



## Dates to Remember

### December 2012:

- ◇ CA\$HLINK II turns off
- ◇ PCC OTC turns off
- ◇ Manual SF 215 processing no longer available



## Did You Know . . .

- ◇ ...Your PLSA/LSA can reset your password
- ◇ ... There is new firmware 1.2.1 and 1.5.1 available. Your agency will need to upgrade by Sept 2012

## Featured Links

### OTCnet Training

[www.fms.treas.gov/otcnet/training.html](http://www.fms.treas.gov/otcnet/training.html)

### OTCnet System Requirements

[www.fms.treas.gov/otcnet/OTCnet\\_SysReq.pdf](http://www.fms.treas.gov/otcnet/OTCnet_SysReq.pdf)

### OTCnet Login

[www.otcnet.fms.treas.gov](http://www.otcnet.fms.treas.gov)

## Meet Your FMS Team: Leaders Behind OTCnet

The OTCnet program is comprised of a large team that diligently works to ensure OTCnet continues to meet agencies' over the counter needs. After working with your Deployment Specialist to convert from PCC OTC to OTCnet or onboard new endpoints to Check Capture or Deposit Reporting, you should contact the Customer Service Team for ongoing support and assistance with system related questions or concerns.



The 11 members (six appear in the photo above) of the Customer Service Team provide support to all Federal Program Agencies (FPAs) and Financial Institutions (FIs) who use OTCnet and PCC OTC. Customer Service strives to provide exceptional service in assisting users of the US Treasury's OTC products. In their efforts, the Customer Service Team supports approximately 2,500 phone calls and 1,500 emails a month to assist agencies with their over the counter needs.

### Tips from Customer Service

- ◇ We are available to assist you once your Deployment Specialist has helped you complete your conversion!
- ◇ Don't have access to a phone line? Don't forget that you can email us at [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com)
- ◇ Call us anytime! We are able to help you 24/7, 365 days a year at 1 (866) 945-7920

Customer Service is comprised of several units that serve FIs and FPAs. The OTCnet unit is one that assists users with system specific question or concerns. This includes over-the-counter activities such as:

- ◇ User account creation questions and password resets
- ◇ Deposit and Check transaction information
- ◇ Troubleshooting issues
- ◇ Deposit Ticket and Debit Voucher questions
- ◇ System usage and navigation

The Information Security unit of Customer Service assists OTCnet users with initial user setup such as PLSA/LSAs and setting up the first level of the agency's hierarchy. They also assist FIs with their OTCnet user setup, as well as the setup of all PCC OTC users.

OTC Support helpdesk functions are carried out by the US Treasury's Financial Agent, Citi. The OTC Support helpdesk only supports the over the counter programs of OTCnet and PCC OTC. Although they are easily mistaken for the FMS Helpdesk, which is internal to Treasury and supports many other financial programs, they are two separate entities. The OTC Helpdesk assists with all OTCnet and PCC OTC system problems like password resets, user set ups and process walkthroughs. The FMS Helpdesk handles Treasury system-wide issues such as reactivating Single Sign On accounts and problems with ITIM, the user provisioning environment . If a user happens to call the FMS Helpdesk, please be assured that questions or concerns about the OTC programs will be forwarded to the appropriate Customer Service unit for further follow-up.

The Customer Service Team's hard work and dedication helps ensure agencies receive the best support to meet their over-the-counter needs. In the coming months, their continued dedication will ensure success as we convert agencies to OTCnet and onboard new agencies and financial institutions to OTCnet. You can reach Customer Service at 1 (866) 945-7920, [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com) or DSN 510-428-6824.

## CA\$HLINK II and PCC OTC Update

There are only 10 months left to convert from PCC OTC and transition from CA\$HLINK II to OTCnet. If your conversion has not begun, we want to ensure your agency is prepared.

Conversion information and requirements for FPAs and FIs will be sent in a timely manner to ensure agency conversion readiness. For those converting from both PCC OTC and CA\$HLINK II, conversion will occur in a single, integrated process. If your agency has not received its

conversion date, please contact Angela Smith at 202.874.4070. For any other questions, you may reach us at 703.377.5365.

