

# Electronic Cheque Services

## Quick Reference Guide

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## Exceptions

Any cheques that did not match your issued data or for which we received no issued data will trigger exceptions. Users may receive an email notifying them of exceptions but this email is a courtesy and may not always be sent. **Users who have access to decision exceptions should sign in every business day after 10:00 AM local time** (based on where your accounts are domiciled).

When you first login to ECS you will be presented with several icons on the screen. One of these icons is for exceptions. If your icon is red it means that there are outstanding exception decisions that must be made by your company. If there are no exceptions awaiting decisions, the icon will be blue.



Once you click on the red icon it will take you to the list of your exceptions.

Serial # ▲	Exception(s)	Issued Date	Issued \$	Clearing Date	Clearing \$	Difference	Pay/Return	Return Code
Customer: <a href="#">1111111111111111</a>				Due: 02:00 PM EDT, 04/08/2013, Default: Pay		Account: <a href="#">1111111111111111</a>		
<a href="#">00030014710</a>	■ Paid/Not Issued	-	-	04/05/2013	141.33	-	<input checked="" type="radio"/> <input type="radio"/>	Please Select
<a href="#">00030014759</a>	■ Paid/Not Issued	-	-	04/05/2013	1,050.00	-	<input checked="" type="radio"/> <input type="radio"/>	Please Select
Customer: <a href="#">1111111111111111</a>				Due: 02:00 PM EDT, 04/08/2013, Default: Pay		Account: <a href="#">1111111111111111</a>		
<a href="#">00000000530</a>	■ Paid/Not Issued	-	-	04/05/2013	256.31	-	<input checked="" type="radio"/> <input type="radio"/>	Please Select

From this list you can click on the Serial number of any cheque to view the cheque image.

You can review the details of the cheque image to determine if you wish to pay or return the cheque. Once you are ready to make your decision go back to the list of exceptions and select either the “Pay” or “Return” radial button for each item

Serial #	Exception(s)	Issued Date	Issued \$	Clearing Date	Clearing \$	Difference	Pay/Return	Return Code
Customer: <a href="#">XXXXXXXXXX</a>				Due: 02:00 PM EDT, 04/08/2013, Default: Pay		Account: <a href="#">XXXXXXXXXX</a>		
00030014710	■ Paid/Not Issued	-	-	04/05/2013	141.33	-	<input type="radio"/> <input checked="" type="radio"/>	Please Select
00030014759	■ Paid/Not Issued	-	-	04/05/2013	1,050.00	-	<input type="radio"/> <input checked="" type="radio"/>	Please Select
Customer: <a href="#">XXXXXXXXXX</a>				Due: 02:00 PM EDT, 04/08/2013, Default: Pay		Account: <a href="#">XXXXXXXXXX</a>		
00000000530	■ Paid/Not Issued	-	-	04/05/2013	256.31	-	<input type="radio"/> <input checked="" type="radio"/>	Please Select

After the decisions to pay or return each item have been made you must click the "Review" button at the bottom left of the screen.

Total items with exceptions 1 - 3 of 3	Page 1 of 1
<input type="button" value="clear all pages"/> <input type="button" value="clear this page"/> <input type="button" value="review"/>	

You will be shown all the items you are reviewing and once you are ready click 'Submit' to finalize your decisions. It is important to note that once you submit your decisions you cannot change them.

#### Exception Processing - Review Decisions

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 You have 3 record(s) selected. (Limit 100)

#### Review Return Decisions

Serial #	Exception(s)	Issued Date	Issued \$	Clearing Date	Clearing \$	Difference	Return Code
Customer: <a href="#">XXXXXXXXXX</a>				Due: 02:00 PM EDT, 04/08/2013	Account: <a href="#">XXXXXXXXXX</a>		
00000000530	■ Paid/Not Issued	-	-	04/05/2013	256.31	-	■ Payment Stopped

#### Review Pay Decisions

Serial #	Exception(s)	Issued Date	Issued \$	Clearing Date	Clearing \$	Difference
Customer: <a href="#">XXXXXXXXXX</a>				Due: 02:00 PM EDT, 04/08/2013	Account: <a href="#">XXXXXXXXXX</a>	
00030014710	■ Paid/Not Issued	-	-	04/05/2013	141.33	-
00030014759	■ Paid/Not Issued	-	-	04/05/2013	1,050.00	-

## Searches

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In order to find details about your cheques there are several search options available. After you click the search icon on the main ECS page you will see search options along the top of the search menu.



**Processed Search** is for cheques that have cleared.

**Issued Search** is for cheques that you've issued which may or may not have cleared

**Stop Search** is only available if one or more of your accounts is setup as paid cheque only reporting and is used to search for stops. For Positive Pay and Positive Pay with Payee Match customers this functionality is built into the Issued search.

**Issued Files Search** is used to search for your successfully uploaded files and to see the status of all the cheques in those files.

The **Processed Search** and **Issued Search** both follow similar steps. To perform the search, first pick the account(s) you wish to search, and then refine the parameters based on criteria such as the amount, serial number and cheque status.

Helpful hint: cheques always have processing dates one day in the past. If you are having trouble finding an item broaden the date range.

Your results will display on a new page. If your items are processed you will have the ability to view the cheque image.

Note: Images remain in the system for 90 days and cheque details are available for 16 months from when they were cleared.

