

League/Association Name

Handling Return Items: Checks/Share Drafts, Imaged, ACH

TELEPHONE – WEBINAR – AUDIO/VISUAL CD ROM

Wednesday, May 19, 2010

12:00 pm – 1:30 pm Pacific
1:00 pm – 2:30 pm Mountain
2:00 pm – 3:30 pm Central
3:00 pm – 4:30 pm Eastern

Electronic-payment-transaction volume exceeded traditional paper check/share draft 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 be challenging for credit union staff to recognize how the payment arrived: check/share draft or ACH. This session will provide 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.

HIGHLIGHTS

- Overview of Check 21 and ACH check conversion
- Learn how a paper check/share draft becomes a substitute check or an ACH debit
- Tips on how to recognize the payment application used to collect the check/share draft
- How to return substitute checks and ACH debits
- Dealing with member questions related to substitute checks or ACH debits

WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to understand today's check collection environment and how to effectively handle returns, adjustments, and member disputes related to these payments. 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 would best suit back-office operations staff, returns and adjustments personnel, and member 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 following an 11-year career with the Federal Reserve Bank of Kansas City. As EPCOR's Payments Education Assistant Director, she designs and conducts education programs in support of ACH, cards, and checks to over 2,300 financial institutions and corporate members. Shelly presents at regional and national industry conferences as an ACH payments expert and received her Accredited ACH Professional designation in October 2006. She holds a Bachelor's degree in Business Education and is an active member on the AAP Blue Ribbon Panel and a NACHA Rules Workgroup.

WHAT IS A WEBINAR?

This training method allows unlimited listeners on your office speaker phone. By choosing the webinar option, participants will also be able to view online visuals as the presentation is delivered. 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 instructions. Your pin number, 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.

CAN'T ATTEND THE SCHEDULED TRAINING? ORDER THE AUDIO/VISUAL CD ROM!

As an added benefit, you may purchase a CD Rom* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this "off-the-shelf" training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

*CD Rom for PC use only

ASSOCIATION REGISTRATION INFORMATION ATTACHED HERE