THE **FEDERAL RESERVE**
Financial Services

FedACH® Services
Contested Dishonored Return Item
Exception Fax Form Instructions

When to use this Form

The FedACH® Services Contested Dishonored Return Item Exception Fax Form allows you to contest a dishonored return item when the electronic methods are not an option and is intended as a last resort. To avoid delays, it is important the form be accurately completed prior to submission. These instructions are designed to provide guidance in completing the form, but do not supersede the NACHA Rules. Refer to and follow the NACHA Rules.

* Mandatory Fields (Mandatory for processing)
** Required Fields (Required by RDFI to process)
***Optional Fields

Section 1: Service Description and Form Instructions

This Exception Fax service is intended as a last resort when the electronic methods are not functional. The Processing Fee for submitting this exception form is listed at frbservices.org. You will receive a call within 24 hours to confirm this transaction. If you do not receive a call, please call **(877) 372-2457**. If you are requesting current day settlement, paper/fax returns must be received by 8:00 a.m. ET; however, the Reserve Banks are not able to guarantee that the item will be processed on the current day. The Reserve Banks will make best efforts, subject to capacity constraints, to process the item but will not input the item into the FedACH application for processing until after the transaction is confirmed through the call back process and the information is released as an ACH file to the FedACH application for processing.

For additional assistance completing and/or submitting this form, please refer to these instructions and/or contact FedACH and Check Services Customer Support at (877) 372-2457.

Section 2: Customer Information

1. Depository Financial Institution (DFI) Name			
2. DFI Identification Number (RTN)			
3. Contact Name for Individual Completing Form	*First*	*MI*	*Last*
4. Contact Phone Number	*Area/Country Code*	*Phone*	*Extension*
5. Contact Email Address			

Section 3: Original Item

Any field that contained data on the original item must be completed on this form.

6. Transaction Code*	Choose a Transaction Code
7. Standard Entry Class (SEC) Code*	Choose a Standard Entry Class (SEC) Code
8. Company Entry Description*	
9. Original 15 Digit Trace Number*	
10. DFI Account Number (Receiver's Account Number)**	
11. Effective Entry Date**	
12. Dollar Amount*	
13. Company Name*	
14. Company Disc Data***	
15. Company ID*	
16. Company Descriptive Date***	
17. Individual ID or Check Serial Number**	
18. Terminal City (POP items only)*	
19. Terminal State (POP items only)*	
20. Discretionary Data or Payment Type Code (Mandatory for WEB and POS items only)*	
21. Individual or Receiving Company Name**	
22. Return Reason Code*	Choose a Return Reason Code
23. Date of Death (For R14 and R15 returns only)*	

Section 3.1: Initial Return Item

Information from the item you initially returned and was subsequently dishonored.

24. Return Trace Number*	
25. Return Item Settlement Date*	

Section 3.2: Dishonor Return Item

Information from the item that was dishonored.

26. Dishonored Return Reason Code*	Choose a Dishonored Return Reason Code
27. Field Error Addenda Code (For R69 returns only)*	☐ 01 - Acct Number ☐ 02 - Trace Number ☐ 03 - Dollar Amount ☐ 04 - Indiv. ID ☐ 05 - Tran Code ☐ 06 - Company ID ☐ 07 - Effective Date
28. Dishonored Return Trace Number*	
29. Dishonored Return Item Settlement Date*	

Section 3.3: Contested Dishonored Return Item

30. Original Item Settlement Date*	
31. Contested Return Reason Code*	Choose a Contested Return Reason Code
32. Date Original Item was Returned (For R73 returns only)*	
33. Corrected Information (For R74 returns only)*	

Federal Reserve Use Only
Application Fee: ☐ **Paper** ☐ **Web** ☐ **No Charge**

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Section 1: Service Description and Form Instructions
This section provides a description of this service.

Section 2: Customer Information
This section allows you to provide information about your institution as the Depository Financial Institution (DFI). This information is **required** by the Federal Reserve Banks in order to process the form.

