

**February 2001**

## **Getting in the Know**

Did you know that in early December an announcement was sent to all customers regarding the FedLine<sup>®</sup> for Windows NT<sup>®</sup> Operating System and The FedLine PC? The highlights of the announcement are listed below!

The new FedLine software for the Windows NT operating system will be available in the second quarter of 2001. We expect that the conversion will continue throughout 2001 and 2002.

Customers will need to purchase or lease the new "FedLine PC" as part of the conversion process. Dell<sup>®</sup> Computer Corp. will provide a customized PC with pre-loaded FedLine software and supporting hardware components for a competitive price. The FedLine PC package will include: the PC, monitor, communication card, CD write drive (for backup purposes), three years' onsite service and pre-loaded FedLine software. If you choose to purchase this package you may want to budget for approximately \$3,000, or a 36-month lease will be approximately \$95 a month. Optional equipment and upgrades are available and could include a SDLC modem (ATT Paradyne 3820), an inkjet or laser printer, a surge protector, a card printer port (to facilitate multiple printers) and upgrades to the size of the standard monitor.

Watch your mailbox! Additional information will be provided to customers over the next few months regarding the new FedLine for Windows NT operating system, FedLine for the Web services, and the conversion process and training. You don't want to miss out on these opportunities! As always, if you have any questions, please contact Electronic Access Support at 1-314-444-8711 or toll-free at 1-800-333-0861, and press one for Electronic Access.

## Training: Changes are Coming

We have scheduled two DOS FedLine training sessions for 2001—one week at the St. Louis facility and one week at the Memphis facility. We can only accommodate six institutions at each facility, so please let us know soon if your institution needs to attend DOS FedLine training.

**February 20-22**                      **FedLine Core Training**                      **St. Louis**

**March 13-15**                        **FedLine Core Training**                      **Memphis**

Why only two sessions and no scheduled specialty training sessions? Well, the answer is simple: We're very busy gearing up for the FedLine for the Windows NT Operating System and FedLine for the Web conversions. This year, our focus will be on educating customers about the new FedLine platforms. Watch your mail for training opportunities!

Customers who have a critical business need for DOS FedLine training prior to converting to the new systems should call EAS at 314-444-8711 or 1-800-333-0861, and press one to speak with an EAS representative.

## Share the Wealth

The EAS staff believes our customers are amazing! Frequently our customers share with us their favorite FedLine tips and routines. These tips help customers use their FedLine software more efficiently. In the future, when we hear of a tip that may help you, we'll pass it on via *Electronic Currents*. Also, if you have a question or problem with FedLine that you're trying to resolve, e-mail it to EAS. If we don't have a solution and we think others may have a similar problem, we'll poll our customers to see if someone else has a solution.

In the meantime, if you have a tip or routine that you would like to share with other FedLine users, or if you're looking for a solution to a problem, please e-mail [jean.b.morisseau-kuni@stls.frb.org](mailto:jean.b.morisseau-kuni@stls.frb.org). We'll be glad to include your contribution in an upcoming issue of *Electronic Currents*. (We'll even give you credit!) This issue we're sharing several tips from the help desk staff.

- Customers who need multiple copies of FedLine printouts (wires, files printouts, statements, etc.) should consider using carbonized paper. Carbonized paper will easily allow you to keep the original copy and have multiple copies to distribute.
- A copy of the 2001 Federal Reserve Bank of St. Louis Legal Holiday Schedule is available from Public Affairs. If you need a copy, please call 314-444-8810 or toll-free at 1-800-333-0810, ext. 8810. The schedule is also posted on our web site at [www.stls.frb.org/general/holidays.html](http://www.stls.frb.org/general/holidays.html).

## Spinning a New Web

In a few short years, the World Wide Web has dramatically changed the way that business is conducted. Initially, the Web was a collection of sites with mostly static content—a repository of information to be shared with others. The current generation of sophisticated web applications represents a great leap from these early sites.

Three years ago, the Federal Reserve System began to explore the use of web technology for FedLine. The use of web technology could provide customers with a flexible, easy-to-use electronic access solution. The web also offers a host of attractive features for FedLine applications for both customers and the Federal Reserve.