**The Stop Search** lets you search for stop payments and deleted stop payments. The stop information gets loaded on to ECS overnight so you will not see a stop you've placed on a cheque until the following business day.

**The Issued Files Search** will allow you to view the details of files you've submitted successfully to Scotiabank. You can search by file date or by the ticket number generated on the validation report received when you uploaded the cheque file to Scotiabank. The search results will display the status of the cheques included in the file(s) you specify. Next to each cheque status there will be an icon showing what cheques are included in the record count.

Count	Amount	Status
tion	Date: 04/04/2013 File #:KB4ADXC0	Account [REDACTED]
3	48,905.58	Outstanding
0	0.00	Stop
0	0.00	Void
1	525.90	Paid
0	0.00	Pending
0	0.00	Rejected
0	0.00	Deleted

**Note:** The rejected status is used if there is an error loading the item into the ECS database. Clicking on the icon next to its record count will show the reason for any rejections.

### Returning Paid Items (Negative Pay), Voiding, Deleting

When doing a search for paid items you may notice a return code drop down menu. The return reasons available will change depending on how long it has been since the cheque has cleared. To return the item select a return code then click the review button to review your return. To submit your return click the submit button on the review screen. You cannot make any changes once you have submitted the return.

**Processed Search** 

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**Processed Search Results**

Customer: [BNS - Global Transaction Banking](#) Date range: 03/30/2013 - 04/04/2013

Account: [Scotiabank - Direct Banking](#)

Serial # ▲	?	Clearing Date	Clearing \$	Difference	Edit	Detail	Status	Exception(s)	Return Code
Customer: <a href="#">BNS - Global Transaction Banking</a> (>>>)									
00510452219		04/02/2013	56.00	-		 Paid	-		<input type="button" value="Please Select"/>
00510452900		04/04/2013	118.32	-		 Paid	-		<input type="button" value="Please Select"/>
00510454585		04/02/2013	17.42	-		 Paid	-		<input type="button" value="Please Select"/>

### **Voiding or Deleting Items**

When you search for items that are outstanding you have the option to void or delete them. Voiding items will prevent the item from being cleared. Delete is used for correcting issued cheque information. Once the item is deleted you must re-upload the item with the correct information.

**Serial # ▲** **Payee Name** **Issued Date** **Issued \$** **Stop Date** **Detail** **Status** **Change All** 

Customer: BNS - Global Transaction Banking (>>>)

Account: Scotia CompPay - 

Serial # ▲	Payee Name	Issued Date	Issued \$	Stop Date	Detail	Status	Change All
00510471442		04/08/2013	77.91	-	 Outstanding	<input type="button" value="Please Select"/>	
00510471443		04/08/2013	38.18	-	 Outstanding	<input type="button" value="Please Select"/>	
00510471444		04/08/2013	76.05	-	 Outstanding	<input type="button" value="Please Select"/>	
00510471445		04/08/2013	131.80	-	 Outstanding	<input type="button" value="Please Select"/>	
00510471446		04/08/2013	267.36	-	 Outstanding	<input type="button" value="Please Select"/>	
00510471447		04/08/2013	208.89	-	 Outstanding	<input type="button" value="Please Select"/>	

## Reports

There are several different reports that can be generated in ECS. From the main page click the 'Reports' button. You can select your account(s) and report type.

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The ability to select a date range will depend on which report you are generating. Certain reports just show all data related to a given account (e.g. Outstanding Report).

### Generate Report

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Customer:	BNS - Global Transaction Banking		
Account: *	Unselected: <input type="text" value="Futura Center - 7701100001"/>	>> > << <	Selected:
Report Type: *	Please Select <small>* Mandatory field</small>	<input type="button" value="generate report"/>	

Once you've specified your criteria click the generate report button. The report will be put into a queue and can be downloaded as an excel file under the Report Retrieval tab.

## ■ REPORT TYPES

1. Full RS Report — account specific showing all paid and outstanding issued items
2. Outstanding Report — account specific showing all current outstanding issued items
3. Paid Report — account specific showing all paid items
4. Stop and Void Report — account specific showing stopped and voided issued items
5. Deleted Report — account specific showing all deleted items
6. Return Report — account specific showing returns in serial number order
7. Adjustment Report — account specific showing items with amount adjustments
8. Serial Corrected — account specific showing all items with serial number corrections

In Report Retrieval you will see your report with a status of Pending or Completed. Once the status changes to completed it is ready and can be downloaded by clicking the file name. Please note that depending on the amount of data you have requested it may take several minutes before the report is completed.

Customer Reports Report Retrieval

 Note: Report exceeding 50,000 lines will be divided across multiple files. Please download each file individually or refine your search.

 is online

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**Report Retrieval**

[refresh](#)

Request #▼	Request Date & Time	Account	ReportType	File Name	Request Expiry	Status
0021985	04/19/2013 02:31 PM EDT	██████████	Full RS	<a href="#">20130402-20130419-rs-████████.xls</a>	04/25/2013	Completed

Total number of Requests: 1 - 1 of 1

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### For Further Assistance

**Technical Support Help Desk** - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America
- 416-288-4600 - Local Toronto area customers
- 416-701-7351 - Fax
- (800) 463-7777 - pour le service en français
- Email: [hd.ccebs@scotiabank.com](mailto:hd.ccebs@scotiabank.com). Your email will be answered within 24-48 business hours.