



Dear Valued Customer,

Our goal is to make *Automated Clearing House Transactions* a vital part of monitoring your financial institution's compliance and operations efforts. The following four amendments to the NACHA Operating Rules took effect on September 16, 2011:

- Establishment of a rule requirement for ACH debits that are used to collect return fees for certain checks and for ACH debits that have been returned for insufficient or uncollected funds. Currently, the Rules do not differentiate an ACH debit for the collection of a return fee from any other ACH debit. The requirements for this new type of entry have been added to Chapters 2 and 3.
- Expansion of the scope of the destroyed check entry (XCK) application to permit its use for certain damaged checks that cannot be imaged or other check images that cannot be processed. The current use of XCK is limited to checks contained within a cash letter that have been lost or destroyed. The expanded use of the XCK entry has been incorporated into Chapters 2, 3, and 5.
- Allowance for the telephone-initiated (TEL) transaction to be used for single or recurring debit entries when authorization is obtained from the consumer over the telephone. Also as part of this amendment, the restriction on not being able to use return reason code R07 (authorization revoked) for TEL and WEB entries has been removed. Information in Chapters 2, 3, and 6 affected by this amendment has been revised.
- Correction of inconsistencies regarding revocation language used in authorizations for single-entry transactions, and the requirement that such revocation language be included in authorizations for single-entry WEB and TEL transactions that are scheduled in advance. Due to the effect of this amendment and the amendment allowing recurring TEL entries, accounts receivable (ARC) entries, back office conversion (BOC) entries, point-of-purchase (POP) entries, and represented check (RCK) entries will not be able to be returned using R07. Authorization and return entry requirements outlined in Chapters 2, 3, 4, 5, and 6 as they apply to these transactions have been modified.

Miscellaneous changes were made in Chapters 7 and 10.