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# EagleCash™
## Standard Operating Procedures

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Introduction

EagleCash™ is a card-based cash management program used by the U.S. military to reduce the amount of U.S. currency transported to support Contingency areas of operation. Deployed personnel are issued and use EagleCash cards rather than cash to make purchases at the PX/BX, AAFES concessions and military Postal facilities. Rather than going to the camp/installation Finance Office to cash a check or obtain a payroll advance, cardholders can access funds in their U.S. accounts via self-service devices (kiosks) which are located at convenient locations on the base.

EagleCash is a comprehensive, closed loop, stored value cash management and payment card system managed under the guidance of the U.S. Department of the Treasury in conjunction with the Department of Army. Processing, administrative and operational support are provided by the Federal Reserve Bank of Boston (FRBB). EagleCash supports the objectives of the United States Government to reduce dependency on currency - cash- in theaters outside of the continental United States (OCONUS) and thereby improve operations and to reduce costs. As a payment system EagleCash supports the needs of personnel serving OCONUS by delivering a full function cash replacement program that can be used towards the purchase of goods and services at merchant and Postal locations on base and that is interoperable across other military installations where the infrastructure for the EagleCash program has been implemented.

The proprietary infrastructure of EagleCash where card issuance and card acceptance are managed and controlled centrally provides flexibility for the U.S. military and affords the ability to control and grow the program both in features and functionality and to broaden the installed infrastructure in new theaters.

In addition to reducing the dependency on currency, EagleCash supports the directives of the Assistant Secretary of the Army (Financial Management and Comptroller) and establishes policy for electronic currency to replace U.S. currency at Contingency and Peacekeeping locations at Army Finance Offices.

The EagleCash card is a plastic, re-loadable stored value card (SVC) embedded with a computer chip that stores “electronic money” in its memory. The card does not use a magnetic stripe, as do credit or debit cards. Because the specialized computer chip is capable of changing/storing data in its memory, the EagleCash card is often referred to as a “smart card”. The card is used to reduce U.S. coin and currency transactions at the Post Exchange/Base Exchange [PX/BX], at various on-base service providers such as barber and beauty shops, at fast food concessions, and, at other merchants who deliver goods and services. Using specially configured point-of-sale (POS) terminals capable of reading a smart card, the cardholder can transfer a specified amount of electronic money from the card to the merchant in payment for the cost of goods and services at local merchants on base. During the transfer, the purchase amount is deducted from the chip balance on the card and transferred to the merchant terminal which houses a similar electronic chip capable of receiving the transferred value. Should the cardholder wish to confirm the balance on the card, this can be determined at the terminal or by using a hand-held balance reader capable of reading the computer chip. In addition to purchase features and balance features the card has other functionality that includes the ability to load and reload value throughout the tour of duty at any location where the EagleCash program is implemented. The card is issued at the Finance Office and may be funded at self-service kiosks located at convenient locations on the base, or at the Finance Office through a payroll advance (Partial Pay), cash or writing a check.
In addition to issuance, load and balancing functions performed by the Finance Office, the EagleCash program includes kiosk support with software and functionality specifically designed for stored value card management. EagleCash kiosks are free standing devices (similar to ATM’s) that support cardholder initiated value transfers from and to checking and savings accounts, card to card value transfers, balance inquiries, PIN changes as well as activity reporting to include the most recent ten transactions.

Activity data and updates are transferred daily from all EagleCash hardware (laptop PC’s, point-of-sale terminals and kiosks) to the program’s processing agent, the Federal Reserve Bank of Boston.

EagleCash implementation includes the following:

- All equipment, hardware and support required to issue cards, process transactions, and transfer files for settlement.
- All required card stock branded, primed and ready for issuance.
- Merchant point-of-sale (POS) terminals with smart card read capability and with custom developed software application tailored to the program’s features and functionality
- On site training of all program participants involved in the card issuance and acceptance. This on-site training includes the Finance Office, Post Office and Army Air Force Exchange Service (AAFES). Training of AAFES’ concessions and other program users such as Dining Facilities (DFAC) and Moral Welfare and Recreation (MWR) sites is also provided
- On going operational and customer support from the EagleCash Customer Service Center under the direction of the program operations support manager the Federal Reserve Bank of Boston.
- Documentation for all program elements including terminal operation, kiosk operation, card issuance and merchant acceptance as well as day to day program management and troubleshooting.
- Marketing materials to promote, educate, and create awareness of the availability of the program, the benefits and the enrollment procedures.

This Standard Operating Procedures (SOP) documents information for personnel involved in the day to day administration of the EagleCash program and their specific roles and responsibilities. Further, this document provides detail information on the various procedures and functions which these personnel perform on a day to day basis.

The EagleCash Stored Value Card application is fully accredited in accordance with the provisions of the Financial Management Service (FMS) Information Technology (IT) Security Policy 2.2 on certification and accreditation. This accreditation is based on a review of the information provided in the Certification and Accreditation documentation and Risk Assessment (RA) prepared by Science Applications International Corporation (SAIC) dated 24 May, 2005 and follow-on vulnerability scan by SAIC findings of which were issued in a report dated 12 April, 2006. This accreditation is valid for three years.
For additional information regarding EagleCash or any of the topics covered in this document, contact your Agency POC or the EagleCash Customer Service Center:

- Email: eagle@bos.frb.org
- DSN OCONUS: 312.955.3555
- U.S. Toll Free: 877.973.8982
EagleCash Program Team Roles and Responsibilities

The EagleCash™ Stored Value Card program is supported by various military, government and private sector entities each of whom plays a specific role and who own specific responsibilities. The following identifies each of those entities and provides a brief description of their respective contributions.

Assistant Secretary of the Army for Financial Management & Comptroller (ASA(FM&C))

- Sets high-level program policy and provides headquarters support.

US Army Finance Command (USAFINCOM)

- ASA (FM&C) Field representative.
- Funds Hardware and deployment costs.
- Coordinates project details with all agencies and commands (e.g., U.S. Treasury, DFAS, AAFES, Finance Units, Air Force/Army Post Office, etc.) as required on behalf of the ASA (FM&C)
- Assists the U.S. Treasury in the deployment of EagleCash.
- Assists the Finance Units at contingency operation locations with EagleCash and disbursing training when required in CONUS and OCONUS.
- Coordinates funding of the program with the U.S. Treasury and the Army Budget Office.

