

# ScotiaConnect Basic Service Functions

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#### Legal Disclaimer

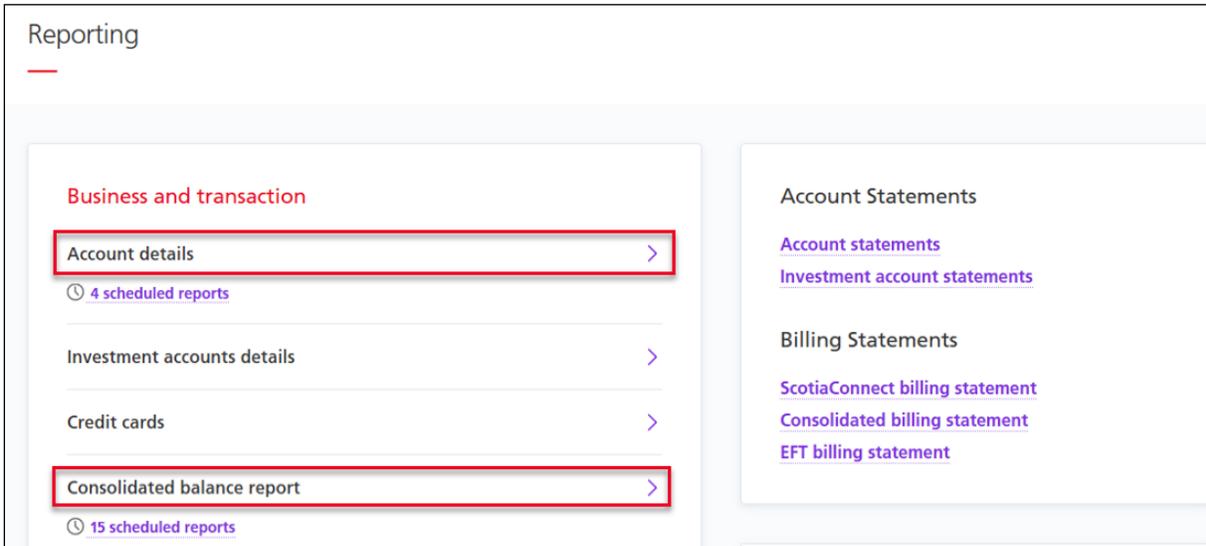
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## GENERATING REPORTS

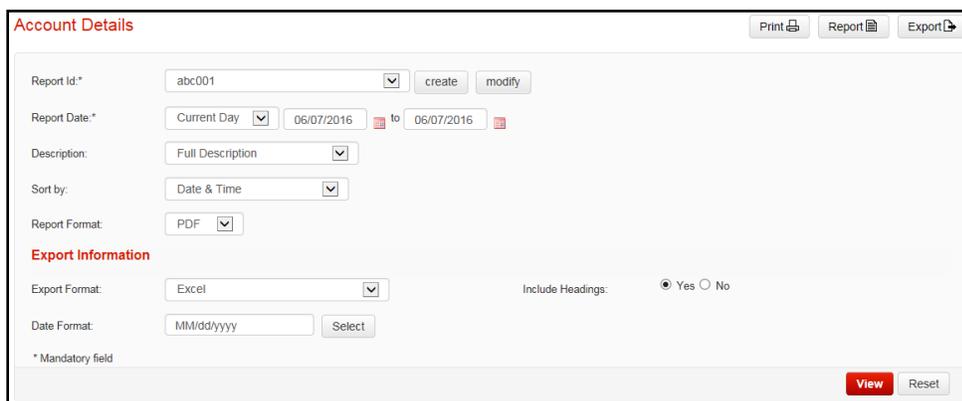
Click the 'Reporting' tab. The reports you see will be based on your user group's entitlements.



We will look at the two most popular reports. Account Details for viewing transactions, and Consolidated Balances for viewing balances.



The **Account Details** Report will let you specify the account, date range, report format and level of detail. Once you've set your report criteria you can either click 'Export', 'Report', 'Print' or 'View'.



