

Tracking Incoming Wires in ScotiaConnect

Quick Reference Guide

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BEFORE YOU BEGIN

This guide will show you how to track incoming wires in ScotiaConnect. You will need a few pieces of information from the sender of the wire to track it successfully.

You will need:

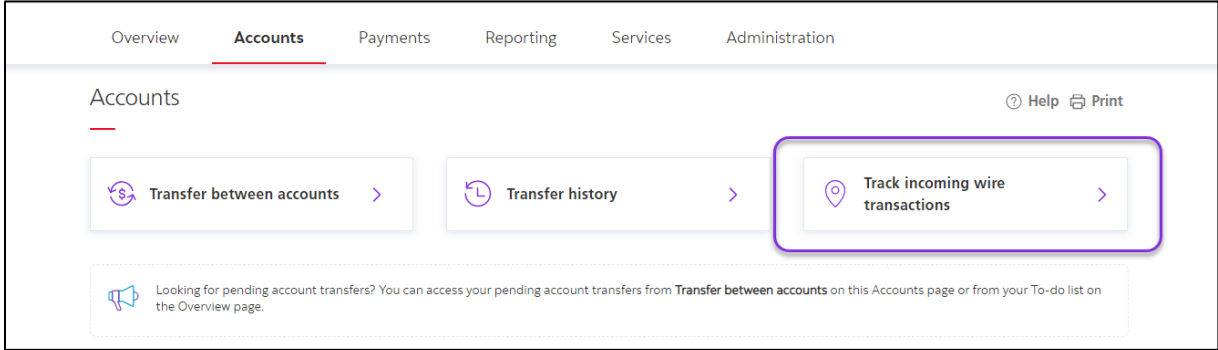
- The date the wire was sent.
- The amount of the wire in the original currency (e.g., if the sender sent 1,000 Euros that is what you should use to search)
- The UETR (unique end-to-end tracing reference) code of the wire.

If you don't have any of these pieces of information, contact the sender to obtain them. If you can view your MT103s the UETR is field 121 as shown in this example:

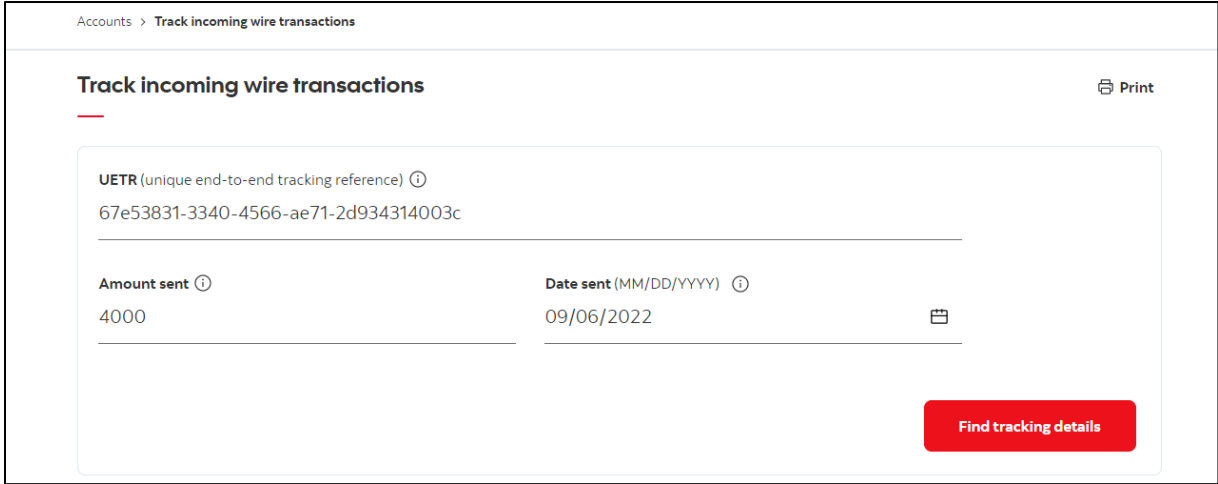
```
{1:F01NOSCCATTAXX000000000000}{2:I103SNTRUS3AXXXXN}{3:{{119:STP}}{111:001}}{121:a001234a-1a23-41b2-3412-ca341b2c3abc}
```

TRACKING A WIRE

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.

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: NOSCCATO
- Processed on September 6, 2022

Intermediary Bank ⓘ
BIC: NOSCUS30XXX
- Processed on September 6, 2022

Intermediary Bank ⓘ
BIC: NOSCUS30XXX
- Processed on September 6, 2022

Originating bank ⓘ
BIC: NOSGCB20XXX
- Submitted on September 6, 2022

Sender submitted the wire payment for 4000.00 USD on September 6, 2022.

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.

ADMINISTRATION

Any users with access to Transaction Search will be able to use the Incoming Wire Tracker. This access can be turned on by granting users access to Transaction Lookup under their Balance and Transaction details. (Enhanced Administration)

User Group Information - Service Privilege Details

User Group Name	Group B		
Service Name	Balance and Transactions	Hours of Operation	00:00 - 23:59 Eastern Time

Functions belonging to the Balance and Transactions service

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

Assign	Function	Assign	Function
<input checked="" type="checkbox"/>	Account Details	<input checked="" type="checkbox"/>	MT940
<input checked="" type="checkbox"/>	Balance History	<input checked="" type="checkbox"/>	Account Statements
<input checked="" type="checkbox"/>	Consolidated Balance Report	<input checked="" type="checkbox"/>	Consolidated Cash Plan
<input checked="" type="checkbox"/>	EDI Report	<input checked="" type="checkbox"/>	Transaction Lookup
<input checked="" type="checkbox"/>	Account Export	<input checked="" type="checkbox"/>	View Cheque Images

Or the Viewing Access user permission. (Simple Administration)

Permission i	Details
<input type="checkbox"/> Super User	A Super User will have full access to viewing, payment, and administration privileges, plus the ability to manage company and account details
<input type="checkbox"/> Payments access (Show)	Create, manage and submit payment transactions
<input checked="" type="checkbox"/> Viewing access (Show)	View balances and transaction details, run reports and download statements

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.

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