



# Over-the-Counter Channel Application

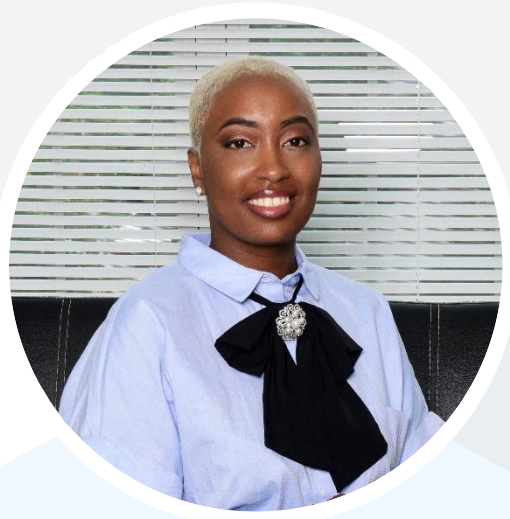
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**Overview & 2024 Updates  
Webinar**

# Speaker Introduction



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# Fiscal Service Greeting



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*OTCnet Lead*

# Agenda

- 1 TGA 25 by 25 Initiative:** Learn about Treasury's goal for electronic solutions
- 2 Introduction:** Describe what OTCnet is and how it functions
- 3 OTCnet Offerings:** Review our payment processing options and discover the best fit
- 4 What's New:** Stay up to date with our latest release
- 5 Training Resources:** Walk through our Training Resources and Website
- 6 Get Started:** Follow a 5-step process to onboard
- 7 Q&A:** Ask our team any questions you might have

# TGA 25 by 25 Initiative



## Treasury General Account (TGA) 25-by-25 Initiative

# TGA 25 by 25 Initiative

## User Feedback on the Use of Deposit Processing *(from the 2024 Annual OTCnet Survey)*

- **60%** of users can support deposit detail breakdown
- Impact of transition from Deposit Processing to Check Processing:
  - **69%** reported “some” or “huge” impact
  - **33%** reported no impact
- **20%** of users are considering moving away from TGA Deposit Processing by 2025
  - **43%** of POCs will consider it or do not currently use it

# TGA 25 by 25 Initiative

- The U.S. Treasury strongly recommend agencies move away from collecting cash/checks and towards **electronic solutions for collections** such as:
  - Pay.Gov
  - Online Bill Payment
  - ACH Credit/Debit
  - Mobile/Digital Wallet
- In mid-2024, OTCnet has plans to make the **detailed breakdown** of each deposit mandatory.
  - All agencies are encouraged to begin breaking down the denominations of their deposits prior to these changes to allow for a smoother transition.
  - Please utilize **Mobile or OTCnet Check Capture** to electronically scan checks instead of depositing at a TGA bank.
- For any assistance on this transition, please contact your [ARM@fiscal.treasury.gov](mailto:ARM@fiscal.treasury.gov) to discuss your agency's electronic collections options.

# TGA 25 by 25 Initiative

## Action Needed

- Fiscal Service has established **June 30, 2025**, as the expected transition **end date** of your agency's paper-based collections to one or more of Fiscal Services' many electronic solutions.
- The **OTCnet Deployment team** is ready to assist with your agency's transitions and provide further information on our various electronic solutions.



*This initiative is in support of the **Bureau's No Cash No Check Policy**, and we encourage your agency to adopt this policy in full as we move toward the goal of an all-electronic Treasury!*



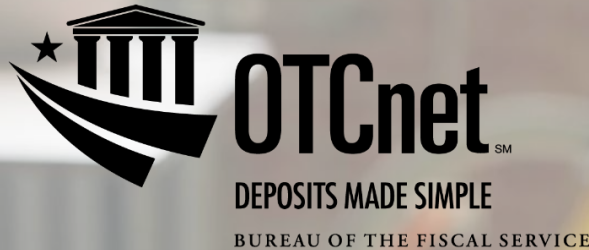
# TGA 25 by 25 Initiative

For more information, refer to the details on

**No-Cash No-Check Guidance** on this site:

*Instructions for Federal Entities  
to Deposit Domestic Checks and Cash*

# What is OTCnet?



The *Over-the-Counter Channel (OTCnet)* is a web-based application that offers federal agencies **flexible solutions to streamline management and reporting of payment transactions and deposits**. OTCnet provides an all-in-one platform to automate deposit and payment processes, simplifying the classification of Treasury collections.

