

U.S. Department of the Treasury

Financial Management Service

Paper Check Conversion Over the Counter  
(PCC OTC)



Standard Operating Procedures

Installation and Configuration

Release 5.1

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**Change/Revision History**

<b>Date</b>	<b>Section/Chapter</b>	<b>Revision/Change Description</b>	<b>Page/Section Affected</b>
9/6/07	Scanner Hardware section	Addition of Figure 2.06.1	8
9/6/07	Connecting the Scanner section	New section - 'Connecting the Scanner'	9
10/4/07	Open Ports	Notation on the page includes definition of MSDE looping.	15

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## Installation & Configuration

*Note: This section may be used by the System Administrator to follow for first time installation.*

### Requirements and Configuration

#### **Computer Hardware and Software Requirements**

- Operating System - Windows 2000®, or Windows XP Professional®.

*Note: We have validated that Windows 2000, Service Pack 4 and Windows XP Professional, Service Pack 2 work after POS 5.1 is freshly installed. Other variations of Operating System Service Pack releases were upgraded and tested. Please contact the PCC OTC Customer Service staff if you need to know if your specific SP version has been validated.*

- Internet access is required to upload transaction data and check images and to allow downloads such as data entry screen updates and batch acknowledgments.
- Microsoft Internet Explorer™ version 6.0 or higher with Microsoft 128-bit encryption pack.
- Minimum 5 GB free hard drive space for the POS application and transaction data.
- Minimum of 512 MB RAM. Recommended 512 MB DDR SDRAM, 2 DIMMS expandable to 1 GB.
- Minimum Pentium™ III 1.2GHz computer or compatible. Recommended Intel Celeron™ Processor 2.40 GHz.
- Recommended 14.1 XGA Display with 800 X 600 screen resolution.
- RDM POS check scanner, model EC5000i, EC6000i, or EC7000i scanner.
- Scanner connection - Available 9-Pin Serial Port, PC Card Slot, or USB 2.0 port
- Two USB ports (recommended)
- Serial connection may be necessary if using the optional Yes/No keypad.
- One of the following for use as secondary storage:
  - USB Flash Drive (Recommended)
  - LAN Drive (PCC OTC will not be operational with this option during a LAN outage)
  - PCMCIA slot for use with a smartcard (used primarily for laptops/notebooks)
  - Parallel port
  - Zip drive

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- CD-ROM drive
- Local or LAN printer
- Standard RJ45 Ethernet connection
- Surge protector/suppressor

### **Windows System Requirements**

- Install the POS software using a system account with local administrative permission.
- Configure at least one local or LAN printer for the system using the Windows 'Add Printer' wizard before running the POS installation.
- Users must have full access to the RDM Corporation folder found on the hard drive under 'Program Files'.
- Users must have full access to the secondary storage location where backup images are stored, i.e., flash drive, zip drive, PCMCIA card, LAN drive, etc.

### **Database Requirements**

The database installed with POS is Microsoft's MSDE which is a desktop version of Microsoft's SQL server.

### **Requirements for Router/Firewall Access**

Router/Firewall Administrators must ensure and verify that outbound ACL (Access Control List) has complete https access, on port 443, and between each POS site and the PCC. Full upload and download capability using https is required to operate the POS.

Example ACL for both router and firewall access:

```
Access list XXXX permit tcp (Agency Internet IP Address-Proxy or Translated) host 199.169.192.37 eq 443 and 199.169.194.27 eq 443.
```

There is more security by dedicating a direct connection from an Agency IP address to the MVD IP address. This mechanism can ensure that any desktop running the POS can get access to ELVIS as long as there are no group or user restrictions applied. Once the IP address is requested, it should be translated at the firewall to the agency IP address and forward the connection onto the ELVIS system.

More information on the PCC OTC system and its parts can be obtained from your U.S. Department of the Treasury Representative by calling 1-202-874-6893, or the Federal Reserve Bank of Cleveland at 216-579-2112 or 1-800-624-1373. Military DSN can call the Federal Reserve at 510-428-6824, option 4, option 5, option 4.

### Scanner Hardware

The scanner hardware consists of the following components:

1. EC5000i (Figures 2.01 and 2.02) or EC6000i (Figures 2.03 and 2.04), or EC7000i scanner unit (Figures 2.05 and 2.06), and the Panini MyVision scanner (Figure 2.06.1)
2. 9 Pin serial data cable, or USB data cable.
3. AC adapter power brick (220 power brick for overseas locations).
4. Franking Acknowledgment Printer Ink Roller.

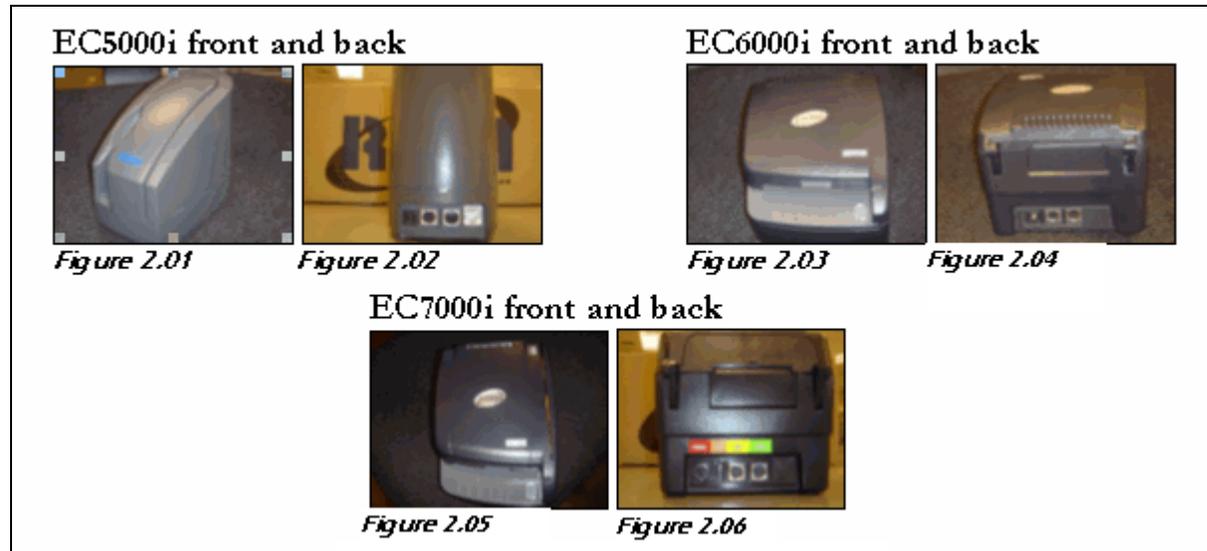


Figure 2.06.1

### *Connecting the Scanner*

How the scanner is connected to your computer depends on the type of connection that will be used. If using a serial connection, one end of the scanner serial data cable plugs into the back of the scanner unit and the other end plugs into the 9 pin serial connection on the notebook or PC. If using a USB connection, the USB data cable plugs into the back of the scanner and the other end plugs into the USB port of the notebook or PC. The Panini scanner requires a USB 2.0 connection which a faster connection and is usually found on newer computers. Plug the power unit into a surge protected power strip. When the EC6000i, EC7000i or Panini scanner is connected to your computer for the first time, a driver will be installed to support the hardware. A 'Found New Hardware' screen will appear. Click the option to 'Install the software automatically'. The prompts will walk you through the driver install process.

***Note: If you are using a USB-connected scanner, the scanner should be disconnected from the POS computer during POS software installation, otherwise the scanner driver may not be updated. After installing the POS software and connecting the USB scanner, the Windows 'Found New Hardware' window may open. The system will walk you through installing the scanner driver.***

***Note: The scanner MUST be at least 4 inches away from EM (Electro-magnetic) equipment, including the PC. If the scanner is too close it can cause a misread or an image distortion. Devices with electro-magnetic fields include the computer, credit card reader devices, laser beams from bar code scanner devices, etc.***

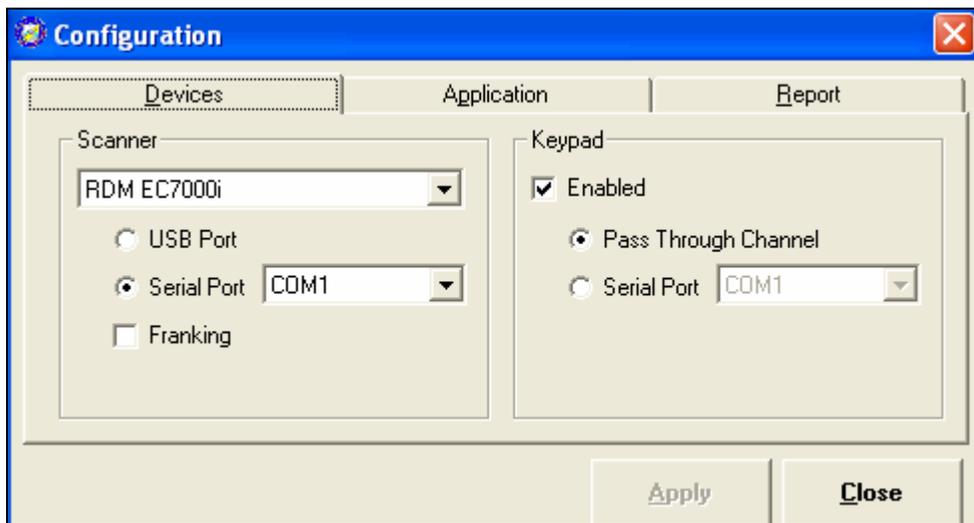
On initial startup of the scanner it will cycle through each light. Upon completion, the light on the front of the scanner should be amber. If the light on the scanner is red, please refer to the *Troubleshooting* chapter of this SOP.

### **Yes/No Keypad (Optional)**

The Yes/No Keypad allows the customer to confirm the amount of the transaction during a transaction when the application is in a Person Present mode. If the agency uses the Yes/No Keypad, it is enabled in the POS configuration. There are two models of Yes/No keypads used by the POS. They are pictured in Figure 2.1. The newer model, Ingenico 3050 will only work with POS 5.0 and higher. The keypads are connected through the back of the scanner, as pictured in Figure 2.2.

To enable the use of the keypad:

1. Sign on to the POS.
2. Click on **'File'**, then **'Configuration'**, then click the **'Devices'** tab. The following screen will appear (Figure 2.0.7)



**Figure 2.0.7**

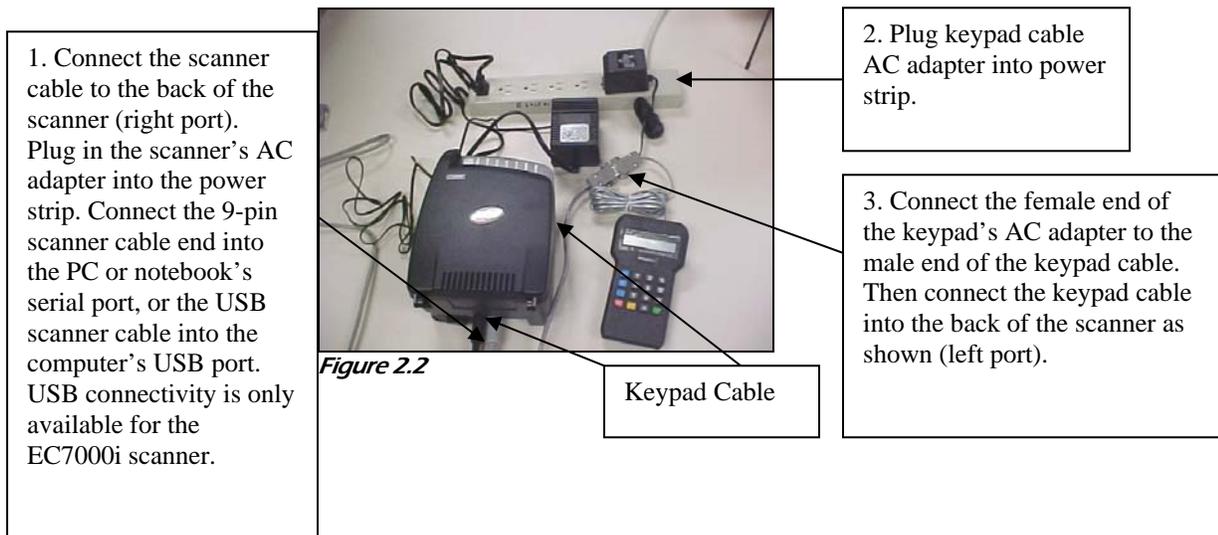
3. On the right side of the screen, click the box to add a check mark to the **'Enabled'** field under the **'Keypad'** column.
4. If your scanner is using a serial connection, you must set up the configuration as describe in this step in order for the Yes/No keypad to work. On the left side of the screen pictured in Figure 2.0.7, click the radio button for **'Serial Port'**. On the right side of the screen beneath the **'enabled'** field, click the radio button for **'Pass Through Channel'** then click the **'Apply'** button.
5. If your scanner is using a USB connection, you can use a serial connection for your keypad if you have a free COM port (serial port). Click the radio button for serial port, then choose the free COM port in the dropdown window.
6. If you have a computer that does not have a serial port, you can still connect the keypad by using a **'Serial to USB'** converter cable. Contact your technical staff for information.

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Figure 2.1

*The configuration that is pictured below shows the Ingenico eN-Crypt 150 keypad. The new Ingenico keypad is set up in the exact same manner.*



*Note: If using a Serial connection, the scanner and keypad must be configured to different ports. If they are not, an error is produced (Figure 2.2.1)*

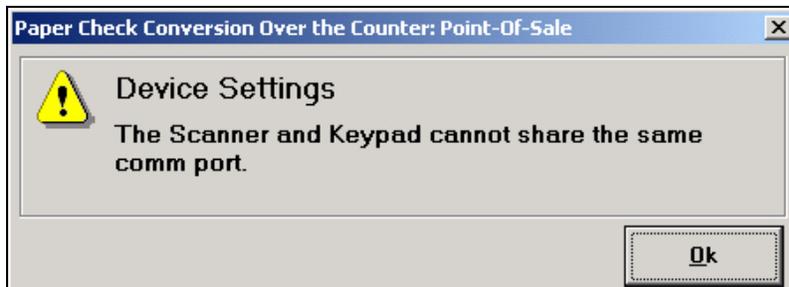


Figure 2.2.1

### **Operating System Setup**

The POS runs on Windows XP Professional, Service Pack 2, or the Windows 2000 Professional, Service Pack 4, operating systems.

Verify that either the notebook or desktop computer is configured with an approved Operating System. Verify that the notebook or desktop computer time and date configurations are correct. If needed, the notebook or desktop date and time can be configured by selecting the Date/Time icon located in the Windows Control Panel.

***NOTE: All devices should be plugged into a surge protection system.***

### **LAN Connectivity**

If the POS is connected to the Agency location's LAN, the notebook or desktop must be configured as a member of the domain used at the site and added to the network. This is necessary to submit transactions, and to use LAN-connected printers.

