ACH Exceptions & Returns:
Unauthorized, Revoked, Stop Payment: Which Is It?

WEBINAR OR ON-DEMAND WEB LINK (LINK INCLUDES FREE CD ROM)

Wednesday, September 12, 2012

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

When an ACH payment is unable to be processed, the result is an "exception item." This webinar will address the most-effective ways to handle exceptions and minimize the risk of loss. Scenarios and case studies will be used to capture the consumer's intent and differentiate between stop payment and authorization revoked. Financial institutions must deal with the ACH challenges of unauthorized entries, while still complying with the ACH Rules and Regulation E.

HIGHLIGHTS

- ACH return reason codes
- Return time frames
- When to use a stop payment form
- When to use the WSUD (Written Statement of Unauthorized Debit) form
- The WSUD and Regulation E

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?
This informative session is designed for ACH operations, branch personnel, compliance officers, and AAP candidates.

PLEASE NOTE: 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.

ABOUT THE PRESENTER – Luann S. Kohlmann, AAP, NCP, WACHA
Luann serves as the Vice President of WACHA (The Premier Payments Resource), headquartered in Wisconsin. After many years in the financial industry Luann joined the WACHA team in 2003. She is responsible for development and execution of association member programs, including education, conferences, and publications. She also conducts ACH audits and risk assessments.

Luann has spoken nationwide, including NACHA's Electronic Payments Conferences, and is very active in national councils and committees. She has been an Accredited ACH Professional since 2002 and became a National Check Professional in 2011.

THREE REGISTRATION OPTIONS

Note: All materials are subject to copyright. Transmission, retransmission, or republishing this webinar to other institutions or those not employed by your financial institution is prohibited. Print materials may be copied for eligible participants only.

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 will be approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, PIN number, and handouts will be emailed to you prior to the broadcast. You will need the most-current version of Adobe Reader available free at www.adobe.com.

2. ON-DEMAND WEB LINK & FREE CD ROM*

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. Approximately one week prior to the webinar, you will receive an email with the web link. This web link can be viewed anytime 24/7, beginning 6 business days **after** the webinar and will expire 6 months after the live program date.

As an added bonus, you will also receive a FREE audio/visual CD ROM.* The CD ROM includes the original audio/visual presentation, the question and answer sessions, and the handouts. Use the on-demand link or this "off-the-shelf" training program for those that could not attend the live seminar and for future training.

LIMITED AVAILABILITY: The on-demand web link and CD ROM may ONLY be ordered for 6 months following the webinar. Neither the link nor CD will be available after this time.

NEW!

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Instructions will be emailed to you with the on-demand link.

3. BOTH LIVE WEBINAR & ON-DEMAND WEB LINK (INCLUDES FREE CD ROM*)

Options 1 and 2 described above

AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE

***CD ROM is for Mac and PC use only**