



Electronic Recovery

Basic

- For consumer and commercial accounts, paper and / or electronic returns are received from the bank.
- Notification reports are sent to notify the client of the check-writer, the amount, return reason and date of the return.
- A letter is mailed to the check-writer to notify him of the return, to whom the check was written, as well as the amount plus return fee(s) allowed by state law.
- NPS re-presents the face value of all Insufficient Funds (NSF) and Uncollected Funds (UCF) checks via the ACH network or submits a paper draft.
- All other non-NSF/UCF (account closed, stop payments, refer-to-maker, etc.) items are forwarded directly to **ER – Advanced**.
- If the face value clears, an ACH credit is settled monthly and sent to the client along with reports for balancing.
- If the item returns again:
 - Verification of funds or selecting of a strategic date to present the item is scheduled (examples: Mondays, Fridays, key pay days such as the 1st and 15th).
 - Face value of the item is presented electronically for the third and final time or a paper draft is submitted for commercial accounts.
 - If the face value clears, an ACH credit is settled monthly and sent to the client along with reports for balancing.
 - If item returns again, it is sent to **ER – Advanced**.

Advanced

- Traditional collection methods are used for uncollected items from **ER - Basic** as well as Account Closed, Stop Payments, Refer-to-Maker, etc.
- Phone calls are made, additional collection letters are sent, and skip tracing is used.
- Optionally, NPS can report information to the Credit Bureau as well as report negative activity to the National Check Network database.
- Upon collection, the client receives a percentage split of the face value while NPS receives a percentage along with the collection of the state-allowed return fee.

***Custom reporting is available to include: website tracking for the status with check images available, notification reports with account numbers (unique identifier), store level, group level, summary, and detail.**