Financial Management Service (FMS)

- U.S. Department of the Treasury representative.
- Funds back office processes.
- Manages and provides direction to the EagleCash administrative, processing and customer service arm, the Federal Reserve Bank of Boston.
- Updates the standard operating procedures.
- Present briefings to the major participants in the program.
- Develops Memoranda of Understanding with program participants and agreements with designated financial and/or fiscal agents.
- Authorizes the development of enhancements.
- Prepares projected and actual budget spreadsheets.
- Maintains the funds pool.
- Provides monthly residual value reports.
- Funds settlement and clearing processes.
- Assists USAFINCOM in the deployment of EagleCash.
• Demonstrates program equipment and presents detailed procedures to Soldiers prior to deployment.
• Authorizes hardware purchases.

**Brigade Level Finance Command, Battalion or DFAS Finance Offices:**
• Manages the EagleCash program from a Brigade/Battalion level.
• Coordinates support and policy guidance between the Department of the Army and battalions in the field.
• Maintains an up-to-date log of all EagleCash incident reports.
• Hosts periodic EagleCash summits to discuss the current SVC status and future plans.
• Assists the EagleCash team in coordinating deployment requirements (e.g., transportation, country clearance, marketing, etc).
• Works with local AAFES Managers on EagleCash policy.

**Defense Finance and Accounting Service (DFAS)**
• Provides support related to disbursing policies and procedures.
• Processes EagleCash transactions from field Finance Offices.

**Military Postal Service Agency (MPSA)**
• Sets high level postal program policy.
• Coordinates project details with DOD Post Offices.
• Assists U.S. Treasury and Army Finance Command with deployment.
• Assists with pre-deployment shipping and transportation.

**Field Army Finance Offices:**
• Support deployment
• Issue cards in accordance with the EagleCash Card Issuance Policy
• Accept cards in accordance with the EagleCash Card Acceptance Policy
• Load and unload value
• Maintain card stock
• Transmit EagleCash files
• Serve as Point-of-Contact (POC) for EagleCash kiosks on camp
• Submit Incident Reports

**Military Post Offices**
• Accepts the EagleCash card in accordance with the EagleCash Acceptance Policy
• Assists in EagleCash deployments
• Transmits EagleCash settlement files daily.
• Maintains current HotList on point-of-sale terminals.
• Trains the Post Office in Flex accounting.

**Army and Air Force Exchange Service (AAFES)**

• Accepts the EagleCash card at all stores in accordance with the EagleCash Acceptance Policy
• Sponsors acceptance of EagleCash at all OCONUS concessions or merchants.
• Assists in EagleCash deployments
• Transmits EagleCash settlement files daily
• Maintains current HotList on point-of-sale terminals
• Provides marketing strategy input and support.
• Provides policy to store managers on the use of EagleCash.

**Federal Reserve Bank of Boston (FRBB)**

• Fiscal agent for the EagleCash program.
• Provides settlement, reconcilement and reporting.
• Develops and maintains program software and associated applications.
• Develops and provides program reporting.
• Provides Level 1-2 Helpdesk support via the EagleCash Customer Service Center
• Purchases, configures, distributes and manages replacements for all program hardware components and supplies.
• Participates in the development of enhancements.
• Tests and installs equipment, software and enhancements.
• Maintains the card stock inventory and develops card stock usage projections.
• Ensures that card stock is delivered to the Finance Office prior to depletion of their inventory.
• Ensures the delivery of equipment to merchant locations.
• Assists the Federal Reserve in ensuring that all transactions are sent daily from overseas to the processing system.
• Provides educational training to merchants and to the Finance and Post Offices.
• Provides technical support to merchants and to the Finance and Post Offices.
• Provides card balance information to the Finance Office for out-processing and refunds.
• Coordinates card priming, distribution and inventory maintenance of EagleCash cards.
• Provides training tools, user guides and documentation for all program components.
• Develops statistical reports on card and merchant activity.
• Maintains an incident log.
• Coordinates with local command supply officer’s with accountability of hardware.
• Reports EagleCash policy issues to USAFINCOM and the U.S. Treasury.
• Directs OCONUS field maintenance where available.
Section 1. Finance Office Procedures – Hardware Components

Various hardware components are critical to the successful deployment of the EagleCash program in the field. These components include self-service EagleCash kiosks for cardholder value transactions, EagleCash point-of-sale (POS) terminals used for card acceptance activities and EagleCash laptop computers that are used to issue cards and perform other daily Finance Office functions.

To ensure that EagleCash equipment issued to perform ongoing program management functions remains in optimum performance, all Laptops are installed, configured and maintained according to the standards prescribed by the Federal Reserve Bank of Boston and approved by Army Finance.

It is the responsibility of each Finance Office to be aware of and to comply with configuration and maintenance standards for all EagleCash hardware components.

Standards for laptop configuration for the OIF Theater are detailed in this document under Appendix A.
Section 2. Finance Office Procedures – Card Delivery and Inventory Control

The Finance Office plays a key role in the implementation, and day to day management of the EagleCash™ program. The Finance Office is responsible for EagleCash card issuance, transaction processing, Incident Reporting of lost, damaged and stolen cards and oversight of all EagleCash Kiosks on base. As the owner of card issuance, the Finance Office must train and educate staff on the mechanics of card issuance, implement procedures to ensure safe keeping and audit of all card stock held on premise, and, actively help promote the growth of the program on base.

Additionally, all Finance Office staff is to be trained on, understand and follow the requirements of the EagleCash Card Issuance, EagleCash Card Acceptance and EagleCash Cash Back Policies. These Policies are detailed in Appendix B, Appendix C and Appendix D respectively of this document.

All card stock within the EagleCash system is tracked and audited. Army Finance Offices maintain cards in inventory for issuance. Cards are stored in the manner of blank check stock in compliance with Volume 5, DODFMR (Department of Defense Financial Management Regulation), and paragraph 0303 or 0306 and are inventoried on a monthly basis. The Finance Office issues the cards and can load/unload funds to the chip on the cards if requested by cardholders and as permitted by Policy.

