

# ScotiaConnect® Electronic Banking

## Integrated Payments: Report Descriptions

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## **Scotiabank Integrated Payments: Report Descriptions**

The following is a list and description of reports available for payment reconciliation as part of the **Integrated Payments** service on ScotiaConnect:

### **BNS Standard Acknowledgement Report**

*Accessible by:* download from ScotiaConnect File Delivery, or Host to Host Connection.

*Available within:* 5-10 minutes of a payment input file upload to Scotiabank.

*Function / Description:* Upon transmission of payment input file from your organization to Scotiabank, the acknowledgement report will be available for download via the same method of file transmission as the file upload. The report will provide acknowledgement that the file format has been accepted or rejected for processing. No transaction details are provided.

### **ScotiaConnect Input Validation Report**

*Accessible by:* download from ScotiaConnect File Delivery, or Host to Host Connection.

*Available within:* 10-15 minutes of a payment input file upload to Scotiabank

*Function / Description:* Upon transmission of payment input file from your organization to Scotiabank, the ScotiaConnect Input Validation Report will be available for download via the same method of file transmission as the file upload. The report will provide upfront validation of transactions based on an algorithmic check of the payment routing information (i.e. institution codes / transits). Transactions will show accepted or rejected status. Reasons will be provided for any transactions that have rejected for troubleshooting purposes. **Note:** The validation report will list transactions in the same order as the input file for ease of comparison. When the report is opened, the title at the top of the file will be **“ScotiaConnect Input Validation Report”**. Please be aware of this title difference when comparing to the “Input Validation Report” (see report #9 below).

### **Approval Summary Report**

*Accessible by:* ScotiaConnect message centre

*Available within:* 2-5 minutes of payments being approved on ScotiaConnect

*Function / Description:* Upon approval of payment transactions(s) within ScotiaConnect, the approval summary report will be generated in the message centre. This report will only be viewable by the person who approved the payment transactions.

### **Submit Summary Report**

*Accessible by:* ScotiaConnect message centre

*Available within:* **No sooner than 5 minutes** after payments are submitted on ScotiaConnect. (**Note:** Searching for reports in message centre immediately after a payment is submitted may cause problems with generating the report. Please allow 5 minutes for report to be generated.)

*Function / Description:* Upon submission of payment transactions(s) within ScotiaConnect, the Submit Summary report will be generated in the message centre. This report will only be viewable by the person who submitted the payment transactions.

## Delete Summary Report

*Accessible by:* ScotiaConnect message centre

*Available within:* **No sooner than 5 minutes** after payments are deleted on ScotiaConnect.

(**Note:** Searching for reports in message centre immediately after a payment is submitted may cause problems with generating the report. Please allow 5 minutes for report to be generated.)

**Function / Description:** Upon deletion of payment transactions(s) within ScotiaConnect, the delete summary report will be generated in the message centre. This report will only be viewable by the person who deleted the payment transactions.

## Input Validation Report

*Accessible by:* download from ScotiaConnect File Delivery, or Host to Host Connection.

*Available within:* up to 2 hours after ALL payments within an input file have been successfully administered under integrated payments (submitted and/or deleted) and have been responded to by the host systems.

*Function / Description:* This report provides a final validation of payments based on the input file. When the report has been generated, it means that ALL the transactions in the originating input file have been administered (submitted and/or deleted) on integrated payments. **Note:** This report will not be generated until ALL payments in the original input file have been administered (submitted and/or deleted). When the report is opened, the title at the top of the file will be **“Input Validation Report”**. Please be aware of this title difference when comparing to the “ScotiaConnect Input Validation Report” (see report #2 above).

On ScotiaConnect, a **‘Payments Search’** can be performed (as described under Report#8 below) to confirm whether the payments have been ‘Accepted’ for processing. An ‘Accepted’ payment status confirms the payment has been accepted for processing for the intended due date and a ‘Rejected’ payment status indicates the payment failed final validation hence will not be processed. Clicking on the Payment Cross Reference Number will display the Payment Details page and under the **‘History Information’** section the **‘system message’** will provide the reason for the rejected payment.

