

# ScotiaConnect Basic Services & Reporting

Reference Guide

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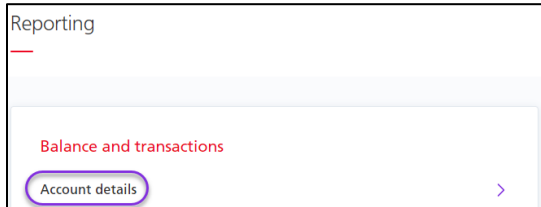
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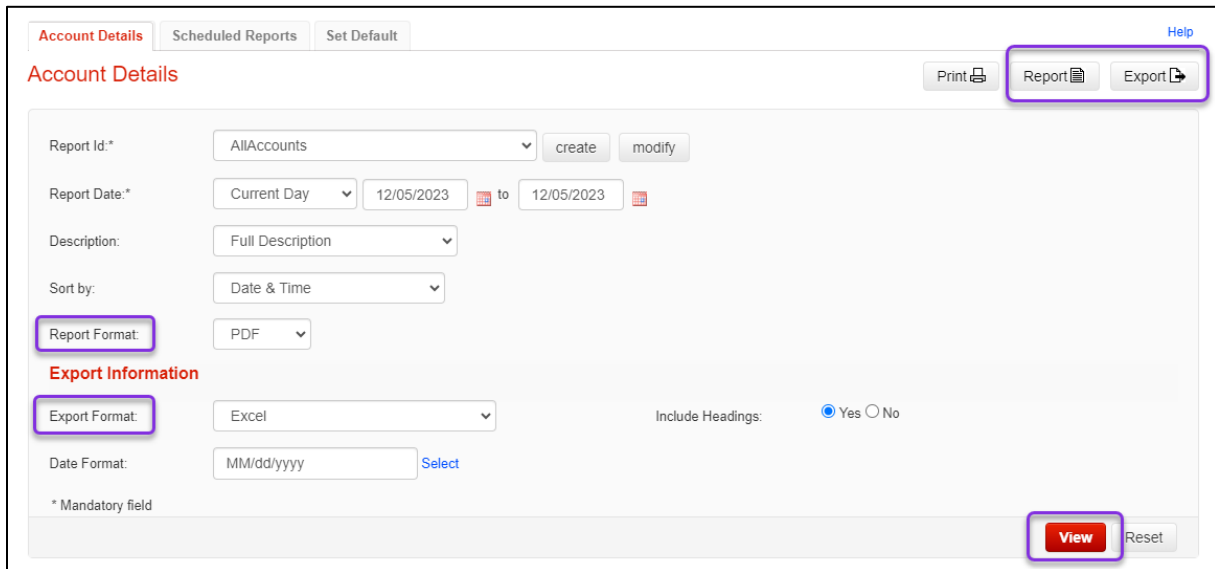
## REPORTS

### 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**.



Select your account/report ID, date range and then click **View**, **Report**, or **Export**. Report Format and Export Format determine the format of the report or export file you download.



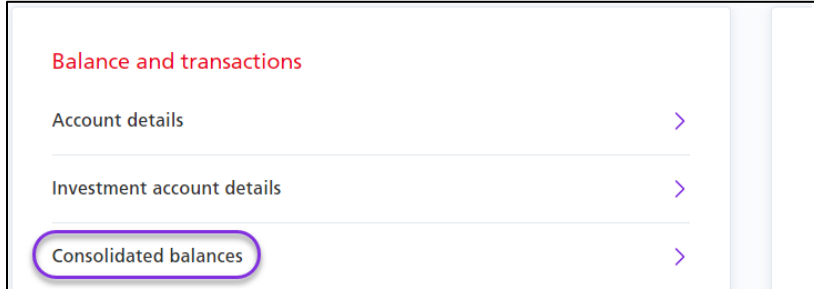
Using **View** will allow you to click the transaction description to see more detail.

Transactions (88)						
Date and Time	Description	Transit	Debit	Credit	Balance	
2023/12/01 06:00	Balance Forward	-	-	-	-\$89.75	
2023/12/05 13:40	<a href="#">INCOMING WIRE TRANSFER--CA2310060014221--Transfer Ref: ABC DEBTOR --ORDERING INSTITUTION: BNS 52712 INTL BANKING DIVISION BANK OF NOVA SCOTIA 44 KING STREET WEST TORONTO, ONTARIO CANADA--PAYMENT DETAILS: /BOC/G11 --CA2310060014221 --WIRE PAYMENT</a>	52712	-	\$120.00	\$100.25	

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**.



