Check Adjustments Case Submission
Requirements for Paid Items (PAIDs)

Outlined below are several common scenarios you may encounter regarding a Paid Item (PAID). To better assist you with submitting a PAID refer to the applicable scenario.

- Case Scenario #1 - Federal Reserve Bank (FRB) is source for both items; page 2
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As you may know, when a FRB is the source for both items, the Receiving Institution can report either the first or the second item as PAID. The FRB may not be the source for both items but they must be the source for the item reported as PAID. The PAID investigation type (ITYP) does not apply when one source is an Automated Clearing House (ACH) item.

The reporting time frame for a same day entry is within six calendar months, provided case submission requirements are met. Timeliness of the request will be determined by the item reported as PAID. Refer to the Check Adjustments Quick Reference Guide for case submission requirements for all ITYPs as they may have changed in recent years.

For example, did you know a copy of the item is no longer required for an Encoding Error (ENC), a Non-Cash Item (NCH) or a Paid Item (PAID) adjustment? The Federal Reserve Banks also offer Check Adjustments webinar training on topics ranging from case submission requirements for electronic adjustments to proper usage of some of the most common investigation types you may encounter in today's processing environment; as the Submitter or Receiver of each ITYP covered. For more information visit Federal Reserve Bank Events on FRBservices.org.

Please contact FedACH® and Check Services Customer Support at (877) 372 - 2457 should you have questions.
Case Scenario #1 - FRB is source for both items

When a Federal Reserve Bank is the source for both items, that Federal Reserve’s routing number (RTN) must appear in the FCL and FCL1 fields (i.e., FRB Atlanta RTN 0610-0014-6) and the Receiving Institution’s routing number must appear in the TCL and TCL1 fields (i.e., RTN 0655-5555-8). The item reported as PAID must be the item reported in the Item ID section of the CA1000 (case open) message.

- **CLED** - cash/return letter or entry date
- **CLT** - cash/return letter total
- **TT** - tape/bundle total
- **SEQ** - item sequence number
- **IBEF** - item before the item reported as PAID
- **IAFT** - item after the item reported as PAID

Source information for the other item must be provided in the other item source fields.

- **CLD1** - date the other item was charged
- **FCL1** - routing number of the source for the other item
- **TCL1** - routing number of the institution that received the other item
- **SEQ1** - sequence number of the other item

Note: The sequence number fields must correspond to the item reported as PAID and the other item. Both fields, SEQ and SEQ1, would rarely be the same.
Case Scenario #2 - Single item, two different sources

When you have been charged for a single PAID from two different sources, the information provided in the Item ID section and the other fields must be different. For example, if a paying bank (RTN 0655-5555-8) receives an image in an ANSI X9.37 file from FRB Atlanta on March 27, 2017 and again from Test Alf Bank, (RTN 0655-5522-8) on April 24, 2017, the item received from FRB Atlanta must be the item reported in the Item ID section of the CA1000 (case open) message.

Also, when reporting a single item, supporting documentation is not required, i.e., a copy of the item, a detail listing of the cash/return letter information or a report on how you received the item is not necessary. Therefore, the Documents-to-Follow (DTF) field should remain n/a; no DTF Cover Sheet is generated and there is nothing to fax. Should you accidentally choose F-fax in the DTF field for a single item, discard the DTF Cover Sheet; you do not need to fax a DTF.

Item received from FRB Atlanta on March 27, 2017.

![Table showing item received from FRB Atlanta]

The other item, received from Test Alf Bank on April 24, 2017.

![Table showing item received from Test Alf Bank]
Case Scenario #3 - Multiple items, two different sources

When you have been charged with multiple items, consisting of six or more items from the same bundle total, they can be grouped on a single adjustment request for the total amount. A listing of the items involved is required. Five items or less must be reported separately as single paid items.

When the items are from two different sources, the items received from the FRB must be the items reported in the Item ID section of the CA1000 (case open) message. In addition, the DTF field should state F-fax. Source information for the other items must be provided in the other item source fields.

