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OTC Channel

Paper Check Conversion Over the Counter (PCC OTC)

User Manual

Queue Interface

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Queue Interface Purpose

The purpose of the Queue Interface is to enable interaction between the PCC OTC application and Military Agency's internal systems. The Queue Interface will be used by Military Agencies that utilize the DDS (Deployable Disbursing System) database bridge. It provides a single transaction input point, and the ability to store information from both applications on a single computer so they can share common data. Additional Information includes:

- The P O S feeds data one way to the Queue Interface.
- Data is sent to the queue when the following actions occur:
 - Items captured at individual level regardless of mode.
 - Item modification either through P O S or Batch Manager.
 - Changing of batch status when batch status is changed to closed or sent.
 - Modification of batch totals after a batch has been closed.
 - Void items.
 - Open batch.
- The P O S does not log any action that has been successfully sent to the Queue Interface.
- After a batch is closed and data is changed, the changed batch data and the changed item data will be sent to the queue.
- Once an Agency's Queue Interface is enabled, all transactions processed after enablement are assumed to be sent to the queue for Agency access.
- If a batch is retransmitted, no items will be sent to the queue.
- Only successfully processed P O S transactions will be sent to the queue.
- Changes to peripherals are out of scope.
- No interaction is expected between the P O S and SVC (Stored Value Card).

Installing the Queue Interface

The Queue Interface is installed during the installation of the P O S software. During the install process, a question appears asking if you want to install the Queue Interface as displayed in Figure 13.1.

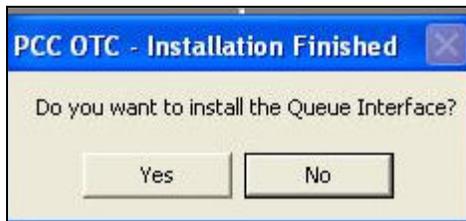


Figure 13.1

Military Agencies using the DDS database should respond with 'Yes' to install.

Queue Interface Configuration Permission

Once installation is complete, a new permission in the S A T will be available to allow access to the Queue Interface configuration screen. This permission is required to configure the Queue Interface. By design, it is not assigned to a particular role. The P O C must decide who will be responsible for the Queue Interface configuration. This can be accomplished by assigning the permission to either an existing role, or creating a new role that includes this functionality (along with Configure System), and assigning the new role to one or more users. For more information on how to add permissions to roles, see the *S A T* chapter of this S O P. Additional Information regarding the Queue Interface permission includes:

- The Queue Interface configuration screen does not appear to users who do not have the Queue Interface permission.
- Users with the Queue Interface permission have access to the configuration screen, regardless of whether the Queue Interface has been installed.
- If a user has Queue Interface permission, but cannot connect to the Queue Interface database, a pop-up message appears letting them know that the configuration could not be saved (when attempting to make changes to the configuration screen).
- If a user has Queue Interface permission, but cannot connect to the Queue Interface, a pop-up message appears letting them know that the Queue Interface cannot be located.

The Queue Interface Configuration

Users who have access to the Queue Interface Configuration screen will see an additional tab on the S A T System Configuration screen labeled 'Queue Interface', as displayed in Figure 13.2.