### **Printer Requirements**

The POS installation requires a local/LAN printer configured on each system. **The ability to print is required to properly process daily work.**

### **Mirror Image - Backup Device Installation**

PCC OTC requires the use of a secondary storage device. This device is used to retain batch information and check images in the event of a computer failure or data corruption on the hard drive prior to transmission. Once the batches are transmitted, the batch information is deleted from the device. This storage device could be in the form of a folder on a LAN drive, a Smartcard (for notebooks), a zip drive or a USB Flash drive. The volume of items processed by your location will determine which device will best serve as your backup device.

The mirror image is a back-up drive in case the hard drive crashes or data on the hard drive is corrupt. This is why the secondary storage should never be setup to use the computer's hard drive. Without the mirror image, daily processing information would not be retained and would not be available for transmission or batch recovery in the event of a computer failure. If batch recovery is needed due to a computer failure or other situation, please refer to the 'Batch Recovery' section of the *System Administration Tool - SAT* chapter of this SOP for complete instructions.

### USB Flash Drive



**Figure 2.3**

A Flash drive is a small portable storage device (Figure 2.3). They are made by many different manufacturers and vary in size. They plug directly into the USB port on the notebook or desktop computer and the Windows® operating system will assign the device a drive letter, just like the floppy drive, CDROM drive, or hard drive. The recommended minimum size is 128MB. Flash drives are available in sizes as small as 64 MB and as large as 5 GB or more. The size that you choose should correspond with the amount of PCC OTC activity that you process.

There is one major drawback with the Flash drive – it is very easy to misplace. It is recommended that the Flash drive always be plugged into the computer or stored where it can be accessed whenever the POS software is used. Batches that have been created and not closed or sent will be inaccessible if the flash drive (or any other secondary backup unit) is removed or unavailable.

Contingency and backup procedures are contained in the *Troubleshooting* chapter of this SOP.

### ***Determine how much storage space you need***

How can you tell how much storage space you will need? The size of each check image is 20KB. You can figure you'll need 10MB of space per 500 item batch. Ten batches this size will require 100MB of secondary storage. Based on your volume, you can use these formulas to determine just how much space to allot for secondary storage for your PCC OTC computer.

### ***Efficiently manage your storage space***

In order to efficiently use the space on your secondary storage drive, display the batch status within Batch Manager. It is imperative that each transmitted batch displays a status of 'Acknowledged'. This ensures that the batch has been cleared from the secondary storage making room for new batches to be temporarily stored.

## Pre-Installation

### **Enable the Computer Browser Service**

The first part of the pre-installation involves enabling the 'Computer Browser' Windows service to ensure a successful installation. This applies only to first time installations (computers that have never had the POS software installed).

The 'Computer Browser' service is a service that maintains an updated list of computers on the network and supplies this list to computers designated as browsers. If this service is stopped, this list will not be updated or maintained. If this service is disabled, any services that explicitly depend on it will fail to start. If enabling this service causes operation issues at your Agency, the service can be disabled after the installation of POS 5.1.

From the Windows desktop, click **'Start', 'Control Panel'**. If your Control panel looks like the one in Figure 2.3.1, click the option to the left of the window, "Switch to Classic View".

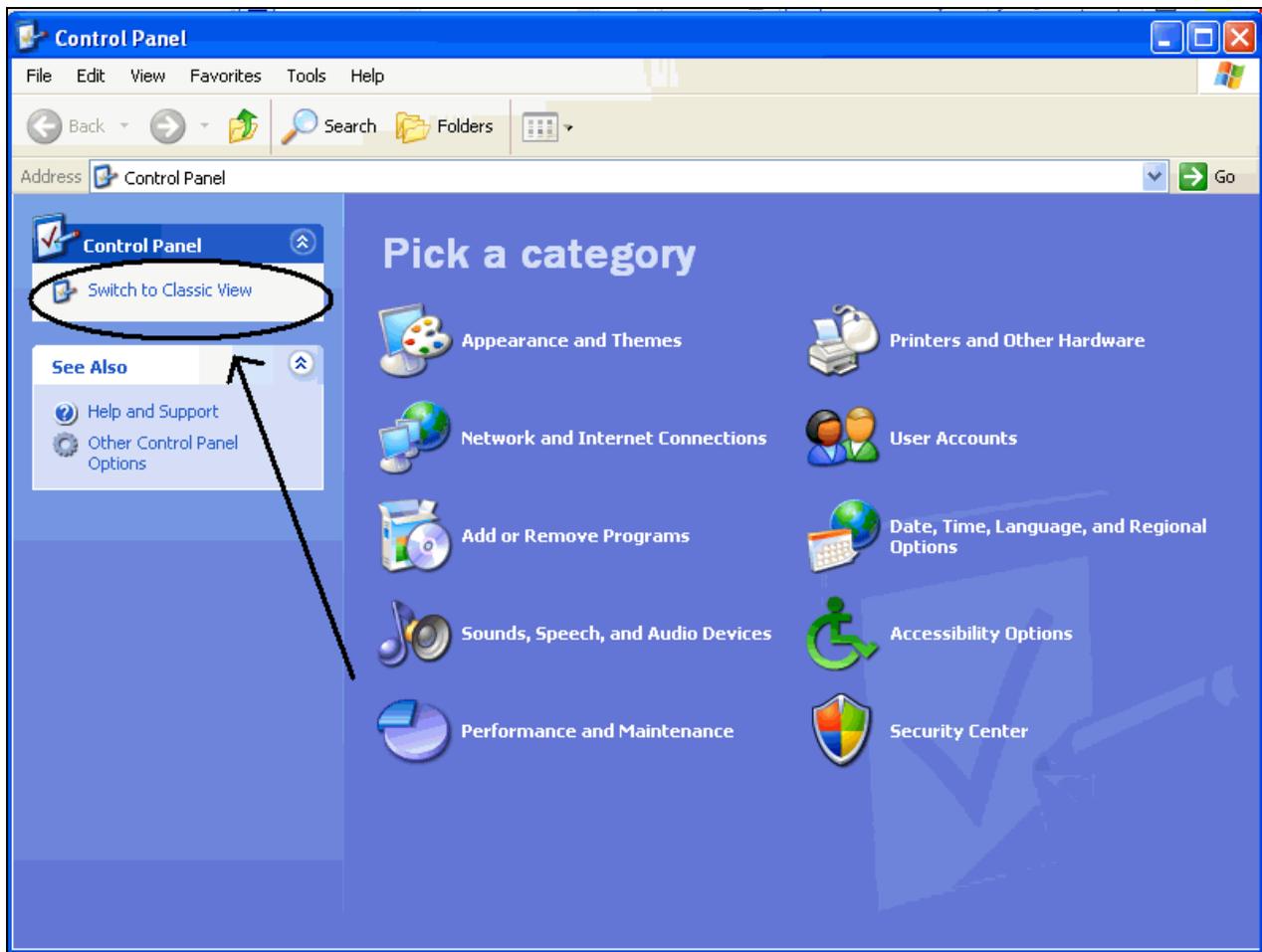


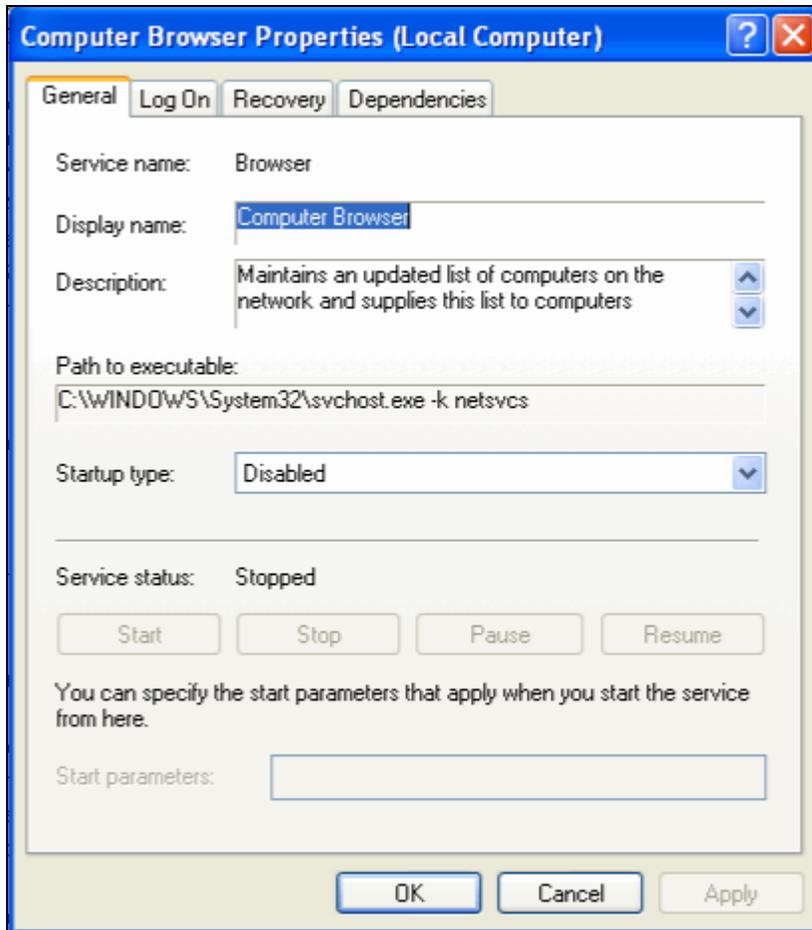
Figure 2.3.1

1. Once in Classic View, click the 'Administrative Tools' icon, then click on the 'Services' icon. Look for a

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service in the 'Name' column called 'Computer Browser'. Double click the 'Computer Browser' service. The following screen will appear (Figure 2.3.2):



*Figure 2.3.2*

3. Click the down arrow in the 'Startup type:' field (mid screen) and choose 'Automatic'. Click the 'OK' button at the bottom of the window. Continue with the POS installation procedures.

As part of the POS installation, a file named PSKill.exe is installed into the RDM directory. If your Agency encounters an issue with this file during routine security scans, please work with your Information Security staff. They can contact the PCC OTC Customer Service staff for assistance.

### **Open Ports**

This Pre-Installation process is for workstations with a local firewall enabled.

Prior to installing the POS the following ports must be opened, TCP 139, TCP 445, UDP 137 and UDP 138.

If you are installing on a Windows XP SP2 system the installation will automatically open and close these ports (part of the File and Printer Sharing group) as required, to install the MSDE component. When the installation is complete, the port settings will be returned to their original state.

To enable File and Printer Sharing as an exception:

1. From the Windows desktop, click **'Start', 'Control Panel'**.
2. Double-click the Windows Firewall icon.
3. If the General tab is not the active tab, click the General tab. Ensure that the 'Don't allow exceptions' option is not checked.
4. Click the **'Exceptions'** tab.
5. Select the File and Print Sharing option.
6. Click **'OK'**.
7. Close the Windows Firewall dialog and close the Control Panel window.

*Note: Failing to enable these ports could cause the installation of the MSDE component to loop. When looping occurs, the MSDE installation piece of the install procedure will repeatedly try to install. The system will indicate that the MSDE installation is complete and ask if you wish to restart the computer. Upon restart, the MSDE installation begins again instead of continuing with the POS installation.*

*Antivirus software may cause the installation of MSDE to loop. This occurs because most antivirus programs block scripts from running. To avoid this behavior, configure the antivirus to allow scripts to run. After the software is installed, the antivirus can be re-configured to block scripts from running. Check with your internal security staff as they may require that you disconnect from the Internet or LAN during the installation. If you are using a McAfee antivirus product, manually disabling the scripts is not required. The installation process automatically stops and starts the script blocker as necessary.*

*Note: It is possible to install an older release of the POS such as 3.5, or 4.x in error, on a computer that already has POS 5.1 installed, and both releases will reside on the desktop. Please ensure that your old POS software CD's are destroyed after you have upgraded all of your POS computers. This is a preventable issue with Release 5.1 but will only take effect as Release 5.1 becomes the older release. Releases older than POS 5.1 do not contain this preventable measure.*

## Tray Manager

Tray Manager is the fourth module of the PCC OTC POS software. It runs in the background and controls all functionality within the POS/SAT/Batch Manager. It should always be up and running as indicated by the icon in the taskbar at the lower right of the Windows desktop (Figure 2.4). Tray Manager will restart

itself in the event of a shutdown. The Tray Manager icon  displays at the lower right of the screen when module is running.

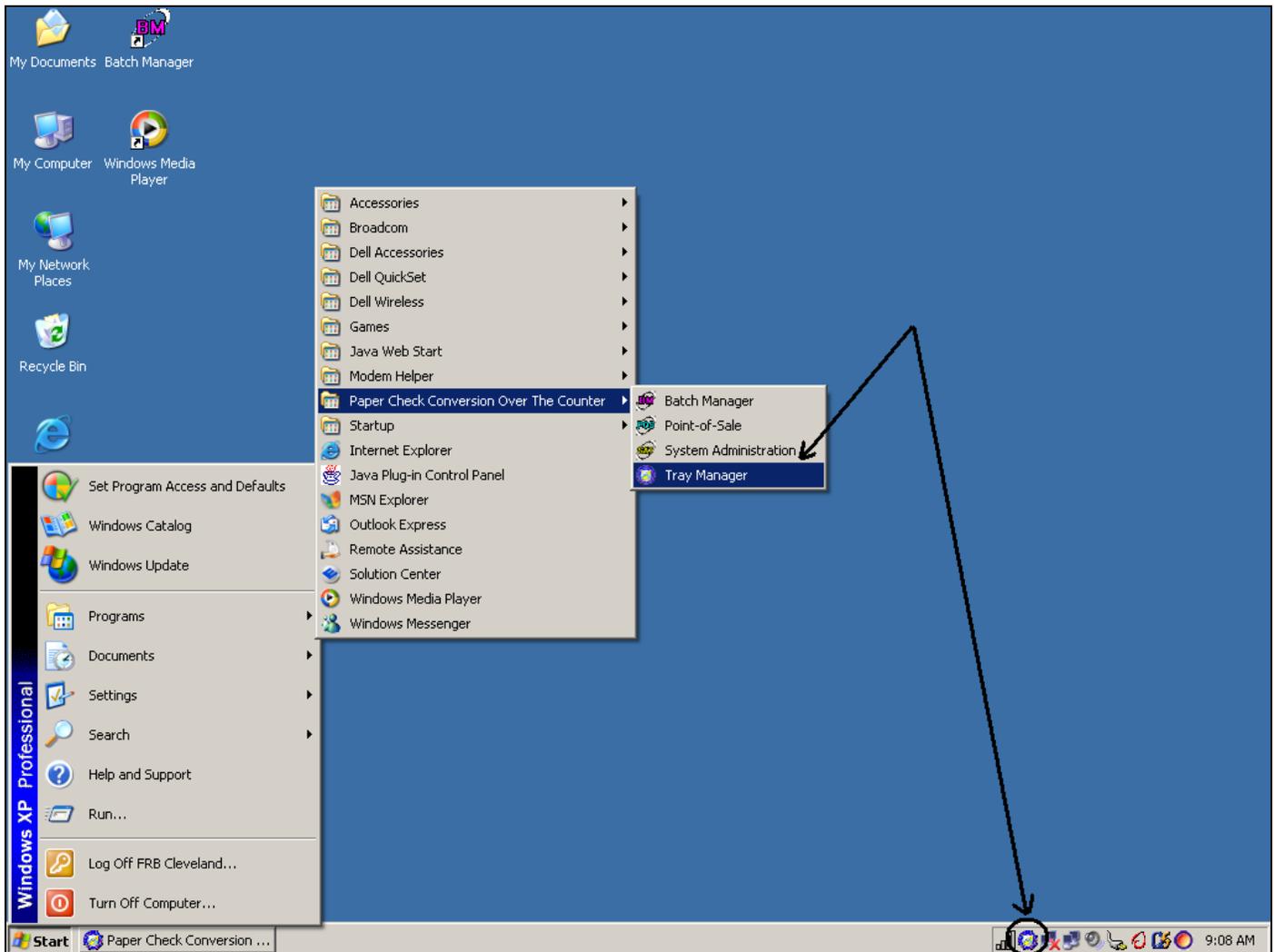


Figure 2.4

## New Installation

The 'New Installation' procedure below assumes that the POS software has never been installed on the computer. It also assumes that you already have your computer running with Windows open. This install procedure is written for both Windows® 2000 and Windows® XP Operating Systems.

