



# GENERAL BULLETIN

CONNECTICUT  
BANKERS  
ASSOCIATION  
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2010 – 124

July 7, 2010

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER  
OR INDIVIDUAL ADDRESSED

CEO, CEO+, COO, CRO,  
Audit, Branch, Compliance  
Treasury Specialists

RE: **CBA Web Seminars -- Two-Part Series: Introduction To ACH**

## **PART I – THE ABC’S OF ACH - TUESDAY, AUGUST 3, 2010**

The ABCs of ACH is designed as an introduction to ACH processing. Attend this web seminar and gain a broad understanding of the Automated Clearing House Network and the processes the network follows.

### **SEMINAR HIGHLIGHTS**

- The history of the ACH network
- ACH operating rules and guidelines and the ACH network participants
- The flow of ACH debits and credits
- ACH risk controls
- Common uses for ACH and future trends
- The proper handling of exception entries and the national system of fines

## **PART II – ACH OPERATIONS: FROM ARC TO XCK - FRIDAY, AUGUST 13, 2010**

This course is designed as an introduction for the novice payments professional into the world of ACH or as a refresher for the veteran payments professional. Attendees will gain an in-depth understanding of the many facets of ACH operations.

### **SEMINAR HIGHLIGHTS**

- Responsibilities related to receiving and originating ACH entries
- ACH operating rules and guidelines
- ACH processing flows
- Exception processing including:
  - Customer claims on unauthorized debits
  - Stop payments
  - Revocation issues
- ACH audit requirements
- The National system of fines

### **AUDIENCE**

Back office operations, compliance officers, auditors, branch managers, Treasury/cash management professionals, frontline staff and customer service representatives. **CE Applied:** 2.5 hours/session towards the CRCM/CFSSP/CCSR/CBT designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

### SPEAKER

Laurie Appelbaum, AAP is the Payments Association Specialist for EPN Association Services. She is responsible for directing, implementing and executing the EPN communications plan as well as core product training and the development of new association services. Laurie has over 9 years experience in the payments arena and has spoken at several industry specific conferences. She is a part of the 2010 NACHA Payments Conference Planning Committee and served on The Payments Institute Board of Directors for NACHA's 2009 TPI. Laurie also serves as Chairperson of the Regional Payments Association Marketing Committee. She became an accredited ACH Professional in 2002 while Director of Education Services at SWACHA in Dallas.

### WHAT IS A WEB SEMINAR?

A web seminar is an online seminar featuring live audio and PowerPoint slides. Everything is delivered through your PC. No special hardware is needed; however, speakers or headphones are required. The program consists of 90 minutes of instruction and 30 minutes live Q&A. Each registration provides one connection to the web seminar, materials and 30 days access to the online seminar. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a confirmation with your PIN, materials and instructions. If you do not receive a confirmation within two days of the event call 888-262-7701.

**Free 30-Day Replay** - Within five working days after the broadcast, you will receive a URL providing unlimited access to a recorded copy of the presentation for 30 days. This enables you to participate in the live web seminar, train additional staff and review the material as needed.

The **On-Demand Web Seminar** is a live web seminar that has been recorded and then streamed to your computer to watch at your convenience. The program can be viewed anytime 24/7. You can watch a portion, come back and pick up where you left off! Anyone at your branch may access the program from a computer using the login and password. When purchasing an On-Demand Web Seminar, you have unlimited access to the program for 6 months from the date of purchase.

Transmission, retransmission or republishing of the audio portion of the web seminar is prohibited. Your registration entitles you to one connection at one location with permission to make copies of materials for participants. Please complete one registration per location.

### REGISTRATION INFORMATION

Registrations are requested to be submitted three days prior to the date of the web seminar. On-line registrations can be made at <http://www.bankersed.com/CTBANKERS/>. For all other registrations, please complete the attached registration form and send directly to Bankers Ed in advance of the program. Fee information for this program is listed on the registration form. **Payment is expected at the time of registration unless other arrangements are made prior to the event with the CBA.**

**Late Registration:** Registrations are accepted until the program starts. To ensure timely delivery of materials, etc., please register online when registering **two working days prior** to the broadcast (credit cards, e-checks and invoices accepted). If you would like assistance with online registration, contact 888-262-7701.

Please do not hesitate to contact either Kathy Parks or me if you have any questions about this web seminar.

Very truly yours,  
LINDSEY R. PINKHAM  
Senior Vice President & Secretary

## CBA WEB SEMINAR

### **TWO PART SERIES -- INTRODUCTION TO ACH**

**Part I: Tuesday, August 3, 2010**

**2:30 p.m. - 4:30 p.m. (EST)**

**Part II: Friday, August 13, 2010**

**2:30 p.m. - 4:30 p.m. (EST)**

**REGISTER** (Each registration entitles you to one connection at one location where an unlimited number of listeners may participate):

Name \_\_\_\_\_ Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

#### **THREE WAYS TO REGISTER FOR CBA WEB SEMINARS:**

**Prior to July 27<sup>th</sup> (Part I) and August 5<sup>th</sup> (Part II)**

Mail: Complete this form, include payment and mail it to: Bankers Ed: 5700 S. Mopac, #C310, Austin, TX 78749

**Anytime Prior to the Program**

On-line: Register on-line at <http://www.bankersed.com/CTBANKERS/>.

Phone: Call 888-262-7701 with credit card information

#### **CBA WEB SEMINAR – PART I – THE ABC’S OF ACH**

**Tuesday, August 3, 2010** - (Seminar code: SW2-1237)

Web Seminar/Materials (live hookup)  \$255 member  \$510 non-member

On-Demand Web Seminar/Materials  \$275 member  \$550 non-member

#### **CBA WEB SEMINAR -- PART II – ACH OPERATIONS**

**Friday, August 13, 2010** - (Seminar code: SW2-1237)

Web Seminar/Materials (live hookup)  \$255 member  \$510 non-member

On-Demand Web Seminar/Materials  \$275 member  \$550 non-member

#### **METHOD OF PAYMENT** (check one):

**Check made payable to: Bankers Ed**

Discover Card

MasterCard

Visa

AMEX

Card Number \_\_\_\_\_

Exp. Date \_\_\_\_\_

Security Code (3 or 4 digits on back of card) \_\_\_\_\_

Signature \_\_\_\_\_

Amount \$ \_\_\_\_\_

For registration questions, please contact Bankers Ed customer support at 888-262-7701 or Kathy Parks at the Connecticut Bankers Association parks@ctbank.com or 860-677-5060.

**\*\*\*Registrations must be sent to Bankers Ed\*\*\***