# Beginning Poll

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



**1. Does your agency currently use an OTCnet service? (Yes or No)**



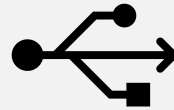
**2. What factors most impact your agency when deciding to onboard a new service?**

- Reliable Customer Service**
- Robust security standards**
- Accessible reporting**
- Easy onboarding**

# OTCnet Provides Immediate Benefits to Your Agency



**Reliable  
Customer Support**



**Electronic Deposit  
Reporting**



**All-in-one Reporting**



**Always Available**



**One-Stop Shop**



**Training Resources**

# Manage Users

Agencies can organize their users within a hierarchy and give them task-specific roles, **streamlining management and reporting.**



## Create a User Hierarchy

- Agencies can manage their user hierarchy.
- Agencies will need to assign at least two Security Administrators to establish and approve users to the application.



## Assign User Roles

- SailPoint IdentityIQ and OTCnet are used by agency security administrators to create, modify, and manage user roles across different applications.



## Multi-Factor Authentication System

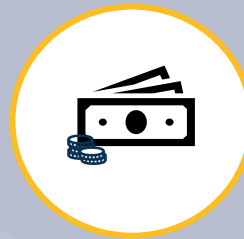
- Common Approach to Identity Assurance (CAIA) authenticates users with Personal Identity Verification (PIV) or Common Access Card (CAC) credentials.
- Non-Government users use ID.me.

# OTCnet Payment Methods

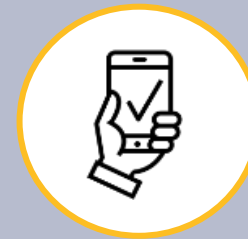
Check Processing



Deposit Processing



Mobile



Card Processing



Kiosk Tablet



Self-Service Kiosk



# Items Eligible for Processing Through OTCnet



	Check Processing <sup>1</sup>	Deposit Processing <sup>2</sup>	Card Processing
Personal Checks	✓		
Non-personal Checks <sup>3</sup>	✓		
Foreign Currency		✓	
Foreign Checks		✓	
U.S. Currency		✓	
Debit/Credit, Gift Cards			✓

<sup>1</sup> Primary Method for Processing Domestic Check Items

<sup>2</sup> Deposit Processing should be used as a contingency method for processing Personal and Non-Personal Checks

<sup>3</sup> Non-personal checks include: Business Checks, Money Orders, Cashier Checks, Travelers Checks, and Federal, State, and Local Government Checks

# Integrated Solution for Card Processing



With OTCnet's Integrated Solution for **Card Processing**, you can perform in-person card payments within the same platform as check and cash deposits.

## Functionality

- All-in-one collection option for Cash, Check, and Card Processing
- Accepts Visa, Mastercard, American Express, Discover
- Automatically transmits transactions for settlement
- Uses the latest point of sale (POS) terminal for quicker payment processing and shorter lines.



# Integrated Solution for Card Processing



OTCnet's solution now supports the **Verifone M440** multimedia card terminal:

- Great for high foot traffic
- High-definition color display
- 8" Capacitive Touch Screen
- Full-motion video support with high-quality audio
- Faster processing speeds (Android Quad-core Cortex A7 1.1 GHZ)
- Secure Commerce Architecture
- PCI DSS compliant (PCI PTS 5.X-approved)



# OTC Kiosk – Self-Service & Kiosk Tablet



OTCnet Kiosk Overview: <https://youtu.be/Ny8DCiv7qC4>

# Kiosk Tablet



The **Kiosk Tablet** (Microsoft Surface Pro) features OTCnet Check and Card Processing with receipt printing functionalities, allowing agency customers to make check (both personal and non-personal) and card payments independent of an agency representative.

## Functionality

- Offers customers the option to self-complete check transactions.
- Direct interface with OTCnet for check payments and batch and check monitoring.
- Uses OTCnet reporting functionality
- Increases payment accessibility
- Minimizes long lines at the counter and reduces staffing needs.
- Kiosk Lockdown Mode

# Self-Service Kiosk



The **Self-Service kiosk** is a standalone Point-of-Sale (POS) system that allows agency customers to make cash, check, or debit and credit card payments independently of an agency representative.

