

EXAMINATIONS BY PSI SERVICES LLC

ECCHO is a service of The Clearing House Payments Company L.L.C. which has contracted with PSI Services LLC (PSI) to deliver the National Check Payments Certification (NCPC) program examination.

ELIGIBILITY FOR THE EXAMINATION

Once you have registered with and been approved by ECCHO, you will receive an email confirmation from the program administrator at NCP Connection (ncpc@eccho.org). You are responsible for contacting PSI to schedule your examination date and time. Your eligibility is valid for one examination attempt.

INTERNET SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates directly register for their exams online. Candidates register by accessing PSI's registration website at www.psiexams.com. Online registration is available 24 hours a day by following the steps below:

1. Log onto PSI's website: www.psiexams.com
2. Select Certification/Professional Associations
3. Select ECCHO from the Sponsor Name list and then click the link for the National Check Payments Certification.
4. Complete the associated registration form online and submit your information to PSI online.

Upon completion of the online registration form, you will be given the available exam dates and testing locations for scheduling your examination. Select your desired testing date and location.

TELEPHONE SCHEDULING

To schedule an examination, please call (800) 211-2754. The times of operation for live operators are as follows:

	Monday-Friday	Saturday-Sunday
Eastern Time	8:00am - 8:00pm	9:00am - 5:30pm
Central Time	7:00am - 7:00pm	8:00am - 4:30pm
Mountain Time	6:00am - 6:00pm	7:00am - 3:30pm
Pacific Time	5:00am - 5:00pm	6:00am - 2:30pm

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination by 4pm PT*. Examination fees subject to the following policy for transfer/cancellation: www.eccho.org/ncp_exam_details-3.

Note: A voice mail message is not an acceptable form of cancellation. Please call and speak to a Customer Service Representative, or you may go online to cancel.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid and you will not be able to take the examination as scheduled, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination. (See *Required Identification* section below)

SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must get pre-approved by the sponsor.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 211-2754. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psiexams.com.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site.*

REQUIRED IDENTIFICATION

You must provide 2 forms of identification. One must be a VALID form of government-issued identification (Driver's License, State ID, Passport) which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name (such as a debit or credit card). All identification provided *must exactly match the name you submitted to ECCHO upon registration.*

Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.



SECURITY PROCEDURES

Candidates will receive scratch paper and a pencil at the test site which will be collected again at the end of the exam.

The following items are not permitted in the examination room:

- All personal electronic devices, except those that are a medical necessity.
- Children or guests
- Cell phones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or reading material, music players, radios, electronic games, calculators, or briefcases.
- Personal items including watches, backpacks, pens, pencils, or other writing devices, food, drinks and good-luck items.
- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.

EXAMINATION RESULTS

Candidates will not view/receive their scores at test site.