

October 2001

Web Round-Up

Providing FedLine[®] Customers with the Latest FedLine for the Web News

The Federal Reserve Bank of St. Louis is proud to announce the rollout of cash services on FedLine for the Web. The initial rollout is being offered to Eighth District customers who currently order cash and currency through DOS-based FedLine.

Customers who have begun using cash services on FedLine for the Web have had very positive comments regarding the new service. They found FedLine for the Web fast, easy to access and user friendly. They also enjoyed the flexibility that Web services offer customers. In fact, users can order cash from their desktop PC.

Customers in the Eighth District are also piloting check services. Through FedLine for the Web, these customers can process check adjustments and receive their MICR files and check advice information. A rollout to customers who currently use check services through DOS-based FedLine is planned for the near future.

Other web services under development include the Account Management Information (AMI) system and the Data Access System (DASy). AMI will offer customers the ability to view real-time account transactions and information, while DASy will provide customers access to monthly service charge statements and information. Both services contain "drill-down" capability to allow customers to view detail information online. AMI and DASy will be piloted in the fourth quarter of 2001 and will be available in 2002.

Customers who currently order cash and currency through DOS-based FedLine and want to get started using FedLine for the Web can call Electronic Access Support at 1-800-333-0861 or (314) 444-8711 (press one).

We're All Ears

Have you ever wanted to let someone in Electronic Access Support (EAS) know that you received great customer support, but you didn't know who to contact? Or, have you ever wanted to provide constructive feedback to EAS or an individual working in the unit but wanted to remain anonymous?

EAS wants to give you a way to provide this type of feedback; so, we are adding an option to our phone system. When you call EAS at (314) 444-8711 or 1-800-333-0861 (press 6), you'll be transferred to the new EAS Feedback Voice Mailbox.

We always strive to provide excellent customer service, and we welcome the opportunity to receive constructive feedback from you. The feedback mailbox offers you an opportunity to comment anonymously, if you choose. Of course, customers who provide their names and phone numbers will receive a return call if further discussion is required.

Please call our EAS Feedback Mailbox. We want to hear from you, because "we're all ears."

Electronic Access Support Help Line Numbers	
Local: (314) 444-8711	
Long Distance: 1-800-333-0861	
<u>Press</u>	<u>To Reach</u>
1	Electronic Access Support
2	Information Security
3	Automated Clearing House
4	Funds Transfer
5	FedLine Conversion Team
6	Feedback Mailbox

FedLine for Windows NT®: Coming to a PC Near You

The Federal Reserve is currently piloting a new FedLine that's designed to work with the Windows NT operating system, with several customers. This limited pilot program has allowed Electronic Access to work with a small number of customers to perfect our conversion process.

So far, our pilot customers have been giving the new software rave reviews. They have given a thumbs up to the easy navigation and the new features built into the software. Of course, they also enjoy the new hardware and the quick response time you get in a Windows® environment.

To provide you with a better idea of the benefits of the new software, let's take a look at some of the new features that make this new system so intuitive and user friendly.

The new FedLine desktops are arranged to flow much like your desk at work.

Customers receive new work or incoming messages in the **Inbox**, and any work that is currently being processed is kept in a **Work in Progress** folder. Completed work is deposited in the **Outbox**. The screens have been updated with a more logical flow, and, in most cases, the field tags contain full titles instead of abbreviations.

The new desktops contain an icon toolbar for the functions that you use most often. For example, the Funds Transfer desktop contains an icon for an ABMS balance report. When clicked, an ABMS report will automatically queue. Also, the ACH desktop contains icons for balancing and collecting batches. Host access and print are available on all desktops by clicking on an icon.

Online Help is the feature most of our pilot customers and Electronic Access Help Desk staff members have come to rely on as a useful, easy-to-use and intuitive tool. Online Help replaces the FedLine user guide. It will never be out of date because changes to Online Help will be made along with any application desktop changes. The Online Help feature is specific to each desktop. If you're entering an ACH batch and need assistance, just click the **Help** icon and information about entering an ACH batch is displayed. If you like hard copies, you can easily print any of the Online Help procedures or explanations. Online Help also provides an annotate feature for any additional information you want to keep.

Fedline for Windows NT includes a few more new features, including an archive feature, the ability to derive ACH return items and NOCs from more than one file, and an ACH quick-update feature. You'll also like the flexibility you'll have in setting desktop-specific rules for data retention, verification and housekeeping (housekeeping replaces Cycle Date/Mode Change).

Just in Case

Alternate Phone Numbers for Host Communications and EAS

Recently, many national long distance service providers experienced problems with their toll-free services. Unfortunately, some of our FedLine customers were affected by these outages.

To help ensure that our customers are prepared in the future, we want to provide toll-free and alternate phone numbers for both Host Communications and EAS.