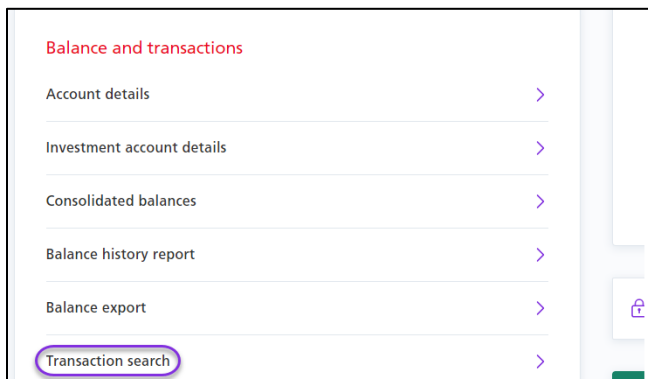
Enter the **Report Date**, which is a mandatory field. To further customize the report, choose from the **Report Type** and **Report Format** drop down menus. Click **View** to see the list of the various accounts with their balances at the bottom of the page.



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** to see the results for the search.

**Transaction Search** Print Report Export

Date: Date: Current Day 07/27/2020 to 07/27/2020

Amount: All Amounts

Transaction Type: All Transactions

Reference Number: All Numbers

Report Format: PDF

**Export Information**

Export Format: Excel Include Headings:  Yes  No

Date Format: MM/dd/yyyy [Select](#)

Accounts Available: Accounts Available:

Accounts Assigned: Accounts Assigned:

\* Mandatory field

View Reset

## INVESTMENT ACCOUNTS

To view an investment account, go to the Reporting tab and select 'Investment Account Details'.

**Business and transaction**

- Account details >
- 4 scheduled reports
- Investment accounts details >
- Credit cards >

**Account Statements**

- [Account statements](#)
- [Investment account statements](#)

**Billing Statements**

- [ScotiaConnect billing statement](#)
- [Consolidated billing statement](#)
- [EFT billing statement](#)

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.

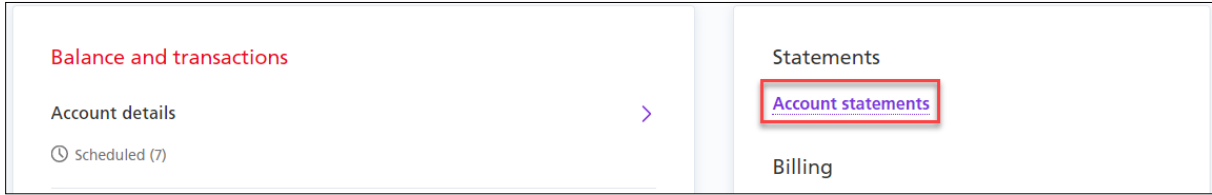
GICs allow for more report criteria including Issue Date, Maturity Date, Interest Rate, Investment Type, Currency, Term, and Account Status.

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 <sup>+</sup>	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 the **Reporting** tab, then click **Account statements**.

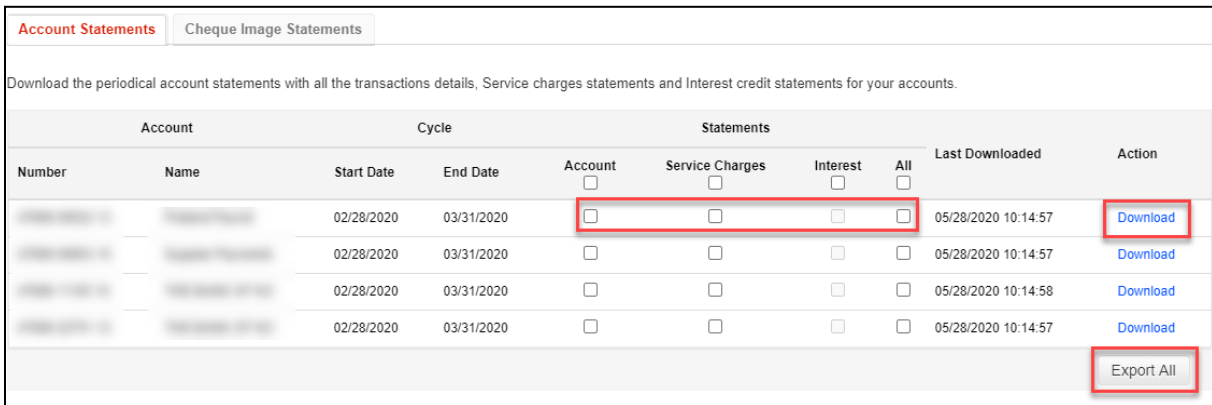


Select your desired Statement Month from the dropdown menu then click **View**.

