



## 2022 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 2022**

February 8 & 9 Virtual (Part 1 & 2)  
 February 15 & 16 Virtual (Part 1 & 2)  
 February 23 & 24 Virtual (Part 1 & 2)

### **ACH Fundamentals Workshop**

March 9 Jackson, MS  
 March 9 Memphis, TN  
 March 9 & 10 Virtual (Part 1 & 2)

### **What Frontline Needs to Know**

March 15 & 16 Virtual (Part 1 & 2)

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

April 5—7 Virtual

### **Putting on Your ODFI Hat**

April 6 & 7 Virtual (Part 1 & 2)

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

April 20 & 21 Virtual (Part 1 & 2)

### **32nd Annual Conference & Expo**

May 10 — 12 New Orleans, LA

### **Tiptoe through the Rulebook**

May 17 & 18 Virtual (Part 1 & 2)

### **Get an "A" on Your ACH Audit**

May 25 & 26 Virtual (Part 1 & 2)

### **Balancing Risk & Reward for ODFIs**

June 15 & 16 Virtual (Part 1 & 2)

### **AAP Summer Program**

May 19 Virtual  
 May 26 Virtual  
 June 9 Virtual  
 June 23 Virtual  
 July 7 Virtual  
 July 21 Virtual  
 August 4 Virtual  
 August 18 Virtual  
 September 1 Virtual  
 September 15 Virtual

### **Treasury Day**

Sept 13 & 14 Virtual (Part 1 & 2)

### **Payments Summit**

Sept 20 & 21 Virtual (Part 1 & 2)

### **ACH Fundamentals Workshop**

Oct 12 & 13 Virtual (Part 1 & 2)

### **End User Payments Fraud Symposium**

October 19 Virtual

### **COMPLIMENTARY POWER HOURS**

February 3 Live via Telephone or Computer  
 March 24 Live via Telephone or Computer  
 June 30 Live via Telephone or Computer  
 August 25 Live via Telephone or Computer  
 September 8 Live via Telephone or Computer  
 October 27 Live via Telephone or Computer

### **AAP EXAM**

Testing window from October 3—29, 2022.  
 For details, call us or visit [www.nacha.org](http://www.nacha.org).

### **APRP EXAM**

Testing window from August 1—27, 2022.  
 For details, call us or visit [www.nacha.org](http://www.nacha.org).

### **NCP EXAM**

Testing window from April 16—May 7, 2022.  
 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). Registration will be available soon.*

*Most training sessions qualify for AAP & APRP 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)

# 2022 Professional Development Events Descriptions

## **AAP Summer Program**

Our AAP Summer Program provides study resources for the exam, including an interactive reading program with 10 biweekly webinars. An Accredited ACH Professional from the SFE team is always available for email and telephone support. All calls are recorded and available anytime after each call. There will be live questions and answers at the end of each session.

## **ACH Fundamentals**

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. This session is presented two times - Spring and Fall timeframe and is also a good review for seasoned ACH staff.

## **Balancing Risk & Reward for ODFIs**

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.

## **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. 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.

## **End User Payments Fraud Symposium**

(Full Day)

This event is a celebration of Cybersecurity Awareness Month. This one-day virtual event teams up leading industry experts and professionals to discuss trends in payments fraud as well as ways to manage and mitigate fraud risk. This event will cover an overview of cybersecurity, how to respond from a legal perspective, synthetic identity fraud, an IT security panel and more. Attendees will also be provided with takeaways that will help them rest better at night! Don't miss this event!

## **Get an "A on Your ACH Audit**

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 non-compliance, be sure to prepare for an up-to-date ACH audit. We will cover areas of regulatory compliance, discuss best practices and the most common compliance problems. This will help you reduce your ACH risk from both receiving and originating ACH transactions.

## **NOCs, Returns & Adjustments**

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!

## **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!

## **Putting on Your ODFI Hat**

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.

## **Power Hours**

Power Hours are sixty-minute quarterly webinars packed with information on hot industry topics for operations and payments staff. You must register to attend. You will receive an email with access 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 computer/speaker phone. There will be live questions and answers at the end of each session.

## **Tiptoe Through the Rule Book**

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.

## **Treasury Day**

The U.S Treasury still remains the largest single Originator in the ACH Network today. Payments originated by the federal government – more than one billion entries annually — affect all financial institutions in many ways, including exception processing. Don't miss this opportunity to hear how the Bureau of the Fiscal Service is seeing to reduce costs and increase efficiency within its payments processing structure. This session provides an overview of Reclamations, claims of Non-Receipt, and other payments efficiency efforts.

## **What Frontline Needs to Know**

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 ACH to your customers / members? Is your staff comfortable enough with their knowledge level to sell the safety, efficiency, convenience and cost savings associated with electronic payments? It is important to thoroughly understand the functionality of the ACH Network in order to provide excellent service to account holders, especially when problems arise. This session provides an overview of ACH from a customer/member service point of view, including defining the participants and explaining the transaction flow. An overview of ACH applications and corresponding rules and regulations will be presented to ensure a clear understanding of ACH problem resolution.

## **What's New in Payments 2022**

What a difference a year makes! More than ever before, new payment channels and digital payment options are in demand by consumers and businesses. To ensure you are up-to-date on current payments industry changes, you do not want to miss this Payments Update session.

Recently approved ACH Rules amendments which will enable consumers to conduct transactions using new technologies and channels will be examined. The workshop will help provide an understanding how these payment modifications could impact operations at your Financial Institution or organization. Find out how to get up to speed and meet industry demands in the ever-changing payments arena. A “basic” level of ACH knowledge is required.