

CMSPI Client Connect | Day One

Time		Session	Description
2:00 – 2:15 P	Merchant Connections: Solving Payments Challenges Together	Welcome to CMSPI Client Connect	Our second annual event will focus on connecting merchants in the fight for a more fair and more competitive payments landscape.
2:15 – 3:00 P		Merchants in the Macroeconomy	CMSPI's Chief Economist will provide a macroeconomic update and analysis of the key trends driving payments behavior.
3:00 – 3:20 P		Payments BINGO	Learn more about your fellow merchants and their unique payments setups in this interactive activity.
3:20 – 3:50 P		Common Ground: Payments Challenge Breakouts	Now that you know more about your peers, find common ground with breakout roundtables discussing the most pressing challenges affecting merchants today.

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Time		Session	Description
4:00 – 4:20 P	Merchant Connections: Solving Payments Challenges Together	Mind the Data Gap	<p>What's the problem with payments data, and why do merchants and payment advocates have such a hard time finding the answers they need?</p> <p>CMSPI's data experts dive into the reality of payments acceptance data and how we connect it.</p>
4:25 – 5:00 P		Making Sense of Policy Change: Connecting the Dots in a Shifting Policy Environment	<p>With legal battles calling the future of Regulation II into question, significant developments state and federal payments policy, as well as a flurry of state activity on card fees and competition, merchant policy experts sit down with CMSPI to discuss the latest in payments policy.</p>
5:00 – 5:15 P		Closing Remarks	
6:30 P		Board Coaches for Dinner	
7:00 P		Networking Dinner	Delbar Middle Eastern Restaurant and Bar

CMSPI Client Connect | Day Two

Time		Session	Description
9:00 – 9:30 A	Digital Means... New Opportunities	Welcome	Our second day focuses on putting merchants front and center of the digital revolution. Kathy Hanna and Elley Frost discuss the role of merchants in shaping the next generation of commerce.
9:35 – 10:15 A	Digital Means... New Choices	The Future of Payments: A Payment Method Showdown	Members of CMSPI's Insights Advisory Council discuss the perfect payment method and assess how our current options stack up in this interactive session.
10:20 – 11:00 A		Turning Up the Heat on PINless	Dive into a merchant's experience of balancing approvals, fraud, and costs to implement an optimal PINless debit strategy.
11:05 – 11:45 A		Routing Realities: A Collaboration Case Study	Get access to exclusive insights from the CMSPI Platform, showcasing why digital developments might mean transactions aren't going where you'd expect. Hear from the experts partnering to tackle the challenge.
11:55 – 12:40 P	Digital Means... New Frameworks	What's Next? Innovation Breakouts	Sit down with industry experts to ask: what's next? From Agentic Commerce and stablecoins, Pay By Bank and tokens – leave with information and connections that will help you navigate the future of payments tech.
12:40 – 1:40 P		Networking Lunch	

CMSPI Client Connect | Day Two

Time		Session	Description
1:40 – 2:00 P	Digital Means... New Frameworks	Are You Smarter than a U.S. Payments Policy Advocate?	Test your U.S. Payments Policy knowledge in this regulatory matching game.
2:00 – 2:45 P		Policy in Payment Modernization	Hear from supplier partners on the role of public policy in payment modernization to create more inclusive and efficient payment systems.
2:55 – 3:40 P	Digital Means... New Strategies	Approval Pursuit	Merchants constantly make choices in an environment of uncertainty and limited information. In this activity, you'll take up the role of a payments operation team for an online merchant. Can you balance fraud losses, costs, and authorization rates, all without harming your customer?
3:40 – 4:10 P		Breaking Down Silos: Approval Strategies	Fraud and payments team are often operating in silos. In this session, we'll explore how leading merchants are bridging the gap by collaborating on end-to-end strategies through approval optimization, fraud risk considerations, and cost efficiency.
4:20 – 5:00 P	Digital Means... New Landscapes	One Swipe Doesn't Fit All: Regional Realities in a Global Payments Word	Uncover the variations in payment method acceptance globally and ask what lessons we should learn from other regions.
5:00 – 5:15 P		Closing Remarks	