

ScotiaConnect® Electronic Banking

ScotiaConnect Traces & Recalls Quick Reference Guide

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Before You Begin

Before proceeding, you must ensure that you have the necessary information for recalling or tracing an EFT payment. To recall or trace a payment, you will need, at minimum, the payment **File Creation Number (also known as internal control number)**, the **Agreement ID** (always starts with SD) and the payment **Cross Reference Number**. If you do not know this information you can obtain it by doing a Payment Search in ScotiaConnect and opening the details of the payment:

EFT Payment Details

Print Report

Payment Details			
Payment Type	EFT	Payment Currency	CAD
Amount	\$40.00	Debit/Credit	Cr
Due Date	11/07/2018	Trace Number	
Payment / Cross Reference Number	Test12345		
CPA Code	205 COMM. PAYROLL		

Originator Details			
Settlement Account		Service Group	22222
Agreement ID	SD	Currency	CAD
Institution	002	Transit	40562
Long Name		Short Name	
Chargeback Institution	002	Chargeback Transit	
Chargeback Account		Chargeback Currency	CAD
Originator			

Recipient Information			
Recipient Name		Vendor Number	
Recipient ID		Address 2	
Address 1		Country	Canada
City		Province / State	ON
Postal / Zip Code			

Recipient Bank Information	
Recipient Institution	Recipient Transit
Recipient Account	

Optional Payment Information (will accompany payment)	
Sundry Information	

Customer Use Only (will not accompany payment)	
Internal Memo	
Recipient Name	Phone Number
Recipient Email	Fax Number

Batch Information	
File Name	File ID
Batch ID	Originating Reference Number

History Information			
Reference Number	835605	ICN	0123
Created From Template	Soitest	Template Pre-approved Amount	\$0.00
Received NOC			
System Message			

Recalls:

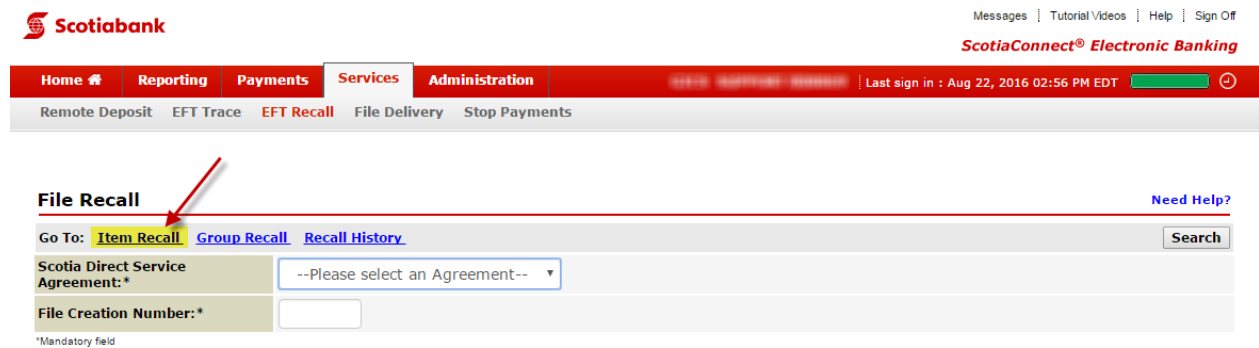
Recall of a single payment, group of payments, or an entire file of payments can only be initiated while the payment is still within the control of the EFT system. Once the system has released the payment(s) for posting to Scotiabank accounts or to other financial institutions the payment cannot be recalled. The time period, within which a recall can be initiated is governed by a combination of the payment(s) due date, the input lead-time provided and the Canadian Payments Association (CPA) mandated inter-financial institution EFT exchange times.