**Note:** *The following Microsoft services must be active during installation and operation: Computer Browser, Server, and Workstation. For information on activating a service, see the Pre-Installation section of this chapter.*

1. Insert the PCC OTC POS V5.1 CD into the CDROM drive. The disk should perform an autorun and the program begins the installation process. **Note:** *Autorun can be disabled on some computers. If the install does not automatically begin, click on 'Start', select 'Run' then click 'Browse'. Navigate to the CDROM drive, usually D:\ or E:\. Double-click the file named 'setup.exe'. From the 'Run' window, click 'OK'.*

**Note:** *If working from a network drive or other external source, copy the installation (setup.exe) file locally to the system before beginning the installation.*

The Start Installation window appears (Figure 2.5). Click 'Next'.

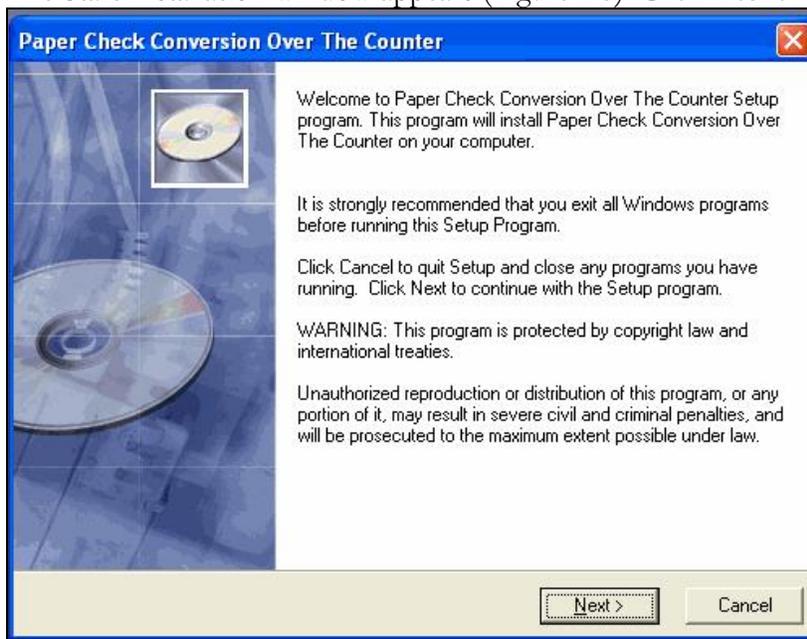


Figure 2.5

2. The system will prompt that it is 'Installing MSDE 2000 as pictured in Figure 2.6, and to please wait. MSDE stands for Microsoft SQL Server Desktop Engine™. The installation of MSDE can take as long as 5 minutes to complete.

**Note:** *If the required version of MSDE is already present on the system, the POS installation begins.*

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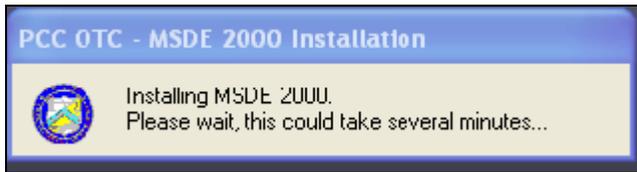


Figure 2.6

The following screen will appear notifying you that your system has been updated with MSDE (Figure 2.7). Click **'Yes'** to restart the computer.



Figure 2.7

3. The PCC OTC System Information screen will then appear.(Figure 2.9)

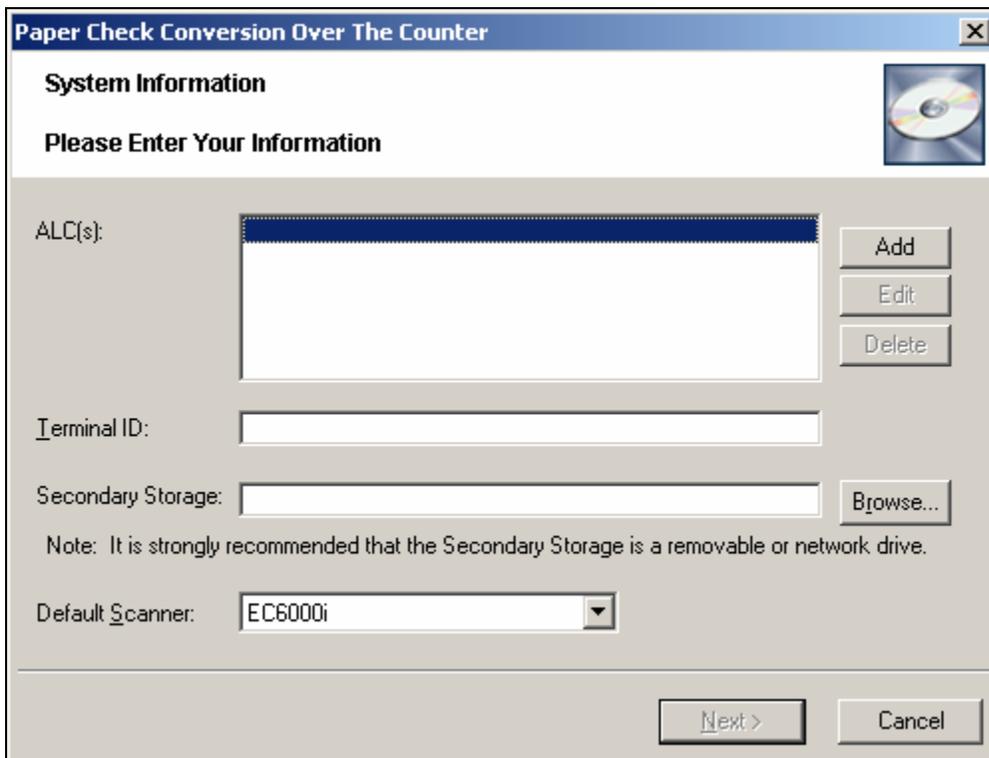


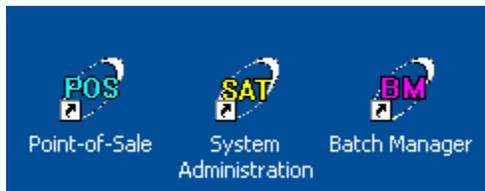
Figure 2.9

4. In the PCC OTC System Information Window click the **'Add'** button on the right, beside the ALC(s) heading. This function is used to add all of the ALC's that this computer uses for data entry. Type your first 10-digit ALC+2 in the ALC field. Press the tab key and type the Location description. The description is used internally for you to easily identify each location. Click **'OK'**.

**Note: Prior to adding your ALC+2's, an Agency Site Profile (ASP) must be submitted to FRB/FMS for each ALC +2.**

If more than one ALC+2 will be used, click the **'Add'** button again and repeat the previous step. Continue in this manner until all ALC's have been added. If you need assistance with identifying your ALC's, please call the Customer Service staff at the FRB-C at 1-800-624-1373 or military locations can call DSN 510-428-6824, option 4, option 5, option 4.

5. Type your terminal ID as provided by the FRB-C.
6. Click the **'Browse'** button on the right, just beside the Secondary Storage heading. Navigate to the correct drive for your secondary storage (This drive is usually the flash drive - normally E:\ or D:\). You can change the drive by selecting 'Browse'. Daily and archived batches will be stored on this drive. When your selection is complete, click **'OK'**. Your choice for the secondary storage should now be displayed in the field to the immediate right of the 'Secondary Storage'.
7. Select the correct scanner model. Click the down arrow to the right of the field and select your scanner model. Click **'Next'**.
8. A 'Start Installation' window will appear. Click **'Next'**.
9. The system will begin installing the PCC OTC databases and files. A window appears which displays the percentage of completion.
10. The Crystal Reports XI runtime module is then installed.
11. A window appears stating that the system configuration is being updated.
12. When complete, a window appears stating that the software has been successfully installed. Click **'Finish'**.
13. A prompt will appear stating that the system must be restarted to complete the installation. Click the **'OK'** button to restart. The computer will reboot.
14. Upon a successful installation, three shortcut icons to the POS program (POS – Point-of-Sale, SAT – System Administration, and BM - Batch Manager) will appear on the PC desktop (Figure 2.10). The version number can also be verified by signing on to the SAT, POS, or Batch Manager and clicking **'Help'**, **'About PCC OTC'** from the menu at top of the screen. The Security Administrator will need to sign on to the SAT as the 'admin' user and create user accounts. For complete information, refer to the *System Administration Tool* chapter, 'User Administration' section of this SOP.



**Figure 2.10**

15. Before the POS software can be used to create transactions, the Agency's unique data entry screens will need to be downloaded. To download the screens, make certain that the check

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scanner is connected to the POS computer, sign on the POS, click on **'Tools'**, then **'Check for'**, then click **'Data Entry Screen Upgrade'**.

16. Remove the PCC OTC R5.1 CD and store in a secure area.

## Uninstall

If your computer should experience problems with file corruption or the administrative password is inaccessible, the POS software may need to be uninstalled and reinstalled. Uninstallation of the POS software should not be performed without permission from FRB-C Customer Service staff. Please call the PCC OTC Customer Service at 800-624-1373, 216-579-2112 or DSN 510-428-6824, option 4, option 5, option 4.

**Note:** *Uninstallation of the POS software will erase your unique data entry screens. See the ‘Recover Data Entry Screens’ section of this chapter for information on recovering those screens. The uninstall procedure will also remove all audit trails and Batch Manager history.*

**Note:** *To avoid a situation where the administrative password becomes inaccessible, please make certain that the ‘admin’ password is written down and locked up. All safeguards should be in place to ensure that the password is accessible to authorized personnel only.*

### **Before Uninstalling**

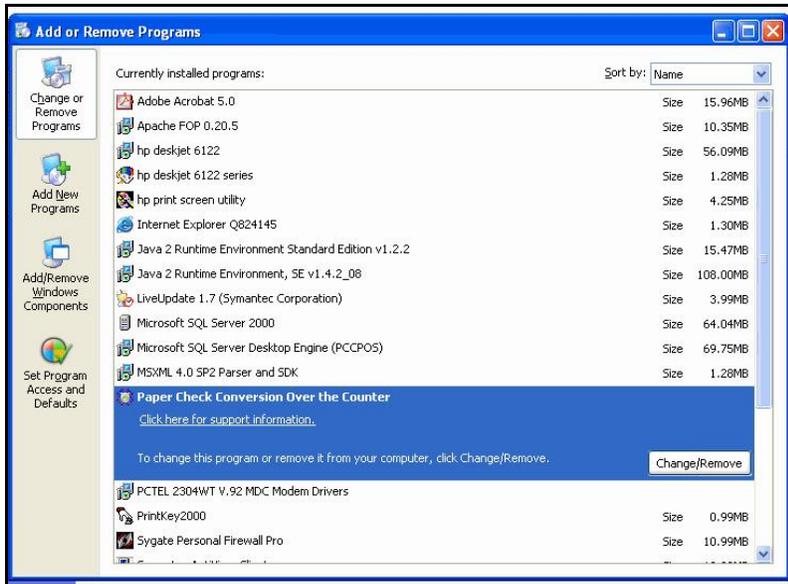
Uninstalling the POS software usually means that a reinstall will need to occur immediately afterward. The following steps should be performed **prior** to uninstalling your POS software to ensure a smooth reinstall. The following steps assume that your current installation of the POS software is accessible. If the software is inaccessible and these steps cannot be performed, contact the FRB-C Customer Service staff at 800-624-1373, 216-579-2112 or DSN 510-428-6824, option 4, option 5, option 4.

1. Close and transmit all open batches in the POS. For details on how to close a batch, please refer to the Daily Processing chapter of this SOP. If the computer is not accessible and there are open batches, a batch recovery will need to be performed using the secondary storage drive, after the reinstallation of the software has been completed. For instructions on ‘Batch Recovery’, please refer to the *System Administration Tool – SAT* chapter of this SOP.
2. Back up all system data and existing POS data. Since each Agency has their own set of instructions for performing backups, please contact your Information Technology Support staff for assistance with backing up your computer.
3. Print the SAT and POS activity log for the past 90 days and user information from the SAT before upgrading the existing application. To print the activity log and user information, refer to ‘Activity Log’ and ‘User Information’ sections in the *Appendix* of this SOP.
4. Launch the SAT and login. Select **‘File’**, then **‘Configuration’**. From the ‘Data Entry Screens’ tab, make a note of the ALC(s). From the ‘General’ tab, make a note of the Secondary Image Storage path. Close the PCC SAT application.
5. Launch PCC POS and login. Click **‘File’**, and **‘Configuration’**. Select the Application tab and make a note of the Terminal ID.

### Uninstalling the R5.1 Software

To uninstall the software, from the Windows desktop click on **'Start', 'Settings', then 'Control Panel'**. Double-click on **'Add/Remove Programs'**.