Inventory Control

EagleCash cards are supplied to authorized Finance Offices by the Federal Reserve Bank of Boston (FRBB). Cards are numbered with a card serial number, in sequential order and are packaged in sealed sleeves of 500 cards/sleeve.

Initial inventory will be verified and the inventory sheets attached to each sleeve will be signed. As EagleCash cards are allocated to the cashiers for issuance to cardholders, a Statement of Agent Officers Account (DD Form 1081) will be completed and referenced back to DD Form 2667.

A monthly inventory must be conducted, using DD Form 2667, and sent to the EagleCash Customer Service Center. Inventory of card stock is required by Volume 5, paragraph 0303 or 0306 (similar to checks).

Cards will be counted, verified, and receipted. The cards will be kept and issued in numerical order. A monthly inventory of EagleCash card stock must be performed and relevant information entered onto DD Form 2667 or other approved form. This inventory information should be sent via email to the EagleCash Customer Service Center at eagle@bos.frb.org. All cards should be counted, 500 per sleeve and 50 per bundle and totals confirmed by email. Damaged, expired or any cards held as a result of Incident Reports should be kept in a secure place. The EagleCash Customer Service Center will provide direction on how such cards are to be managed.

The following are quick reference points for handling inventory of EagleCash cards. The Finance Office will:

- Check and verify number of cards delivered.
- Sign receipt for cards received.
• Maintain card stock in sleeves, by serial number and, in sequence.

• Issue cards by serial number.

• Perform monthly inventory or turnover to responsible person with full inventory and receipt.

• Send via email the monthly inventory or turnover report status to the EagleCash Customer Service Center at eagle@bos.frb.org
Section 3. Finance Office Procedures - Card Issuance and Kiosk Enrollment

The Finance Office issues all cards used in the EagleCash program. At issuance to any authorized military personnel, government official, or civilian contractor, the card has no value. Subsequent to issuance, cards can be loaded at a self-service kiosk or the Finance Office with funds drawn either from a check, cash or partial pay. Cards can be issued either at the deployed location by the local Finance Office or at designated CONUS sites in advance of deployment by authorized personnel.

Once the card has been issued, the cardholder can use the EagleCash kiosk to load funds to the EagleCash card. These free standing cashless ATM-like devices carry the trademarked EagleCash™ signage for easy identification are installed in key traffic areas such Finance, AAFES, Post Office facilities, and the Moral, Welfare and Recreation (MWR) center at each theater where the EagleCash program has been implemented. Cardholder kiosk activity requires entry of a Personal Identification Number (PIN) to gain access to the kiosk transaction menu. At card issuance, bank information is collected and a PIN is assigned at the chip level for use with the kiosk only.

The EagleCash kiosk application was designed especially for OCONUS Armed Forces use in deployed areas to reduce workload in the Finance Office and provide banking services 24 hours a day, seven days a week to EagleCash cardholders. The kiosk operates offline. Once per day the kiosk is programmed to automatically dial out via Defense Support Network (DSN) or commercial phone lines and to download secured files to the EagleCash processing center managed and staffed by the Federal Reserve Bank of Boston (FRBB). Upon processing the file, the Federal Reserve initiates an Automated Clearing House (ACH) Debit or Credit against each cardholder’s bank account information obtained at the time of card issuance and a record of which is maintained by the FRBB.

No transaction or service fees are associated with using the kiosk and once enrolled cardholders can access designated U.S. checking or savings accounts 24 hours a day, seven days a week for the purpose of transferring funds in or out of the designated account. The no-fee feature of the program presents an extremely attractive value proposition for the soldier stationed outside of the continental United States. EagleCash provides the soldier with distinct savings opportunity depending upon location, out of network switch fees for ATM transactions can run $6 or more dollars and EagleCash transfers do not incur any fee.

During the enrollment process, the cardholder completes a Navy/Marine and EagleCash Enrollment and Authorization DD Form 2887, Dec 2004 that authorizes the U.S. Treasury – and thereby its processing Agent, FRBB - to debit or credit the customer’s bank account (See Appendix E).

Data captured during enrollment and stored on the card chip includes cardholder last name, first name and Social Security Number (SSN). The cardholder’s name and signature are displayed on the reverse side of the EagleCash card. Cardholders wishing to utilize the kiosk to access funds in their U.S. financial institution banking accounts must provide their permanent address, bank address, bank routing and bank account number, and, account type, (i.e. checking or savings account).

All cards are issued with an expiration date determined as follows.

- Active (12 months).
Card Issuance Policy

Prior to any card issuance, all Finance Office staff must be trained on, understand and follow the requirements of the EagleCash Card Issuance Policy. This Policy is detailed in Appendix B of this document.

Card Issuance

The Card Issuance process relies upon the use of custom designed features and operating software programs loaded at FRBB on the EagleCash Laptop prior to deployment. To facilitate Card Issuance the Card Processing Station (CPS) program found in the EagleCash folder of the laptop is used.

Cards can be issued for personal use in one of two ways: either pre-positioned for loading funds later (Zero Value Loaded), or with a dollar value loaded at time of enrollment. Each method is described below:

Card Issuance with Zero Value Loaded

Zero value cards are generally issued to enable issuance outside the Finance Office and to speed transaction time, or when cards are issued prior to a soldier’s deployment in theater. Card Issuance with Zero Value Loaded utilizes the procedure outlined below.

1. Prospective EagleCash cardholder completes and signs the Navy/Marine and EagleCash Enrollment and Authorization DD Form 2887 (Appendix E) the Finance Office Cashier is responsible for the accurate completion of this Form.

2. Cashier opens the EagleCash folder found on the laptop desktop

3. Click the Card Processing Station icon

4. The Card Processing Station screen appears.
5. Insert the card chip first into reader slot on the left side of the laptop.

6. The **Issue Card** screen appears.

![Issue Card Screen](image)

7. Enter the **Cardholder Information** including first name, last name, and SSN. Use customer provided identification as the source reference.

**NOTE:** The cashier MUST verify the spelling of the first and last name and verify the accuracy of the SSN. Incorrect entries can hamper subsequent research through the processing system where verification is based on name and SSN match. Inability to match due to errors at issuance can result in creation of a suspense item and delay problem resolution.