## Interim Input Validation Report\*

*Accessible by:* download from ScotiaConnect File Delivery, or Host to Host Connection.

*Available within:* up to 2 hours after payments within an input file have been successfully submitted under integrated payments and have been responded to by the host systems.

*Function / Description:* This report provides a validation of payments for which submission is successfully completed from the original input file. **Note:** Unlike the Input Validation Report (report #6), there is no need to submit ALL payments within the source payment file for this report to be generated. It will be generated each time you submit one or more payments from the file. In addition, once all payments from the source file are submitted, you will still receive an Input Validation Report (#6) which will include all the payments in your Interim Validation Report(s).

\*Available only if your organization subscribes to it.

## Payment Search (under Integrated Payments tab)

Accessible by: ScotiaConnect > Payments > Integrated Payments > Search >

*Function / Description:* This search function provides detailed transaction information on payments previously submitted for processing by the bank. Although the search itself is not a report, the **“Export”** or **‘Report’** functionality at the right of the screen after search results are returned provides the option of generating a report file for view or download.

**Note:** Below is a screen shot of the Payments Search screen and some of the criteria that can be used to narrow your search.

## BNS Standard Returned Item Notification Report

*Accessible by:* download from ScotiaConnect File Delivery, or Host to Host Connection.

*Available within:* several days after the payments have been submitted (length of time is dependent on the clearing / posting time at the beneficiary bank) **OR** within 24 hours of a returned/chargeback payment to the settlement account for a previously originated payments.

*Function / Description:* Possible reason for returned payments could include closed account or change of transit / address / routing information at the beneficiary bank. The first indication of returned payments should be on your account statement. Once a return/chargeback is received in the settlement account, within 24 hours, a Return Item Notification report will be generated to show the details of the return. This report will only be generated if there are returned items.

**Note:** Return item details are also available on ScotiaConnect > Integrated Payments > Payment Search. **(See Report # 8)** To obtain details on returned payments directly on ScotiaConnect, follow below steps:

- a) Perform a payment history search under the **Integrated Payments** tab, **'Payments Search'** menu on ScotiaConnect.
- b) Under **status**, select **"Returned"**.
- c) Input additional filters as required to narrow down your search (i. e. due date).
- d) Once your search results are displayed, click on the **'Payment Cross Reference Number'** to view the payment details. Under the **'History Information'** section, the **'system message'** will provide the details of the **"Returned"** transaction.

## BNS Standard Notice of Change Report

*Accessible by:* download from ScotiaConnect File Delivery, or Host to Host Connection.

*Available within:* several days after a payment file has been submitted (length of time is dependent on the clearing / posting time at the beneficiary bank)

*Function / Description:* The Notice of Change report is generated as an advice to notify the payor of a change in the recipient bank routing information. Receipt of a notice of change will mean that the subject payments in the report have been successfully processed, but that there are changes to the payment routing information which need to be updated in future payments to prevent a payment from being returned in the future. This report will only be generated if there are notices of changes.

**Note:** You may also search for payments with notice of changes under the Payment Search screen:

- a) Perform a payment history search under the **Integrated Payments** tab, **'Payments Search'** menu on ScotiaConnect.
- b) Set the filter for **'Payments with Notice of Change'** to **'With NOC'**.
- c) Input additional filters as required to narrow down your search (i. e. due date).
- d) Once your search results are displayed, click on the **'Payment Cross Reference Number'** to view the payment details. Under the **'History Information'** section, the **'system message'** will provide the details of the notice of change for the transaction.

## For Further Assistance

### Need Help?

On ScotiaConnect, you may use the 'Need Help?' in order to obtain information about the specific menu.

[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.



[Messages](#) | [Tutorial Videos](#) | [Help](#) | [Sign Off](#)

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](mailto: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](mailto:gtbgics.training@scotiabank.com)

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