Card Acquiring Service (CAS)
Reconciliation: iQ to CIR
This webinar has been pre-recorded
To comply with the rules outlined by Treasury’s Legislative and Public Affairs Division, no presenter(s) will disclose their identifies.
Please submit all questions to the CAS Outreach Mailbox
– CardAcquiringService@fiscal.treasury.gov
– Title SUBJECT LINE as: CAS Reconciliation Question
– Please provide your name and agency in the body of the email.
Objectives:

• To educate agencies on reconciling card transactions from start to finish, while supplying tips, tricks and best practices for utilizing the iQ portal designed by Worldpay from FIS and Treasury's' Collections Information Repository (CIR).

How:

• Supplying agencies with a high-level synopsis of the Card Acquiring Service (CAS) policies and procedures, outlined in the Treasury Financial Manual (7000) Volume 1, Part 5: Credit and Debit Transactions
• Define iQ and CIR
• Help our participants with understanding the crosswalk of terminology between reporting systems
• Delivering a simulated demonstration of iQ and CIR.

Purpose: Why are you here?
Reconciliation
What is the Treasury Financial Manual (TFM)?

• The TFM is the Department of the Treasury’s (Treasury’s) official publication of policies, procedures, and instructions concerning financial management in the Federal Government.

What are the CAS Card Rules?

• The card rules apply to federal agencies that are collecting or intend to collect obligations via credit or debit card. In addition to these requirements, an agency also must comply with and be bound by the rules and regulations governing all debit and credit card transactions accepted by the agency (collectively, the Network Rules), any of which may be altered or amended periodically and without notice.
Policies: TFM Guidance on Reconciliation

• **Reconciliation (referenced)**
  
  – Section 7020: Application
    • The Financial Agent assigns an account number to each new account that an agency establishes. An agency must designate on its application a point of contact for each account. This point of contact is responsible for ensuring that proper *reconciliation* of Card activity occurs at the organization.

  – Section 7070: Training of Key Personnel
    • The Financial Agent offers training on its reporting tool, including such topics as reconciliation, reporting, and chargebacks.
Reporting System: **What is iQ?**

- iQ is a one-stop reporting tool that houses all cardholder information for credit/debit transactions, and other relevant financial analytics and business intelligence.

  - Access clear, detailed, and up-to-date sales performance figures for each line of business.
  - Configure and customize data viewing and delivery options so the focus is on what’s most important.
  - Drill down into financial, operations, and chargeback management data to measure performance.
Reporting Systems: What is CIR?

- The Collections Information Repository (CIR), is a Fiscal Service-wide transaction broker, data warehouse, and reporting solution. CIR is:

  - A collections reporting tool used for Federal Program Agencies to manage revenue
  - The primary mechanism for collections data reporting, containing detailed and summarized records of all revenue collections transactions processed by Fiscal Service
  - A system where data is standardized and optimized for reporting and for business analytics
Card Simulated Demonstration
Demonstration: Card-Present Use Case

- Department of the ABC (Sesame City) submitted an email to CAS team on March 9, 2018, indicating they were experiencing issues with reconciling their end-of-day balance for January 7, 2018. The issue that has been identified is that the organization’s end-of-day receipts are not matching the Card Detailed Report, located within the Collections Information Repository. CAS must assist the agency with addressing these issues within 24 hrs. of being notified of the challenge.

- **Department of the ABC – Sesame City**
  - **ALC:** 11111111
  - **Chain:** 0F000B
  - **Division:** 001
  - **Merchant ID:** 4445020000001
  - **Transaction Date & Time:** January 6, 2018 @ 11:38PM
  - **Transaction Amount:** $51.35
Demonstration: **Card Transaction Artifacts**

1. **Customer Transaction Receipt** - View Receipt for the MID, Date, Time, Card #, and Transaction Amount

2. **Agency Terminal Summary Report**

3. **Credit Card Daily Transaction Report**

4. **CIR Card Detail Report**

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**DEPT. OF THE ABC (SESAME CITY)**  
0000 SESAME BEACH BLVD  
SESAME CITY, PA 23452  
(000) 200-2000

