

ScotiaConnect® Electronic Banking

Integrated Payments: Wire Memos Quick Reference Guide

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Creating Memos

There are 3 types of memos you can create in ScotiaConnect:

Recall: Used when you want to recall a wire. Note: Recalls are done on a 'Best effort' basis, as the receiving bank may have already acted on the instructions.

Query: Used to request clarification/information regarding a wire you have sent.

Freeform: Used when either of the other two memo types does not apply.

To access wire memos in ScotiaConnect, select the 'Integrated Payments' tab from the 'Payments' menu. Next select 'Wire Memo' to open the Wire Memo page.

From the Wire Memo option select Create Memo in the top right corner of the screen:

You will be prompted to select a type of memo. Depending on which of the 3 types you choose, you will be prompted to supply a payment ICN number. This will be visible in the Payment Search once wires have been submitted.

Once the ICN has been loaded, type your message in the space provided and then select continue. Review the memo and select the save button. For non Recall memos the save button is replaced by a Send button and the memo is sent immediately. Recall memos require approval.

Approving and Submitting Recall Memos

Recall memos require approval; this may need to be done by a second user but can also be setup to be done by a single user should that suit your company’s needs.

Search for the memo you wish to approve from the wire memo screen. The status of this memo will be "Entered."

Wire Memo

Details Print

Memo Type: All Types
 Status: All Statuses

Memo Creation Date: Date Range 03/11/2016 to 07/11/2016

Search results Item: 1 - 1 of 1

First Previous Next Last

<input type="checkbox"/>	Memo Creation Date	Memo Reference Number	Memo Type	Original Payment ICN Number	Investigation Case Number	Service Group	Status	Action
<input type="checkbox"/>	04/14/2016	470447	Free Form			N/A	Entered	<input type="button" value="Select Action"/> <ul style="list-style-type: none"> <input type="button" value="Approve"/> <input type="button" value="Delete"/> <input type="button" value="Submit"/> <input type="button" value="Go"/>

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Select the checkbox to indicate which memo you wish to approve. Next, select the approve action and select 'Go' to approve the memo. Once this is complete the memo will appear in "Ready" status. Select the memo then choose the Submit action and select 'Go' to submit it.

Checking for Incoming Memos

If there is an issue with a wire or if there is a response to a memo sent to Scotiabank’s wire processing department, you will receive an incoming memo with instructions or additional information. These memos will show in the message centre until they are viewed.

You can also search for memos on the memo page by selecting the Memo Type "Incoming" then specifying a date range. Select the Memo Reference Number to view its details.

Wire Memo

Details Print

Memo Type: Incoming
 Status: All Statuses

Memo Creation Date: Date Range 04/11/2016 to 07/11/2016

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.