

User guide

A detailed user guide explaining all our services



Important notes

This guide does not cover the AccèsD Affaires mobile and tablet versions.

Please note that the name **Caisse centrale Desjardins (CCD)** used for Caisse centrale clients has been replaced by **Fédération des caisses Desjardins du Québec (FCDQ)**. We will therefore refer to **clients of the Fédération des caisses Desjardins du Québec**.

For more information on AccèsD Affaires for Fédération des caisses Desjardins du Québec clients (transit 815-98000), please see section 1.5.

- 1. Basics 5**
 - 1.1. Required Equipment
 - 1.2. Technical and Security Information
 - 1.3. Recap of Your Session
 - 1.4. Need Help?
 - 1.5. Fédération des caisses Desjardins du Québec Clients (815-98000): Features
 - 2. Managing Your Business File 8**
 - 2.1. View Your Business Profile
 - 2.2. Managing Users in Your File
 - 2.3. Personalization
 - 3. Security 10**
 - 3.1. Username
 - 3.2. Password
 - 3.3. Signing Transactions
 - 3.4. Security Codes
 - 3.5. FAQ
 - 4. Cash Management 13**
 - 4.1. Overview
 - 4.2. Hold on Account
 - 4.3. Applying for a Business Account
 - 4.4. Pending Transactions
 - 4.5. Net Position Simulation
 - 4.6. Financial Summary
 - 4.7. Account Consolidation
 - 4.8. Stop Payments
 - 4.9. Opening an Enhanced Investment Business Account
 - 4.10. Investment Purchase
 - 5. Transfers 23**
 - 5.1. Funds Transfers
 - 5.2. Inter Currency Transfers
 - 5.3. Technical Information
 - 6. Payments 25**
 - 6.1. Adding, Modifying, Reordering Or Deleting a Bill Or Service Provider
 - 6.2. Technical Information
 - 6.3. Reference Number
 - 6.4. Confirmation Number
 - 6.5. Payments to Service Providers
 - 6.6. Visa Desjardins Account
 - 6.7. Payment Notice
 - 6.8. Deferred Payment Transactions
 - 6.9. SPC Reports Service Details
 - 7. Government Remittance Service 29**
 - 7.1. Government Remittance Forms Available in AccèsD Affaires
 - 7.2. Making Government Remittances in AccèsD Affaires
 - 7.3. Adding, Modifying Or Deleting a Government Return Form in AccèsD Affaires
 - 7.4. Forms Available in CAN-ACT
 - 7.5. Registering for the CAN-ACT Government Remittance Service
 - 7.6. Adding, Editing Or Removing a CAN-ACT Payment Type
 - 7.7. Making a CAN-ACT Payment Or Filing a Return
 - 7.8. Cancelling a CAN-ACT Payment
 - 7.9. Authorizing and Signing CAN-ACT Payments
 - 7.10. Approving and Cancelling CAN-ACT Payments
 - 7.11. Searching for CAN-ACT Transactions
 - 7.12. CAN-ACT Support
-

- 8. International Services 40**
 - 8.1. International Funds Transfers
 - 8.2. Information Required for Funds Transfers
 - 8.3. Carrying Out an International Funds Transfer
 - 8.4. Daily Limit
 - 8.5. FX Contracts
 - 8.6. Carrying Out Foreign Exchange Contracts
 - 8.7. FAQ
 - 9. Statements and Documents 45**
 - 9.1. Statement of Transactions
 - 9.2. Statement of Rejected Transactions
 - 9.3. Monthly online account statement
 - 9.4. Searching for transactions
 - 9.5. Search for Funds Transfer Orders
 - 9.6. History of bill payments and government remittances
 - 9.7. Downloading Statements to a File
 - 9.8. CSV Format
 - 9.9. Importing a CSV File to Your Software
 - 9.10. Technical Information
 - 9.11. Bank Confirmation
 - 10. Cheque Imaging 54**
 - 10.1. Receiving Cheque Images in a PDF File
 - 10.2. Downloading Files From Your AccèsD Affaires Message Box
 - 10.3. Description of Cheque Image PDF Files
 - 10.4. Technical Information
 - 10.5. FAQ
 - 11. Financing and Credit 59**
 - 11.1. Application Forms
 - 11.2. Visa Desjardins Online Business Account Management - SME Clientele
 - 11.3. Technical Information
 - 12. Data Transmission (direct deposits and withdrawals) 62**
 - 12.1. Administrative Procedures
 - 12.2. Canadian Payments Association (CPA) Standards
 - 12.3. Important Dates
 - 12.4. Logical Record Types
 - 12.5. Data Element Dictionary
 - 12.6. Direct Withdrawal and Consumer Protection
 - 12.7. Transmitting Direct Deposit and Withdrawal Data
 - 12.8. Using the Data Transmission Service the First Time
 - 12.9. Daily Electronic Direct Deposit, Direct Withdrawal and Cash Reports
 - 13. Cheque Reconciliation/Consignment 91**
 - 13.1. Replacing an Issued Cheque Or Cancelling a Replacement
 - 13.2. Issuing or Cancelling Stop Payment Orders
 - 13.3. Cancelling a Cheque
 - 13.4. Putting a Cheque Back Into Circulation
 - 13.5. Requesting a Photocopy or Original of a Cheque
-

1.1. REQUIRED EQUIPMENT

For equipment requirements, go to the link below :

<http://www.desjardins.com/ca/business/accounts-cash-management/ways-to-bank/accesd-affaires/information-support/required-equipment/index.jsp>

1.2. TECHNICAL AND SECURITY INFORMATION


- Do not add the AccèsD Affaires link to your favourites/bookmarks.
- Do not interrupt a page download.
- We do not recommend using the Back button to return to a previous page.
- To end your session click on Log off in the upper right hand corner of the page.
- It is always prudent to clear your browser's cache to guard against unauthorized use of your computer.
- Cookies must be accepted for the AccèsD Affaires service to function. Cookies will be destroyed at the end of your session.

1.3. RECAP OF YOUR SESSION

Summary of financial operations

When you click on *Log off* to end your session, you will see a list of all the financial transactions that were made during your session, as well as a confirmation number for each one. Keep these numbers – they can help you trace your transactions in the future.

1.4. NEED HELP?

At the top of every AccèsD Affaires page there is a *Help* link directly related to that page. These help pages and this symbol  walk you through the steps of an operation and answer the most frequently asked questions.

AccèsD Affaires phone numbers

For information on AccèsD Affaires products and services, navigation assistance or technical support, call an AccèsD advisor :

- Montréal : 514 253-7392
- Toll-free : 1 877 ACCESD A (1 877 222-3732)

AccèsD business hours

- Help – Information – Products : Monday to Friday, 8 :00 a.m. to 6 :00 p.m.
- Technical support : Monday to Friday, 8 :00 a.m. to 9 :00 p.m. ; Saturday and Sunday, 8 :00 a.m. to 8 :00 p.m.

Contacting us by email

You can write to us by clicking on the Contact us link in the AccèsD Affaires page header, and then clicking on *Write us*. If you would like to send an email to your caisse or Desjardins Business centre advisor click the link below and follow instructions :

<http://www.desjardins.com/ca/locator/index.jsp>

1.5. FÉDÉRATION DES CAISSES DESJARDINS DU QUÉBEC CLIENTS (815-98000): FEATURES

The AccèsD Affaires guide includes relevant information for both clients of the Fédération des caisses Desjardins du Québec (815-98000) and members of the Desjardins caisse network. Each section contains a note indicating if the information applies to Fédération des caisses Desjardins du Québec (815-98000) clients and any special details.

Please note that the term *folio* is replaced by the term *account* for products held by Fédération des caisses Desjardins du Québec (815-98000) clients.

Together with the Fédération des caisses Desjardins du Québec (815-98000), you have determined which accounts are to be accessible through AccèsD Affaires, and which transactions are allowed.

It is possible to have access to foreign currency accounts. If you are an administrator, you may consult this information in your business profile. To change the accounts or operations that are available to your business, contact Fédération des caisses Desjardins du Québec (815-98000).

The Cash Management service is available Monday to Friday, from 7:00 a.m. to 6:00 p.m., except on statutory holidays (see the list of exceptions below).

Support for Fédération des caisses Desjardins du Québec (815-98000) clients

Help – Information – Products: 514-271-7072 or 1-866-332-0336

Monday to Friday, 8:00 a.m. to 5:00 p.m.

Tech Support: 1-877-222-3732

Monday to Friday, 8:00 a.m. to 9:00 p.m.; Saturday and Sunday, 8:00 a.m. to 8:00 p.m.

Operations available with Fédération des caisses Desjardins du Québec (815-98000)

AccèsD service

- Make real-time (multicurrency) or deferred (Canadian currency only) transfers
- Make multiple transfers
- Obtain additional account information
- Produce a transactions statement
- Produce a Visa Desjardins account statement
- View, change or delete pending transactions
- Sign or delete a transaction pending signature
- Reconcile/assign cheques
- Pay bills
- Pay personalized bills
- Complete government remittances (CAN-ACT)

Exceptions – Services available on holidays

- AccèsD funds transfer
- AccèsD Affaires funds transfer
- Cheque cancellation
- Cancelling a cheque cancellation
- Cheque issue
- Stop payment
- Cancelling a stop payment instruction
- Add, change or delete a pre-authorized transfer

Reconciliation/Consignment service

Cheque status

Status	Description
Issued	The cheque was transmitted to Fédération des caisses Desjardins du Québec (815-98000), but has not yet reached the date of issue.
Outstanding	The date of issue has been reached.
Cancelled	A cancellation or replacement transaction was made on the cheque.
Replaced	The cheque was replaced by another cheque.
Cashed	The payee has cashed the cheque.
Cashed/rejected	The cheque was rejected when being cashed because it was not outstanding.
Out of date	The deadline for cashing the cheque has passed.
Reimbursed	Once the deadline for cashing the cheque has passed, the amount of the cheque is paid to the primary account.

2.1. VIEW YOUR BUSINESS PROFILE

Click on the Profile and preferences button to access a series of menus describing the elements of your business profile. Managing the business is available to primary and secondary administrators only.

Business profile

Use this menu to view the general information in your AccèsD Affaires profile. You can update this information by contacting your caisse or AccèsD Affaires services.

Services

Use this menu to view the services your business is registered for. A green check mark indicates that your business is registered for a service and a red X means that it is not.

Accounts

If you use the Cash Management service, this menu will allow you to view the accounts (PCA, RSA, LC, Visa, other currencies, etc.) linked to the folios available through AccèsD Affaires. This menu also allows you to name each account and view their access rights.

Suppliers

Use this menu to view and manage (add, edit, list order, delete) the payable suppliers entered in your profile. See the *Payments* section of this guide for more information.

Government remittances

Use this menu to view and manage (add, edit, delete) the government remittance forms in your profile. See the Government remittance section of this guide for more information.

DDW organizations

If your business is registered for our Data transmission (direct deposit-withdrawal) service, this menu allows you to view the information in your business profile. Click on the organization number you wish to view and its information will be pulled up on-screen. See the *Data transmission (direct deposit-withdrawal)* section of this guide for more information.

You can also check the transmission mode selected to upload your direct deposit-withdrawal data to the Desjardins Data Centre by clicking on the *Consult the transmission mode* button.

History

Use this menu to view the changes made to the business profile.

The History includes activity for the six months following the creation of the business file and the six months prior to the last change to the file.

The following information is provided:

- Date and time of the operation
- Name of the user who conducted the operation
- Description of the operation

2.2. MANAGING USERS IN YOUR FILE

You can add, modify delete ou reactivate a user from this section.

Username

NEVER share your username with another. If you wish to give someone access take a few minutes and create his own code.

Each user is assigned a unique user code and password by the system when the user account is created. The administrator gives them to the user, who must ensure they are kept confidential.

The primary administrator can reset passwords for all users.

Only the caisse or AccèsD Affaires services can reset a password for the primary administrator.

Secondary administrators can reset passwords only for employee accounts.

Users cannot reset their own passwords and must ask someone with the appropriate access rights to do so.

User categories

There are three user categories: primary administrator, secondary administrator and employee. The first two user categories can create other users and grant them access to accounts and functions. The user category and functions defined in your user profile determine the functions and accounts to which you have access.

Primary administrator

When your business is registered for AccèsD Affaires, the primary administrator is issued a user code. Only a caisse or AccèsD Affaires services can create a primary administrator. The primary administrator is an employee of your company who has access to all services and accounts that your caisse has set up in your AccèsD Affaires file. There can only be one primary administrator per company. The primary administrator defines user accounts and the services that are available to each of them, provides assistance to other users and is the single point of contact between the business and the AccèsD Affaires services.

The primary administrator can add secondary administrators and employees but cannot grant access rights outside the ones to which they are entitled.

Secondary administrator

The secondary administrator only has access to the services defined by the primary administrator. Your company should appoint at least one secondary administrator in case of situations where the primary administrator is unable to assist other users or authorize transactions that require two signatures.

The secondary administrator can create employee accounts and determine the services they can access. Secondary users cannot grant access rights outside the ones to which they are entitled.

Employee

Employee users do not necessarily have to be company employees (for example, you may grant access to your accountant). Employee users cannot create other users.

2.3. PERSONALIZATION

User profile

The user profile contains your information. Depending on your user category, you may only have the access rights to edit some of the information; the primary or secondary administrator can edit the other information in the Identification section for you. Primary administrators must contact their caisse to have their own information edited.

3.1. USERNAME

Enter your username on the *Log on* page. You may use your username or email address. Your email username doesn't replace your code. Both usernames will work. You can save up to 6 usernames on 1 device.

If you choose to use an email address as your username, Desjardins will not use it to contact you. It will be used only to identify you and may or may not be the same as the one we have on file. If you change the email address you use as a username, no changes will be made to the email address in your AccèsD Affaires file.

The email address used to identify you must be valid and you will be asked to confirm that it's a real address when you choose your username.

3.2. PASSWORD

1. Choose a confidential password to replace the temporary one you received.
2. Select an image and personal phrase as well as 3 security questions.

Users can change their password or security settings at any time.

Password rules :

1. If a user enters the wrong password 3 times in a row when attempting to log in to the application, the system will deactivate the password and the user will no longer have access to the system.
2. Passwords will also be deactivated after 5 failed attempts to answer a security question. Users must then contact their primary administrator, who can reset passwords for secondary administrators and employees.
3. Primary administrators who forget their own passwords must contact AccèsD Affaires support or their caisse to have their password reactivated.

3.3. SIGNING TRANSACTIONS

If your organization requires two signatures for transactions greater than a set amount and you make a transaction for an amount exceeding that limit, the transaction will be placed on hold, pending a signature. Please ensure that transactions awaiting signatures are approved or they will not be executed.

If you would like to add this option to your company profile, please contact your caisse.

If you chose the *One signature* option, all transactions in all your folios in AccèsD Affaires will be carried out with a single signature, even if these folios require two signatures for transactions carried out at the caisse.

If you chose the *Two signatures* option, transactions made in folios requiring just one signature will still only require one signature. All transfers from folios requiring two signatures will require two signatures. When selecting the *Two signatures* option, you selected a monetary limit above which a second signature would be required. Transactions for amounts lower than the minimum will not require a second signature.

When users record a transaction (real-time or in deferred mode), they enter the first signature. The second signature must be provided by another user with the *Two signatures* option. A user who is not authorized to sign a transaction can still record a transaction, which will require two authorized signatures to be completed.

Unauthorized transactions will not be completed. We recommend granting authorization rights to more than one user in case of situations where the authorized user is unavailable.

Once you've entered the *Signing transactions* section of the website you will be able to sign or refuse and delete a transaction.

3.4. SECURITY CODES

Security codes on AccèsD Affaires provide additional security to ensure your transactions remain confidential. They apply to 2 transaction types: adding a personalized bill payment and funds transfers.

In addition to your password, you must also enter a security code when making a transaction.

One-time email security codes

One-time email security codes on AccèsD Affaires provide additional security to ensure that your transactions remain confidential. They apply to 2 transaction types: adding a personalized bill payment and funds transfers. In addition to your password, you must also enter a security code when making a transaction. One-time email security codes are generated upon request by the primary administrator (or delegated person). Each code is valid for 10 minutes. If the code is not used within 10 minutes of being generated, a new code must be requested.

One-time email security codes - General

- For people who are currently using the grid, this new security feature can replace the paper security code grid.
- The primary administrator must ask for this feature to be activated on AccèsD Affaires (an AccèsD Affaires services agent will activate it).
- This security feature can be delegated to other users.
- An email security code is requested when approving a transaction.
- The email security code must be used within 10 minutes of being generated.
- If a user makes 3 consecutive errors when entering the security code, the user's password is automatically disabled. The user must then reactivate their password to continue.
- This security feature is just as secure as the paper security code grid.

Security codes - Responsibilities

- Only the primary administrator can activate this feature in their business file.
- Only the primary administrator can delegate this security feature to other users on file.
- The primary administrator or any other user must never divulge their email password to anyone.

Paper security grids

Desjardins generates new security grids every six months (except in the case of the initial grid) and mails them to the primary administrator. Unless a grid is deactivated manually or expires, it remains in effect until the new grid is used, at which point the old one will be deactivated automatically.

When entering the grid code, use capital letters.

Managing the security grid

The primary AccèsD Affaires administrator can issue a security grid for each secondary administrator and employee so that they can carry out funds transfers. Users can deactivate their own security grid if required. Only the primary administrator can issue a new security grid.

The user will receive the security grid by mail.

Using the security code with a two-signature file

The administrator or employee with the security code must always enter the security code in order to make the second signature possible.

If the transaction is initiated by an authorized signatory (user with signing rights) with a security code

1. The authorized signatory must use the security code and place the transaction pending authorization in the Sign section.
2. A second authorized signatory must approve the transaction for it to be completed.

If the transaction is initiated by a user who is not an authorized signatory, but who has a security code

1. The user must use the security code and place the transaction pending authorization in the *Sign* section.
2. Two authorized signatories must approve the transaction for it to be completed.

If the transaction is initiated by a user who is not an authorized signatory and who doesn't have a security code

1. The user must place the transaction pending authorization in the *Sign* section.
2. Two authorized signatories must approve the transaction.

If one of the authorized signatories has a security code, they must use it to complete the transaction.

If neither of the authorized signatories has a security code, a third user with a security code (e.g., the primary administrator) must complete the transaction.

If the transaction is initiated by an authorized signatory who does not have a security code

1. The authorized signatory signs the transaction and places it in the Sign section.
2. If the second authorized signatory has a security code, they must use it and then sign the transaction.
3. If the second authorized signatory doesn't have a security code, a third user with a security code (e.g., the primary administrator) must complete the transaction.

3.5. FAQ

Security code delegation

Questions	Answers
Which transactions require a security code?	International funds transfers and adding personalized bill payments.
Which users can delegate a security code?	Only the primary administrator can delegate security code for other users (secondary administrators and employees).
Which users can obtain a security code?	All users can obtain a security code.
Are security codes only required for two-signature files in AccèsD Affaires?	No. Security codes must be used for all funds transfers and when adding personalized bill payments, whether or not the transaction is made from a two-signature file on AccèsD Affaires.

4.1. OVERVIEW

The overview page presents an overall view of your company's products and services. It includes various sections: Accounts, Financing and credit cards and Investments.

In the Accounts section, your accounts are grouped by currency.

Click an account to show your account information and recent transactions.

When you click a feature, a window will pop up over the page content, which ensure that you are always in context.

Please note :

- Enter amounts without spaces, commas or dollar signs (\$) (e.g., 9999.99).
- All of your business folios in all caisses in the network, your Visa Desjardins accounts and your accounts at Fédération des caisses Desjardins du Québec (815-98000) are eligible.
- It is possible to register folios that are not held by your company. For example, a head office could include the folios of its branch offices; a single proprietorship could include the personal folios of its owner.
- Your caisse must obtain authorization from the folio holder before giving you access to it.
- It is possible to have access to Canadian (CAD), American (USD) and other foreign currency folios.
- Bill payments, personalized service provider payments and government remittances can only be made in Canadian currency (CAD).
- You can cancel a transaction anytime by clicking on the Cancel button at the bottom of each confirmation page.

Special note for Visa : Each user only has access to the functions, accounts and transactions that were selected by the administrator when creating the user file. Unlike Desjardins caisse accounts, access to Visa Desjardins accounts cannot be delegated to only a few. All users have access to all business Visa accounts and details.

Transaction dates

Transactions will not be entered in your accounts on Saturdays or Sundays. Even though AccèsD Affaires is available seven days a week, there are only five business days. Saturdays, our computer system uses Friday's date, and Sundays, it uses Monday's date. At Fédération des caisses Desjardins du Québec (815-98000), transactions carried out on a Saturday or Sunday are entered using Monday's date.

Our computer system changes dates in the evening, not at midnight. For instance, a transaction performed at 11 p.m. will be dated the following day. (The exact time of this change depends on the day.)

The caisse's month-end depends on the following schedule¹ :

Month-end falls on a...	The caisse's month-end is during the night of...
Sunday	Saturday to Sunday
Monday	Monday to Tuesday
Tuesday	Tuesday to Wednesday
Wednesday	Wednesday to Thursday
Thursday	Thursday to Friday
Friday	Saturday to Sunday
Saturday	Saturday to Sunday

Real-time and deferred transactions

Real-time transactions :

When your transactions are done online, your caisse accounts are updated immediately. You have access to the information in real-time, as though you were at the caisse counter.

