



ePayment Implementation Workshop Agenda

Internet Banking, Cash Management, & Bill Pay

DAY ONE

8:30 – 8:45 a.m.

Introductions & Overview

8:45 – 9:45 a.m.

Internet Banking Customer Enrollment

9:45 – 10:00 a.m.

BREAK

10:00 – 11:00 a.m.

Internet Banking End User Features

11:00 – 11:30 a.m.

Review of Implementation Questionnaire

11:30 – 12:30 p.m.

LUNCH

12:30 – 1:30 p.m.

Internet Banking Reports

1:30 – 1:45 p.m.

BREAK

1:45 – 3:00 p.m.

Internet Banking Customer Maintenance

3:00 – 3:30 p.m.

Question & Answer Session



Internet Banking, Cash Management, & Bill Pay

DAY TWO

8:30 – 8:45 a.m.	Previous Day Recap and Current Day Review
8:45 – 9:15 a.m.	Internet Banking Customer Support
9:15 – 9:30 a.m.	Internet Banking Product Management
9:30 – 10:30 a.m.	Internet Banking Product Implementation
10:30 – 10:45 a.m.	BREAK
10:45 – 11:30 a.m.	End User Marketing
11:30 – 12:30 p.m.	LUNCH
12:30 – 1:15 p.m.	Cash Management Corporate Customer Enrollment
1:15 – 1:45 p.m.	Cash Management Maintenance & Report Processing
1:45 – 2:00 p.m.	BREAK
2:00 – 3:00 p.m.	Cash Management End User Features
3:00 – 3:30 p.m.	Question & Answer Session/ Review of Next Days Agenda



Internet Banking, Cash Management, & Bill Pay*

DAY THREE

8:30 - 8:45 a.m.	Previous Day Recap and Current Day Review
8:45 – 9:30 a.m.	Fidelity Bill Pay Customer Enrollment
9:30 – 10:15 a.m.	Fidelity Bill Pay End User Features
10:15 – 10:30 a.m.	BREAK
10:30 - 11:30 a.m.	Fidelity Bill Pay Administrative Overview & Reports
11:30 – 12:00 p.m.	Fidelity Bill Pay Customer Support & Product Management
12:00 -1:00 p.m.	LUNCH
1:00 – 1:15 p.m.	CheckFree Bill Pay Customer Enrollment
1:15 – 2:15 p.m.	CheckFree Bill Pay End User Features
2:15 – 2:30 p.m.	BREAK
2:30 – 3:30 p.m.	CheckFree Bill Pay Administrative Overview & Reports

** Participants that have purchased Fidelity Bill Pay will attend in the morning session only on day 3 and CheckFree participants will have the morning free and begin training at 1:00pm on Day 3.*