

ScotiaConnect Basic Services & Reporting

Reference Guide



May 2025

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Legal Disclaimer

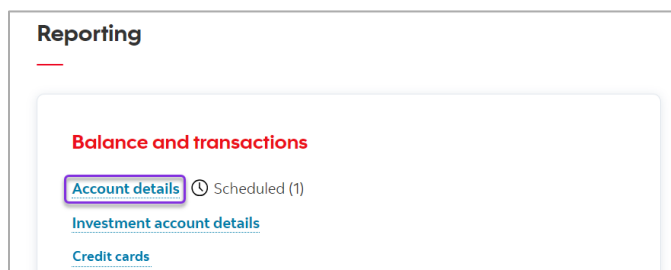
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REPORTS

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**.



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.

A screenshot of the 'Account details' report configuration page. The page has a title bar with 'Account details' and 'Help' and 'Print' icons. Below the title is a subtitle 'View and download reports of the transactions posted to your business accounts'. A 'Scheduled reports' button is at the top left. The main section is titled 'Select report criteria' and contains several fields: 'Account/Report ID' with a dropdown menu and a 'Set up a report ID' link; 'Reporting period' with a dropdown menu set to 'Current day'; 'Start date (YYYY/MM/DD)' with a date field set to '2024/09/18'; and 'End date (YYYY/MM/DD)' with a date field set to '2024/09/18'. Below these is a section 'How would you like transaction descriptions to be displayed?' with two radio buttons: 'Full description' (selected) and 'Code and serial number'. The next section is 'Choose report settings', which includes 'Report type' with two radio buttons: 'Data export' (selected) and 'Formatted report'; and 'File format' with a dropdown menu set to 'Excel'. At the bottom of this section is a link 'Show advanced settings'. The 'Report actions' section at the bottom contains three buttons: 'Reset criteria', 'Download' (highlighted with a purple box), and 'View on screen'.

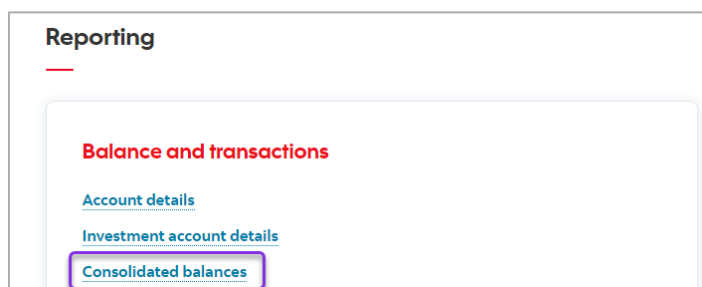
Using **View on screen** will allow you to click the transaction description to see more detail.

Transactions (88)						
Date and Time	Description	Transit	Debit	Credit	Balance	
2023/12/01 06:00	Balance Forward	-	-	-	-\$89.75	
2023/12/05 13:40	<div>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: /ROC/G11 ~CA2310060014221 ~ ~WIRE PAYMENT</div>	52712	-	\$120.00	\$100.25	

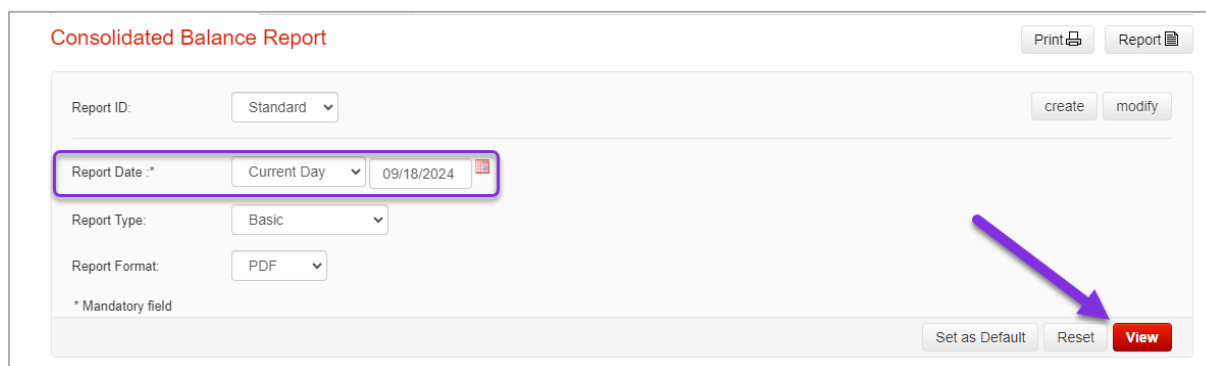
Certain incoming wire and e-transfer transactions may include additional payment information when you view the details. Note: this will depend on what was provided by the sender and not all transactions will show the same level of detail.

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. Click **View** to see the list of the various accounts with their balances at the bottom of the page.