8. Select **Card Usage** type from the pull down menu:

- Service Member (for members of the U.S. Armed Forces)
- Contractor (the card can be issued only to Contractors with valid Check Cashing Agreements on file at the field Finance Office)
- Visitor (for civilians on official travel orders)

**NOTE:** Do not select the “Training” or Program Test” options

9. Select the **Expiration Date** from the screen:

- Active Duty (12 months)
- Reservist (9 months)
- 13 Months (contractor or service member on orders for a year.)
- Other (Established by Finance based on cardholder individual orders).

**NOTE:** The card expiration should be timed in accordance with the expiration of the cardholder’s deployment. As example, a cardholder scheduled to leave the theater in eight (8) months should be issued a card with a nine (9) month expiration date and not a thirteen (13) month expiration date.
10. Click the **Issue** button.

11. The **Activating Card** screen appears. The cardholder information is automatically added onto the card chip and into the database.

12. The **Bank Account Info** screen appears.

13. Enter the 9-digit **ABA Number** (American Banking Association) located on the left at the bottom of the customer’s check. The banking information can be retrieved in Defense Joint Military Pay System (DJMS) as well.

14. Enter the **Account Number** printed on the bottom of the customer’s check to the right of the ABA Number or as found in DJMS.

15. Designate the **Account Type** as either “Checking” or “Savings”.

16. The **Daily Download Limit** is a default value set by Finance Office policy. Do not change this amount unless instructed by an authorized Finance official.

17. Enter the cardholder’s permanent mailing **Address, City, State, Postal Code** and **Country** in the fields provided.

18. When all information is entered, **verify the accuracy each entry**. Then, select **OK**.
19. The **New PIN** screen appears.

![New PIN Screen](image)

Using the number pad attached to the laptop, instruct the customer to enter and re-enter a 4-digit PIN. The PIN should be a non-trivial number – meaning NOT 1234, 1111, 2222 etc.

**NOTE**: PIN entry is required when performing kiosk transactions but not required for retail purchases. At some pre-issuance location, the last four (4) digits of the cardholder’s SSN are pre-assigned as the PIN.

20. After the PIN is confirmed, when the Cashless ATM Updates complete screen appears, the kiosk enrollment is complete.

![Cashless ATM Updates Complete](image)

21. Click **OK**.

22. The **Update Card** screen appears. The Finance Office utilizes this feature to update the banking information, reset the PIN, or, to load money to the card.

![Update Card Screen](image)

23. Select **Cancel**. This saves the banking information required to issue the card but does not place any monetary value on the card.
24. The **Card Processing Station** screen appears.

25. Remove the card from the card reader.

26. Using a Dymo Label (or similar device), the Cashier prints a name label with the cardholder’s last name and first initial and places this label above the signature stripe on reverse side of the card. Should a Dymo Label device be unavailable, the Finance Office may neatly print the cardholder’s name on the top stripe on the back of the card.

27. At this point, the cardholder must sign the signature stripe on back of card exactly as the name appears on the label.

28. Even though the card has been issued without value, the cashier and cardholder must verify the load value of the card using a key chain balance reader or POS terminal.

29. Cashier provides the new EagleCash cardholder with the new card, a protective plastic sleeve, a disclosure statement, and a User Guide.

30. If an EagleCash DD Form 2664 is used for verification, the cardholder must sign for receipt of the card.

**Card Issuance with a Dollar Value**

The second type of issuance takes place in the Finance Office at the cashier’s window and funds are actually loaded at the time of card issuance. Using the EagleCash laptop, the following outlines the procedures for Card Issuance with a Dollar Value:

1. Prospective EagleCash cardholder completes and signs the Navy/Marine and EagleCash Enrollment and Authorization DD Form 2887. (Appendix E) The Finance Office cashier is responsible for the accurate completion of this Form.

2. Open the EagleCash folder on the desktop of the laptop

3. Select the **Card Processing Station** icon

4. The **Card Processing Station** screen appears.
5. Insert the card, chip first into the reader slot on the left.

6. The **Issue Card** screen appears.

7. Enter the **Cardholder Information** including first name, last name and SSN. Use customer provided identification as defined in the EagleCash Issuance Policy.

**NOTE**: The cashier MUST verify the spelling of the first and last name and verify the accuracy of the SSN. Incorrect entries can hamper subsequent research through the processing system where verification is based on name and SSN match. Inability to match due to errors at issuance can result in creation of a suspense item and delay problem resolution.

8. Select the **Card Usage** type from the pull down menu
• Service Member (member of the U.S. Armed Forces)

• Contractor (only with a Check Cashing Agreement on File)

• Visitor (government of civilian on official travel orders)

NOTE: Training and Program Test card are not used.

9. Select the Expiration Date from the screen:

• Active Duty (7 months).

• Reservist (9 months).

• 13 Months.

• Other (Determined by the Finance Office or individual orders).

NOTE: The card expiration date should be timed in accordance with the expiration of the cardholder’s deployment. As an example a cardholder scheduled to leave the theater in eight (8) months should be issued a card with a nine (9) month expiration date and not a thirteen (13) month expiration date.

10. Click the Issue button.

11. The Activating Card screen appears. The cardholder information is automatically added to the card chip and in the cardholder database.
12. Enter the 9-digit **ABA Number** (American Banking Association) located on the left at the bottom of the customer’s check. The banking information can be retrieved in Defense Joint Military Pay System (DJMS) as well.

13. Enter the **Account Number** printed on the bottom of the customer’s check to the right of the ABA Number or as found in DJMS.

14. Designate the **Account Type** as either “Checking” or “Savings”.

15. The **Daily Download Limit** is a default value set by Finance Office policy. Do not change this amount unless instructed by an authorized Finance official.

16. Enter the cardholder’s permanent mailing **Address, City, State, Postal Code** and **Country** in the fields provided.

17. When all information is entered and verified, select **OK** to continue with kiosk enrollment.

18. The **New PIN** screen appears
19. Using the number pad attached to the laptop, instruct the customer to enter a PIN of his/her choice. The PIN should be a non-trivial 4-digit number – meaning NOT 1234, 1111, 2222, 3333 etc. Have the customer verify the PIN by re-entering the information.

