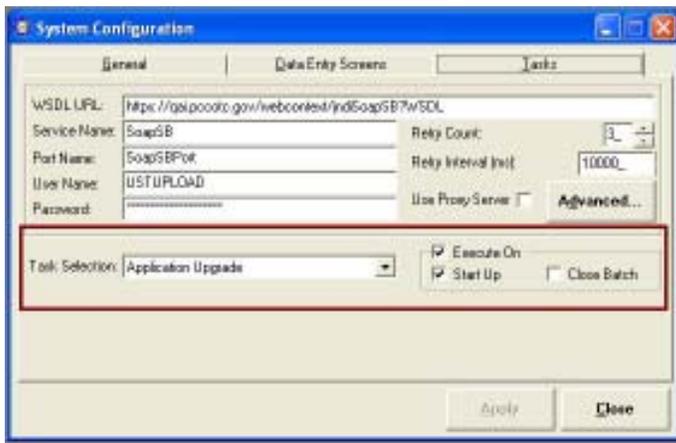


PCC OTC Scanner

Vol. 8, May, 2007

Automatically Upgrade the POS Application

Since Release 5.0, Agencies have been able to setup their task configuration screens to allow for automatic application upgrades. This task allows new Releases of the POS software to automatically download to your computer. With Release 5.1, it is even more important to have these settings properly configured. When setup correctly, it not only automatically

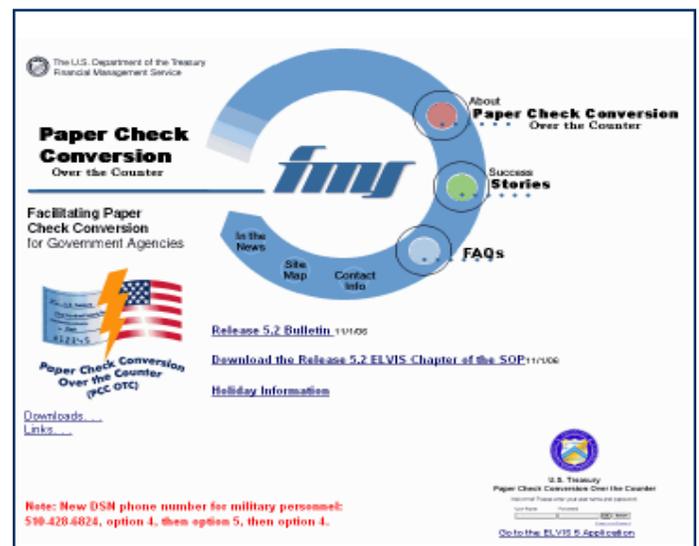


upgrades your software, it also notifies us that you have performed the upgrade. This allows us to better assist you with problems or future upgrades. To setup the Application upgrade task, an authorized user must sign on to the System Administration Tool or SAT. Click the 'System' icon, then click the 'Tasks' tab. The screen will look like the picture on the left. The 'Application Upgrade' task should already appear in the 'Task Selection' field at the lower left side of the window. Now look at the lower right side of the window. Make sure that the 'Execute On' box is checked. If it's not, click the box to add the check mark. Finally, click either the 'Start Up' or 'Close Batch' box. If your agency typically sends a high volume of daily batches, it's best to

choose the 'Start Up' option. The software will check for application upgrades only when the POS system is first started for the day. Checking the 'Close Batch' option means that the POS would check each time a batch was closed. The automatic download is a two step process. The first step downloads the necessary files, including the executable file to your computer. This step can be performed by any user who can sign on to the POS. The second step runs the executable file to install the new software release. This step can only be performed by an authorized user. A grace period exists with each upgrade and the install must be performed within that timeframe. If you haven't already upgraded to Release 5.1, please contact PCC OTC Customer Service for information and assistance.

PCC OTC Static Web Site

When you need to find the most up-to-date information on the PCC OTC system, where should you turn? The answer is the PCC OTC informational site. It is located at <https://www.pccotc.gov/pccotc/index.htm>. This site has the latest information on the POS Releases, user access forms, statistics and other helpful information. In the coming months, we will be adding more content to the 'Frequently Asked Questions' (FAQs) section of the website. It will be an ongoing effort based on your calls to the PCC OTC Customer Service line. Your input is always welcome. If there is something you wish to see included on the website, just call or send an email to the PCC OTC Customer Service team.



Handling Data Entry Errors

PCC OTC payments should only be entered for the amount of the item being processed. If a data-entry error is made and the amount entered for the check differs from the written amount of the check, two options are available prior to transmission:

1. Void the item and rescan, this time typing the correct dollar amount of the check.
- OR-**
2. Ask an authorized user to sign on to Batch Manager and change the incorrectly typed amount to the correct amount. The batch can then be closed and transmitted by the operator who originally created the batch, or closed and uploaded by the authorized person using the Batch Manager module. The batch cannot be changed once it has been closed.

Do not scan the same item a second time to process a second item for the amount difference. Doing so would create processing errors at FRB Cleveland as well as at the check writer's financial institution. If a check is written to pay for multiple transactions, you must process the item for the written amount of the check. If a file containing the wrong amount has already been transmitted or if you ever encounter a processing issue and need assistance, please contact PCC OTC Customer Service as soon as possible.

Avoiding Image Errors

The ELVIS system has been receiving an increasing number of image errors. The errors seem to be originating from locations using the EC7000i scanners. The EC7000i scanner works in two passes. The front of the check is scanned then the scanner pauses. The check will retract into the machine so that the back of the check can be scanned. If the check is removed after the first pass (before the back of the check is scanned) an error may occur within ELVIS even though an error message is not received at the POS. In order to avoid processing errors in ELVIS, please make sure that both the front and the back of the check has been scanned. It is important to let the check transport through the scanner twice before removing it. If you have any questions or concerns about this message, please contact the Customer Service team.

Welcome New Customers

The PCC OTC family has grown quite a bit in the past year. We welcome the many new Agencies and locations who have recently joined PCC OTC. Please note the Contact Information box in this newsletter as it contains the Customer Service phone numbers, email address, and our information website URL. We hope your experience with the PCC OTC system has assisted in streamlining your daily operations.

Attention Current Customers --- We need your POC Info

Please help us upgrade our records. We are asking each location to email us their current PCC OTC Point-of-Contact (POC) name and email address, phone number, ALC+2, terminal ID # (including all contingency terminals), and physical address by June 15, 2007. The information can be emailed to our Customer Service team at pccotc@clev.frb.org. Please keep in mind that we need to keep this information current so if we do not hear from you within the specified timeframe, someone will be following up with your location.

Did you Know...

...Agencies that use the Master Verification Database will usually choose 'Account Closed' and 'Non-sufficient Funds' as chargeable offenses. But did you know that an increasing number of items are returned for 'Stop Payment'? If you would like to add another return code to your Agency's policy, please contact the PCC OTC Customer Service team.

...The maximum check amount that you can scan and key into the POS system is \$99,999,999.99.

...A small number of checks contain a security feature that prevents the MICR line from being read by the POS scanner. When this occurs, an error message appears on the screen and you will be prompted to correct the codeline. The codeline characters will appear with random odd characters and the entire MICR line will need to be re-keyed. Take caution to type the MICR line carefully and include the appropriate code symbols. For more information on correcting the codeline, see Chapter 6 of the PCC OTC Standard Operating Procedures (SOP).

Contact Information

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