

ScotiaConnect® Digital Banking

ScotiaConnect Integrated Payments Payment Statuses Quick Reference Guide


Payment Status Definitions.....	2
Examples of Payment Status Flows	3
For Further Assistance	3

Payment Status Definitions

Status	Definition
Entered/Pending	Payment has been created however requires one or more approvals before it can be submitted
Approval 1	Payment that requires more than one approval has been approved by one user
Approval 2	Payment that requires more than two approvals has been approved by two users
Ready	Payment is ready to be submitted. If no approvals are required, this is the status of a payment immediately after it is created. For a payment that requires approval, this is the status after all approvals are complete
Submitted	This is a temporary status shown only for a few seconds after a payment is submitted.
In Progress	Temporary status for a wire payment that has been submitted but not yet accepted for processing. This status is displayed for a very short period of time (usually a few seconds)
Sent	Payment has been submitted to the Bank for processing. This status will be shown for several minutes while a payment is being validated. Once validation is complete the payment will change to either accepted or rejected. For wire payments, 'Sent' is the final status shown after the payment has been submitted.
Accepted	Payment has been submitted to the Bank for processing (all payments except for wire payments)
Rejected	Wire payment has been rejected by the Bank
Returned	Payment has been returned (does not apply to wire payments) by the receiving financial institution
Deleted	Payment has been deleted by a user before it was submitted
Failed	Payment imported into ScotiaConnect via the Online Payment Control or History services has failed due to missing or incorrect information. This status does not apply to payments created within ScotiaConnect
Disabled	Payment has been disabled by a user – disabled payments cannot be submitted or changed until they are enabled
Enabled	Payment that was previously disabled has been enabled by a user. The payment will return to its previous status before it was disabled and can now be processed
Future Dated	Wire payment has been submitted to be processed on a future date
Cancelled	Future dated wire payment has been cancelled before the processing date


Examples of Payment Status Flows

Without Approval:



EFT/IAT/EDI (No Approval)	Ready	Submitted	Sent	Accepted /Rejected
Wire (No Approval)	Ready	Submitted	In Progress	Sent

With Approvals:



EFT/IAT/EDI (3 Approvals)	Entered	Approval 1	Approval 2	Ready	Submitted	Sent	Accepted /Rejected
Wire (2 Approvals)	Entered	Approval 1	Ready	In Progress	Submitted	Sent	

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. 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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