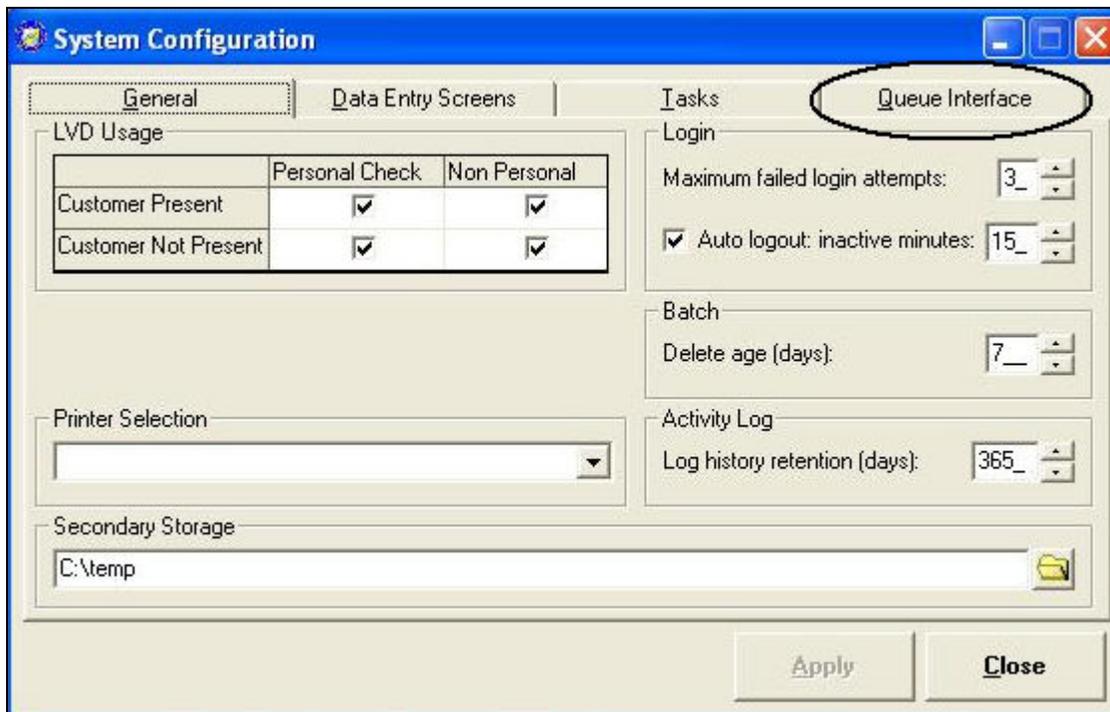


Figure 13.2

When the tab is clicked, the Queue Interface configuration screen appears as displayed in Figure 13.3.

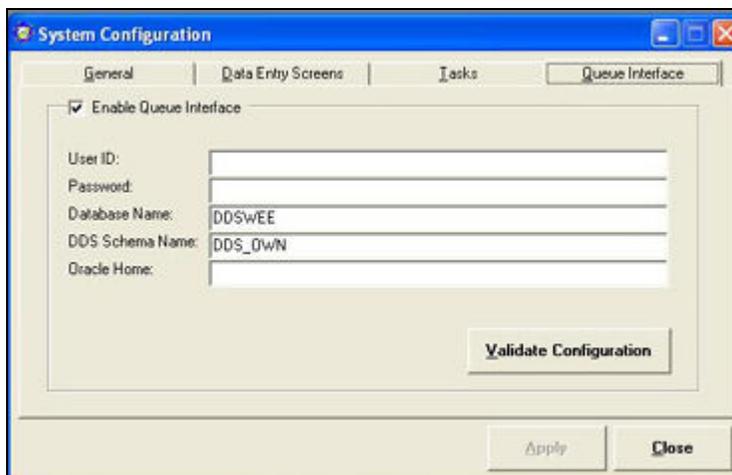


Figure 13.3

The 'Database Name' and 'DDS Schema Name' fields are pre-populated and should not be changed. The other fields on the screen need to be completed with the Agency unique information. Click '**Validate Configuration**', then click '**Apply**' To enable the Queue Interface.

Note: A record reporting that the Queue Interface is enabled or disabled is documented in the audit log. Any configuration changes are logged with before and after values.

Once the Queue Interface is successfully enabled, the bottom right of the P O S data entry screen will

display the words 'Queue Interface Enabled', just below the 'Close' button as displayed in Figure 13.4.

The screenshot shows a software interface for check processing. The main window has a menu bar with 'File', 'Tools', and 'Help'. The central area contains the following text and input fields:

- User: sharon b
- Person: Present
- Check: Personal
- Amount: 0.00
- Social Security Number: [input field]
- I R N: [input field]
- Bank Number: [input field]

On the right side, there is a 'SINGLE CHECK MODE' panel with the following controls:

- Location: 0000789502, test02
- Processing Method:
 - Customer Present
 - Customer Not Present
 - Back Office
- Item Type:
 - Personal
 - Non Personal
- Buttons: Start Scan (dotted border), Void, Batch List, Batch Close, Cancel, View Log, Receipt, Clear, Close.
- Message box: Queue Interface Enabled (indicated by an arrow from the main area).

