

National
Check
Payments
Certification

Policies and Procedures



2017

THE
NATIONAL CHECK PAYMENTS
CERTIFICATION
(NCPC™)

POLICIES AND PROCEDURES

VERSION 4 – MARCH 2017

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Electronic Check Clearing House Organization

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NOTICES

NCP®, THE NCP® LOGO, AND THE NCPC™ PROGRAM ARE TRADEMARKS OR REGISTERED TRADEMARKS OF THE ELECTRONIC CHECK CLEARING HOUSE ORGANIZATION.

ECCHO® AND THE ECCHO® LOGO ARE REGISTERED TRADEMARKS OF THE ELECTRONIC CHECK CLEARING HOUSE ORGANIZATION.

Application of the NCP Policies and Procedures Manual

By registering for the NCP examination, by taking the NCP examination, or by participating in or attending any ECCHO offered NCP educational class, each Registrant or NCP (National Check Professional) agrees to the terms set forth in this NCPC Policies and Procedures Manual (the "Manual"). ECCHO may amend this Manual at any time, and such amended Manual shall be effective upon the posting of the amended Manual to the ECCHO website or the NCP program website.

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Limitations

ECCHO™ will use reasonable efforts to offer and administer the NCP program and the NCP® certification examination in conformance with the NCP Policies and Procedures Manual, as amended from time to time.

IN NO EVENT SHALL ECCHO, ITS EMPLOYEES OR ITS EDUCATIONAL PARTNERS BE LIABLE TO ANY PERSON FOR ANY SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES AS A RESULT OF OR IN CONNECTION WITH A PERSON'S PARTICIPATION IN THE NCP PROGRAM OR AS A RESULT OF ANY ERROR, OMISSION OR NEGLIGENT ACT OF ECCHO, ITS EMPLOYEES OR ITS EDUCATIONAL PARTNERS IN CONNECTION WITH THE ADMINISTRATION OF THE NCP PROGRAM. UNDER NO CIRCUMSTANCES SHALL ECCHO'S LIABILITY FOR ACTS, OR FAILURE TO ACT, INCLUDING LIABILITY FOR BREACH OF CONTRACT, TORT, OR ANY OTHER CLAIM EXCEED IN THE AGGREGATE THE TOTAL OF FEES PAID BY THE CLAIMING CANDIDATE, NCP OR OTHER PERSON TO ECCHO FOR THE EXAMINATION OR EDUCATIONAL COURSES.

EDUCATION

A. EDUCATION

- Program Training Resources
 - Certain training materials for the NCP annual examination (the “Exam”) will be made available in soft copy and generally will be available for download
 - Resources can include:
 - Question of the Day
 - Sent via email each business day to all Exam Registrants to aid in study and preparation.
 - Intended to help familiarize the Registrant with the reference materials that were used by the Editorial Board to create the Exam as well as important topics influencing the check industry.
 - Each question is strictly designed as a study aid and does not contain the exact questions found on the Exam nor are they shown in the format identical to the multiple-choice format used on the annual Exam.
 - Emails to Registrants will be initiated in January each Exam year.
 - Payments Resource and Examination Prep (P.R.E.P.) Guide
 - Study guide developed and maintained by ECCHO™ to serve as one resource for persons preparing to take the Exam. The P.R.E.P. Guide includes an overview of the program, a training guide, quiz questions to reinforce key points and study tips.
 - ECCHO™ reserves the right to modify future editions to ensure the resource continues to align with the NCP Exam blueprint.
 - Will be provided no later than mid-November for those registering prior to release date.
 - Will be provided within 2 business days of registration if registering on or after release date.
 - Persons preparing for the Exam should use a range of primary and secondary materials regarding the check system, in addition to the NCP P.R.E.P. Guide.
 - Reference Materials
 - In addition to the Program Training Resources outlined above, a list of reference materials cited when developing Exam questions are recommended as additional reading. A current listing is available at http://www.eccho.org/ncpc_training.
- ECCHO™ Educational Program:
 - ECCHO™, in conjunction with subject matter experts from its initial NCP Educational Partners, developed and continues to maintain an Educational Program with training and other support materials. These program materials may include information regarding check payment rules and laws, check payment operations, fraud, risk and risk mitigation and products. Training delivery options may include in-person classes, webinars, recorded sessions and written materials. The ECCHO™ Educational Program is offered to the NCP Educational Partners in support of the Exam and the partners’ educational program.
 - ECCHO™ reserves the right to modify these materials as needed from time to time to ensure all training materials remain aligned with the NCP Exam blueprint.
- Continuing Education

