ScotiaConnect Basic Service Functions
Quick Reference Guide
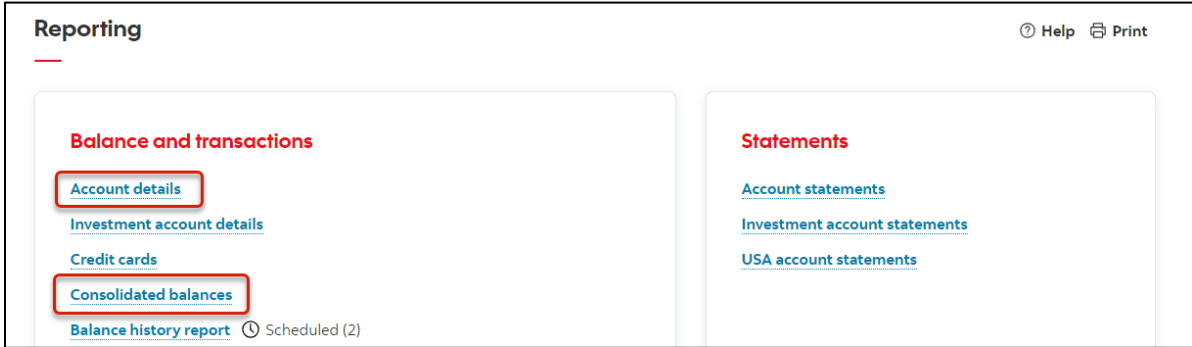
Scotiabank®

GENERATING REPORTS

Click the **Reporting** tab. The reports you see will be based on your user group's entitlements. We will look at the two most popular reports. Account Details, and Consolidated Balances.

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.
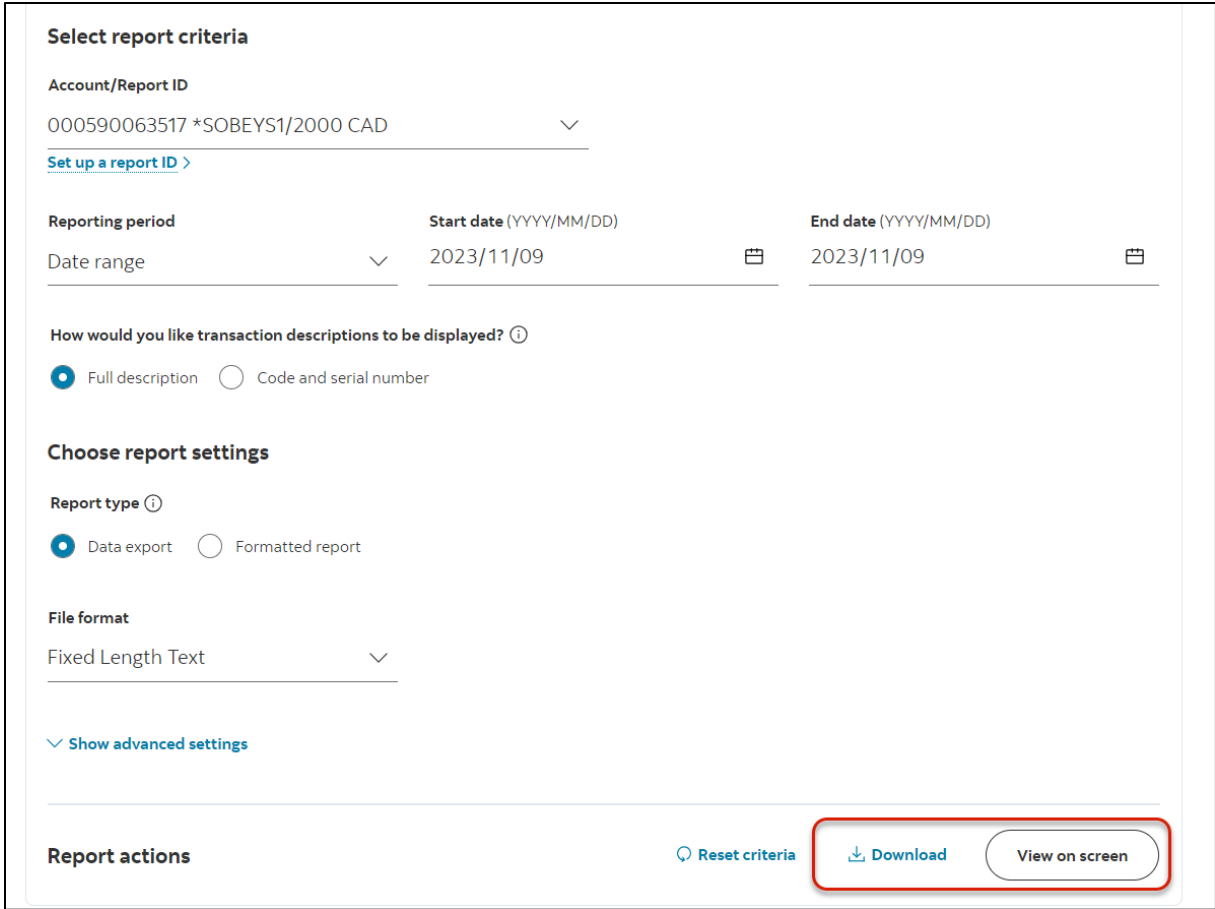
The **Consolidated Balance Report** uses similar criteria; however, you cannot export, and it will not allow you to choose a date range as it is only available for a single day.
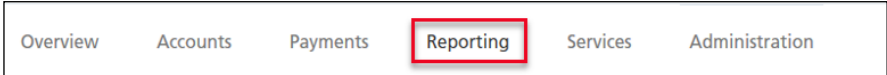

