



# 2018 Member Benefits & Services Catalog

Your guide to making the most of your PAR/WACHA membership.



**PAR/WACHA believes** that our responsibility is to create value and provide exemplary support. Our most important role is responsiveness in providing excellent service to our members, as well as being their primary source for questions, education and expertise for all their payments needs – ACH, Check, Card, Wire and Faster Payments.

WACHA is a not for profit trade association devoted to providing support to its members to help them maintain compliance, improve operational processes, and mitigate fraud and risk.

PAR is a for profit subsidiary that is a provider of ACH Audits, RDC Risk Assessments and Unclaimed Property Services to its members and non-members.

*Vision Statement: Be the leader in advocating, innovating and supporting all things payments.*

*Mission Statement: The payments experts – providing comprehensive solutions and exceptional support to the market.*

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# Member Support

Membership in WACHA means everyone within your organization has access to an entire staff of payments professionals dedicated to serving you. WACHA offers financial institutions and affiliated organizations a wide array of services to assist you in maintaining compliance, mitigating risk and fraud and improving operational processes.

WACHA recognizes that our members have different needs. As a WACHA member, your entire staff has access to personalized support services.

**WACHA Help Desk** – (800)453-1843

**Members Email** – [info@wacha.org](mailto:info@wacha.org)

**WACHA Website** – [www.wacha.org](http://www.wacha.org)

**WACHA Fax** – 262-345-1246

[If you would like more information on becoming a PAR/WACHA member, click here.](#)

Share our contact information with others in your organization including check, wire, card, compliance, audit, risk and security, and faster payments staff members.

## WACHA as our RPA

*“I love WACHA!! The staff has a wide range of knowledgeable staff that can answer virtually any question I have, from legal to compliance! They always respond timely, sometimes via email before my voice message is complete! I wouldn't be where I am today without the folks from WACHA!*

*Thank you!”*

*- Jennifer Hatfield / QCRH*

# Benefits of Membership

We support our members by taking up the industry issues that affect them as well as providing training, advisory services, risk remediation services and tools that make their job in the payments profession easier.

## Payments Advocacy:

- **Payments Service Help Desk:** staffed by our Accredited ACH Professionals (AAPs) and National Check Professionals (NCPs), the Help Desk is available any time you have a payment question

or need a second opinion on a situation (including: ACH, check, card, faster payments, wire and unclaimed property)

- **Payments Peer Group:** allows you to share in the knowledge and experience of other payments professionals; pose questions for comments/feedback, add comments, and review all other questions/comments to expand your knowledge base
- **Committees:** opportunity to exchange information and provide input to ensure your needs are being met by participating in the following: Conference, Education, Operations and Fin Tech Committees
- **Influence on Industry Rules and Strategies on a National Level:** as a Regional Payments Association of NACHA, PAR/WACHA provides a united voice and strong visibility for our members of all sizes in ACH rule development
- **Payment Publications:** we created a variety of reference materials as well as electronic publications to be used as templates in your internal procedures, agreements, or for compliance and educational distribution to corporate customers
- **Special Rates and Discounts on Industry Products and Services:** we have many partnerships and special arrangements with other payment industry leaders that allows for special rates and discounts for PAR/WACHA members on certain products and services offered by these organizations
- **Participation in Industry Pilot Programs:** we are always looking to add products and services that will benefit our members who can help customize and develop our new items all the way from concept to market by participating in the Pilot Programs
- **Members Only Website:** provides you with free Sample Forms and Agreements (e.g., ACH Origination Agreement, Stop Payment Forms, Written Statement of Unauthorized Debit form, and many more), access to the latest ACH rule updates- including Same Day ACH FAQs, special payments news articles written by payments/banking attorneys, and more

