



2026 MEMBERSHIP OVERVIEW

Your membership is the foundation of ePayResources!

WE ENGAGE

- Member-based not-for-profit payments association
- Advocacy and national representation

WE EDUCATE

- Payments Answerline™
- Training and conferences
- Publications, resources, and toolkits

WE EMPOWER

Our mission is to empower our members to be informed, compliant, and competitive in payments.



OUR EXPERTISE

31 teammates



15 unique credentials

AAP	AFPP	APRP	NCP	CAMS	CBAP
CCBCO	CCM	CGMA	CPA	CPFPP	
	CTP	MBA	NCP	PMP	

With an average of over 20 years of
payments experience per teammate!



Meet the Team



JEFF FOOTE
President & CEO



KRYSTLE BUCCI
Manager, Payments Education



VITO CIRACI
SVP, Chief Financial Officer



AUDRA COFFMAN
Director, Digital Media



WANDA DOWNS
SVP, Payments Education



VANESSA GARCIA
Director, Payments Risk
& Compliance



STEPHANIE HOTTLE
Director, Payments Education



BARBARA HUDGINS
Director, Payments Education



PAIGE JAGEL
Director, Instructional Design



MICHAEL JEFFCOAT
Director, Payments Education



APARNA KULKARNI
Director, Payments Risk & Compliance



ANGELICA LARRAÑAGA
Director, Payments Education



KRISTINA LAWLESS
Director, Payments Risk and
Compliance



ANNE-MARIE LEAKE
VP, Communications



TRACY MARSHALL
SVP, Chief Information
Officer



TRACY MERRITT
SVP, ePayAdvisors



DANIEL NGUYEN
Director,
Data & Information
Security



JOSE ORTIZ
Director, Payments
Risk & Compliance



YASMIN PORCARO
SVP,
Member & Industry Relations



LILY RAMOS
Manager, Administration



LEISA RICHARDSON
Manager, Administration



VIVIAN RINI
Manager,
Member & Industry Relations



AMANDA ROTH LISBERGER
Director, Administration
Assistant to President & CEO



AMBER SCHWEIGER
Director, Payments
Risk & Compliance



ANDRE SLATE
Director, Inventory &
Operations



STEPHANIE TISCH
SVP, Marketing & Brand Strategy



CRISSY TERRY
VP, Payments Consulting



KATY TODORA
Controller



STACY TURNER
Director,
Member & Industry Relations



JEANNE UNGER
Director,
Project Management &
Implementation



KENDRA WHITFIELD
Manager, Events & Admin



JESSICA ZITZER
Director, Payments
Risk & Compliance

MEMBER BENEFITS & OPPORTUNITIES

Payments Answerline™

Free Nacha Operating Rules Book

Discounted education and publications

\$150 ePayBucks to use in Online Store

Networking at premier national conferences

Connections Member Community

Fraud Meetings & Fraud Forum

Conference Planning Committee

Rules and Operations Committee

Educational scholarships

RESOURCES

Education bulletins

Payments news

Operations and fraud alerts

ACH volume reports

Mobile App

PRODUCTS & SERVICES

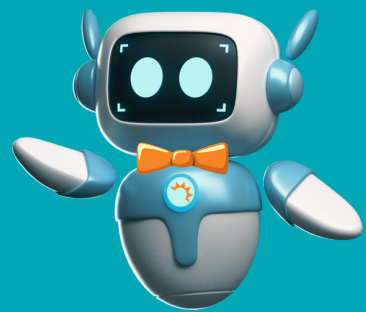
Free education 24/7/365 ePay^U

AAP, APRP, NCP, and AFPP training

ePayU Payments Degree

Introduction to BSA Certificate Program

Audits, risk assessments, and consulting



Ask ePayAssist™

The Electronic Payments Resource™

New AI chatbot helps you navigate your ePayResources membership journey, find general payments resources, and more!



How can I help you today?

How do I make sure my Originators know the ACH Rules?

Identiffee's Ida resource - a companion tool to the Nacha Rules.

Identiffee | ePayresources®

Ask IDA questions, get answers instantly.



Ask me any questions about the Nacha Operating Rules & Guidelines.

Summarize this section for me in 3 bullet points.



Annual Conferences



FINANCIAL
CRIMES
SYMPOSIUM
epayresources.org/FCS



PAYMENTS
UNIVERSITY
epayresources.org/PaymentsUniv



ePayCONNECT®
ePayConnect.org



"ePayConnect is fantastic. The content, the participants, the events; everything was first class."

As a sponsor and exhibitor, we will definitely be back again and again!"

