Bureau of the Fiscal Service

Refresher Webinar Series 2026

OTCnet Kiosk

October 20, 2026

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



OTCnet Kiosk Overview

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



OTCnet Kiosk Solutions At a Glance

Self-Service Kiosk (Vendor POS)

- Unattended payments including cash
- High-traffic, public-facing areas
- Outdoor-ready and customizable hardware
- Card reconciliation via web services
- Centralized reporting in OTCnet

Kiosk Tablet (Microsoft Surface Pro)

- Direct interface with customers
- Staff-facilitated, sensitive payments
- Checks and cards (compact desk footprint)
- Kiosk lockdown for secure processing
- Centralized reporting in OTCnet

OTCnet Self-Service Kiosk

Self-Service Kiosk

The Self-Service kiosk is a standalone Point-of-Sale (POS) system that allows agency customers to make check, cash, or debit and credit card payments independently of an agency representative.



Functionality

- Streamlines over-the-counter services by expanding payment type offerings directly to agency customers.
- Increases payment accessibility, including remote locations.
- Minimizes long lines at the counter and reduces staffing needs.
- Customizable to your agency's needs with features such as a credit/debit card reader (EMV), check scanner, cash acceptor/dispenser, NFC reader, barcode reader, and printer.
- Customizable interface to Treasury collection channels based on agency systems and business needs.
- All collected payments and deposits are synced into the existing OTCnet reporting functionality for ease of reference and agency accounting.
- Multilingual options and remote monitoring available.

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Tips and Resources

1. Contact the **OTCnet Deployment Team** to get started with the Self-Service Kiosk.
    - Ideal candidates for a Kiosk Service are agencies that have:
        - In-person customers submitting checks, U.S. cash, and debit/credit card payments at their location
        - Medium-to-high transaction volumes
2. For more information, refer to Self-Service Kiosk Overview and the OTC Self-Service Kiosk & Webservice FAQ.
3. For additional information, refer to the OTCnet Getting Started, OTC Kiosk webpage: Getting Started: OTC Kiosk | Bureau of the Fiscal Service.

OTCnet Kiosk Tablet

Kiosk Tablet

The Kiosk Tablet is a lightweight collections tablet terminal (Microsoft Surface Pro) that features OTCnet Check and Card Processing with receipt printing functionalities, allowing agency customers to make personal check and card payments independent of an agency representative.



Functionality

- Streamlines over-the-counter services by offering customers the option to self-complete check transactions.
- Direct interface with OTCnet for check payments and batch and check monitoring.
- All collected payments and deposits are synced into the existing 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.
- Kiosk Lockdown Mode ensures a safe, tamper-proof experience.

Tips and Resources

1. Note the following:
   - 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.
   - Note that the **Kiosk Operator** sets up the Kiosk Tablet daily by logging in to and locking down the Kiosk Tablet.
2. Contact the **OTCnet Deployment Team** to get started with the Kiosk Tablet.
3. For more information, refer to OTC Kiosk Tablet Overview and the OTC Kiosk Tablet System Requirements & Reference Guide.

What Kiosk Solution is Best for You

Key Functionality & Benefits of the Kiosk Options

CRITERIA	SELF-SERVICE KIOSK (VENDOR POS)	KIOSK TABLET (MICROSOFT SURFACE PRO)
Payment Options	Cash, Checks, Credit/Debit	Checks, Credit/Debit, No Cash
Format	Standalone public-facing kiosk; customizable enclosure and components	Portable tablet (with scanner, card terminal, printer)
Integration with OTCnet	Web services reconcile card transactions without cashier; data syncs to reporting	Direct interface for check and card payments; batch and monitoring in OTCnet
Security & Operations	Vendor O&M options; remote monitoring; outdoor-ready configurations	Kiosk lockdown mode; tamper-resistant setup; indoor, controlled locations
Best Use Cases	High-traffic areas; outdoor sites; cash handling; broad customization, unattended transactions	Medium-to-low volume indoor sites; check and card acceptance; quick setup
Shared Benefits	Shorter lines, centralized reporting, improved accessibility, secure and accurate workflows that improve customer experience	

What Kiosk Solution is Best for You?

