

Scotia Bill Payment Remittance Reporting Service User Guide



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1 Introduction

The Scotia Bill Payment Remittance Reporting Service (Scotia Remit) is a web-based portal which provides convenient and secure access to your bill payment information. The Scotia Remit service provides online daily reports of all payments made to you by your customers. Scotia Remit offers you:

- **Convenience:** Access your daily remittance reports online – 7 days a week, 24 hours a day;
- **Security:** View your reports in a secure, web-based environment, eliminating privacy risks associated with faxes and emails;
- **Efficiency:** Archive your reports easily to your desktop in PDF or CSV format without the worry of misplaced or lost faxes or emails.

This user guide provides you with detailed information on how to use the features and functionality of the Scotia Remit service. To access the web portal, visit www.scotiaremit.scotiabank.com.

2 Up and Running With Scotia Remit

Before you can access the Scotia Remit service, please refer to the *Getting Started Guide* for more details on registration and your first-time login to Scotia Remit.

3 Signing On to Scotia Remit

Go to www.scotiaremit.scotiabank.com which will take you to the Scotia Remit login page.

The screenshot shows the Scotia Remit login interface. At the top left is the Scotiabank logo. At the top right are links for 'Contact Us' and 'Français'. Below these is the title 'Bill Payment Remittance Reporting'. The central part of the page features a login form with a lock icon, 'User ID:' and 'Password: (case sensitive)' labels, input fields, and a 'Sign On' button. To the right of the form are three promotional links: 'Short-Term Business Investment Alternatives', 'InterAction Newsletter', and 'Scotiabank Scene Card', each with a brief description.

For the security of each individual user, access to Scotia Remit requires a user ID and password. Enter your User ID and Password into the appropriate fields. Click the 'Sign On' button in order to submit your login information and sign on to the web portal.

A login form with a yellow background and rounded corners. In the top left corner, there is a yellow padlock icon. Below it, the text "User ID:" is followed by a white rectangular input field. Underneath that, the text "Password:" is followed by another white rectangular input field. To the left of the password field, the text "(case sensitive)" is written in a smaller font. At the bottom right of the form, there is a purple rectangular button with the text "Sign On" in white.

If you enter the incorrect password 3 or more times, you will be locked out of the Scotia Remit site. Please contact the Customer Contact and Support Center at (416) 750-6750 (Toronto) or 1-888-726-8429 (Toll Free) to reset your password.

3.1 Accessing the Scotia Remit Site

All users must meet the following minimum system requirements in order to access the Scotia Remit service:

- Operating System: Windows 2000 or XP
- Browsers: Internet Explorer 6.0 or higher, Firefox 3.5
- Cookies and JavaScript Enabled

3.2 How to Change Your Password

If you would like to change your password, follow these steps:

1. Sign on to the Scotia Remit site.
2. Click on the My Profile tab on the main menu.
3. Enter your Current Password in the appropriate field.
4. Enter your New Password and Confirm Password in the appropriate fields.
5. Click 'Save' to save your changes.

The screenshot shows the Scotia Remit 'My Profile' page. At the top, there is a navigation bar with the ScotiaBank logo, 'Home | Contact Us | Help | Sign Off', and a link for 'Bill Payment Remittance Reporting'. Below the navigation bar, there are two tabs: 'Available Documents' and 'My Profile'. The 'My Profile' tab is active, and the page title is 'My Profile'. On the left side, there is a 'Message Centre' box with a list of messages: 'ScotiaConnect Electronic Banking', 'Scotiabank Scene Card Offers Big Rewards', and 'Welcome to the Scotia Remit Portal'. The main content area contains several sections: 'User ID:' and 'Biller ID:' (both with input fields); 'Biller Name:' (with an input field); 'Name:' (with an input field); 'Email Address:' (with an input field); 'Send email Notification:' (with a checkbox); 'Language Preference:' (with radio buttons for 'English' and 'French', where 'English' is selected); 'Document Format:' (with radio buttons for 'PDF only' and 'PDF and CSV', where 'PDF only' is selected); 'Challenge Question:' (with a dropdown menu showing 'What is your mother's maiden name?'); 'Challenge Response:' (with an input field); and 'Change My Password' (with three input fields for 'Confirm Current Password:', 'New Password:', and 'Confirm New Password:'). At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

3.3 How to Reset Your Password

If you have forgotten your password and are a regular User, please contact your Company Administrator to reset your password.

