



## Have a Check Adjustments Question? We have answers.

The Federal Reserve Banks realize that reliable and timely check adjustments case resolution is critical to the operations of your financial institution. As the methods used to process check adjustments have evolved, particularly in the electronic payments environment, the types of check adjustments being handled by financial institutions have changed as well. We have several resources available to you to help you stay current with the various types of check adjustments and find answers to your questions.

### Looking to maximize the benefits of our Check Adjustments Services? We have Check Adjustments Webinars to assist you.

Our Check Adjustments Webinars are designed to assist your institution in maximizing the benefits of our Check Adjustments Services in order to quickly and effectively resolve settlement discrepancies on checks that were processed or handled by Reserve Banks. A full description about the Webinar sessions is provided below. To learn more about the Check Adjustments Webinars (descriptions, pricing and session options), or to register for a Webinar, please visit [https://events.FRBservices.org/ep\\_web/Dsp\\_eventlist.cfm](https://events.FRBservices.org/ep_web/Dsp_eventlist.cfm).

### Have a question about investigation types (ITYPs), and how to fill out the check adjustment request form (required fields)? The Check Adjustments Online Quick Reference Guide can help.

The online Check Adjustments Quick Reference Guide (QRG) is a valuable tool that describes the Investigation types (ITYPs), proper usage and the required fields for each ITYP as well as your action steps, the reporting time frame and Federal Reserve Bank's action based on the reporting time frame. You can find the online QRG at [http://www.FRBservices.org/operations/checkadjustments/check\\_adjustment\\_error\\_types.html](http://www.FRBservices.org/operations/checkadjustments/check_adjustment_error_types.html).

### Still looking for answers? Call the National Check Adjustments Customer Support Center.

If you still can't find the answer to your question, our national Check Adjustments Customer Support Center is staffed by specially trained customer support representatives and this is another valuable resource available to assist you. For all inquiries related to check adjustments, please call our toll-free number:

	Phone	Hours and Time
<b>All Offices</b>	877-FRB-CHKS	7:30 am - 7:30 pm Eastern
	Or	6:30 am - 6:30 pm Central
	877-372-2457	5:30 am - 5:30 pm Mountain
		4:30 am - 4:30 pm Pacific

### Want to be sure you're attending the Webinar that meets your needs? Review our Webinar series descriptions and attendee information:

Webinar Event	Topics Covered Include:	Intended For:
<b>Basic Principles and Concepts of Check Adjustments</b>	<ul style="list-style-type: none"> <li>▪ General guidelines</li> <li>▪ Available resources and timeframes for submitting adjustments</li> <li>▪ Federal Reserve's initiation/response process for adjustment requests</li> <li>▪ Criteria of Federal Reserve resolution response</li> </ul>	<ul style="list-style-type: none"> <li>▪ Newer staff with some knowledge of check adjustments and check processing</li> <li>▪ Experienced staff looking to refresh their knowledge</li> </ul>
<b>Basic Principles and Concepts of Check 21 Adjustments</b>	<ul style="list-style-type: none"> <li>▪ Basic principles of Check 21</li> <li>▪ Errors associated with processing Check 21 items (processed as a substitute check or ANSI X9.37 image cash/return letter)</li> <li>▪ Investigation types used to report / respond to an error</li> </ul>	<ul style="list-style-type: none"> <li>▪ All institutions</li> </ul>
<b>Basic Principles and Concepts of Return Item Check Adjustments</b>	<ul style="list-style-type: none"> <li>▪ Basic principles of return item adjustments including the parties involved (roles)</li> <li>▪ Forward and return workflows (processes)</li> <li>▪ Return item guidelines</li> <li>▪ Investigation types used to report / respond to an error.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff with general knowledge of check adjustments and check processing</li> </ul>
<b>Check Adjustments Insights into Investigation Types (ITYPs)</b>	<ul style="list-style-type: none"> <li>▪ Proper usage of ITYPs from the perspectives of both the depositing and receiving institution</li> <li>▪ Investigation types and how/when they are to be used</li> <li>▪ Required supporting documentation (including forms) associated with each investigation type</li> </ul>	<ul style="list-style-type: none"> <li>▪ All staff with a fundamental knowledge of check adjustments and check adjustment request submission processes</li> </ul>
<b>Managing Check Adjustments on the FedLine Web<sup>®</sup> access solutions</b>	<ul style="list-style-type: none"> <li>▪ Guidance on managing adjustments using the Check Adjustments application via FedLine Web access solutions</li> <li>▪ Case and application components</li> <li>▪ Check Adjustment (CA) message types and their usage</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff using or interested in using the FedLine Web access solution to submit check adjustment requests</li> </ul>
<b>Documents to Follow Archiving</b>	<ul style="list-style-type: none"> <li>▪ Processes and steps for successfully archiving supporting documentation</li> <li>▪ Archiving issues and steps for troubleshooting</li> <li>▪ Verifying documentation has archived</li> </ul>	<ul style="list-style-type: none"> <li>▪ All institutions using the Check Adjustments application via FedLine Web access solutions</li> <li>▪ Respondents that submit supporting documentation</li> </ul>

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