





## Account Validation

This course includes the history of account validation for ACH transactions and the continued evolution of tools and technology. With a baseline understanding of account validation established, the instructor provides the learner a clear understanding of how account validation is considered a best practice for businesses and its value to consumers.

- What is account validation
- Why account validation is critical
- Risk related to account information
- New rule(s)
- Vendor relationships

## ACH

ACH is at your service. Published yearly, the Nacha Operating Rules direct how the ACH Network is operated and ensure participants using the ACH Network have defined roles and responsibilities.



Course instructors provide opportunities for learners to understand how the ACH Network operates, the key players and their roles and responsibilities. Learners gain an understanding of the way that Rules, Rules Enforcement, and Risk Management come together to protect transactions, and how safety and security are maintained via compliance audits, risk assessments, and rules violation reporting and enforcement.

- Translating the Operating Guidelines into practical knowledge
- ACH returns monitoring
- Notifications of Change and prenotes
- ACH Contact Registry uses
- ACH exception handling
- Reversals
- Legal framework
- ACH interoperability

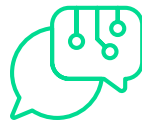
Some courses are worth AAP and APRP Continuing Education Credits. Each course includes a statement indicating if it's worth credits or not, and if it is, how many credits it's currently worth. One credit hour is earned for every 50 minutes of education in each individual topic area.



## ACH Operators

Do you know the ACH Operators? The Federal Reserve and The Clearing House are highlighted in these courses and their roles explained. Instructors provide a brief introduction of each organization, the roles they play as an ACH Operator, and discuss how agreements with ACH Network participants are formed and maintained. Learners discover how transactions flow through the ACH Network – even when both Operators are involved.

- Introduction to the ACH Operators
- The role of the ACH Operators
- Agreements with ACH Network participants



## APIs

An application programming interface (API) is a set of programming instructions and standards for accessing a web-based software application or web tool. APIs have proven their value across many industries for years now, allowing for a model of smart integration and seamless experiences. The pendulum for this model now swings towards banking, with services ranging from bank account management to fraud prevention via real-time payment validation. Instructors introduce APIs, how they might be used in the payments world, and what Nacha and industry stakeholders are doing to advance their usage.

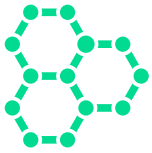
- Introduction to APIs
- API technology
- Implementing APIs



## Artificial Intelligence (AI)

There was a time when the notion and application of artificial intelligence (AI) was a distant thought. Well, the future is here. But what does AI mean for payments? In this series of courses, instructors discuss the basics of, then dive into its impact on payments and consumers, and risk implications for data. These courses will continue to be reinvented as AI evolves to ensure learners remain current on the most recent AI developments.

- AI Basics
- Impacts on payments
- Impacts on consumers
- Risk implications for data



## Blockchain/DSL/Stable Coin/ Digital Coin

This course introduces blockchain and discusses the technology involved to provide a basic understanding of the mechanics of blockchain systems, fundamentals and terminology. The course also covers the basics of cryptocurrency – including how and why value is derived. Finally, the instructor discusses how to apply blockchain to business problems and provides an evaluation framework for your consideration as you evaluate how blockchain applies to your business applications. Learners will understand blockchain from the perspective of how it supports applications, including cryptocurrency and will come away with a model for evaluating the utility of blockchain for specific applications.

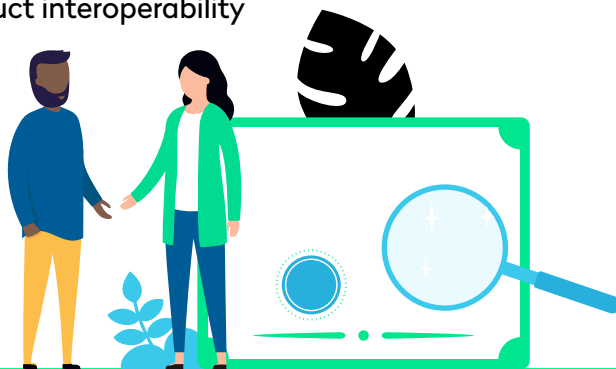
- Introduction to blockchain
- Central Bank currencies
- Stable Coin and Digital Coin



## Card Networks

This thorough examination of card networks helps learners gain a comprehensive understanding of card-based payments and builds a foundation for subsequent card-based concepts. Beginning with the history of the card network, basic definitions and terms are also discussed, as are card technology and its innovation, risk and risk mitigation, PCI compliance, products, exception handling and legal framework, and interoperability. How these impact business lines, relationships, decision-making and behavior are key concepts addressed during this course.

