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Hampton Roads Association for Financial Professionals
Breakfast Meeting - Tuesday August 18, 2009
www.hrafp.org

HRAFP now features online, electronic registration for all events. Please use this link to RSVP:
<http://hamptonroadsafp1.eventbrite.com>

- 8:00 - 8:30 a.m. Registration & Networking Time
Fee – No charge for HRAFP Members
\$30 for Non-Members/Guests
- 8:30 a.m. Breakfast Buffet Served - Welcome – Joe Everitt, President
- 9:00 a.m. Speaker Introduction – Darrell Katovsich
Topic: **“Improving the Electronic Payment Process: Best Practices for ACH Originators”**
Speaker: Claudia Volk, CJ Volk Associates, Inc.
- 9:50 a.m. Announcements – Joe Everitt, President
- Renewal Notices
 - Surveys
 - CTP and CPE Credits
- 10:15 a.m. Adjournment

All members and guests should respond no later than August 12th using this new link. If you have questions regarding the registration process, please contact Terry Perkins tperkins836@verizon.net.

REMINDER: Approved for 1 CTP/CCM recertification credit by the Association for Financial Professionals. Members/guests are reminded to please sign up at the registration table to receive your electronic certificate.

Don't forget to complete your survey – we are interested in your suggestions and comments!

REMINDER: UPCOMING MEETING DATES:

- October 20 – Breakfast Meeting – speaker TBA
December 15 – Breakfast Meeting - speaker TBA
February 16, 2010 – Economic Luncheon – details TBA
April 20, 2010 – Annual Education Conference – details TBA
June 15, 2010 – Breakfast Meeting – speaker TBA



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HRAFP Breakfast Meeting August 18, 2009, 8:30 a.m.

Program Description

“Improving the Electronic Payment Process: Best Practices for ACH Originators”

Claudia Volk, Founding Principal of CJ Volk Associates, Inc.

HRAFP is very proud to have Claudia Volk with us today. Claudia is one of HRAFP's favorite speakers, and speaks often to many other AFP functions. Claudia Volk is founding principal of CJVolk Associates, Inc., a treasury and cash management consulting firm. She has over 15 years' experience in corporate and local government treasury. She is past president of the Greater Washington Association for Financial Professionals. She teaches the CTP review class at George Mason University and Auditing at Marymount University. She holds an MS degree in accounting from Georgetown University and a BS in special education from Appalachian State University. She is a CTP, a CPA and an AAP (Accredited ACH Professional).

“Improving the Electronic Payment Process: Best Practices for ACH Originators”

Financial institutions reference the ACH Rules in their agreements with customers. But how many understand the full scope of their obligations and responsibilities as originators? To many, the ACH Rules are daunting and confusing. Often, Notification of Changes are ignored, authorization forms for ACH debits and credits are missing essential language and notification of an unauthorized debit transaction is not reported to the financial institution until months after it occurred. Most customers do not know what options are available when a file is transmitted in error.

This session will identify ACH Rules pertaining to originators and provide suggested best practices policies and procedures to ensure that their obligations and responsibilities are met. It is geared toward originators, but offers guidelines that financial institutions may provide to its customers to ensure they understand their responsibilities as originators.

We encourage you to invite those in your organization who manage, execute and reconcile ACH payments on a daily basis, as this presentation may be beneficial for those individuals, providing an understanding of this important payment process.



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Speaker Biographical Information

Claudia Volk
Founding Principal, CJ Volk Associates, Inc.

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Directions to the Holiday Inn Select Norfolk Airport (1570 N. Military Highway, Norfolk VA):

From Richmond and Points West:

Take I-64 East.
Take Exit #281 (South Military Highway).
Immediately get in left lane.
Turn Left at first traffic light (Elizabeth Drive) and enter the hotel parking lot.

From the Carolinas and Points South:

Take I-95 North to I-295 North (beltway around Richmond) to I-64 East.
Take Exit #281 (South Military Highway). Immediately get in left lane.
Turn left at first traffic light (Elizabeth Drive).

If coming from Eastern North Carolina, pick up I-64 in Chesapeake, Virginia:

Take exit #282 (Northampton Blvd)
Get in Left Exit Lane and go left at traffic light at the end of the ramp
(you will pass under I-64).
Turn Right onto Military Hwy and enter the hotel parking lot

From Norfolk International Airport:

Follow airport access road to Main Exit.
Take a Left at first traffic light onto Azalea Garden Road.
Then turn left at first traffic light onto Military Highway.
Go under I-64 and turn left at first traffic light (Elizabeth Drive) into hotel.