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 De	tails			Print 🖶	Report 🖹
Payment Details					
Payment Type	EFT				
Amount	\$40.00	Payment Currency	CAD		
Due Date	11/07/2016	Debit/Credit	Cr		
Payment/Cross Reference Number	Test12345	Trace Number			
CPA Code	205 COMM. PAYROLL				
Originator Details					
Settlement Account	10000 - 1110 - 11	Service Group	22222		
Agreement ID	SD	Currency	CAD		
Institution	002	Transit	40592		
Long Name		Chart Mana	10002		
Charachack leathring	002	Short Name	A CONTRACTOR OF THE OWNER OWNER OF THE OWNER OWNE OWNER OWNE OWNER OWNER OWNER OWNER OWNER OWNER OWNE OWNER OWNE OWNER OWNER OWNER OWNER OWNER OWNE OWNER OWNER OWNER OWNE OWNER OWNE OWNER OW		
Chargeback Institution	002	Chargeback transit			
Chargeback Account	in Change	Chargeback Currency	CAD		
Originator	Section Section				
Recipient Informat	ion				
Recipient Name	The Henney				
Recipient ID	100	Vendor Number			
Address 1		Address 2			
City		Country	Canada		
Postal / Zip Code		Province / State	ON		
Recipient Bank Inf	ormation				
Recipient Institution	10	Recipient Transit	1000		
Recipient Account	1100000000				
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	1				
Reference Number	835805	ICN	0123		
	Soitest	Template Pre-approved	\$0.00		
Created From Template		Amount			
Created From Template Received NOC		Amount			

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.

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Home 希 Reporting Payn	nents Services Administration	Last sign in : Aug 22, 2016 02:56 PM EDT 🦲 🕘
Remote Deposit EFT Trace E	FT Recall File Delivery Stop Payments	
File Recall		Need Help?
Go To: Item Recall Group Reca	all <u>Recall History</u>	Search
Scotia Direct Service Agreement:*	Please select an Agreement 🔻	
File Creation Number:*		
*Mandatory field		

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.

				Otaan	on rinner	
Item Recall	em Recall Need Help?					
Go To: File Recall Group Recall History					arch	
Scotia Direct Service Agreement:*	SD T					
Payment Type:*	Receivables/Debit	File Creation Number:*	0706			
Cross Reference Number:	EFTUATTEST3 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):						
*Mandatory field						

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Click Search to continue.

Home Reporting Payments Services Administration Link To									
EFT Trace FFT Reca	I File Delivery GICs	Stop Payments							
Monday, October 19, 201	5							10.000	is online
	Season Timer								
Select Recall Item									Need Help?
	Print List Cancel				Print List Cancel				
Scotia Direct Service Agr	eement:	SD	BROWNING EFT						
Transactions listed below	match the selection criteria	n provided. Please select	the item/items to be recalled.						
Item: 1									
Payee/Payor Name	Payee/Payor Name Cross Reference Number FCN Destination Amount Due Date Dr/Cr Status Action					Action			
HAPPY BIRTHDAY INC.	EFTUATTEST3	0706	002 40592		\$2.01	12/29/2015	Dr	Recallable	[submit] [print]
				Privacy Legal Security Contact Us					

The status of the payment must be "Recallable" or "Reversible". If the status is "Non-Actionable" the payment cannot be recalled.



To complete the recall, select "Submit" under the Action column:

Confirmation: Recall Successful • The payment has been recalled.

Recall Item Detail				Need Help?
				Print Done
Scotia Direct Service Agreement:	SD EFT			
Recall Confirmed: Number Date Time	31487723 10/19/15 09:28 AM	Destination Financial Institution Number:	002	
Cross Reference Number:	EFTUATTEST3	Transit Number:	40592	
Dr/Cr:	Receivables/Debit	Account Number:	1000-100-11	
File Creation Number:	0706	Payee/Payor Name:	HAPPY BIRTHDAY INC.	
Amount:	\$2.01			
Due Date:	12/29/2015			
		Privacy Legal Security Contact Us		

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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Home # Reporting Pa	yments 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 R	ecall <u>Recall History</u>	Search
Scotia Direct Service Agreement:*	Please select an Agreement 🔻	
Scotia Direct Service Agreement:* File Creation Number:*	Please select an Agreement *	

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			Search		
Scotia Direct Service Agreement:*	SD.				
File Creation Number:*	0709	09			
Enter one or more of the search criteria below.					
Cross Reference Number From:		Cross Reference Number To:			
From Amount:	0.01	To Amount:	10000		
From Due Date:		To Due Date:			
*Mandatory field					

Click Search to continue.

