Whosale & Retail Lockbox

Reference Guide

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LOGGING INTO THE LOCKBOX WEBSITE

Once you have logged into ScotiaConnect, click on the **Reporting** heading.

Scotia	ScotiaConnect® Digital Banking								
Overview	Accounts	Payments	Reporting	Services	Administration				

Click the **Lockbox** link.

Overview	Accounts	Payments	Reporting	Services	Administration	
Reporting						⑦ Help 🗟 Print
	ind transactio				Statements Account statements	
	ccount details	(52)			Billing	
	ry report 🕚 Sch	eduled (4)			ScotiaConnect billing statement	
Balance expo Transaction s Transaction e	earch				Lockbox	,

Note: If you do not see the reporting or lockbox links, contact a user with administration rights to have them added to your user group.

The following pop up will appear. Click **Ok** to proceed to the Lockbox log in screen.



Click New Platform.

🕤 Scotiabank°									
-	Français								
	Existing Platform New Platform								
a.	Please note we are transitioning Wholesale Lockbox to a new platform.								
, Sitemap	Once you have transitioned to the new platform, please use your new credentials to login to the New Platform and use your old credentials to access the Existing Platform.								
-4	For users that have not been transitioned, your new credentials will be sent to you shortly. In the meantime, please continue to login to the Existing Platform.								
	If you have any questions, please contact our Helpdesk at: 1-800-265-5613 - Toil-free number within North America 4-828-4400 - TA (800) 463-7777 - pour le service en français								

🕤 Scotiabank*			
	Note: All fields marked with 🟶 are required.		
	Login		
		rançais *	
	2 Password: • Password (required)	*	
	3 Login	ogin	

Type in your Lockbox specific **username** and **password** and click **Login**.

Note: If you have forgotten your username or password, contact your Lockbox administrator or the ScotiaConnect Help Desk to have your credentials reset.

To maintain the security of your account, an eight-digit One Time Passcode will be sent to your registered email address. Click **Generate One Time Passcode** to receive the code.

🕤 Scotiabank*		
	Generate Passcode	
	Generate One-Time Passcode to: @sc********om	
	Generate One Time Passcode	

Note: If you do not see the email, please check your spam, junk, or filtered email folders.

Sample email:

From: lbxprocessing@symcor.com <lbxprocessing@symcor.com></lbxprocessing@symcor.com>
Sent: Tuesday, October 24, 2023 2:15 PM
To: @scotiabank.com>
Subject: [External] Subject: MFA OT - English
Here is your One Time Password:
24860712
You only have 120 seconds to sign in.
Warmest Regards,
Your MFA Admin - English
This is an automated email please do not reply.

Once you have received the email containing the **One Time Passcode**, copy and paste it into the **Enter One Time Passcode** box then click **Submit**.

🜀 Scotiabank*		
	A one time passcode(OTP) has been sent to the email address registered for this account.	
	Enter Passcode	
	Enter One Time Passcode	
	Regenerate One Time Passcode Submit Cancel	

If you have not received the **One Time Passcode**, click the **Regenerate One Time Passcode** button to have a new code sent to the email address registered to your profile.

ADMINISTRATION

ADDING USERS

Note: Only Administrators can add users. If you need administrator access, you will need to ask your relationship manager to set you up as a company administrator.

To add users, please open the **User Maintenance** page:

🖲 Scot	iabank°	🕙 Dashboard	Q Search	🛃 Reports -	Exceptions	≜ Alerts		·
User Maintenance					All Lockboxes	ADMINISTRATION Users Alerts		
	Add Company User							

• Mouse over your name in the top right of the screen then click **Users** under the administration section of the menu.

Olick Add Company User if you want the user to be able to view multiple lockboxes.

If you wish to add a user that only has access to one lockbox follow the steps outlined below:

🖲 Scot	iabank°	🕲 Dashboard	Q Search	🛓 Reports 🗸	Exceptions	♣Alerts	1	
	User Maintena	nce					1 TALLE AND AN ADDITION COMMAN	~
				e Ad	ld Lockbox Admin 🧕	Add Lockbox User		

• Select a lockbox from the dropdown menu.

Add Lockbox Admin: This will let you add a user who can perform administrative functions for the lockbox you selected.

OAdd Lockbox User: This will let you add a standard user to the lockbox.

Enter the user's information.