### Important Conversion Dates to Remember:

- ◇ **Present–Oct. 2012:** PCC OTC and CA\$HLINK II Agencies convert to OTCnet
- ◇ **Dec. 2012:** CA\$HLINK II and PCC OTC are turned off and Manual SF 215 process no longer available

# OTCnet Connect

## New on the OTCnet Website

- ◇ Updated System Requirements
- ◇ Updated CIRA CSV File Overview



## OTCnet System Requirements

- ◇ Internet Explorer 7 or 8
- ◇ Windows 7, Vista, XP
- ◇ Java 1.20 or 1.24
- ◇ 32 Bit operating System

*Remember to inform your IT specialist about them!*

## Contact Us

**Telephone:**  
(703) 377-5365

**24/7 Customer Service:**  
(866) 945-7920

**Deployment Team**  
(703) 377-5586

**Web:**  
<http://fms.treas.gov/otcnet>

**Email:**  
FMS.OTCInformation@citi.com

## Announcing OTCnet Release 1.2.3 and 1.2.4

FMS makes continued efforts to improve OTCnet Online and Offline applications to better meet your over-the-counter needs.

On January 28, 2012, FMS successfully implemented Release 1.2.3.

OTCnet Release 1.2.3 primarily contains a system upgrade to expand Java Runtime Environment compatibility and improve system performance.

This new release of OTCnet also offers your agency the following benefits:

- ◇ Expanded Java Runtime Environment Compatibility: OTCnet now also supports Java Runtime Environment 1.6.0\_24, in addition to supporting Java 1.6.0\_20.
- ◇ Improved reporting performance due to back end modifications

Please note, your agency is not required to make any software upgrades with this new release and Java 1.6.0\_20 is still compatible with OTCnet.

Release 1.2.4 will be implemented in early spring 2012 to improve several Check Capture and Deposit Processing functionalities.

To learn more about past and upcoming releases, please visit the OTCnet website at:  
<http://www.fms.treas.gov/otcnet/releases.html>.

## An Update for FIs about OTCnet

100% of all TGA banks are on OTCnet and over 80% of over-the-counter agencies have been contacted to initiate their OTCnet conversion.

If your FI has a relationship with a federal agency that will be converting to OTCnet, you will also need to become a user of the system.

As electronic reporting becomes a higher priority, it is important that FIs begin to use OTCnet to continue supporting their current agencies.

Please visit the OTCnet website to learn more about transitioning to OTCnet and to receive information that will help plan your use of the system.

You can visit the website at:  
<http://www.fms.treas.gov/otcnet/newfi.html>.

## From the Desk of the Deployment Specialists



Michelle Raven  
OTCnet Deployment Specialist

Here are FI-specific questions we've received from agencies.

### 1. Does my financial institution need to be in OTCnet for my agency to use the Deposit Reporting function?

Yes, in order for your agency to prepare the electronic Deposit Ticket (SF 215) in OTCnet, your agency will need to be associated with an OTCnet Financial Institution (FI). The electronic Deposit Reporting function of OTCnet allows your agency to prepare your deposit ticket electronically. Once your deposit is prepared, approved, and submitted, it is sent to your FI for confirmation. Therefore, to use OTCnet, both your agency and FI will need the capability to use the system.

### 2. What if my financial institution is not currently using OTCnet?

You should first visit your local branch, bank or FI to talk to the POC you normally submit deposits through, to verify they are not currently using OTCnet. A best practice is to work with this POC to determine what is needed for your agency to be able to make deposits through OTCnet (e.g., identify special needs, such as personalized deposit slips). If the POC is unaware or unable to help, you may contact John Inkley at the Federal Reserve Bank of St. Louis for assistance. John can be reached at (314) 444-8762. If you don't currently have an FI, your Deployment Specialist can assist in finding an FI to accept your deposits. If your agency needs assistance to set up a new, local TGA FI relationship, please contact the TGA Support Staff at (866) 771-1842 or [stls.tga.support@stls.frb.org](mailto:stls.tga.support@stls.frb.org).

### 3. Do I need to input information about a financial institution in both the Deposit Processing and Check Capture module?

No. The RTN and DDA numbers, which are essentially your routing and account number within your financial institution only need to be entered in the Deposit Processing module. In OTCnet Check Capture, all scanned checks are processed through Debit Gateway, at the Federal Reserve Bank of Cleveland, for settlement.

