



## 2020 Professional Development Events

*(Dates and locations are subject to change...watch for program announcements on our website—www.sfe.org)*

### **What's New in Payments 2020**

February 4 Ridgeland, MS  
 February 5 Mobile, AL  
 February 6 Hattiesburg, MS  
 February 11 Memphis, TN  
 February 11 New Orleans, LA  
 February 12 Baton Rouge, LA  
 February 12 Grenada, MS  
 February 13 Jackson, TN  
 February 19 Baton Rouge, LA  
 February 19 Jonesboro, AR  
 February 20 Dyersburg, TN  
 February 20 Lafayette, LA  
 February 26 Tupelo, MS

### **ACH Fundamentals Workshop**

March 4 Crowley, LA  
 March 4 Memphis, TN  
 March 5 Baton Rouge, LA  
 March 5 Ridgeland, MS  
 March 10 Mobile, AL

### **ACH Customer/Member Service**

March 10 Baton Rouge, LA  
 March 11 Memphis, TN  
 March 12 Ridgeland, MS

### **Check Image Exchange Workshop (3 DAYS)**

March 24—26 Ridgeland, MS

### **ODFI Responsibilities & Compliance**

April 7 Baton Rouge, LA  
 April 7 Ridgeland, MS  
 April 9 Memphis, TN

### **NOCs, Returns & Adjustments**

April 14 Baton Rouge, LA  
 April 14 Ridgeland, MS  
 April 15 Hattiesburg, MS  
 April 15 Memphis, TN

### **30th Annual Conference & Expo**

April 28—30 Baton Rouge, LA

### **Advanced ACH Rules Workshop: A Tour of the Rulebook (FULL DAY)**

May 12 Baton Rouge, LA  
 May 13 Memphis, TN  
 May 19 Ridgeland, MS

### **Payments Fraud Workshop**

May 19 Baton Rouge, LA  
 May 19 Memphis, TN

### **ACH Audit & Compliance Workshop**

May 20 Tupelo, MS  
 May 27 Baton Rouge, LA  
 May 28 Biloxi, MS  
 May 28 Ridgeland, MS  
 May 28 Jackson, TN  
 June 9 Crowley, LA  
 June 10 Memphis, TN

### **Critical Risk Management for ODFIs**

June 16 Hattiesburg, MS  
 June 17 Baton Rouge, LA  
 June 24 Memphis, TN

### **RDFI Responsibilities & Compliance**

August 11 Memphis, TN  
 August 11 Baton Rouge, LA  
 August 12 Hattiesburg, MS  
 August 12 Biloxi, MS  
 August 19 Crowley, LA

### **AAP Exam Review**

September 9 Baton Rouge, LA  
 September 10 Memphis, TN  
 September 10 Ridgeland, MS

### **Treasury Day (FULL DAY)**

September 15 Ridgeland, MS  
 September 16 Baton Rouge, LA  
 September 17 Memphis, TN

### **Payments Summit (2 DAYS)**

September 22 & 23 Baton Rouge, LA  
 October 20 & 21 Memphis, TN  
 November 4 & 5 Ridgeland, MS

### **ACH Fundamentals**

October 6 Ridgeland, MS  
 October 6 Biloxi, MS  
 October 7 New Orleans, LA  
 October 7 Memphis, TN  
 October 8 Baton Rouge, LA

### **COMPLIMENTARY POWER HOURS**

January 24 Live via Telephone or Computer  
 March 13 Live via Telephone or Computer  
 June 12 Live via Telephone or Computer  
 August 14 Live via Telephone or Computer  
 October 16 Live via Telephone or Computer

### **AAP EXAM**

Testing window from October 5—24, 2020. For details, call us or visit [www.nacha.org](http://www.nacha.org).

### **APRP EXAM**

Testing window from July 6—25, 2020. For details, call us or visit [www.nacha.org](http://www.nacha.org).

### **NCP EXAM**

Testing window from April 18—May 9, 2020. For details, call us or visit [www.eccho.org](http://www.eccho.org).