0	Login:				
0	Password:				
9	Re-enter Password:				
	First Name:				
0	Last Name:				
	Security Level:	Company User			
Ø	Exception - TE:	Enabled			
6	Setup Alerts:	Enabled			
6	Notes:	● View ○ View/Add ○ Disable			
0	Email Address:				
•	Assign Lockboxes:	All Lockboxes Select Lockboxes			
0	Language:	● English 〇 French			
			Cancel 🚺 Add		

• Login: The username for logging in. You will need to provide this to the new user.

Password: Enter and re-enter the new user's password. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.

③Name: Enter the user's first and last name.

GException – TE: Check this box if you want the user to be able to view and process exceptions.

Setup Alerts: Check this box to allow the user to view and create alerts for the lockbox service.

ONOTES: These are internal messages attached to specific transactions. **View** allows the user to view notes; **View/Add** allows the user to view and add notes to transactions. **Disable** prevents access to notes entirely.

©Email Address: If the user receives an alert, this is the email address that will be used to send the notification.

³Assign Lockboxes: Select the lockboxes that the user will have access to, either by checking All Lockboxes, or Select Lockbox to specify one or more lockboxes from a list. This field will not show if you are setting up a lockbox user.

Description Description D

Click Add to finish creating the user.

MODIFYING USERS

Note: Only Administrators can modify users.

To modify a user, mouse over your name and click **Users** under the administration section.

🕤 Scoti	abank°	Oashboard	Q Search	🛃 Reports 🗸	Exceptions		L Halfar (History -
	User Maintenar	nce				All Lockboxes	ADMINISTRATION Users Alerts
-	Add Company User						

Constitution 1.0											
Scotiabank [®]	🕑 Dashboard 🔍 🔍	Search	🛓 Reports 🕶	E E	xceptions	Alerts	15				
User Maintenan	ce							All Lockboxes			~
					Add Company Us	er					
			To Add/Ed	dit a Lo	ockbox User, please	select a	Lockbox.				×
Search: User											
Username		lt Nar	ne	11	Activated	11	Security Level	11			
The difference of the	Call to Fighter the com-	1000	enn öhlens, "Eleváña		4/7/2017 10:04 A	N	Company Admi	nistrator			
100700000000000			iners, Maillion		3/2/2017 9:36 AM		Company Admi	nistrator			
Test company, with		1000	in Someric		3/27/2017 1:39 Pf	4	Company Admi	nistrator			
19405-00		144	Elle, Teatricite		3/2/2017 10:12 A	N	Company Admi	nistrator			
Teation.		140	Ele, TeolEle, Belley		3/2/2017 10:12 Al		Company Admi Company User	nistrator	Edit	Reset Password	Delete
Tabilitis 1993 Titolocolisticos		140	Co, Pastico Bollo Milliona - Taellio					nistrator	Edit Edit	Reset Password Reset Password	Delete Delete

On the User Maintenance page click on the **Edit** link next to the user's name.

Below are the fields that can be edited:

	Edit Company User
Login:	ram Simultonia Contration and
First Name:	Team
Last Name:	Bootine .
Security Level:	Company User
Exception - TE:	☑ Enabled
Setup Alerts:	☑ Enabled
ONOTES:	View O View/Add O Disable
Email Address:	and the other sector and the sector and
6 Assign Lockboxes:	All Lockboxes Select Lockboxes
Language:	English O French
	Cancel Save

1 Name: Enter the user's first and last name.

2 Exception – TE: Check this box if you want the user to be able to view and process exceptions.

3 Setup Alerts: Check this box to allow the user to view and create alerts for the lockbox service.

O Notes: These are internal messages attached to specific transactions. 'View' allows the user to view notes; 'View/Add' allows the user to view and add notes to transactions. 'Disable' prevents access to notes entirely.

G Email Address: If the user receives an alert, this is the email address that will be used to send the notification.

O Assign Lockboxes: Select the lockboxes that the user will have access to, either by checking All Lockboxes, or Select Lockbox to specify one or more lockboxes from a list. This field will not show if you are setting up a lockbox user.

O Language: Specify the language for the user's account

³Once you've made all your changes click **Save** to finalize them.

RESETTING PASSWORDS

Note: Only Administrators can reset passwords.

To reset a user's password, mouse over your name in the top right corner and select **Users** under the administration section of the menu.

