Bureau of the Fiscal Service

*Refresher Webinar Series 2026*

# OTCnet Card Processing: Level Up Your Payments

**November 10, 2026**

# Topic #1



## Card Processing Overview

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# Integrated Solution for Card Processing

Integrate in-person credit, debit, and gift card payments made within the same platform as check and cash deposits with OTCnet's Integrated Solution for Card Processing.



## Benefits

- All-in-one collection application for users to seamlessly transition between all payment options in OTCnet.
- Accepts debit, credit, and gift card payments from Visa, Mastercard, American Express, Discover.
- Automatically transmits transactions for settlement —no need to close batches.
- Incorporates the current Card Acquiring Service (CAS) process.
- Decreases user training time by housing multiple payment options all within OTCnet.
- Uses the latest point of sale (POS) terminal for quicker payment processing and shorter lines.
- Future plans to incorporate reporting functions within OTCnet.

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# Card Processing Hardware

***OTCnet Supports the Verifone M450*:**

- Great for high foot traffic
- High-definition color display
- 8” Capacitive Touch Screen
- Full-motion video support with high-quality audio
- Faster processing speeds
- Secure Commerce Architecture
- PCI DSS compliant (PCI PTS 5.X-approved)




Verifone M450
Multimedia Card Reader

# Frequently Asked Questions

## What types of cards are accepted?

- OTCnet accepts gift cards, debit, and credit (Visa, Mastercard, American Express, Discover).

## Can other third-party systems be integrated?

- Third party systems can be integrated to upload to OTCnet Card Web Service with additional integration.

## Who can use the OTCnet Integrated Solution?

- All eligible agencies taking in-person payments are welcome, especially those who are already onboarded onto OTCnet.

## How much volume of transactions can be processed?

- OTCnet Card Processing can support any volume of transactions.

# Topic #2



## Card Payment Demo

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# Card Processing User Roles

## Card Operator



Facilitates card payments, query card transactions and refunds, view/print receipts, and view the terminal configuration.