Deferred transactions :

You can set up transactions to take place later by selecting the date you want them to be carried out.

4.2. HOLD ON ACCOUNT¹

Caisses often place holds on accounts following certain transactions (e.g., deposit of instruments at counter or ATM). The hold can be placed manually by a caisse employee, or automatically. If it is placed automatically, details of the hold will be posted in AccèsD Affaires. To see the details, simply bring up the account. If there is a hold on the account, the information will be displayed automatically. Otherwise, AccèsD Affaires will display \$0 for the hold. If the hold is placed manually, you will not be able to see the details in AccèsD Affaires and the amount of the hold will be set at \$0. You must contact your caisse for more information.

Important information

- The balance listed on the overview page doesn't take into account any holds that may have been placed on the account. It's important to check the additional account information to find out how much is available for cash outflow purposes.
- AccèsD Affaires shows only holds that are placed on Personal Chequing Accounts (PCA) and Regular Savings Accounts (RS).
- The amount available in the account for cash outflows is the "real" balance that represents how much cash you can access in the account.

For more information on your latest transactions (e.g., modify the period, sort by transaction type, etc.), click on the white button *Transaction follow-ups* then on *Search for a transaction*.

Authorized transit

AccèsD Affaires displays the authorized transit for the account you've selected; the information appears on the account details page. The authorized transit is the maximum amount you have immediate access to following a deposit. The amount is set by the caisse based on each member's needs.

¹ Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

The authorized transit is a valuable and important variable in managing your cash flow.

Paying your line of credit

This option is not available to all credit line holders. It is granted based on the credit line contract signed with your caisse. If you would like this option, ask your caisse to find out if it's possible to add the function to your AccèsD Affaires file.

When a payment to your credit line is processed, the payment is applied only to the principal up to the total amount you want to pay back. This benefits you because:

- It restores your line of credit.
- The interest is based on the principal; by reducing the principal, you reduce the interest.
- If your payment covers the full principal, we will apply the surplus to the accrued interest.

Obtaining a Visa Desjardins cash advance

Cash advances from a Visa Desjardins line of credit can only be deposited to a Canadian currency chequing account (PCA) or regular savings account (RS). Cash advances from the Visa Desjardins line of credit are always made immediately.

Paying a Visa Accord D plan

To make a monthly payment, make a payment on your credit card. To make a principal payment, make your payment to the Accord D plan. Cash advances from Visa Desjardins Business cards are not available through AccèsD Affaires.

Note : When you pay your Accord D plan online, the balance is updated immediately. In the event that communication with the Desjardins Card Services data centre is interrupted, there may be a delay of a few hours between the time your payment is recorded and the time your Accord D plan is updated. To find out the date your payment was received, click on your Visa account number.

4.3. APPLYING FOR A BUSINESS ACCOUNT

You can apply for a new folio online through AccèsD Affaires. Fill out the online application and submit it to your caisse. An advisor will contact you to make an appointment to meet and finalize the request.

Important information

- Only the primary AccèsD Affaires administrator can apply to open an account.
- The information that appears on the new folio application (company name, address, phone number, etc.) is the information on file for the company on AccèsD. You may edit this information before submitting the application. The changes will appear on the application only.
- You can open a Canadian or U.S. dollar chequing account through AccèsD Affaires. Other foreign currency accounts are also available.
- The application can be submitted to a caisse other than the one where you currently have your account.
- You can go back to the previous step to edit information up until the time you submit your application to the caisse.
- You cannot save your application. If you quit your session before completing the application or click on a tab to go to another AccèsD Affaires section, any information entered will be lost.

- You may cancel the application at any time by clicking on the Cancel button and confirming that you want to cancel application. Any information entered will be deleted and the application will not be submitted.

4.4. PENDING TRANSACTIONS

You can use this function to view pending transfers, bill or personalized service provider payments and government remittances on your accounts.

Note : Refer to the section on bill payments and government remittances for more information on this type of pending transaction.

Fields description

Field	Description
Frequency and date	Frequency and date of the next transaction
From	Caisse, folio and account where the funds will be withdrawn
To	<ul style="list-style-type: none"> Transfer: caisse, folio and account receiving the funds Bill payment: organization receiving the payment Government remittance: the remittance form with which the payment is being made
Amount From (\$)	Withdrawal amount
Amount To (\$)	Deposit amount
Origin	<p>If your company is a client of Fédération des caisses Desjardins du Québec (815-98000) and registered for the Reconciliation/consignment service:</p> <ul style="list-style-type: none"> The Origin column is on the left side of the table. For manually saved transactions, there is no value in this column. When you send cheques before their issue date, the transfer from the main account to the CC account appears in the table of pending transactions; the Origin column then contains the notation "Transmission." The transfer will automatically be done on the date of the next transaction. This transfer cannot be changed or deleted.

Technical information

Pending transfers

You should record, modify or delete your pending transactions at least two days before the expected transaction date. After that, it is still possible to manage your pending transactions, but you must keep in mind the following restrictions :

- Adding a pending transfer: The addition must be made at least one business day before the transaction is to be carried out. AccèsD Affaires will inform you of the nearest date on which the transaction can be carried out.

- Deleting a pending transfer: Transactions scheduled for the same day can be deleted as long as it is done before 6:00 p.m.¹. AccèsD Affaires will notify you if the transaction cannot be deleted.
- Modifying a pending transfer: Transactions scheduled for the same day can be modified as long you do so before 6:00 p.m.¹. You must specify the date of the next transaction, which can be the next business day at the earliest. AccèsD Affaires will notify you of the next possible date the transaction can be carried out.

Automatic use of line of credit for deferred transfers²

If the source account for a deferred transfer is a regular account linked to a line of credit, check the Use IC box if you want the line of credit to be used in the event that the regular account funds are insufficient. If you don't check the box and the regular account funds are insufficient at the time of the transaction, the transaction will not go through.

Transfer processing dates

Given that there are only five business days in a week, some transactions are not carried out on the date you've chosen.

If the transaction date falls on a...	The transaction will be carried out on the evening of...	The transaction will be dated
Sunday	Monday	Monday
Monday	Monday	Monday
Tuesday	Tuesday	Tuesday
Wednesday	Wednesday	Wednesday
Thursday	Thursday	Thursday
Friday	Saturday	Friday
Saturday	Monday	Monday

Transfers that cannot be modified

It's possible that some transfers displayed in your pending transactions cannot be modified. In such cases, there will be no radio button on the left of the transfer information.

Transfers programmed by the caisse

If your caisse has programmed an automatic transfer from one of your folios, you'll be able to see the transaction but not modify or delete it. To make any changes to the transfer, contact the caisse in charge of the folio.

Transfer programmed for a personal folio in AccèsD

Because you can add your personal folios to AccèsD Affaires, pending transactions will also include transfers programmed for your personal folios that have been added to your business file. However, if the transfer transaction was initially programmed in your personal AccèsD session, you cannot make any changes to the transaction through AccèsD Affaires.

- 1 For transfers programmed on a Friday, you have until Saturday at 2:30 p.m. to make changes. Because transfers programmed for Saturday and Sunday are carried out on Monday, you have until Monday at 6:00 p.m. to make any changes.
- 2 Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

4.5. NET POSITION SIMULATION

Use the net position simulation feature to produce a PDF report of your company's standing to help you make decisions regarding business opportunities, cash management and investments.

You can create up to 21 models, each one consisting of a group of personal or business accounts that you want to use to determine your net position. Choose from your chequing and savings accounts, loans and Visa products to generate a simulated net position report.

The following transactions are not used for net position simulations :

- direct deposits,
- pre-authorized withdrawals,
- payroll transactions
- Can-Act government remittances.

You can enter the values manually as additional cash inflow and outflow. The primary administrator may delegate access to this service to another person in your company or to a third party. However, the person delegated may not create models and may only generate a report for the accounts to which they have access. Net position reports are confidential. Only you and other authorized users have access to them.

4.6. FINANCIAL SUMMARY

The Financial summary function provides online access to a PDF report of the assets and liabilities in your AccèsD Affaires file. Select the currency for your financial summary or manually enter a CAD or USD conversion rate. The exchange rates are for information purposes only and may fluctuate over the course of a day.

Roles

The primary administrator may delegate access to this service to another person in your company or to a third party. However, the person delegated may only generate a financial summary based on the accounts to which they have access. Financial summary results are confidential. Only you and other authorized users have access to them.

4.7. ACCOUNT CONSOLIDATION¹

The account consolidation service allows you to view the details of the balance of each account included in your company's account consolidation, whether it be in Canadian or U.S. dollars, as well as of the funds available for consolidation², if applicable.

The account consolidation service also allows you to produce net result interest calculation reports online. The reports, available in both summary and detailed versions, display data from the last 18 months, for a maximum of 31 days at a time. The reports are available in CSV format so they can be imported to the software of your choice, (e.g., Excel) or printed out.

1 Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

2 Funds available for consolidation are made up of all account credit balances less any funds the caisse is authorized to temporarily withhold, less any account debit balances, plus any available line of credit balance. Funds available for consolidation are calculated in real-time over the course of the day after each monetary transaction made in any of your consolidated chequing accounts.

Primary administrators may delegate the account consolidation service to another user.

Viewing details of an account consolidation

The *Account consolidation – Details* page displays account consolidation information as of the current date. The information displayed varies according to whether it is an account consolidation with funds available for consolidation or without funds available for consolidation. If applicable, funds available for consolidation are displayed in real-time.

Consulter vos rapports du calcul d'intérêts sur le résultat net

The *Account consolidation – Details* page gives you two options for accessing interest calculation reports: the *View interest calculation reports* link, or the *View interest calculation reports* button.

Select the period for the interest calculation. Daily net result interest is calculated :

- Around 7:00 a.m. Tuesday to Friday for the previous day's end-of-day net results
- Around 7:00 a.m. Sunday for Friday, Saturday and Sunday net results.

Interest is tallied daily in the consolidation master account and credited or debited on the first business day of the following month, as appropriate.

Net result interest calculation reports display data from the last 18 months, for a maximum of 31 days at a time.

Summary and detailed reports are available in CSV format so they can be imported to the software of your choice, (e.g., Excel). Summary reports are also available directly on-screen.

CSV reports have the following default name format (these numbers are examples only): S00006820090424105601[1].csv, where :

- "S" stands for summary report
- "000068" is the 6-digit account consolidation number
- "20090424" stands for the day's date (year, month, day)
- "105601" stands for the time report was requested (hour, minute, second)

Note: To save the report in Excel format (.xls), you must first delete the [1] from the file name.

4.8. STOP PAYMENTS¹

Use the Stop Payment feature to stop payment on one or more cheques (CCQ) or pre-authorized payments (DW). A stop payment instructs your caisse not to honour a scheduled payment.

Obtaining the service

Users can access the Stop Payment feature, as soon as they are granted access to the Funds Transfers feature in AccèsD Affaires.

Foreign currency

Stop payment orders may be placed on cheques drawn on a Canadian currency (CAD) or U.S. currency (USD) account. However, they can only be made on pre-authorized payments from Canadian currency accounts.

¹ Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

Issuing a stop payment request

The *Stop payment* page shows any existing stop payments on pre-authorized payments or cheques. If no stop payments are shown, this means that there are no stop payment orders being processed. In that case, the notice “No stop payment orders have been placed” will be displayed.

You can then carry out the following operations :

- Issue a stop payment on one or more pre-authorized payments.
- Issue a stop payment on one or more cheques.
- Make changes to a stop payment order on a pre-authorized payment or cheque.
- Delete a stop payment order on a pre-authorized payment or cheque.

Note : Stop payments can only be modified before 5:00 p.m. on the day they are issued.

Technical information

Stop payments :

- Can be placed on one or more pre-authorized payments or cheques
- Cannot be placed via AccèsD Affaires for cheques drawn on a line of credit (contact your caisse)
- Cannot be placed on a certified cheque
- Cannot be placed on a payment for a loan held at a caisse
- Can be deleted even if they have been processed by a caisse
- Can only be modified before 5:00 p.m. on the day they are processed
- Are charged directly to the account on which they are issued. Make sure you have the necessary funds to cover the stop payment fee before you issue one.

Stop payments on pre-authorized payments :

- Can only be placed on pre-authorized payments scheduled to occur after the current date
- Can only be placed on payments scheduled for processing up to 12 months following the current date
- Will be removed from the list of existing stop payments 372 days after they are issued
- Can only be applied to Canadian currency (CAD) accounts

Stop payments on cheques :

- Can be placed on one or more cheques that have not yet been cashed and whose dates are no more than six months ago (period for which cheques are valid)
- Cannot be placed on a series of cheques to the same payee if the payment amounts are different (you must make a different stop payment for each cheque)
- Will be removed from the list of existing stop payments 190 days after the date the cheque was issued
- Can be applied to Canadian currency (CAD) or U.S. currency (USD) accounts

Stop payments on two-signature accounts:

- Automatically generate a transaction that must be signed by an authorized user in AccèsD Affaires.
- Are only completed once the second signature is obtained.
- Must be signed before the date of the cheque or pre-authorized payment to be stopped or the stop payment order will not go through.

FAQ

Questions	Answers
<p>I want to stop payment on several cheques for different amounts to the same recipient. Can I make a single stop payment or do I need several?</p>	<p>For a stop payment on a series of cheques to be valid, the series must be payable to the same recipient and must be in the same amount. Only the dates can be different. If these criteria are not met, you will need to place a separate stop payment on each of the cheques.</p>
<p>I want to place a stop payment on a pre-authorized payment, but the payee's name doesn't appear in the drop-down menu under Payee name. Why?</p>	<p>The list in AccèsD Internet only includes payees that have already received a pre-authorized payment from your account at the caisse. If the organization hasn't yet made a pre-authorized withdrawal from your account, you will have to select Other and enter the payee name in the field provided.</p>
<p>Can I stop payment on a cheque that will be cashed several months from now or a pre-authorized payment that will be withdrawn several months from now?</p>	<p>You can stop payment on a cheque that will be cashed anytime in the next 12 months. However, stop payments on pre-authorized payments can only be placed on the next payment.</p> <p>E.g., Two pre-authorized payments are scheduled for June 1 and July 1. In May, you cannot make a stop payment on the payment scheduled for July 1, unless you make a stop payment on a series of pre-authorized payments, including the payments on June 1 and July 1.</p>
<p>What should I do if I make a mistake when placing a stop payment?</p>	<p>You can modify a stop payment on a pre-authorized payment before 5:00 p.m. on the day of the scheduled payment without having to pay additional charges. If you need to modify a stop payment requested at an earlier date, you must delete the stop payment and create a new one (an additional fee will apply).</p>
<p>I see several signature requests for the same stop payment. Do I need to sign them all to confirm the stop payment order?</p>	<p>No. This situation only occurs if you made several modifications to a stop payment on the day you placed it. Only the most recent signature request needs to be signed to confirm the stop payment order. You can delete all the other signature requests by selecting them and clicking on the Refuse button.</p>
<p>Can I stop payment on a loan held at a caisse?</p>	<p>To stop payment on a loan or to postpone payment of a loan, you must contact your caisse advisor directly.</p>

Questions	Answers
<p>What do “Known” and “Unknown” mean for stop payments on pre-authorized payments?</p>	<p>Select “Known” if you know the amount of the set monthly pre-authorized payment. In that case, a stop payment will be placed on that amount only.</p> <p>Select “Unknown” if you don’t know the amount of the monthly pre-authorized payment either because it varies or hasn’t been set yet.</p> <p>Important note about pre-authorized payments: If you make a stop payment and select “Unknown” for the amount, you will no longer have the option to make a second stop payment for the same payee, even if you know the amount and the date is different.</p>
<p>I placed a stop payment in AccèsD Internet a few days or weeks ago, but I can’t see it in the list of existing stop payment orders. Do I need to place it again?</p>	<p>Stop payments on cheques are automatically deleted 190 days after the date the cheque was drawn.</p> <p>Stop payments on pre-authorized payments are automatically deleted 372 days after the date the stop payment order was placed. However, the caisse may delete a stop payment upon request by the member or once the instrument has been processed.</p> <p>For details, contact your caisse advisor.</p>

4.9. OPENING AN ENHANCED INVESTMENT BUSINESS ACCOUNT¹

An Enhanced Investment Business Account is a savings account you can withdraw from at any time that allows you to maximize interest income on your cash on hand. You will be able to transfert funds as soon as the account opening is completed.

4.10. INVESTMENT PURCHASE¹

Use the Investment Purchase function to buy capital-guaranteed investments online. Carry out the transactions independently, based on your investment needs. Open your investment account and make your purchases online in real-time. Investment products are available in Canadian or U.S. funds. You will receive your investment certificate by mail.

Votre certificat de dépôt vous sera expédié à l’adresse présentée sur la page de confirmation. Le délai de réception du certificat de dépôt correspond aux délais postaux.

Roles

See the *Managing Your Business File* section.

¹ Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

5.1. FUNDS TRANSFERS

AccèsD Affaires allows you to transfer funds between accounts held at the same or different caisses. You can transfer funds between your chequing, regular savings¹ or Business Freedom Solutions Line of Credit¹.

You can program your transfers in advance and select the frequency you want² :

- Daily³
- Weekly
- Every two weeks
- Monthly
- Bimonthly (the 15th and 30th of each month)
- Quarterly
- Semi-annually
- Annually

Registering for the service

Generally, is activated when you open an AccèsD Affaires file. If this isn't the case, contact your caisse or AccèsD Affaires to activate the function.

Roles

The primary administrator can grant other users access to this function. These users must also be authorized to conduct transactions on folios used for funds transfers.

5.2. INTER CURRENCY TRANSFERS

AccèsD Affaires simplifies funds transfers between your Canadian, U.S. and other foreign currency accounts, regardless of whether they are at the same or different caisses. You can make transfers for your business in real-time and at the rates in effect at the time of the transfer.

Getting this service

Businesses with U.S. accounts in AccèsD Affaires automatically have access to the inter-currency transfer feature. However, you need an electronic signature and the primary administrator's password to activate the function the first time you use it.

Fédération des caisses Desjardins du Québec (815-98000)

Fédération des caisses Desjardins du Québec clients must register for the inter-currency transfer service with Fédération des caisses Desjardins du Québec (815-98000). The primary administrator can then activate the function for each of the business's users.

- 1 Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients
- 2 You can make transfers to a line of credit or credit card in real time or you can schedule transfers for a later date.
- 3 Transactions scheduled on a daily basis are carried out five days a week. Transactions are not carried out on Saturdays or Sundays. Note that if you program transactions in advance and the scheduled date falls on a Saturday or Sunday, a message will appear at the top of the confirmation page notifying you of the real date the transaction will be processed. You can modify the date as needed. For more information about scheduled funds transfers, refer to the pending transactions section.

Roles

Inter-currency transfers can be signed electronically by one or more people (the company may have more than two signatories). In the case of transactions to sign, the exchange rate that will apply is the one in effect at the time of the second signature. Users may only access the features, accounts and transactions that the administrator chose when their user files were created.

5.3. TECHNICAL INFORMATION

- Inter-currency transfers can be made 24 hours a day. However, we recommend that you make these transactions during North American market hours (8:00 a.m. to 4:30 p.m.) on business days in order to get the best rates.
- The exchange rate applied to the transfer transaction is refreshed every 60 seconds to constantly reflect the current market rate. Once the 60 seconds are up, you will be provided with a new exchange rate.
- To use this function, you must have at least two accounts in different currencies in your AccèsD Affaires profile.
- For transactions requiring a signature, the rate that applies is the rate in effect at the time of the second signature.
- Since the exchange rate applicable to an inter-currency transfer must be the one in effect when the transfer is carried out, this transaction can only be done in real-time. Therefore, it is not possible to make deferred inter-currency transfers.
- Inter-currency transfers cannot be used to make payments on a line of credit.
- To make multiple transfers, the source and destination accounts must be of the same currency.

Use AccèsD Affaires to pay most of your utility, Canadian supplier, municipal tax and credit card bills. Go to <http://www.desjardins.com/ca/business/accounts-cash-management/ways-to-bank/accesd-affaires/available-features/bill-payments/index.jsp> for the comprehensive list of eligible organizations.

If you wish to make a payment to a supplier who is not part of the list, you may create this supplier with the Personalized bill payments application. Your new supplier will be added to your existing list and you will be able to make payments.

You can pay your bills immediately or set them up to be paid at a later date. You can also select automatic instalments at the frequency of your choice for your fixed amount payments.

You can add, change or delete bills on your business profile at any time.

Getting the service

Generally, the Payment service (for standard service providers and personalized service providers) is activated when you open an AccèsD Affaires file. If this isn't the case, contact your caisse or AccèsD Affaires to activate the service for your business.

If you were not registered for the personalized service provider payment service when you signed up for AccèsD Affaires, the primary administrator can do so through AccèsD Affaires. Click on the *Payments* button, then on *Sign up for the Personalized Bill Payments* service. A pre-registration form and online agreement will appear on-screen; you may print these for your records. Sign online by entering your AccèsD Affaires password in the appropriate field.

