

Lockbox - Alerts & Exceptions

Quick Reference Guide

ADDING ALERTS	2
MODIFYING ALERTS.....	3
VIEWING ALERTS.....	3
EXCEPTIONS	4
EXCEPTION TYPES	5
CONTACT US	6

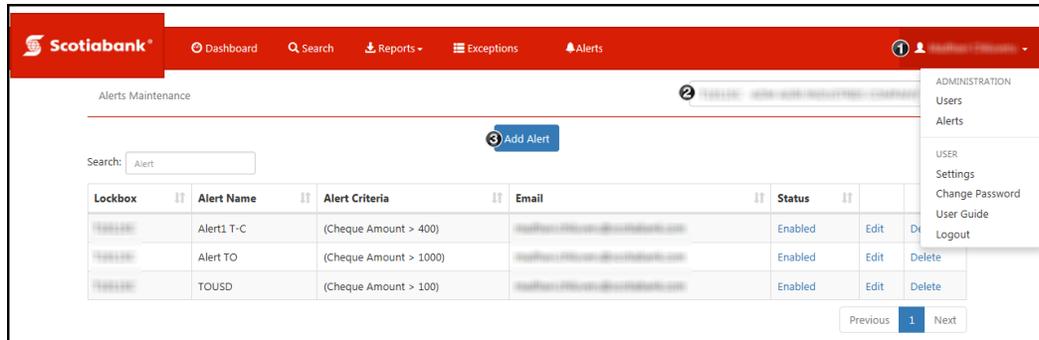
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ADDING ALERTS

Alerts are an optional feature that can be used to notify you when certain events relating to your Lockbox service occur. For example, an alert could be created to notify you when a cheque over \$10,000 is deposited to your lockbox.

Note: Only users with access to the alerts feature can complete these steps. Alerts must be setup in the 'Alerts Maintenance' page as shown below. If your company does not subscribe to this feature, please speak to your Scotiabank Representative.



- ① Mouse over your name at the top right of the screen then click '**Alerts**' under the administration section of the menu.
- ② Select a lockbox from the dropdown menu. The alert will be associated to that lockbox only.
- ③ Click '**Add Alert**'

Next, fill in the fields to create the alert:

① **Name:** Note that you will not see the alert criteria details when an alert is triggered, you will only see the name of the alert. For this reason it is important to use a name that will allow you to identify the alert. For example, "Chq over 10K".

② **Work Type:**

Work Type	Financial	Non-Financial	Post Date
Contains	-Cheques -Invoices	-Envelopes -Supporting documents	-Post Dated Cheques -Post Dated Invoices

③ **Criteria:** Set the criteria that will trigger the alert. The list will vary depending on the work type you choose above.

④ Click **'Add'** to finish.

MODIFYING ALERTS

To modify an existing alert, you must search for it on the 'Alerts Maintenance' page.

Lockbox	Alert Name	Alert Criteria	Email	Status	
1588158	Alert1 T-C	(Cheque Amount > 400)	scotiabank@scotiabank.com	Enabled	Edit Delete
1588158	Alert TO	(Cheque Amount > 1000)	scotiabank@scotiabank.com	Enabled	Edit Delete
1588158	TOUSD	(Cheque Amount > 100)	scotiabank@scotiabank.com	Enabled	Edit Delete

① Mouse over your name at the top right of the screen then click 'Alerts' under the administration section of the menu.

② Select a lockbox from the dropdown menu. The alerts associated with that lockbox will be listed.

Once you have the list of alerts, the following actions will be displayed.

③ **Enabled:** Clicking the 'Enabled' link will change the alert's status to 'Disabled.' Disabled alerts will be deactivated. A disabled alert can be reactivated by clicking on the 'Disabled' link.

④ **Edit:** Editing the alert will allow you to only change the name of the alert. If you need to change any of the other alert criteria you must delete and add a new alert.

⑤ **Delete:** This option will delete the alert.

VIEWING ALERTS

When an alert is triggered you will receive an email notification with the alert's name and your lockbox number. To view the details of an alert, click the **'Alerts'** tab at the top of the page.

All the triggered alerts will be listed on this page. Click **'View Transaction'** to see the item associated with that alert:

The screenshot shows the Scotiabank Alerts page. The top navigation bar includes 'Dashboard', 'Search', 'Reports', 'Exceptions' (with a blue icon), and 'Alerts' (with a blue icon). The main content area is titled 'Synchronic Logics / Alerts' and has a search box. Below is a table with the following data:

Alert Name	Business Date	Lockbox Number	Type	
Alert V-U-1	4/6/2017	7023	Financial	View Transaction
TOUSD	4/6/2017	7023	Financial	View Transaction
Alert1 T-C	4/6/2017	7023	Financial	View Transaction
Alert1 T-C	4/6/2017	7023	Financial	View Transaction
Alert TO	4/6/2017	7023	Financial	View Transaction

The screenshot shows a cheque and its corresponding invoice summary. The cheque is from METRO COMPANY, Inc. for \$725.71, dated 06/04/17. The invoice summary below shows a net amount of \$725.71 for company LBX: fa.

Record Type	Tran Num.	Transit Number	Cheque Account	Cheque Serial	Cheque Amount	Seq No.	Cheque Date
Cheque	2	00000000	5159098761	7023	\$725.71	2	4/20/2017

Record Type	Tran Num.	Record # W/ Sequence	Inv#	Net Amount	Customer Number	Invoice Number	Credit Amount
Invoice	2	1	5159098761	\$725.71			

Please Note: Clicking the 'View Transaction' link only shows the item that triggered the alert, not the criteria that triggered it. To view the criteria, you will need to look at the details of the alert in administration as outlined in the [Modifying Alerts](#) section of this guide.

It is recommended that you name your alerts so that you can easily define the criteria. For example, '**Chq over 10k**' could be used for an alert generated when cheques over \$10,000 are deposited.

EXCEPTIONS

Exceptions are items that have encountered issues which prevented them from clearing. You have until 4pm ET to review and accept the item to ensure that it will be deposited that night; otherwise it will continue to be held. A cheque can be held for up to 6 months at which time it will become stale dated and be rejected automatically. To see a list of exception types please see the [next section](#). If you have access to this feature you will see an '**Exceptions**' link in the top menu. The number of outstanding exceptions will be displayed within a blue icon.

Once you click on the '**Exceptions**' link you will see a list of lockboxes and the exception count for each. Click on the lockbox number to open its exceptions. Review the item and choose whether you want to '**Accept**' or '**Reject**' the item.

EXCEPTION TYPES

Unbalance Transaction/Cheque Amount does not Balance to Invoice Amount: Lockbox instructions indicate that invoice and cheque amounts should balance. Invoice and Cheque amounts do not balance.

Cheque Digit Failure/Invalid Account/Invalid Invoice: Item does not conform to Lockbox processing instructions.

Important: This exception type will require you to correct the invoice prior to being able to accept the item. Click the 'Invoice' link on the left side of the page and type in the correct information in the fields provided. If you do not correct the invoice details it will remain outstanding.

Cheque Only/With No Invoice: Transaction presented without invoice information and lockbox instructions indicate that Invoice # is a mandatory field.

Unacceptable Payee: The Payee information on the cheque does not match any acceptable payees on file for the lockbox.

Remittance Shows Credit Balance: The total Cheque amount is less than the total Invoice amount

Post Dated Cheques outside of range: Issue date of the cheque is outside the range indicated in the processing instructions

Paid in Full: Processing instructions indicate that cheques with "Paid In Full" notations should be directed to the Exceptions queue for Customer review/decisioning.

CONTACT US

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 gbp.training@scotiabank.com

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