

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

WEBINAR – ON DEMAND WEB LINK & FREE CD ROM

Tuesday, April 6, 2010

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

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.*

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



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

WHO SHOULD ATTEND?

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

MEET THE PRESENTER

**Shelly Simpson, AAP,
EPCOR**



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