If you have forgotten your password and are a Company Administrator, please contact the Customer Contact and Support Center for assistance at 1-888-726-8429 (Toll-free) or (416) 750-6750 (Toronto).

3.4 Password Guidelines

Passwords help to ensure that the Scotia Remit web portal can only be accessed by authorized individuals. The following guidelines will help to enhance password security. We recommend that you adhere to these guidelines and review them again in the event that you need to change or reset your password.

Password requirements are as follows:

1. Must be 8 characters in length.
2. Must contain at least one number and one letter.
3. No requirement for upper and lowercase distinction.
4. Expires every 90 days.

4 Overview of Scotia Remit

4.1 Scotia Remit Main Menu



There are three main menu options for the Scotia Remit site which provide access to various sections. These sections are discussed in further detail within this user guide. **Note that your ability to access the User Maintenance section is dependent on your assigned entitlements for Scotia Remit.**

Menu option:	Provides access to:
Available Documents	<ul style="list-style-type: none">• List of Bill Payment Remittance Reports.• Message Centre.• Default page after you log on to the Scotia Remit website
User Maintenance	<ul style="list-style-type: none">• Search For A User.• Update A User's Profile.• Add A New User.• Message Centre.• Only available to Company Administrators.
My Profile	<ul style="list-style-type: none">• User Profile information including User information, Billing information (Company Admin), and Password Change function.• Message Centre.

4.2 Scotia Remit Secondary Menu



The secondary menu appears at the top right corner of each web page. There are four options available.

Menu option:	Provides access to:
Home	<ul style="list-style-type: none">• Available Documents section.
Contact Us	<ul style="list-style-type: none">• Contact Information for the Scotia Remit Customer Service and Support Center.
Help	<ul style="list-style-type: none">• Online Help information for the Scotia Remit site.
Sign Off	<ul style="list-style-type: none">• Sign Off of the Scotia Remit site.

4.3 Using Online Help

The Scotia Remit Help link gives you access to obtain online help information while you are on the Scotia Remit site. To access the Help function, select the 'Help' link which appears at the top right corner of the web page. The Online Help provides information on various sections of the Scotia Remit site.

5 Available Documents

Available Documents

Message Centre

- ScotiaConnect Electronic Banking
- Scotiabank Scene Card Offers Great Rewards
- Welcome to the Scotia Remit Portal

Bill ID:
Biller Name:

Results (3 returned)

Source	File Number	File Date	Value	Number of Transactions	Download	Download Time	Downloaded By
Bill Payment	3	2009/10/05	\$175.00	2	PDF CSV	** NEW **	
Bill Payment	2	2009/09/30	\$175.00	2	PDF CSV	2009/09/30 11:50AM	2052000
Bill Payment	1	2009/09/28	\$175.00	2	PDF CSV	2009/09/29 3:31PM	2052000

The Available Documents section provides access to your Bill Payment Remittance Reports as well as your Monthly Service Fee Statements. The reports are available for download in PDF format, or PDF and CSV format, depending on the service options your Company Administrator selected during registration, and are available online for 90 days. The Bill Payment Remittance Reports are displayed in chronological order with the most recent report shown on top.

The following table provides a description of each column in the Available Documents list:

Column	Description
Source	<ul style="list-style-type: none"> • Source of the payment, ex. Bill Payment Advice or Monthly Invoice.
File Number	<ul style="list-style-type: none"> • File number for the bill payment remittance.
File Date	<ul style="list-style-type: none"> • Date the file was created.
Value	<ul style="list-style-type: none"> • Total value of all bill payments in bill payment remittance report.
Number of Transactions	<ul style="list-style-type: none"> • Total number of transactions in bill payment remittance report.
Download	<ul style="list-style-type: none"> • Clicking on the CSV icon enables you to download the bill payment remittance report in CSV format. • Clicking on the PDF icon enables you to download the bill payment remittance report in PDF format. • The PDF format is included in the Monthly Service Fee base price. If you would like to receive both PDF and CSV document formats, your Company Administrator can update the Document Format setting in your User Profile. Additional service fees will apply.
Download Time	<ul style="list-style-type: none"> • The time the file was last downloaded.
Downloaded By	<ul style="list-style-type: none"> • The user that downloaded the file.

5.1 Downloading PDF Files

You must have the relevant application in order to download a PDF file (ex. Adobe Acrobat).

5.2 Downloading CSV Files

You must have the relevant application in order to download a CSV file (ex. Accounting software, Microsoft Excel, etc).