*Reach a Deployment Specialist at  
FMS.OTCDeployment@citi.com!*



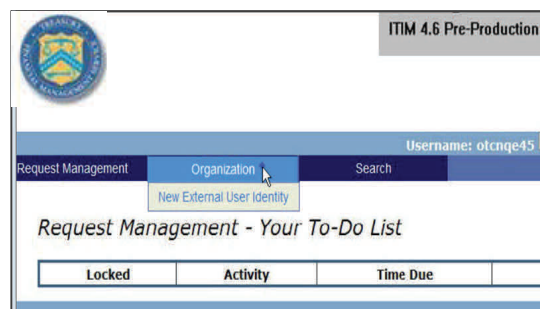
# User Creation: A Guide for the PLSA/LSAs

## Print out this User Creation Guide for quick reference.

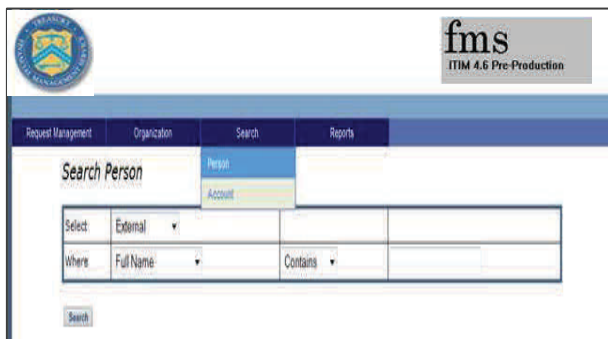
Creating and provisioning users in OTCnet is an easy and an important ongoing part of your agency's use of OTCnet. With practice and repetition, creating users will become second nature. The best way to create users is to start with good information. If your bureaus or locations provide you with the name, phone number, email address, physical address, and requested roles, then you are ready to fire up the system and start provisioning!

Here are a few steps to help you with begin the user creation process:

1. If creating a new user, click the 'Organization' tab and then 'New External User Identity' tab
2. Fill out all required fields in the External, Corporate Identity, and Contact tabs
3. It is now a pending request. You will need to check under the 'request management' tab and select 'view completed requests' tab to determine if a request is pending or has been completed
  - ◆ Wait, or refresh until new account appears and is labeled as 'succeeded.'



Now, the user account has been created and is awaiting the role assignment. To assign roles, use the following steps:



1. Click the 'Search' tab, then 'Person.'
  - ◆ Enter information using the 'External' and 'Contains' filters to query the correct account
  - ◆ Click the 'Select' button next to the desired account
2. Click on 'Manage accounts' to select the role assignment
  - ◆ Click 'New' on the following page for all new account creation
  - ◆ A list of OTCnet environments appears. Only select the 'OTCnet External' environment. Then click 'Submit'
  - ◆ To assign an LSA role, click 'search' next to 'managed organizations.' Search and select your Agency name within the Managed Organizations. Click 'Add' and click 'Done.'
  - ◆ For all other roles, you can leave 'Managed Organizations' blank

- ◆ Next, click 'Click to modify,' next to 'Mod Role Group'. Then, choose a role that you want to assign from the list of available options
  - ◆ Select 'All Federal Agencies,' then use drop-down from level 2 and choose their Agency. Not all drop-down fields need to be populated. For example, Accounting Specialist commissioned at the Agency level (typically level 2) needs no further specification
  - ◆ You can view current changes by selecting, 'Click to modify'
  - ◆ Click submit
3. To approve the new role, your LSA/PLSA will need to approve the changes during the next login



These step-by-step instructions can be useful for new account and role creation. Remember, the Web Based Training offers tools such as "Show Me" and "Let Me Try" simulations so you can practice how to create users in a safe environment. You can access the simulations and training resources from the OTCnet site at <http://www.fms.treas.gov/otcnet/training.html>.

If you have any questions throughout the process, please contact your Deployment Specialist at 703-377-5586 or [fms.otcdeployment@citi.com](mailto:fms.otcdeployment@citi.com). If you have completed your Conversion or Onboarding, questions can be directed to Customer Support at 866-945-7920 or [fms.otcchannel@citi.com](mailto:fms.otcchannel@citi.com).