Administration – All Chapters

OTCnet Participant User Guide
Chapter 1: Introduction to OTCnet

OTCnet Participant User Guide
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Glossary

Click this [Link] to access the full OTCnet Glossary
Overview, Topics, and Audience

Overview
Welcome to Introduction to OTCnet Overview and OTCnet Course Content. In this chapter, you will learn:

- The introduction to OTCnet
- OTCnet User Roles

Topics
The topics in this chapter include the following:

1. OTCnet Elements, Process Flows and End Users
2. OTCnet User Roles

Audience
The intended audience for the Introduction to OTCnet includes:

- Administration Users
- Deposit Processing and Reporting Users
- Check Capture, Check Processing and Reporting Users
- Card Processing Users
- Viewers
Chapter 1: Introduction to OTCnet

Topic 1. Introduction to OTCnet

Overview

The Bureau of the Fiscal Service (BFS) Over the Counter Division (OTCD) provides the Over-the-Counter Channel Application (OTCnet) to facilitate the prompt electronic processing, reporting of deposits and transaction activities. OTCnet financial services include retail transactions made at agency offices, face-to-face collection points, and point of sale (POS) locations throughout the US and abroad.

OTCD oversees the systems, networks and program infrastructure which enable world-class OTCnet financial services including the collection of checks, cash, coins and credit, debit, and gift card transactions at agency POS locations around the globe. The OTCD is responsible for implementing a coordinated government-wide strategy for the collection of over-the-counter transaction and deposit activities (cash, card, check, foreign checks/currency, seized currency), and the transition from paper checks to electronic mechanisms.

OTCnet is a secure web-based system that enables federal agencies to integrate check conversion, deposit reporting, and card processing, so that all check, cash, coin, and card deposits to the TGA are handled by one web-based application.

OTCnet offers agencies superior customer service and high-quality e-commerce solutions for collections and reporting needs.

OTCnet Financial Services includes the following:

- Electronic processing of US checks presented for cashing, payment, or deposit
- Processing of US currency, foreign currency cash and foreign check item deposits
- Acceptance of credit, debit, and gift cards (Visa, MasterCard, American Express, Discover)
- Support of the Self-Service Kiosk
- Automation of the collection and settlement process
- Support of online reporting and research capability for reconciliation and inquiries
- Improvements of deposit history record keeping

OTCnet Elements

OTCnet is comprised of five elements:

1. Administration
2. Check Capture, Check Processing and Reporting
3. Deposit Processing and Reporting
4. Card Processing
5. Self-Service Kiosk: Web Service

*Administration functions support Check Capture, Check Processing and Reporting, Deposit Processing and Reporting, Card Processing, and Self-Service Kiosk as shown in Figure 1.
The functions of the five elements are:

- **Deposit Processing**: permits federal agencies the ability to create and submit deposits for confirmation. This platform also allows for Financial Institutions (FIs) to confirm those deposits and create adjustments electronically. Deposits can be created for US currency, foreign cash, and foreign check items.
- **Check Capturing, Check Processing**: converts personal and business checks into electronic fund transfers. Transactions can be consumer, consumer accounts receivable, and business transactions.
- **Card Processing**: allows agencies to provide their customers an option to make their payments via credit/debit cards and gift cards.
- **Self-Service Kiosk**: third party vendor standalone kiosk supported by OTCnet.
OTCnet Process Flow: Check Capture, Check Processing and Reporting

Check Capture and Check Processing involve converting paper checks received over the counter or through the mail into electronic debits to the check writer's account. The process is highly automated and greatly improves the collection, reconciliation, research, and reporting processes associated with Federal Agency check collections.

In OTCnet, your Agency scans a check, and the check scanner captures an image of the front and back of each check. In OTCnet Online, the image is available immediately; in OTCnet Offline, the image is stored locally. You can also access Collections Information Repository (CIR) to retrieve deposit information.

The captured image of the check is stored for seven years in OTCnet. You can search the check images as well as the check capture and transaction date throughout the Check Image and Research Archive (CIRA) Query feature within OTCnet.

OTCnet sends summary as well as detailed information to CIR for those agencies that are not processing tax transactions.

CIR sends accounting entries with Treasury Account Symbol/Business Event Type Code (TAS/BETC) or Classification Keys (C-Keys) to Central Accounting Reporting System/Government Wide Accounting (CARS). CARS invokes Shared Account Module (SAM) to either validate, translate, or default the TAS/BETC based on the accounting information received on the transaction.

OTCnet sends the captured check data to Debit Gateway at the Federal Reserve Bank Cleveland (FRB-C). FRB-C/Debit Gateway sends the data and settles to the appropriate Financial Institutions (FIs) either through FedACH (personal check) or Check 21 (non-personal check) where the check was written. All non-personal items are processed via Check 21.

The FI where the check was written shows the account was debited (Complete Check Capture and Check Processing and Reporting Process flow as shown in Figure 2).

If your Agency uses the Master Verification Database (MVD) (which provides downloads of prior negative check information and blocked items) and is working offline, the information is passed to the agency's Local Verification Database (LVD) when each batch is closed. The LVD is then used to determine the check writer's status and implement your Agency's bad check policy, if applicable.
What is ACH?

- Direct Deposit of payroll, Social Security and other government benefits, and tax refunds
- Direct Payment of consumer bills such as mortgages, loans, utility bills and insurance premiums
- Business-to-business payments
- E checks
- E commerce payments
- Federal, state, and local tax payments

What is Check 21?

Check 21, also known as ‘Check Clearing for the 21st Century’ Act, was signed into law on October 28, 2003. Provisions of the law took effect on October 28, 2004. It is important to understand the effects of Check 21 on OTCnet. Check 21 provides the legal framework for the creation of substitute checks, which can be used in place of the original paper document, without an agreement in place with other financial institutions. A substitute check is a paper reproduction of the original check.

To meet legal requirements, a substitute check must:
- Contain an image of the front and back of the original check.
• Bear a legend that states, “This is a legal copy of your check. It can be used the same way you would use the original check.”

• Display a MICR line containing information appearing on the MICR line of the original check.

• Conform in paper stock, dimension, and otherwise, with generally applicable industry standards for substitute checks.

• Be suitable for automated processing in the same manner as the original check.

Overall, this legislation has modernized the nation’s check payments system. Check 21 is designed to foster innovation in the payments system and to enhance its efficiency by reducing some of the legal impediments to check truncation.

ALL payment instruments are eligible for processing under OTCnet, including business checks, money orders, Treasury checks, credit card checks, traveler’s checks, cashier’s checks, official checks, third-party checks, payroll checks and checks drawn on state or local government.

Check 21 requires financial institutions to accept a substitute check from a presenting institute and grant it equivalent status as the original check if the substitute check meets prescribed requirements. It also requires a reconverting bank to meet the warranties and indemnities enacted through the legislation and subsequent regulations. Check 21 requires financial institutions to provide education to individual consumers on substitute checks and consumer re-credit rights.

For more information on Check 21, visit: https://www.frbservices.org/education/products-services-education/check21-act.html

Acceptable forms of FedACH and Check 21 payment types are shown in Table 1.

### Table 1. FedACH and Check 21 Payment Types

<table>
<thead>
<tr>
<th>FedACH</th>
<th>Check 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Direct Deposit of payroll, Social Security and other government benefits, and tax refunds</td>
<td>• Business Checks</td>
</tr>
<tr>
<td>• Direct Payment of consumer bills such as mortgages, loans, utility bills and insurance premiums</td>
<td>• Money Orders</td>
</tr>
<tr>
<td>• Business-to-business payments</td>
<td>• Treasury Checks</td>
</tr>
<tr>
<td>• E checks</td>
<td>• Credit Card Checks</td>
</tr>
<tr>
<td>• E commerce payments</td>
<td>• Traveler’s Checks</td>
</tr>
<tr>
<td>• Federal, state, and local tax payments</td>
<td>• Cashier’s Checks</td>
</tr>
<tr>
<td></td>
<td>• Official Checks</td>
</tr>
<tr>
<td></td>
<td>• Third-party Checks</td>
</tr>
<tr>
<td></td>
<td>• Payroll Checks</td>
</tr>
<tr>
<td></td>
<td>• Checks drawn on state or local government</td>
</tr>
<tr>
<td></td>
<td>• Personal Check (No Notice)</td>
</tr>
<tr>
<td></td>
<td>• Personal Check (Opt Out)</td>
</tr>
</tbody>
</table>
OTCnet Process Flow: Deposit Reporting

Deposit Processing electronically collects and automates US and Foreign funds which facilitates the classification of Treasury collections daily.

As shown in Figure 3, the Deposit Preparer, or Agency, electronically reports the deposit to Treasury using OTCnet and prints out the OTCnet deposit ticket. The bank deposit ticket, OTCnet deposit ticket, cash, and checks (US and foreign) are taken to your Treasury General Account (TGA) Bank. At the TGA Back, the Deposit Confirmer confirms the deposit, rejects the deposit, or creates an adjustment to the deposit using OTCnet.

OTCnet sends commercial deposit voucher information to CIR. CIR receives commercial deposit information from OTCnet for reconciliation and transmits to Treasury Cash Management System (TCMS) for cash concentration purposes. TCMS receives the commercial deposit data from CIR and initiates the cash concentration activity.

The Deposit Preparer and Deposit Viewer can access OTCnet to view their deposit ticket information, as well as access reports, receive rejections, and view adjustments.

OTCnet Process Flow: Card Processing

Card processing is a web-based functionality that provides agency customers with an option to make payments with a credit, debit, or gift card. Card transactions are sent directly to WorldPay.

As shown in Figure 4, The Agency initiates the Card Processing payment. Currently, OTCnet does not store any card transaction details. The Agency can access Collections Information Repository (CIR) to retrieve deposit and card payment information.

The customer pays with a credit/debit card or gift card at an agency terminal station. The customer authorizes the amount to be charged to their account. The Verifone/OTCnet terminal sends the transaction data to Worldpay for authorization.
Worldpay processes the payment in four steps:

Step 1 - Authorization (Real Time)
Worldpay sends the transaction data to the card issuer through the card networks (e.g., Visa, Discover, Amex and Mastercard). The card issuer determines whether funding is available and returns authorization through the card networks to Worldpay.

Step 2 – Clearing
Funds in the daily transaction batch are cleared from Worldpay to Comerica Bank. The processing cut off for credit card payments is 4:30 AM and 2:00 AM for debit card payments.

Step 3 – Settlement
The card issuer sends the settlement money back to Worldpay via the card networks once the payments have been authorized and cleared. The timing varies by credit/debit network for when the settlement money is sent back to Worldpay.

Step 4 - Deposit Reporting
If the payment is approved, Worldpay sends deposit voucher transaction data to CIR via the Worldpay flat file the following morning between 4:00 AM - 6:00 AM.

CIR sends the voucher information to Treasury Cash Management System (TCMS). TCMS uses National Settlement Service (NSS) to draw funds. NSS transfers funds to the TGA Bank NY/FRB and reconciles them with Worldpay/Comerica Bank.

Figure 4. Card Processing Workflow

OTCnet Process Flow: Self-Service Kiosk: Check Payment

Self-Service Kiosk: Check Processing is a web-based functionality that provides agency customers with an option to make payments with a check at kiosk. The Kiosk Operator sets up the workstation and Kiosk Tablet daily by logging in to and locking down the Kiosk Tablet.

As shown in Figure 5, the kiosk captures the image of the front and back of each check. Kiosk: Image stored on the kiosk server. The images will be uploaded to the OTCnet server on a
scheduled basis. The Agency accesses OTCnet for Check Processing reports. The agency can also access Collections Information Repository (CIR) to retrieve deposit information.

The captured image of the check is stored for seven years in OTCnet. An agency can search for check images as well as the check capture and transaction date throughout the CIRA (Check Image and Research Archive) Query feature within OTCnet. OTCnet sends the captured check data to Debit Gateway at the Federal Reserve Bank Cleveland (FRB-C). FRB-C/Debit Gateway sends the data and settles to the appropriate Financial Institutions (FIs) either through FedACH (personal check) or Check 21 (non-personal check) where the check was written. The FI, where the check was written, shows the account was debited.

OTCnet sends summary as well as detailed information to CIR for those agencies. CIR sends accounting entries with Treasury Account Symbol/Business Event Type Code (TAS/BETC) or Classification Keys (C-Keys) to Central Accounting Reporting System (CARS). CARS invokes Shared Account Module (SAM) to either validate, translate, or default the TAS/BETC based on the accounting information received on the transaction.

**Figure 5. Self-Service Kiosk: Check Payment**

![OTCnet Process Flow: Self-Service Kiosk: Deposit Processing](image)

*The Kiosk Operator sets up the workstation and Kiosk Tablet daily by logging in to and locking down the Kiosk Tablet.*

**OTCnet Process Flow: Self-Service Kiosk: Deposit Processing**

Self-Service Kiosk: Deposit Processing is a web-based functionality that provides agency customers with an option to make US cash payments at a kiosk. The Kiosk Operator sets up the workstation and Kiosk Tablet daily by logging in to and locking down the Kiosk Tablet.

As shown in Figure 6, the customer (kiosk user) makes US cash payments using the kiosk. The kiosk sends the deposit information to OTCnet with draft status. OTCnet creates a deposit voucher for the kiosk’s cash payment transactions with accounting code information. The Agency logs in to OTCnet to classify, approve and submit the voucher to the agency’s FI and can view the Deposit Process report. The cash goes to the bank.
The Agency can also access Collections Information Repository (CIR) to retrieve deposit information. The FI verifies and confirms the deposit in OTCnet. OTCnet sends vouchers information to Collections Information Repository (CIR). CIR sends the voucher information to Treasury Cash Management System (TCMS). TCMS uses National Settlement Service (NSS) to draw funds.

**Figure 6. Self-Service Kiosk: Deposit Processing Workflow**

OTCnet Process Flow: Self-Service Kiosk: Card Processing

Self-Service Kiosk: Card Processing is a web-based functionality that provides agency customers with an option to make payments with a credit, debit, or Visa/Mastercard gift card at an agency terminal station. Card transactions are sent directly to WorldPay. The Kiosk Operator sets up the workstation and Kiosk Tablet daily by logging in to and locking down the Kiosk Tablet.

As shown in Figure 7, payments can be made with a credit/debit card or Visa/Mastercard gift card at the kiosk. The customer authorizes the amount to be charged to his/her account. The kiosk sends transaction data to Worldpay for authorization.

Worldpay processes the payment in four steps:

**Step 1 - Authorization (Real Time)**
Worldpay sends the transaction data over to the card issuer through the card networks (Visa, Discover, Amex and Mastercard). The card issuer determines if funding is available and returns authorization back through the card networks to Worldpay.

**Step 2 – Clearing**
Funds in the daily transaction batch are cleared from Worldpay to Comerica Bank. Processing cut off for credit card payments is 4:30 AM and 2:00 AM for debit card payments.
Step 3 – Settlement
The card issuer sends the settlement money back to Worldpay via the card networks once the payments have been authorized and cleared. The timing varies by credit/debit network for when the settlement money is sent back to Worldpay.

Step 4 - Deposit Reporting
If the payment is approved, Worldpay sends deposit voucher transaction data to CIR via the Worldpay flat file the following morning between 4:00 AM - 6:00 AM.

CIR sends the voucher information to Treasury Cash Management System (TCMS). TCMS uses National Settlement Service (NSS) to draw funds. The kiosk sends the card transaction data to OTCnet via the card webservice. NSS transfers funds to the TGA Bank NY/FRB and reconciles with Worldpay/Comerica Bank. The Agency accesses OTCnet for Card Processing reporting. The Agency can also access Collections Information Repository (CIR) to retrieve deposit information.

OTCnet End Users
There are four functional areas of the OTCnet application:

1. Administration
2. Check Capture, Processing and Reporting
3. Deposit Processing and Reporting
4. Card Processing

The user role you hold is based on the types of tasks you will perform.

- Administration user roles, with varying degrees of permission, and perform administrative duties such as user management and system installation.
• Check Capture/Check Processing and Reporting user roles perform functions to capture checks, process checks, access reports and edit or view the Master Verification Database (MVD).

• Deposit Processing and Reporting user roles create deposits, approve, confirm (reject or adjust), and/or view information as shown in Table 2.

• Card Processing user roles perform functions to process card transactions.

<table>
<thead>
<tr>
<th>Table 2. End User Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administration</strong></td>
</tr>
<tr>
<td><strong>Agency</strong></td>
</tr>
<tr>
<td>Check Capture Supervisor</td>
</tr>
<tr>
<td>Check Capture Administrator</td>
</tr>
<tr>
<td>Accounting Specialist/ Local</td>
</tr>
<tr>
<td>Accounting Specialist</td>
</tr>
<tr>
<td>Card Administrator</td>
</tr>
<tr>
<td>Financial Institution/Federal Reserve</td>
</tr>
<tr>
<td>Primary Security Administrator</td>
</tr>
<tr>
<td>Local Security Administrator</td>
</tr>
</tbody>
</table>

*Batch Approver and Batch Uploader are sub-roles assigned to users with existing roles.
Topic 2. OTCnet User Roles

Individuals are granted user access based on their job roles. Agency and Financial Institution/Federal Reserve Bank (FI/FRB) user roles are listed in Table 3 below with corresponding descriptions of job roles, the user roles that may assign the access, and whether the user can access Check Capture, Deposit Processing, or Card Processing functions.

Table 3. OTCnet Agency and FI/FRB User Roles

<table>
<thead>
<tr>
<th>User Role</th>
<th>Role Description</th>
<th>Assignable By</th>
<th>Check Capture</th>
<th>Deposit Processing</th>
<th>Card Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Specialist</td>
<td>The agency user in this role is an expert on the organizational structure, reporting needs and accounting rules for their agency. This role will establish and maintain the organizational foundation, accounting data and accounting relationships at the highest level of the agency in OTCnet. This role can also establish, maintain, and view processing options that one or more lower-level endpoints will use in OTCnet.</td>
<td>Agency PLSA, Agency LSA</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Agency Local Security Administrator (LSA)</td>
<td>The agency user in this role will maintain user access to an organization, including assigning/removing user roles and assigning/removing organization hierarchy access. LSAs can also view security reports.</td>
<td>Agency PLSA</td>
<td></td>
<td>•</td>
<td>•</td>
</tr>
<tr>
<td>Agency Primary Local Security Administrator (PLSA)</td>
<td>The agency user in this role has the same capabilities as an LSA with the additional capability of creating and modifying LSAs for their organization. There can only be one PLSA per agency.</td>
<td>OTCnet Customer Support Team</td>
<td></td>
<td>•</td>
<td>•</td>
</tr>
<tr>
<td>Agency Manager</td>
<td>The agency user in this role can view and download CIRA CSV reports and ACR Activity reports, run CIRA queries and view other general reports such as the SF215 Deposit Ticket and 5515 Debit Voucher reports. The agency user can view if an endpoint is designated for summary-level classification, and the agency comments associated to an endpoint.</td>
<td>Agency PLSA, Agency LSA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### User Role | Role Description | Assignable By | Check Capture | Deposit Processing | Card Processing
--- | --- | --- | --- | --- | ---
**Batch Approver**<br>The user assigned this role will have the ability to approve a batch either prior to batch upload (from Offline) or when a batch is uploaded/submitted to OTCnet but not yet approved. This permission is granted especially when, in offline mode, a user has configured the terminal to upload a batch upon Batch Close. An example of this permission applies to a Check Capture Operator: though a terminal may be configured to upload upon close, an Operator is able to close a batch but does not inherently have Upload permissions, therefore the user's permissions will override the terminal configuration, and the batch will not be automatically uploaded. Providing this permission along with Batch Uploader allows for the Check Capture Operator to auto-upload the batch upon close. This role should be granted in limited cases at sites where there is a need for the Operator to perform this function without a Supervisor present. This role *only applies* to the Offline version of OTCnet.<br><br>**Agency**<br>PLSA<br>LSA<br><br>**Check Capture**<br>•

**Batch Uploader**<br>The user assigned this role will have the ability to upload a batch from Offline OTCnet to the online database; this user has no other permissions, and therefore should typically be granted to a Check Capture Operator and Lead Operator. This permission is granted especially when, in offline mode, a user has configured the terminal to upload a batch upon Batch Close. An example of this permission applies to a Check Capture Operator: though a terminal may be configured to upload upon close, an Operator is able to close a batch but does not inherently have Upload permissions, therefore the user's permissions will override the terminal configuration, and the batch will not be automatically uploaded. Providing this permission along with Batch Approver allows for the Check Capture Operator to auto-upload the batch upon close. This role should be granted in limited cases at sites where there is a need for the Operator to perform this function without a Supervisor present. This role *only applies* to the Offline version of OTCnet.<br><br>**Agency**<br>PLSA<br>LSA<br><br>**Check Capture**<br>•
<table>
<thead>
<tr>
<th>User Role</th>
<th>Role Description</th>
<th>Assignable By</th>
<th>Check Capture</th>
<th>Deposit Processing</th>
<th>Card Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Administrator</td>
<td>The agency user in this role has the capability to manage endpoints for card processing. The user can view and modify terminal configuration. The user can also modify, delete, view, and search organization hierarchy. Lastly, this user has the capability to download releases and read/view audit card modules.</td>
<td>Agency PLSA</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Agency LSA</td>
<td></td>
<td></td>
<td>•</td>
</tr>
<tr>
<td>Card Operator</td>
<td>This user views organizational hierarchy and searches within the organization. This user can process credit card payments, query card transactions, and view terminal configuration. Finally, this user can read/view the audit log and has partial access to the user’s own activities.</td>
<td>Agency PLSA</td>
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<tr>
<td></td>
<td></td>
<td>Agency LSA</td>
<td></td>
<td></td>
<td>•</td>
</tr>
<tr>
<td>Check Capture Administrator</td>
<td>The agency user in this role has the capability to define and modify the check capture sites as well as manage accounting codes and modify endpoint mappings. For example, this user can setup the location policy and location group. Additionally, this user can view, modify, and import accounting codes and modify endpoint mappings. This user can also configure the Check Capture functions and perform upgrades of the application as well as has the permission to download user profiles for the site. Furthermore, this user can view checks at the item level or a batch at the summary level classified with multiple accounting codes, view/download CIRA CSV reports and ACR Activity reports, run CIRA queries and view other general reports such as the SF215 Deposit Ticket and 5515 Debit Voucher reports. The agency user can view if an endpoint is designated for summary level classification, and the agency comments associated to an endpoint. This user has the permission to download software or firmware to the terminal using the Download Check Capture application permission. Lastly, this user is authorized to download the OTCnet Local Bridge (OLB) application, install the OLB certificate, install the OLB application, create the OLB profile, and start and stop the OLB application.</td>
<td>Agency PLSA</td>
<td>•</td>
<td>Check Capture Administrator</td>
<td></td>
</tr>
<tr>
<td>User Role</td>
<td>Role Description</td>
<td>Assignable By</td>
<td>Check Capture</td>
<td>Deposit Processing</td>
<td>Card Processing</td>
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<td>-----------------</td>
</tr>
<tr>
<td>Check Capture Administrator</td>
<td>The agency user in this role has the capability to define and modify the check capture sites as well as manage accounting codes and modify endpoint mappings. For example, this user can setup the location policy and location group. Additionally, this user can view, modify, and import accounting codes and modify endpoint mappings. This user can also configure the Check Capture functions and perform upgrades of the application as well as has the permission to download user profiles for the site. Furthermore, this user can view checks at the item level or a batch at the summary level classified with multiple accounting codes, view/download CIRA CSV reports and ACR Activity reports, run CIRA queries and view other general reports such as the SF215 Deposit Ticket and 5515 Debit Voucher reports. The agency user can view if an endpoint is designated for summary level classification, and the agency comments associated to an endpoint. This user has the permission to download software or firmware to the terminal using the Download Check Capture application permission. Lastly, this user is authorized to download the OTCnet Local Bridge (OLB) application, install the OLB certificate, install the OLB application, create the OLB profile, and start and stop the OLB application.</td>
<td>Agency PLSA Agency LSA</td>
<td>•</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check Capture Lead Operator</td>
<td>The agency user in this role will have the ability to scan checks into a batch, view and classify checks at the item level or a batch at the summary level with multiple accounting codes, close a batch, edit a batch, balance check amounts, and enter batch control values during batch closing. This user is authorized to install the OTCnet Local Bridge (OLB) certificate, install the OLB application, create the OLB profile, and start and stop the OLB application. Additionally, this user is authorized to accept checks with poor quality, make MICR line corrections, and accept duplicates. This user is not authorized, however, to use out-of-date LVD. This role can establish, maintain, and view processing options for an endpoint pertaining to summary level classification and agency comments.</td>
<td>Agency PLSA Agency LSA</td>
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</tr>
</tbody>
</table>
## User Role Descriptions

<table>
<thead>
<tr>
<th>User Role</th>
<th>Role Description</th>
<th>Assignable By</th>
<th>Check Capture</th>
<th>Deposit Processing</th>
<th>Card Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Capture Operator</td>
<td>The agency user that has the authorization to scan checks into a batch, view and classify checks at the item level or a batch at the summary level with multiple accounting codes, close a batch, balance check amounts, and enter batch control values during batch closing. The agency user can also view if an endpoint is designated for summary level classification, and the agency comments associated to an endpoint. This user is authorized to install the OTCnet Local Bridge (OLB) certificate, install the OLB application, create the OLB profile, and start and stop the OLB application. Additionally, the user can enter/apply the Accounting Code at the time of scanning checks is established. However, the user does not have authorization to accept duplicates, make MICR corrections, authorize the use of out-of-date LVD, or accept checks with poor quality.</td>
<td>Agency PLSA Agency LSA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check Capture Supervisor</td>
<td>The agency user in this role is the most powerful user on the Check Capture site. The user can perform almost all the functions in Check Capture including view and classify checks at the item level or a batch at the summary level, accept duplicates, make MICR corrections, authorize the use of out-of-date LVD, accept checks with poor quality, as well as view, modify, and import accounting codes, and modify endpoint mappings. However, this user does not have any permissions associated with scanning checks. To ensure “checks and balances,” scanning checks is reserved for a Check Capture Operator or Lead Operator only. This role can also establish, maintain, and view processing options that one or more lower-level endpoints will use in OTCnet. This user is authorized to install the OTCnet Local Bridge (OLB) certificate, install the OLB application, create the OLB profile, and start and stop the OLB application.</td>
<td>Agency PLSA Agency LSA</td>
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<tr>
<td>CIRA Viewer</td>
<td>The agency user in this role can only view organization endpoints and CIRA records. This is the check processing role with the lowest level of access. The agency user can view if an endpoint is designated for summary level classification, and the agency comments associated to an endpoint.</td>
<td>Agency PLSA Agency LSA</td>
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</tr>
<tr>
<td>Deposit Approver</td>
<td>The agency user in this role will approve the deposit report and submit the information to the TGA financial institution.</td>
<td>Agency PLSA Agency LSA</td>
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<td></td>
</tr>
</tbody>
</table>
## Chapter 1: Introduction to OTCnet

<table>
<thead>
<tr>
<th>User Role</th>
<th>Role Description</th>
<th>Assignable By</th>
<th>Check Capture</th>
<th>Deposit Processing</th>
<th>Card Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Preparer</td>
<td>The agency user in this role prepares the deposit ticket and supporting information for transmission to the TGA financial institution.</td>
<td>Agency PLSA Agency LSA</td>
<td></td>
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</tr>
<tr>
<td>FPA Viewer</td>
<td>The agency user in this role can only search / view deposit and adjustments and produce reports from it.</td>
<td>Agency PLSA Agency LSA</td>
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</tr>
<tr>
<td>Local Accounting Specialist</td>
<td>The agency user in this role is an expert on the organizational structure, reporting needs and accounting rules for its depositing and lower-level endpoints. This role will establish, maintain, and view the organizational structure, accounting code mappings to individual endpoints, and the processing options that one or more lower-level endpoints will use in OTCnet.</td>
<td>Agency PLSA Agency LSA</td>
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</tr>
<tr>
<td>MVD Editor</td>
<td>The agency user in this role can create, update, and read verification records. This role can also download CSV formatted reports, view other general reports such as the 215 Deposit Ticket, 5515 Debit Voucher reports and the ACR Activity report. The agency user can view if an endpoint is designated for summary level classification, and the agency comments associated with an endpoint.</td>
<td>Agency PLSA Agency LSA</td>
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</tr>
<tr>
<td>MVD Viewer</td>
<td>The agency user in this role can read CIRA records in addition to read verification records and read block records containing only AB permissions. This role also has the permission to download CSV formatted reports, view other general reports such as the 215 Deposit Ticket, 5515 Debit Voucher reports and the ACR Activity report. The agency user can view if an endpoint is designated for summary level classification, and the agency comments associated to an endpoint.</td>
<td>Agency PLSA Agency LSA</td>
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<tr>
<td>View Report</td>
<td>The agency user in this role will have access to agency reports except for the CIRA CSV report.</td>
<td>Agency PLSA Agency LSA</td>
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</tr>
<tr>
<td>Deposit Confirmer</td>
<td>The financial institution user in this role will verify the submitted deposit ticket, reject the deposit ticket if necessary, forward the information to the Treasury, and create adjustments, as necessary.</td>
<td>FI PLSA FI LSA</td>
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<tr>
<td>FI Viewer</td>
<td>The financial institution user in this role can only search and view deposits and adjustments, view Financial Institution information and produce reports from it.</td>
<td>FI PLSA FI LSA</td>
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</tr>
</tbody>
</table>
## Chapter 1: Introduction to OTCnet

<table>
<thead>
<tr>
<th>User Role</th>
<th>Role Description</th>
<th>Assignable By</th>
<th>Check Capture</th>
<th>Deposit Processing</th>
<th>Card Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>FI/FRB Local Security Administrator (LSA)</td>
<td>The financial institution/federal reserve bank user in this role will maintain user access to an organization, including assigning/removing user roles and assigning/removing organization hierarchy access.</td>
<td>FI PLSA</td>
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<tr>
<td>FI/FRB Primary Local Security Administrator (PLSA)</td>
<td>The financial institution/federal reserve bank user in this role has the same capabilities as an LSA, with the additional capability of creating and modifying LSAs for their organization. There can only be one PLSA per financial institution.</td>
<td>OTCnet Customer Support Team</td>
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<tr>
<td>FI/FRB Confirmer</td>
<td>The FI/FRB user in this role will verify the submitted deposit ticket, reject the deposit ticket if necessary, forward the information to the Treasury, and create adjustments, as necessary.</td>
<td>FI PLSA FI LSA</td>
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<tr>
<td>FRB Viewer</td>
<td>The FRB user in this role can only search and view deposits and adjustments, view FRB information and produce reports from it</td>
<td>FI PLSA FI LSA</td>
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</table>
Agency User Role Combinations

As shown in Table 4 and Table 5 Agency Deposit Processing, Check Capture and Card Processing user roles can be combined and assigned to an individual user. “•” indicates that the role in the column heading can be combined with the role to the far left of it.

Table 4. Combinable Agency Deposit Processing, Check Capture and Card Processing User Roles

<table>
<thead>
<tr>
<th>Agency User Roles</th>
<th>Agency PLSA</th>
<th>Agency LSA</th>
<th>Kiosk Operator</th>
<th>Accounting Specialist</th>
<th>Local Accounting Specialist</th>
<th>Deposit Preparer</th>
<th>Deposit Approver</th>
<th>FPA Viewer</th>
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<tbody>
<tr>
<td>Agency PLSA</td>
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### Table 5. Combinable Agency Check Capture and Card Processing User Roles

<table>
<thead>
<tr>
<th>Deposit Reporting, Check Capture and Card Processing User Roles</th>
<th>Agency Manager</th>
<th>CIRA Viewer</th>
<th>View Report</th>
<th>MVD Editor</th>
<th>MVD Viewer</th>
<th>Check Capture Operator</th>
<th>Check Capture Lead Operator</th>
<th>Check Capture Admin.</th>
<th>Check Capture Supvr.</th>
<th>Batch Approver</th>
<th>Batch Uploader</th>
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<tbody>
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<td>Agency PLSA</td>
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<td>Card Administrator</td>
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<td>Check Capture Operator</td>
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<td>Check Capture Supervisor</td>
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</tbody>
</table>
Financial Institution (FI) User Role Combinations

Financial institution user roles that can be combined and assigned to an individual user are shown in Table 6. “•” indicates that the role in the column heading can be combined with the role to the far left of it.

