ScotiaConnect® Electronic Banking

Wire Payments
Quick Reference Guide

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Version 1.1

Scotiabank®

Maintaining your Payment Template(s)

- Creating new template(s): Click the 'Add Template' button.
- Update existing templates: Select your template id or any other criteria and click 'Search'. Templates belonging to that group will be displayed. To update the template click on the 'Template ID' blue hyperlink. The template details will be displayed. Update information as necessary and 'Save'.

Note: The following characters cannot be used when entering payment instructions:

+ & * # @ ; ! $ % ^ _ = : < > { } [ ] \

Creating payments using an existing template

- Select 'Search' to display all wire payment templates or enter a template ID, beneficiary name or debit account to narrow the search.
- Select template by clicking on the Template ID blue hyperlink.
- Enter value date (see Cut Off Times in blue hyperlink), amount if applicable and any other optional information and Save.

- If your payment is a cross currency payment and you have selected the 'Get Automated Rate, when pressing save, you will be presented with the currency/foreign exchange rate that will be applied.
- To accept the rate and continue saving your payment, click on the Accept button within 30 seconds. A confirmation Creation Successful message will be displayed.
- To decline the foreign exchange rate, click Cancel to return to the payment template.

Approving, deleting, reviewing or submitting payments

- Entered payments will be listed on the bottom half of the Pending Wire Payments page.
- Payment(s) in '*Entered'* status must be approved by at least one authorized user before they can be submitted to the Bank for processing.
- To submit a payment in '*Ready'* status, click on the 'Sign/Submit' button.
- Follow the prompts until you are asked to enter your ScotiaConnect login (token) password.

Note: If the Execution Date of a transaction is no longer valid, the transaction will be flagged with an Error. You can click on the Reference Number of the transaction to view a complete error message. To return to the Pending Wire Payments page to update the Execution Date, press the Cancel button.

Viewing Historical Wire Information

- You may use the search criteria available to locate historical payment information.
- You can view/print details of an individual wire payment by clicking on the ICN/Reference Number to access the Wire Payment Detail page.

Sending a Memo

Send a Memo   Need Help?

Go To: Memo Summary		Continue
Type of Memo:	-- Please select memo type -- ▾	
Payment ICN Number:		

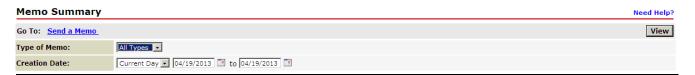- Select the Type of Memo from the drop down list.

Query – used to request information/clarification related to a previous transaction.

Recall – used to request the cancellation of a wire payment transaction.

Free Form – used to send information for which another message type is not applicable.

- Enter a payment ICN and click Continue.

- Enter a message text in the optional Message filed.

- Click on the Send Button – a 'Creation Successful' message will be displayed.

- A reference number will be assigned to our memo indicating it has been received by the bank.

Viewing Outgoing and Incoming Memos

Memo Summary   Need Help?

Go To: Send a Memo		View
Type of Memo:	All Types ▾	
Creation Date:	Current Day ▾ 04/19/2013 📅 to 04/19/2013 📅	

- Select the search criteria to locate a memo and click View. The selected information will be displayed on the lower half of the page.

- To view the details of a wire memo, click on the Memo Reference Number to access the Memo Details page.

- To view the details of the wire payment transaction that a memo is associated with, click on the Original Payment ICN number to access the Wire Payment Detail page.

Note: When an incoming memo is received from the Bank, an alert will be displayed in the Message Centre on the ScotiaConnect home page.

For Further Assistance

Need Help?
On ScotiaConnect, you may use the 'Need Help?' link in order to obtain information about the specific page you are browsing.

Need Help?

Online Customer Support

- You may select the 'Help' menu in the top right corner of your browser and select 'Online Customer Support' – a new window will be displayed and you may type your question.

Messages | Help | Sign Off
🌀 Scotiabank   *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.

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