

## The OTC Kiosk Tablet

Fiscal Service has developed a Kiosk Tablet for agencies who collect check and credit/debit transactions. This new service assists agencies that have customers coming into their agency location to submit in-person check and card payments and have medium to low volume transactional volumes.



## What is the OTC Kiosk Tablet?

The OTC Kiosk Tablet is a production-ready point of sale (POS) system similar to a slimmed down version of the typical self-standing kiosks you see today at most retail establishments. The OTC Kiosk Tablet enables customers to make check (both personal and non-personal) and card payments (credit, debit, and gift cards) with minimal input from other user roles.

## What are the benefits of using the OTC Kiosk Tablet?

- Streamline their over-the-counter services by offering customers the option to self-complete check and card transactions
- Minimize long lines to the counter
- Maximize check and card collections in remote locations
- Expand payment options to customers

## Features of the OTC Kiosk Tablet

- Microsoft Surface Pro Tablet and stand
- Dedicated check scanner, card processing terminal, and printer for Kiosk Tablet
- Touch screen interface
- Receipt printing capability
- Kiosk lockdown security software ensures a safe, tamper proof experience Direct interface with OTCnet for Check Payments, Card Payments, and batch and monitoring

## What Training is Available to Assist my Agency?

Training will be provided to your team in advance of the pilot and will include:

- **Quick guides** – Short, task-oriented guides that provides high-level summary of instructions with accompany graphics to enable users to perform specific tasks in real-time.
- **Placard** – An easily accessible, highly visible display of key information to guide check scanning for customers.
- **On-the-Job Training (delivered on site)** – On-site training delivered by utilizing the quick guides to educate staff on how to complete specific user role tasks; provide instruction on how to collect user experience feedback.
- **Survey** – A data collecting method to establish a user experience baseline.



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