**Export:** Will let you export the information into a file based on your export format selection.

**Report:** Creates the report in a separate window based on your report format.

**Print:** Prints the report based on the details you've selected.

**View:** Will show the information on the webpage directly.

The **Consolidated Balance Report** uses similar criteria; however, you cannot export, and it will not allow you to choose a date range as it is only available for a single day.

The screenshot shows a web form titled "Consolidated Balance Report" with the following fields and controls:

- Report Id:** A dropdown menu set to "Standard", with "create" and "modify" buttons next to it.
- Report Date:\*** A dropdown menu set to "Current Day" and a date input field containing "06/07/2016".
- Report Type:** A dropdown menu set to "Basic".
- Report Format:** A dropdown menu set to "PDF".
- A note at the bottom left: "\* Mandatory field".
- Buttons at the top right: "Print" and "Report".
- Buttons at the bottom right: "Reset" and "View".

The accounts included in the Consolidated Balance report are organized by Report IDs, the Standard ID contains all the accounts your user group has assigned to it. You can create other Report IDs using the steps outlined below.

## TRANSACTION SEARCHES

To search for transactions, you will need to go to the 'Reporting' tab.



You will then be able to click on the 'Transactions Search' from the list of available reports.

The screenshot shows the "Reporting" page layout. On the left, under the heading "Business and transaction", there is a list of report categories with right-pointing chevrons:

- Account details >
- 4 scheduled reports
- Investment accounts details >
- Credit cards >
- Consolidated balance report >
- Balance history >
- 20 scheduled reports
- Balance export >
- Transaction search >** (highlighted with a red box)

On the right side of the page, there are sections for "Account Statements" (with links for Account statements and Investment account statements), "Billing Statements" (with links for ScotiaConnect billing statement, Consolidated billing statement, and EFT billing statement), and a "Lockbox" section with a lock icon and an external link icon.

From the Transaction Search screen, you will be able to indicate the search criteria to refine your search, you can use date ranges, transaction type, and amount as criteria. At the bottom of the page you will need to select at least one account to search.

The screenshot shows a search interface with the following elements:

- Date:** A dropdown menu set to 'Current Day' and two date input fields showing '06/07/2016' to '06/07/2016'.
- Amount:** A dropdown menu set to 'All Amounts'.
- Transaction Type:** A dropdown menu set to 'All Transactions'.
- Reference Number:** A dropdown menu set to 'All Numbers'.
- Report Format:** A dropdown menu set to 'PDF'.
- Export Information:** A section with an 'Export Format' dropdown set to 'Excel', an 'Include Headings' radio button set to 'Yes', and a 'Date Format' dropdown set to 'MM/dd/yyyy' with a 'Select' button.
- Accounts Available:** A list of account numbers with a vertical scrollbar.
- Accounts Assigned:\*** An empty box with navigation buttons (left, right, double right, double left).

\* Mandatory field

You have all the same options related to the format of the results as you do with Account Details, you can view, print, export and generate a report with the transaction search.

## ACCOUNT STATEMENTS

To view your monthly account statement, go to the 'Reporting' tab.

The screenshot shows a horizontal navigation menu with the following tabs: Overview, Accounts, Payments, Reporting (highlighted with a red box), Services, and Administration.

Then click 'Account statements'.

The screenshot shows a sidebar menu with the following items:

- Balance and transactions** (with a right-pointing chevron)
- Account details** (with a right-pointing chevron)
- Scheduled (7)** (with a clock icon)
- Investment account details** (with a right-pointing chevron)
- Statements** (with a red box around it)
  - [Account statements](#) (with a red box around it)
  - Billing**
    - [ScotiaConnect billing statement](#)
    - [EFT billing statement](#)

Select your desired 'Statement Month' from the dropdown menu then click 'View'.

The screenshot shows the 'Account Statements' page with the following elements:

- Account Statements** (page title)
- Print** (button with printer icon)
- Statement Month:** A dropdown menu set to 'March 2020' (highlighted with a red box).
- View** (button, highlighted with a red box)

Note: Statements are available going back to 24 months. If you need statements older than 24 months, please contact your branch.

