

ScotiaConnect Traces & Recalls

Quick Reference Guide

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BEFORE YOU BEGIN

Before proceeding, you must ensure that you have the necessary information for recalling or tracing an EFT payment. To recall or trace a payment, you will need, at minimum, the payment **File Creation Number (also known as internal control number)**, the **Agreement ID** (always starts with SD) and the payment **Cross Reference Number**. If you do not know this information you can obtain it by doing a Payment Search in ScotiaConnect and opening the details of the payment:

EFT Payment Details		Print	Report
Payment Details			
Payment Type	EFT	Payment Currency	CAD
Amount	\$1.00	Debit/Credit	Cr
Due Date	04/23/2019	Trace Number	
Payment / Cross Reference Number	1		
CPA Code	453 BILL PAYMENT ERROR CORRECTION		
Originator Details			
Settlement Account		Service Group	Default SG
Agreement ID	SD3528000220	Currency	CAD
Institution	002	Transit	87122
Long Name	BIG CORPORATE	Short Name	BIG CORPORATE
Chargeback Institution	002	Chargeback Transit	87122
Chargeback Account		Chargeback Currency	CAD
Originator			
Recipient Information			
Recipient Name	Joe2	Vendor Number	
Recipient ID	A_G_G2	Address 2	Unit1
Address 1	2201 Eglinton Ave	Country	
City	City/Mine	Province / State	BC
Postal / Zip Code	M1M1M1		
Recipient Bank Information			
Recipient Institution	002	Recipient Transit	01800
Recipient Account	00316 15		
Optional Payment Information (will accompany payment)			
Sundry Information			
Customer Use Only (will not accompany payment)			
Internal Memo			
Recipient Name		Phone Number	
Recipient Email		Fax Number	
Batch Information			
File Name		File ID	
Batch ID		Originating Reference Number	
History Information			
Reference Number	518733	ICN	0123
Created From Template	temp cpa test	Template Pre-approved Amount	\$0.00
Received NOC			
System Message			

Recalls:

Recall of a single payment, group of payments, or an entire file of payments can only be initiated while the payment is still within the control of the EFT system. Once the system has released the payment(s) for posting to Scotiabank accounts or to other financial institutions the payment cannot be recalled. The time, within which a recall can be initiated is governed by a combination of the payment(s) due date, the input lead-time provided and the Canadian Payments Association (CPA) mandated inter-financial institution EFT exchange times.

Reversals:

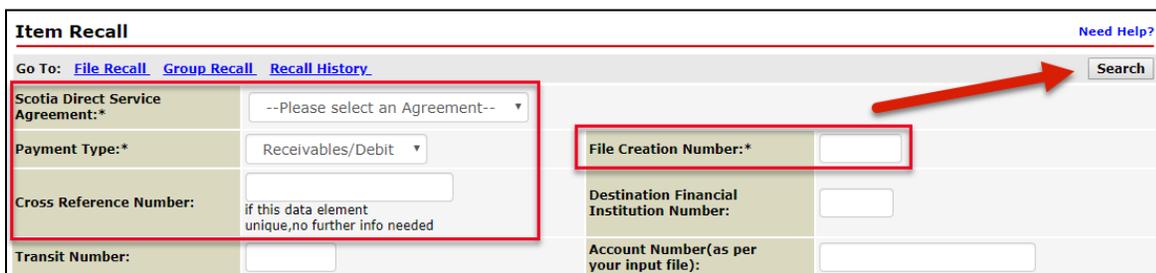
Reversal of a single payment, group of payments, or an entire file of payments can be initiated if the payment(s) cannot be recalled (has already been released for processing by the EFT system) **and** in accordance with CPA Rules, the reversal is initiated within three (3) business days of the original payment(s) due date. There is no finality with a reversal transaction. You should have the authorization of the intended recipient prior to initiating a reversal transaction. The recipient of the original payment, which will have been posted to their account, may have already instructed their financial institution to return it, which will result in them also initiating return of your reversal item.

