



2018 Utility Payment Conference

Subject to change

Our Sponsors



Name Tags



Lanyards



Social Hour Beverages



Padfolios

Monday, October 22

12:00 PM – 5:00 PM 12:00 PM – 3:00 PM	Registration Check-In <ul style="list-style-type: none"> Exhibitor Registration and Booth Set-up Utility Registration 	
1:30 PM – 3:00 PM	UPC At-a-Glance <ul style="list-style-type: none"> UPC Planning Committee shares how to take advantage of your time at the conference; Need to know on presentations, Acronyms and dual Utility Only Sessions Preview to Service Providers – Mavro Imaging, Paymentus and Fiserv 	Attendees are welcome to attend prior to registration
3:00 PM – 5:30 PM	Exhibit Booth Visits – Learn what our knowledgeable exhibitors can provide to assist you, your team and your company! Social Hour - Light appetizers and beverages	

Tuesday, October 23

7:30 AM – 5:00 PM 7:30 AM – 8:30 AM 7:30 AM – 9:00 AM	Registration Check-In Breakfast – in Exhibit Hall Booth Visits – Begin learning what our knowledgeable Exhibitors provide	
9:00 AM – 9:15 AM	Welcome to our 21st Annual Conference – UPC Team	
9:15 AM – 9:45 AM	Welcome to Orlando , Orlando Utilities Commission Representative	
9:45 AM – 10:45 AM	What Current Trends Mean for Bill Payment	
10:45 AM- 12:15 PM	Booth Visits Break	
12:15 PM – 1:15 PM	Lunch	
1:15 PM – 2:00 PM	TBA	
2:00 PM – 2:45 PM	TBA	
2:45 PM – 3:45 PM	Booth Visits	
3:45 PM – 4:30 PM	Leveraging PCI Compliance to Improve an Organization’s Enterprise Security Program	
4:30 PM – 5:30 PM	Session 1 - Utility Only	
5:30 PM	Enjoy Orlando!	

Wednesday, October 24

7:30 AM – 9:00 AM 7:30 AM – 8:30 AM	Booth Visits Breakfast	
9:00 AM – 9:15 AM	Welcome Back	

9:15 AM – 10:15 AM	Delivering an Excellent Customer Experience in an Evolving Digital World	
10:15 AM – 11:15 AM	Booth Visits Break	
11:15 AM – 12:15 PM	Efficient Billing and Payments	
12:15 PM – 1:15 PM	Lunch	
1:15 PM – 1:30 PM	Door Prize Drawings – Must be present to win!	
1:30 PM – 2:30 PM	Transforming the Customer Through Digital Engagement	
2:30 PM – 3:15 PM	Perpetually Paving the Path to Receivables Automation	
2:45 PM – 3:00 PM	Break	
3:00 PM – 4:00 PM	Speaker - NACHA	
4:00 PM – 5:30 PM	Session 2 - Utility Only	
5:30 PM	Enjoy Orlando	

Thursday, October 25

7:30 AM – 8:30 AM	Breakfast	
8:30 AM – 8:45 AM	Announcements Drawings	
8:45 AM – 9:45 AM	Speaker	
9:45 AM – 10:45 AM	Speaker - NACHA	
10:45 AM – 11:00 AM	Break	
11:00 AM – 11:45 AM	Panel / Break-out Session	
11:45 AM – 12 Noon	Closing Remarks	

Exhibitors/Sponsors:

Alacriti	Call-Em-All	Fidelity Express	Inlet	Mavro Imaging	U.S. Bank
Allison Payments	Clearwater Payments	Fifth Third Bank	IntraNext Systems	Paymentus	
BNY Mellon	CMI Group	FirsTech	JetPay	Speedpay a Western Union Co.	
	Creditron	Fiserv	KUBRA	Stevens Business Service	

We look forward to seeing you.