The status bar at the bottom displays: Idle | Please press enter to begin | 0 | 10/17/2007

Figure 13.4

Exceptions

Configuration Problems

A check will be performed upon P O S or Batch Manager startup to confirm the Queue Interface can be initialized. If it cannot, an error message will be written to the Audit log and the system displays a pop-up warning message, "Initialization to queue was unsuccessful. Please contact your technical support" (Figure 13.5). When the 'Ok' button is selected, no further action will be required by the P O S application for the interaction. Contact your internal technical staff for assistance.

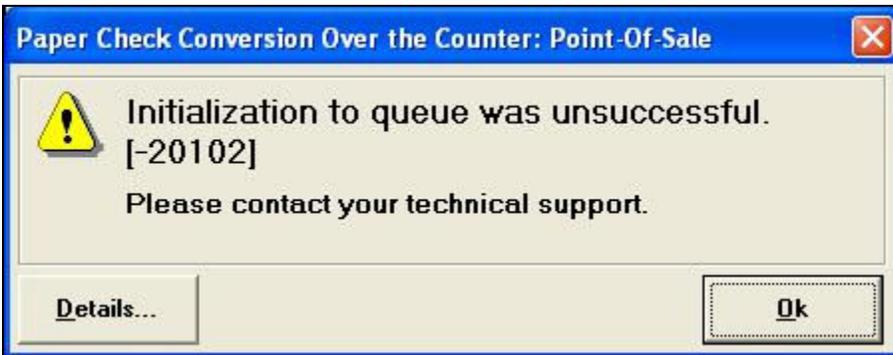


Figure 13.5

Audit Log Entries for Unsuccessful synchronization of the Queue

Audit log entries for unsuccessful synchronization of the queue contain the date and timestamp, IRN, and a Queue Interface error message.

Enable the Queue Mid-batch

If the Queue Interface is enabled in the middle of a batch, only items created after it was enabled will be sent to the queue.

Effects of the P O S uninstall on the Queue Interface

Upon P O S uninstall, the P O S will call the QUI function. The QUI function will follow the Queue Interface uninstall workflow. It will only be called if the Queue Interface was installed during the P O S install.

Determining if Queue Interface has been Installed

To determine if the Queue Interface has been installed on a given P O S computer, click on 'Help', 'About', from the P O S, Batch Manager or the S A T. The following window will appear and the top portion of the screen will read, 'Queue Interface Installed' if it has been installed on the computer (see Figure 13.6).

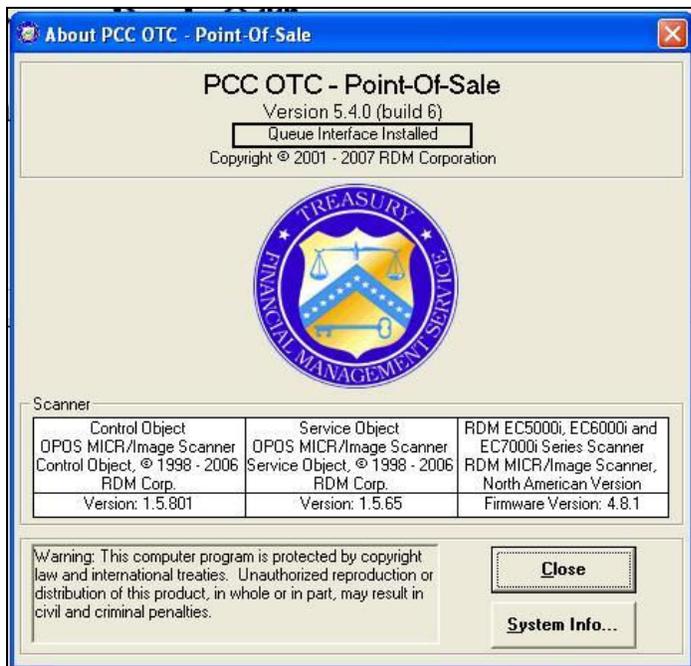


Figure 13.6