Reversals:

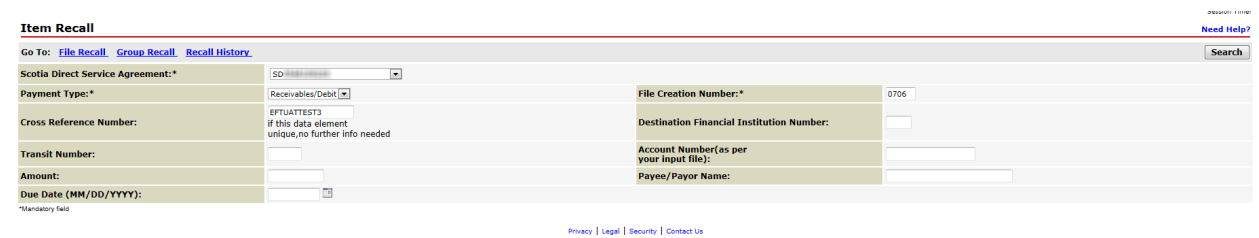
Reversal of a single payment, group of payments, or an entire file of payments can be initiated if the payment(s) cannot be recalled (has already been released for processing by the EFT system) **and** in accordance with CPA Rules, the reversal is initiated within three (3) business days of the original payment(s) due date. There is no finality with a reversal transaction. You should have the authorization of the intended recipient prior to initiating a reversal transaction. The recipient of the original payment, which will have been posted to their account, may have already instructed their financial institution to return it, which will result in them also initiating return of your reversal item.

Recalling a Single Payment

To recall an EFT payment, select the “Services” tab then select “Item Recall” from the “EFT Recall” page.



Next enter the information needed about the payment. In this case, the minimum information is entered: Agreement ID, Payment Type (Credit/Debit), Cross Reference Number and File Creation Number.



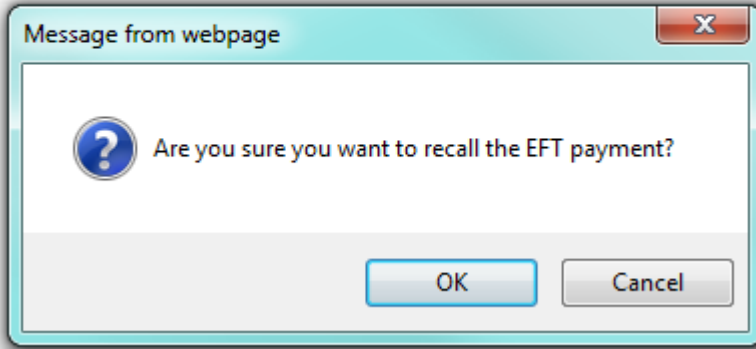
Click Search to continue.



The status of the payment must be “Recalable” or “Reversible”. If the status is “Non-Actionable” the payment cannot be recalled.

To complete the recall, select “Submit” under the Action column:

	Status	Action
	Recallable	[submit] [print]



Confirmation: Recall Successful

- The payment has been recalled.

Recall Item Detail

Scotia Direct Service Agreement: SD 00000000000000000000 EFT		Destination Financial Institution Number: 002	
Recall Confirmed Number: 31487723	Date: 10/19/15	Transit Number: 40592	Account Number: 00000000000000000000
	Time: 09:28 AM	Payee/Payor Name: HAPPY BIRTHDAY INC.	
Cross Reference Number: EFTUATTEST3	Dr/Cr: Receivables/Debit		
File Creation Number: 0706	Amount: \$2.01		
Due Date: 12/29/2015			

The confirmation screen will display whether the payment was successfully recalled or, if not, an error message to explain why it failed. Note the confirmation number as you will need this to check the status or follow up on the recall in the future.

To view the status of a recall after it is done, you can visit the “Recall History” from the recall menu. This is shown later in this guide.

Recalling a Group of Payments

To recall a group of EFT payments, select the “Services” tab then select “Group Recall” from the “EFT Recall” page.

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 ScotiaConnect® Electronic Banking
 Home Reporting Payments **Services** Administration
 Remote Deposit EFT Trace **EFT Recall** File Delivery Stop Payments
 Last sign in : Aug 22, 2016 02:56 PM EDT

File Recall [Need Help?](#)

Go To: [Item Recall](#) **[Group Recall](#)** [Recall History](#)

Scotia Direct Service Agreement:*

File Creation Number:*

*Mandatory field

Next enter the details of the payments. In this example, only the mandatory fields are populated: Agreement ID, File Creation Number and one or more of the additional search criteria as shown below. Note that for this example, we will use an amount range.

Group Recall [Need Help?](#)

Go To: [Item Recall](#) [File Recall](#) **[Recall History](#)**

Scotia Direct Service Agreement:*

File Creation Number:*

Enter one or more of the search criteria below.

