

Check Adjustments Services Webinar Resource Sheet

As we strive to provide useful and meaningful content to our Check Adjustments Services customers via our fee-based Check Adjustments webinars, we also have free resources available to assist you with check adjustments.

The following provides more information about the fee-based **Principles and Concepts of Image Cash Letters and Electronic Check Adjustments** webinar and the **Check Adjustments Insights into Investigation Types (ITYPs)** webinar as well as free resources available to assist you with Check Adjustments. Customers are encouraged to attend the Principles and Concepts of Image Cash Letters and Electronic Check Adjustments webinar first as it provides foundational knowledge that will be useful on its own and, even more so, should you decide to attend the other fee-based webinar.

Principles and Concepts of Image Cash Letters and Electronic Check Adjustments

- Provides fundamental information that serves both new and experienced staff as foundational or refresher training.
- Addresses, at a high level, check clearing in an X9.100-187 (X9.37) file format with a focus on the Forward Collection and Return Letter workflows.
- Explains the concept of Check Adjustments in terms of both the how and the why.
- Covers, in detail, the procedures and best practices for submitting an adjustment request electronically using FedLine® Solutions functionality.

Check Adjustments Insights into Investigation Types (ITYPs)

- Focuses on some of the most common ITYPs our customers may encounter in today's processing environment including:
 - Encoding Error (ENC)
 - Late Return Claim (LC)
 - Late Return Disclaimer (LR)
 - Non-Cash Item (NCH)
 - Paid Item (PAID)
 - Remote Deposit Capture (RDC) Item
 - Wrong Payee Credited (WPC)
 - Reviews ITYPs from the perspective of both the institution submitting the adjustment request (i.e., case submission requirements and the Federal Reserve Banks' response) and the institution receiving the offsetting entry.
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In addition to these fee-based webinars, customers are also encouraged to take advantage of the free resources available to assist with Check Adjustments such as the [Check Adjustments Quick Reference Guide \(QRG\)](#) and the [Check Adjustment Tips](#) along with self-directed training available via FedLine Solutions.

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