<table>
<thead>
<tr>
<th>Financial Institution (FI) User Roles</th>
<th>FI PLSA</th>
<th>FI LSA</th>
<th>FI Confirmer</th>
<th>FI Viewer</th>
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</thead>
<tbody>
<tr>
<td>FI PLSA</td>
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<td>FI LSA</td>
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<td>FI Confirmer</td>
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<tr>
<td>FI Viewer</td>
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</table>
**System Tasks by Agency and Financial Institution (FI) Roles**

The two tables below show the system tasks that can be performed by Agency and Financial Institution/Federal Reserve Bank (FI/FRB) user roles as shown in Table 7 and Table 8. “•” indicates that the user role shown in the column heading can perform the task listed to the far left of it.

### Table 7. Deposit Processing and Reporting Roles

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<tbody>
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<td>Add/Update/Delete a User</td>
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<td>Reset Password</td>
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<td>Manage Own Account</td>
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<td>Create/Modify Deposit</td>
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<td>Confirm/Reject Deposit</td>
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This next table specifies OTCnet Check Capture Roles and corresponding permissions at the Agency level.

### Table 8. Check Capture Roles

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<th>Check Capture Lead Operator</th>
<th>Check Capture Admin.</th>
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The OTCnet Agency Check Processing user roles and their associated permissions are shown in Table 9.

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<th>Check Capture Lead Operator</th>
<th>Check Capture Admin.</th>
<th>Check Capture Supervisor</th>
<th>Batch Approver*</th>
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**Table 9. Check Processing**

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<th>View Reports*</th>
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<tr>
<td>Check Processing Task</td>
<td>Agency Manager</td>
<td>Check Capture Operator</td>
<td>Check Capture Lead Operator</td>
<td>Check Capture Admin.</td>
<td>Check Capture Supervisor</td>
<td>CIRA Viewer*</td>
<td>View Reports*</td>
<td>MVD Editor</td>
<td>MVD Viewer</td>
<td>Batch Approver*</td>
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<td>View Processing Options</td>
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<td>ACR Activity Report</td>
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</tbody>
</table>

*CIRA Viewer, View Reports, and Batch Approver are sub-roles assigned to users with existing roles.

**Download Release – includes downloading firmware, OTCnet Offline software, the OTCnet Local Bridge (OLB) application, and Security Updates.
Table 10. Card Processing

<table>
<thead>
<tr>
<th>Card Processing Task</th>
<th>Card Operator</th>
<th>Card Administrator</th>
<th>Card Uploader*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Own Account</td>
<td>•</td>
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<tr>
<td>OTCnet Logon and Homepage</td>
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<tr>
<td>Modify Organization Hierarchy</td>
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<td>Delete Organization Hierarchy</td>
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<td>View Organization Hierarchy</td>
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<td>Search Organization</td>
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<tr>
<td>Process Card Payments</td>
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<td>Print Receipts</td>
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<td>Card Transaction Query</td>
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<tr>
<td>Modify User Defined Fields (UDF)</td>
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<td>View User Defined Fields (UDF)</td>
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<tr>
<td>Manage Card Process – Modify Terminal Configuration</td>
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<tr>
<td>Manage Card Process – View Terminal Configuration</td>
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<tr>
<td>Download OTCnet Local Bridge</td>
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<tr>
<td>Create OTCnet Local Bridge OLB Credentials</td>
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<tr>
<td>Import OTCnet Local Bridge OLB Credentials</td>
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<tr>
<td>Read/View Audit Admin – (Partial)</td>
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<tr>
<td>Read/View Audit Card Module – (All)</td>
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<tr>
<td>Read/View Audit Card Module – (Partial – Access User's Own Activities Only)</td>
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<tr>
<td>Card Web Service</td>
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</tbody>
</table>

*The Card Uploader is a Self-Service kiosk-server system role that is authorized to transmit card data from an external kiosk system to OTCnet. This role requests acknowledgement of the data transmitted; the system account with this role has no other permissions.
Summary

In this chapter, you learned:

- OTCnet Background and Organization
- OTCnet User Roles
Chapter 2: Accessing and Navigating OTCnet

OTCnet Participant User Guide
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Glossary

Click this Link to access the full OTCnet Glossary
Overview, Topics, and Audience

Overview

Welcome to Accessing and Navigating OTCnet. In this chapter, you will learn:

- How to start and stop the OTCnet Local Bridge (OLB) application
- How to log in to OTCnet Online
- How to log in to OTCnet Offline
- How to access your User ID and reset your password
- How to navigate the OTCnet Online/Offline home page

Topics

The topics in this chapter include the following:

1. Starting and Stopping the OTCnet Local Bridge (OLB) Application
2. Logging in to OTCnet Online/Offline
3. Accessing a User ID and Resetting Passwords
4. Navigating the OTCnet Online/Offline Home Page

Audience

The intended audience for the Accessing and Navigating OTCnet Participant User Guide includes:

- All OTCnet Users
Topic 1 Starting and Stopping the OTCnet Local Bridge (OLB) Application

The OTCnet Local Bridge (OLB) application is required for terminal detection and performing check capture, check processing and card processing tasks. If a user logs in to perform one of these operations and the OLB application is not started, the user receives the following message: *Terminal detection failed. Please ensure that the OLB application is running.* The OLB application is also required if you are using the Deployable Disbursing System (DDS) Interface (Department of Defense [DoD] only).

If you are a **Check Capture Administrator**, **Check Capture Supervisor**, **Check Capture Lead Operator**, **Check Capture Operator**, **Card Operator** or **Card Administrator**, the OLB application must be started on the terminal to perform terminal configuration, check capture, check processing, and card processing tasks.

Before starting the OLB application, ensure the following steps are completed in this order:

1. The **Check Capture Administrator** and **Card Administrator** downloaded the OLB application
2. The OLB certificate is installed on the terminal (for OLB versions 1.2.0 and below)
3. The OLB application is installed on the terminal
4. Each user has created an OLB profile, ensuring that the OLB credential file was not renamed (the file name remained the same as it was generated)
5. Each user has imported his/her OLB credentials to the terminal

There is no “timeout” with the OLB application (i.e., a suspension or break in OTCnet activity). Therefore, the OLB application stays connected unless one of the following occurs:

- The user logs out of the terminal (Windows session)
- The terminal is restarted or rebooted
- The user stops the OLB application on the terminal

For newer versions of the **OLB (1.3.0 and higher):**

- The OLB certificate is included in the OLB installer file.
- You do not have to separately install the OLB certificate.

For **OLB versions 1.2.0 and below:**

- For the OLB application to function properly with OTCnet, users are required to separately install the OLB Certificate on the terminal.
Start and Stop the OTCnet Local Bridge (OLB) Application

All users are authorized to start and stop the OTCnet Local Bridge (OLB) application.

To start the OLB application, either double-click the Start OTCnet Local Bridge icon on your terminal desktop or click Start>Programs>Start OTCnet Local Bridge.

If the Start OTCnet Local Bridge icon does not reside in either location, contact your Card Administrator or Check Capture Administrator. They support your completion of the steps required to complete the following:

- Install the OLB application on the card terminal
- Install the OLB Application and install the OLB certificate (for OLB versions 1.2.0 and below) for the check capture terminal
- Create your OLB profile
- Import your OLB credentials

If the OLB application is started on the terminal, you receive an OTCnet Local Bridge Application is already running message.

When the OTCnet Local Bridge Startup page appears, enter your User ID and Password in the appropriate text boxes. Password Criteria includes the following, it must:

- Be at least 12 characters long
- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least one numeric character
- Not have more than two repeating characters
- Not repeat any of your last ten passwords
- Not have been your password during the last ten days
- Not be a word in a language, slang, dialect, or jargon
- Not be related to personal identity, history, environment, or other personal associations

To stop the OLB, double-click the Stop OTCnet Local Bridge icon located on the terminal desktop or Click Start>Programs>Stop OTCnet Local Bridge.
Chapter 2: Accessing and Navigating OTCnet

Start and Stop the OTCnet Local Bridge (OLB) Application

To start the OTCnet Local Bridge (OLB) application, complete the following steps:

1. Double-click the **Start OTCnet Local Bridge** icon located on the terminal desktop.
   
   Or

   Click **Start>Programs>Start OTCnet Local Bridge**

2. The **OTCnet Local Bridge Startup** page appears. Enter your **User ID** and **Password** in the appropriate text boxes.

3. Click **Log In**. A *Login Successful. OTCnet Local Bridge Application Started* message appears.

   **Application Tips**

   - Click **Cancel** and the *Are you sure you want to exit* message appears.
   - Click **Yes** to cancel the OLB startup.
   - Click **No** to return to the OTCnet Local Bridge Startup page.

4. Click **OK**.

   **Application Tip**

   Once you start the OLB application, proceed to log in to OTCnet Online.

5. To stop the OLB application, double-click the **Stop OTCnet Local Bridge** icon located on the terminal desktop as shown in Figure 1.

   **Figure 1. Stop OTCnet Local Bridge Icon**

   Or

6. When the **Stop OTCnet Local Bridge** window and the *Are you sure you want to stop the OTCnet Local Bridge Application?* message appears, click **Yes**.
Application Tips

- If you click No, the Are you sure you want to stop the OTCnet Local Bridge Application? message closes, and the OLB application remains running.
- Stopping the OLB application ensures the application is completely closed and that your OTCnet session is securely terminated.
- Before uninstalling the OLB application, you must first stop the OLB application. If the OLB application has been started on the terminal, ensure that it is stopped before uninstalling the application.
Topic 2 Log in to OTCnet Online

To access OTCnet Online, you must have your Fiscal Service Single Sign On User ID and Password. To obtain your User ID, contact your Primary Local Security Administrator (PLSA) or your Local Security Administrator (LSA). Once your User ID is created, you will receive an email with a temporary password. Now you are ready to log in to OTCnet Online.

The first time you log in to OTCnet Online Single Sign On, you are required to complete the following steps:

- Change your password
- Accept the Rules of Behavior
- Provide challenge and response questions used for secondary authentication
- Enter a shared secret, used when calling the Fiscal Service Help Desk

To log in to OTCnet Offline, double-click the OTCnet Offline (Production or QA) icon on your terminal desktop or click Start >Programs>OTCnet Offline (Production or QA)>Start OTCnet Offline (Production or QA).

If the OTCnet Online icon does not reside on either your desktop or in your Start menu, contact your Check Capture Administrator or Card Administrator to configure the terminal.

Log in for the First Time

Once you receive your User ID and generic password, access the OTCnet application to create a permanent password.

The OTCnet Local Bridge (OLB) application is required for performing check processing, check capture, card processing and terminal configuration operations. If you are a Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, Check Capture Operator, Card Operator or Card Administrator, the OLB application must be started on the terminal in order to perform these operations.

To log in to Fiscal Service Single Sign On (OTCnet Online) for the first time, from the OTCnet Online login screen, enter your User ID and Password and log in. You will enter your temporary password, new password, confirm your new password and change your password. You will answer challenge questions and enter a shared secret phrase. Once you logout, you will log in again to OTCnet with your new password.
Log in for the First Time

To log in to Fiscal Service Single Sign On (OTCnet Online) for the first time, complete the following steps:

1. Access https://otcnet.fms.treas.gov as shown in Figure 2, enter your User ID and Password in the appropriate text boxes and click Log In. The Password Change: Create New Password page appears.

2. Enter your temporary password (Password), New Password, and Confirm New Password in the appropriate text boxes. Click Change Password. A Confirmation page appears stating your new password has been set.

Application Tip

Each response must be at least three characters long and each response is case sensitive.

4. Select any three challenge questions by clicking the check boxes next to the questions and provide your responses in the Response and Confirm Response fields.


6. Enter a Shared Secret phrase and Confirm Shared Secret phrase. Click Save My Shared Secret. A Confirmation page appears showing the challenge questions and responses and
your new shared secret were successfully saved. The Change Challenge/Response-Completed page appears.

Application Tips

- The shared secret phrase must be at least three characters.
- You cannot proceed to OTCnet until the Challenge questions and Shared Secret are set.

7. Click Logout.

Application Tip

After your challenge questions and responses and your shared secret are successfully saved, wait 15 minutes prior to accessing OTCnet.


Application Tip

By logging in with your PIV, SecurID, or User ID and Password, you acknowledge and agree that you have read, understand, and agreed to abide by the Rules of Behavior.
Log In to OTCnet Online

Once you change your password, respond to the challenge questions, and establish a shared secret, log in to OTCnet to access functionality for one or more of the following:

- Administration
- Deposit Processing and Reporting
- Check Capture
- Check Processing
- Card Processing
- Access User Identity (ID) and Reset Password

The OTCnet Local Bridge (OLB) application is required for performing check processing, check capture, card processing and terminal configuration operations. If you are a Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, Check Capture Operator, Card Operator or Card Administrator, the OLB application must be started on the terminal to perform these operations.

To log in to OTCnet Online, from the OTCnet Online login screen, enter your User ID and Password.
Log In to OTCnet Online

To log in to OTCnet Online, complete the following steps:

1. Access https://otcnet.fms.treas.gov as shown in Figure 3 and enter your User ID and Password in the appropriate text boxes.

2. Click Log In. The OTCnet Home Page appears.

Application Tips

- As a Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, Check Capture Operator, Card Operator or Card Administrator, when logging into OTCnet Online and using Google Chrome, the OTCnet splash screen does not appear.
- The OTCnet splash screen does appear for the same Internet Explorer (IE) users, when setting up OTCnet.
Topic 3 Log in to OTCnet Offline

To log in to OTCnet Offline, you must have your User ID and temporary password. Your User ID is the same User ID used to log in to OTCnet Online; however, your initial temporary password is different from the password used to access OTCnet Online. To obtain your temporary password, contact your Check Capture Administrator. Once you obtain your temporary password, log in to OTCnet Offline.

Keep the following in mind when logging in to OTCnet Offline:

- To log in, double-click the OTCnet Offline (Production or QA) icon on your terminal desktop
  
  Or

  Click Start >Programs>OTCnet Offline (Production or QA)>Start OTCnet Offline (Production or QA).

- If the OTCnet Offline icon does not reside in either location, contact your Check Capture Administrator to configure the terminal. If a terminal has more than one version of the OTCnet Offline application (Production or QA), do not run both at the same time, as running more than one version at a time causes errors.

- As an added layer of security, you must first start and log in to the OTCnet Offline server before accessing the OTCnet Offline application. To start the Offline server, enter your User ID and Offline password. If this is the first time you are accessing OTCnet Offline, enter your temporary password. Once you have successfully started the Offline server, you are prompted to log in to the OTCnet Offline application.

- If the Offline server is started, log directly in to the OTCnet Offline application. The first time you log in to the OTCnet Offline application you are required to change your password. After your permanent password is set, use your permanent password to startup the Offline server and/or Offline application.

- To stop the OTCnet Offline application, access the Start menu and Programs>Stop OTCnet Offline. Stopping the OTCnet Offline application ensures the application is completely closed and that your OTCnet session is terminated securely.

Start the OTCnet Offline Server

As an added layer of security, the Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, and Check Capture Operator must first log in to the OTCnet Offline server before accessing the OTCnet Offline application. Identify the Offline Server log in page, it is labeled OTCnet Offline Server Startup. The Retrieve Admin Profile link does not appear on this page.

To start the OTCnet Offline server, OTCnet Offline (Production or QA) must be started. You’ll import your OTCnet Offline profile and log in to OTCnet Offline.
Start the OTCnet Offline Server

To start the OTCnet Offline server, complete the following steps:

1. Double-click the OTCnet Offline (Production or QA) icon located on your terminal desktop as shown in Figure 4.

   Figure 4. OTCnet Offline Icon, Production

   ![OTCnet Offline Icon](image)

   Click Start>Programs>OTCnet Offline (Production or QA)>Start OTCnet Offline (Production or QA). The OTCnet Offline Startup page appears as shown in Figure 6.

   ![OTCnet Offline Startup](image)

   Application Tips

   • If the icon does not reside in either location, contact your Check Capture Administrator to configure the offline terminal.
   • If a terminal has more than one OTCnet Offline application installed (Production or QA training environment), do not run both at the same time as running more than one offline client at a time causes errors.

2. Enter your User ID and Password in the appropriate text boxes in the OTCnet Offline Startup page as shown in Figure 5. Click Log In.

   Figure 5. OTCnet Offline Startup

   ![OTCnet Offline Startup](image)
The **Offline Server Startup** prompt appears as a standalone prompt, outside the browser.

If you are a **Check Capture Administrator** and this is your first time starting the OTCnet Offline server and logging in to OTCnet, enter the temporary password you created when you created your **Check Capture Administrator** Offline Logon Profile.

If you are a not a **Check Capture Administrator** and this is your first time starting the OTCnet Offline server and logging in to OTCnet, enter your temporary password.

After your credentials are successfully authenticated, the **Offline Check Capture** application log in page displays.

If you have forgotten your Offline password or you are not authorized to start the OTCnet Offline application, contact your **Check Capture Administrator** to reset/create your offline password.
Log In to OTCnet Offline Application for the First Time

Once you receive your User ID and temporary password from your Check Capture Administrator, access the OTCnet Offline application to create a permanent password. The application includes the Retrieve Admin Profile link.

To log in to the OTCnet application for the first time, you must start the OTCnet Offline server, Production or QA and log in from the Retrieve Admin Profile page, reset your password and log in to OTCnet Offline.
Log in to OTCnet Offline Application for the First Time

To log in to OTCnet application for the first time, complete the following steps:

1. Double-click the OTCnet Offline (Production or QA) icon located on your terminal desktop.

   Or

   Click Start>Programs>OTCnet Offline (Production or QA)>Start OTCnet Offline (Production or QA). The Retrieve Admin Profile page appears as shown in Figure 7.

   Figure 6. OTCnet Offline Application User Login Page

   ![OTCnet Offline Application User Login Page](image)

Application Tips

- If the icon does not reside in either location, contact your Check Capture Administrator to configure the terminal.
- If a workstation has more than one version of the OTCnet Offline application (Production or QA), do not run both at the same time as running more than one version at a time causes errors.
- If you are a Check Capture Administrator and this is your first time logging into OTCnet Offline, or you must download user profiles, click the Retrieve Admin Profile link.
3. Enter your temporary **Password**, **New Password**, **Re-Enter New Password** and click **Save** as shown in Figure 8. A **Confirmation** page appears stating your new password has been set.

![Figure 7. Set Permanent Password](image)

**Application Tip**

After the profile is successfully downloaded and your password was reset, you are prompted to log in to the system with your new password.

4. Click **Return to Login Page** to login to OTCnet Offline.

5. To stop the OTCnet Offline application, click **Start Menu>Programs> OTCnet Offline (Production or QA) >Stop OTCnet Offline (Production or QA).**

**Application Tips**

- Stopping the OTCnet Offline application ensures the application is completely closed and that your OTCnet session is terminated securely. It is recommended that after stopping OTCnet Offline, you wait at least one to two minutes before restarting.
- If more than one version of the OTCnet Offline application resides on a terminal, stop the correct version of the OTCnet Offline application (Stop OTCnet Offline Production or QA).
Log in to OTCnet Offline

If you are a Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, or Check Capture Operator and you have reset your temporary password, log in to OTCnet Offline.

To log in to OTCnet Offline, you must start OTCnet Offline, Production or QA. Log in to the OTCnet Offline server. Click the Return to Login Page to return to the Login Page. If you do not immediately access OTCnet Offline after resetting your temporary password, double-click the OTCnet Offline icon or access your Start Menu under Programs.
Log in to OTCnet Offline

To log in to OTCnet Offline, complete the following steps:

1. Double-click the OTCnet Offline (Production or QA) icon located on your terminal desktop.
   Or
   Click Start>Programs>OTCnet Offline (Production or QA)>Start OTCnet Offline (Production or QA). The OTCnet Offline Server Start Up page appears.

   • If the icon does not reside in either location, contact your Check Capture Administrator to configure the terminal.
   • If a terminal has more than one version of the OTCnet Offline application (Production or QA), do not run both at the same time, as running more than one version at a time causes errors.
   • If the Offline server was not been previously started, enter your User ID and password to start up the Offline server.

2. Enter your User ID and Password in the appropriate text boxes. Click Log In. The OTCnet Home Page appears.

   • To stop the OTCnet Offline application, click Start>Programs>OTCnet Offline (Production or QA)>Stop OTCnet Offline (Production or QA).
   • Stopping the OTCnet Offline application ensures the application is completely closed and that your OTCnet session is terminated securely.
   • If more than one version of the OTCnet Offline application resides on a terminal, be sure to stop the correct version of the OTCnet Offline application (Stop OTCnet Offline Production or QA).
Topic 4 Accessing a User ID andResetting Passwords

To obtain your User ID or reset your password, contact your PLSA or LSA. Your User ID or temporary password is emailed to you. Once you sign in with your temporary password, you must reset your password.

Access User ID

If you forget your OTCnet User ID, you can access your User ID from the Single Sign On page by clicking Forgot your User ID. Enter your email address to complete your request for a User ID.
Access User ID

To access your User ID, complete the following steps:

1. From the Fiscal Service Single Sign On page, click **Forgot your User ID?** as shown in Figure 9. The Please contact the Fiscal Service IT Service Desk at (304) 480-7777 for assistance with your Production Fiscal Service LDAP account message appears.

   ![Figure 8. Single Sign On Page (Forgot Your User ID? Link)](image)

3. The Fiscal Service IT Service Desk will ask for your email, first name and last name and will send you three follow up emails.

**Application Tip**

The Service Desk will send you three emails, with the following information:

- Password reset instructions (includes your User ID)
- A temporary password
- A link to the Identity Manager Single Sign On (ISIM) system

4. Follow the ISIM link from the third email. Enter your User ID and temporary password into the User ID and Password fields.

5. Click **Log In**.
You are prompted to reset your password.

6. Click **Continue**. You are logged into the ISIM system.

You are prompted to reset your password.

7. Click **Logoff** to exit the system. Close your browser. Wait 15 minutes before accessing the OTCnet application.
Reset Password

If you need to reset your password, you can reset it from the Single Sign On page, by clicking the **Forgot your Password?** link. You'll need your **Treasury Login (User ID)** and you must respond to the **Answer Challenge/Responses Questions Provide Responses**. You will be prompted to enter a new password.

Check your Junk E-mail folder if you do not receive an email with your password. It is recommended that you add donotreply@fiscal.treasury.gov to your Safe Senders or Safe Recipients list.
Reset Password

To reset your password, complete the following steps:

1. From the Fiscal Service Single Sign On page, click Forgot your Password? The Self-Service Account/Password Reset page appears as shown in Figure 10.

   Figure 9. Single Sign on Page (Forgot Your Password? Link)

   ![Figure 9](image)

   Figure 11. A Confirmation page appears stating that an email was sent to the email address associated with the User ID.

   Figure 10. Self-Service Account/Password Reset

   ![Figure 10](image)

   Application Tip

   You will receive an email (Resetting your Forgotten Password) to your official email address with further instructions on how to complete the Self-Service Account/Password Reset process.

4. Check your email. You will receive the email link to reset your password. Copy and paste the entire link (including the equal sign "=") into your web browser. The Answer Challenge/Responses Questions Provide Responses page appears.
5. Enter your responses for the challenge questions and click **Reset My Password**. The **Answer Challenge/Response Questions – Change Password** page appears.

6. Enter your **New Password**, **Confirm New Password** and click **Change My Password**. The **Challenge/Response Questions – Completed** page appears.

7. Click **Close Browser**.
**Topic 5 Navigating the OTCnet Online/Offline Home Page**

The *OTCnet Online* home page allows **Check Capture Supervisors, Check Capture Lead Operators, Check Capture Operators** and **Card Operators** to process deposits, capture checks, process checks, process card transactions, view reports, and perform administrative and security functions. Additionally, a user can access information for training, help and to update a user profile. The OTCnet Online home page is accessible for users to either view or perform any of these functionalities.

The *OTCnet Offline* home page allows **Check Capture Supervisors, Check Capture Lead Operators** and **Check Capture Operators** to capture checks along with transaction data, perform administrative functions and access help information. The OTCnet Offline home page is accessible by users to either view or perform any of the functionalities mentioned in *OTCnet Online*.

**OTCnet Online Main Menu**

To access the OTCnet Main Menu, log in with your User ID and Password with the following url, [https://otcnet.fms.treas.gov](https://otcnet.fms.treas.gov). Table 1 provides a list of the Main Menu options available to you. They are accessible on the upper right corner of the OTCnet application.

<table>
<thead>
<tr>
<th>Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Allows a user to return to the OTCnet home page.</td>
</tr>
<tr>
<td>My Profile</td>
<td>Allows a user to retrieve his or her User ID or reset a Password.</td>
</tr>
<tr>
<td>Training</td>
<td>Allows a user to access the Web-Based Training (WBT) and other corresponding training materials.</td>
</tr>
<tr>
<td>Print</td>
<td>Allows a user to print the page.</td>
</tr>
<tr>
<td>Help</td>
<td>Allows a user to access help for the page they are on.</td>
</tr>
<tr>
<td>Log Out</td>
<td>Allows a user to log out of OTCnet.</td>
</tr>
</tbody>
</table>
The Main Menu is shown in Figure 11. The links are accessible on the upper right side of the OTCnet home page.

**Figure 11. OTCnet Main Menu Page**

![OTCnet Main Menu Page](image)

---

**OTCnet Homepage Message Overlay**

All user roles have access to the OTCnet Homepage Message Overlay, in OTCnet Online (you will not see it in OTCnet Offline). For all Google Chrome and Chromium Edge users, the message overlay automatically presents when you first log in to OTCnet. It does not appear for Internet Explorer users.

The message overlay is a messaging platform presenting important news and information on the OTCnet system as shown in Figure 12. It is recommended that you read the messages, close the message overlay and continue viewing the OTCnet homepage.

**Figure 12. OTCnet Homepage Message Overlay**

![OTCnet Homepage Message Overlay](image)
OTCnet Online Deposit Processing Tab Functionality

To access the OTCnet Deposit Processing functionality, log in with your User ID and password. Table 2 provides a list of the Deposit Processing functions that are available to you.

Table 2. Deposit Processing Tab Descriptions

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Deposit</td>
<td>Allows a user to create deposits for US Currency, Foreign Check Items, and/or Foreign Currency Cash.</td>
</tr>
<tr>
<td>Search Deposits</td>
<td>Allows a user to search for deposits.</td>
</tr>
<tr>
<td>Search Adjustments</td>
<td>Allows a user to search for adjustments.</td>
</tr>
<tr>
<td>Create Returned Item Adjustment</td>
<td>Allows a user to create a returned item adjustment.</td>
</tr>
</tbody>
</table>

The Deposit Processing tab, as shown in Figure 13, allows you to access Deposit Processing functionality, though depending on your user role, you may not see all functionality.

Figure 13. Deposit Processing Tab
OTCnet Online Check Processing Tab Functionality

To access the OTCnet Check Processing functionality, log in with your User ID and password. Table 3 provides a list of the Check Processing functions that are available to you.

Table 3. Check Processing Tab Descriptions

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Verification</td>
<td>Allows a user to search and/or create an MVD record.</td>
</tr>
<tr>
<td>CIRA Query</td>
<td>Allows a user to view and/or modify a CIRA record.</td>
</tr>
<tr>
<td>Batch Management</td>
<td>Allows a user to search, view, close, approve and submit a batch. A user may edit and void an item within a batch with the proper permission.</td>
</tr>
<tr>
<td>Check Scan</td>
<td>Allows a user to scan checks.</td>
</tr>
<tr>
<td>Transmission History</td>
<td>Allows a user to view transmission history for batches that are uploaded from the offline check capture application.</td>
</tr>
</tbody>
</table>

The Check Processing tab is shown in Figure 14. Depending on your user role, you may not see all functionality shown in the image.

Figure 14. Check Processing Tab
OTCnet Online Card Processing Tab Functionality

To access the OTCnet card processing functionality, log in with your User ID and password. Table 4 provides a list of the card processing functions that are available to you.

Table 4. Card Processing Tab Descriptions

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Transaction Query</td>
<td>Allows a user to query a card transaction.</td>
</tr>
<tr>
<td>Process Card Payment</td>
<td>Allows a user to process a card payment.</td>
</tr>
</tbody>
</table>

The Card Processing tab is shown in Figure 15. Depending on your user role, you may not see all functionality shown in the image.

Figure 15. Card Processing Tab
OTCnet Online Administration Tab Functionality

To access the OTCnet Administration functionality, log in with your User ID and password. Table 5 provides a list of the Administration functions that are available to you.

Table 5. Administration Tab Descriptions

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Organizations</td>
<td>Allows a user to manage Organization Hierarchy, Accounting Codes, Custom Labels, Processing Options, and User Defined Fields.</td>
</tr>
<tr>
<td>Manage FI</td>
<td>Allows a user to create and/or modify a Financial Institution, transfer FI RTN Numbers, transfer CA$HLINK accounts, and maintain FRB CA$HLINK accounts.</td>
</tr>
<tr>
<td>Manage Users</td>
<td>Allows a user to manage OTCnet user accounts and profiles.</td>
</tr>
<tr>
<td>Management</td>
<td>Allows a user to manage OTCnet processes.</td>
</tr>
<tr>
<td>Manage Check Processing</td>
<td>Allows a user to manage terminal configuration and forms.</td>
</tr>
<tr>
<td>Manage Card Processing</td>
<td>Allows a user to manage terminal configuration.</td>
</tr>
<tr>
<td>Manage Centralized Deployment</td>
<td>Allows users access to the following: Release Configuration, Edit Release and Download Release.</td>
</tr>
<tr>
<td>Audit</td>
<td>Allows a user to review the audit log history.</td>
</tr>
<tr>
<td>Utilities</td>
<td>Allows a user to review batch utilities, including Batch Recreate and Batch Repair.</td>
</tr>
</tbody>
</table>

The Administration tab is shown in Figure 16. Depending on your user role, you may not see all functionality shown in the image.

Figure 16. Administration Tab
OTCnet Online Reports Tab Functionality

To access the OTCnet Reports functionality, log in with your User ID and password. Table 6 provides a list of the Reports functions that are available to you. Depending on your user role, you are only authorized to view and download certain reports.

Table 6. Reports Tab Descriptions

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Processing Reports</td>
<td>Allows a user to view and download Business, Security and Administration reports.</td>
</tr>
<tr>
<td>Check Processing Reports</td>
<td>Allows a user to access Check Processing reports.</td>
</tr>
<tr>
<td>Historical Reports</td>
<td>Allows a user to query and download historical reports.</td>
</tr>
</tbody>
</table>

The Reports tab is shown in Figure 17. Depending on your user role, you may not see all functionality shown in the image.

Figure 17. Manage Reports
OTCnet Offline Administration Tab Functionality

To access the OTCnet Offline Administration functionality, log in with your User ID and password. Table 7 provides a list of the Administration functions available to you.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage OTC Endpoints</td>
<td>Allows a user to select and download OTC Endpoints.</td>
</tr>
<tr>
<td>User Administration</td>
<td>Allows a user to download, update, and manage user profiles.</td>
</tr>
<tr>
<td>Manage Check Processing</td>
<td>Allows a user to manage terminal configuration and forms.</td>
</tr>
<tr>
<td>Audit</td>
<td>Allows a user to review the audit log history.</td>
</tr>
</tbody>
</table>

The Administration tab is shown in Figure 18. Depending on your user role, you may not see all functionality shown in the image.

Figure 18. OTCnet Offline Administration

[Image of OTCnet Offline Administration interface]
OTCnet Offline Check Processing Functionality

To access the OTCnet Offline Check Processing functionality, log in with your User ID and password. Table 8 provides a list of the Check Processing functions available to you.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Verification</td>
<td>Allows a user to select and download OTC Endpoints.</td>
</tr>
<tr>
<td>Batch Management</td>
<td>Allows a user to search, view, close, approve, upload and acknowledge a batch. A user may edit and void an item within a batch with the proper permission.</td>
</tr>
<tr>
<td>Check Scan</td>
<td>Allows a user to scan checks.</td>
</tr>
</tbody>
</table>

The Administration tab is shown in Figure 19. Depending on your user role, you may not see all functionality shown in the image.

Figure 19. OTCnet Offline Check Processing Descriptions
Summary

In this chapter, you learned:

• How to start and stop the OTCnet Local Bridge (OLB) application
• How to log in to OTCnet Online
• How to log in to OTCnet Offline
• How to access your User ID and reset your Password
• How to navigate the OTCnet Online/Offline home page
Chapter 3. Managing User Accounts
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Glossary

Click this link to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview
Welcome to Managing User Accounts. In this chapter, you will learn:

• The purpose of managing user accounts
• How to identify users who are authorized to manage other user accounts
• How to create a User Identity (User ID)
• How to create, assign and edit an OTCnet account for a user
• How to manage a user password
• How to manage personal information
• How to approve/reject an OTCnet user request
• How to modify a user status

Topics
This topics in this chapter include the following:
1. The Purpose of Managing User Accounts
2. Creating a User Identity (User ID)
3. Creating, Assigning and Editing an OTCnet Account
4. Managing a User Password
5. Managing Personal Information
6. Approving or Rejecting an OTCnet User Request
7. Modifying User Status

Audience
The intended audience for the Managing User Accounts Participant User Guide includes:

• Primary Local Security Administrator (PLSA)
• Local Security Administrator (LSA)
Topic 1 The Purpose of Managing User Accounts

As the Primary Local Security Administrator (PLSA) or Local Security Administrator (LSA) for your organization, you are authorized to manage the users who have access to OTCnet. Before a user can access OTCnet, you must access IBM Security Identity Manager (ISIM) through OTCnet Online.