FUNCTION	TOLL-FREE NUMBER	ALTERNATE NUMBER
FedLine host communications	1-800-401-1555	(804) 225-9038 (804) 225-9050 (804) 225-9104
Electronic Access Support	1-800-333-0861	(314) 444-8711

Customers who use AT&T Paradyne Comsphere® 3820 modems can easily add an alternate phone number to their modems. In a situation where toll-free service is unavailable, customers can easily set up the alternate number on the modem and continue to communicate with the host. Listed below are procedures for adding an alternate phone number to the modem and the steps you'll need to follow to dial the number.

Adding Alternate Phone Number(s) to an AT&T Paradyne Modem

Steps	Front Panel Display Results
1. Press the F1 key once.	Call Setup: > Dial Disconnect
2. Press the right arrow key 2 times.	Call Setup: < Change Directory
3. Press the F1 key once.	01:18004011555 ** Nxt
4. Press the F1 key again.	02: Nxt
5. Press F2 until the first number of the telephone number appears.	
6. Press the right arrow key to continue to the next position.	
7. Repeat steps 4 and 5 until the number is complete.	
8. Press the F1 key once.	03: Nxt
9. Press the double-up arrow key once.	Idle: 1400 > Call Setup

You are now set up with an alternate telephone number.

The next set of instructions walks you through using the alternate number to connect to the host.

Dialing Alternate Number(s) on an AT&T Paradyne Modem

Steps	Front Panel Display Results
1. Press double-up arrow.	Idle: 1400 > Call Setup
2. Press F1 key once.	Call Setup: > Dial Disconnect
3. Press F1 again.	01:18004011555** Nxt
4. Press F1 again.	02:18042259038** Nxt
5. Press F2 .	

The modem will display the word, "training" then change to "1400" during the connection. After the connection, the modem will display: DialDirectory:
No Carrier Disc

*** The number listed may vary. Some telephone systems require a 9 or other digit to make an external call.*

Customers who use the Auto-Dial feature (your PC dials your modem) in FedLine can easily add the alternate number in the FedLine software. Once added, you can direct the PC to use the alternate number from the Host Communications screen.

The following procedures will walk you through adding the alternate number for the Auto-Dial feature and provide you with steps to follow if you need to use the number.

Adding a Spare Phone Number for the Auto-Dial Feature

1. From the FedLine main menu, select LA; press **<enter>**.
2. From the LA main menu, select option 24, "Set Terminal Parameters"; press **<enter>**.
3. Tab down to the **SPARE** phone number field, enter one of the alternate numbers listed on page three. Enter a 9 or the appropriate digit (if your phone system requires another digit to dial an outside line).

NOTE: You must follow the instructions listed on page four to add an alternate telephone number into the modem. This phone number must match the phone number in the modem.

4. Press **<enter>**. The system will respond, "THIS WILL CAUSE A SYSTEM REBOOT."
5. Press **Y**; the system will respond, "READY TO REBOOT."
6. Press the **<esc>** key. The system will reboot.

You are now set up with an alternate telephone number for the Auto-Dial feature.

The next set of instructions will help you use the alternate number in FedLine to connect to the host.

Dialing the Alternate Phone Number for the Auto-Dial Feature

1. From the Host Communications screen, enter your session number, host user ID and password.
2. Tab to the **Alternate Dial Option** field. Press the **F6** key and select **Spare Phone Number**. Press **<enter>**.

FedLine will now dial the host using the alternative number.

Customers who use other types of modems will need to change the phone number in their modems when necessary. EAS has procedures to change phone numbers on some models of modems. If you cannot find your modem service information, we may be able to provide you with information to change your phone number. If you need further information about alternate phone numbers or want to check your modem, contact EAS at 1-800-333-0861 or (314) 444-8711 (press one).

FedPhone

A New Voice Response System for ACH Customers

The Federal Reserve Bank of St. Louis recently announced that the ACH services that had been available on EDITH, the Eighth District's telephone voice response system, would be transitioned to FedPhone on Sept. 14, 2001. FedPhone, a national voice response system for ACH customers, is now meeting District customers' ACH processing needs.

FedPhone will provide ACH customers with a way to return Notification of Change and Return Items through the ACH system. It offers the same easy functionality that Eighth District customers have come to rely on with EDITH. FedPhone will now support FedLine customers who previously relied on EDITH for contingency.

Accessing FedPhone is slightly different from accessing EDITH. Users enter their three-digit PIN instead of their name, and an eight-digit, instead of a six-digit, password. FedPhone PIN numbers and temporary passwords were mailed to all EDITH customers on Sept. 7, 2001.

If you have any questions about using FedPhone for ACH services, contact EAS voice response support at 1-800-333-0871.

Share the Wealth

In each issue of *Electronic Currents*, we like to share some tips with our customers. We receive some of our tips from our customers, and others come from calls made to the Help Desk.

If you have a tip that you would like to share with other FedLine users, please e-mail jean.b.morisseau-kuni@stls.frb.org. We'll be glad to include your contribution in an upcoming issue of *Electronic Currents*.