Your available statements will be listed at the bottom of the page. Choose the type of statement(s) you wish to download and click the 'Download' hyperlink. If you want to download multiple account statements, select the statements and click 'Export All'.

Account Statements | Cheque Image Statements

Download the periodical account statements with all the transactions details, Service charges statements and Interest credit statements for your accounts.

Account		Cycle		Statements				Last Downloaded	Action
Number	Name	Start Date	End Date	Account	Service Charges	Interest	All		
		02/28/2020	03/31/2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	05/28/2020 10:14:57	<a href="#">Download</a>
		02/28/2020	03/31/2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	05/28/2020 10:14:57	<a href="#">Download</a>
		02/28/2020	03/31/2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	05/28/2020 10:14:58	<a href="#">Download</a>
		02/28/2020	03/31/2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	05/28/2020 10:14:57	<a href="#">Download</a>

[Export All](#)

**IMPORTANT:** Reports generated from this screen are your official account statements and are subject to the terms and conditions of your Scotiabank Financial Services Agreement.  
Interest Charge Statements are available only for Business savings accounts and not for regular DDA accounts.

Depending on their size, the statements will be available for pick up from the message centre which is located at the upper right side of the page, or will download directly using your browser's settings.

ScotiaConnect® Digital Banking

Overview | Accounts | Payments | Reporting | Services | Administration

In the 'Message Centre' page, click 'Account Statements' under the 'Message' column to open the account statements that were exported.

Message Centre Help

Search

Message Type:  Status:

[View](#)

Type	Message	Date/Time(EST)	Priority	Status	Status By	Status Date
Messages	<a href="#">Account Statements</a>	05/28/2020 12:19	High	Viewed	-	-
Messages	<a href="#">Account Statements</a>	05/28/2020 12:19	High	Viewed	-	-
Messages	<a href="#">Account Statements</a>	05/28/2020 12:19	High	Viewed	-	-

If you subscribe to cheque image statements, go to the 'Cheque Image Statements' tab and click 'Download' to view copies of cheques that cleared for that month.

Account Statements **Cheque Image Statements**

This statement combines the images of all cleared cheques for the selected accounts for the specified statement period.

Account		Cycle		Action
Number	Name	Start Date	End Date	
		02/28/2020	03/31/2020	<b>Download</b>
		02/28/2020	03/31/2020	Download
		02/28/2020	03/31/2020	Download
		02/28/2020	03/31/2020	Download

**IMPORTANT:** Reports generated from this screen are your official account statements and are subject to the terms and conditions of your Scotiabank Financial Services Agreement.

### STOP PAYMENTS

To create a Stop Payment, click the 'Services' tab followed by 'Stop Payments' and select 'Stop Payment Request'.

Overview Accounts Payments Reporting **Services** Administration

Stop Payments

Stop Payment History **Stop Payment Request** Remove Stop Payments

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 serial number range are all that are required. Once you have entered the information click 'Save'.

Account \*

Cheque Number \*

Cheque Date: \*

Payee Name: \*

Cheque Amount: \*

\* Mandatory field

**Save**

Once it is saved you still need to submit it. Select 'Submit' from the action menu near the bottom right of the screen and click 'Go' to proceed.

Select Action **Go**

- Select Action
- Approve
- Delete
- Submit**

The 'Remove Stop Payments' tab allows you to delete a stop you've placed to allow the cheque to be processed. Start by selecting 'Remove Stop Payments' from the 'Stop Payments' menu.



Next, select the account to proceed. Select the Stop Payments you would like to remove and click the 'Submit' button.

The interface shows a dropdown menu for 'Account \*' with a 'Select' button. Below is a table titled 'Stop Payments for Removal' with columns: Select, Enter Date, Cheque Date, Account Number, Stop Criteria, and Status. There are three rows of stop payments listed. At the bottom right is a 'Submit' button.