Roles

The primary administrator can authorize other users to use the service. These users must also be authorized to carry out transactions in folios used to pay bills or personalized service providers.

Note : The primary administrator is the only user who can add, modify or delete personalized bill payments in the file, using the security code.

6.1. ADDING, MODIFYING, REORDERING OR DELETING A BILL OR SERVICE PROVIDER

Before using the service for the first time, the primary administrator must create a list of service providers in the company profile, providing a specific description of each (e.g., Bell Canada / factory phone). To create the list, go to the *Business* tab and select *Service providers*. The primary administrator can edit the list of service providers from this page.

Notes :

- The description is meant to describe the bill. If you leave it blank, the name of the organization will be listed by default.
- You will only be able to make a new personalized bill payment after 2 days so Desjardins can verify the information.
- It is not possible to edit a personalized service provider's banking information. If you must make changes, delete the service provider and create a new one.

Note : If you have saved deferred payments for this service provider, the payments will be made as scheduled. Delete the transactions to cancel these payments.

Search service providers

This feature lets you use a search bar to quickly find service providers on file and add them to a personal list. Once you create a list, you can make batch payments and then save the list and use it as a template later.

Users can each make their own templates, which will make payments to standard and personalized service providers faster.

You can edit and delete payment templates in the *Manage templates* tab.

6.2. TECHNICAL INFORMATION

- If your service provider doesn't have an agreement with Desjardins and is not on the list of organizations that can be paid through AccèsD Affaires, check with your service provider if you can pay them through the *Personalized service provider* service. You can also ask if the service provider has other payment options. In some cases, you can use the *Data transmission* service to deposit amounts directly and simultaneously to several service provider accounts or use the *Funds transfer* function to pay foreign service providers.
- You need the service provider's banking information in order to add them to your list.
- There is a daily limit for the personalized bill payment service. In the event that the limit prevents you from making a payment, use the *Funds transfer* function to carry out the transaction. You can also ask your Desjardins account manager to review your limit. You can opt to send a payment notice to the service provider.
- To pay your personal taxes electronically, use the Personal AccèsD service.
- For scheduled payments, if the daily limit or balance is unavailable on the payment date, the payment will not be made and the system will not make any further attempts to carry out the transaction. The transaction will have to be reprogrammed.

6.3. REFERENCE NUMBER

Service providers use reference numbers to track payments. When you add a service provider, have your bill on hand so you can locate the reference number. This number varies from one service provider to the next and may appear in different places on the bill, under different names: client number, file number, etc. AccèsD Affaires will let you know where each standard service provider lists this number.

For standard service providers, we make sure that reference numbers are valid. However, we cannot check whether the number corresponds to the service provider in question. When you pay a personalized service provider, enter information in the Reference box that will allow your service provider to identify you (e.g., bill number, client number or other [15 characters]).

The reference number is the key to recognizing the payment. When you make your first payment, we recommend confirming that the service provider has applied the payment to your account.

6.4. CONFIRMATION NUMBER

The confirmation number is used to check that the transaction has been recorded in AccèsD Affaires.

Receiving a confirmation number does not guarantee that the payment will be made. Scheduled or post-dated payments may not be processed on their due dates for reasons such as insufficient funds, hold on the account, etc. We recommend checking your account statement to make sure the transaction went through.

6.5. PAYMENTS TO SERVICE PROVIDERS

When you make a payment to a service provider that has an account with Desjardins, the payment will be made immediately.

When you make a payment to a service provider with an account at another Canadian financial institution, the service provider will usually receive the payment within two business days. To avoid late payment fees, we recommend making payments two business days before their due dates.

6.6. VISA DESJARDINS ACCOUNT

You have two options to pay your Visa Desjardins accounts :

1. Follow the same procedure to pay other service providers.
2. Contact your caisse or AccèsD Affaires (1-877-ACCESD-A) and ask them to register your Visa account as a caisse account. You can then pay your bills, check your account balance and transaction statements, and view the Accord D Business plans linked to your account.

6.7. PAYMENT NOTICE

If you wish, you can send an email to your personalized service providers notifying them that a payment has been made (you must have entered the service provider's email address when you registered them). You can also include a personal note (140 characters).

Note : For recurring transactions, a payment notice will be sent for each payment unless a subsequent change is made.

6.8. DEFERRED PAYMENT TRANSACTIONS

It is preferable to save, change or delete your deferred transactions at least two days before the scheduled date. After this, you can still make changes to your deferred transactions but you will have to consider the following :

- Adding a deferred payment: a payment must be added at least one business day before the scheduled processing date. AccèsD Affaires will let you know when the transaction can be carried out.
- Deleting a pending payment: a pending payment can be deleted at any time.
- Changing a pending payment: scheduled bill payments can be changed up until the day and time they are scheduled to be processed.

When is a pending transaction processed?

You decide. However, some transactions may not be carried out on the date you choose since there are only five business days a week.

Transaction programmed for the 31st of every month

You've set a transaction for the 31st of every month. What happens in months such as April, which only have 30 days?

The transaction will be processed as if it were scheduled for the 30th of the month.

What happens if a transaction can't be completed?

Sometimes, it may not be possible to complete a pending transaction for reasons such as insufficient funds in the account. AccèsD Affaires will issue an alert to let you know the next time you log in. You can generate a statement of rejected transactions to check them at any time.

Payment processing dates

If the transaction date falls on a...	The transaction will be carried out on... The scheduled transaction can be cancelled until...		The transaction will be dated...
	Standard service providers	Personalized service providers	
Sunday	Monday 5:00 p.m.	Monday (6:00 a.m. to 7:00 a.m.)	Monday
Monday	Monday 5:00 p.m.	Monday (6:00 a.m. to 7:00 a.m.)	Monday
Tuesday	Tuesday 5:00 p.m.	Tuesday (6:00 a.m. to 7:00 a.m.)	Tuesday
Wednesday	Wednesday 5:00 p.m.	Wednesday (6:00 a.m. to 7:00 a.m.)	Wednesday
Thursday	Thursday 7:30 p.m.	Thursday (6:00 a.m. to 7:00 a.m.)	Thursday
Friday	Saturday 3:00 p.m. (Friday for FCDQ)	Saturday (6:00 a.m. to 7:00 a.m.)	Friday
Saturday	Monday 5:00 p.m.	Monday (6:00 a.m. to 7:00 a.m.)	Monday

If a mistake was made in preparing the payment and the wrong amount was debited from your account, notify your provider of the error or contact your caisse to find out how to proceed.

6.9. SPC REPORTS SERVICE DETAILS

This detailed report includes information on payments collected from your customers' accounts:

1. Client reference number
2. Transit of the financial institution from which the payment was made
3. Payment amount
4. Payment date
5. Payer name
6. Partial totals by payment method
7. Total payment amount collected

Note : If a customer pays an amount owing in two instalments on the same day, the reference number will only appear once.

7. Government Remittance Service



The government remittance service allows you to complete and file returns and make payments or refund requests.

AccèsD Affaires allows you to file your tax returns directly online and make immediate or deferred payments without further worry. The electronic tax forms are similar to the paper forms that you already use. You can fill out the form, modify it and delete it as long as the payment has not been made. Once you have filled out the return, you can either make the payment immediately or at a later date.

Depending on your financial institution, AccèsD Affaires gives you access to government remittances through the Can-Act service, provided by our partner TELUS.

The table below lists remittance services by institution (Fédération des caisses Desjardins du Québec (815-98000) clients only have access to Can-Act forms).

Types of remittance	Quebec (815)	Ontario (829)	FCDQ (815-98000)	Acadie (865)	ACPOL (890)
Federal remittances (Canada)	AccèsD Affaires (Desjardins forms)	Can-Act	Can-Act	Can-Act	Can-Act
Provincial remittances (Québec)	AccèsD Affaires (Desjardins forms)	Can-Act	Can-Act	Can-Act	Can-Act
Provincial remittances to governments OTHER than Quebec	Can-Act	Can-Act	Can-Act	Can-Act	Can-Act

7.1. GOVERNMENT REMITTANCE FORMS AVAILABLE IN ACCÈSD AFFAIRES

These electronic forms are only for use by businesses operating in Quebec.

English name	French name	Form number
Federal		
Source Deductions Arrears Remittance Voucher	Versement d'arriérés de retenues à la source	(PD7D)
Current Source Deductions	Retenues à la source courantes	(PD7A, PD7A(TM), PD7A-RB, RC107)
Instalment Payments Made by Individuals	Acomptes provisionnels des particuliers	(INNS3)
Corporation Income Tax - Interim Payments	Impôt des sociétés – paiements provisoires	(RC97, RC98, RC99, RC100, RC160)
Corporation Income Tax – Amount owing	Impôt des sociétés – montant dû	(RC159)

English name	French name	Form number
Provincial		
Instalment Payments Made by an Individual	Acomptes provisionnels d'un particulier	(TPZ-1026-A)
Income Tax, Tax on Capital or Compensation Tax Paid by Corporations	Impôt sur le revenu, taxe sur le capital ou taxe compensatoire pour une société	(COZ-1027.R, COZ-1027.S)
Source Deduction and Employer Contribution	Retenues et cotisations de l'employeur	(TPZ-1015-R.14.1, 14.2, 14.3, 14.4)
QST	TVQ	(VDZ-471)
GST/HST	TPS/TVH	(FPZ-34, FPZ-34.IF)
GST/HST-QST	TPS/TVH-TVQ	(FPZ-500, FPZ-500.AR, FPZ-500.IF)
GST/HST-QST Instalments	Acomptes provisionnels TPS/TVH-TVQ	(FPZ-558)
Support Payments	Pension alimentaire	(PPA-101)
Summary of Source Deductions and Employer Contributions	Sommaire des retenues et des cotisations de l'employeur	(RLZ-1.S)
Tax on Insurance Premiums	Taxe sur les primes d'assurance	(VDZ-527)
Specific Duty on New Tires	Droit spécifique sur les pneus neufs	(VDZ-541.49)

7.2. MAKING GOVERNMENT REMITTANCES IN ACCÈSD AFFAIRES

Important! The primary administrator must add the forms to your company's AccèsD Affaires file before they can be used. Refer to the Adding, changing or deleting a government return form section for the procedure.

Making a remittance

If your declaration results in a payment (an amount payable or due), the *Government remittances – Step 3: Select frequency, date and source account* page will open once you've completed the form. For more information about payment frequencies, see the *Technical information* at the end of this section.

The payment amount is automatically entered next to the corresponding remittance in the Amount column. To complete the transaction :

1. Select the frequency of the remittance under the *Frequency and date* column.
2. Select the account to be debited for the payment.
3. Click on *Validate*.
4. Check the information on the *Confirmation page* and click on *Confirm*.

Refund requests and zero balances

Use these forms to submit a request for refund to the Quebec provincial government:

- GST/HST-QST (form FPZ-500)
- GST/HST (form FPZ-34)
- QST (form VDZ-471)

Note : Federal government refund requests and zero balance forms cannot be completed through AccèsD Affaires. Go to the Canada Revenue Agency website for more information.

Once you've filled out the declaration form and clicked on *Calculate* and *Validate*, the *Step 3: Submit the form* screen will open. To choose when to submit the form and complete the transaction :

1. Select the frequency under the Frequency and date column
2. Click on Validate.

You will automatically be redirected to the Government Remittance page where a confirmation message will appear at the top of the page.

Technical information

- Government tax payments must be deducted from a business chequing account (PCA) or business regular savings account (RS).
- Partial government remittance payments cannot be made through AccèsD Affaires. However, partial payments are accepted through the Revenu Québec website in collaboration with Desjardins.
- Payments must be made in their entirety from a single account.
- The payment date must not be more than 90 days after the current date.
- If your company is registered for ClicSÉQUR and you have already completed your return on Clic Revenu, use the bill payment service to make your payment.
- The AccèsD Affaires Cash Management service allows you to handle transactions requiring two signatures by granting signing rights to authorized signatories. You can require two signatures for transactions over a given amount.
- Instalment payments cannot be made before March of each year. For example, if a company wants to make its instalment payments in January 2015 for 2016, it must wait until March 2015 to make a payment

Payment frequencies for government remittances

Government tax payments cannot be carried out on a recurring basis.

Frequency	Description
Provincial	
Monthly	The current month and three previous months.
Weekly or bi-monthly	The current month or previous month.
Quarterly	The current month or four months earlier, at most.
Annually	Remittance dates are usually from January 1 to December 31. Companies have up to four months after December 31 to make their remittance.
Federal	

The frequency option is not available. Companies must enter the month and year of the payment.

Desjardins remittance forms

Processing times to avoid government late fees or interest	
Government remittances made online :	Processing dates
Monday to Thursday before 9:30 p.m.	Same day
Monday to Thursday, after 9:30 p.m.	Next day
Friday to Saturday before 6:30 p.m.	Friday
From Saturday after 6:30 p.m. to Sunday at 11:59 p.m.	Monday

Can Act (TELUS) Government remittances¹

Processing times for Can-Act (TELUS) government remittances			
Day payment is entered in AccèsD Affaires	*Debited from folio and recorded in member's statement	TELUS sends payment to provincial governments	TELUS sends payment to federal government
Monday before 11:59 p.m.	Tuesday	Tuesday	Tuesday
Tuesday before 11:59 p.m.	Wednesday	Wednesday	Wednesday
Wednesday before 11:59 p.m.	Thursday	Thursday	Thursday
Thursday before 11:59 p.m.	Friday	Friday	Friday
Friday, Saturday, Sunday	Monday	Monday	Monday

Note : For income tax, tax on capital and compensation tax paid by a corporation, you cannot choose a frequency of remittance. Only the taxation year is validated, and it must be the current year, or the one before or after. For example, in 2015, the company can enter 2014, 2015 or 2016.

Identification numbers and business numbers

Revenu Québec uses an identification number and a Québec enterprise number (NEQ) to determine which company has filed the return. The Canada Revenue Agency uses a Business Number or an account number.

When you add forms to your file, have your paper forms on hand so you can enter your company's identification and business numbers in the appropriate field.

We ensure the format is correct, but cannot verify that the numbers are those assigned to your company. To be safe, please verify that your very first payment has been received by the appropriate ministry or agency.

Payment availability

Returns are not sent in real-time to the ministry or agency. To avoid late fees or penalties, please send your payments within the deadlines indicated in the user agreement.

¹ TELUS guarantees that the date the payment is withdrawn from the client's account is recognized by both provincial and federal departments as the official date the payment is received.

7.3. ADDING, MODIFYING OR DELETING A GOVERNMENT RETURN FORM IN ACCÈSD AFFAIRES

Adding a form to your AccèsD Affaires business file

The primary administrator must save the remittance form in your AccèsD Affaires file and customize it to include company identification information. The form can then be used to send remittances and returns.

The information entered in the Company name field will appear on all Canada Revenue Agency (CRA) remittance forms. The CRA requires this information on all returns sent to them. This field only needs to be filled out once, and will appear on all subsequent forms.

When you're finished, click on Validate. The form will be saved in your business file for future use.

Note : The company can have several different company names in one AccèsD Affaires account.

Provincial : The company name used to register for AccèsD Affaires will be the one that appears on government remittance forms. The company name cannot be modified and is not relevant for the Ministère du Revenu du Québec (MRQ), because it only receives company identification and file numbers.

Federal : The company name can be modified and is transmitted to the federal government..

Modifying a form

The primary administrator can only modify the frequency and description of forms that are already on the list. No remittance can be initiated or pending. Because the government determines the frequency of its remittances, we recommend obtaining authorization before making any changes.

Besides changing the frequency, for all other changes, delete the form from the list and add a new one. See the following sub-sections: Deleting a form and Adding a form to your AccèsD Affaires business file.

Deleting a form

1. From *Profile and preferences* button, select *Government Remittances*.
2. Click on *Change list of government remittance forms*.
3. Select the remittance to delete from the list.
4. Click on *Delete*.

Note: Any deferred payments programmed for this form will be carried out as scheduled.

Viewing a pending government remittance

To check that a government remittance has been programmed successfully:

1. From the *Payment* tab, select *Government Remittances*.
2. Select the form under the *Pending remittances* column, then click on *List* at the bottom.

7.4. FORMS AVAILABLE IN CAN-ACT

Form name	Form number
Federal - Canada	
Federal - GST/HST Return	(GST34)
Federal Payroll Deductions - Weekly (Thrs.2)	(PD7A)*
Federal Payroll Deductions twice monthly (Thrs.1)	(PD7A)*
Federal Payroll Deductions - Monthly	(PD7A)*
Federal - Excise Duty	
Air Traveller's Security Charge	
Federal - Personal Tax Installments	(T7DR)*
Federal - Corporation Tax Payments	*
Federal - GST/HST Payment*	(GST-P)*
Federal - Non-Resident Withholding Tax-Part XIII	
Federal - Excise Tax	
Provincial - Quebec	
Quebec Corporate Remittance Income Tax	(COZ-1027.R)*
Quebec Personal Installment Remittance	(TPZ-1026.A)*
Quebec GST Installment	(FPZ-58)*
Quebec Combined GST + QST Installment	(FPZ-558)*
Quebec QST Installment	(VDZ-458.0.1)*
Quebec Notice of electronic payment	
Quebec Specific Duty on New Tires	(VDZ-541.49)*
Quebec - CSST Payment	(TPZ-1015.R.14.5)*
Quebec Collection of Support Payments	(PPA-101)*
Quebec Combined GST + QST Remittance	(FPZ-500)*
Quebec GST Remittance	(FPZ-34)*
Quebec QST Remittance	(VDZ-471)*
Quebec Payroll Source Deductions - Twice Monthly	(TPZ-1015.R.14.2)*
Quebec Payroll Source Deductions - Weekly	(TPZ-1015.R.14.3)*
Quebec Payroll Source Deductions - Monthly	(TPZ-1015.R.14.1)*
Quebec Payroll Source Deduction - Quarterly	(TPZ-1015.R.14.4)*
Quebec Tax on Insurance Premiums	(VDZ-527)*
Provincial - Alberta	
Alberta Finance - 911 Levy	
Alberta Finance - Corporate Income Tax	(AT 1)
Alberta Finance - Fuel Tax - Railway Companies	(AT 363)
Alberta Finance - Fuel Tax Collectors	(AT 362)
Alberta Finance - Health Costs Recovery	(AT 252)

* Not available in CAN-ACT for members of the following institution: 815 (Quebec)

Form name	Form number
Provincial - Alberta	
Alberta Finance - Insurance Corporations Tax	(AT 2095)
Alberta Finance - International Fuel Tax (IFTA)	(AT 2059)
Alberta Finance - Propane Tax Collectors	(AT 360)
Alberta Finance - Tobacco Tax	(AT 300)
Alberta Finance - Tourism Levy	(AT 317)
Alberta Finance - Unclaimed Property Program	
Alberta Teacher's Retirement Payment	
Alberta Teacher's Association Payment	
Alberta School Employee Benefit Payment	
Alberta School Employee Health Spending Account	
Provincial - Nova Scotia	
WCB of Nova Scotia Premium	(W1-B)
Provincial - Ontario	
Family Resp. Office - Ontario Payment	
Ontario Corporation Tax	(0626)
Ontario Employer Health Tax	(1334)
Provincial - Prince Edward Island	
PEI - Fuel Tax Return	
PEI - Wholesale Tobacco Vendors Return	
PEI - Financial Corporation Capital Tax Annual	
PEI - Financial Corporation Capital Tax Monthly	
PEI - Property Tax Payment Remittance	
PEI - GeoLinc Plus Payment Remittance	
PEI - 911 Cost Recovery Fee Return	
PEI - Vendor Return - Revenue Tax (PST)	
PEI - Vendor Return - Environment Tax	
Provincial - British Columbia	
British Columbia Social Service Tax	(FIN400)
Provincial - Saskatchewan	
Saskatchewan Provincial Sales Tax	(FI-1241)
Saskatchewan Liquor Consumption Tax	(FI-1244)
Saskatchewan Retailer Tobacco Tax	(FI-1243)
Saskatchewan Wholesale Tobacco Tax	
Saskatchewan Fuel Tax 10A	(FI-1242)
Saskatchewan Corporate Capital Tax Installment	(FI-1245)

* Not available in CAN-ACT for members of the following institution: 815 (Quebec)

7.5. REGISTERING FOR THE CAN-ACT GOVERNMENT REMITTANCE SERVICE

The primary AccèsD Affaires administrator must register for Can-Act, and then all users with access to bill payment and government remittance services will have access to Can-Act.

Define the list of accounts by selecting up to 20 accounts registered in AccèsD Affaires. Note that all users registered for Can-Act have access to these accounts regardless of their access rights on AccèsD Affaires. Accounts from institutions 815 (Quebec) and 829 (Ontario) are eligible; however, they must be Canadian business chequing or savings accounts.

7.6. ADDING, EDITING OR REMOVING A CAN-ACT PAYMENT TYPE

Adding a payment type

To use the Can-Act government payment service, the primary administrator must define the eligible payments for this service.

1. On the *Can-Act forms* page, choose the form from the *Which payment type would you like to add* drop-down menu.
2. Click on *Next*.
3. Enter the information for the payment type and click on *Add this payment type*.