1. Click to highlight **'Paper Check Conversion Over the Counter'** then click on **'Change/Remove'**. (Figure 2.11)



**Figure 2.11**

2. The prompt, "Please close all other applications before continuing", will appear. To continue, click on the **'OK'** button. The prompt, "Are you sure you want to uninstall PCC OTC?", will appear. Click the **'Yes'** button.
3. The prompt, "Do you want to keep the data from PCC OTC?", appears. The following choices are available:
  - 'Yes'** - to retain user data and transactions that have not yet been completed within PCC OTC.
  - 'No'** - if the purpose of this uninstall is to recover the administrative password in PCC OTC, or if the software is being permanently removed from this computer. Responding with 'No' will remove all users and pending transactions from the PCC OTC system, but the PCC OTC administrative password will be recovered, after the software has been re-installed.. All batches should be closed and transmitted prior to the uninstall or they will be lost. Choose **'Yes'** or **'No'**.
4. The uninstall process begins. This may take up to 5 minutes. A prompt may appear asking if you wish to remove a shared component. The uninstall process will inform you that the file is no longer being used by other programs and may be deleted. Click on **'Yes to All'**. (Figure 2.12)

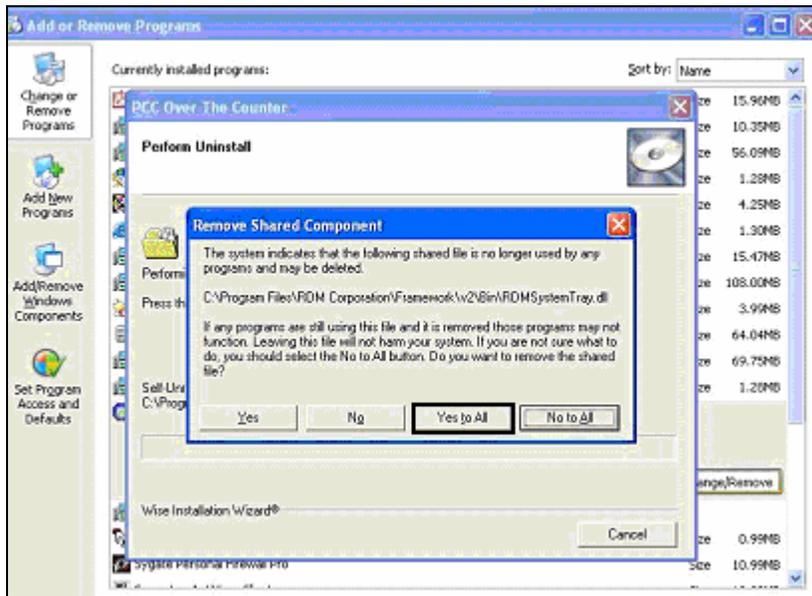


Figure 2.12

5. When uninstall is complete, a window will appear stating that the PCC OTC uninstall has completed successfully, click **'OK'**. The screen will return to the Add or Remove Programs Window and the PCC OTC software will no longer appear in the listing as a currently installed program. Click the **'X'** in the upper right corner of the screen to close.
6. Verify that the 'POS', 'SAT', and 'Batch Manager' icons are no longer on the computer's desktop.
7. Verify that the RDM folder has been removed. Right-click the Windows 'Start' button, then click 'Explore'. Navigate to the C: drive (or to whatever drive the POS software was installed) and click the plus (+) button to display all folders on the drive. Look for a folder called 'Program Files'. Click the plus (+) button beside the folder to view all folders beneath. Verify that the folder 'RDM Corporation' does not exist. If it does, right-click the folder name then choose 'Delete' from the menu. Be very careful that you are only deleting the RDM Corporation folder. You will be prompted with the message, "Are you sure you want to remove the folder 'RDM Corporation' and move all of its contents to the Recycle Bin?" Click the **'Yes'** button.

### **Permanently Uninstalling the R5.1 POS Software**

If the POS software will no longer be used by your Agency for the PCC OTC program, follow the steps in the 'Uninstalling the R5.1 Software' in the previous section. Older releases of the software may have included POS CD's. Management needs to ensure that these CD's are destroyed. All sensitive data should be removed from your secondary storage device.

## Point-Of-Sale Standard Operating Procedures

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### **Reinstalling the POS Software After an Uninstall**

In the event of a computer problem, a reinstallation of the POS may be necessary. Before performing a reinstall of POS:

Close and transmit all open batches in the POS. (For details on how to close a batch, please refer to the Daily Processing chapter of this SOP).

Back up all system data and existing POS data. Since each Agency has their own set of instructions for performing backups, please contact your Information Technology Support staff for assistance with backing up your computer.

Close all POS applications, such as POS, Batch Manager, and the SAT before installing any POS upgrade.

Close all other open applications before reinstalling the POS.

### **Reinstallation**

To reinstall the software after an uninstall:

**NOTE: If an error is encountered during any part of the installation, contact the FRBC at 800-624-1373 or 216-579-2112 or DSN 510-428-6824, option 4, option 5, option 4.**

1. Insert the PCC OTC POS R5.1 CD into the CDROM drive. The disk should perform an autorun and the program begins the installation process. **Note: Autorun can be disabled on some computers. If the install does not automatically begin, click on 'Start', select 'Run' then click 'Browse'. Navigate to the CDROM drive, usually D:\ or E:\. Double-click the file named 'setup.exe'. From the 'Run' window, click 'OK'.** The Start Installation window appears (Figure 2.13). Click 'Next'.

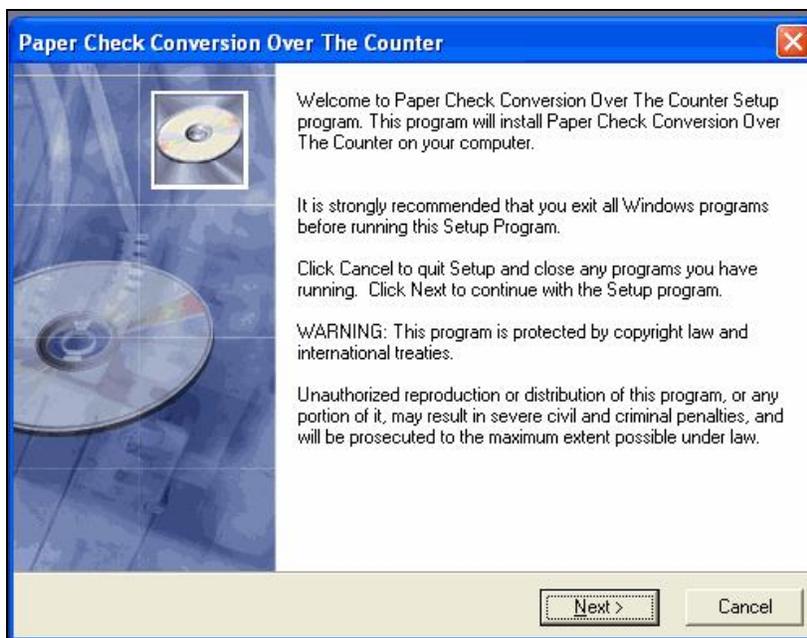


Figure 2.13

2. A System Configuration screen will appear as pictured in Figure.

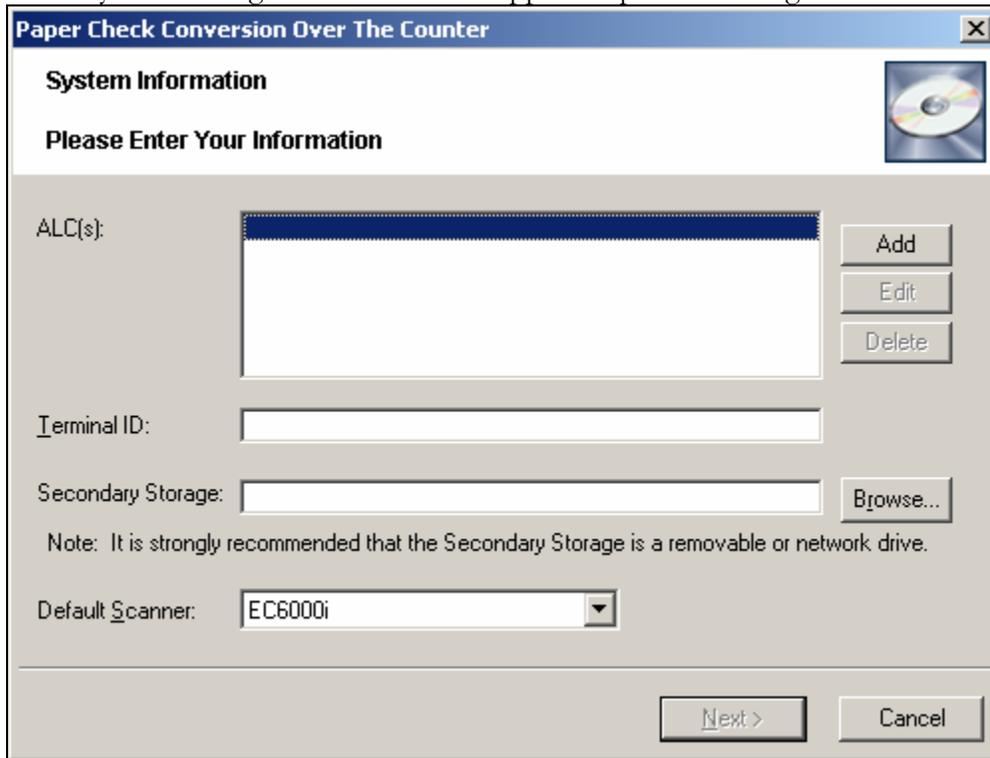


Figure 2.14

**Note:** It is critical that the information in the following screen be accurate. Use the information that you copied or screenprinted prior to the uninstall procedure to complete these fields.

3. In the PCC OTC System Information Window click the **'Add'** button on the right, beside the ALC(s) heading. This function is used to add all of the ALC's that this computer uses for data entry. A window will appear for you to type your first 10-digit ALC+2 in the ALC field. Press the tab key and type the Location description. The description is used internally for you to easily identify each location. Click **'OK'**.

**Note:** Prior to adding your ALC+2's, an Agency Site Profile (ASP) must be submitted to FRB/FMS for each ALC +2.

If more than one ALC+2 will be used, click the **'Add'** button again and repeat the previous step. Continue in this manner until all ALC's have been added. If you need assistance with identifying your ALC's, please call the Customer Service staff at the FRB-C at 1-800-624-1373 or military locations can call DSN 510-428-6824, option 4, option 5, option 4.

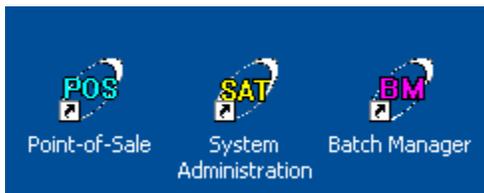
4. Type your terminal ID as provided by the FRB-C.  
 5. Click the **'Browse'** button on the right, just beside the Secondary Storage heading. Navigate to the correct drive for your secondary storage (This drive is usually the jump drive - normally E:\ or D:\).

## Point-Of-Sale Standard Operating Procedures

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You can change the drive by selecting 'Browse'. Daily and archived batches will be stored on this drive. When your selection is complete, click **'OK'**. Your choice for the secondary storage should now be displayed in the field to the immediate right of the 'Secondary Storage'.

6. Select the correct scanner model. Click the down arrow to the right of the field and select your scanner model. Click **'Next'**.
7. A 'Start Installation' window will appear. Click **'Next'**.
8. The system will begin installing the PCC OTC databases and files.
9. A prompt appears stating that the system configuration is being updated.
10. When complete, an 'Install Finished' window will appear. Click **'Finish'**
11. A prompt will appear stating that the system must be restarted to complete the installation. Click the **'OK'** button to restart.
12. Upon a successful installation, three shortcut icons to the POS program (POS – Point-of-Sale, SAT – System Administration, and BM- Batch Manager) will appear on the PC desktop (Figure 2.15). The version number can also be verified by signing on to the SAT, POS, or Batch Manager and clicking **'Help'**, **'About PCC OTC'** from the menu at top of the screen.



**Figure 2.15**

13. Before the POS software can be used to create transactions, the Agency's unique data entry screens will need to be recovered. See the 'Recovering Data Entry Screens' section of this chapter for instructions.
14. Remove the PCC OTC R5.1 CD and store in a secure area.

### **Recovering Data Entry Screens**

**Note:** *Uninstallation of the POS software will erase your unique data entry screens. To recover the screens after an uninstall/reinstall, make certain that the check scanner is connected to the POS computer, sign on the POS, click on 'Tools', then 'Check for', then click 'Data Entry Screen Upgrade'.*

## Upgrading the POS Software from a Previous Version

### ***How to determine your version***

There are three previous versions of the POS in the field today. Version 2.2.0.0523, more commonly referred to as version 3.5, and Version 2.3.0.2838, which is more commonly referred to as version 4.0 or 4.2 (which contains a minor patch), and Release 5.

If you have version 3.5, the POS and SAT icons on your desktop look like those in Figure 2.16.

If you have version 4.0 or 4.2, the POS and SAT icons on your desktop look like those in Figure 2.17.

If you have Release 5, you have three icons on your desktop that look like those in Figure 2.17.1

You can also determine the version number by choosing 'Help', then 'About PCC OTC'. A window will appear with the version number.



***Figure 2.16/Release 3.5***



***Figure 2.17/Release 4.0 and 4.2***



***Figure 2.17.1/Release 5.0***

Once the version number has been determined, follow the corresponding instructions below to install the Release 5.1 upgrade.

### ***Steps to follow prior to upgrading to R5.1***

Close and transmit all open batches in the POS.

Back up all system data and existing POS data. Since each Agency has their own set of instructions for performing backups, please contact your IT Support staff for assistance with backing up your computer.

Close the POS and SAT applications before installing the POS upgrade.

Print the SAT and POS activity log for the past 90 days and user information from the SAT before upgrading the existing application.

Launch the SAT and login.

## Point-Of-Sale Standard Operating Procedures

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1. Click **'File'**, then **'Configuration'**. From the 'Data Entry Screens' tab, make a note of the ALC(s). From the 'General' tab, make a note of the Secondary Storage location. Close the SAT application.
2. Launch the POS and login.
3. Click **'File'**, then **'Configuration'**. Select the Application tab and make a note of the Terminal ID.
4. Close the POS application.
5. Close all other open applications.

### Upgrading from Version 3.5

These upgrade instructions work for both the Windows® 2000 and Windows® XP Operating Systems.

1. Make sure that you follow the steps outlined in ‘Steps to follow prior to upgrading to R5.1’ before beginning the upgrade.
2. Insert the PCC OTC POS R5.1 CD into the CDROM drive. The disk should perform an autorun and the program begins the installation process. **Note: Autorun can be disabled on some computers. If the install does not automatically begin, click on ‘Start’, select ‘Run’ then click ‘Browse’. Navigate to the CDROM drive, usually D:\ or E:\. Double-click the file named ‘setup.exe’. From the ‘Run’ window, click ‘OK’.**
3. The screen should indicate that a previous version of PCC OTC has been detected (Figure 2.17.2). Click **‘Yes’** to continue.

