

U.S. Department of the Treasury
Financial Management Service

Paper Check Conversion Over the Counter
(PCC OTC)



Standard Operating Procedures
Appendix

Release 5.1

June, 2006

(Revised 10/3/07)

Change/Revision History

Date	Section/Chapter	Revision/Change Description	Page/Section Affected
10/3/07	Appendix E	Removal of paper form for User Access Request form and new instructions on how to electronically complete and send the form. Removal of Appendix F – Instructions for completing the Access Request Form. Instructions are now a part of the electronic form.	22

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Appendix A – Sample Reports

POS Reports

Batch List

When requesting a Batch List, the system will first display the batches on the screen as in Figure 9.1. The Batch Totals on the Batch List screen summarize the following:

- Approved – Successful check transaction
- Void – Voided checks
- Total – Total approved transmission amount

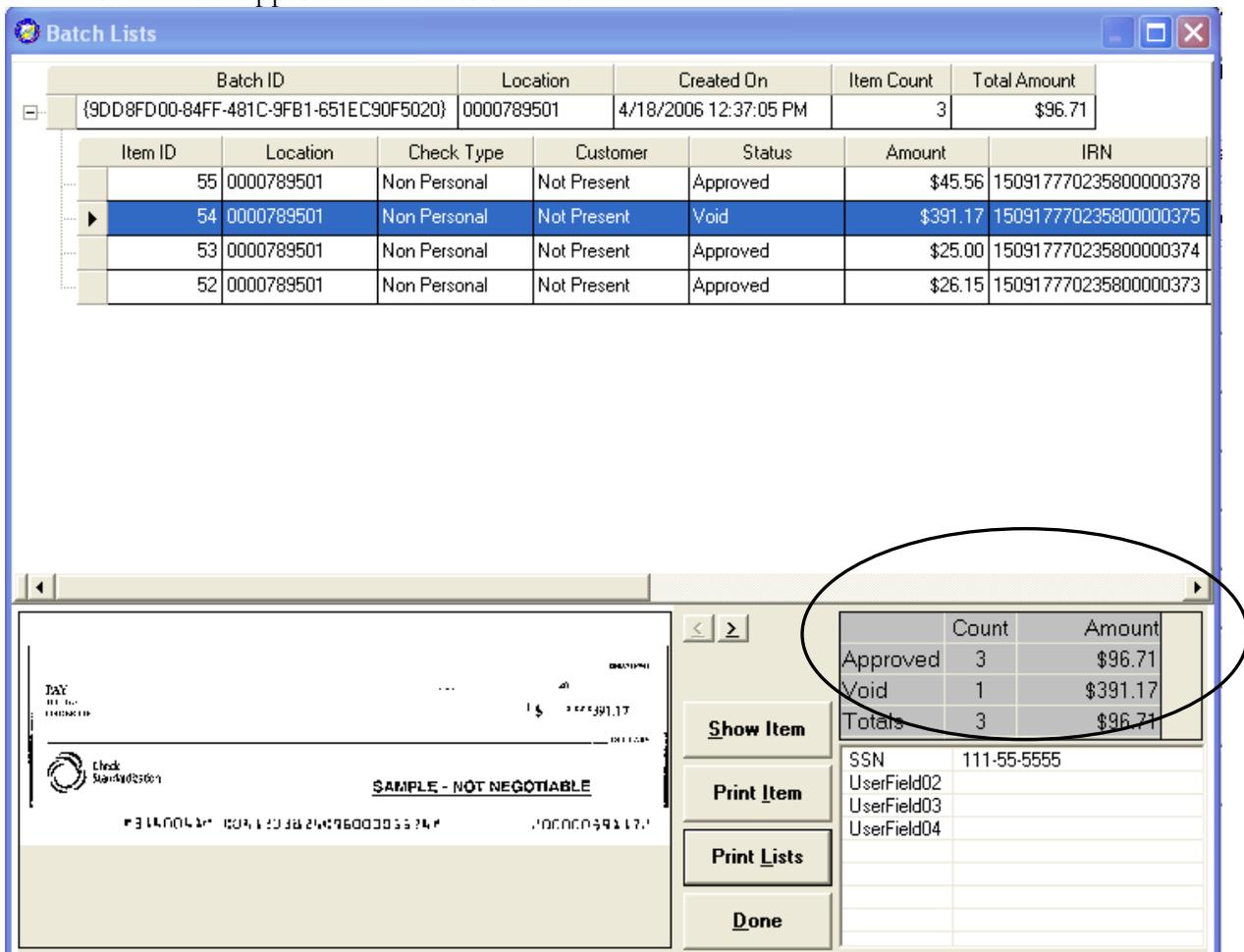


Figure 9.1

The Batch List is a report generated in the POS application by each cashier as the batch is closed and transmitted to ELVIS. A batch list may be created at any time before the batch is closed in addition to being created during the batch close process. After the batch has been closed, a batch list can still be printed using the 'Batch', 'Print', menu options from the Batch Manager module. The columns on the printed report found in Figure 9.2 represent:

Note: Use the horizontal scroll bar to view all of the columns.

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- The first column marked with an ‘S’ represents the Status which can be A – Approved or V – Void
- The second column marked with a ‘T’ represents the Type which can be P – Personal or N – Non personal.
- IRN – Individual Reference Number. The unique number used to identify transactions within ELVIS.
- Date/Time – The date and time that the check is captured, in local time, on your computer.
- Bank No. – The nine-digit routing and transit number of the Financial Institution as found on the MICR line of the check.
- Account No. – The account number at the financial institution as found on the MICR line of the check
- Check No. – The number on the check, as found on the MICR line of the check.
- Amount – The dollar amount of the check that the cashier entered into the POS application.
- Configurable fields – Subsequent columns will list 1 through 24 configurable fields.

Batch List
 Batch : {01ED9E41-1C71-47EA-85EF-10428F4F8DAA}
 Date: 7/7/2006 11:57:07AM
 Printed By: sharon b

ALC: 0000789501
 Person: Present
 KEY - [S]tatus: [A]pproved, [V]oid; [T]ype: [P]ersonal, [N]onPersonal

S	T	IRN	Date Time	Bank No.	Account No.	Check No.	Amount	Configurable Field
A	P	150917770235800000472	7/7/2006 11:55:31AM	043403224	7524795	6727	\$49.23	SocialSecurityNumbr 111227777
A	P	150917770235800000470	7/7/2006 11:54:58AM	043403224	7553928	2534	\$39.19	SocialSecurityNumbr 111883333

Sub Total: Count: 2 Amount: \$88.42
 ALC Total: Count: 2 Amount: \$88.42
 Grand Total: Count: 2 Amount: \$88.42

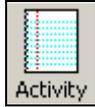
Figure 9.2

Note: Batches consist of only one cashier or POS operator. Each batch is per operator.

Activity Log and User Information

Activity Log

The Activity Log is an audit trail of activities that occur in the POS, SAT and Batch Manager Applications. Each login and logout is recorded along with the events that occur while a user is signed in. This includes, but is not limited to, checks scanned, checks voided, error messages, batch close and transmission. To view the POS activity log, click the **'View Log'** button from the main POS screen. To view the SAT activity log which includes entries reflecting Batch Manager activity, select **'File', 'Activity Log'** from the



menu or click the **'Activity'** icon from the SAT main screen.

Note: *The Batch Manager log is accessed from the SAT Activity Logs.*

To print the activity log from either the SAT or the POS:

1. Enter the date range. The beginning date should be the last date the log was printed, and the ending date should be the current date.
2. Select the event types, modules, and sources desired.
3. Click **'Print'** at the lower right of the screen.

POS Activity Log Report (Figure 9.3)

The fields found on this report include:

- Date/Time – The date and time that the event was recorded, based on the computer's clock setting.
- Source – Describes the source as either Point-Of-Sale, System Administration Tool (in the SAT activity log), or Batch Manager (in the SAT Activity log).
- Description – The description of the event being logged. (Error messages tend to have more description than what is displayed on the screen during an error condition.)