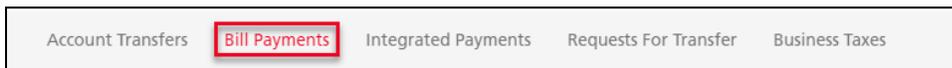
Select	Enter Date	Cheque Date	Account Number	Stop Criteria	Status
<input type="checkbox"/>	06/07/2016	04/12/2016	*****-****-11	Cheque19 stopped for \$18.90	Accepted
<input type="checkbox"/>	06/07/2016	04/12/2016	*****-****-11	Cheque10 stopped for \$16.50	Accepted
<input type="checkbox"/>	06/07/2016	04/11/2016	*****-****-11	Cheque15 stopped for \$12.30	Accepted

'Stop Payment History' will allow you to view the historical activity related to Stop Payments as far back as your ScotiaConnect history retention.

The interface shows a navigation bar with 'Stop Payment History', 'Stop Payment Request', and 'Remove Stop Payments'. The 'Stop Payment History' tab is highlighted. Below is a form with 'Account \*' (dropdown), 'Report Date \*' (calendar), and a 'Report' button.

## BILL PAYMENTS

Bill Payments are accessed under the Payments tab.



First, you must setup the Bill Payment company. Under the Bill Payments menu select 'Payee Maintenance'. All your existing Bill Payment companies will be listed. To add a new one, click the 'Add Payment Account' button on the right.

The interface shows a navigation bar with 'Bill Payments', 'One Time', 'History', 'Payee Maintenance', and 'Bill Payment Import'. The 'Payee Maintenance' tab is highlighted. Below is a section titled 'Existing Payment Accounts' with an 'Add Payment Account' button on the right.

You will then be given a search window to search for the company.

The screenshot shows a web form titled "Bill Payment Company Search" with a "Print" icon in the top right. Under the "Details" section, there are three input fields: "Category:" with a dropdown menu set to "All Categories", "Province:" with a dropdown menu set to "All Provinces", and "Company Name:" with an empty text box. A red "Search" button is located at the bottom right of the form.

When you are searching you can use the ‘%’ symbol as a wild card before or after a word to broaden your search parameters. Once you’ve found the company you’re looking for you can click the link on the right that says ‘Select.’

This screenshot shows the same search form as above, but with the "Company Name:" field containing "%Scotia%". The "Search" button is now red and active. Below the form, there is a pagination bar with "First", "Previous", "1", "2", "3", "Next", and "Last" buttons, and "Item: 1 - 20 of 48". A table with two columns, "Company Name" and "Action", is displayed. The first row shows a company name (partially obscured) and a "[Select]" link. A red arrow points to this "[Select]" link.

Next, enter the payment account provided by that company and click the ‘Add’ button to save the company.

The screenshot shows a web form titled "Add Payment Account" with a "Print" icon in the top right. Under the "Details" section, there are four input fields: "Payment Company:" with a dropdown menu showing "SCOTIA TELECOMMUNICATIONS", "Company Short Name:\*" with a dropdown menu showing "SCOTIA TELECOMMUNICATIONS", "Payment Account:\*" with a text box containing "1234567", and "Additional Information:" with a text box containing "My Bill Payment". A note at the bottom left says "\* Mandatory field". At the bottom right, there are "Add" and "Cancel" buttons.

To create a Bill Payment using an existing company, click on the 'Bill Payments' tab.

The screenshot shows the 'New Bill Payment' form with the following fields: Payment Account\* (dropdown menu), From Account\* (dropdown menu), Amount\* (text input), Payment Date\* (calendar icon showing 09/10/2018), and Comments (text input). A red button labeled 'Create Bill Payment' is located at the bottom right. A note at the bottom left states '\* Mandatory field'.

From this page you can select your Payment Account, your debit account, the amount and the payment date for the item. Once you've filled in all the details, click 'Create Bill Payment'. If there is no approval required, you will have the option to submit the payment immediately after creating it.

The dialog box titled 'Submitting Bill Payment' contains an information icon and the text: 'You can submit this bill payment totaling \$6.66 now or later. If you choose to submit it later, it will be added to Pending Bill Payments.' Below this is a summary table:

Payment Account:	A&B COURIER SERVICE 57986	From Account:	717870001317 - CHILD71787
Amount:	\$6.66	Comments:	
Payment Date:	09/10/2018	Status:	Ready

At the bottom are two buttons: 'Submit Later' and 'Submit Now'.