1. **Depository Financial Institution (DFI) Name** - Your institution's name.

2. **DFI Identification Number (RTN)** - The routing number (RTN) associated with the transaction.

3. **Contact Name for Individual Completing Form** - The point of contact, at your institution, that is completing this form.

4. **Contact Phone Number** - A direct telephone number listed on file with the ACH department at the Federal Reserve Banks; include an extension where applicable.

5. **Contact Email Address** - The email address of the point of contact.

Section 3: Original Item
Any field that contained data on the original item must be completed on this form.

This section must be completed, in the corresponding applicable field(s), with the data from the original item you received.

6. **Transaction Code*** - The original account type and return transaction code that corresponds to the original transaction. For example, if you received an account type Demand Credit with transaction code 22, you would select 21 - Demand Credit in this field. This will result in a debit entry to your institution. Refer to the transaction code table below. **This is a mandatory field.**

IF YOU RECEIVED TRANSACTION CODE | ACCOUNT TYPE	USE TRANSACTION CODE | ACCOUNT TYPE
22 - DEMAND CREDIT	21 - DEMAND CREDIT
27 - DEMAND DEBIT	26 - DEMAND DEBIT
32 - SAVINGS CREDIT	31 - SAVINGS CREDIT
37 - SAVINGS DEBIT	36 - SAVINGS DEBIT
42 - GENERAL LEDGER CREDIT	41 - GENERAL LEDGER CREDIT
47 - GENERAL LEDGER DEBIT	46 - GENERAL LEDGER DEBIT
52 - LOAN ACCOUNT CREDIT	51 - LOAN ACCOUNT CREDIT
55 - LOAN ACCOUNT DEBIT	56 - LOAN ACCOUNT DEBIT

7. **Standard Entry Class (SEC) Code*** - Must reflect the SEC code of the original transaction; (Alphameric). Located in the Company Batch Header Record (5 record). **This is a mandatory field.**

8. **Company Entry Description*** - Can be up to 10 digits; (Alphameric). Located in the Company Batch Header Record (5 record). **This is a mandatory field.**

9. **Original 15 Digit trace Number*** - The 15 digit trace number of the original transaction. The first 8 digits of the trace number is the routing number (RTN) of the institution that originated the original item; (Numeric). Located in the Entry Detail Record (6 record). **This is a mandatory field.**

10. **DFI Account Number** (Receiver's Account Number)** - The account number where the item posted, can be up to 17 digits; (Alphameric). Located in the Entry Detail Record (6 record). **This is a required field.**

11. **Effective Entry Date** -** The effective entry date of the original transaction, 6 digits YY-MM-DD; (Numeric). Located in the Company Batch Header Record (5 record). **This is a required field.**

12. **Dollar Amount* -** The dollar amount of the original transaction, can be up to 10 digits; (Numeric). Located in the Entry Detail Record (6 record). **This is a mandatory field.**

13. **Company Name* -** The name of the company, can be up to 16 digits; (Alphameric). Located in the Company Batch Header Record (5 record). **This is a mandatory field.**

14. **Company Disc Data*** -** Can be up to 20 digits; (Alphameric). Located in the Company Batch Header Record (5 record). **This is an optional field.**

15. **Company ID* -** Can be up to 10 digits; (Alphameric). Located in the Company Batch Header Record (5 record). **This is a mandatory field.**

16. **Company Descriptive Date*** -** Can be up to 6 digits; (Alphameric). Located in the Company Batch Header Record (5 record). **This is an optional field.**

17. **Individual ID or Check Serial Number** -** Can be up to 15 digits; (Alphameric). The Individual ID is a **required field.** The Check Serial Number is a **mandatory field** for **ARC, BOC, POP** and **RCK** transactions. Located in the Entry Detail Record (6 record).