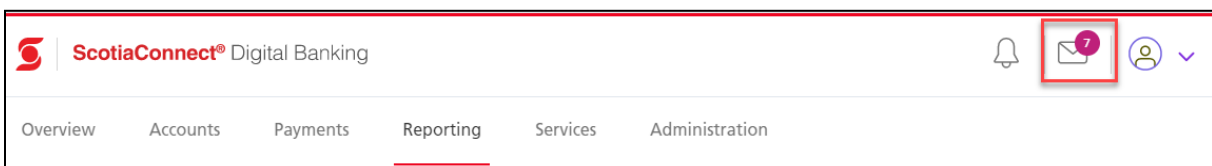


Note: Statements are available going back to 24 months. If you need statements older than 24 months, please contact your branch.

Your available statements will be listed at the bottom of the page. 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 which is located at the upper right side of the page or will download directly using your browser's settings.



In the **Message Centre** page, click **Account Statements** under the **Message** column to open the account statements that were exported.

The screenshot shows the 'Message Centre' interface. At the top, there is a search bar with 'Message Type' set to 'All Types' and 'Status' set to 'All Statuses'. A red 'View' button is located on the right. Below the search bar is a table with the following columns: Type, Message, Date/Time(EST), Priority, Status, Status By, and Status Date. The table contains three rows, all with 'Messages' in the 'Type' column and 'Account Statements' in the 'Message' column. The 'Account Statements' text in the first row is highlighted with a red rectangular box.

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.

The screenshot shows the 'Cheque Image Statements' tab. At the top, there are two tabs: 'Account Statements' and 'Cheque Image Statements', with the latter being active and highlighted in a red box. Below the tabs is a message: 'This statement combines the images of all cleared cheques for the selected accounts for the specified statement period.' Below this message is a table with the following columns: Number, Name, Start Date, End Date, and Action. The table contains four rows, all with '02/28/2020' as the 'Start Date' and '03/31/2020' as the 'End Date'. The 'Action' column contains a 'Download' button for each row. The 'Download' button in the first row is highlighted with a red rectangular box. At the bottom of the page, there is a note: 'IMPORTANT: Reports generated from this screen are your official account statements and are subject to the terms and conditions of your Scotiabank Financial Services Agreement.'

## CREDIT CARD REPORTS

To view information on credit cards setup as part of the SVBC service, navigate to the **Accounts** page. Any cards setup will be listed under the Borrowing heading.

The screenshot shows the 'Borrowing' section. It displays two credit cards side-by-side. The first card is 'Scotia Momentum® for business (123456789) - VISA' with a balance of '\$58,000.00 CAD'. The second card is 'Scotia Momentum® for business 123456789 - VISA' with a balance of '\$55,000.00 CAD'. There are blue chevron arrows pointing right between the two 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'.



**Your Business Credit Cards**

Select a credit account and view the details related to your business credit cards.

Credit Card Account [dropdown] [View](#)

**Credit Card Account Summary**

Account Number [blurred] Card Name [blurred] No. of credit cards: **15** Active cards

Credit Limit: **\$50,000.00** Balance: **\$0.00** Available Credit: **\$48,671.80**

**LAST STATEMENT SUMMARY**

Statement Date	17 Sep 2018
Payment Due Date	08 Oct 2018
Total Payment Due	\$144,444.21

**Credit Cards on this Account**

CARDHOLDER NAME	CARD ACCOUNT NUMBER	CREDIT LIMIT	BALANCE	AVAILABLE TO SPEND
[blurred]	[blurred]	\$30,000.00	\$20,000.00	34%   \$10,000.00
[blurred]	[blurred]	\$30,000.00	\$0.00	100%   \$30,000.00
[blurred]	[blurred]	\$30,000.00	\$0.00	100%   \$30,000.00

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.