Editing a payment type

1. From the *Can-Act forms* page, select the payment from the main menu.
2. Click on *Edit Payment Type*.
3. Edit the information.
4. Click on *Save Changes*.

Removing a payment type

Before removing a payment type, you must delete all scheduled payments associated with it. To completely remove a payment type:

1. Select the payment from the *Can-Act forms* main menu.
2. Click on *Remove Payment Type*. If there are several payments of this type, select the one you want and click on *Remove Payment Type*.
3. When asked if you want to remove the account, click on *OK*. A confirmation page will appear.

7.7. MAKING A CAN-ACT PAYMENT OR FILING A RETURN

In AccèsD Affaires :

1. From the *Payments* tab, select *Government Remittances*, then **Can-Act** forms. A list of your accounts will be displayed. Only the primary administrator can edit the list.
2. Click on *Confirm* to access Can-Act.

In Can-Act :

1. Select a payment type.
2. Click on *Make a payment*.
3. Enter the information required. Do not use spaces or commas when entering an amount. For example, enter \$10000 and not \$10,000 or \$10 000. You may only enter positive amounts, although calculations may result in a negative amount and your company may be eligible for a refund.
4. Click on *Pay*.

5. Check the information and click on *Confirm*.

The confirmation page lists the payment details, a confirmation number and a confirmation security number. We recommend printing this page for use when contacting TELUS customer service.

If a transaction is pending approval, the confirmation number will be provided once all required approvers have authorized the transaction.

Payments can be future dated for the next business day at the earliest. Can-Act debits your account within two business days following the transaction.

Remittances made through Can-Act are listed on your statement with the code WGC, along with a description and transaction confirmation number.

7.8. CANCELLING A CAN-ACT PAYMENT

Payments scheduled for the following day can be cancelled as long as you do so before 11:59 p.m. If a payment is processed by mistake, you can cancel it by calling TELUS customer service at 1-800-206-9444.

1. From the main menu, click on *View/Cancel Future Dated Transactions*.
2. Enter the search criteria (if applicable) and click on *View Transactions*.
3. Click on the transaction to cancel.
4. Click on *Cancel this transaction*.

Payments pending approval or only partially approved can be cancelled by a single authorized approver without additional authorization. The same number of approvers are required to cancel a payment that has been fully approved and is listed as “To be processed,” as were required to approve a payment.

Note: Any payment transaction not approved for cancellation by the required number of approvers will be completed as scheduled.

7.9. AUTHORIZING AND SIGNING CAN-ACT PAYMENTS

If your company is registered for the Cash Management service’s two-signature option on AccèsD Affaires, all folios will be registered for the two-signature option on Can-Act, even those requiring only one signature.

Can-Act features

- One or two authorization signatures
- The same limit after which authorization is required
- The same authorized signatories

Two differences

- If you have selected the two-signature option for your AccèsD Affaires file, the double signature will apply to all Can-Act payments, even if the source account doesn’t require two signatures at the caisse (AccèsD Affaires requires two signatures only for payments made from two-signature accounts).
- In Can-Act, two signatures are required when payments are created or removed (AccèsD Affaires requires two signatures for new payments only).

The two-signature information in your AccèsD Affaires file is transmitted each time you log on to Can-Act. If you have your caisse change it on AccèsD Affaires, the Can-Act two-signature setting will be affected. If a payment is filed over the two-signature limit, the payment will be placed on hold pending signature (see *Transaction Approval* section):

- If the user who created the payment is an authorized signatory, only one other signature is required.
- If the user who created the payment is not an authorized signatory, the payment will require two signatures.

7.10. APPROVING AND CANCELLING CAN-ACT PAYMENTS

Approving remittances

To authorize remittances in the *Transaction Approval* section, signatories must click on the remittance link to get the details. The approval status will be displayed:

- Pending approval (0/2), pending approval (1/2)
- Pending cancellation (0/2), pending cancellation (1/2)
- Expired (payment period is expired; transaction will not be completed).

The signatory must then click on *Approve* to authorize the remittance. When the second approver authorizes a payment, a confirmation page with a confirmation number will appear.

Note: The *Approve* button does not appear for users who are not authorized signatories, or for signatories who have already approved a transaction. Make sure that transactions pending approval are approved before the scheduled payment date or they will not be completed.

Cancelling a remittance

Cancelling or approving a remittance requires the same number of authorizations. To delete a remittance, the signatory must click on the *Cancel This Transaction* button on the payment detail page.

Note: Any payment transaction not approved for cancellation by the required number of approvers will be completed as scheduled.

7.11. SEARCHING FOR CAN-ACT TRANSACTIONS

Searching for a scheduled transaction

In the *View/Cancel Future Dated Transactions* section, you have the option of entering search criteria. Click on a transaction for details. Click on the *Audit* button to track a transaction; click on *Cancel This Transaction* to cancel it.

Searching for a transaction in the history

In the *View/Cancel Future Dated Transactions* section, you have the option of entering search criteria. Click on a transaction for details.

Transaction histories are available online for 13 months.

7.12. CAN-ACT SUPPORT

Check the Can-Act help page at any time to find out when:

- To enter a remittance
- A remittance was completed

- A government received a payment

At registration, the Can-Act system assigns a user code for the company and a code for each of the company's users. Use these codes, listed in the top right corner of most Can-Act pages, when contacting TELUS customer service.

If you have any questions, call TELUS customer service at 1-800-206-9444.

Can-Act transaction statuses :

Status	Description
Processed	Transaction completed
Cancelled	Original transaction cancelled
To be processed	Transaction scheduled for a later date. Does not require authorization.
Pending approval (0/2), (1/2) or (0/1)	Transaction scheduled for later date. Requires approval from one or more users.
Pending cancellation (0/2), (1/2), or (0/1) or Cancellation Request	Request for cancellation of original request.
Expired or Transaction failed	The approval period for the transaction has expired.
Cancellation Failed	Failed to cancel transaction.
Returned item	Item has been returned by your financial institution -> Not processed.
Returned Item Audit Record	Details of the returned item.

8.1. INTERNATIONAL FUNDS TRANSFERS

Transfer funds to beneficiaries around the world through AccèsD Affaires. Two types of transfer are available, each with different availability and processing times:

- SWIFT transfers (available for all destinations): 0 to 48 hours
- Direct deposit (Canada, U.S. and some European countries): 12 hours to 4 business days.

Role

Funds transfers can be signed electronically by one or more authorized signatories and must be approved using a security grid.

Security

Security features that comply with the latest e-commerce standards are used to ensure transaction privacy.

Exchange rate

When you carry out a funds transfer in two different currencies, you'll obtain a real-time exchange rate that will allow you to see the amount that will be debited from your account and the amount that will be sent to the beneficiary. The rate is valid for 60 seconds. If the transaction is not completed within this time, is deferred or is pending signature or authorization by another user, you will receive a new rate. The rate applied to the transfer will be the rate displayed when an authorized user confirms the transaction.

Registering for the service

Only the primary administrator can activate the service through AccèsD Affaires by:

1. Selecting the International services tab, then the Funds transfer sub-menu;
2. Signing the membership agreement electronically with their password. They will then be contacted by AccèsD Affaires to finalize registration.

8.2. INFORMATION REQUIRED FOR FUNDS TRANSFERS

You will require certain information to transfer funds depending on the destination. Make sure to have the following information from your beneficiary:

- Name of beneficiary
- Complete address
- Name of the beneficiary's financial institution
- Complete address of the financial institution

Below is a breakdown of the information you will need to transfer funds to a financial institution in Canada, the U.S., Europe or Mexico.

CANADA

- Number of the financial institution
(3-digit code identifying each financial institution in Canada + transit number + 5-digit branch ID number).

U.S. (including Desjardins Bank)

- ABA/Fedwire number for direct deposits
- 9-digit number for Automated Clearing House (ACH) transfers. Some banks use this number for both direct deposits and funds transfers.
- ABA routing number for funds transfers

- 9-digit number. Banks usually have a different routing number for direct deposits and transfers. In some cases, however, the numbers may be the same.
- BIC code

MEXICO AND MAROCO

- CLABE 18-digit number. The first 3 digits identify the bank, the next 3 digits identify the branch and the last 11 digits indicate the account number and the check digit.

EUROPE AND OTHER COUNTRIES

- IBAN number
The number of characters in each IBAN number varies from country to country, but never exceeds 34 characters. Here are two examples:
France : FR14 2004 1010 0505 0001 3 M02 606
Belgium : BE62 5100 0754 7061.
IBAN is currently mandatory in the following countries:

- | | | | |
|------------------------|------------------|--------------------|--|
| • Albania | • Georgia | • Latvia | • Portugal, including Acores and Madera |
| • Germany | • Gibraltar | • Liechtenstein | • Qatar |
| • Andorra | • Greece | • Lithuania | • Czech Republic |
| • Saudi Arabia | • Greenland | • Luxembourg | • Romania |
| • Austria | • Guadeloupe | • Macedonia | • United Kingdom (England, Scotland, Wales and Northern Ireland) |
| • Azerbaijan | • French Guyana | • Malta | • Saint Martin |
| • Bahrain | • Hungary | • Martinique | • Serbia |
| • Belgium | • Iceland | • Mauritania | • Slovakia |
| • Bosnia Herzegovina | • Ireland | • Moldavia | • Slovenia |
| • Bulgaria | • Åland Islands | • Monaco | • Sweden |
| • Cyprus | • Faeroe Islands | • Montenegro | • Switzerland |
| • Costa Rica | • Isle of Man | • Norway | • Tunisia |
| • Croatia | • Mauritius | • New Caledonia | • Turkey |
| • Denmark | • Réunion Island | • Pakistan | |
| • United Arab Emirates | • Israel | • Palestine | |
| • Spain | • Italy | • Netherlands | |
| • Estonia | • Jordan | • Poland | |
| • Finland | • Kazakhstan | • French Polynesia | |
| • France | • Kuwait | | |

This number often appears on bank statements and invoices of companies and individuals residing in participating countries.

8.3. CARRYING OUT AN INTERNATIONAL FUNDS TRANSFER

You can carry out international funds transfers with or without a template. A template lets you save the beneficiary's information for future use. There are 2 ways to create a template.

1. You can create a template when making a transfer by saving the information at the end of the transaction.
2. You can also click the *Add a template link* to save the information without making a transaction.

If destination account is in a currency other than that of the destination country, the destination currency must be changed. Example: to transfer US\$1,000 to Canada, enter the information as follows:

- Destination: Canada
- Currency: USD
- Amount: 1000 USD

Transfers can be made in a currency different from the destination currency. Example: to transfer the equivalent of C\$1,500 to the U.S. in USD, enter:

- Destination: États-Unis
- Currency: USD
- Amount: 1500 CAD

You can print the funds transfer order as proof of payment. Funds transfer orders are stored for 18 months (see the Statements section).

8.4. DAILY LIMIT

The daily limit is the maximum amount that can be transferred within the same day. The limit is in Canadian funds and applies to the primary administrator and all authorized users. The initial limit is entered in your file by your caisse or AccèsD Affaires.

Only the primary administrator can request a limit increase.

The request will be sent to AccèsD Affaires and you'll receive a message at the top of the page that an agent will contact you shortly to activate the new daily limit.

8.5. FX CONTRACTS

AccèsD Affaires lets you manage foreign exchange contracts on your own.

Carry out:

- Spot or forward exchanges
- Currency swaps
- Splits

Roles

The FX Contracts service is available to the primary administrator, who can delegate the task to another user on file.

Registering for the service

Contact an advisor at your caisse or an account manager at your Desjardins Business centre.

8.6. CARRYING OUT FOREIGN EXCHANGE CONTRACTS

From the International services tab, click on the *FX Contracts* sub-menu.

The next page will inform you that you'll be redirected to the secure *FX Contracts* site where you can carry out various transactions.

8.7. FAQ

Managing funds transfer templates

Questions	Answers
Who can create funds transfer templates in AccèsD Affaires?	All users (primary administrator, secondary administrators and employees) with access to the Funds transfer feature can create templates.
Can a user access templates created by another user?	Yes, all templates are available to users authorized to carry out funds transfers.
Can users be limited to using funds transfer templates created by the primary administrator?	No. All users authorized to make funds transfers can create and use templates.
Is there a limit on the number of templates that can be created?	A maximum of 900 templates can be created for each AccèsD Affaires file.

International funds transfers

Questions	Answers
Can I use this service to transfer funds within Canada?	Yes. You can use this service to transfer money anywhere in the world.
Why do I have to accept the exchange rate within 60 seconds?	The exchange rate is updated every 60 seconds to reflect current exchange rates. You will receive a new rate after the 60-second period has elapsed.
Is there a limit to the number of transfers I can make?	There is no limit, provided your account balances are sufficient.
Can I schedule a Funds Transfer in the future?	As rates are constantly changing, you can't schedule a transfer in advance. To get current rates, you must approve the rate in effect when making a transaction.
Can I schedule a Funds Transfer in the future?	As rates are constantly changing, you can't schedule a transfer in advance. To get current rates, you must approve the rate in effect when making a transaction.

Questions	Answers
Can I make transfers in the evening, at night or on weekends?	<p>Transfers can be made 24 hours a day, 7 days a week; however, the transaction is processed on the next business day.</p> <p>Although you may transfer funds at any time, the best time to do so is on weekdays between 8 a.m. and 4.30 p.m. when North American markets are open; this way, you benefit from the most competitive exchange rates.</p>

FX contracts

Questions	Answers
Are posted exchange rates changeable and competitive?	Exchange rates are based on financial markets and are as competitive as market rates available with foreign exchange dealers. You may be able to benefit from preferred rates if you are registered for Desjardins Priority Foreign Exchange Services.
Can I make foreign exchange transactions without having to go through my foreign exchange trader?	The online service allows you to carry out transactions without having to go through your trader. However, you can still contact your trader at any time for additional information or to make transactions by phone.

Primary administrators can authorize secondary administrators or other users to use this service so that they can view an account's statement of transactions or online statement¹ (see *Personalization* sub-section in the *Managing Your Business File* section).

9.1. STATEMENT OF TRANSACTIONS

Transaction details are available for the previous 62 days. Statements can be viewed online and printed, and can even include several folios.

You can generate a statement of transactions for the last 31 days by clicking on the Latest transactions link associated with the folio in question. If you have Visa Desjardins products, or accounts with Fédération des caisses Desjardins du Québec (FCDQ 815-98000), you can only select accounts from one section at a time.

9.2. STATEMENT OF REJECTED TRANSACTIONS

There are two sections in a statement of rejected transactions:

Non-completed scheduled transactions

This section includes future dated transactions that have not been completed, and payment transactions to personalized service providers that have been rejected and returned by banks.

Rejected transactions

This section displays the transactions that have been returned by the direct deposit-withdrawal service. The information is used to match the original transactions with the corresponding return, understand the reason for the return and to provide information on how to correct the situation.

9.3. MONTHLY ONLINE ACCOUNT STATEMENT¹

Online statements are monthly account statements. Sign up for the service and begin receiving your account statements online starting at the beginning of the following month. Online statements include transactions made on your account as of the date you signed up for the service. Your statements are saved each month as PDFs and remain available for 7 years.

Online statements also allow you to download your financial data and import it to accounting, word processing or spreadsheet software to do your bank reconciliation for the last 12 months.

Visa Desjardins account statements are also available if your Visa account is registered to your file. These statements can be produced for the last two months and are available in CAD and USD currencies.

Online statement terms of use

Online statements are produced in PDF so you must be using a recent version of Adobe Reader. If you are registered to receive online account statements, the CSV version of the statement will be available for 12 months.

The PDF version of the statement is produced at the end of the month and will be available for 7 years.

¹ Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

If you sign up for AccèsD Affaires and online statements within the same month and already receive paper statements, you'll receive a final paper statement containing all of the transactions for the month the switch to online statements was made. Your online statement will be available on the first day of the following month. The initial online statement will include transactions carried out from the date you registered for AccèsD Affaires up until the last day of the month.

You can request online statements for your company's folios. You will no longer be able to update your passbook and no longer receive paper statements by mail. No changes will be made to the transmission of cashed items.

If you are currently signed up for online statements and want to revert to paper statements, you can submit a request through AccèsD Affaires but you will no longer have access to the archived items in AccèsD Affaires.

We recommend downloading and saving your statements before unsubscribing from online statements. To receive weekly statements or a passbook, contact your caisse. If the month ends on a Friday, Saturday or Sunday, deferred transactions from the weekend will be included in the next month's statement.

Registering for the service

Primary administrators can sign up for online statements from the Profile and preferences section.

9.4. SEARCHING FOR TRANSACTIONS

Data search goes back up to the last **18 months**¹.

You can search by:

- Source account
- Transaction type
- Amount
- Date

When your statement is displayed, you can sort the transactions using the same criteria simply by clicking on the corresponding column title. You can print a copy by clicking on the *Printable version* link.

You can download your search results in a variety of file formats (HTML, TXT, OFX, CSV)

The AccèsD Affaires search feature includes :

- transactions to be signed
- pending transactions
- transactions posted to account
- bill payments and government remittances
- funds transfer orders
- cheque images

9.5. SEARCH FOR FUNDS TRANSFER ORDERS

To use this function, go to the *Statements* tab, then click on *Search for funds transfer orders* under the *History of transactions* menu.

¹ The transaction search is limited to the last 12 months for Fédération des caisses Desjardins du Québec clients.(815-98000)

Data from the last 18 months is used in the search. You can search for a funds transfer (sent or received) using the following criteria:

- Confirmation number
- Beneficiary
- Source account
- Amount
- Date

The results page will allow you to select one or more items, choose a print language (English or French) and print the funds transfer orders.

9.6. HISTORY OF BILL PAYMENTS AND GOVERNMENT REMITTANCES¹

The history of bill payments and government remittances gives you access to information on bill payments made from your account :

- Account from which payment was made
- Bill name and description
- Bill reference number
- Payment date
- Payment amount
- Transaction confirmation number
- Method of payment

Only the following transaction types are available for the history:

- Direct withdrawal
- Bill payment
- Government remittance

When your history is displayed, you can sort the bills in the order of your choice or only display bills from one service provider. Simply click on the corresponding column title. To see bills from a given service provider, select a category of service provider from the drop-down list above the table.

You can print a copy by clicking on the Printable version link. The history is generated from data from the last 12 months for accounts registered for online statements (data is gathered from the date you registered for the service). Accounts that are not registered for online statements can only generate a history for the last 62 days.

The history includes all transactions carried out through AccèsD Affaires and direct withdrawal.

9.7. DOWNLOADING STATEMENTS TO A FILE

You can download your statement to a file and import it to another program. There are three file formats to choose from :

Text (TXT)

This file type can be imported into your word processing software. If your software doesn't recognize accented

¹ Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

characters, select the option *Text without accented characters*.

Delimited text (CSV)

This file type can be imported into Microsoft Excel, Lotus 1-2-3, Microsoft Access 97, Microsoft Access 2 and Borland dBase. If your software doesn't recognize accented characters, select the option *CSV without accented characters*.

We've designed templates (available at www.desjardins.com) to help you download your first file and ensure that you've defined the data correctly. By using the templates, you won't have to worry about defining the width of the columns in your spreadsheet or the right type of data in your database.

Once your data is correctly defined, you can easily download your statements and import them to your software.

Open Financial Exchange (OFX)

This format is a standard for online financial data transfers. It is recognized by accounting software, such as Quicken and QuickBooks, which receive the file and handle reconciliation.

Note: If you use QuickBooks, you may have to convert or rename the file extension from .ofx to .qbo after downloading the file.

You can do your bank reconciliation at any time because you choose the dates (within the last 62 days).

However, we recommend not including transactions made on the same day. Some transactions are processed at night so it's best to wait until the next day to make sure all of the day's transactions are included; otherwise some transactions may never be imported to your personal finance program.

9.8. CSV FORMAT

The information available for each account varies. The following table provides the information for each account.

```
Caisse,Folio,PCA,Date,Sequence,Description,Cheque,Withdrawal,Deposit,,,,Balance
Caisse,Folio,RS,Date,Sequence,Description,,Withdrawal,Deposit,,,,Balance
Caisse,Folio,TS,Date,Sequence,Description,,Withdrawal,Deposit,,,,Balance
Caisse,Folio,CS,Date,Sequence,Description,,Withdrawal,Deposit,,,,Balance
Caisse,Folio,LN,Date,Sequence,Description,,,,Interest,Capital paid,,Reimbursement,Balance
Caisse,Folio,LC,Date,Sequence,Description,,,,Interest,,Advance,Reimbursement,Balance
Visa ##### #,Date,Sequence,Description,,,,,Advance,Reimbursement
```

Field formats

The table below provides information on field formats (type, length, decimal places and field descriptions).

