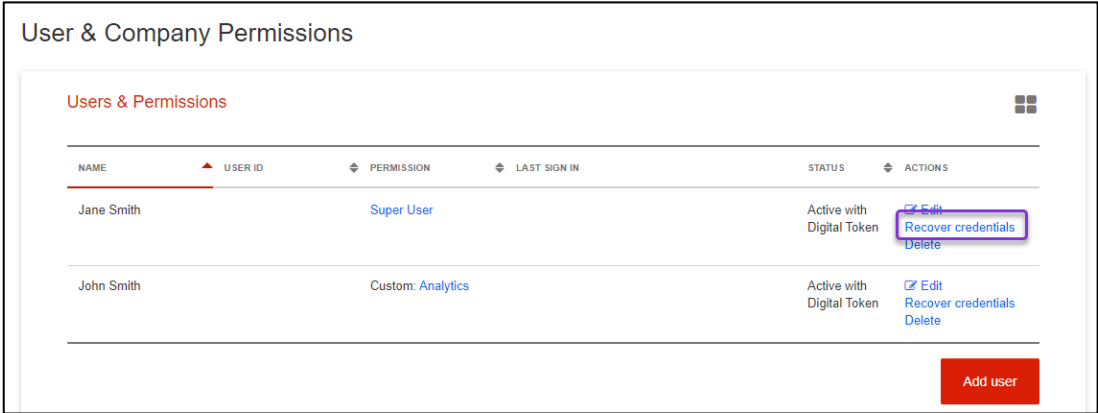
Choose if you are recovering the user's password, security questions, or both; then click **Next**.
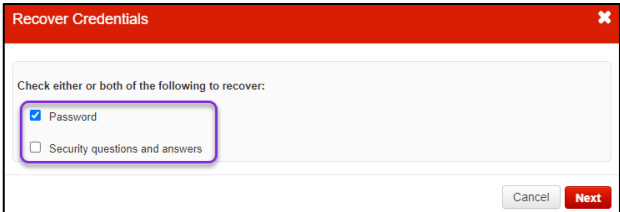
Verify the user's email then enter your password and token value. Click **Sign & Submit** when complete. A recovery email will be sent to the user explaining the next steps.
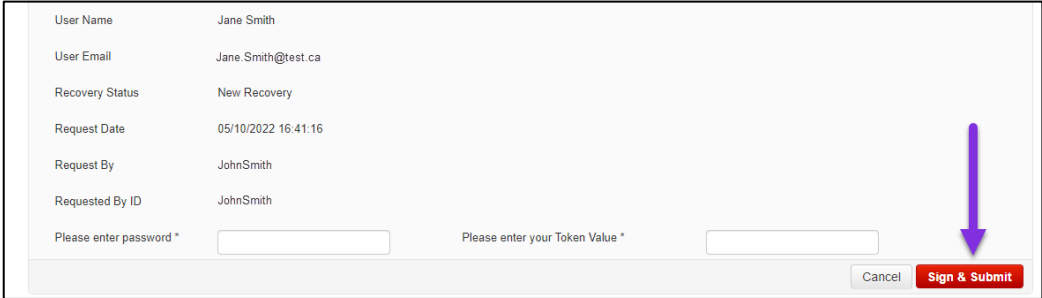
SETTING COMPANY APPROVALS

You can choose whether approvals are required for certain functions in ScotiaConnect. You would edit these settings if you wanted to either add or remove approval authority for those functions.

Go to **Administration**, **User & Company Permissions** then click **Edit** under the Company Approvals section.

Select One or None for each transaction type the click **Save & close**.

ASSIGNING PAYMENT TYPES TO YOUR ACCOUNTS

You can specify which accounts can be used for your payment types in ScotiaConnect. This can be used to add payment services to a new account. You can also remove the ability for an account to be used for a type of payment.

