



COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

Webinar – On-Demand Web Link

The Top Ten ACH Exception Handling Questions

Wednesday, February 24, 2021

2 - 3:30 p.m.

As a receiving institution, you have no control over the types of entries that are sent to you. In fact, you are likely to find exception entries waiting to be dealt with at the beginning of each day. Knowing the best way to handle all types of entries can feel overwhelming.

This session explores the most common types of exception issues and gives you the confidence you need to deal with them effectively and correctly. You learn the best courses of action for the most common errors that you're likely to encounter, including assigning correct return reason codes, obtaining additional documentation when necessary, and important return timeframes.

HIGHLIGHTS

- Identify the most common ACH exception issues
- Use the correct return reason code for every situation
- Define the return timeframes
- Explain which returns require additional documentation

TAKE-AWAY TOOLKIT

- Employee training log
- Interactive quiz

DON'T MISS THIS RELATED WEBINAR!

New Time Limits for ACH Warranty Claims Effective June 30, 2021 on Monday, April 19, 2021

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?

This informative session benefits ACH operations, AAP candidates, compliance officers and ACH auditors.

ABOUT THE PRESENTER

Michele Barlow is the vice president at PAR/WACHA (Everything Payments, Everywhere), with offices in Wisconsin and Maryland. Before joining the WACHA team in 2009, Barlow spent several years as a corporate trainer in the financial industry. She is responsible for development and execution of association training and certification programs, conference planning and member service. Barlow is a past member of NACHA's Blue Ribbon Panel and currently serves on the APRP Oversight Panel, the Payments Institute Board of Regents, and Nacha's LMS Editorial Board. She is active on other national committees and a frequent speaker at industry events. She obtained her AAP certification in 2010, her NCP in 2011 and became an NCP Certified Trainer in 2012. Barlow holds a bachelor's from the University of Wisconsin, Madison.

THREE REGISTRATION OPTIONS

1. LIVE WEBINAR

The live webinar allows you to have up to three audio and Internet connections 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 allow entrance to the seminar. The session is approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, PIN number, and handouts are emailed to you prior to the broadcast. You need the most-current version of Adobe Reader available free at www.adobe.com.

2. ON-DEMAND WEB LINK**

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 two business days following the webinar, you are provided with a web link that can be viewed anytime for the next six months. This link expires six months after the live program date.

3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK**

Options 1 and 2 described above.

NEW! Listen to the on-demand web link on your iPad, iPhone, Android. Instructions will be emailed to you with the on-demand link.

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AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE

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REGISTRATION FORM

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