



*Refresher Webinar Series 2025*

# OTCnet Kiosk

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**April 15, 2025  
Webinar**

*Thanks for joining! The presentation will begin at 1:30 PM EST.*



# Speaker Introduction



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*Hardware Lead*



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*Training Lead*

# Agenda

- 1 OTCnet Kiosk Overview:** Review the purpose and functionality of the OTCnet Kiosk.
- 2 OTCnet Self-Service Kiosk:** Review the features of the Self-Service Kiosk.
- 3 OTCnet Kiosk Tablet:** Review the features of the Kiosk Tablet.
- 4 Question & Answer Session:** Ask our team any questions you might have.
- 5 Wrap Up:** Review key takeaways and OTCnet resources to help you learn more about the OTCnet Kiosk, and any timely reminders.



## OTCnet Kiosk Overview

# OTCnet Kiosk Video: Self-Service Kiosk & Kiosk Tablet



**OTCnet Kiosk Overview:** <https://youtu.be/Ny8DCiv7qC4>

# Webinar Poll #1

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



**Have you used any OTCnet Kiosk solutions to process payments?**

- ☐ **Yes**
- ☐ **No**
- ☐ **Not sure**

# OTCnet Kiosk Overview

## Purpose

- The OTCnet Kiosk solutions support **key payment options** for the OTCnet application.
- OTCnet offers **two kiosk solutions** to Federal Agencies for easy payments:
  - *Self-Service Kiosk*
  - *Kiosk Tablet*
- It offers customers flexibility in **how** they pay with the OTC Kiosk solutions.

## Self-Service Kiosk














## Kiosk Tablet



# Which Kiosk is Right for Your Agency?

- Both, the OTCnet Self-Service Kiosk and Kiosk Tablet are additional service offerings in the OTCnet program to **enhance agency collections**.
- Below are the **payment options** supported by each of the OTCnet Kiosk services:

	Cash	Checks	Debit/Credit Cards	Customizable	Outdoor Locations	Reporting in OTCnet
 Self-Service Kiosk						
 Kiosk Tablet						



# OTCnet Kiosk Overview

## Benefits

- The OTCnet Self-Service Kiosk and Kiosk Tablet provide agencies with the ability to **streamline over-the-counter services** by:
  - **Minimizing long lines** at the counter
  - **Maximizing collection opportunities** in remote locations
- All collected payments and deposits will be **synced to the existing OTCnet reporting functionality** for ease of reference and agency accounting.



## Application Tips



1. *The **Self-Service Kiosk** supports all payment options, including cash, in contrast to the Kiosk Tablet. It is customizable and can be found in outdoor locations.*
2. *Contact the OTCnet Deployment Team to get started with either the Kiosk Tablet or the Self-Service Kiosk.*
3. *For reference, refer to the OTCnet Getting Started, OTC Kiosk webpage: <https://fiscal.treasury.gov/otcnet/OTC-kiosk.html>*

# OTCnet Self-Service Kiosk



## OTCnet Self-Service Kiosk

# OTCnet Self-Service Kiosk

The **Self-Service Kiosk** is a third-party vendor **standalone Point-of-Sale (POS)** system.

## Features include:

- Supported by OTCnet to accept payment options **independently** of an agency representative including:
  - Cash
  - Checks
  - Credit/debit payments



# OTCnet Self-Service Kiosk

## Functionality

- Depending on **your agency needs**, the Self-Service Kiosk may include a standing kiosk, payment acceptor, printer, and software.

## Customizable with Potential Features Including:

- Vendor Software
- Secure Enclosure
- Credit/Debit Card readers (EMV)
- Check Scanner
- Cash Acceptor/Dispenser
- NFC Reader
- Thermal Printer
- Touch Monitor
- Bar Code Reader
- Wi-Fi
- Speakers
- Customized Agency branding
- Interface to OTCnet and Agency Systems
- Multilingual options
- Remote Monitoring
- Operations and Maintenance

## Application Tips



1. *The Self-Service Kiosk web service affords Point-of-Sale (POS) kiosks the ability to connect with OTCnet to reconcile debit/credit card transactions independently of a cashier.*
2. *Agencies that have in-person customers at locations submitting checks, U.S. cash, and debit/credit card payments and have medium to high volume transaction volumes are ideal candidates for a kiosk service.*
3. *For more information, refer to [Self-Service Kiosk Overview](#) and the [OTC Self-Service Kiosk & Webservice FAQ](#).*

# Think About It

## Scenario



Your agency consistently has a **medium to high volume of customers** parking on site and making payments via checks, U.S. cash, and debit or credit cards.

