



“Faster Payments Knowledge Center”

Presented by

Education & Awareness Workgroup

September 15, 2020

Education & Awareness Work Group

Presenters



Charles Harkness

SVP, Strategic Operations Officer, Corporate One FCU

EAWG - Chair



Beatriz Saldivar

Director, Treasury & Payments, Axletree Solutions

EAWG – Subgroup Lead



Glenn Wheeler

Director, Item Processing Operations, Catalyst
Corporate Federal Credit Union

EAWG – Subgroup Lead



Steve Wasserman

CEO/Founder/Architect, Vments

EAWG – Vice Chair & Subgroup Lead

WELCOME!

- 1) Introduction to Education & Awareness Workgroup
- 2) Knowledge Center – Suite of Resources, Tools, News & Research
- 3) Insights from our Workgroup Members
 - Knowledge Center – Content Development
 - ✓ Glossary of Terms
 - ✓ Solution Provider Resource
 - ✓ Faster Payment Use Cases
- 4) Q&A



Education & Awareness Overview

Charles Harkness

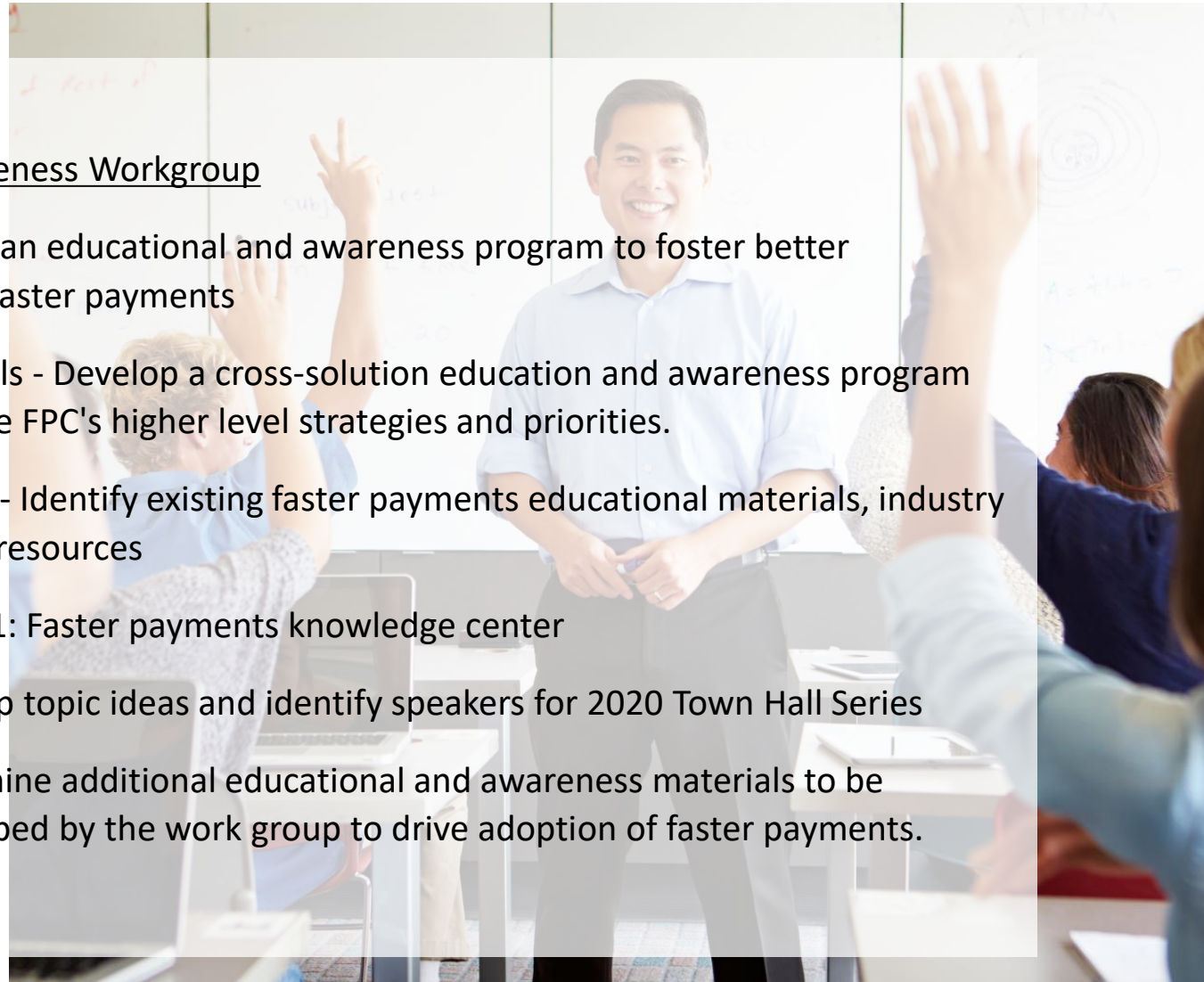
Education & Awareness Workgroup

Mission - Develop an educational and awareness program to foster better understanding of faster payments

Objective and Goals - Develop a cross-solution education and awareness program that aligns with the FPC's higher level strategies and priorities.

2020 Deliverables - Identify existing faster payments educational materials, industry guides, and other resources

- Phase 1: Faster payments knowledge center
- Develop topic ideas and identify speakers for 2020 Town Hall Series