The image shows the 'Consolidated Balance Report' form. It includes fields for 'Report ID' (Standard), 'Report Date' (Current Day, 09/18/2024), 'Report Type' (Basic), and 'Report Format' (PDF). A red box highlights the 'Report Date' field. A red arrow points to the 'View' button at the bottom right.

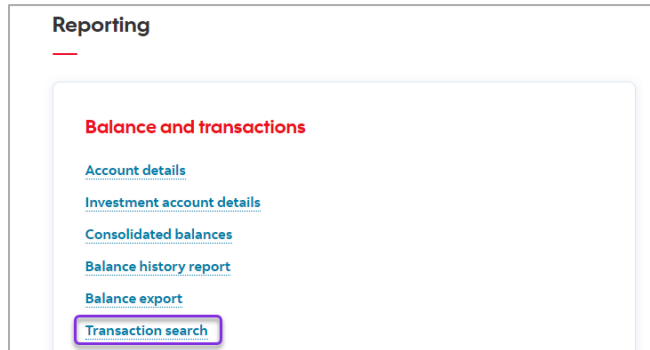
You will see all the accounts you have access to by default, this can be customized by modifying or creating a Report ID.



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**.

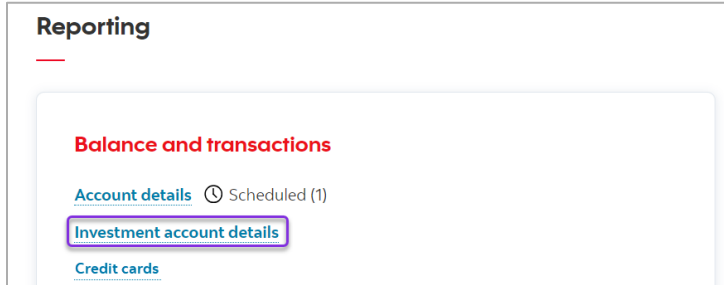


Fill in the **Date** and choose the account(s) you wish to search from, using the arrow icons. You can further refine your search by filling in the optional fields such as **Amount** and **Transaction Type**. Click **View**, **Report** or **Export** to see the results for the search.

A screenshot of the 'Transaction Search' form. At the top right, there are three buttons: 'Print', 'Report', and 'Export', with the 'Report' button highlighted by a purple box. The main search area contains several fields: 'Date:*' with a dropdown set to 'Current Day' and date pickers for '09/18/2024' to '09/18/2024'; 'Amount:' with a dropdown set to 'All Amounts'; 'Transaction Type:' with a dropdown set to 'All Transactions'; and 'Reference Number:' with a dropdown set to 'All Numbers'. These four fields are grouped together and highlighted by a purple box. Below these is the 'Report Format:' dropdown set to 'PDF'. Under the heading 'Export Information', there is an 'Export Format:' dropdown set to 'Excel', an 'Include Headings:' section with 'Yes' selected, and a 'Date Format:' dropdown set to 'MM/dd/yyyy' with a 'Select' link. At the bottom, there are two panels: 'Accounts Available:' on the left and 'Accounts Assigned:*' on the right. The 'Accounts Available' panel lists: 'DDA General Account', 'DDA Accounts Receivable', 'DDA USD Account 2', 'DDA CAD Account 1', and 'DDA CAD Account 3'. Between these panels is a vertical control with four arrow buttons (up, down, left, right), with the right arrow button highlighted by a purple box. At the bottom right, there is a red 'View' button (highlighted with a purple box) and a grey 'Reset' button. A footnote at the bottom left states '* Mandatory field'.

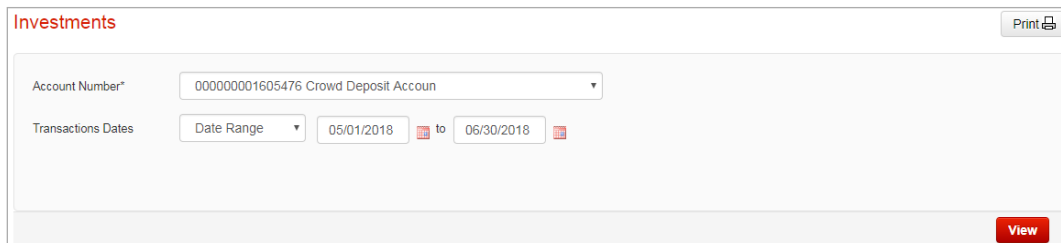
Investment Accounts

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



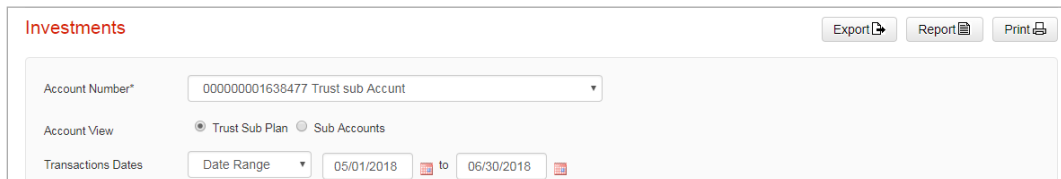
The image shows a 'Reporting' tab with a sub-menu. The sub-menu includes 'Balance and transactions', 'Account details' (with a clock icon and '(1)' next to it), 'Investment account details' (highlighted with a purple border), and 'Credit cards'.

