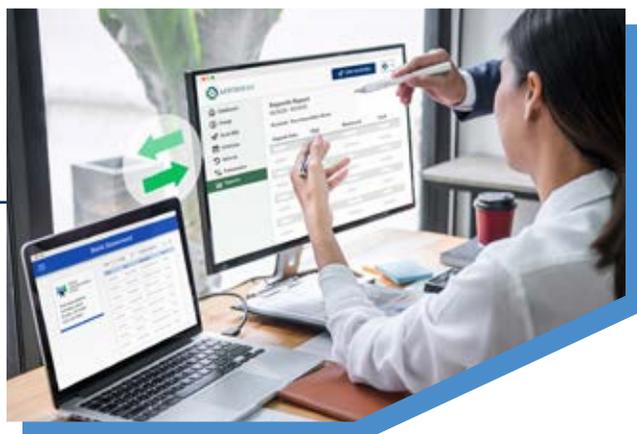




AFFINIPAY®  
for associations



## Improved Support and Faster Reconciliation for the Illinois CPA Society



ILLINOIS CPA SOCIETY®

Ryan Murnick is the Controller for the Illinois CPA Society (ICPAS), the professional association supporting more than 23,000 CPAs throughout

the state. For years, his organization had an existing payment processor that worked “just well enough” for their organization’s needs. They knew there had to be a better payment solution out there, but they resisted change thinking that making the switch would be too much of a challenge and a disruptive ordeal.

After years of “making it work” with this other processor, Murnick and his team reached a breaking point. “We were fed up,” said Murnick. “There were too many things that just weren’t right. Their customer service wasn’t what we needed or what we were hoping for, it was almost impossible to actually talk to a real person about our problems. Also, there was a LOT of cumbersome reconciliation that had to go on between multiple systems.”

### Making a Change

As the controller for ICPAS, Murnick knew more than almost anyone in his organization the importance of being able to reconcile down to the penny, as well as the frustration that came with not being able to get appropriate support when numbers didn’t match up. “We finally decided we wanted a different solution.”

After deciding to look for a new payment processor, Murnick and members of his team went to an industry conference looking for solutions, but doubtful they’d find the right fit. “We went to this show and met the AffiniPay team. After just a few minutes of talking with them, we had a really good feeling that their product and their team were going to be able to solve the problems we’d been experiencing.”

### Streamlining Reconciliation

Since making the switch to work with AffiniPay, things have been off to a great start for Murnick and ICPAS. “We’re thrilled at how fast and clean reconciliation has been,” commented Murnick. “We have great tools provided by Aura that does daily reconciliation between AffiniPay and Aptify, our member management software. Now each evening, the system automatically matches all transactions and we can review them the following day. This saves us hours of manually combing through reports each day and now we can complete our daily reconciliation in under an hour.”

**“The system automatically matches all transactions and we can review them the following day. This saves us hours of manually combing through reports and now we can complete our daily reconciliation in under an hour.”**

Ryan Murnick  
Controller, ICPAS



Murnick explained that with his previous payment processor, reconciliation was labor-intensive and often, if there was a discrepancy, they wouldn't even know about it until the end of the month because of the limited reporting and visibility their payment processor provided. "With AffiniPay, we have real-time visibility into our transactions and can immediately identify and fix any discrepancies. It's a huge relief and lets us work so much faster."

Additionally, reconciliation itself has become much more streamlined for ICPAS. "With AffiniPay, everything goes straight to the bank, which is fantastic from a reconciliation standpoint," noted Murnick. "Now, fees come out once a month rather than per transaction, letting us identify and expense the fees easily, in just a few minutes, rather than spending hours tracking down deposits and calculating processing fees on transactions every time."

### Direct Support

One of ICPAS' main drivers for looking for a new payment solution was the limited support they were receiving with their previous processor. "You'd call in and just get passed around and transferred to multiple different departments, and usually, you'd just end up with a voicemail message," explained Murnick. "With AffiniPay, if we have any questions we can just reach out to Janelle Benefield or her team if something comes up. We can get live voices on the phone and there is a team of specialists that we work with on a regular basis and so we do not have to explain who we are and what the situation is every time we start a call. It is nice to deal with people that you are familiar with and can easily jump in and answer questions quickly—that's been great."

Overall, the move to AffiniPay has been a complete success for ICPAS, according to Murnick. "We're so happy we made the switch to AffiniPay. Things are going really well so far, and we're excited about all the opportunities that we have to collaborate with them further in the months and years to come. It's already made things easier for our organization, and we think they'll make things easier for our members, too."

**"We can get live voices on the phone and there is a team of specialists that we work with on a regular basis and so we do not have to explain who we are and what the situation is every time we start a call. It is nice to deal with people that you are familiar with and can easily jump in and answer questions quickly—that's been great."**

Ryan Murnick  
Controller, ICPAS