EDUCATION

- For more details see the NCP® section within this document.
- A list of currently approved pre-authorized NCP® continuing education credits may be found at: http://www.eccho.org/ncpc_pre_approved_ce

EXAM

B. NCP EXAM

- Ideal Candidate
 - The ideal candidate to study for, take, and pass the Exam should have a minimum of two years of experience in the financial services industry and a desire to learn more about check payments as a whole. Relevant experience could include check or check image operations, treasury, product, card, fraud and/or risk.
- Certification Requirements
 - To become a certified NCP[®], a Registrant must achieve a passing score on the Exam.
- Examinations
 - The annual Exams are developed by a team of subject matter experts drawn from the ECCHO[™] membership and other industry resources with varied professional experience and expertise. The Editorial Board works under the guidance of ECCHO[™] and the Human Resources Research Organization (HumRRO) to build a valid and fair certification process following professional and regulatory guidelines.
 - HumRRO is an independent, nonprofit corporation with expertise in all aspects of the credentialing field, bringing to the development of the NCP Program more than 60 years of experience delivering hundreds of projects in job analysis and assessment.
 - Tests are administered by PSI at PSI authorized testing center locations. See Exam Administration section for details.
 - The Exam provides candidates the opportunity to demonstrate their expertise across the knowledge domains of check payments in the following categories:
 - Rules, Laws and Regulations
 - Fraud and Risk Mitigation
 - Operations
 - Products
 - Detailed information on these categories can be found at http://www.eccho.org/ncpc_exam_blueprint
 - The Exam is a computer-based examination with 120 multiple choice questions with 100 of the Exam questions to be scored. Twenty questions are pilot questions for future Exams and are not scored. Individual demographic questions will be asked at the end of the Exam.
 - Each question is worth one point. Registrants are not penalized for wrong answers, so it is to the Registrant's advantage to answer every question, even if it is a guess.
 - The Exam is valid, sound and legally defensible.
- Exam Window
 - Generally opens the third Saturday in April and remains open for three weeks (or four Saturdays). Specific test dates are posted at https://www.eccho.org/ncp_considering
- Registration

EXAM

- Due by March 31 or last business day of March. This is generally three weeks prior to start of Exam.
- How to register
 - o Online registration portal for individual or multiples at: <https://store.eccho.org>
 - Includes current pricing with payment options including credit card and invoice.
- Cancellations and refunds
 - o Registrations for the Exam may be canceled for a refund of the Exam registration fee minus an administrative fee if received by ECCHO™ one month prior to the open date of the Exam window of the Exam year initially registered.
 - o Refunds for payments made with a credit card will be credited back to the same card within 3-5 business days of request for cancellation, if cancelled in the appropriate timeframe.
 - o Refunds for payments made by check will be sent via check payable to the person/company sending the initial fee. Please allow three (3) weeks for the receipt of a refund check due to processing and mail time.
- Transfers/Deferrals
 - o Exam Registrants, who have registered with ECCHO™ but not yet registered/set Exam appointment with PSI, may move their examination period to the next Exam year by informing ECCHO™ prior to the start of the Exam window and paying a fee. For those who have already registered with PSI for that examination period there is an additional fee to move.
 - o Exam Registrants that have already exercised the option to move their Exam in previous year(s) may move their examination period to the next Exam year by informing ECCHO™ prior to the start of the Exam window and paying an additional fee. For those who have already registered with PSI for that examination period there is an additional fee to move.
 - o Exams can only be rolled over twice (for two years). After that, if not taken, the Exam fee is forfeited.
- Late Registration
 - o May be accepted up to April 30th (or last business day prior) with appropriate fee outlined at http://www.eccho.org/ncpc_exam_info. Please note that the test center location and test appointment options could be limited.
- Substitutions
 - o Substitutions for Registrants who no longer wish to take the Exam are allowable until approximately two weeks prior to the Exam window. ECCHO™ must be notified directly in the case of substitution requests and no fee will be assessed to support the associated administrative functions. If a substitution request is received by ECCHO™ after the deadline, the registration could be deferred to the next Exam window.
- Walk-In Registrants
 - o Are not allowed per PSI guidelines.
- Re-examination