🕤 Scotio	abank°	🕙 Dashboard	Q Search	🛓 Reports 🗸	Exceptions		L Hallas (Hilans) -
	User Maintenan	ce				All Lockboxes	ADMINISTRATION Users
					Add Company User		Alerts

cotiabank [®] @ Dashboard Q Sea	irch 🛃 Reports 🗸	≣ E	xceptions 🕦 🛛 🐥 Alerts	15				1 Hallon (History
User Maintenance					All Lockboxes			~
		(Add Company User					
	To Add/Edi	t a Lo	ockbox User, please select a L	ockbox.				×
Search: User								
Username II	Name	11	Activated 11	Security Level	11			
Having name i kin 🛞 containa it. con	Apparentiation - Theodole		4/7/2017 10:04 AM	Company Admin	strator			
1002000100000	Olivers, Malhari		3/2/2017 9:36 AM	Company Admin	strator			
Sec	second		3/27/2017 1:39 PM	Company Admin	strator			
Theory of the second se	realized contagonal		3/27/2017 1:39 PM 3/2/2017 10:12 AM	Company Admin				
Radion Radion	Nellins -company Realize Realize No Realize					Edit	Reset Password	Delete
Han Jonation (1999)			3/2/2017 10:12 AM	Company Admin		Edit Edit	Reset Password Reset Password	Delete Delete

Once the User Maintenance page appears, click **Reset Password** next to the user's name.

Note: If you do not see the link next to their username this indicates that they are a Company Administrator. To reset a Company Administrator's password, you will need to contact the helpdesk (see contact information at the end of this guide).

Enter a temporary password for the user then click **Reset**. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.

	Enter a Temporary I	Password,	
Passv	vord Reset		
a. 0 a.	Confirm Temporary Password		
Car	ncel	0	Reset

You will need to provide the user with their temporary password. Once they login, they will be prompted to select a new password.

CHANGING YOUR PASSWORD

To change your password, mouse over your name and select **Change Password** from the menu.

🕤 Scotiabank°	O Dashboard	Q, Search	🛃 Reports 🗸	Exceptions	Alerts 10		L Mailus Cilinatu -
Symcor Logi	cs / Dashboard					All Lockboxes	ADMINISTRATION Users Alerts
			c	Te : Verified Bank bro Company admin Veri	adcast message		USER Settings Change Password
		oday's Total JSD \$0.00 (CAD			Postdates Due Tomorrow \$0.00 USD \$0.00 CAD	User Guide Logout

Enter your current password then select a new password and click **Update** to finalize the change. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.

Qriginal Password Qet New Password Confirmation Password	hange Password	
	• Original Password	
a Confirmation Password	A New Password	
	Confirmation Password	

DELETING A USER

To delete a user, mouse over your name in the top right corner and select **Users** under the administration section of the menu. Once the 'User Maintenance' page appears, click **Delete** next to the user's name.

otiabank° O Dashboard	Q Search	🛓 Reports 🗸 🛛 🧮 B	Exceptions 1 Ale	erts 15				1 (A)
User Maintenance					All Lockboxes			~
			Add Company User					
		To Add/Edit a L	ockbox User, please select	t a Lockbox.				×
Search: User								
Username	lî Name	• II	Activated	11 Security Level	ţ,			
Username	Lî Name	Lt .	Activated 4/7/2017 10:04 AM	Security Level Company Admi				
	It Name	initianis Taurius anis, Haatinas			nistrator			
Hadde new Him @collabolic.com	Iî Name	nitions, Faulto on, Hallion i Fotuato	4/7/2017 10:04 AM	Company Admi	nistrator nistrator			
Healtha na ann Allan 🛞 ca fhallanta, ann Ma Fhlippeac	10000	an and an	4/7/2017 10:04 AM 3/2/2017 9:36 AM	Company Admi	nistrator nistrator nistrator			
Healtha na ann Allan 🛞 ca fhallanta, ann Ma Fhlippeac	10000	n Hanis - ThaoHin anis, Hitadhan a Tonganis/	4/7/2017 10:04 AM 3/2/2017 9:36 AM 3/27/2017 1:39 PM	Company Admi Company Admi Company Admi	nistrator nistrator nistrator	Edit	Reset Password	Delete
Healtha na ann Allan 🛞 ca fhallanta, ann Ma Fhlippeac	10000	n Hanis - ThaoHin anis, Hitadhan a Tonganis/	4/7/2017 10:04 AM 3/2/2017 9:36 AM 3/27/2017 1:39 PM 3/2/2017 10:12 AM	Company Admi Company Admi Company Admi Company Admi	nistrator nistrator nistrator	Edit	Reset Password Reset Password	Delete

You will then be prompted to confirm the request. Click **OK** to delete the user.

a	Are You Sure You Want To Delete This User?	×	
	Cancel	К	25

Note: Deleting a user is permanent.