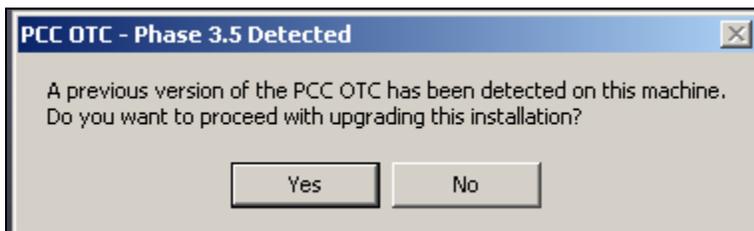


Figure 2.17.2

4. The system begins applying MSDE 2000 SP3a. This may take up to five minutes. When complete, a prompt will appear stating that the system has been updated with Microsoft SQL Server 2000 Desktop Engine Service Pack 3 and that a restart is required to continue. Click **‘Yes’**. The system will reboot. A welcome screen will appear (Figure 2.17.3), click **‘Next’**

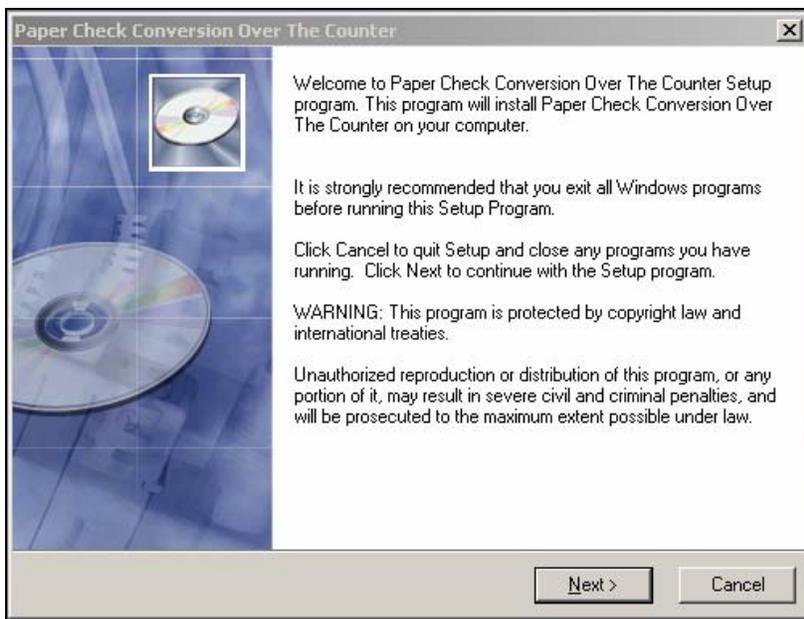


Figure 2.17.3

## Point-Of-Sale Standard Operating Procedures

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- The system may begin patching MSDE 2000 (Figure 2.18) if necessary. This can take several minutes.



Figure 2.18

- A System Configuration screen will appear as pictured in Figure 2.19.

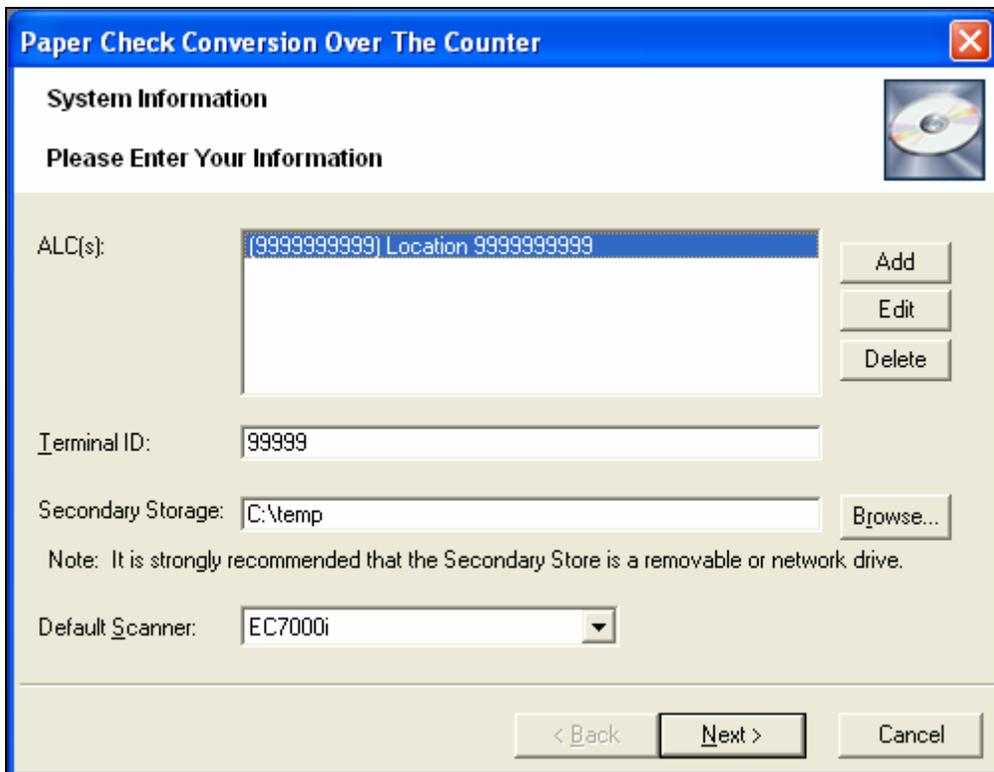


Figure 2.19

- The ALC that was used in the previous version of the POS will be displayed. Since Release 5.1 allows you to use multiple ALC's for data entry, you can add your additional ALC's from this screen. In the PCC OTC System Information Window click the **'Add'** button on the right, beside the ALC(s) heading. A window will appear for you to type your first 10-digit ALC+2 in the ALC field. Press the tab key and type the Location description. The description is used internally for you to easily identify each location. Click **'OK'**.

**Note:** Prior to adding your ALC+2's, an Agency Site Profile (ASP) must be submitted to FRB/FMS for each ALC +2.

If additional ALC+2's will be used, click the **'Add'** button again and repeat the previous step. Continue in this manner until all ALC's have been added. If you need assistance with identifying

- your ALC's, please call the Customer Service staff at the FRB-C at 1-216 579 2112, or 1-800-624-1373, or military locations can call DSN 510-428-6824, option 4, option 5, option 4.
8. Your terminal ID should have been retained from the previous version of the POS. If it is not correct, double-click within the field and type your terminal ID.
  9. The secondary storage designation should also be retained from the previous version of the POS. If it is not correct, click the **'Browse'** button on the right, besides the Secondary Storage heading. Navigate to the correct drive for your secondary storage (This drive is usually the flash drive - normally E:\ or D:\ but can also be a PCMCIA card (if a laptop) network drive or a zip drive). You can change the drive by selecting 'Browse'. Daily and archived batches will be stored on this drive. When your selection is complete, click **'OK'**. Your choice for the secondary storage should now be displayed in the field to the immediate right of the 'Secondary Storage'.
  10. Select the correct scanner model. Click the down arrow to the right of the field and select your scanner model. Click **'Next'**.
  11. A 'Start Installation' window will appear. Click **'Next'**.
  12. The system will begin performing various tasks such as installing the PCC OTC databases, migrating and detaching the previous database, uninstalling the previous version, and installing Apache FOP.
  13. The install will then begin copying files and show a screen which reflects the percentage of completion.
  14. The Crystal Reports XI runtime module will be configured.
  15. The system configuration will be updated.
  16. When complete, a window will appear that states that the software has been successfully installed. Click **'Finish'**. A prompt will appear stating that the system must be restarted to complete the installation. Click the **'OK'** button to restart.
  17. Upon a successful installation, three shortcut icons to the POS program (POS – Point-of-Sale, SAT – System Administration, and BM, Batch Manager) will appear on the PC desktop (Figure 2.20). The version number can also be verified by signing on to the SAT, POS, or Batch Manager and clicking **'Help'**, **'About PCC OTC'** from the menu at top of the screen. Login and password data is retained during the upgrade so users can sign on to the system as they did before the upgrade.



**Figure 2.20**

18. Before the POS software can be used to create transactions, the Agency's unique data entry screens will need to be downloaded. To download the screens, make certain that the check scanner is connected to the POS computer, sign on to the POS, click on **'Tools'**, then **'Check host for'**, then click **'Data Entry Screen Upgrade'**.
19. Remove the PCC OTC R5.1 CD and store in a secure area.

**Note:** *When upgrading from version 3.5 to 5.1, the LVD usage in the system configuration, general tab is defaulted to Person present/personal checks only mode. You may want to check your configuration settings to be sure that they are set correctly for your agency's requirements. They can be changed by accessing the SAT, click on 'File', 'Configuration', then click the 'General' tab. For complete instructions, refer to the SAT chapter of this SOP.*

### Upgrading from Version 4 (or 4.2)

These upgrade instructions work for both Windows 2000® and Windows XP® Operating Systems.

1. Make sure that you follow the steps outlined in ‘Steps to follow prior to upgrading to R5.1’ before beginning the upgrade.
2. Insert the PCC OTC POS R5.1 CD into the CDROM drive. The disk should perform an autorun and the program begins the installation process. *Note: Autorun can be disabled on some computers. If the install does not automatically begin, click on ‘Start’, select ‘Run’ then click ‘Browse’. Navigate to the CDROM drive, usually D: \ or E: \. Double-click the file named ‘setup.exe’. From the ‘Run’ window, click ‘OK’.*
3. The screen should indicate that a previous version of PCC OTC has been detected (Figure 2.22). Click **‘Yes’** to continue.

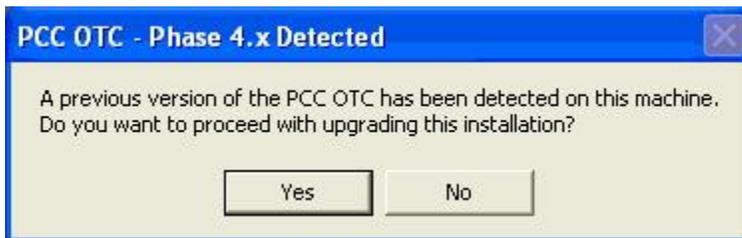


Figure 2.22

4. The system begins applying MSDE 2000 SP3a. This may take up to five minutes. When complete, a prompt will appear stating that the system has been updated with Microsoft SQL Server 2000 Desktop Engine Service Pack 3 and that a restart is required to continue. Click **‘Yes’**.
5. The system will reboot and when Windows is restarted, the following prompt will appear (Figure 2.23). Click **‘Next’**.

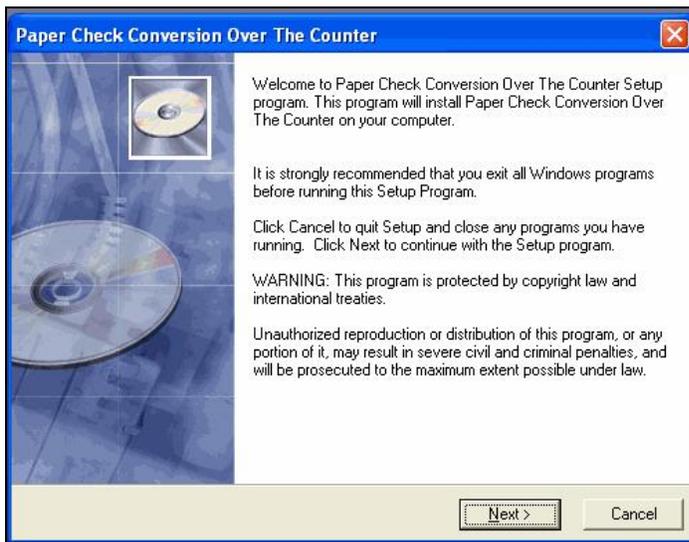


Figure 2.23

6. A System Configuration screen will appear as pictured in Figure.

Figure 2.24

7. The ALC that was used in the previous version of the POS will be displayed. Since Release 5.1 allows you to use multiple ALC's for data entry, you can add your additional ALC's from this screen. In the PCC OTC System Information Window click the **'Add'** button on the right, beside the ALC(s) heading. A window will appear for you to type your first 10-digit ALC+2 in the ALC field. Press the tab key and type the Location description. The description is used internally for you to easily identify each location. Click **'OK'**.

**Note:** *Prior to adding your ALC+2's, an Agency Site Profile (ASP) must be submitted to FRB/FMS for each ALC +2.*

If more than one ALC+2 will be used, click the **'Add'** button again and repeat the previous step. Continue in this manner until all ALC's have been added. If you need assistance with identifying your ALC's, please call the Customer Service staff at the FRB-C at 1-800-624-1373 or military locations can call DSN 510-428-6824, option 4, option 5, option 4.

8. Your terminal ID should have been retained from the previous version of the POS. If it is not correct, double-click within the field and type your terminal ID.

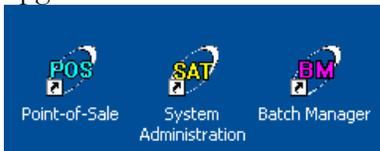
9. The secondary storage designation should also be retained from the previous version of the POS. If it is not correct, click the **'Browse'** button on the right, besides the Secondary Storage heading. Navigate to the correct drive for your secondary storage (This is usually the flash drive - normally E:\ or D:\ but can also be a PCMCIA card (if a laptop) network drive or a zip drive). You can change the drive by selecting 'Browse'. Daily and archived batches will be stored on this drive. When your selection is complete, click **'OK'**. Your choice for the secondary storage should now be displayed in the field to the immediate right of the 'Secondary Storage'.

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Select the correct scanner model. Click the down arrow to the right of the field and select your scanner model. Click **'Next'**.

10. 'Start Installation' window will appear. Click **'Next'**.
11. The system will begin performing various tasks such as installing the PCC OTC databases, migrating and detaching the previous database, uninstalling the previous version, and installing Apache FOP.
12. The install will then begin copying files and show a screen which reflects the percentage of completion.
13. The Crystal Reports XI runtime module will be configured.
14. The system configuration will be updated.
15. When complete, a window will appear that states that the software has been successfully installed. Click **'Finish'**. A prompt will appear stating that the system must be restarted to complete the installation. Click the **'OK'** button to restart.
16. Upon a successful installation, three shortcut icons to the POS program (POS –Point-of-Sale, SAT – System Administration, and BM, Batch Manager) will appear on the PC desktop (Figure 2.25). The version number can also be verified by signing on to the SAT, POS, or Batch Manager and clicking **'Help'**, **'About PCC OTC'** from the menu at top of the screen. Login and password data is retained during the upgrade so users can sign on to the system as they did before the upgrade.



*Figure 2.25*

17. Before the POS software can be used to create transactions, the Agency's unique data entry screens will need to be downloaded. To download the screens, make certain that the check scanner is connected to the POS computer, sign on the POS, click on **'Tools'**, then **'Check host for'**, then click **'Data Entry Screen Upgrade'**.
18. Remove the PCC OTC R5.1 CD and store in a secure area.

### Upgrading from Release 5

These upgrade instructions work for both Windows 2000® and Windows XP® Operating Systems.

1. Make sure that you follow the steps outlined in ‘Steps to follow prior to upgrading to R5.1’ before beginning the upgrade.
2. Insert the PCC OTC POS R5.1 CD into the CDROM drive. The disk should perform an autorun and the program begins the installation process. **Note: Autorun can be disabled on some computers. If the install does not automatically begin, click on ‘Start’, select ‘Run’ then click ‘Browse’. Navigate to the CDROM drive, usually D:\ or E:\. Double-click the file named ‘setup.exe’. From the ‘Run’ window, click ‘OK’.**
3. The screen should indicate that a previous version of PCC OTC has been detected (Figure 2.25.1). Click **‘Yes’** to continue.