5.3 Message Centre

The Message Centre displays messages which provide information related to the Scotia Remit site or other Scotiabank websites. Some messages may contain a link to another website. To access the link, click on the message copy which will open the website in a new browser window.



6 User Maintenance

The User Maintenance tab is only available to Company Administrators who have the appropriate entitlements. The User Maintenance section enables a Company Administrator to search for a user, update a user's profile, and add a new user.

6.1 Search For A User

To search for a user, enter the User Name or User ID in the appropriate fields. The Biller ID and Biller Name fields will be prepopulated with your Biller information.

Scotiabank Home | Contact Us | Help | Sign Off
Bill Payment Remittance Reporting

Available Documents User Maintenance My Profile

User Search

Message Centre
• Welcome to the Scotia Remit web portal.

Add User

Biller ID:
Biller Name:
* User Name:
User ID:

* denotes wildcard search is allowed (use % for wildcard)

Search

Click 'Search' to view the corresponding User Search Results.

Scotiabank Home | Contact Us | Help | Sign Off
Bill Payment Remittance Reporting

Available Documents User Maintenance My Profile

User Search

Message Centre
• Welcome to the Scotia Remit web portal.

Add User

Biller ID:
Biller Name:
* User Name: %
User ID:

* denotes wildcard search is allowed (use % for wildcard)

Search

User ID	Biller ID	Biller Name	User Name	Email	User Type	User Status
871C001	63772-871C	XVZ Company	John Smith	john.smith@xvz.com	Company User	Active
871C002	63772-871C	ABC Company	Rachel Jones	rachel.jones@abc.com	Company User	Active

6.2 Update A User's Profile

To update a user's profile, follow the steps to search for a user as outlined in the above section. In the user search results, click on the user's User ID in order to access their user profile. Update the fields as required then click 'Save' to save your changes.

Scotiabank Home | Contact Us | Help | Sign Off
Bill Payment Remittance Reporting

Available Documents | My Profile

My Profile

Message Centre

- ScotiaConnect Electronic Banking
- Scotiabank Scene Card Offers Big Rewards
- Welcome to the Scotia Remit Portal

User ID:

Biller ID:

Biller Name:

Name:

Email Address:

Send email Notification:

Language Preference: English French

Document Format: PDF only PDF and CSV

Challenge Question: What is your mother's maiden name?

Challenge Response:

Change My Password

Confirm Current Password:

New Password:

Confirm New Password:

6.3 Add A New User

Select the 'Add User' link on the User Search page to add a new user.

Scotiabank Home | Contact Us | Help | Sign Off
Bill Payment Remittance Reporting

Available Documents | User Maintenance | My Profile

User Search

Message Centre

- ScotiaConnect Electronic Banking
- Scotiabank Scene Card Offers Big Rewards
- Welcome to the Scotia Remit Portal

Add User

Biller ID:

Biller Name:

*** Name:**

User ID:

* denotes wildcard search is allowed (use "*" for wildcard)

Search

Results (1 returned)

User ID	Biller ID	Biller Name	Name	Email	User Type	User Status
1912001	1912-60655	XYZ Company	John Smith	john.smith@xyz.com	Company Admin	Active

To add a new user, enter the user's Name, Email Address, Language Preference and User Type in the appropriate fields. Click 'Save' to submit your changes. The new user will receive a User ID and temporary password via email, to the Email Address that is submitted.

Scotiabank Home | Contact Us | Help | Sign Off
Bill Payment Remittance Reporting

Available Documents User Maintenance My Profile

Add User

Message Centre

- ScotiaConnect Electronic Banking
- Scotiabank Scene Card Offers Big Rewards
- Welcome to the Scotia Remit Portal

Bill ID:

Bill Name:

*** Name:**

*** Email Address:**

Send email Notification:

Language Preference: English French

User Type:

* denotes a required field

7 My Profile

The My Profile tab displays your user profile information and allows you to modify some details in your profile.

