The OTCnet Integrated Solution for Card Processing

Verifone M440 Point of Sale (POS) Terminal

The Bureau of the Fiscal Service (Fiscal Service) Over-the-Counter Division has an integrated solution for credit and debit card processing within OTCnet. The OTCnet Integrated Solution is a credit, debit, and Visa/Mastercard gift card payment method that incorporates the current Card Acquiring Service (CAS) process. With the addition of the Integrated Solution, OTCnet is the only one-stop-shop payment option for agencies over-the-counter collections needs, seamlessly offering Cash, Check, and Card processing without needing to access multiple applications.

Benefits of the OTCnet Integrated Solution

- All-in-one collection option for Cash, Check, and Card Processing – no need to switch applications
- Transmit transactions automatically for settlement
- 24/7 tech support and extensive training resources readily available
- Use the latest point of sale (POS) terminal for quicker payment processing and shorter lines
- Decrease user training time by housing multiple payment options on OTCnet
- Future plans to incorporate reporting functions on OTCnet

Agency steps for using the OTCnet Integrated Solution

Fiscal Service has designed the OTCnet Integrated Solution to be extremely user friendly. Beginning with the addition of the new payment method, Card Processing will be familiar to users of OTCnet. The process is also very simple, and is broken down into a few steps:

- Agency user logs into OTCnet and selects the Card Processing tab
- Customer interacts with the terminal to complete the transaction
- Card transaction follows existing CAS process
- Agencies can view their reports in CIR

Rollout support provided by the OTCnet Team

The OTCnet Deployment Team will assist your agency every step of the way when rolling out the OTCnet Integrated Solution to your agency. Each agency will have a dedicated Deployment Specialist as their single point of contact, providing personalized assistance to ensure the rollout process is as smooth as possible.

Onboarding toolkit provided by the OTCnet Team

The OTCnet Integrated Solution toolkit provides resources to aid agencies with the onboarding process. The toolkit is available on the OTCnet website and will guide agencies for the duration of the onboarding process. The toolkit will include:

- **Card Processing Agency Onboarding Worksheet** – An action item checklist for agencies to utilize when preparing for adding Card Processing
- **Card Processing FAQ Document** – A list of frequently asked questions you can expect to encounter and the answers for addressing user concerns
- **Card Processing Hardware Overview Resource** – Provides details of all OTCnet-supported point-of-sale hardware equipment available for purchase and instructions on ordering the hardware
- **Card Processing Fact Sheet** – Document providing the facts and features of Card Processing

Additionally, training materials will be provided to deliver instructions for specific tasks and activities related to the OTCnet Integrated Solution for Card Processing.

For more information about the OTCnet Integrated Solution for Card Processing, contact the OTCnet Deployment Team.

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