To determine what Kiosk solution is best for you, consider the following:

- Daily operations and volume (public foot traffic vs. scheduled visits)
- Payment types needed (cash, checks, cards)
- Space and environment (public lobby/outdoor vs. controlled intake)
- Staffing model (unattended self-service vs. staff-assisted)
- Hardware requirements (custom kiosk vs. tablet + scanner/card terminal/printer)
- Security needs (lockdown mode, in-person oversight)
- Accessibility and customer guidance (multilingual UI, signage)
- Reporting and reconciliation (OTCnet reporting, web services)

Decision Matrix: Self-Service Kiosk vs. Kiosk Tablet

Decision Criteria	Self-Service Kiosk	Kiosk Tablet
High public volume, unattended service	✓	
Cash acceptance required	✓	
Outdoor or public lobby environment	✓	
Hardware customization and remote monitoring	✓	
Small physical space at the agency's check-in or intake counter		✓
Staff-facilitated, sensitive transactions		✓
OTCnet reporting and reconciliation	✓	✓
Primary payment types supported	Cash, checks, cards	Checks and cards
Best fit use cases	High-traffic, public-facing, unassisted transactions	Staff-assisted, sensitive

Summary: Which Kiosk is Right for My Agency?

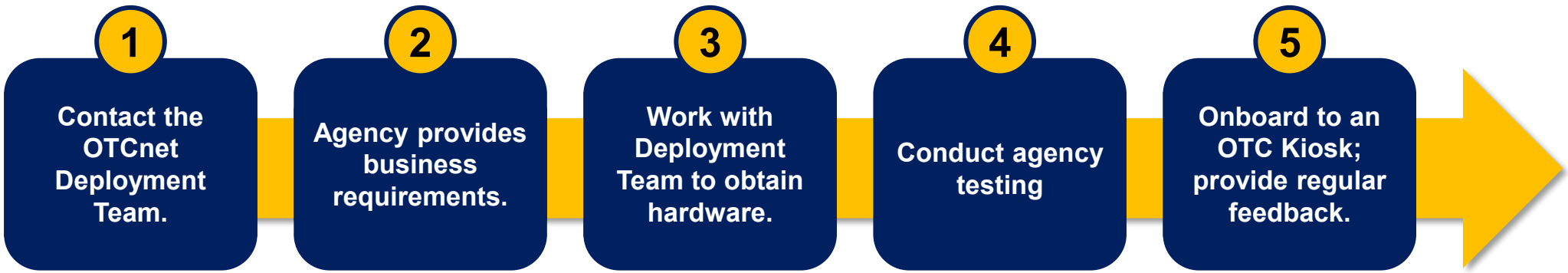
- Choose the **Self-Service Kiosk** if your agency supports high public volume, cash payments, outdoor after-hours services, and needs a highly customizable device.
- Choose the **Kiosk Tablet** if your agency provides in-person staff facilitated services supporting sensitive customer transactions.

	High Public Volume	Cash Payments	Outdoor Locations	After Hours Service	Hardware Customization	In-Person Service	Staff Facilitated	Sensitive Transactions
Self-Service Kisok 	✓	✓	✓	✓	✓			
Kisok Tablet 						✓	✓	✓

How the OTCnet Deployment Team Can Help

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

Visit the Kiosk Informational Webpage for resources on the OTC Kiosk options and for more information: *Getting Started: OTC Kiosk | Bureau of the Fiscal Service*

Key Takeaways

Self-Service Kiosk

- Reduce counter wait times
- Increase speed and efficiency
- Enable payment acceptance where staffing is constrained
- Support after-hours services
- Deploy services to remote sites to reach more customers

Kiosk Tablet

- Support scheduled visits to small offices
- Ensure staff is present for sensitive payments
- Provide Kiosk lockdown mode and tamper-resistant setup
- Support indoor controlled locations

Both Kiosks Support Modern Payment Options

Process check, card, and cash (via Self-Service) with secure and accurate workflows that improve daily operations and customer experience.

Resources





Resource	Link / Contact Information
OTCnet Website	otcnet.treasury.gov
OTCnet Customer Support	Email: FiscalService.OTCChannel@citi.com Phone: 866.945.7920 (24/7 Customer Support)
OTCnet Deployment Team	Email: FiscalService.OTCDeployment@citi.com Phone: 703.377.5586
Getting Started: OTCnet Kiosk	Getting Started: OTC Kiosk | Bureau of the Fiscal Service
OTCnet Self-Service Kiosk	OTCnet Self-Service Kiosk & Web Service Overview PDF
OTCnet Kiosk Tablet	OTCnet Kiosk Tablet Overview PDF

A copy of this presentation will be sent to you by email and will be posted on the OTCnet Resources Site.