

# Wire Payment Tracker

Quick Reference Guide

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## TRACKING WIRE PAYMENTS

Using the wire tracking tool in ScotiaConnect, you can track wire payments made within the last 124 days. To begin go to Payments > Integrated Payments > Payment Search.

Enter the details for the payment you would like to track and click ‘Search’. Your results will display at the bottom of the page and you will be able to click ‘Track Now’ to see the tracking details for that payment.

Value Date	Recipient	Reference No.	Debit Account	Amount	Currency	Service Group	Status
03/02/2018	Customer B Inc.	CA170907000054		\$90,000.00	CAD		Completed → <a href="#">Track Now</a>

From the Tacking details page, you will be able to see:

1. The status of the payment and the time that status change took place.
2. The **total time** between when the payment was initiated and the last update that took place.
3. The **Unique End-to-end Tracking Number (UETR)**.
4. The name and details of the **Originating Bank** as well as the name of the sender and the amount sent. You will also be able to see the date and time the payment was initiated.
5. The **Intermediary Bank** details. Note that there may be more than one intermediary bank.
6. The **Recipient Bank** details including the name of the recipient, the amount received and the information about the bank.
7. The **Payment Summary** which outlines the sender, transaction and recipient details.

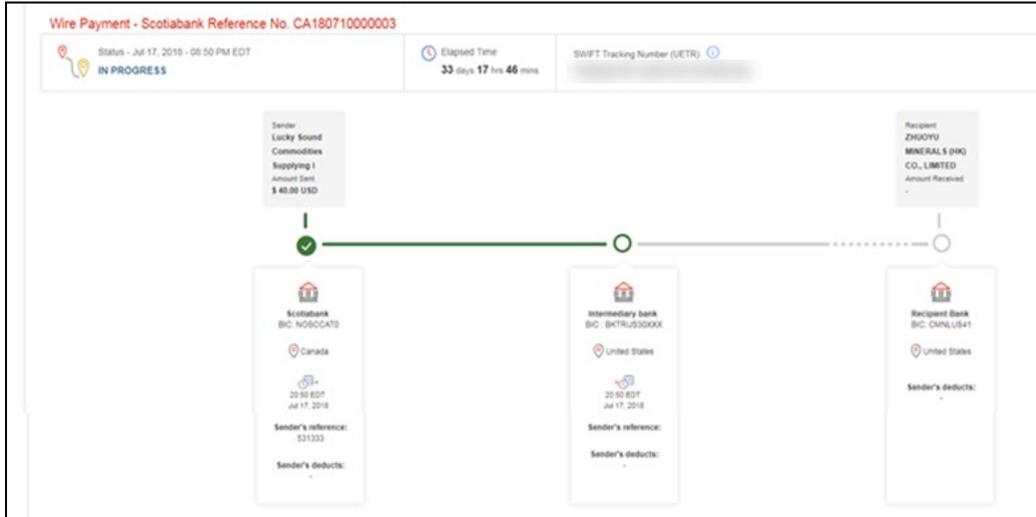
The screenshot displays the wire payment tracking details for a completed transaction on March 02, 2018, at 05:30 PM ET. The final status is 'COMPLETED' and the total time taken is 03 hours and 10 minutes. The SWIFT Tracking Number (UETR) is provided. The flow is as follows:

- 1. Final Status:** Mar 02, 2018 - 05:30 PM ET, COMPLETED.
- 2. Total Time:** 03 hrs 10 mins.
- 3. SWIFT Tracking Number (UETR):** [Redacted]
- 4. Originating Bank:** Scotiabank (BIC: NOSCCAT), Canada, initiated at 10:00 ET on Mar 02, 2018. Sender: Customer A Inc., Amount Sent: \$90,000.00 USD.
- 5. Intermediary Bank:** Intermediary Bank, United States, received at 12:15 ET and sent at 12:30 ET on Mar 02, 2018.
- 6. Recipient Bank:** DBS Bank (BIC: DBSSAEAD), UAE, received at 14:30 ET on Mar 03, 2018. Recipient: Customer B Inc., Amount Received: [Redacted].
- 7. Payment Summary Table:**