Customers can access FedLine for the Web from any desktop PC that is equipped with an approved web browser and Internet access. This provides definite advantages over the stand-alone, dedicated PC requirements of today's DOS-based FedLine. Web applications also communicate faster and are more intuitive. In addition, they do not require software upgrades (patches), since changes are made to the web site, not the PC.

Using web technology, the Federal Reserve will be able to provide customers with a less expensive, more flexible electronic-access alternative. It is important to note that we are not developing web applications simply for the sake of partaking in the latest technological trends. Offering web-based access makes good business sense. In addition, it will offer our customers new and flexible solutions in our changing world.

The Federal Reserve System is currently piloting the following applications on FedLine for the Web:

- Cash
- Savings Bonds
- Check Image
- Net Settlement

Within the Eighth District we are piloting the Cash Application. Our pilot program has been extremely successful and, in the future, we plan to add additional pilots for the Savings Bonds Application.

Check Service and Check Adjustments services are currently under development. We will keep you informed as to when these applications will be available to you.

## Who's Who in the Electronic Access Support Unit

EAS has added some new faces over the past year and you have met several new voices. We have also repositioned some of our senior staff into leadership roles. Therefore, we thought we would give you a thumbnail view of the new teams at work for you.

We have two new managers hard at work to lead our team through the conversions to new platforms and help with the implementation of new voice response systems—James Price and Carrie Andert. James and Carrie both came to EAS last year and are excited about the introduction of FedLine for Windows NT and FedLine for the Web. They bring enthusiasm and expertise in implementing new systems. We welcome them both to our family.

Our Customer Support Staff also has changed this past year. We have several new voices working along with some of our seasoned staff. Karen Hood has taken on the role of Help Desk Supervisor. She is assisted by Brent Pilcher, Martin Bobb and Bill Snodgrass. Julie Dalton will be joining Karen's team soon and will bring a lot of ACH and testing experience with her.

Marcia Sims and Louis Smith are coordinating our conversion to FedLine for Windows NT and FedLine for the Web, respectively. Jean Morisseau-Kuni is working to ensure both internal staff and you, our customer, have the appropriate knowledge to be successful in your job. Jean also has taken on the role of publishing *Electronic Currents*. Jean, Marcia and Louis will be working hard to prepare customers for our two new FedLine platforms. You will see them, along with Carrie, on the road this year, leading informational seminars and training related to the new FedLine for Windows NT and FedLine for the Web products.

We also have some new voices you will meet when you begin your conversion process. Dan Horton will lead the conversion team with help from Mary Lou Heath and Shirley Collins. We feel they have all the right stuff when it comes to providing good customer service!

EDITH and PATAX, the voice response systems (VRS), also are part of the EAS team, and we have several folks who provide customer service for those systems. Regina Crockett and Farris Wilder round out our VRS team. Along with Yolanda Mullins, they will assist in the FedLine for the Web conversion process. They all enjoy helping customers with set-up on the VRS systems and offering advice when they have problems.

EAS works hard to provide you—our customer—with excellent service. We enjoy working for you and hope you enjoy working with us. If you have any questions or concerns, please call us locally at (314) 444-8711, or toll-free at 1-800-333-0861, and press one for Electronic Access.

## Hang it up!

EAS likes to offer our customer tools to help them get their jobs done easier. Please remove the table below and post it for future reference.



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### Electronic Access Support Help Line

Local Number: 314-444-8711

Toll Free: 1-800-333-0861

8:30 a.m. ET to 6:30 p.m. ET

For help after hours please call 1-888-857-8861

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Press 1	Electronic Access Support Help Desk
Press 2	Information Security Help Desk
Press 3	ACH Help Desk
Press 4	Funds Transfer Help Desk

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### EDITH<sup>®</sup> and PATAX<sup>®</sup> Voice Response Systems

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1-888-633-2737	PATAX VRS System Access
1-800-333-0864	EDITH VRS System Access
1-800-333-0871	VRS Customer Support

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### TT&L National Customer Service Area 8 a.m. ET to 6 p.m. ET

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1-888-568-7343	TT&L National Customer Service Area
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### United States Savings Bonds Processing Center

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1-800-333-2919	General Questions and Problems
1-800-333-2875	Payroll Bond Order Information

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### Customer Service Center

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1-866-433-3227	Business Development Customer Consultants
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