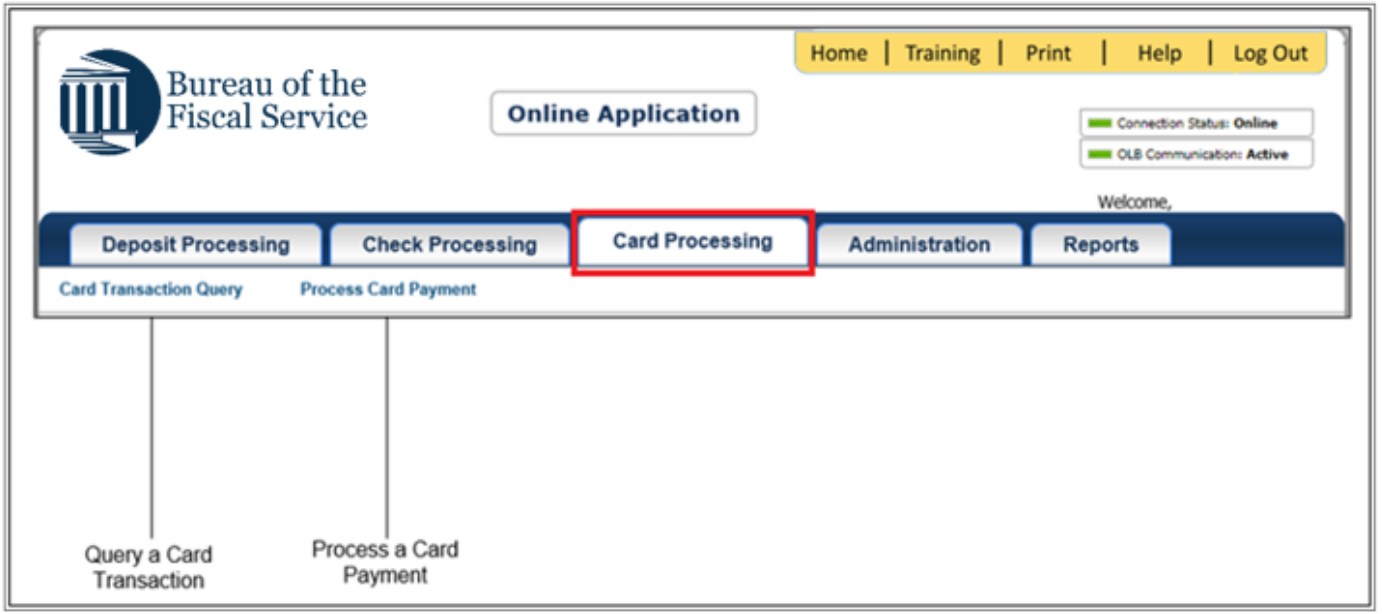
## Card Administrator



Oversees endpoint management, view/modify terminal configuration, view audit log, view/modify the organization hierarchy, and download/install the OLB application.

# Card Processing Functions

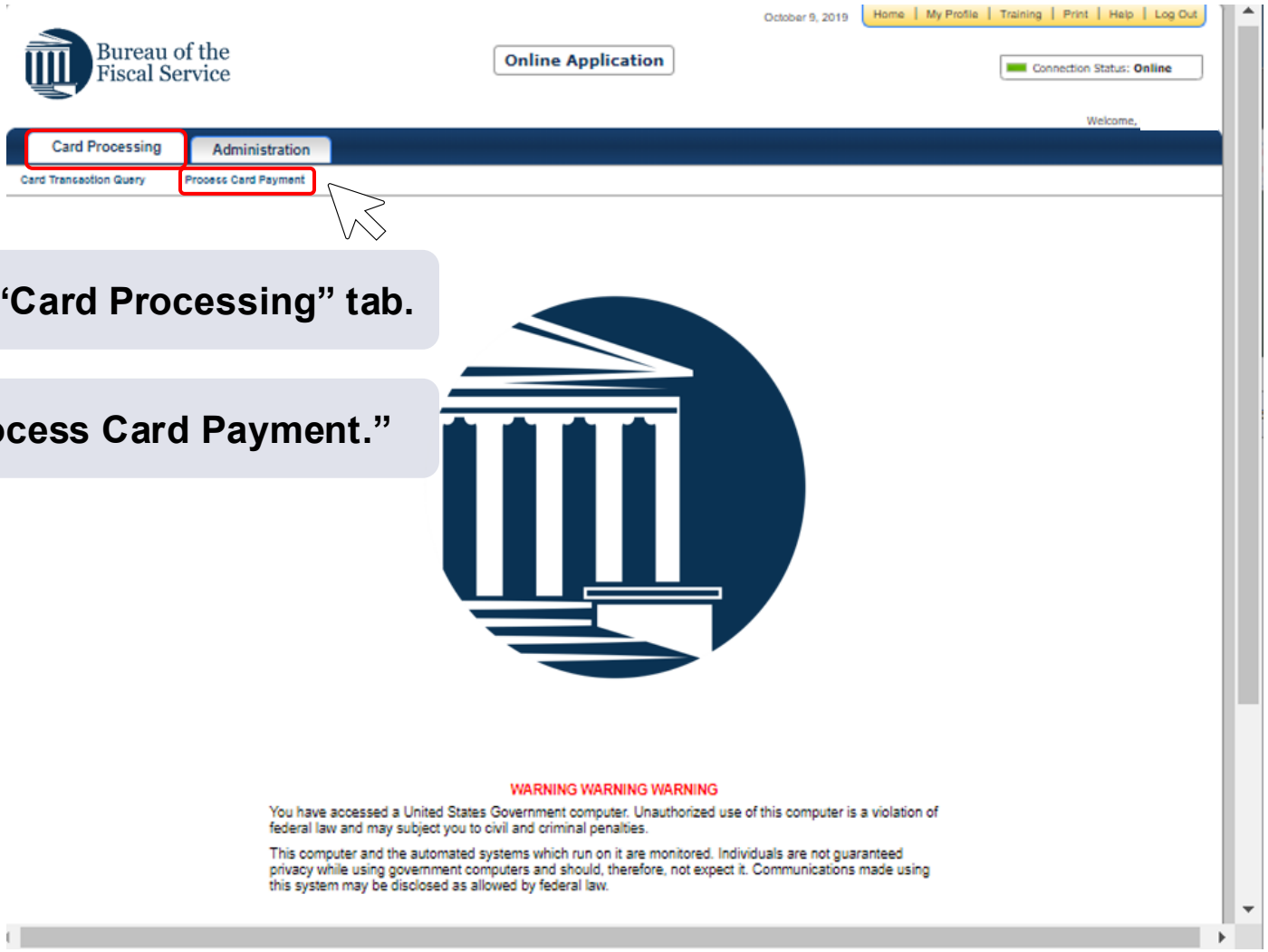
## Functions available in OTCnet Card Processing:




**Card Transaction Query** provides functionality to search previously processed transactions and to perform refunds

**Process Card Payment** provides functionality to prepare and submit card payments

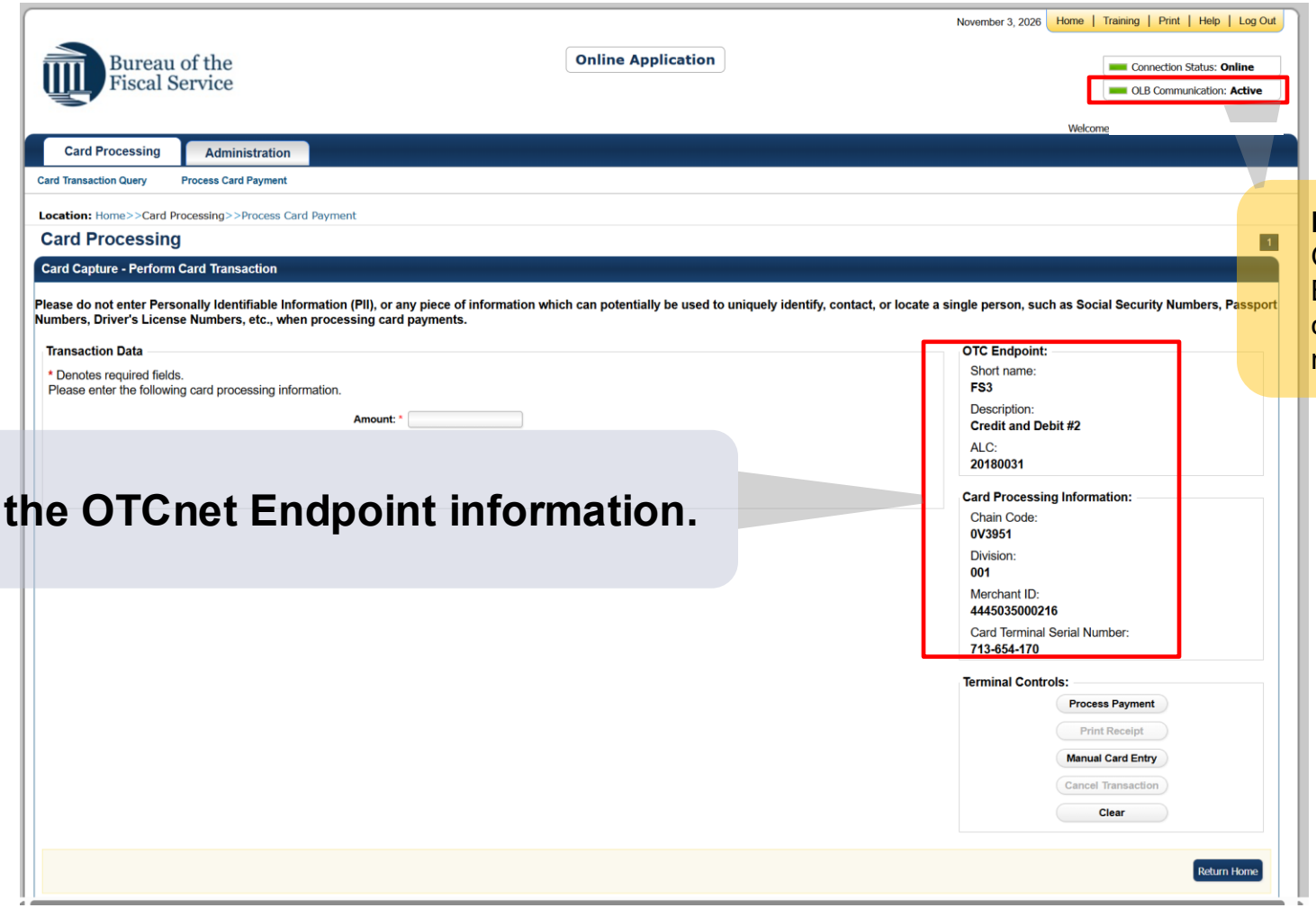
# Demo: Processing a Card Payment




1. Select the “Card Processing” tab.

2. Select “Process Card Payment.”

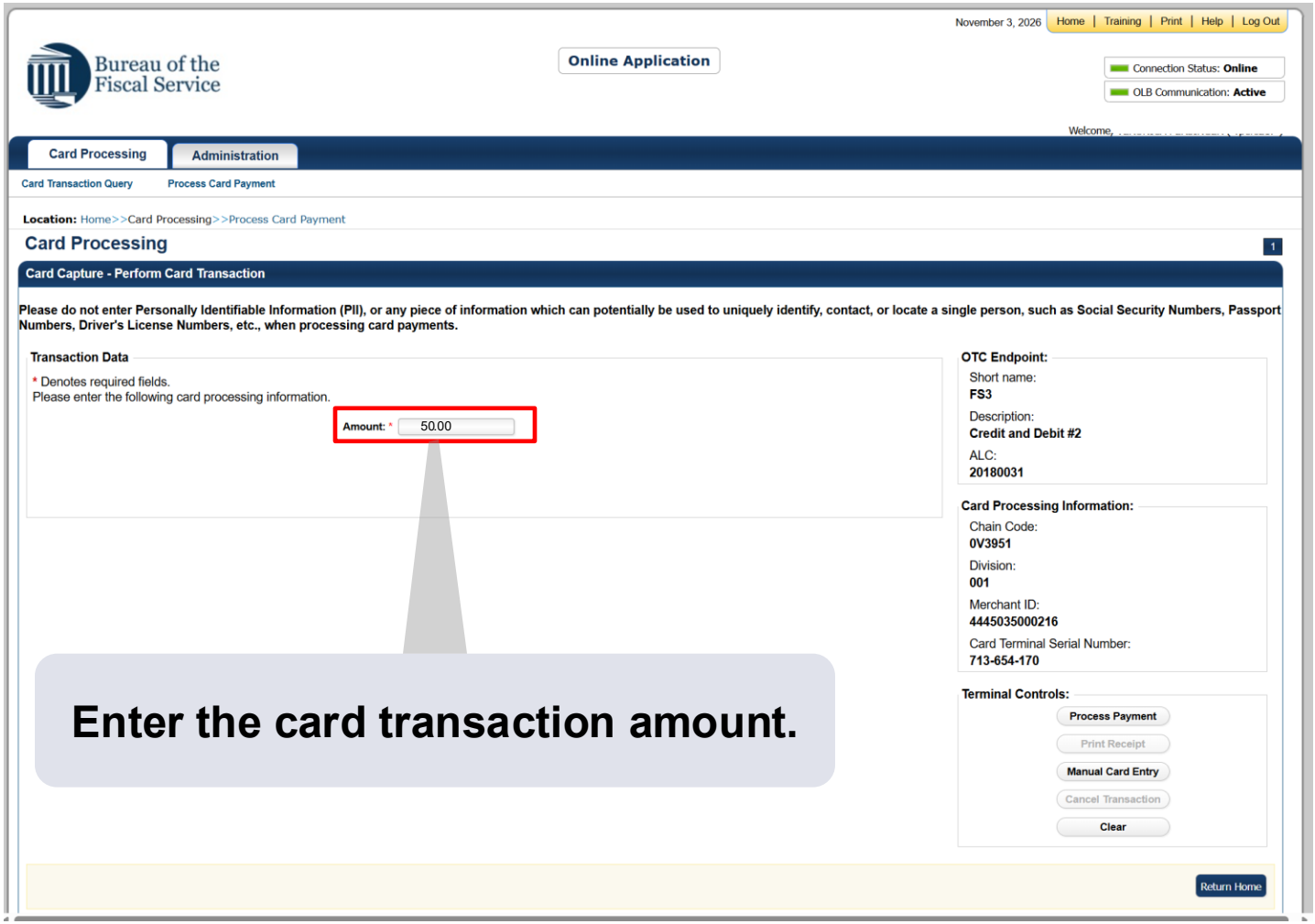
# Demo: Processing a Card Payment



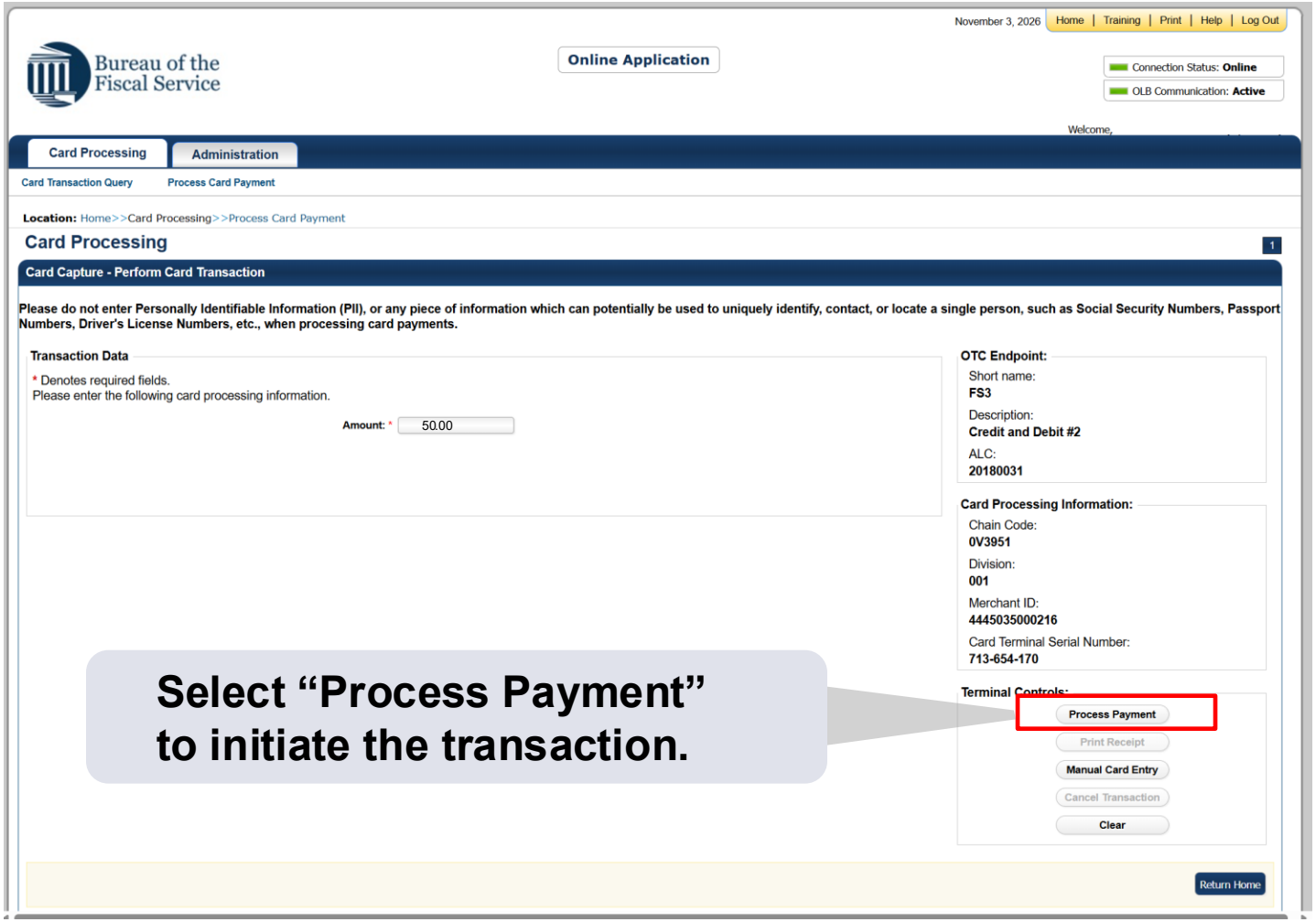

**Verify the OTCnet Endpoint information.**

**Note:** The OTCnet Local Bridge (OLB) communication must be active.

# Demo: Processing a Card Payment



# Demo: Processing a Card Payment



# Demo: Processing a Card Payment

**1** The customer inserts, taps, or swipes the card on the terminal.