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.



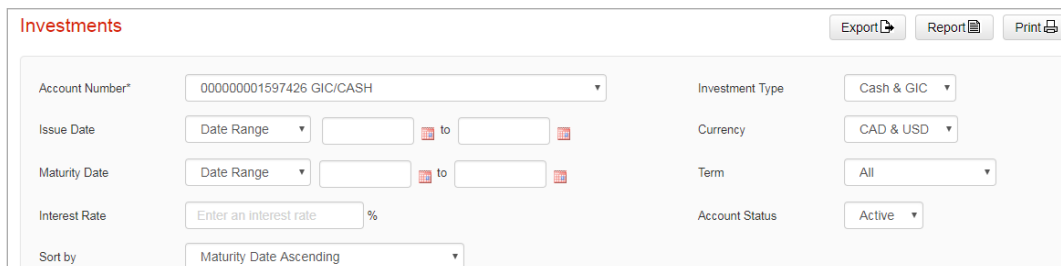
The image shows the 'Investments' form for a 'Crowd Deposit Account'. The 'Account Number*' field is set to '000000001605476 Crowd Deposit Account'. The 'Transactions Dates' section shows a 'Date Range' dropdown, a calendar icon, and the date range '05/01/2018 to 06/30/2018'. A 'View' button is at the bottom right.

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



The image shows the 'Investments' form for a 'Trust sub Account'. The 'Account Number*' field is set to '000000001638477 Trust sub Account'. The 'Account View' section has two radio buttons: 'Trust Sub Plan' (selected) and 'Sub Accounts'. The 'Transactions Dates' section shows a 'Date Range' dropdown, a calendar icon, and the date range '05/01/2018 to 06/30/2018'. Buttons for 'Export', 'Report', and 'Print' are at the top right.

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



The image shows the 'Investments' form for a 'GIC/CASH' account. The 'Account Number*' field is set to '000000001597426 GIC/CASH'. The 'Investment Type' is 'Cash & GIC'. The 'Currency' is 'CAD & USD'. The 'Term' is 'All'. The 'Account Status' is 'Active'. The 'Issue Date' and 'Maturity Date' sections show 'Date Range' dropdowns, calendar icons, and empty date fields. The 'Interest Rate' field is labeled 'Enter an interest rate %'. The 'Sort by' dropdown is set to 'Maturity Date Ascending'. Buttons for 'Export', 'Report', and 'Print' are at the top right.



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**.

Reporting

[Help](#)
[Print](#)

Balance and transactions

[Account details](#)
[Investment account details](#)

Statements

[Account statements](#)

Billing

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

Account Statements

[Help](#)
[Print](#)

Statement Month:

April 2024

▼

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**.

Download the periodical account statements with all the transactions details, Service charges statements and Interest credit statements for your accounts.

Account		Cycle		Statements				Last Downloaded	Action
Number	Name	Start Date	End Date	Account	Service Charges	Interest	All		
	General Account	05/31/2022	12/30/2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06/29/2023 13:21:14	Download
	Accounts Receivable	05/31/2022	12/30/2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06/29/2023 13:21:14	Download
	CAD Account 1	03/31/2022	12/30/2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06/29/2023 13:21:14	Download
	CAD Account 3	05/31/2022	12/30/2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06/29/2023 13:21:14	Download

[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.

ScotiaConnect® Digital Banking

Overview Accounts Payments **Reporting** Services Administration

[Help](#)

Account Statements [Print](#)

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.