Go to **Administration** then **User & Company Permissions** and click **Edit** under the Company Payments Allocation section

The accounts will be listed and will have checkmarks if all available payment types are enabled or a dash if some are disabled. Click **Show** next to any of the accounts to see a list of the available payment types and check/uncheck them as needed. When you've finished modifying the settings click **Save and close**.

Note: Some payment types may be greyed out. If they are, this means those payment types cannot be modified in ScotiaConnect and you must speak with your Scotiabank representative to make any changes.

APPENDIX A: UNDERSTANDING SERVICE GROUPS & USER GROUPS (ENHANCED ADMINISTRATION ONLY)

USER GROUPS

A user group is a group of users who have the same entitlements in ScotiaConnect. All users that are part of a user group will have access to the service groups that are assigned to the user group and services managed within the user group.

Important: A user can be part of only **one** user group. If you move a user to a new group their entitlements will change to those of the new user group.

EXAMPLE
Consider the following example:

User Group 1	User Group 2	User Group 3
Jane	Nathan	Chloe
John	Emma	David
Zoe	Owen	
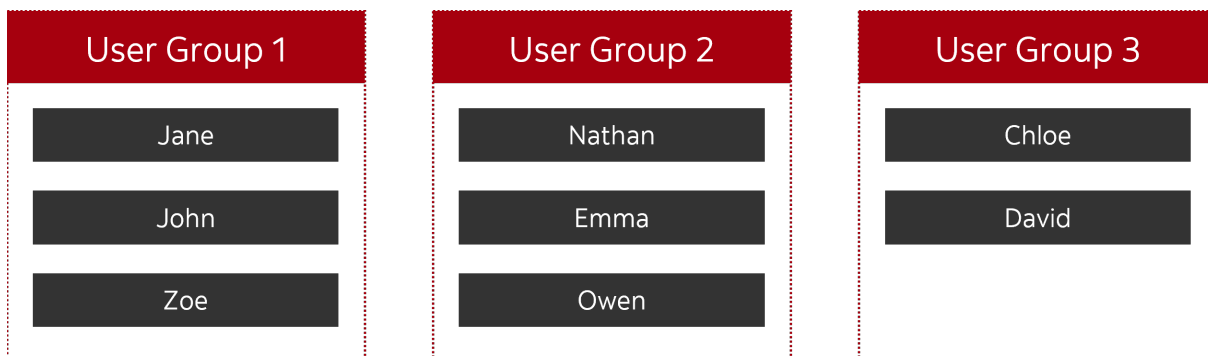
This organization has three user groups and eight users. The first two user groups have three users, and the third user group has two users.

SERVICES MANAGED WITHIN USER GROUPS

Some services are only managed within user groups, and you **cannot** create service groups for these services. The attributes and rules for these services are specified within the user group. These services include:

- Balance and Transactions
- Account Transfer
- Bill Payment
- eCheque Services
- Wholesale Lockbox
- Stop Payment
- Traces and Recalls
- Integrated Payments
- File Delivery
- Administration
- Remote Deposit Capture

SERVICE GROUPS

A service group specifies the rules for payment services in ScotiaConnect. For example, within a service group, for each service, you can specify:

- Transaction limits
- Number of approval tiers (based on transaction amounts)
- Number of approvals within each tier
- Functions of the service that need to be available
- Accounts or service agreements that need to be available

For users to access services managed within a service group, the service group needs to be assigned to user groups. A service group can be assigned to multiple user groups.