**2** In this example, the customer inserts the credit card into the bottom of the card terminal.



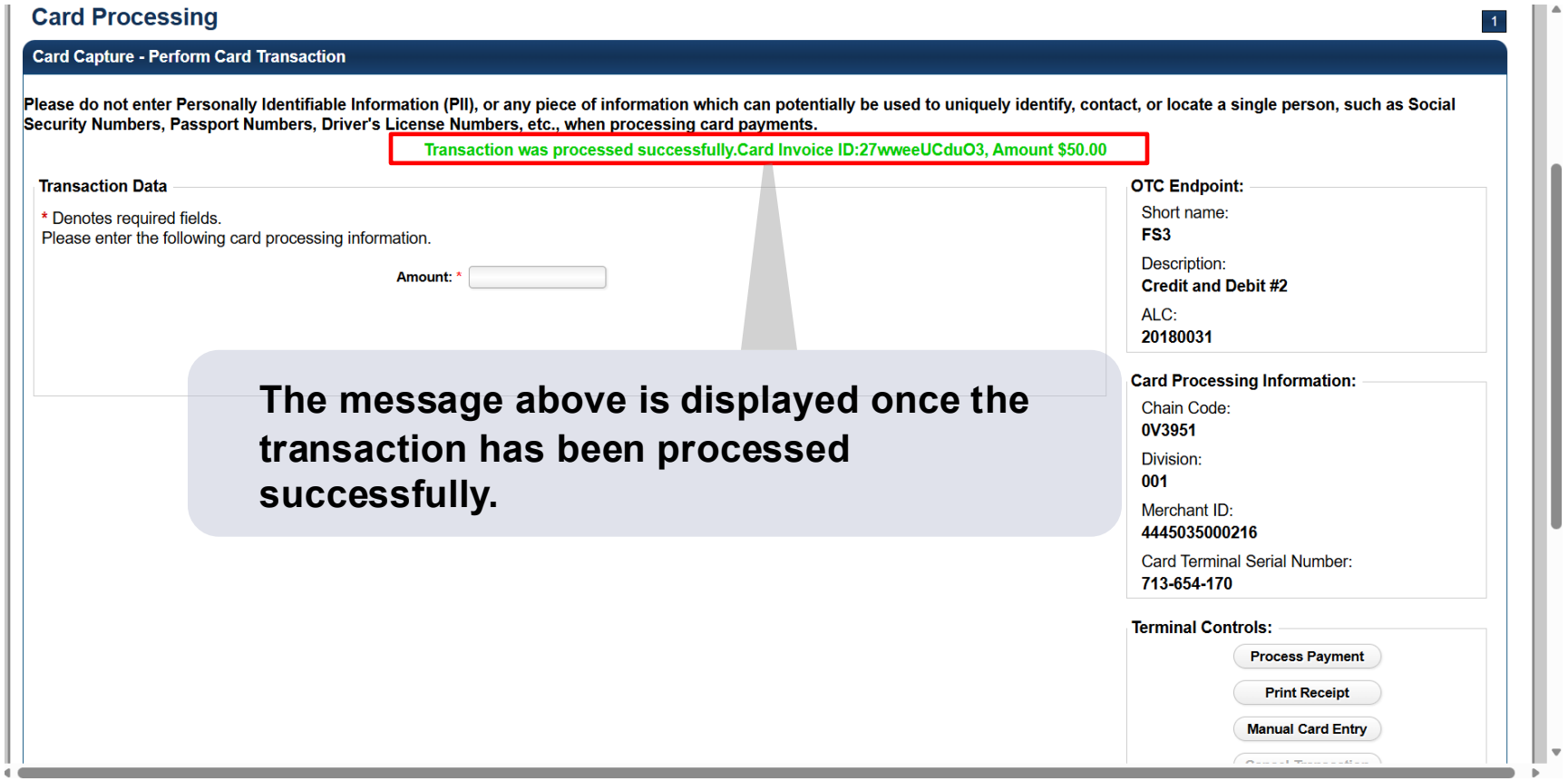

**3** The customer presses "Pay Now" to approve the card payment.



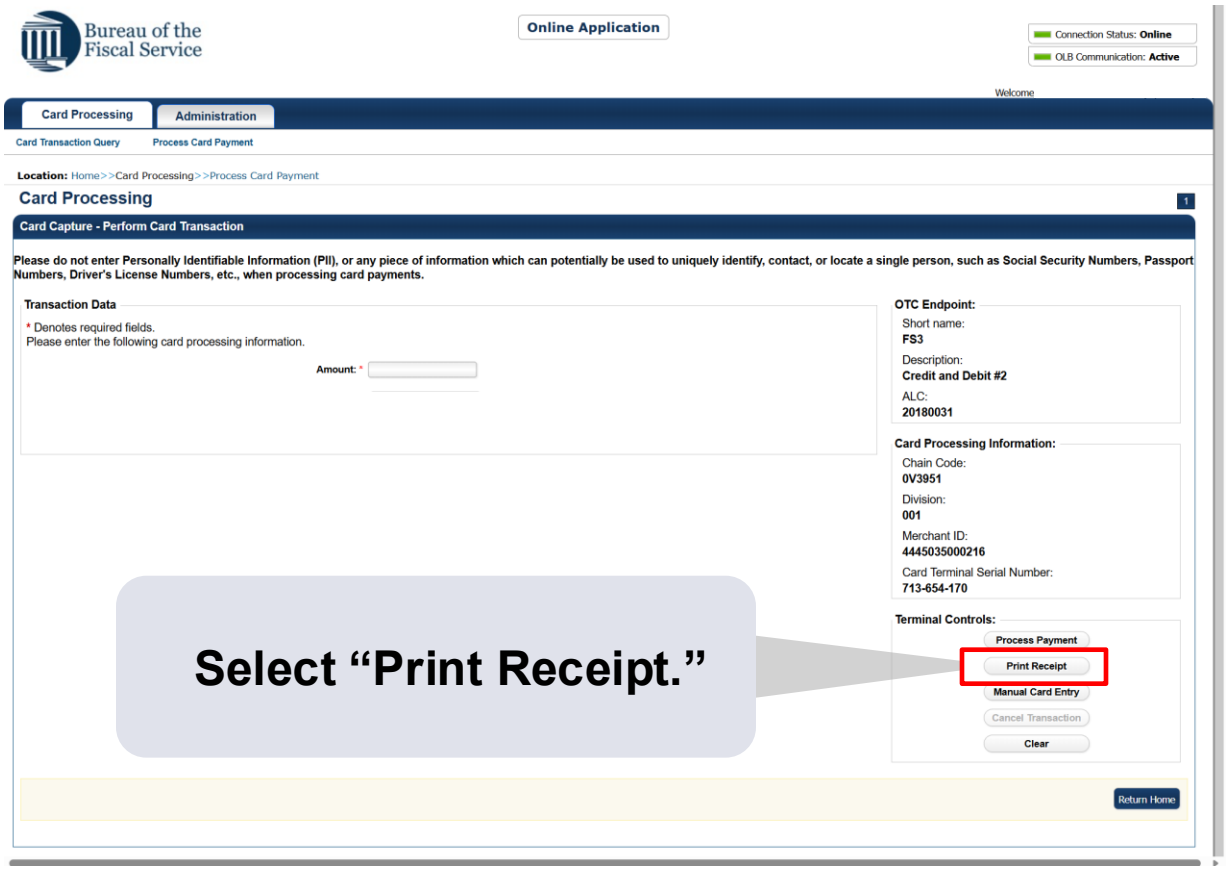

**4** The customer removes the card, if inserted.



# Demo: Processing a Card Payment



# Demo: Processing a Card Payment




## Sample of a printed receipt

WASHINGTON, DC 20005
202-000-0000
TERMINAL ID: 02
CASHIER ID: 111
MERCHANT ID: 12495085
06/21/2019 11:19:01 AM
SALE
INVOICE ID: 15511
PAYMENT TYPE: Credit
APPLICATION LABEL: VISA CREDIT
APPLICATION PAN: **********1234
EXPIRATION:**/**
TRANSACTION TOTAL: USD$ 50.00
