

March 2000

ACSIS to the Rescue

Can't remember whom you spoke to or what steps were taken in resolving an ongoing problem? Electronic Access Support (EAS) has a solution, a new call tracking system. Over the next few months while the Automated Customer Service Information System (ACSIS) is being implemented, callers to the EAS unit may notice staff asking for information they may have not requested before.

ACSIS was chosen to help staff track calls and problems received by the EAS unit. The EAS technician who originally took the problem call isn't always available if the customer needs to call EAS back. This can be frustrating for both customers and EAS staff since, at times, callers need to start over by explaining the problem to a different technician. ACSIS is coming to the rescue by keeping an online log of all calls along with notes from prior conversations.

In the future when customers call EAS, staff will need to request the caller's name and the name, location and RTN/ABA number for the institution. EAS will enter this information into ACSIS along with information related to the call. The calls become part of a caller log that contains common service classification codes developed to help track types of calls and reoccurring problems. The ACSIS log also contains information related to when the call was received, whom the customer spoke with, and what action was taken to help solve the problem. The ability to look up logged calls will be a great benefit to both customers and EAS. ACSIS is also capable of creating reports to help track customer problems more efficiently.

ACSIS is just one of the tools EAS will be implementing over the next few months to improve the level of service to our electronic access customers.

Upcoming Patch

FedLine® Patch PTIP version 2.5.80 will be electronically delivered to your Fedline connection in the next few months. This patch will include updates to accommodate the changes needed to support the replacement of the current TT&L application.

The PTIP patch will install a new FedLine application—"TI" Treasury Investment Program. This application replaces the portion of the current "TT" application that is used by the TT&L Note Option customers to monitor their activity. The patch will also make minor changes to the current "TT" application.

During the next few months, your financial institution will be receiving additional information regarding these changes, including the FedLine Tutorials and Reference Guide.

If you have any questions regarding these changes, please call (314) 444-8711 or 1-800-333-0861, and press 1 to speak with an EAS representative.

FedLine/EDITH Question and Answer

- Q.** I use the Dial Out Manager (DOM) service and my printer ran out of paper overnight. How can I get my reports?
- A.** FedLine is dependent on a working printer being attached to the system. Replace the paper and establish a session with the Host system. The Host will send any work in your incoming queue to the working printer.
- Q.** What should I do if I used EDITH to return an ACH item and discover that I returned the wrong item or used an incorrect return reason code?
- A.** You should call the ACH Department at the Federal Reserve Bank in St. Louis at (314) 444-8714. Give the clerk the original trace number. In return, you will receive the name and phone number of the originating financial institution. You can then call the financial institution to request that the item be returned to you.

2000 FedLine Software Training Schedule

In the February 2000 issue of *Electronic Currents*, we indicated that we would be offering FedLine training on July 18-20 and FedLine ACH Origination training on July 21 in St. Louis. We have decided to **cancel** these two sessions so that all of our Electronic Access Support staff will be available to assist customers during the initial conversion to the new TIP and PATAX system.

We hope this change does not impact your plans for FedLine training and sincerely apologize for any inconvenience this may cause. The FedLine training schedule for the second and third quarter is listed below.

FedLine 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. 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.*

April 11-13	FedLine Training	Memphis
April 14	FedLine ACH Origination Training	Memphis
April 18-20	FedLine Training	St. Louis
April 21	FedLine ACH Origination Training	St. Louis
May 16-18	FedLine Training	St. Louis
May 19	FedLine ACH Origination Training	St. Louis
June 6-8	FedLine Training	Memphis
June 9	FedLine ACH Origination Training	Memphis
June 13-15	FedLine Training	St. Louis
June 16	FedLine ACH Origination Training	St. Louis
August 8-10	FedLine Training	St. Louis
August 11	FedLine ACH Origination Training	St. Louis
August 15-17	FedLine Training	Memphis
August 18	FedLine ACH Origination Training	Memphis
September 12-14	FedLine Training	St. Louis
September 15	FedLine ACH Origination Training	St. Louis

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