



Overview

Effective October 27, 2012, Adjustment, Correction or Rescission (ACR) actions for over the counter deposits made in either OTCnet or CA\$HLINK II must be performed in one of two ways, depending on the type of ACR action:

- **Directly In OTCnet:** Treasury General Account (TGA) banks and International Treasury General Account (ITGA) banks can process the ACR action directly in the OTCnet application; or
- **OTCnet Customer Service:** Agencies, TGA banks, and ITGA banks can contact the OTCnet Customer Service team

OTCnet only accepts Dollar Amount Adjustments and Return Item Adjustment ACR actions. Therefore, agencies and Financial Institutions (FIs) will need to contact OTCnet Customer Service to perform all other types of ACR actions.

The table below lists which types of ACR actions must be performed through OTCnet, which types of ACR actions must be performed through OTCnet Customer Service, and the associated processes for each (this table is also included in the attached PDF).

	Actions Performed in the OTCnet Application	Actions Performed Through OTCnet Customer Service
ACR TYPE	<ul style="list-style-type: none"> • Dollar Amount Adjustments (debit and credit) • Return Item Adjustments (may include small dollar amount <i>debit</i> adjustments for deposits without the original voucher available) 	<ul style="list-style-type: none"> • Small dollar amount <i>credit</i> adjustments where the original voucher cannot be identified • Correction of Agency Location Code (ALC), CAN Number, Voucher Date, or Voucher Number • Reversal of Deposit
PROCESS	<ol style="list-style-type: none"> 1. TGA and ITGA banks perform ACR action within the OTCnet application 2. ACR information will be available for agency access in OTCnet and the Transaction Reporting System (TRS) application 	<ol style="list-style-type: none"> 1. Authorized individuals from agencies, TGA banks, and ITGA banks send a request by email to the OTCnet Customer Service team by completing the Adjustment, Correction, or Rescission (ACR) Form and providing supporting detail information <ol style="list-style-type: none"> a. Access the form in the “References” section on the OTCnet homepage: http://fms.treas.gov/otcnet/index.html b. Submit the form to FMS.OTCChannel@citi.com 2. Upon receipt of the request, the OTCnet Customer Service team performs the ACR action on behalf of the agency within the TRS application 3. Agencies and FIs will receive an e-mail notification that the ACR was processed successfully