20. Click OK.

21. The **Card Processing Station** window appears confirming that the enrollment in the Kiosk Cashless ATM is complete.

![Card Processing Station](image)

22. Click OK.

23. The **Update Card screen** appears. From this screen, the Finance Office can update banking information, reset the PIN, or load money onto the card.

![Update Card](image)

24. In the **Revalue Amount** field:
   - Enter dollar value to be loaded on the EagleCash card using the number keys.
   - Enter a decimal point to designate between dollars and cents.
   - If an even dollar amount, enter the decimal point followed by two (2) zeroes for the cents.

25. Select the **Tender Type** from the drop down menu choices of Cash, Check, Pay Voucher (Partial Pay).

26. Confirm the dollar amount entered and select **Revalue** to continue.

27. The **EagleCash Transaction Summary** screen appears.
28. Confirm the new card balance, select **OK**.

29. The Card Processing Station screen appears.

30. Remove the card from the card reader.

31. Using a Dymo Label or similar device the Cashier prints a name label with the cardholder’s last name and first initial and places this label above the signature stripe on reverse side of the card. Should a Dymo Label device be unavailable, the Finance Office may neatly print the cardholder’s name on the top stripe on the back of the card.

32. The customer must sign the second signature strip on back of card *exactly* as the card is issued and the name appears on the card.

33. The customer and cashier must verify the load value of the card using a key chain balance reader or POS terminal.

34. Cashier provides the new EagleCash cardholder with the new card, a protective plastic sleeve, a disclosure statement, and a User Guide.

35. If a SVC DD Form 2664 is used for verification, have the customer sign for receipt of the card.

**Card Issuance for Deposit Cards**

A special type EagleCash card known as an EagleCash Deposit Card is issued by Finance to AAFES and Postal POC’s and replaces the use of Cash Collection Vouchers (CCV’s) and Treasury checks to convert cash from deposits to EagleCash. In this instance, in addition to issuing the card, the cashier will load value onto the card using cash funds brought in by AAFES, Post Office, or other merchants from their daily receipts. After issuance and funds loading, the keepers of Deposit Cards - generally AAFES’ store managers and for the Post Office, the COPE - will return to their respective locations and will, using specially a labeled point-of-sale Deposit Terminal, perform a zero balance transaction to remove all funds from the card. Essentially, this zero balance transaction is a sale for the total amount on the card.

**To Issue a Deposit Card:**

1. Open the **EagleCash** folder on the Desktop of the laptop.
2. Click the Card Processing Station icon.

3. The Card Processing Station screen appears.

4. Insert the card chip first into the reader slot on the left of the laptop.

5. The Issue Card screen appears.

6. Enter the Cardholder Information into the fields as follows
   - Cardholder First Name = Merchant Name. As example, AAFES or Post Office
   - Cardholder Last Name = Location and Zone if applicable.
     As example, Liberty or Arifjan Z1
   - SSN = AAFES incorporates the primary four numbers of the facility code followed by zeroes. Example: 155100000
   - SSN = Post Office incorporates the location number followed by zeroes.

Deposit Cards can hold a maximum value of $100,000. At AAFES locations where cash deposits are likely to exceed $100,000, the Finance Office will issue multiple cards. When multiple cards are issued, the naming convention for AAFES is:

- Cardholder First Name = Merchant Name. As example, AAFES.
- Cardholder Last Name = Location and Zone if applicable followed by 1 or 2 etc. to differentiate each card.

As example, two cards issued to Camp Liberty would be issued: AAFES Liberty 1 and AAFES Liberty 2

**NOTE:** The AAFES store manager or Postal COPE must complete the Navy/Marine and EagleCash Enrollment and Authorization DD Form 2887. The Finance Office cashier is responsible for insuring accurate completion of this Form. (See Appendix E)
7. The Card usage field will always be Deposit and cannot be changed

8. Select the Expiration Date field from the screen:
   - 13 Months.
   - Other (Determined by the Finance Office).

   **NOTE:** The card expiration date should coincide with the exit theatre time frame for the Store Manager or COPE plus 1 month. If the Store Manager is due to leave the theater in eight (8) months, the expiration date would nine (9) months.

9. Select **Issue**.

10. The **Activating Card** screen will appear.

11. Once the card is activated, the **Update Card** screen appears. In the **Revalue field**, the Finance Office can only load to the Deposit Card. Kiosk enrollment and banking information are not available for the Deposit Card.
12. In the Revalue Amount field:

   - Enter dollar value to be loaded on the EagleCash card using the number keys. This dollar amount will be exactly equal to the amount of the Post Office or AAFES cash deposit.
   - Enter a period or decimal point to separate dollars and cents.
   - If an even dollar amount, enter the decimal point followed by two (2) zeroes for the cents.

13. Select the **Tender Type** from the drop down menu choices of Cash, Check or Partial Pay. **Tender Type** should always be Cash.

14. Confirm dollar amount entered and select **Revalue** to continue.

15. The **EagleCash Transaction Summary** screen appears.

16. Confirm new balance and select **OK**.

17. The **Card Processing Station** screen appears.

18. Remove the card from the card reader.
19. Using a Dymo label or similar device, the Cashier prints a name label showing the exact name in which the card was issued and then places this label above the signature stripe on the reverse side of the card. Should a Dymo Label device be unavailable, the Finance Office may neatly and legibly print the name on the top stripe on the reverse of the card.

20. The AAFES PX/BX store manager or Post Office COPE will sign his or her name on the bottom panel on the reverse side of the card – not the store or Post Office name.

21. The AAFES manager and/or Post Office COPE must verify the load value using a card balance reader or POS terminal.

22. Issue one empty plastic sleeve for each card.

    NOTE: This maximum value that can be loaded on a Deposit Card is $100,000. AAFES may require multiple cards if store deposits exceed this $100,000 ceiling.

