

2010 Check Certificate Course descriptions

Check Fundamentals (2 parts)

For years we have heard that we are becoming a paperless society. While there has been a steady decline of checks being processed through the traditional check flow, there are still billions of checks processed annually. A need to understand the fundamentals of check processing remains. Whether you are new to check processing or in need of a refresher, this two-part program will provide essential information. This session includes a history and the required components of a check, check processing regulations, forward and return processing. A review of how to assist staff in identifying fraudulent checks will also be highlighted. A brief overview of the latest check processing procedures revolving around Check 21 and image processing will be discussed. This is a must for tellers and staff new to checks! This workshop will answer these questions:

- What are the components of a legitimate check?
- What are some of the regulations and laws govern checks?
- What is the life cycle of a check?
- What are the elements of a proper endorsement?
- What does the future hold for check processing?

Check Fraud

While check volume continues to decrease, check fraud grows 5% annually. American Bankers Association reported \$1 B in losses in 2009. Prevention and detection are critical to stop check fraud. Training your staff is one of the keys along with implementing sound operational processes to your organization. This two-part webinar will include the following and more:

- What type of fraud is taking place in the consumer and corporate check world
- How your organization can take preventative steps and the tools to use
- New account procedures (the starting point for check fraud and identity theft is at the new accounts desk)
- Numerous “horror” stories of actual situations that have occurred

Regulation CC

This session will cover the requirements of the Expedited Funds Availability Act. The workshop will examine the impact of the regulation to both the front- and back-office processing operations of your financial institution. Learn the appropriate holds for deposited items, what disclosure must be given to account holders and what constitutes an expeditious return, plus much more. A review of the Remotely Created Check (RCC) amendment and the local classification of all checks will also be highlighted. The following questions will be answered:

- Are you meeting all notice requirements?
- Are you using the correct availability schedules?
- Are you using the correct endorsement standards?
- Are you aware of all warranties provided through the Check 21 Act?
- Are you following the guidelines for the Remotely Created Check (RCC) amendment that went into effect July 1, 2006?

Check Returns & Adjustments (Combine Return & Adjustment descriptions)

This session will provide a comprehensive overview of the system and rules related to check return processing. Attendees will learn the proper steps and timeframes for the timely and accurate reporting of return items. Terms, definitions and resources needed in the return item

process and return adjustment process will be highlighted. This session will also provide you the guidance you need in dealing with check returns. The following questions will be answered:

- What are the different return reason codes and when do I use them?
- How long does my institution have to return an item?
- What should I do when I receive a late return item?
- How should I handle my re-deposited return items?
- How do I return Remotely Created Drafts (RCCs)?

Learn the proper steps, codes and timeframes for the timely and accurate processing of check error codes. This session will provide attendees with a review of the check adjustment process. It will also highlight the risks associated with improper handling of check adjustments and the steps necessary to ensure that your institution's check adjustment process runs smoothly. An overview of the check adjustment error types associated with image exchange will be discussed. This workshop will answer these questions:

- What is a PAID item and how should it be handled?
- What is the proper way to handle a late return?
- What are the general standard operating procedures and service levels for adjustments at the Federal Reserve Bank?
- What is the Federal Reserve's adjustment advice really saying?
- What are the reporting timeframes and required attachments for each adjustment error code?

Check 21/RDC

Image Exchange and Remote Deposit Capture have become the norm for check processing today. An overview of the necessary steps financial institutions must remember when processing image exchange and/or remote deposit capture will be highlighted. This session will also review the proper handling of expedited recredit procedures and breach of warranty claims for disputes. The Risk Management of Remote Deposit Capture issued by the Federal Financial Institutions Examination Council (FFIEC) will be discussed. Remote Deposit Capture lessons learned during the implementation process will be highlighted and RDC agreement recommendations will be discussed. This course is one of the courses required annually for anyone that has passed the Check certification test.

This workshop will answer the following questions:

- What are the rights of your account holders if a loss is sustained due to an imaged item or substitute check?
- What are the operational issues encountered when processing image exchange?
- What should be included in an RDC agreement?
- What are federal regulators saying about RDC?

Electronic Check Conversion

There are now several applications within the Automated Clearing House (ACH) rules that allow checks to be converted to ACH debits. This session looks at these applications, the eligibility requirements, the rules and the benefits of electronic check conversion to ACH.

RDC Risk Assessment

