



COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

Webinar – On-Demand Web Link

ACH Specialist Series: RDFI Returns: 2 Day vs. 60 Calendar Days – Understanding the Difference

Wednesday, September 20, 2017

2 - 3:30 p.m.

This session focuses on the ACH Network and how general returns should be handled versus extended returns. Do your frontline and operations departments know what documentation is needed for a stop payment versus an extended return? Do they know how to handle returns specific to the Standard Entry Class Code and what impact they have on consumer or non-consumer accounts? Attend this session to ensure returns are handled correctly.

HIGHLIGHTS

- Deadlines associated with returns in ACH Network and consequences for failing to meet them
- Difference between a stop payment and a Written Statement of Unauthorized Debit (WSUD)
- What the NACHA Operating Rules do and do not require for documentation of returns in various scenarios
- Real-life case studies from financial institutions
- Ideas for training and procedures to stay in compliance with the NACHA Rules

TAKE-AWAY TOOLKIT

- Sample stop payment form with instructions
- Sample Written Statement of Unauthorized Debit form with instructions
- Double-sided returns quick reference card, with reasons and timeframes
- Employee training log
- Quiz you can administer to measure staff learning and a separate answer key

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?

This informative session benefits employees who work in ACH operations and the frontline staff that answer accountholder questions about whether an ACH entry can be returned.

ABOUT THE PRESENTER

Jen Wasmund, AAP, CTP, NCP, joined UMACHA compliance team in March 2012, where she conducted hundreds of ACH audits and risk assessments and developed and delivered local, regional, and national training sessions. As vice president of education and compliance, Wasmund manages and develops the strategy for UMACHA's Compliance and Education Services programs. After graduating from the Olin School of Business at Washington University in St. Louis, Wasmund worked at a community financial institution. Her responsibilities included operational and compliance oversight for ACH origination, remote deposit capture, electronic banking, and debit card programs. She holds AAP, CTP, and NCP certifications and is co-chair of the national RPA Forum Operations Committee. In addition, she serves on the Board of Regents to assist with curriculum for NACHA's annual education event at The Payments Institute.

THREE REGISTRATION OPTIONS

1. LIVE WEBINAR

The live webinar 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 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 five 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**

Includes options 1 and 2 above.

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

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AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE.

REGISTRATION FORM

ACH Specialist Series: RDFI Returns: 2 Day vs. 60 Calendar Days - Understanding the Difference Telephone/Webcast
Wednesday, September 20, 2017 2 - 3:30 p.m.

Choose Your Training Option:

Purchase (Check one)	Training Options <i>(Registration includes one location hook-up)</i>	CBAI Member	Prospective-Member*
	Live Webinar	\$275	\$475
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