

Sending Wire Memos

Quick Reference Guide

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CREATING MEMOS

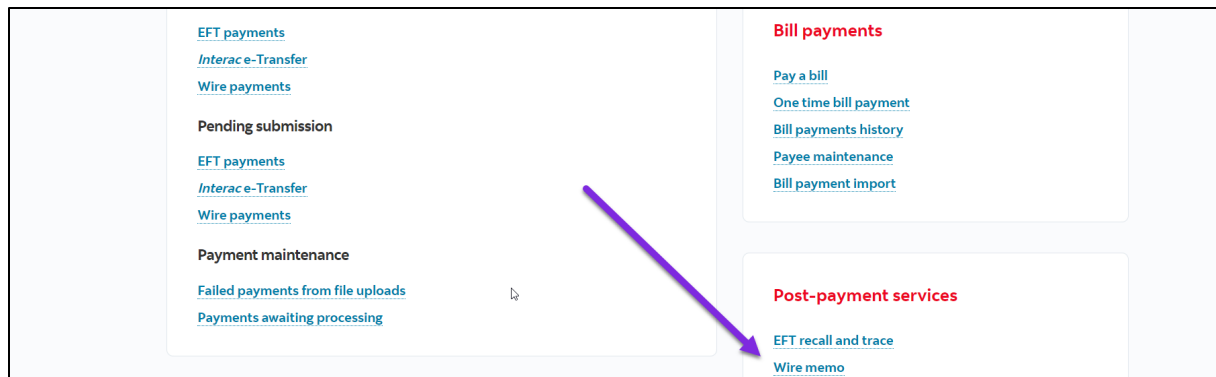
There are 3 types of memos you can create in ScotiaConnect:

Recall: Used when you want to recall a wire. Note: Recalls are done on a 'Best effort' basis, as the receiving bank may have already acted on the instructions.

Query: Used to request clarification/information regarding a wire you have sent.

Freeform: Used when either of the other two memo types does not apply.

To begin go to 'Payments' and select 'Wire Memo'. Next, select 'Create Memo'.



You will be prompted to select a type of memo. Depending on which of the 3 types you choose, you will be prompted to supply a payment ICN number. This will be visible in the Payment Search once wires have been submitted.

 A screenshot of the 'Memo Details' form. The form has a header 'Memo Details' in red. Below the header, there are two rows. The first row has 'Type of Memo*' with a dropdown menu showing 'Recall' and a checkmark, and 'Destination' with the text 'Global Wholesale Service - Money Transfer Operations'. The second row has 'Payment ICN Number *' with a text input field and a 'Load Payment Details' button. Below these rows is a 'Message' section with a text area and a note 'Message can have up to 700 characters'. At the bottom left, there is a note '* Mandatory field'. At the bottom right, there are two buttons: 'Continue' (red) and 'Cancel' (grey).

Once the ICN has been loaded, type your message in the space provided and then select continue. Review the memo and select the save button. For non Recall memos the save button is replaced by a Send button and the memo is sent immediately. Recall memos require approval.

APPROVING AND SUBMITTING RECALL MEMOS

Recall memos may require approval; this may need to be done by a second user but can also be setup to be done by a single user should that suit your company's needs.

Search for the memo you wish to approve from the wire memo screen. The status of this memo will be "Entered."

Wire Memo Print

Details Create Memo

Memo Type: All Types Status: All Statuses

Memo Creation Date: Date Range 03/11/2016 to 07/11/2016

Search Reset

Search results First Previous Next Last Item: 1 - 1 of 1

<input type="checkbox"/>	Memo Creation Date	Memo Reference Number	Memo Type	Original Payment ICN Number	Investigation Case Number	Service Group	Status	Action
<input type="checkbox"/>	04/14/2016	470447	Free Form			N/A	Entered	<div> <div>Select Action</div> <div>Approve</div> <div>Delete</div> <div>Submit</div> </div>

Go

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Select the checkbox to indicate which memo you wish to approve. Next, select the approve action and select 'Go' to approve the memo. Once this is complete the memo will appear in "Ready" status. Select the memo then choose the Submit action and select 'Go' to submit it.

CHECKING FOR INCOMING MEMOS

If there is an issue with a wire or if there is a response to a memo sent to Scotiabank's wire processing department, you will receive an incoming memo with instructions or additional information. These memos will show in the message centre until they are viewed.

You can also search for memos on the memo page by selecting the Memo Type "Incoming" then specifying a date range. Select the Memo Reference Number to view its details.

Wire Memo Print

Details Create Memo

Memo Type: Incoming Status: All Statuses

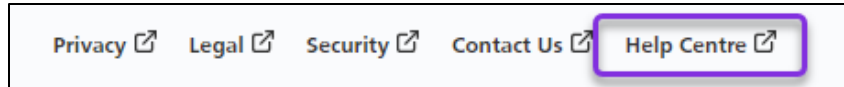
Memo Creation Date: Current Day 09/28/2023 to 09/28/2023

Search Reset

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.

If you have any questions about the content of this guide email us at:

gbp.training@scotiabank.com

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