EXAM

- Individuals who do not pass the Exam may pay an additional registration fee for each attempt and retake the Exam in a future annual Exam window without limitations.
- Denial of application for Exam
 - ECCHO™ in its sole discretion may refuse the application of any Registrant to take the Exam or participate in ECCHO-provided training sessions. Without limiting its discretion, ECCHO™ may, for example, refuse an application based on ECCHO's belief that a Registrant may undermine the integrity or effectiveness of the Exam.
- Delivery of ECCHO™ study materials
 - Please see Education section.
- Exam Administration
 - Once registered with ECCHO™ to take the Exam, Registrants will receive from ECCHO™ a confirmation ID number. This ID number is the “ECCHO ID” to be used when scheduling an Exam appointment with PSI.
 - Any scheduled Exam appointment dates and times will be at the discretion of the PSI Test center based upon appointment availability at that location. Registrants are encouraged to schedule their Exam appointment as soon as possible once they receive their ECCHO ID to ensure the preferred date and time at the PSI Test Center of choice. Exam appointments may be scheduled:
 - Via the Internet 24 hours a day at <https://candidate.psiexams.com>; or
 - Via telephone by calling PSI at (800) 211-2754 during business hours from 6:00 am – 5:00 pm (Pacific) - Monday through Friday and from 6:00 am – 2:00 pm (Pacific) on Saturday.
 - Scheduling your examination appointment with PSI
 - The PSI website offers Exam availability for appointment requests approximately three weeks before the Exam window opens.
 - Please note that some locations may have only 1 seat at a desired time or are limited in seating. It is advisable to schedule as soon as possible. The PSI website does not track or report the number of seats available by test center location/date/time.
 - Neither ECCHO™ nor PSI can guarantee that more than one individual will be able to take the Exam at the same test center location date/time.
 - Exam locations
 - Exams will be held at authorized PSI Test Center locations.
 - A complete listing of current PSI Test Centers can be found at https://candidate.psiexams.com/catalog/fti_agency_license_details.jsp?fromwhere=findtest&testid=2685 by selecting “Test Centers” link on the right.
 - Changes to an established examination date can be requested by logging into the individual's created account on the PSI website or by contacting ECCHO™ at 214-273-3200.
- Exam Day at the PSI Test Center
 - Requirements for admittance to testing center:
 - Two (2) forms of identification must be provided: one of these must be a photo ID such as a driver's license or government issued ID.

EXAM

- The name on the IDs must exactly match the name used during PSI appointment registration process.
- A copy of the email from PSI confirming the appointment location, date and time as well as your ECCHO ID # must be provided.
- It is a requirement to arrive at the Exam center location 30 minutes before the scheduled appointment.
- Securing Personal Items
 - PSI Test Centers may/may not have lockers or other areas to secure personal items. No personal items should be brought into the testing centers and PSI will not be responsible for any personal items. Know in advance how personal items are going to be secured including purses, cell phones, and other electronic devices.
- For more information on PSI Testing Center Regulations visit the PSI website at https://candidate.psiexams.com/fags/testcenter_regulations.jsp
- How the Exam works:
 - Computer-Based Test (CBT) accessible only at authorized PSI Test Centers
 - Testing centers and admittance to the examination area managed by the PSI Test Center on-site proctor
 - Current Exam is no longer than three (3) hours
- PSI Examination Tutorial
 - To view an example of a basic exam, visit the PSI website at <https://candidate.psiexams.com/tutorial.jsp>
 - Topics illustrated in this tutorial include:
 - Basic information about the test
 - Keyboard and keys to use during the test
 - Demonstration of how the Registrant can review the test
 - A short sample test provided by PSI of an unrelated topic
- Failure to Appear
 - Registrants who arrive outside of their scheduled Exam appointment time/date will be admitted based upon the availability and at the discretion of the PSI Test Center. If an appointment is missed in such a manner and no other available date/time is acceptable to reschedule, the Registrant must notify ECCHO™ directly and the Exam registration will be transferred to the next Exam window minus an administrative fee.
 - Registrants who do not keep their scheduled Exam appointment and fail to notify ECCHO™ will be subject to forfeiture of the Exam registration fee. The Registrant must re-register with both ECCHO™ and PSI and pay all applicable fees to take any future NCP Exam.
- PSI Test Center Closing for Emergency
 - In the event that severe weather or another emergency forces the closure of a testing center on a scheduled examination date, examinations will be rescheduled.
 - PSI personnel will attempt to contact Registrants in this situation.
 - Registrant may also check the status of a testing center schedule by calling (800) 733-9267.
 - Every effort will be made to reschedule Exams at a convenient date/time.
- Results

