

Handling Check Returns & Adjustments: Paper & Imaged

WEBINAR – ON DEMAND WEB LINK & FREE CD ROM

Thursday, September 16, 2010

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

Electronic-payment-transaction volume exceeded traditional paper-check-transaction volume for the first time in 2006. Is a check still a check when the item is imaged? Do the same rules apply to paper checks and image items? Knowing the answers to these questions will help ensure you are handling exception items properly. Losses become a real threat if your bank does not initiate a quick and appropriate response. Learn to respond accurately to many types of check returns and adjustments, and limit your bank's liability and potential loss.

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



HIGHLIGHTS

- Overview of the rules and regulations governing check processing, including Check 21
- Return and adjustment processing – how it works, the reasons, and timeframes
- Learn how to limit your financial institution's liability and potential loss
- Understand how to correctly process/respond to various check exceptions, returns, and adjustments

WHO SHOULD ATTEND?

This informative session is designed for check operations staff, customer service personnel, and staff responsible for return adjustments.

MEET THE PRESENTER

**Shelly Simpson, AAP
EPCOR**



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