If an approval is required, or if you choose to Submit Later, your payment will be displayed at the bottom of the Bill Payments tab in the Pending Bill Payments section.

You will be able to select the Bill Payments you'd like to approve, delete or submit by putting a checkmark in the checkbox to the left of the payment and then choose the appropriate option from the 'Select Action' dropdown.

The screenshot shows the 'Pending Bill Payments' section with a table of payments:

Entered Date	Payee	From Account	Amount	Status
09/10/2018	A&B COURIER SERVICE 57986	CHILD71787	\$4.44	Ready
09/10/2018	A&B COURIER SERVICE 57986	CHILD71787	\$8.88	Ready
09/10/2018	A&B COURIER SERVICE 57986	CHILD71787	\$9.99	Ready

Below the table, there is a 'Records per page' dropdown set to 25, and a 'Showing: 1 - 3 of 3' indicator. A 'Select Action' dropdown menu is open, showing options: Approve, Delete, Submit.

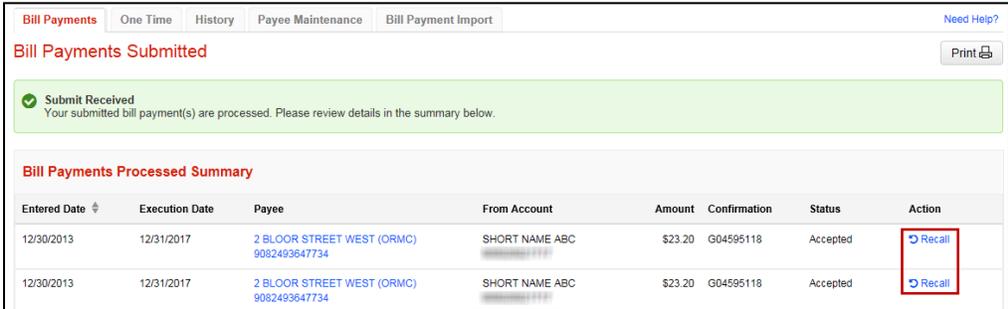
Once you click 'Go' you will see a popup message asking you to confirm the action.



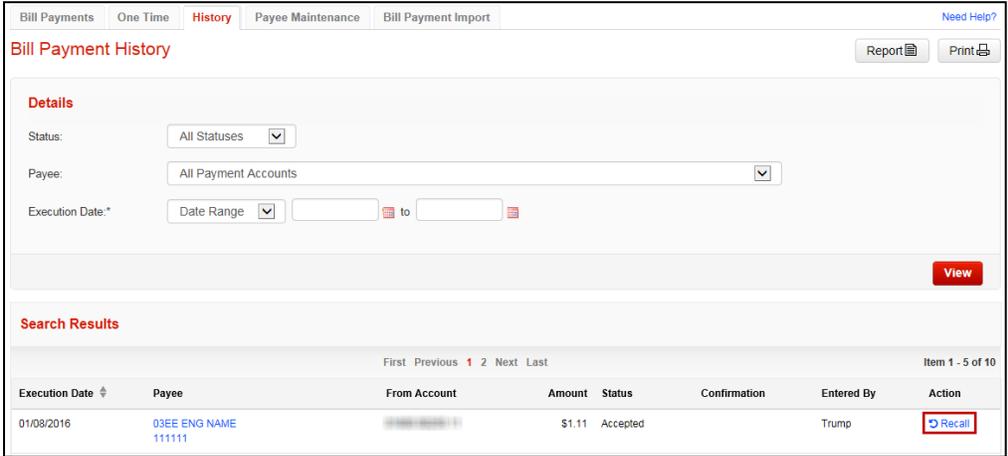
You can use the Bill Payment History to view details related to bill payments that have been submitted. This will provide you with the status of the bill payment.