## Functionality

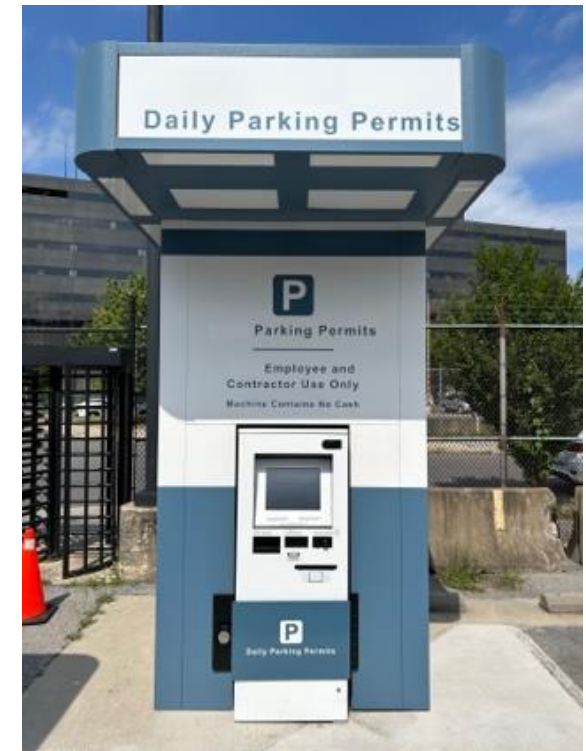
- Customizable to your agency's needs with features such as a credit/debit card reader (EMV), check scanner, cash acceptor/dispenser, NFC reader (contactless payment), barcode reader, and printer
- Customizable interface to Treasury collection channels based on agency systems and business needs
- Uses OTCnet reporting functionality
- Increases payment accessibility
- Multilingual options and remote monitoring available

# Self-Service Kiosk



See the testimonial from the CFO of an agency utilizing the self-service kiosk option!

*“The kiosks and the intelligence behind them have **solved many of the challenges and issues** [agency] faced with the previous daily parking process. Parking fees are deposited with the Treasury in real-time. The kiosks are **sleek, sturdy, and smart**. We commend the Treasury’s OTCnet Team for the **outstanding support** they provided throughout this process.”*



# Poll #2

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



**Which of the following OTCnet services, if any, is your agency currently using or is interested in onboarding to?**

- Card Processing**
- Kiosk Tablet**
- Self-Service Kiosk**

## 4.9 Release Updates

### Stay up to date on OTCnet's latest release!

On June 15th, 2024, OTCnet was updated to Release 4.9. This release introduces User Provisioning and Batch Management updates as well as security and operational enhancements. See the [Release Notes](#) for further details.

The next release is scheduled for September 2024.

**Batch Management**

**User Provisioning**

**System Upgrades**

**Security Enhancement**

# Training Overview

**With OTCnet Training, help is at your fingertips.** Our website contains a variety of materials to help you take full advantage of all that OTCnet has to offer.



## Training Videos

- Step-by-step instructions for application-related tasks and user role functions



## Web Based Training

- Role-specific, task-based modules
- Practice critical tasks in a safe environment



## Printable Job Aids

- Printable step-by-step instructions system tasks
- May be used during ILT sessions



## User Guides

- In-depth task instructions with accompanying screenshots
- Includes printable job aids



## Online Help

- Access training materials 24/7



# Training Resources Walkthrough



## **OTCnet Public Web:**

<https://fiscal.treasury.gov/otcnet/training.html>

## **OTCnet Production site:**

[https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course\\_OTC/welcome.htm](https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/welcome.htm)

# Training Resources: Homepage Navigation

The screenshot shows the OTCnet homepage. At the top, there is a blue header with the text "Official website of the United States Government" and "We can do this. Find COVID-19 vaccines near you. Visit Vaccines.gov." The BUREAU OF THE Fiscal Service logo is on the left, and "OTCnet" is in the center. On the right, there are links for "Menu", "A-Z Index", and "Search". Below the header, the main heading "OTCnet" is displayed. A yellow banner contains an "IMPORTANT NOTICE" about the CAIA FAQ. A paragraph describes the OTCnet application. At the bottom, a navigation bar has four buttons: "GETTING STARTED", "LOGIN TO OTCNET", "TRAINING", and "OTCNET NEWS AND UPDATES". A red box highlights the "TRAINING" button, and a grey callout box points to it from the left.

