

CASHNet Summit 2009 - "Weathering the Perfect Storm Together"

Monday 11/16/2009	Tuesday 11/17/2009	Wednesday 11/18/2009
7:30am - 8:30am Breakfast (Pacific 3)	7:30am - 8:30am Breakfast (Pacific 3)	7:30am - 8:30am Breakfast (Pacific 3)
 8:30am - 9:15am Welcome (Pacific 1)	8:30am - 9:30am Breakout Sessions <i>eBill Panel: Helping Customers Understand What They Owe</i> (Pacific 1) <i>Power User Tips</i> (Pacific 2)	8:30am - 9:30am <i>CASHNet Security: We're in This Together</i> (Pacific 1)
9:15am - 10:15am <i>CASHNet is Pleased to Present...</i> (Pacific 1)	9:45am - 10:45am Breakout Sessions <i>MyPaymentPlan Panel: Giving Customers a Payment Alternative</i> (Pacific 1) <i>Departmental Cashiering vs Departmental Deposits</i> (Pacific 2)	9:45am - 10:45am <i>Credit Card Processing 101: A Behind-the-Scenes Look</i> (Pacific 1)
10:30am - 12:00pm <i>Everything You Wanted to Know About ACH but Were Afraid to Ask</i> (Pacific 1)	11:00am - 12:00pm Breakout Sessions <i>eRefund Panel: Putting the Money Back in the Customers' Pockets More Quickly</i> (Pacific 1) <i>The Service Challenge - From Customers to Staff</i> (Pacific 2)	11:00am - 12:00pm <i>CASHNet Enhancements: What's Next</i> (Pacific 1)
12:00pm - 1:00pm Lunch (Pacific View Courtyard)	12:00pm - 1:00pm Lunch (Pacific View Courtyard)	12:00pm - 1:15pm Closing Luncheon and Prize Drawings (Pacific View Courtyard)
1:00pm - 2:00pm <i>Weathering the Perfect Storm</i> (Pacific 1)	1:00pm - 2:00pm Breakout Sessions <i>eMarket Panel: Selling Just About Anything to Anyone</i> (Pacific 1) <i>CASHNet Reporting: Making Sense of the Data</i> (Pacific 2)	
		Thursday 11/19/2009 and Friday 11/20/2009
2:15pm - 3:15pm <i>It Takes a Village - or in Our Case, a Company</i> (Pacific 1)	2:15pm - 3:15pm Breakout Sessions <i>MPP Case Study</i> (Pacific 1) <i>eMarket Features: How Do I Make My Storefront Show That?</i> (Pacific 2)	7:30am - 8:30am Breakfast (Pacific 3)
3:30pm - 4:30pm <i>Birds-of-a-Feather Groups - Session 1</i> (Pacific 1, 2 and 3)	3:30pm - 4:30pm <i>Birds-of-a-Feather Groups - Session 2</i> (Pacific 1, 2 and 3)	8:30am - 12:00pm <i>Specialist Training: CASHNet Overview</i> (Pacific 1)
 On Monday evening from 7:00pm to 9:00pm, please join us for a private reception at the Outer Bay Wing of the Monterey Bay Aquarium. The aquarium is located next door to the hotel.		 <i>Expert Training: Managing Your ePayment Site</i> (Pacific 2)
		12:00pm - 1:00pm Lunch (Pacific View Courtyard)
		1:00pm - 5:00pm Training Continues (Training ends at 3:00pm on Friday)