The accounts included in the Consolidated Balance report are organized by Report IDs, the Standard ID contains all the accounts your user group has assigned to it. You can create other Report IDs using the steps outlined below.

TRANSACTION SEARCHES

To search for transactions, you will need to go to the 'Reporting' tab.

You will then be able to click on the 'Transactions Search' from the list of available reports.

From the Transaction Search screen, you will be able to indicate the search criteria to refine your search, you can use date ranges, transaction type, and amount as criteria. At the bottom of the page you will need to select at least one account to search.

You have all the same options related to the format of the results as you do with Account Details, you can view, print, export and generate a report with the transaction search.

ACCOUNT STATEMENTS

To view your monthly account statement, go to the 'Reporting' tab.
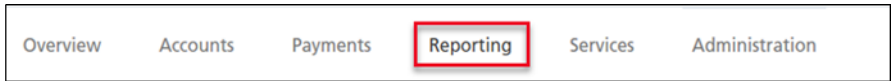
Then click 'Account statements'.
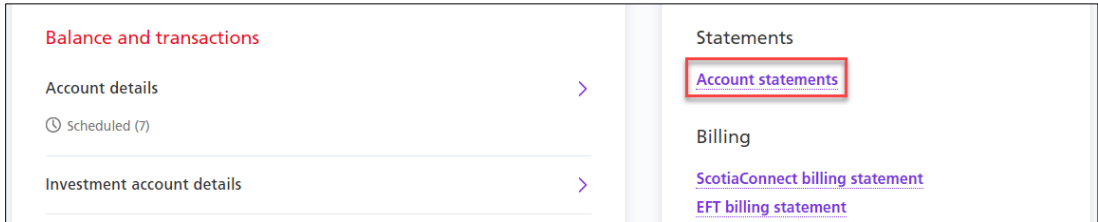
Select your desired 'Statement Month' from the dropdown menu then click 'View'.
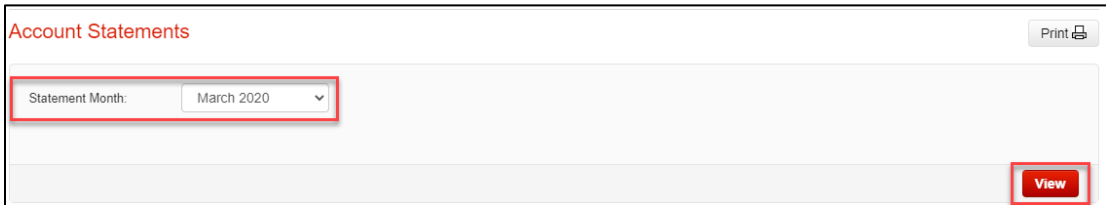
Note: Statements are available going back to 24 months. If you need statements older than 24 months, please contact your branch.

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.

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.

STOP PAYMENTS

To create a Stop Payment, click the 'Services' tab followed by 'Stop Payments' and select 'Stop Payment Request'.

When you request a stop, you must 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'.