SEARCHING

To search for transaction that have been deposited to your lockboxes click the **Search** tab.



Once the page loads you will need to specify your search criteria then click **Search**.

Search Type:	Transaction	Cheque	Invoice		Search
Work Type:	Financial	Non-Financial	Post Date	Exceptions	B Search
O Date:	Today	Yesterday	Last 30 Days	O Custom Date 👻	
Search:	CHEQUE AMOU	Is greater than 🔻	Search For	+	

O Search Type: This option gives you the option to filter whether you see cheques (Cheque) only, invoices (Invoice) only, or both (Transaction).

Work Type:

Work Type	Financial	Non-Financial	Post Date	Exceptions			
	Chaquas	-Envelopes	-Post Dated	-Cheques that			
Contains	-Cheques	-Supporting	Cheques	triggered an Exception			
	-Invoices	documents	-Post Dated Invoices	-Associated Invoices			

O Date: Choose one of the preset ranges or set a custom date range by selecting **Custom** Date.

G Search: Indicate the criteria for your search. You can set additional criteria by clicking the plus (+) icon.

Highlight any of the search results as shown below to display the image of the cheque or invoice.

Search Results: 27 Re	cords														0	CSV 🕄
Business Date	Ĵ↑	Lockbox Number	1	† Ref. No.		.↓↑	Tran↓↑ Num.	Record Type		↓↑	Cheque Amount				Deposit Currency	
4/3/2017				110	00		1	Cheque				\$5	999.00	CAD		<u>^</u>
4/3/2017		109116		110	00		1	Invoice					\$0.00	CAD		_
Transaction Details]			F10	0.2		1	C	0	Rear	Rotate	Zoom In	Zoo	m Out	Fit to Width	Print
\$			D	DA - Void	CAD SAM	- W	л 1						-	0	00011	
											DA	TE 2 0) [7, -	04-0. MM	3
PAY to	[NLBX	TORC	NT	0]	\$	99	19.00	
Ni	NE	HUND	red a	VD_	NIN	VT)	NINE I	DULF	RS						ARS 🔒 🚟	
www.scotiaba		NOVA SCO 1-800-4-Si					10587					DDA -	100 CAD	- WI	included.	
THE PAS P.O. BOX 104 OPASKWAY/	30 .K, Mi	3 ROB 2JO											SAM		ſ	
RE	Błk	S TEST ITEM	- DO NOT	PROC	ESS					PER _	\leq	<u>ja</u> r	\sim	L	$\dot{\sim}$	2
#00	100)11"	105	87*	•00	213	-									
1. S.				_												

Transaction Details: Will show the full details of the item on a separate page: Cheque, Invoice, and supporting documentation. Click '**Search Results**' to return to the previous page.

- These options will allow you to manipulate or print the image you're currently viewing.
- **OCSV**: This will download the search results into a csv file that can be saved locally.

SAVED SEARCHES

To help save time, you can save your search criteria. This is useful when you repeat identical searches within your lockboxes.

	0.00 , Last 30 Days, Financial	0		• Edit	
Work Type:	Financial	Non-Financial	Post Date	Exceptions	Save 🙆
Date:	Today	Yesterday	Last 30 Days	O Custom Date 👻	Caranala
Search:	Cheque Amoun 🔻	Is greater than 🔻	100	+	Search

Note: Saved Searches are user specific and are named based on the search criteria.

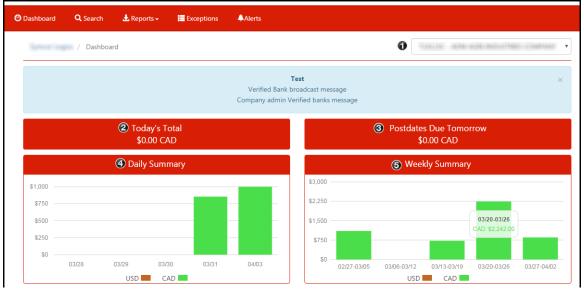
• Click '**Edit**' after having performed a search.

Olick 'Save' when the button appears to save the search.

3 Your saved Search can now be selected from the drop down menu.

DASHBOARD SEARCHES

Dashboard Searches are standard searches generated by clicking on various sections of the dashboard (Home Page).



