ScotiaConnect Basic Services
Getting Started Guide

Scotiabank®

BASIC SERVICES

GETTING STARTED

This guide will get you started with using the following ScotiaConnect Basic Services:
1. Account Transfers
2. Bill Payments
3. Alerts
4. Stop Payments

If you are unable to access any of these services, talk to your Super User to make sure your access has been set up correctly. Additional resources that provide more details about basic services are highlighted in the 'For Further Assistance' section at the end of this document.
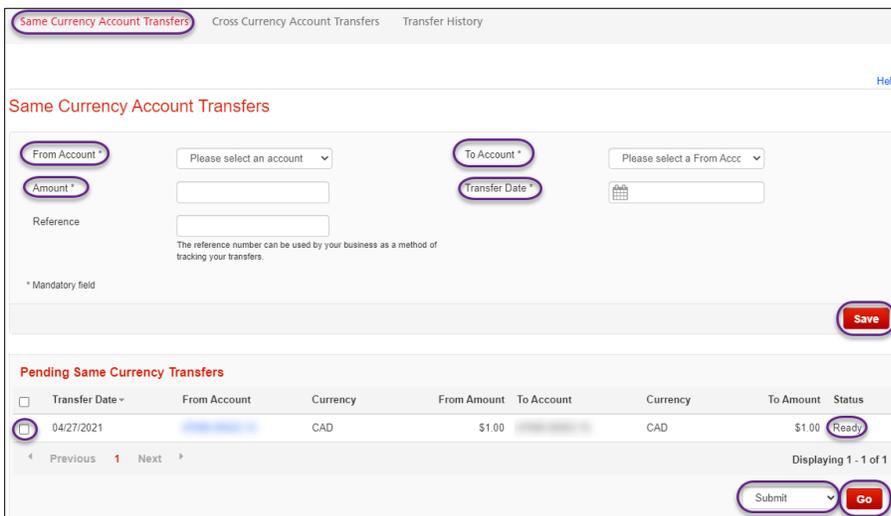
ACCOUNT TRANSFERS

The Account Transfer service allows you to make same currency or foreign exchange transfers (USD) between Canadian domiciled (CAD & USD currency) Scotiabank accounts. To access Account Transfers, click on **Accounts**, then **Transfer between accounts**.
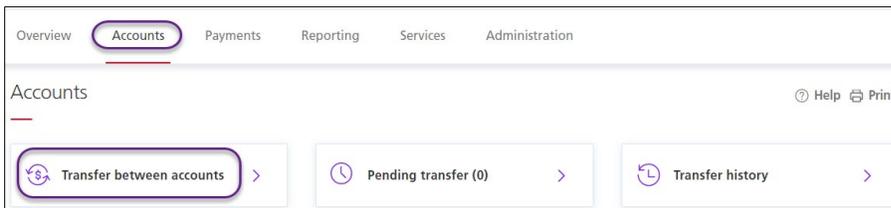
Select one of the two types of transfers, **Same currency** and **Cross currency**. For both types you will indicate the **From Account**, **To Account** and the **Amount**. For same currency transfers, you will also enter the **Transfer Date** as these types of transfers can be future dated. Then click **Save** to create the transfer.
Once you are ready to submit the transfer(s), select the items and choose **Submit** from the action menu. Click **Go** to finish. Only transfers in **Ready** status can be submitted. **Pending** transfers need approval.

- 2 -

For cross currency transfers, the button will say **Get Rate** and you will be able to see what the exchange rate is for this transfer. Click **Submit** to accept the rate and proceed with the transfer.

BILL PAYMENTS

BILL PAYMENT COMPANY SETUP

Allows you to make a bill payment to companies in Canada from a Canadian dollar Scotiabank account. **Bill Payments** are accessed under the **Payments** tab. First, you must set up the Bill Payment Company by clicking **Payee Maintenance** and then the **Add Payment Account** button.

For better search results, leave the **Category** and **Province** as is and enter the **Company Name**. You can use the % symbol as a wild card before or after a word. Then click **Search**. Choose the correct company by clicking **Select**.

Enter the payment account details and then click **Add**. If you are unsure about your account number, please contact the billing company directly to confirm.

PAY A BILL

To create a bill payment using a company already set up, go to the **Bill Payments** tab, choose the **Payment Account** and **From Account**. Enter the **Amount** and the **Payment Date**. Then, click **Create Bill Payment**.

Once you are ready to submit the bill payment(s), select the items and choose **Submit** from the action menu. Click **Go** to finish. Only bill payments in **Ready** status can be submitted. **Pending** transactions need approval.