CARD ENTRY MODE: CHIP READ
RESULT: APPROVED
AUTHORIZATION CODE: 388038
CTROUTD: 200
TOTAL: USD$ 50.00
NONE
SIGNATURE 1E0300 4000008000 (only for AMEX)
AID: A00000003101002
TVR: 0080008000
IAD: 06010A03600002
TSI: F800
ARC: 00
Signature:

I AGREE TO PAY ABOVE TOTAL AMOUNT IN ACCORDANCE WITH CARD ISSUER'S AGREEMENT

REFUNDS ONLY AVAILABLE WITHIN 30 DAYS OF SERVICE OR PURCHASE

THANK YOU

# Topic #3



## How the OTCnet Deployment Team Can Help

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# OTCnet Card Processing Implementation

## Onboarding Process

**1**

**Contact the OTCnet Deployment Team.**

*Identify all the prerequisites, hardware, and OTCnet user roles.*

**2**

**Onboarding Forms & Backend Setup**

*Work with the Deployment Team to submit the PLSA form and CAS Application.*

**3**

**User Provisioning and Web-Based Training**

*Provision user roles, complete Web-Based Training, and begin workstation setup*

**4**

**Complete Setup and Terminal Configuration**

*Set up OLB profiles, verify access, and configure card processing terminals.*

**5**

**Begin Card Processing**

*Process the first card payment with support from your Deployment Specialist.*

Contact the **Deployment Team** to speak with a **Deployment Specialist** for further questions and to begin the OTCnet Card Processing onboarding process.

**OTCnet Deployment Team (703) 377 5586**
**FiscalService.OTCDeployment@citi.com**




*Review the Card Processing Onboarding Guide for more details.*

