

Electronic Debits: Substitute Checks, ACH: Understanding the Difference

WEBINAR – ON DEMAND WEB LINK – FREE CD ROM

Thursday, October 29, 2009

12 - 1:30 pm PT
1 - 2:30 pm MT
2 - 3:30 pm CT
3 - 4:30 pm ET

Electronic payment transaction volume exceeded traditional paper check transaction volume for the first time in 2006. The payments industry has seen a shift from clearly defined payment channels and mechanisms to mostly 'electronic' payments. While the payment channels exist, it can sometimes be challenging for financial institution staff to recognize how the payment came in: check or ACH. This session will provide attendees with information on the 'new' payments we are seeing; assist in identifying payment origination; and provide guidance on the rules and regulations that apply to various types of electronic debits.

Continuing Education: Attendance verification for CE credits provided upon request.



HIGHLIGHTS

- Find out how a paper check becomes a 'substitute check' or an ACH debit
- Get tips on how to recognize the payment application used to collect the check
- Understand how to return substitute checks and ACH debits
- Dealing with customer questions related to substitute checks or ACH debits

WHO SHOULD ATTEND?

This informative session would best suit back office operations staff, staff responsible for returns and adjustments and customer service staff.

MEET THE PRESENTER

**Wendy Wishon, AAP,
EPCOR**



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