You would like to contact an OTCnet team to find out what it takes to establish a **Self-Service Kiosk** that could help you meet your needs.

# Webinar Poll #2

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



Who would you contact to determine if the **Self-Service Kiosk** may be a good option for you? Select the **correct** answer.

- A. OTCnet Security Team
- B. OTCnet Production Team
- C. OTCnet Deployment Team
- D. OTCnet Training Team



# Webinar Poll #2

## Webinar Poll

Please use the Teams Poll to select your answer. If you don't have access to the poll, you may type your answer in the chat.



Who would you contact to determine if the **Self-Service Kiosk** may be a good option for you? Select the **correct** answer.

**C. OTCnet Deployment Team**

# Webinar Poll #3

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



**Does your organization have a business/use case for the Self-Service Kiosk?**

- ☐ **Yes**
- ☐ **No**
- ☐ **Not sure**

# OTCnet Kiosk Tablet



## OTCnet Kiosk Tablet

# OTCnet Kiosk Tablet

The standalone **Kiosk Tablet** is a *Microsoft Surface Pro* lightweight collections tablet terminal.

## Capabilities include:

- OTCnet **check capture** and **credit/debit card** capabilities
- Agency customers making both **personal and non-personal check** payments
- Card payments **independent of an agency representative**
- **Receipt printing** functionalities



# OTCnet Kiosk Tablet Functionality



## Functionality includes:

- Offers customers the option to **self-complete** check transactions
- Provides a **direct interface** with OTCnet for check payments, batch and check monitoring
- Uses OTCnet **reporting functionality** for ease of reference and agency accounting
- Increases **payment accessibility** including remote locations
- **Minimizes long lines** at the counter and **reduces staffing** needs
- Uses Kiosk **lockdown mode** which ensures a safe, tamper-proof experience

## Application Tips



1. *The Kiosk Operator sets up the workstation and Kiosk Tablet daily by logging in to and locking down the Kiosk Tablet.*
2. *This new service assists agencies that have customers coming into their agency location to submit in-person check and card payments and have medium to low volume transactional volumes.*
3. *For more information, refer to [OTC Kiosk Tablet Overview](#) and the [OTC Kiosk Tablet System Requirements & Reference Guide](#).*

# Think About It

## Scenario



Your agency has customers often coming on site to submit documents, purchase items, or pay fees. Your agency decides it needs a **device to process these payments**, provide **transaction records**, and host a user interface.

You have contacted the **OTCnet Deployment team** to find out what it takes to obtain a **Kiosk Tablet** that may help you meet your needs.

# Webinar Poll #4

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



You learned from the OTCnet Deployment Team that you will need the **following hardware equipment** to utilize the OTCnet Kiosk Tablet. Select the **correct** answer.

- A. Microsoft Surface Pro Tablet
- B. Check scanner
- C. Card processing terminal
- D. Receipt printer
- E. All of the above



# Webinar Poll #4

## Webinar Poll

Please use the Teams Poll to select your answer. If you don't have access to the poll, you may type your answer in the chat.



You learned from the OTCnet Deployment Team that you will need the **following hardware equipment** to utilize the OTCnet Kiosk Tablet. Select the **correct** answer.

**E. All of the Above**

# Webinar Poll #5

## Webinar Poll

Please use the Teams Poll to answer the question or type it in the chat.



**Does your organization have a business/use case for the Kiosk Tablet?**

- ☐ **Yes**
- ☐ **No**
- ☐ **Not sure**

# OTCnet Kiosk Implementation

## OTCnet Kiosk Onboarding Process



Contact the **Deployment Team** to speak with a **Deployment Specialist** for further questions and to begin the onboarding process for any of the OTCnet Kiosk options.