- Determine additional educational and awareness materials to be developed by the work group to drive adoption of faster payments.



Education and Awareness – Town Hall Survey Results

Charles Harkness

Content that would be most relevant for KC

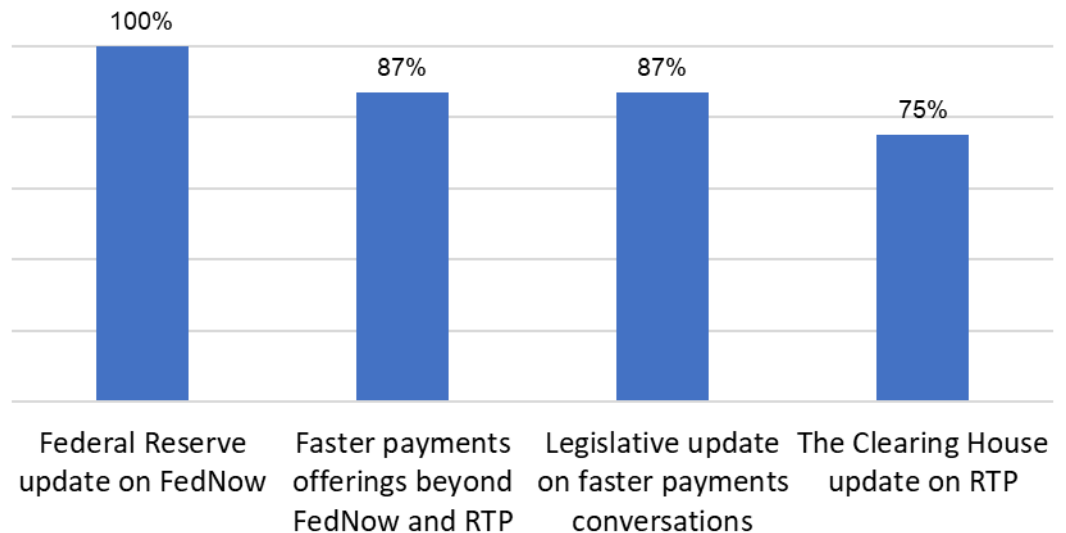
Topic	Rank
FAQs	4.8
Regulatory updates	4.1
White papers	4
Industry reports	3.9
Case studies	3.8
Technical guides/templates	3.8
Infographics	3.8

Support Town Halls open to the public and some just for FPC Members only?

Yes (56%), No (33%),
No response (11%)

**Knowledge Center
Made available to the public**
Yes (78%) No (22%)

Topics / Speakers for Town Hall Series



Faster Payments Knowledge Center

Charles Harkness

White Papers:

- Leveraging ISO 20022 – Models for Early Adopters (20022 Labs)
- Faster Payments and the Potential to Transform Bill Pay (Glenbrook Partners)
- Examining Faster Payments Fraud Prevention (Fraud Information Sharing WG)

Resources by EAWG:

- Faster Payments Glossary of Terms
- Faster Payments Use Cases
- Development of Solution Provider Resource

Where to find the resources?

- Knowledge Center Resources can be accessed at: <https://fasterpaymentscouncil.org/Guides-Research>
- Members Area Resources can be accessed under Work Group Deliverables by logging in at: <https://fasterpaymentscouncil.org/members>
- *Please contact memberservices@fasterpaymentscouncil.org if you need access to the Members portal.

