

Virginia Association of Community Banks

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.

THREE REGISTRATION OPTIONS

1. LIVE WEBINAR

The **LIVE WEBINAR** registration option allows you to have one telephone connection for the audio portion and one internet connection (from a single computer terminal) to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at www.adobe.com.

2. ON-DEMAND WEB LINK** AND FREE CD ROM*

Can't attend the live webinar? The **ON-DEMAND WEB LINK**** is a recording of the live event including audio, visuals, and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within 5 business days following the webinar, you will be provided with a web link that can be viewed anytime 24/7 for the next 6 months. This link will expire 6 months after the live program date. **But there's more . . . AS AN ADDED BONUS, you will also receive a FREE audio/visual CD ROM.*** The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. Use the on-demand link or this "off-the-shelf" training program for those that could not attend the live seminar and for future training.

3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK** (INCLUDES FREE CD-ROM*)

Includes options 1 and 2 above

AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE

*CD Rom for PC use only

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

Registration Form: **ACH Exception Handling: Returns, NOCs & More** **April 6, 2010**

Company/Bank Name

Contact Name

Title

Billing Address

City/State/ZIP

Email Address

Phone

Program Type (All Pricing is for Members. Non-Member Fees are Double)

- Live Webinar (\$250) On Demand Link w/free CD (\$250)
 Both Live Webinar with On-Demand Link & Free CD (\$275)

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Check Enclosed: Amount: \$ _____

Visa Master Card Expires __ __/__ __

Credit Card Number: _____

Cancellation Policy: Cancellations must be received within three or more business days prior to the day of an educational program to receive 100% credit. If less than three days prior, a 20% cancellation fee will apply. There are no refunds on the day of a program, substitutions, however, are welcome.