Field	Type	Length	Decimals	Description
Institution	C	25		Abbreviated name of caisse or Visa
Folio	C	7		Folio number
Type_account	C	5		Type of account: PCA, RS, TS, LN, LC, CS
Date	C	10		Format: YYYY/MM/DD
Sequence	N	3	0	Sequential number for sorting

Field	Type	Length	Decimals	Description
Description	C	90		Description of transactions
Cheque	N	8	0	Cheque number (PCA)
Withdrawal	N	13	2	Withdrawal amount (PCA, RS, TS, CS)
Deposit	N	13	2	Deposit amount (PCA, RS, TS, CS)
Interest	N	13	2	Interest (LN, LC)
Capital paid	N	13	2	Capital paid (LN)
Advance	N	13	2	Cash advance (LC, Visa)
Reimbursement	N	13	2	Reimbursement (LN, LC, Visa)
Balance	N	13	2	Balance

Notes

- Character fields ("C") are placed between quotation marks ("").
- Number fields ("N") are not placed between quotation marks.
- Absent fields are marked by "".
- Decimals are marked by a period (.).
- Type of account corresponds to PCA, RS2, etc.
- The sequential number identifies the transactions for a caisse, folio, account and date.
- The sort order or key is made up of the caisse, folio, account, date and sequence fields.

Examples of transactions:

"C.P. Ste-Edith","27656","EOP","1997/06/16",1,"Retrait au comptoir",125.75,"",",",",",",",",678.65
"C.P. Ste-Edith","27656","EOP","1997/06/17",1,"Depot au comptoir","",654.87,"",",",",",",",2774.65
"Visa 4540 1234 1234 1234","",",",",",1997/06/17",1,"Suzy Shier","",",",",",",124.66,"",2774.65

Downloading a CSV template

Download your statement in CSV format (from www.desjardins.com). Before importing your data, we recommend saving a previous version of your work document under another name.

9.9. IMPORTING A CSV FILE TO YOUR SOFTWARE

Lotus 1-2-3

1. Open the CSV file (already downloaded) containing your statement.
2. Type "." for the file name and press *Enter* to see all files. Make sure that the file type is *Text*.
3. Click on the *Open* to activate the Import Wizard.
4. Select *Start a new column at each comma*. The delimiter must be a comma.
5. Click on *OK*.
6. Select all data (columns A to N) and click on *Copy*.
7. Open the template. Place the cursor after the last line in Column A.
8. Click on *Paste*.
9. Save the template.

Microsoft Excel 2003

1. Open the CSV file (already downloaded) containing your statement.
2. Type "." for the file name and press *Enter* to see all files.

3. Click on *Import* to activate the Import Wizard. The data must be in Delimited format.
4. Click on *Next*.
5. The delimiter must be a comma and the text qualifier must be a quotation mark.
6. Click on *Finish*.
7. The column format does not need to be changed. Click on *Next*.
8. Select all data (columns A to N) and click on *Copy*.
9. Open the template.
10. Place the cursor just after the last line in Column A.
11. Click on *Paste*.
12. Save the template.

Microsoft Excel 2007

1. Open the CSV file (already downloaded) containing your statement.
2. Click on *Data* in the menu bar.
3. Click on *Get external data* then *From text*.
4. Select the CSV statement file.
5. Click on *Import*.
6. Once the Import Wizard window opens, select *Delimited* for the data type.
7. Click on *Next*.
8. The delimiter must be a comma and the text qualifier must be a quotation mark.
9. Click on *Finish* then *OK*.

Microsoft Access

1. Open the template.
2. From the *File* menu, choose *Get external data* and *Import*.
3. Enter the name of the downloaded CSV file.
4. If you do not see your CSV file, enter "." as the file name so that Access displays all files regardless of their extension. The file type must be *Text*.
5. Click on *Import* to activate the Import Wizard.
6. The data format must be set to *Delimited*.
7. Click on *Next*.
8. The delimiter must be a comma and the text qualifier must be a quotation mark.
9. Click on *Advanced...*
10. The period is the decimal marker.
11. Click on *OK*.
12. Click on *Next*.
13. The data will be saved in an existing table called *Transactions*.
14. Click on *Next*.
15. On the next page, click on *Finish* to confirm the import.

About Access

The screen shots are from the 2003 version of Access. There may be some differences between the ones in this guide and those displayed in other versions of the software.

About Access 2003

A query called "Transactions list" allows you to see your transactions sorted according to the selected sort keys. Another query, "Transactions by account," allows you to name the account whose transactions you want to list. A report called "Transaction lists" provides you with a print-ready report.

Borland dBase and other compatible software

The use of templates with these programs varies significantly.

You can't use the dBase importing features because the [APPEND FROM] command doesn't work properly with CSV files.

You can write a dBase program that will read the file with [FREAD()] and, after extracting each field, will insert a record with [APPEND BLANK] and initialize all the fields there.

Make sure you're in date mode with centuries [set century on].

Quicken

OFX files are compatible with Quicken 2010 and later versions.

1. In AccèsD Affaires, produce a statement of transactions by saving the file in OFX format. You can include several caisse accounts in the file. You cannot select more than one Visa Desjardins account at a time, nor a caisse account and a Visa Desjardins account at the same time.
2. Click on Validate.
3. Quicken will launch automatically and connect to the Internet. If this is your first reconciliation, Quicken will download Intuit configuration files so processing will take longer.
4. For each account to reconcile:
 - If the account is already registered as an online account, the transactions will download automatically.
 - If the account is not an online account, a window will open. The information contained in the *Financial institution*, *Type of account* and *Account number* fields will be displayed.
 - If the account already exists in Quicken, select *Use an existing Quicken account* and select the account.
 - If the account does not exist in Quicken, select *Create a new Quicken account* and name the account.
 - Click on *Continue*. Quicken will let you know if the transactions were downloaded or if no transactions were made during the period.
 - Check the transactions in Quicken.

Problems with Quicken

If you experience problems with the Quicken software, please go to the Intuit site at www.intuit.ca

9.10. TECHNICAL INFORMATION

- As the primary administrator of your AccèsD Affaires file, you can grant or limit your employees' access to specific accounts.
- If you are notified that your statement will be available online starting the next month, it's most likely because you registered for the online statement service during the current month. Account information can be found in the statement of transactions.
- If your caisse merged with another caisse, you will still have access to your pre-merger statements. You will see an asterisk (*) next to the month of production on pre-merger statements. All statements (including pre- and post-merger) are available for 15 months.

9.11. BANK CONFIRMATION¹

A bank confirmation is a document that provides you with written confirmation of the balances in each of your

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Desjardins caisse Canadian or U.S. accounts on your company's fiscal year-end. AccèsD Affaires' *Bank Confirmation* function produces the document automatically within three days following your company's year-end date.

The bank confirmation is available in AccèsD Affaires for six months following the end of your company's fiscal year. After this time, contact your caisse to obtain a paper copy of the document.

AccèsD Affaires bank confirmations meet Canadian Bankers Association requirements and when produced by an accountant, they meet the requirements of the Canadian Institute of Chartered Accountants.

A few weeks before your company's year-end date, contact your caisse or Desjardins Business centre to make sure that the year-end date for all your accounts have the same year-end date. This is an important step to ensure that AccèsD Affaires will generate you bank confirmation automatically on the right date and that it contains information for all your accounts.

Validity of an AccèsD Affaires bank confirmation

You can produce a bank confirmation yourself and use it as a supporting document for your internal files. However, to submit this document with audited financial statements, we recommend having your accountant print it out to ensure integrity and compliance. Delegating AccèsD Affaires access rights to your accountant is important for these purposes.

Roles

To delegate this function to your accountant, simply grant them restricted access to your AccèsD Affaires file to use the bank confirmation function only. All your accountant will have to do is print the confirmation on your company's fiscal year-end date. (See the *Adding a user* section under *Managing Users in Your File* in this guide for more information.)

Comment obtenir le service

If you did not register for this service when you signed up for AccèsD Affaires, you can register directly in AccèsD Affaires. Click on the Statements tab, then on Bank confirmation. An online agreement will appear on-screen. You can print the document and sign it electronically by entering your password in the field at the bottom of the screen.

You can also contact your caisse or call AccèsD Affaires at 1-877-ACCESD A (222-3732).

Note that you may not obtain bank confirmations for folios that do not belong to your company. The service is only available to companies whose year-end coincides with the last day of the month.

One bank confirmation is generated per caisse where the company holds one or more folios.

Technical information

Terms of use

- AccèsD Affaires generates bank confirmations for businesses with at least one folio registered for the Cash Management service.
- All associated folios are included in the bank confirmation, whether or not they are registered for the Cash Management service.

- The bank confirmation is generated on the last day of the fiscal year with one statement produced per caisse.
- All folios for which bank confirmations are produced must have the same fiscal year-end.
- Bank confirmations are not available for personal folios.
- One bank confirmation is generated per caisse where the company holds one or more folios.
- To include your accounts from an associated caisse in the bank confirmation, one of the associated accounts must be registered in AccèsD Affaires. The bank confirmation will include all accounts held by your company in that particular associated caisse.

10. Cheque Imaging¹

The cheque imaging service is offered to users of the AccèsD Affaires Cash Management service. It allows you to get electronic copies of the front and back of cheques online. Cheque images can be viewed directly on-screen using the Search transactions option (to view the front and back of one cheque at a time) or by using the Search transaction-Cheque images feature (to view the front and back of multiple cheques in a PDF document). Cheque images are available for the preceding 18 months. Your cheque image history is recorded starting on the date you registered for the online cheque imaging service.

Legality of cheque images

Legally, electronic cheque images are as valid as the cheques themselves. Desjardins complies with the Canadian Payments Association (CPA) standards on digital exchanges between financial institutions and is therefore able to offer its members the benefits of cheque scanning and imaging technology.

Front and back image of cheque as viewed through the Search transactions - Cheque images feature



Desjardins Online Solutions Close

Cheque/no. 519

VOTRE COMPAGNIE
ALLIÉ PRINCIPAL CLIENT
VOTRE VILLE (PROVINCE) A/R 301

519
DATE 26062007
10.0 (2) 488

PAVEZ Compagnie UK 1000.00 \$
One thousand DOLLARS

Value in Cash
ALLIÉ PRINCIPAL CLIENT
VOTRE VILLE (PROVINCE) A/R 301

1234567890123
20070627 34567 015 000111 EOP

BACK/ENDOS

9090909090

Date paid: 27 JUN 2007 Amount: \$1000.00
Cheque no.: 519 Reference no.: 9090909090

The front and back images of the cheque are displayed. Use the buttons at the bottom of the screen to print or close the window.

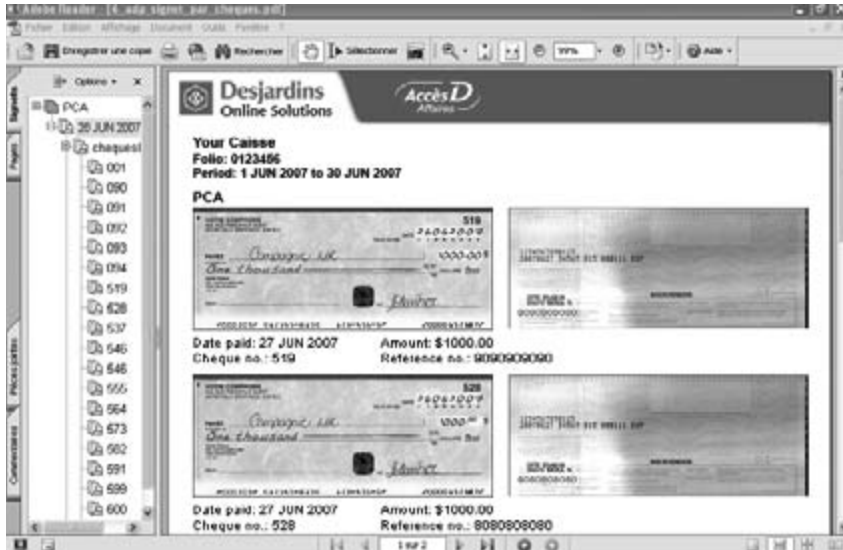
To save, right-click on the image and select *Save image as*.

Note: You can also view cheque images on a time through the transaction statement for the last 62 days. Each query for a transaction statement covers only 31 consecutive days at a time.

¹ Does not apply to Fédération des caisses Desjardins du Québec (815-98000) clients

Downloadable cheque image file in PDF from the Search transactions - Cheque images feature

Each page contains the front and back images of four cheques.



10.1. RECEIVING CHEQUE IMAGES IN A PDF FILE

You must first use with the Search transactions - Cheque images option, to have the images delivered to your secure AccèsD Affaires message box in a PDF file.

Download and save the received file to your computer to be able to search for and view cheque images.

Notes :

- You may obtain cheque images for an entire month or a specific time period of 1 to 31 days.
- Cheques are available for 18 months. The cheque history begins on the date you sign up for the service.
- The sort order determines how cheques are displayed in the PDF file. The Bookmarks tab (left-hand column) of the PDF file displays the sort order requested.

Cheque image files will be delivered within 24 hours of your request.

10.2. DOWNLOADING FILES FROM YOUR ACCÈSD AFFAIRES MESSAGE BOX

A PDF file containing your cheque images will be sent to your AccèsD Affaires message box.

Note: If you do not have Adobe Reader installed on your computer, you can download it by clicking on “PDF document” on the AccèsD Affaires home page and following the instructions. The file must be downloaded within 31 days of receipt, or the message will be deleted and you will need to make a new request.

10.3. DESCRIPTION OF CHEQUE IMAGE PDF FILES

PDF files contain a Bookmark tab (left-hand panel) that allows you to browse the file and find specific cheques. Cheques appear in the sort order selected at the time of request.

PDF files can be displayed in one of two sort orders:

- By cheque number in ascending order
- By date paid (date recorded on statement of transactions)
 - By account type: Personal Chequing Account (PCA) and Line of Credit special chequing account (LC).
 - Under each account type, cheques are sorted by date paid
 - Under each date paid, cheques are listed in groups of 20 (maximum) in ascending cheque number order.

Note: Click on the plus sign (+) under the Bookmarks column to open each sub-menu in the hierarchy.

10.4. TECHNICAL INFORMATION

- Certified cheques, money orders, bank drafts, Visa Desjardins, Fédération des caisses Desjardins du Québec (815-98000) clients and manually cleared cheques are not eligible for the imaging solution.
- AccèsD Affaires users can only register for one type of cheque imaging: paper or online.
- A cheque image notification (PDF) will remain in the AccèsD Affaires message box for 31 consecutive days and will be deleted automatically on the 32nd day.
- Cheques for \$10,000,000:
These amounts require several debit transactions (CHQ) in the caisse account. A link is available for each debit transaction listed in the statement of transactions. The same cheque image repeats in the PDF as many times as there are debit transactions in the account. The information under each image is the same (same cheque image, cheque number, reference number and date) except for the amount. The amount appearing under each image is the amount debited from the caisse account.
- See the *Managing Your Business File* section and the *Personalization* sub-section for instructions on how to delegate the cheque imaging function to other users

Replacement images

Occasionally, a cheque image may not be available. In this event, the reason will be indicated in the space in which the cheque should have appeared. This is what we call a replacement image. It replaces the cheque image, either temporarily until the cheque is processed by your caisse, or permanently if the cheque was either returned or cashed at the teller counter and retained by your caisse.

<p>Returned or corrected cheque:</p> <p>Item returned or corrected by your caisse.</p>	<p>This replacement image lets you know that the cheque requested, whose information appears below the image, has been returned to the payee. This can occur for a number of reasons: a missing, illegible or irregular signature, a post-dated cheque cashed too early, etc. The cheque image is therefore no longer available.</p>
---	--

<p>Cheque cashed at the caisse counter:</p> <p style="text-align: center;">Item cashed and saved at your caisse.</p>	<p>This replacement image appears when a withdrawal transaction is made on your account at a caisse counter (transaction code ROP or CCQ).</p> <p>Cheques cashed at the teller counter do not go through the clearing process and are retained by the caisse. If you need the original cheque, you may request it from your caisse. A fee is usually charged for this service.</p>
<p>Image temporarily unavailable:</p> <p style="text-align: center;">Image of this item temporarily unavailable.</p>	<p>This replacement image appears when a cheque has been paid but not yet scanned for viewing.</p> <p>As a rule, cheques are scanned and images available on the same day. If a replacement image has not been replaced with a cheque image after four consecutive days, contact your caisse.</p>
<p>Technical problem:</p> <p style="text-align: center;">Due to a technical problem, the image for this item is not available.</p>	<p>This replacement image appears when a scanning problem prevents the image from being displayed online.</p> <p>The cheque information will still be displayed below the replacement image. For maximum cheque image quality, we recommend the following simple tips that will have a significant effect on the display quality of the information you enter on your cheques (amount, payee and date).</p> <ul style="list-style-type: none"> • If you write out your cheques by hand, use blue or black ink. • If you use a printer, choose a 12 point font, bold caps, and print dark. <p>Please contact your caisse if the transaction described is suspicious. If you ever need a copy of the cheque, you can request it from your caisse. A fee is usually charged for this service.</p>

10.5. FAQ

Questions	Answers
<p>How can I get all of the cheques for a specific full month?</p>	<p>Request your cheque image on the second business day of the following month.</p>
<p>Do I have to be registered for online account statements to be able to view cheque images?</p>	<p>No. Online monthly account statements and cheque imaging are two separate services.</p>
<p>Once I sign up for cheque imaging, will I automatically have access to cheque images for the last 18 months?</p>	<p>The cheque history begins on the date you sign up for cheque imaging. From that moment on, you have access to cheques drawn on your account since the beginning of the month.</p>

Questions	Answers
Can I get cheque images for my U.S. dollar chequing account?	Yes, cheque imaging is available for both Canadian and U.S. dollar accounts.
My caisse has merged. What should I do if I'm already registered for the cheque imaging service in AccèsD Affaires?	Paper cheque images are issued by default. The primary administrator must call AccèsD Affaires at 1-877-222-3732 or contact their caisse to regain access to the service online.
I just registered for the imaging service but I don't see the Cheque images section on the Other services tab. Why?	The service becomes available one business day after you register.
I need more than three months of imaging. Who can help me?	Please contact your caisse or Desjardins Business centre.

Primary administrators can click *More options* and then *Manage credit cards* to manage Visa Business cards and fill out applications for other cards .

11.1. APPLICATION FORMS

There are three forms available:

- Business Freedom Solutions package application form
- Visa Desjardins Business card application form
- Accord D Business financing application form

Online applications are available on the overview page.

11.2. VISA DESJARDINS ONLINE BUSINESS ACCOUNT MANAGEMENT - SME CLIENTELE

This service is a single entry point to managing your company's Business credit cards and:

- Changing your Visa Desjardins Business card credit limit
- Changing the limit on your Business Freedom Solutions Line of Credit
- Applying for Accord D Business financing
- Changing the limit on an Accord D Business financing plan
- Requesting additional Visa Desjardins Business cards
- Changing the address on file for your Visa Desjardins Business account
- Replacing a Visa Desjardins Business card
- Reporting a lost or stolen card
- Disputing a bill

Basic operations

Select an account or card

Two options:

- **Select an account/card** : Select the card on which you want to carry out an operation. No account or card operations will be listed if no card is selected. Click on a card number to view its features. You can go back to this page at any time to perform operations on another card.
- **Add a card** : Add a cardholder or issue a new card on one of the existing accounts. Enter a credit limit for the card and then enter the company's assets and liabilities.

Dispute a transaction

This operation is not available online. The Dispute a transaction page outlines the procedure to follow.

Report a lost or stolen card

This operation cannot be carried out online given its urgent nature. The *Report a lost or stolen card* page provides the telephone numbers to call in such cases. The service is available 24/7.

Card management

Increase a limit

Submit a credit limit increase request for your Visa Desjardins Business card or Accord D Business financing. Enter the limit requested and then your company's assets and liabilities.

If you request more than \$50,000, you must also fax the company's financial statements.

Change of address

Change your phone number, billing address or email address.

Replace a card

Expect a 10-day waiting period to receive a replacement card by mail. If you need a card sooner, please call Desjardins Card Services at 514-397-4600 or 1-800-266-5662.

Roles

- Filling out an online application: Only the business owner with the primary administrator code can fill out online applications.
- Using Visa Desjardins Business Account Management - SME Clientele: The primary administrator has access to this service when at least one Visa Desjardins Business credit card is registered for the Cash Management service. Once registered, the primary administrator can delegate the account management service to another user.

Registering

Online application forms are available through AccèsD Affaires if the business is registered for the Cash Management service.

Desjardins Card Services will process the applications and issue the requested products.

If you apply for Accord D Business financing and already have a pre-authorized financing limit, the funds will be deposited directly into your account once your application is processed.

Visa Desjardins Business Account Management - SME Clientele

There are two ways to register for the Visa Desjardins Business Account Management - SME Clientele service: online or at the caisse.

- Online: The business must be registered for the AccèsD Affaires Cash Management service and have at least one Visa Desjardins Business account. To register for the online service, the primary administrator must select the Cards tab and sign the user agreement.
- At the caisse : A company representative must contact the caisse or Desjardins Business centre to sign the user agreement. To avoid additional trips to the caisse, we recommend bringing in all of the company's Visa Desjardins Business card documentation.

11.3. TECHNICAL INFORMATION

Online applications

- Only the primary AccèsD Affaires administrator can access online applications in the *Cards* section, and only if the AccèsD Affaires file includes the Cash Management service and at least one PCA folio held by the business.
- Available application forms include: Business Freedom Solutions, Visa Desjardins Business card and Accord D Business financing.
- Online applications are not available for Fédération des caisses Desjardins du Québec (815-98000) AccèsD Affaires files.