Faster Payments Knowledge Center & more....

Charles Harkness



Industry Wide Resource
Industry Guides Research
Regulatory Updates
Technical Guides
White Papers

Welcome to the Faster Payments Knowledge Center – a comprehensive suite of resources, tools, news, and research to further faster payments learning. The Knowledge Center is a one-stop repository of all things faster payments designed for anyone seeking more information as they consider implementation.

- Demand for Real-Time Payments Rises Amid COVID-19 Pressure**
MobilePaymentsToday.com 04/07/2020
- Real-Time Payments are Here, And Many Banks Aren't Ready**
PaymentsSource.com 03/30/2020
- How Many Billions Will Be Transacted in the U.S. via Faster Payments in 2020**
PaymentsJournal.com 02/28/2020
- Will Faster Payments Lead to Faster Fraud?**
Forbes.com 02/02/2020
- Real-Time Payments Are Taking Off, and Card Users Could Benefit**
CreditCards.com 01/07/2020
- Fed's Faster Payments Network Likely Ahead of Schedule: Powell**
AmericanBanker.com 11/14/2019
- 2019 Will Be Remembered as a Pivotal Year in US Faster Payments**
PaymentsJournal.com 11/06/2019



Hospitals Press Insurers for Faster Payments in COVID-19 Crunch

Examining Faster Payments Fraud Prevention

Jul 29, 2020

Developed by the FPC Fraud Information Sharing Work Group, this research white paper takes a fresh look at the current fraud themes and trends, and approaches for mitigating these risks in a faster payments environment...



Faster Payments and the Potential to Transform Consumer Bill Pay

Jul 21, 2020

Developed in partnership with Glenbrook, this research white paper takes a close look at the two main models that serve the consumer bill pay industry today: biller direct model and bank bill pay model. The paper also explores how Request for Payment...



Leveraging ISO 20022: Models for Early Adopters

Jul 13, 2020

Our friends at 2022 Labs recently released a free discussion paper titled "Leveraging ISO 20022: An early-adopters' guide to data rich payments." It's a great resource to help any FPC member think through how they can capture the benefits of ISO 200...



Faster Payments Interoperability

Jun 03, 2020

By FPC - June 3, 2020

Developed by the FPC Network Committee, this white paper explores different models that can connect systems together to achieve payments interoperability such as point of origination, network to network, or with an intermediary, and how settlement co...



Financial Institution Safety & Security FAQs

Apr 13, 2020

By FPC - April 13, 2020

Developed by the FPC Safety & Security Work Group, the Financial Institution FAQs resource provides key terms and definitions to support faster payments understanding. In addition, it provides information to help FIs understand the safety and security...



Introducing the Faster Payments Playbook

Mar 20, 2020

By FPC - March 20, 2020

The Faster Payments Playbook is an online educational and decisioning platform to assist banks and credit unions develop a faster payments strategy from concept to reality...

Education & Awareness - Our Subgroups

Charles Harkness

Faster Payments Glossary Subgroup

SOURCE	TERM	DEFINITION
Glossary Terms team	Anti-money laundering (AML)	Set of laws, regulations and procedures set to prevent illegally obtained funds as legitimate income.
Glossary Terms team	ACH Operator	Processes all ACH transactions flows between the financial institutions and serves as central clearing facility for the network participants.
Glenbrook	Acquirer	Bank serving merchant in an open loop network.
First Data.com - Payments 101 Glossary (extensive alphabetical list of payment terms)	Address Verification System (AVS)	A security system requiring merchants to supply address information for a cardholder to the institution that issues the credit card in card-not-present transactions, including online purchases.
Epcor.org (sourced from Fed FP Task Force glossary no longer available online)	Addressing	Automated means to route/direct a transaction using a set of data that may employ directory service
Glossary Terms team	Adjustments	A transaction that corrects or modifies the amount or details of a payment entry.