Cross Reference Number From: Cross Reference Number To:

From Amount: To Amount:

From Due Date: To Due Date:

*Mandatory field

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Click Search to continue.

Recall Group Items [Need Help?](#)

Scotia Direct Service Agreement: SD-XXXXXXXXXX **Message EFT**

File Creation Number : 0709

From Cross Reference Number : To Cross Reference Number :

From Amount : \$0.01 To Amount : \$10,000.00

From Due Date : To Due Date :

Transactions listed below match the selection criteria provided. Please select the item/item(s) to be recalled.

Select	Payee/Payor Name	Cross Reference Number	FCN	Destination Inst/Transit/Account	Amount	Due Date	Dr/Cr	Status
<input checked="" type="checkbox"/>	XXXXXXXXXX Inc.	A09 01351441213002	0709	002 1800 XXXXXXXX	\$1.05	12/29/2015	Dr	Recallable

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Message from webpage

Are you sure you want to recall the entire range of payments in your search?

The status of the payments must be “Recallable” or “Reversible”. If the status is “Non-Actionable” the payments cannot be recalled. Place a checkbox beside each payment you wish to recall then select the “Recall Selected Payments” button to finish.

Confirmation: Group Payment Recall/Reversal Requests Completed

The group recall/reversal request has been processed. Please see the process summary below.

Recall Group Detail Need Help?

Scotia Direct Service Agreement: SD [redacted] Messages [redacted] Print Done

Request Acknowledgement: Number 16925817
Date 10/19/15
Time 09:43 AM

File Creation Number : 0709

Cross Reference Number From : Cross Reference Number To :

From Amount : \$0.01 To Amount : \$10,000.00

From Due Date : To Due Date :

Debit Recalls	1	\$1.05
Credit Recalls	0	\$0.00
Credit Reversals	0	\$0.00
Debit Reversals	0	\$0.00

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The confirmation screen will display whether the payments were successfully recalled or, if not, an error message to explain why any have failed. Note the confirmation/acknowledgement number as you will need this to check the status or follow up on the recall in the future.

To view the status of a recall after it is done, you can visit the “Recall History” from the recall menu. This is shown later in this guide.

Recalling an Entire File

To recall an entire EFT file, select the “Services” tab. You will be automatically taken to the “File Recall” page when you click on “EFT Recall”. Note this is only applicable if you are sending files containing EFT payments. If you are creating and submitting your payments online in ScotiaConnect, please use the item or group recall functions.

***Note that if you have previously recalled a single or group of payments from a file, you can no longer recall the file using this method. You will have to recall the payments via the “Group Recall” function as shown earlier in this guide.**

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ScotiaConnect® Electronic Banking

Home # **Reporting** **Payments** **Services** **Administration** Last sign in : Aug 22, 2016 02:56 PM EDT

Remote Deposit EFT Trace **EFT Recall** File Delivery Stop Payments

File Recall Need Help?

Go To: [Item Recall](#) [Group Recall](#) [Recall History](#) Search

Scotia Direct Service Agreement:*

File Creation Number:*

*Mandatory field

Next enter the file details. In this example, only the mandatory fields are populated: Agreement ID and File Creation Number.

File Recall Need Help?

Go To: [Item Recall](#) [Group Recall](#) [Recall History](#) Search

Scotia Direct Service Agreement:* SD [redacted]