- Only self-employed workers and business owners can apply.
- Applications must be filled out by business owners with the primary administrator code.
- Forms are pre-completed with information on the business and primary administrator listed in the AccèsD Affaires file.
- These applications are not available for large businesses or non-profit organizations; these business types must contact their caisse or Desjardins Business centre.
- Online applications for the Business Freedom Solutions package and Business card will be processed within five business days.
- If you have a Business card with a sufficient credit limit, you may obtain Accord D financing instantly.
- Accord D Business financing applications are processed within two business days. If approved, funds are transferred immediately to your account.

Visa Desjardins Business Account Management - SME Clientele

- You can only manage Visa Desjardins Business cards with this service; personal credit cards are not eligible.
- Only primary administrators with at least one Visa Desjardins Business card registered for the Cash Management service can sign up.
- If a Visa Desjardins Business card is in your Cash Management file but upon registration, you are told that you do not have an eligible card, please call Desjardins Card Services at 1-800-266-5662 or 514-397-4600. The service is generally available within one day of registration. However, in some cases, it may take up to three business days. If after three days, an agent still hasn't contacted you, call 1-877-ACCESD-A.
- Operations carried out through the Visa Desjardins Business Account Management - SME Clientele service are generally completed within two business days.

Identification number

Your caisse assigned your organization a direct deposit and withdrawal identification number. This number identifies your company to all financial institutions that are members of the Canadian Payments Association (CPA). Have the number available when you contact AccèsD Affaires Services Support Group.

If you are the service administrator, you can view the information that your caisse entered in your business file and make changes by contacting your caisse or AccèsD Affaires.

Preparing files

Direct deposit and withdrawal files must contain only one currency (Canadian or U.S.) and the format must comply with CPA standard 005.

Transmitting files

Files must be sent to the Desjardins Data Centre through AccèsD Affaires.

The company agrees to deliver the data to the Desjardins Data Centre no later than 12:00 p.m. two business days preceding the effective date of the deposits or withdrawals in the file.

12.1. ADMINISTRATIVE PROCEDURES

Tracing transactions

The purpose of a tracing request is to find a deposit made between the organization and Desjardins Group or another financial institution. The organization can submit a tracing request for up to one year following the effective date of the direct deposit or withdrawal.

To make a tracing request, the organization must contact the AccèsD Affaires Support Group at 1-877-ACCESD A and provide the following information:

- Organization identification number
- Number of the file containing the transaction
- Transaction reference number
- Date of availability of the transaction
- Identification and transit numbers of the payee's financial institution
- Payee's account or folio number
- Amount of transaction
- Payee's first and last names

The Support Group will trace the transaction with the financial institution involved and send the results to the organization within 10 business days following receipt of the request.

Note: Payees may not request traces directly; requests must be submitted to the organization which will then follow the above procedure.

Requesting a payment recall

Recalling a payment is a priority request. However, these requests must be carried out within the periods specified since their purpose is to intercept transactions before they are paid to a beneficiary or client. The recall request must be received by 12:00 p.m. (noon) and meet the following requirements:

Transaction sent to a Desjardins caisse

The recall request must be dated one (1) business day before the transaction's availability date or deadline.

Transaction sent to other financial institutions

The recall request must be dated two (2) business days before the transaction's availability date or deadline.

A recall request must be made by fax, using the appropriate form provided by the Desjardins caisse responsible for the file or by submitting the Payment Recall Request form (AccèsD Affaires, Transmission tab, DDW Forms menu). The organization must use a separate form for each financial institution.

The organization must fill out the form and provide the following information:

- Identification number
- File number containing the transaction(s) for recall
- Transaction reference number
- Number and transit of payee's or payer's financial institution
- Payee's or payer's account or folio number
- Amount of transaction
- Payee's or payer's first and last names
- Transaction availability date or deadline

Upon receiving this information, the Desjardins Data Centre will intercept the transaction and the organization will receive a status report on the recalled transactions (see P-05 Report).

Obtaining a signed copy of the reimbursement claim

The organization can obtain a copy of the reimbursement claim signed by the client for returned direct withdrawals with return codes from 915 to 921 (see below). The organization has one year following the return date to obtain a copy of the claim.

To get a signed copy of the Reimbursement Claim, the organization must contact the AccèsD Affaires Support Group at 1-877-ACCESD A and provide the following information:

- Identification number
- File number containing the transaction
- Transaction reference number
- Date of availability of the transaction
- Transit number of payee's financial institution
- Payee's account or folio number
- Transaction amount
- Payee's first and last names

The following additional information is available on the return's P-05 report:

- Return date (in the header)
- Return code
- Trace number (*Trace No. Tr.* field in the report)

The AccèsD Affaires Support Group will obtain the copy from the financial institution in question and send a copy to the organization within 35 calendar days following receipt of the request.

Receiving rejected and returned transactions

Rejected transactions

When the Desjardins Data Centre validates transactions it verifies some parameters; if any are invalid the transaction is rejected. Rejected transactions are listed in Report P-01.

Returned transactions

Transactions sent to a caisse or bank branch are subject to additional validation. If any of the conditions are not met, the caisse or bank branch will return the transaction. Returns must be made within five business days following receipt of the transaction at the caisse or branch and must include a valid return code between 901 and 914.

In addition, under the provisions of Rule H1 – Pre-Authorized Debits (PADs) of the Canadian Payments Association (CPA), clients can refuse a direct withdrawal from their account by filing a reimbursement claim at their financial institution. The deadlines for filing this type of request are detailed in the CPA's Rule H1. The terms of these deadlines are summarized in the last chapter of this guide, Direct withdrawal and stakeholder protection. The caisse or branch must return the transaction using the correct code (915 to 921).

Return code 922 is used to refuse a credit. In some instances, codes 915 to 922 can be used for returns up to 90 calendar days following processing of the original transaction.

All transactions returned electronically to the Desjardins Data Centre are listed in the P-05 report (A or B).

Direct withdrawal return codes

Code	Description
900	Validation rejection
901	Insuff. funds
902	Cannot locate account
903	Stop payment
905	Account closed
907	No debit allowed
908	Funds not free
909	Curr/Acct Mismatch
910	Payor/Payee deceased
911	Frozen account
912	Invalid/Err. Acct. No.
914	Err. Payor/Payee name
915	Refused - No agreem
916	Not in acc./agreem (P)
917	Agreement revoked (P)
918	No prenotification (P)
919	Not in acc./agreem (E)
920	Agreement revoked

Code	Description
921	No prenotification (P)
990	Default by a financial institution

Direct deposit return codes

Code	Description
900	Validation rejection
902	Cannot locate account
903	Stop payment
905	Account closed
909	Curr/Acct Mismatch
910	Payor/Payee deceased
911	Frozen account
912	Invalid/err. acct. no.
914	Err. Payor/Payee name
922	CT returned by Payee
990	Default by a financial institution

DDW files status

Always check the DDW file status within 30 minutes of sending it and make sure it has been processed. For all other messages, please call the DDW services team at 514-253-7392, option 1.

Settling payments with your caisse

Payments between the organization and its caisse are handled as follows:

On a transaction's effective or availability date, the amount is automatically withdrawn from or deposited to the organization's account, as applicable. The payment amount corresponds to the total transactions transmitted to financial institutions.

Rejected transactions

No payment will be withdrawn from or deposited to the organization's account for a transaction or file rejected by the Desjardins Data Centre. The organization's account will only fluctuate in the amount of total processed, unrejected transactions (see Reports P-01 and P-02).

Recalled transactions

The organization's account is not affected by recalled transactions because these transactions are cancelled before processing and not sent to caisses or other financial institutions (see Report P-05).

Returned transactions

Direct withdrawal transaction (debit):

On the return date, the amount due is automatically withdrawn from the organization's account (see Report P-05).

Direct deposit transaction (credit):

On the return date, the amount due is deposited automatically to the organization's account (see Report P-05).

12.2. CANADIAN PAYMENTS ASSOCIATION (CPA) STANDARDS

This section is for organizations issuing direct deposit or direct withdrawal transactions within the Canadian Payments Association's (CPA's) network of financial institutions. It describes how organizations must structure their direct deposit or withdrawal transactions to be validated by the Desjardins Data Centre's Direct Deposit and Withdrawal application.

Current standards may be revised as the product evolves.

Data file format

The following principles, listed in no particular order, can help you structure your data files.

- One deposit or withdrawal transaction is contained in each segment.
- A segment is contained in a logical record of 1,464 characters that must contain 6 segments (or 6 transactions). If the file is in ASCII, one carriage return (hexadecimal value 0D) and one line feed (hexadecimal value 0A) must be added at the end of each logical record. A definition and the validation criteria of each data element can be found in the Data Elements Dictionary located further on in this section.
- Except for logical elements Types A and Z, which are used for identification and control purposes, logical record Types C and D must contain the information necessary to describe a transaction.
- All segments of any given logical record must be the same length and format.
- If a logical record does not contain 6 segments, the unused segments must be fully initialized by spaces. The first and last logical record of each file must respectively be Types A and Z.
- Logical record Types C and D may be included in the same file provided the organization is authorized to use them.
- All unused data elements in a segment are completed as follows:
 1. Numeric data elements must be right justified.
 2. Alphanumerical data elements do not need to be filled but must be completed using spaces.

File rejection

All non-compliant files are rejected. Readable files are rejected for the following reasons:

1. Missing logical record A
2. Missing logical record Z
3. Logical record Z out of balance
4. Invalid data
5. Invalid intermixing of logical record types
6. Invalid creation date
7. Invalid file number

12.3. IMPORTANT DATES

File creation date

The file creation date is recorded in the Type A logical record. The Desjardins Data Centre must receive and process a file no more than seven calendar days following its creation, including that creation date, or the file will be rejected.

Transaction availability date

A file may contain transactions with different availability dates. The Desjardins Data Centre can accept

transactions post-dated up to 42 calendar days after the file creation date. If the due date is before the file creation date, the date must be within 172 days for a debit and 30 days for a credit, or the transaction could be rejected.

Note: The issuing organization is responsible for each transaction's availability date.

Transaction delivery date within the Desjardins network

For a transaction to a Desjardins caisse account, the Desjardins Data Centre will carry out the transaction on the account on the date it is due, even if the transaction is received before it is available. If the issuing organization delivers a transaction to a Desjardins caisse account late or on its due date, it will be applied to the balance of the payee's account on the date it is processed by the Desjardins Data Centre.

Transaction delivery date in universal mode

For a transaction to another financial institution, the Desjardins Data Centre will forward the transaction in advance so it can be applied to the account on the date it is due if it is received two or more days before it becomes available.

If the issuer delivers a transaction late or on its due date, it may take up to two business days after processing by the Desjardins Data Centre before it affects the payee's account.

No data is exchanged among financial institutions on statutory holidays recognized by the Canadian Payments Association. Please allow for one extra business day when sending your files to the Desjardins Data Centre on or around these dates.

Statutory holidays: Quebec

Quebec holiday	Customer support*	Inter-institutional exchange and processing**
Christmas Day (December 25)	No	No
Boxing Day (December 26)	No	No
New Year's Day (January 1)	No	No
Day after New Year's Day (January 2)	Yes	Yes
Good Friday	Yes	No
Easter Monday	Yes	Yes
Journée nationale des patriotes (Victoria Day)	Yes	No
Saint-Jean Baptiste (June 24)	Yes	Yes
Canada Day (July 1)	Yes	No
Labour Day	Yes	No
Thanksgiving	Yes	No
Remembrance Day (November 11)	Yes	No

* Designates availability of Desjardins Data Centre resources to provide support for processing problems.

** Designates holidays on which data is exchanged with other financial institutions.

Note: No data is exchanged among financial institutions on statutory holidays recognized by the Canadian Payments Association. Please allow for one extra business day when sending your files to the Desjardins Data Centre on or around these dates.

12.4. LOGICAL RECORD TYPES

The four tables in this section contain all the information you need to create files according to the logical record type required.

Logical record type At

Contains file identification and control information; this logical record occurs only once, and is located at the beginning of each file. It is the first logical record.

Note: All data elements must comply with CPA and Desjardins Data Centre standards, or the file will be rejected.

Éléments de donnée

Number	Character position	Number of characters	Content	Name
1	1	1	A	Logical record type ID
2	2 - 10	9	1	Logical record No.
3	11 - 20	10	Numeric	Organization ID number
4	21 - 24	4	Numeric	File No.
5	25 - 30	6	Numeric	Creation date
6	31 - 35	5	81510	Desjardins Data Centre
7	36 - 55	20	Alphanumeric	Filler
8	56 - 58	3	Alphanumeric	Money code ID
9	59 - 1 464	1 406	Alphanumeric	Filler

If the file is in ASCII, one carriage return (hexadecimal value 0D) and one line feed (hexadecimal value 0A) must be added at the end of each logical record. Check the data element dictionary for the definitions and validation criteria of each data element.

Logical record type C (credit)

Contains information about direct deposit transactions.

Data elements

Number	Character position	Number of characters	Content	Name
01**	1	1	C	Logical record type ID
02**	2 - 10	9	Numeric	Logical record No.
03**	11 - 20	10	Numeric	Organization ID number
04**	21 - 24	4	Numeric	File number
Segment 1				
05*	25 - 27	3	Numeric	Transaction type
06**	28 - 37	10	Numeric	Amount
07**	38 - 43	6	Numeric	Funds availability date
08*	44 - 52	9	Numeric	Payee's financial institution No.

Number	Character position	Number of characters	Content	Name
09*	53 - 64	12	Alphanumeric	Payee's account No.
10	65 - 86	22	Zero ¹	Trace No.
11	87 - 89	3	Zero ¹	Initial transaction type
12	90 - 104	15	Alphanumeric	Organization's short name
13***	105 - 134	30	Alphanumeric	Payee's name
14***	135 - 164	30	Alphanumeric	Name of organization
15**	165-174	10	Numeric	Organization ID No.
16***	175-193	19	Alphanumeric	Reference No.
17*	194-202	9	Numeric	Institutional ID No. for returns
18***	203-214	12	Alphanumeric	Account No. for returns
19	215-229	15	Alphanumeric	Field reserved for organization
20	230-251	22	Alphanumeric	Filler
21	252-253	2	Alphanumeric	Settlement code
22*	254-264	11	Zero1	Invalid data element ID

- ¹ Champ toujours rempli par des zéros.
 * Élément obligatoire et valide, sinon rejet de l'opération.
 ** Élément obligatoire et valide, sinon rejet du fichier.
 *** Élément obligatoire, sinon rejet de l'opération.

SEGMENTS TWO THROUGH SIX have the same format as SEGMENT ONE.

TWO: positions 265 to 504
 THREE: positions 505 to 744
 FOUR: positions 745 to 984
 FIVE: positions 985 to 1224
 SIX: positions 1225 to 1464

Note: If a logical record does not contain six segments, it must be completed with spaces up to the 1,464th character.

If the file is in ASCII, one carriage return (hexadecimal value 0D) and one line feed (hexadecimal value 0A) must be added at the end of each logical record. Check the data element dictionary for the definitions and validation criteria of each data element.

Logical record type D (debit)

Contains information about pre-authorized payments or direct withdrawal transactions.

Data elements

Number	Character position	Number of characters	Content	Name
01**	1	1	D	Logical record type ID
02**	2 - 10	9	Numeric	Logical record No.
03**	11 - 20	10	Numeric	Organization ID No.

Number	Character position	Number of characters	Content	Name
04**	21 - 24	4	Numeric	File number
Segment 1				
05*	25 - 27	3	Numeric	Transaction type
06**	28 - 37	10	Numeric	Amount
07**	38 - 43	6	Numeric	Due date
08*	44 - 52	9	Numeric	No. of payer's financial institution
09*	53 - 64	12	Alphanumeric	Payer's account No.
10	65 - 86	22	Zero ¹	Trace No.
11	87 - 89	3	Zero ¹	Initial type of transaction
12	90 - 104	15	Alphanumeric	Organization's short name
13***	105 - 134	30	Alphanumeric	Payer's name
14***	135 - 164	30	Alphanumeric	Name of organization
15**	165 - 174	10	Numeric	Organization ID No.
16***	175 - 193	19	Alphanumeric	Reference No.
17*	194 - 202	9	Numeric	Institutional ID No. for returns
18	203 - 214	12	Alphanumeric	Account No. for returns
19	215 - 229	15	Alphanumeric	Field reserved for organization
20	230 - 251	22	Alphanumeric	Filler
21	252 - 253	2	Alphanumeric	Settlement code
22*	254 - 264	11	Zero ¹	Invalid data element ID

- ¹ Champ toujours rempli par des zéros.
 * Élément obligatoire et valide, sinon rejet de l'opération.
 ** Élément obligatoire et valide, sinon rejet du fichier.
 *** Élément obligatoire, sinon rejet de l'opération.

SEGMENTS TWO THROUGH SIX have the same format as SEGMENT ONE

TWO: positions 265 to 504
 THREE: positions 505 to 744
 FOUR: positions 745 to 984
 FIVE: positions 985 to 1224
 SIX: positions 1225 to 1464

Note: If a logical record does not contain six segments, it must be completed with spaces up to the 1,464th character. If the file is in ASCII mode, one carriage return (hexadecimal value 0D) and one line feed (hexadecimal value 0A) must be added at the end of each logical record. Check the the data element dictionary for the definitions and validation criteria of each data element.

Logical record type Z

Provides control totals of the file contents. It is the last logical record.

Note: All data elements must comply with CPA and Desjardins Data Centre standards, or the file will be rejected.

Data elements

Number	Character position	Number of characters	Content	Name
1	1	1	Z	Logical record type ID
2	2 - 10	9	Numeric	Logical record No.
3	11 - 20	10	Numeric	Organization ID No.
4	21 - 24	4	Numeric	File number
5	25 - 38	14	Numeric	Total value of type D transactions
6	39 - 46	8	Numeric	Total number of type D transactions
7	47 - 60	14	Numeric	Total value of type C transactions
8	61 - 68	8	Numeric	Total number of type C transactions
9	69 - 82	14	Zero ¹	Field reserved for Desjardins Data Centre
10	83 - 90	8	Zero ¹	Field reserved for Desjardins Data Centre
11	91 - 104	14	Zero ¹	Field reserved for Desjardins Data Centre
12	105 - 112	8	Zero ¹	Field reserved for Desjardins Data Centre
13	113 - 1 464	1 352	Alphanumeric	Filler (blank spaces)

¹ This field is always zero filled.

If the file is in ASCII, one carriage return (hexadecimal value 0D) and one line feed (hexadecimal value 0A) must be added at the end of each logical record. Check the data element dictionary for the definitions and validation criteria of each data element.

12.5. DATA ELEMENT DICTIONARY

Filler

A variable number of characters (blank spaces) depending on the particular logical record type. Area reserved for future use.

Desjardins Data Centre

5 positions – Numeric – Logical record type A

Number used only once to identify the data centre where the file is delivered. The Fédération des caisses Desjardins du Québec data centre is identified by 81510.

If the data element is invalid, the file will be rejected.

Field reserved for the organization

15 positions – Alphanumeric – Logic record types C and D

The organization uses this space to provide the payee or payer with additional information about the transaction such as payment period, issue of dividends, billing period, insurance policy number, and so on.

Transactions will not be rejected if this data element is absent.

Settlement code

2 positions – Alphanumeric – Logical record types C and D

The Desjardins Data Centre can use this area to designate the organization's specific settlement requirements. For the time being, the field can be left blank. Transactions will not be rejected if this data element is absent.

Creation date

Six positions – Numeric – Logical record type A

Date file was created. The format of this element must be "0yyddd" where:

0 = numeric zero
yy = last two digits of the year
ddd = day number of the year

- If the creation date is invalid according to the above format, the transaction will be rejected.
- If the creation date is more than seven calendar days before the file validation date, the Desjardins Data Centre will reject the file.
- If the creation date is after the file validation date, the Desjardins Data Centre will reject the file.

Due date (direct withdrawal)

6 positions – Numeric – Logical record type D

The date the item should be charged to the client's account. The format of this data element is "0yyddd" where:

0 = numeric zero
yy = last two digits of the year
ddd = day number of the year

- If the due date is not valid according to the above format, the file will be rejected.
- If the due date is more than 42 calendar days after the file creation date, or 30 calendar days before the file creation date for a credit or 172 calendar days before for a debit, the transaction will be rejected.

Funds availability date (direct deposit)

6 positions – Numeric – Logical record type C

Date on which funds must be available to the payee. The format of this data element is "0yyddd" where:

0 = numeric zero
yy = last two digits of the year
ddd = day number of the year

- If the data element is not valid according to the above format, the file will be rejected.
- If the funds availability date is more than 42 calendar days after the file creation date, or 30 calendar days before the file creation date for a credit or 172 calendar days before for a debit, the transaction will be rejected.

Invalid data element identification

11 positions – Numeric – Logical record types C and D

When a rejected transaction is returned with a 900 series code, this field indicates the invalid data elements. The field must contain zeroes on initial presentation or the transaction will be rejected.

Logical record type identification

1 position – Alphanumeric – All logical record types

Indicates the logical record type. Required data element for all logical records. Contains an “A” for a logical record type A, “C” for a logical record type C, and so on. The file will be rejected if the data element is invalid.

