



Processing Federal Government ACH Payments: Getting It Right!

WEBINAR – ON DEMAND WEB LINK & FREE CD ROM

Thursday, July 15, 2010

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

Mishandling Federal ACH exceptions can lead to potential losses!

With very few exceptions, Federal government ACH payments are subject to the same rules as private industry ACH payments. However, mishandling those exceptions can impact your bank and lead to potential financial losses. This session will help you learn and understand your responsibilities related to enrolling recipients in Federal government Direct Deposit benefit programs; posting and handling exception items (returns and NOCs); and processing Federal government reclamations. The Green Book, which is the Federal government's guide to addressing exceptions and issues unique to Federal government payments, will be referenced.

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



HIGHLIGHTS

- Learn how to correctly process Federal government payments and avoid potential losses
- The purpose of the Green Book and how to use it
- Understand the proper way to respond to Federal government payments – returns, NOCs, reclamations

WHO SHOULD ATTEND?

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

THE PRESENTER

**Shelly Simpson, AAP
EPCOR**



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