1<sup>st</sup> location on OTCnet  
Homepage

<https://fiscal.treasury.gov/otcnet/>

# Training Resources: Homepage Navigation

2<sup>nd</sup> location on OTCnet Homepage

3<sup>rd</sup> location on OTCnet Homepage

The screenshot displays the OTCnet homepage with the following elements:

- Header:** "Official website of the United States Government", "We can do this. Find COVID-19 vaccines near you. Visit Vaccines.gov.", "U.S. DEPARTMENT OF THE TREASURY", "Menu", "A-Z", "Search".
- Navigation:** "BUREAU OF THE Fiscal Service", "OTCnet".
- Resources Section:** A grid of links including "Resources Overview", "Release Notes", "OTCnet Local Bridge (OLB) Information and Resources", "System Requirements", "Hardware", and "Training" (highlighted with a red box).
- Need Help? Section:** "FAQs" (with a question mark icon), "Training" (with a monitor icon and highlighted with a red box), and "Contact Us" (with a headset icon).

<https://fiscal.treasury.gov/otcnet/>

# Training Resources: Homepage Navigation

The Training Menu contains three web locations:

1. *Training Overview*
2. *Web-Based Training*
3. *Training Opportunities*

The screenshot shows the OTCnet homepage navigation menu. The menu is titled "OTCNET MENU" and includes the following items: Home, Getting Started, OTCnet Local Bridge (OLB) Information and Resources, OTCnet News and Updates, Training (highlighted with a red box), Releases, Resources, Contact Us, Emergency Procedures, and Legal Notices. The Training menu item is expanded to show three sub-items: Training Overview, Web-based Training, and Training Opportunities. The page also features a "RELATED LINKS" section and a tip at the bottom: "Tip: To get back to the Fiscal Service home page, click or tap the logo in the upper left corner."

<https://fiscal.treasury.gov/otcnet/>

# Training Resources: Training Overview Page

## 1. Training Overview

Contains quick links to the Training Calendar, Training Site, and other various Training Resources (Training Modules, User Guides, Job Aids, and Video Tutorials).

Official website of the United States Government We can do this. Find COVID-19 vaccines near you. Visit Vaccines.gov. U.S. DEPARTMENT OF THE TREASURY

BUREAU OF THE Fiscal Service OTCnet Menu Index Search

Bureau of the Fiscal Service > OTCnet > Training Overview

### Training Overview

Welcome to the OTCnet training site! Resources are presented by user role, on the **Welcome** page to support Agencies, Financial Institutions and the Federal Reserve Bank to get started and stay up-to-date with OTCnet. Topics include Administration, Deposit Processing, Check Capture and Check Processing, Card Processing and the OTCnet Local Bridge (OLB).

Visit the **Welcome** page by clicking the **Launch Training Site** button below!

Learn more about upcoming training sessions by clicking the **Launch Training Calendar** button below!

Explore our **Web-Based Training** modules and other training resources with the links in the table!

**LAUNCH TRAINING SITE** **LAUNCH TRAINING CALENDAR**

Table may scroll on smaller screens.

Training Resources	Description
<a href="#">Web Based Training Modules</a>	Role-based training that supports exploring and learning specific tasks and activities related to administration, check processing, depositing processing and card payment responsibilities.
<a href="#">User Guides</a>	In-depth task instructions with accompanying screenshots.
<a href="#">Printable Job Aids</a>	Print-friendly step-by-step instructions on specific tasks.
<a href="#">YouTube Videos</a>	Closed-captioned videos demonstrating how to create an OLB profile and credentials, administer check processing and make a card payment. Other videos include information on completing OLB onboarding and the OTCnet Kiosk.

<https://fiscal.treasury.gov/otcnet/training.html>

# Training Resources: Web-Based Training

## 2. Web-Based Training

Choose your designated role (e.g. Card Operator) and you will be taken to the appropriate resources to guide you through your onboarding as well as troubleshooting.