Faster Payments Solutions Subgroup

Solution Provider Categories:

- Network Solutions for FIs
- Core Banking Provider Solutions
- FI's Ecosystem Solutions
- Other Non-Bank Solutions
- International Cross Border Specific Solution

Faster Payments Use Cases Subgroup

US Faster Payments Council - Education & Awareness Use CASE STUDY | <<<Company Name and Date>>>

CASE STUDY - <<<USE CASE TITLE>>>

<<<Brief abstract which could be used for search optimization or teaser marketing>>>

BACKGROUND

<<<Describe the companies involved. Next paragraph summarizes the problem and high-level solution>>>

PROBLEMS ADDRESSED - SENDERS/RECEIVERS

<<<Describe the primary problems for sender/receivers. Bullet points suggested>>>

PROBLEMS ADDRESSED - BANKS/SERVICE PROVIDERS

<<<Describe the primary problems addressed for banks/service providers. Bullet points suggested>>>

SOLUTION DETAILS

<<<Describe the solution details covering the following outline >>>

- Sending/receiving user experience
- Origination: Request or Push without request
- Information passed in the process (i.e. machine readable/other)
- Settlement timing between end parties (i.e. Immediate, Same Day)
- Settlement timing between financial intermediaries (i.e. Immediate, Same Day, Deferred Net Settlement)
- Funds origination (bank account, card, other non-bank)
- Funds destination (bank account, card, other non-bank)

IMPLEMENTATION PROCESS - SENDERS/RECEIVERS

<<<Describe the implementation process for senders/receivers covering the following outline >>>

- Onboarding
- Parties/Departments involved
- Timing
- System/Software Requirements
- Audit controls and trail
- Security

Glossary of Terms

Beatriz Saldivar



**Phase I:
Research**

Weekly
Meetings

Resources

Over 2,000+
terms



Phase II: Draft

**Phase III:
Socialize**

**Phase IV:
US FPC &
Fed team**

**Phase V:
Revisions**

**Phase VI:
Final**



Glossary of Terms – EAWG Subgroup Members

Susan Doyle, EPCOR

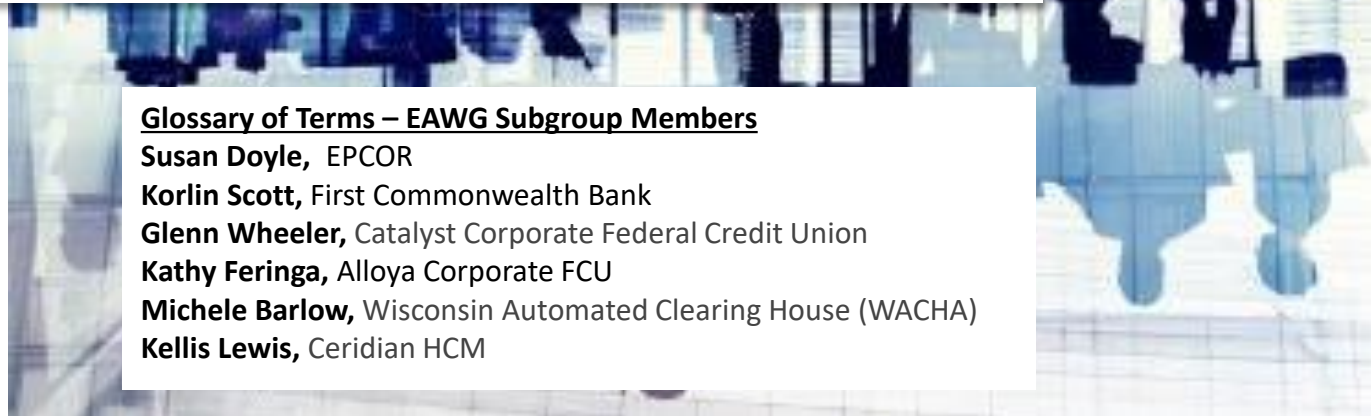
Korlin Scott, First Commonwealth Bank

Glenn Wheeler, Catalyst Corporate Federal Credit Union

Kathy Feringa, Alloya Corporate FCU

Michele Barlow, Wisconsin Automated Clearing House (WACHA)

Kellis Lewis, Ceridian HCM



Knowledge Center – Glossary of Terms

Beatriz Saldivar

- **Faster Payments Knowledge Center – Faster Payments Glossary of Terms**
- **This new resource within the Knowledge Center will help build awareness and continue to position the FPC as the go-to resource for all things faster payments.**
- **FPC Members Only (Phase 1)**
- **Provide an industry-wide resource on faster payments topics to help position the FPC as the go-to resource for all things faster payments.**
- **New page within the Faster Payments Knowledge Center - FPC.org. List of terms specifically tied to the faster payments industry**
- **The glossary will be updated as needed when new terms are identified that are relevant to the faster payments landscape.**



Faster Payments Glossary of Terms

The U.S. Faster Payments Council Education & Awareness Work Group aggregated a list of faster payments industry terms in the following glossary.

