

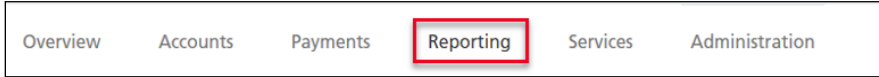
# ScotiaConnect Digital Banking

## **ScotiaConnect Basic Service Functions Quick Reference Guide**

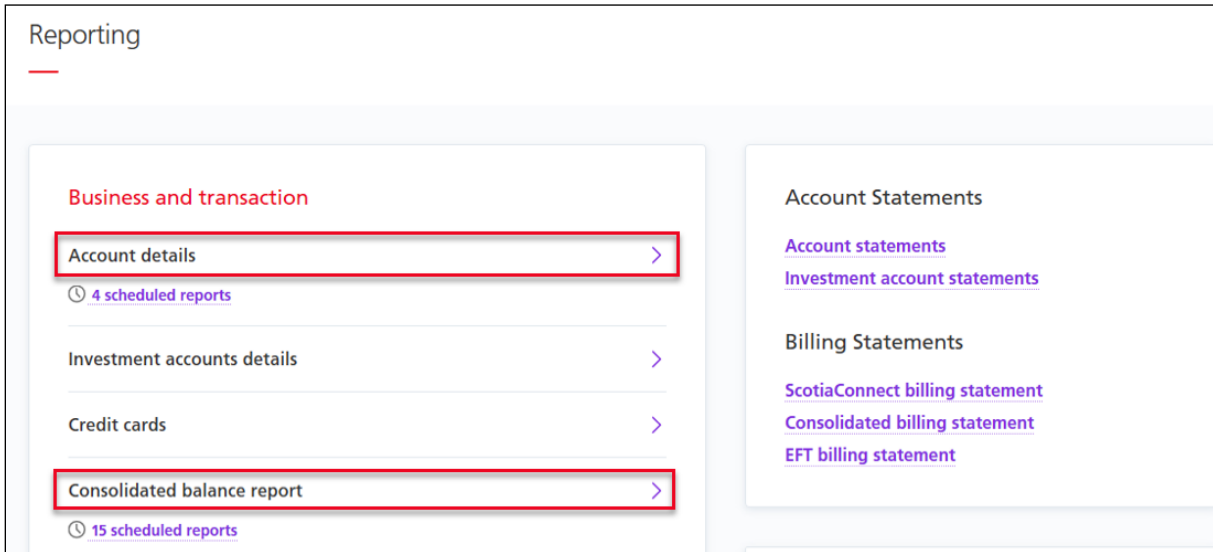
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# Generating Reports

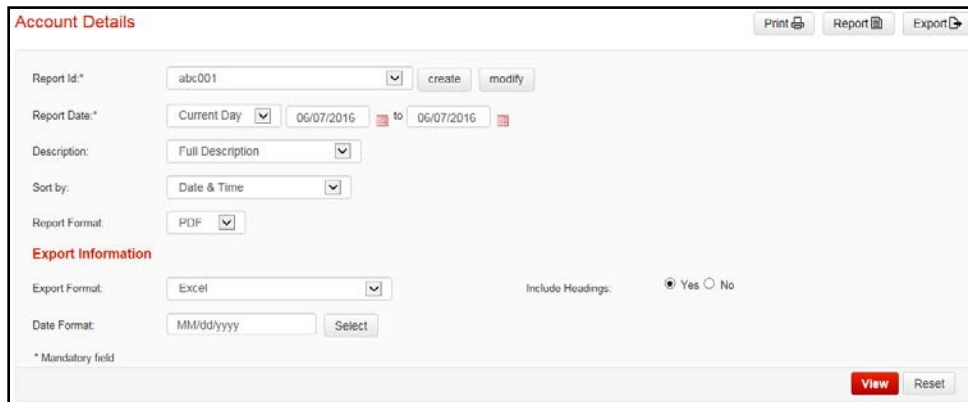
Click the 'Reporting' tab. The reports you see will be based on your user group's entitlements.



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.

**Consolidated Balance Report** Print Report

Report Id: Standard

Report Date : \* Current Day 06/07/2016

Report Type: Basic

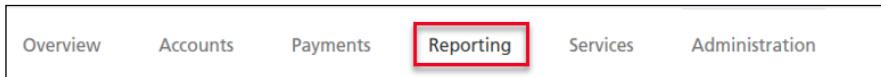
Report Format: PDF

\* Mandatory field

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.