RECALLING A SINGLE PAYMENT

To recall an EFT payment, go to ‘Services’ then ‘EFT Recall’ and select ‘Item Recall’.



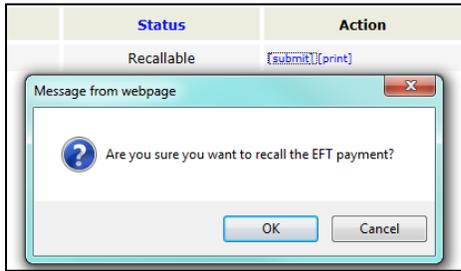
Next enter the Agreement ID, Payment Type (Credit/Debit), Cross Reference Number and File Creation Number, then click Search to continue.



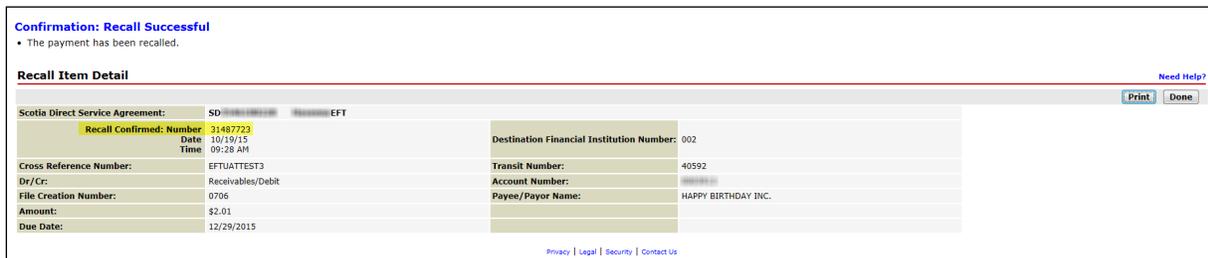
The status of the payment must be ‘Recallable’ or ‘Reversible’. If the status is ‘Non-Actionable’ the payment cannot be recalled.



To complete the recall, select 'Submit' under the Action column:



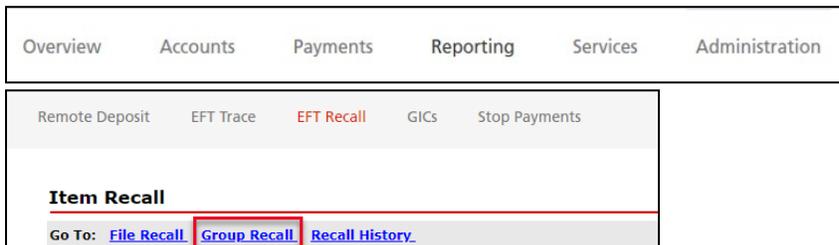
The confirmation screen will display whether the payment was successfully recalled or, if not, an error message to explain why it failed. Note the confirmation number as you will need this to check the status or follow up on the recall in the future.



To view the status of a recall after it is done, you can visit the 'Recall History' from the recall menu. Recalling a Group of Payments

RECALLING A GROUP OF PAYMENTS

To recall a Group of EFT payments, go to 'Services' then 'EFT Recall' and select 'Group Recall'.



Next enter the Agreement ID, File Creation Number, and at least one of: Date range, amount range, or cross reference number range. Then click Search to continue.

RECALLING AN ENTIRE FILE

To recall an entire EFT file, select the 'Services' tab. You will be automatically taken to the 'File Recall' page.

The screenshot shows the ScotiaConnect navigation menu with the following tabs: Overview, Accounts, Payments, Reporting, Services, and Administration. The 'Services' tab is selected. Below the main menu, there is a sub-menu with options: Remote Deposit, EFT Trace, EFT Recall (highlighted in red), GICs, and Stop Payments. Under the 'EFT Recall' section, there is a sub-section titled 'Item Recall' with a 'Go To:' menu containing three options: 'File Recall' (highlighted with a red box), 'Group Recall', and 'Recall History'.

