ScotiaConnect Basic Services & Reporting

Reference Guide

May 2025

Scotiabank®

REPORTS

Account details

The Account Details report allows you to view, print and export your transaction information for a specified date range. To start, go to **Reporting** and select **Account details**.
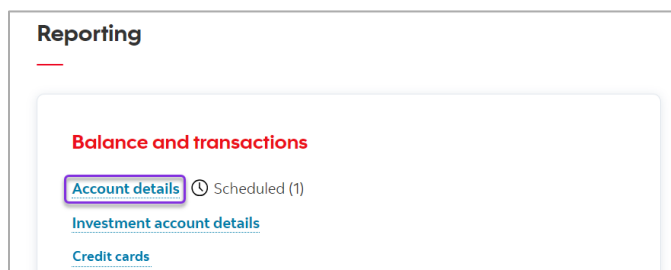
The Account Details report shows your transaction information. Select your account/report ID, date range and then click **View on Screen** or **Download**. Report Type and File Format determine the layout and format of the downloaded file.

Using **View on screen** will allow you to click the transaction description to see more detail.
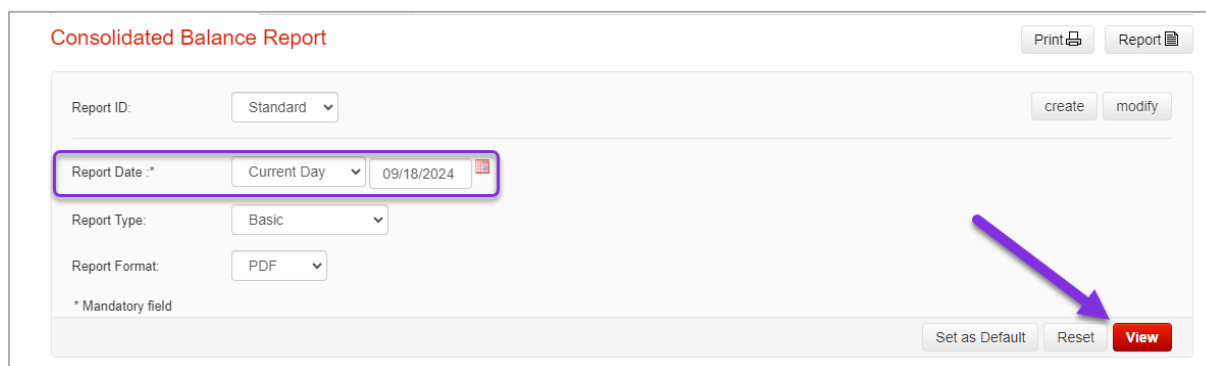
Certain incoming wire and e-transfer transactions may include additional payment information when you view the details. Note: this will depend on what was provided by the sender and not all transactions will show the same level of detail.

Consolidated Balances

The consolidated balance report provides a summary of your account balances. To obtain this report, go to **Reporting** and choose **Consolidated balances**.
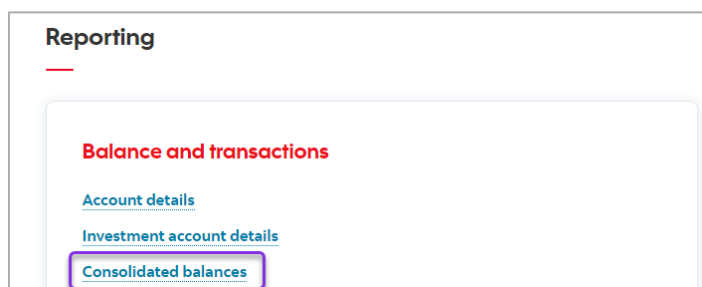
Enter the **Report Date**, which is a mandatory field. Click **View** to see the list of the various accounts with their balances at the bottom of the page.

You will see all the accounts you have access to by default, this can be customized by modifying or creating a Report ID.

Transaction Search

Transaction search allows you to make a query on any of your accounts for specific transactions.

