THE FEDERAL RESERVE
Financial Services

Verifying an Electronic Adjustment Case was Received by the Federal Reserve Banks

Did you know verifying whether or not an electronic adjustment request was received by the Federal Reserve Banks (FRBs) can be done with just a few short clicks of the mouse?

Step One: *Click Outbox*. If the message was successfully sent, it will appear in the Outbox right away, as quickly as sending an email. Check the status to make sure it shows as Sent. If the message was successfully sent, you will receive a response in the Inbox no later than the next business day.

Step Two: *Click Inbox* to view the Federal Reserve Banks' response.

The response could be in the form of an Acknowledgement (ACK) - CA2000 Case Acknowledgment Message, a Resolution (RESO) - CA5000 Case Resolution Message or a Resolution with Entry (RESO) - CA5100 Case Resolution with Entry Message; depending on the investigation type (ITYP) and the reporting time frame. Refer to the Check Adjustments Quick Reference Guide for details on each ITYP's reporting time frame and Federal Reserve Banks' action.

Note: If the message was received by 5:00 p.m. ET, you will receive a response in the Inbox the same day; generally within 20 - 30 minutes of sending the message. You will receive a response the next business day for messages received after 5:00 p.m. ET. ***Generally, there is no need to contact the FRB to verify a case was received by the Federal Reserve.***

Select	View	Message Received ↓	Receiver ABA	Status	Amount	Case Type	Sender Reference	Receiver Reference	Product	Message Type	Entry Type
☐	🔍	09/13/2019 14:54	065555338	New	$1,095.36	INFO	FR19091380052	TBINFO091219		ACK	Request For
☐	🔍	09/13/2019 11:26	065555338	New	$451.25	ERR	FR19091380001	ERRTB091219		RESO	
☐	🔍	09/13/2019 11:22	065555338	New	$892.54	INFO	FR19091380002	INFOTB091219		RESO	Request For
☐	🔍	09/13/2019 09:43	065555338	New	$3,830.00	PAID	FR19091380013	REG0032		RESO	
☐	🔍	09/13/2019 05:05	065555338	New	$892.54	INFO	FR19091380002	INFOTB091219		ACK	Request For
☐	🔍	09/13/2019 05:05	065555338	New	$451.25	ERR	FR19091380001	ERRTB091219		ACK	Credit
☐	🔍	09/12/2019 09:40	065555338	New	$320.00	ERR	FR19091280017	REG0017		RESO	

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View Selected Messages   Print Selected Messages   Download Selected Messages/Attachments

If the message status is Unsent vs. Sent, you may have clicked on Save vs. Submit when you created the Open (OPEN) - CA1000 Case Open Message.

Step One: *Click Outbox.* If the message was saved, the status will show as Unsent. If the message failed when it was being uploaded, the status will show as Rejected.

Step Two: Select and view the message.

Step Three: *Click Update* at the bottom of the message to update and send the message.

You will be taken to the Open (OPEN) - CA1000 Case Open Message where you will be able to make edits, as needed, and send the message. You should also verify the case was successfully sent and a response was received; see previous steps.