File Creation Number:* 0702

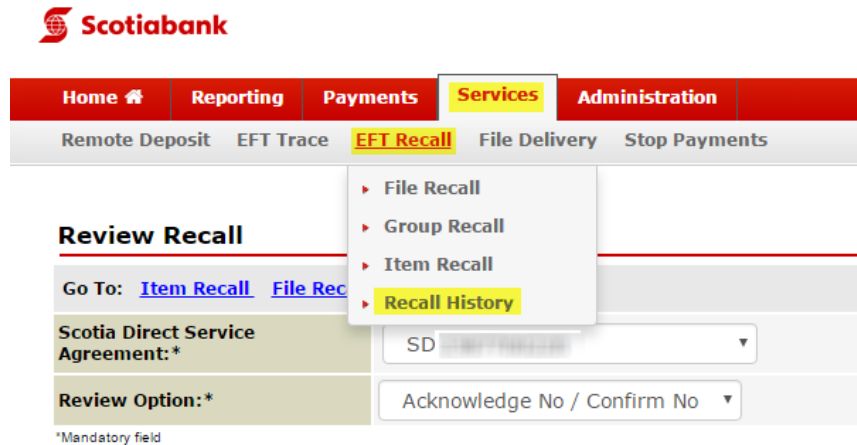
*Mandatory field

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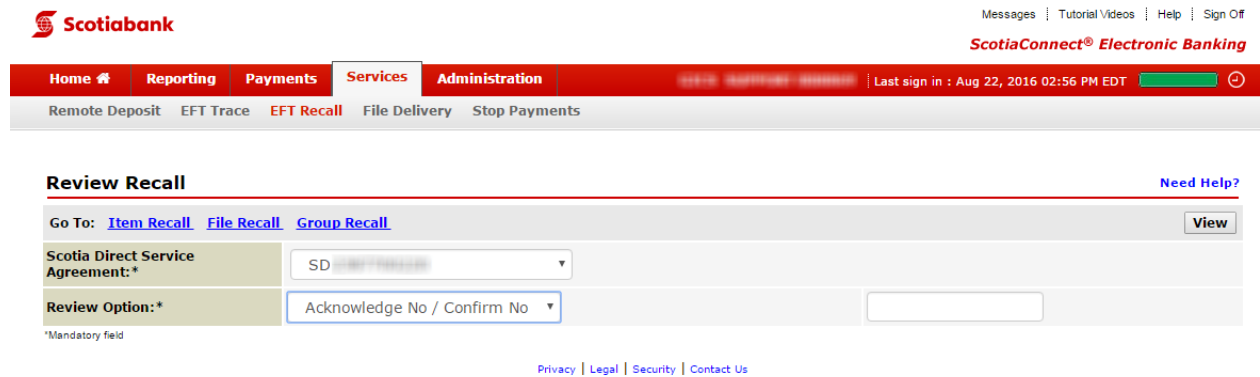
Click Search to continue.

Recall History

To view the status of a recall after it is done, you can visit the “Recall History” from the recall menu.



Select your agreement ID and choose the review option you wish to use for your search. For a specific item, choose “Acknowledge No / Confirmation No.”



You will be able to review the recall details by selecting the Cross Reference/Confirmation Number link:



Tracing a Payment

To trace an EFT payment, select the “Services” tab. You will be automatically taken to the “Trace Item” page when you click on “EFT Trace”.

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Home Reporting Payments **Services** Administration GICS SUPPORT 008869 Last sign in : Aug 22, 2016 02:56 PM EDT

Remote Deposit **EFT Trace** EFT Recall File Delivery Stop Payments

Trace Item [Need Help?](#)

Go To: [Trace History](#)

Scotia Direct Service Agreement:* --Please select an Agreement--

Payment Type: Receivables/Debit File Creation Number:*

Cross Reference Number: if this data element unique, no further info needed Destination Financial Institution Number:

Transit Number: Account Number(as per your input file):

Amount: Payee/Payor Name:

Due Date (MM/DD/YYYY): Item Trace Number(Bank use only):

*Mandatory field

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Next enter the details of the payment. In this example, only the mandatory fields are populated: Agreement ID, Payment Type (Credit/Debit), Cross Reference Number and File Creation Number.

Trace Item [Need Help?](#)

Go To: [Trace History](#)

Scotia Direct Service Agreement:* SD 1111111111

Payment Type: Payables/Credit File Creation Number:* 0598

Cross Reference Number: UATNOINVOICE12 if this data element unique, no further info needed Destination Financial Institution Number:

Transit Number: Account Number(as per your input file):

Amount: Payee/Payor Name:

Due Date (MM/DD/YYYY): Item Trace Number(Bank use only):

*Mandatory field

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Click Search to continue.

Select Trace Item [Need Help?](#)

Scotia Direct Service Agreement: SD 1111111111

Transactions listed below match the selection criteria provided. Please select the Item/Items to be traced.