To begin, click on **Reporting** and choose **Transaction search**.
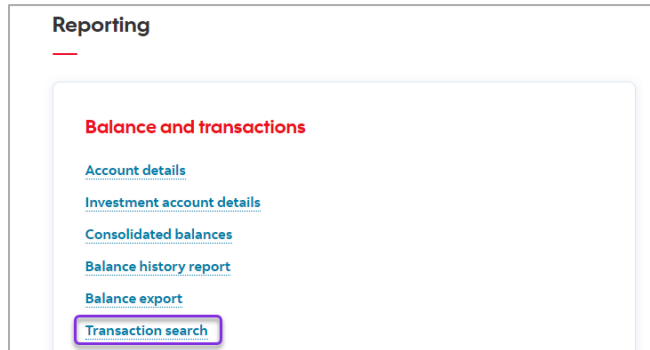
Fill in the **Date** and choose the account(s) you wish to search from, using the arrow icons. You can further refine your search by filling in the optional fields such as **Amount** and **Transaction Type**. Click **View**, **Report** or **Export** to see the results for the search.

Investment Accounts

To view an investment account, go to the **Reporting** tab and select **Investment account details**.
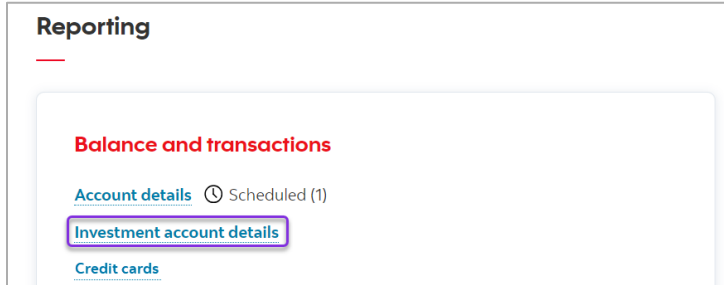

When you specify the account number, the available fields will change depending on the type of investment account you choose. Crowd Deposit Accounts only allow you to indicate a date range.

Trust Sub Accounts let you indicate whether you would like to view the Trust Sub Plan or search for specific Sub Accounts.

GICs allow for more report criteria including Issue Date, Maturity Date, Interest Rate, Investment Type, Currency, Term, and Account Status.

Regardless of the type of investment account you choose, once you've selected your criteria click either 'View', 'Report' or 'Export'. **Note**: Crowd Deposit Accounts are View-Only with no 'Report' or 'Export' functionality.

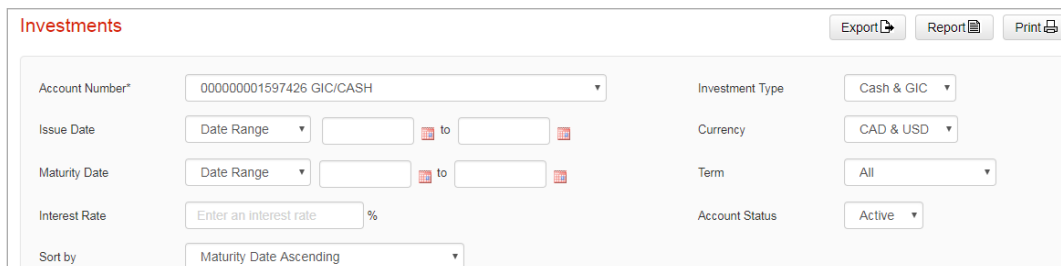| UAT GCM SC COMPANY			
Crowd Deposit Investment Account Summary			
Investment Account	000000001605476 - Crowd Deposit Account CAD Prime Child - BNS	As at	07/30/2018 17:41:23
Account Open Date	01/09/2018	Account Status	Active
Account Value	$0.00	Current Total Plan Value	$0.00
			This is the total value of all accounts in the Crowd Deposit Plan. Interest rate calculated based on your plan tier. Refer to your crowd deposit account application for more information.
Transaction Date	05/01/2018 To 06/30/2018	Number of Transactions	3

Effective Date ▲	Processing Date	Transaction	Transaction Amount
05/31/2018	06/01/2018	Interest earned or paid	$10,623.37
06/26/2018	06/27/2018	Interest earned or paid	$8,924.30

Account Statements

To view your monthly account statement, go to **Reporting**, and select **Account statements**.

Select your desired Statement Month from the dropdown menu then click **View**.

Note: Statements are available on ScotiaConnect for up to 24 months. If you need statements older than 24 months, please contact your branch.

Choose the type of statement(s) you wish to download and click the **Download** hyperlink. If you want to download multiple account statements, select the statements, and click **Export All**.

Depending on their size, the statements will be available for pick up from the message centre or will download directly using your browser's settings.

If you subscribe to cheque image statements, go to the **Cheque Image Statements** tab and click **Download** to view copies of cheques that cleared for that month.