**Balance and transactions**

- Account details >
- Scheduled (109)
- Credit cards >
- Consolidated balances >
- Balance history report >

**Statements**

- [Account statements](#)
- [Investment account statements](#)
- [USA account statements](#)
- Billing**
  - [ScotiaConnect billing statement](#)
  - [EFT billing statement](#)
  - [Consolidated billing statement](#)

Select a month and the available statements will be shown. Click **Download** to view that statement.

ScotiaConnect Billing Statements <span style="float: right;"><a href="#">Help</a></span>	
View and download statements that list the monthly fees related to your use of ScotiaConnect services.	
DATE	STATEMENTS
August 2021	<a href="#">PDF</a>
June 2021	<a href="#">PDF</a>

Consolidated Billing Statements <span style="float: right;"><a href="#">Print</a>   <a href="#">Help</a></span>		
Your monthly consolidated bill statements include the billing details of enrolled Scotiabank payments and digital banking services, available to you in PDF and Excel format.		
<input checked="" type="radio"/> <b>PDF Statements</b> Download PDF statements for CAD and USD accounts and services		
<input type="radio"/> <b>Excel Report</b> Download the consolidated report with all agreements in CAD and USD		
DATE	STATEMENTS (CAD)	STATEMENTS (USD)
There are currently no Consolidated Billing Statements available.		

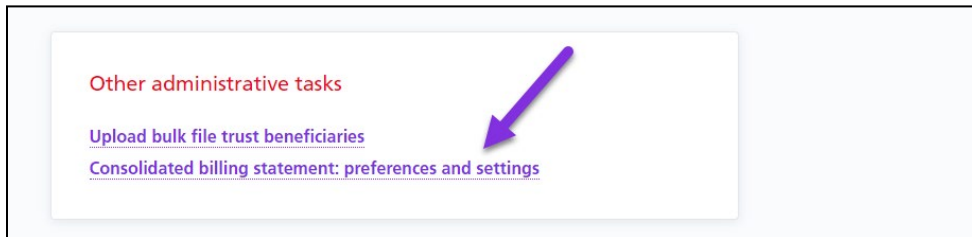
**Note:** You have the option to download a PDF or Excel Report version of the Consolidated Billing Statement.

## 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.

**Consolidated billing statement: preferences and settings**

---

Set up how you would like to view the charges for your use of business banking products and services.  
 Note: \*\* Updates to preferences and settings appear on the statement for the **next billing cycle**.

**Products and services**  
 Select the products and services to include in your consolidated billing statement.

**Lemon Master Group** 3 out of 3 products/services selected ▾

**Related entities**

Select all entities

**Lemon Child2 company** 2 out of 2 products/services selected ▾

**Lemon Child1 company** 2 out of 2 products/services selected ▾

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.

**Statement settings**  
 Choose how you would like to view your consolidated billing statement.

**Statement delivery channel** ⓘ  
 LemonMaster11 ▾

**Statement language**

English

French

**Statement format**

Excel

PDF

**PDF format**

Bill summary and details


Bill summary only

**Adding new entities, products, and services**

Automatically include any new entities, products, and services in the consolidated billing statement

**Note:** New entities, products, and services that you or your subsidiary entities enrol in will be automatically added to the consolidated billing statement.

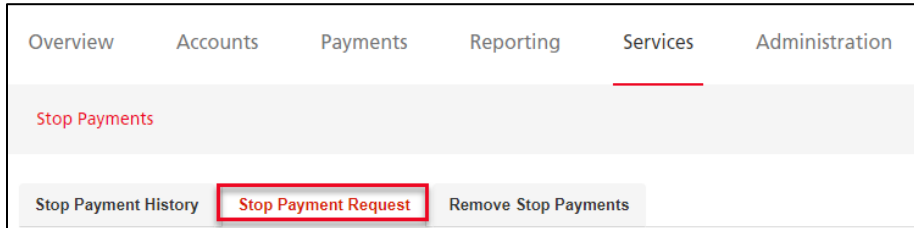
Cancel
Save



## STOP PAYMENTS

### CREATING A STOP PAYMENT

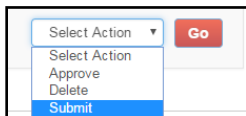
To create a Stop Payment, go to **Services, Stop Payments** and select **Stop Payment Request**.



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**.