Managing a user’s account involves (in order):

1. Creating a User Identity (User ID)
2. Creating, assigning, and updating an OTCnet account for a user
3. Managing the user password

The three steps referenced above are necessary to ensure that a user can access OTCnet. Creating a new User ID is only necessary if a user does not already have a Fiscal Service Single Sign On User ID. A temporary password is automatically sent to the user’s email address after the User ID is created.

Managing a user’s password is only required for resetting a user’s password (typically reset by the Primary/Local Security Specialist (P/LSA) if a user forgets his/her password).
Creating the User ID is the *first* step in managing a user’s access to OTCnet, if a user does not already have an existing Fiscal Service Single Sign On (SSO) account. After you create the User ID, create and assign an OTCnet account to the User ID, you can then manage the user’s password so he/she can access OTCnet (in this order).

After you create the User ID, create and assign an OTCnet account to the User ID, you will manage the user’s password so he/she can access OTCnet (in this order).

Creating a User ID does not require approval from another PLSA or LSA. Upon successful creation of a User ID, the user receives an email notification containing information about his/her new User ID.

To create a User ID, you must enter the user’s personal information such as name, agency name, and the application name (OTCnet) of the user.

### Create a User Identity (User ID)

To create a User ID, you will log in to OTCnet by selecting Administration and Manage Users. One the ISIM log-in page appear, you will log in to ISIM with your OTCnet credentials. Next, you will create a new external identity by entering the user’s personal information details.

The *Generation Identifier/Suffix* and *Organizational Roles* details are not applicable. The *Organizational Roles* details populates after the User ID is successfully created.

You will search for the organization name under Corporate and add the organization. You will then search for the user’s primary base location, enter the Contact details and schedule the User Identity to be created.
Create a User Identity (User ID)

To create a user identity, complete the following steps:

1. Log in to OCTnet—from Administration, select Manage Users.
2. Log in to ISIM with your OTCnet credentials as shown in Figure 1. The Request Management-Your To-Do List page appears.

   Figure 1: Log in to ISIM

3. From the main menu bar, select Organization and click New External User Identity. The New External Identity page appears, as shown in Figure 2.

   Figure 2: New External Identity page

4. Under the External tab, enter your personal information details:

   - **Legal Name**, required
   - **Legal First Name**, required
   - **Legal Middle Name**
   - **Legal Last Name**, required
5. Click the Corporate tab.
7. Enter the organization name in the text box and click Search.

**Application Tip**

If you do not know the full name of the organization, enter a partial name search.

8. From the resulting list, click the organization name that you wish you to add.
9. Scroll to the bottom of the dialog box and click Add and Done.
10. From Sponsoring Application, click Search. The Search: Sponsoring Application dialog box appears.

**Application Tip**

The Primary Location search functionality is optional to identify the user's primary base location. The steps mirror those of Sponsoring Application.

11. Select OTCnet (SSO) from the list.
12. Scroll to the bottom of the dialog box and click Add and Done.
13. Click the Contact tab.
14. Enter the appropriate contact details:
   - Enter an Email Address, *required*
   - Enter a Mobile Phone
   - Enter an Office Phone, *required*
   - Enter a Pager number
   - Enter an Office Fax Number
   - Enter an Office Room Number, *if applicable*
   - Enter an Office Street address, *required*
• Enter an Office Street Address 2, if applicable
• Enter a City, required
• Enter an Office State, required
• Enter an Office Postal Code, required
• Enter an Office Country, required

**Application Tip**

The Telephone Number field may not include special characters including, but not limited to hyphens, periods, spaces, and parenthesis.

15. Click the Schedule for Now or Schedule for Later radio button.

**Application Tip**

If the Schedule for Later radio button is selected, enter the Date and Time the ID should be created.


**Application Tip**

To verify creation of a new identify, select Request Management, and click the View Pending Requests or View Completed Requests.
Topic 3 Creating, Assigning and Editing an OTCnet Account

You can create and assign an OTCnet account to a user only after the User ID is created. When creating an OTCnet account, assign more than one role to a user. For example, assign a user both the Deposit Preparer and Deposit Approver roles. You can edit a user’s account only after the OTCnet account is assigned to the user.

After a PLSA or LSA creates and assigns an OTCnet account to a user, ISIM looks for other approvers within the same OTC Endpoint or hierarchy and notifies them of the pending request. Approvers are other PLSAs and LSAs that exist in the same OTC Endpoint, or hierarchy, as the requestor.

Create and Edit an OTCnet Account

To create and edit an OTCnet account, you will first search for the person from the main menu bar, using the External option and search for the person with your designated search criteria. You will select the hyperlink for the name of the user for whom you will create and assign an OTCnet account, via Manage Accounts.

To create a new OTCnet user account, you will click New or you can modify an existing OTCnet account for a user and click the User ID hyperlink for the OTCnet account. You’ll then click OTCnet for the account type and Submit it. From Managed Organization, you’ll Search and enter the organization name in the blank text box. Next, you’ll select the name of the organization you want to add and assign permissions.

You’ll select a Role and an access group from the Level 1, Level 2, Level 3 and Level 4 drop-downs and Submit. You will schedule the account and submit it.
Create and Edit an OTCnet Account

To create and edit an OTCnet account for a user, complete the following steps:

1. From the main menu bar, click **Search** and select **Person**. The **Search Person** page appears.

2. From the **Select** drop-down menu, select **External**.

   **Application Tip**

   By default, the **Select** drop-down menu is set to **External**.

3. From the **Where** drop-down menu, select a criteria type.

   **Application Tip**

   By default, the **Where** drop-down menu is set to **Full Name**. Choose any option as needed.

4. Enter the search criteria in the blank text box on the right and click **Search** as shown in Figure 3. The **Search Person** page appears with the results of your search criteria.

   **Figure 3: Search Person Page (Criteria) - Person**

5. Click the **Select** hyperlink of the name of the user for which you would like to create and assign an OTCnet account. A **Manage User** page appears.

6. Click **Manage Accounts**. The **Manage Accounts** page appears.
7. To create a new OTCnet account for a user, click **New**. The *Create Account for:* page appears as shown in Figure 4.

Or

To modify an existing OTCnet account for a user, click the **User ID** hyperlink for the OTCnet account and proceed to the **Managed Organization** step below.

![Figure 4: Create Account for Page](image)

8. Click **OTCnet** for the account type. Click **Submit**. The *Edit Account: OTCnet* page appears.

- Selecting **OTCnet** indicates that the user can log on to OTCnet.
- Proceed to **Click to Modify** to modify the user’s role group.

9. From **Managed Organizations**, click **Search**. The *Search: Managed Organizations* dialog box appears, as shown in Figure 5.

![Figure 5: Search Managed Organizations Page](image)
• **Managed Organizations** is only used by PLSAs for creating LSA users. When creating any other user, this field should be left blank. LSAs should never use this field when creating users.

• The name in the Managed Organizations field is typically the same as the Identity Organization name. The Identity Organization was originally used when you created the User ID.

10. Enter the organization name in the blank text box. Click **Search**.

**Application Tip**

If you do not know the full name of the organization, enter a partial name search.

11. Click the checkbox of the organization’s name you wish to add.

12. Click **Add**. Click **Done** to return to the **Edit Account: OTCnet** page.

**Application Tip**

Proceed to **Click to Modify** to modify the user’s role group. If not, proceed to **Schedule for Now** or **Schedule for Later**.

13. From **Assign Permission**, click the **Click to Modify** hyperlink. The OTCnet Module Role Access Group dialog box appears.

**Application Tip**

If the **Allow OTC Endpoint to create deposits for over-the-counter collections** check box and/or the **Enable Check Capture** check box is not checked when modifying OTC Endpoint Information, you cannot provision the user to the appropriate OTCnet Endpoint.

14. Select a **Role** from the **Choose a Role** drop-down.

15. Select an access group from the **Level 1** drop-down. The **Level 2** drop-down appears, if applicable.
Application Tip

Wait for the Level 2 drop-down to appear. Since ISIM is a web application, there may be a slight delay.

16. Select an access group from the Level 3 drop-down. The Level 4 drop-down appears, if applicable.

Application Tip

Repeat the Select an access group from the Level 1 drop-down. The Level 2 drop-down appears, if applicable step, as necessary, for each successive level until you select the desired access group.

17. Click Submit to return to the Edit Account: OTCnet page.

18. Click the Schedule for Now or Schedule for Later radio button.

Application Tip

If the Schedule for Later radio button is selected, enter the Date and Time when the OTCnet account should be created.


Application Tips

- To add additional user roles, repeat the steps from Assign Permission through Submit.
- To finalize a user’s access to OTCnet, an approver (PLSA or LSA) within the same OTC Endpoint or hierarchy must approve the request.
- To verify the account was successfully provisioned, select Request Management and click View Pending Requests or View Completed Requests. A request is listed as completed if an Approver has approved the request.
Topic 4 Managing a User Password

As a PLSA or LSA, you must access ISIM to manage a user’s password. You can only manage a user’s password after the following steps occur:

1. The User ID is created
2. An OTCnet account is created and assigned to the user’s ID
3. An approver (another PLSA or LSA user within the same OTC Endpoint or hierarchy) approves the OTCnet account creation request

After an OTCnet account is created and assigned to a user (and the request is approved), you will manage the user’s password. Reset a user password using the Manage Passwords function. Resetting a user’s password does not require approval from another PLSA or LSA. Once the password reset is complete, an email notification is sent to the user with a temporary password.

Manage a User Password

To manage a user password you will first search for the user in ISIM using your search criteria. You will then Select the hyperlink for the name of the user for whom you would like to manage the password and click Manage Passwords. You will select the check boxes for the Single Sign On (FSLDAP) and OTCnet services and submit your request.
Manage a User Password

To manage a user password, complete the following steps:

1. From the main menu bar, select **Search** and click **Person**. The **Search Person** page appears.

2. From the **Select** drop-down menu, select **External**.

   **Application Tip**
   
   By default, the **Select** drop-down menu is set to **External**.

3. From the **Where** drop-down menu, select a criteria type.

   **Application Tip**
   
   By default, the **Where** drop-down menu is set to **Full Name**. Choose any option as needed.

4. Enter the search criteria in the blank text box on the right and click **Search**. The **Search Person** page appears with the results of your search criteria.

   **Application Tip**
   
   By default, the drop-down menu after **Where** is set to **Contains**. Choose any option as needed.

5. Click the **Select** hyperlink of the name of the user for whom you would like to manage the password. A **Manage User** page appears as shown in Figure 6.

   **Figure 6: Manage User Page**

   ![Manage User: DanG Dprep](image)
   
   - **Manage Personal Info**
   - **Manage Accounts**
   - **Manage Passwords**

6. Click **Manage Passwords**.

7. Click **Submit**. A **Request submitted** message appears.
After the request to reset the password is submitted, the user receives an email with a temporary password and link to access OTCnet.
Topic 5 Managing Personal Information

As a PLSA or LSA, you must access ISIM to manage a user’s personal information (e.g., external, corporate, and contact information). You can only manage a user’s personal information after the User ID is created.

Manage a User’s Personal Information

To manage a user’s personal information, you must first search for the person in ISIM. You will Select the hyperlink of the name of the user for whom you would like to manage the password, click Manage Personal and update the appropriate fields from the External, Corporate and Contact tabs. Finally, you will determine whether you want to submit the user’s information now or later.
Manage a User’s Personal Information

To edit a user’s personal information, complete the following steps:

1. From the main menu bar, select Search and click Person. The Search Person page appears.

2. From the Select drop-down menu, select External.

   **Application Tip**

   By default, the Select drop-down menu is set to External.

3. From the Where drop-down menu, select a criteria type.

   **Application Tip**

   By default, the Where drop-down menu is set to Full Name. Choose any option as needed.

4. Enter the search criteria in the blank text box on the right and click Search. The Search Person page appears.

   **Application Tip**

   By default, the drop-down menu after Where is set to Contains. Choose any option as needed.

5. Click the Select hyperlink for the name of the user you will manage. A Manage User page appears.

6. Click Manage Personal Info as shown in Figure 7. The Personal Information page appears.

   **Figure 7: Manage User Page - Personal Info**

7. From the Personal Information page, click the following tabs and update the appropriate fields:

   - Corporate
8. Click the **Schedule for Now** or **Schedule for Later** radio button.

**Application Tip**

If the **Schedule for Later** radio button is selected, enter the **Date** and **Time** the ID should be created.

9. Click **Submit**.

**Additional Button**

Click **Cancel** to return to the ISIM Home Page. No data will be saved.
Topic 6 Approving or Rejecting an OTCnet User Request

As a PLSA or LSA you are authorized to approve or reject an OTCnet account creation or modification request. You must access ISIM to approve or reject a request. You can approve or reject a request after another PLSA or LSA within the same OTC Endpoint or hierarchy generates the request by creating or modifying an OTCnet account for a user.

After approving the request, the user for which the OTCnet account applies, receives an email notification containing information about the changes to his/her OTCnet account. If you reject the request, the PLSA or LSA who created the request receives an ISIM notification of the rejection.

Approve or Reject an OTCnet User Account

To approve or reject an OTCnet user request, you will log in to OTCnet and click Administration and Manage Users. You’ll then log in to ISIM. When the Request Management Your To Do List page appears, click Account Approval. You will Approve, Reject or Cancel your user request and view the details of your request.
Approve or Reject an OTCnet User Account

To approve or reject an OTCnet account creation or modification request, complete the following steps:

1. Log in to OTCnet and from the Administration tab, click Manage Users.
2. Log in to ISIM with your OTCnet credentials. The Request Management Your To-Do List page appears.
3. Click Account Approval. The Approve/Reject the Request page appears as shown in Figure 8.

![Figure 8: Approve/Reject the Request Page](image)

4. Click the Schedule for Now or Schedule for Later radio button.

**Application Tip**

If the Schedule for Later radio button is selected, enter the Date and Time for the identity to be created.

5. Click Approve, Reject or Cancel.

**Additional Buttons**

- Click Approve to approve the user account request.
- Click Reject to reject the user account request.
- Click Cancel to return to the ISIM Home Page. No data will be saved.
- Click View Request Data to view details of the request.
- Click Back to return to the Approve/Reject the Request page.
Topic 7 Modifying User Status

After a PLSA or LSA creates and assigns an OTCnet account to a user, ISIM looks for other approvers within the same OTC Endpoint or hierarchy and notifies them in the pending request (approvers consist of other PLSAs and LSAs).

As the PLSA or LSA for your organization, you are the only users authorized to modify another user’s OTCnet status. You will complete the following steps for a user’s OTCnet account:

- Suspend (deactivate)
- Restore (activate)
- De-Provision (delete)

Modify User Status

To modify user status, you will search for the user with your designated criteria, select the user for whom you want to suspend, restore, or de-provision in OTCnet. You will select the Service (OTCnet) you wish to suspend, restore or de-provision and determine a schedule for when the identity will be created. To verify the account was successfully modified, select Request Management >View Pending Requests or View Completed Requests.
To modify user status, complete the following steps:

1. From the main menu bar, select **Search** and click **Person**. The **Search Person** page appears.

2. From the **Select** drop-down menu, select **External**. 

   **Application Tip**

   By default, the **Select** drop-down menu is set to **External**.

3. From the **Where** drop-down menu, select a criteria type.

   **Application Tip**

   By default, the **Where** drop-down menu is set to **Full Name**. Choose any option as needed.

4. Enter the search criteria in the blank text box on the right and click **Search**. The **Search Person** page appears with the results of your search criteria.

   **Application Tip**

   By default, the drop-down menu after **Where** is set to **Contains**. Choose any option as needed.

5. Click the **Select** hyperlink of the account for whom you would like to suspend, restore, or de-provision an OTCnet account. A **Manage User** page appears.

6. Click **Manage Accounts**. The **Manage Accounts** page appears.

7. Select the **Service (OTCnet)** you want to suspend, restore or de-provision by checking the check box under the **Select** column, then complete the following steps, the **Manage Accounts** page appears after each you click each item:

   - Click **Suspend**
     - Or
   - Click **Restore**
     - Or
   - Click **De-Provision**

8. Click the **Schedule for Now** or **Schedule for Later** radio button.
Application Tip

If the Schedule for Later radio button is selected, enter the Date and Time the User ID should be created.

9. Click Submit. The Request Management—Your Pending Requests page appears.

Application Tips

- To verify the account was successfully modified, select Request Management>View Pending Requests or View Completed Requests.
- To finalize the modification of a user’s OTCnet account, an approver (PLSA or LSA) within the same OTC Endpoint or hierarchy must approve the request.

10. Log in to ISIM, under Activity, click Account Approval, as shown in Figure 9.

Figure 9: Request Management- Your-To-Do List (Account Approval)

11. The Approve/Reject the Request page appears. Click Approve.
Summary

In this chapter, you learned:

- The purpose of managing user accounts
- How to identify users who are authorized to manage other user accounts
- How to create a User ID
- How to create, assign and edit an OTCnet account for a user
- How to manage a user password
- How to manage personal information
- How to approve/reject an OTCnet user request
- How to modify a user status
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Glossary

Click this link to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview
Welcome to Managing Your Agency’s Hierarchy. In this chapter, you will learn:

- The purpose of organizational hierarchy
- How to add lower level endpoints to the highest level of an organization hierarchy
- How to add additional lower level endpoints/ add financial institution relationship to a hierarchy that was previously defined
- How to make changes to OTC Endpoints
- How to delete or neutralize OTC Endpoints
- How to view OTC Endpoints
- How to modify accounting codes
- How to modify endpoint mappings
- How to modify processing options

Topics
The topics in this chapter include the following:
1. The Purpose of the Organizational Hierarchy
2. Creating an Organizational Hierarchy
3. Managing the Organizational Hierarchy
4. Managing Accounting Codes
5. Managing Processing Options

Audience
The intended audience for the Managing Your Agency’s Hierarchy Participant User Guide varies by system. Note the intended audience, by system, you are capturing or processing on:

Deposit Processing
- Accounting Specialist
- Local Accounting Specialist
- Viewer (View the organization’s hierarchy endpoint only)

Check Capture and Check Processing
- Check Capture Administrator
- Check Capture Supervisor
• Check Capture Lead Operator

**Card Processing**

• Card Administrator
• Card Operator (View the organization’s hierarchy endpoint only)
**Topic 1 The Purpose of the Organizational Hierarchy**

As your Agency's Accounting Specialist (AS), Local Accounting Specialist (LAS), Check Capture Administrator (CCA), Check Capture Supervisor (CCS) and Card Administrator (CA) you are responsible for identifying and maintaining the organizational structure for your Agency’s deposits, check capture, and card processing settings. This organizational structure is called a hierarchy.

Creating a hierarchy accomplishes the following:

- Describes the relationships and reporting structures between OTC Endpoints (i.e., locations) within your organization that process check transactions, create deposits, submit deposits or that process card transactions, in OTCnet.
- Defines the content of the reports that individuals may run based on their OTC Endpoints within the hierarchy.
- Enables staff to process check transactions, create deposits, submit deposits, process card transactions and pull reports on all appropriate OTC Endpoints within the organization.

Work with your management to determine your desired hierarchy. Use the OTCnet tools, provided in this document to define your OTCnet hierarchy. The organizational hierarchy you create allows for the following:

- **Deposit Preparers** may create deposits from specific OTC Endpoints
- **Check Capture Operators** may scan checks
- **Card Operators** may process payments via credit card, debit card and gift card payments

You are responsible for indicating which hierarchy locations are OTC Endpoints, and how deposits at OTC Endpoints should be handled. The following describes the label that appears next to the endpoint and the endpoint types, in OTCnet.

- **TGA** – denotes a Deposit Processing endpoint
- **CHK** – denotes a Check Capture endpoint
- **CDC** – denotes a Card Processing endpoint
- **M** – denotes a Mapped Accounting Code
Topic 2 Creating an Organizational Hierarchy

Once your High-Level Agency Support (HLAS) has entered your organization into OTCnet, you are responsible for entering your organizational hierarchy. As part of your setup process, the HLAS creates the highest level of your hierarchy for you; you add to that hierarchy according to your organization’s needs.

The highest level of your organization cannot be a depositing endpoint. You may create multiple lower levels in your hierarchy, as needed, with multiple OTC Endpoints in each level.

You may edit your hierarchy as desired by updating the information for each OTC Endpoint you create. You may delete an OTC Endpoint from which no deposit, check transaction or card transaction has been made. You may not delete an OTC Endpoint once a deposit, check or card transaction has been made from that OTC Endpoint.

OTC Endpoints may not be deleted after a deposit, check or card transaction has been made because historical information about that deposit or check transaction would also be deleted, creating inaccurate reporting. However, you may neutralize an OTC Endpoint, if deposits or check transactions have been created. Card Processing Endpoints can also be neutralized.

Your organization’s hierarchy is accessible by clicking Administration and the Manage Organization menu option.

Create an OTC Endpoint

The Accounting Specialist, Local Accounting Specialist, Check Capture Administrator, Check Capture Supervisor and Card Administrators can add endpoints.

To add an OTC Endpoint from the highest level of an organizational hierarchy, select your organization’s OTC Endpoint and check the Add lower levels to this OTC Endpoint checkbox.

Information on Short Name and Description includes:

- The Short Name and Description field provide an abbreviation and a full description, respectively, of the OTC Endpoint you are adding.
- Short name(s) are user-defined text describing an organization. Short names must be unique within an organization hierarchy (e.g. Short name: IRS; Description: Internal Revenue Service).
- Special characters are accepted in Short Name and Description fields; however, only use standard American Standard Code for Information Interchange (ASCII) characters. The standard ASCII range is 32-126. If non-standard ASCII characters (0-31, 127-255) are entered in the Short Name and Description fields, IBM Security Identity Manager (ISIM) will not display the endpoint name in the Level drop-down field. Additionally, if non-standard ASCII characters are entered, you cannot manage OTC Endpoints (select endpoints) in OTCnet Online or OTCnet. Instead, an error message appears suggesting you contact Customer Support.
Create an OTC Endpoint

To add an OTC Endpoint from the highest organization hierarchy, complete the following steps:

1. From the Administration tab, select Manage Organization>Organization Hierarchy>Modify. The Step 1 of 3: Select an OTC Endpoint page appears.
2. Select your OTC Endpoint from the list. The Step 2 of 3: Update OTC Endpoint Information page appears. View details for Add lower levels to this OTC Endpoint checkbox as shown in Figure 1.
3. Check the Add lower levels to this OTC Endpoint checkbox.
4. Enter the lower level OTC Endpoint’s Short Name(s) and Description(s) and click Next.

Application Tip

- In the table that appears, add new OTC Endpoints that fall in the level under the current OTC Endpoint.
- Short name(s) are user-defined text describing an organization. Short names must be unique within an organization hierarchy (e.g., Short name: IRS; Description: Internal Revenue Service).

Figure 1. Step 2 of 3: Update OTC Endpoint Information
5. In the Step 3 of 3: Review OTC Endpoint(s) page, review and verify the OTC Endpoint details and click **Submit**. A **Confirmation** page appears presenting the modified OTC Endpoint (and verifies the added lower level OTC Endpoint).

### Additional Buttons

- Click **Add More Lines** to add additional lower levels to this endpoint.
- Click **Cancel** to return to the OTCnet Home Page. No data is saved.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home Page.
Topic 3. Managing the Organizational Hierarchy

Once Accounting Specialists, Local Accounting Specialists, Check Capture Administrators, Check Capture Supervisors and Card Administrators have performed initial setup of your organizational hierarchy, you can add to it and adjust it to suit your needs by performing the following tasks:

- Adding a lower level to existing an OTC Endpoint
- Modifying an OTC Endpoint Information
- Deleting an OTC Endpoint
- Viewing an OTC Endpoint

Before a user is provisioned to a deposit processing OTC Endpoint (TGA) in ISIM, ensure the Allow OTC Endpoint to create deposits for over-the-counter collections checkbox is checked. Before a user is provisioned to a check capture OTC Endpoint (CHK) in ISIM, ensure the Enable Check Capture checkbox is checked. Before a user is provisioned to a card processing OTC Endpoint (CDC) in ISIM, ensure the Enable Card Processing checkbox is checked.

Required fields for Enable Card Processing include Chain Code, Division, ALC, Merchant ID, Address, Signature Capture and Return Policy.

If the Allow OTC Endpoint to create deposits for over-the-counter collections checkbox, the Enable Check Capture checkbox and Enable Card Processing checkboxes are not checked when modifying OTC Endpoint Information, you cannot provision the user to the appropriate OTCnet Endpoint.

Add a Lower Level to an Existing OTC Endpoint

Accounting Specialists, Local Accounting Specialists, Check Capture Administrators, Check Capture Supervisors and Card Administrators, can add as many levels to your Agency hierarchy as needed, each with as many required OTC Endpoints.

To add a lower level to an existing OTC Endpoint, select your OTC Endpoint. Check the Add lower levels to this OTC Endpoint checkbox to add lower levels to the existing endpoint. Enter Short Name and Description fields for all OTC Endpoints in the next lower level. Verify the OTC Endpoint details are correct. Click Submit. A Confirmation page appears presenting the OTC Endpoint that has been modified (added). Verify the OTC Endpoint details are correct.
Add a Lower Level to an OTC Endpoint

To add a lower level to an OTC Endpoint, complete the following steps:

1. From the Administration tab, select Manage Organization>Organization Hierarchy>Modify. The Step 1 of 3: Select an OTC Endpoint page appears.

2. Select an OTC Endpoint from the list that appears. The Step 2 of 3: Update OTC Endpoint Information page appears.

3. Check the Add lower levels to this OTC Endpoint checkbox to add lower levels to the existing endpoint as shown in Figure 2. Short Name and Description text boxes appear.

4. Enter Short Name and Description fields for all the OTC Endpoints in the next lower level. When you have finished, click Next.

   Figure 2. Step 2 of 3: Short Name and Description for OTC Endpoint Information

5. Verify the OTC Endpoint details are correct and click Submit. A Confirmation page appears presenting the modified OTC Endpoint.
Additional Buttons

- Click **Add More Lines** to add additional lower levels to this endpoint.
- Click **Cancel** to return to the OTCnet Home Page. No data is saved.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home Page.
Modify OTC Endpoint Information

**Accounting Specialists**, **Local Accounting Specialists**, **Check Capture Administrators**, **Check Capture Supervisors** and **Card Administrators** are authorized to modify the **Short Name** or **Description** of an existing OTC Endpoint, enable the OTC Endpoint to create deposits (indicated with **TGA**), capture checks (indicated with **CHK**), process card transactions (indicated with Card Debit Card or **CDC**), or add a lower level to the OTC Endpoint.

Similarly, any **CDC** endpoint that is also a **TGA** and/or **CHK** endpoint, requires a card processing role with permission to modify an organization (e.g., **Card Administrator**).

To modify endpoint information settings for an OTC Endpoint with **TGA**, **CHK** and **CDC**, the user must have **Accounting Specialist**, **Check Capture Administrator**, **Check Capture Supervisor** and **Card Administrator** privileges.

Additional Information for modifying the OTC Endpoint information includes:

- Special characters are accepted in **Short Name** and **Description** fields; however, only use standard American Standard Code for Information Interchange (ASCII) characters. The standard ASCII range is 32-126. If non-standard ASCII characters (0-31, 127-255) are entered in the **Short Name** and **Description** fields, ISIM will not display the endpoint name in the **Level** drop-down field. Additionally, if non-standard ASCII characters are entered, you cannot manage OTC Endpoints (select endpoints) in OTCnet Online or OTCnet Offline. Instead an error message appears asking that Customer Support is contacted.

- The **Agency Assigned Suspensions - Days** allows you to specify the number of calendar days than an individual is unable to cash a check or pay by check and is calculated from the date the system is aware of the return file. The **Agency Assigned Suspensions - Occurrence** allows you to specify the suspension level.

- **Include Represented and Retired Check or Include Retired Check Only** allows you to specify whether the verification record is generated on Represented or Retired items. **Include Retired Check Only** allows you to specify whether the verification record is generated on only Retired items.

- **Include Expired** indicates whether previous suspensions that have since expired are counted when accessing the suspension level to assign when the individual writes a check. The **Agency Verification Policies—Delete** allows you to remove the check cashing policy for your OTC Endpoint. Once the check cashing policy is removed for the OTC Endpoint, the higher-level organization’s check cashing policy is automatically assigned to your OTC Endpoint.

- **Data Privacy** defines the extent that users from other locations are able to view verification records from other locations. By default, **Account**, **User Defined Field 1**, **Bank Routing Number**, **Note** and **Mask PII** are checked as **Blocked**. If checkbox is checked, it indicates that the OTC Endpoint information has been defined. For maximum data privacy, all fields would be marked as blocked, except for **Short Name**. However, there may be situations where it is acceptable for outside users to view certain fields of verification records.

- **Enable Card Processing** options are defined as the following:
  - **A Chain Code** is an alphanumeric designator (e.g. 0F123B) assigned by WorldPay to reflect unique channel of card processing. A Chain Code is required for initial setup with lower level endpoints and once the Chain Code is saved, the Chain Code
cannot be changed. An agency can have multiple Chain Codes, but no two agencies will have the same Chain Code.

- A Division is a three-digit value assigned at lower level endpoints under the chain code to designate unique lines of accounting. The Division code for all OTC Endpoints is any value from 001 to 999.

- The Agency Location Code (ALC) is required for initial setup and once the ALC is saved it cannot be changed. If an endpoint is adding the card processing functionality to an existing TGA or CHK endpoint, the ALC will already be populated.

- The Merchant ID is a unique alphanumeric designator, received from CAS, and reflects the card processing location. An ALC is associated with multiple merchant IDs; however, each merchant ID must be unique for each lower level endpoint. The Merchant ID field may contain up to 13 characters.

Once the Chain Code, Division, ALC, and Merchant ID are saved, they will grey out and cannot be changed. If any of these details need to be changed, a new endpoint must be created, and the information will need to be added again.

- If the Signature Capture checkbox is checked, the customer’s signature, the “I agree to pay the above total amount in accordance with the card issuer’s agreement” message will appear on your agency’s sales receipts and the “I agree that I have received a refund for the amount stated above” message appears on your agency’s refund receipts. By default, the Signature Capture checkbox is unchecked.

- A Return Policy indicates the agency’s return policy for card transactions, it is stored in the system and generated on receipts as mandated by the Treasury Financial Manual. The default return policy choice is None. Selecting a Return Policy is optional and does not apply to all endpoints (e.g. where the card user is not purchasing an item, but only paying fee/payment a return policy is not required) appears on receipts.

Return Policy choices include:

- NO REFUND, ALL SALES FINAL – For any agency that does not accept merchandise in return or exchange and does not issue refunds to cardholders.

- EXCHANGE ONLY – For any agency that only accepts merchandise in immediate exchange for similar merchandise of a price equal to the amount of the original transaction.

- IN-STORE CREDIT ONLY – For any agency that accepts merchandise in return and delivers to the cardholder an in-store credit equal to the value of the merchandise returned that may be used only in the agency’s place(s) of business.

- REFUNDS ONLY AVAILABLE WITHIN 30 DAYS OF SERVICE OR PURCHASE – For any agency that issues refunds to the original credit or debit card within 30 days of purchase or service.

- Other – The agency is prompted to enter some descriptive text outlining their agency’s return policy.

- None – Select if a return policy does not apply to an agency.

- Prior to specifying Debit Gateway, confirmation must be received from the OTCnet Deployment Team to set up each applicable OTCnet Endpoint.
• **No** indicates that Debit Gateway setup is not complete, and the OTC Endpoint is not ready for performing check capturing activities.

• **Yes** indicates that Debit Gateway setup is complete, and the OTC Endpoint is now ready for performing check capture activities. A notification message appears as a reminder to submit your Agency Site Profile (ASP) for all check capture endpoints. If the ASP is not submitted to the OTCnet Deployment Team, this can prevent transactions from processing. Click OK.

• By default, all agencies will have the **Close Batch** checkbox checked. To close the batch, the user must print the PDF report or export the batch list report.
  
