



DEPARTMENT OF THE TREASURY
BUREAU OF THE FISCAL SERVICE
WASHINGTON, DC 20227

Bureau of Fiscal Service Guidance for Exception Resolution Service Responses

The Exception Resolution Service (ERS) is the Bureau of Fiscal Service's (BFS) preferred method to securely process claims and requests between the U.S. Treasury and financial institutions. Current ERS case types being used by BFS are Non-Receipt Claim (NRC), ODFI Request for Return (ODRR), Converted Check Copy (CCC) and General (GNRL). Future use of ERS for Notices of Reclamation are being considered as part of ongoing Treasury Modernization efforts. This resource guide is intended to assist financial institutions with proper response and requests.

Non-Receipt Claim (NRC) – ACH Payment Trace Request

The NRC Case Type is used by BFS to request that a Receiving Depository Financial Institution (RDFI) verify the details of a payment in order to resolve a claim of non-receipt for a federal payment. BFS will include intended payee name (as well as any representative payee), Social Security Number (SSN), account number, payment amount, payment date and payment trace number.

In accordance with Chapter 3 of The Green Book¹, the RDFI must: confirm whether the payment was posted to the account provided; confirm whether the individual that appears on the account at the RDFI matches the intended payee (or the representative payee) provided in the NRC; and select the appropriate ERS response code to accurately represent the disposition of the trace request.

The ERS response codes for NRCs and the proper usage of each are:

¹ See <https://tfx.treasury.gov/reference-books/green-book>

Payment Posted-Payee Match: To be used when the payment posted to an account at the RDFI that is owned by the intended payee name (or representative payee) provided by the BFS in the trace request. No additional details are required for this response code.

Payee Not Matched-Funds Not Available: To be used when the payment posted to an account at the RDFI that is NOT owned by the intended payee name (or representative payee) provided by the BFS in the trace request and there are no funds available for return to BFS. For this response code, BFS also requests the name, mailing address, telephone number, and SSN of the improper recipient under the authority of 12 USC 3413(k) (Right to Financial Privacy Act of 1978).

Payee Not Matched-Funds Available: To be used when the payment posted to an account at the RDFI that is NOT owned by the intended payee name (or representative payee) provided by the BFS in the trace request and there are funds available for return to BFS. For this response code, BFS also requests:

- a. the name, mailing address, telephone number, and SSN of the improper recipient under the authority of 12 USC 3413(k) (Right to Financial Privacy Act of 1978).
- b. the available funds be returned to the ODFI either through the ACH network with return code R06 in the event of a full return, or via check for any partial return of funds.
 - i) Include any return information (return code used on ach return, check number, return amount, return date, etc.) in the notes section of the NRC response
 - ii) Send partial return of funds to U.S. Department of the Treasury Bureau of the Fiscal Service, P.O. Box 51318 Philadelphia, PA 19115

Misrouted: To be used when the payment was posted manually to an account at the RDFI that is owned by the intended payee name (or representative payee) due to account closure or invalid account information. The RDFI should process an NOC entry if they are responsible for the change information. The RDFI may ask the benefit recipient to provide updated information to the issuing agency if the customer has a closed account, new account, etc.

Payment Returned: To be used in the event that the RDFI has returned or will be returning funds via ACH network for an account at the RDFI that is owned by the intended payee name (or representative payee) provided by the BFS in the trace request. For this response code, BFS also requests that the RDFI provide the Return Code used for the return as well as any pertinent information for the return.

Other: To be used only in the event that the RDFI cannot process the case using the response codes provided above. Please provide a detailed explanation in the notes section as to what occurred with the transaction contained in the NRC.

ODFI Request for Return (ODRR) – Official Request to Return Funds

The ODRR Case Type is used by BFS to formally request funds be returned for a specific ACH payment that was deemed by the U.S. Treasury (ODFI) to be improper. BFS will provide payment identifying markers such as payee name, account number, payment date, payment amount, and payment trace number. BFS is requesting the available funds be returned to the ODFI either through the ACH network with return code R06 in the event of a full return, or via check for any partial return of funds.

- i) Include any return information (return code used on ach return, check number, return amount, return date, etc.) in the notes section of the ODRR response
- ii) Send partial return of funds to U.S. Department of the Treasury Bureau of the Fiscal Service, P.O. Box 51318 Philadelphia, PA 19115

General (GNRL) – Early Alerts and General Inquiries

The GNRL Case Type is used by BFS for two functions listed:

Early Alert of Impending Check Return: Used by BFS to send Check transaction information (DIN, Check Symbol, Check Serial, Check Amount, Settlement Date, ISN, name appearing on check) to notify the BOFD that the check was deemed fraudulently negotiated. The item will be included in a return cash letter from the Federal Reserve. No reply is needed for this Case Type.

General Correspondence: Used by both ODFIs and RDFIs to share or request information with BFS/U.S. Treasury that is not specific to a particular ACH entry or does not fit within the parameters of other case types.

Converted Check Copy (CCC)

ERS is the preferred method for RDFIs to request converted check copies from the U.S. Treasury in place of submitting requests via email at egov.authorizations@clev.frb.org or via fax at (216) 579-2813.