O Lockbox: Specify the lockbox you want to display in the Dashboard

O Today's Total: The current day's deposit total, clicking anywhere in this section will list the items that make up this total.

• Postdates Due Tomorrow: If your company is setup to process postdated cheques, this will display the total value of items maturing on the next business day. Click anywhere in this section to list all the postdated items.

O Daily Summary: Shows the last 5 days of deposits, you can click a specific day's total to show the corresponding search results.

Weekly Summary: Shows 5 weeks of deposit totals. Click on any of the totals to see the search results for that week's transactions.

REPORTS

The reports available to your company will vary based on what was selected during enrollment for the service.

The **Instructions** report provides the details of a lockbox.

🕤 Scotiabank°	🕲 Dashboard	Q Search	🛓 Reports 🗸	Attentiont -
Companies /	/ Reports		Instructions	
Lockbox Instructions: Ownload			Todays Report Last 30 Days Reports All Reports	

• Select Instructions from the Reports menu.

Select a Lockbox.

Click **Download.** Depending on your browser you will get a prompt asking you to open or save the report in PDF format.

All other reports are accessed using the other three menu options. **Today's Report** will generate reports for the current business day, if any are available. **Last 30 Days Reports** will show all the reports from the last 30 days. **All Reports** shows all reports generated within the service's retention period.

🕤 Scotiabank®	🕙 Dashboard	Q Search	d Reports →	A familier
Companies /	/ Reports		Instructions	Tallie and an internet container 🗸
Lockbox Instructions: Download			Todays Report Last 30 Days Reports All Reports	

Once you've selected a date you will need to select a specific lockbox.



After selecting your lockbox you will see all the reports listed. Click the '**Download**' link next to the one you want to view. You will be prompted to either open or save the report.

Scotiabank*	Dashboard 🔍 Search 🛃	Reports -		
Companies /	/ Reports		100110 MM 408 MELTING	
Search: Search				
Business Date	lt Type	Description	Creation Time	1
4/3/2017	PDF System Report	Customer Reports in PDF format	4/3/2017 2:30 PM	Download
3/31/2017	PDF System Report	Customer Reports in PDF format	3/31/2017 2:30 PM	Download
3/24/2017	PDF System Report	Customer Reports in PDF format	3/24/2017 3:35 PM	Download
3/22/2017	PDF System Report	Customer Reports in PDF format	3/22/2017 1:57 PM	Download
3/17/2017	PDF System Report	Customer Reports in PDF format	3/17/2017 2:58 PM	Download
3/17/2017	PDF System Report	Customer Reports in PDF format	3/17/2017 2:30 PM	Download

ALERTS

Alerts are an optional feature that can be used to notify you when certain events relating to your Lockbox service occur. For example, an alert could be created to notify you when a cheque over \$10,000 is deposited to your lockbox.

Only users with access to the alerts feature can complete these steps. Alerts must be setup in the Alerts Maintenance page. If your company does not subscribe to this feature, please speak to your Scotiabank Representative.

Aler	ts Maintenan	ce				0	6.48	1.000	01110	E: Eiladh	un	ADMINISTRATION Users Alerts
Search	Alert				-	dd Alert					-	USER Settings
Lock	box	Alert Name	11	Alert Criteria	11	Email	11	Status	11			-
Lock		Alert Name	11	Alert Criteria (Cheque Amount > 400)	11	Email Mailfluct: 2005, and all as Maharbi, ann	11	Status Enabled	11	Edit	Dŧ	Change Password User Guide Logout
	1 6		ti.		11		11		11	Edit Edit	De	User Guide Logout

• Mouse over your name at the top right of the screen then click **Alerts** under the administration section of the menu.

Over Select a lockbox from the dropdown menu. The alert will be associated to that lockbox only.

Oclick Add Alert

Next, fill in the fields to create the alert then click **Add**:

Alerts Maintenance / Aler	ts Add
	Add Alert
Name:	
😢 Work Type:	Financial 🗸
Criteria:	Cheque Amount V Is greater than V Search For
	Cancel 🕢 Add

Name: Note that you will not see the alert criteria details when an alert is triggered, you will only see the name of the alert. For this reason it is important to use a name that will allow you to identify the alert. For example, "*Chq over 10K*".