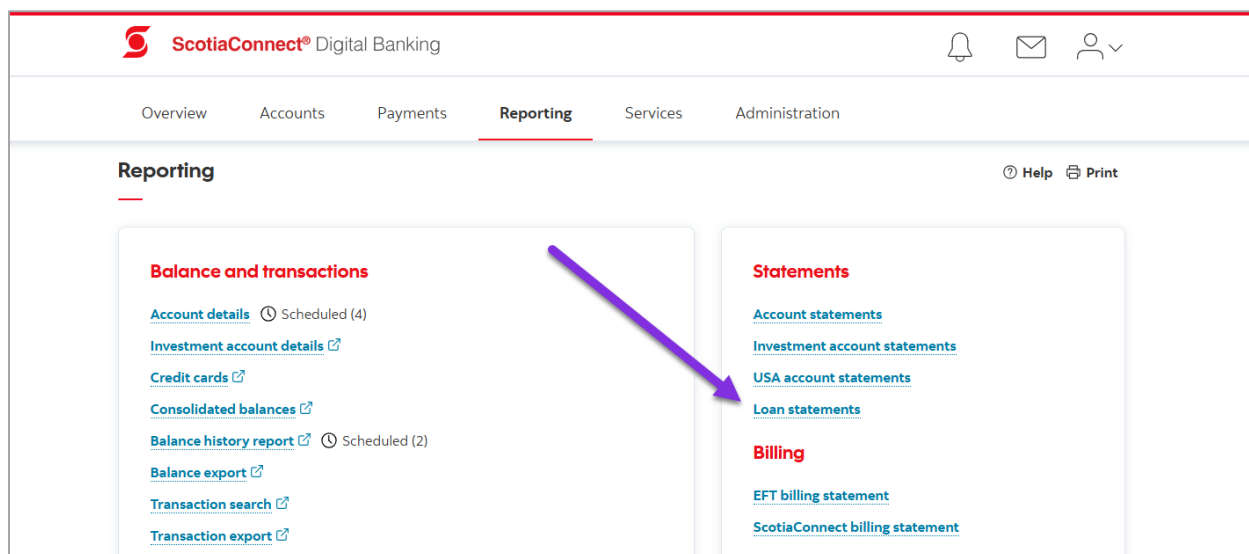
This statement combines the images of all cleared cheques for the selected accounts for the specified statement period.

Account		Cycle		Action
Number	Name	Start Date	End Date	
	General Account	05/31/2022	12/30/2022	Download
	Accounts Receivable	05/31/2022	12/30/2022	Download
	CAD Account 1	03/31/2022	12/30/2022	Download
	CAD Account 3	05/31/2022	12/30/2022	Download

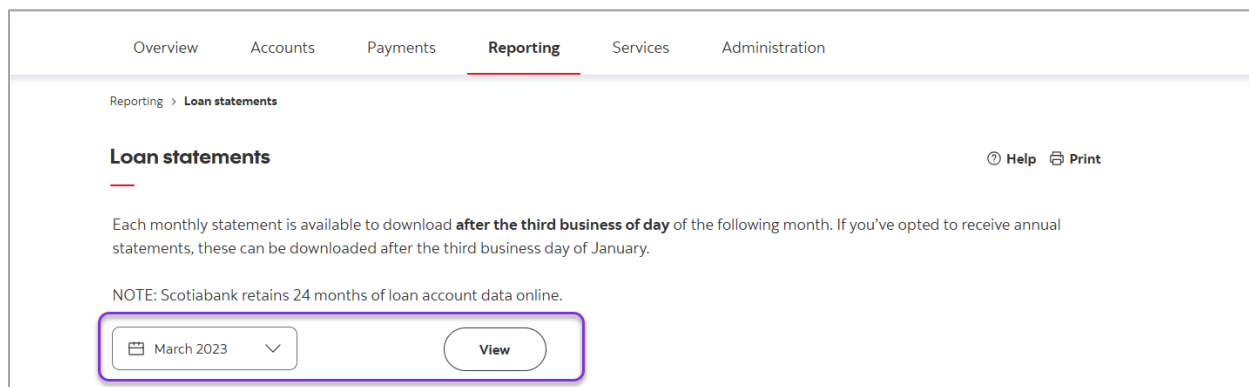


Loan Account Statements

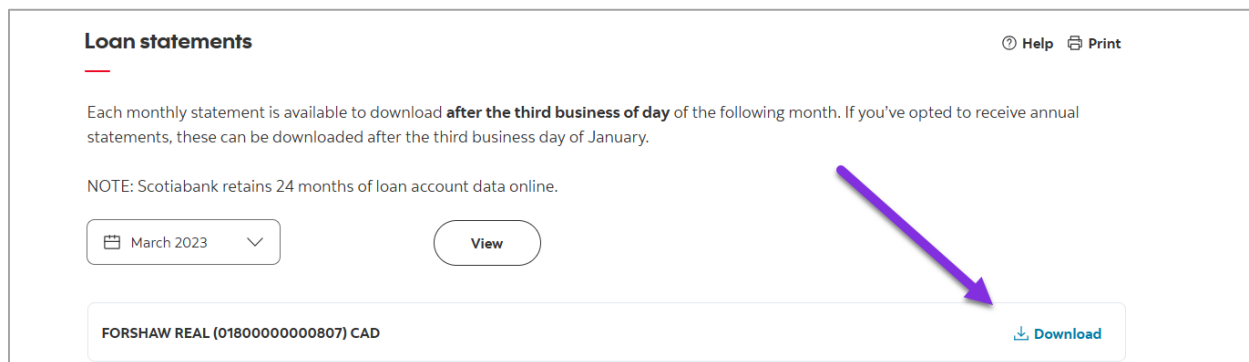
To view your loan account statements, go to **Reporting** and select loan statements.