---

**SALE**

MID: 000000000001  
TID: 028  
BATCH#: 006001  
01/06/18  
APPR CODE: 073125  
VISA  
**$61.35**

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**END OF REPORT**

DEPT. OF THE ABC (SESAME CITY)  
0000 SESAME BEACH BLVD  
01/07/18  
TID: 028  
BATCH#: 006001  
BANK ID: 1111

**GIFT CARD GIFT TOTALS**

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<thead>
<tr>
<th>Transaction</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Activation</td>
<td>$0.00</td>
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<tr>
<td>Agreement</td>
<td>$0.00</td>
</tr>
<tr>
<td>Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Reload</td>
<td>$0.00</td>
</tr>
<tr>
<td>Zero Card</td>
<td>$0.00</td>
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</table>

**DEPT. OF THE ABC (SESAME CITY)**  
0000 SESAME BEACH BLVD  
01/07/18  
TID: 028  
BATCH#: 006001  
MIC: 000000000001  
SETTLEMENT SUCCESSFUL  
00 ACCEPTED  
HOST TOTALS  
BALANCE

<table>
<thead>
<tr>
<th>Summary Report SETTLEMENT RPT</th>
<th></th>
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<tr>
<td>Sales</td>
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<tr>
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<td>Voids</td>
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</table>

<table>
<thead>
<tr>
<th>VISA</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Sales</td>
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</tr>
<tr>
<td>Voids</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
</tr>
</tbody>
</table>

Grand Total: 1 | $51.35
Card Transaction Artifacts (cont.)

1. Customer Transaction Receipt
2. Agency Terminal Summary Report
3. Credit Card Daily Transaction Report - # of Transactions = 105
4. CIR Card Detail Report - # of Transactions = 104
iQ: Transaction Research Function

- Step 1: Log into iQ

- Step 2: Research Transaction Approval - Go to the left side menu on the Home page and click on Reconciliation > Transaction Research

Welcome to iQ

We're excited for you to begin using iQ! Be sure to watch our how-to videos or click on Help to get you started.

Also, to sign up for the iQ Introduction class held multiple times per month, click here for dates/times.

Make a note of your new user name and password here.

Daily Totals (03/13/2018) For Multiple Chain(s)
**Step 3: Populate prompts to retrieve transaction(s).**

- **Hierarchy Level:** CHAIN
- **Enter a value or click + to lookup:** CHAIN VALUE (0F584B)
- **Select Transaction Date Range:** 1/6/2018 to 1/8/2018
- **Enter Transaction Amount:** $51.35
- **CLICK SEARCH**
iQ: Transaction Research Function

- **Step 4: Review Transaction Details**
  - Transaction Initiation Time and Date
  - First 6/Last 4 of Card Number
  - Transaction Amount - $51.35
  - Response Code

- **Step 5: Log Out of iQ** – Click the “green” person silhouette in the top right corner of webpage > Sign Out.
**US Treasury Reports**

- **MD-410**: Credit Card Processing Detail Report - Daily report that provides a detailed listing of credit card chargebacks and credit miscellaneous adjustments broken out by division and store number. The report also provides chargeback count and amount totals at the division and chain levels.

- **MD-493**: Summary of CA$HLINK File Data by CHAIN/DIV/MERCHANT – Report that provides summary level data broken out by Chain, Division and Merchant ID. The report generated provides data captured within the file sent to Treasury’s Collections Information Repository (CIR).
CIR: Application Log-in

- Step 1: Log into the Collections Information Repository (CIR)
  - Click LOGIN
  - Select PKI Certificate
  - Enter Single Sign-On PIN
Step 2: Generate CIR Reports - Click LAUNCH REPORTS on the Menu bar

Upcoming Scheduled Maintenance
No currently scheduled maintenance

Highlights

Normal Maintenance Time Change
Effective immediately, there will be a new timeframe for scheduled maintenance activities for the Collection Information Repository (CIR). Previously the timeframe was Sundays from 2:00 am to 6:00am ET. The new timeframe is Sundays from 2:00 am to 8:00 am ET. Periodically, additional time may be necessary for more extensive maintenance activities. When that is necessary, an email notification will be sent advising of the additional time.