SERVICES MANAGED WITHIN SERVICE GROUPS

The following services are managed within service groups:

- Electronic Data Interchange Payments
- Electronic Funds Transfer
- *Interac*[†] e-Transfer
- International Automated Clearing House Transaction
- International Money Transfer
- Wire Payments

EXAMPLE

User Group 1	User Group 2	User Group 3
Jane	Nathan	Chloe
John	Emma	David
Zoe	Owen	

Service Group 1	Service Group 2	Service Group 3
Electronic Funds Transfer	*Interac*[†] e-Transfer	Electronic Funds Transfer
Wire Transfer	International Money Transfer	
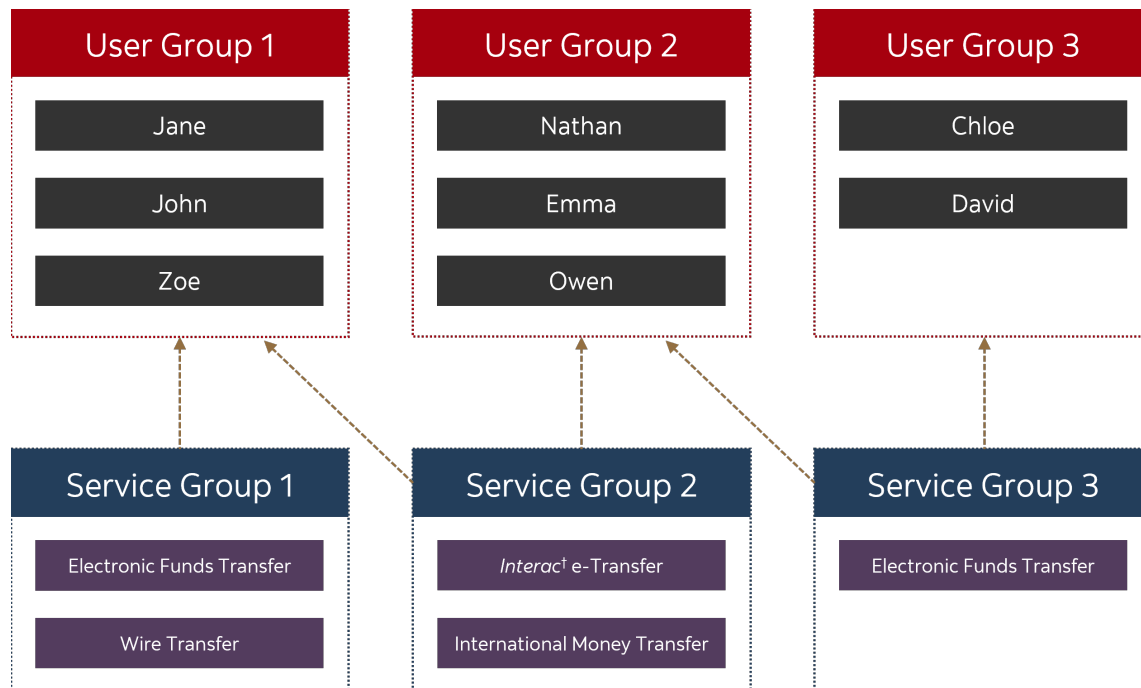
The three service groups are used to manage four services:

- User group 1 is assigned to service groups 1 and 2.
- User group 2 is assigned to service groups 2 and 3.
- User group 3 is assigned to service group 3.

Through these assignments:
- Users in user group 1 have access to the EFT, Wire Transfer, *Interac*[†] e-Transfer and International Money Transfer services.
- Users in user group 2 have access to the *Interac*[†] e-Transfer, International Money Transfer and EFT services.
- Users in user group 3 have access to the EFT service.

In a scenario where two service groups are used to manage the same service, you can specify different rules within each service group. If service group 1 is set up to require one approval and service group 3 is set up to require two approvals, then, when users of user group 1 create an EFT, it will require one approval. However, when users of user group 3 create an EFT, it will require two approvals.

Important: In this example, user group 1 and user group 3 have access to the EFT service. However, users from user group 1 cannot approve or submit EFTs that have been created within service group 3 (and vice versa).

ASSIGNING SERVICE GROUPS TO USER GROUP EXAMPLES

When assigning a service group to a user group you are giving the users of that group access to part, or all the functions assigned to the service group. By separating those functions between user groups, you can set users who only input payments and users who approve those payments.