  • If the **Close Batch** checkbox is unchecked, the user can close the batch without having to print the PDF report or export the batch list report. If the **Close Batch** checkbox is unchecked, the user can close the batch without having to print the PDF report or export the batch list report.

• By default, all agencies will have the **Approve Batch** checkbox checked. In order to approve the batch, the user must print the PDF report or export the batch list report.

• If the **Approve Batch** checkbox is unchecked, the user can approve the batch without having to print the PDF report or export the batch list report.

• If the user is closing or approving multiple batches online and the **Close Batch** or **Approve Batch** checkboxes are checked for any OTCnet endpoint, then the user must print the PDF reports or export the list reports. The batch is not closed or approved until **Confirm** is clicked, which is enabled when the **Print PDF Report** or **Export** is clicked.

• If the user is closing and/or approving multiple batches online and the **Close Batch** or **Approve Batch** checkboxes are not checked for any OTCnet endpoint, then the user can close and/or approve multiple batches without printing the PDF reports or exporting the list reports. **Confirm** is enabled and the user can click to close and/or approve the multiple batches.

• If the user is closing and/or approving multiple batches offline, **Confirm** is enabled and the user can close and/or approve multiple batches without needing to print the PDF reports or export the batch list reports. As a best practice, print the PDF reports or export the batch lists prior to closing and/or approving multiple batches.

• **If Special Designation** is selected, a user is able to view which ALCs are CARS Reporters.

  • The CARS Reporter special designation information is read-only and displays for TGA and CHK endpoints. Only an HLAS can specify the **Special Designation** information.

  • **Yes** indicates that the OTC Endpoint is associated with an ALC that has been designated as a CARS Reporter. **No** indicates that the OTC Endpoint is not associated with an ALC that has been designated as a CARS Reporter. If an ALC is identified as a CARS Reporter, entering the Accounting Code information is mandatory. This will apply to all ALC+2 within the hierarchy of the ALC.
To modify an OTC Endpoint, complete the following steps:

1. From the Administration tab, select Manage Organizations>Organization Hierarchy>Modify. The Step 1 of 3: Select an OTC Endpoint page appears.

   **Application Tip**

   To modify endpoint information settings for an OTC Endpoint with TGA, CHK and CDC, the user must have Accounting Specialist, Check Capture Administrator and Card Administrator privileges.

2. Select your OTC Endpoint from the list that appears. The Step 2 of 3: Update OTC Endpoint Information page appears as shown in Figure 3.

3. Update the OTC Endpoint Information.

   To update the General details of an OTC Endpoint, complete the following:

   - Enter the Short Name and Description for the OTC Endpoint.

   **Figure 3. Step 2 of 3: Update OTC Endpoint Information - Collapsed**
**Application Tip**

A short name must be entered to identify the OTC Endpoint that is being updated. If an OTC Endpoint exists, the data displayed in the text is available for update.

To allow the OTC Endpoint to create deposits, complete the following:

- Click the **Allow OTC Endpoint to create deposits for over-the-counter collections** checkbox as shown in Figure 4.

**Application Tip**

Before a user is provisioned to a deposit processing OTC Endpoint (TGA) in ISIM, ensure the **Allow OTC Endpoint to create deposits for over-the-counter collections** checkbox is checked.

- Update **Agency Location Code** by completing the following step:
  - Entering the **ALC**
- Update **Address** by completing the following step:
  - Entering the **address** details
- Update **Financial Institution Relationship(s)** by completing the following steps:
  - Selecting both the **Financial Institution** and the associated **Routing Transit Number (RTN)**
  - Entering the **Demand Deposit Account (DDA)** and Retype **DDA** and click **Add**.

**Application Tip**

To delete the Financial Institution relationship, click the **Delete** checkbox(es) under the **Delete** column.
Figure 4. Allow OTC Endpoint to create deposits for over-the-counter collections
To specify the check cashing policies of the OTC Endpoint, complete the following:

- Click the **Check Cashing Policies** checkbox as shown in Figure 5.

**Application Tip**

If checkbox is checked and grayed out, it indicates that this OTC Endpoint is either inheriting the policies from the parent Organization or its own information has already been defined and the user does not have the privilege to make modifications. Only a **CCA** has privileges to modify the check cashing policies.

- Add **Default Reason Codes** by completing the following steps:
  - Selecting a default reason code and clicking **Add**, optional. Repeat steps as necessary
- Delete **Assigned Return Reason Code Filters** by completing the following steps:
  - Checking **Delete** box(es) under the **Delete** column, optional

**Application Tip**

The **Default Reason Codes** allows you to specify the return reason codes relevant to your agency’s program. These codes represent the numeric codes used in the ACH and paper return processing, which specify the reason for the return of the transaction and Check 21 codes.

**Figure 5. Default Reason Codes**
• Update **Agency Assigned Suspensions** by completing the following steps, *optional*
  - Entering the number of **Days**
  - Entering the **Occurrence** number
  - Selecting **Agency Assigned Suspensions** you want to **Delete** by checking the boxes under the **Delete** column, *if applicable*

**Application Tip**

• To update the **Agency Assigned Suspensions**, select the **Default Reason Code** it will apply, by clicking in the box provided.
• The **Agency Assigned Suspensions - Days** allows you to specify the number of calendar days than an individual is unable to cash a check or pay by check and is calculated from the date the system is aware of the return file. The **Agency Assigned Suspensions - Occurrence** allows you to specify the suspension level.

• Update **Agency Verification Policy** by completing the following steps, *optional*
  - Clicking **Include Represented and Retired Check or Include Retired Check Only**
  - Checking **Include Expired**
  - Entering the number of **Expired Days**
  - Checking **Agency Verification Policies—Delete**

**Application Tip**

• **Include Represented and Retired Check or Include Retired Check Only** allows you to specify whether the verification record is generated on Represented or Retired items. **Include Retired Check Only** allows you to specify whether the verification record is generated on only Retired items.
• **Include Expired** indicates whether previous suspensions that have since expired are counted when accessing the suspension level to assign when the individual writes a check. **Agency Verification Policies—Delete** allows you to remove the check cashing policy for your OTC Endpoint. Once the check cashing policy is removed for the OTC Endpoint, the higher-level organization’s check cashing policy is automatically assigned to your OTC Endpoint.
To specify the data privacy of the OTC Endpoint, complete the following:

- Click the Data Privacy checkbox.
- Update Data Privacy:
  - Select the Data Privacy – Agency Available Attributes you want to block or unblock by checking the boxes under the Blocked column.

**Application Tip**

By default, Account, User Defined Field 1, Bank Routing Number, Note and Mask PII are checked as Blocked.

To enable the OTC Endpoint to capture checks, complete the following:

- Click the Enable Check Capture checkbox.
- Update Enable Check Capture by completing the following steps:
  - Enter the Agency Location Code (ALC+2).

**Application Tip**

- Before a user is provisioned to a check capture OTC Endpoint (CHK) in ISIM, ensure the Enable Check Capture checkbox is checked.
- If checkbox is checked, it indicates that the OTC Endpoint information has been defined.
- The ALC+2 is required for initial setup. Once the ALC+2 is entered it cannot be updated.

- Update OTC Verification Group by completing the following steps as shown in Figure 6:
  - Entering the Short Name (Starting With) and clicking Search
  - Clicking Yes or No for Queue Interface
- Selecting the **OTC Endpoint** you want to add by checking the box under the **Assign** column and clicking **Add Agency Group**

**Figure 6. Enable Check Capture**

![Image of Modify Organization interface](image-url)
By default, the OTC Endpoint Short Name displays. Add additional OTC Endpoints to the OTC Verification Group by clicking the Clear button to clear the Short Name and entering a Short Name, clicking Search and clicking Add Agency Group.

Designating an OTC Verification Group allows for verification data to be shared among non-related OTC Endpoints. For example, Lower Level 1 and Lower Level 2 are siblings under the High-level organization, Training Team Top Level. Since there is no parent-child relationship between these two OTC Endpoints, users from one OTC Endpoint are isolated from the other’s Verification data. By adding both unrelated locations to an OTC Verification Group, they are able to share information.

The Queue Interface is used by military agencies that utilize the Deployable Disbursing System (DDS) database bridge.

Under OTC Verification Group, Current Agency Site,

- Select the OTC Endpoint you want to delete by checking the box under the Delete column.

To enable the OTC Endpoint to process card payments, complete the following steps:

- Click the Enable Card Processing checkbox

**Application Tip**

Before a user is provisioned to a card processing OTC Endpoint (CDC) in ISIM, ensure the Enable Card Processing checkbox is checked.

- Update Enable Card Processing by completing the following steps as show in Figure 7:
  - Entering the Chain Code
  - Entering the Division
  - Entering the ALC
  - Entering the Merchant ID

- Update the Address by entering the address details

- Designate the Signature Capture by completing the following steps:
  - Checking the Signature Capture check box, optional

- Select a Return Policy by completing the following steps:
  - Clicking the appropriate card transaction policy radio button for your organization, optional.
Figure 7. Enable Card Processing Address, Signature Capture and Return Policy

- Click the **Add lower levels to this OTC Endpoint** checkbox.
- Update **Add lower levels to this OTC Endpoint** by completing the following steps:
  - Entering the **Short Name** and **Description**.
  - Click **Add More Lines** to add additional lower levels to this OTC Endpoint

**Application Tip**

A short name must be entered to identify the OTC Endpoint that is being updated. If an OTC Endpoint exists, the data displayed in the text is available for update.

To specify the advanced administration, complete the following:
- **Click Advanced Administration** as shown in Figure 8.
- Specify **Advanced Administration** by completing the following:
  - Clicking **Yes** or **No** for **Debit Gateway**
    - View or specify the **Forms Rendered Solution**
  - View the **Report Only Summary Level Data to CIR**
  - View the **Summary Level Classification**
Application Tip

By default, all forms are set to be rendered and viewed in HTML. Under general circumstances, the ActiveX option does not need to be specified. The **Forms Rendered Solution** is read-only and only an HLAS can specify the option to switch between viewing and accessing forms in HTML or ActiveX.

---

**Application Tips**

- The **Report Only Summary Level Data to CIR** Information is read-only and only an HLAS can specify the information.
- A checked box indicates that detailed level data will not be transmitted to Collections Information Repository (CIR) and only summary data is reported to CIR for all the check transactions that are processed under this OTC Endpoint (CHK) or ALC+2. This is mainly for the OTC Endpoints that are used to process tax data. An unchecked box indicates that detailed level data is transmitted to CIR.
- The **Summary Level Classification** is read-only and only a High-Level Agency Support (HLAS), Check Capture Supervisor, and Check Lead Operator can specify the information.
- A checked box indicates that Check Capture Lead Operators and Check Capture Operators cannot classify individual checks. Instead the classification of the batch will occur after all the checks have been scanned. An unchecked box indicates the Check Capture Operator will have to classify checks at the item level.

---

- Specify **Batch List Print/Export Required During** options by completing the following:
  - Checking or unchecking the **Close Batch** checkbox
  - Checking or unchecking the **Approve Batch** checkbox
- View or **Specify Agency Comments**
Figure 8. Advanced Administration

• A Check Capture Lead Operator, Check Capture Supervisor, and HLAS can add, edit, or remove Agency comments Agency Comments. A Check Capture Administrator, Check Capture Operator, Agency Manager, and CIRA Viewer can view Agency Comments.
• The Specify Agency Comments field allows agencies to add, edit, or remove Agency comments which are sent to CIR as part of the check transmission.

To view the special designation, complete the following:
• Click Special Designation as shown in Figure 9

Figure 9. Special Designation

<table>
<thead>
<tr>
<th>Special Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>GIRA Reporter ALC</td>
</tr>
<tr>
<td>Non-appropriated Funds ALC</td>
</tr>
</tbody>
</table>
Application Tips

- The CARS Reporter special designation information is read-only and displays for TGA and CHK endpoints. Only an HLAS can specify the Special Designation information.
- Yes, indicates that the OTC Endpoint is associated with an ALC that has been designated as a CARS Reporter. No indicates that the OTC Endpoint is not associated with an ALC that has been designated as a CARS Reporter.


5. Verify the information is correct and click Submit. Click Edit, to modify the information entered and return to Step 4.

Additional Buttons

- Click Previous to return to the previous page.
- Click Cancel to return to the OTCnet Home Page. No data is saved.
- Click Return Home to return to the OTCnet Home Page.
Delete or Neutralize an OTC Endpoint

Accounting Specialists, Local Accounting Specialists, Check Capture Administrators, Check Capture Supervisors and Card Administrators are authorized to neutralize an OTC Endpoint or delete an OTC Endpoint.

Consider the following information on deleting an OTC Endpoint:

- You can delete an OTC Endpoint if no deposits or check transactions have been made to that endpoint.
- Deleting the OTC Endpoint deletes all information associated with the OTC Endpoint. This includes deleting deposit information that impacts the reports you run in OTCnet.
- Before deleting an OTC Endpoint, all ISIM user accounts must be removed from the OTCnet Deposit Processing Endpoint and OTCnet Check Processing Endpoint.

The Agency Form Data must be removed. To remove the Agency Form Data, contact Customer Support at fiscalservice.otcchannel@citi.com.

Consider the following information on neutralizing an OTC Endpoint:

- You can neutralize an OTC Endpoint when deposits or check transactions are created for an OTC Endpoint.
- Once the OTCnet Endpoint is neutralized, however, deposits or check transactions can no longer be created from that OTC Endpoint. The information from previously created deposits or check transactions can be accessed from OTCnet reporting.
- All ISIM user accounts must be removed from the OTCnet Deposit Processing Endpoint and OTCnet Check Processing Endpoint.
- The Agency Form Data must be removed. To remove the Agency Form Data, contact Customer Support at fiscalservice.otcchannel@citi.com.
Delete or Neutralize an OTC Endpoint

To delete or neutralize an OTC Endpoint, complete the following steps:

1. From the Administration tab, select Manage Organizations>Organization Hierarchy>Delete. The Step 1 of 2: Select the OTC Endpoint(s) page appears.

2. Select the OTC Endpoints you would like to Delete and click Next as shown in Figure 10. Or
Select the OTC Endpoints you would like to Neutralize and click Next.

   Figure 10. Step 1 of 2: Select the OTC Endpoint(s)

3. A Confirmation page appears confirming the OTC Endpoint was deleted.

   Additional Button

Click Return Home to return to the OTCnet Home Page.
View an OTC Endpoint

Accounting Specialists, Local Accounting Specialists, Check Capture Administrators, Check Capture Supervisors, Check Capture Lead Operators, Card Administrators and Card Operators are authorized to view an OTC Endpoint.

When the View OTC Endpoint page appears, you can verify the following information for the OTC Endpoint:

- **General** information including **Short Name**, **Description**, **ALC** and whether the endpoint is check capture, deposit processing or card processing
- **Address**—including **Address** details
- **Financial Institution Relationships and Active Financial Institution Relationships** including **Financial Institution** and **RTN**
- **Check Cashing Policies** including **Assigned Return Reason Code Filters**
- **Agency Assigned Suspensions** including **Days** and **Occurrence**
- **Agency Verification Policies** including **Include Retired Check Only**, **Include Expired**, **Expired Days** and **Agency Verification Policies—Delete**
- **Data Privacy—Agency Available Attributes** including **Attribute Name** (Short Name, Account, Mask PII, Bank Routing Number, User Defined Field 1 and Note) and whether its **Blocked**
- **Check Capture** including the **ALC+2** and **Queue Interface**
- **OTC Verification Current Agency Site Lower Level I** including the **Short Name**, **Description** and **ALC+2** and whether it should be **Deleted**
- **Card Processing** including the **Chain Code**, **Division** and **Merchant ID**
- **Lower Levels** including the **Short Name** and **Description**
- **Advanced Administration** including **Debit Gateway**, **Forms Rendered Solution**, **Report Only Summary Data to CIR**, **Summary Level Classification**, **Batch List Report Print/Export Required at Close Batch**, **Batch List Report Print/Export Required at Approve Batch** and **Specify Agency Comments**
- **Special Designation** including **GWA Reporter ALC** and **Non-appropriated Funds ALC**
To view an OTC Endpoint, complete the following steps:

1. From the Administration tab, select Manage Organizations>Organization Hierarchy>View. The View Organization page appears.

2. Select the OTC Endpoint you would like to view. The View OTC Endpoint page appears as shown in Figure 11.

Figure 11. View OTC Endpoint
Chapter 4. Managing Your Agency’s Hierarchy, Accounting Codes and Processing Options

Additional Buttons

- Click Previous to return to the previous page.
- Click Return Home to return to the OTCnet Home Page.
Search for an OTC Endpoint

Accounting Specialists, Local Accounting Specialists, Check Capture Administrators, Check Capture Supervisors, Check Capture Lead Operators, Card Administrators and Card Operators can search an OTC Endpoint.

When the View OTC Endpoint page appears, you can verify the following information for the OTC Endpoint:

- **General** information including Short Name, Description, ALC and whether the endpoint is check capture, deposit processing or card processing
- **Address**
- **Financial Institution Relationships and Active Financial Institution Relationships** including Financial Institution and RTN
- **Check Cashing Policies** including Assigned Return Reason Code Filters
- **Agency Assigned Suspensions** including Days and Occurrence
- **Agency Verification Policies** including Include Retired Check Only, Include Expired, Expired Days and Agency Verification Policies—Delete
- **Data Privacy—Agency Available Attributes** including Attribute Name (Short Name, Account, Mask PII, Bank Routing Number, User Defined Field 1 and Note) and whether it's Blocked
- **Check Capture** including the ALC+2 and Queue Interface
- **OTC Verification Current Agency Site Lower Level I** including the Short Name, Description and ALC+2 and whether it should be Deleted
- **Card Processing** including the Chain Code, Division and Merchant ID
- **Lower Levels** including the Short Name and Description
- **Advanced Administration** including Debit Gateway, Forms Rendered Solution, Report Only Summary Data to CIR, Summary Level Classification, Batch List Report Print/Export Required at Close Batch, Batch List Report Print/Export Required at Approve Batch and Specify Agency Comments
- **Special Designation** including GWA Reporter ALC and Non-appropriated Funds ALC
Search for an OTC Endpoint

To search for an OTC Endpoint, complete the following steps:

1. From the Administration tab, click Manage Organizations>Organization Hierarchy>Search. The View Organization page appears.

2. Select the OTC Endpoint you would like to view. The View OTC Endpoint page appears as shown in Figure 12.

Figure 12. Step 2 of 2: View OTC Endpoint


**Topic 4. Managing Accounting Codes**

OTCnet provides enhanced check capture and deposit reporting functionalities to support the Central Accounting Reporting System (CARS). The CARS objectives include capturing classification information at the earliest possible time, streamlining central accounting and reporting, eliminating burdensome reconciliation, and providing timely Fund Balance with Treasury (FBWT) information to Agencies.

OTCnet captures classification information for transactions (over-the-counter deposits) processed through the Deposit Reporting function and the Check Capture function to support the CARS requirement that all transactions capture standard classification information.

For OTCnet, standard classification information is accepted in the form of a Treasury Account Symbol (TAS) String or a Classification Key (C-Key), which is an internal Agency Accounting Code that is translated into a valid TAS.

OTCnet sends this C-Key information to CARS through the Collections Information Repository (CIR). CARS then communicates with the Shared Accounting Module (SAM) application to translate the C-Key into a valid TAS/BETC through the Cash Flow and Default Profiles that have been setup in SAM. Initially, classification of check transactions for non-CARS Reporting Agencies is optional.

To learn more about CARS, visit [http://fms.treas.gov/CARS/index.html](http://fms.treas.gov/CARS/index.html).

**Modify Accounting Codes**

The **Check Capture Administrator**, **Check Capture Supervisor**, and **Accounting Specialist** are authorized to modify an accounting code. They can modify the classification code and description for an accounting code, indicate if it’s a Treasury Account Symbol (TAS) and add and delete accounting codes.

If an **Agency Accounting Code** label is customized, it is displayed as the label above the imported codes, according to the custom label that was defined for the highest-level organization. This applies to OTC Endpoints that use the deposit processing and/or check processing functionalities. The default accounting code label is **Agency Accounting Code**.
Modify Accounting Codes

To modify an existing accounting code, complete the following steps:

1. From the Administration tab, select Manage Organizations>Accounting Codes>Modify. The Step 1 of 3: Select OTC Endpoint page appears.

2. Select the organization endpoint for the accounting codes you wish to modify. The Step 2 of 3: Update Accounting Codes page appears.

3. Under the New Accounting Codes to be Added table, enter the accounting code details, and click Next.

**Application Tip**

If an Agency Accounting Code label is customized, it is displayed as the label above the imported or modified codes within the Maintain Accounting Codes module, according to the custom label that was defined for the highest-level organization. Within the rest of the application, custom labels apply to deposit processing functionalities, but are not extended to check processing functionalities. The default accounting code label is Agency Accounting Code.

Update the details by completing the following:

- Clicking the TAS checkbox to indicate that the accounting code is a Treasury Account Symbol (TAS), *if applicable*
- Entering details in both the Agency Accounting Code and Description text boxes as shown in Figure 13
- Checking the Skip Selected box to skip saving any of the imported accounting codes

**Figure 13. Step 2 of 3: Update Accounting Codes**
4. The **Step 3 of 3: Review Accounting Codes** page appears. Verify the information is correct and click **Submit**.

5. A **Confirmation** page appears presenting the imported accounting codes. Simultaneously, accounting codes flagged as TAS must be transmitted to the Shared Accounting Module (SAM) to confirm they are valid TAS strings.

**Additional Button**

Click **Return Home** to return to the OTCnet Home Page.
Import Accounting Codes

The Check Capture Administrator (CCA), Check Capture Supervisor (CCS) and Accounting Specialist (Acc Spec) are authorized to import accounting codes.

To import an accounting code, the CCA, CCS, or Acc Spec has several options. From the Import From File page, they can select the type of accounting code (e.g., CSV File, Fixed File, XML File) they want to import into the system, browse to its location and Import. Next, they can review the accounting codes to be imported into the system and update as needed. Another option is to remove accounting codes before submitting them, by marking them for removal and updating the list of codes.

Details are updated by clicking the TAS checkbox to indicate the accounting code is a Treasury Account Symbol (TAS), if applicable, entering the details in both the Agency Accounting Code and Description text boxes and/or checking the Skip Selected box to skip saving the imported accounting codes.

Once the accounting codes are successfully imported and the Confirmation page appears, simultaneously, the accounting codes flagged as TAS must be transmitted to SAM to confirm that they are valid TAS strings.
To import an accounting code, complete the following steps:

1. From the Administration tab, select Manage Organizations>Accounting Codes>Import. The Step 1 of 4: Select OTC Endpoint page appears.

2. Select the top-level organization endpoint for which you want to import accounting codes. The Step 2 of 4: Import from File page appears.

3. Select the type of accounting code to import into the system and browse to its location and click Import. The Step 3 of 4: Select Accounting Codes page appears.

4. Update the list of accounting codes that are imported into the system and click Next as shown in Figure 14.

![Figure 14. Step 3 of 4: Select Accounting Codes](image)

Update the details by completing the following steps:

- Clicking the TAS checkbox to indicate that the accounting code is a Treasury Account Symbol (TAS), if applicable
- Entering the details in both the Agency Accounting Code and Description text boxes
- Checking the Skip Selected box to skip saving any of the imported accounting codes

5. The Step 4 of 4: Review page appears. Verify the information is correct and click Submit.
6. A Confirmation page appears showing that the accounting codes have been imported. Simultaneously, accounting codes flagged as TAS will need to be transmitted to the Shared Accounting Module (SAM) to confirm that they are valid TAS strings.

Additional Button

Click Return Home to return to the OTCnet Home Page.
**View Accounting Codes**

The Accounting Specialist (Acc Spec), Local Accounting Specialist (LAS), Check Capture Administrator (CCA), and Check Capture Supervisor (CCS) are authorized to view the active accounting codes available for the organization hierarchy.

To view an accounting code, the Acc Spec, LAS, CCA or CCS selects the highest-level organization endpoint accounting code available to view.

If an Agency Accounting Code label is customized, it is displayed as the label above the imported codes, according to the custom label that was defined for the highest-level organization. This applies to OTC Endpoints that use the deposit processing and/or check processing functionalities. The default accounting code label is *Agency Accounting Code*. 
To view an accounting code, complete the following steps:

1. From the Administration tab, click Manage Organizations>Accounting Codes>View. The View Accounting Codes page appears.

2. Select the highest-level organization endpoint accounting codes available to view. The View Accounting Codes page appears as shown in Figure 15.