- History of the card networks
- Card network participant roles
- Card technology and its evolution
- Card risk and risk management
- PCI compliance
- Other card products (Debit, Prepaid, P-Card)
- Cards exception handling
- Legal framework
- Product interoperability



## Check Checks

Although the use of electronic payments is ascending, check and check image products have proven their staying power. This course explores types of negotiable instruments and the products and systems that support them, such as Remote Deposit Capture (RDC), other mobile options, and corporate addenda and remittance conveniences for those organizations.

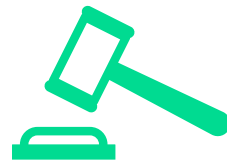
- Exception handling
- Legal framework
- Risk implications for checks and check images



## Commercially Reasonable

Instructors in this course provide the history and legal precedent around the “Commercially Reasonable” standard and its applications within the Nacha Operating Rules and UCC 4A. Legal precedent and case law regarding Commercially Reasonable are also addressed to provide learners with a well-rounded look at a topic whose application and interpretation continue to evolve with each new innovative technology.

- History of Commercially Reasonable as a legal term
- Commercially Reasonable as discussed under UCC 4A
- Commercially Reasonable as discussed under the Nacha Operating Rules
- Legal precedent and case law surrounding Commercially Reasonable



## Compliance Mapping & Rules Enforcement

Internal monitoring and compliance testing represent two lines of defense against fraud for financial institutions and Originators. Learners in this course examine how to effectively manage these lines and comply with ever-changing compliance requirements while gaining a deeper understanding of what exactly it is compliance departments are responsible for handling.

- Introduction to BSA/AML
- Customer Identification Program (CIP)
- Customer Due Diligence (CDD)
- Enhanced Due Diligence
- Beneficial Ownership
- Suspicious Activity Reports (SARs)
- Politically Exposed Persons (PEPs)
- Coordinate regulators/agencies guidance/best practices on BEC and other cybercrimes



## Corporate End Users

Organizations defined as corporate end users include those that originate and/or receive payments as a client of a financial institution or processor/solution provider, but does not offer solutions, products or services to enable or support payments as its primary line of business. In a series of lessons designed for corporate end users, learners come away with a new understanding of how making the switch to electronic payments is good for businesses and consumers.

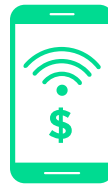
- ACH-to-corporate terminology translations
- Accounts Payable from FI & corporate perspectives
- Accounts Receivable from FI & corporate perspectives
- Guidelines for end users
- E-Invoicing
- Making the switch to electronic payments



## Community Institutions

From a business perspective, relationships are critical to growing and maintaining deposit bases. Community Institutions play an important role in customer relations, payments strategy and risk management. As the role of the community bank and credit unions change to remain competitive with larger banks, the need for new products and services to be developed is critical to prevent customers from looking for solutions elsewhere.

- Customer relations and payments strategy
- Same Day ACH risk management
- Third Parties
- How to move forward with faster payments



## Digital/Mobile Payments

Mobile and digital payments offer financial institutions, businesses and solution innovators tremendous opportunity to engage, enable and transact with customers in new ways. As new technologies, risks and players are infused into the mix, business models evolve as customer expectations and behaviors change. Related business decisions are becoming even more consequential. Learners in this course delve into the burgeoning mobile and digital payments ecosystem while examining concepts such as tokenization, risk, authorization and authentication, online banking platforms, new entrants into the mobile payments marketplace and more. Emerge with a solid understanding of the players, approaches and opportunities in the mobile and digital banking world.

- Introduction to digital and mobile payments
- Online and mobile payments
- Remote Deposit Capture
- Risk inherent to these payments
- Authorizations and authentication
- Financial institution and fintech offerings
- Direct biller payments
- Online banking and platforms
- Considerations for implementation





## Emerging & Faster Payments

There are many technologies available and on the horizon to provide faster payments. This course provides education on the operations, onboarding, risk and legal frameworks of current options including

Same Day ACH, Zelle®, RTP®, card offerings and the upcoming FedNow™. Learners also dive into how to build a faster payments strategy and how to discern between solutions.