- **NACHA Operating Rules & Guidelines:** receive a copy annually

#### Payments Education:

- **In-Person, Webinar, On-Demand E-Learning Training:** available on all payment types and related topics including: ACH, Wire, Check, Card, Fraud, Regulations, Faster Payments and more
- **Annual PAR/WACHA Events:** Electronic Payments Conference, Payments University, Fraud Day, and other Symposiums
- **Custom Training:** you tell us your training goals and we will create a custom training session specifically tailored to your needs, performed on-site or via webinar
- **Accreditation Programs for:** Accredited ACH Professional (AAP), Accredited Payments Risk Professional (APRP), National Check Professional (NCP) and continuing education credits
- **Lunch and Learn webinars** to help you earn continuing education credits
- **E-newsletters**
- **Quarterly industry updates**

#### Payments Risk Mitigation and Compliance

- **Performing your annual ACH Audit:** above and beyond the audit requirements of the NACHA Rules, all aspects of your ACH operations will be thoroughly reviewed while solutions are recommended and your staff is trained
- **Performing your ACH and/or Remote Deposit Capture (RDC) Risk Assessment:** will help safeguard your institution from potential loss, staff will receive custom education and solutions to ensure sufficient controls are in place
- **Advisory Services:** if you need guidance or advice in a payment area, we can assist with any area of your ACH or RDC Operations or Faster Payments
- **InfoAdvisor:** receive fraud alerts

## Advisory Services

- **Consulting Services:** Looking at onboarding a new Originator or a Third-Party Sender? WACHA can help you look at the risks and procedures you need in place to mitigate that risk.

- **Faster Payments:** learn your options, latest updates and necessary information
- **Mobile Payments:** what are the trends and risks associated with mobile payments, and is it a part of Faster Payments?
- **ACH Policies and Review Procedures and Agreements Review**
- **Unclaimed Property policies, procedures and necessary updates**

[If you would like more information on becoming a PAR/WACHA member, click here.](#)

## Compliance Services

At PAR/WACHA, it is our goal to help you mitigate risk while maintaining regulatory compliance in the payments arena. To realize this goal, we offer a wide-range of compliance services including audits, risk assessments, advisory, unclaimed property, and escheatment services. Our trained staff of AAPs goes above and beyond the basic requirements. We will not only offer solutions and staff training to ensure compliance and mitigate risk, but also help improve operational procedures and efficiency.

- Financial Institution ACH Audit
- Third-Party Sender ACH Audit
- ACH Risk Assessment
- Remote Deposit Capture (RDC) Risk Assessment
- Unclaimed Property Policy/Procedure Guidelines
- Owner Location Services
- Annual Unclaimed Property Reporting

*“What impressed me most about the Audit and Risk Assessment is the follow up and support PAR/WACHA provided AFTER the review. They have a sincere interest to help their clients improve their business practices and be successful.”*

*– Jan Loo, VP Territorial Savings Bank, Honolulu Hawaii*

## WACHA Committees

- **Education:** The WACHA Education Committee provides guidance and direction regarding PAR/WACHA’s educational offerings and publications to ensure our members’ needs are met.

- **Operations:** The Operations Committee reviews all NACHA’s RFCs and Ballots. This committee also reviews legislative issues and provides comments.
- **Fin Tech:** This committee will evaluate the different processes, products and services with Faster Payments and technology providers with the intent of identifying opportunities to provide education, training, audits, and other services and support to its members. This committee will also assist in the development of a vendor relationship program where our members will receive a discount for selecting an approved product or service and possible assistance with installation, implementation, establishment of monitoring and controls and development of audit and other procedures and practices.
- **Conference Planning Committee:** This committee provides guidance, direction and support in the planning and execution of the WACHA conference.
- Regulations
- Rule Changes
- Fraud
- Frontline Training
- Third-Party Senders
- Accredited ACH Professional (AAP) Courses
- National Check Professional (NCP) Courses
- Accredited Payments Risk Professional (APRP) Courses
- Lunch & Learns – These seminars are made available at no charge to encourage all of your personnel to become current and knowledgeable on issues of significance to our members’ organizations.

## E-University

Similar to a webinar, these on-demand training courses are available 24/7 and can be accessed multiple times for training on your terms – at your own pace, anytime, any day, from anywhere.