Note: This is only applicable if you are sending EFT payment files. If you are creating and submitting your payments online in ScotiaConnect, please use the item or group recall functions.

To begin enter the file details and click 'Search'.

The screenshot shows the 'File Recall' search form. At the top, there are navigation links: 'Item Recall', 'Group Recall', and 'Recall History'. A 'Search' button is located on the right. The form includes a dropdown menu for 'Scotia Direct Service Agreement:' and a text input field for 'File Creation Number:' with the value '0702'. A 'Search' button is at the bottom right. At the bottom of the form, there are links for 'Privacy', 'Legal', 'Security', and 'Contact Us'.

The status of the file must be 'Recallable' or 'Reversible'. If the status is 'Non-Actionable' the file cannot be recalled. In this case, the file must be reversed. Select the 'Reverse' button to complete the request.

The screenshot shows the 'Recall File Details' confirmation screen. At the top, there is a message: 'File Reversible Only' and a note: 'The selected file can only be reversed. Please press the Reverse button to initiate the reversal operation.' Below this, there are buttons for 'Reverse', 'Print', and 'Done'. The form includes a dropdown menu for 'Scotia Direct Service Agreement:' and a table with the following data:

Recall Confirmed: Number	Time	Date	File Creation Number:	File Creation Date:	Total Credit Amount:	Total Debit Amount:
0702			0702	12/24/2015	\$0.01	\$0.00
Total Items on File:			1			

At the bottom of the form, there are links for 'Privacy', 'Legal', 'Security', and 'Contact Us'.

The confirmation screen will display whether the file was successfully recalled/reversed or, if not, an error message to explain why it failed. Note the confirmation number as you will need this to check the status or follow up on the recall in the future.

The screenshot shows the 'Reverse File Details' confirmation screen. At the top, there is a message: 'Confirmation: File Reversal Successful' and a note: 'The file has been reversed.' Below this, there are buttons for 'Print' and 'Done'. The form includes a dropdown menu for 'Scotia Direct Service Agreement:' and a table with the following data:

Recall Confirmed: Number	Time	Date	File Creation Number:	File Creation Date:	Total Credit Amount:	Total Debit Amount:
5072634	09:24 AM	10/19/15	0702	12/24/2015	\$0.01	\$0.00
Total Items on File:			1			

At the bottom of the form, there are links for 'Privacy', 'Legal', 'Security', and 'Contact Us'.

To view the status of a recall after it is done, you can visit the 'Recall History' from the recall menu.

RECALL HISTORY

To view the status of a recall, go to 'Services' then 'EFT Recall' and select 'Recall History'.

Select your agreement ID and choose the review option you wish to use for your search. For a specific item, choose 'Acknowledge No / Confirmation No.'

You will be able to review the recall details by selecting the Cross Reference/Confirmation Number link:

File Creation Number	Payee/Payor Name	Cross Reference No. /Confirmation No.	Destination Account	Amount	Due Date	Dr/Cr	File Creation Date	Status
0706	HAPPY BIRTHDAY INC.	BFTUATTEST		\$2.01	12/29/2015	Dr	12/29/2015	Complete

TRACING A PAYMENT

To trace an EFT payment, select 'Services' then 'EFT Trace'.

Next enter the details of the payment. In this example, only the mandatory fields are populated: Agreement ID, Payment Type (Credit/Debit), Cross Reference Number and File Creation Number. Click Search to continue.

Select your agreement ID and choose the review option you wish to use for your search. For a specific item, choose 'Trace Acknowledge Number.'

You will be able to review the trace details by selecting the Cross Reference Number link:

Item: 1	File Creation Number	Payee/Payor Name	Cross Reference	Destination Account	Amount	Due Date	Dr/Cr	Status
	0598	EFT	UATNDDV0CE11	0000515	\$0.12	11/03/2015	Cr	Pending

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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