EXAM

- Exam Results and Scoring
 - The passing score (cut score) for each Exam is established by ECCHO™ in conjunction with the NCP Editorial Board and HumRRO.
 - Various quality assurance activities relative to the final scoring process are employed including:
 - Analysis of the question ratings from the Editorial Board judges
 - Review of all results prior to release to Registrants
 - Results validation/review and verification
 - All Exam questions are developed and reviewed by the NCP Editorial Board, who is considered the final technical authority on the accuracy and interpretation of the Exam questions and answers.
 - PSI testing facility, HumRRO and ECCHO™, as the certifying agent, routinely apply post-Exam administrative reviews of validity of Exam scores.
 - If irregularities are found, Registrant will be contacted and notified of procedures to address score validity issues.
 - Results cancelled or invalidated by ECCHO™
 - ECCHO™ is committed to only reporting valid Exam results and to have the highest integrity possible for the NCP program.
 - ECCHO™ reserves the right to cancel or withhold any Exam results, if in ECCHO's opinion, there is adequate reason to question its validity.
 - If the results are determined invalid due to a Registrant's misconduct, the Registrant must cooperate in the investigation.
 - If results are determined invalid due to circumstances beyond the control of the Registrant, ECCHO™ will investigate and if necessary arrange for a makeup examination for no additional fee.
 - Questions about results
 - Any questions about results can be directed to ncpc@eccho.org or 214-273-3200.
 - Timing
 - Examination results will be e-mailed to the Registrant no later than six weeks following the close of the Exam window.
- Exam Notifications
 - Each Registrant will receive an indication of either “Pass” or “No Pass” via email.
 - Exact Exam scores are not provided.
 - Results for specific questions will not be provided to Registrants.
 - Bar charts are included to indicate the overall level of performance as well as the performance in each of the tested Exam blueprint categories.
- Release of Information/Results
 - ECCHO™ is committed to the confidentiality of all registrant information and scores. Information regarding NCP examination results will only be released to the public or third parties by ECCHO™ in the following situations: (a) in the situations described below in this NCP Policies and Procedures Manual, (b) with consent of the Registrant or NCP®, (c) if required by law or a court proceeding or to otherwise to protect the interests of ECCHO™ and the NCP Program, or (d) if necessary to provide the NCP® with a product or service requested by the NCP®. ECCHO™ will post the NCP's name to the NCP® Directory on the

EXAM

ECCHO™ website upon passage of the Exam. During registration for the Exam, the Registrant, at its option, can supply their company name; if the company name is supplied it will also be listed in the NCP® Directory. Each NCP® may also be asked for permission upon passing, to provide the NCP's name to the training partner that conducted the NCP's training, to collect email addresses of other individual(s) that the Registrant wants notified of pass/fail and other information at ECCHO's discretion.