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Activity Log

Date: 05/11/2006 3:13:48 PM

Printed By: sharon b

Date Time	Source	Description
05/11/2006 3:13:28 PM	Batch Manager	LAM Logon was successful. User Name : sharon b User ID : {B10D92F6-E48B-4914-889B-A4D4FD76BEF7}
05/11/2006 3:10:04 PM	System Administration	LAM Logon was successful. User Name : sharon b User ID : {B10D92F6-E48B-4914-889B-A4D4FD76BEF7}
05/11/2006 3:03:05 PM	Point-OfSale	LID Store item was successful. User Name : sharon b User ID : {B10D92F6-E48B-4914-889B-A4D4FD76BEF7} IRN : 150917770235800000432 Mode : Present Check Type : Personal
05/11/2006 2:57:07 PM	Point-OfSale	LAM Authorize void item was successful. User Name : sharon b User ID : {B10D92F6-E48B-4914-889B-A4D4FD76BEF7} Authorize User Name : sharon b Authorize User ID : {B10D92F6-E48B-4914-889B-A4D4FD76BEF7} } Comment : ldkjif
05/11/2006 2:57:07 PM	Point-OfSale	LID Void item was successful. User Name : sharon b

05/11/2006
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Figure 9.3

User Information

The User Administration screen in the SAT application provides user information including the user name, login, and role. This information should be printed prior to an application upgrade so users can easily be re-entered if needed, after an initial installation and configuration, and any time changes are made.

To access the user information:

1. Launch SAT application.
2. Click the **'Users'** button to view the user information.
3. Click the 'Print' button from the top of the User Administration window to print the user information (Figure 9.4).

Login	FullName	CreateDate	LastAccessTime	RoleName
admin	System A dministrator	05/08/2006	05/08/2006 12:35:50 PM	Administrator
sharon	sharon b	05/08/2006	05/11/2006 3:13:28 PM	POC

Figure 9.4

When complete, click the **'X'** at the upper right of the screen, or select 'File', 'Exit' from the menu at the top of the window to close the System User window.

ELVIS Reports

SF215 Deposit Ticket Report

NOTE: If a check adjustment occurs due to a processing anomaly, a separate 215 Deposit Ticket Report may be provided via email.

The Deposit Ticket Report will be available each business day, after 9:30am, for the prior day's transactions. It should be used to balance your work from the previous business day. The information on the report is as follows: (Figure 9.5)

ALC/DSSN – The 9-digit identifier used for accounting purposes to group transactions to a specific agency. The ninth digit in the ALC is a check digit used only by FRB-C. Multiple computers using the POS application may use the same ALC. The 10 digit ALC + 2 specifies an agency or type of location within the ALC and will have a name associated with it.

Deposit Ticket Number – The deposit ticket number as entered into the CA\$HLINK II system.

Fiscal Agent – This will be FRB Cleveland

Settlement Date – The date that the return posted to CA\$HLINK II also referred to as the payment date of the item, which is when the payment amount is debited from the check writer's account.

Detail – for ALC and Location Name

Cashier ID – The cashier ID that processed a group of checks at the POS.

Transaction Date – The date of the transaction (date the checks were scanned).

Summary Count – The total number of checks for a cashier for a specified transaction date.

Summary Amount – The total dollar amount of checks for a cashier for the specified transaction date.

Total ALC – Includes Summary of Transactions – The total dollar amount and number of transactions for all cashiers .

Summary Total of Dollars – The total dollar amount for the CA\$HLINK II entry for all cashiers and all transaction dates that were included in a single CA\$HLINK II entry.

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SF5515 Debit Voucher Report

The Debit Voucher Report is available each business day for the prior day's transactions, and reports items that are being returned by financial institution due to uncollected funds. This report contains the following information: (Figure 9.6)

Location– The 10-digit identifier used for accounting purposes to group transactions to a specific ALC+2.
Fiscal Agent – The Federal Reserve Bank of Cleveland

Settlement Date – The date that the return posted to CA\$HLINK II also referred to as the payment date of the item, which is when the payment amount is debited from the check writer's account.

Location name – the descriptive name of the Location to which the 10-digit ALC belongs.

Debit Voucher Number - The debit voucher number as entered into the CA\$HLINK II system

Unique Transaction ID – The IRN number assigned by the scanner that follows each transaction through to the CIRA and FRB-C processing.

Date of Original Transaction – The date that the check was initially scanned by the cashier.

Original CA\$HLINK DTN – The deposit ticket number (DTN) that contained the original check processed.

\$ Amount – The dollar amount of the transaction being returned.

Cashier ID – The Cashier ID (full name of the operator) that initially processed the check.

Return Reason Code – The code that represents the reason for return. For a complete listing of Return Codes see Appendix B of this chapter.

Point-Of-Sale Standard Operating Procedures

Debit Voucher Report

First Prev Next Last Goto Page 1 of 1 75% Download Print

PLEASE CHECK THE [HTTPS://WWW.PCCOTC.GOV](https://www.pccotc.gov) WEBSITE FOR CURRENT INFORMATION ON THE PCC OTC PROGRAM

5515 Debit Voucher Report

From Date: 04/24/2006 To Date: 04/27/2006

Location: 0000789501

Fiscal Agent: FRB Cleveland

Settlement Date: 05/02/2006

Location Name: 0000789502

Description: Test Agency 5

Debit Voucher Number	Unique Transaction ID	Date of original Transaction	Original CASH - LINK DTN	\$ Amount	Cashier ID	Return Reason Code
000182	15101477020540000173	04/13/2006	000179	\$244.31	Nancy Test	01 - Insufficient Funds
000184	15101477020540000173	04/24/2006	000183	\$200.00	edit new user	10 - Customer Advises Not Authorized
000186	15101477020540000173	04/25/2006	000183	\$561.19	edit new user	02 - Account Closed
000187	15101477020540000173	04/25/2006	000183	\$400.00	edit new user	02 - Account Closed
000188	15101477020540000173	04/25/2006	000183	\$21.19	edit new user	08 - Payment Stopped
000189	15101477020540000173	04/25/2006	000183	\$10.00	edit new user	88 - Stop Payment on Source Document
000185	15101477020540000173	04/25/2006	000183	\$634.56	edit new user	87 - Source Document Presented for Payment
Summary number of transactions:		7				
Summary of total dollars:		\$2,071.25				

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Figure 9.6

Appendix B - Return Reason Codes

ACH Return Reason Codes

These return codes will be used when an item that has been converted to an ACH entry is returned. They are used by the paying institution from where the item is drawn, when they return an ACH transaction that was processed by the POS. The return reason code for a particular item is listed on the Debit Voucher Report. (SF5515).

Return Reason Code (RRC)	Description
R01	Insufficient funds
R02	Account closed
R03	No account/unable to locate account
R04	Invalid account number
R05	Unauthorized debit to consumer account using corporate SEC Code
R06	Returned per Originating Depository Financial Institution's request
R07	Authorization revoked by customer
R08	Payment stopped
R09	Uncollected funds
R10	Customer advises not authorized
R11	Check truncation entry return
R12	Branch sold to another Depository Financial Institution
R13	RDFI not qualified to participate a (ACH operator initiated)
R14	Representative Payee (account holder) deceased or unable to continue in that capacity
R15	Beneficiary or account holder (other than a representative payee) deceased
R16	Account frozen
R17	File record edit criteria
R18	Improper effective entry date (ACH operator initiated)
R19	Amount field error (ACH operator initiated)

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R20	Non-transaction account
R21	Invalid company identification
R22	Invalid individual ID number
R23	Credit entry refused by receiver
R24	Duplicate entry
R25	Addenda Error
R26	Mandatory Field Error
R27	Trace Number Error
R28	Routing Number Check Digit Error
R29	Corporate customer advises not authorized (CCD)
R30	RDFI Not Participant in Check Truncation Program
R31	Permissible return entry (CCD)
R32	RDFI Non-Settlement
R33	Return of XCK Entry
R34	Limited Participation DFI
R35	Return of Improper Debit Entry
R36	Return of Improper Credit Entry
R37	Source document presented for payment (adjustment entries) (ARC)
R38	Stop payment on source document (adjustment entries)
R39	Improper Source Document
R40	Return of ENR Entry by Federal Government Agency (ENR only)
R51	Notice not provided/signature not authentic/Item altered/Ineligible for conversion/Amount of entry not accurately obtained from item
R40	Non Participant in ENR Program
R41	Invalid Transaction Code (ENR only)
R42	Routing Number/Check Digit Error
R43	Invalid DFI Account Number
R44	Invalid Individual ID Number
R45	Invalid Individual Name
R46	Invalid Representative Payee Indicator
R47	Duplicate Enrollment

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R50	State Law Prohibits Truncated Checks
R51	Notice not provided/Signature not authentic/ Item altered/Ineligible for conversion
R52	Stop Pay on Item
R53	Item and ACH Entry Presented for Payment
R61	Misrouted Return
R62	Incorrect Trace Number Discontinued
R63	Incorrect Dollar Amount Discontinued
R64	Incorrect Individual Identification Discontinued
R65	Incorrect Transaction Code Discontinued
R66	Incorrect Company Identification Discontinued
R67	Duplicate Return
R68	Untimely Return
R69	Field Errors
R70	Permissible Return Entry Not Accepted
R71	Misrouted Dishonor Return
R72	Untimely Dishonored Return
R73	Timely Original Return
R74	Corrected Return
R75	Original Return not a Duplicate
R76	No Errors Found
R80	Cross-Border Payment Coding Error
R81	Non-Participant in Cross-Border Program
R82	Invalid Foreign Receiving DFI Identification
R83	Foreign Receiving DFI Unable to Settle
R84	Entry Not Processed by OGO (Originating Gateway Operator)

Check 21 Return Codes

These reason codes are used by the paying Financial Institution from where the item was drawn, when a Check 21 transaction is returned. The returned item was originally processed by the POS. The return reason code for a particular item is listed on the Debit Voucher Report (SF5515).