23. If a SVC DD Form 2664 is used for verification, have customer sign for receipt of the card.

**DDS Input for Deposit Cards**

1. Log into DDS and select Exchange Transactions from the Processing menu.

2. Enter the Facility ID number as the SSN.

3. Enter the organization and location as the Last Name e.g., **AAFES Arifjan Z1**

4. Leave the First Name and Middle Initial blank.

5. **CLICK THE RECEIPT REQUESTED BLOCK!**

6. Incoming Currency Code as **US**.

7. Enter the amount of the Deposit.

8. Outgoing Currency Code will **ALWAYS** be **US**.

9. Enter the amount of the Deposit again.

10. Select the NI Type (always) **SV** for Stored Value.

11. Enter the NI Number (Last 6 digits of the Deposit Card)

12. Enter the NI Date (date of transaction)

13. Click Validate and Click Save.

14. The Receipt will appear.

15. Print 2 copies of the receipt (1 for the customer, 1 for the FO).

**NOTE:** You must print a receipt from DDS. It is the only record that AAFES and the Post Office will have for the transaction. The DD Form 1131 is NO LONGER REQUIRED. If the receipt fails to print, see instructions below.
Receipt for Deposit Cards

1. Click the Card Processing Station icon found in the EagleCash folder on the laptop desktop.

2. When the Insert Card screen appears, click Cancel.

3. Click Tools and select Collect Transactions.

4. Click OK. Transactions will be collected.

5. Click on Reports, Load Transaction Detail, All Types.

6. When the Report appears, print a copy.

7. Black out all transactions EXCEPT the Deposit for AAFES and for Post Office.

8. Make 2 copies (1 for AAFES/Post Office and 1 for the Finance Office).
Section 4. Finance Office Procedures – Loading Value to an Issued Card

The Finance Office can load or add value to an issued card using “Check”, “Cash” or Pay Voucher” as the source tender type.

EagleCash Acceptance Policy

Loading value to a card is considered an EagleCash Acceptance transaction. All Finance Office staff must be familiar with and implement the provisions of the EagleCash Acceptance Policy prior to processing this transaction.

To add value to an issued card:

1. Open the EagleCash folder on the laptop desktop.

2. Double click on the Card Processing Station icon.

3. The Card Processing Station screen appears.

4. Verify with the cardholder the current balance on the card using a keychain card balance reader or EagleCash POS terminal.

5. Insert the card into the reader.

6. The Update Card screen appears.
7. Load funds from the **Revalue** function on the *Update Card* screen.

8. In the **Revalue Amount** field key the dollar value to be loaded onto the card. Separate dollars and cents using a decimal point.

9. Select the **Tender Type** from the drop down menu choices of Cash, Check, or Pay Voucher (i.e. Partial Pay).

10. Verify the elements of the transaction for Tender Type, Transaction Amount Balance if all information is accurate click **Revalue**.

11. The EagleCash Transaction Summary screen appears.

12. The New Purse Balance confirming the value on the EagleCash card is displayed. Select **OK**.

13. The Card Processing Station screen appears.

14. Remove the card from the reader.
15. The cashier and cardholder verify the new balance using a keychain card balance reader or POS terminal.

16. The cardholder confirms the card value amount and acknowledges acceptance of the load value by signing the DD Form 2664.
Section 5. Finance Office Procedures – Currency Exchange and Cash-out

A separate EagleCash POS terminal is used by the Finance Office to sell foreign currency and cash-out cards – meaning to reduce the card balance to zero. In most theaters, an EagleCash POS terminal device is used to complete this transaction. The customer inserts the card into the terminal and the Finance Office Cashier enters the dollar amount of the transaction. The cardholder then agrees to the transaction by selecting YES as response to the terminal prompt message TOTAL CORRECT?

EagleCash Acceptance Policy & EagleCash Card Cash Back Policy

Currency Exchange and Cash-out are acceptance transactions. Finance Office staff must be familiar with and adhere to all of the requirements of the EagleCash Card Acceptance Policy and EagleCash Card Cash Back Policy. These Policies are detailed in Appendix C and Appendix D respectively of this document.

Purchase Foreign Currency

1. Cardholder advises the cashier the amount of foreign currency to be purchased.
2. Cashier calculates the amount of currency per the current daily exchange rate.
3. Cashier fills out the DD Form 2664 for currency exchange if applicable.
4. Cashier advises cardholder how much currency he/she will receive.
5. Cashier inserts the card into the EagleCash POS terminal
6. Cashier enters the amount of U.S. currency to be debited from the EagleCash card into the POS terminal.
7. Cashier presses ENTER
8. Cardholder verifies the dollar amount and selects YES.
9. Cashier ensures that the cardholder does not select CANCEL.
10. When the transaction is approved, the new card balance is displayed on the screen.
11. The POS terminal display prompts PLEASE REMOVE CARD. At this time the transaction is complete and it is safe for the cashier to remove the card from the POS terminal
12. Cashier pays the cardholder the foreign currency and hands the customer his or her EagleCash card.
13. Cardholder signs the DD Form 2664 to acknowledge receipt of the currency.
Cash-out – Reducing the Card Balance to Zero

Local Finance Office Policy governs the ability of cardholders to cash-out their EagleCash card. This policy typically will permit cardholders to cash-out when they leave the theater on R&R, Emergency Leave, TDY, or Redeployment to an installation without EagleCash.

A cash-out defines a transaction that reduces the EagleCash card balance to zero. Should a cardholder require immediate cash-out of the EagleCash card, the Finance Office can facilitate this process using a POS terminal in the same manner as with a foreign currency sale. The cash-out differs from the foreign currency purchase in that upon completion, the card balance is reduced to zero.

Instructions on how to process this transaction are provided in the EagleCash Point-of-Sale Quick Reference Guide included in Appendix F of this document.
Section 6. Finance Office Procedures – Incident Reporting (Lost, Damaged and Stolen Cards)

When an EagleCash card is lost, stolen or damaged, the cardholder should report the problem immediately to the local Finance Office. The Deputy Disbursing Officer (DDO) or Disbursing Agent (DA) then completes an Incident Report (IR) and emails the IR to the EagleCash Customer Service Center at: eagle@bos.frb.org. Timely reporting is essential and receipt of the IR triggers several activities by the EagleCash Customer Service Center. First, the card information is loaded to the “HotList/WarmList” file and included in the next scheduled file distribution. Additionally, the EagleCash Customer Service Center researches the item, validates recent transaction history and the card balance, and, authorizes the Finance Office to issue a new card with the validated balance amount. The process is documented in Appendix G.
Section 7. Finance Office Procedures – Daily File Management

Monday through Friday, the FRBB (EagleCash Customer Service Center) prepares and distributes three electronic files to the Finance Office, Post Office, AAFES and to EagleCash kiosks. Each file plays a distinct and critical role in the management of the EagleCash Program. The files are the HotList, WarmList (non-readable file) and the WarmList Excel file with the name ‘Open ACH Return Log.xls.’

