



ACH Exception Handling: Returns, Notifications of Change (NOCs) & More

WEBINAR – ON-DEMAND WEB LINK & FREE CD ROM

Tuesday, April 6, 2010

3:00 pm – 4:30 pm Eastern

When it comes to processing ACH entries, the originating institution bears the liability should something go wrong. Does that mean the receiving institution has no risk when accepting ACH transactions? The answer is no! As a receiving institution, your bank is exposed to potential financial losses when you don't react in a timely or appropriate manner to exception items. If you want to mitigate potential losses, attend this session and get guidance on the rules and regulations for handling ACH exceptions – returns, NOCs, and reclamations. ***We'll also cover the 2010 rule changes that impact how you process stop-payment requests and disputed ACH entries for your customers.***

HIGHLIGHTS

- See how the ACH exception processes work, with special emphasis on returns
- Learn how to respond correctly to exception items to limit your potential for loss
- Become familiar with the return reason codes, associated timeframes, and understand the importance of adhering to those deadlines
- Understand the impact that proper/improper handling of exception items has on the quality of the ACH Network

WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to understand how to effectively handle the return of non-post and disputed items in order to limit potential financial losses. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

WHO SHOULD ATTEND?

This informative session is designed for back office operations staff, personnel responsible for ACH returns, and customer service staff.

PLEASE NOTE: Your registration fee allows you to have **one telephone connection**. However, as many people as you like may listen from your office speaker phone. If you register for the webinar, your registration fee also includes **one internet connection** from a single computer terminal.

ABOUT THE PRESENTER – Shelly Simpson, AAP; EPCOR

Shelly Simpson, AAP, joined EPCOR over four years ago following an 11-year career with the Federal Reserve Bank of Kansas City. As the Payments Education Assistant Director with EPCOR, she designs and conducts education programs in support of ACH, cards and checks to over 2,300 financial institutions and corporate members throughout the central United States. Shelly also presents at regional and national industry conferences as an ACH payments expert and received her Accredited ACH Professional designation in October 2006. She is an active member on the AAP Blue Ribbon Panel, Member Rules Review Panel and several NACHA Rules Workgroups. Shelly holds a Bachelor of Science degree in Business Education.

***CD Rom for PC use only **All materials are subject to copyright and intended for your bank's use only.**