Return Code	Description
A	Not Sufficient Funds
B	Uncollected Funds Hold
C	Stop Payment
D	Closed Account
E	Unable to Locate Account
F	Frozen/Blocked Account
G	Stale Dated
H	Post Dated
I	Endorsement Missing
J	Endorsement Irregular
K	Signature(s) Missing
L	Signature(s) Irregular
M	Non Cash Item
N	Altered/Fictitious Item
O	Unable to Process
P	Item Exceeded Dollar Limit
Q	Not Authorized
R	Branch/Account Sold
S	Refer to Maker
T	Stop Payment Suspect
U	Unusable Image
V	Image Fails Security Check
W	Cannot Determine Account

Note: Items that will be processed via Check 21 include all non-personal items. Personal items may also be processed via Check 21.

Paper Check Return Codes

These reason codes are used by the paying Financial Institution from where the item was drawn, when a paper check transaction is returned. The returned item was originally processed by the POS. The return reason code for a particular item is listed on the Debit Voucher Report (SF5515).

201 - Insufficient Funds
202 - Uncollected Funds
203 - Account Closed
204 - Refer to Maker
205 - Payment Stopped
206 - Account Frozen
207 - Unable to Locate – Invalid Account
208 - Bankruptcy
209 - No Account
210 - Garnishment
211 - Signature Missing
212 - Signature Incomplete
213 - Two Signatures Required
214 - Signature Not on File
215 - Maker Deceased
216 - Non-Negotiable Item
217 - Amount Over Limit
218 - Payee Not Originating Company
219 - Better Bank Address
220 - Post Dated
221 - Stale Dated
222 - Amounts Differ
223 - Balance Held
224 - Fraud
225 - Miscellaneous Derogatory Return
226 - Unauthorized
300 - Loan Activator - Redeposit
301 - Loan Activator - Retire
302 - Foreign Item
303 – Payment MICR and Image MICR Differ
304 - Missing Item
305 - Duplicate
306 - Unidentified (Cannot Identify Maker as Customer)
307 - Item not Deposited by Originating Company
308 - Mutilated

Appendix C – System Administrator Responsibility

The Paper Check Conversion Over The Counter (PCC OTC) program will require the System Administrator to provide a small, but important, amount of system support at initial deployment. Basic System Administrator support will primarily be related to the initial deployment of the system. System Administrator support may also be needed for troubleshooting and equipment tracking.

System Administrator Support Prior to Deployment

The System Administrator will be responsible for working with the designated agency contact (i.e. Point-Of-Contact, Disbursing Officer, etc.) in order to complete the Agency Site Profile (ASP). Generally the ASP will require the System Administrator to:

1. Identify the local baseline software and install baseline software as needed.
2. Identify the hardware specifications of the computer to be used for the PCC OTC.
3. Provide a LAN drop for the system if PC is not already connected to the LAN.
4. Reserve an IP address (may not be necessary at your location).
5. Other items relating to electrical power.

Basic System Administrator Support at the Time of Deployment

The System Administrator is responsible for the following at the time of deployment:

1. Install the local baseline software package, hot fixes, and user settings if not done prior to deployment.
2. Assign an IP address to the computer (if needed) and make it a member of the local network. This step is only necessary if your Agency uses a static IP address.
3. Ensure that the computer has access to the Internet (usually through the LAN) at 128 bit encryption.
4. Set up the computer to print out on the network printer (or local printer if no network printer is available).
5. Set up the designated agency contact and Cashiers to have read/write access to the RDM folder on the hard drive and its secondary drive and have permissions set to all access to the network printer.
6. Request copy of POS software from deployment specialist.
7. Test in QA-E (Quality Assurance External site) to ensure connectivity.
8. Ensure that the computer has a secondary storage unit such as a USB Flash drive, or PCMCIA storage card. A network shared drive can also be used for secondary storage.
9. Make sure that all operators of the POS software have access to use the internet from the workstation.

Continuing System Administrator Support

See the *Troubleshooting* section for hardware issues pertaining to the PCC OTC computer and scanner.

FOR ALL OTHER ISSUES PLEASE CONTACT YOUR AGENCY PCC OTC POINT OF CONTACT OR CALL THE FEDERAL RESERVE BANK OF CLEVELAND AT

216-579-2112, OR 800-624-1373, MILITARY DSN 510-428-6824, OPTION 4, OPTION 5, OR OPTION 4, OR SEND AN EMAIL TO PCCOTC@CLEV.FRB.ORG.

Appendix D – Equipment Returns

If you experience problems with your PCC OTC equipment that was purchased from FMB/FRB-C, contact the PCC OTC Customer Service staff. A Customer Service staff member will verify your warranty information (if any) and dollar valuation on the following pieces of equipment: Laptops, Scanners and Yes/No keypads. Otherwise, if you have purchased PCC OTC equipment directly from a vendor, please contact the vendor for warranty and/or repair information.

If the warranty is active, use the following address for equipment returns:

PCC OTC Deployment Center
Federal Reserve Bank of Cleveland
1455 E. 6th Street – Ground Floor, Main Building
Cleveland, OH 44114
Telephone 216.579.2000

Equipment should be returned either by certified mail with return receipt, or FedEx. When using either method, please purchase insurance for equipment's full dollar a value. Please include a note explaining the reason for return, i.e., describing the damaged or defective equipment.

In the event that the warranty has expired on the your PCC OTC equipment, please call your Point of Contact for further instructions on possible equipment repairs or new equipment purchases.

Appendix E – PCC OTC User Access Request Form for ELVIS

The **PCC OTC Access Request Form** is used primarily to request user access to the ELVIS Application. It should also be used when making a change to an existing user, and when deleting a user. Signatures are not required. Request forms must be completed and emailed to the Federal Reserve Bank of Cleveland, Information Security Department at: PCCOTC.SECURITY@CLEV.FRB.ORG. The email request must come from an authorized security contact's known email address. The form is available electronically at <https://www.pccotc.gov/pccotc/Downloads/securityforms.htm>. Instructions on completing the form are also included.

If you have questions regarding this form, please contact the PCC OTC Customer Service team at Phone: 216-579-2112 or 800-624-1373 DSN (510) 428-6824, option 4, option 5, option 4.

Appendix G – R5.2 Roles for ELVIS

The Security Contact for your Agency assigns a specific role to each person who needs access to PCC OTC information in ELVIS. Your agency may utilize any role (listed across the top) from the one of the following two grids as you see fit for your business.

The following Roles are without MVD (Master Verification Database) permissions. Agencies who are not using our optional negative list should select roles from this area.

ELVIS Permissions	Agency Manager1	CIRA	CIRA / Reports	CIRA / Reports/CSV	POS Download
Read Locations	Y	Y	Y	Y	
Read CIRA records	Y	Y	Y	Y	
Read Agency Statistical Reports	Y		Y	Y	
Read CIRA CSV Report	Y			Y	
Read Deposit Ticket Report	Y		Y	Y	
Read Debit Voucher Report	Y		Y	Y	
Read General Agency Reports	Y		Y	Y	
Create Verification Records					
Update Verification Records					
Read Verification Records					
Read Block record containing only ABA					
POS Download					Y

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The following Roles include MVD permissions. Agencies who are using our optional negative list should select roles from this area.