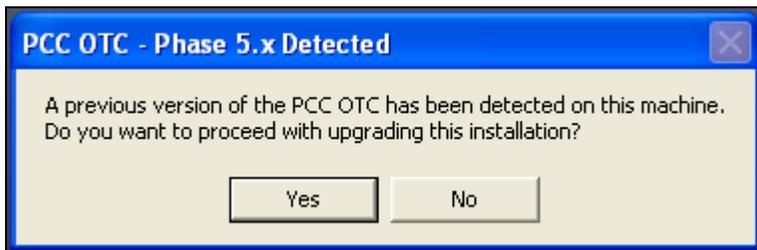


Figure 2.25.1

4. The Paper Check Conversion Over the Counter Welcome screen appears. (Figure 2.25.2). Click **‘Next’**.

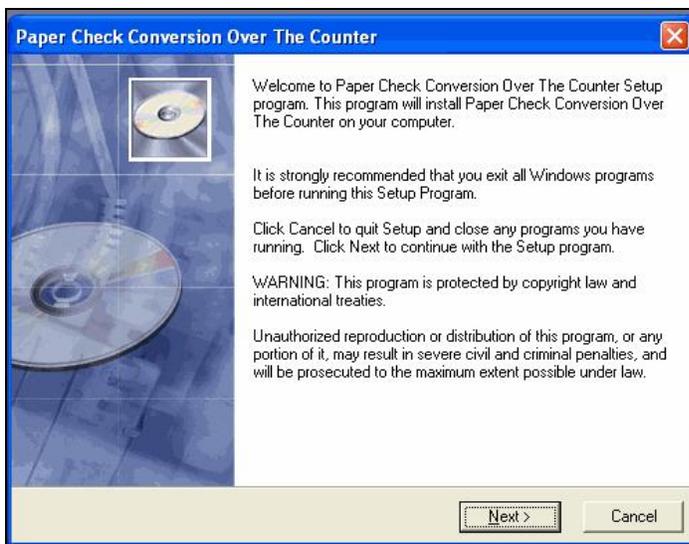


Figure 2.25.2

5. A System Configuration screen will appear as pictured in Figure 2.25.3.

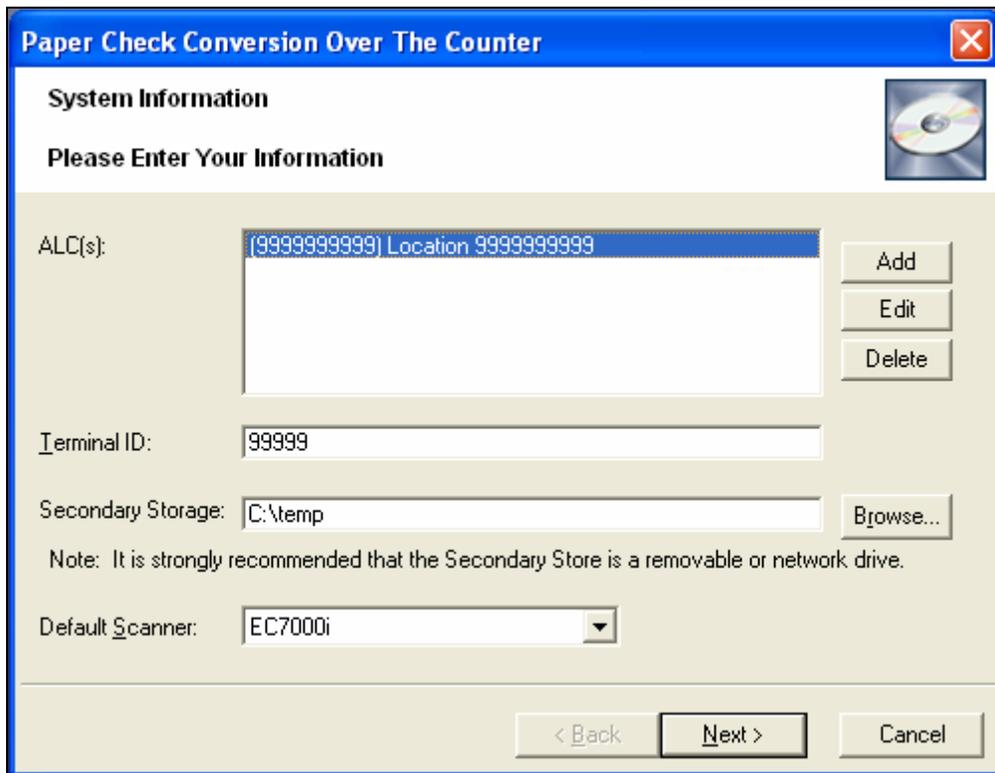


Figure 2.25.3

6. The ALC's that were used in the previous version of the POS will be displayed. If necessary, you can add your additional ALC's from this screen. In the PCC OTC System Information Window click the **'Add'** button on the right, beside the ALC(s) heading. A window will appear for you to type your first 10-digit ALC+2 in the ALC field. Press the tab key and type the Location description. The description is used internally for you to easily identify each location. Click **'OK'**.

**Note: Prior to adding your ALC+2's, an Agency Site Profile (ASP) must be submitted to FRB/FMS for each ALC +2.**

- If more than one ALC+2 will be used, click the **'Add'** button again and repeat the previous step. Continue in this manner until all ALC's have been added. If you need assistance with identifying your ALC's, please call the Customer Service staff at the FRB-C at 1-800-624-1373 or military locations can call DSN 510-428-6824, option 4, option 5, option 4.
7. Your terminal ID should have been retained from the previous version of the POS. If it is not correct, double-click within the field and type your terminal ID.
8. The secondary storage designation should also be retained from the previous version of the POS. If it is not correct, click the **'Browse'** button on the right, besides the Secondary Storage heading. Navigate to the correct drive for your secondary storage (This drive is usually the flash drive - normally E:\ or D:\ but can also be a PCMCIA card (if a laptop) network drive or a zip drive). You can change the drive by selecting 'Browse'. Daily and archived batches will be stored on this drive. When your selection is complete, click **'OK'**. Your choice for the secondary storage should now be displayed in the field to the immediate right of the 'Secondary Storage'.
9. Select the correct scanner model. Click the down arrow to the right of the field and select your scanner model. Click **'Next'**.
10. 'Start Installation' window will appear. Click **'Next'**.
11. The system will begin performing various tasks such as installing the PCC OTC databases, migrating and uninstalling the previous version.

12. The install will then begin copying files and show a screen which reflects the percentage of completion.
13. The Crystal Reports XI runtime module will be configured.
14. The system configuration will be updated.
15. When complete, a window will appear that states that the software has been successfully installed. Click **'Finish'**. A prompt will appear stating that the system must be restarted to complete the installation. Click the **'OK'** button to restart.
16. Upon a successful installation, three shortcut icons to the POS program (POS –Point-of-Sale, SAT – System Administration, and BM, Batch Manager) will appear on the PC desktop (Figure 2.25.4). The version number can also be verified by signing on to the SAT, POS, or Batch Manager and clicking **'Help'**, **'About PCC OTC'** from the menu at top of the screen. Login and password data is retained during the upgrade so users can sign on to the system as they did before the upgrade.

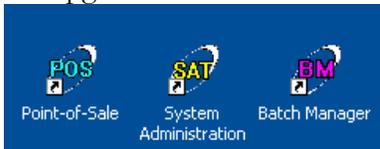


Figure 2.25.4

17. Before the POS software can be used to create transactions, the Agency's unique data entry screens will need to be downloaded. To download the screens, make certain that the check scanner is connected to the POS computer, sign on the POS, click on **'Tools'**, then **'Check host for'**, then click **'Data Entry Screen Upgrade'**.
18. Remove the PCC OTC R5.1 CD and store in a secure area.

### POS Application Setup

#### **POS Configuration**

To view or edit current POS configurations, the authorized user will need to access the **'File'** menu then select **'Configuration'** within the POS. An authorized user, i.e. an administrator role, has the permission to edit POS settings, including the settings for each of the three tabs beneath the POS configuration, 'Devices', 'Application', and 'Report'.

#### **Devices Configuration Tab**

The 'Devices' configuration tab allows a user to change settings for the POS scanner and the optional POS Keypad (Figure 2.26). The left side of the window is used to choose the scanner model your POS system will use. Use the drop down arrow to display the models and click on the appropriate scanner.

Once the scanner model has been chosen, the type of connection must be established. You can choose to use a USB port (EC7000i models only), or the serial by clicking the appropriate radio button. If the Serial Port is chosen, use the drop down arrow to display and choose an available com port.

The 'Franking' option can be used if you have an EC6000i or EC7000i scanner. This option will allow the scanner to automatically stamp your checks with the words 'Electronically Presented' upon completion of each item. This will require the installation of the printer ink roller that comes with the scanner. For details on how to install the ink roller, refer to the Appendix Chapter, 'Franking Acknowledgment Printer Ink Roller' section of this SOP. This option is not available for the EC5000i scanner.

The Enable Keypad box should be checked if you are using the optional Yes/No keypad. Enabling the Keypad allows the check writer to confirm the transaction dollar amount. The Keypad feature is disabled while the application operates in the Person Not Present mode. Refer to the Yes/No Keypad section earlier in this chapter for more information on the Yes/No Keypad.

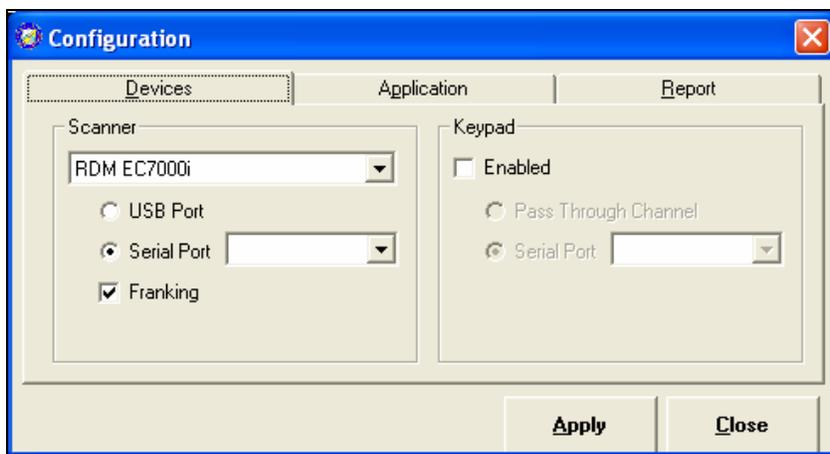


Figure 2.26

## Application Tab

The Application tab is used to set up preferences within the POS application (Figure 2.27).

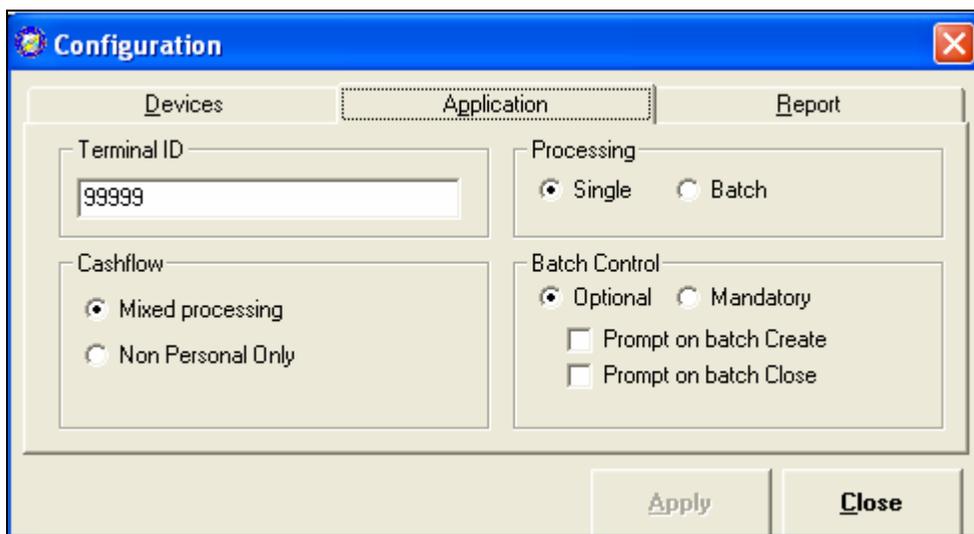


Figure 2.27

### Terminal ID

The Terminal ID is provided by FRB-C prior to installation and entered during the Installation process. It should not be changed, unless the PC is being used as a backup PC for batch recovery. The Terminal ID in Figure 2.26 is only an example. Refer to *Batch Recovery* in the *Troubleshooting* section for more information. To change the terminal ID, click in the field and type the terminal ID. Call FRB-C Customer Service if value is unknown.

### Cashflow

The Cashflow fields are used to specify whether your POS system will allow mixed processing, which represents both personal and non personal items, or only non personal items. Click the appropriate radio button to choose Mixed Processing or Non Personal Only.

### Processing

This field establishes whether your POS will use Single mode or Batch mode processing. The Single processing mode allows the user to scan one check at a time. Batch processing mode allows a group of checks to be scanned all at once, prior to the data entry for the items. This option is scanner dependent. It cannot be setup if you are using the EC5000i scanner. For complete information on processing mode, please refer to the *Daily Processing* chapter of this SOP. Click the appropriate radio button to choose the processing mode.

### Batch Control

The Batch Control fields are used to setup the POS balancing tool. Batch control can be used to perform balancing on the number of checks that have been scanned, and ensure their respective dollar amounts have been accurately keyed. The Batch Control options are setup for each ALC+2 for which an Agency

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processes. If it is used, the feature applies to both processing modes, i.e., Single and Batch. Listed below are the various options and their functions to consider when setting up the Batch Control fields:

### Disabled

If the Batch Control feature is disabled, the POS system will not prompt the operator to key in the batch totals at any time. To completely disable the Batch Control feature, click the options as circled below in Figure 2.27.1:

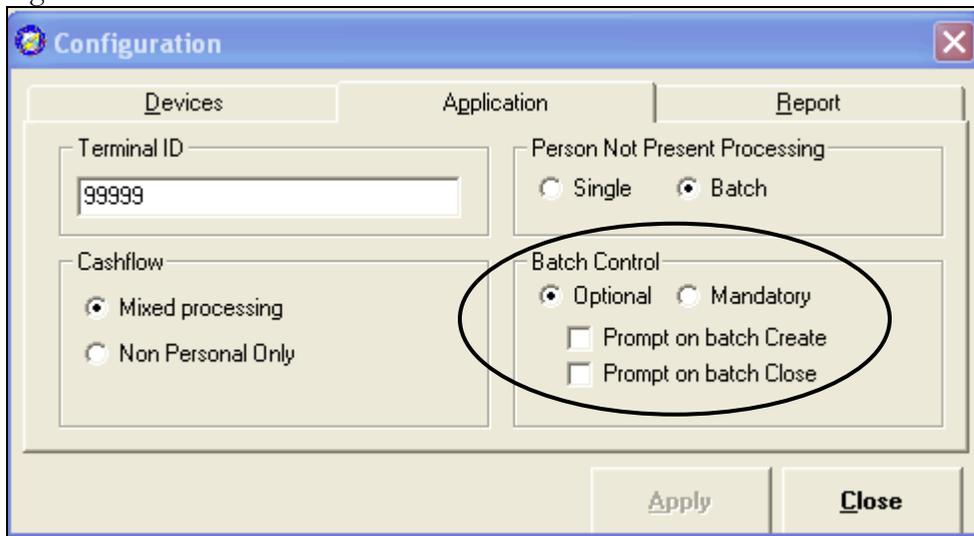


Figure 2.27.1

When Configuration is complete, click **'Apply'**, then click **'Close'**.

### Optional

Administrators can opt to make batch control optional upon batch create, batch close, or both.