Loan Account Statements

To view your loan account statements, go to **Reporting** and select loan statements.
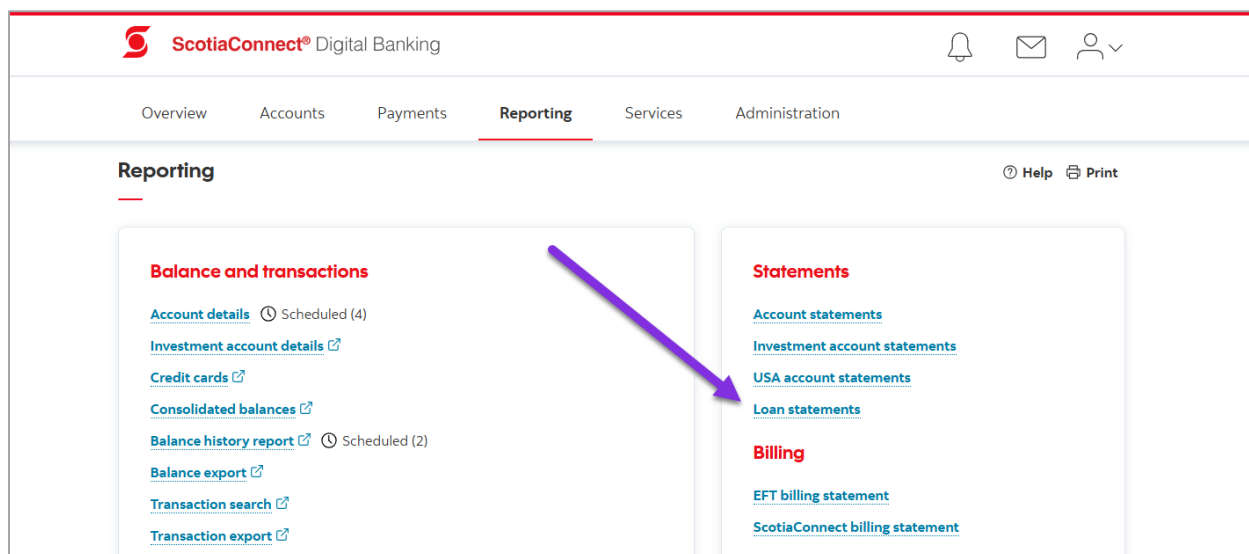
Select the month then click **View**
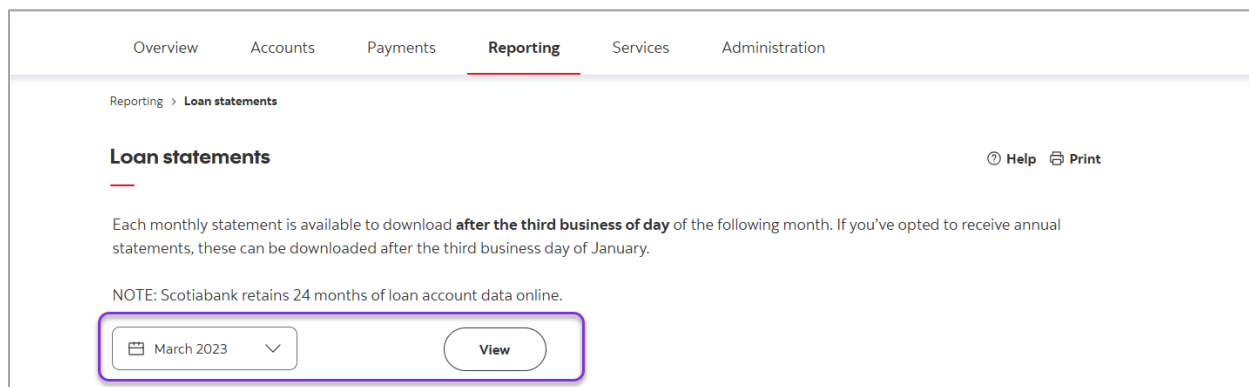
All the loan accounts with available statements will be listed, click download on any statement you wish to view.
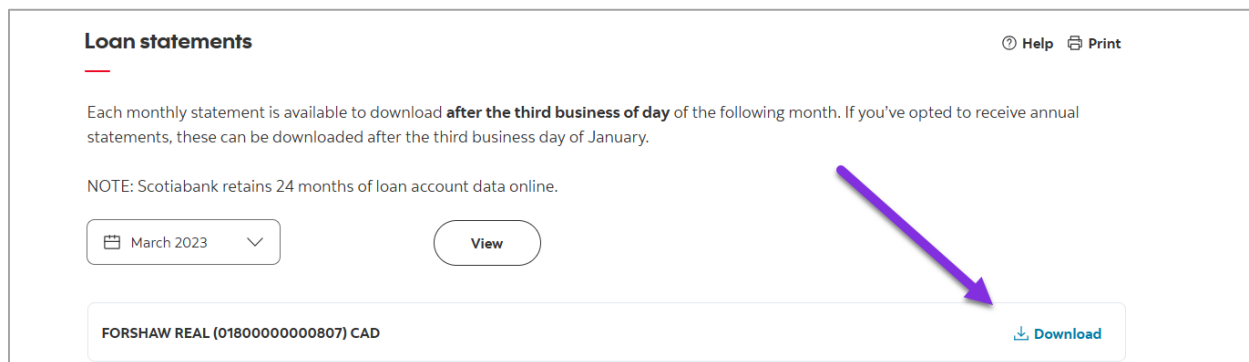
Credit Card Reports