C. NATIONAL CHECK PROFESSIONAL (NCP)®

- Upon Passing the Exam
 - Newly certified NCPs will receive a certificate suitable for framing and a NCP® lapel pin. Additional certificates and/or lapel pins may be requested in writing from ECCHO™ for a fee.
 - The NCP's name will be added to the online NCP® Directory found at http://www.eccho.org/ncpc_current_ncp_dir.
 - NCPs in good standing are encouraged to use their designation in any professional setting including but not limited to: e-mail signatures, presentations, business cards and stationary and to wear their lapel pin proudly.
 - NCP's are encouraged to update their profiles with organizations that have stored information about them to ensure that their new designation will appear on all directories, communications, name tags, and other identifiers or listings.
 - ECCHO™ may request feedback or other input in support of the NCP® program through surveys, testimonials, endorsements, public acknowledgement of the program and/or means.
- Logo use
 - By the NCP®
 - A person that is a NCP® in good standing with ECCHO™ may use the professional logo in the following permitted uses for the sole purpose of indicating their status as an NCP®:
 - In conjunction with name/signature (including email signatures, letterhead, etc.);
 - On business or personal profiles in a social and professional online network, social media (e.g. LinkedIn), or website; and
 - As part of personal and/or professional introduction materials (such as name badges, business cards, stationery and professional directories).
 - NCP® shall use only the current format of the professional logo. A link to downloadable file(s) will be provided to NCP® upon passing the Exam.
 - By an Organization
 - An organization is authorized to use the professional logo only in connection with those employees or members that have achieved NCP® status and only in the following manner:
 - On any printed document or certificate for the employee or member;
 - On any commemorative award or keepsake (such as a plaque);
 - On any business cards or stationery for the employee or member; or
 - In organization's internal newsletter, directory, website, etc.
- Certification Period and Maintenance
 - Once the Exam has been taken and passed, the resulting NCP® certification is good for five years and may be extended indefinitely by meeting the continuing certification education requirements.
 - The term of each certification period expires annually on December 31
 - Within five years of passing the Exam, each NCP® must complete both:

- Fifty (50) NCP Continuing Education Credits of approved Continuing Education (subject to approval); and
 - Complete any three mandatory annual ECCHO™ workshops in the five year period. Workshop schedules and registration options can be found at http://www.eccho.org/ncpc_cont_edu
- For detailed information on the Continuing Education program, please visit http://www.eccho.org/ncpc_cont_edu and review the complete “National Check Payments Certification (NCP) Continuing Education Guide” document.
- Continuing Education Credits
 - The credit filing window is January 1st through March 31st each year for credits earned in the prior calendar year.
 - Each NCP® must file the credits annually by March 31 for each year they are reporting credits (late filing permitted until April 30).
 - An annual filing fee applies for all credits reported each year to ECCHO™.
 - A description of credit filing guidelines/instructions, considerations and applicable forms for the NCP program can be found in the “National Check Payments Certification (NCP) Continuing Education Guide” document at https://www.eccho.org/wordpress/wp-content/uploads/ContinuingEducation_FINAL_March2017.pdf
 - Extension Filing:
 - To earn and file credits after the annual December 31st deadline for earning credits, an application for extension must be filed with ECCHO™ no later than April 15th of the following year to extend prior year earning period.
 - Visit http://www.eccho.org/ncpc_cont_edu for detailed information and applicable form(s).
 - Pre-approved credits:
 - Credits recognized by the NCP Continuing Education program can include industry conferences, user groups, self-study, and other educational webinars.
 - Pre-approved credits from Approved Providers and links to their websites will be posted at http://www.eccho.org/ncpc_pre_approved_ce as the Pre-approved credits are accepted for the NCP program.
- Revoked Certification
 - ECCHO™ has the right at its sole discretion to revoke an NCP’s certification. ECCHO™ will use its right to revoke certification when it believes the NCP’s action undermines the creditability and reputation of the NCP program and/or ECCHO™. NCP® certification will be revoked if an NCP® is unprofessional, unethical, convicted of a criminal offense or of financial impropriety. Possible reasons for revocation include but are not limited to: unauthorized possession and/or distribution of Exam questions/answers or other Exam-related materials, having another person impersonate a Registrant at an Exam site for Exam completion, falsified registration or Exam forms (including demographic information) or other misrepresentations. Revocation may be appealed in writing to ECCHO™. Decisions about such appeals are at ECCHO’s sole discretion.