7.1 My Profile – Company Administrator

The screenshot shows the Scotiabank 'My Profile' page for a Company Administrator. The page layout includes a top navigation bar with 'Available Documents', 'User Maintenance', and 'My Profile' tabs. The 'My Profile' section is the main focus, containing several input fields and options. On the left, there is a 'Message Centre' sidebar with a welcome message. The top right corner features links for 'Home', 'Contact Us', 'Help', and 'Sign Off', along with the text 'Bill Payment Remittance Reporting'. The 'My Profile' section includes fields for 'User ID', 'Biller ID', 'Biller Name', 'Name', 'Email Address', 'Send email Notification' (with a checkbox), 'Agreement Accepted' (with a checked checkbox and a 'View' button), 'Date Agreement Accepted', 'Billing Account', 'Crediting Account', 'Language Preference' (with radio buttons for 'English' and 'French'), 'Document Format' (with radio buttons for 'PDF only' and 'PDF and CSV'), 'Challenge Question' (with a dropdown menu), and 'Challenge Response'. Below these fields is a 'Change My Password' section with fields for 'Confirm Current Password', 'New Password', and 'Confirm New Password'. At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

As a Company Administrator, you can modify the following fields in your User Profile:

- **Name** – Enter your first and last name.
- **Email Address** – Enter your email address. This email address will be used to send the following information:
 - o Delivery of Pre-Authorized Debit Confirmation Letter.
 - o Notification that there are documents available for you to retrieve online (if you made this option available and you selected the ‘Send Email Notification’ service option).

- **Send Email Notification** – Indicate whether you want to receive email notifications to inform you when you have files available for download, by clicking the Send Email Notification check box. A pop-up box will display the following information: Please refer to the service pricing information available at <http://www.scotiabank.com/scotiaremit>. Click **Ok** and proceed to complete the remaining required information on this page.
- **Agreement Accepted** – A checkmark in the box indicates that the agreement was accepted. Click the View button to view the Agreement.
- **Date Agreement Accepted** – The date the agreement was accepted.
- **Billing Account** – The Billing Account number.
- **Crediting Account** – The Crediting Account number.
- **Language Preference** – Select the English or French button as applicable.
- **Document Format** – Indicate whether you choose to receive both PDF and CSV Document Formats for all your documents. A pop-up box will display the following information: Please refer to the service pricing information available at <http://www.scotiabank.com/scotiaremit>. Click **Ok** and proceed to complete the remaining required information on this page.
 - o Note: PDF format is already selected as default.
- **Challenge Question** – If you forget your password and need to reset it, the Customer Service and Support Center will ask you to verbally verify your Challenge Question as a security measure.
- **Challenge Response** – If you forget your password and need to reset it, the Customer Service and Support Center will ask you to verbally verify your Challenge Response as a security measure.
- **Confirm Current Password** – Enter your current password.
- **New Password** – Enter your new password.
- **Confirm New Password** – Re-enter your new password to confirm it.

Click the 'Save' button to save your User Profile information, or click 'Cancel' if you would like to leave the User Profile page without saving any of your changes.

7.2 My Profile – Regular User

Scotiabank Home | Contact Us | Help | Sign Off
Bill Payment Remittance Reporting

Available Documents My Profile

My Profile

Message Centre

- ScotiaConnect Electronic Banking
- Scotiabank Scene Card Offers Big Rewards
- Welcome to the Scotia Remit Portal

User ID:

Bill ID:

Bill Name:

Name:

Email Address:

Send email Notification:

Language Preference: English French

Document Format: PDF only PDF and CSV

Challenge Question: What is your mother's maiden name?

Challenge Response:

Change My Password

Confirm Current Password:

New Password:

Confirm New Password:

Save Cancel

As a regular User, you can modify the following fields in your User Profile:

- **Name** – Enter your first and last name.
- **Email Address** – Enter your email address. This email address will be used to send the following information:
 - o Notification that there are documents available for you to retrieve online (if the Company Administrator made this option available by selecting the ‘Send Email Notification’ service option).
 - o User ID and Password letter to new users created by the Company Administrator.
- **Send Email Notification** – Indicate whether you want to receive email notifications to inform you when you have files available for download, by clicking the Send Email Notification check box. Please note that this field is only displayed to users who were provided with the associated entitlement set by their Company Administrator.
- **Language Preference** – Select the English or French button as applicable.
- **Challenge Question** – If you forget your password and need to reset it, the Company Administrator will ask you to verbally verify your Challenge Question as a security measure.

- **Challenge Response** – If you forget your password and need to reset it, the Company Administrator will ask you to verbally verify your Challenge Response as a security measure.
- **Confirm Current Password** – Enter your current password.
- **New Password** – Enter your new password.
- **Confirm Password** – Re-enter your new password to confirm it.

Click the 'Save' button to save your User Profile information, or click 'Cancel' if you would like to leave the User Profile page without saving any of your changes.

8 Customer Service and Support

The Scotia Bill Payment Remittance Reporting Service Customer Service and Support phone numbers are (416) 750-6750 (Toronto) or 1-888-726-8429 (Toll Free).

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