



PAYMENTS UNIVERSITY AGENDA - Day 1

August 10, 2020	Core Concepts	Payments Now
8:30-8:35	Welcome to Payments University-Virtual Edition	
8:35—9:30	Industry Update: New Decade, New Rules This session will help you navigate all the changes that are taking place in the world of payments. We'll highlight upcoming and proposed changes to the rules, regulations and requirements that govern the payments industry.	
9:30-9:35	Transition Break	
9:35-10:35	Payments System Basics Part 1 It's hard to know where we are going unless we understand where we have been. Part one of this two-part session is designed to help you get started by laying the groundwork to understanding the rules and guidelines, requirements and common terminology for ACH and check payments.	Are your Policies and Procedures Talking to Each Other? When was the last time you reviewed your payments policies and procedures? Policies and procedures are designed to influence and determine all major decisions and actions at your financial institution. Procedures are the specific steps employed to put your policies in action during the day-to-day operations of your organization. Be ready to take notes on what you may be missing, as we will review many financial institution best practices.
10:35-10:45	Transition Break	
10:45-11:45	Payment System Basics Part 2 We will continue the discussion on the payment system basics with a look at card and wire payments. The rules, regulations, guidelines, and requirements of these two payment systems will be reviewed.	Electronic Case Studies What does Regulation E mean to you and your staff? This session will help you understand the requirements you have to fully protect your consumer accountholders under Regulation E. You'll learn about disclosures, error resolution, liability, and more. Gain a better understanding of this very important regulation.
11:45-1:15	Lunch	
1:15-2:15	LOL, What's that App? IDK about you, but let's have some fun with payments. We'll try not to go 2F4U. What types of applications your consumer accountholders are using to send person-to-person payments? Our P2P experts will help you get to know the different apps that consumers are using and how they work. This session includes live demonstrations of some of the payment apps your accountholders are using today.	
2:15-2:20	Transition Break	
2:20-3:20	Rules and Regulations Let's be honest...governance isn't really a four-letter word. Listen to our take on what you need to understand to maintain smooth payments operations and compliance.	Advanced Risk Management We all encounter challenging situations related to payment transactions in our day-to day operations. We've developed a new slate of risk case studies that address the issues your management, your departments and call centers deal with on a daily basis.
3:20-4:00	Day One Recap We'll end the first day with our panel of experts at your disposal. Do you have a question from a session today that you didn't get answered? Is there something that came up in your office that you weren't sure how to handle? Add your questions to the chat and we'll try to answer any you may have.	



PAYMENTS UNIVERSITY AGENDA - Day 2

August 10, 2020	Core Concepts	Payments Now
9:00-9:05	Welcome to Day 2 of Payments University-Virtual Edition!	
9:05-10:15	Emerging Payments What is going on with emerging payments today? What's on the horizon? Join us for a discussion on the developments and technologies shaping the payments industry. We will examine the impact of COVID-19, review the latest news on faster payments in the US and delve into some of the hottest topics, such as Libra and central bank digital currencies.	
10:15-10:20	Transition Break	
10:20-11:20	System of Fines Are you prepared? So far in 2020, Nacha has asked 123 FIs for proof of audit last year. Would you be able to comply with this requirement? Without it, a financial institution can be subject to the System of Fines. Have you ever wondered what happens to FIs that break the Nacha Rules? Join us for a first-hand look at actual scenarios and result to help your financial institution stay compliant!	Addressing the Pain Points of Checks Do you know the difference between an ECI and an Electronic Check? Or maybe you just want to know about the newest RDC indemnification rules impacting image and paper check banks. Joins us for a choose your own adventure discussion on those abnormal check issues that may trip you up.
11:20-1:00	Lunch	
1:00-2:00	Government Payments We've heard a lot about government payments in the last few months. The Green Book recently underwent some updating that could change the way your FI handles post death federal government benefit payments. This session will walk through all the need-to-know information regarding these updates as well as answer your questions about SSI, SSA, VA, reclamations and more! After this session, you'll be better prepared to navigate the obstacles you may encounter in your day to day operations.	
2:00-2:05	Transition Break	
2:05-3:00	Talking Payments Talking Payments in an Open Discussion format with the experts. What do you need to know and didn't get a chance to ask during the previous 2 days? Come join the experts and get it all out in the open, what are your problem areas, what are the hard questions, see if you can stump us or hear from your peers on their special circumstances. We'd love to chat with you!	