OTCnet Deployment Team (703) 377 5586; [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)

Visit the Kiosk Informational Webpage at the link below for resources on the OTC Kiosk options and for more information: [OTCnet - Getting Started: OTC Kiosk](#)



## Wrap Up

# Key Takeaways

1. OTCnet offers **two Kiosk options** to Federal Agencies for **easy payments** and **reporting**:
  - ***Self-Service Kiosk***
    - Cash
    - Checks
    - Credit/debit cards
  - ***Kiosk Tablet***
    - Checks
    - Credit/debit cards
2. The **OTCnet Deployment Team** can answer your questions and begin the onboarding process for any of the OTCnet Kiosk options.



# Resources



## **OTCnet Website**

<https://www.fiscal.treasury.gov/otcnet/>



## **OTCnet Customer Support**

[FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com)

**24/7 Customer Support: 866.945.7920**



## **OTCnet Deployment Team**

[FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)

**Telephone: 703.377.5586**

## **Getting Started: OTCnet Kiosk**

<https://fiscal.treasury.gov/otcnet/OTC-kiosk.html>

## **OTCnet Self-Service Kiosk**

[OTCSelf-ServiceKiosk&WebserviceOverview.pdf](#)

## **OTCnet Kiosk Tablet**

[OTCKioskTabletPrototypeOverview.pdf](#)

## **OTCnet Training Website**

<https://www.fiscal.treasury.gov/otcnet/training.html>

*A **copy of this presentation** will be sent to you by email and will be posted on the [OTCnet Resources Site](#).*

# Upcoming Webinar Refreshers

*Join us for the final webinar of the Refresher Webinar Series on OTCnet!*

*Please see the date, time, and topic.*

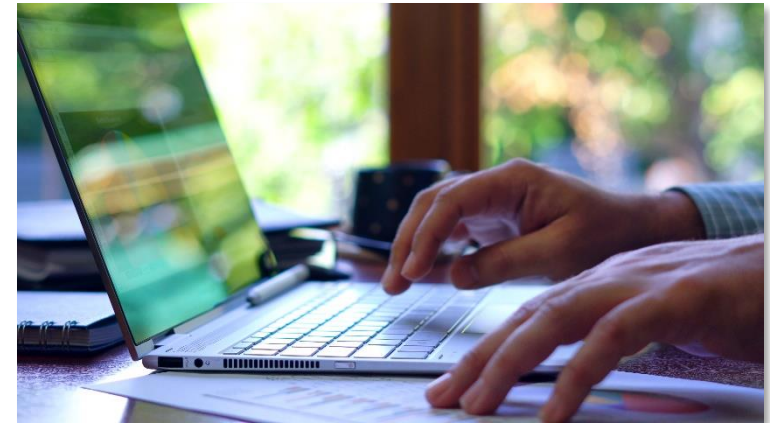
**Register early by using the link provided below and save the date!**

Date	Topic	Registration Link
Tuesday, <b>May 20<sup>th</sup></b> , 2025, at 1:30 PM ET	<b><i>Adding and Modifying OTCnet Roles and Endpoints</i></b>	<a href="#"><u>Register</u></a>

# General Reminders

## ATTENTION:

- Ensure that you login to OTCnet **at least once every 120** days (or four months).
  - Your user account **will be disabled** after 120 consecutive days of inactivity.
- To restore your account, contact the **Primary Local Security Administrator (PLSA)** or the **Local Security Administrator (LSA)** at your agency.
  - If you do not have their information, contact:
    - **Customer Support** team at [FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com), or
    - **Agency Adoption** team at [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)







## Q&A

Please post your question in the chat along with your **name, agency, and email address.**

# Follow up Survey

***Thanks for joining us today to learn  
about the OTCnet Kiosk!***

*We appreciate your participation!*

Please take a few minutes to share your  
thoughts on the webinar using  
the **link** below.

***Refresher Webinar Series 2025***

**<https://forms.office.com/r/GENGvuxjkt>**

**Follow up Survey**