EXAMPLE 1 – SELECTING SERVICES FOR THE USER GROUP

While assigning a service group to a user group you can select which services need to be available to the user group. Consider this example:
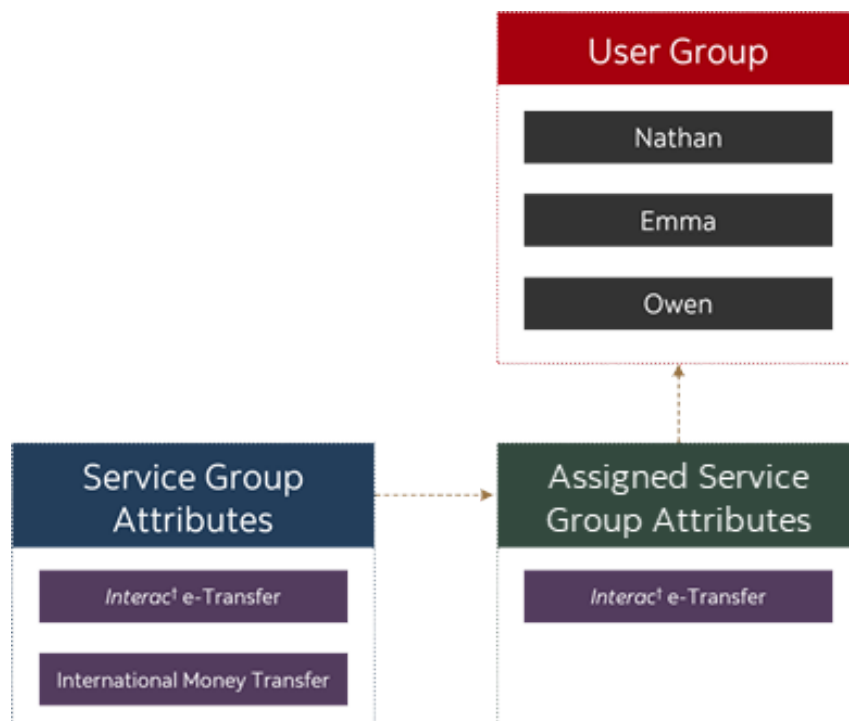
EXAMPLE 2 – SELECTING APPROVAL LEVELS

While assigning a service group to a user group, you can select which approval levels from a service group need to be available to the user group. Consider this example:
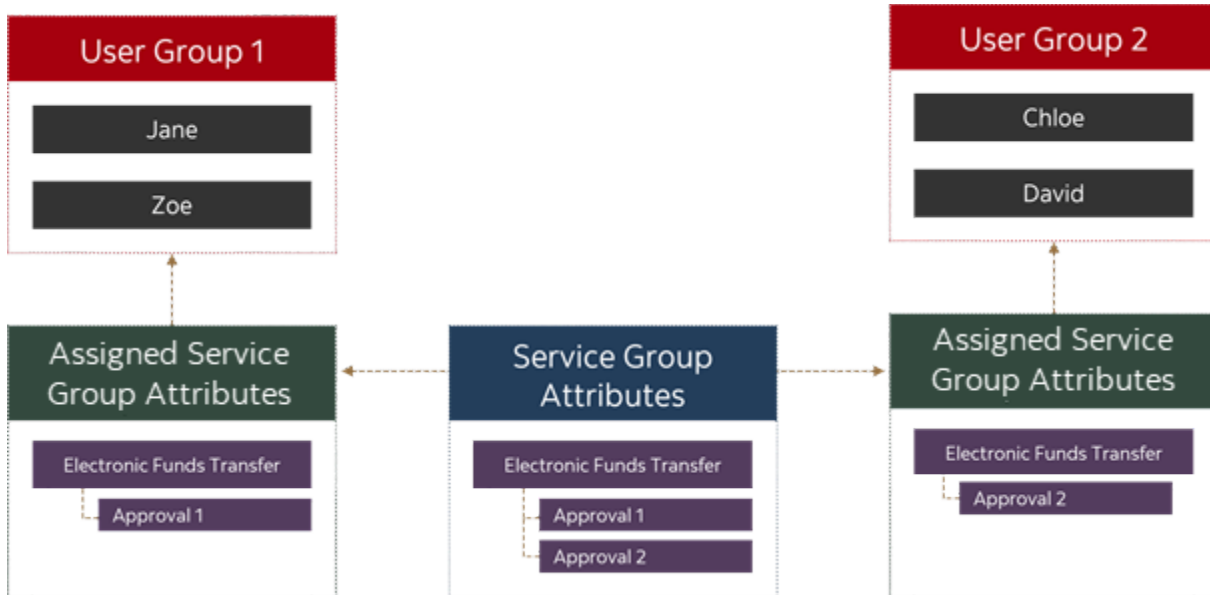
In this example, the service group has two approvals for the EFT service. While assigning this service group to user group 1, approval 1 has been selected and while assigning this service group to user group 2, approval 2 has been selected. So, when a payment is created, users of user group 1 will provide the first approval and users of user group 2 will provide the second approval.