**Business and transaction**

- Account details >   
 ⌚ 4 scheduled reports
- Investment accounts details >
- Credit cards >
- Consolidated balance report >
- Balance history >   
 ⌚ 20 scheduled reports
- Balance export >
- Transaction search >**
- Transaction export >

Account Statements

- [Account statements](#)
- [Investment account statements](#)

Billing Statements

- [ScotiaConnect billing statement](#)
- [Consolidated billing statement](#)
- [EFT billing statement](#)

Lockbox

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 a date range from 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:**
  - Export Format:** A dropdown menu set to 'Excel'.
  - Include Headings:** Radio buttons for 'Yes' (selected) and 'No'.
  - Date Format:** A dropdown menu set to 'MM/dd/yyyy' and a 'Select' button.
- Accounts Available:** A list of account numbers with a scrollbar.
- Accounts Assigned:\*** An empty box for selecting accounts, with navigation buttons (left, right, up, down).
- Buttons:** 'View' and 'Reset' buttons at the bottom right.

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.

## Stop Payments

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

The screenshot shows a navigation menu with the following structure:

- Overview
- Accounts
- Payments
- Reporting
- Services
- Administration

Under the 'Services' tab, there is a sub-menu with the following options:

- Remote Deposit
- EFT Trace
- EFT Recall
- GICs
- Stop Payments

Under the 'Stop Payments' sub-menu, there are three buttons:

- Stop Payment History
- Stop Payment Request (highlighted with a red box)
- Remove Stop Payments

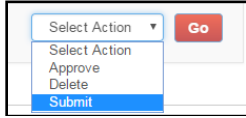
When you request a stop, you must select the account, the serial number, date, amount, and payee name. If you are stopping a range of cheques, account and serial number range are all that are required. Once you have entered the information click 'Save'.

The screenshot shows a form for requesting a stop payment with the following fields:

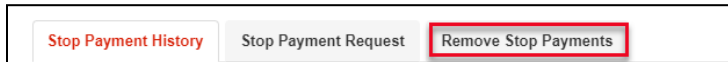
- Account \***: A dropdown menu with the text 'Please select an account'.
- Serial Number \***: A dropdown menu set to 'Equal' and an input field.
- Cheque Date: \***: A date picker set to 08/02/2017.
- Payee Name: \***: An input field.
- Cheque Amount: \***: An input field.

A warning message at the top reads: "WARNING: Stop payment requests can only be honoured up to the stale date of a cheque. After a cheque has become stale dated, stop payments can neither be applied nor honoured. 6 months from issue date of cheque." A red arrow points to the 'Save' button at the bottom right.

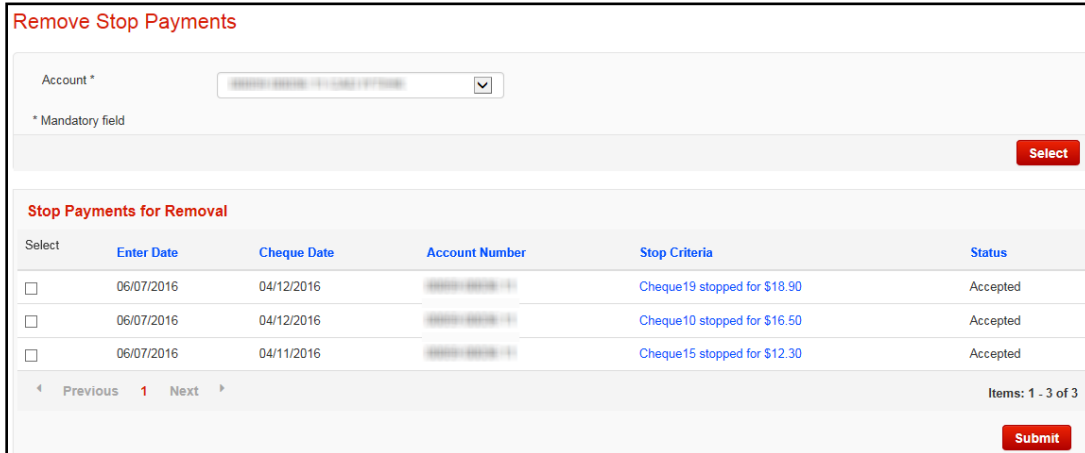
Once it is saved you still need to submit it. Select 'Submit' from the action menu near the bottom right of the screen and click 'Go' to proceed.