ELVIS Permissions	Agency Manager2	MVD Edit	MVD Edit/CIRA	MVD Edit/CIRA/ Reports	MVD Edit/CIRA/ Reports/CSV	MVD View	MVD View/CIRA	MVD View/CIRA/ Reports	MVD View/CIRA/ Reports/CSV	POS Download
Read Locations	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Read CIRA records	Y		Y	Y	Y		Y	Y	Y	
Read Agency Statistical Reports	Y			Y	Y			Y	Y	
Read CIRA CSV Report	Y				Y				Y	
Read Deposit Ticket Report	Y			Y	Y			Y	Y	
Read Debit Voucher Report	Y			Y	Y			Y	Y	
Read General Agency Reports	Y			Y	Y			Y	Y	
Create Verification Records	Y	Y	Y	Y	Y					
Update Verification Records	Y	Y	Y	Y	Y					
Read Verification Records	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Read Block record containing only ABA	Y	Y	Y	Y	Y	Y	Y	Y	Y	
POS Download										Y

Appendix H – PCC OTC Security Contact Authorization Form for ELVIS

This form is completed by those individuals that are authorized to approve other individual's access to ELVIS. Please note that a person is not eligible to authorize him/herself. Please complete the form on the following page. Since this form is subject to change, the most current version of this form can be found at: <https://www.pccotc.gov/pccotc/Downloads/download.htm>.

A yearly review will take place by the FRB-C's Information Security Department. Security Contacts will be asked to confirm the names of the individual's that have access to the system.

Paper Check Conversion Over The Counter (PCC OTC) Security Contact Authorization Form

This form is used to designate individuals who are authorized to approve other individual's access to the Paper Check Conversion Over the Counter (PCC OTC) System. **Please note that a person is not eligible to authorize him/herself.**

Location Name: _____

Eight digit ALC or four digit DSSN: _____

Below, list the site(s) over which these PCC OTC Security Contacts has authorization: (please check only one)

- All locations for ALC
- Specific Locations (Please list specific location names below)

PCC OTC Security Contact: _____
Signature _____ Date _____

Name & Title (printed or typed)

E-mail _____ Phone (Commercial and DSN Country Code) _____

PCC OTC Security Contact: _____
Signature _____ Date _____

Name & Title (printed or typed)

E-mail _____ Phone (Commercial and DSN Country Code) _____

Approved by: I hereby approve the above individual(s) as PCC OTC Security Contact(s) to submit user requests allowing access to the PCC OTC System on behalf of my agency site.

Managerial Level Signature _____ Date _____

Name & Title (printed or typed)

E-mail _____ Phone (Commercial and DSN Country Code) _____

Return this form to: Federal Reserve Bank of Cleveland
1455 E. Sixth St., Cleveland Ohio 44101-1387
Attn: Information Security Department
FAX: 216-579-3175
Email: PCCOTC.Security@clev.frb.org

Appendix I – Instructions for Completing the PCC OTC Security Contact Authorization Form.

Instructions for completing the Paper Check Conversion Over the Counter (PCC OTC) Security Contact Authorization Form

The purpose of the PCC OTC Security Contact Authorization Form is to designate PCC OTC Security Contacts. These contacts are authorized to request access be granted to another individual to the PCC OTC System. It must be approved by a third party in a managerial position and a person cannot authorize him/herself.

Please note all changes must be approved by an individual with a managerial level position. Since signatures are required, this form must be faxed to FRB Cleveland, scanned and sent via email, or sent to the address information at the bottom of the form.

Location Name: Please specify the location(s) to which the Security Contact is authorized to request user access.

Eight Digit ALC or four digit DSSN:

For Agencies: Provide the 8-digit Agency Location Code.

For Military: Provide the 4-digit Disbursing Station Symbol Number.

List the site(s) over which the PCC OTC Security Contact has authorization: Check only one of the two boxes. The PCC OTC Security Contact(s) can be issued authorization over all of the sites for the ALC or for specific sites. If specific sites are chosen, please supply a list of the site names in the space provided. Please be as detailed as possible when describing each site.

PCC OTC Security Contact: The PCC OTC Security Contact is the person(s) who has the authorization to request access be granted to another individual to use the PCC OTC System. Use this section to designate a person to be a Security Contact and provide the name of the PCC OTC Security Contact.

Signature: The PCC OTC Security Contact must provide their signature.

Date: Provide the date that the form was signed.

Name and Title: Print or type the PCC OTC Security Contact's first and last name and provide their job title.

E-mail: Provide the PCC OTC Security Contact's email address.

Phone: Provide the PCC OTC Security Contact's work telephone number (commercial and/or DSN – Defense Switched Network for Military).

Point-Of-Sale Standard Operating Procedures

PCC OTC Security Contact: Designate a second person who can request access to the MVD/CIRA be granted to another individual. It is **strongly recommended** that you supply a second PCC OTC Security Contact person. Please supply the same information for this person as was supplied for the first PCC OTC Security Contact (above).

Approved by: This form must be approved (signed) by a person in your area that is in a managerial level position or higher. **(Note: cannot be the same person as the PCC OTC Security Contact).**

Date: Provide the date that the form was signed.

Name and Title: Print or type the full name of the approver.

E-mail: Provide the email address of the approver.

Phone: Provide the work telephone number of the approver. (Commercial and/or DSN – Defense Switched Network for Military).

Note: Since signatures are required, this form must be faxed to FRB Cleveland, scanned and sent via email, or sent to the address information at the bottom of this form.

Appendix J – PCC OTC Rules of Behavior

PCC OTC System IT Security Rules of Behavior

The PCC OTC Rules of Behavior will be electronically displayed to each new user, and current users on a yearly basis (Figure 9.7). Upon sign on to the ELVIS system, the PCC OTC Rules of Behavior will appear on the user’s screen. They will be asked to read the rules, then click the ‘I Agree’ button at the bottom of the screen. User’s who click the ‘Decline’ button will not be permitted access to the system.

If you have any question concerning the Rules of Behavior, please call the PCC OTC Customer Support at 216-579-2112, or 1-800-624-1373, or for Military personnel using a DSN line call 510-428-6824, option 4, option 5, option 4.

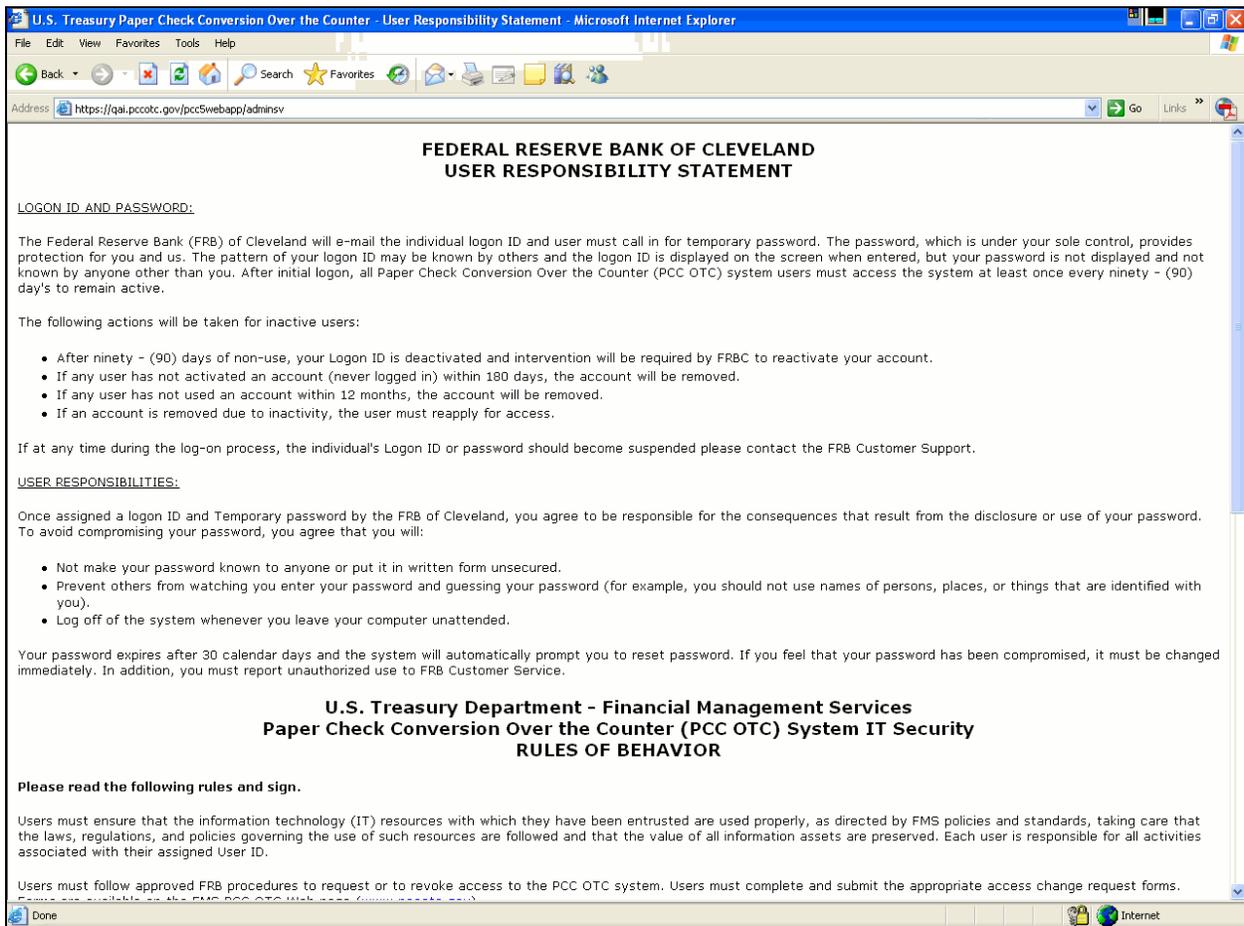


Figure 9.7

Appendix K – System Permission Descriptions for the POS

The following permissions are available using the SAT System Role Configuration. A check to the left of the permission indicates that that role/user has been given that permission.

