Reviewing On Hold Templates
Quick Reference Guide

Scotiabank®

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.

⚠ Indicates template(s) that require updated bank information. Please click on the message link in the "Action Items" section at the top right of this screen to review required changes.

Search results   First   Previous   Next   Last   Item: 1 - 6 of 6

☐	Template ID	Type	Account ⓘ	Recipient	Payment / Cross Reference Number	Amount	Currency	Dr/Cr	Date Last Used	Status	Action
☐	Temp Bank Address Change	Wire	80002 12345 67	Steve Bank Address Change		100.00	CAD	Cr		Ready	Copy Modify
☐	Temp Bank Name Change ⚠	Wire	80002 12345 76	Temp Bank Name Change		10.00	CAD	Cr		On Hold	
☐	Temp No change	Wire	80002 12345 68	Steve Wire SWIFT BIC		10.00	USD	Cr		Ready	Copy Modify

Select Action   Go

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.

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Select Action ▾   **Go**

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.

Privacy 🗗   Legal 🗗   Security 🗗   Contact us 🗗   Help centre 🗗

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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