Important: For a payment to be processed, it needs to be approved successfully. If the service group requires two approvals for a payment but a user group only has one approval selected, the payment will not proceed to the next step without the second approval. So, while creating user groups, if all the approval levels are not assigned payments will be stuck in the approval stage.

APPENDIX B: USER GROUP & SERVICE GROUP FUNCTION DEFINITIONS (ENHANCED ADMINISTRATION ONLY)

Each service or function in ScotiaConnect is administered using User Groups and Service Groups. Most options related to a function are named after a specific menu or action. This list will provide more detail about the options you'll see when working with User Groups or Service Groups.

BALANCES & TRANSACTIONS

Account Details: Grants access to the Account Details Report
Account Statements: Lets users view the Monthly Account Statement
Balance History: Lets users view the Balance History Report
Consolidated Balance Report: Let users access the Consolidated Balance Report
EDI Report: Lets users see the EDI report, this is an optional report that provides additional information on received EDI payments
Consolidated Cash Plan: Grants access to the CCP report, which is an optional report detailing your CCP deposits.
View Cheque Images: Lets you view cheque images under Account Details
Account Export: Gives you the ability to export your account details
Transaction lookup: Lets you use transaction lookup to search for specific transactions.
Investments: Gives access to the Account Details report for Investment accounts.
Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

ACCOUNT TRANSFERS

Approval Settings: Grants users in the group approval authority. You must also specify approval limits. This section only appears if approval is required.
Account Transfer History: Lets you view the transfer history, used to view information about sent account transfers.
FX Account Transfer: Lets you perform cross currency account transfers
Same Currency Account Transfer: Lets you perform same currency account transfers
Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

BILL PAYMENTS

Approval Settings: Grants users in the group approval authority. You must also specify approval limits. This section only appears if approval is required.
Bill Payment History: Lets you view the bill payment history, used to view information about sent bill payments.
Bill Payment Maintenance: Lets you add and edit your list of saved bill payment accounts.
Bill Payment One Time: Lets you make bill payments without using an existing payment account
Bill Payment Transaction: Lets you make bill payments by selecting a payment account.

Bill Payment Import: Grants access to import a file to create bill payments. The file must reference your payment accounts
Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

E-CHEQUE SERVICES

Monthly Volume Report: An optional report showing monthly cheque volumes
Electronic Cheque Processing: Grants access to the ECS link under important links
ECS Clear Through: Grants access to the ECS Clearthough link under important links

WHOLESALE LOCKBOX

Wholesale Lockbox: Grants access to the Lockbox link under Reporting

STOP PAYMENTS

Approval Settings: Grants users in the group approval authority. You must also specify approval limits. This section only appears if approval is required.
Stop Payment History: Lets you view the bill payment history, used to view information about sent bill payments.
Stop Payment Transaction: Lets you make a stop payment on one or more cheques
Remove Stop Payment: Lets you remove existing stop payments.
Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

EFT TRACES AND RECALLS

Recall: Required parent function for the recall sub-functions
- **Item Recall/Payables:** Lets you recall individual credit EFTs
- **Item Recall/Receivables:** Lets you recall individual debit EFTs
- **File Recall:** Lets you recall EFTs submitted using a payment file
- **Group Recall:** Lets you recall multiple EFTs at once.