Permission Name	Used to...
AuthorizeDuplicates	Allows a user to accept a duplicate within the POS.
AuthorizeMICRCorrection	Allows a user to make MICR corrections within the POS.
AuthorizeOldVerification	Allows usage of an LVD database that was not updated for more than a configurable number of days (“Supervisor override required” setting).
AuthorizePoorImageQuality	Allows a user to accept items whose images are of poor quality within the POS.
BalanceCheckAmounts	Allows a user to balance check amounts within the POS or Batch Manager.
ChangeBatchControlValues	Allows a user to change batch control values within the POS or Batch Manager.
ChangeBatchStatus	Allows performing the following batch operations in Batch Manager:
ChangeMode	Allows a user to switch between customer present and customer not present modes during transaction entry on the POS’s main screen.
ChangeOwnPassword	Allows users to change their password on the login dialog.
CloseBatch	Allows a user to close an open batch within the POS.
ConfigureBatchManager	Allows a user to change Batch Manager configuration settings such as columns shown, column order and column move.
ConfigurePOS	Allows changing all POS settings including scanner comm. Port, terminal ID, and enable/disable Yes/No Keypad (excludes printer settings, see “Setup printer” permission below).
ConfigureRoles	Allows a user to add, edit or delete system roles
ConfigureSystem	Allows configuring SAT settings including LVD usage, ALC maintenance, and receipt printing.
ConfigureUsers	Allows a user to add, edit, or delete users from the system.
EditBatch	Allows editing an item in Batch Manager.
OverrideVerification	Allows a user to override a denial as returned from the Verification.
ProcessTransactions	Allows a user the ability to scan new items into the POS.
RecoverFromSecondaryStorage	Allows a user to initiate the recover function, thereby restoring (overwriting) the current database from the secondary storage location.
ResetLVD	Allows a user to clear all of the records from the LVD (to be re-populated through a subsequent update LVD operation)
Setup printer	Allows a user to setup a default printer for the POS or SAT operations.
UpdateLVD	Allows a user to request updates (or entire database if LVD reset has occurred) of verification records to the LVD from the MVD.
UpgradeApplication	Allows a user to extract an upgraded application from the local database (once it has been downloaded from the host) and launch the installation procedure.
ViewActivityLog	Allows a user to view activity log entries of the completed audit trail within the system.
ViewBatchList	Allows a user to launch the View Batch List function within the POS or Batch Manager.
VoidItems DuringBalancing	Allows a user to void items during balancing within the POS or Batch Manager
Void transaction	Allows a user to void a previously processed transaction within the POS or Batch Manager.

Appendix L – Setting the EC6000i and EC7000i scanner to Frank Acknowledgments

The EC6000i/EC700i scanner comes with an ink roller that can be used to automatically stamp the check 'Electronically Presented'. This is an optional feature. It is defaulted to inactive when the POS software is installed but it can be activated by an authorized user. To activate, click on **'File', 'Configuration'** within POS. Click on the 'Devices' tab, then check the 'Franking' box as pictured below in Figure 9.8.

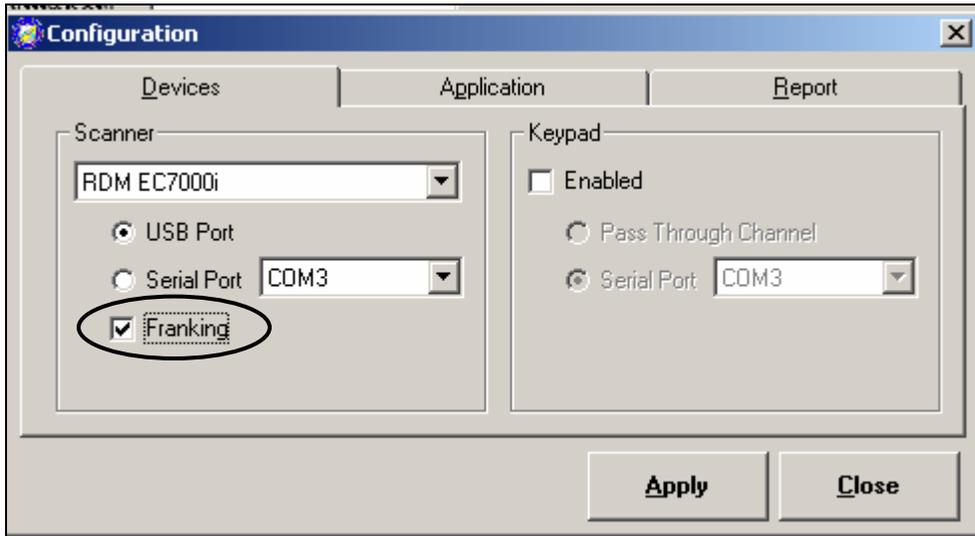
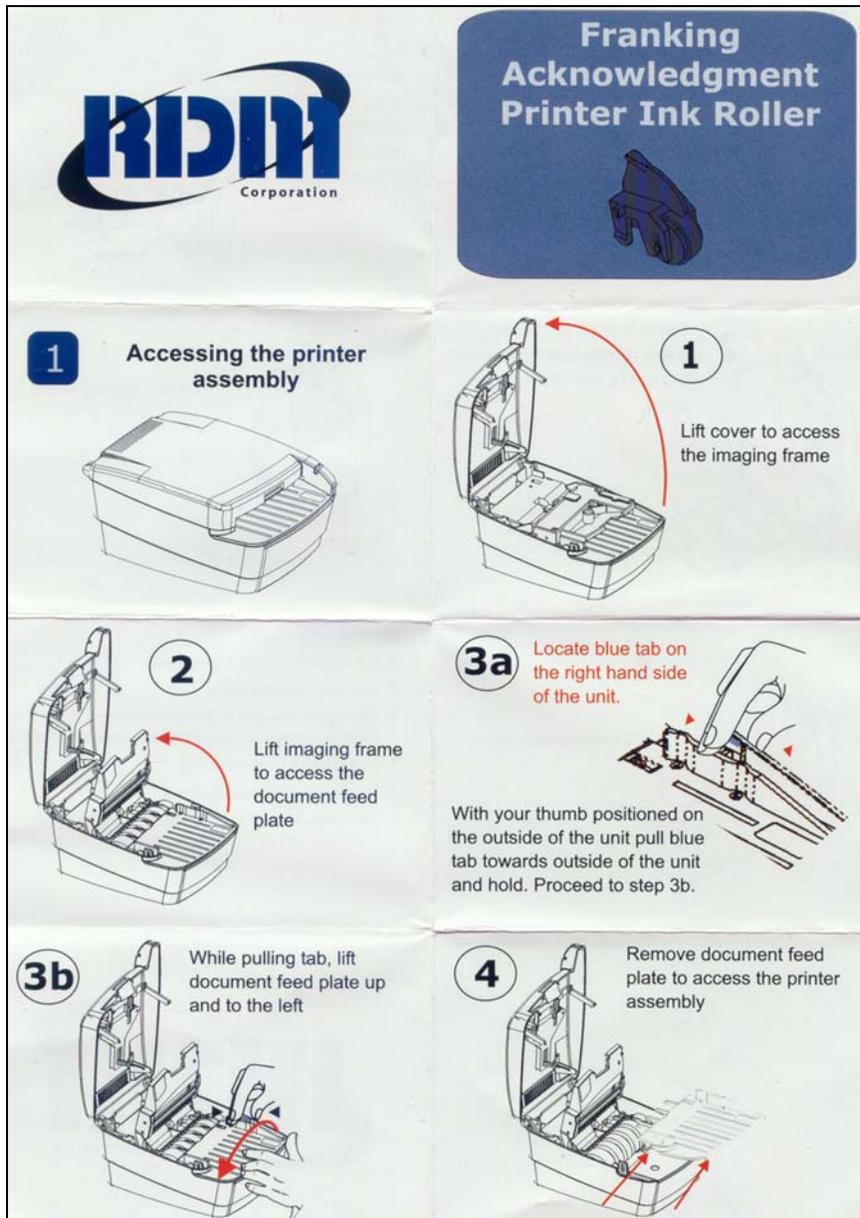


Figure 9.8

Installing the Ink Roller

To install the ink roller in the EC6000i and EC7000i, follow these steps:



2 Inserting the franking roller

Printer Assembly

1

With the franking roller flush to the back of the printer assembly, insert the roller until it locks (clicks) into place (Press Firmly)

2 Replace document feed plate. Press down firmly until the feed plate clicks into place

3 Close imaging frame

4 Close outside cover

Caution!

