

PCC Scanner

Paper Check Conversion

FMS
FRB Cleveland



News
Information
Education

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By Popular Demand. . .

Software Upgrades

We talk to a lot of people and appreciate getting feedback from them on how we're doing, from resolving a problem, to responding to an email request. One of the suggestions we've heard, more than a few times, is for us to put together a quarterly newsletter. We thought that was a pretty good idea so here's our very first newsletter. It will come to you via email and we will also post it on our website at <https://www.pcc.gov>. We hope to use this tool not only as a way to share information, but hopefully for you to get to know who we are, both at the Federal Reserve and FMS.

In view of this, we thought it fitting that our very first newsletter should include a picture of one of our PCC trainers, which some of you may have already met. Kimberlee Jackson was on a PCC deployment for the military when she thought she should dress the part. One Middle Eastern country must have been on to her though because they wouldn't let her leave the country for several days! She finally made her escape and is back in the States again.



Kimberlee Jackson in the Middle East

We will use this newsletter as a means to communicate new information, coming attractions, tips, procedures, even field questions. In order to make this tool as useful as possible, we would like to hear from you. Tell us what it is you'd like us to cover. Any suggestions, questions, requests can be sent to us via email to pcc@clev.frb.org.

Return to Sender

Whenever your FRBC/FMS supplied hardware becomes damaged or breaks, we will arrange to send new equipment to you as soon as possible. Just give us a call to report the problem. We request that the damaged/broken equipment first be returned to the Federal Reserve Bank Cleveland, then we will ship out the replacement hardware. It is critical that the equipment you are returning is insured to cover loss. It's also very important that you include your name, phone number and mailing address in the package being returned. All damaged items should be returned to:

The Federal Reserve Bank of Cleveland
PCC Deployment Center - Ground Floor
1455 East Sixth Street
Cleveland, OH 44114

The Paper Check Conversion software has helped speed up the check collection process in Cash offices across the world. As the needs of the industry change and evolve, so too will the PCC software. It is critical that upgrades to the PCC be applied as soon as they are received. Most Upgrades to the PCC system are mandatory. If the upgrade is sent to you or your Point of Contact, the upgrade is always mandatory. Many times these upgrades include changes to our back-end software that may not be supported on older versions. You may not be able to process until you have upgraded. The majority of our PCC Agencies are using version 2.2.0.0523. There are just a few using the latest version, 2.3.0.2838. Only those who needed the upgrade for operational purposes have been upgraded. If you have any questions regarding upgrades to the PCC software, please call the FRBC at 1-800-624-1373, or 1-216-579-2112 or DSN 510-4-2-86824, option 6, option 4.



To Scan... or not to Scan

Some check types cannot be accepted into the PCC system. These checks will need to be processed as you did prior to deploying PCC. There are plans in the not too distant future to include some of these check types in PCC. (Refer to your internal Standard Operating Procedures for instructions on manual processing) We will let you know as soon as that becomes available, but for now, you cannot use PCC to process:

- ◆ US Treasury Checks
- ◆ Third-party checks
- ◆ Credit card checks
- ◆ Obligations of a financial institution, including but not limited to cashier's checks, official checks, or money orders
- ◆ Checks that state "DO NOT ACH", "NOT FOR ACH/EFT USE", or words to that effect
- ◆ Checks drawn on state or local government including state warrants
- ◆ Checks payable in a medium other than the United States currency
- ◆ Checks drawn on foreign (non-U.S. financial institution) checking accounts
- ◆ Payroll checks
- ◆ Traveler's checks

Ever wonder how to rob a snowman?



Quick Tips

When sending email to the PCC mailbox. . . please avoid using old or unrelated emails. A lot of times, the sender of an email will go through their old mail to find our address and reply or forward a new message to us with the old message still attached. It's sometimes difficult to determine if there is one, or two problems, or if the problems are related. When using an old email for the purpose of finding the email address, simply highlight the email address, pcc@clev.frb.org, then click 'Edit', 'Copy'. Open a new email window and click in the address field, then click 'Edit, Paste'.

Update your PCC email contact list. . . As you may be aware, we occasionally send out broadcast messages and bulletins via email. In order for these messages to be effective, our email contact list needs to be up to date. Please let us know whenever there is a need to add or delete a contact person who regularly receives email from us, whether it's a bulletin or simply the morning 215 report. We would like to know who is your PCC Point of Contact person for each PCC terminal, their email address and phone number, and the same information for your IT support person. In the subject line of the email, please type 'New Contact info' and send it to pcc@clev.frb.org.

Call before you install. . . Whenever you need to reinstall the PCC software, or install it on another computer, the software install will ask you to confirm certain configuration settings such as ALC+2, terminal IDs, etc. At any time, people who have access to the SAT can also

make changes to these configuration settings. Please do not make any changes without first calling to confirm with the FRBC. Doing so may render your PCC software inoperable.

Expediting customer service. . . When calling customer service for a question or a problem, assisting you will be quicker if you can supply us with your ALC and terminal number. To find your ALC, sign on to the SAT, choose 'File', 'Configuration'. (Ver. 2.3.0.2838 will need to click the General tab). Write down your full 10 digit ALC+2. To find your terminal ID, sign on to PCCPOS, choose 'File', 'Configuration' and click on the Application tab. Write down the 5 digit terminal ID. 

PCC.gov web site



Don't forget to check out our website! You'll find it at <https://www.pcc.gov>. We will be adding more content to the site to try to make it your most useful PCC tool. In the next several months, the website will take on a whole new look. Let us know if there is something you'd like to see on the site. 

Happy Holidays!