Select the month then click **View**

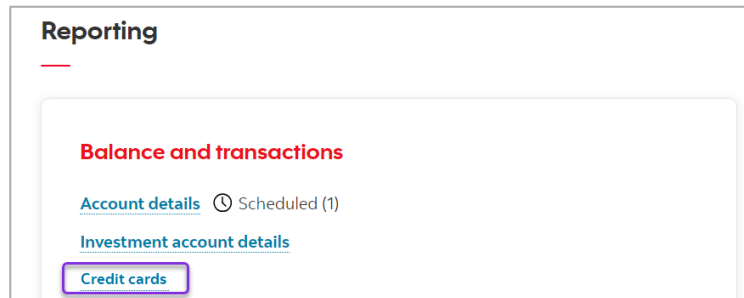


All the loan accounts with available statements will be listed, click download on any statement you wish to view.



Credit Card Reports

To view information 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**.

A screenshot of the 'Credit Card Account Summary' page. At the top, it shows 'Credit Card Account Summary' in red. Below this, there are three card images on the left, and 'Account Number' and 'Card Name' fields on the right. To the far right, it says 'No. of credit cards' and '15 Active cards'. A large summary box contains 'Credit Limit \$50,000.00', 'Balance \$0.00' with a purple progress bar, and 'Available Credit \$48,671.80' with a green progress bar. Below this is a disclaimer: '*Credit Card information displayed on ScotiaConnect is accurate up to last business day, excluding pending transactions.' A section titled 'LAST STATEMENT SUMMARY' contains a table with 'Statement Date' (17 Sep 2018), 'Payment Due Date' (08 Oct 2018), and 'Total Payment Due' (\$144,444.21). At the bottom, a section titled 'Credit Cards on this Account' contains a table with columns: 'CARDHOLDER NAME', 'CARD ACCOUNT NUMBER', 'CREDIT LIMIT', 'BALANCE', and 'AVAILABLE TO SPEND'. The table lists three cards, each with a \$30,000.00 credit limit and a balance of \$0.00, showing 100% available credit. A scroll bar is visible on the right side of the page.

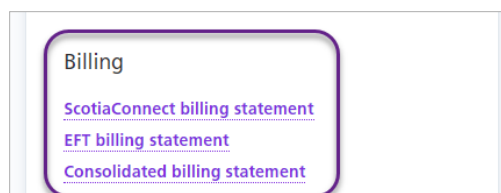
If you'd like to see additional transaction details or perform any card maintenance, please log in to CentreSuite.



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.

ScotiaConnect Billing Statements Help	
View and download statements that list the monthly fees related to your use of ScotiaConnect services.	
DATE	STATEMENTS
August 2021	PDF
June 2021	PDF

Consolidated Billing Statements Print Help

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.

☒ **PDF Statements**
Download PDF statements for CAD and USD accounts and services

☐ **Excel Report**
Download the consolidated report with all agreements in CAD and USD

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.

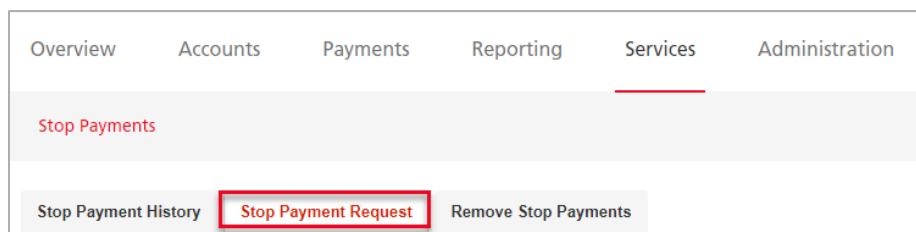
A screenshot of the 'Products and services' configuration page. The heading is 'Products and services' with a subtext 'Select the products and services to include in your consolidated billing statement.' There are two main sections. The first section, 'Lemon Master Group', has a checkbox that is checked and a summary '3 out of 3 products/services selected'. The second section, 'Related entities', has a checkbox 'Select all entities' which is checked. Below this is another section, 'Lemon Child2 company', with a checked checkbox and a summary '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.

A screenshot of the 'Statement settings' configuration page. The heading is 'Statement settings' with a subtext 'Choose how you would like to view your consolidated billing statement.' The page contains several settings: 'Statement delivery channel' is set to 'LemonMaster11'; 'Statement language' has 'French' selected with a radio button; 'Statement format' has both 'Excel' and 'PDF' checked with checkboxes; 'PDF format' has 'Bill summary and details' selected with a radio button. At the bottom, there is a section 'Adding new entities, products, and services' with a checked checkbox 'Automatically include any new entities, products, and services in the consolidated billing statement'. A note below states: 'Note: New entities, products, and services that you or your subsidiary entities enrol in will be automatically added to the consolidated billing statement.' At the bottom left is a 'Cancel' button, and at the bottom right is a 'Save' button, with a purple arrow pointing down towards it.

