



Check 21 Exception Processing™

Fully Automated Exception Item Processing

Check 21 Exception Processing optimizes the opportunities to enhance exception processing that are inherently generated by Check 21 and image exchange. The innovative solution fully automates exception item processing including incoming and outgoing returns, chargebacks and adjustments.

Fully Automated Returns and Adjustments

BUSINESS VALUE

- Improve
- Operations
- Reduce Risk

COMPATIBILITY

- SilverLake System®
- CIF 20/20®
- Core Director®

Jack Henry & Associates provides a suite of solutions that support compliance with Check 21, and enables banks to leverage the cost benefits and operational improvements inherent in check image clearing.

IT WORKS LIKE THIS ...

Outgoing return items are imported into the module and the items' origin is determined with integrated access to Jack Henry's Check 21 Cash Letter solution. Check 21 Exception Processing then determines if the items originating from other institutions were presented physically or electronically. Electronic items are automatically returned to the institution of first deposit for processing, and substitute checks are automatically generated for items that were presented physically.

For outgoing or incoming "on us" return items, Check 21 Exception Processing automatically queries customer profiles to determine if items should be re-deposited. Items that have been deposited twice are charged back against depositor accounts, and the required substitute checks and customer notices are system generated.

The comprehensive posting functions make all the necessary DDA and general ledger entries, determining and applying the applicable fees.

With Check 21 Exception Processing, bank employees do not need physical items to determine their disposition. The solution provides a browser-user interface to support any necessary reviews of individual items.

This fully automated process streamlines work flow and improves back room efficiencies by eliminating cycle sorting and exception item pull processes. Check 21 Exception Processing also reduces the related labor requirements, operating costs, human errors inherent in manual processes, and the risks associated with exception processing.

Check 21 Exception Processing can be implemented to automate exception item processing prior to item image exchange.

Check 21 Exception Processing is another innovative enterprise payment solution that reduces labor, postage and operating costs; generates material operating efficiencies; enhances customer service and convenience; expedites research; and streamlines information access and distribution.

WHAT IT DOES:

- Automates exception item processing including incoming and outgoing returns, chargebacks and adjustments.
- Imports outgoing return items and determines each item's origin with integrated access to Jack Henry's Check 21 Cash Letter solution.
- Determines if outgoing return items were presented physically or electronically.
- Returns electronically presented items to the institution of first deposit for processing.
- Generates substitute checks for return items physically presented.
- Queries customer profiles to determine if outgoing or incoming return items should be re-deposited.
- Generates chargebacks against depositor accounts and substitute checks for items that have been deposited twice.
- Generates all the necessary customer notices.
- Generates all the necessary DDA and general ledger entries.
- Determines any applicable fees.
- Eliminates the need to have physical items in order to determine their disposition.
- Provides a browser-user interface to support any necessary reviews of individual items.
- Provides the ability to implement this module prior to item image exchange.

WHAT IT DOES FOR YOU:

- Leverages the cost benefits and operational improvements inherent in Check 21-enabled check image clearing.
- Optimizes the opportunities to enhance exception processing that are inherently generated by Check 21 and image exchange.
- Streamlines work flow with a fully automated process.
- Improves back room efficiencies by eliminating cycle sorting and exception item pull.
- Reduces the related labor requirements.
- Reduces operating costs.
- Reduces human errors inherent in manual processes.
- Reduces the risks associated with exception processing.