



An Update for Eighth District Federal Reserve Bank Electronic Customers

March 2002

Consolidation Improves Customer Service

The Federal Reserve is always looking for ways to improve customer service. Recently, the Fed has consolidated several business areas to increase efficiency for our customers and the Fed. Automated Clearing House (ACH), Funds Transfer and Book-Entry Securities applications were recently consolidated at several different Federal Reserve banks.

Customers in the Eighth District will continue using their current St. Louis contacts in Electronic Access Support (EAS) and Information Security to request help with their FedLine® connections, software, and data-entry questions or to have their host passwords reset. However, the appropriate consolidated site should be contacted to request help with a specific transaction that has been transmitted to the Federal Reserve or to add a new securities account, as well as for inquiries related to collateral, interest payments, extension requests or to process items off-line.

We have developed the matrix below for you to use so that you can get the help you need when you need it!

ACH Federal Reserve Bank of Minneapolis 8 a.m. to 8:30 p.m. CST	
Transaction Processing	
Toll-Free Number	1-888-883-2180
Local Number	(612) 204-5555
Fax Number	(612) 204-5575
Funds Transfer & Book-Entry Securities Federal Reserve Bank of Boston 12:30 a.m. to 5:30 p.m. CST	
Transaction Processing	
Toll-Free Number	1-800-327-0147
Local Number	(617) 973-3769 or (617) 973-3213
Fax Number	(617) 973-5918 or (617) 973-3619
Electronic Access Support Federal Reserve Bank of St. Louis 7:30 a.m. to 5 p.m. CST	
FedLine and Host Password Support	
Toll-Free Number	1-800-333-0861
Local Number	(314) 444-8711
FedLine Support	Press one for EAS
Host Password	Press two for Information Security

FedLine is a registered trademark of the Federal Reserve banks.

FedLine for the Web Offers Two New Links to Accounting and Billing Information

Several years ago the Accounting and Billing service areas began to look at the Internet as a useful platform for new products. Web products offer customers an alternative to services currently available through DOS-based FedLine[®]. Also, the web can be accessed from most PCs with an appropriate web browser.

Accounting and Billing Services were among the first service areas that began proactively developing new web platforms for customers. The Account Management Information and Service Charge Information applications were created to offer customers new ways to access their accounting and monthly service charge information, respectively. By using web technology, the Fed is able to offer customers new features that are not available through a traditional FedLine PC.

Customers using the Account Management Information application can access real time accounting information with drill-down capability, from summary totals to detail-level transactions that comprise their account balances, daylight overdraft balances and available funds balances. Customers can also view and print copies of up to five business days' of their IAS statements of account. IAS notifications and advices are also available and can be viewed for two business days. The Cash Management feature is available to customers who subscribe to this service.

The Service Charge Information application—formerly referred to as the Data Access System for Billing—provides customers with access to their monthly billing or service charge information. The Service Charge Information application provides customers with online access to their monthly billing statement and also offers a drill-down feature. Customers can view their current service charge information or two previous months' data online.

Institutions in the Eighth District have piloted both web applications. Our pilot customers have been instrumental in providing feedback to help make these systems even better. Overall, customers have been very happy with the services and the performance of FedLine for the Web.

The Account Management Information and Service Charge Information applications will be available to FedLine customers this spring. If you would like more information about the Account Management Information application, the Service Charge Information application or other web services, you can access the Financial Services web site at www.frbstlouis.org or call Electronic Access Support at (314) 444-8711 or 1-800-333-0861 (press one for EAS).

2002 DOS FedLine Training Schedule

Electronic Access Support plans to offer several DOS FedLine® training sessions this year. DOS FedLine training sessions are conducted over three business days, which include a half day of Local Security Administration (LSA) training and two and a half days of application training. Each institution assigned to a training session may send two employees. Special training sessions for Book-Entry Securities and "Getting Started with ACH Origination" are offered on an as-needed basis. The Federal Reserve Bank reserves the right to cancel, add or reschedule training sessions based on demand.

The applications covered in the DOS FedLine training sessions include:

- Accounting services
- ACH
- Cash Services
- Check Services
- Funds Transfer
- Help Desk
- Host Communications
- Local Reserve Account
- Miscellaneous Support
- Reporting and Reserves
- Savings Bonds
- Startup/Shutdown
- Treasury Tax and Loan

DATE	CLASS	LOCATION
March 19-21	FedLine Application Training	St. Louis
March 22	ACH Origination	St. Louis
April 16-18	FedLine Application Training	Memphis
May 14-16	FedLine Application Training	St. Louis

For pricing and registration information, please contact Electronic Access Support at (314) 444-8711 or 1-800-333-0861 (press one for EAS).

We're All Ears

Electronic Currents is written to provide you with useful information about the Federal Reserve's electronic products. Currently, we have several columns that appear in each issue. The "Share the Wealth" column provides you with a way to get answers to questions and offers you some tips from Help Desk Agents. "Web Round-Up" provides the latest information on FedLine® for the Web and "Hang It Up" is a schedule or cheat-sheet you can cut out and keep for quick reference. We also try to keep you informed on a variety of topics, including seminars, training, upgrades and operational changes that may affect you as you transact business with the Federal Reserve Bank.

Electronic Currents is intended to provide you with quality, useful and timely information, but we'd like to ensure that we are meeting your expectations. Therefore, we'd like your feedback on what we currently provide and what you would like to see. Please take a minute to complete the self addressed stamped survey below and return to us, because "We're All Ears!"

Please fold, tape and mail to address on back

- *Electronic Currents* is three-hole punched so that it can be kept in a binder. Do you currently use this feature? Yes No
- On a scale of one to 10, with one being not useful and 10 being extremely useful, please rank the features and articles you find most helpful.

Hang It Up 1 2 3 4 5 6 7 8 9 10

Web Round-Up 1 2 3 4 5 6 7 8 9 10

Share the Wealth 1 2 3 4 5 6 7 8 9 10

Front-page feature article 1 2 3 4 5 6 7 8 9 10

Training information/update 1 2 3 4 5 6 7 8 9 10

- How do you rate *Electronic Currents*, with one being the lowest and 10 the highest?

1 2 3 4 5 6 7 8 9 10

- Are there any features or articles that do not currently appear in *Electronic Currents* about which you would like more information?



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