For example, if a paying bank receives 17 duplicate images in an ANSI X9.37 file from FRB Atlanta on May 5, 2017, totaling $38,819.53 and again from Test Alf Bank (RTN 0655-5522-8) on May 11, 2017, the information should be entered as follows:
Print the DTF Cover Sheet that is automatically generated when you send the CA1000 (case open) message and use it only to fax a listing of the items involved. The listing must contain the MICR information and the sequence numbers for each item. This listing (see example below) is the only DTF required for multiple items. **Neither a copy of the items, a detail listing of the cash/return letter information or a report on how you received the item is necessary.**

Example of the required listing provided as supporting documentation.

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<thead>
<tr>
<th>Amount</th>
<th>Routing #</th>
<th>Account #</th>
<th>Check #</th>
<th>Item Sequence #</th>
<th>Item Sequence #</th>
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<td>260089387</td>
</tr>
</tbody>
</table>

$ 38,819.53
Case Scenario #4 - Single item, paid over the counter

When you have a PAID item and one of the items was received over the counter (within your institution) while the other item was received via a cash/return letter from the FRB, the item reported PAID in the Item ID section of the CA1000 (case open) message must be the item received from the FRB. Source information for the over the counter item must be provided in the other item source fields.

For example, if you are charged for an item in a cash/return letter from FRB Atlanta on May 5, 2017 and you determine that the same item was cashed in your bank on May 2, 2017, your routing number (i.e., RTN 0655-5555-8) should appear in the FCL1 and the TCL1 fields along with the corresponding date (CLD1) of May 2, 2017 and sequence number (SEQ1) for that item (where applicable).

The item received in a cash/return letter from FRB Atlanta should be the item reported PAID in the Item ID section of the CA1000 (case open) message. Also, FRB Atlanta’s routing number (RTN 0610-0014-6) must appear in the FCL field and your routing number must appear in the TCL field.
Case Scenario #5 - Single item, Encoding Error (ENC) on one of the items

When an ENC occurs on one of the items, the amount for which to submit the PAID request depends on whether or not the ENC has been adjusted. If the ENC has not been corrected, submit a PAID request for the amount of the incorrectly encoded item. The incorrectly encoded item should also be the item reported PAID in the Item ID section of the CA1000 (case open) message.

For example, assume one of the presentment/return items was charged to you incorrectly as $1,359.60 and should have been $2,359.60. However, at some point you were also charged for the correct amount of the item, $2,359.60, and you have not been adjusted for the ENC. Submit a PAID request for $1,359.60.

For example, assume one of the presentment/return items was charged to you incorrectly as $1,359.60 and should have been $2,359.60. However, at some point you were also charged for the correct amount of the item, $2,359.60, and you have not been adjusted for the ENC. Submit a PAID request for $1,359.60.
When an ENC occurred on one of the items and an ENC adjustment was made, the PAID request should be submitted for the corrected amount of the item. Additionally, the ENC adjustment should be referenced in the Comment (COM) field of the CA1000 (case open) message.

For example, assume one of the presentment/return items was charged to you incorrectly as $627.50 and should have been $1,627.50. An ENC adjustment entry was made to you for $1,000.00. However, at some point you were also charged for the correct amount of the item, $1,627.50. Submit a PAID request for $1,627.50 referencing the ENC in the COM field.
Case Scenario #6 - Single item, paid three or more times

When an item is PAID three or more times, you can submit one request for the net amount of the outage referencing in the Comment (COM) field the number of times you were charged. The item reported as PAID must appear in the **Item ID section** and the FRB Atlanta must be the source for that item.

For example, if you were charged three times for a $1,200.00 item where FRB Atlanta (RTN 0610-0014-6) was the source for two of the items and Test Alf Bank (RTN 0655-5522-8) was the source for one of the items, submit a request for $2,400.00 and note in the COM field that you were charged three times, twice by FRB Atlanta and once by Test Alf Bank. One of the items charged by FRB Atlanta must appear in the **Item ID section** of the CA1000 (case open) message.