Work Type:

Work Type	Financial	Non-Financial	Post Date
Contains	-Cheques -Invoices	-Envelopes -Supporting documents	-Post Dated Cheques -Post Dated Invoices

OCriteria: Set the criteria that will trigger the alert. The list will vary depending on the work type you choose above.

MODIFYING ALERTS

To modify an existing alert, you must search for it on the Alerts Maintenance page.

• Mouse over your name at the top right of the screen then click 'Alerts' under the administration section of the menu.

Select a lockbox from the dropdown menu. The alerts associated with that lockbox will be listed.

Alerts Ma	intenance	2		0	1-11-11		- Califini	ADMINISTRATION Users
Search: A	ert			Add Alert				Alerts USER Settings
Lockbox	11	Alert Name	Alert Criteria	Email	Jî St	tatus 🕸		Change Passwor User Guide
11001101		Alert1 T-C	(Cheque Amount > 400)	maillan chlicen @ collaboric.com	En	nabled	Edit	De Logout
100100		Alert TO	(Cheque Amount > 1000)	maillari. Alliven @issilationi.com	En	nabled	Edit	Delete
11001007		TOUSD	(Cheque Amount > 100)	mailine a little on a discribilitation of	🕑 En	ablad O	Edit 🗗	Delete

Once you have the list of alerts, the following actions will be displayed.

③Enabled: This option will change the alert's status to Disabled. Disabled alerts will not be triggered. A disabled alert can be reactivated by clicking **Disabled**.

Gedit: Editing the alert will allow you to only change the name of the alert. If you need to change any of the other alert criteria, you must delete and add a new alert.
 Gelete: This option will delete the alert.

VIEWING ALERTS

When an alert is triggered you will receive an email notification with the alert's name and your lockbox number. To view the details of an alert, click the '**Alerts**' tab at the top of the page.

Scotiabank°	🕑 Dashboard	Q Search	🛓 Reports 🗸	Exceptions	Alerts 15

All the triggered alerts will be listed on this page. Click '**View Transaction**' to see the item associated with that alert:

🕤 Scot	tiabank° 🛛 Dashbo	ard 🔍 Search 🛓	Reports + 📰 Exceptions	s 🌒 🙏 Alerts 🕕		1 million	i (m
	Symcor Logics / Alerts						
S	iearch: Search						
	Alert Name	Business Date	11 Lockbox Num	nber 👫	Type 🔄		
	Alert V-U-1	4/6/2017	17768661		Financial	View Transaction	
	TOUSD	4/6/2017	15001000		Financial	View Transaction	
	Alert1 T-C	4/6/2017	19493446		Financial	View Transaction	
	Alert1 T-C	4/6/2017	12001001		Financial	View Transaction	
	Alert TO	4/6/2017	12003005		Financial	View Transaction	

Office 2 Marcel 722 123/21 2 420231 METRO COMPANY, Inc. Total 2000 00 Marcel 2000 00 Marcel 2000 00 Marcel 7023 J37 FRB STREFT DATE Ø Ø Ø Ø 4 2 0 1 7 DATE Ø Ø Ø Ø 4 2 0 1 7 CALGARY, AB TZM 1C2 DATE Ø Ø Ø Ø 4 2 0 1 7 CALGARY, AB TZM 1C2 @romping Balanced 1 Transaction \$725.71 \$725.71 \$725.71 Social Marcel Transaction \$725.71 \$726.71 \$726.71 300 - 10 AVE, Turkiel 304-4223 \$7000 01 \$725.71 \$700000000000 \$7000000000000000000000000000000000000
METRO COMPANY, Inc. 7023 VOID SAMPLES - DO NOT SHIP 137 Res STREET DATE 0 0 0 1 7 0 0 1 7 0 0 1 7 0<
300-10 AVE, TEL: F69) 342-4223 TORONTO, ON L4C 4E1 ##* 70 2 3 ** •: 2 14, 2 3 == 00 1+: ##* 70 2 3 ** •: 2 14, 2 3 == 00 1+: ####################################
Record Type Tran Name. Record # W(15 operator. Intel Nate Ansance Cardinant Humidar Involve Rumidar Condition Notice 2 1 515500000. 1223/2 Intel Rumidar Fordit Rum Fordit Rum
Rates Toom Dr. Toom Out Ret to Weath 1 COMPANY Sum = 725.71 Sum = 725.71 Sum = 725.71
COMPANY Sum = 725.71
COMPANY Sum = 725.71
LBX: na Invoice Num Amount 5159098761 725.71

Please Note: Clicking the 'View Transaction' link only shows the item that triggered the alert, not the criteria that triggered it. To view the criteria, you will need to look at the details of the alert in administration as outlined in the <u>Modifying Alerts</u> section of this guide.

