



BUREAU OF THE

**Fiscal Service**

U.S. DEPARTMENT OF THE TREASURY

# OTC Self-Service Kiosk & Webservice FAQs

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**October 2024**

## **OTC Self-Service Kiosk & Webservice FAQs**

The Bureau of Fiscal Service (Fiscal Service) Over-the-Counter Division has introduced an additional service offering to support self service payments across agency collection locations. The introduction of the OTC Self-Service Kiosk allows OTCnet to be the only one-stop-shop payment option for agencies over-the-counter collections needs, seamlessly offering Cash, Check, and Card processing without needing to access multiple applications. Below is a list of FAQs for both the new OTC Self-Service Kiosk & and the Webservice connection component.

### **1. What is a kiosk?**

The kiosk is an OTCnet solution for a self-service that allows customers to make payments independently of the cashier counter. Kiosks can be configured to agency requirements for streamlining collection services.

### **2. What are the benefits of the Self-Service Kiosk?**

The Self-Service Kiosk enables agencies to further streamline their over-the-counter services to customers by helping to minimize long lines at the counter, maximize collections in remote locations, and expand payment accessibility to customers.

### **3. My agency already uses a kiosk. How can I incorporate the OTC Self-Service Kiosk Webservice?**

Agencies should integrate the OTC Self-Service Kiosk Webservice into their existing hardware platform to maximize payment processing options, as well as to enhance the customer payment experience. OTCnet is the only one-stop-shop payment application for agencies processing Cash, Check, and Card items. Contact the OTCnet Team at 703-377-5586 or [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com) to get started with the webservices integration process.

### **4. What payments are accepted?**

The Kiosk is envisioned to accept Cash, Check, Card, and Digital Wallet payment types. A decision on which payment types to collect at each kiosk will be at the discretion of the agency.

### **5. Will customers be able to make payments to other agencies?**

Customers will only be able to make payments on the kiosk for your agency.

### **6. Will customers be able to use the kiosks 24/7?**

Access to kiosks is at the discretion of the agency. Agency policies and the physical location of the kiosk will determine the accessibility of the kiosk for customer interaction.

### **7. Are there prerequisites for adding the kiosk to your payment suite?**

To utilize the Self-Service Kiosk Webservice, your agency will need to be a current OTCnet user. If your agency is not using OTCnet, contact the OTCnet Deployment Team to assist with getting your agency onboarded. If your agency uses the Card Acquiring Service (CAS) and/or Pay.gov, you can still use the kiosk if your agency has an OTCnet profile. Your agency will also need to designate a secure location for the kiosk. Once you have been set up on OTCnet, your agency will need to work with your internal procurement department to purchase a kiosk from a hardware vendor. Once the purchase is complete, the vendor will assist you in setting up the kiosk hardware and securely connecting it to your agency network.

## **8. Is the kiosk hardware compliant with the Payment Card Industry Data Security Standard (PCI DSS)?**

Please reach to the OTC Team to ensure that the card processing feature on your kiosk hardware is compliant with the PCI DSS. PCI DSS is an industry standard that ensures Personally Identifiable Information (PII) is secure throughout the transaction process.

## **9. Will the kiosk interface with agency systems?**

Agencies will work with the vendor and the OTCnet Team to interface with agency collection systems.

## **10. What is the Self-Service Kiosk Webservice?**

The Kiosk Webservice enables agencies to use their current kiosk user interface and upload Credit/Debit Card data to OTCnet as a payment processing option.

## **11. What are the benefits of the Self-Service Kiosk Webservice?**

In conjunction with other OTC Webservice resources, the Self-Service Kiosk Webservice provides the ability to accept multiple collection types. The Self-Service Kiosk Webservice will sync all collected Credit/Debit Card payments into the existing OTCnet reporting functionality for ease of reference, downstream validation, and agency accounting.

## **12. Will there be additional hardware required?**

There may be additional hardware required to use the kiosks depending on agency needs, as well as which model and vendor your agency chooses. (e.g., enclosure for external location, solar panel)

## **13. Will my agency be assisted in set-up?**

Fiscal Service and the vendor will assist your agency in setting up the kiosk and configuring it for your specific business and collection needs. The kiosk vendor selected should provide installation and configuration assistance. Fiscal Service will provide support for using OTCnet and the Kiosk webservice. For assistance in getting started with OTCnet or information on the Self-Service Kiosk, please contact the OTCnet Deployment Team. For more information on hardware procurement, please contact a Fiscal Service representative listed at the end of this resource.

## **14. What training will be available?**

The kiosk vendor selected should be able to provide all necessary training with your agency users.

## **15. Will there be customer support available?**

The OTCnet Customer Support Team is available 24/7 every day for any questions related to OTCnet. The kiosk vendor selected by your agency should be available to assist with all other issues [e.g. hardware or technical support] that you may encounter.

## **16. What is the cost to my agency?**

Cost will vary by vendor hardware choice, agency requirements, and preferred kiosk functionalities.

## **17. How do I get started?**

Contact the OTCnet Team at 703-377-5586 or [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com) to get started with the onboarding process. Fiscal Service and the OTCnet Team will work with agencies to review business requirements, identify kiosk functionalities, determine agency implementation timelines, discuss OTCnet integration, and to identify hardware procurement options.

## **18. Who do I contact for more information on the OTC Self-Service Kiosk?**

For more information about OTCnet and the OTC Self-Service Kiosk or assistance onboarding to OTCnet, please contact:

- The OTCnet Deployment Team  
OTCnet Deployment Line: 703-377-5586  
Email: [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)