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Recall G	roup Items							Need Help?
							Recall Entire Rang	Print Cancel
Scotia Direc	t Service Agreement:	SD EFT						
File Creation	n Number :	0709						
From Cross	Reference Number :			To Cross Reference Number :				
From Amou	nt :	\$0.01		To Amount :	\$	10,000.00		
From Due D	ate :			To Due Date :				
Transaction	s listed below match the selection criteria	provided. Please select the item/items to be recal	ed.					
Check All Uns	elect All						Reca	II Selected Payments
Item: 1								
Select	Payee/Payor Name	Cross Reference Number	FCN	Destination Inst/Transit/Account	Amoun	t Due Da	ate Dr/Cr	Status
~	Inc.	A09 01351441213002	0709	002 1800		1.05 12/29/2	015 Dr	Recallable
			Pri	heavy Legal Security Contact Us	Mes	age from webpage	want to recall the entire range	e of payments in your
								OK Cancel

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					
Scotia Direct Service Agreement:	SD	Recorded Top			
Request Acknowledgement:Number Date Time	16926817 10/19/15 09:43 AM				
File Greation Number -	0700				
Cross Reference Number From :	0709		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	\$0.0	00
Credit Reversals			0	\$0.	00
Debit Reversals			0	\$0.	00
		Privacy Legal 5	Security Contact Us		

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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Home 希 Reporting Payr	nents Services Administration	Last sign in : Aug 22, 2016 02:56 PM EDT	
Remote Deposit EFT Trace E	FT Recall File Delivery Stop Payments		
File Recall			
Go To: <u>Item Recall</u> <u>Group Rec</u>	all <u>Recall History</u>	Search	
Scotia Direct Service Agreement:*	Please select an 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 Histor	Y.			Search
Scotia Direct Service Agreement:*	SD			
File Creation Number:*	0702			
*Mandatory field				
		Privacy Legal Security Contact	Us	

Click Search to continue.

File Reversible Only • The selected file can only be rev	ersed. Please press the Rev	verse button to in	itiate the reversal op	peration.					
Recall File Details									Need Help?
								Reverse	rint Done
Scotia Direct Service Agreement:		SD:	101010-0010-010-0-0						
	Recall Confirmed: Number Time Date								
File Creation Number:		0702		File Creation Date:		12/24/2015			
Total Items on File:		1		Total Credit Amount:		\$0.01	Total Debit Amount:	\$0.00	
				Privacy Legal	Security Contact Us				

The status of the file must be "Recallable" or "Reversible". If the status is "Non-Actionable" the file cannot be recalled. In this case, the file must be reversed. Select the "Reverse" button to complete the request.

					Need Hel	p?		
		Rev	/erse	Print	Done			
Messa	age from wel	bpage			×			
	? Are yo	ou sure y	ou want :	to reverse th	is file?			
			ОК		Cancel			
Confirmation: File Reversal The file has been reversed.	Successful							
Reverse File Details								Need Help?
Scotia Direct Service Agreement:		SD	WARDER PARTY.					Done
	Recall Confirmed: Number Time Date	5072634 09:34 AM 10/19/15						
File Creation Number:		0702		File Creation Date		12/24/2015		
Total Items on File:		1		Total Credit Amount:		\$0.01	Total Debit Amount:	\$0.00
				Privacy Legal Se	curity Contact Us			

The confirmation screen will display whether the file was successfully recalled/reversed 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.

Recall History

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

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Home 👫	Reporting	Payn	ients	Services	Adı	ministration
Remote Dep	oosit EFT Tra	ice <u>E</u>	FT Reca	File Deli	ivery	Stop Payments
		•	File Re	ecall		
Review	Recall	•	Group	Recall		
Co Too The		•	Item F	Recall	1	
GO TO: <u>Ite</u>	<u>m Recall</u> Flie	• Rec	Recall	History		
Scotia Direc Agreement:	t Service *		SD	100760000	-	•
Review Opti	on:*		Ackr	nowledge N	o / Co	onfirm No 🔻
*Mandatory field						

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."

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Home 🏶 Reporting Payn	eents Services Administration	Last sign in : Aug 22, 2016 02:56 PM EDT				
Remote Deposit EFT Trace El	T Recall File Delivery Stop Payments					
Review Recall		Need Help?				
Go To: <u>Item Recall</u> <u>File Recall</u>	Group Recall	View				
Scotia Direct Service Agreement:*	SD					
Review Option:*	Acknowledge No / Confirm No 🔻					
'Mandatory field						

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

Review Recall Need Help?										
Go To: Item Recall File Recall Group Recall View										
Scotia Direct Service Agreement:*	cotia Direct Service Agreement:*									
Review Option:*	Review Option:* Admowledge No / Confirm No 🖛 31487723									
Item: 1										
File Creation Number	Payee/Payor Name	Cross Reference No. /Confirmation No.	Destination Account	Amount	Due Date	Dr/Cr	File Creation Date	Status		
0706	HAPPY BIRTHDAY INC.	EFTUATTEST3	0000000	\$2.01	12/29/2015	Dr	12/29/2015	Complete		
"Mandatory field	Mandatory faid Privacy Legal Security Contact Us									

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".

