



FedMail[®]

Contingency Guide for FedACH[®] Services

v2.0

Overview

The Federal Reserve Banks expect organizations that use the FedMail[®] service to have contingency plans in place to help minimize the effects of service disruptions to your FedACH[®] operations. All organizations conducting critical payment transactions should have contingency plans in place and test them regularly to help ensure resilience in the event of a service disruption.

About this Guide

This guide provides an overview of some of the situations that might result in a service disruption and contingency options to help minimize the impact of a service disruption on your FedACH operations. A service disruption may be triggered by problems in equipment or technology used or provided by several different entities, including but not limited to the Federal Reserve Banks, your organization, your Internet Service Provider (ISP), or a third-party service provider.

This guide addresses some of the most common contingency scenarios; however, it is not intended to be a complete guide. You should work with your internal technology and risk management teams to develop a detailed contingency plan that best meets your organization's needs.

This guide should be used as a supplement to your institution's business continuity and disaster recovery plans. For more information about how to plan for business continuity, review the National Business Continuity Guide found on FRBservices.org at: <https://www.frbservices.org/financial-services/ach/business-continuity.html>.

This guide provides recommendations for:

- **Preparing for a service disruption**
- **Responding to a service disruption**

This guide was created under the assumption that your organization has finished troubleshooting and has identified the cause of any service disruption.

Please report service disruptions to the Customer Contact Center (CCC) at 888-333-7010. The CCC is equipped to provide support in contingency situations; the extent to which support can be provided depends highly on the organization's level of preparation for such events. The CCC is committed to providing a high level of service during contingency situations and will take all reasonable measures to assist customers; however, immediate resolution may not be possible.

Preparing for a Service Disruption

Multiple FedMail Recipients

Set up your FedMail service for FedACH-related information with multiple recipients in case one of the designated recipients is unavailable. You may also use a shared mailbox address to receive copies of FedACH advices, acknowledgments, and reports to reduce the risk of a recipient's not being available to access them. An individual on your organization's Official Authorization List (OAL) can submit a FedMail Request Form to add a user. The form is available at: <https://www.frbservices.org/assets/forms/fedline/fedmailservicechangeform-rv.pdf>

Secondary Internet Service Provider (ISP)

Utilize a secondary ISP in case your primary ISP experiences connectivity issues. A secondary ISP connection at your primary site may enable your organization to continue to receive FedACH-related information by FedMail if your primary ISP experiences a disruption. Contracting with a secondary ISP at a contingency site may enable your organization to continue receiving the information it needs related to FedACH transactions if your primary site and primary ISP experience disruptions.

Responding to a Service Disruption

Your FedMail recipients are unavailable

If the designated FedMail recipients in your organization are not available, an individual on the Official Authorization List (OAL) can submit a FedMail Request Form to add one or more recipients. You may wish to include a shared mailbox address to reduce the risk of a recipient's not being available to access the email output. The form is available at: <https://www.frbervices.org/assets/forms/fedline/fedmailservicechangeform-rv.pdf>.

It may be possible to accommodate your request the same day. Once the form has been submitted, please contact the CCC at 888-333-7010 and select option 1 if you need your request expedited. Please note that because service disruptions are often related to natural disasters that can affect communications, it is especially important for any individual listed on the OAL to have an after-hours number on record with the Federal Reserve Banks so that the CCC can perform call-backs necessary to process your request.

Your ISP is experiencing a service disruption

Activate your secondary ISP failover plans, or consider using the Contingency Provider arrangement you may have set up.

The FedMail service or FedACH services are experiencing a service disruption

Check the status of FedMail and FedACH services on the Service Status page at <https://www.frbervices.org/app/status/serviceStatus.do>.

Call the CCC at 888-333-7010 and select option 1 for instructions.

Glossary

| Term | Definition and considerations |
|--|--|
| Customer Contact Center (CCC) | A team of trained specialists providing customer technical support for electronic access channels. |
| FedACH Central Operations Support (COS) | A team of trained specialists providing customer support for FedACH services. |

The Financial Services logo, "FedMail," and "FedACH" are registered service marks of the Federal Reserve Banks. A complete list of marks owned by the Federal Reserve Banks is available at FRBservices.org.