

# Check adjustments — gaining efficiency through innovation

From enhancements made to the FedLine Web access solution, to the introduction of Check Adjustment Webinars, the Federal Reserve Banks continue to help financial institutions streamline the check adjustment process.

Check Adjustments via FedLine Web is increasingly becoming the tool of choice for managing adjustment inquiries. This online system provides Subscribers with advantages over paper-based adjustments by allowing them to:

- Submit and receive adjustments online with a same-day response in the form of an entry or acknowledgment
- Submit and receive supporting Documents to Follow (DTFs) electronically via the DTF Archive
- Access adjustment requests sent and received via FedLine Web from the FedLine Adjustments Archive for one full year, providing historical check adjustments case information

Institutions with larger adjustment volumes are taking advantage of our file upload/download service on FedLine Web, which allows adjustment inquiries and responses to be imported or exported to or from an institution's automated adjustment system.

Regardless of the type of electronic service Subscribers select, the efficiencies over paper-based adjustments are enormous. "Processing adjustments via FedLine Web has changed our adjustment processes drastically," states Sara Morgan, assistant vice president of information technology at Farmer's Bank and Trust in Magnolia, Arkansas. Resources are allocated differently since the implementation of electronic check adjustments. What used to take several hours per day has been reduced to only 30 minutes a day. "Check adjustments are only a small part of what we do now," adds Morgan.

## Information at your fingertips

The methods used to process check adjustments have evolved in the electronic payments environment, as have the types of check adjustments being handled by institutions. One way you can stay current with the various types of check adjustments is to attend a Check Adjustment Webinar to help you quickly and effectively resolve settlement discrepancies on checks that were processed or handled by the Federal Reserve Banks.

The Webinars, lead by Federal Reserve Bank staff with in-depth adjustment knowledge, are conducted regularly

online and cover a variety of topics. "Through the Webinars, we are able to provide more insight into the Federal Reserve's Check Adjustment Service," indicates Tracy Beauford, lead Webinar trainer. "What customers learn can be implemented right away," Beauford emphasized.

"In every session attended, I learned something new," states Denise Murphy, senior financial specialist in cash letter services at Bankers' Bank Northeast in Glastonbury, Connecticut. An estimated 700 adjustments are processed per month, so she is always looking for efficiencies.

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**"Webinars take the guesswork out of adjustments."**

Denise Murphy, Senior Financial Specialist  
Bankers' Bank Northeast

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The Federal Reserve Banks provide the latest adjustment information using technology that enables participants to register and attend Webinars without ever leaving their desks. The cost savings associated with eliminating travel, and the ability to have multiple participants attend sessions from one location, adds tremendous value to the Webinars. "It's win-win," says Morgan.

## At your service...check adjustment resources

We continue to make improvements to help streamline the way we interface with our customers. Be sure to share the following check adjustment resources with your staff:

**Check Adjustment Customer Support Center**  
Call (877) FRB-CHKS or (877) 372-2457  
7:30 a.m. to 7:30 p.m. ET, Monday through Friday

**Check Adjustments Quick Reference Guide**  
Found under *My Quick Links* on [FRBservices.org](http://FRBservices.org)

**Check Adjustments via FedLine Web**  
Access the FedLine Web portal from [FRBservices.org/Electronic-Access/AccessFedLine.html](http://FRBservices.org/Electronic-Access/AccessFedLine.html)

**Check Adjustment Webinars**  
View session dates, times and details, then register online at [FRBservices.org/eventseducation/](http://FRBservices.org/eventseducation/) then click *Federal Reserve Bank Events*