- ▶ Ink may be harmful if swallowed
- ▶ Avoid contact with eyes
- ▶ Damage to the unit or the roller resulting from modifying the roller is not the responsibility of RDM
- ▶ Intended for single use only
- ▶ Not licensed for modifications
- ▶ RDM may change product designs, features or specifications at any time



Appendix M – RDM Scanner Information

Refer to the RDM EC5000i or RDM EC6000i/EC7000i User Manual at the end of this SOP for more detailed information on the PCC OTC scanner.

Appendix N – Personnel Change Over

NOTE: Access should be changed on all equipment and backup equipment.

Follow the following procedures are for access changes to the POS and ELVIS.

POS Access

POC stands for Point of Contact. The PCC OTC Point of Contact is the person or persons responsible for the POS system. The POC determines who should have access to the POS system and what levels of access each user should possess. When a **POC** is replaced, access to the POS system needs to be given to the new POC.

When the POS software is installed, an ‘admin’ user is built into the system. The ‘admin’ user has the role of ‘administrator’. The ‘admin’ user is not owned by a single person. It does not contain a high level of authority but it extremely important especially in the event that the POC cannot remember their password or becomes locked out of the system. Its purpose is to grant access to the POC so the POC can create, edit, and delete users. It will also be used by a POC to reset their own password should they forget it or become locked out.

When there is a change to the person or persons assigned the POC position, the existing POC must logon as the ‘admin’ user, type the admin password then select ‘Change Password’. The **new** POC must type a new password for the ‘admin’ user. It is recommended that the password be written down and locked in a secure space – see the ‘Note’ below.

The new POC must start by adding themselves as a user to the system with their own name and temporary password, with the role of POC – which is the highest level of access within the POS system. The POC will then need to sign off as ‘admin’ and sign on as themselves. The system will prompt them to change their temporary password. Once they have successfully signed on, the POC can then create, edit or delete users on that POS terminal and should, most likely, begin by deleting the old POC from the system. The resetting of the ‘admin’ password will need to be completed on each POS terminal. POS terminals are not linked together and do not share password files.

As a word of caution, the ‘admin’ user can become locked out of the system for failed password attempts. The default is 3 attempts (for all users) but can be different based on your POS’s configuration settings. Should the ‘admin’ user become locked out, the only way to restore this default user is to reinstall the POS software.

Note: Once the 'admin' password has been changed, it should be written down and locked up for future use. If, at any time, the SAT system cannot be accessed via the 'admin' logon because the password is not known, the only way to access the SAT is to uninstall and reinstall the POS software. Keeping track (and tight security) of the 'admin' password is crucial. It is very important to remember that the 'admin' user ID will only be used in an emergency situation and not be used as a daily logon ID.

ELVIS Access

If applicable, access to ELVIS needs to be given to the new system administrator. Personnel no longer requiring access to your site's business activity (in ELVIS) need to be removed. Adding, changing and deleting users is done by completing the PCC OTC Access Request Form that is found in this chapter of the SOP. Instructions on completing the form are also found in this chapter of the SOP, or for the most current form, download the form at <https://www.pccotc.gov/pccotc/Downloads/securityforms.htm>.

All users of the ELVIS system must read and agree to the electronic Rules of Behavior form. The Rules of Behavior will appear on the user's screen upon their first login to ELVIS and yearly, thereafter.

The PCC OTC Security Contact Authorization form must also be completed and submitted to the Federal Reserve Bank of Cleveland as indicated on the form. This form designates individuals at each Agency that are authorized to request access to the ELVIS system for other individuals. This form can also be found in this chapter of the SOP, or for the most current form, download the form at <https://www.pccotc.gov/pccotc/Downloads/securityforms.htm>

Once a year, an email will be sent to the individual that authorizes the 'Change Request Form' to verify the personnel that have access are still valid. i

Appendix O – Glossary

ABA - American Bankers Association 9-digit routing and transit number.

ACH: Automated Clearing House – Electronic method of collection

ACK: Abbreviation for Acknowledgement.

ACL: Access Control List - a set of data that informs a computer's operating system which permissions, or access rights, that each user or group has to a specific system object, such as a directory or file.

APA: Agency Participation Agreement. A document provided by FMS and must be completed prior to participating in the PCC OTC program.

ASP: Agency Site Profile – A document that will be used to provide specific payment information to FMS prior to processing transactions.

ALC: Agency Location Code - An eight digit number identifying a governmental agency for accounting purposes – used in the CA\$HLINK II system to distribute funds.

ALC+2: Agency Location Code plus 2 - The agency identifying code plus a unique two digit number that is used in POS to identify a cashflow. This number is assigned by the FRB-C.

ARC: Accounts Receivable Entry– the ACH standard entry class code for a consumer payment processed in a Person Not Present environment and converted to ACH.

Bank Account Number: The account number of the check writer

Banking Day: A business day on which an office of a financial institution is open to the public for carrying on substantially all of its banking functions. This excludes holidays observed by the Federal Reserve System.

Bank Routing Number: The 9-digit Bank Routing number.

Batch: A collection of items (scanned checks).

Cashflow: Collections belonging to an Agency for a specific business purpose. A unique ALC+2 is assigned to identify an individual cashflow.

CCD: Cash Concentration or Disbursement. The ACH standard entry class code that is used for a non-personal payment processed in a Person Not Present environment and converted to ACH.

Centralized deployment: The component that allows for the electronic download of upgrades to the POS system.

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Check 21: ‘Check Clearing for the 21st Century’ Act. The act was signed into law on October 28, 2003. Provisions of the law took effect on October 28, 2004. Check 21 provides the legal framework for the creation of substitute checks, which can be used in place of the original paper document, without an agreement in place with other financial institutions. A substitute check is a paper reproduction of the original check. For more information, see the *Introduction* chapter of this SOP.

Check Capture Date: The date the check was processed by the POS computer.

CIRA: Central Image and Research Archive: The image archive component of ELVIS that authorized users will be able to view transactions and reports via a web site.

Configurable fields: Agency Unique fields identified by each Agency and used on the Agency’s data entry screens in the POS.

Deposit Ticket Report (215 Report): The report provided by the FRB-C to an Agency that Funds have been deposited into their CA\$HLINK II account.

Debit Voucher Report (5515 Report): The report provided by the FRB-C to an Agency that Funds have been debited from their CA\$HLINK II account.

Dpi: Dots per inch, which indicates the resolution of images.

DTN: Deposit Ticket Number: The unique identifier set for all items that are being credited into CA\$HLINK II for a given Agency.

DVN: Debit Voucher Number: The unique identifier reflecting a debit from CA\$HLINK II for a given Agency. This entry represents items returned to an Agency because of unsuccessful collection efforts that an Agency will need to collect.

ELVIS: ELectronic Verification & Image System – core of the PCC OTC System that contains 3 major components which are; the CIRA, Verification database, and Reporting.

FedACH: FedACH is the Federal Reserve System's Automated Clearing House (ACH) system. The ACH enables debits and credits to be sent electronically between depository financial institutions.

Firewall: A system designed to prevent unauthorized access to or from a private network

FRB-C: Federal Reserve Bank of Cleveland

IRN: Individual Reference Number: The unique number used to identify transactions within ELVIS.

Item Status: Item statuses are defined below:

Received - The Agency has sent this transaction into ELVIS. No settlement has been performed for this transaction yet.

Failed - The item was unable to be processed and/or settled by FRB-C.