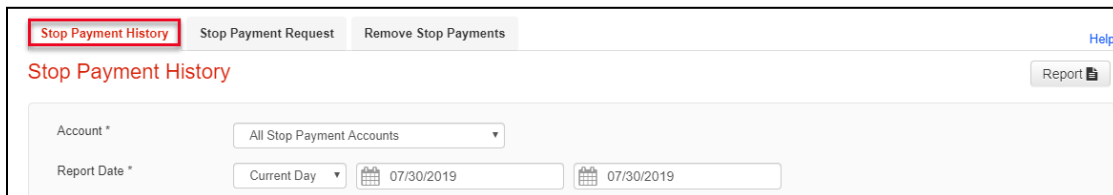
The 'Remove Stop Payments' tab allows you to delete a stop you've placed to allow the cheque to be processed. Start by selecting 'Remove Stop Payments' from the 'Stop Payments' menu.



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



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

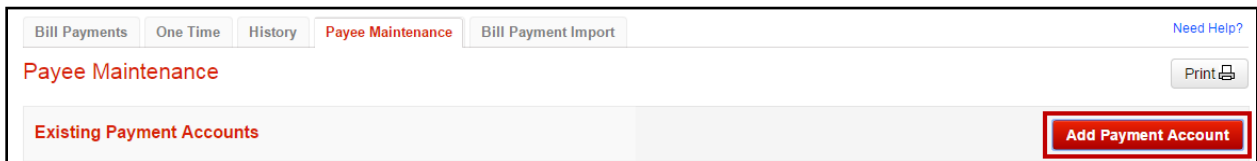


# Bill Payments

Bill Payments are accessed under the Payments tab.



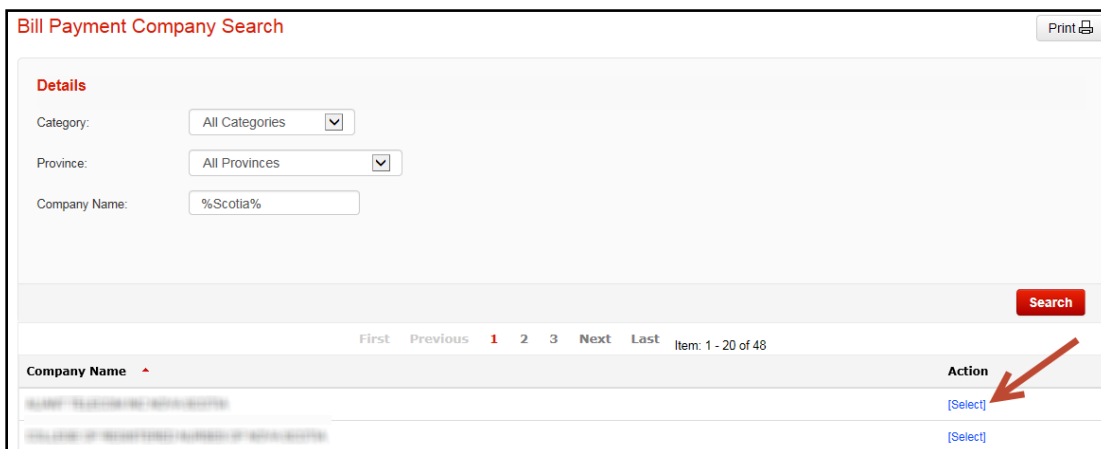
First, you must setup the Bill Payment company. Under the Bill Payments menu select 'Payee Maintenance'. All your existing Bill Payment companies will be listed. To add a new one, click the 'Add Payment Account' button on the right.



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



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'.



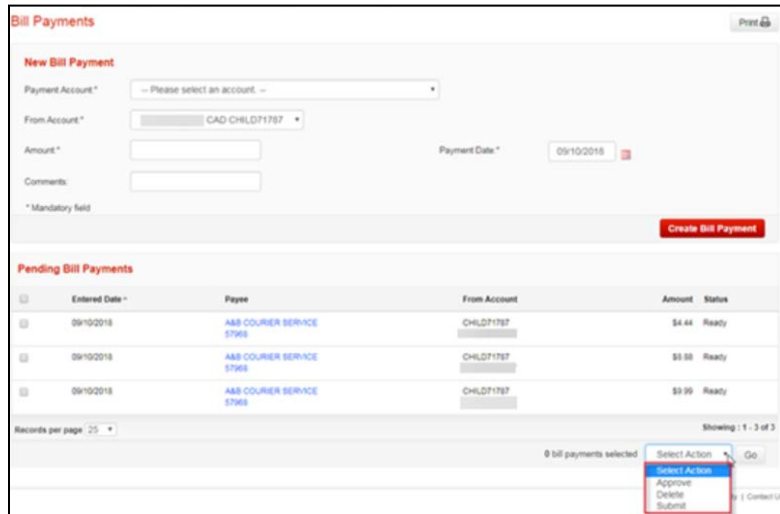
Next, enter the payment account provided by that company and click the 'Add' button to save the company.