Term	Definition
Anti-money laundering (AML)	A set of laws, regulations, and procedures set to prevent illegally obtained funds as legitimate income. ¹
Automated Clearing House (ACH)	Automated Clearing House. An electronic payment network used most often with direct deposit of payroll checks and recurring payments. Can also be used to clear electronic checks, as well as Demand Deposit Account (DDA) transactions. ¹
ACH Operator	An entity that processes all ACH transaction flows between financial institutions and serves as the central clearing facility for the network participants. ¹
Acquirer	A bank serving a merchant in an open-loop network. ²
Address Verification System (AVS)	A security system requiring merchants to supply address information for a cardholder to the institution that issues the credit card in card-not-present transactions, including online purchases. ³
Addressing	An automated means to route/direct a transaction using a set of data that may employ a directory service. ⁴
Adjustments	A transaction that corrects or modifies the amount or details of a payment entry. ¹



Knowledge Center – Resources in Development

Payment Solutions Provider Subgroup – Glenn Wheeler

- Payment Solutions Provider Sub-Group Volunteers:
 - Glenn Wheeler, Charles Harkness, Steven Wasserman, Beatriz Saldivar, Korlin Scott, Liana Muller, Orlando Santos
- Education – Provide members a better understanding of existing Faster Payments solution providers and associated attributes.
- Awareness – Aligns with Faster Payments Task Force (FPTF) to build awareness to assist in core ecosystem goal of broad adoption.
- Sub-Group developed content including a Request for Information (RFI) Document, Master Grid Document, Introductory Cover Letter and an Online Survey.
- Publishing in FPC Knowledge Center Once Approved and Completed.



Knowledge Center – Resources in Development

Payment Solutions Provider Subgroup - Glenn Wheeler



Phase 1: Engage Solution Providers



Phase 2: Inventory Matrix Build in Knowledge Center

Mark your calendars!

3Q - Survey
4Q - Results



Payment Solutions Provider Survey

*Required Question(s)

* 1. Please provide your company name.

Company Name:

* 2. Please provide a high level summary of the payment solution.

350 characters left.

* 3. What is your Payment Solutions Provider Category? (select one)

- Network Solution for Financial Institution
- Third Party Solutions
- Core Banking Provider Solution
- Financial Institution Ecosystem Solution
- Other Non-Bank Solution
- Blockchain
- International Cross Border Specific Solution

US Faster Payments Council – Education & Awareness Work Group - Payment Solution Provider Sub Group

<<<Company Name and Date>>>

Payment Solutions Overview

High level Summary of solution

Payment Solutions Provider Category

Category: (Select One)

Network Solution for Financial Institution

Third Party Solutions

Core Banking Provider Solution

Financial Institution Ecosystem

Other Non-Bank Solution

Blockchain

International Cross Border Specific Solution

Summary of Solution

Clearing and Settlement

Timing – How fast funds in and out

US Faster Payments Council – Education & Awareness Work Group - Payment Solution Provider Sub Group

EFFECTIVENESS CRITERIA DEFINITIONS

This effectiveness criteria section was taken from is one of several documents prepared by the Faster Payments Task Force to establish a process to identify effective approaches for faster payments in the United States.

The Faster Payments Effectiveness Criteria were developed by the Federal Reserve-sponsored Faster Payments Task Force as a description of stakeholder needs that can be used to assess faster payments solutions and as a guide for innovation in the payments industry. The 320-member task force defined 36 effectiveness criteria grouped into the following six categories: Ubiquity, Efficiency, Safety and Security, Speed, Legal, and Effectiveness.

Summary definition (Separate in desired attributes. For effectiveness scale is established definitions for the following general criteria.

These criteria satisfy these criteria to the Solution sections have some other above evaluation ratings criteria sections.

Provider	Clearing and Settlement										Payment Types					
	Timing	Method	Irrevocable	Dispute Enabled	Refund Enabled	Settlement or Intermediary	Pre-funding Required	Net Settlement Usable	Applicable	Urgency Credit Available	Bilateral vs Multilateral	Push	Pull	Prerequisite/Recurring Debts	Request for Payments Push	
Provider XYZ	How fast funds in and out	ACH, Debit Card, etc	Yes/No	Yes/No	Yes/No	Direct or intermediary (see FRB)	Yes/No	Yes/No	Yes/No	Yes/No	Bilateral or Multilateral	Yes/No	Yes/No	Yes/No	Yes/No	

Additional profile details are covered in the solution provider specific profiles versus including all of these in this grid. These additional details for the profile are listed below. Another separate part of the profile covers the effectiveness criteria self rating based on the other determined from the Faster Payments Task Force.