**Figure 15. View Accounting Codes**

```
<table>
<thead>
<tr>
<th>TAS</th>
<th>TAS/Accounting Code</th>
<th>Description</th>
<th>Validation Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1212</td>
<td>Accounting Code 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1213</td>
<td>Accounting Code 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1214</td>
<td>Accounting Code 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1217</td>
<td>Accounting Code 7</td>
<td>Invalid</td>
<td></td>
</tr>
<tr>
<td>1220</td>
<td>Accounting Code 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1221</td>
<td>Accounting Code 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**Application Tips**

- Only active accounting codes available for deposit processing and check processing (if applicable) appear.
- Under the Active Accounting Code table, both Treasury Account Symbols (TAS) and accounting codes not identified as TAS display.
- If an accounting code is a TAS, a check mark displays under the TAS column and the SAM validation status (Valid, Invalid or In Process) displays under the Validation Status column.

**Additional Buttons**

Click Return Home to return to the OTCnet Home Page.
Modify Endpoint Mappings

An endpoint mapping is the assignment of accounting codes to an agency’s OTC Endpoint, to which a deposit amount is allocated.

The accounting codes that display on the page are the codes that:

- Meet your search criteria.
- Are not assigned to your OTC Endpoint.

If you do not enter search criteria, all the accounting codes defined for the highest-level organization appear.

Additional information for modifying Endpoint Mapping includes the following:

- If an Agency has identified accounting codes as a TAS, only TAS identified as Valid by SAM will be available for mapping to an OTC Endpoint.
- To remove mappings for an accounting code, check the Remove box(es) and click Update.
- A mapped accounting code is not eligible for removal if a batch is associated with a transaction within an active batch that is Open, Closed, or Approved or a deposit that is in Draft or Awaiting Approval (AWAP) status. An error message is displayed to a user if this scenario occurs.
Modify Endpoint Mappings

To map accounting codes to OTC Endpoints, complete the following steps:

1. From the Administration tab, select Manage Organizations>Accounting Codes>Modify OTC Endpoint Mappings. The Step 1 of 4: Select OTC Endpoint page appears.

2. Select the OTC Endpoint for the accounting code endpoint mapping you would like to assign or remove. The Step 2 of 4: View Assigned Accounting Codes page appears.

3. Click Assign Mappings to assign an accounting code to an OTCnet Endpoint. The Step 2 of 4 Continued: Search and Assign Accounting Codes page appears.
   
   or

4. Click Remove Mappings to remove an accounting code from an OTCnet Endpoint. The Step 3 of 4: Remove Accounting Codes page appears.

3. Assign or remove an accounting code to or from an OTCnet Endpoint as shown in Figure 16.
   
   To Assign Mappings to an OTCnet Endpoint, complete the following:
   - Enter the Accounting Code (Starting With) search criteria, optional
   - Enter the Description (Contains) search criteria, optional
   - Click Search, optional
   - Check the Assign box(es) for the accounting codes you must assign
   - Click Next (Proceed to Step 3 of 4: Assign Accounting Codes)

   Or

   To Remove Mappings from an OTCnet Endpoint, complete the following:
   - Check the Remove box(es) for the accounting codes that you must remove
   - Click Next (Proceed to Step 4 of 4: Review Accounting Codes from Endpoint)

Application Tip

If an Agency Accounting Code label is customized, it is displayed as the label above the imported or modified codes within the Maintain Accounting Codes module, according to the custom label that was defined for the highest-level organization. Within the rest of the application, custom labels apply to deposit processing functionalities, but are not extended to check processing functionalities. The default accounting code label is Agency Accounting Code.
If an Agency has identified accounting codes as a Treasury Account Symbol (TAS), only TAS identified as Valid by Shared Accounting Module (SAM) is available for mapping to an OTC Endpoint.

5. The Step 3 of 4: Assign Accounting Codes page appears. Review and verify the accounting code(s) you would like to assign and click Next. (Proceed to Step 4 of 4: Review Accounting Codes to Endpoint)

Application Tips

- Check the Remove box(es) and click the Update button to delete the OTC Endpoint mapping for an accounting code.
- A mapped accounting code is not eligible for removal if a batch is associated with a transaction within an active batch that is Open, Closed, or Approved or a deposit that is in Draft or Awaiting Approval (AWAP) status. An error message is displayed to a user if this scenario occurs.

6. The Step 4 of 4: Review Accounting Codes to Endpoint page appears. Confirm the information is correct and click Submit to assign the accounting code(s) to the OTC Endpoint.
Chapter 4. Managing Your Agency’s Hierarchy, Accounting Codes and Processing Options

Or

The Step 4 of 4: Review Accounting Codes to Endpoint page appears. Confirm the information is correct and click Submit to remove the accounting code(s) to the OTC Endpoint.

7. A Confirmation page appears showing that the accounting codes have been assigned to or removed from the OTC Endpoint.

Additional Buttons

- Click Return Home to return to the OTCnet Home Page.
- Click Manage Additional to manage another accounting code.
Topic 5. Managing Processing Options

As part of managing your organization hierarchy, you need to define your deposit processing options. **Processing options** are parameters for the deposit and adjustments process. You must first define processing options at the highest level of the organization before defining lower level options. For lower-level organizations, if you do not define these options, then the lower-level organizations will take on the options set for the next higher-level organization that does have the options set.

If you do not define processing options, your organization cannot create deposits or classify a batch at the summary level. You can define processing options at any level within your organization. You can also view the processing options by **OTC Endpoint** report to manage processing options in your organization.

As an **Accounting Specialist**, you are authorized to modify the following processing options for your organization’s hierarchy:

- **Accounting Classifications for Adjustments, Corrections, and Returned Items**: Identifies the default accounting codes to which you want adjusted amounts credited and debited. This also applies to credit and debit voucher ALC Account Switch Corrections, returned items, and batches classified at the summary level, containing a failed item.

- **Correspondence**: Provides the financial institution with address information for any correspondence including returned item information

- **Deposit Preparation**: Sets default settings for deposit preparation to save time for Deposit Preparers

- **Transaction History**: Sets default settings for historical data about transactions

Modify Processing Options

The **Accounting Specialist** and **Local Accounting Specialist** are authorized to modify Deposit Processing options. The **Check Capture Supervisor** and **Check Capture Lead Operator** are authorized to modify Check Processing options.

The following items display on the page, Accounting codes:

- Not applied as a debit or credit adjustment to your OTC Endpoint
- That meet your search criteria

If you do not enter search criteria, all accounting codes defined for the highest-level organization appear.
Chapter 4. Managing Your Agency’s Hierarchy, Accounting Codes and Processing Options

Modify Processing Options

To modify a processing option, complete the following steps:

1. From the Administration tab, select Manage Organizations>Processing Options>Modify. The Step 1 of 3: Select Organization Endpoint page appears.

   Application Tips
   - Processing options must first be defined for the highest-level organization before any lower level organization’s processing options are defined.
   - If the processing options are not defined for the highest-level organization, all lower level organization links are disabled.

2. Select the OTC Endpoint for which you want to modify a processing option. The Step 2 of 3: Define Processing Options page appears.

3. Modify the processing option(s) and click Next.

To modify Accounting Classifications for Adjustments, Corrections, and Returned Items, complete the following:

Application Tips
   - An accounting code is assigned to both a debit adjustment and credit adjustment.
   - Accounting classifications for adjustments apply to Accounting Specialists, Check Capture Supervisors and Check Capture Lead Operators. Accounting Classifications for corrections and returned items apply to Check Capture Supervisors and Check Capture Lead Operators.

Update Default Accounting Codes by completing the following:
   - Selecting either Use parent’s values or Use my values
   - Entering the search criteria for the accounting code you would like to view and click Search (magnifying glass)

Application Tip
   To narrow an accounting code search, enter a partial or full accounting code.

   Or

   - Clicking Search (magnifying glass) to view accounting codes
Application Tip

- All accounting codes that meet your search criteria and are not applied as a debit or credit adjustment, correction or returned item to your OTC Endpoint are displayed on the page. If you do not enter search criteria, all the accounting codes defined for the highest-level organization appear.
- By default, the first ten accounting codes display, first by ascending special character order, by numerical order and finally by ascending alphabetical order by accounting code.
- If organization has more than ten accounting codes, click the pagination menu above the section containing the existing accounting codes to view additional pages of results. The system will only allow a user to view and apply active accounting codes not designated as TAS or those designated as TAS and have been validated by SAM.

- Selecting the accounting code to apply a credit and/or debit type and clicking **Assign to Debit** and/or **Assign to Credit**

Application Tip

- An accounting code is assigned to debit and credit adjustment, correction, and returned item types.
- After an accounting code is assigned to debit or credit adjustment it appears in the Adjustment Type/Default Accounting Code table.

- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy

Update **Default Accounting Code Usage** by completing the following steps:

- Selecting either **Use parent’s values** or **Use my values**
- Selecting either **Always Use the Default for Deposit Adjustments** or **Default based upon Deposit Subtotals for Deposit Adjustments**
- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy

To modify **Correspondence**, complete the following steps:

Update **Returned Items** by completing the following steps:

- Selecting **Use parent’s values** or **Use my values**
- Entering the corresponding address information that you would like to be displayed to a financial institution when return item adjustment is created
- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy

Update **Deposit Adjustment** by completing the following steps:

- Selecting **Use parent’s values** or **Use my values**
- Entering the corresponding address information that you would like to be displayed to a financial institution when a deposit adjustment is created
- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy
To modify **Deposit Preparation**, complete the following steps:

**Update ITGA Deposit Creation by:**
- Selecting **Use parent’s values** or **Use my values**
- Selecting **Yes** or **No** to allow endpoint to create foreign deposits
  - If the endpoint accepts foreign deposits, enter the **Default foreign currency when creating deposits** details
- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy

**Update Subtotals and Cash Count by** completing the following steps:
- Selecting **Use parent’s values** or **Use my values**
- Selecting **Yes** or **No** for each of the following options
  - Include Sub-totals for Checks/Money Orders and Cash
  - Include Currency count and sub-totals by denomination
  - Include Coin count and sub-totals by denomination
  - Allow changes by an organization lower in hierarchy

**Update Accounting Code Subtotals by** completing the following steps:
- Selecting **Use parent’s values** or **Use my values**
- Selecting **Yes** or **No** for each of the following options
  - Allow negative accounting code subtotals
  - Allow changes by an organization lower in hierarchy

**Update Separation of Duties** as shown in Figure 17 and by completing the following steps:
- Selecting **Use parent’s values** or **Use my values**
- Selecting **Yes** or **No** for each of the following options
  - Deposits must be prepared and approved by different employees
  - Allow changes by an organization lower in hierarchy
Figure 17. Update Deposit Processing Options with Deposit Preparation expanded
To modify Transaction History, complete the following steps:
- Selecting Use parent’s values or Use my values
- Entering the Number of days displayed in the text box, if applicable
- Selecting Yes or No to allow changes by an organization lower in hierarchy

4. The Step 3 of 3: Review the following processing options page appears. Verify the information is correct and click Submit.

5. A Confirmation page appears showing which processing options were applied to the organization.

**Additional Buttons**
- Click Cancel to return to the OTCnet Home Page. No data is saved.
- Click Edit to return to the previous page.
- Click Next to advance to the next page.
- Click Previous to return to the previous page.
- Click Submit to complete the process and display the Confirmation page.
- Click Return Home to return to the OTCnet Home Page.
View Processing Options

The Accounting Specialist and Local Accounting Specialist are authorized to view deposit processing options. The Check Capture Supervisor and Check Capture Lead Operator are authorized to view check processing options.

When the View Processing Options page appears, it presents the custom labels in effect for the organization hierarchy, including the following:

- Accounting Classifications for Adjustments, Corrections, and Returned Items
- Correspondence
- Deposit Preparation
- Transaction History
Chapter 4. Managing Your Agency’s Hierarchy, Accounting Codes and Processing Options

View Processing Options

To view a processing option, complete the following steps:

1. From the Administration tab, select Manage Organizations>Processing Options>View. The Select Organization Endpoint page appears.

2. Select the highest-level organization or any lower level OTC Endpoint to view the processing options.

3. A View Processing Options page appears presenting the custom labels in effect for the organization hierarchy as shown in Figure 18.

Figure 18. View Processing Options

Additional Button

Click Return Home to return to the OTCnet Home Page.
Summary

In this chapter, you learned:

- The purpose of organizational hierarchy
- How to add lower level endpoints to the highest level of an organization hierarchy
- How to add additional lower level endpoints/ add financial institution relationship to a hierarchy that was previously defined
- How to make changes to OTC Endpoints
- How to delete OTC Endpoints
- How to view OTC Endpoints
- How to modify accounting codes
Chapter 5: Configuring Administration and Card Processing Settings

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Glossary

Click this Link to access the full OTCnet Glossary
Overview, Topics, and Audience

Overview
Welcome to Configuring Administration and Card Processing Settings. In this chapter, you will learn:

- How to create, edit and delete custom labels
- How to set your options for processing and deposits
- How to create, edit and delete user defined fields (UDFs) specific to your agency

Topics
The topics in this chapter include the following:
1. Managing Custom Labels
2. Managing Processing Options
3. Creating and Editing User Defined Fields (UDFs)

Audience
The intended audience for the Configuring Administration and Card Processing Settings Participant User Guide includes:

- Accounting Specialist
- Local Accounting Specialist
- Card Administrator
Topic 1 Managing Custom Labels

As an Accounting Specialist, you are authorized to define (create), modify and/or view a custom label. As part of your responsibility in managing your organization hierarchy, which includes entering the appropriate accounting codes, you can also customize the field labels in the deposit preparation page. These fields are called custom labels.

Customizing the labels for your organization’s Deposit Preparers and Deposit Approvers is relative when these roles are preparing and submitting deposits and/or reports. A custom label allows you to define: a level in the organization hierarchy, the internal control number, or an agency accounting code. Performing this customization is optional.

Agency Accounting Code is the default name for the label; when you define the label, you are actually modifying its name. When referring to a custom label, the terms define and create are used interchangeably.

As an example, if your agency refers to Accounting Codes as Financial Numbers, you can modify the custom label to be Financial Number.

Once a custom label is defined, you may modify it. You can also view your custom labels from Manage Organizations, Custom Labels.
Define a Custom Label

To define (create) a custom label, complete the following steps:

1. From the Administration tab, click Manage Organizations>Custom Labels>Modify. The Select OTC Endpoint page appears.
2. Select the highest-level OTC Endpoint for which you want to modify custom labels. The Step 1 of 2: Update Custom Labels page appears.
3. Update the custom label(s) for the organization hierarchy and click Next. The Step 2 of 2: Review Custom Labels page appears as shown in Figure 1.

**Figure 1. Step 1 of 2: Update Custom Labels**

![Modify Custom Labels](image)

Update the labels by completing the following steps:

- Enter a title for your Organization Hierarchy Labels.
- Enter an agency accounting code title for the Accounting Code Definition Label.

**Application Tips**

The Accounting Specialist is authorized to complete the following steps:

- Define a new Organization Hierarchy Label
- Update the existing label(s)
- Modify the label of the accounting code definition

4. Verify the information is correct and click Submit. A Confirmation page appears presenting the custom labels modified for the organization hierarchy.
Click **Cancel** to return to the OTCnet Home Page. No data is saved.
Click **Edit** to make additional changes.
Click **Previous** to return to the previous page.
Click **Submit** to complete the process and display the Confirmation page.
Modify a Custom Label

To modify a custom field label, complete the following steps:

1. From the **Administration** tab, click **Manage Organizations**>**Custom Labels**>**Modify**. The **Select OTC Endpoint page** appears.

2. Select the organization endpoint for which you want to modify custom labels. The **Step 1 of 2: Update Custom Labels** appears.

3. Update the custom labels for the organization hierarchy and click **Next**. The **Step 2 of 2: Review Custom Labels** page appears as shown in Figure 2.

4. Verify the information is correct and click **Submit**.

   A **Confirmation** page appears presenting the custom labels modified for the organization hierarchy.

**Application Tips**

- If an Agency Accounting Code label is customized, it is displayed as the label above the imported or modified codes within the Maintain Accounting Codes module, according to the custom label that was defined for the highest-level organization.
- Within the rest of the application, custom labels apply to deposit processing functionalities, but are not extended to check processing functionalities.
- The default accounting code label is **Agency Accounting Code**.
To view a custom label, complete the following steps:

1. From the Administration tab, click Manage Organizations>Custom Labels>View. The Select OTC Endpoint page appears.

2. Select the highest-level organization for which you would like to view the custom labels. The View Custom Labels page appears showing the custom labels that are in effect for the organization hierarchy as shown in Figure 3.

**Figure 3. View Custom Labels**

Additional Buttons

- Click Cancel to return to the OTCnet Home Page. No data is saved.
- Click Return Home to return to the OTCnet Home Page.
Managing your organization hierarchy includes defining your deposit processing options. **Processing options** are parameters for the deposit and adjustments process. For processing options, you must define the following:

- First, define processing options at the highest level of the organization, before defining lower-level options.
- For lower-level organizations, you must define these options, or the lower-level organizations will take on the options set for the next higher-level organization that does have the options set.

You must define processing options or your organization cannot create deposits. Define processing options at any level within your organization. View the processing options by **OTC Endpoint** report to manage processing options in your organization.

As an **Accounting Specialist**, you are authorized to modify the following processing options for your organization’s hierarchy:

- **Accounting Classifications for Adjustments**: Identifies the default accounting codes to which you want adjusted amounts credited and debited
- **Correspondence**: Provides the financial institution with address information for any correspondence, including returned item information
- **Deposit Preparation**: Sets default settings for deposit preparation to save time for Deposit Preparers
- **Transaction History**: Sets default settings for historical data about transactions

### Modify Processing Options

**Accounting Specialists** are authorized to modify processing options for the following:

- **Accounting Classifications for Adjustments, Corrections, and Returned Items**
- **Correspondence**
- **Deposit Preparation**
- **Transaction History**

When defining processing options, keep the following information in mind:

- To narrow an accounting code search, enter a partial or full accounting code.
- All accounting codes that meet your search criteria and that are not applied as a debit or credit adjustment to your OTC Endpoint are displayed on the page. You must enter search criteria, or all the accounting codes defined for the highest-level organization appear.
- By default, the first ten accounting codes display, in the following order, by:
  - Ascending special character order
  - Numerical order
• Ascending alphabetical order by accounting code

• If an organization has more than ten accounting codes, click the pagination menu above the section containing the existing accounting codes to view additional page results. The system only allows a user to view and apply active accounting codes not designated as Treasury Account Symbol (TAS) or those designated as TAS and that have been validated by Shared Accounting Module (SAM).

• After an accounting code is assigned to debit or credit adjustment, it appears in the Adjustment Type table.
To modify a processing option, complete the following steps:

1. From Administration, click Manage Organizations>Processing Options>Modify. The Step 1 of 3: Select Organization Endpoint page appears.

   Application Tips

   - Processing options must first be defined for the highest-level organization before any lower-level organization’s processing options can be defined.
   - If the processing options are not defined for the highest-level organization, all lower-level organization links are disabled.

2. Select the OTC Endpoint for which you want to modify a processing option. The Step 2 of 3: Define Processing Options page appears.

3. Modify the processing option(s) and click Next.

To modify Accounting Classifications for Adjustments, Corrections, and Returned Items as shown in Figure 4, complete the following steps:

   Update Default Accounting Codes by

   - Selecting either Use parent’s values or Use my values
     Or
   - Clicking Search (magnifying glass) to view accounting codes

   Application Tip

   - If selecting Use my values, enter the search criteria for the accounting code you would like to view and click Search (magnifying glass)
   - To narrow an accounting code search, enter a partial or full accounting code

   - Selecting the accounting code to apply a credit and/or debit adjustment type and click Assign to Debit and/or Assign to Credit
   - Selecting Yes or No to allow changes by an organization lower in hierarchy
Application Tip

- An accounting code can be assigned to both a debit adjustment and credit adjustment
- After an accounting code is assigned to debit or credit adjustment it appears in the Adjustment Type table

Figure 4. Step 2 of 3: Define Processing Options page with Accounting Classifications for Adjustments, Corrections and Returned Items expanded
Update **Default Accounting Code Usage** by completing the following steps:
- Selecting either **Use parent’s values** or **Use my values**
- Selecting either **Always Use the Default for Deposit Adjustments** or **Default based upon Deposit Subtotals for Deposit Adjustments**
- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy

To modify **Correspondence**, complete the following steps as shown in Figure 5:
- Update **Returned Items** by completing the following steps:
  - Selecting **Use parent’s values** or **Use my values**
  - Entering the corresponding address information that you would like to be displayed to a financial institution when return item adjustment is created
  - Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy

Update **Deposit Adjustment** by completing the following steps:
- Selecting **Use parent’s values** or **Use my values**
- Entering the corresponding address information that you would like to be displayed to a financial institution when a deposit adjustment is created
- Selecting **Yes** or **No** to allow changes by an organization lower in hierarchy
Figure 5. Define Processing Options page with Correspondence expanded
To modify **Deposit Preparation**, complete the following:

Update **ITGA Deposit Creation** by completing the following steps:
- Selecting *Use parent’s values* or *Use my values*
- Selecting *Yes* or *No* to allow endpoint to create foreign deposits
  - If the endpoint accepts foreign deposits, enter the **Default foreign currency when creating deposits** details
- Selecting *Yes* or *No* to allow changes by an organization lower in hierarchy

Update **Subtotals and Cash Count** by completing the following steps:
- Selecting *Use parent’s values* or *Use my values*
- Selecting *Yes* or *No* for each of the following options
  - Include Sub-totals for Checks/Money Orders and Cash
  - Include Currency count and sub-totals by denomination
  - Include Coin count and sub-totals by denomination
  - Allow changes by an organization lower in hierarchy

Update **Accounting Code Subtotals** by completing the following steps:
- Selecting *Use parent’s values* or *Use my values*
- Selecting *Yes* or *No* for each of the following options
  - Allow negative accounting code subtotals
  - Allow changes by an organization lower in hierarchy

Update **Separation of Duties** by completing the following steps as shown in Figure 6:
- Selecting *Use parent’s values* or *Use my values*
- Selecting *Yes* or *No* for each of the following options
  - Deposits must be prepared and approved by different employees
  - Allow changes by an organization lower in hierarchy
Figure 6. Update Deposit Processing Options with Deposit Preparation expanded
To modify Transaction History, complete the following steps as shown in Figure 7:
Selecting Use parent’s values or Use my values
- Entering the Number of days displayed in the text box, if applicable
- Selecting Yes or No to allow changes by an organization lower in hierarchy

Figure 7. Deposit Procession Options with Transaction History expanded

5. A Confirmation page appears showing which processing options were applied to the organization.
View Processing Options

Accounting Specialists are authorized to view the following processing options details:

- Accounting Classifications for Adjustments, Corrections, and Returned Items
- Correspondence
- Deposit Preparation
- Transaction History

From the Viewing Processing Options page, you can view the custom labels that are in effect for your organization hierarchy.
To view a processing option, complete the following steps:

1. From the **Administration** tab, click **Manage Organizations>Processing Options>View**. The **Select Organization Endpoint** page appears.

2. Select the highest-level organization or any lower-level OTC Endpoint for which you would like to view the processing options. A **View Processing Options** page appears showing which custom labels are in effect for the organization hierarchy as shown in Figure 8.

**Additional Button**

*Click Return Home* to return to the OTCnet Home Page.

---

**Figure 8. View Processing Options**

![View Processing Options](image-url)
Topic 3. Creating and Editing User Defined Fields (UDFs)

As an Accounting Specialist and Card Administrator you are authorized to create, modify and delete a UDF for your organization hierarchy. Deposit Preparers use the UDFs when entering deposit activity and accounting activity information during the deposit preparation process.

Card Operators use UDFs when entering card payment details during card transaction processing. A UDF is an optional field for the Deposit Preparer and Card Operator to complete that describes a deposit activity or deposit accounting activity (e.g., a vendor number) or a card transaction, specific to your organization.

Your organization may elect to use UDFs, if so, communicate this to each of your OTC Endpoints and identify the information to be included.

Accounting Specialists and Card Administrators perform the following tasks in working with UDFs:
- Create a UDF
- Modify a UDF
- Delete a UDF
- View a UDF

Deposit processing activities are disabled to read-only if an Accounting Specialist or Card Administrator has selected an endpoint that is both a Deposit Processing and a Card Processing Endpoint, and this endpoint has a deposit that is currently in progress. You cannot modify or delete any deposit processing UDFs at this endpoint. You can select the Create Card Processing activity.

Create a User Defined Field

Accounting Specialists and Card Administrators are authorized to create up to four UDFs for deposit activity and three UDFs for card processing, for your agency. Up to three UDFs for a Create Deposit UDF and up to two UDFs for the Create Deposit Subtotals UDF can be created.

To create a UDF, from the Select User Defined Field to Maintain page, create a UDF by clicking Create UDF. When the Step 2 of 3: Modify the User Defined Field page appears, add your UDF fields (i.e., Activity, Label, Description, Date Type, Maximum Input Length, Minimum Input length, Display Order Number, and Activity User Entry).
Create a User Defined Field

To create a UDF, complete the following steps:

1. From the Administration tab click Manage Organizations>User Defined Fields> Modify. The Select OTC Endpoint screen appears.
2. Select the highest-level organization for which you want to modify UDFs. The Step 1 of 3: Select User Defined Field to Maintain page appears.
3. Click Create UDF as shown in Figure 9. The Step 2 of 3: Modify the User Defined Field page appears.

![Figure 9. Select 1 of 3: Select User Defined Field to Maintain](image)

**Application Tip**

A message is displayed discouraging users from creating UDFs that request PII data.

4. Add the UDF and click Done.

Add a UDF by:
- Selecting the Activity type for the UDF

**Application Tips**

- There are two types of deposit processing activities (Create Deposit and Create Deposit Subtotal) and one activity for card processing (Create Card Processing).
- For TGA/CDC Endpoints with active deposits, in the drop-down Activity menu, the deposit activities are disabled. In this case, Accounting Specialists and Card Administrators can only select the Create Card Processing activity.
• Selecting a **Data Type**
  - If the **Drop Down List of Alphanumeric Values** data type is selected, proceed to step 6.
  - If another data type is selected, continue entering information for the fields below. Proceed to step 7.

• Entering the
  - **Maximum Input Length** (Maximum length is 255)
  - **Minimum Input Length**
  - **Display Order Number**

• Selecting **Mandatory** or **Optional** for Activity User Entry

---

**Application Tips**

- When a deposit is in progress at a TGA or CDC endpoint, a UDF cannot be modified or deleted if the deposit is in **Draft** or **Awaiting Approval (AWAP)** status.
- If the **Accounting Specialist** or **Card Administrator** selected an endpoint that is both a TGA, and a CDC Endpoint and this endpoint has a deposit that is currently in progress, the deposit processing activities are disabled to read-only.
- Only the **Card Processing** activity is active.
- The **Card Administrator** continues card processing activities when a deposit is in progress.

---

**Application Tips**

- If the **Drop-Down List of Alphanumeric** values data type is selected a **Permitted Values** section appears.
- Click **List Values**. A **Step 2 of 3 (Continued): Define Permitted Values** page appears.
- Enter details for both the **Value** and **Description**.
- Click **Done** to return to the **Step 2 of 3: Modify the User Defined Field** page.

---

5. The **Step 1 of 3: Select User Defined Field to Maintain** page appears again. Select **Next**.

6. The **Step 3 of 3: Review** page appears. Verify the UDF information is correct. Select the plus sign next to the UDF to expand it.

7. The **Step 3 of 3: Review page** appears. Verify the UDF information is correct and click **Submit** as shown in Figure 10.
Figure 10. Review User Defined Fields page

Additional Buttons

- Click **Cancel** to return to the OTCnet Home Page. No data is saved.
- Click **Edit** to make additional changes.
- Click **Next** to advance to the next page.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home Page
Modify a User Defined Field

**Accounting Specialists** and **Card Administrators** are authorized to modify UDFs, as needed, to accommodate your organization’s changing needs.

For deposit processing you cannot modify a UDF that is associated with a deposit that is still in **Draft** or **awaiting approval (AWAP)** status. **Draft** or **AWAP** deposits must be submitted to the Financial Institution before you modify any UDFs associated with them. **Draft** or **AWAP** status does not impact card processing.

When modifying a UDF, you can modify the following UDF fields:

- Activity
- Label
- Description
- Date Type
- Maximum Input Length
- Minimum Input length
- Display Order Number
- Activity User Entry
To modify an existing UDF, complete the following steps:

1. From the Administration tab, click Manage Organizations>User Defined Fields>Modify. The Select OTC Endpoint screen appears.

2. Select the highest-level organization for which you want to modify a UDF. The Step 1 of 3: Select User Defined Field to Maintain page appears.

3. Click the UDF Label hyperlink. The Step 2 of 3: Modify User Defined Field page appears.

A message is displayed discouraging users from creating UDFs that request personally identifiable information (DII) data.

4. Make the changes to the UDF and click Done. The Step 1 of 3: Select User Defined Field to Maintain page appears as shown in Figure 11.

Figure 11. Select User Defined Field to Maintain

6. Verify the UDF information is correct and click Submit. A confirmation page appears presenting the UDF data that has been saved to the database.
Additional Buttons

- Click **Cancel** to return to the OTCnet Home Page. No data is saved.
- Click **Create UDF** to create a new UDF.
- Click **Next** to advance to the next page.
- Click **Previous** to return to the previous page.
- Click **Edit** to make additional changes to a UDF.
- Click **Submit** to complete the process and display the **Confirmation** page.
- Click **Return Home** to return to the OTCnet Home Page.
Delete a User Defined Field

Accounting Specialists and Card Administrators are authorized to delete a user defined field (UDF). If a UDF isn’t needed, delete it to save labor for your Deposit Preparers and Card Administrators.

For deposit processing, you cannot modify a UDF that is associated with a deposit that is still in Draft or awaiting approval (AWAP) status. Draft or AWAP deposits must be submitted to the Financial Institution before you modify any UDFs associated with them. Draft or AWAP status does not impact card processing.
To delete a UDF, complete the following steps:

1. From the Administration tab, click Manage Organizations> User Defined Fields> Modify. The Select OTC Endpoint screen appears.

2. Select the highest-level organization for which you want to delete the UDF. The Step 1 of 3: Select User Defined Field to Maintain page appears.

3. Click the Delete checkbox next to the appropriate field and click Next. The Step 3 of 3: Review page appears. Select the plus sign next to the UDF to expand it as shown in Figure 12.

4. Verify the correct information is marked for deletion and click Submit. A Confirmation page appears showing the UDF data is saved to the database.

**Application Tip**

A UDF, during deposit processing, cannot be deleted if it is associated with a deposit that is in Draft or awaiting approval (AWAP) status. Only the Card Processing activity is active.
Chapter 05. Configuring Administration and Card Processing Settings

**Additional Buttons**

- Click **Cancel** to return to the OTCnet Home Page. No data is saved.
- Click **Create UDF** to create a new UDF.
- Click **Next** to advance to the next page.
- Click **Previous** to return to the previous page.
- Click **Edit** to make additional changes to a UDF.
- Click **Submit** to complete the process and display the Confirmation page.
- Click **Return Home** to return to the OTCnet Home Page.
View a User Defined Field

As an Accounting Specialist, Local Accounting Specialist, Viewer and Card Administrator, you are authorized to view the UDFs that exist for your organization.

To view a UDF, when the View User Defined Field page appears, you can choose a UDF and view the following characteristics:

- Activity Type
- Label
- Description
- Data Type
- Display Order Number
- Activity User Entry
- Minimum Input Length
- Maximum Input Length
View a User Defined Field

To view a UDF, complete the following steps:

1. From the Administration tab, click Manage Organizations > User Defined Fields > View. The Select OTC Endpoint screen appears.

2. Select the highest-level organization for which you would like to view UDF. A View User Defined Field page appears.

3. Click on any of the UDFs to view its characteristics (e.g., activity type, label, description, etc.). The characteristics appear as shown in Figure 13.

Figure 13. View User Defined Field
Summary

This chapter provided information on:

- How to create, edit and delete custom labels
- How to set your options for processing deposits
- How to create, edit and delete UDFs specific to your agency
Chapter 6. Viewing Financial Institutions
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## Glossary

Click this [link](#) to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview
Welcome to Viewing Financial Institutions. In this chapter, you will learn:

- How to view a Financial Instruction

Topics
The topic in this chapter is: Viewing Financial Institutions

Audience
The intended audience for the Viewing Financial Institutions Participant User Guide includes:

- Financial Institution (FI) Confirmer
- Federal Reserve Bank (FRB) Confirmer
- FI Viewer
- FRB Viewer
Topic 1 View a Financial Institution

Financial Institution (FI) Confirmers, Federal Reserve Bank (FRB) Confirmers, FI Viewers and FRB Viewers are authorized to locate and view the financial institution details. You can only view a financial institution with an Active status.

Viewing a Financial Institution allows you to see related details, including the following:

- Institute Information
- Routing Transit Numbers (RTN) and Status
- CA$HLINK II Account Number (CAN)/Account Key Relationships
To view a Financial Institution (FI), complete the following steps:

1. From Administration, select Manage FI>Financial Institution>View.
2. The View the Financial Institution page appears. View details for Financial Institutions as shown in Figure 1 and Figure 2.

Figure 1. View FRB Detail
Figure 2. View Financial Institution Detail

Application Tip

Additional Button

Click Return Home to return to the OTCnet Home Page.
Summary

In this chapter, you learned how to view a Financial Institution.