### SAME-DAY BILL PAYMENT RECALLS

You can recall Bill Payments that have submitted up until 8pm EST on the day of submission (please contact the Helpdesk for Bill Payments made outside this timeframe). Recalls can either be done directly after submitting:

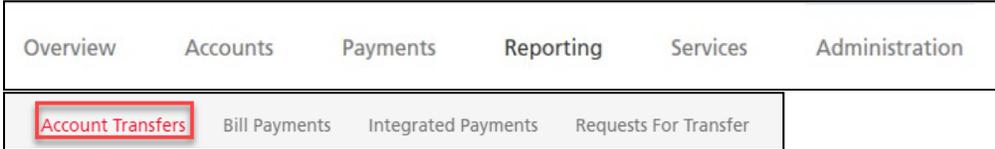


Or from the History tab:



# ACCOUNT TRANSFERS

To access Account Transfers, click on 'Payments' then 'Account Transfers'.



There are 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 date as these types of transfers can be future dated.

The screenshot shows the 'Same Currency Account Transfers' form. It includes fields for 'From Account \*', 'To Account \*', 'Amount \*' (with value 1.00), and 'Transfer Date \*' (with value 06/07/2016). There is also a 'Reference' field with the value 1231221. A note below the reference field states: 'The reference number can be used by your business as a method of tracking your transfers.' A 'Save' button is located at the bottom right of the form.

You will then need to click 'Save' to create the transfer. Note that 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.

Once you are ready to submit the transfer(s), select the items and choose 'Submit' from the action menu. Click 'Go' to finish. Note that only transfers in 'Ready' status can be submitted. If the transfer is in 'Pending' status, another user will need to approve it from the action menu at the bottom right corner of the screen.

The screenshot shows a table titled 'Pending Same Currency Transfers'. The table has columns for Transfer Date, From Account, Currency, From Amount, To Account, Currency, To Amount, and Status. A single row is visible with a transfer date of 08/02/2017, From Account 0000-0000-00, Currency CAD, From Amount \$100.00, To Account 0000-0000-00, Currency CAD, To Amount \$100.00, and Status Ready. An action menu is open over the 'Ready' status, showing options: Select Action, Approve, Delete, Submit, and Select Action. A 'Go' button is located at the bottom right of the table.

Transfer Date	From Account	Currency	From Amount	To Account	Currency	To Amount	Status
08/02/2017	0000-0000-00	CAD	\$100.00	0000-0000-00	CAD	\$100.00	Ready

You can use the Transfer History to view a record of your previously created transfers.

Transfers can also be made into and out of your Investment Accounts. This table breaks down the eligibility of the account types

Transfer Capabilities on ScotiaConnect*				
IP (Investment Platform) Product	From	To	Segment	Future Dated Capability
IP Cash (GIC)	DDA Accounts	IP Cash Account (GIC)	All	YES
	IP Cash (GIC)	DDA Account	All	NO
Crowd Deposit	DDA	Crowd Deposit Account	Small Business	NO
	Crowd Deposit Account	DDA Account	Small Business	NO
Trust Sub Account (Funeral Homes)	DDA Account	Trust Sub Account Plan - Beneficiary Account only	Commercial	YES
	Trust Plan Account (Commission Cash Account)	DDA Account	Commercial	YES
Trust Sub Account (Lawyers)	DDA Account	Trust Sub Account - Beneficiary Account only	Commercial/Corporate	NO
	Trust Sub Account - Beneficiary Account	DDA Account	Commercial/Corporate	NO
	Trust Plan Account (Commission Cash Account)	DDA Account	Commercial/Corporate	YES
Notice Plans	DDA	Notice Plan	Commercial/Corporate	NO

\*Please note that transferred funds must be in the same currency (ex. CAD – CAD or USD – USD).

## FOR FURTHER ASSISTANCE

### Need Help?

In the footer of any page in ScotiaConnect, you will find a 'Help Center' link.



Clicking that link will take you to a resource page with documents, videos, webinars and guided tutorials. There is also a knowledge base of Frequently Asked Questions.

**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](mailto: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](mailto:gbp.training@scotiabank.com)

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