- Building a faster payments strategy
- Operations, onboarding, risk and legal frameworks of: **Same Day ACH • Zelle® • RTP® • Card offerings • FedNow™**



## Fintechs

Starting with a beginner's introduction to fintechs, the courses in this subject provide learners a foundation to better understand topics such as what a

fintech is, how fintechs innovate, an examination of forming partnerships, governance and regulatory changes, and more. Drawing on expertise from instructors working both for and with fintechs, these courses are a must for anyone looking to increase their fintech knowledgebase.

- Introduction to fintechs
- ACH and fintechs
- Brokering deals and merging fintechs
- Partnering with fintechs



## Government Relations

Updates on government and regulatory changes impacting payments industry participants and consumers will be posted quarterly.



## International Payments

This subject begins with a general introduction to international payments, followed by courses on working with cross-border partners, the evolution of

international payments, international payments risk and more. Once complete, learners walk away with a better understanding of these payments and are prepared to dive deeper into their international payments learning.

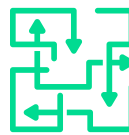
- General international payments foundation
- Working with cross-border partners
- Evolution of international payments
- International payment risk



## Internet of Things (IoT)

In a world driven by innovation and the need for speedy and constant connectivity, consumers and companies are shaping the future of all types of products including televisions, phones, refrigerators and much more. This course begins by providing learners information on the differences between the “internet of things” and the “internet of payments things.” As well as the history of how IoT came about, the types of issues that have and could arise, and how financial institutions can harness the movement.

- What IoT entails
- How payments are impacted by connected devices



## ISO 2022

To better enable transactional banking across all geographies, high-value, low-value and real-time payments systems from around the world are adopting ISO 2022. The global messaging standard has many uses, including leveraging the format to better enable emerging payment types. Learn the capabilities of ISO 2022, how the ACH Network can make use of ISO 2022, and the efforts of industry stakeholders in the transformation of the standard.

- Introduction to ISO 2022
- How ISO 2022 is evolving and being adopted
- ISO 2022 and ACH
- Varying initiatives offered by the Federal Reserve, European Union countries and more





## Legal & Regulatory

There are so many legal and regulatory areas of which payments professionals should be aware.

Courses in this topic area are designed for both legal and general payments professionals, from beginner to advanced. Learn more about legal frameworks, service level agreements, the term “commercially reasonable,” Regulation E, Regulation CC, UCC 4A and more.

- Legal frameworks of faster payments, legal issue dissections and case studies
- Service Level Agreements (SLA)
- Beginner’s series on UCC 4A
- Beginner’s series on Commercially Reasonable
- Beginner’s series on Regulation E
- Fair Credit Reporting Act (FCRA)
- Fair Debt Collections Practices Act (FDCPA)
- Gramm-Leach-Bliley Act (GLBA)
- Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)
- FFIEC Guidance
- OFAC
- Regulations D, J, Z, CC and GG
- 21 CFR 210 and 21 CFR 235
- The Green Book
- UCC 3 and UCC4



## Nacha Operating Rules: New Rules

Designed to provide updates on new Nacha Operating Rules on a yearly basis, courses cover the who, what, when, where, why, and how of the new rules.

- Data Security
- Payments Modernization
- Prenotifications
- Reversals
- Same Day ACH



## Payment Security

Beginning with courses on Account Takeover, Cybersecurity and Business Email Compromise, this series

of courses provide information any payments professional needs to know to maintain the security of payment information and combatting threats.

- Account takeover
- Business Email Compromise
- Cybersecurity



## Smarter Faster Payments Payments Conference

Comprised of a selection of Smarter Faster Payments conference recordings, this area of SPEAK provides updates and insights into payments-related topics across the ecosystem. Courses in this category are not eligible for AAP or APRP Continuing Education credits.



## Payments Institute Payments Institute

Comprised of a selection of recordings from TPI Home School, this topic consists of classroom-style learning and conversations addressing different areas of the payments space. Recordings can be considered intermediate in nature. Courses in this category are not eligible for AAP or APRP Continuing Education credits.







## Payments Innovation Alliance Project Teams

Formed from Payments Innovation Alliance members, these diverse working groups offer participants the ability to influence existing and emerging payment trends, drive change, remove barriers and support innovation. Project team members create a variety of resources for the industry, including white papers, best practices, proof of concepts – all designed to shape the future of payments. Updates from the Teams will be posted to SPEAK as they become available. Learners also receive information on how to get involved with the Alliance Project Teams. Courses in this category are not eligible for AAP or APRP continuing education credits.