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

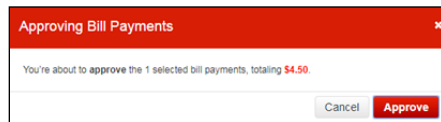
From this page you can select your Payment Account, your debit account, the amount and the payment date for the item. Once you've filled in all the details, click 'Create Bill Payment'. If there is no approval required, you will have the option to submit the payment immediately after creating it.

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.



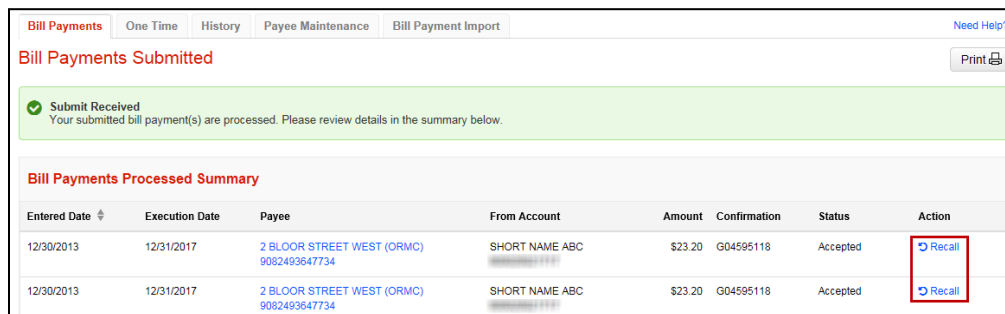
Once you click 'Go' you will see a popup message asking you to confirm the action.



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:

**Bill Payment History**

Report Print

**Details**

Status: All Statuses

Payee: All Payment Accounts

Execution Date: Date Range to

View

**Search Results**

First Previous 1 2 Next Last Item 1 - 5 of 10

Execution Date	Payee	From Account	Amount	Status	Confirmation	Entered By	Action
01/08/2016	03EE ENG NAME 111111		\$1.11	Accepted		Trump	Recall

## Account Transfers

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

Overview Accounts Payments Reporting Services Administration

Account Transfers Bill Payments Integrated Payments Requests For Transfer

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.

Same Currency Account Transfers Cross Currency Account Transfers Transfer History Need Help?

**Same Currency Account Transfers**

From Account \* To Account \*

Amount \* 1.00 Transfer Date \* 06/07/2016

Reference 1231221

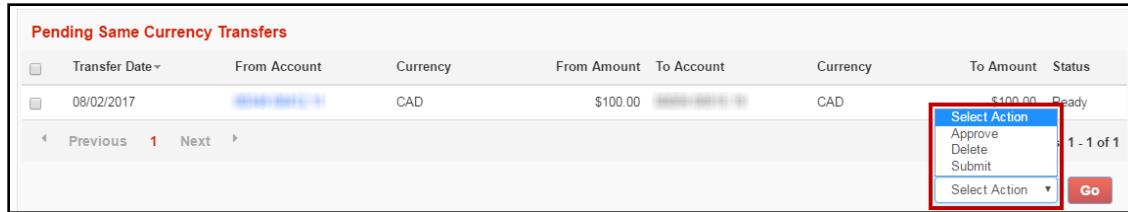
The reference number can be used by your business as a method of tracking your transfers.

\* Mandatory field

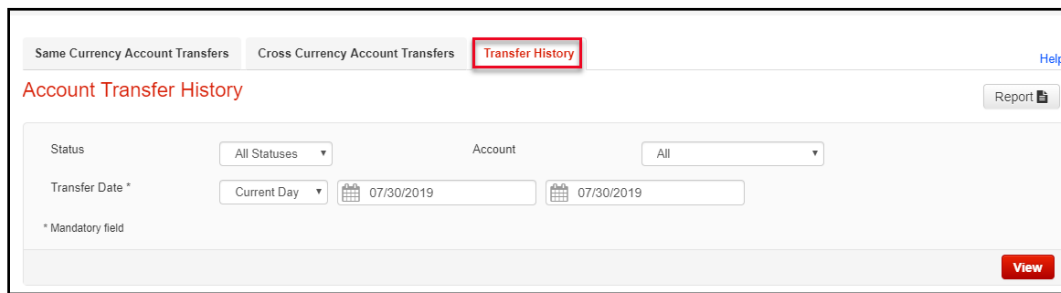
Save

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.



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.
- To book product training, please send an email to [gbp.training@scotiabank.com](mailto:gbp.training@scotiabank.com)

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