ALERTS

You can set-up alerts to monitor activities in ScotiaConnect. Alerts can be displayed on the home page or through email. To create a new alert or modify an existing one, click the alerts icon from the top navigation bar and click **Manage my alerts**.
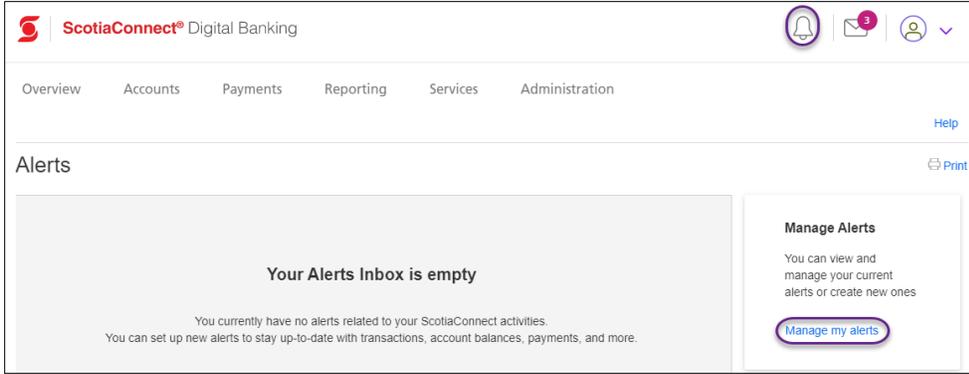
Click the **Add New Alert** button and then in the pop-up window, choose the Category:

- **Balance** will let you setup alerts for a specific balance amount (less than, equal to or greater than). For example, you can create an alert to notify you when any account balance exceeds $10,000.
- **Transaction** will let you set criteria around specific transaction types and amounts. For example, an alert can be created to notify you when an incoming wire over $100 is credited to a specific account.
- **Service** will let you set up alerts related to ScotiaConnect service functions such as Wire and EFT payments. For example, you can set up an alert to notify you when someone creates a wire payment and needs an approval.