To view informantion on credit cards setup as part of the SVBC service, go to **Reporting** and select **Credit cards**.
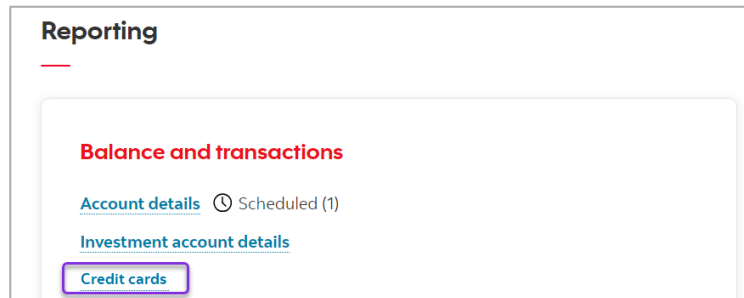
Click on a card to see more details. From this page, you will be able to see individual card details, your credit limit, the previous day's balance, and the remaining available credit. You will also be able to see a summary of your last statement by clicking **View**.

 If you'd like to see additional transaction details or perform any card maintenance, please log in to CentreSuite.

BILLING STATEMENTS

Your ScotiaConnect, Electronic Funds Transfers (EFT), and Consolidated billing statements are all available through ScotiaConnect.

To access the billing statement, go to **Reporting** and select one of the billing statements you wish to view. The reports available for every user will depend on the type of access provided by the Super User of the service.
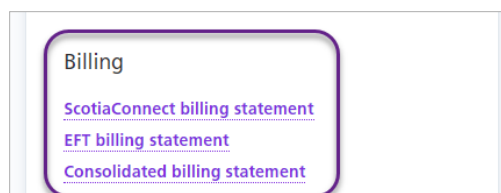
Select a month and the available statements will be shown. Click **Download** to view that statement.

Note: You have the option to download a PDF or Excel Report version of the Consolidated Billing Statement.

Consolidated Billing Statement setup

Important: This one-time setup process must be completed to start receiving your consolidated billing statement.

You can define the settings for your consolidated bill in ScotiaConnect. These settings will be used the next time your consolidated bill is generated. You can change the settings up until the end of the month, any changes after that point will be applied to the next month's consolidated billing statement.

Go to **Administration** and select **Consolidating billing statement: preferences and settings**.

Choose the products and services you want to include in the statement for each company listed. If a company is not listed here, you should speak to your Scotiabank representative to have it added.

Select the statement delivery channel; this is which ScotiaConnect service you will use to obtain the consolidated statement. You can then choose the language, statement format and level of detail you want to include (Excel files include both summary and details by default). Also, you can specify whether new products, services, and entities should be added to the consolidated statement by default or not. Click **Save** to finalize the setup.
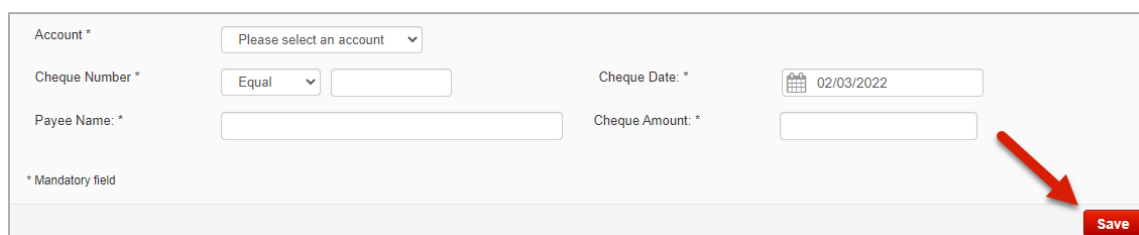
STOP PAYMENTS