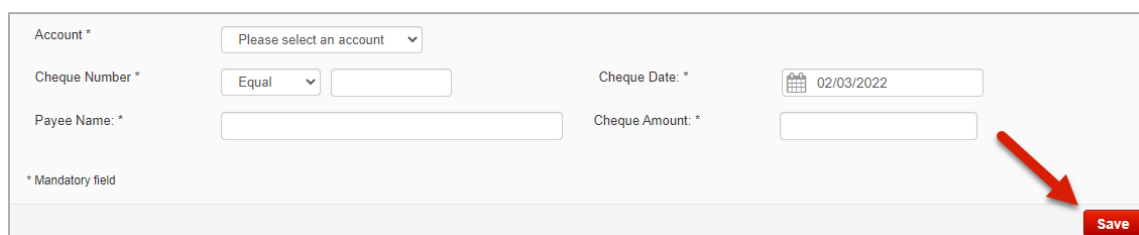
STOP PAYMENTS

To create a Stop Payment on an outstanding cheque, go to **Services, Stop Payments** and select **Stop Payment Request**.



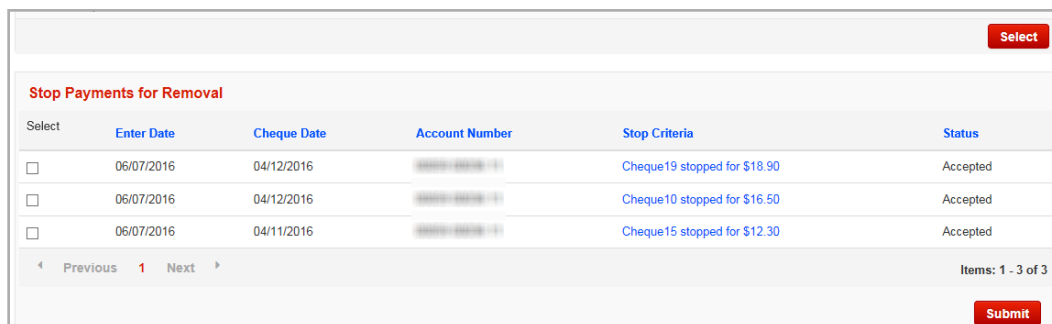
The screenshot shows a navigation bar with tabs: Overview, Accounts, Payments, Reporting, Services, and Administration. The 'Services' tab is selected and underlined. Below the navigation bar, there is a section titled 'Stop Payments' in red. Under this section, there are three buttons: 'Stop Payment History', 'Stop Payment Request' (which is highlighted with a red box), and 'Remove Stop Payments'.

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**.



The screenshot shows a form for creating a stop payment. It includes fields for: Account * (with a dropdown menu showing 'Please select an account'), Cheque Number * (with a dropdown menu showing '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 at the bottom right. A note at the bottom left states '* Mandatory field'.

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**.



The screenshot shows a table titled 'Stop Payments for Removal' with a 'Select' button at the top right. The table has columns: Select, Enter Date, Cheque Date, Account Number, Stop Criteria, and Status. There are three rows of data, each with a checkbox in the 'Select' column. At the bottom, there are navigation links 'Previous', '1', and 'Next', and a 'Submit' button. The text 'Items: 1 - 3 of 3' is also present.

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

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**.

The screenshot shows the 'Payee Maintenance' section of the software. At the top, there are tabs for 'Bill Payments', 'One Time', 'History', 'Payee Maintenance' (which is selected), and 'Bill Payment Import'. Below the tabs, the title 'Payee Maintenance' is displayed. On the right side, there is a 'Print' button. Below the title, there is a section for 'Existing Payment Accounts' and a red button labeled 'Add Payment Account'.

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

The screenshot shows the 'Bill Payment Company Search' window. It has a 'Print' button in the top right corner. Below the title, there is a 'Details' section with three dropdown menus: 'Category' (set to 'All Categories'), 'Province' (set to 'All Provinces'), and 'Company Name' (empty). At the bottom right, there is a red 'Search' button.

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'.

The screenshot shows the 'Bill Payment Company Search' window with search results. The 'Company Name' field is filled with '%Scotia%'. Below the search bar, there is a table with two columns: 'Company Name' and 'Action'. The first row shows 'SCOTIA - TELECOMMUNICATIONS' with a '[Select]' link. The second row shows 'SCOTIA - TELECOMMUNICATIONS' with a '[Select]' link. A red arrow points to the '[Select]' link in the first row. At the bottom right, there is a red 'Search' button.

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

The screenshot shows the 'Add Payment Account' window. It has a 'Print' button in the top right corner. Below the title, there is a 'Details' section with four fields: 'Payment Company' (set to 'SCOTIA - TELECOMMUNICATIONS'), 'Company Short Name' (set to 'SCOTIA - TELECOMMUNICATIONS'), 'Payment Account' (set to '1234567'), and 'Additional Information' (set to 'My Bill Payment'). At the bottom left, there is a note '* Mandatory field'. At the bottom right, there are 'Add' and 'Cancel' buttons.