The screenshot shows the OTCnet Web-Based Training interface. At the top, there is a navigation bar with the Bureau of the Fiscal Service logo, the text 'OTCnet', and links for 'Menu', 'Index', and 'Search'. Below the navigation bar, the main content area is titled 'Welcome to OTCnet Web-Based Training!' and includes a welcome message and links to 'OTCnet Participant User Guides: Glossary' and 'OTCnet Participant User Guides'. The main content is organized into sections based on the user's role. The 'Agency' section lists roles such as 'Accounting Specialist/Local Accounting Specialist (Acc Spec/Local)', 'Check Capture Administrator (CCA)', 'Primary/Local Security Administrator (P/LSA)', and 'Card Administrator (CA)'. The 'Financial Institution (FI)' section lists roles like 'Accounting Specialist/Local Accounting Specialist (Acc Spec/Local)' and 'Primary/Local Security Administrator (P/LSA)'. The 'Federal Reserve Bank (FRB)' section lists roles like 'Accounting Specialist/Local Accounting Specialist (Acc Spec/Local)' and 'Primary/Local Security Administrator (P/LSA)'. A red box highlights the 'Card Operator (CO)' role under the 'Card Processing' category.

[https://fiscal.treasury.gov/otcnet/training/wbt/content/course\\_OTC/welcome.htm](https://fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/welcome.htm)

# Training Resources: Web-Based Training

## 2. Web-Based Training

If you wish to receive guidance on a certain topic, User Guides and Modules are your best option.

Official website of the United States Government We can do this. Find COVID-19 vaccines near you. Visit Vaccines.gov. U.S. DEPARTMENT OF THE TREASURY

BUREAU OF THE Fiscal Service OTCnet Menu A-Z Index Search

Welcome to OTCnet Web-Based Training!  
Click your OTCnet role to access Training resources for your learning needs. Once you have clicked on your role, you can view Web Based Training (WBT) modules, Printable Job Aids (PJAs) and Videos that support your OTCnet user training.

OTCnet Participant User Guides: Glossary  
OTCnet Participant User Guides: Glossary

**OTCnet Participant User Guides**  
OTCnet Participant User Guides

Training Module Topics  
Training Module Topics

Agency

**Security Administration**  
Accounting Specialist/Local Accounting Specialist (Acc Spec/Local)  
Check Capture Administrator (CCA)  
Primary/Local Security Administrator (P/LSA)  
Card Administrator (CA)

**Deposit Processing**  
Deposit Preparer (DP)  
Deposit Approver (DA)  
Deposit Preparer/Deposit Approver (DP/A)  
Agency Viewer (V)

**Check Capture and Check Processing**  
Agency Manager  
Check Capture Lead Operator (CCLD)  
Check Capture Operator (CCO)  
Check Capture Supervisor (CCS)  
Master Verification Database Editor (MVD Editor)  
Master Verification Database Viewer (MVD Viewer)

**Card Processing**  
Card Operator (CO)

Financial Institution (FI)

**Security Administration**  
Accounting Specialist/Local Accounting Specialist (Acc Spec/Local)  
Primary/Local Security Administrator (P/LSA)

**Deposit Processing**  
FI Deposit Confirmer (DC)  
FI Viewer (V)

Federal Reserve Bank (FRB)

**Security Administration**  
Accounting Specialist/Local Accounting Specialist (Acc Spec/Local)  
Primary/Local Security Administrator (P/LSA)

**Deposit Processing**  
FRB Deposit Confirmer (DC)  
FRB Viewer (V)

[https://fiscal.treasury.gov/otcnet/training/wbt/content/course\\_OTC/welcome.htm](https://fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/welcome.htm)

# Training Resources: Training Module Topics

## 2. Web-Based Training: Modules

*Module Topics* contain Web-based lessons, Printable Job Aids, and videos for almost every step in the topic.

Official website of the United States Government We can do this. Find COVID-19 vaccines near you. Visit Vaccines.gov. U.S. DEPARTMENT OF THE TREASURY

BUREAU OF THE Fiscal Service OTCnet Menu A-Z Index Search

Welcome | Training Module Topics

### Training Module Topics

Click **Expand All** to view the resources for your role. Click a lesson link to review a Web-Based Training lesson. Certificates are assigned for critical tasks and are noted by the certificate icon . You can also review Printable Job Aids (PJAs) and Videos that support your OTCnet user training. Click [OTCnet Participant User Guides](#) to view these additional training resources.