To create a Stop Payment on an outstanding cheque, go to **Services**, **Stop Payments** and select **Stop Payment Request**.
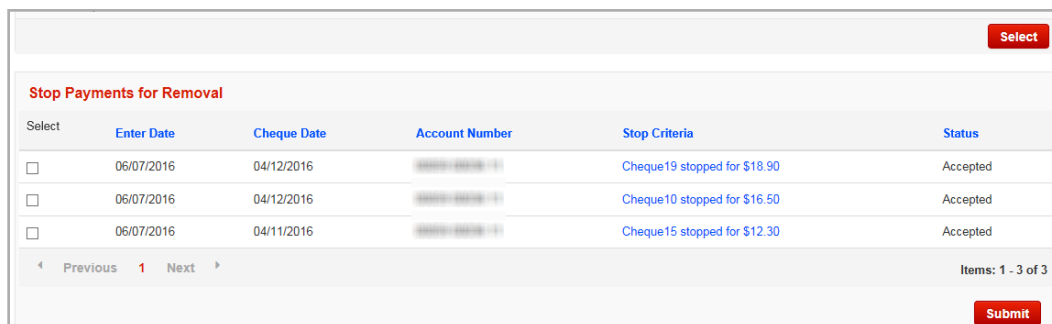
Select the account, the cheque number, date, amount, and payee name. If you are stopping a range of cheques, account and serial number range are all that are required. Once you have entered the information click **Save**.

Remove Stop Payments allows you to delete a stop you've placed to allow the cheque to be processed. Select the Stop Payments you would like to remove and click **Submit**.

Stop Payment History will allow you to view the historical activity related to Stop Payments as far back as your ScotiaConnect history retention.

BILL PAYMENTS

Before sending a bill payment, you must setup the Bill Payment company. Go to **Payments** and select **Payee Maintenance** under the Bill Payments section. Your existing Bill Payment companies will be listed. To add a new one, click **Add Payment Account**.

You will then be given a search window to search for the company.

When you are searching you can use the '%' symbol as a wild card before or after a word to broaden your search parameters. Once you've found the company you're looking for you can click the link on the right that says 'Select.

Next, enter the payment account provided by that company and click the 'Add' button to save the company.

To create a Bill Payment, go to **Payments** and select **Bill Payments**.

Select the Payment Account, debit account, amount and payment date for the item. Once you've filled in all the details, click **Create Bill Payment**. If there is no approval required, you will have the option to submit the payment immediately after creating it.

If your bill payments require approval, or if you choose to **Submit Later**, your payment will be displayed under the To-do list on the **Overview** page.

You will be able to select the Bill Payments you'd like to approve, delete or submit by putting a checkmark in the checkbox to the left of the payment and then choose the appropriate option from the Select Action dropdown.

Bill Payment History & Same-day recalls

You can use the Bill Payment History to view details related to bill payments that have been submitted. This will provide you with the status of the bill payment.

Go to **Payments** and select **Bill payments history** under the Bill Payments heading. Enter the date and any other criteria then click **View**.

If it is eligible to be recalled you will see a Recall link next to it, you can also click the payee name to see it's details.

ACCOUNT TRANSFERS

To access Account Transfers, go to **Accounts** then click **Transfer between accounts**.
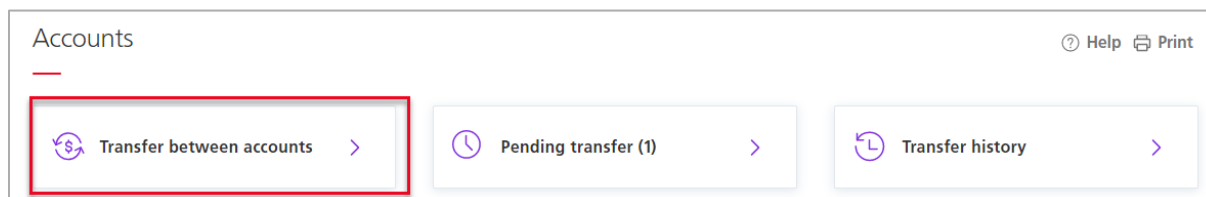
There are two types of transfers, same currency, and cross currency. For both types you will indicate the From Account, To Account and the amount. For same currency transfers, you will also enter the date as these types of transfers can be future dated.