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

The screenshot shows the 'Bill Payments' section of the ScotiaConnect interface. At the top, there are tabs for 'Bill Payments', 'One Time', 'History', 'Payee Maintenance', and 'Bill Payment Import'. A 'Need Help?' link is in the top right. Below the tabs, the 'Bill Payments' title is displayed next to a 'Print' icon. The main area is titled 'New Bill Payment' and contains several input fields: 'Payment Account.*' with a dropdown menu showing '-- Please select an account. --', 'From Account.*' with a dropdown menu, 'Amount.*' with a text input field, and 'Payment Date.*' with a date picker set to '09/10/2018'. There is also a 'Comments:' text area. A note at the bottom left states '* Mandatory field'. A red 'Create Bill Payment' button is located at the bottom right.

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.

The screenshot shows a 'Submitting Bill Payment' dialog box with a red header and a close button. Inside, a blue information box states: '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.' Below this, a table displays the payment details: Payment Account: A&B COURIER SERVICE 57986, From Account: 717870001317 - CHILD71787, Amount: \$6.66, Comments: Ready, Payment Date: 09/10/2018, and Status: Ready. At the bottom, there are two buttons: 'Submit Later' and 'Submit Now'.

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.

The screenshot shows a 'To-do list' section on the Overview page. It features two horizontal bars: 'To approve (16)' and 'To submit (15)'. The 'To submit (15)' bar is highlighted with a red underline. Below these bars, a link for 'Bill Payment (1)' is visible.



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.

The screenshot shows the 'New Bill Payment' form at the top with fields for Payment Account, From Account (CAD CHLD71787), Amount, Payment Date (09/10/2018), and Comments. Below the form is a table titled 'Pending Bill Payments' with columns: Entered Date, Payee, From Account, Amount, and Status. The table contains three rows for 'ASB COURIER SERVICE' with amounts of \$4.44, \$8.88, and \$9.99, all with a status of 'Ready'. At the bottom, there is a 'Select Action' dropdown menu with options: Select Action, Approve, Delete, and Submit. A red box highlights the 'Submit' option.

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**.

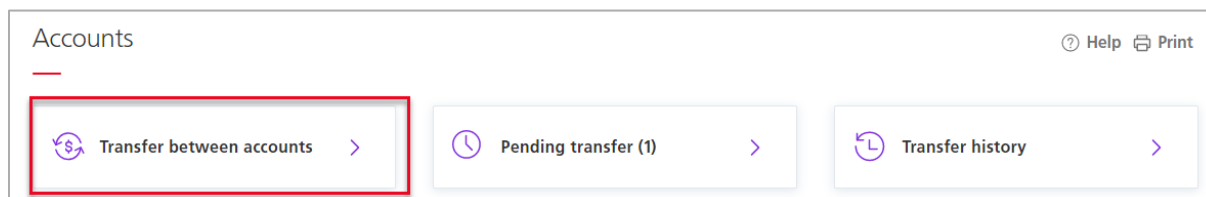
If it is eligible to be recalled you will see a Recall link next to it, you can also click the payee name to see it's details.

The screenshot shows the 'Details' section with filters for Status (All Statuses), Payee (All Payment Accounts), and Execution Date (Date Range). Below this is a 'View' button. The 'Search Results' section shows a table with columns: Execution Date, Payee, From Account, Amount, Status, Confirmation, Entered By, and Action. The table contains one row for '03EE ENG NAME' with an amount of \$1.11 and a status of 'Accepted'. A red box highlights the 'Recall' link in the Action column.



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.

The screenshot shows the 'Same Currency Account Transfers' form. It includes fields for 'From Account *', 'To Account *', 'Amount *', 'Transfer Date *', and 'Reference'. The 'Amount' field is set to 1.00 and the 'Transfer Date' is set to 06/07/2016. A 'Save' button is at the bottom right.

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.

The screenshot shows the 'Pending Same Currency Transfers' table. It has columns for Transfer Date, From Account, Currency, From Amount, To Account, Currency, To Amount, and Status. A row is shown with a date of 08/02/2017, From Account of 1231221, Currency of CAD, From Amount of \$100.00, To Account of 1231221, Currency of CAD, To Amount of \$100.00, and Status of Ready. An action menu is open for the 'Ready' status, showing options: Select Action, Approve, Delete, Submit, and Select Action. A 'Go' button is at the bottom right.

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

The screenshot shows the 'Transfer History' form. It includes tabs for 'Same Currency Account Transfers', 'Cross Currency Account Transfers', and 'Transfer History'. The 'Transfer History' tab is selected. It includes fields for 'Status', 'Account', 'Transfer Date *', and 'Report'. A 'View' button is at the bottom right.