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.
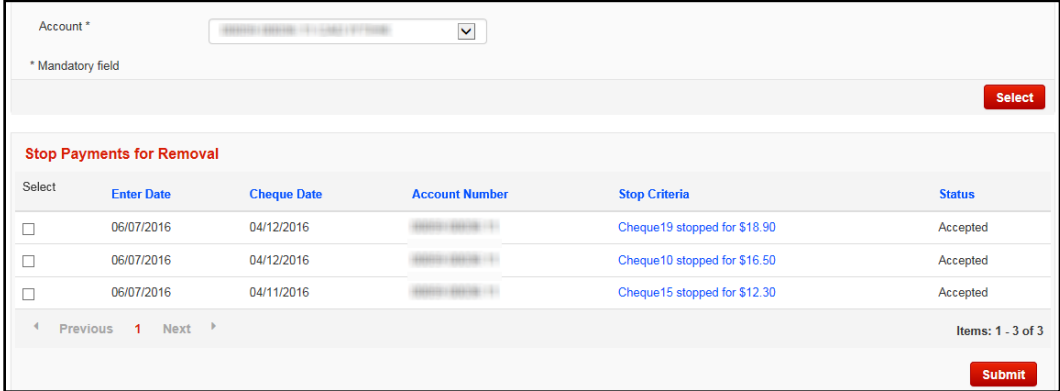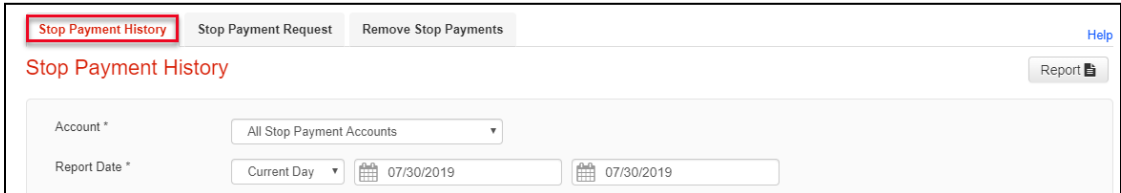
The 'Remove Stop Payments' tab allows you to delete a stop you've placed to allow the cheque to be processed. Start by selecting 'Remove Stop Payments' from the 'Stop Payments' menu.

Stop Payment History	Stop Payment Request	Remove Stop Payments
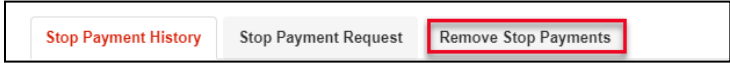
Next, select the account to proceed. Select the Stop Payments you would like to remove and click the 'Submit' button.

Account *	[dropdown]
* Mandatory field	

Select

Stop Payments for Removal

Select	Enter Date	Cheque Date	Account Number	Stop Criteria	Status
☐	06/07/2016	04/12/2016		Cheque19 stopped for $18.90	Accepted
☐	06/07/2016	04/12/2016		Cheque10 stopped for $16.50	Accepted
☐	06/07/2016	04/11/2016		Cheque15 stopped for $12.30	Accepted

Previous 1 Next   Items: 1 - 3 of 3

Submit

'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

Bill Payments are accessed under the Payments tab.

Account Transfers	Bill Payments	Integrated Payments	Requests For Transfer	Business Taxes
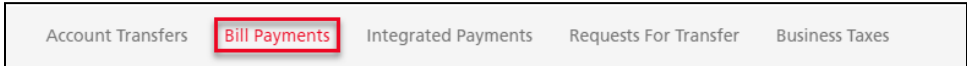
First, you must setup the Bill Payment company. Under the Bill Payments menu select 'Payee Maintenance'. All your existing Bill Payment companies will be listed. To add a new one, click the 'Add Payment Account' button on the right.

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

Payee Maintenance   Print 🖶

Existing Payment Accounts		**Add Payment Account**
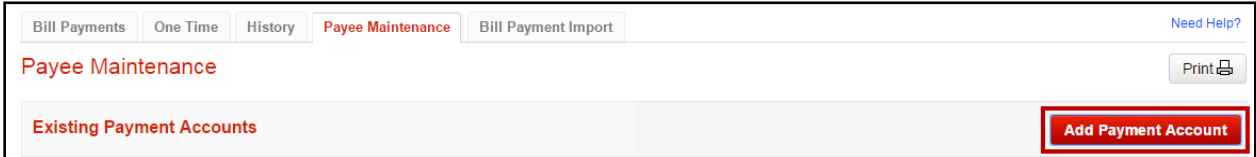
You will then be given a search window to search for the company.

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 using an existing company, click on the 'Bill Payments' tab.

From this page you can select your Payment Account, your debit account, the amount and the 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 an approval is required, or if you choose to Submit Later, your payment will be displayed at the bottom of the Bill Payments tab in the Pending Bill Payments section.

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.

Once you click 'Go' you will see a popup message asking you to confirm the action.
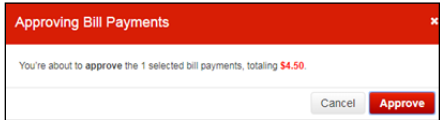
You can use the Bill Payment History to view details related to bill payments that have been submitted. This will provide you with the status of the bill payment.