The tips in this issue come from Julie Dalton and Marty Bobb of our Help Desk staff. Julie worked in the Funds Transfer unit before becoming a service representative in EAS. She offers customers some useful advice on the correct way to cancel a wire and request a reversal. Marty has been involved with a number of customers who needed to upgrade their FedLine software and offers some advice on keeping your FedLine version current.

How do I cancel a wire?

Customers often ask if there is a way to cancel wires during the following stages:

- Wires that have been created in the FedLine software but not verified;
- Wires that have been verified and queued but not transmitted to the host; and
- Wires that have been verified, queued and transmitted to the host.

Wires that have been entered in the FedLine software, but not verified, can easily be cancelled by following the instructions below:

1. From the Funds Transfer main menu, choose option **06, Update a Message** or option **09, Verify a Message** (you can cancel from either function).
2. Press the **F4** key when the Transaction Selection Criteria screen appears (this will pull up the first wire in queue; you may press **F4** to page through the transfers) or type the specific control number in the appropriate field and press **<enter>**.
3. When the wire you need to cancel appears, check to insure the status is ET. If it is, press the **F8** key and an Alternate Action multiple-choice menu will appear.
4. Scroll down the menu until **Cancel Transaction** is highlighted and press **<enter>**. Press **<enter>** a second time to process the selection. FedLine will respond with "cancelled" and the status will change to CN.

Wires that have been queued or queued and transmitted to the host can no longer be cancelled. Wires are assigned a specific sequence number in the FedLine software during the queue process. If you try to remove or cancel the wire, your next transaction will be out of sequence, causing problems when you connect to the funds system. Customers who queue or queue and transmit a wire in error need to request a reversal of the funds transfer. Pay special attention to the following when requesting a reversal:

- Requests for reversal are processed from the Service Message Screen.
- Type Code 1001 is used on requests for wires sent on the same day.
- Type Code 1007 is used on requests for wires sent on a prior business day.
- Use Business Function Code SVC; requests for reversal are service messages.
- The Service Message screen is free format; therefore, the body of the wire should contain enough information to help the receiver identify the wire you need to have returned.
- Include a contact name and phone number at your institution in case the receiver has questions or needs further information.
- Always include the IMAD key from the original wire in the Ref IMAD field.
- Service messages need to be verified and transmitted to the host.
- When an institution receives a request for reversal, they need to create a Type Code 1002 or 1008 wire transfer to return the funds.
- Type code 1002 same-day reversals of wires can be derived within the FedLine software.

Nothing Less Than FedLine Version 2.60.00

Customers generally give DOS FedLine high marks. Unfortunately, in the course of daily business, customers occasionally run into problems with the FedLine terminal. Most issues can easily be fixed with the help of Electronic Access Support, but more severe problems might require you to reload your FedLine software.

Some customers have been using FedLine for a long period of time and may have a number of patches stored with their generic software. To make the reload process more efficient, your local security administrator (LSA) should review your generic software for version and patch information. They should also ensure that you have a configuration diskette stored with the generic diskettes and patches. If the LSA discovers your institution has a large number of patches, you may want to consider requesting new FedLine software. The new version contains all of the patches that have been added to FedLine and makes the reload process much smoother and faster.

When reviewing the FedLine software, the LSA should insure that the FedLine PC has been upgraded with the current FedLine version. FedLine is currently on version V2.60.00. It's easy to check your FedLine version from the PC. When you are logged on to FedLine press the **ALT** and **V** keys at the same time. A version screen will display the version of your FedLine connection. If it's a version other than V2.60.00, contact EAS to update the PC and get copies of the missing patches.

We hope your institution will never have a problem that requires you to reload your FedLine software, but EAS wants all customers to have the tools they need, just in case. If your FedLine PC isn't on version 2.60.00 or if you have a large number of patch diskettes, please contact Electronic Access Support at 1-800-333-0861 or (314) 444-8711 (press one).

Hang It Up

In each edition of *Electronic Currents*, we try to provide something to help make your job easier. Enclosed with this edition is a Federal Reserve Bank services directory, and we've attached a 2002 legal holiday schedule. Just remove the legal holiday schedule and the services directory—and hang them up!

If you need additional copies of the holiday schedule or services directory, please contact the EAS Help Desk at (314) 444-8711 or 1-800-333-0861 (press one).

**FEDERAL RESERVE BANK
OF
ST. LOUIS**

**2002
Legal Holiday Schedule**

January 1
Tuesday, New Years Day

January 21
Monday, Martin Luther King Jr. Day

February 18
Monday, Presidents Day

May 27
Monday, Memorial Day

July 4
Thursday, Independence Day

September 2
Monday, Labor Day

October 14
Monday, Columbus Day

November 11
Monday, Veterans Day

November 28
Thursday, Thanksgiving

December 25
Wednesday, Christmas