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Settled- This transaction is complete and the funds have been credited to the Agency's CA\$HLINK II account. The effective date of the deposit and the 215 Deposit Ticket Report deposit ticket number will be provided.

Represented- This transaction was returned with a reason code that allows for another collection attempt to be made. Depending on an agency's policy, the item is reprocessed in an attempt to collect the funds from the check writer. Items with this status are in-process of collection.

Retired- This transaction was unable to be collected. The Agency will receive a 5515 Report (Debit Voucher) with a debit processed to CA\$HLINK II and the effective date and debit voucher number will be provided. The offset to the agency's debit was an ACH return or a paper return (Check 21) received from the check writer's financial institution. This transaction cannot be processed again through PCC OTC.

JRE.exe file: Java Runtime Environment executable file. A subset of the Java Development Kit (JDK) that contains the core executables and files that constitutes the standard Java platform. The JRE includes the Java Virtual Machine (JVM), core classes, and supporting files.

Login: The name assigned to a user and used to sign into the POS, SAT, Batch Manager, or the ELVIS system along with a unique password.

LVD: Local Verification Database. The LVD is an optional verification database that resides on each POS terminal. The information in the LVD prevents checks being cashed on accounts, or other agencies specified criteria, that is a violation of the agency's policy.

MICR: Magnetic Ink Character Recognition. A character recognition system using special ink and characters which can be magnetized and read automatically. This line is at the bottom of a check representing payment information such as routing number, account number, and check number.

MVD: Master Verification Database. The Master Verification Database is an online database that maintains the agency hierarchy check cashing policy, dishonored check information, and manually entered blocked items based on an agency's policy. The Master Verification Database (MVD) provides downloads of negative check information and blocked items (of previous PCC OTC returned transactions) to the POS via the Local Verification Database (LVD) on a daily basis.

NACHA: National Automated Clearing House Association. The Electronic Payments Association that sets guidelines for the ACH payments mechanism.

PCC OTC: Paper Check Conversion Over the Counter.

Person Present Mode: The mode used in the POS when the check writer is presenting the check in person.

Person Not Present Mode: The mode used in the POS when the check writer is not present and has delivered the check in another manner, i.e., mail.

Point of Contact (POC): The person within an Agency that is the designated PCC OTC Point of Contact.

Received Date: The date the check was received into ELVIS.

Secondary Storage: The POS requires the use of a secondary storage device or drive. The secondary storage, or mirror image, retains the batch information and check image prior to transmission to ELVIS. The mirror image is a back-up drive in case the hard drive crashes or data on the hard drive becomes corrupt.

Settlement Date: Payment date of the item, which is when the payment amount is debited from the check writer's account.

System Administrator – An Agency's internal IT (Information Technology) personnel or IT contact person.

Tray Manager: Part of the PCC OTC POS software. It runs in the background and controls all functionality within the POS/SAT/Batch Manager.

Appendix P – Acronyms

ABA - American Bankers Association

ACH – Automated Clearing House

ACL - Access Control List

APA - Agency Participation Agreement

ASP – Agency Site Profile

BM – Batch Manager

CIRA – Central Image Research Archive

DVN – Debit Voucher Number

DTN - Deposit Ticket Number

ELVIS - **E**lectronic **V**erification and **I**mage **S**ervice

FIPS - Federal Information Processing Standard

FRB-C – Federal Reserve Bank of Cleveland

FRIT - Federal Reserve Information Technology

GB - Gigabyte

GHz – Gigahertz

IP – Internet Protocol

IT – Information Technology

JRE – Java Runtime Environment

LAN – Local Area Network. A computer network that spans a relatively small area

LVD – Local Verification Database

MICR - Magnetic Ink Character Recognition

Point-Of-Sale Standard Operating Procedures

MSDE – Microsoft Desktop Engine

MVD – Master Verification Database

PCC OTC – Paper Check Conversion Over the Counter

PCMCIA– Personal Computer Memory Card International Association

POC – Point of Contact. The person within an Agency that is the designated PCC OTC Point of Contact.

POS – Point of Sale

R5.1 – Release 5.1 (of the POS and ELVIS).

RAM – Random Access Memory

SAT – System Administration Tool

SOP – Standard Operating Procedure.

SOAP – Simple Object Access Protocol

SSL – Secure Socket Layer encryption

TWAI - Treasury Web Applications Infrastructure

URL – Uniform Resource Locator

USB – Universal Serial Bus

UST – United States Treasury

WSDL – Web Services Description Language

XML – Extendable Mark-up Language (Industry Standard)

Appendix Q – Image Quality

The POS Release 5.1 has a new feature that checks for the image quality of every check scanned. Agencies can, however, choose to override a poor image in hopes that it will process anyway. The following examples are of a poor image scan (Figure 9.9), and an image of good quality (Figure 9.10). Agencies should be aware that overriding a poor image may result in a returned item, depending upon the paying financial institution.

Poor Image Quality:

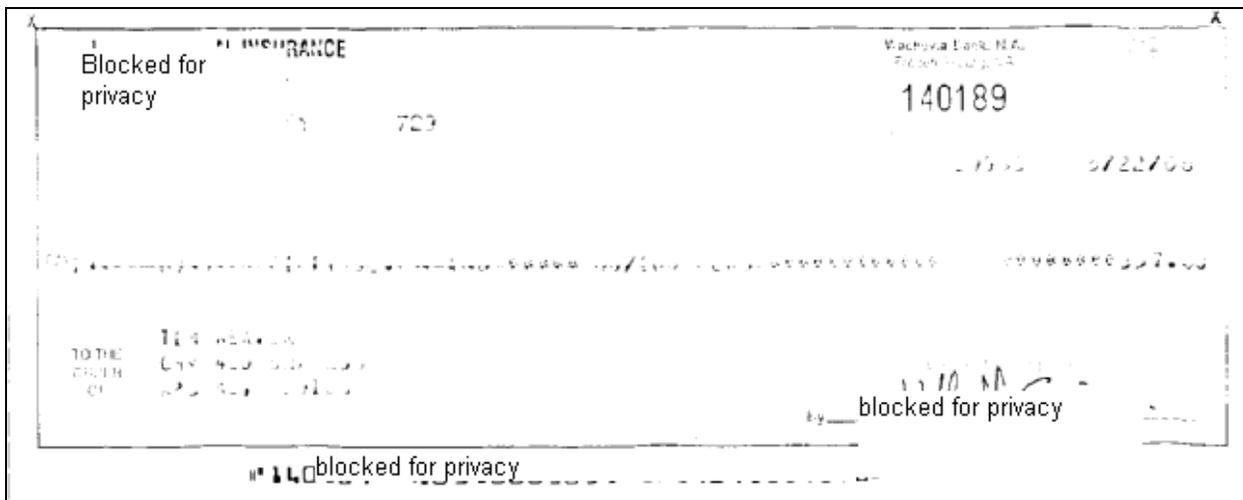


Figure 9.9

Good Image Quality:

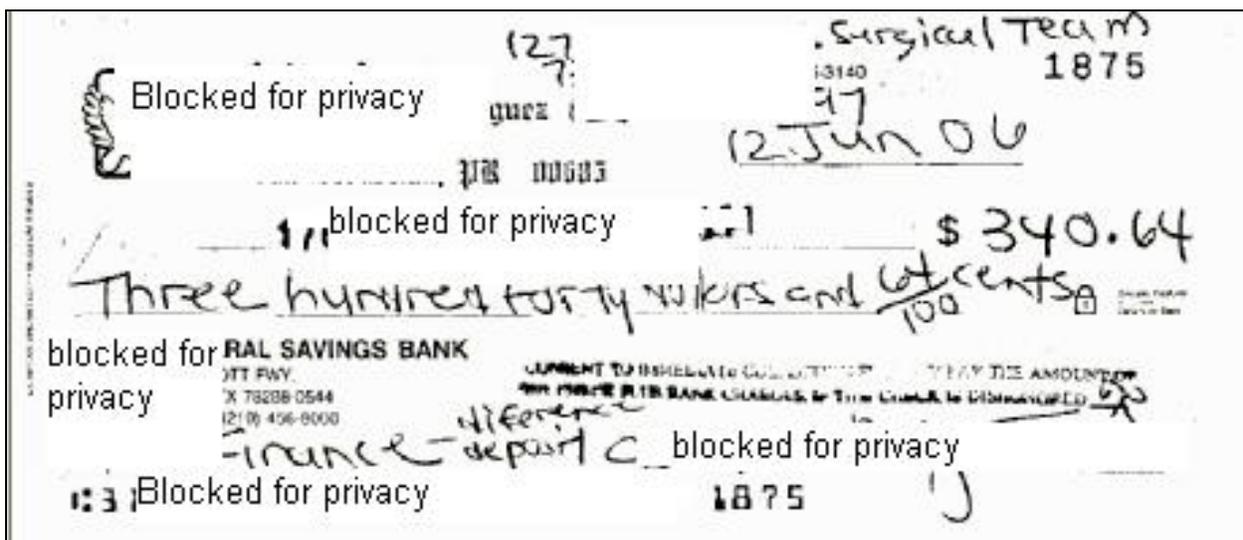


Figure 9.10

Appendix R – CIRA CSV File Layout

Introduction

This document contains all of the fields available through the file layout for CIRA CSV reports implemented in PCC OTC r5.1. The CSV report provides input into downstream systems, and provides PCC OTC r5.1 users with a facility to download item information in a standard format.