**You can register for any of our training classes on our website @ [www.sfe.org](http://www.sfe.org).**

**Most training sessions qualify for AAP continuing education credits. Sessions may also be eligible for other industry certification renewal credits. Check with your certifying organization for eligibility requirements.**

For detailed information and to register, visit [www.sfe.org](http://www.sfe.org)

# 2020 Professional Development Events Descriptions

## **AAP Exam Review**

This session is designed for you to work with the experts! Bring your ACH questions to class. The AAP review course is an interactive course designed to prepare professionals for the Accredited ACH Professional Certification Exam. A sample test will be administered and answers will be discussed. Whether you are studying to take the AAP certification test or just considering taking this step toward your professional career, you will want to enroll in this class.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **ACH Audit & Compliance Workshop**

How do your compliance procedures stack up? Regulators, Nacha and external examiners are taking a closer look at financial institutions' ACH procedures & risk management. If you aren't prepared for a higher risk of fines for noncompliance, be sure to prepare for an up-to-date ACH audit. We will go over a risk assessment, regulatory compliance, guide you through an ACH audit, and also discuss best practices and the most common compliance problems. This will help you reduce your ACH risk from both receiving and originating ACH transactions.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **ACH for Customer/Member Service**

Consistent training in electronic payments is critical to the success of any organization. Your Customer/Member Service Staff is often the first point of contact for account holder questions and inquiries. Can your service staff explain the ACH to your customers or members? Is your staff comfortable enough with their knowledge level to sell the safety, efficiency, convenience and cost savings associated with electronic payments? It's important they thoroughly understand the functionality of the ACH in order to provide excellent service to your account holders, especially when problems arise. This session provides an overview of the ACH network from a customer/member service point of view, including defining the participants and explaining the transaction flow. An overview of ACH applications and their corresponding rules and regulations will be presented to ensure a clear understanding of ACH problem resolution.  
9:00 AM—12:00 PM  
3.3 AAP Continuing Education Credits

## **ACH Fundamentals Workshop**

This is a lecture-based seminar that starts from "ground zero" and provides foundational information on the ACH Network. Personnel new to ACH or with limited experience should attend.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **Advanced ACH Rules Workshop: A Tour of the Rulebook (FULL DAY)**

If you understand the ACH rules, you can solve ACH problems, reduce risk, ensure compliance and design efficient and effective operations. This seminar is a comprehensive review of the ACH rules including the components of the ACH file structure. Those who should attend are ACH operations staff, Compliance Officers, Auditors, Project Managers and individuals preparing for the AAP exam.  
9:00 AM—3:30 PM—Lunch @ Noon  
6 AAP Continuing Education Credits

## **Check Image Exchange Workshop (3 DAYS—Advanced Level)**

If you work with check image exchange and need a deeper understanding, or if you are studying for the National Check Professional Certification (NCP), this 3-day course is intended for you. The instructor, Angie Smith, is one of the most knowledgeable individuals in the U.S. on this topic. This will be a fast-paced and comprehensive workshop covering all of the material necessary to become a check professional. Real-life scenarios will be provided to assist the participant in relating the training to daily tasks. With recent amendments to Regulation CC and Regulation J, and new indemnities in Regulation CC, there may be risk to institutions that are not current on these topics. This workshop is intended to cover all material necessary for the NCP exam, to address knowledge gaps in check payments and the related rules and regulations. If you have an intermediate to advanced background in checks and image exchange, this course will build on that knowledge and take you to the next level.  
Day 1—9:00 AM—4:00 PM  
Day 2—9:00 AM—4:00 PM  
Day 3—9:00 AM—2:00 PM  
(Lunch included each day)  
17.9 NCP Continuing Education Credits

## **Critical Risk Management for ODFIs Workshop**

Did you know that the ODFI takes on all the warranties and responsibilities for each and every ACH Entry they transmit into the network? What does this mean? This workshop will navigate you through the ACH Network specifically helping you understand the risks of origination and what processes need to be implemented to help mitigate these risks. Understanding and managing these risks appropriately will help protect your financial institution from being subject to the *Rules* Enforcement process.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **NOCs, Returns & Adjustments Workshop**