Chapter 7. OTCnet Local Bridge (OLB) Setup Guide

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Glossary

Click this link to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview
Welcome to the OTCnet Local Bridge (OLB) Setup Guide In this chapter, you will learn:

- How to download and install the OTCnet Local Bridge (OLB) application
- How to create your OLB profile
- How to import your OLB credentials

Topics
The topics in this chapter include the following:

1. Download and Install the OLB Application
2. Create the OLB Profile
3. Import the OLB Credentials

Audience
The intended audience for the OTCnet Local Bridge (OLB) Setup Participant User Guide includes:

Download OTCnet Local Bridge (OLB) Application
- Check Capture Administrator
- Card Administrator

Create the OTCnet OLB Profile
- Check Capture Administrator
- Card Administrator
- Check Capture Supervisor
- Check Capture Lead Operator
- Check Capture Operator
- Card Operator

Create OTCnet OLB Credentials
- Check Capture Administrator
- Card Administrator
- Check Capture Supervisor
- Check Capture Lead Operator
• Check Capture Operator
• Card Operator
Chapter 07. OTCnet Local Bridge (OLB) Setup Guide

Topic 1 Download and Install OTCnet Local Bridge (OLB) Application

Download OTCnet Local Bridge (OLB) Application

The Check Capture Administrator (CCA) and Card Administrator (CA) are authorized to download the OTCnet Local Bridge (OLB). The OLB is a stand-alone application that must be installed on all user workstations performing card processing, check capture, check processing and terminal configuration operations.

Windows Administrator privileges are required to install the OLB application on a workstation, users may contact the CCA or the Agency’s IT team to complete this step. The OLB must be installed before proceeding to the steps below. The download release process was streamlined for ease and efficiency—as a result, we recommend you download the newest version of the OLB.

OTCnet Firmware:

- For check processing workstations, the OLB application is installed before or after the OTCnet Firmware is installed.
  - Both the OLB application and Firmware must be installed on the workstation.
  - The OLB application is required if you are using the Deployable Disbursing System (DDS) Interface (DoD only).
- For card processing workstations, Firmware is not required.
- Depending on your user role, you may not have access to both Manage Check Processing and Manage Card Processing functions.

OTCnet supports Google Chrome (Chrome) and Internet Explorer (IE) browsers.

When using Chrome:

- The CA or CCA does not need to make browser configuration changes (with the OLB prerequisites).
- For OLB versions 1.3.0 and newer, the OLB certificate is included in the OLB installer file (EXE file).
- For OLB versions 1.2.0 and older, however, for the OLB application to function properly with OTCnet, users are required to separately install the OLB Certificate on the workstation.

When using Internet Explorer:

- The CCA or CA does have to update browser configuration settings.

For additional information, and to verify that you meet system and configuration requirements and the OLB prerequisites—review the system requirements document: https://www.fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf.

After the CCA or CA downloads the OLB application, users (CCA, Check Capture Supervisor [CCS], Check Capture Lead Operator [CCLO], Check Capture Operator [CCO], CA and Card Operator [CO]) complete the following steps in setting up the OLB application:
• Install the OLB certificate (applicable only to OLB versions 1.2.0 and older)
• Install the OLB application
• Create the OLB profile
• Start the OLB application
• The OLB application is started on the workstation
To download the OTCnet Local Bridge (OLB) application, complete the following steps:

1. From Administration, click Manage Centralized Deployment>Download Release.
2. The Download Release page appears. From the Application drop-down menu, select OTCnet Local Bridge. Click Next as shown in Figure 1.

![Figure 1. Download Release, OLB](image)

### Application Tips

- The OLB application can be installed before or after Firmware is installed.
- However, both the OLB application and Firmware must be installed for workstation configuration.

3. The Select OTCnet Local Bridge for Download page appears. Click the OTCnet Local Bridge hyperlink to download the OLB Zip file.
4. The Review Application Download page appears. Click Download.

### Application Tip

Before you install the new OLB version, you must uninstall any older OLB version(s).

5. A Do you want to open or save OTCnetOLBX.X.X.zip? dialog box appears. Click the Save drop-down arrow, and select Save As.
6. The Save As dialog box appears. Click Save or Cancel.
7. Double-click the OLB zip file.
8. Click **Extract Files**.
9. Choose a location to save the files on the workstation and click **Extract**.

### Additional Buttons

- Click **Save** and choose the location where you want to save the file.
- Click **Cancel** and you return to the **OTCnet Local Bridge Application Download page** and the file won’t be saved.

- Click **Previous** to return to the previous page.
- Click **Return Home** to the OTCnet Home page.
- Click **Save As** and a dialog window is generated. Save the OLB Zip file (e.g., OTCnetOLBX.X.X.zip) to your preferred location on the workstation.
- Click **Open** and your default Zip utility (e.g., WinZip, PKZIP) window opens. Extract the files.
- Click **Cancel** and you remain on the **Review Application Download page**.
- Click **Cancel** and you return to the **OTCnet Local Bridge Application Download page** and the file won’t be saved.
Install the OTCnet Local Bridge (OLB) Certificate

For the OLB application to function properly with OTCnet, the OLB certificate is required for use with the OLB. The certificate is normally installed by default with the operating system and/or Internet Explorer. If the certificate does not exist or has been removed, you must have your agency install/re-install the certificate—it must be installed in the certificate store on your workstation.

If installing OLB version 1.3.0 and newer:

- The file contains the OLB application installer file (EXE file) and the certificate.
- You do not need to separately install the certificate.

If installing OLB version 1.2.0 and older:

- The certificate is not included in the OLB installer file and the certificate must be separately installed on the workstation.
- A CCA, CCS, CCLO, CCO, CA or CO can install the OLB certificate on the workstation.
- The certificate must be installed on the workstation for the OLB application to function with OTCnet.
- The OLB application is downloaded as a zip file.
- Older versions of the OLB package contain a certificate file with the “.cer” extension.

Install the OTCnet Local Bridge (OLB) Certificate

To install the OTCnet Local Bridge (OLB) certificate, complete the following steps:

1. Locate the folder where the OLB certificate file (i.e., olb.otcnet.public.crt) resides, and double-click the file shown in Figure 2.

   Figure 2. OTCnet OLB Certificate .crt icon

   ![OTCnet OLB Certificate .crt icon]

2. The Certificate dialog box appears. Click Install Certificate.

4. The Certificate Store dialog box appears. Click the Place all certificates in the following store radio button.

   Additional Buttons

   - Click Cancel to stop installing the certificate.
   - Click Back to return to the Welcome to the Certificate Import Wizard dialog box.


6. The Select Certificate Store dialog box appears. Select the Trusted Root Certification Authorities folder and click OK.

7. Click Next.

8. The Completing the Certificate Import Wizard dialog box appears. Click Finish.

9. After The import was successful message appears, click OK.
Install the OTCnet Local Bridge (OLB) Application

The OLB application is required for OTCnet Online users (i.e., CA, CO, CCA, CCS, CCLO, CCO) performing workstation configuration, card processing, check capture, and check processing operations. The OLB application is downloaded as a zip file containing the OLB installer file (EXE file).

Multiple versions of the OLB are available for download. Depending on your agency, you may choose to install the newest version, or an older version—the newest version is recommended.

Version information includes the following:

- For OLB version 1.3.0 and newer, the file includes the OLB certificate.
- For OLB versions 1.2.0 and older, you must separately install the OLB certificate on the workstation for the OLB application to function with OTCnet.

After the CA or CCA downloads the OLB application and the CCA, CA, CCS, CCLO, CCO, CA and CO installs the OLB certificate (applicable for version 1.2.0 and older) the OLB is installed on the workstation. The next step is to install the OLB application.

Before you install the OLB application, and prior to each upgrade, the currently installed OLB application version must be uninstalled.

To uninstall a previous version of the OLB For Windows 10:

- If running, stop the OLB application
- Access your Control Panel under Start>Windows Settings>Control Panel
- Double-click Add or Remove Programs
- Click OTCnet OLB In the Currently installed programs box
- Click Remove
- Click Yes and wait while the OLB application uninstalls

To install the OLB application, you must have Windows Administrator privileges on each workstation.

To install the OLB, complete the following steps:

- Verify the previous version of the OTCnet OLB is uninstalled.
- Double-click the EXE file to start the installation.
- Click Next, once the Welcome to the OTCnet OLB Setup program dialog box appears, to install the files.
- Click Finish.
- Verify that the OLB start and stop icons appear on the workstation.
Install the OTCnet Local Bridge (OLB) Application

To install the OLB application, complete the following steps:

1. Locate the folder where the OLB application file (EXE file) resides. Double-click the file to start the installation as shown in Figure 3.

   Figure 3. OTCnet Local Bridge.EXE Icon

   ![OTCnet Local Bridge.EXE Icon](image)

   • Click Cancel to cancel and exit the setup.
   • Click Back to return to the previous dialog box.

3. The Destination Location dialog box appears. Click Next.

   Application Tip

   It is recommended that you install the OLB application into the default destination folder (i.e., C:\Program Files\OTCnet_olb).

4. The Start Installation dialog box appears. Click Next.

5. The Server Port Settings dialog box appears. Click Next. Wait a moment while the files install.

   Application Tips

   • It is recommended that you install the OLB application with the default list of fixed ports.
   • If your agency has different server port settings or needs, contact customer support.

6. After the OTCnet Local Bridge has been successfully installed message appears, click Finish.
7. The OTCnet OLB start and stop icons appear on the workstation desktop as shown in Figure 4.

**Figure 4. Start and Stop OTCnet Local Bridge icons**
Upgrade OTCnet Local Bridge (OLB) Application

The CCA and CA are authorized to upgrade the OLB.

As newer versions of the OTCnet OLB application become available, your Agency may choose to upgrade its workstations. Upgrade refers to installing an updated version of OTCnet OLB on a workstation that has a previous version of the OTCnet OLB installed.

Prior to initiating an OTCnet OLB application upgrade, consider the following information:

- Before uninstalling the OLB application, you must first stop the OLB application.
- If the OLB application is started on the workstation, ensure that it is stopped before uninstalling the application—or you cannot install the new OLB version.
- You must have Windows Administrator privileges to upgrade each computer.
- When upgrading to a newer OLB version, uninstall the previous OLB version and perform a new installation.
- The OLB certificate does not need to be reinstalled during the OLB upgrade.
- If you previously created and imported your OLB credentials, you do not need to recreate and reimport your OLB credentials after upgrading to a newer OLB version.
- The OLB application is required for workstation detection and performing check capture and check processing operations.
To upgrade the OTCnet Local Bridge (OLB) Application, complete the following steps:

1. Stop the OTCnet OLB application. From the desktop, double-click **Stop OTCnet Local Bridge**.

2. Locate the folder where the OTCnet OLB application is installed and uninstall it.

3. After downloading and saving the latest version of OTCnet OLB application, locate the folder where the OTCnet Local Bridge file (EXE file) resides. Double-click the file to start the installation.

4. The **Welcome to the OTCnet OLB Setup program** dialog box appears as shown in Figure 5. Click **Next**.

5. The **Destination Location** dialog box appears. Click **Next**.

**Application Tip**

As a best practice, it is recommended that the OLB application is installed into the default destination folder (i.e., C:\Program Files\OTCnet_olb).
6. The **Start Installation** dialog box appears. Click **Next**.

7. The **Server Port Settings** dialog box appears. Click **Next**. Wait a moment while the files install.

8. After the **OTCnet OLB has been successfully installed** message appears, click **Finish**.

**Application Tip**

To upgrade your OLB version from 2.2.0.0 to 2.3.0.0 or newer, you do not need to recreate or import your OLB credentials.

The OTCnet OLB start and stop icons appear on the desktop of the workstation as shown in Figure 6.

*Figure 6. Start and Stop OTCnet Local Bridge icons*
**Topic 2 Create the OTCnet Local Bridge (OLB) Profile**

After the **CCA** or **CA** downloads the OTCnet Local Bridge (OLB) application, the OLB certificate is installed on the workstation (applicable for version 1.2.0 or older), and the OLB application is installed on the workstation, the next step is to create the OLB profile.

If you are assigned the role of **CCA**, **CCS**, **CCLO**, **CCO**, **CA** or **CO**, you are authorized to create the OLB profile. The OLB profile is unique to each user role. Therefore, each of these user roles must create an OLB profile.

Before creating an OLB profile, consider the following information:

- Creating an OLB profile applies to all card processing and check processing users, including **CCA**, **CCS**, **CCLO**, **CCO**, **CA** and **CO**.
- The OLB application is required for the following:
  - Check capture workstation detection
  - The Deployable Disbursing System (DDS) Interface (DoD and Check Processing only)
  - Performing check processing and check capture operations, and performing card processing operations and card workstation detection.

When creating a Local Bridge Password, keep the following Password Criteria in mind, the password must contain:

- At least 12 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one numeric character
- No more than two repeating characters

The password must not be:

- A word in a language, slang, dialect, or jargon
- Related to personal identity, history, environment, or other personal associations
- Shared or displayed in plain view

The password criteria are displayed on the page when you enter and confirm your Local Bridge password.
Create the OTCnet Local Bridge (OLB) Profile

To create an OLB profile, complete the following steps:

1. From Administration, click Manage Users> Create Local Bridge and User Profile.
2. Select the relevant radio button for your version of the OLB or for OTCnet Offline.

**Application Tips**

Before you create your new profile, and if you downloaded and installed the newest version of the OLB, you must import the new OLB credentials file, required.

3. Enter your Local Bridge Password, and confirm your Local Bridge Password as shown in Figure 7. Click Submit.

**Figure 7. Create Local Bridge and User Profile Radio Buttons and Password**

**Application Tip**
4. A *Do you want to open or save [file name].ini?* dialog box appears. Click the **Save** drop-down arrow and select **Save as**.

**Application Tips**

- When saving the OLB credential file, **do not** rename the file as the file name must remain the same as it was generated.
- If the file name is changed, the OLB application will not run.

**Additional Buttons**

- Click **Open** and the file opens in the Microsoft Notepad application.
- Click **Cancel** and the *Do you want to open or save* dialog box closes, you remain on the **Create Local Bridge and User Profile** page.

5. The **Save** dialog box appears. Click **Save** as shown in Figure 8 or **Cancel**.

**Figure 8. Create Local Bridge and User Profile Save**
Application Tips

- Choose the location where you want to save the OLB credential file. Save the OLB credential file to any folder where you can save a file (e.g., My Documents folder, Desktop folder).
- The default location on the Save dialog box is the user’s My Documents folder.
- For a forgotten OLB password, or if you attempt to enter an incorrect password three times (or more), you must recreate an OLB credential file through the Create Local Bridge and User Profile page and save it again.
- You must also import your OLB credentials again, which is the next step in the OLB startup process.

Additional Button

Click Cancel to return to the Create Local Bridge and User Profile page without saving the file.
Topic 3 Import OTCnet Local Bridge (OLB) Credentials

The OTCnet Local Bridge (OLB) application is required for OTCnet Online users performing workstation configuration, check processing, card processing and check capture operations. As a CCA, CCS, CCLO, CCO, CA or CO you are required to import your OLB credentials to the workstation.

Additional version information includes the following:

- If upgrading your OLB version from 2.2.0.0 to 2.3.0.0 or newer you do not need to recreate or re-import your OLB credentials.
- If upgrading your OLB version from a version older than 2.2.0.0, you must recreate and re-import your OLB credentials.

The only time you need to recreate an OLB password is if you forget your OLB password. After recreating your OLB password, OTCnet users must reimport OLB credentials.

Importing OLB credentials is unique to each user. Therefore, if there are multiple users on a workstation, each user must import their OLB credentials.

Users are only required to import their OLB credentials once. After importing OLB credentials, users can successfully start the OLB application.

Before importing your OLB credentials, ensure the following steps have been completed in this order:

1. The CCA, or CA, downloaded the OLB application
2. The OLB certificate is installed on the workstation (applicable only for OLB versions 1.2.0 and older)
3. The OLB application is installed on the workstation

Each user has created an OLB profile, ensuring that the OLB credential file was not renamed (the file name remained the same as it was generated).
Import OTCnet Local Bridge (OLB) Credentials

To import OTCnet Local Bridge (OLB) credentials, complete the following steps:

1. Double-click the **Start OTCnet Local Bridge** icon located on the workstation desktop.

   Or

   Click **Start > Programs > Start OTCnet Local Bridge**.

   **Application Tips**

   If the icon does not reside in either location, contact your CCA or CA. They can help with:
   - Completing the steps required to install the OLB application on the workstation
   - Installing the OLB Application and OLB certificate for the check capture workstation (applicable for OLB versions 1.2.0 and older)
   - Creating your OLB profile
   - Importing your OLB credentials

2. The **OTCnet Local Bridge Startup** window appears. Click the **File** menu.

3. Click **Import User Profile** as shown in Figure 9.

   **Figure 9. Start OTCnet Local Bridge Startup**

   ![Start OTCnet Local Bridge Startup](image)

   **Application Tip**

   The default location on the **Select User Profile File** window is the user’s **My Documents** folder.

4. A **Successfully imported user profile** message appears. Click **OK**. Once you have successfully imported your OLB credentials, proceed with starting the OLB application on the workstation.
Summary

In this chapter, you learned:

- How to download and install the OTCnet Local Bridge (OLB) Application
- How to create the OTCnet Local Bridge (OLB) Profile
- How to import the OTCnet Local Bridge (OLB) Credentials
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Glossary

Click this link to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview
Welcome to Configuring Card Processing Settings. In this chapter, you will learn:

- The purpose of configuring card processing settings
- How to set up or modify a card terminal configuration
- How to view a card terminal configuration
- How to search an audit log
- How to select an 80mm Card Receipt Printer

Topics
This chapter is organized by the following topics:

1. Purpose of Configuring Card Processing Settings
2. Set Up or Modify a Card Terminal Configuration
3. Search an Audit Log
4. Select the 80mm Card Receipt Printer

Audience
The intended audience for the Configuring Card Processing Settings Participant User Guide includes:

View / Modify Configuration Functions
- Card Administrator
- Check Capture Administrator
- Check Capture Supervisor

View Configuration Only
- Card Operator
- Check Capture Lead Operator
- Check Capture Operator
**Topic 1 Purpose of Configuring Card Processing Settings**

As a **Card Administrator (CA)**, you are authorized to configure the card processing settings for your Agency’s card terminal. Additionally, as a **CA**, you are authorized to manually download or upgrade application software (e.g., the OTCnet Local Bridge Application [OLB]) which is used to communicate between OTCnet and a card terminal. You must register your card terminal.

For check processing, a **Check Capture Administrator (CCA)** can also download or upgrade the OLB.

To meet your agency’s card transaction needs, each card terminal must have configuration settings individually applied. The card terminal must be paired with OTCnet **before** the card terminal can be used for processing payments in OTCnet Online. The following is a list of data elements needed to pair the card terminal to OTCnet:

- **Card Terminal Internet Protocol (IP) address**—Internet Protocol Address is a unique number or address that computing devices, (e.g., computers, laptops, tablets, etc.) connected to a computer network, use to identify themselves and communicate with other devices in an IP-based network (e.g., the Internet).

- **OTC Endpoint Credit-Debit-Card (CDC)**—The endpoint (location) setup in OTCnet for CDC processing

- **OTCnet Generated Eight-Character Pairing Pin**—A pairing pin is a unique eight-character OTCnet-generated number used to pair OTCnet and the card terminal. During card terminal setup, the card terminal prompts the user for the pairing pin.
Topic 2 Set Up or Modify a Card Terminal Configuration

As a **Card Administrator (CA)** you are authorized to register/configure a card terminal. To register a card terminal, you must select your OTC Endpoint and enter your Card Terminal Internet Protocol (IP) Address. You can also unregister a card terminal. For this you must begin the steps to re-register a card terminal. And you are authorized to view a card terminal. To configure a card terminal, start the OLB. If the OLB is not started, you cannot pair the card terminal with OTCnet.

Once the OLB is started, ensure the following:

- The card terminal must be ethernet connected to the Internet/network and ready for pairing with the OTCnet server
- The CA must use either a Static (Fixed Internet Protocol Address [IP]) or Dynamic Host Configuration Protocol (DHCP) when configuring the card terminal. A static IP Address is recommended as it will not change.

Register a Card Terminal

To register a card terminal, modify your Card Terminal Configuration, by selecting your OTC Endpoint and entering your Card Terminal IP Address. The system searches for and displays a pairing pin, which you will enter into the card terminal. The system compares Merchant IDs and communicates when the connection is successful.
Register a Card Terminal

To register/configure a card terminal, complete the following steps:

1. From the Administration tab, select Manage Card Processing>Card Terminal Configuration>Modify. The Step 1 of 3: Select OTC Endpoint page appears.

   **Application Tip**

   When configuring a card terminal and have not started the OLB application, you receive the following message: “Card terminal detection failed. Ensure that the OLB application is running.”

2. Select the OTC Endpoint. Click Add. The Endpoint appears under Configured OTC Endpoint. Click Next.

3. The Step 2 of 3: Card Terminal Registration page appears, as shown in Figure 1. Enter the Card Terminal Internet Protocol (IP) Address and click Register. The system searches for the pairing pin. A pairing pin displays.

   **Figure 1: Terminal Registration, Enter Card Terminal IP Address**

   ![Figure 1: Terminal Registration, Enter Card Terminal IP Address]

   **Application Tip**

   Internet Protocol (IP) Address is a unique number or address that computing devices (e.g., laptops, tablets, mobile phones, etc.) connected to a computer network, use to identify themselves and communicate with other devices in an IP-based network (e.g., the Internet).
4. Enter the Pairing Pin on the card terminal, as shown in Figure 2. Press the green button. The green button indicates “OK” on the card terminal. The system compares Merchant IDs.

**Figure 2: Step 2 of 3: Card Terminal Registration, Pairing Pin and enter the Pairing Pin in the card terminal**

**Application Tips**

- A pairing pin is a unique eight-character OTCnet-generated number used to pair OTCnet and the card terminal.
- It may take 15-20 seconds to receive a pairing pin.
- The pairing pin number is entered on the card terminal.
5. The system compares **Merchant IDs** as shown in Figure 3.

**Figure 3. Step 2 of 3: Terminal Registration, Comparing Merchant IDs message**

- A **Merchant ID** is a unique designator assigned by Worldpay to reflect the processing location.
- Each agency has several Merchant IDs under a single **Chain Code**, to distinguish which agency location processed card transactions.
- The **Merchant ID** is entered at the lower-level endpoint in OTCnet.

6. The “Registration Successful!” message appears. Click **Next**.
7. The “Connection successful!” message appears. Click **Next**.
8. *The Step 3 of 3: Review the Terminal Configuration* page appears. Click **Submit** as shown in Figure 4. The **Confirmation** page appears. View the card terminal configurations, they are automatically populated.

**Figure 4. Step 3 of 3: Review the Card Terminal Configuration**
Application Tips

- Click the **Edit** hyperlink to modify the information entered.
- Click the **Unregister** hyperlink to unregister the terminal.

Additional Button

Click **Return Home** to return to the OTCnet Home Page.

Unregister a Card Terminal

As a **CA** you are authorized to unregister a card terminal after it has been paired with OTCnet, as needed. At times, you may need to unregister a terminal (i.e., you may want to add a different card terminal to an OTCnet terminal, or you may mistakenly register a terminal and wish to unregister it). First, you must begin the steps to re-register a card terminal before you can unregister it.

To unregister a card terminal, after it’s been paired with OTCnet, there are two options:

**Option 1:** Unregister from the *Registration Successful!* page.

**Option 2:** Unregister from the Review (**Step 3 of 3: Review Terminal Configuration**) page.

For Option 1, you will modify your Card Terminal Configuration by selecting an OTC Endpoint and entering the card terminal **IP Address** for the card terminal you wish to register. You will enter the pairing pin in the card terminal. Once the “*Registration Successful!*” message appears, you can unregister the card terminal.

For Option 2, you will modify your Card Terminal Configuration by selecting an OTC Endpoint and entering the card terminal **IP Address** for the card terminal you wish to register. You will enter the pairing pin in the card terminal. Once the “*Registration Successful!*” message appears, and the **Step 3 of 3: Review the Terminal Configuration** page appears, you can unregister the card terminal.
Unregister a Card Terminal

To unregister a card terminal after it’s been paired with OTCnet, there are two options:

- **Option 1**: Unregister from the *Registration Successful!* page.
- **Option 2**: Unregister from the Review (*Step 3 of 3: Review Terminal Configuration*) page.

For Option 1, complete the following steps:

1. From the *Administration* tab, click **Manage Card Processing > Card Terminal Configuration > Modify**. The *Step 1 of 3: Select OTC Endpoint* page appears.
2. Select an OTC Endpoint. Click **Add**. Select **Next**. The *Step 2 of 3: Terminal Configuration* page appears.
3. Enter the card terminal **IP Address** in to the **Enter Card Terminal IP Address** text box for the card terminal you wish to register, as shown in Figure 5. Click **Register**.

**Figure 5: Card Terminal Registration, Enter IP Address**

---

**Application Tip**

It may take 15-20 seconds to receive a pairing pin.
5. The “Registration Successful!” message appears. Click **Unregister**, as shown in Figure 6. Click **Next**.

**Figure 6: Step 2 of 3: Terminal Registration**

For Option 2, complete the following steps:

1. From the **Administration** tab, click **Manage Card Processing**>**Terminal Configuration**>**Modify**. The **Step 1 of 3: Select OTC Endpoint** page appears.

2. Select an OTC Endpoint. Click **Add**.

3. Click **Next**. The **Step 2 of 3: Terminal Configuration** page appears.

4. Enter the **Card Terminal IP Address** for the card terminal you wish to register. Click **Register**. OTCnet searches for the pairing pin.

5. Enter the pairing pin number, that appears in OTCnet, in to the card terminal. Press the **green button**. The green button indicates “OK” on the card terminal.

**Application Tip**

It may take 15-20 seconds to receive a pairing pin.

6. The “Registration Successful!” message appears. Click **Next**.
7. The Step 3 of 3: Review the Terminal Configuration page appears, as shown in Figure 7. Click Unregister.

![Figure 7: Step 3 of 3: Review the Terminal Configuration](image)

9. Click Next. The “Terminal unregistered” message appears.

**Additional Buttons**

- Click **Edit** to navigate to the Step 1 of 3: Select OTC Endpoint page to remove an OTC endpoint or add another available OTC endpoint.
- Click **Unregister** to unregister the card terminal.
- Click **Cancel** to stop terminal registration. A "Registration cancelled" message appears and the terminal registration ends.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home Page.
View Card Terminal Configuration

As a CA and CO you are authorized to view a card terminal configuration.

From the View Card Terminal Configuration page, the following actions occur:

- OTCnet verifies your OLB connection and the card terminal configuration.
  - This typically takes about 10-15 seconds.
- The card terminal(s) that has been configured appears.
View Card Terminal Configuration

To view card terminal configuration, complete the following steps:

1. From the Administration tab, click Manage Card Processing>Terminal Configuration>View.

2. The View Card Terminal Configuration page appears, as shown in Figure 8.

Figure 8: View Terminal Configuration
Topic 3 Search an Audit Log

The audit log records are interactions between the user and OTCnet. They allow users to search and view audit log entries for the completed audit trail within OTCnet. The audit log is available for download to a Comma Separated Value (CSV) report. It opens in a spreadsheet program or can be printed in a formatted audit log report.

If the audit log records contain Personally Identifiable Information (PII), the data is masked in the Transaction Description.

The CA and Card Operator (CO) are authorized to search audit logs related to card processing activities. The CCA, Check Card Operator (CCO), Check Card Lead Operator (CCLO) and Check Card Supervisor (CCS) can search audit logs related to check processing activities. Depending on your role, you can search for and view only specific audit logs. See Table 1 for details.

<table>
<thead>
<tr>
<th>User Role</th>
<th>Audit Log Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Capture Administrator (CCA)</td>
<td>Partial administration-related activities and all check capture-related activities</td>
</tr>
<tr>
<td>Check Capture Operator (CCO)</td>
<td>Own check capture-related activities</td>
</tr>
<tr>
<td>Check Capture Lead Operator (CCLO)</td>
<td>Own check capture-related activities</td>
</tr>
<tr>
<td>Check Capture Supervisor (CCS)</td>
<td>Partial check capture-related activities pertaining to own actions or actions taken by their CCO or CCLO</td>
</tr>
<tr>
<td>FS Viewer or Security Viewer</td>
<td>Administration-related, check capture-related, check processing-related, and deposit processing-related activities</td>
</tr>
<tr>
<td>Card Administrator (CA)</td>
<td>Partial administration-related activities and all card-related activities</td>
</tr>
<tr>
<td>Card Operator (CO)</td>
<td>Partial access to user’s own card-related activities</td>
</tr>
</tbody>
</table>

You can search audit logs by module, user, OTC Endpoint and other search criteria. When running a search without specifying any criteria, by default, the search results include all activities in the system that you have access to view. When running additional searches, the Search Results table repopulates with the results of the new search.
Chapter 8. Configuring Card Terminal Processing Settings

Search an Audit Log

To search an audit log, complete the following steps:

1. From the **Administration** tab, click **Audit**. The *Search Audit Logs* page appears.
2. Enter the search criteria for the activities you would like to view.

   Under **Search Criteria, optional**
   - Select a **Module** type.

**Application Tips**

- Card Processing **Module** options include **Administration** and **Card Processing**.
- Check processing **Module** options include **Administration**, **Check Capture**, **Check Processing**, and **Deposit Processing**.
- The **Module** drop-down options vary by user role.

- Enter a **User (login ID)**
- Select an OTC Endpoint
- Enter the **From** and **To** date and time ranges, **required**

**Application Tip**

The **From** and **To Create On Date** must be entered in MM/DD/YYYY format and cannot exceed 30 days.

- Select a **Keyword, required**
- Select a **Category Name, required**

**Application Tip**

The **Keyword and Category Name** drop-down options vary by user role

- Enter the **Card Terminal ID, for the workstation**
- Enter the **Batch ID**
The Batch ID is specific to Check Processing.

- Select an Event Type (see Table 2).

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Includes all event types in the audit log</td>
</tr>
<tr>
<td>Error</td>
<td>Error entries are created when the system is unable to complete an action.</td>
</tr>
<tr>
<td>Informational</td>
<td>Informational entries are general records of the activity that has happened while using OTCnet.</td>
</tr>
<tr>
<td>Warning</td>
<td>Warning entries are created to inform the user when events of note have taken place. This includes cancelling an action, deleting information from the system and inactive users.</td>
</tr>
</tbody>
</table>

- Select an Operation Mode

Application Tip

**Operation Mode** options include All, Online, or *Offline.

* Offline applies to OTCnet Check Capture Processing only.

3. Click Search. The Search Results table appears.

Application Tips

- When running a search without specifying any criteria, the search results include all activities in the system that you have access to view.
- When running additional searches, the Search Results table repopulates with the results of the new search.

Application Tips

- Click Download to download the search results.
- Click Print Audit Log Records to print a formatted audit log record.

4. Click the Audit Log ID hyperlink to view additional details for an individual audit log entry, as shown in Figure 9. The View Audit Log Details page appears.
Figure 9: Audit Log Input

Application Tip

If the Audit Log records contain Personally Identifiable Information (PII) the data is masked.
**Topic 4 Select 80mm Card Receipt Printer**

As a **Card Operator (CO)**, you have the option to choose **Select 80mm Card Receipt Printer**. OTCnet offers the option to select an 80mm Card Receipt Printer for card processing receipts. Receipts are printed on 80mm (3.125 inch) paper.

Before selecting your 80mm printer, ensure that you verify the following:

- Your printer must be installed on your workstation or network. If you do not install the 80mm printer, card receipts are sent to your default Windows printer.
- The OLB is not started. If it is started, you receive a message that the OLB is running and you cannot access the OLB menu until you stop the OLB.
- You must have the latest OLB version to select the 80mm printer.

If your agency uses check processing and/or deposit processing, check or deposit items print to the Windows default printer, not the 80mm printer.

For the 80mm printer driver installation process, review the system requirements document ([https://www.fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf](https://www.fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf)) for additional information.
Select 80mm Card Receipt Printer

To select the 80mm Card Receipt Printer, complete the following steps:

1. Double-click the **Start OTCnet Local Bridge** icon located on the terminal’s desktop.
   
   Or
   
   Click **Start>Programs>Start OTCnet Local Bridge**.

2. The **OTCnet Local Bridge Startup** window appears. Click the **File** menu, and select **Select 80mm Card Receipt Printer**, as shown in Figure 10.

   ![Figure 10. Start OTCnet Local Bridge Startup](image)

3. The **Select 80mm Card Receipt Printer** window appears. Select a printer and click **Confirm**, as shown in Figure 11.

   ![Figure 11: Confirm the 80mm Printer](image)
Chapter 8. Configuring Card Terminal Processing Settings

Application Tips

- To cancel your selection (Select 80mm Card Receipt Printer), click Clear Selection & Close to cancel and close the window.
- A “The Windows default printer, ‘Microsoft Print to PDF,’ is used as your card receipt printer” message appears.

4. The “You have successfully chosen XXX Printer as your 80mm card receipt printer” message appears. Click OK to return to the OLB Login page.

Application Tips

- In the event that your 80mm printer is no longer available (if your printer drivers are removed from the Window’s list of managed printers), the “Your previously selected 80mm card receipt printer, ‘XXX Printer’, is no longer available. Card Receipt printing reverts back to using the Windows default printer. Please select an 80mm printer again to enable 80mm card receipt printing” message appears on the OLB login page.
- Click Ok.
Summary

In this chapter, you learned:

- The purpose of configuring card processing settings
- How to set up or modify a card terminal configuration
- How to unregister a card terminal
- How to view a card terminal configuration
- How to search an audit log
- How to select the 80mm Card Receipt Printer
Chapter 9. Configuring Check Processing Settings
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Glossary

Click this link to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview
Welcome to Configuring Check Processing Settings. In this chapter, you will learn:

- The purpose of configuring check capture settings
- How to set up or modify a terminal configuration
- How to view a terminal configuration
- How to search an audit log
- How to download and install firmware

Topics
This chapter is organized by the following topics:

1. Purpose of Configuring Check Processing Settings
2. Set Up or Modify a Terminal Configuration
3. Search an Audit Log
4. Download and Install Firmware

Audience
The intended audience for the Configuring Check Processing Settings Participant User Guide includes:

View / Modify Configuration Functions
- Check Capture Administrator
- Check Capture Supervisor

View Configuration Only
- Check Capture Lead Operator
- Check Capture Operator
Chapter 9. Configuring Check Processing Settings

Topic 1 Purpose of Configuring Check Processing Settings Online

Only Check Capture Administrators (CCA) and Check Capture Supervisors (CCS) are authorized to configure the check processing settings for your Agency terminals. Depending on your user role, you may see all, or only specific check capture activities within your Agency.

Additionally, as a CCA, you can manually download or upgrade application software for a terminal (e.g., the OTCnet Local Bridge [OLB] Application) used to communicate between OTCnet and the check capture terminal.

To meet your check capturing for your location, each OTCnet terminal must have configuration settings individually applied. You can add or update the following:

- **System Configuration**: Used to define LVD usage (offline users) and receipt printing