- Technology Features
 - Virtual Accounts
 - Tokens
 - Contactless at POS
 - Contactless at ATMs
 - QR Code Enabled
 - APIs
 - POS integration
 - POS terminal compatible

Faster Payments Use Cases Subgroup Objectives and Members

Steve Wasserman

- **Objectives**

- Identify use cases for faster payments
- Create templates for consistent use case stories/studies and concepts
- Document sample use cases and enable member contributions

- **Sub-Group Members**

- Steven Wasserman – Vments
- William DiSenso – Vments Advisor
- Ana Garcia – JPMorgan Chase
- Beatriz Saldivar – Axeltree Solutions
- Leilani Doyle – U.S. Dataworks



Faster Payments Use Case Subgroup Activities & Timeline

Steve Wasserman

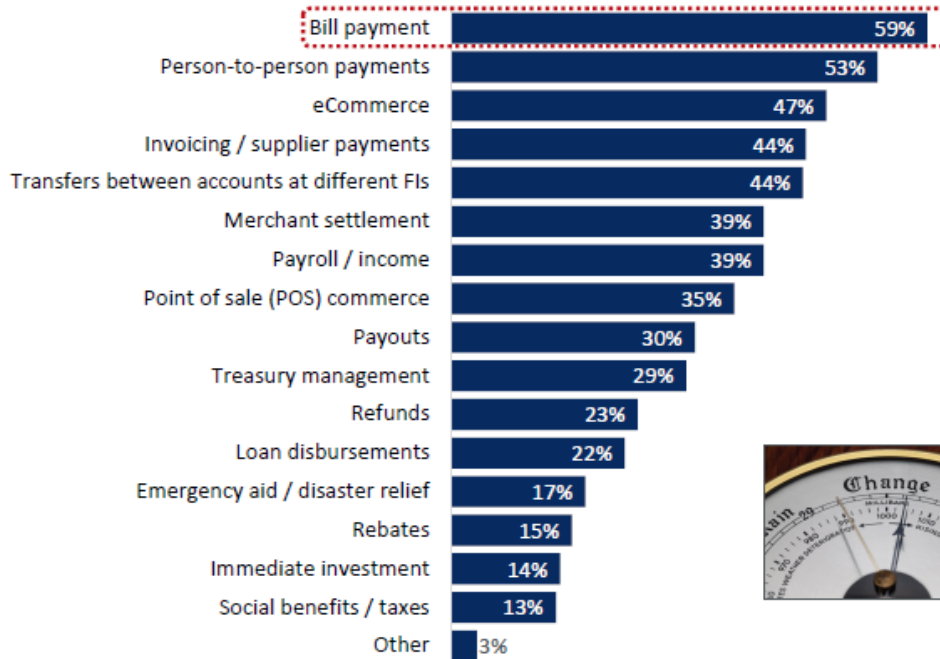
- **Winter/Spring 2020**
 - Collaborated list of use cases initiated from original EAWG meetings in 2019
 - Created a template for use case studies/stories
- **June/July 2020**
 - Reviewed sample stories submitted by Ana from Chase
 - Presented to EAWG and asked for additional use case story volunteers
- **August 2020**
 - Refined list of use cases
 - Created template for use case concept submissions
 - Reviewed a sample use case concept written up by Steve
 - Presented subgroup updates and call for story/study and/or concept submissions
- **Balance of 2020**
 - Member meeting presentation
 - Prepare deliverables for ops committee review as KC additions
 - Review members submitted use cases and prepare for KC content



Uses Cases – Glenbrook Study

Bill Payment is Viewed as the Top Use Case for Faster Payments

Use case driven implementation is crucial to spur adoption



Findings previously presented at the FPC Member Meeting October 2019

Question: For which use cases is your organization currently most interested in leveraging faster payments? Select all that apply.

@Glenbrook Partners 2020

GLENBROOK | Faster Payments Council 6

80% are paid biller direct; 20% is paid via bank bill pay; ripe for transformation

Thank you!

- Closing Remarks
- Q&A