Trace: Required parent function for the recall sub-functions
- Initiate Trace: Lets you initiate a trace on an EFT to investigate any processing issues

Review Trace History: Lets you look at the history of traces
Review Recall History: Lets you look at the history of recalls
Agreements belonging to the service: The agreements you select will be the ones useable by the user group. Agreements are linked to specific accounts.

INTEGRATED PAYMENTS

Pending Payments: Lets you access the pending payments menu. You must also setup and assign service groups to see payments under Pending Payments.
Payment Search: Lets you access the payment search menu. You must also setup and assign service groups to search for payments.
File Summary: Lets you access the File Summary page. You must also setup and assign service groups to see payments under File Summary.
Recipient Maintenance: Lets you manage recipients.
- **Search Recipients:** Used to search existing recipients

- **Create Recipients:** Allows users to add new recipients
- **Delete Recipients:** Allows users to delete existing recipients
- **Import Recipients:** Lets you import a file to create new recipients
- **Approve Recipients:** Lets you approve recipients if approval is required
- **Modify Recipients:** Lets you modify existing recipients.

FILE DELIVERY

Approval Authority: If approval is required let you approve files so they can be submitted
Upload Files: Lets you upload files; files must be uploaded then submitted to be processed.
Download Files/Reports: Lets you download reports waiting to be reviewed.
Pending Files: Allows access to the Pending Files page, this is where approval, submission and deletion can be done.
Submit Files: Lets you submit files for processing, this is the second step after uploading a file.
Delete Files: Lets you delete files that have been uploaded but not yet submitted
Upload History: Allows users to view the upload history showing the details of files that have been uploaded.
Agreements belonging to the service: The agreements you select will be the ones useable by the user group. Agreements are linked to specific accounts.

ADMINISTRATION

My Accounts: Lets users access the My Accounts page to view information on how their accounts are setup.
My Global Accounts: Lets users access the My Global Accounts page to view information on how their global accounts are setup.
Audit Logs: Grants access to the audit log showing history related to administration.
User Group Information: Grants access to the User Group page
My Services: Shows a list of all your services currently setup on ScotiaConnect.
User Information: Grants access to the User Information page.
- **Manage User Information:** Lets you modify existing users' details
- **Request New User:** Lets you add users to ScotiaConnect
- **Initiate Password Recovery:** Lets you recover a user's credentials
Agreement Information: Gives you access to a list of agreements in ScotiaConnect. Agreements are tied to accounts and this page will show those links
Statements: Grants access to the monthly account statements
ScotiaConnect Billing Statements: Lets you view your monthly invoice for ScotiaConnect.
Service Group Information: Grants access to Service Groups page.
- **View Service Groups:** Lets you view existing service groups
- **Add Service Groups:** Lets you create new service groups
- **Activate Service Groups:** Lets you activate an inactive service group
- **Deactivate Service Groups:** Lets you deactivate existing service groups. This is a required step prior to modifying or deleting service groups.
- **Delete Service Groups:** lets you delete an inactive Service Group
- **Modify Service Groups:** Lets you modify an inactive Service Group
- **Manage Special Vendors (Payment Files only):** Lets you use special vendors with your service groups.

REMOTE DEPOSIT

Deposit Limit: Controls how much individual users can deposit using remote deposit.
View All Deposits: Lets you view any deposits created in remote deposit
View Their Own Deposits: Restricts users to only seeing their own deposits.
View Daily Deposit Info: Lets you view a summary of deposit activity
View Remote Deposit Activity: Lets you view the activity report
Accounts belonging to the service: The accounts you select will be the ones useable by the user group when creating a deposit.