You will then need to click 'Save' to create the transfer. Note that for cross currency transfers, the button will say 'Get Rate' and you will be able to see what the exchange rate is for this transfer.

Once you are ready to submit the transfer(s), select the items and choose 'Submit' from the action menu. Click 'Go' to finish. Note that only transfers in 'Ready' status can be submitted. If the transfer is in 'Pending' status, another user will need to approve it from the action menu at the bottom right corner of the screen.

You can use the Transfer History to view a record of your previously created transfers.

Transfers can also be made into and out of your Investment Accounts. This table breaks down the eligibility of the account types

IP (Investment Platform) Product	From	To	Segment	Future Dated Capability
IP Cash (GIC)	DDA Accounts	IP Cash Account (GIC)	All	YES
	IP Cash (GIC)	DDA Account	All	NO
Crowd Deposit	DDA	Crowd Deposit Account	Small Business	NO
	Crowd Deposit Account	DDA Account	Small Business	NO
Trust Sub Account (Funeral Homes)	DDA Account	Trust Sub Account Plan - Beneficiary Account only	Commercial	YES
	Trust Plan Account (Commission Cash Account)	DDA Account	Commercial	YES
Trust Sub Account (Lawyers)	DDA Account	Trust Sub Account – Beneficiary Account only	Commercial/Corporate	NO
	Trust Sub Account - Beneficiary Account	DDA Account	Commercial/Corporate	NO
	Trust Plan Account (Commission Cash Account)	DDA Account	Commercial/Corporate	YES
Notice Plans	DDA	Notice Plan	Commercial/Corporate	NO

ALERTS

Alerts allow you to monitor activity in ScotiaConnect. Once triggered, alerts can be accessed any time by clicking on the Alerts icon which will display a total count of unread alerts. You can also have an email sent to you when an Alert is triggered.
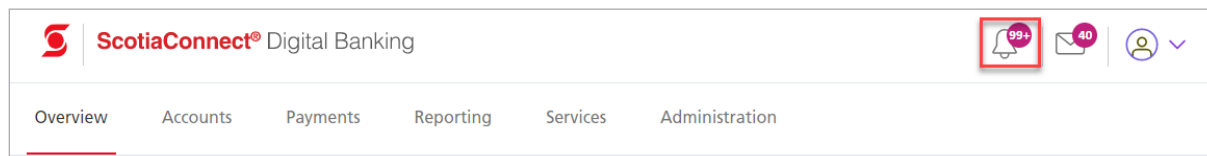
Standard alerts are defined automatically and keep you up to date on important account and payment activity.

Custom alerts are user-defined and can be created according to personal preference for the following categories:

- Balance thresholds (i.e. above or below thresholds)
- Transaction (i.e. incoming wires, cheques)
- Service notifications (i.e. payments pending approval)

Setting up Alerts

To create a new alert or modify an existing one, click 'Alerts' icon from the top navigation bar and click 'Manage My Alerts' on the right.

On the Available Alerts page, you can create new alerts, search for existing alerts and modify/delete existing alerts. Note that you cannot delete standard alerts, but you can edit their email notification preferences.

To create an alert, click the **Add New Alert** button.

Select the alert category.

Balance will let you setup alerts for a specific balance amount (less than, equal to or greater than). For example, you can create an alert to notify you when any account balance exceeds $10,000.

Transaction will let you set criteria around specific transaction types and amounts. For example, an alert can be created to notify you when an incoming wire over $100 is credited to a specific account.

Service will let you set up alerts related to ScotiaConnect service functions such as Wire and EFT payments.

Select the account(s) you would like this alert to monitor by using the directional arrows.

If applicable, enter the 'Alert at Amount' and indicate whether you would like to setup email notifications. Click 'Save Alert' to finish creating the alert.