RDFIs find common pain points – areas of the *Rules* that can cause misunderstandings or problems with ACH processing or compliance. Many financial institutions have tried to focus on a number of issues identified during compliance audits only to become more confused when trying to interpret the *Rules*. Join us as we explore the process of handling different areas of pain points for Receiving Depository Financial Institutions such as exception item processing, consumer/customer/member disputes, government payment issues, etc. If you need answers, this is the workshop for you!  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **ODFI Responsibilities & Compliance Workshop**

What are the responsibilities for an ODFI? What are the duties of Originators? Are both in compliance with the *Rules*? Join us for a thorough review of ODFI compliance and receive a better understanding of what it means to be an ODFI.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **Payments Fraud Workshop**

Are you using the best tools to mitigate fraud? In this workshop you will learn the trends and risks associated with the payment systems and the most powerful tools used to combat fraud. This workshop is a must for Risk Managers, Compliance Officers, Product Specialist and Payment Professionals.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP / 4.2 NCP Continuing Education Credits

## **Payments Summit (2 Days)**

SFE would like to take you on a journey to the top of the Payments Summit. The Payments Summit is held over a day and a half, designed to guide you through concentrated and comprehensive payment topics. The Payments Summit sessions are designed to prepare you for the myriad of changes that will directly impact you and your organization. Bring back to your institution a higher understanding of Faster Payments, fraud, real-life solutions to issues impacting your profitability and prepare for the future!  
**Some of the sessions include:**  
- Faster Payments  
- Fraud in the Payments Arena  
- Industry Case Studies  
- Industry Update—The Past, Present & Future  
Day 1—1:00 PM—4:30 PM  
Day 2—8:00 AM—3:30 PM (includes Lunch)  
Day 2—8:30 AM—4:00 PM Baton Rouge / Memphis  
10 AAP Continuing Education Credits

## **Power Hours**

Power Hours are sixty-minute quarterly teleseminars packed with information on hot industry topics for you and your staff. You must register to attend. You will receive an email with dial-in-instructions and handouts at least 1-day prior to the session.  
- No time out of the office - No travel expenses  
Make the most of these presentations by gathering your staff around your conference room speaker phone. A telephone number will be provided. There will be live questions and answers at the end of each session.  
1:00 PM—2:00 PM  
1.2 AAP Continuing Education Credits

## **RDFI Responsibilities & Compliance**

This program is for anyone involved in processing the receipt of ACH entries in supervisory, primary or backup roles. It is designed to be a comprehensive discussion of relevant methods, procedures and rules. Compliance topics and handling exception items will also be discussed.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits

## **Treasury Day (FULL DAY)**

This seminar on government payments is designed to educate financial institution employees on basic Treasury structure and procedures. We will discuss various types of payments, government flow, legal responsibilities of the financial institutions and much more. A detailed review of the GREEN BOOK will be provided. Relevant topics such as regulations, funds availability and enrollment changes will be reviewed as well as trace requests, reclamations and ACH returns.  
9:00 am—3:30 pm—Lunch @ Noon  
6.6 AAP Continuing Education Credits

## **What's New in Payments 2020**

2020 is off to a great start! The payments industry is experiencing the most dramatic changes of the past 40 years. Same Day ACH continues to expand, and the demand for faster payments in both the consumer and business arenas is building and expected to fully materialize in the foreseeable future. Same Day ACH continues to expand, and Faster / Real-Time Payments are now the expected norm. Are you up to date on all of the changes? Have you established a Payments Strategy? This workshop will help you to gain an understanding how recent and upcoming changes could impact operations at your Financial Institution. Find out how to get up to speed and not be left behind! A "basic" level of ACH knowledge is required.  
8:30 AM—12:30 PM  
9:00 AM—1:00 PM Baton Rouge / Memphis  
4.5 AAP Continuing Education Credits