Kevin James Miyamoto
Co-Founder & COO

Identifree

Payments Education 24/7/365



Payments
Systems Update



Check Systems
Investigations



Cross-Channel
Risk Academy



FedNow® Video
Series from The
Payments
Professor



Pants on Fire: Spot
Fraud Like the
Experts

FREE FOR FI MEMBERS



Get your annual Continuing Education Credits



Over 100 on-demand courses great for internal training and new staff



Choose from courses like Payments Systems Update, Check Systems Investigation, and more!

PAYMENTS DEGREE

- 30 courses; one-year program
- Designed for those who are new to the payments industry

ACH CERTIFICATE PROGRAM

- Excellent precursor to AAP Exam
- Expand your payments expertise beyond ACH with this six-month online program!

INTRODUCTION TO CARDS CERTIFICATE PROGRAM

- Expand your payments expertise beyond ACH with this six-month online program!

INTRODUCTION TO BSA CERTIFICATE PROGRAM

- Learn to effectively implement and manage a robust Bank Secrecy Act (BSA) compliance program



**CERTIFICATE
PROGRAMS**

SELECT YOUR PERSONA, COMMUNICATION PREFERENCES & TOPICS OF INTEREST

My ePayAccount

ABOUT ME | MY BENEFITS & RESOURCES | MY EPAYU | MY EVENT ACTIVITIES
MY INVOICES & ORDERS | MY REPORTS

Contact Information

Work phone (800) 475-0585 Fax (214) 438-4515
Email ACoffman@epayresources.org Title Director, Digital Media

What is the best description of your role? You can change your choice at any time.

Primary Persona EXECUTIVE

PERSONA DESCRIPTIONS

EXECUTIVE
Executive Officer, Head of Department, Board Member, Decision Maker, Strategic Influencer

FRONTLINE
Cash Management/Treasury Sales, HR/Training, Credit & Lending, Relationship Management, Branch, Customer/Member Service

OPERATIONS
Certified Professionals (e.g., AAP, NCP), Operations, Back Office, and Payments Processing (e.g., Check, Card, Wire, ACH, ATM, FedNow, RTP)

SPECIALTY
Audit, Compliance, Fraud, Risk Mgmt, Security, IT, Marketing, Product Development, Innovation

What emails would you like to receive?

Annual Conferences	Yes	Fraud Trends & Fraud Alerts	Yes	Partnerships, Exhibitors & Sponsorships	Yes
Compliance Topics (e.g. Audits & Risk Assessments)	Yes	Member Benefits & News	Yes	Weekly Connections Newsletter	Yes
Upcoming Education	Yes	Operations Alerts, Bulletins, and Rules Updates	Yes		

What topics interest you?

LOG IN – www.epayresources.org

Click My ePayProfile



➤ Select your **Communication Preferences**

➤ Click **My Benefits & Resources** tab to locate **Roster Update Instructions**

➤ Click **My Reports** tab to view Quarterly ACH Volume Reports

PODCASTS BY THOUGHT LEADERS



Your Host
Anne-Marie Leake
VP, Communications



Insight for a new era
of payments brought
to you by the experts
at ePayResources®

LISTEN ON  Spotify

 Listen on
Apple Podcasts

 Available on
YouTube

Featured topics include:

Instant Payments

Quantum Payments

Fighting Fraud

ISO 20022

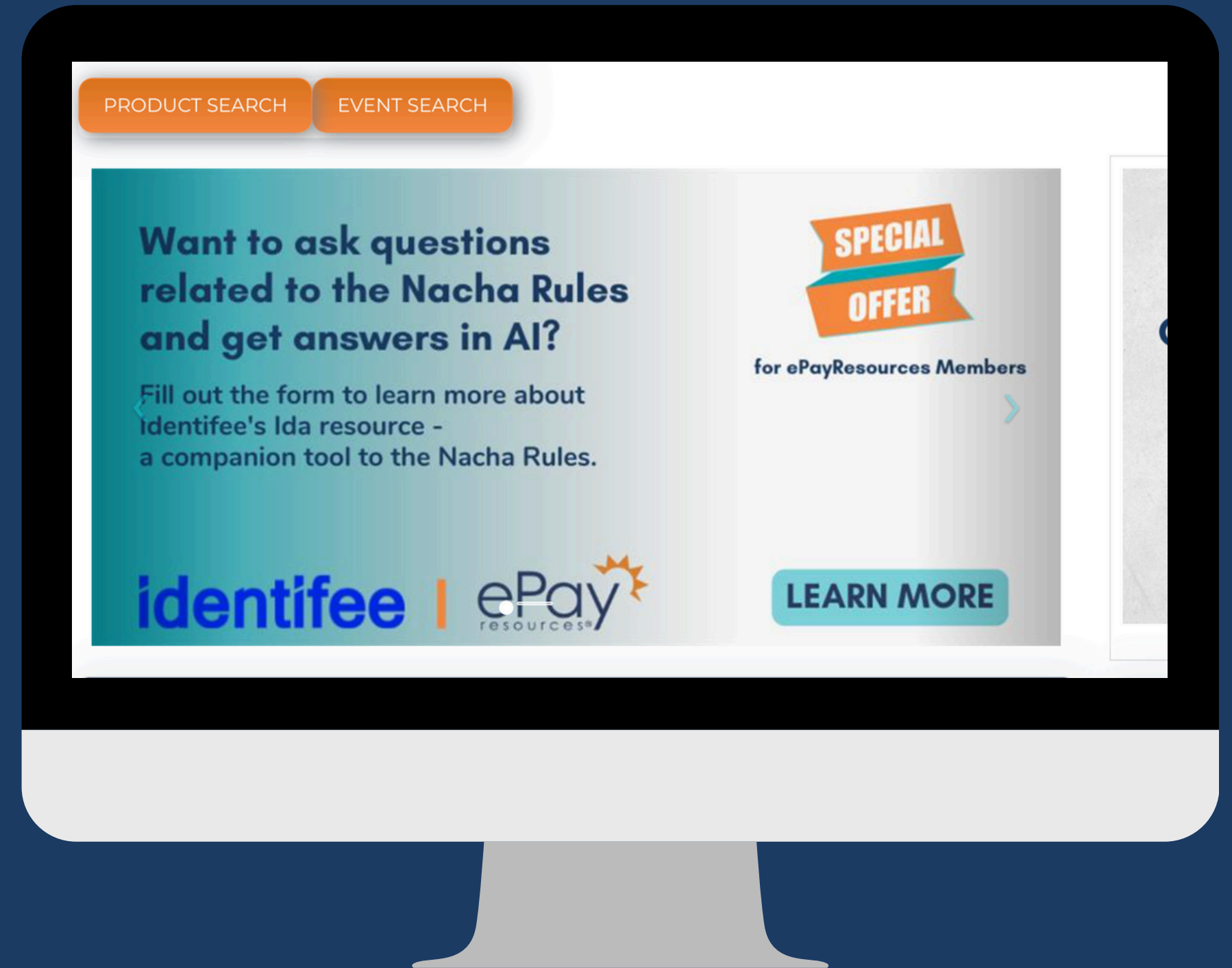
Compliance Issues

and much more!

SPECIAL DISCOUNTS AND DEALS

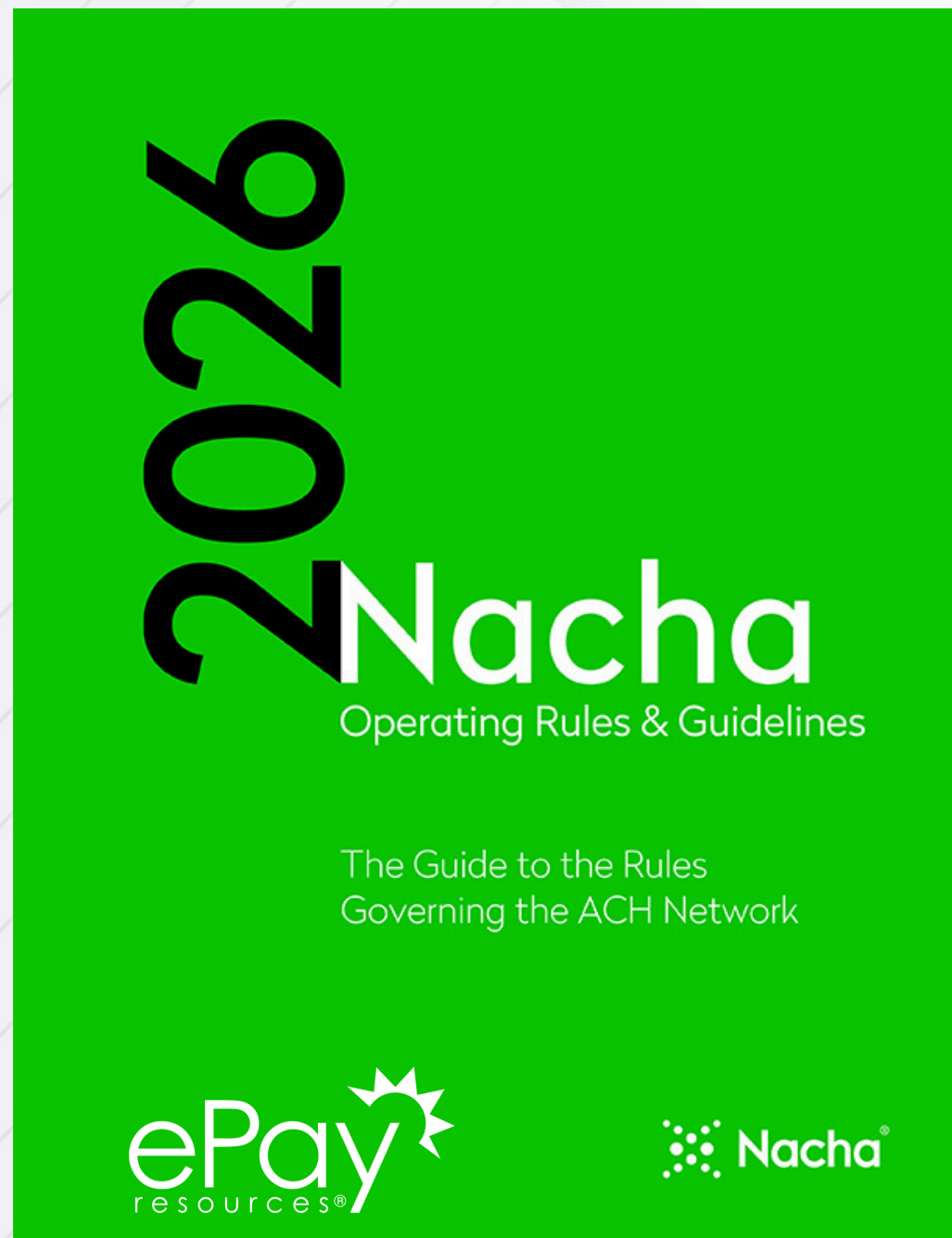
\$150 in ePayBucks
to use in our
Online Store