It is recommended that you name your alerts so that you can easily define the criteria. For example, '**Chq over 10k**' could be used for an alert generated when cheques over \$10,000 are deposited.

EXCEPTIONS

Exceptions are items that have encountered issues which prevented them from clearing. You have until 4pm ET to review and accept the item to ensure that it will be deposited that night; otherwise it will continue to be held. A cheque can be held for up to 6 months at which time it will become stale dated and be rejected automatically. To see a list of exception types please see the <u>next section</u>. If you have access to this feature you will see an '**Exceptions**' link in the top menu. The number of outstanding exceptions will be displayed within a blue icon.

🕤 Scotiaban	k°	🕑 Dashboa	rd Q Searc	h 	Exceptions	Alerts 10				1 Holiver	- 1800 H
Symcor	Logics /	Exception Lo	ckboxes								
		Se	arch: Lockbox								
		L	ockbox Numbe.	r 🏨	Description	ti.	Exception Count	11			
			/1638			NATION I	1				
							Previous 1	Next]		

Once you click on the '**Exceptions**' link you will see a list of lockboxes and the exception count for each. Click on the lockbox number to open its exceptions. Review the item and choose whether you want to '**Accept**' or '**Reject**' the item.

				Excep	otion Detail				
Business Date Lockbox		Number Ref No Trans		Trans No	Exception Code Reject		Reject		
3/16/2017		179638-	41001		2	UNACCEPTABLE PAYEE Accep			
				Trans	action Print				
	Item List		Prev Item Next Item			B/W Rear	Rotate Zoom Ir	n Zoom Out Fit to Width	
Select	Amount	^							
снк	\$414.00		DDA - CAD - CA VOID SAMPLE 000013						
REM	\$414.00			VO	ID SAMPLE		date 2 0	17-03-16	
REM	\$414.00						DATE Z U Y Y	(/-OD-16	
Credit Total:		PAY to ULF	SX VA	INCOUVER		:	\$ A10 at		
		\$414.00		2 HUND	RED AND FOURT	EN DOLLAR	s	P 414.00	
Debit To	tal:		THE BANK OF NOVA SO		00059		10		
		\$828.00	702 - 3RD AVENUE SOUTH LETHBRIDGE, ALBERTA TIJ 0	H6	00055		DDA - CA VOID SA	MPLE	
Balance:			BNS TEST ITE	M-DO NOT PR	DCESS		.P		
		(\$414.00)	RE			PER	5		
			#000013#			1145			
		,	TRANSIT NUM		CHEQUE ACCOUNT	CHEQ	UE SERIAL	CHEQUE AMOUNT	
			0005	9002	101-086-1		000013	414.00	

EXCEPTION TYPES

Unbalance Transaction/Cheque Amount does not Balance to Invoice Amount: Lockbox instructions indicate that invoice and cheque amounts should balance. Invoice and Cheque amounts do not balance.

Cheque Digit Failure/Invalid Account/Invalid Invoice: Item does not conform to Lockbox processing instructions.

Important: This exception type will require you to correct the invoice prior to being able to accept the item. Click the 'Invoice' link on the left side of the page and type in the correct information in the fields provided. If you do not correct the invoice details it will remain outstanding.

Cheque Only/With No Invoice: Transaction presented without invoice information and lockbox instructions indicate that Invoice # is a mandatory field.

Unacceptable Payee: The Payee information on the cheque does not match any acceptable payees on file for the lockbox.

Remittance Shows Credit Balance: The total Cheque amount is less than the total Invoice amount

Post Dated Cheques outside of range: Issue date of the cheque is outside the range indicated in the processing instructions

Paid in Full: Processing instructions indicate that cheques with "Paid In Full" notations should be directed to the Exceptions queue for Customer review/decisioning.

FOR FURTHER ASSISTANCE

Need Help?

In the footer of any page in ScotiaConnect, you will find a 'Help Center' link.

Privacy 🗗	Legal 🖒	Security 🗗	Contact Us	Help Centre 🗹	

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.

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: <u>hd.ccebs@scotiabank.com</u>. Your email will be answered within 24-48 business hours.

If you have any questions about the content of this guide email us at: gtb.training@scotiabank.com

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