**HotList Non-Readable File**

Each business day, a HotList file is distributed to EagleCash program participants to include the Finance Office, Post Office and AAFES. The HotList is a non-readable file of all reported damaged, lost, stolen, suspended or revoked EagleCash cards across all theaters where EagleCash is implemented. Finance, the Post Office and AAFES receive the daily HotList and download it to their respective EagleCash laptops and POS terminals. Transactions from cards on the HotList are declined at point-of-sale terminals and kiosks. To HotList a card an Incident Report must be completed by the cardholder and the Finance Office and submitted to the EagleCash Customer Service Center. Cards reported lost, stolen, damaged, suspended or revoked are added to the next regularly scheduled HotList following receipt of the Incident Report. The HotList is distributed Monday through Friday Eastern Time excluding Federal holidays. Once a card is on the HotList, it is not removed. A cardholder who has reported a card lost which is subsequently found must be issued a new EagleCash card. The ‘lost’ card will not be re-activated.

The HotList is distributed each business day excluding Federal holidays. It is the responsibility of each program participant – Finance Office, Post Office and AAFES – to ensure that the most recent HotList is loaded to the EagleCash laptop and that all EagleCash POS terminals in production – meaning installed and accepting transactions – are loaded with the most current HotList file. During the daily upload of transactions from POS terminals – Hypercom devices – to the laptop, the HotList is automatically downloaded to the terminal. If a HotListed card is presented for payment, the transaction is not approved and the response HOT CARD is displayed at the terminal. Should that occur, an alternate form of payment should be requested and the cardholder should be instructed to see the local Finance Office.

Procedures to load the HotList are covered later in this document and are detailed for the Finance Office, Post Office and AAFES.

In addition to the Finance Office, Post Office and AAFES, EagleCash Kiosks receive the HotList and also a WarmList (see following section for description of the WarmList). In some instances, the HotList/WarmList is transferred to the Kiosk via a dial DSN line. However, should the DSN line be inoperative or in specialized instances where a DSN line is not available, it is the responsibility of the Finance Office to update the Kiosk daily with the latest HotList /WarmList file using a CRUCIAL USB drive memory stick. Additionally, when the kiosk is unable to use DSN, the Finance Office is also responsible for collecting all transactions stored at the kiosk and for ensuring that those transactions are sent daily via email the EagleCash Customer Service Center for processing at eagle@bos.frb.org

**WarmList Encrypted File – Finance Office Only**
In addition to the HotList file distributed to Post Office and AAFES, the Finance Office and all EagleCash Kiosks receive a daily WarmList. This file contains card numbers that for one reason or another are not eligible to be used in EagleCash kiosk until they are resolved. The most common reasons leading to a WarmList are incorrect ABA routing information, incorrect bank account information, cards with transactions returned as insufficient funds or, closed bank accounts. While cards on the HotList are not be accepted for purchases rendering the card permanently inoperable, cards on the WarmList are prevented from use only at the EagleCash kiosk temporarily. Thus, additional value cannot be transferred to or from the card until the problem is resolved. Cards on the WarmList are still accepted for purchases up to the balance remaining on the card.

When a cardholder attempts to use a WarmListed card at the kiosk, the cardholder receives a SEE FINANCE OFFICE response and should go to the Finance Office for resolution assistance. Distinct from a card that is on the HotList, a card on the WarmList does not need to be re-issued. Once the defect causing the card to be on the WarmList is resolved, the card is removed from the WarmList making the card operable at the Kiosk once again.

The WarmList is most often loaded automatically to the EagleCash kiosk during the daily pre-programmed DSN/commercial telephone line file transfer process. However, in instances where the DSN line is inoperable or unavailable for any reason, it is the responsibility of the Finance Office to ensure that the Kiosk is updated daily with the most recent HotList and WarmLists. This daily update can be accomplished by transferring the HotList WarmList file received via email at the Finance Office and loaded that file to a CRUCIAL USB drive for upload to the Kiosk. Additionally, when the kiosk is unable to use DSN, the Finance Office is also responsible for collecting all transactions stored at the kiosk and for ensuring that those transactions are sent daily via email the EagleCash Customer Service Center for processing at eagle@bos.frb.org.

**WarmList Readable File – Finance Office Only**

On Friday each week, EagleCash Finance Offices will receive via email a readable and printable, theater specific WarmList which is created from the electronic WarmList distributed to all Finance Offices and all EagleCash kiosks. This readable file is distributed only to Finance Offices and is in Excel format. Distinct from the electronic WarmList, the readable WarmList is theater specific. Thus, the file distributed to the Finance Offices in the OIF Theater will include only those cards that have been issued to personnel serving in OIF. Finance Offices in the OEF Theater receive a WarmList readable file of cards issued to OEF personnel. All Finance Office cashiers should be aware of the WarmList readable file and become familiar with its use.

**WarmList Readable File Management**

When a cardholder experiences and reports difficulty using a card at a Kiosk, the Finance Office should follow the steps outlined below in sequence:

- Determine that the card is fully functional and that the chip is not damaged.

This is easily accomplished by performing a test to read the card balance using a balance reader, POS terminal or reading the card balance via the Card Processing Station and card reader on the EagleCash laptop.
If the card is operational or if the card is NOT operational and the card is determined to be defective, before issuing a new card, the Finance Office must:

- Check the readable WarmList to confirm if the card is WarmListed.

If the card number /cardholder name is not listed, the Finance Office must:

- Contact the EagleCash CSC to confirm if the card was WarmListed after distribution of the most recent readable WarmList file.

If the EagleCash CSC confirms that the card is not listed, the Finance Office can:

- Issue a new card. Be certain to reclaim the original card and return it to the EagleCash CSC. Because the card is not operational, an Incident Reports must be submitted to the EagleCash CSC. The EagleCash CSC will respond within 48 business hours regarding the balance remaining on the card.