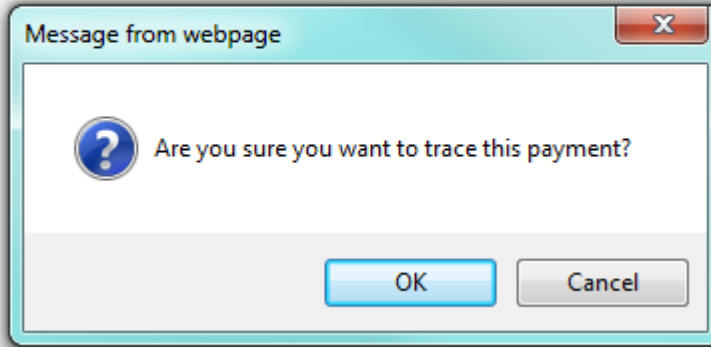
Item: 1

FCN	Payee/Payor Name	Cross Reference Number / ITN	Destination Inst/Transit/Account	CUR	Amount	Due Date	Dr/Cr	File Creation Date	Action
0598	EFT	UATNOINVOICE12 0020002200598003470631	002 1800	CAD	\$0.12	11/03/2015	Cr	11/03/2015	Trace Print

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Select “Trace” link under the Action column to initiate the trace for the selected payment:

Dr/Cr	File Creation Date	Action
Cr	11/03/2015	trace print



Confirmation: Trace Request Successful

- Your trace request has been submitted. Investigation may take from two to ten days. Please check Review Trace for results.

Trace Item Confirmation

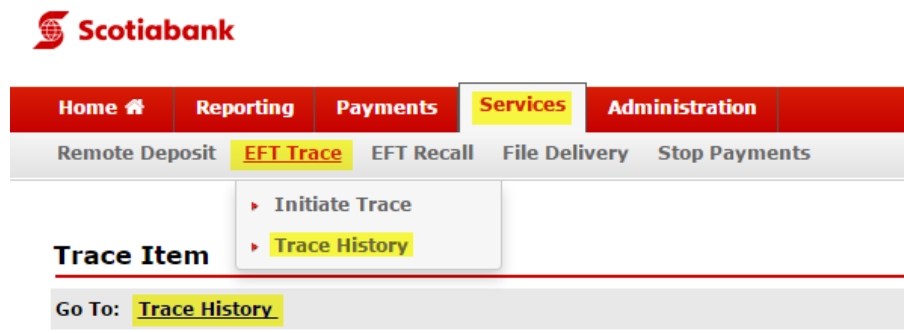
Scotia Direct Service Agreement: SD 00000000000000000000000000000000		Destination Financial Institution Number: 002	
Trace Acknowledged: Number	45247848	Transit Number:	1800
Date	2015/10/19	Account Number:	00000000000000000000000000000000
Time	09:47 AM	Payee/Payor Name:	000000 EFT
Cross Reference Number:	UATNOINVOICE12	Item Trace Number(Bank use only):	0020002200598003470631
Dr/Cr:	Payables - Credit		
File Creation Number:	0598		
Amount:	\$0.12		
Due Date:	11/03/2015		

The confirmation screen will display whether the payment was successfully traced or, if not, an error message to explain why it has failed. Note the trace acknowledgement number as you will need this to check the status or follow up on the trace in the future.

Trace requests for all items, whether destined to Scotiabank accounts or to other Financial Institutions, will usually be responded to within 3 to 5 business days or longer if destined to non-member financial institutions. For a list of current Canadian Payments Association (CPA) members, please visit <http://www.cdnpay.ca/membership/member.asp>

Trace History

To view the status of a trace after it is done, you can visit the “Trace History” from the trace menu or the Trace Item page.



Select your agreement ID and choose the review option you wish to use for your search. For a specific item, choose “Trace Acknowledge Number.”

You will be able to review the trace details by selecting the Cross Reference Number link:

File Creation Number	Payee/Payor Name	Cross Reference	Destination Account	Amount	Due Date	Dr/Cr	Status
0598	EFT	UATHORVOICE12	0000515	\$0.12	11/03/2015	Cr	Pending

For Further Assistance

Need Help?

On ScotiaConnect, you can select the “Need Help?” link at the top right of most pages in order to obtain more information about the specific page you are viewing.

[Need Help?](#)

Online Customer Support

- You may select the Help option at the top right corner of your browser and select “Online Customer Support” – a new window will be displayed and you may type your question.



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ScotiaConnect® Electronic Banking

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. Your email will be answered within 24-48 business hours.
- To book product training, please send an email to gtbgics.training@scotiabank.com.

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