Each category requires you to select the **Accounts** you want to set up the alert for using the directional arrows and the **Alert at Amount**. Depending on the category you choose, additional fields will become visible. You also have the option to set up email notifications by checking the **Yes** check box. Click the **Save Alert** button when done.
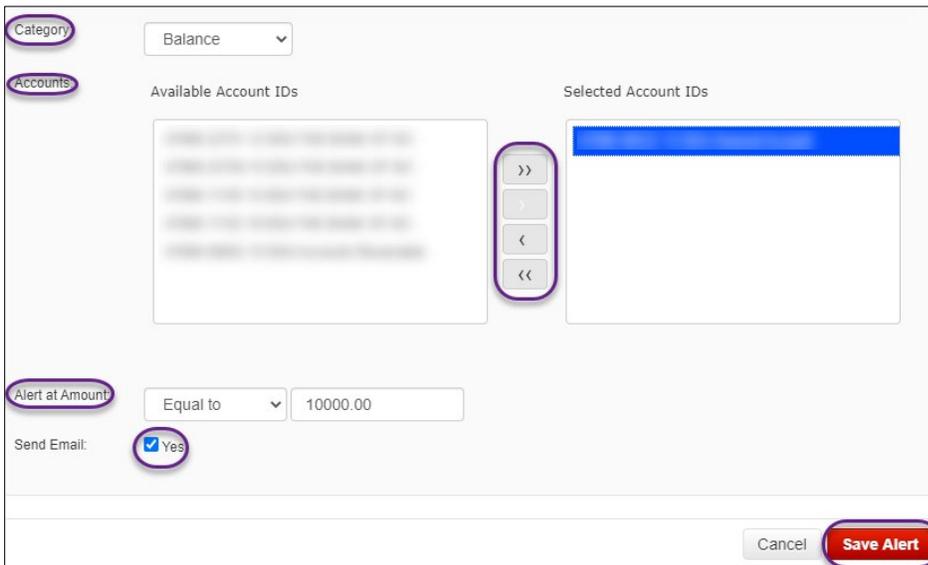
Alerts that you have created will show on the **Manage Alerts** page. You can click on the alert name to edit the alert or put a check mark beside the alert and click **Delete** to remove the alert.
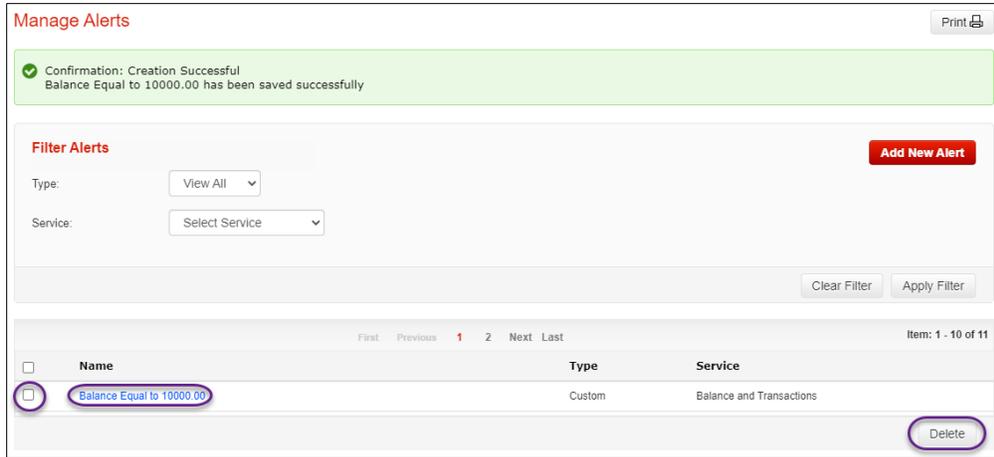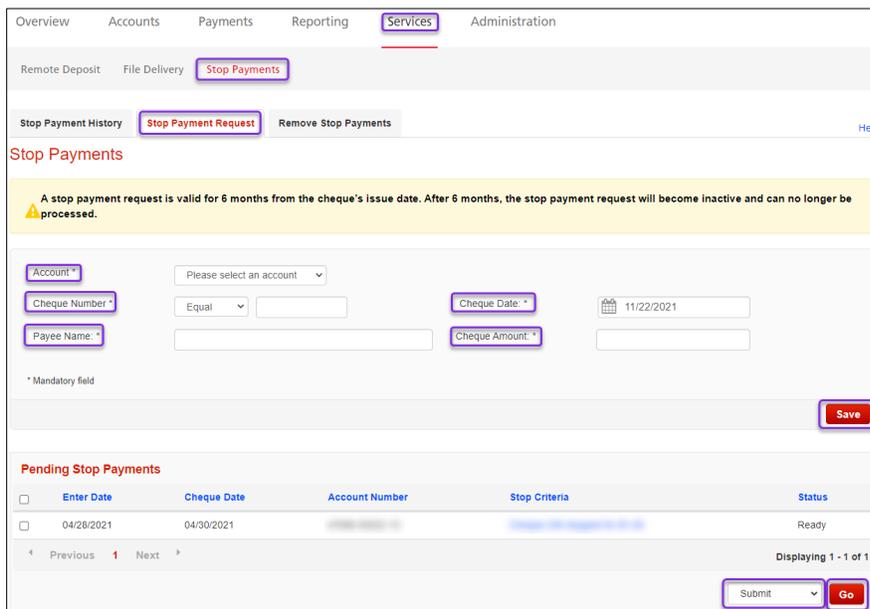
STOP PAYMENTS

Allows you to initiate or remove stop payments before an issued cheque is paid. To create a stop payment, click the **Services** tab followed by **Stop Payments** and select **Stop Payment Request**.

Important Notes: Stop payments for cheques with cheque numbers longer than 8 digits can only be completed at the branch. Please contact your branch to put a stop on cheques with 9 digits and above.

When you request a stop, you must select the account, the cheque number, date, amount, and payee name. If you are stopping a range of cheques, account and cheque number range are all that are required. Once you have entered the information, click **Save**.
To submit the stop payment(s), select the items and choose **Submit** from the action menu.
Click **Go** to finish. Only stop payments in **Ready** status can be submitted. **Pending** stop payments need approval.

To remove stop payments, click Remove Stop Payments from the Stop Payments menu. Choose the account and click Select, then choose the stop payment(s) you would like to remove and click the **Submit** button. Note that you cannot remove a stop payment once a cheque has been stopped.

FOR FURTHER ASSISTANCE

Need more information about ScotiaConnect Basic Services? Our ScotiaConnect Overview Quick Reference Guide provides more details.

Want to see a walkthrough? Our Guided Tutorials on Account Transfers, Bill Payments, Stop Payments and Alerts will show you the steps.

Global Business Payments Technical Helpdesk - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.
- 1-800-265-5613 - Toll-free number within North America
- 1-416-288-4600 - Local Toronto area customers
- 1-800-463-7777 - pour le service en français
- Email: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.

If you have any questions about the content of this guide email us at: **gbp.training@scotiabank.com**

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