ECCHO™ MANAGEMENT OF NCP™ PROGRAM

D. ECCHO™ MANAGEMENT OF NCP PROGRAM

- Certifying Agent
 - As the Certifying Agent of the NCP program ECCHO™ has established programs and relationships to aid in the successful execution of the program.
 - Created the NCP Editorial Board consisting of subject matter experts in all aspects of check to establish and update the examination blueprint, develop, review and finalize examination questions and participate in the development of the Exam cut score. This Board is considered the final authority on the accuracy and interpretation of the Exam questions and answers.
 - Educational Partners: support the NCP program through training and preparation of Registrants for the examination. To learn more about Educational Partners, visit http://www.eccho.org/ncpc_training
 - Continuing Education (CE): To maintain certification an NCP® is required to earn approved NCP® CE credits in three years and complete mandatory workshops. Continuing Education (CE) Providers are organizations that have been pre-approved to provide CE credits to aid NCPs in meeting these requirements. To learn more about CE Providers, visit http://www.eccho.org/ncpc_pre_approved_ce
- Non-discrimination
 - ECCHO™ does not discriminate among Registrants based on age, sex, race, religious preference, national origin, handicap, marital status or on any other basis. The program is open and available to all individuals and is not limited to those affiliated with ECCHO™. Special accommodations for individuals with handicaps can be arranged.
- Copyright and Ownership of NCP Materials
 - NCP examination forms, all Exam items including all questions and answers regardless of whether they have been included as part of a prior Exam or planned for a future Exam, NCP® training materials, and trademarks are owned and copyrighted by ECCHO™. Registrants must properly handle these copyright materials including but not limited to avoiding any action involving:
 - Reproducing, or attempting to reproduce, all or part of an examination;
 - Removal of examination materials from the testing room;
 - Aiding others by means of reconstructing any portion of an examination and/or training/education materials;
 - Publication or duplication of the NCP® training/education materials;
 - Impressible use of ECCHO™ or NCP® related logos and trademarks;
 - Selling, distributing, receiving or having unauthorized possession of any portion of an Exam; or
 - Publication or distribution of information from the ECCHO™ /NCP website. A breach of the copyright in ECCHO™ and NCP® materials by a Registrant or an NCP® may cause examination scores to be invalidated or an NCP's certification to be revoked (see Revoked Certification).
- Retention Policy
 - ECCHO™ maintains the following information for the period indicated:

ECCHO™ MANAGEMENT OF NCPC™ PROGRAM

- Registrant examination results for two years following the Exam.
 - Records on NCPs for the term of the certification and two years following the revocation or expiration of that certification.
 - Test questions and answers for at least two years following each Exam.
- Policy Exceptions
 - An exception may be made to a policy and/or procedure at ECCHO's sole discretion.
- Fee Schedule
 - Current fee schedule can be found at http://www.eccho.org/ncpc_exam_info

TERMS

E. TERMS

1. **Approved Provider**

- Organization that submits its education programs to ECCHO for review to be approved as eligible for NCP continuing education credits.

2. **CBT**

- Computer based training – The NCP Exam is a proctored CBT exam.

3. **CE**

- Continuing Education: Allows the NCP to extend the NCP designation by meeting the CE credit and workshop requirements as defined by the program in each renewal cycle

4. **Certifying Agent**

- ECCHO, the Electronic Check Clearing House Organization, is the certifying agent for the National Check Payments Certification (NCP) program that awards the National Check Professional (NCP®) designation.

5. **ECCHO**

- Electronic Check Clearing House Organization: is a not-for-profit, mutual benefit, national clearinghouse that is 100 percent owned by its member institutions. All U.S. depository financial institutions are eligible for ECCHO membership.

6. **HumRRO**

- Human Resource Research Organization - an independent, nonprofit corporation with expertise in all aspects of the credentialing field. HumRRO is the NCP™ program consultant.

7. **NCP**

- National Check Professional – designation upon achieving a passing score on the NCP Exam

8. **NCP**

- National Check Payments Certification program

9. **NCP Educational Partner**

- Organization that has agreed to partner with ECCHO to deliver specialized training for NCP Exam preparation. Partner trainers are certified by ECCHO to deliver the exam training courses and provide ongoing continuing education.

10. **NCP Exam**

- Certification Exam offered annually (the “Exam”) comprised of 120 multiple-choice questions and administered annually at PSI testing locations

TERMS

11. P.R.E.P. Guide

- Payments Resource and Examination Preparation study guide developed and maintained by ECCHO to aid persons preparing to take the Exam. Includes an overview of the program, a training guide, quiz questions, study tips and a sample multiple-choice exam.

12. Pre-Approved Credit

- Credits reviewed and approved by ECCHO as eligible for the NCP Continuing Education program

13. PSI

- Proctor administering the computer-based Exam at nationwide testing locations

14. Renewal Period

- Timeframe in which the NCP must meet the continuing education requirements