#### Optional on Batch Create

When the configuration settings are set to be optional on batch create only, as displayed in Figure 2.27.2, upon batch create the operator can choose to:

1. Type the actual batch control total amount and count.
2. Defer the batch control by clicking the 'Defer' button. This will bypass the batch control function.
3. Leave the batch control total amount and count at zeroes.

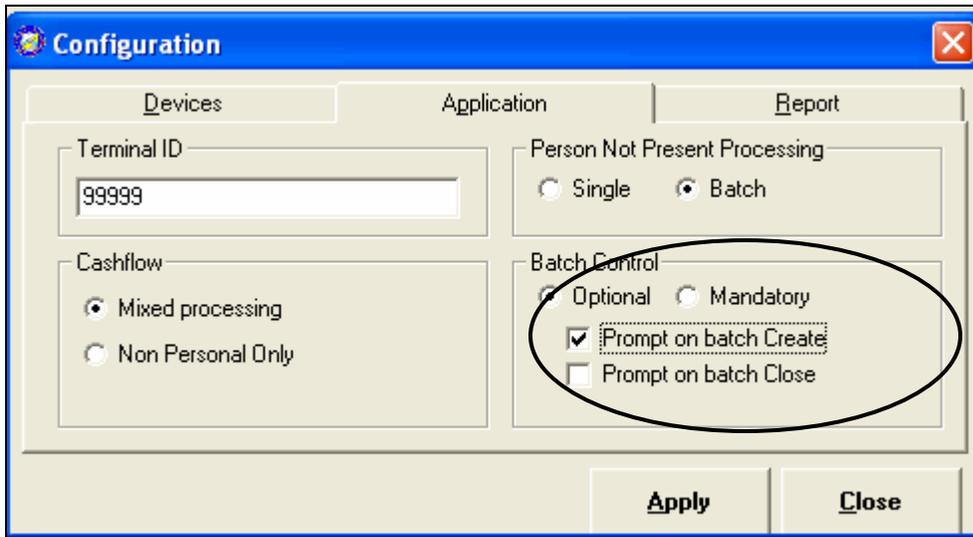


Figure 2.27.2

The batch control screen will not appear upon batch close. When Configuration is complete, click **'Apply'**, then click **'Close'**.

### Optional at Batch Close Only

When the configuration settings are set to be optional on batch close only, as displayed in Figure 2.27.3, the operator will not be prompted with a batch control screen upon batch create. When the operator begins the batch close process, a batch control screen will appear. The operator can choose to:

1. Type the actual batch control total amount and count.
2. Leave the batch control total amount and count at zeroes.

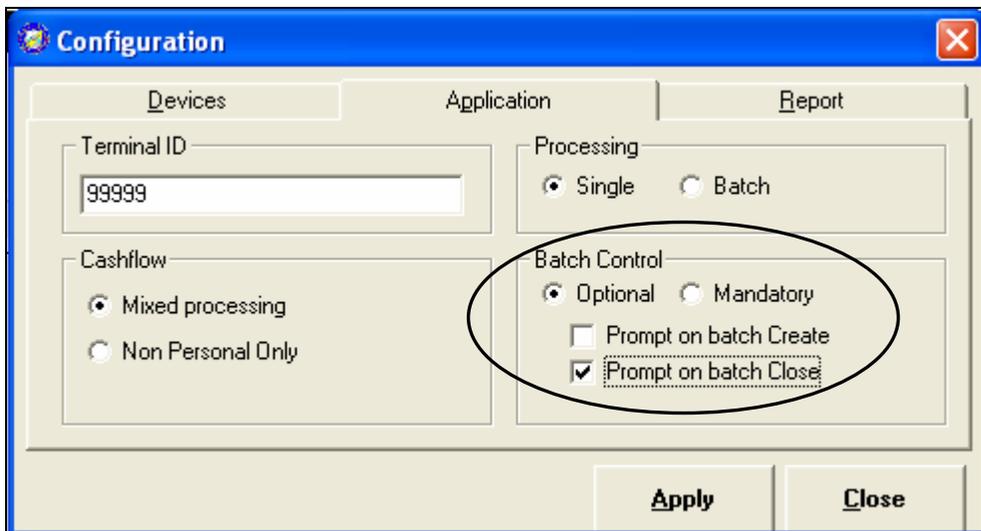


Figure 2.27.3

When Configuration is complete, click **'Apply'**, then click **'Close'**.

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### Optional at Batch Create and Batch Close

When the configuration settings are set to optional on both batch create and batch close, as displayed in Figure 2.27.4, the operator will be prompted with a batch control screen at batch create and batch close. The operator can choose to:

1. Type the actual batch control total amount and count at batch create.
2. Leave the batch control total amount and count at zeroes at batch create.
3. Defer the batch control by clicking the **'Defer'** button at batch create.

Upon batch close, the batch control screen will once again appear. The operator can choose to:

1. Type the actual batch control total amount and count.
2. Leave the batch control total amount and count at zeroes.

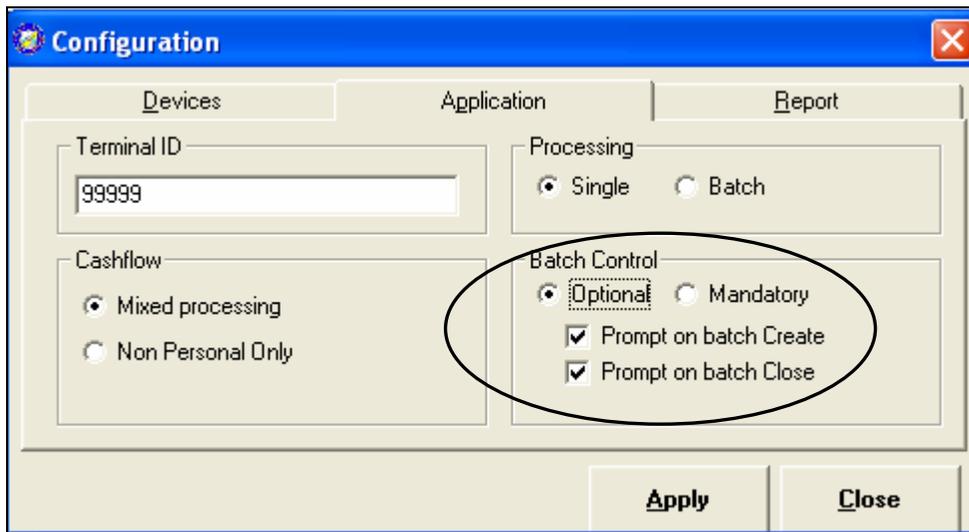


Figure 2.27.4

When Configuration is complete, click **'Apply'**, then click **'Close'**.

### Mandatory

If the Batch Control feature is set to mandatory, then the POS will prompt for batch control totals as determined by your setup. The security administrator can set up the configuration to prompt for batch totals at either the start of the batch, at batch close, or both.

### Mandatory at Batch Create Only

When the configuration settings are set to be mandatory on batch create only, as displayed in Figure 2.27.5, the operator:

1. Must type the actual batch control total amount and count.
2. Cannot defer the batch control. The 'Defer' button will not be available.
3. Cannot leave the batch control total amount and count at zeroes.

The batch control screen will not appear upon batch close.

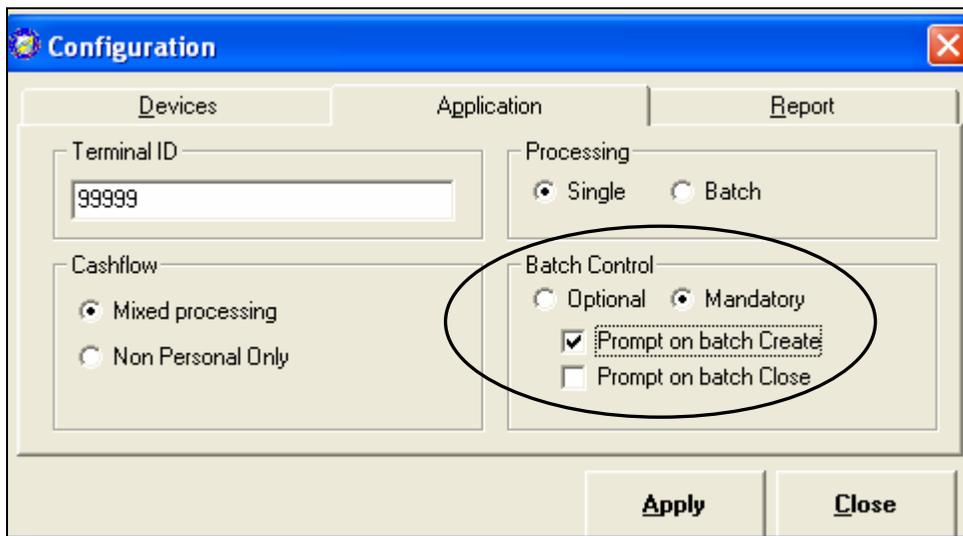


Figure 2.27.5

When Configuration is complete, click 'Apply', then click 'Close'.

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### Mandatory at Batch Close Only

When the configuration settings are set to be mandatory on batch close only, as displayed in Figure 2.27.6, the operator will not be prompted with a batch control screen upon batch create. When the operator begins the batch close process, a batch control screen will appear. The operator:

1. Must type the actual batch control total amount and count.
2. Cannot leave the batch control total amount and count at zeroes.

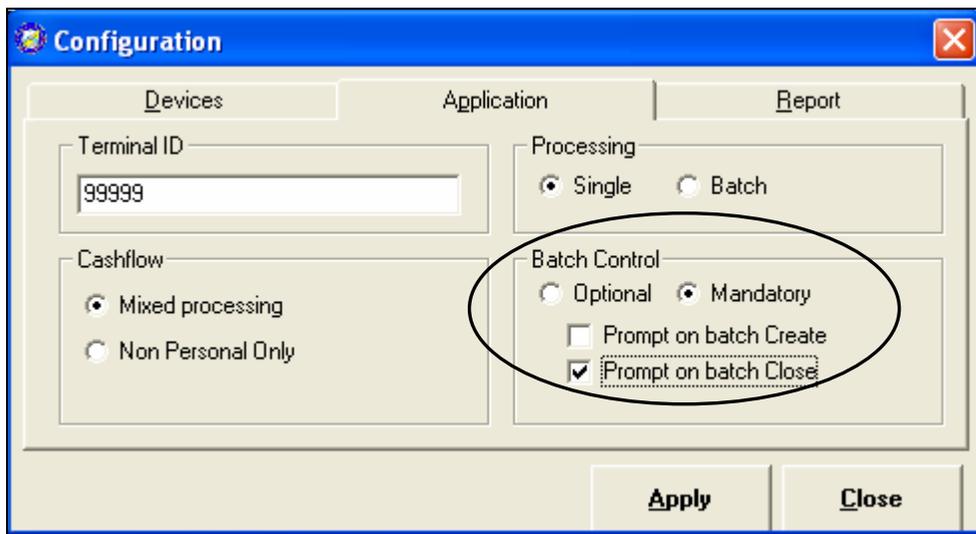


Figure 2.27.6

When Configuration is complete, click **'Apply'**, then click **'Close'**

### Mandatory at Batch Create and Batch Close

When the configuration settings are set to mandatory on both batch create and batch close, as displayed in Figure 2.27.7, the operator will be prompted with a batch control screen at batch create and at batch close. The operator can choose to:

1. Type the actual batch control total amount and count at batch create.
2. Leave the batch control total amount and count at zeroes at batch create.
3. Defer the batch control by clicking the **'Defer'** button at batch create.

Upon batch close, the batch control screen will once again appear. The operator:

1. Must type the actual batch control total amount and count.
2. Cannot leave the batch control total amount and count at zeroes.

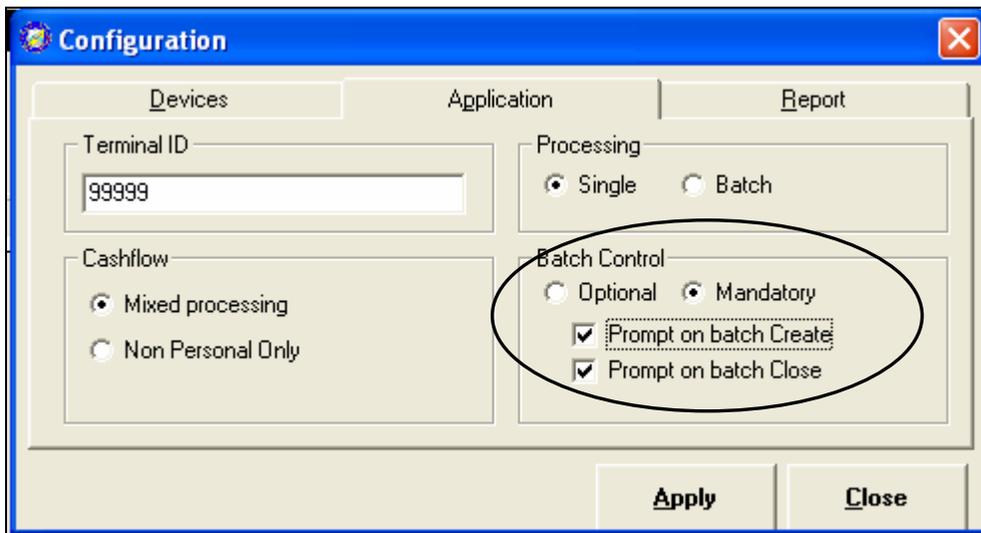


Figure 2.27.7

When Configuration is complete, click **Apply**, then click **Close**.

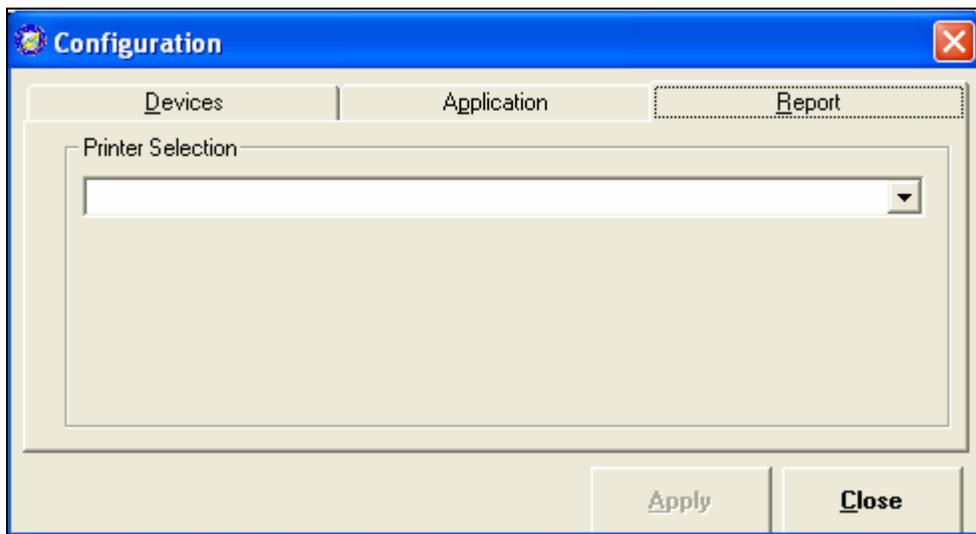
*Note: Batch control will not be required on batches that contain only voided items.*

### **ReportsTab**

PCC OTC will use the default printer assigned in the operating system if one is not specified on this screen. If your Windows default printer is not the printer that you wish your PCC OTC report to print, you can specify another printer. Since it is mandatory to print the batch list as part of the batch closing process, this screen allows you to choose which of your printers to setup as the POS default printer. (Figure 2.28)

To install a new printer in your operating system, use the 'Printers' option in the Windows® operating system.