SERVICE GROUP FUNCTIONS

These functions are shared across all payment types unless otherwise noted

Payments Search: Used to search for payments and see their status as well as the user(s) who actioned them.
Submit Payments: This lets you submit approved (if approval is required) payments for processing.
Online Payments: Allows you to access different methods of creating payments in ScotiaConnect.
- **One Time Payments:** Used to create single payments without saving details in a template or recipient.
- **Payments from Template:** Used to create payments from existing templates saved in ScotiaConnect.
- **Modify Payments created by Other Users**: Lets you modify any payments created online by other users.

Delete Payments: Used to delete payments that have not yet been submitted.
Payables/Receivables (EFT & IAT only): This allows access to payables and/or receivables for eligible payment types. In ScotiaConnect Payables are labeled as credits, and receivables are considered debits.
Template Maintenance (EFT, EDI, IAT and Wire only): Grants access to view templates
- **Create Templates:** Allows you to create new templates.
- **Delete Templates:** Used to delete existing templates.
- **Approve Templates:** This allows users to approve templates if approval is required.
- **Modify Templates Created by Other Users**. This allows users to modify existing templates that were created by other users

Pending Payments: Lets users access the pending payments page. <u>This is required for approving, deleting, submitting, disabling, and enabling payments.</u>
Enable Payments. This gives users the ability to enable payments that have been disabled.
Disable Payments. Used to disable payments. Disabling a payment puts it on an indefinite hold preventing anyone from modifying or submitting it until it is enabled.
Batch Payments (EFT, EDI, IAT and Wire only): Batch Payments use payment files created using 3rd party software which are submitted to Scotiabank for processing. This is only applicable if you are using Online Payment Control or Online Payments History services.
- **Direct Payments (Online Payment History):** Direct payments are payments that are submitted via a file that do not require any approvals or anyone to submit them.

Their history is accessed via payment search. <u>This is required if you are using Online Payment History for this service group.</u>

- **Regular Payments (Online Payment Control):** Regular payments are payments that are submitted via a file that stop in ScotiaConnect for approval and submitting. This is required if you are using Online Payment Control for this service group.
- **Modify Failed Regular Payments (Requires Online Creation):** Payment files may have items fail due to missing or incorrect information when received by ScotiaConnect. This entitlement allows users to modify those failed payments.
- **Modify All Regular Payments (Requires Online Creation):** All payments entered by file for the Online Payment Control service may be modified with this entitlement.

Use New Recipient: Lets users add any recipients from payments created in ScotiaConnect to the recipient list. Note that recipient entitlements are set in the Integrated Payments function detailed earlier in the appendix.

Query Memo (Wires Only): Used for creating query memos (for wire traces).

Freeform Memo (Wire Only): This gives access to create and access freeform memos.

Recall Memo (Wire Only): This entitlement gives access to all the functions related to recall memos.

Search Recall Memo (Wire Only): This allows users to search for unsubmitted recall memos.

Create Recall Memo (Wire Only): This allows users to create new recall memos.

Modify Recall Memo (Wire only): This allows users to modify any existing recall memos.

Delete Recall Memo (Wire only): Lets users delete recall memos that have not been submitted.

Approve Recall Memo (Wire only). A second user must approve a recall memo. This entitlement gives approval authority to any users with access to this service group.

Submit Recall Memo (Wire only). This allows users to submit recall memos after they have been approved.

Update e-Transfer (e-Transfers Only): Lets you modify an e-transfer that has been created but not submitted.

Recall Interac e-Transfer (e-Transfers Only): Allows you to recall e-Transfers that have not yet be deposited. Autodeposit e-transfers cannot be recalled using this function.

Accounts/Agreements belonging to the service: Lets you choose the accounts that will be used by the Service Group

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, 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
- Email: **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

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