Institution for returns

9 positions – Numeric – Logical record types C and D

The organization is responsible for the validity of this field. The information is required for routing returned items to the respective financial institutions (caisses, branches, head offices). The data element is formatted as follows:

(a)	(b)	(c)
0	815	99999

Where :

- (a) = constant zero
- (b) = Desjardins financial institution number
- (c) = branch transit number

The transaction will be rejected if the number is invalid.

Amount

10 positions – Numeric – Logical record types C and D

Dollar amount of the transaction (no decimal point). The data element must be greater than zero or the transaction will be rejected. (Note that an invalid amount can also cause an imbalance in the file, which may result in the rejection of the entire file.)

Organization’s short name

15 positions – Alphanumeric – Logical record types C and D

This is a required field; Desjardins will reject the transaction if the organization does not provide the data. The short name should be clear enough so readers recognize the company name on reports.

Payee’s name

30 positions – Alphanumeric – Logical record type C

First and last names of the holder of the credited account. The transaction will be rejected if the field is empty

Payer’s name

30 positions – Alphanumeric – Logical record type D

First and last names of the holder of the account to debit. The transaction will be rejected if the field is empty.

Total number of type C or D transactions

8 positions – Numeric – Logical record type Z

Total number of type C or D transactions in the file, regardless of transaction validity. The data element must be zero if the file does not contain any type C or D logical records. If the content of this field is not equal to the number of type C or D transactions contained in the file, the Desjardins Data Centre will reject the file.

Payee’s or payer’s account number

12 positions – Alphanumeric

- Logical record type C (payee)
- Logical record type D (payer)

The organization is responsible for the validity of this field. Used by the payee's or payer's financial institution to identify their account. The account number can contain dashes and does not need to be justified. The processing financial institution's information systems will determine whether the account number is valid. The Desjardins Data Centre validates the account number's check digit for transactions routed to the Desjardins network.

Account number for returns

12 positions – Alphanumeric – Logical record types C and D

The organization is responsible for the validity of this field. The organization's designated account number for transaction returns. This data element is required to avoid delays or errors when rerouting items. The transaction will be rejected if no account number is provided.

File number

4 positions – Numeric – Logical record types A, C, D and Z

This data element is used to verify that all files created by the organization's data processing centre are received by the Desjardins Data Centre (and that none are missing or processed twice). This data element must be incremented by one unit each time a file is created.

Note: The next number in the sequence after 9999 is 0001. If a duplicate file number is identified (except after reaching the 9999 threshold), the file will be rejected.

Logical record number

9 positions – Numeric – All logical record types

This number is used to ensure that no records are missing in the file. Logical record type A must have a value of "000000001", or the file will be rejected. All subsequent records must be numeric and have a value exactly one unit greater than the logical record count of the previous logical record or the file will be rejected.

Organization ID number

10 positions – Numeric – Logical record types A, C, D, and Z

ID number assigned to the organization. The file will be rejected if this data element is not valid.

Reference number

19 positions – Alphanumeric – Logical record types C and D

The organization uses this field to identify the transaction for internal management purposes and to allow the Desjardins Data Centre to conduct searches, revoke requests, or cancel transactions. We recommend creating reference numbers in a structured manner to facilitate the above-mentioned operations. Any letters contained in this field must be upper case. For example, a reference number could be composed as follows:

- Positions 1 to 5 correspond to a group of employees
- Positions 6 to 10 correspond to a sub-group of employees
- Positions 11 to 19 correspond to the employee's number

This is a required number that must be unique to each transaction or the file will be rejected.

Item trace number

22 positions – Numeric – Logical record types C and D

The organization must only use zeros in this field or the transaction will be rejected during the initial processing. The Desjardins Data Centre assigns each transaction a unique trace number during processing to facilitate tracing. When an item is returned (series "900" transaction type) the original trace number will be included with the return.

Payee's or payer's institution number

9 positions – Numeric – Logical record types C and D

The organization is responsible for the validity of this field. This number is used to identify the payee's or payer's financial institution. The institution number is represented as follows:

(a)	(b)	(c)
9	999	99999

Where :

- (a) = constant zero
- (b) = institution number
- (c) = caisse or branch number

The number must be registered in the CPA's Financial Institutions File in order to be used in logical record types. The transaction will be rejected if this number is not valid. Valid institution numbers that do not belong to Desjardins will be routed to the designated financial institution's data centre.

Transaction type (see list at the end of this section)

3 positions – Numeric – Logical record types C and D

Used by the organization to indicate the payment type. The Desjardins Data Centre must process the transaction type as it is received by the organization. The transaction type must appear in the list of transaction types defined by the CPA. The transaction is rejected if the transaction type is not valid.

Initial transaction type

3 positions – Numeric – Logical record types C and D

This field must contain only zeroes upon the file's initial presentation or the file will be rejected.

Total value of type C or D transactions

14 positions – Numeric – Logical record type Z

The total amount of the data elements for Type C or D transactions in the file. This data element must be zero if the file contains no Logical Records of Type C or D transactions.

If the contents of this data element do not equal the value of the total amount for data elements in Type C or Type D transactions on the file, the Desjardins Data Centre will reject the file.

Transaction types

Category	Range	Tran. type	Description	Abbreviation
Future use	000 - 099		Unassigned	
Future use	100 - 149		Unassigned	
Clearing items	150 - 199		Reserved for MICR Debits	

Category	Range	Tran. type	Description	Abbreviation	
Pre-authorized transactions	200 - 229	200	Payroll Deposit		
		201	Special Payroll		
		202	Vacation Payroll		
		203	Overtime Payroll	PAY	
		204	Advance Payroll		
		205	Commission Payroll		
		206	Bonus Payroll		
		207	Adjustment Payroll		
		230 - 239	230	Pension	
			231	Federal Pension	PEN
			232	Provincial Pension	
			233	Private Pension	
		240 - 249	240	Annuity	REN
		250 - 259	250	Dividend	
251	Common Dividend		DVD		
252	Preferred Dividend				
260 - 279	260	Investment	INV		
	261	Mutual Funds	FMU		
	265	Spousal RSP Contribution	RDC/SRP		
	266	RESP Contribution	REP/REE		
	271	RSP Contribution	RSP		
	272	Retirement Income Fund	RIF/FRR		
	273	Tax Free Savings Account	TFS/CLI		
	274	RDSP Contribution	RDP/REI		
280 - 299	280	Interest	INT		
	281	Lottery Prize Payment	LPP/PDL		
For Federal Government Use Only (Institution numbers 117 and 177)	300 - 329	300	Federal Government	FED	
		301	Agriculture Stabilization Payments	AGR	
		302	Canadian Dairy Commission	CDC	
		303	HRDC - Training	HRD	
		308	Child Tax Credit	CTC	
		309	Goods and Services Tax	GST	

Category	Range	Tran. type	Description	Abbreviation	
For Federal Government Use Only (Institution numbers 117 and 177)	300 - 329	310	Canada Pension Plan	CPP	
		311	Old Age Security	OAS/SV	
		312	War Veterans' Allowances	WVA/AAC	
		313	Pension Commission	PC/CCP	
		314	Family Allowances	FA/AF	
		315	Public Service Superannuation	PSS/PFP	
		316	Canadian Forces Superannuation	CFS/PFC	
		317	Tax Refunds	RIT/RIF	
		318	Employment Insurance (unemployment)	UI/AC	
		320	Government Student Loans	GSL/ETU	
		321	CSB Interest	CSB/OEC	
		322	External Affairs		
		323	Savings Plan	CSP/PEC	
		324	Access Grants	CAG/SCA	
Preauthorized Transactions	330 - 349	330	Insurance		
		331	Life Insurance		
		332	Auto Insurance	INS	
		333	Property Insurance		
		334	Casualty Insurance		
		335	Mortgage Insurance		
		336	Dental Care Claim Insurance	DCI	
		350 - 369	350	Loans	
			351	Personal Loans	
			352	Dealer Plan Loans	LNS/PRE
			353	Farm Improvement Loans	
			354	Home Improvement Loans	
			355	Term Loans	
			356	Insurance Loans	LNS/PRE
370 - 379	370	Mortgage			
	371	Residential Mortgage	HYP		
	372	Commercial Mortgage			
	373	Farm Mortgage			
380 - 399	380	Taxes			
	381	Income Taxes			
	382	Sales Taxes			
	383	Corporate Taxes	TAX		
	384	School Taxes			

Category	Range	Tran. type	Description	Abbreviation
Preauthorized Transactions	380 - 399	385	Property Taxes	
		386	Water Taxes	
	400 - 419	400	Rent/Leases	
		401	Residential Rent/Leases	
		402	Commercial Rent/Leases	LS
		403	Equipment Rent/Leases	
		404	Automobile Rent/Leases	
		405	Appliance Rent/Leases	
	420 - 429	420	Cash Management	CMS
	430 - 449	430	Bill Payment	
		431	Telephone Bill Payment	
		432	Gasoline Bill Payment	
		433	Hydro Bill Payment	BPY
		434	Cable Bill Payment	
		435	Fuel Bill Payment	
		436	Utility Bill Payment	
		437	Internet Access Payment	IAC
		438	Water Bill Payment	WBP
		439	Auto Payment	APY
			450 - 599	450
451	Customer Cheques			CCQ
452	Expense Payment			EXP
460	Accounts Payable			AP
470	Fees / Dues			FEE
480	Donations			DON
	600 - 610	600	Provincial Government	PRO
		601	Family Support Plan	FSP
		602	Housing Allowance	HSG
		603	Income Security Benefit	ISB
		604	Provincial Family Allowance	PFA
		605	Federal - Provincial Transfer Payment	FPT
		606	Worker's Compensation Board	WCB
		607	Employment Assistance Allowance	EAA
		608	Automobile Insurance Plan	AIP
		609	Health Care Premium	PHC
		610	Offences and Fines	OF

Category	Range	Tran. type	Description	Abbreviation
Usage futur	611 - 700	611	Disability Payment	DIS
		612	Parental Insurance	PPI
		613	Student Loan	PSL
		614	Grant/Bursary	PGB
		615	Solidarity Tax Credit	STC
		616	Children Assistance	CAS
		617	Tax Refund	TRX
		650	Inter-FI Funds Transfer Debit	FTD
		700	Business PAD	BUS
Commercial Pre-Authorized Debits (PADs)	701 - 749	701	Commercial Investments	CIV
		702	Commercial Insurance	CIN
		703	Commercial Auto Insurance	CAI
		704	Commercial Property Insurance	CPI
		705	Commercial Casualty Insurance	CCI
		706	Commercial Mortgage Insurance	CMI
		707	Commercial Loans	CLN
		708	Commercial Mortgage	CMG
		709	Commercial Taxes	CTX
		710	Commercial Income Taxes	CIT
		711	Commercial Sales Taxes	CSL
		712	Commercial GST	CGT
		713	Commercial Property Taxes	CPT
		714	Commercial Rent/Lease	CRL
		715	Commercial Equipment Rent/Lease	CRL
		716	Commercial Automobile Rent/Lease	CAR
		717	Commercial Cash Management	CCM
		718	Commercial Bill Payment	CBP
		719	Commercial Telephone Bill Payment	CTB
		720	Commercial Gasoline Bill Payment	CGB
		721	Commercial Hydro Bill Payment	CHB
		722	Commercial Cable Bill Payment	CCB
		723	Commercial Fuel Bill Payment	CFB
		724	Commercial Utility Bill Payment	CUB
		725	Commercial Internet Bill Payment	CIB
		726	Commercial Water Bill Payment	CWB
		727	Commercial Auto Payment	CAB
		728	Commercial Expense Payment	CEP

Category	Range	Tran. type	Description	Abbreviation
Commercial Pre-Authorized Debits (PADs)	701 - 749	729	Commercial Accounts Payable	CAP
		730	Commercial Fees/Dues	CFD
Use by internal subscriber	750 - 899			

Note: All transaction types can be used for debit and credit transactions. The debit or credit will be determined from the logical record type. The mnemonic code under the Abbreviations column is a suggested description containing a minimum of three characters. Financial institution data centres can edit these descriptions provided they remain generic.

12.6. DIRECT WITHDRAWAL AND CONSUMER PROTECTION

This section contains a summary of CPA Rule H1 – Pre-Authorized Debits (PADs). For more details, visit the CPA website at www.cdnpay.ca or see the rule at http://www.cdnpay.ca/iMIS15/pdf/pdfs_rules/rule_h1.pdf

Introduction

The purpose of this summary is to highlight the features that protect consumers using the direct withdrawal service.

Direct withdrawal is, by its very nature, considered risky to consumers since, essentially, they are authorizing a third party to make periodic withdrawals from their account. In this context, Desjardins respects Rule H1 to ensure the protection of all parties, including the consumer, the caisse and the organization collecting the payment.

Definition of the service and interested parties

Direct withdrawal is a service financial institutions offer organizations to enable them to efficiently collect payments from their customers through electronic funds transfers.

For the organization's customers, it is a payment method whereby they voluntarily authorize automatic withdrawals directly from their savings account to pay the amounts billed by the organization. Direct withdrawals are usually offered in universal mode, meaning that the organization's customers can have an account in any of the Canadian member financial institutions of the Canadian Payments Association (CPA) with an exchange point in Quebec.

Note that this payment method by direct withdrawal from a customer's account is not offered by the financial institution, but by organizations providing goods or services to their own customers. Consequently, four parties are involved in providing this service:

- The organization's customer
- The organization providing the goods or services
- The organization's financial institution
- The financial institution of the organization's customer

Problems

While the operation of the direct withdrawal service is relatively simple, the many parties involved complicate matters in terms of responsibility. If complications arise, the problem-solving process can often be long and is generally much more annoying than costly for consumers.

CPA rules

The CPA has adopted specific rules to govern compensation of direct withdrawals (pre-authorized debit plan) between CPA member institutions. The rules set out the standard clauses that must be included in service agreements binding organizations and their financial institutions, and the authorization form to be signed by consumers when registering for the service. The rules also define the limit of liability of each party and the procedures to ensure that customers of the organization using the direct withdrawal service are reimbursed quickly in the event of an error.

Some CPA rules specifically address member (client) concerns regarding security such as:

- If an organization fails to comply with the CPA's regulations, the financial institution "sponsoring" the organization automatically becomes the guarantor for transactions carried out in customer accounts in CPA member institutions.
- In the event a withdrawal is not made in compliance with the Payor's PAD Agreement or if the Agreement was revoked, customers have 90 calendar days for personal pre-authorized debits, or 10 business days for business¹ pre-authorized debits, to request reimbursement of the disputed items from their financial institution. Upon signature of a CPA reimbursement request form, financial institutions must reimburse their clients immediately. In addition, the financial institution "sponsoring" the organization must immediately cover any debit received from the customer's financial institution.

Organization's role

The organization is responsible for providing customer authorization forms, collecting the completed forms and saving them for future reference. Caisses supply organizations with the required material. Using the information from authorization forms, organizations create computer files as stipulated in the caisse service agreement. Caisses are not required to keep copies of these forms but reserve the right to request copies.

With regard to pre-authorized debits for a fixed amount, organizations must provide customers with written notification of the amounts and due dates of the debits at least 10 calendar days before the due date of each pre-authorized debit. When the debits are for variable amounts, this same advance notice must be provided every time the amount or payment date changes.

12.7. TRANSMITTING DIRECT DEPOSIT AND WITHDRAWAL DATA

Use the Data Transmission service to send files electronically. At this time, only direct deposit and withdrawal files structured according to CPA standards are accepted.

Service availability

The Data Transmission service is available 24/7.

Given the critical nature of the data transmitted, a backup system is available so that you are always able to transfer your files, even in the event of an AccèsD Affaires system failure.

Security

The Data Transmission service uses a 128-bit encryption protocol, the highest industry security standard. This protocol ensures that transmitted data can only be read by authorized persons.

Data is checked to make sure that the information received matches what was transmitted.

¹ For the 10-business day deadline to apply, Rule H1 specifies that the business PDA must have been coded as a transaction type 700 to 730.

Equipment and operating systems required

The Data Transmission service works with the following operating systems:

- Windows 2000, XP, Vista and Mac OS X, or more recent versions.

Supporter browsers:

- Microsoft Internet Explorer 6 or higher with 128-bit encryption; Mozilla Firefox 1.5 or higher; Safari 1.3.9 or higher.

Accessing the backup system

The Data Transmission service was developed to be highly reliable.

In the event that AccèsD Affaires is not available, you can access the service at <https://drd.desjardins.com>.

12.8. USING THE DATA TRANSMISSION SERVICE THE FIRST TIME

Before submitting your first batch of files for processing, you have to run a test to make sure that your data is valid and that the file format complies with CPA standard 005.

To run the test, use real data to create a file with your accounting software and transmit it to the Desjardins Data Centre. Desjardins will contact you within five business days of receiving your file to notify you that your file has been activated or to request another test file with corrections.

Note: The Desjardins processing centre number to enter in your software is 81510 and the organization ID number is the 10-digit number issued by your caisse.

Transmission procedure

8. Create a CPA file with your accounting software (take note of where you save the file).
9. Open your web browser and go to <https://acesd.affaires.desjardins.com>.
10. Enter your user code and password and click on *Validate*.
11. Click on the *Transmission* tab.
12. Click on the *Browse* button and select the CPA file to transmit (the one created in step 1).
13. Click on *Transmit*.
14. Wait about 30 minutes for processing.

Transmission or verification results

Once your file is sent, you can check its status by clicking on *Status*. The page that will open presents statuses for the most recent transmissions.

The following information is listed for each transmitted file:

- File name
- Date and time of transmission
- Confirmation number identifying the specific transmission
- *Status* column: monitor file progress here

Transmissions are processed in two steps:

1. Validation
2. Processing

During the validation phase, files may be rejected because:

- The CPA file format is not valid: the file does not comply with CPA standard 005
- Invalid content: the totals (number of transactions and amount) do not match the content
- Invalid transmission privileges: the user is not authorized to transmit files

In each of these cases, you can click on the “?” to the right of the status to get more information about the rejection and what to do next.

Status

- If the file is validated successfully, its status will change to *Processing* and you can click on a link to display information about the file: file number and the number and amount of the transactions it contains.
- If the file is rejected, the status will change to DDW processing error, in which case an agent will contact you within 24 business hours.
- If the file is processed successfully, the status will change to *Processing complete*.

Despite all precautions, some transactions in the file may be rejected. If this happens, please read reports P-01, P-02 and P-03, which will be available on AccèsD Affaires the next business day.

Delegating access to other users

If you are a systems administrator, you can authorize other users to access the Data Transmission service.

12.9. DAILY ELECTRONIC DIRECT DEPOSIT, DIRECT WITHDRAWAL AND CASH REPORTS

Report P-01 Rejected Transactions

This report is produced to check and control transactions rejected by the Desjardins Data Centre during initial processing. Report P-01 is produced only at least one transaction is rejected (one report per file processed).

The report is generated and available on AccèsD Affaires by 6:00 a.m. the day after file processing, Monday to Friday. Rejected files will not affect the organization's account.

Content

Report P-01 contains all the information required to identify the file or transactions rejected by the Desjardins Data Centre during validation, and the reason(s) for the rejection. The organization must check and correct the rejected transactions before they can be processed again. The report contains the following information:

- Organization identification number (user number)
- File number
- File creation date
- Organization status
- Reference number for the rejected transaction
- Type of transaction
- Counter number
- Transaction code
- Availability or effective date of transaction
- Number of financial institution receiving transaction
- Name of payee or payer
- Amount of transaction
- Error message (reason for rejection)

P-01 REJECTED TRANSACTIONS TO: C/O DIRECT DEPOSIT SUPERVISOR				815-98000 Fédération des caisses Desjardins du Québec				PAGE 1 1 JANUARY 15		
USER NO.: 98000-00000				FILE NO.: 0340			CREATION DATE: 96361 - ACTIVE			
Ref. No.	Type	Counter No	Trns.	Date	Rec. Instit.	Acct.	Name	Amount		- Message -
								Debit	Credit	
243829034814	D	000000091-06	450	96363	815-30347	123456-7	R. Roy	122.00		Member account error
301882042007	D	000000140-02	433	96363	815-32026	123456-6	P. King	150.00		Not valid instit.
Total D-C								272.00	0.00	
E-F								0.00		
								272.00	0.00	

Report P-02 Control Totals

This report is used to compare transaction totals processed by the Desjardins Data Centre with its own totals. The report is generated and available on AccèsD Affaires by 6:00 a.m. the day after file processing, Monday to Friday. The organization's account will be debited or credited, as applicable, in the same amount that appears under Accepted Transactions. The Desjardins Data Centre produces a separate report for each file received.

Content

Report P-02 contains the number (quantity) and total amount of accepted and rejected transactions¹, as well as the items from the file's control sheet (sheet Z). The report contains the following information:

- Organization's identification number
- File number
- File creation date
- Registration file type
- Quantity and amount of accepted transactions (by registration file type)
- Quantity and amount of rejected transactions (by registration file type)
- Quantity and amount of debits (by registration file type)
- Quantity and amount of credits (by registration file type)
- Totals for "Z" sheets
- Overall total rejections

¹ Transaction details are provided in Report P-01.