SENDER DETAILS	TRANSACTION DETAILS		RECIPIENT DETAILS
Sender Customer A Inc.	Amount Sent \$90,000.00 USD	Recipient Received \$89,980.00 USD	Recipient Customer B Inc.
Account [Redacted]	Value Date Mar 02, 2018		Account [Redacted]

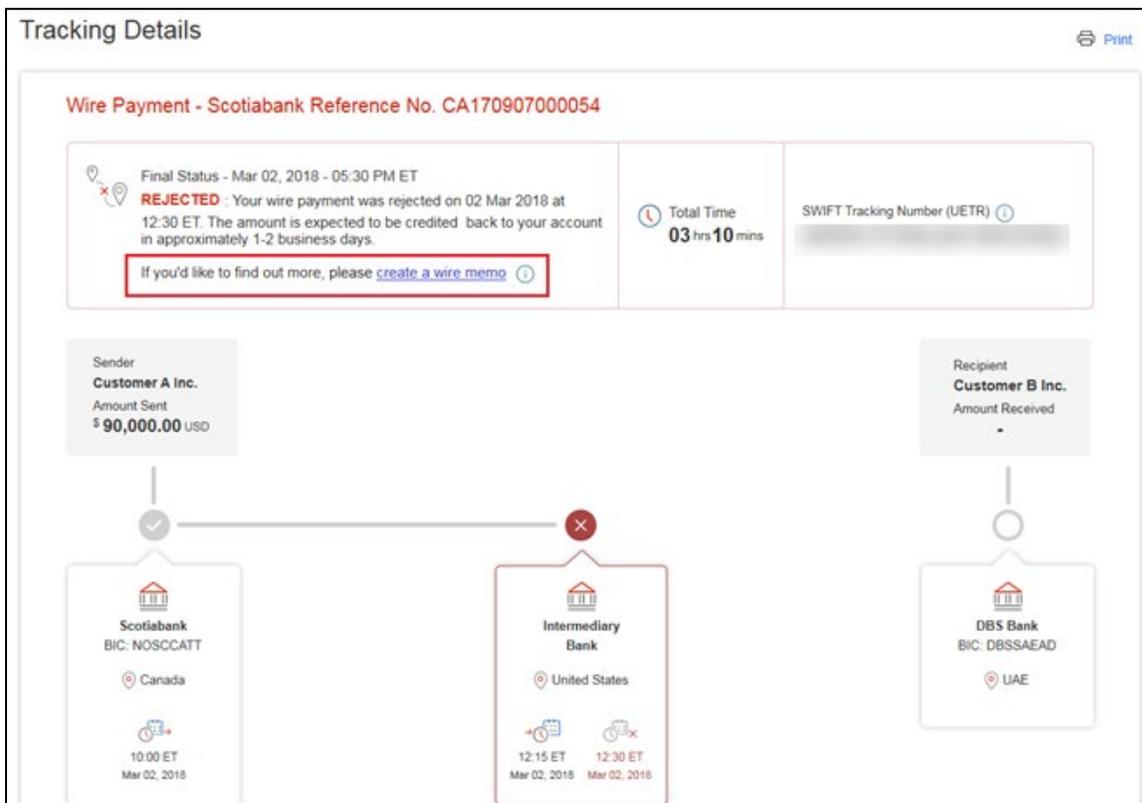
## IN PROGRESS PAYMENTS

If a payment is still in progress, the line will be green up to what has been completed and the rest of the line will be grey.



## REJECTED PAYMENTS

If you have a wire in Rejected status, you will have the option to create a wire memo directly from the Tracking Details page.



Clicking the 'create a wire memo' link will automatically import the wire details into the Create Memo page. This will allow you to get more information as to why the wire was rejected.

## 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 contents of this guide, please email us at [gbp.training@scotiabank.com](mailto:gbp.training@scotiabank.com)

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