# Key Takeaways

## OTCnet's Integrated Solution for Card Processing



All-in-one collection application for users to seamlessly transition between all payment options in OTCnet.

Automatically transmits transactions for settlement

Utilizes the latest Point of Sale (POS) terminal for quicker payment processing

# Tips and Resources

1. Firmware is not needed for Card Processing.
2. The Card Administrator is authorized to download and install the OLB and complete the card terminal configuration within OTCnet.
3. For more information, refer to the following training materials:
   - Card Processing Overview Sheet
   - Card Processing FAQ
   - Connection Guide
   - Hardware Overview
   - Onboarding Guide
4. For additional information, refer to Card Processing **Chapter 3 Capturing and Managing Card Payments** on the OTCnet training site.

# Resources





| Resource | Link / Contact Information |
|---|---|
| OTCnet Website | fiscal.treasury.gov/otcnet |
| OTCnet Customer Support | Email: FiscalService.OTCChannel@citi.com<br>Phone: 866.945.7920 (24/7 Customer Support) |
| OTCnet Deployment Team | Email: FiscalService.OTCDeployment@citi.com<br>Phone: 703.377.5586 |
| Getting Started: Card Processing | Getting Started: Card Processing \| Bureau of the Fiscal Service |
| Getting Started: Card Processing Video | https://www.youtube.com/watch?v=Scme21mdc-E&feature=youtu.be |

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