P-02 CONTROL TOTALS TO: C/O DIRECT DEPOSIT SUPERVISOR			815-98000 Fédération des caisses Desjardins du Québec				PAGE 1 1 JANUARY 15	
USER NO.: 98000-00000			FILE NO.: 0340		CREATION DATE: 96361 - ACTIVE			
Type	Accepted Trans.		Rejected Trans.		Debit Total		Credit Total	
Rec.	Qty.	Amount	Qty.	Amount	Qty.	Amount	Qty.	Amount
D	4.322	510.401.32	2	272.00	4.322	510.401.32		
D								
			TOTAL:		4.322	510.401.32	0	0.00
			TYPE	D-C	4.322	510.401.32	0	0.00
			Z REG.:	E-F	0	0.00	0	0.00
			TOTAL:		4.322	510.401.32	0	0.00
			REJETS:	D-C	2	272.00	0	0.00
				E-F	0	0.00		
			TOTAL:		2	272.00	0	0.00

Report P-03 Daily Payments

This report is used to monitor the total amounts sent to each financial institution and to check transaction availability dates. If there are several dates, the organization's account will be affected for each availability or effective date of transaction indicated on Report P-03. The availability or effective date is located under the file number. The report is generated and available on AccèsD Affaires by 6:00 a.m. the day after processing, Monday to Friday. One report is produced per file processed.

Content

For each deposit or withdrawal transaction date, Report P-03 provides the following information:

- Organization identification number
- File number
- File creation date
- Number of receiving financial institution
- Quantity and total amount of debit and credit transactions sent to the Desjardins caisses
- Quantity and total amount for all transactions
- Cumulative amount for all accepted transactions for each file

P-03 DAILY PAYMENTS TO: C/O DIRECT DEPOSIT SUPERVISOR		815-98000 Fédération des caisses Desjardins du Québec				PAGE 1 1 JANUARY 15	
USER NO.: 98000-00000		FILE NO.: 0340 Date : 3 JAN 99		CREATION DATE: 96361 - ACTIVE			
Institution		Transactions				Situation	
No	Name	Debit		Credit		Debit	Credit
		Qty.	Amount	Qty.	Amount		
815	SIC	2417	282,189.43	0	0.00	282,189.43	
829	SIC	3	286.00	0	0.00	286.00	
815	SOC	0	0.00	0	0.00		
SUB-TOTAL:		2420	282,475.43	0	0.00	282,475.43	
001		325	38,196.33	0	0.00	38,196.33	
002		78	11,297.50	0	0.00	11,294.50	
003		378	43,594.44	0	0.00	43,594.44	
004		87	8,754.13	0	0.00	8,754.13	
006		650	81,652.33	0	0.00	81,652.33	
010		232	27,052.24	0	0.00	27,052.24	
016		7	828.20	0	0.00	828.20	
039		141	16,289.72	0	0.00	16,289.72	
509		4	261.00	0	0.00	261.00	
SUB-TOTAL :		1902	227,925.89	0	0.00	227,925.89	
TOTAL :		4322	510,401.32	0	0.00		

P-03 DAILY PAYMENTS TO: C/O DIRECT DEPOSIT SUPERVISOR		815-98000 Fédération des caisses Desjardins du Québec				PAGE 2 1 JANUARY 15	
USER NO.: 98000-00000		FILE NO.: 0340 Recap		CREATION DATE: 96361 - ACTIVE			
Institution		Transactions					
No	Name	Debit		Credit			
		Qty.	Amount	Qty.	Amount		
815	SIC	2417	282,189.43	0	0.00		
829	SIC	3	286.00	0	0.00		
815	SOC	0	0.00	0	0.00		
SUB-TOTAL:		2420	282,475.43	0	0.00		
001		325	38,196.33	0	0.00		
002		78	11,297.50	0	0.00		
003		378	43,594.44	0	0.00		
004		87	8,754.13	0	0.00		
006		650	81,652.33	0	0.00		
010		232	27,052.24	0	0.00		
016		7	828.20	0	0.00		
039		141	16,289.72	0	0.00		
509		4	261.00	0	0.00		
SUB-TOTAL :		1902	227,925.89	0	0.00		
TOTAL :		4322	510,401.32	0	0.00		

Report P05(A) Exception Report

The organization uses this report to monitor:

- Cancelled transactions
- Corrected transactions (types E and F generated by the Desjardins Data Centre only)
- Transactions returned by caisses (types I and J)
- Transactions recalled at the organization's request

The report is generated when at least one deposit or withdrawal transaction has been affected. If a report is generated, it is available on AccèsD Affaires by 6:00 a.m. the day after processing, Monday to Friday.

Content

Report P-05(A) provides the following information:

- Number, transit and name of the organization's caisse
- Organization identification number (user number)
- Number of financial institution receiving the transaction
- Payee's or payer's account number
- Name of payee or payer
- Amount of returned or recalled transaction¹
- Initial transaction type
- Availability or effective date
- File date
- Original trace number
- Desjardins Data Centre trace number
- Name of organization
- Reference number
- Trace number
- Return code

P-05(A) EXCEPTION REPORT TO : C/O DIRECT DEPOSIT SUPERVISOR USER NO.: 98000-00000			815-98000 Fédération des caisses Desjardins du Québec					PAGE 1 8 JANUARY 15		
Rec. Instit.	Payee, payer acct no.	Amount	Type	Act	Eff.	Date	Fi	Date	Dest	Tr no. fcdq Tr. No.
Org. name	Ref no. Trace no.	Trace no.		Trans.						
0815-00028	123456-7 P. ROY	151.00	J	A	7 JAN.	99	0340	96361	81510	0000-00000-0000-00000
Hydro-Québec	543882002008	0000-00000-0000-00000		903						0000-00000-0000-00000
0815-10025	123456-7 A. ROY	141.00	J	A	7 JAN.	99	0340	96361	81510	0000-00000-0000-00000
Hydro-Québec	693851097008	0000-00000-0000-00000		904						0000-00000-0000-00000
0815-10137	123456-7 B. ROY	82.05	J	A	7 JAN.	99	0340	96361	81510	0000-00000-0000-00000
Hydro-Québec	663872278002	0000-00000-0000-00000		901						0000-00000-0000-00000
0815-20008	123456-7 D. ROY	179.58	J	A	7 JAN.	99	0340	96361	81510	0000-00000-0000-00000
Hydro-Québec	481674115235	0000-00000-0000-00000		905						0000-00000-0000-00000
0815-20435	123456-7 T. ROY	91.03	J	A	7 JAN.	99	0340	96361	81510	0000-00000-0000-00000
Hydro-Québec	421849001639	0000-00000-0000-00000		903						0000-00000-0000-00000

¹ Returned transactions are applied to the organization's account on the date of the return.

P-05(A) EXCEPTION REPORT TO : C/O DIRECT DEPOSIT SUPERVISOR USER NO.: 98000-00000			815-98000 Fédération des caisses Desjardins du Québec					PAGE 1 8 JANUARY 15			
Rec. Instit.	Payee, payer acct no.	Amount	Type	Act	Eff.	Date	Fi	Date	Dest	Tr no. fcdq	Tr. No.
Org. name	Ref no. Trace no.	Trace no.		Trans.							
0815-20454	123456-7 F. ROY	422.62	J	A	7 JAN.	99	0340	96361	81510	0000-00000-0000-00000	
Hydro-Québec	463814100822	0000-00000-0000-00000		905						0000-00000-0000-00000	

Debit			Credit		
Type	Qty.	Amount	Type	Qty.	Amount
Rec.			Rec.		
J	6	1,067.28	I	0	0.00
Grand total :	6	1,067.28		0	0.00

RAPPORT P-05B « Retours d'opérations »

This report is used to control the same types of transactions that appear on Report P-05(A), except that this report deals with returns from other financial institutions. The report is generated when at least one deposit or withdrawal transaction has been affected. If a report is generated, it is available on AccèsD Affaires by 6:00 a.m. the day after processing, Monday to Friday.

Content

Report P-05 (B) provides the following information:

- Number, transit and name of the organization's caisse
- Organization identification number (user number)
- Number of financial institution receiving the transaction
- Payee's or payer's account number
- Name of payee or payer
- Amount of returned or recalled transaction*
- Initial transaction type
- Availability or effective date
- File date
- Original trace number
- Desjardins Data Centre trace number
- Name of organization
- Reference number
- Trace number
- Return code
- Reason for return message

P-05(B) RETURNED TRANSACTIONS À : C/O DIRECT DEPOSIT SUPERVISORUSER NO.: 98000-00000	815-98000 Fédération des caisses Desjardins du Québec	PAGE 1 9 JANUARY 15
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AVAILABILITY DATE : 7 JANUARY 15

Ref. No.	Type	Trans.	Payee	Acct.	Amount	Item Tr. No. FCDQ Tr. No.	Bank	Type	Ret. type
Rtrn. Acct.			Inst. ID			Item Tr. No Original Tr. No.			- Message -
951890002607	J	433		DT	62.92	151-00610-4763-290520833	00610	901	
0006-065211072099			0815-98000	123456-7 CT		0061-81510-3291-000002685			NSF
223854204011	J	433		DT	84.00	8151-00610-4763-290521099	00610	901	
0006-01371-0957700			0815-98000	123456-7 CT		0061-81510-3291-000002080			NSF
711889104024	J	433		DT	112.00	8151-00610-4763-290521104	00610	901	
0006-02971-250405			0815-98000	123456-7 CT		0061-81510-3291-000002610			NSF
261852008604	J	433		DT	127.56	8151-00410-3324-340000040	00610	901	
00004-43841-01300248983			0815-98000	123456-7 CT		0061-81510-3234-000000784			NSF
723843057016	J	433		DT	156.00	8151-00210-3255-000059849	00610	901	
0002-31161-005590			0815-98000	123456-7 CT		0061-81510-3201-000000377			NSF
72381168015	J	433		DT	278.00	8151-00610-4763-290521105	00610	901	
0006-06901+0131905			0815-98000	123456-7 CT		0061-81510-3291-000002619			NSF

	Qty.	Amount		Qty.	Amount	
SUB-TOTAL	D	0	0.00	C	0	0.00
	E	0	0.00	F	0	0.00
	F	6	820.48	I	0	0.00
CARRY TO C-01:		6	820.48		0	0.00

Report P-07 Notice of Change

This report is produced for caisse mergers. In this report, the organization is required to replace the pre-merger contact information with the new contact information mentioned in the report.

The report is generated at the end of the day on the third Friday of every month.

Content

This report contains the information required to replace the old data with the new:

- Organization number
- Name of the business
- Address of the business
- Name of the contact person at the business
- Client reference number
- Name of the payee
- Old financial institution number
- Old account number
- New financial institution number
- New account number
- Trace number

P-07 J61AC02	AVIS DE CHANGEMENT NOTICE OF CHANGE DATE : 18/05/12	GRUPE DRD RESPONSABLE DU DÉPÔT DIRECT	PAGE 1 12/05/18 20:26:47	
NO USAGER / USERID	ADRESSE / ADDRESS	REPOSABLES / IN CHARGE I/P: ADM:		
S.V.P. VEUILLEZ REMPLACER LES ANCIENS NUMEROS D'INSTITUTION ET DE COMPTES PAR LES NOUVEAUX NUMEROS PLEASE REPLACE ORIGINAL INSTITUTION AND ACCOUNT INFORMATION WITH NEW INFORMATION				
NO REFERENCE DU CLIENT	NOM BENEFICIAIRE	ANCIEN INSTITUTION ET COMPTE	NOUV. INSTITUTION ET COMPTE	NO REPERE
CUSTOMER CROSS REFERENCE	PAYEE NAME	FORMER INSTITUTION AND ACCOUNT	NEW INSTITUTION AND ACCOUNT	TRACE NO
XXXXXX 00000000	XXXXXXXX, XXXXXXXX	0000-000000000000	0000-00000000000-0	00000000000000000000
XXXXXX 00000000	XXXXXXXX, XXXXXXXX	0000-000000000000	0000-00000000000-0	00000000000000000000
XXXXXX 00000000	XXXXXXXX, XXXXXXXX	0000-000000000000	0000-00000000000-0	00000000000000000000
XXXXXX 00000000	XXXXXXXX, XXXXXXXX	0000-000000000000	0000-00000000000-0	00000000000000000000
XXXXXX 00000000	XXXXXXXX, XXXXXXXX	0000-000000000000	0000-00000000000-0	00000000000000000000
XXXXXX 00000000	XXXXXXXX, XXXXXXXX	0000-000000000000	0000-00000000000-0	00000000000000000000

13. Cheque Reconciliation/Consignment



Fédération des caisses Desjardins du Québec (815-98000) reconciles your account on a regular basis (daily, weekly or monthly) and provides you with the following reports by mail or file transfer:

- Reconciliation statement
- List of cheques cashed
- List of cheques cashed/rejected
- List of cheques outstanding

The AccèsD Affaires Bank Reconciliation/Consignment service enables you to look over your cheques and make transactions (stop payment order, cancellation, etc.). In addition, if you chose the cheque consignment option, you can request cheque photocopies and originals through AccèsD Affaires.

Available accounts

Two accounts are used for reconciliation transactions:

- The RC account (reconciliation/consignment) is the account on which the cheques are drawn.
- The main account is the treasury account from which the total amount of a cheque issue is transferred to the RC account.

Service availability

The Bank Reconciliation/Consignment service is available from 7:00 a.m. to 7:30 p.m., Monday to Friday, except on statutory holidays.

Transmitting cheque files to Fédération des caisses Desjardins du Québec (815-98000)

Your computer system generates a file that must be sent to Fédération des caisses Desjardins du Québec (815-98000) at least 48 hours ahead of cheque issue. The file is not transmitted through AccèsD Affaires.

On the cheque issue date:

- “Outstanding” status is assigned to the cheques.
- The total amount of the issue is transferred from the main account to the RC account.

Viewing transmissions waiting for issue dates

Lines in the **Origin** column that are labelled **Transmission** refer to transmissions waiting for their issue date. They provide information on transfers that will be carried out on that date. These transactions cannot be modified or deleted.

Searching for cheques

To obtain a list of cheques, you must always enter search criteria to reduce the number of cheques displayed on one page; too many will compromise system performance.

You can enter one or more search criteria. Only cheques that meet all the criteria will be returned by the search.

Criteria:

Criteria	Description
Cheque Number	Select just one cheque or all cheques in the specified range.
Reference number 1	Select cheques by payee's identification number.
Amount	Select a single amount or all cheques that include the amount in the specified range.

Criteria	Description
Status	Select cheques with a specific status. <ul style="list-style-type: none"> Check the status “In circulation” or “Cashed/rejected” to select the cheques that currently fall under this status. Check the status “Issued”, “Cashed”, “Cancelled” or “Replaced” to select all the cheques that attained this status within the specified time period.

A significant number of cheques may fit the specified criteria. Cheques will be displayed in batches of 100 per page for system performance reasons. If you only want to know the number and total amount of the cheques without seeing the entire list, you may want to use the **Calculate Total** option, which does not limit the number of cheques processed.

The following information is displayed for each cheque:

Field	Description
Number	Cheque number.
Amount	Amount of cheque.
Payee	Name of payee, as it appears on the cheque.
Reference number 1	Payee’s identification number for the company.
Issue date	Date on which the cheque was or will be issued.
Type of issue	Automatic: if the cheque was sent to Fédération des caisses Desjardins du Québec (815-98000) by file. Manual: if it was issued manually.
Date cashed	Date cheque was cashed.
Cashing number	Reference number automatically assigned to the cheque when cashed.
Cashing method	Automatic: if the cheque cashing was transmitted to Fédération des caisses Desjardins du Québec (815-98000) by file. Manual: if it is manually transmitted data.
Stop payment status	Indicates if a stop payment order was issued.
Stop payment date	Date on which the stop payment order was made.
Cashing date of stopped cheque	Indicates date on which a stopped cheque was presented for cashing.
Replacement date	Date on which the replacement cheque was issued.
Replaces cheque No	Number of the replaced cheque.
Circulation date	Date on which the cheque went into circulation.
Stale date	Date on which the cheque becomes stale. Unless specified otherwise, the cheque becomes stale six months after it is issued.
Repayment date	Date on which the stale cheque was reimbursed to you.
Cancellation date	Date on which the cheque was cancelled.

Cheques issued manually

A manually issued cheque is a cheque that you issue that will not be transmitted to Fédération des caisses Desjardins du Québec (815-98000) by file.

Manual issue must comply with the following rules:

- Cheques are put into circulation.
- Cheque amounts are transferred from the primary account to the account on which the cheque was issued (if you chose this option when the account was opened).

13.1. REPLACING AN ISSUED CHEQUE OR CANCELLING A REPLACEMENT

Replacing a cheque

You can replace one cheque with another for the same amount, issued to the same payee, but bearing a different cheque number.

A replacement must comply with the following rules:

- Only a cheque in circulation can be replaced.
- The original cheque is given the status “Replaced” and a stop payment order is issued. The replacement cheque is placed into circulation.
- The replacement cannot involve a funds transfer.

Replacing one or more cheques

1. Select the cheque or cheques to replace.
2. Click on *Replacement*.
3. For each cheque to be replaced, enter the new cheque number in the *New Number* column.
4. Click on *Replace* to go on to the confirmation step
5. Check the transaction data and then click on *Confirm* to carry out the transaction.

Cancelling a replacement

Cancelling a replacement reverses the cheque replacement transaction. This operation must comply with the following rules:

- The replacement can only be cancelled once a cheque has been replaced.
- The original cheque is put back into circulation and the cheque issued as its replacement is destroyed.
- The replacement cannot involve a funds transfer.

Cancelling the replacement of one or more cheques

1. Select the cheque or cheques for which replacement is to be cancelled.
2. Click on *Cancel replacement* to go on to the confirmation step.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

13.2. ISSUING OR CANCELLING STOP PAYMENT ORDERS

Fédération des caisses Desjardins du Québec (815-98000)

Issuing a stop payment order

A stop payment:

- Remains in circulation
- Does not involve a funds transfer.

Issuing a stop payment order on one or more cheques

1. Select the cheque or cheques on which to issue a stop payment order.
2. Click on *Stop payment* to go on to the confirmation page.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

Cancelling a stop payment order

Cancelling a stop payment order reverses the issue of a stop payment order.

- A stop payment order may only be cancelled if a cheque has a stop payment order issued on it.
- The stop payment order is withdrawn and the status of the cheque is not changed.
- Cancellation of a stop payment order does not involve a funds transfer.

Cancelling a stop payment order on one or more cheques

1. Select the cheque or cheques for which the stop payment order must be cancelled.
2. Click on *Delete* to go on to the confirmation page.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

13.3. CANCELLING A CHEQUE

Cancelling a cheque must comply with the following rules:

- Only a cheque in circulation may be cancelled.
- The cheque is cancelled and a stop payment is issued. (For Fédération des caisses Desjardins du Québec (815-98000) clients, the stop payment is not issued automatically.)
- The amount of the cheque is transferred from the issuing account to the primary account (if you chose this option when you opened the account). This transfer will not appear in the session recap.

Cancelling one or more cheques

1. Select the cheque or cheques to cancel.
2. Click on *Cancel* to go on to the confirmation step.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

13.4. PUTTING A CHEQUE BACK INTO CIRCULATION

Putting a cheque back into circulation reverses the cancellation transaction. This operation must comply with the following rules:

- Only a cancelled cheque may be put back into circulation.
- The stop payment order is withdrawn, and the cheque is put back into circulation. (For Fédération des caisses Desjardins du Québec (815-98000) clients, the stop payment cancellation is not issued automatically.)
- The amount of the cheque is transferred from the primary account to the account on which the cheque was issued. The transfer will not appear in the session recap.

Putting one or more cheques back into circulation

1. Select the cheque or cheques to be put back into circulation.
2. Click on *Put back in circulation* to go on to the confirmation step.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

13.5. REQUESTING A PHOTOCOPY OR ORIGINAL OF A CHEQUE

Requesting a photocopy

You must comply with the following rules when requesting photocopies or certified copies of cheques:

- Photocopies can only be requested for cheques that have been cashed.
- Photocopies will not involve a funds transfer.

Requesting a photocopy of one or more cheques

1. Select the cheque or cheques to be photocopied.
2. Click on *Request photocopy* to go on to the confirmation page.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

Requesting the original of a cheque

You must comply with the following rules when requesting an original cheque:

- Originals can only be requested if the cheque has been cashed.
- A request for an original will not involve a funds transfer.

Requesting the original of one or more cheques

1. Select the cheque or cheques for which you are requesting the original.
2. Click on *Request for original* to go on to the confirmation page.
3. Check the transaction data and click on *Confirm* to carry out the transaction.

Requesting a certified copy of an original cheque

You must comply with the following rules when requesting a certified copy of an original cheque:

- A certified copy can only be requested if the cheque has been cashed.
- A request for a certified copy does not involve a funds transfer.

Requesting a certified copy of an original of one or more cheques

1. Select the cheque or cheques for which a certified copy of the original is required.
2. Click on *Request certified copy of original* to go on to the confirmation page.
3. Check the transaction data and click on *Confirm* to carry out the transaction.