Layout

The CIRA CSV report consists of multiple lines and is defined as follows:

- Each line is terminated by a carriage return followed by a new line (0D0A).
- The first 5 lines always exist. The real csv data begins on line 6.
- The file is terminated by an empty line followed by 0D0A.

Available Fields

All possible fields found in the report are listed below.

- IRN
- LOCATION NAME
- CAPTURE DATE
- RECEIVE DATE
- TRANSIT NUMBER
- CHECK NUMBER
- ACCOUNT
- AMOUNT
- CASHIER ID
- CHECK TYPE
- PROCESSING MODE
- BATCHID
- SETTLEMENT DATE
- DEBIT VOUCHER NUMBER
- DEPOSIT TICKET NUMBER
- USER FIELD 1
- USER FIELD 2
- USER FIELD 3
- USER FIELD 4
- USER FIELD 5
- USER FIELD 6
- USER FIELD 7
- USER FIELD 8
- USER FIELD 9
- USER FIELD 10
- USER FIELD 11
- USER FIELD 12
- USER FIELD 13
- USER FIELD 14

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- USER FIELD 15
- USER FIELD 16
- USER FIELD 17
- USER FIELD 18
- USER FIELD 19
- USER FIELD 20
- USER FIELD 21
- USER FIELD 22
- USER FIELD 23
- USER FIELD 24

Note: Not all USER FIELD fields may exist. Depending on the ALC+2 form, only four USER FIELD fields may exist in a report. You can have a maximum of 24 USER FIELD fields.

File Layout

This section defines the size of all fields and the order in which the fields are laid out within the file.

Line Number	Field Number	Name	Type	Format/Sample	Description
1	1.	Report Title	String	CSV Agency Detailed Item Report	Report Title Constant
2	1.	Date/Time	String	Thu May 05 12:27:53 EDT 2005	Date that the report was executed
3	1.	Total Amount	String	TOTAL AMOUNT :	Constant String
	2.	Total Amount Value	Float	39594.43	Total dollar amount of the items queried
4	1.	Total number of items	String	TOTAL NUMBER OF ITEMS :	Constant String
	2.	Total number of items value	Number	81	Number of items queried
5	1.	IRN	String	IRN	Constant String column header, value of the IRN
	2.	LOCATION NAME	String	LOCATION NAME	Constant String column header, ALC+2
	3.	CAPTURE DATE	String	CAPTURE DATE	Constant String column header, Time the image and data was originally captured
	4.	RECEIVE DATE	String	RECEIVE DATE	Constant String column header, Time the data was processed by PCC OTC

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Line Number	Field Number	Name	Type	Format/Sample	Description
	5.	TRANSIT NUMBER	String	TRANSIT NUMBER	Constant String column header, Routing number parsed from RAW MICR
	6.	CHECK NUMBER	String	CHECK NUMBER	Constant String column header, Check number parsed from RAW MICR
	7.	ACCOUNT	String	ACCOUNT	Constant String column header, Account number parsed from RAW MICR
	8.	AMOUNT	String	AMOUNT	Constant String column header, Amount of the payment
	9.	CASHIER ID	String	CASHIER ID	Constant String column header, Value provided by ALC+2 for the operator id
	10.	CHECK TYPE	String	CHECK TYPE	Constant String column header, 1 means "Corporate Check"; 3 means "Consumer POP Check" or 5 means "Consumer ARC Check";
	11.	PROCESSING MODE	String	PROCESSING MODE	Constant String column header, 0 means "Person Not Present"; 1 means "Person Present";
	12.	BATCH ID	String	Batch ID	Constant String column header. Batch containing the IRN
	13.	SETTLEMENT DATE	String	Settlement Date	Constant String column header. Settlement Date
	14.	DEBIT VOUCHER NUMBER	String	DEBIT VOUCHER NUMBER	Constant String column header. Debit Voucher Number
	15.	DEPOSIT TICKET NUMBER	String	DEPOSIT TICKET NUMBER	Constant String column header. Deposit Ticker Number
	16.	User field 1	String	USER FIELD 1	Constant String column header
	17.	User field 2	String	USER FIELD 2	Constant String column header
	18.	User field 3	String	USER FIELD 3	Constant String column header
	19.	User field 4	String	USER FIELD 4	Constant String column header
	20.	User field 5	String	USER FIELD 5	Constant String column header
	21.	User field 6	String	USER FIELD 6	Constant String column header
	22.	User field 7	String	USER FIELD 7	Constant String column header
	23.	User field 8	String	USER FIELD 8	Constant String column header

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Line Number	Field Number	Name	Type	Format/Sample	Description
	24.	User field 9	String	USER FIELD 9	Constant String column header
	25.	User field 10	String	USER FIELD 10	Constant String column header
	26.	User field 11	String	USER FIELD 11	Constant String column header
	27.	User field 12	String	USER FIELD 12	Constant String column header
	28.	User field 13	String	USER FIELD 13	Constant String column header
	29.	User field 14	String	USER FIELD 14	Constant String column header
	30.	User field 15	String	USER FIELD 15	Constant String column header
	31.	User field 16	String	USER FIELD 16	Constant String column header
	32.	User field 17	String	USER FIELD 17	Constant String column header
	33.	User field 18	String	USER FIELD 18	Constant String column header
	34.	User field 19	String	USER FIELD 19	Constant String column header
	35.	User field 20	String	USER FIELD 20	Constant String column header
	36.	User field 21	String	USER FIELD 21	Constant String column header
	37.	User field 22	String	USER FIELD 22	Constant String column header
	38.	User field 23	String	USER FIELD 23	Constant String column header
	39.	User field 24	String	USER FIELD 24	Constant String column header

Sample File Layout

Following is a sample file layout starting on line 6:

Field Number	Name	Type	Sample value
1.	IRN	String	111201500244600000608
2.	LOCATION NAME	String	0000633502
3.	Capture Date	Date/Time	2002-07-19 14:11:14
4.	Receive Date	Date/Time	2002-07-22 07:31:19
5.	TRANSIT NUMBER	String	251480576
6.	CHECK NUMBER	String	4114784
7.	ACCOUNT	String	787910415647
8.	AMOUNT	String	38.81

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Field Number	Name	Type	Sample value
9.	CASHIER ID	String	Patrick
10.	CHECK TYPE	String	1
11.	PROCESSING MODE	String	1
12.	BATCH ID	String	FF1E9FE2-FB22-4353-A27A- 06C86FC3D2AA
13.	SETTLEMENT DATE		2002-08-22 07:43:10
14.	DEBIT VOUCHER NUMBER	String	24
15.	DEPOSIT TICKET NUMBER	String	8
16.	User field 1	String	USER FIELD 1
17.	User field 2	String	USER FIELD 2
18.	User field 3	String	USER FIELD 3
19.	User field 4	String	USER FIELD 4
20.	User field 5	String	USER FIELD 5
21.	User field 6	String	USER FIELD 6
22.	User field 7	String	USER FIELD 7
23.	User field 8	String	USER FIELD 8
24.	User field 9	String	USER FIELD 9
25.	User field 10	String	USER FIELD 10
26.	User field 11	String	USER FIELD 11
27.	User field 12	String	USER FIELD 12
28.	User field 13	String	USER FIELD 13
29.	User field 14	String	USER FIELD 14
30.	User field 15	String	USER FIELD 15
31.	User field 16	String	USER FIELD 16
32.	User field 17	String	USER FIELD 17
33.	User field 18	String	USER FIELD 18
34.	User field 19	String	USER FIELD 19
35.	User field 20	String	USER FIELD 20
36.	User field 21	String	USER FIELD 21
37.	User field 22	String	USER FIELD 22
38.	User field 23	String	USER FIELD 23
39.	User field 24	String	USER FIELD 24