- **Application Configuration**: Used to define a Terminal ID, processing mode, specify a cashflow method, and to specify batch control and batch control prompts
- **Devices Configuration**: Used to specify the scanner type and communication channel, as well as enable franking
- **Available OTC Endpoints**: Used to add available OTC Endpoints for data entry
- **Configured OTC Endpoints**: Used to set a default OTC Endpoint, review already-configured OTC Endpoints or remove unused OTC Endpoints from the terminal
Chapter 9. Configuring Check Processing Settings

Topic 2 Set Up or Modify a Terminal Configuration

The CCA and CCS are authorized to configure a check capture terminal. To configure a check capture terminal online, enter your system configuration, add or update your OTC endpoints and verify the terminal configuration. The Card Administrator (CA) is authorized to configure a card terminal.

If you are configuring a check capture terminal, you must first start the OTCnet Local Bridge (OLB) application.

The Scanner Types table presents a list of the scanners supported by OTCnet. They can be configured to a check capture terminal.

<table>
<thead>
<tr>
<th>Table 1. Scanner Types</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EC700i</strong></td>
</tr>
<tr>
<td>This scanner will automatically scan both sides of a check and can scan in single or batch mode (one or more checks in a batch)</td>
</tr>
<tr>
<td><strong>EC9100i</strong></td>
</tr>
<tr>
<td>This scanner will automatically scan both sides of a check and can scan in single or batch mode (one or more checks in a batch)</td>
</tr>
<tr>
<td><strong>Panini MyVision X</strong></td>
</tr>
<tr>
<td>This scanner will automatically scan both sides of a check and can scan in single or batch mode (one or more checks at a time)</td>
</tr>
<tr>
<td><strong>Panini Vision X</strong></td>
</tr>
<tr>
<td>This scanner will automatically scan both sides of a check and can scan in single or batch mode (one or more checks at a time)</td>
</tr>
<tr>
<td><strong>Panini I: Deal</strong></td>
</tr>
<tr>
<td>This scanner will automatically scan both sides of a check and can scan in single or batch mode (one or more checks at a time)</td>
</tr>
</tbody>
</table>

Configure a Check Capture Terminal Online

To configure a check capture terminal online, enter your system configuration, including LVD Usage, Receipt Printing, Application Configuration and Devices Configuration and add or update your OTC endpoints, as needed. Verify the terminal configuration, including Configured OTC Endpoints, System Configuration, Application Configuration and Devices Configuration. You can also edit the information.
Configure a Check Capture Terminal Online

To configure a check capture terminal online, complete the following steps:

1. From the Administration tab, select Manage Check Processing>Terminal Configuration>Modify. The Step 1 of 4: Gathering Terminal Information page may appear briefly. The Step 2 of 4: Update the Terminal Configuration page appears.

2. Enter the system configuration and click Next. The Step 3 of 4: Update the Configured OTC Endpoints page appears.

Under System Configuration,
Set LVD Usage by, optional
- Checking or unchecking Personal Check and/or Non-Personal for Customer Present
- Checking or unchecking Personal Check and/or Non-Personal for Customer Not Present

Application Tip
If you are configuring a check capture terminal and have not started the OTCnet Local Bridge (OLB) application, you receive the following message: Terminal detection failed. Please ensure that the OLB application is running.

Set Receipt Printing by, optional
- Checking Customer Present, optional
  - Click the Manual or Automatic radio button
    - Check with preview
- Checking Customer Not Present, optional
  - Click the Manual or Automatic radio button
    - Check with preview
Application Tips

- Leaving both the **Customer Present** and **Customer Not Present** fields unchecked results in the disabling of this option. If receipts are desired, click the appropriate box(es). When the **Customer Present** and/or **Customer Not Present** fields are clicked, the default setting is **Manual**.
  - Click **Manual** to require the operator to take additional steps to print the receipt.
  - Click **Automatic** to print a receipt each time a transaction is entered.
  - Click **with preview** to allow the operator to see the receipt on the screen prior to the generation of the printout.
- When printing receipts, the system prints to the Windows default printer. All receipts print to the Windows default printer.

Under **Application Configuration**,

- Enter the **Terminal ID**
- Select **Single** or **Batch** for Processing mode
- Select **Settle Best Method** or **Truncate All Items** for Cashflow
- Check **Back Office Processing Only**
- Select **Optional** or **Mandatory** for Batch Control
- Click **Prompt on Batch Create** and/or **Prompt on Batch Close** for Batch Control Prompts
Application Tips

- The Terminal ID field is available for data entry during initial setup. After the Terminal ID is assigned, it is protected and cannot be changed.
- The Host Name field is automatically generated based on your computer's registry and cannot be changed.
- The Single processing mode allows the user to scan only one check at a time. The Batch processing mode allows groups of checks to be scanned all at once, prior to the data entry for the items. The Batch processing mode is available for EC7000i, EC9100i, and all Panini scanners.
- The Settle Best Method is the default selection, and when selected exclusively on the configuration screen, all processing methods (Customer Present, Customer Not Present, and Back Office) are allowed for either personal or non-personal items on the Entry Screen. The Back Office processing method must be used by agencies that receive payments in person, then scan the checks at a later time in a controlled, back office environment. If Truncate All Items is selected, only non-personal items are allowed (for all processing methods) on the Entry Screen.
- If the Batch Control is set to Optional, OTCnet prompts the user to use the batch control. If the Batch Control is set to Mandatory, OTCnet prompts for batch control totals.

Under Devices Configuration,

- Select the Scanner model, required
- Select USB Port or Serial Port, required
- Select the Serial Port type
- Check Franking Enabled, optional
Chapter 9. Configuring Check Processing Settings

Application Tips

- **USB Port**: EC7000i, EC9100i, Panini MyVision, Panini VisionX, and Panini I: Deal scanners require a USB port communication channel. EC7000i scanners support USB and Serial communication channels.
- **Serial Port and COM dropdown**: The user selects the serial port (i.e., COM port) where they have connected a serial scanner.
- **USB-to-Serial adapters**: USB-to-serial adapters are not supported. EC7000i scanners support USB and Serial communication channels.
- A “No Serial Ports are available for configuration” message displays if a Serial Port is not available for the terminal. A “No Serial Ports are available for configuration” message does not display if the terminal has a COM port enabled or if there is a COM port enabled, and there is no physical Serial Port.
- The **Franking Enabled** option allows the scanner to automatically stamp the front of checks. Franking is available for EC7000i, EC9100i, and Panini I: Deal scanners.

3. Add or remove the OTCnet endpoint(s) that perform check scan, designate a default OTC Endpoint, and click **Next** as shown in Figure 1. The **Step 4 of 4: Review the Terminal Configuration** page appears.

Under **Available OTC Endpoints**,
- Select the **OTC Endpoint(s)** you want to **Add** by checking the box(es) under the **Add** column, and click **Add**

Under **Configure OTC Endpoint**,
- Select a **Default OTC Endpoint**, **required**
- Select the OTC Endpoint(s) you want to **Delete** by checking the box(es) under the **Remove** column, and click **Remove**, if applicable
Figure 1. Step 3 of 4: Update the Configured OTC Endpoints

Application Tips

- The OTC Endpoints are permission based and are only visible to users with the appropriate permissions. At least one Default OTC Endpoint is required per terminal. While a default is chosen, it does not prevent you from scanning against another configured OTC Endpoint.
- Selecting a Default OTC Endpoint determines which OTC Endpoint to use when performing Check Scan actions.
- Multiple OTC Endpoints can be selected, but only one can be set as a Default OTC Endpoint.

4. Verify the Terminal Configuration is correct and click Submit. Click Edit to modify the information entered. A Confirmation page appears stating that the Terminal Configuration record has been updated.

Additional Buttons

- Click Cancel to return to the OTCnet Home Page. No data is saved.
- Click Previous to return to the previous page.
- Click Return Home to return to the OTCnet Home Page.
View Terminal Configuration

The CCA, CCS, Check Capture Lead Operator (CCLO) and Check Capture Operator (CCO) are authorized to view check terminal configuration details for each terminal configured.

Terminal configuration details include the following:

- **OTC Endpoint Configuration**: OTC Endpoints and default OTC Endpoint
- **System Configuration**: LVD usage (offline users) and receipt printing
- **Application Configuration**: Terminal ID, host name, processing mode, cashflow method, batch control and batch control prompts
- **Devices Configuration**: Scanner type, communication channel, and franking

You can view terminal configuration from the View Terminal Configuration page.
To view terminal configuration, complete the following steps:

1. From the Administration tab, click Manage Check Processing>Terminal Configuration>View.
2. The View page appears as shown in Figure 2.

Click Return Home to go OTCnet Home.
Topic 3 Search an Audit Log

The audit log records are interactions between the user and OTCnet. They allow users to search and view audit log entries for the completed audit trail within OTCnet. The audit log is available for download to a Comma Separated Value (CSV) report and opened in a spreadsheet program or available to print in a formatted audit log report.

If the audit log records contain Personally Identifiable Information (PII), the data is masked in the Transaction Description. To view more details about a specific batch, including PII, access Batch Management.

The CCA, CCO, CCLO, and CCS are authorized to search audit logs related to check processing activities. The CA and Card Operator (CO) are authorized to search audit logs related to card processing activities. Depending on your role, you can search for and view only specific audit logs. See Table 2 for more details.

<table>
<thead>
<tr>
<th>Table 2. Audit Log User Permissions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User Role</strong></td>
</tr>
<tr>
<td>Check Capture Administrator (CCA)</td>
</tr>
<tr>
<td>Check Capture Operator (CCO)</td>
</tr>
<tr>
<td>Check Capture Lead Operator (CCLO)</td>
</tr>
<tr>
<td>Check Capture Supervisor (CCS)</td>
</tr>
<tr>
<td>FS Viewer or Security Viewer</td>
</tr>
<tr>
<td>Card Administrator (CA)</td>
</tr>
<tr>
<td>Card Operator (CO)</td>
</tr>
</tbody>
</table>

You can search audit logs by module, user, OTC Endpoint, and other search criteria (created on date, batch ID, event type, etc.). If you run a search without specifying any criteria, by default the search results include all activities in the system that you have access to view. If you run additional searches, the Search Results table repopulates with the results of the new search.

Search an Audit Log Online

To search an audit log, enter your search criteria—including module options (Administration Check Capture and Check Processing), User, OTC Endpoint, From and To dates, Keyword (All or make your selection from the list i.e., Application Exception, Batch Management, etc.) and Category Name (All or make your selection from the list i.e., Accept Duplicate, Access, etc.), Terminal ID, Batch ID and Event Type (Error, Information and Warning) Operation Mode (All, Online, or Offline).

Click your Audit Log ID hyperlink to view additional details for an individual audit log entry. Download and print your formatted audit log record, including the Audit Log Record Summary; Audit Log ID, Created On, Context, User Login ID, OTC Endpoint, Terminal ID, Batch ID, Transaction Description, Module and Event Type, Audit Log Attribute Info, User Name and Audit Log Field Info. You can also view your audit log details.
To search an audit log, complete the following steps:

1. From the Administration tab, click Audit. The Search Audit Logs page appears.
2. Enter your search criteria.

   Under Search Criteria, optional
   - Select a Module type.
   - Enter a User
   - Select an OTC Endpoint
   - Enter the From and To date and time ranges, required
   - Select a Keyword, required
   - Select a Category Name, required
   - Enter the Terminal ID
   - Enter the Batch ID
   - Select an Event Type
   - Select an Operation Mode

Application Tips

- Module drop-down options vary by user role. Module options include Administration, Check Capture, Check Processing, and Deposit Processing.
- Card Processing Module options include Administration and Card Processing.
- The From and To Created On Date must be entered in MM/DD/YYYY format and cannot exceed 30 days.
- The Keyword and Category Name drop-down options vary by user role.
- Operation Mode options include All, Online, or Offline.
**Application Tip**

**Event Types** are categories of events that are recorded by the audit log.

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All</strong></td>
<td>Includes all event types in the audit log</td>
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<tr>
<td><strong>Warning</strong></td>
<td>Warning entries are created to inform the user when events of note have taken place. This includes cancelling an action, deleting information from the system and inactive users.</td>
</tr>
</tbody>
</table>

3. Click **Search**. The **Search Results** table appears as shown in Figure 3.

**Figure 3. Audit Log Output**

---

**Application Tips**

- Run a search without specifying any criteria, the search results include all activities in the system that you have access to view. Run additional searches, the **Search Results** table repopulates with the results of the new search.
- Click **Download** to download the search results.

4. Click the **Audit Log ID** hyperlink to view additional details for an individual audit log entry. The **View Audit Log Details** page appears.
Application Tips

- Click **Print Audit Log Records** to print a formatted audit log record.
- If the audit log records contain Personally Identifiable Information (PII) the data is masked.

Additional Buttons

- Click **Previous** to return to the previous page.
- Click **Return Home** to the OTCnet Home Page.
Topic 4 Download and Install Firmware

Download Firmware

If you are assigned the role of CCA, you are authorized to manually download check capture application firmware. The firmware “release” allows for the initial download or upgrades to the scanner software that enables a scanner to be used on a terminal. The firmware version you install also contains a series of other back-end installation files that must be used on a terminal to enable it to be used for Check Capture in OTCnet.

Prior to each firmware upgrade, the currently installed firmware must be uninstalled first.

Additionally, firmware upgrades are operating system (Windows 10) and scanner (e.g., EC7000i, EC9100i, Panini MyVision, or Panini Vision X) specific.

Therefore, downloading and executing the correct firmware upgrades ensures that a terminal and scanner are functioning properly. To determine firmware upgrades by firmware version, scanner, and operating system, refer to the OTCnet System Requirements and Reference Guide at: https://www.fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf.

If an agency (OTC Endpoint) has multiple terminals and requires more than one firmware due to varying workstation requirements, download and execute the firmware for each terminal.

For offline users, this topic allows a user to download a “client” version of the OTCnet application to install on their terminals. Once the upgrade is downloaded to the terminal, an authorized user with terminal administrator rights must log in to the terminal and execute the upgrade. If there is more than one terminal per OTC Endpoint, the CCA must download and execute the firmware (release) for each terminal.

You must download firmware using Download Release, selecting Firmware and saving the file to your chosen location.
Download Firmware

To download firmware, complete the following steps:

1. From the Administration tab, click Manage Centralized Deployment > Download Release.
2. From the Application drop-down menu, select Firmware.
3. Click Next. The Select Firmware for Download page appears.

**Application Tips**

- Prior to each firmware upgrade, the currently installed firmware version must be uninstalled first.
- Firmware upgrades are operating system (e.g., Windows 10) and scanner (e.g., EC7000i, EC9100i, Panini MyVision X) specific.
- Each firmware version has a corresponding terminal configuration(s) that it supports (by scanner and by operating system). Determine the appropriate firmware upgrade by firmware version, scanner, and operating system before downloading.

4. Click the Firmware hyperlink to download the firmware. The Review Firmware Download page appears.
5. Click Download as shown in Figure 4. The Save Program dialog box appears.

**Figure 4. Review Firmware Download**

6. Click Save or Cancel.
• Click **Save** to choose the location where you want to save the file.
• Click **Cancel** to the *OTCnet Check Capture Application Download* page without saving the file.

---

**Additional Buttons**

• Click **Previous** to return to the previous page.
• Click **Return Home** to the OTCnet Home
Install Firmware

After the CCA downloads the firmware, the next step is to install the firmware (must be done for each terminal). This can be completed by the CCA, CCS, CCLO, and CCO. However, before you install the firmware consider the following information:

- You must have Windows Administrator privileges to install the firmware.
- If using OTCnet Offline, close any open batches and upload all existing batches in Batch Management, as well as stop the Offline application.
- Ensure the scanner is not connected to the terminal as it may cause scanner connectivity issues.
- If a previous version of firmware is installed, uninstall it before installing the new firmware version. See the Install OTCnet Firmware printable job aid for specific directions.
- Firmware versions 4.0.0 and 3.1.2 support the RDM EC7000i, RDM EC9100i, Panini MyVisionX, Panini Vision X, and Panini I:Deal scanners. Additionally, Firmware versions 4.0.0 and 3.1.2 support Windows 10 Operating Systems.
- Firmware version 2.0.0 supports the RDM EC7000i, Panini MyVisionX, Panini Vision X, and Panini I:Deal scanners. Additionally, Firmware version 2.0.0 supports Windows 10 Operating Systems.

For Windows 10:

1. Access your Control Panel under Start > Window Systems > Control Panel
2. Click Programs > Uninstall Programs
3. In the Currently installed programs box, click OTCnetFirmware
4. Click Remove
5. Click Yes and wait while the Firmware uninstalls

Verify the OTCnetFirmware and Panini X.X.X Universal Installer automatically uninstalled.

For more information about the firmware version that matches the terminal settings, refer to the OTCnet System Requirements and Reference Guide at: https://www.fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf.

To install firmware, install the firmware file (MSI file).
Install Firmware

To install OTCnet firmware, complete the following steps:

1. Locate the folder where the firmware file (MSI file) resides and double-click the file to start the installation. The *Welcome to the OTCnet Firmware Installation Wizard* dialog box appears.

2. Click **Next**. The *User Information* dialog box appears.

3. Click **Next**. The *Destination Folder* dialog box appears as shown in Figure 5.

   **Figure 5. Destination Folder Dialog Box**

   ![Figure 5. Destination Folder Dialog Box](image)

   To install the firmware to another folder destination, click **Browse** to select a different folder. Click **Cancel** to exit the setup.

4. Click **Next**. The *Ready to Install the Application* dialog box appears.

5. Click **Next**. Wait a moment while the files install.
Application Tip

During the installation process for OTCnet Firmware, you can continue to use their workstations. However, OTCnet and all related activities are unavailable until the installation of the Firmware is complete.

The installation time can vary from workstation to workstation. Users can expect a duration of up to 30 minutes to complete full installation. Do not close the installation window until the installation is complete.

6. The *OTCnet Firmware has been successfully installed* message appears. Click **Finish**.
Summary

This chapter provided information on:

- The purpose of configuring check processing settings
- How to set up or modify a terminal configuration
- How to view a terminal configuration
- How to search an audit log
- How to download and install firmware
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Glossary

Click this link to access the full OTCnet Glossary.
Overview, Topics, and Audience

Overview

Welcome to *Setting Up and Configuring Check Capture Offline*. In this chapter, you will learn:

- Purpose of Setting Up and Configuring Check Capture Offline
- Download and Install OTCnet Offline Check Capture Software
- Manage a Check Capture Administrator Profile
- Manage OTC Endpoints
- Manage User Profiles
- Manage Offline Users
- Manage a Check Capture Terminal
- Search an Audit Log
- Recover a Batch

Topics

This topics in this chapter include following:

1. Purpose of Setting Up and Configuring Check Capture Offline
2. Download and Install OTCnet Offline Check Capture Software
3. Manage a Check Capture Administrator Profile
4. Manage OTC Endpoints
5. Manage User Profiles
6. Manage Offline Users
7. Manage a Check Capture Terminal
8. Search an Audit Log
9. Recover a Batch

Audience

The intended audience for *Setting Up and Configuring Check Capture Offline* includes:

- Check Capture Administrator
- Check Capture Supervisor
- Check Capture Lead Operator
- Check Capture Operator
**Topic 1 Purpose of Setting Up and Configuring Check Capture Offline**

OTCnet Offline allows an OTC Endpoint to scan checks and close batches without internet connectivity. Online functions (i.e., upload a batch, acknowledge a batch, or manage OTC Endpoints or users) require appropriate permission in addition to internet connectivity. Table 1, the Offline/Online Functions, Internet Connectivity and User Matrix illustrates the functions of each user role and whether they are performed Online or Offline.

<table>
<thead>
<tr>
<th>Function</th>
<th>OTCnet Offline</th>
<th>OTCnet Online</th>
<th>Requires Internet Connectivity</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download and Install*</td>
<td></td>
<td>*</td>
<td>*</td>
<td>CCA</td>
</tr>
<tr>
<td>OTCnet Offline Check Capture Software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create a CCA Offline Logon Profile**</td>
<td></td>
<td>*</td>
<td>*</td>
<td>CCA</td>
</tr>
<tr>
<td>Retrieve a Check Capture Administrator Profile</td>
<td></td>
<td></td>
<td></td>
<td>CCA</td>
</tr>
<tr>
<td>Manage OTC Endpoints</td>
<td>*</td>
<td></td>
<td>*</td>
<td>CCA, CCS, CCLO</td>
</tr>
<tr>
<td>Manage User Profiles</td>
<td>*</td>
<td></td>
<td></td>
<td>CCA</td>
</tr>
<tr>
<td>Manage Offline Users</td>
<td>*</td>
<td></td>
<td></td>
<td>CCA</td>
</tr>
<tr>
<td>Manage a Check Capture Terminal</td>
<td>*</td>
<td></td>
<td></td>
<td>CCA, CCS</td>
</tr>
<tr>
<td>View an Audit Log</td>
<td>*</td>
<td></td>
<td></td>
<td>CCA, CCS, CCLO</td>
</tr>
<tr>
<td>Recover a Batch</td>
<td>*</td>
<td></td>
<td></td>
<td>CCS</td>
</tr>
</tbody>
</table>

CCA = Check Capture Administrator, CCS = Check Capture Supervisor, CCL/O = Check Capture Lead Operator or Check Capture Operator.

* Installation does not require the user to be logged into either OTCnet Online or Offline, and it does not require internet access.

** The OTCnet Offline application must be installed before a CCA Offline logon profile can be created.
Topic 2 Download, Install, and Upgrade OTCnet Offline Check Capture Software

If you are assigned the role of CCA, you are authorized to manually download check capture application firmware. The firmware “release” allows for the initial download or upgrades to the scanner software that enables a scanner to be used on a terminal. The firmware version you install also contains a series of other back-end installation files that must be used on a terminal to enable it to be used for Check Capture in OTCnet.

Prior to each firmware upgrade, the currently installed firmware must be uninstalled first.

Additionally, firmware upgrades are operating system (Windows 10) and scanner (e.g., EC7000i, EC9100i, Panini MyVision, or Panini Vision X) specific.

Downloading and executing the correct firmware upgrades ensures that a terminal and scanner are functioning properly. To determine firmware upgrades by firmware version, scanner, and operating system, refer to the OTCnet System Requirements and Reference Guide at: https://www.fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf.

If an agency (OTC Endpoint) has multiple terminals and requires more than one firmware install due to varying workstation requirements, download and execute the firmware for each terminal.

For offline users, this topic allows a user to download a “client” version of the OTCnet application to install on their terminals. Once the upgrade is downloaded to the terminal, an authorized user with terminal administrator rights must log in to the terminal and execute the upgrade. If there is more than one terminal per OTC Endpoint, the CCA must download and execute the firmware (release) for each terminal.

You must download firmware using Download Release, selecting Firmware and saving the file to your chosen location.
Download the OTCnet Offline Check Capture Software

To download the OTCnet Offline Check Capture Software in OTCnet Online, complete the following steps:

1. From the **Administration** tab, click **Manage Centralized Deployment>Download Release**. The **Download Release** page appears.

2. From the **Application** drop-down menu, select **OTCnet**.

   **Application Tips**

   - By default, the **Application** drop-down menu is set to **Firmware**.
   - The OTCnet application is the OTCnet Offline check capture software.
   - Before a terminal can scan checks in **OTCnet Offline**, you must download and install both the **Firmware** and **OTCnet** application.
   - If you are upgrading OTCnet Offline, and your Agency manages verification records, you do not need to reset and download the Local Verification Database (LVD).

3. Click **Next**. The **Select Application for Download** page appears.

4. Click the **OTCnet** hyperlink to download the software as shown in Figure 1. The **Review Application Download** page appears.

   **Figure 1. Select Application for Download**

5. Click **Download** as shown in Figure 2. The **Save Program** dialog box appears.
6. Click **Save** or **Cancel**. The **OTCnet Offline** icon appears on the workstation desktop and on your Start Menu under Programs once the application is successfully installed.

### Additional Buttons

- Click **Save** to choose a location to save the file.
- Click **Cancel** to return to the **OTCnet Check Capture Application Download** page, without saving the file.
- Click **Previous** to return to the previous page.
- Click **Return Home** to the OTCnet Home page.
Install OTCnet Offline Check Capture Software

After the OTCnet Offline Check Capture Software is downloaded, the next step is to install the software (must be done for each terminal). The Offline software was developed to provide the same functionality offered by OTCnet Online to agencies that cannot rely on a consistent online connection.

To *install* the OTCnet Offline Check Capture software, there must not be a previous version of OTCnet Offline installed on a terminal. You must have Windows Administrator privileges on each terminal. Additionally, more than one version of the OTCnet Offline (Production or QA) application can be installed on a terminal. Each version of the application must be installed separately.

If installing the OTCnet Offline Check Capture Software for the first time (i.e., not upgrading from an older version), you must install the application *before* creating the **Check Capture Administrator (CCA)** Offline logon profile. If you are installing the OTCnet Offline application, you must also install the application *before* creating the CCA Offline logon profile. Next, you must create a CCA Offline logon profile to run the OTCnet application, it can only be created *after* installing the OTCnet Offline application.

To install OTCnet Offline Check Capture Software, you must start the **OTCnet Offline installation** and complete the OTCnet Offline QA-Future Setup program. Choose the **C:\Program Files\OTCnet_qai_future** destination folder to save the file and start the installation. Server Port settings prepopulate and the files install.
To install the OTCnet Offline Check Capture software, complete the following steps:

1. Locate the folder where the OTCnet software file (EXE file) resides and double-click the OTCnet Offline.exe icon. The Welcome to the OTCnet Offline Installation Wizard dialog box appears.

2. Click Next. The Destination Location dialog box appears as shown in Figure 3.

   ![Figure 3. Destination Location Dialog Box](image)

   - To install the software to another folder destination, click Browse to select a different folder.
   - Click Cancel to exit the setup.

1. Click Next. The Start Installation dialog box appears.

2. Click Next. The Server Port Settings dialog box appears.

3. Click OK. The Installing dialog box appears. Wait a moment while the files install.
4. The message “OTCnet Offline has been successfully installed” appears. Click Finish. The OTCnet Offline icon appears on your desktop.

**Application Tip**

After OTCnet Offline is successfully installed, an OTCnet Offline icon appears on the workstation desktop and on your Start Menu under Programs.
Upgrade OTCnet Offline Check Capture Software

As new versions of OTCnet Offline Check Capture software become available, your Agency may choose to upgrade its terminals. Upgrade refers to installing an updated version of OTCnet Offline on a terminal that has a previous version of OTCnet Offline installed.

Before initiating an OTCnet Offline Application upgrade, consider the following information:

- **Before uninstalling the OTCnet Offline Application**, you must first stop the OTCnet Offline Application. If the OTCnet Offline Application has been started on the terminal, ensure that it is stopped before uninstalling the application.

- **When upgrading to a newer OTCnet Offline version**, you must uninstall the previous offline version and perform a new installation.

- **When upgrading OTCnet Offline**, you must install the application first, **before** creating the Check Capture Administrator (CCA) Offline logon profile. You also need to create a CCA Offline logon profile to run the OTCnet Offline application, but it can only be created **after** installing the OTCnet Offline application.

- **When upgrading OTCnet Offline**, and your Agency manages verification records, you do not need to reset and download the Local Verification Database (LVD) for each terminal.

- **More than one OTCnet Offline application environment** (Production or QA) can be installed and upgraded on a computer. Each Offline application environment must be upgraded separately.

- **You need Windows Administrator privileges** for each computer you are upgrading.

- **To upgrade the OTCnet Offline Check Capture Software**, close any open batches, upload all existing batches and stop the Offline application.

- **You must install the files using the OTCnet Offline.exe icon** and click through the OTCnet Offline QAi-Future setup to install the software.
To upgrade OTCnet Offline Check Capture software, complete the following steps:

1. Close any open batches and upload all existing batches in **Batch Management**.
2. From the Windows Start Button menu, select **Stop OTCnet Offline** to stop the offline application as shown in Figure 4.

![Figure 4. Stop OTCnet Offline](image)

3. Locate the folder where the OTCnet software file (EXE file) resides and double-click the **OTCnet Offline.exe** icon. The **Welcome to the OTCnet Offline Installation Wizard** dialog box appears.
4. Click **Next**. The **Destination Location** dialog box appears as shown in Figure 5.

![Figure 5. Destination Location](image)
5. Click **Next**. The *Start Installation* dialog box appears.

6. Click **Next**. The *CCA Offline User Credentials* dialog box appears.

7. Enter your **User ID** and **Offline Password** in the appropriate text boxes and click **Next**. Wait while the files install.

**Application Tips**

- If an incorrect **User ID** and/or **Offline Password** is entered, an *Installation Error* dialog box message appears stating that the entered username (User ID) and/or password is invalid as shown in Figure 6.
- Click **OK**. The upgrade process is cancelled.
- Run the installer again and enter the correct credentials.

**Figure 6. Installation Error**

8. After the *OTCnet Offline has been successfully installed* message appears, click **Finish**. You now have the upgraded version of OTCnet Offline Check Capture Software.
Create a Check Capture Administrator Offline Logon Profile

A Check Capture Administrator (CCA) Offline logon profile is required for upgrading the OTCnet Offline application and starting the OTCnet Offline server.

The CCA Offline logon profile is also referred to as the User profile.

Before creating a CCA Offline logon profile, for the new OTCnet Offline release, any previous existing installation cannot be upgraded. You must uninstall the older Offline version and install the new version.

To create a Check Capture Administrator Offline Logon Profile, log in to OTCnet Online as a CCA from each workstation where OTCnet is installed and click Create Local Bridge and User Profile. Choose the latest version (recommended) of Offline (3.4.0.0 or newer) and enter/confirm your Local Bridge/Offline Password.

Password Criteria includes the following, it must:

- Be at least 12 characters long
- Contain at least one upper case letter
- Contain at least one lower case letter
- Contain at least one numeric character
- Not have more than two repeating characters
- Not repeat any of your last ten passwords
- Not have been your password during the last ten days
- Not be a word in a language, slang, dialect, or jargon
- Not be related to personal identity, history, environment, or other personal associations
- Not be shared or displayed in plain view

The password criteria is displayed on the page when you enter and confirm your Offline password.

Save the .ini file. The Offline logon profile credential file is saved in the appropriate folder on the terminal (C:\OTCnetOffline\data\ini\[file name].ini).
Create a Check Capture Administrator Offline Logon Profile

To create a Check Capture Administrator (CCA) Offline logon profile, complete the following steps:

1. Log into OTCnet Online from the workstation in which you will be using the OTCnet Offline application.
2. From the Administration tab, select Manage Users > Create Local Bridge and User Profile. The Create Local Bridge and User Profile page appears.
3. Under Application, choose your OTCnet Offline version.

**Application Tip**

The first two radio buttons on this page, Online Local Bridge version XXX or newer and Online Local Bridge version XXX or older are for OTCnet Online users.

4. Enter your Offline Password and Confirm Offline Password.

**Application Tips**

- If you forget your Offline password and the OTCnet Offline server is not available, you must log in to OTCnet Online from your OTCnet Offline workstation and create a new CCA Offline logon profile. You must be logged into your OTCnet workstation as a CCA to create your CCA Offline logon profile again.
- If you have an existing CCA account from an older version of OTCnet Offline installed, it is recommended that you set your CCA’s Offline logon profile password to the same password used for logging in to the Offline application.

5. Click Submit.

**Additional Buttons**

- Click Submit, the system generates the credential file based on the application version selected.
- Click Clear to reset the password fields.
- Click Cancel to return to the OTCnet Home Page.

6. A Do you want to open or save [file name].ini? dialog box appears. Click the Save drop-down arrow and select Save as.
Additional Buttons

- Save the *Offline logon profile credential file* with its generated file name, **do not** rename the file as the file name must remain the same.
- Store the Offline logon profile credential file in the OTCnet Offline folder on the terminal.
- If the file name is changed, or if the file is saved in the wrong folder location, the OTCnet application will not run.
- Click **Open** and the opens in the Microsoft Notepad application.
- Click **Cancel** and the ***Do you want to open or save*** dialog box closes, and you remain on the *Create Local Bridge and User Profile* page.

7. The *Save* dialog box appears. To store the Offline logon profile credential file in the Offline folder on the terminal:

    - Click **Local Disk (C:)**
    - Double-click the **OTCnetOffline** folder
    - Double-click the **data** folder
    - Double-click the **ini** folder

8. Click **Save** as shown in Figure 7) and the Offline logon profile credential file is saved in the appropriate folder on the terminal (**C:\OTCnetOffline\data\ini\[file name].ini**).

![Figure 7. Save Credential File](image)
Chapter 10. Setting Up and Configuring Check Capture Offline

Import a Check Capture Administrator Offline Logon Profile

After creating your Check Capture Administrator Offline Logon Profile (credential file) in OTCnet Online, import your Offline User Profile in OTCnet Offline. You must import the credential file to start the Offline application.

To import the **Check Capture Administrator Offline Logon Profile**, start **OTCnet Offline (Production or QA)**. Import your user profile and navigate to the location on the workstation where the **Check Capture Administrator Offline Logon Profile** was saved and import it.
To import the Check Capture Administrator Offline Logon Profile, complete the following steps:

1. Double-click the OTCnet Offline (Production or QA) icon located on the workstation desktop.

    Or

    Click Start>Programs>OTCnet Offline (Production or QA). The OTCnet Offline Startup window appears.

2. Click the File menu. Click Import User Profile as shown in Figure 8. The Select User Profile File dialog box appears.

3. Navigate to the location on the workstation where the Check Capture Administrator Offline Logon Profile is saved. Select the file and click Import as shown in Figure 9. Proceed with starting OTCnet Offline on the workstation.
Figure 9. Select User Profile

Application Tips

- The default location on the Select User Profile File dialog box is the user’s My Documents folder.
- Once you have successfully imported the Check Capture Administrator Offline Logon Profile, you receive the Successfully imported user profile message.
Retrieve a Check Capture Administrator Offline Logon Profile

Once the OTCnet Offline Check Capture software is downloaded and installed, the Check Capture Administrator’s (CCA) Offline logon profile is created and imported, and the Offline server is started. The next step is to retrieve (download) your Offline logon profile.

Once the Internet Explorer or Chrome browser opens to the OTCnet Offline logon page, click the Retrieve Admin Profile hyperlink. If it is the first time you installed and accessed OTCnet Offline on a workstation, or if you forgot your Offline password and had to create a new CCA Offline logon profile, this step is required.

To download your CCA Offline logon profile, enter your Online User ID and Password, and specify the Proxy settings for the terminal (if required). Once your credentials are confirmed, the system connects with the OTCnet Online server, validates your credentials, and downloads your Administrator Profile locally. You are prompted to enter a new Permanent Password for your offline account. Once completed, you are returned to the login page to re-login to OTCnet Offline.

If you are upgrading an existing OTCnet Offline version to a newer version and you have already created a CCA Offline logon profile, you do not need to retrieve your Administrator Profile. Skip this step and proceed to logging in to the Offline application.

