



An Update for Eighth District Federal Reserve Bank Electronic Customers

February 2000

2000 FedLine® Software Training Schedule

FedLine software training sessions are conducted over three days—a half day for Local Security Administration (LSA) training and two and a half days for FedLine training. The ACH Origination sessions are one-day sessions and are for current FedLine customers only. Each financial institution may send two individuals to a training session. Book-Entry Securities and Automated Auction are one-day training sessions scheduled on an as-needed basis. We reserve the right to cancel, add or reschedule training sessions based on demand. This training is for the current DOS-based FedLine only, not FedLine for Windows NT.

Table with 3 columns: Date, Class, Location. Rows include training sessions for February, March, April, May, June, and July, listing specific dates, class names like 'FedLine Training' and 'FedLine ACH Origination Training', and locations such as 'Memphis', 'St. Louis', and 'St. Louis'.

For pricing or registration information, please call (314) 444-8711 or 1-800-333-0861, and press 1 to speak with for an EAS representative.

FedLine for the Web

In a few short years, the World Wide Web has had a dramatic impact on the way that organizations conduct business. Initially, the Web consisted of sites with mostly static content and served only as a repository of information to be shared among those with access. Now, the current generation of sophisticated Web applications with interactive capability represents a great leap from these early sites and offers an ever-increasing array of business-to-business services to a rapidly expanding audience.

Three years ago, the Federal Reserve System began exploring the use of Web technology for FedLine applications. We are pleased to announce that soon customers will be able to access Savings Bonds, Check Image, Check Adjustments, Statistical Reporting, and Cash Ordering applications on FedLine for the Web. Using the Internet for FedLine services has many advantages, including the ability to access FedLine for the Web from any desktop PC equipped with a Web browser and Internet access. Additionally, FedLine for the Web will eliminate the need to maintain FedLine software on your PC. This will allow upgrades to be performed on the Web site. Using Web technology, the Federal Reserve will be able to provide customers with a new, less expensive and more flexible electronic access option.

The applications listed above will be introduced during 2000, with other applications being added as the Web environment matures enough to meet the business requirements of the Federal Reserve and the needs of our customers. Currently, certain functional and infrastructure limitations, inherent to the existing Web technologies, prevent us from moving every FedLine application to the new platform. However, we are continuing to examine the new Web capabilities and integrate them into our service delivery options. Offering Web-based applications makes good business sense and the Federal Reserve will continue to look at these and other innovative technologies as we deploy new applications.

As we get closer to implementation, we'll keep you updated regarding FedLine for the Web.

Introducing the PATAX Voice Response System

A new voice response system for the Treasury Tax and Loan (TT&L) program will be implemented on July 10, 2000. This national system will be called PATAX and will replace all Federal Reserve Districts' local voice response systems for submitting Advice of Credit (AOC), form 2284, information. The voice response system is being implemented at the same time as two new TT&L centralized applications—the Treasury Investment Program (TIP) and the Paper Tax System (PATAX).

The PATAX voice response system is only for the TT&L program. It will not access functions available through the Eighth District's local voice response system EDITH. You will still use EDITH to receive Check totals, to submit Cash Orders, and to process your ACH returns and NOCs. Effective July 10, TT&L functionality will be removed from EDITH, and a message will remind you to call the "new" PATAX system to process AOCs. Therefore, to transact all your voice response business you may need to call both the EDITH and PATAX systems. Later this year, detailed instructions for using the system will be published along with the toll-free numbers for the national PATAX voice response system and for a specialized help desk.

Information about the PATAX Voice Response System

The two functions of the new PATAX voice response system are 1) to allow input of AOC information; and 2) to provide information on the percent and due date of pending Treasury withdrawals. Financial institutions may get additional TT&L account information by soliciting reports through a FedLine software terminal or by reviewing the end-of-day statement delivered automatically via FedLine. (We recommend that institutions that typically use only FedLine for AOC entry also sign up for PATAX voice response as a backup.)

According to new Federal Reserve System security standards, each EDITH TT&L voice response user at a financial institution will receive a unique five-digit Caller ID and an eight-digit Personal Identification Number (PIN) for accessing the national PATAX voice response system. It is important that each user maintain the security of his/her unique Caller ID and PIN. (Users at a financial institution may not share an ID and PIN.)

This spring, the Federal Reserve Bank of St. Louis will be distributing information to institutions currently signed up to use EDITH to enter AOCs. The information will contain instructions for the PATAX system and will introduce a new security process that utilizes a Local Security Administrator (LSA).

Initially, your institution's current contact will receive the mailing and be designated as the LSA for your institution. The documentation will suggest that you assign, at a minimum, at least one backup LSA; a return form will be included for any changes you require. There is no limit to the number of LSAs per institution; if you have multiple branches that use the voice response system, you should define an LSA and backup for each office. LSAs will be responsible for maintaining records of PATAX voice response users on behalf of their institution. LSAs will assign, delete and update each employee's Caller ID and PIN for their ABA.

