

STREAMLINING A FINANCIAL INSTITUTION'S CASH MANAGEMENT ON-BOARDING PROCESS



THE PROJECT

A Massachusetts community bank was expanding its cash management services for a growing base of small and mid-sized business customers. NEACH Payments group (NPG) was asked to streamline the on-boarding process for new cash management customers by creating a Master Cash Management Agreement.

THE OBJECTIVES

- Provide a good first impression to the customer;
- Reduce the number of pages;
- Provide a single signature page;
- Make the process more convenient and efficient for the customer; and
- Prepare the bank for an influx of new business.

THE PROCESS

We interviewed key stakeholders for their insights, concerns, and expectations for the new process. In addition to targeting reduction of paper, customer satisfaction, and future automation, we considered issues in the areas of security, regulations; legality, and operations. Aspects of our work included:

- Researched how other banks their size handled cash management on-boarding
- Gathered every document involved, determined its purpose, its source, and its informational value to the customer and to the efficiency of the process
- Obtained a consensus from the interviews that showed agreement about the project's goals but varying opinions about how to attain them
- Created a Master Agreement to which all other cash management service agreements would be subordinate
- Reviewed the ACH, RDC, Wire, Positive Pay, and other addenda to ensure that regulatory and industry guidelines were being followed
- Tested the process with a fictitious customer and rectified any inconsistencies. amended documents, and processes accordingly
- Created a pathway for every step in the on-boarding process and allowances for variation depending on services chosen

THE RESULTS

Reduced the number of pages required for the Cash Management Master Agreement from 37 to 12. We identified only the necessary documentation for the services requested with **only one signature page**.

The documentation was streamlined, presented well, and effected an extremely favorable first impression on the customer.

The entire agreement with only the appropriate addenda was ready to present to the customer for signature.

 **25 pages**

Reduced the number of pages required for Cash Management Master Agreement from 37 to 12.

 **efficiency**

Identified only the necessary documentation for the services requested with **only one signature page**.

LOOKING AHEAD

The bank obtained a concise yet comprehensive operational process for its current and future cash management specialists. The process also gave the bank's officers, lenders, and branch managers a better understanding of and appreciation for cash management services.

CORE SERVICES

- *ACH COMPLIANCE AUDITS*
- *THIRD-PARTY SENDER AUDITS*
- *ACH RISK ASSESSMENTS*
- *RDC RISK ASSESSMENTS*
- *WIRE RISK ASSESSMENTS*
- *CASH MANAGEMENT SERVICES*
- *ESCHEATMENT SOLUTIONS*
- *TREASURY SOFTWARE*
- *PAYMENTS CONSULTING*

NEACH
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NPG offers a full suite of compliance, risk management, and consulting services to help you solve operational and regulatory challenges, manage risk, and drive business improvement. To request a quote or to book a service, please contact:

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