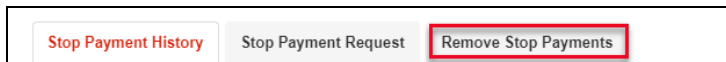
A screenshot of the 'Stop Payment Request' form. It contains the following fields: 'Account \*' with a dropdown menu showing 'Please select an account'; 'Cheque Number \*' with a dropdown menu set to 'Equal' and an adjacent input field; 'Cheque Date: \*' with a calendar icon and the date '02/03/2022'; 'Payee Name: \*' with an input field; and 'Cheque Amount: \*' with an input field. A red arrow points to a red 'Save' button in the bottom right corner. A note at the bottom left states '\* Mandatory field'.

Once it is saved you still need to submit it. Select Submit from the action menu near the bottom right of the screen and click **Go** to proceed.



### REMOVING STOP PAYMENTS

**Remove Stop Payments** allows you to delete a stop you've placed to allow the cheque to be processed. Select **Services, Stop Payments**, then **Remove Stop Payments**.



Next, select the account to proceed. Select the Stop Payments you would like to remove and click **Submit**.

Select	Enter Date	Cheque Date	Account Number	Stop Criteria	Status
<input type="checkbox"/>	06/07/2016	04/12/2016	*****-****-1	Cheque19 stopped for \$18.90	Accepted
<input type="checkbox"/>	06/07/2016	04/12/2016	*****-****-1	Cheque10 stopped for \$16.50	Accepted
<input type="checkbox"/>	06/07/2016	04/11/2016	*****-****-1	Cheque15 stopped for \$12.30	Accepted

Previous 1 Next
Items: 1 - 3 of 3

## STOP PAYMENT HISTORY

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

Stop Payment History | Stop Payment Request | Remove Stop Payments
Help

Stop Payment History Report

Account \* All Stop Payment Accounts

Report Date \* Current Day 07/30/2019 07/30/2019

## BILL PAYMENTS

### ADDING A BILL PAYMENT COMPANY

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**.

Bill Payments | One Time | History | Payee Maintenance | Bill Payment Import
Need Help?

Payee Maintenance Print

Existing Payment Accounts **Add Payment Account**

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

Bill Payment Company Search Print

**Details**  
 Category: All Categories  
 Province: All Provinces  
 Company Name:

**Search**

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’.

**Bill Payment Company Search** Print

**Details**

Category:  ▼

Province:  ▼

Company Name:

**Search**

First Previous **1** 2 3 Next Last Item: 1 - 20 of 48

Company Name	Action
RELIANT TELECOMMUNICATIONS	<a href="#">[Select]</a>
RELIANT TELECOMMUNICATIONS	<a href="#">[Select]</a>

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

**Add Payment Account** Print

**Details**

Payment Company:

Company Short Name:

Payment Account:

Additional Information:

\* Mandatory field

## CREATING A BILL PAYMENT

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

**Bill Payments** Need Help?

One Time History Payee Maintenance Bill Payment Import

**Bill Payments** Print

**New Bill Payment**

Payment Account:

From Account:

Amount:

Payment Date:

Comments:

\* Mandatory field

**Create Bill Payment**

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.

**Submitting Bill Payment**

You can submit this bill payment totaling \$6.66 now or later. If you choose to submit it later, it will be added to Pending Bill Payments.

Payment Account: A&B COURIER SERVICE 57996      From Account: 717870001317 - CHILD71787  
 Amount: \$6.66      Comments:  
 Payment Date: 09/10/2018      Status: Ready

Submit Later    **Submit Now**

## APPROVING AND SUBMITTING BILL PAYMENTS

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.

**To-do list**

To approve (16)    **To submit (15)**

[Bill Payment \(1\)](#)

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.

**New Bill Payment**

Payment Account\* -- Please select an account --  
 From Account\* CAD CHILD71787  
 Amount\*      Payment Date\* 09/10/2018  
 Comments:  
 \* Mandatory field

**Create Bill Payment**

**Pending Bill Payments**

Entered Date	Payee	From Account	Amount	Status
09/10/2018	A&B COURIER SERVICE 57996	CHILD71787	\$4.44	Ready
09/10/2018	A&B COURIER SERVICE 57996	CHILD71787	\$8.88	Ready
09/10/2018	A&B COURIER SERVICE 57996	CHILD71787	\$9.99	Ready

Records per page: 25      Showing: 1 - 3 of 3

0 bill payments selected    Select Action    Go

- Select Action
- Approve
- Delete
- Submit

## 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.

**Bill Payment History**

Details

Status: All Statuses

Payee: All Payment Accounts

Execution Date: Date Range

View

Search Results

Execution Date	Payee	From Account	Amount	Status	Confirmation	Entered By	Action
01/08/2016	03EE ENG NAME 111111		\$1.11	Accepted		Trump	Recall

## ACCOUNT TRANSFERS

To access Account Transfers, go to **Accounts** then click **Transfer between accounts**.

