

Day One 5/21/2020	Core Concepts		Advance ME!	
8:30-8:35amCT	<b>Welcome to the UMACHA Payments University LIVE</b>			
8:35-9:30amCT	<b>Industry Update: New Rules, New Decade (General Session) – Jason Johnson - UMACHA</b> This general session will help you navigate all the changes that are taking place around the Payments Ecosystem. We'll spotlight the upcoming & proposed changes to the payments industry related to rules, regulations, & requirements.			
9:30-9:35amCT	<b>ZOOM Transition Break</b>			
9:35-10:35amCT	<b>1 Payments Systems Basics Overview – Kim Shacklett - UMACHA</b> It's hard to know where we're going unless we know where we've been. This course is designed to help get you started laying the groundwork to understanding and utilizing Electronic Payments. Join us as we examine those who govern the rules and guidelines, explore and define common terminology, and take an in-depth look at core payment fundamentals.	<b>2 Policies and Procedures – Michele Barlow - WACHA</b> When was the last time you reviewed your payment's 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 methods employed to express policies in action during day-to-day operations of an organization. Be ready to take notes on what you might be missing, as our expert will review many Financial Institution best practices.		<b>2</b>
10:35-10:45amCT	<b>ZOOM Transition Break</b>			
10:45-11:45amCT	<b>3 Rules and Regulations – Kim Shacklett - UMACHA</b> Let's talk honestly... Governance isn't really a 4-letter word. Listen in on our 'take' on boiling down the rules, regulations, laws and guidelines for maintaining your payments operations. Keeping up with these requirements equals staying compliant.	<b>4 Electronic Payments Case Studies &amp; Reg E – Barbara Hudgins – ePay Resources</b> What does Regulation E mean to you and your staff? This session will help you understand the requirements you have to fully protect your consumers under Regulation E. You'll learn about disclosures, error resolution, liability, pre-authorized transactions and receipts. Gain a better understanding of this very important regulation that outlines rules and procedures for EFT's and guidelines for debit cards.		<b>4</b>
11:45-1:15pmCT	<b>Lunch</b>			
1:15-2:15pmCT	<b>1:15-2:15pmCT LOL, What's That App?  (General Session) – Brian Laverdure - EPCOR</b> IDK about you, but let's have some fun with payments, we'll try not to go 2F4U. AAMOF what types of applications are your consumer account holders using to send person-to-person payments? AKA P2P, our 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 payments apps your consumer account holders are using today!			
2:15-2:20pmCT	<b>ZOOM Transition Break</b>			
2:20-3:20pmCT	<b>5 Intro to Risk – Sara Gigous - WACHA</b> Risk management is EVERYONE's responsibility. Risk doesn't have to be scary. In fact, some risk is 'good' risk. Join this session to learn about the various types of risk that can occur in the financial industry. Hear about the steps of risk management from establishing a risk acceptance policy to conducting risk assessments, identifying what risks can exist in the payments world and how to mitigate or control that risk. Bringing risk into perspective is a practical step in reducing exposure and protecting your institution.	<b>6 Advanced Risk Management – Kelly Caspersen – ePay Resources</b> We all encounter challenging situations related to payment transactions during our day-to-day operations. We've developed a new slate of risk case studies that address the issues that your management, your department, and call centers deal with on a regular basis. In this interactive session, you will be given scenarios to work through and see if your group can come to a good conclusion regarding risk and managing that risk to an acceptable level. A can't miss session for all experienced Risk Professionals!		<b>6</b>
3:20-4:00pmCT	<b>3:20-4:00pmCT Tell us what you don't know and want to know more about (General Session) – All Available Speakers</b> Have you ever wanted to bend the ear of seven payments experts all at the same time? Well, you have us at your disposal. Add your questions in the chat along the day and we'll do our best to answer ANY questions you may have.			

Day Two 5/22/2020	Core Concepts	Advance ME!
9:00-9:05amCT	<b>Welcome to Day 2 of UMACHA's 'Payments University LIVE'</b>	
9:05-10:15amCT	<b>Emerging Payments (General Session) – Brian Laverdure - EPCOR</b> What is going on with emerging payments today? What is on the horizon? Join Brian Laverdure, Director of Emerging Payments Education for EPCOR, a payments association based in Kansas City, for a discussion on the developments and technologies shaping the payments industry. Brian will examine the impacts 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!	
10:15-10:20amCT	<b>ZOOM Transition Break</b>	
10:20-11:20amCT	<b>7 System of Fines – Sara Gigous - WACHA</b> Are you prepared? In 2020, Nacha asked 123 FI's for proof of audit for 2019 and all successfully responded with a proof of audit completion. Without proof of audit, an FI can be subject to the National System of Fines. Have you ever wondered what happens to FIs that break the Nacha Rules? Not anymore, hear first-hand what happens when you break the rules. Come join us for a look inside the National System of Fines.	<b>8 Check Case Studies (Addressing the True Pain Points) – Michele Barlow - WACHA</b> Do you know the difference between an ECI and an Electronic Check? What about returns vs. adjustments? Or maybe you just want to know about the newest RDC indemnification rules impacting image and paper banks? Join us for a deeper discussion on these abnormal check issues that trip you up during normal day-to-day business!
11:20-1:00pmCT	<b>Lunch</b>	
1:00-2:00pmCT	<b>Government Payments (General Session) – Jason Johnson - UMACHA</b> Can anyone say 'economic impact payment'? We've heard a lot about governments payments in the last couple of months! This session will walk through important information regarding all there is to know about the Federal government's ACH payments programs. Get your questions answered about the Green Book, SSI, SSA, VA, reclamations and more. After this session, you'll be better prepared to traverse around the obstacles you may encounter when navigating the terrain of decedent accounts. Topics include government reclamations, misdirected payments and other tales from the trenches.	
2:00-2:05pmCT	<b>Transition Break</b>	
2:05-3:00pmCT	<b>Share and Tell: Let's Talk Payments (General Session) – All Available Speakers</b> This is your opportunity! We're talking about 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 sessions? Come join the experts and get it all out in the open! What are your problem areas? What are the hard questions facing your organization? Is there a peer organization in the room that has been through the same exact experience? What was their solution? We'd love to chat with you before we say goodbye!	