18. **Terminal City** (POP items only)*** -** The 4 digit city abbreviation; (Alphameric). Located in the Entry Detail Record (6 record). **This is a mandatory field for POP items only.**

19. **Terminal State** (POP items only)*** -** The 2 digit state abbreviation; (Alphameric). Located in the Entry Detail Record (6 record). **This is a mandatory field for POP items only.**

20. **Discretionary Data or Payment Type Code** (Mandatory for WEB and POS items only) *** -** Can be up to 2 digits; (Alphameric). **This is a mandatory field for WEB and POS items only.** Located in the Entry Detail Record (6 record).

21. **Individual or Receiving Company Name** -** Can be up to 22 digits; (Alphameric). **This is a mandatory field for TEL items, required for CCD, CIE, CTX, POS, PPD, and RCK items and optional for POP items. This is a required field** for **WEB** person-to-person **credit** transactions that also contains the name of the consumer Originator and **optional** for **debit** transactions and is used at the discretion of the Originator. Located in the Entry Detail Record (6 record).

22. **Return Reason Code* -** The code corresponding to the reason the item should have been returned. **This is a mandatory field.**

23. **Date of Death** (For R14 and R15 returns only)*** -** The 6 digit date of death, YY-MM-DD; (Numeric). **This is a mandatory field for return reason codes R14 and R15 only.**

Section 3.1 Initial Return Item
Information from the item you initially returned and was subsequently dishonored.

This section must be completed, in the corresponding applicable field(s), with the data from the item you initially returned and was subsequently dishonored.

24. **Return Trace Number* -** The 15 digit trace number of the transaction that was submitted erroneously/incorrectly and subsequently dishonored. The first 8 digits of this trace number will be the RTN of the institution filling out this form; (Numeric). **This is a mandatory field.**

25. **Return Item Settlement Date*** - The date the returned transaction settled, 6 digits YY-MM-DD; (Numeric). **This is a mandatory field.**

Section 3.2 Dishonored Return Item
Information from the item that was dishonored.

This section must be completed, in the corresponding applicable field(s), with the data from the item that was dishonored.

26. **Dishonored Return Reason Code*** **-** The code corresponding to the reason the transaction was dishonored. **This is a mandatory field.**

27. **Field Error Addenda Codes** (For R69 returns only)* **- This is a mandatory field if return reason code R69 - Field Error(s) was selected in number 26 of these instructions, you must also select all corresponding errors associated with the dishonored return.**

    Note: When an institution dishonors a transaction as R69 - Field Error (s), they must state which fields have errors; you will find this information in the Addenda of the dishonored return.

28. **Dishonored Return Trace Number*** **-** The 15 digit dishonored return trace number; (Numeric). **This is a mandatory field.**

    Note: Some institutions may use the same trace number for the **dishonored return item** (number 28 in these instructions) as the **original forward item** (number 9 in these instructions). In which case, the trace numbers would be the same.

29. **Dishonored Return Item Settlement Date*** **-** The date the dishonored return item settled, 6 digits YY-MM-DD; (Numeric). **This is a mandatory field.**

Section 3.3 Contested Dishonored Return Item
This section must be completed, in the corresponding applicable field(s), with the data regarding the contested dishonored return item.

30. **Original Item Settlement Date*** **-** The date the original forward transaction settled, 6 digits YY-MM-DD; (Numeric). **This is a mandatory field.**

31. **Contested Return Reason Code*** **-** The code corresponding to the reason you are contesting the dishonored return item. **This is a mandatory field.**

32. **Date Original Item was Returned** (For R73 returns only)* **-** The date the original item was returned, 6 digits YY-MM-DD; (Numeric). **This field is a mandatory field only if contested return reason code R73 was selected in number 31 of these instructions. This field is not applicable if any other contested reason code is selected.**

33. **Corrected Information** (For R74 returns only)* **-** The information correcting the dishonored return. **This is a mandatory field only if contested return reason code R74 was selected in number 31 of these instructions. This field is not applicable if any other contested reason code is selected.**