

The Financial Management Service, Over the Counter Revenue Collection Division would like to thank each and every agency present during our PCC OTC Informational Webinar originally held on July 24, 2008. We hope those who could not attend the live event will watch the rebroadcast over the next few days. Information on how to watch is provided below.

We have taken time to carefully review and provide answers to your questions submitted during the webinar. If more information is needed, please contact us at OTCD@fms.treas.gov or at 202-874-6786. Thank you again for your participation.

Webinar

- **Can I review the webinar at a later date or get a copy of the presentation?**

Follow the instructions below to view the webinar in its entirety (through 10/24/08).

1. Type the following web address into your Internet Browser:
<http://events.vcall.com/VCall/ReplayLogin.aspx?room=2146002017>
2. Enter your First Name, Last Name and Email address
3. Click "OK"
4. The webinar will automatically start

The webinar presentation and Q&A session are available through the end of the year at www.pccotc.gov/pccotc/index.htm. The presentation is not included in the PCC OTC 5.4 Release Standard Operating Procedures (SOP).

PCC OTC Functionality

- **When printing check images from ELVIS, is it possible to print more than one image at a time?**

To reduce the reliance on paper printouts, only one check image can be printed at a time. You can search for the item you need and print it when necessary. ELVIS maintains electronic check images of all checks for up to 7 years.

- **Can batches with a closed status that may have errors be deleted entirely?**

Batches can be deactivated from the Batch Manager application. Once the batches are deactivated, they roll off the input screen after the retention date from the system configuration menu. For additional information, review the Batch Manager section (Chapter 4) of the *PCC OTC 5.4 Release SOP*.

- **Do your representatives visit my agency location to schedule on-site maintenance?**

No, please contact customer service by phone at 1-800-624-1373 or by email at pccotc@clef.frb.org for any technical or hardware issues.

- **When will the updated password policy take effect?**

The new password policy is a part of POS Release 5.4. After your agency's upgrade to 5.4, the password policy will be in effect. If you have not already upgraded, please contact customer service at pccotc@clev.frb.org to receive the upgrade today.

- **What is your FDCC compliance strategy?**

The Federal Desktop Core Configuration (FDCC) is an OMB mandate that requires all federal agencies standardize the configuration of their computers to strengthen Federal IT security by reducing opportunities for hackers to access and exploit government computer systems. This mandate was addressed by us with the POS 5.4.1 Release scheduled for late October 2008.

Over the Counter Channel (OTC Channel)

- **Will the Over the Counter Channel (OTC Channel) be able to handle credit card transactions?**

No, credit card transactions will be processed through the Government's card acquiring bank – Fifth Third Bank – as they are today. With the OTC Channel, an agency customer will be able to see summary level credit and debit card activity processed at agency point of sale locations, for a short duration (as a benefit to OTC channel application users who are already in the system and have a need for other OTC related data). The Transaction Reporting System (TRS) will be the final resting place and primary solution for maintaining all agency financial data. TRS offers agencies a data warehouse and single touch point for revenue transaction data and deposit activity.

- **What is the name of the new commercial bank that will serve as the Financial Agent for the OTC Channel?**

We will announce the new bank in a letter to agency PCC OTC and TGA net contacts in October 2008. Further details regarding transition will be provided at that time.

- **Will PCC OTC have the ability to produce an XML file that downloads agency-specific accounting data and updates our internal accounting systems?**

PCC OTC, in its current form, creates a Common Separate Value (CSV) file that captures the accounting data you input. This data can later be downloaded into your internal accounting system. The OTC Channel slated for completion in 2010-2012 has a check conversion component that will capture accounting data and download XML files to update your accounting systems.

Scanners

- **With the impending transition, should agencies continue to invest in scanners and expand the use of PCC OTC?**

We will diligently support your agency and your PCC OTC expansion efforts throughout the transition to the new Financial Agent. Continue to purchase the latest hardware available that we currently support: Panini and RDM scanners. A seamless transition is anticipated.

- **Will the new Financial Agent work with RDM (one of the scanner manufacturers) to acquire additional hardware?**

Yes, the new Financial Agent will work with RDM in the hardware acquisition process through December 31, 2008. Although current scanners that are already deployed will continue to be supported into the future, starting January 1, 2009, there may be some changes to the hardware acquisition process. We are open to working with the service provider and additional hardware vendors to determine the best procurement procedures while simultaneously benefiting from the newest technology available.

- **Will the vendor continue to support new scanners purchased and deployed in 2009 that have a 3-year life cycle (through end of life)?**

Yes, new scanners purchased and deployed in 2009 with a 3-year life cycle will be supported until the end of life. We anticipate that any additional vendors will offer a manufacturer's warranty and service those scanners.

- **In Phase II of the OTC Channel transformation scheduled for 2010-2012, are agencies required to purchase different scanners?**

No, you will not be required to purchase different scanners. Our goal is to find vendors with the best equipment and warranty to fit your needs. We may recommend hardware changes based on technology advancements at that time.

- **Is there a current or planned cost to use PCC OTC, TGAnet or the new OTC Channel? If a scanner breaks, will we need to purchase a new one?**

As it has been in the past, the expenses of the operation of the PCC OTC and TGAnet systems are borne by Treasury/FMS. All transaction costs, fees and development or upgrade expenses have not and will not be passed along to the agency. The costs for the purchase of scanners and peripherals will continue to be the responsibility of the agency.

Transition

- **Will the URL on the System Administration Tool (SAT) application change?**

The URL will not change because the server for file settlement is not affected by the transition.

- **Are meetings scheduled with agencies to discuss these changes?**

A communication plan inclusive of face-to-face meetings, teleconferences, and webcasts are being outlined for late October and November to talk with agencies and banks about the transition and future plans for the OTC channel. You will be contacted individually to coordinate these information-sharing and gathering exchanges. Additionally, in mid-2009, we will conduct meetings with agencies to discuss the development of the OTC channel application to obtain user input.

- **Should agencies wait until the transition period has ended to implement PCC OTC at new sites?**

No, we strongly recommend that you continue the implementation and expansion process as normal. Our goal is to provide a seamless transition with little impact to you, our valued customer.

- **How will the transition impact TGAnet?**

During the transition, TGAnet and PCC OTC will function as legacy systems with minimal changes for you. Once the OTC Channel is operational, PCC OTC and TGAnet will be integrated into one system solution for your deposits. This unified system gives you the ability to view all over-the-counter activity – check conversions, deposits made at TGA banks, credit and debit card transactions, and currency – in a single application on a daily basis.

- **Will the transition to the new OTC Channel hinder current implementation efforts?**

No, FMS has extensively planned the OTC Channel conversion to reduce any impact on you. We encourage you to continue both PCC OTC and TGAnet conversions throughout the process. Feel free to contact us with any questions or concerns at OTCD@fms.treas.gov.

- **What is meant by being able to see Seized Currency in the OTC Channel application?**

Being able to see Seized Currency means that one of the features of the OTC Channel will be to offer agency customers summary level data pertaining to all OTC deposit activity. Ultimately, the OTC Channel application will have a view into the agency's Seized Currency collections so that the agency customer can see PCC OTC deposits, TGA bank deposits, seized currency deposits, and other OTC activity from one system (versus negotiating multiple systems). This type of data will reside in the OTC Channel application on a short-term basis. The Transaction Reporting System (TRS) is the system solution being built to provide agencies a data warehouse and single touch point for revenue transaction data and deposit activity.