Once a printer is installed on the computer's operating system, a POS printer can be setup from the drop down menu, under the 'Report' tab within the configuration window. This sets the default printer for the POS application, however, there are instances while using the POS when the user will still have the option to choose another printer if so desired. The POS printer can be set up to be a different printer from the SAT printer.



*Figure 2.28*

### **To setup a default POS Printer:**

1. Sign on to the POS
2. Click on '**File**', '**Configuration**', then click the 'Reports' tab.
3. Use the drop down arrow to the right of the printer Selection field to display a listing of the printers that are installed on your computer. This includes both local and LAN printers.
4. Click on the printer that should be set up as the POS default printer, then click '**Apply**'.
5. Click '**Close**' when finished.

## About the POS

### Help

The 'Help' menu supplies information about the PCC OTC POS software and scanner version as well as a link to your computer's system information.

1. Login to the POS application.
2. Click **'Help'**, and **'About PCC OTC-Point-of-Sale'**.

The screen will display the version number for the POS (circled below in Figure 2.29). This information may be requested by the FRBC or the Treasury for troubleshooting purposes.

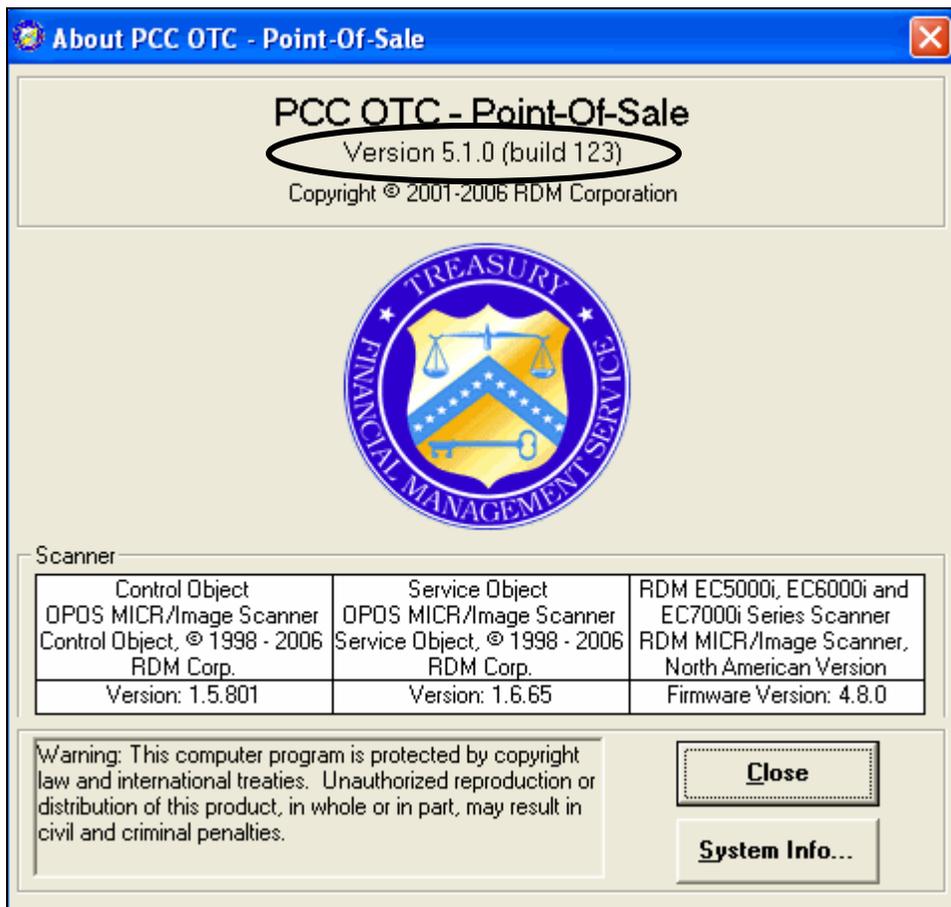


Figure 2.29

3. The Help window can also be used to obtain information pertaining to your computer. Click on the **'System Info'** button at the bottom of the window to display information regarding your computer. (Figure 2.30)

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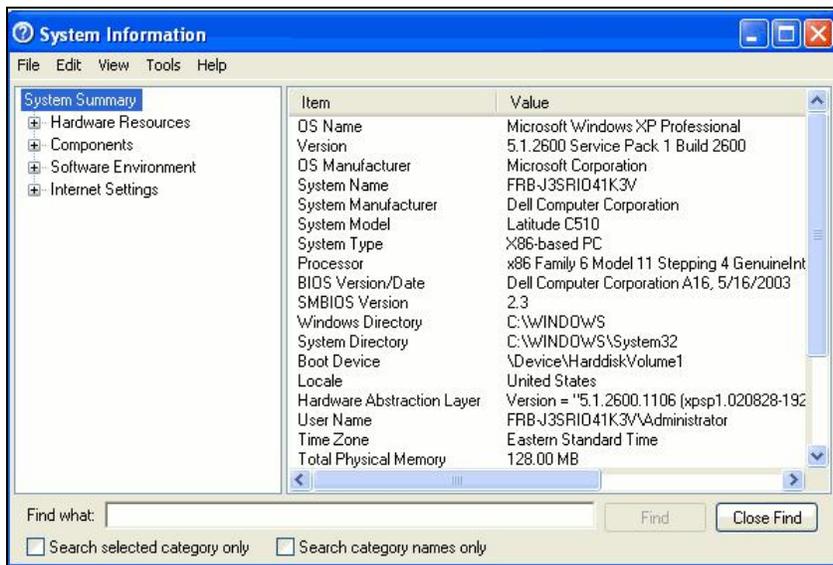


Figure 2.30

### Help – other menu options

By clicking on 'Help' from the POS menu, you can choose between 'Contents', 'Index', or 'Search'.

- Contents – Displays a menu of POS system messages as displayed below in Figure 2.31. You can click on any of the categories to see the description of various messages for that category. POS messages include an Introduction, along with Activity Log messages, POS dialog box messages and POS progress messages. An example of a POS message screen is displayed in Figure 2.32.

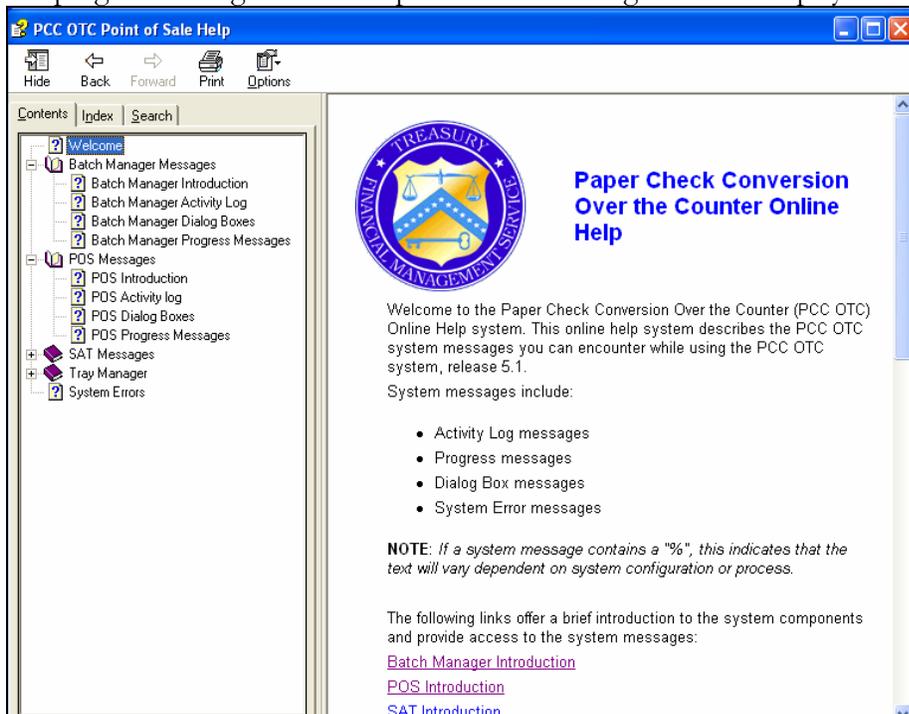


Figure 2.31

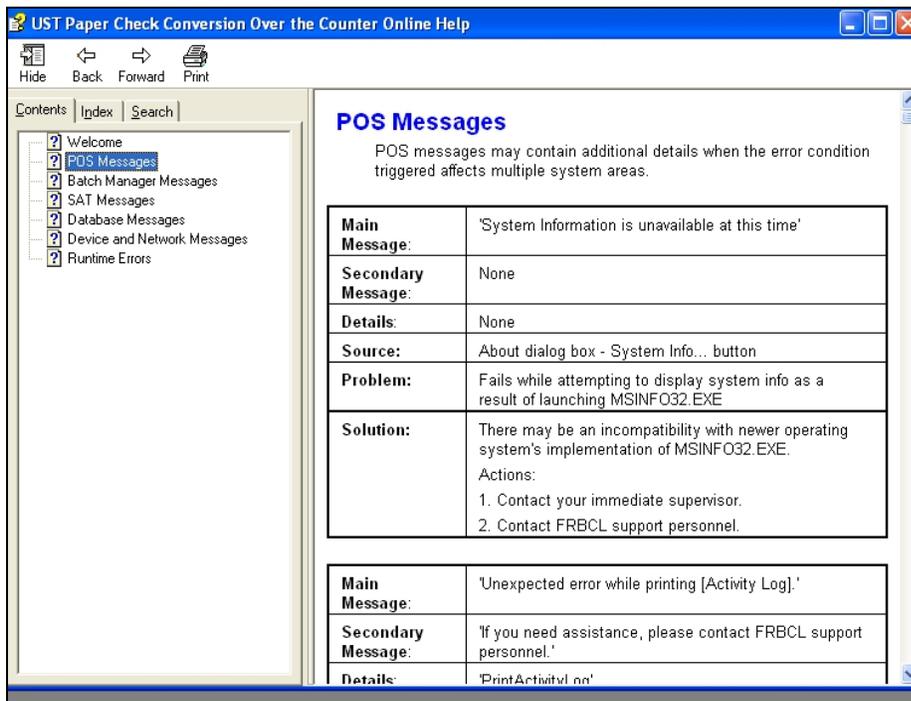


Figure 2.32

- Index – displays the index of items on the left side of the screen. The user can click to highlight an item on the left then click the 'Display' button at the bottom of the window to display the contents of that subject in the window on the right side of the screen. (Figure 2.33)

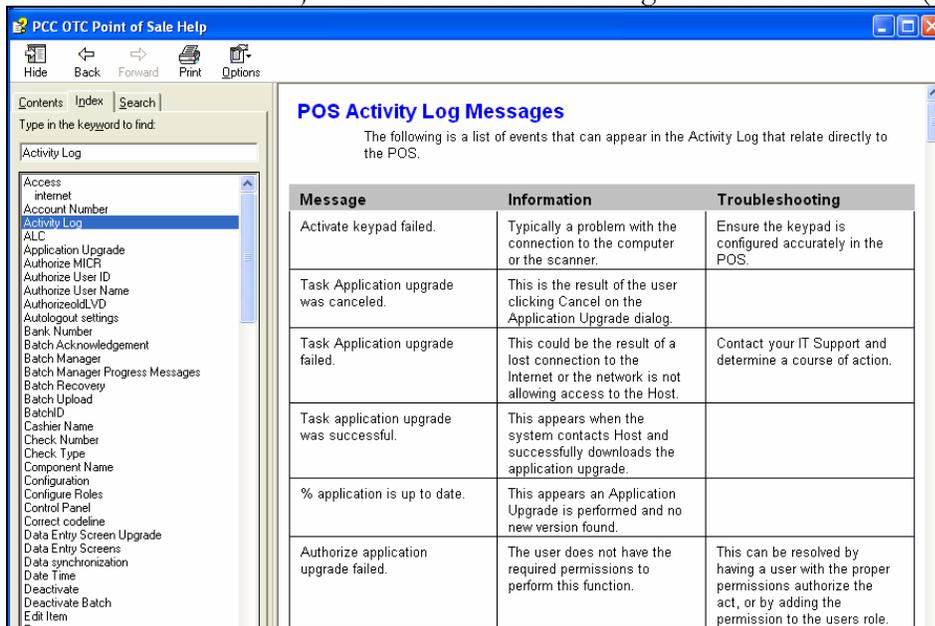


Figure 2.33

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- Search – The search function allows the user to type a word or group of words to search for a specific error, as displayed in Figure 2.34.

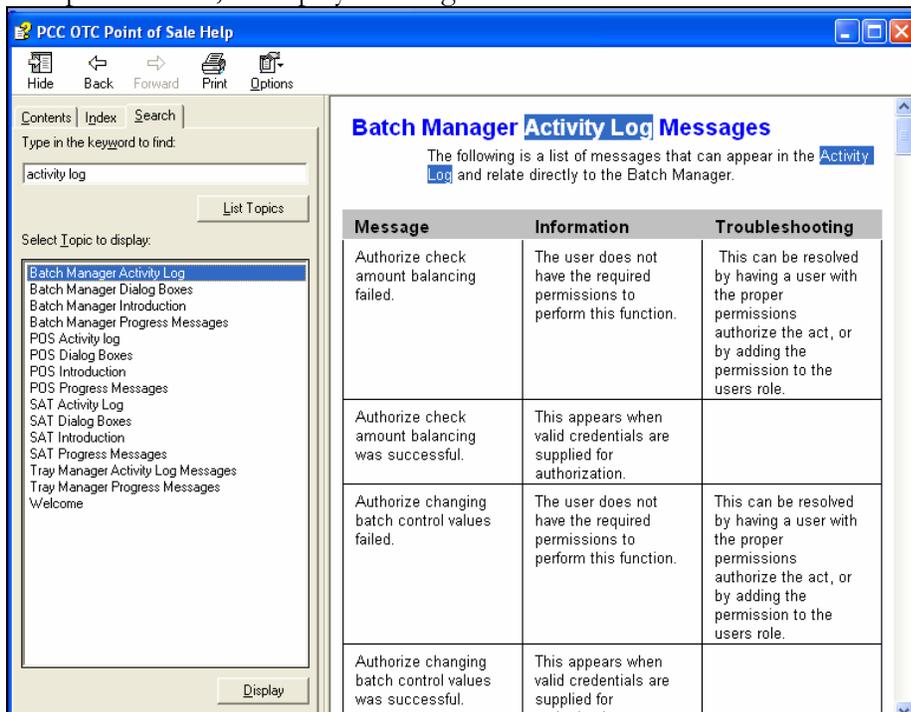


Figure 2.34