Courses are similar to a webinar and are 30 to 90 minutes in length. Modules are bite-sized sessions that focus on a specific topic and can be completed in 10 to 15 minutes.

E-University combines a visual presentation with presenter voice streaming. Sessions are led by Accredited ACH Professionals (AAP), National Check Professionals (NCP) and industry experts. Many sessions are designed to be used for continuing education credits.

Courses may contain reference and take away materials to be used immediately at your organization.

## Certificate Training Programs

### Accredited ACH Professional (AAP) Certification

AAPs are an elite group of highly-skilled professionals who are recognized for their electronic payments expertise and who have a strong competitive edge in functioning as effective partners in the business and financial arenas. The AAP accreditation is recognized as the gold standard in ACH excellence.

The AAP certification exam is conducted every year in October. PAR/WACHA offers a comprehensive preparation program and study kit, so those who want to become AAPs can walk through the exam doors with confidence in their

# Educational Offers

Designed for all knowledge levels, our Payment Experts offer training on ACH, Remote Deposit Capture (RDC), Wire, Card, Regulations, Compliance, Faster Payments and more via multiple learning platforms.

## Webinars

Our webinars are interactive, allow time for live questions, and often include real case studies. They are an economical way to train multiple staff members at one time, with no need for travel. Members can enroll in webinar training at 50 percent off, and the topics shine a light in every corner of the payments industry.

### Webinar Training Topics:

- ACH
- Compliance & Risk Remediation
- Audits
- Unclaimed Property & Escheatment
- Cards
- Checks
- Wire
- Faster Payments
- Origination

ACH knowledge. If you don't pass with our AAP Package we pay.

### **National Check Professional (NCP) Certification**

The NCPC (National Check Professional Certification) program is sponsored by the Electronic Check Clearing House Organization (ECCHO). This designation recognizes professionals who have successfully proven a certain level of understanding of the current check payments landscape.

Having a NCP on staff will help your financial institution stay compliant, decrease losses, and be ahead of the curve! NCPs have proven knowledge in every significant aspect of the check payment system including: products and operations, relevant rules and laws, industry standards, and fraud and risk mitigation.

### **Accredited Payments Risk Professional (APRP) Certification**

Becoming an APRP will help you to advance both your financial institution as well as your career. Having an APRP employee shows examiners that your Financial Institution is committed to risk management and regulatory compliance. As an APRP, you can rest assured that you will rise above the rest by exemplifying that you are committed to your payments-related profession and helping your employer remediate risk.

## **WACHA's Education Club**

Maximize your training budget and meet your educational goals by joining WACHA's Education Club. Our pre-paid Education Club allows you to register for multiple programs at a discount of up to 25 percent. The credits offered by this package may be used throughout the year by any of your staff members in any combination of half-day, full-day programs, and/or eligible webinars.

The Education Club runs on a calendar year basis. Unused credits cannot be carried forward to the next calendar year; therefore, we recommend that you plan your training in advance and make substitutions as needed.

## **Educational Events & Scholarships**

### **Payments University**

Whether you are new to the payments industry or desire a higher understanding of payments, the multi-track agenda provides targeted education through fundamental and advanced courses. Payments University is an intense, collegiate-style learning environment. This is a two-day training event filled with multiple payments topics in two tracks, basic and advanced. Attendees will receive 12.3 AAP credits and 3 NCP credits.

### **Electronic Payments Conference**

WACHA's Electronic Payments Pre-Conference and Conference hosts a number of prestigious speakers in the payments industry. Sessions frequently include Same Day ACH, cybersecurity, fraud, Faster Payments, mobile, and the current and upcoming trends in payments.

### **Scholarships**

Every year, PAR/WACHA provides our members an opportunity to win scholarships that pay admission to an industry event where they can gain additional knowledge on the payments scene.

To enter, individuals complete an essay as to why they should be awarded a scholarship. Scholarship winners receive free admission to one of the following events:

- The Payments Institute (NACHA)
- Payments University
- WACHA Conference
- Compliance Symposium