Home # Reporting Payments Services Administration GICS SUPPORT 008869 Last sign in : Aug 22, 2016 02:56 PM EDT Remote Deposit EFT Trace EFT Recail File Delivery Stop Payments Trace Item So To: Trace History Securita Direct Service Agreement:* Payment Type: Cross Reference Number: If this data element unique, no further info needed Account Number(as per your input file): Numount: Due Date (MM/DD/YYYY): Last sign in : Aug 22, 2016 02:56 PM EDT Contact Co	Scotiabank			Messages Tutorial ∨ideos Help Sign Off ScotiaConnect® Electronic Banking
Remote Deposit FFT Trace File Delivery Stop Payments Frace Item For Trace History So To: Trace History So To: Trace History So To: Trace History Receivables/Debit • Payment Type: Receivables/Debit • File Creation Number:* Payment Type: If this data element unique, no further info needed Account Number: Vendation File Creation Number: Payment Type: If this data element unique, no further info needed Account Number: Vendation Yeld Kanount: Vendation Yeld <	Home # Reporting Payments	Services Administration	GICS SUPPORT 008869	Last sign in : Aug 22, 2016 02:56 PM EDT 📜 🥑
Frace Item Frace Item <th>Remote Deposit EFT Trace EFT Re</th> <th>call File Delivery Stop Payments</th> <th></th> <th></th>	Remote Deposit EFT Trace EFT Re	call File Delivery Stop Payments		
Go To: Trace History Search Scotia Direct Service Agreement:*Please select an Agreement ▼ Payment Type: Receivables/Debit ▼ Payment Type: Receivables/Debit ▼ File Creation Number:* Destination Financial Institution Number:* Cross Reference Number: Image:	Trace Item			Need Help?
Scotia Direct Service Agreement:*Please select an Agreement Payment Type: Receivables/Debit • File Creation Number:* Image: Image	Go To: Trace History			Search
Payment Type: Receivables/Debit File Creation Number:* Cross Reference Number: Image: Cross Reference Number: Destination Financial Institution Number: Cross Reference Number: Image: Cross Reference Number: Account Number: Image: Cross Reference Number: Image: Cross Reference Number: Account Number: Image: Cross Reference Number: Image: Cross Reference Number: Account Number: Image: Cross Reference Number: Image: Cross Reference Number: Account Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Image: Cross Reference Number: Im	Scotia Direct Service Agreement:*	Please select an Agreement	T	
Cross Reference Number: Destination Financial Institution Number: Destination Financial Institution Number: Fransit Number: Account Number(as per your input file): Account Number(as per your input file): Amount: Payee/Payor Name: Image: Comparison of the per your input file): Due Date (MM/DD/YYY): Image: Comparison of the per your field Image: Comparison of the per your input file):	Payment Type:	Receivables/Debit 🔻	File Creation Number:*	
Transit Number: Account Number(as per your input file): Amount: Payee/Payor Name: Due Date (MM/DD/YYY): Item Trace Number(Bank use only):	Cross Reference Number:	if this data element unique,no further info needed	Destination Financial Institution Number:	
Amount: Payee/Payor Name: Due Date (MM/DD/YYY): Item Trace Number(Bank use only): dandatory field	Transit Number:		Account Number(as per your input file):	
Due Date (MM/DD/YYYY): Item Trace Number(Bank use only): Mandatory field	Amount:		Payee/Payor Name:	
Mandatory field	Due Date (MM/DD/YYYY):		Item Trace Number(Bank use only):	
	"Mandatory field			

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			Search
Scotia Direct Service Agreement:*	SD 💌		
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
									Print Cancel
Scotia D	irect Service Agreement:	SD S							
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 EFT	UATNOINVOICE12 0020002200598003470631	002 1800	CAD	\$0.12	11/03/2015	Cr	11/03/2015	[trace] [print]
			Privacy Legal Security Contact Us						



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

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."

Review Trace			Need Help?
Go To: Initiate Trace			View
Agreement Number:*	SD ×		
Review Option:*	Trace Acknowledgement Number 💌	45247848	
*Mendatory field			

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

Review Trace					Need Help?
Go To: Initiate Trace					View
Agreement Number:*	SO				
Review Option:*	Trace Acknowledgement Number 💌	45247848			
Item: 1					
File Creation Number	Payee/Payor Name	Cross Reference	Destination Account	Amount	Due Date Dr/Cr Status
0598	EFT EFT	UATNOINVOICE12	0000515	\$0.1	12 11/03/2015 Cr Pending
*Mandatory field		Privacy Lanal Security Co.	start (is		

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.

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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Need Help?

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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