What is CIR
The Collections Information Repository (CIR) is a data archive and reporting tool that provides a single solution to view and/or download information for agency settled transactions processed by the U.S. Department of the Treasury’s portfolio of revenue collection systems. CIR also interfaces with several revenue collection systems to facilitate the movement of funds from commercial banks to the U.S. Treasury.
CIR: Reports Homepage

- Step 3: Reports Home Page - Click DOCUMENTS which will direct you to the CIR Reports Folder.
• **Agency Reports**
  - **Voucher Reports:** These reports provide users with a list of vouchers matching the selected search criteria.
    - Reporting Program/Subprogram = Card Acquiring Service
    - Agency Location Code (ALC) = 11111111
    - Agency Account ID = Data field for Chain/Division (No Spaces)
      - E.g. 0F000B001
    - Comerica Collections Account Number (CAN) = (010121)
  - **Financial Transaction Reports:** The Financial Transaction Summary Report provides the user a list of financial transactions matching the selected search criteria including non-financial transactions that are not associated with a voucher.
    - Same search criteria as Voucher Reports
    - Initial Location = Merchant ID Number
      - E.g. 4445020000001
CIR: Standard Reports Overview

• Agency Reports
  – **Card Reports**: These reports provide the user with a list of card transactions matching the selected criteria.
    • Reporting Program/Subprogram = Card Acquiring Service
    • Agency Location Code (ALC) = 11111111
    • Merchant ID = 4445020000001
    • Chain and Division (No Spaces)
      – E.g. 0F000B001
    • Partial Card Number (% Wildcard) – Last 4 of the card number
      – E.g. %8744
CIR: Public Reports Folder

- Step 4: Reports Folder - Click AGENCY REPORTS
- Step 5: Reports Folder – Click CARD REPORTS
CIR: Card Summary Report Prompts

- Step 6: Report Prompts Screen - Click CARD SUMMARY REPORT to open reporting prompts

<table>
<thead>
<tr>
<th>Title</th>
<th>Type</th>
<th>Created By</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Download Report</td>
<td>Web Intelligence</td>
<td>Administrator</td>
<td>Apr 12, 2016 1:34 PM</td>
</tr>
<tr>
<td>Card Summary Report</td>
<td>Web Intelligence</td>
<td>Administrator</td>
<td>Jun 14, 2016 6:45 PM</td>
</tr>
</tbody>
</table>

- Step 7: Populate Prompts
  - Business Date: Select Business Date Range
  - ALC: 11111111
  - Start/End Business Date: 1/6/2018 – 1/8/2018
  - Amount: 51.35
  - MID: 4445020000001
  - Partial Card Number: %8744

- Step 8: Generate Report – Click OK
CIR: Card Summary Report

- Step 9: Card Summary Report - Click the hyperlinked SOURCE FINANCIAL TRANSACTION ID to see card details
CIR: Card Detail Report

- Step 10: Card Detail Report – View report to verify transaction
Use Case Recap: What happened

- The card transaction was initiated on 01/06/2018 at 23:38 (11:39 PM EST).

- The standalone terminal was batched out at 01/07/2018 at 00:01 (12:01 AM EST).
Webinar Recap: What have you learned?

Educate
- Delivered understanding of TFM, Chapter 7000
- Provided informational overview of CIR and iQ

Understand
- Taught how to utilize reporting applications for daily, monthly, or annual reconciliation processes.

Apply
- Complete CAS Application to establish or add to a card servicing account.
- Apply for an account with CIR and iQ
Next Steps
Next Steps - What’s up next?

1. We are asking participants to refresh themselves with the TFM, [https://tfm.fiscal.treasury.gov/v1/p5/c700.html](https://tfm.fiscal.treasury.gov/v1/p5/c700.html)

2. Complete the post-webinar survey on CAS website

3. Submit questions to the CAS Outreach Mailbox (CardAcquiringService@fiscal.treasury.gov)
Upcoming Webinars: Save the Date
QUESTIONS?

Submit questions via the CAS Outreach Mailbox
CardAcquiringService@fiscal.treasury.gov
Contact Information

CAS Agency Outreach Mailbox
CardAcquiringService@fiscal.treasury.gov

ARM Mailbox
ARM@fiscal.treasury.gov

For More Information
CAS Online: www.fiscal.treasury.gov/cas
Appendix A - Glossary

ALC – Agency Location Code
ARM – Agency Relationship Management
CAS – Card Acquiring Service
CASA – Card Acquiring Service Application
CIR – Collections Information Repository
MID – Merchant Identification Number
SSD – Settlement Services Division