SAME-DAY BILL PAYMENT RECALLS

You can recall Bill Payments that have submitted up until 8pm EST on the day of submission (please contact the Helpdesk for Bill Payments made outside this timeframe). Recalls can either be done directly after submitting:
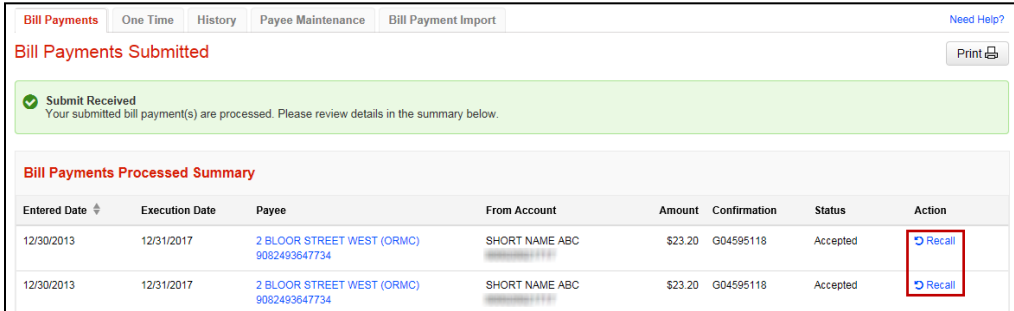
Or from the History tab:
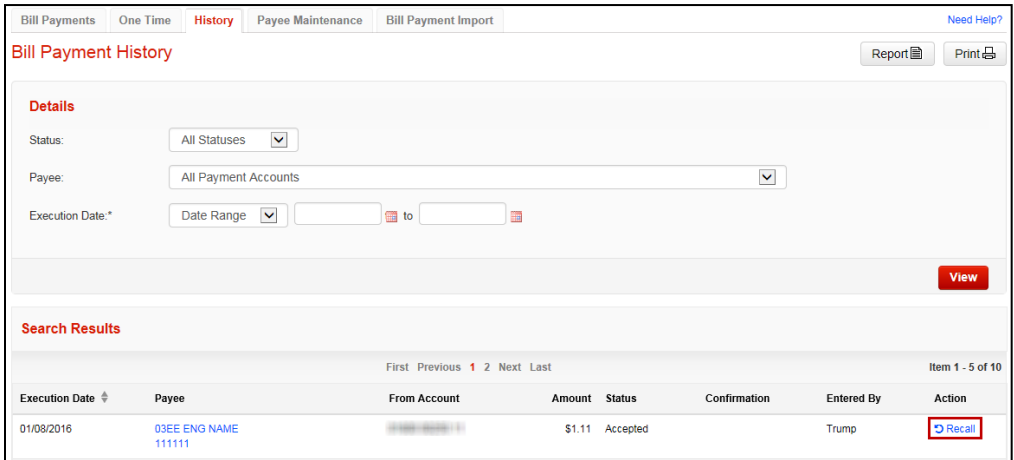
ACCOUNT TRANSFERS

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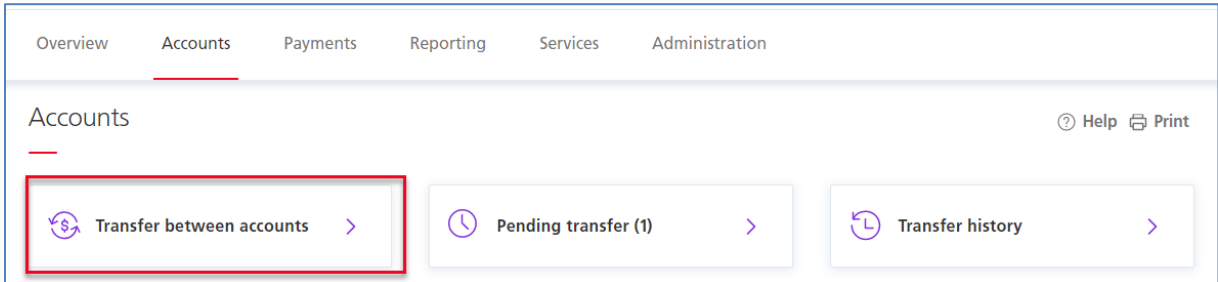
There are two types of transfers, same currency, and cross currency. For both types you will indicate the From Account, To Account and the amount. For same currency transfers, you will also enter the date as these types of transfers can be future dated.

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.

Same Currency Account Transfers	Cross Currency Account Transfers	**Transfer History**		Help

Account Transfer History   Report 📄

Status	All Statuses ▾	Account	All ▾
Transfer Date *	Current Day ▾ 📅 07/30/2019	📅 07/30/2019	
* Mandatory field			

View

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).

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.

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:
gbp.training@scotiabank.com

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