



July 2010 Telephone Seminars & Webinars

PENNSYLVANIA ASSOCIATION OF COMMUNITY BANKERS



2010 PACB
Education Series

Federal Government ACH Payments: Getting It Right!

Shelly Simpson, EPCOR

July 15 • 3:00 - 4:30 PM

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.

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?

Back-office operations staff, those responsible for ACH returns, and customer service personnel

The Voice for Community Banking in Pennsylvania