The mailing will also announce a period between April and June 2000 when users may practice accessing the PATAX voice response system. We recommend that all LSAs use the practice period to set up users and likewise encourage the users to sign on to the system to become familiar with it.

If you have any questions about the PATAX voice response system, please call Julie Dalton in St. Louis at 1-800-333-0871 or (314) 444-8322.

Don't Go Home with a Little 'o'

Take a good look at the lower-left corner of your FedLine screen. That's where you find the communications sector that reflects some important, but often overlooked, information about the status of your transmissions.

The first four positions in the communications sector represent the four available sessions. If all queued outgoing work has been transmitted by your FedLine, the sector looks like this

If the sector displays a lower case 'o' in one of the first four positions, you have traffic remaining in your FedLine's queue:

- o.... Indicates outgoing work is queued for Session 1, Router IMS.
- .o... Indicates outgoing work is queued for Session 2, Central EPS IMS.
- ..o.. Indicates outgoing work is queued for Session 3, District Unique IMS.
- ...o. Indicates outgoing work is queued for Session 4, Bulk Data.

If you haven't noticed the communications sector before, start paying attention to it today. When a lowercase 'o' appears, you may have not yet transmitted critical traffic, like a wire transfer or an ACH file. Unless you intend to leave something in queue overnight, don't go home with a little 'o.'

Why Dial Out?

Imagine arriving at work and finding that FedLine has already received your ACH file, statement of account, end-of-day funds reports and various other data. You would have all the information you needed to begin your morning processing without delay.

Dial-Out Manager enables the Fed's Host computer to call your FedLine terminal to transmit incoming messages and files as they are queued for your delivery. You can customize this service to fit your needs by specifying a window, or you can request 24-hour service. You must ensure the following requirements are met during your Dial-out Manager window:

- a dedicated telephone line;
- an AT&T Comsphere 3820 modem; and

- the ability to leave your FedLine terminal on with the "FedLine Local Sign On" screen showing during your specific window.

If you are interested in signing up for this free service, or you would like more information, please contact Electronic Access Support at (314) 444-8711 or 1-800-333-0861.

Billing Statements Are Electronic

The Fed's Statement of Service Charges is available through your FedLine connection, allowing Eighth District institutions to receive their monthly statements earlier.

Your summary statement is available on the sixth day of the month. If you use Dial-Out Manager (see previous article), your billing statement will be automatically delivered by the opening of business.

For more information about receiving your Statement of Service charges electronically, call Corporate Accounting at (314) 444-4296.

Getting to Know Us

There are a couple new faces in Electronic Access Support. We would like to introduce Susan Hackney and Marty Bobb to you.

Susan Hackney is the new manager in Electronic Access Support, replacing Todd Purdy who is now working in Corporate Accounting at the Federal Reserve Bank. Susan actually began her career at the Fed in Electronic Access Support 12 years ago as a help desk technician and FedLine trainer. She has also worked in Information Security, Treasury Relations, and most recently in Corporate Accounting as a project manager.

Outside of work, Susan volunteers as a Master Gardener at the Missouri Botanical Gardens.

Marty Bobb is the most recent addition to the Electronic Access Support team, joining the area earlier this month. Marty has been at the Bank since 1988. He started by working part time in the Check Department and then moved to a full-time position in Check. He then worked in various areas of the Operations until transferring to the Customer Accounts Unit in 1997.

Marty has been married for seven years and has a two-year-old son with a second child due in February.

FedLine/EDITH Question and Answer

- Q.** When returning an ACH item on EDITH, I received an error message: "No history found." What does this mean?
- A.** ACH items are maintained on EDITH for 10 calendar days. If the effective date of the item is not within 10 days of the date of the return, you will receive a "No history found" message. The item must then be returned on paper.
- Q.** I ran my Cycle Date Mode Change before I reprinted my incoming and outgoing wires. What can I do?
- A.** You can use FedLine's Funds Transfer message retrieval function. This function lets you retrieve copies of incoming and outgoing transfers from the Host. Online messages can be retrieved for the current business day and for one prior business day.

Steps to Retrieve Messages on FedLine:

1. Select "Create a Message" from the Funds Transfer menu.
 2. Select "Message Retrieval" from the Create a Message menu.
 3. Enter the following information in the fields provided.
 - Traffic type: (S) for send or (R) for receive
 - Start Sequence Number
 - Stop Sequence Number (Optional—default is start sequence number)
 - Cycle Date (Default is current cycle date)
 - L-Term—Eight characters (Optional)
 4. Press the <enter> key. The request will queue up to session 2.
 5. A copy of the transfer(s) you requested will print after you have made a Host connection.
- Q.** My FedLine PC is hung up. I turned my PC on, it boots up to running autoexec, and it stops. What's wrong?
- A.** Is there a printer connected to FedLine, and is it turned on and online? When FedLine gets hung in the autoexec.bat, it is usually looking for a printer. Once the printer is on and online, reboot the PC. It should boot into FedLine.