ePayBucks are applied in February of each year to the primary contact designated by your organization and can be used any time during the current calendar year for a single transaction in our Online Store.



ANNUAL EARLY BIRD PUBLICATIONS SALE

Get Nacha Operating Rules
and Guidelines and other
items at a reduced rate.



FRAUD FORUM COMMUNITY

- Discussions
- Microsessions
- Resource sharing
- Fraud Alerts
- Fraud Events Schedule
- and more!

Fraud Alerts:
\$1.2 Million
Reported Annually

Annual Fraud Meetings
30+ meetings
600+ attendees

**CONNECT
WITH
YOUR
PEERS!**

CONNECTIONS COMMUNITY

- Announcements
- Discussions
- Blog
- Members Only Resources
- Resource Library
- Mobile App



ORIGINATOR EDUCATION **COMMUNITY**

A place for ACH Originators and the ODFIs, Third-Party Service Providers, and Third-Party Senders that support them to network and find compliance support.

- Discussion posts
- Quarterly newsletter
- Blogs
- Podcasts
- Education opportunities
- And more!



Risk management, compliance, and consulting from trusted payments experts!

Audits

ACH

Wire Transfer

Merchant RDC

NEW Mobile Deposit Capture

Third Parties

NEW FedNow®

RTP®

NEW Zelle®

Customized Consulting

Originator Compliance Review

ACH Origination Program Implementation

Instant Payments Readiness

Policy and Procedure Review

NEW Reg E & Other Non-Traditional Audits

New Product Implementation

Payments Strategy

Risk Assessments

ACH

Wire Transfer

Merchant RDC

Mobile Deposit Capture

Third Parties

NEW Instant Payments

Ask about custom services!

Request a proposal: epayadvisors.com 800-475-0585, Option 5

info@epayadvisors.com

**Payments
Answerline™**

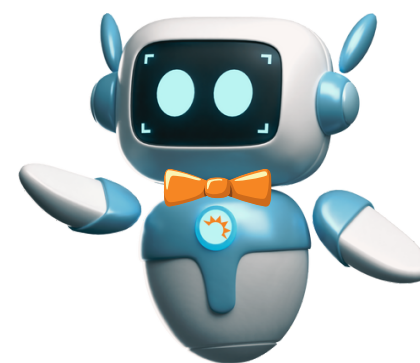
4,000+ calls



responded to
annually by our
certified experts

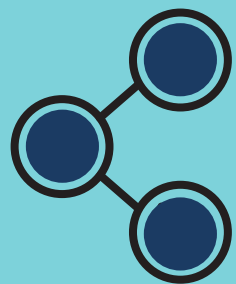
800-475-0585, Option 1

Connect With Us!



Ask ePayAssist™

The Electronic Payments Resource™



Membership Team

800-475-0585, Option 4

membership@epayresources.org