Overview Accounts Payments Reporting Services Administration

Accounts

Help Print

Transfer between accounts

Pending transfer (1)

Transfer history

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.

Transfer Date	From Account	Currency	From Amount	To Account	Currency	To Amount	Status
08/02/2017		CAD	\$100.00		CAD	\$100.00	Ready

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

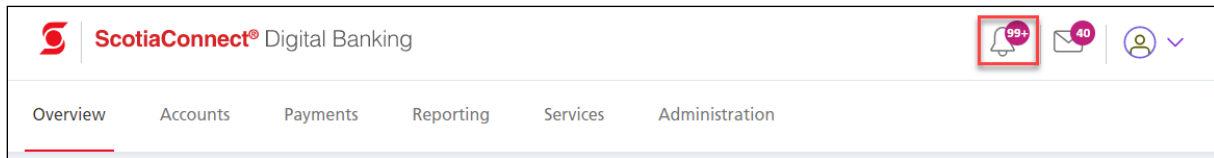
Transfers can also be made into and out of your Investment Accounts. This table breaks down the eligibility of the account types

Transfer Capabilities on ScotiaConnect*				
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

\*Please note that transferred funds must be in the same currency (ex. CAD – CAD or USD – USD).

## 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.

The screenshot shows the 'Alerts' page. At the top left, there is a dropdown menu labeled 'Show All alert types' and a red button labeled 'Filter alerts'. Below this, it indicates '3 unread alerts' and a link 'Mark all as read'. A table lists the alerts with columns for 'ALERT TYPE', 'SUBJECT', and 'DATE AND TIME'. The table contains four rows of alerts, all related to EFT Payments and Account Transfer. On the right side, there is a 'Manage Alerts' sidebar with the text 'You can view and manage your current alerts or create new ones' and a red button labeled 'Manage my alerts'.

ALERT TYPE	SUBJECT	DATE AND TIME
EFT Payments	<a href="#">Service EFT Payments Entered Equal to \$1.00</a>	07/02/2019 11:50
EFT Payments	<a href="#">Service EFT Payments Entered Equal to \$1.00</a>	07/02/2019 11:40
EFT Payments	<a href="#">Service EFT Payments Entered Equal to \$1.00</a>	06/18/2019 15:00
Account Transfer	<a href="#">Service Account Transfer Ready Equal to \$11.00</a>	06/07/2019 15:00

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.

The screenshot shows the 'Available Alerts' page. It has a 'Filter Alerts' section with a 'Type:' label and a 'View All' dropdown. On the right side, there is a red button labeled 'Add New Alert' which is highlighted with a red box. A 'Print' icon is also visible in the top right corner.

Select the alert category.

The screenshot shows the 'Add New Alert' dialog box. It has a red header with the title 'Add New Alert' and a close button. Below the header, there is a 'Category:' label and a dropdown menu. The dropdown menu is open, showing options: 'Please select', 'Please select', 'Balance', 'Transaction', and 'Service'. There are also 'Accounts:' and 'Selected Account IDs' labels with input fields below the dropdown. A 'Help' link is visible in the top right corner of the dialog.

**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.

**Manage Alerts** Print

**Filter Alerts** Add New Alert

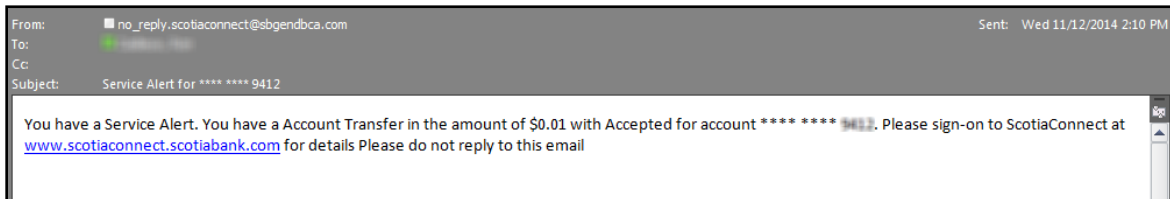
Type:    
 Service:

---

Item: 1 - 1 of 1

	Name	Type	Service	
<input type="checkbox"/>	Balance Greater than 500.00	Custom	Balance and Transactions	<input type="button" value="Delete"/>

## SAMPLE EMAIL



## TRACKING INCOMING WIRES

### BEFORE YOU BEGIN

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.

