Reviewing On Hold Templates

Quick Reference Guide

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INTRODUCTION

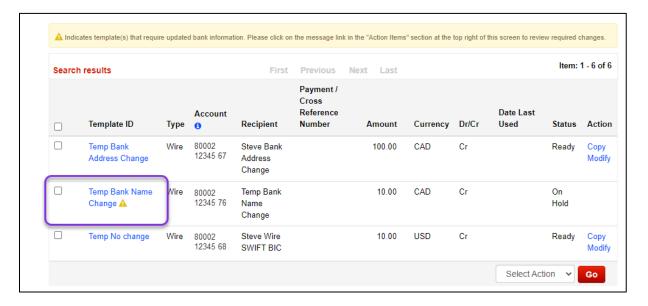
This guide will show you how to review your wire and IAT/ACH templates that have updated recipient bank information. Until you review the templates and accept the new information, they will not be available for use.

This is done to reduce the possibility of processing issues due to mismatches in the bank information of your payments.

REVIEWING TEMPLATES

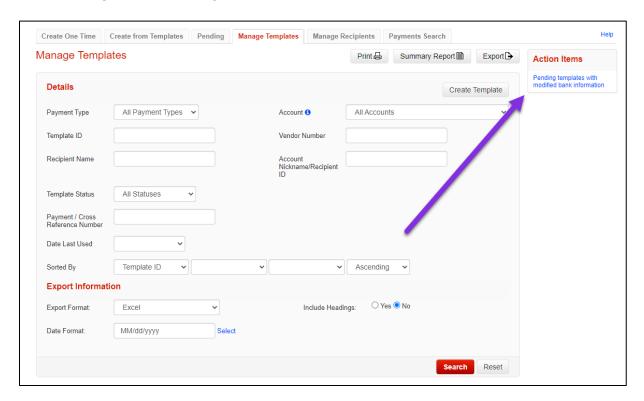
TEMPLATES FLAGGED FOR REVIEW

Templates that have had their bank information updated will show up on your list of templates with a small yield icon.

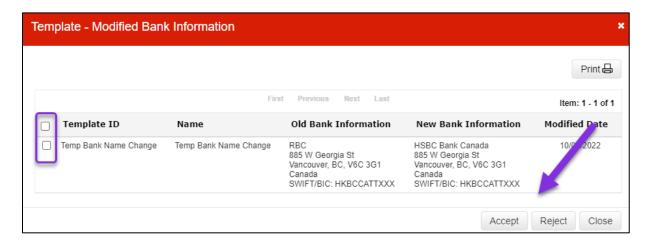


ACCEPTING OR REJECTING THE MODIFIED BANK INFORMATION

To review the templates, click the **Pending templates with modified bank information** link on the **Manage Templates** page.



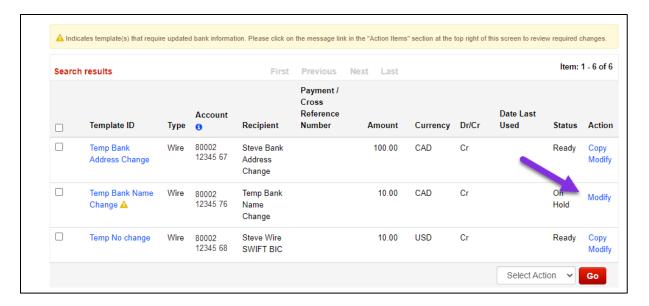
The templates to be reviewed will be listed, put a checkmark next to each template and choose **Accept**, or **Reject**.



If a template is rejected, it's status will remain as On Hold. It will be unavailable for use until the bank information is updated. If a Template is listed without any New Bank Information you will not be able to click accept, you should speak with your recipient to get updated bank information and modify the template accordingly.

MODIFYING A REJECTED TEMPLATE

To modify a template you've rejected, click the **Modify** link under the action column.



Note: This link will not appear unless the template was rejected during the review process.

FAQS

Why are some of my templates in On Hold status?

Some templates will be On Hold until they are reviewed by your company. This is to ensure that you can review the accuracy of the bank information prior to using the templates.

What happens if I reject an On Hold template during the review process?

Rejecting a template will keep it On Hold therefore you will not be able to use it to create a payment. If you would like to use it later, you must modify it via Manage Templates.

Can I send wire payments if I haven't reviewed all my "On Hold" templates?

Yes. You will be able to create payments from any templates that are in "Ready" status. Having any "On Hold" templates will not impact this functionality.

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
- Email: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.

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