Alerts you have created will show under Manage Alerts. You can click on the alert name to edit the alert or put a checkmark beside the alert and click **Delete** to remove it**.**

Sample Email
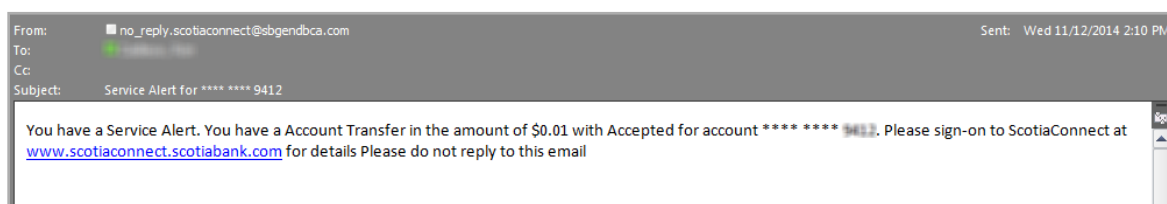
TRACKING INCOMING WIRES

You will need a few pieces of information from the sender of the wire to track it successfully.

You will need:

- The date the wire was sent.
- The amount of the wire in the original currency (e.g., if the sender sent 1,000 Euros that is what you should use to search)
- The UETR (unique end-to-end tracing reference) code of the wire.

If you don't have any of these pieces of information, contact the sender to obtain them.

To begin go to **Accounts** then select **Track incoming Wire**.

Enter the UETR, the Amount sent and the Date sent of the wire then click **Find tracking details**. These details all must match otherwise the wire will not be displayed

The details of the incoming wire will be listed. A timeline will list all the events chronologically from newest to oldest.
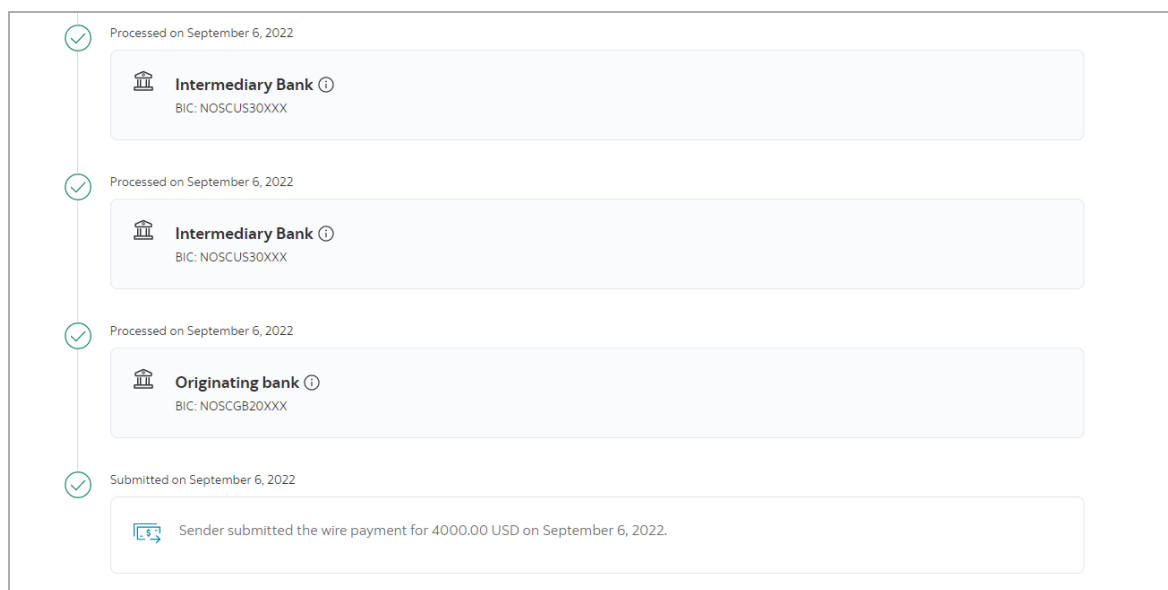
IMPORTANT: the information available to display will depend on what information the sending bank and intermediary banks are sharing. Certain banks may not send the full details and as a result the timeline may have less detail than what is shown above.

There are three potential statuses when you track an incoming wire:

Completed – The wire has been received successfully

- Rejected – A bank (either sending, intermediary or receiving) opted to reject the message, if this happened the wire would need to be resent.
- In-Progress (received by intermediary bank) – The wire has been sent but not successfully received yet.
- In-Progress (received by Scotiabank) – The wire has been successfully received by the bank and being processed*.

*Most payments will settle same day, but processing times will vary.

For wires that are rejected, if there is no clear reject reason showing you should contact the sender so they can investigate the cause for the rejection.

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**. Your email will be answered within 24-48 business hours.

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