- Faster Payments Playbook for Financial Institutions
- Faster Payments Playbook for Corporates
- ACH Quick Start Tool
- Conversational Payments
- Cybersecurity Response
- ACH for Developers Guide



### Regulation E

Also known as the Electronic Funds Transfer Act, Regulation E is intended to protect individual consumers who engage in electronic fund and remittance transfers. It also provides a framework that establishes the rights, liabilities and responsibilities of electronic fund transfer systems participants. Courses in this subject address topics ranging from a basic understanding of Regulation E to requirements for prepaid accounts, and more.

- Unauthorized transfers, error resolution and consumer liability
- Periodic statements
- Preauthorized transfers
- EFT service providers not holding consumer's account
- Overdraft services requirements
- Requirements for FIs offering prepaid accounts
- Requirements for gift cards and gift certificates



### Same Day ACH

Beginning with an overview of Same Day ACH, the courses in this topic area also cover use cases, the broader functionality of Same Day ACH, and future changes. An overview of next day versus same day is also provided to demonstrate how Same Day ACH has powered the ACH Network to thrive.

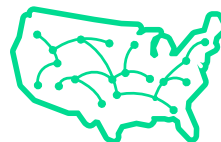
- Same Day ACH as a risk mitigation tool
- Dispelling the myths: Next day versus same day
- Future changes



### Third Parties, Nacha Certified & Fourth Parties

What are third parties? Updates to the Nacha Operating Rules revised the definition and clarified the roles of Third-Party Senders. However, uncertainty still exists around their various roles in the ACH Network. Learn what classifies a Third-Party Sender as such, what role they play, the risks that need to be considered, and when the definition applies to these ACH participants. Information on Nacha Certified is also provided. And once courses on third parties are complete, learners can continue with courses focused on fourth parties.

- Third-party basics
- How to onboard new third-party relationships
- Third-Party Senders
- Understanding downstream risks
- Benefits of third-party relationships
- Nacha Certified and Third-Party Senders
- Fourth-party risk considerations



### UCC 4A

UCC Article 4A is state law adopted by all 50 U.S. states and the District of Columbia. It applies to funds transfers that credit the receiving account. This includes ACH credit entries, on-us transfers, remittance transfers, and wholesale wire transfers. It does not apply to debit or Regulation E transactions. Given UCC 4A's relationship to other laws and rules – such as the Federal Reserve Operating Circulars 4 and 6, the Nacha Operating Rules, and Regulation E – there is a lot to know as a payments professional. This course is designed to give learners a better understanding of the entirety of UCC 4A.

- UCC 4A foundation
- Contracts
- Finality of payments
- Security procedures



### Wires

This course begins with a level-setting introduction to wires before delving deeper into the payment type. With expert instructors who have worked in various areas related to wires, this series of courses is a must for anyone looking to fully understand their full scope.

- Introduction to wires
- CHIPS
- SWIFT
- Irrevocability
- Security related to wires
- Exception handling
- Legal framework



### Nacha Corner

Designed as a more general information area, content in this section includes information on Nacha at the organization level, membership and volunteer opportunities, a broad overview of the rulemaking process, as well as various initiatives Nacha is working on with industry stakeholders. Information in this category are not eligible for AAP and APRP continuing education credits.

- Introduction to Nacha
- Nacha and Payments Association membership benefits
- Membership programs and initiatives: Afinis, Affiliate, Direct Member, Nacha Consulting, Nacha Certified, Payments Innovation Alliance, Phixius
- Overview of the Nacha rulemaking process
- Volunteer opportunities



### Nacha Consulting

Nacha Consulting knows payments inside and out. These payments experts

regularly assist clients from new and established organizations to businesses large and small. In this course, the instructor provides real-world lessons to help guide how Nacha Consulting can help you. Information in this category is not eligible for AAP and APRP continuing education credits.



### Professional Development

Being a well-rounded payments professional means continuously working on professional development. This section of SPEAK is dedicated to just that. New and seasoned payments professionals will find an array of education to suit their needs. Courses in this category are not eligible for AAP and APRP continuing education credits.

- How to write professionally
- Managing remote staff
- Speaking proposals and business writing
- Business etiquette and business etiquette in a remote environment
- Using LinkedIn and other platforms to promote yourself
- Embarking on a job search/change in career
- Resume development
- In-person and virtual interviewing skills



### center for payments

Interested in becoming an AAP or APRP? Local training opportunities are

available from your Payments Association. Visit [centerforpayments.org](http://centerforpayments.org) for more information