If you forget both your online and offline passwords, contact the Customer Service Team at (866) 945-7920 to reset your online password. Log in to OTCnet Online and re-establish a permanent password. Once your online password is reset, you must create another CCA Offline logon profile in OTCnet Online and access OTCnet Offline (internet connectivity is required) and repeat the steps for retrieving your administrator profile.

Your Offline password does not need to match your online account credentials.

Password Criteria includes the following, it must:

- Be at least 12 characters long
- Contain at least one upper case letter
- Contain at least one lower case letter
- Contain at least one numeric character
- Not have more than two repeating characters
- Not repeat any of your last ten passwords
- Not have been your password during the last ten days
- Not be a word in a language, slang, dialect, or jargon
- Not be related to personal identity, history, environment, or other personal associations
- Not be shared or displayed in plain view
Retrieve a Check Capture Administrator Offline Logon Profile

To retrieve a Check Capture Administrator Offline logon profile, complete the following steps:

1. Double-click the **OTCnet Offline (Production or QA)** icon on the workstation desktop.
   
   Or
   
   Click **Start>Programs>OTCnet Offline (Production or QA)>Start OTCnet Offline (Production or QA)**. The **OTCnet Offline Server Startup** page appears.

   - If the OTCnet Offline icon is not located on the workstation desktop or Start Menu, under Programs, download and install the OTCnet Offline Check Capture software.
   - If the Offline server was previously started, proceed to Step 3.

   ![Figure 10. OTCnet Offline Home Page](image)

2. Enter your **User ID** and **Password** in the appropriate text boxes and click **Log In** (if applicable). The **OTCnet Login** page appears.

3. Click the **Retrieve Admin Profile** hyperlink as shown in Figure 10. The **Retrieve Admin Profile** page appears.

   - Application Tip
     
     Use the **Retrieve Admin Profile** hyperlink if this is the first time you are installing the OTCnet Offline application on your workstation or if you forgot your Offline password and had to create a new CCA Offline logon profile.
4. Enter your **Online User ID** and **Online Password**.

5. Under Proxy Server Configuration (if applicable):
   - Check **Use Firewall Agent** and enter the **Firewall Agent**
   - Check **Use Proxy** and enter **Proxy Timeout**, **Proxy Password**, **Proxy Server**, and **Proxy Port**

### Application Tips

- If **Proxy Server Configuration** settings are entered, they are saved in the system and can later be viewed and modified in **Terminal Configuration**.
- If the **Use Firewall Agent** option is enabled, the Firewall Agent is available for configuration and the agent name can be entered.
- If the **Use Proxy** option is enabled, then **Proxy Timeout**, **Proxy Password**, **Proxy Server**, and **Proxy Port** are available for configuration.
- The **Proxy Timeout** value is the number of minutes the application waits for a connection to the server before giving up. The maximum allowed timeout is 30 minutes.

6. Click **Retrieve Profile** as shown in Figure 11.

#### Figure 11. Retrieve Admin Profile Online Credentials

7. Enter your **New Password**, and **Re-Enter New Password**.

8. Click **Save**. A **Confirmation page** appears stating your new password has been set.
Application Tips

- This new password is also the permanent password for your offline logon profile, used for starting up the Offline server and application.
- Once the profile is successfully downloaded and your permanent password is set, you are prompted to log in to the Offline application with your new password.
- If the profile download was unsuccessful, a message appears stating that the profile download was unsuccessful and to contact Customer Service for assistance.

9. Restart your computer to ensure that all OTCnet security features are fully enabled.
Topic 4 Manage OTC Endpoints

After the Check Capture Administrator’s (CCA) profile is downloaded to the terminal, as the CCA you are authorized to manage OTC Endpoints. Managing OTC Endpoints allows for the user to select which OTC Endpoint(s) (e.g., CHK) and OTC Endpoint information is downloaded to the OTCnet Offline Check Capture application. As a Check Capture Supervisor (CCS), you are authorized to download OTC Endpoints after the CCA selects the OTC Endpoint for download.

Before you can manage your OTC Endpoints, you must access the OTCnet Offline application and enter your online User ID and password. Once connectivity is established to the Online server from OTCnet Offline the system retrieves all OTC Endpoints (CHK): Agency Location Code plus 2 (ALC+2), Short Name, and Description, that you have access to Online. After the system has successfully retrieved all accessible OTC Endpoints (CHK), you are redirected to the OTC Endpoint selection screen.

Once the OTC Endpoints are saved into the local offline database, perform the Download OTC Endpoints function to download the form and form data, DDS flags (Department of Defense [DoD] only), Government-Wide Accounting (GWA) flag, Summary Level Classification flag, accounting code mapping (a link is provided to review the list of accounting codes before downloading), OTC Endpoint updates, and other information necessary for performing check scanning in offline mode. Internet connectivity is required.

Agencies that capture accounting codes have the ability to retrieve and save the accounting codes that have been set up online and mapped to that endpoint. If a CCA or CCS updates an accounting code online, the Offline application incorporates those adjustments.

Select OTC Endpoints

The Select OTC Endpoints function allows you to select OTC Endpoint(s) to be retrieved from the hierarchy. You must first select the OTC Endpoints you want to retrieve before you can download to the OTCnet Endpoints.
To select OTC Endpoints, complete the following steps:

1. From the Administration tab, select Manage OTC Endpoints>Select OTC Endpoints. The Online User ID and Online Password dialog appears.

2. Enter your Online Password and click Login as shown in Figure 12. The Select OTC Endpoint Downloads dialog box appears.

3. Click Close. The Step 1 of 2 Select OTCnet Endpoint(s) page appears with the Select OTC Endpoint message.

4. Select the OTC Endpoint(s) that you want to download to the OTCnet Offline Check Capture application by checking the check box(es) under the Select column as shown in Figure 13.

Application Tips

- Enter the password that you use to access OTCnet Online.
- If your OTCnet Online credentials (Log In and Password) are expired or do not exist an error message appears.
- Ensure your OTCnet Offline credentials correspond to an existing OTCnet Online account.

Application Tips

- It is recommended that you do not click the Cancel button. Instead, wait for the Close button to ensure the OTC Endpoints (CHK) display on the Select OTC Endpoints page.
- When the Select OTC Endpoints Task dialog box appears, the system downloads the OTC Endpoint information (CHK) (Short Name, Agency Location Code plus 2 [ALC+2], and Description).
Figure 13. Select OTC Endpoints

Application Tips

- Only active OTC Endpoints (CHK) to which a user has access is listed.
- OTC Endpoints (TGA) are not displayed.

5. Click **Next**. The *Step of 2 of 2 Review OTC Endpoint(s) page* appears.

6. Verify the OTC Endpoints to be saved to the database. Click **Submit**.

7. A *Confirmation page* appears presenting the OTC Endpoints that have been successfully saved into the local offline database.

Additional Button

Click **Return Home** to the OTCnet Home Page.
Download OTC Endpoints

The Download OTC Endpoints function allows you to download OTC Endpoint information, i.e., the form and form data; Deployable Disbursing System (DDS) flag configurations (Department of Defense (DoD) only); GWA Reporter flag configurations; accounting codes that are mapped explicitly to the OTC Endpoints or inherited from a higher level OTC Endpoint or highest level organization (HLO); and other information necessary to perform check scanning in Offline mode. Only OTC Endpoints that have been retrieved using the Select OTC Endpoints function are available for download using the Download OTC Endpoints function.

The Check Capture Administrator and Check Capture Supervisor are authorized to download OTC endpoints.
Download OTC Endpoints

To download OTC Endpoints, complete the following steps:

1. From the Administration tab, select Manage OTC Endpoints>Download OTC Endpoints. The Download OTC Endpoint message appears.

2. Click Download as shown in Figure 14. The OTC Endpoint and Form Update dialog box appears.

   Figure 14. Download OTC Endpoints Review

   ![Download OTC Endpoints Review](image)

   - When the Task Download OTC Endpoint Started… message appears, the system downloads the check capture forms and form data, DDS flag configurations, accounting code information, and organization hierarchy details for all OTC Endpoint (CHK) for all OTC Endpoints present on the local application.
   - To view the accounting codes associated with the OTC Endpoint before downloading the OTC Endpoints, click View on the Download OTC Endpoints page. After viewing the accounting codes, click Previous to return to the Download OTC Endpoints page.

3. Click Close.

   Application Tips

   - It is recommended that the Cancel button is not clicked. Instead, wait for the Close button to ensure the OTC Endpoints (CHK) and forms are downloaded on the Download OTC Endpoints page.
   - Only active OTC Endpoints (CHK) that a user has access to are listed.
   - OTC Endpoints (TGA) do not display.
   - CHK denotes check capture.
   - TGA denotes deposit processing.
   - CDC denotes card processing.

4. A Confirmation page appears presenting the OTC Endpoints that have been successfully downloaded.

   Application Tips
Additional Button

Click Return Home to return the OTCnet Home Page.
Topic 5 Manage User Profiles

If you are assigned the role of **Check Capture Administrator (CCA)**, you are the only authorized user who can download and update user profiles.

Downloading user profiles allows a user to perform the check capture function using OTCnet Offline. The user can only perform this function within the OTC Endpoints that he/she is provisioned to in OTCnet Online (via IBM Security Identity Manager [ISIM]). After the user profiles are downloaded to the appropriate OTC Endpoints, temporary passwords are displayed. Communicate the User ID and temporary password details to the appropriate users.

Updating user profiles allows for updating account status, personal information, and provisioning. If a profile is inactive, and it must be used, it must be reactivated in OTCnet Offline. Updating user profiles in OTCnet Offline does not change the user’s profile in OTCnet Online.

Download User Profiles

To manage user profiles, you must first download your user profile(s) to the OTCnet Offline application. Select the user profile(s) that you want to download to the OTCnet Offline Check Capture application and review the users selected to download.
Download User Profiles

To download user profiles, complete the following steps:

1. From the Administration tab, select User Administration>Download Users. The Step 1 of 3: Select OTCnet Endpoint(s) page appears.
2. Select the OTC Endpoint(s) where you want to download the user profile(s) to the OTCnet Offline Check Capture application.
3. Click Next. The Download Users dialog box appears.
4. Click Close. The Step 2 of 3: Select User(s) page appears.
5. Select the user profile(s) that you want to download to the OTCnet Offline Check Capture application as shown in Figure 15.

Figure 15. Step 2 of 3: Select Users

7. Verify the user profiles for the selected OTC Endpoints that should be downloaded to the local offline database. Click Submit.
8. A Confirmation page appears presenting the user profiles for the OTC Endpoints that have been successfully downloaded to the local offline database, along with the users’ temporary passwords, used to access OTCnet Offline.

Application Tips

- Communicate the User IDs and temporary passwords to the appropriate users.
- The User ID is the same one you use to access OTCnet Online.
- If the Check Capture Administrator forgets to record the temporary password, he/she may reset the user profile’s password for another temporary password.

Additional Button

Click Return Home to the OTCnet Home Page.
Topic 6 Manage Offline Users

If you are assigned the role of Check Capture Administrator (CCA), you are the only authorized user in OTCnet Offline that can manage Offline users. Upon downloading the user profiles to a local terminal, the user accounts must be managed locally. Once you download the OTCnet Offline software and configure each terminal, you have the ability to activate/deactivate a user, unlock a user account, reset a user password, and print the system users list.

Before a user can access OTCnet Offline, the Primary/Local Security Administrator (P/LSA) must not only create the OTC Online user identity, but this user identity must also be successfully provisioned and approved, and a password must be provided using the online IBM Security Identity Manager (ISIM).

Activating/Deactivating a User

It is recommended that the user’s account be deactivated if the user is not going to access OTCnet Offline for an extended period (e.g., vacation or leave). Temporarily deactivating a user’s account disables the user’s account, disallowing the capture of checks and/or managing or uploading batches. Activating a user’s account allows the user to capture checks and/or manage or upload batches.

To activate/deactivate a user account, you must select a user and activate or deactivate it.
Activate/Deactivate a User

To activate/deactivate a user, complete the following steps:

1. From the **Administration** tab, select **User Administration>Manage Users**. The **Step 1 of 2: Select a User** page appears.
2. Select the user profile radio button that you want to activate/deactivate.

**Application Tip**

You can only activate/deactivate one user profile at a time.

3. Click **Activate/Deactivate** as shown in Figure 16. The **Step 2 of 2: Review User Profile for Activation/Deactivation** page appears.

**Figure 16. Activate/Deactivate User Profile**

4. Verify the user profile should be activated/deactivated. Click **Submit**. A **Confirmation** page appears presenting the user profile that is activated/deactivated.

**Additional Buttons**

- Click **Return to View User Profile List** to return to the View User Profile List for that terminal.
- Click **Return Home** to the OTCnet Home Page.
Unlocking a User Account

Unlocking a user account allows the user to log on to OTCnet Offline using his/her original password. For example, if a user locks his/her account after three failed log on attempts and remembers his/her password, you can unlock the user’s account without resetting the user’s password.
Unlocking a User Profile

To unlock a user profile, complete the following steps:

1. From the Administration tab, select User Administration>Manage Users. The Step 1 of 2 Select a User page appears.
2. Select the user profile radio button that you want to unlock.
3. Click Unlock Account as shown in Figure 17. The Step 2 of 2: Review User Profile To Be Unlocked page appears.

**Figure 17. Step 1 of 2: Select User Profile**

- You can only unlock one user profile at a time.
- Unlocking a user profile allows the user to log in to OTCnet Offline using his/her original password.

4. Verify the following user profile should be unlocked and click Submit. A Confirmation page appears verifying the user profile is unlocked.

**Application Tips**

- Click Return to View User Profile List to return to the View User Profile List for that terminal.
- Click Return Home to return to the OTCnet Home Page.
Resetting a User Password

Resetting a user’s password allows the user to receive a new temporary password to access OTCnet Offline. For example, if a user locks his/her account after three failed log in attempts and does not remember his/her password, or if a user forgets his/her password, you can reset the user’s password to a temporary password. After the password is reset, communicate the temporary password to the appropriate user.

To reset a user password from Manage Users, select the user profile for the user whose password and reset the password.
Resetting a User Password

To reset a user password, complete the following steps:

1. From the Administration tab, select User Administration>Manage Users. The Step 1 of 2 Select a User page appears.
2. Select the user profile radio button for the password you want to reset.
3. Click Reset Password as shown in Figure 18. The Step 2 of 2 Review User Profile for Password Reset page appears.

4. Verify the following user’s profile password should be reset and click Submit. A Confirmation page appears presenting the user profile’s temporary password.

Application Tips

- You can only reset one user password at a time.
- Communicate the User ID and temporary password and provide it to the appropriate user. The User ID is the same as the one used to access OTC Online.

Additional Buttons

- Click Return to View User Profile List to return to the View User Profile List for that terminal.
- Click Return Home to return to the OTCnet Home Page.
Printing a User List

When managing user profiles, you can export and print out a detailed user list in the following formats: **Word, Excel** or **PDF**. The User List report provides details, i.e., **OTC Endpoint**, **Agency Location Code plus 2 (ALC+2)**, **User ID**, **User Name**, **Create Date**, **Last Access Time**, **Download Time**, and **Role Name**.
Printing a User List

To print a user list, complete the following steps:

1. From the Administration tab, select User Administration>Manage Users. The Step 1 of 2 Select a User page appears.

2. Click Print User List as shown in Figure 19. The Print User List preview page appears.

3. Under Export as, you have the following options:
   - Select PDF, Word or Excel
   - Click Download
   - Or
   - Click Print PDF Report

Additional Button

Click Previous to return to the View User Profile List for that terminal.
Topic 7 Manage a Check Capture Terminal Offline

If you are assigned the role of Check Capture Administrator (CCA) or Check Capture Supervisor (CCS), you are the only authorized users who can configure the OTCnet Offline check capture settings for your agency’s terminal(s). To meet your location’s check capture needs, each OTCnet terminal must have configuration settings individually applied.

You can add or update the following:

- **System Configuration**: Used to ensure Task Execution on Start Up or Batch Close, LVD usage, and receipt printing.
- **Application Configuration**: Used to define a Terminal ID, processing mode, specify a cashflow method, as well as specify batch control and batch control prompts.
- **Devices Configuration**: Used to specify the scanner type and communication channel and enable franking.
- **Standalone Configuration**: Used to define a secondary storage, specify if supervisor approval is required to upload a batch, specify retention periods for batches and audit logs, as well as specify secure batch transmission details and proxy server configuration details (if applicable).
- **Available OTC Endpoints**: Used to add available OTC Endpoints for check capture.
- **Configured OTC Endpoints**: Used to set a default OTC Endpoint, review already-configured OTC Endpoints or remove unused OTC Endpoints from the terminal.

Configure a Check Capture Terminal Offline

To configure a check capture terminal offline, you must update the terminal configuration, which consists of the **System Configuration** (Task Execution, LVD Usage and Receipt Printing), **Application Configuration**, **Devices Configuration** (Scanner Model, USB Port, Serial Port and Franking Enabled), and the **Standalone Configuration** (Secondary Storage, Supervisor Approval, Retention Periods, Secure Batch Transmissions and Proxy Server Configuration). Once you have configured these settings, you can update the **Configured OTC Endpoints** and/or add the **Available OTC Endpoints** and review the configuration options.
Chapter 10. Setting Up and Configuring Check Capture Offline

Configure a Check Capture Terminal Offline

To configure a check capture terminal offline, complete the following steps:

1. From the Administration tab, select Manage Check Processing->Terminal Configuration ->Modify. The Step 1 of 4: Gathering Terminal Information page may appear briefly as shown in Figure 20.

   Figure 20. Step 1 of 4: Gathering Terminal Information

2. The Step 2 of 4: Update the Terminal Configuration page appears. Enter the system configuration.

   Under System Configuration:
   Set Task Execution by completing the following:

   • Checking or unchecking Start Up and/or Close Batch for the following:
     - Download OTC Endpoint
     - LVD Download
     - Acknowledge Batch
     - Upload Batch

3. Click Next. The Step 3 of 4: Update the Configured OTC Endpoints page appears as shown in Figure 21.

   Figure 21. Step 3 of 4: Update the Configured OTC Endpoints

Application Tip

When the Automated terminal detection in progress message appears, the system reads the desktop settings and displays the appropriate information on the next page.
Application Tips

- By default, all tasks execute on **Start Up** and **Close Batch**. Unless you want the tasks to execute on **Start Up** and **Batch Close** every time, customize your options appropriately. If none of the tasks are checked, then none of the tasks are executed.

- **Download OTC Endpoint**: If enabled, the offline application automatically downloads updated forms, organization information, DDS flags, and the endpoint status from the OTCnet Online servers.

- **LVD Download**: If enabled and there is no previous LVD located on the terminal, the full LVD downloads. Subsequent LVD Downloads:
  - Update existing records (if necessary)
  - Download new records

- **Acknowledge Batch**: If enabled, the offline application automatically acknowledges any uploaded batches that have successfully been processed by the OTCnet Online application.

- **Upload Batch**: If enabled, OTCnet Offline automatically uploads any approved batches. If the supervisor approval flag is unchecked in terminal configuration, the Upload Batch task uploads Closed batches. The local activity log also uploads during the Upload Batch task. Additionally, the terminal configuration information uploads for use by Customer Service in Terminal Query.

Set **LVD Usage** as shown in Figure 22 by, **optional**

- Checking or unchecking **Personal Check** and/or **Non Personal** for Customer Present
- Checking or unchecking **Personal Check** and/or **Non Personal** for Customer Not Present
- Entering the number of **days** an **LVD Download override is required after**

**Figure 22. LVD Usage**
Application Tips

- By default, all four checkboxes (Personal and/or Non Personal checks and Customer Present and/or Customer Not Present) for (Local Verification Database) LVD Usage are checked and they are optional. If none of these items are checked, the LVD verification feature is disabled.
- If any of the LVD Usage check boxes are checked, the number of days an LVD Download override is required after is required. The LVD Download override is required after field specifies the number of days that can pass before the LVD is considered stale and requires a Check Capture Supervisor to approve scanning checks against the stale LVD; otherwise, the operator is required to download the latest LVD.

Set Receipt Printing by, optional

- Checking Person Present, optional
  - Click the Manual or Automatic radio button
  - Check with preview
- Checking Person Not Present, optional
  - Click the Manual or Automatic radio button
  - Check with preview

Application Tips

- Leaving both the Person Present and Person Not Present fields unchecked results in the disabling of this option. If receipts are desired, click the appropriate box(es).
- Choosing Manual requires that the operator take additional steps to print the receipt.
- Choosing Automatic results in a receipt printout each time a transaction has been entered.
- Choosing the with preview option allows the operator to see the receipt on the screen prior to the generation of the printout.
- When the Person Present and/or Person Not Present fields are clicked, the default setting is Manual.
- When printing receipts, the system prints to the Windows default printer. All receipts print to the Windows default printer.

Under Application Configuration, enter the Terminal ID, Processing option, Cashflow, Batch Control and Batch Control Attempts:
Chapter 10. Setting Up and Configuring Check Capture Offline

- Enter the **Terminal ID**

**Application Tips**

- The **Terminal ID** field is available for data entry during initial setup. After the **Terminal ID** is assigned it is protected and cannot be changed.
- The **Host Name** field is automatically generated based on your computer’s registry and cannot be changed.

- Select **Single** or **Batch** for Processing mode

**Application Tips**

- **Single** processing mode allows the user to scan only one check at a time.
- **Batch** processing mode allows groups of checks to be scanned all at once, prior to the data entry for the items. The **Batch** processing mode is available for EC7000i, EC9100i, and all Panini scanners.

- Select **Settle Best Method** or **Truncate All Items** for Cashflow
  - Check **Back Office Processing Only**

**Application Tips**

- The **Settle Best Method** is the default selection and when selected exclusively on the configuration screen, all processing methods (**Customer Present**, **Customer Not Present**, and **Back Office**) are allowed for either personal or non-personal items on the Entry Screen.
- The **Back Office Processing method** should be used by agencies that receive payments in person, and scan the checks at a later time in a controlled, back office environment.
- **Truncate All Items** represents only non-personal items are allowed (for all processing methods) on the Entry Screen.

- Select **Optional** or **Mandatory** for Batch Control

**Application Tips**

- If the **Batch Control** is set to **Optional**, OTCnet prompts the user to use the batch control and enter the batch control totals.
- If the **Batch Control** is set to **Mandatory**, OTCnet prompts for batch control totals.

- Click **Prompt on Batch Create** and/or **Prompt on Batch Close** for Batch Control Prompts..
Under **Devices Configuration** as shown in Figure 23,
- Select the **Scanner** model, *required*
- Select **USB Port** or **Serial Port**, *required*
  - Select the Serial Port type

**Figure 23: Device Configuration**

**Application Tips**

- **USB Port**: EC7000i, EC9100i, Panini MyVision, Panini VisionX, and Panini I: Deal scanners require a USB port communication channel. EC7000i scanners support USB and Serial communication channels.
- **Serial Port and COM dropdown**: The user selects the serial port (i.e., COM port) where they have connected a serial scanner.
- **USB-to-serial adapters**: USB-to-serial adapters are not supported. EC7000i scanners support USB and Serial communication channels.
- A “No Serial Ports are available for configuration” message displays if a Serial Port is not available for the terminal. A “No Serial Ports are available for configuration” message does not display if the terminal has a COM port enabled or if there a COM port enabled and there is no physical Serial Port.

- Check **Franking Enabled**, *optional*

**Application Tip**

The **Franking Enabled** option allows the scanner to automatically stamp the front of checks. Franking is available for EC7000i, EC9100i, and Panini I: Deal scanners.

Under **Standalone Configuration**,
- Set **Secondary Storage** by, *required*
  - Specifying the preferred **Secondary Storage** folder location in the **Secondary Storage** location
As a best practice, it is recommended that you use an external secondary storage folder location, for example a shared or network drive (e.g., E:\OTCnet\SecondaryStorage).

If you do not specify an external folder location and attempt to use a folder on your local workstation, you receive a warning message.

You can use Windows Explorer to specify (and enter) the preferred folder location for Secondary Storage on the terminal.

You can either manually enter the preferred folder location or copy the path from the Windows Explorer path field and paste it into the Secondary Storage field.
• Set **Supervisor Approval** by, *optional*
  • Checking or unchecking **Supervisor Approval Required for Upload Batch**

**Application Tips**

• By default, the **Supervisor Approval Required for Upload Batch** is unchecked. Checking **Supervisor Approval Required for Upload Batch** indicates that a **Check Capture Supervisor’s (CCS)**, or a check capture user with the **Batch Approver** permission, approval is required to upload a batch to the OTCnet server when there is internet connectivity.

• Additionally, the **Check Capture Supervisor** must
  • approve the batch from the terminal where the checks were captured. If unchecked, batches that are Closed but not Approved may be uploaded but must be approved once the batch is available in Online OTCnet.

• Set **Retention Periods** by,
  • Entering the number of **days** for Batch Retention Period
  • Entering the number of **days** for Audit Log Retention Period

**Application Tips**

• The **Batch Retention Period** refers to the period of time that a batch is available in both primary storage and secondary storage.

• After the **Batch Retention Period** passes for a batch, the batch is removed from Primary and Secondary Storage. This only applies to Acknowledged and Deactivated batches. All other batches remain in Primary and Secondary storage indefinitely.

• By default, the **Batch Retention Period** is set to 30 days. By default, the **Audit Log Retention Period** is set to 365 days.
Chapter 10. Setting Up and Configuring Check Capture Offline

Under **Secure Batch Transmission**,
- Set the **WSDL URL** by,
  - Selecting the **Number of Re-Tries**
  - Entering the **number of milliseconds** for Re-Try Interval

### Application Tips

- By default, the **WSDL URL Number of Retries** is set to 3.
- The **Number of Re-Tries** is the number of attempts the OTCnet Offline application makes to connect with the OTCnet Online server.
- The **Re-Try Interval** allows for specifying the number of milliseconds before the OTCnet Offline attempts another connection to the OTCnet Online server (to maximum of 100,000 ms) in order to transmit the batch.

Under **Proxy Server Configuration, if applicable**
- Check **Use Firewall Agent**
  - Enter the **Firewall Agent**
- Check **User Proxy**
  - Enter the **Proxy Timeout**
  - Enter the **Proxy User**
  - Enter the **Proxy Password**
  - Enter the **Proxy Server**
  - Enter the **Proxy Port**

### Application Tips

- If **Proxy Server Configuration** settings are entered when the **Check Capture Administrator’s** profile was retrieved, then the Proxy Server Configuration settings are saved in the system, are displayed here, and can be modified.
- If the **Use Firewall Agent** option is enabled, then the **Fire Agency** is available for configuration and the agent name can be entered.
- If the **Use Proxy** option is enabled, then **Proxy Timeout**, **Proxy User**, **Proxy Password**, **Proxy Server**, and **Proxy Port** are available for configuration.

4. Add or remove the OTCnet endpoint(s) that performs check scan, designate a default OTC Endpoint. Click **Next**.

Under **Available OTC Endpoints**,
- Select the **OTC Endpoint(s)** you want to add by checking the box(es) under the **Add** column, and click **Add** as seen in Figure 24.
Under **Configure OTC Endpoint**,

- Select a **Default OTC Endpoint**, required
- Select the OTC Endpoint(s) you want to **Delete** by checking the box(es) under the **Remove** column, and click **Remove**, if applicable

### Application Tips

- The OTC Endpoints are permission based and are only visible to users with the appropriate permissions.
- Selecting a **Default OTC Endpoint** determines which OTC Endpoint to use when performing Scan Checks actions.
- Multiple OTC Endpoints can be selected but only one can be set as a **Default OTC Endpoint**.
- At least one **Default OTC Endpoint** is required per terminal.

5. Click **Next**. The **Step 4 of 4: Review the Terminal Configuration** page appears. Verify the Terminal Configuration is correct and click **Submit**. Click **Edit** to modify the information entered.

6. A **Confirmation** page appears stating that the Terminal Configuration record has been updated.

### Additional Button

Click **Return Home** to the OTCnet Home Page.
View a Check Capture Terminal Offline Configuration

To view a check capture terminal configuration, you can view all aspects of the configuration, including the **Default OTC Endpoint**, **System Configuration**, **Application Configuration**, **Devices Configuration** and **Standalone Configuration**.
To view check capture terminal configuration settings, complete the following steps:

1. Click the Administration tab and select Manage Check Processing>Terminal Configuration>View. The View page appears as shown in Figure 25.

![Figure 25. View Terminal Configuration Page](image)

**Additional Button**

Click Return Home to the OTCnet Home Page.
Topic 8 Search an Audit Log Offline

The audit log records all interactions between the user and OTCnet. It allows users to search and view Audit Log entries for the completed audit trail within OTCnet. The Audit Log is available for download to a comma separated value (CSV) report and opens in a spreadsheet program. It’s also available to print in a formatted audit log report.

If the audit log records contain Personally Identifiable Information (PII), the data is masked in the Transaction Description. To view more details about a specific batch, including PII, access Batch Management.

Each user role is authorized to view specific audit logs as shown in Table 2.

<table>
<thead>
<tr>
<th>User Role</th>
<th>Audit Log Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Capture Administrator (CCA)</td>
<td>Partial administration-related activities and all check capture-related activities</td>
</tr>
<tr>
<td>Check Capture Operator (CCO)</td>
<td>Own check capture-related activities</td>
</tr>
<tr>
<td>Check Capture Lead Operator (CCLO)</td>
<td>Own check capture-related activities</td>
</tr>
<tr>
<td>Check Capture Supervisor (CCS)</td>
<td>Partial check capture-related activities pertaining to own actions or actions taken by their CCO or CCO</td>
</tr>
<tr>
<td>FS Viewer or Security Viewer</td>
<td>Administration-related, check capture-related, check processing-related, and deposit processing-related activities</td>
</tr>
<tr>
<td>Card Administrator (CA)</td>
<td>Partial administration-related activities and all card-related activities</td>
</tr>
<tr>
<td>Card Operator (CO)</td>
<td>Partial access to user’s own card-related activities</td>
</tr>
</tbody>
</table>

Search an Audit Log Offline

You can search audit logs by module, user, OTC Endpoint, and other search criteria, i.e., From and To date, Keyword, Category Name, Terminal ID, Batch ID, Event Type and Operation Mode. If you run additional searches, the Search Results table repopulates with the results of the new search. Before you can view an audit log, you must access OTCnet Offline and enter your online User ID and offline password.
Search an Audit Log Offline

To search an audit log using OTCnet Offline, complete the following steps:

1. From the Administration tab, click Audit. The Search Audit Logs page appears.
2. Enter the search criteria for the activities you would like to view.

Under Search Criteria, optional
- Select a Module type, optional
- Enter a User
- Select an OTC Endpoint
- Enter the From and To date and time ranges, required
- Select a Keyword, required
- Select a Category Name
- Enter the Terminal ID
- Enter the Batch ID
- Select an Event Type
- Select an Operation Mode

Application Tips

- The Module drop-down options vary by user role. Module options include Administration, Check Processing, and Deposit Processing.
- If you do not know the full name of the OTC Endpoint, enter a partial name search (as few as one letter) in the Starts with text box and click the Select From List icon (magnifying glass).
- The From and To Created On Date must be entered in MM/DD/YYYY format and cannot exceed 30 days.
- The Keyword and Category Name drop-down options vary by user role.
- Event Types are categories of events recorded by the audit log as shown in Table 3. Event Types.
- Operation Mode option includes Offline.

Table 3. Event Types

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Includes all event types in the audit log</td>
</tr>
<tr>
<td>Error</td>
<td>Error entries are created when the system is unable to complete an action.</td>
</tr>
<tr>
<td>Informational</td>
<td>Information entries are general records of the activity that has happened while using OTCnet.</td>
</tr>
<tr>
<td>Warning</td>
<td>Warning entries are created to inform the user when events of note have taken place. This includes cancelling an action, deleting information from the system and inactive users.</td>
</tr>
</tbody>
</table>
3. Click **Search**. The **Search Results** table appears.

### Application Tips

- If you run a search without specifying any criteria, the search results include all activities in the system that you have access to view. Run additional searches and the **Search Results** table repopulates with the results of the new search.
- Click **Download** to download the search results.
- Click **Print Audit Log Records** to print a formatted audit log record.

4. Click the **Audit Log ID** hyperlink to view additional details for an individual audit log entry. The **View Audit Log Details** page appears.

### Application Tip

If the audit log records contain **Personally Identifiable Information (PII)** in the **Transaction Description**, the data is masked. To view more details about a specific batch including PII, access **Batch Management**.

5. Click **Download** to download the search results as shown in Figure 26. Click **Print Audit Log Records** to print a formatted audit log record as shown in Figure 26.

*Figure 26. Audit Log ID*
Chapter 10. Setting Up and Configuring Check Capture Offline

Additional Buttons

- Click **Cancel** to return to the OTCnet Home Page. No data is saved.
- Click **Clear** to clear all data fields and reset to the default selections.
- Click **Previous** to return to the previous page.
- Click **Return Home** to the OTCnet Home Page.
Topic 9 Recover a Batch

If you are assigned the role of Check Capture Supervisor (CCS), you can recover a batch from a non-functioning terminal and restore items to a backup terminal. Batch Recovery occurs when a check capture terminal unexpectedly fails - any time prior to batches being uploaded Online.

For the Batch Recovery function to work, the following steps must be completed:

- The backup or contingency terminal being used to process batches must be closed and transmitted before using the terminal for batch recovery.
- The primary terminal and the contingency terminal must both have the same storage or a compatible secondary storage.
- You must review the total number of batches that were successfully recovered from secondary storage.
- The full name of the user on the new terminal must match the name of the user that created the batch.
- The Agency Location Code (ALC) and Terminal ID must match the ALC and Terminal ID for the recovered batch.
- The Recover Batch function supports the recovery of batches that contain transactions with associated accounting codes from secondary storage.
Recover a Batch

To recover a batch, complete the following steps:

1. From the Administration tab, select Utilities>Batch Utilities>Batch Recovery. The Review Recovery page appears.

   **Application Tip**

   The Recover Batch function supports the recovery of batches containing transactions with associated accounting codes from secondary storage.

2. Click Submit as shown in Figure 27. The Percentage Complete dialog box appears.

   **Figure 27: Batch Recovery Review**

   ![Image of Batch Recovery Review]

   **Application Tip**

   Wait until the display percent completion reaches 100% before clicking Close.

   Click Close. The Review page presents the total number of batches that were successfully recovered from the secondary storage.

3. **Additional Buttons**

   - If the Cancel button is clicked before the batch recovery is complete, a dialog box appears asking if you want to cancel the batch recovery.
   - Click Yes to cancel the batch recovery.
   - Click No to continue recovering the batch.
   - Click Return Home to return to the OTCnet Home Page.
Summary

In this chapter, you learned:

- The purpose of Setting Up and Configuring Check Capture Offline
- Downloading and Installing OTCnet Offline Check Capture Software
- Retrieving a Check Capture Administrator Profile
- Managing OTC Endpoints
- Managing User Profiles
- Managing Offline Users
- Managing a Check Capture Terminal Offline
- Searching an Audit Log
- Recovering a Batch