### TRACKING A WIRE

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

Overview **Accounts** Payments Reporting Services Administration

Accounts Help Print

\$ Transfer between accounts >

🕒 Transfer history >

📍 Track incoming wire transactions >

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

Accounts > Track incoming wire transactions

### Track incoming wire transactions Print

**UETR** (unique end-to-end tracking reference) ⓘ  
67e53831-3340-4566-ae71-2d934314003c

**Amount sent** ⓘ **Date sent** (MM/DD/YYYY) ⓘ

4000 09/06/2022

**Find tracking details**

The details of the incoming wire will be listed. A timeline will list all the events chronologically from newest to oldest.

Accounts > Incoming wire transaction details Print

### Incoming wire transaction details

Amount to be credited <b>1008 USD</b>	Date sent (MM/DD/YYYY) <b>09/06/2022</b>
Amount sent <b>4000.00 USD</b>	UETR(unique end-to-end tracking reference) <b>67e53831-3340-4566-ae71-2d934314003c</b>

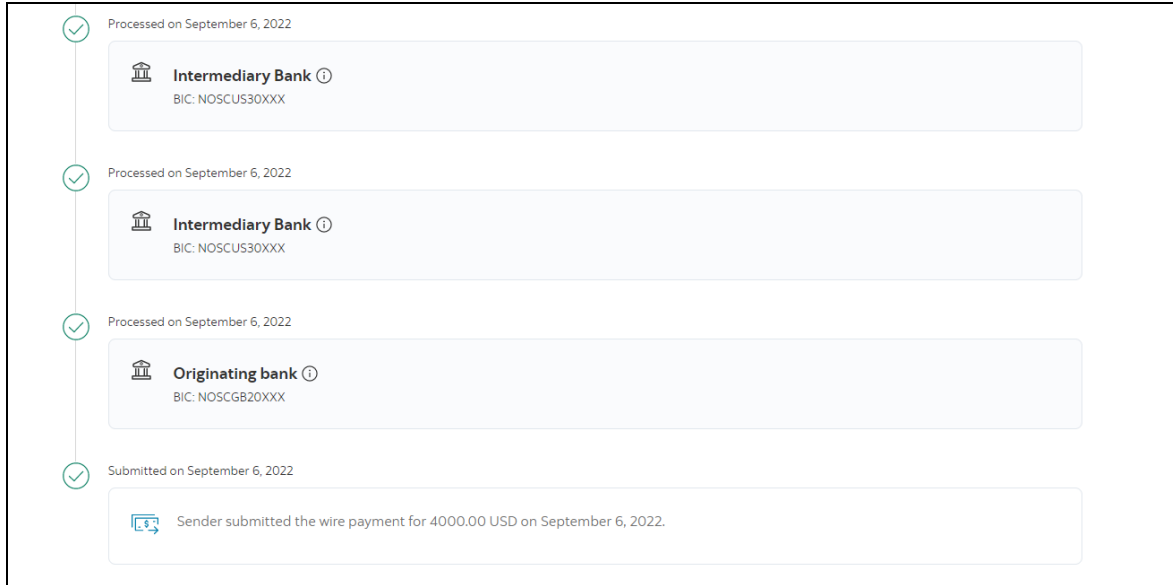
**COMPLETED** September 6, 2022, 19:57 Scotiabank accepted the payment. Total processing time: 0 days, 2 hours, 11 minutes

Incoming wire transaction timeline

- The deposit account will be credited 1008 USD for this wire payment.

Though received by the bank, completed payments may not yet be deposited into your account. Please check your statement to confirm.
- Processed on September 6, 2022
 

**Scotiabank**  
Scotiabank has received and processed the payment.  
BIC: NOSCCAT0



**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 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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