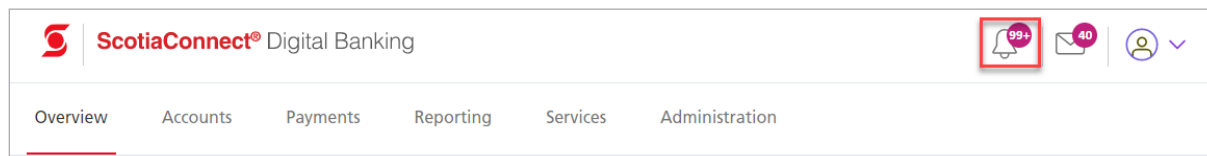


Transfers can also be made into and out of your Investment Accounts. This table breaks down the eligibility of the account types

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.

Alerts Print

Show All alert types Filter alerts

3 unread alerts Mark all as read

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

Manage Alerts
You can view and manage your current alerts or create new ones
Manage my alerts

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.

Available Alerts Print

Filter Alerts

Type: View All

Add New Alert

Select the alert category.

Add New Alert ×

Help

Category: Please select

Accounts: Please select
Balance
Transaction
Service

Selected Account IDs



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.

Category: Transaction

Transaction Type: Please select

Accounts: Available Account IDs

Selected Account IDs

Alert at Amount: Equal to

Cancel Save Alert

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.

Alert at Amount: Greater than 500.00

Send Email: ☒ Yes

Cancel Save 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: View All

Service: Select Service

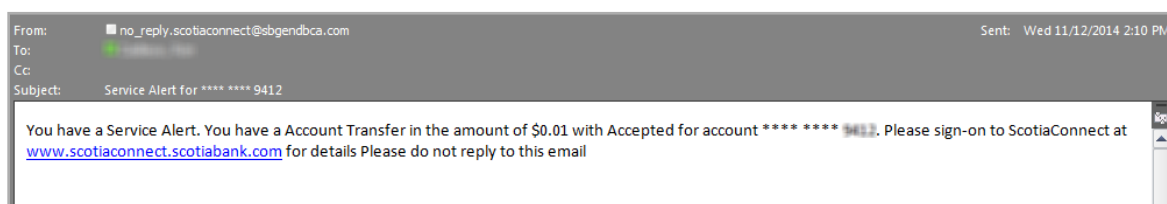
Clear Filter Apply Filter

First Previous Next Last Item: 1 - 1 of 1

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

Delete

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

Accounts > Track incoming wire transactions

Track incoming wire transactions

[Print](#)

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

Amount sent ⓘ
4000

Date sent (MM/DD/YYYY) ⓘ
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

Incoming wire transaction details

[Print](#)

Amount to be credited
1008 USD


Date sent (MM/DD/YYYY)
09/06/2022

Amount sent
4000.00 USD

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


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

Incoming wire transaction timeline

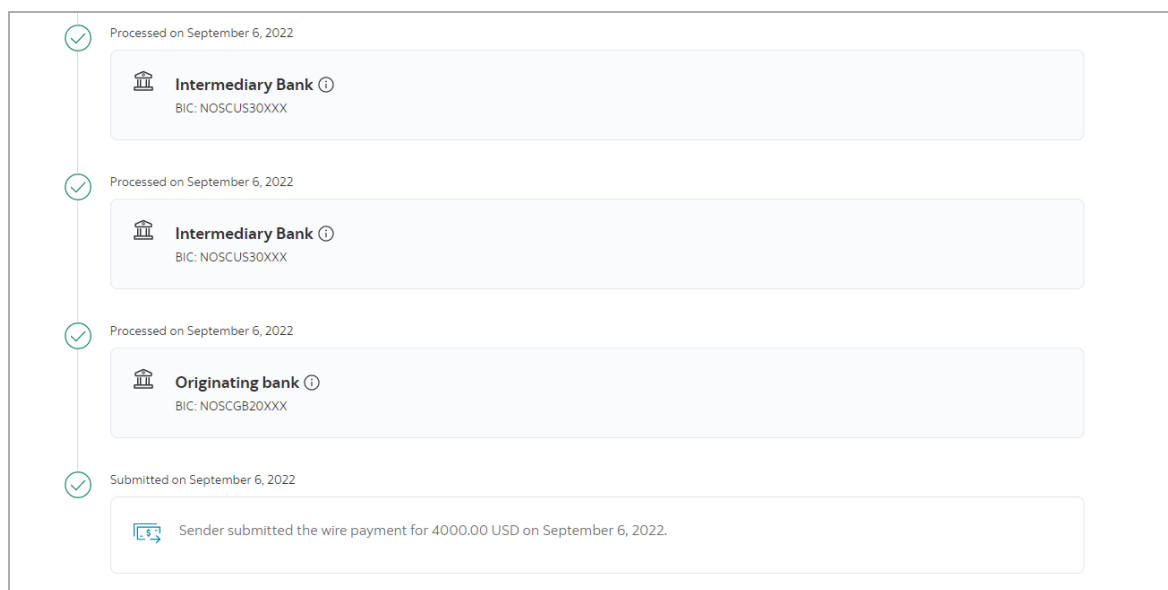
✓  The deposit account will be credited 1008 USD for this wire payment.

ⓘ 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 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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