[Expand All](#)

#### GETTING STARTED

- MODULE 1: OTCNET OVERVIEW >
- MODULE 2: ACCESSING OTCnet >

#### ADMINISTRATION/CONFIGURATION

- MODULE 3: MANAGING USERS >

	PJA	Video
<a href="#">3.1 Create a User Identity</a> Create a User Identity in SailPoint IIQ		
<a href="#">3.2 Add or Remove User Access</a> Add User Access in SailPoint IIQ		
<a href="#">3.2 Add or Remove User Access</a> Remove User Access in SailPoint IIQ		
<a href="#">3.3 Approve or Deny User Access Request</a> Approve or Deny User Access Requests in SailPoint IIQ		
<a href="#">3.4 Import User Identity to OTCnet</a> Import User Identity to OTCnet		
<a href="#">3.5 Add or Remove an Endpoint/Role for a User</a> Add an Endpoint/Role for a User in OTCnet		
<a href="#">3.5 Add or Remove an Endpoint/Role for a User</a> Remove an Endpoint/Role for a User in OTCnet		
<a href="#">3.6 Approve or Reject an Endpoint/Role Request</a> Approve or Reject an Endpoint/Role Request in OTCnet		

[https://fiscal.treasury.gov/otcnet/training/wbt/content/course\\_OTC/menu\\_all.htm](https://fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/menu_all.htm)



# Training Resources: User Guides

## 3. Web-Based Training: User Guides

*User Guides* provide in-depth task instructions with accompanying screenshots.

The screenshot shows the OTCnet Participant User Guides page. The header includes the Bureau of the Fiscal Service logo, the text "Official website of the United States Government", a COVID-19 vaccine link, and the U.S. Department of the Treasury logo. Navigation links for Menu, Index, and Search are present. The main content area is titled "OTCnet Participant User Guides" and contains a paragraph explaining that the guides are organized by chapter and provide in-depth task instructions with screenshots. A "Close" link is provided to return to the Welcome page. Below the text are two columns of links: "Administration" and "Check Capture and Check Processing".

Official website of the United States Government We can do this. Find COVID-19 vaccines near you. Visit Vaccines.gov. U.S. DEPARTMENT OF THE TREASURY

BUREAU OF THE Fiscal Service OTCnet Menu Index Search

### OTCnet Participant User Guides

Below are the individual user guides, by chapter. They provide in-depth task instructions with accompanying screenshots. The All Chapters provide combined guides with all chapters from a topic (e.g., Administration). Click [Glossary](#) to view all Glossary terms included in the user guides. Click [Training Module Topics](#) to view additional training resources.

Click [Close](#) to return to the Welcome page.

Administration	Check Capture and Check Processing
<a href="#">All Chapters</a> <a href="#">Chapter 1 Introduction to OTCnet</a> <a href="#">Chapter 2 Accessing and Navigating OTCnet</a> <a href="#">Chapter 3 Managing User Accounts</a> <a href="#">Chapter 4 Managing Your Agency's Hierarchy</a> <a href="#">Accounting Codes and Processing Options</a> <a href="#">Chapter 5 Configuring Deposit and Card Processing Settings</a> <a href="#">Chapter 6 Viewing Financial Institutions</a> <a href="#">Chapter 7 Configuring the OTCnet Local Bridge (OLB)</a> <a href="#">Chapter 8 Configuring Card Processing Settings</a> <a href="#">Chapter 9 Configuring Check Processing Settings</a> <a href="#">Chapter 10 Setting Up and Configuring Check Capture Offline</a>	<a href="#">All Chapters</a> <a href="#">Chapter 1 Introduction to OTCnet</a> <a href="#">Chapter 2 Accessing and Navigating OTCnet</a> <a href="#">Chapter 3 Capturing and Managing Checks Online</a> <a href="#">Chapter 4 Correcting Scanned Checks</a> <a href="#">Chapter 5 Managing Verification Records</a> <a href="#">Chapter 6 Capturing and Managing Checks Offline</a> <a href="#">Chapter 7 Reporting on Scanned Checks and Viewing Historical Reports</a> <a href="#">Chapter 8 Troubleshooting</a> <a href="#">Chapter 9 Appendix</a> <a href="#">Chapter 10 RDM Scanner</a> <a href="#">Chapter 11 Panini Scanner</a> <a href="#">Chapter 12 Queue Interface</a>

[https://fiscal.treasury.gov/otcnet/training/wbt/content/course\\_OTC/library.htm](https://fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/library.htm)

# OTCnet Training Resources: Opportunities/Events

## 3. Training Opportunities

Contains a schedule of events (i.e. Webinars) for Training-related events.

The screenshot shows the OTCnet Training Opportunities page. At the top, there is a blue header with the Bureau of the Fiscal Service logo, the text "Official website of the United States Government", and "U.S. DEPARTMENT OF THE TREASURY". Below the header, the page title "OTCnet" is displayed. The main content area features a breadcrumb trail: "Bureau of the Fiscal Service > OTCnet > Training Opportunities". The section is titled "Training Opportunities" and includes a paragraph explaining that the OTCnet Team offers various training sessions. Below this, it states that all sessions are held virtually and range from 15 to 30 minutes. Contact information for the OTCnet Deployment Team is provided, including a phone number (703.377.5586) and an email address (FiscalService.OTCDeployment@citi.com). A table with two rows lists training opportunities, including class names, descriptions, durations, dates, and registration links.

Class Name	Description	Duration	Date	Registration
OTCnet Overview and 2024 Updates Webinar	Join us for a comprehensive overview of Over-the-Counter Channel Application (OTCnet) in the OTCnet Overview and 2024 Updates Webinar series! This series will introduce OTCnet and our payment processing options. We will discuss updates from this year, including Release 4.9, and walk through how to navigate our training website. The open Q&A session will allow attendees to ask questions and receive expert advice from our team.	45-60 minutes	Tuesday, August 6, 2024 1:30 PM ET	<a href="#">Register</a>
OTCnet Overview and 2024 Updates Webinar	Join us for a comprehensive overview of Over-the-Counter Channel Application (OTCnet) in the OTCnet Overview and 2024 Updates Webinar series! This series will introduce OTCnet and our payment processing options. We will discuss updates from this year, including Release 4.10, and walk through how to navigate our training website. The open Q&A session will allow attendees to ask questions and receive expert advice from our team.	45-60 minutes	Thursday, September 12, 2024 1:30 PM ET	<a href="#">Register</a>

<https://fiscal.treasury.gov/otcnet/training-opportunities.html>

# Closing Poll

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



**1. After attending today's session, which of these best describes your view of OTCnet's payment solutions?**

- Time Saving**
- Secure**
- Reliable**
- User-friendly**



**2. On a scale from 1- 5, 1 being not likely at all and 5 being extremely likely, how likely are you to onboard to a new OTCnet payment service?**

# OTCnet Onboarding Steps

All OTCnet onboarding is done through the **OTCnet Deployment Team**. Begin by contacting the team to discuss your agency's needs to determine a personalized OTCnet onboarding plan and solution.

**OTCnet Deployment Team:** 703.377.5586  
[FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)

**Step 1:**  
Contact the  
OTCnet  
Deployment  
Team

**Step 2:**  
Complete  
Onboarding  
Forms & Begin  
Backend Setup

**Step 3:**  
Begin Web-  
Based Training  
& Provision  
Users

**Step 4:**  
Complete  
Training &  
Install OTCnet  
Terminal

**Step 5:**  
Complete  
Setup & Make  
First Collections

Please make sure to contact your PLSA/LSA to ensure the setup aligns with other bureaus.

# Get Started Today!



## **OTCnet Website**

<https://www.fiscal.treasury.gov/otcnet/>



## **OTCnet Customer Support**

[FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com)  
24/7 Customer Support: 866.945.7920



## **OTCnet Points of Contact**

Reginald McKinney: 202.874.6893  
John Yanik: 202.874.5258  
OTCnet Deployment Team: 703.377.5586  
[FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)

**A copy of this presentation will be sent to you by email**

For more information about the OTCnet Training Resources, please reference the following resources:

- [Getting Started: Card Processing](#)
- [Getting Started: OTC Kiosk](#)

**For the most up-to-date news, check out the [OTCnet Home Page](#)**



## Q&A

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Please post your question in the chat along with your **name, agency, and email address.**

# Post-Webinar Survey

**Please consider taking this online survey  
on your experience today:**

<https://forms.office.com/r/BGZrTe8FKJ>