If the card is found on the Readable WarmList or the EagleCash CSC confirms the card is listed, the Finance Office must:

- Correct the issue or defect that caused the card to be listed.

If the ABA Information, Bank Account Number of Name is incorrect, the Finance Office will:

- Obtain correct information from the cardholder or from DJMS
- Use the Card Processing Station in the EagleCash folder on the laptop and:
  - Update all effected cardholder information fields.
  - Complete a Navy/Marine & EagleCash Enrollment and Authorization Agreement Form DD2887
  - Enter all fields accurately on the Form
  - Obtain the cardholder’s signature
  - Mail the original of the Form to:

    EagleCash Customer Service Center
    Federal Reserve Bank of Boston
    600 Atlantic Avenue
    Boston, MA  02210

NOTE

- Any account listed for reasons associated with loss of funds including but not limited to insufficient funds, bad account number information and bad ABA number information will NOT be removed from the WarmList until ALL funds owed have been recovered.
- A wait period of 4 business days following resubmission by the FRBB to the ACH for collection is required before a card is removed from the WarmList.
• Insufficient Funds (NSF) returns are resubmitted up to two additional times for payment following the initial entry. Processing dates for NSF resubmissions are on the 1st and the 15th of the month – or first business day immediately following the 1st and the 15th if they occur on a Saturday, Sunday or Federal holiday.

• NSF returns that are not resolved following two resubmissions will be referred directly to DFAS for resolution and garnishing from the cardholder’s military pay.
Section 8. Finance Office Procedures - Collection of Device Information

End of Day Processing

At the end of the business day, the Finance Office executes a series of close-out processes specific to EagleCash management. These processes include closing the EagleCash business day, updating various EagleCash files, and transmitting EagleCash transactions to the EagleCash Customer Service Center for processing. The activities also include receiving via email the latest HotList and WarmList from the EagleCash CSC and then transferring the HotList file to all POS terminals. The Finance Office is also responsible for loading the HotList/WarmList files to all kiosks that are unable to be updated using DSN dial lines. Many of these processes utilize the EagleCash laptop PC outfitted with custom designed software programs specific to EagleCash program management and detailed procedures on how to complete these processes can be found elsewhere in this document.

NOTE: In the event that automatic update of the kiosk visa DSN dial is unavailable, the Finance Office is responsible for implementing procedures to manually update all affected kiosks daily using procedures defined by the program management and processing agent, the Federal Reserve Bank of Boston. These responsibilities include updating the kiosk with the most current HotList/WarmList, collecting transactions stored by the kiosk and sending all collected transactions daily to the EagleCash Customer Service Center for processing via email at eagle@bos.frb.org.

At the end of the business day, the Finance Office executes a series of close-out processes specific to EagleCash management. These processes include closing the EagleCash business day, updating various EagleCash files, and transmitting EagleCash transactions to the Federal Reserve Bank of Boston for processing. The activities also include receiving via email the latest HotList and WarmList from the Federal Reserve and then transferring the HotList file to all POS terminals and loading the WarmList file to all Kiosks that do not dial to the FRBB. This upload process utilizes the EagleCash laptop PC outfitted with custom designed software programs specific to EagleCash program management.

HotList a Card – Lost, Stolen or Damaged Cards

When a card is reported lost, stolen or damaged, the card number is added to the HotList using the Incident Report process. All Finance Office personnel should become familiar with the procedures involved in completing and submitting an Incident Report. A sample form can be found in Appendix G of this document. The card account number and expiration date are added to the next regularly distributed HotList following receipt of the IR. The HotList is universal to all EagleCash participants. Thus, users across all EagleCash theaters receive the same file. This universal file distribution protects all EagleCash participants - both cardholders and card acceptors - from improper card usage.

When a card is found and brought to the Finance Office or a cardholder reports a card missing, the following process is used to log the incident and to add this card number to the HotList:

Preparing to HotList
1. When a card is reported lost, stolen or damaged, the information is collected and reported on Section I of the EagleCash Incident Report (See Appendix G) and submitted to the EagleCash Customer Service Center as quickly as possible. The EagleCash CSC validates the information provided and immediately adds the card number to the next scheduled HotList distribution.

2. The HotList is distributed Monday through Friday excluding Federal holidays.

3. Inaccurate or incomplete data will delay listing of the card number and may result in loss of funds exposure.

4. The EagleCash Customer Service Center will research the item, validate the accuracy of the information provided and add the card number to the next scheduled HotList file.

**EagleCash Collection Procedures - Finance Office**

At the end-of-the-day, all new entries to the laptop and transactions completed on the POS terminals must be collected and transmitted to FRBB for processing. Using the laptop, the Finance Office will print a report that will assist with normal end-of-day close-out and that provides a breakdown between partial pay, checks, cash and other tender exchanged for EagleCash. The report will also show number of transactions and the dollar amount.

**NOTE:** All applications and icons required to manage EagleCash functions are found in the EagleCash folder on the desktop.

![EagleCash folder on the desktop](image)

**Update the Laptop with a new HotList and WarmList**

1. The EagleCash Customer Service Center distributes an updated HotList and WarmList, Monday through Friday excluding Federal holidays.

2. All EagleCash processing locations – AAFES, Post Office and Finance Office are required to load the HotList to the EagleCash laptop as part of daily processing activities. The Finance Office is required to load the WarmList to the EagleCash laptop daily and to ensure that all EagleCash Kiosks are loaded with the most current HotList and WarmList daily.

3. All Hypercom POS terminals in production should be loaded with the most current HotList.

4. The HotList and WarmList are often distributed via email as an attachment to a customer (AAFES, Finance Office, and Post Office) defined e-mail distribution list. The Finance Office email has two attachments: the HotList and the WarmList. The Post Office and AAFES email includes the HotList attachment only. EagleCash program participants should access this e-mail and save the HotList and WarmList as applicable to a CRUCIAL USB drive provided with the EagleCash implementation.
5. Once the HotList and WarmList are obtained, the files should then be loaded to the EagleCash laptop by inserting the CRUCIAL USB drive used to save the HotList WarmList to the USB port.

6. Click the **Get HotList/WarmList** fire icon found in SmartCity Acquirer Lite.

7. The **Get HotList/WarmList** screen appears.

Highlight **CRUCIAL** and then press **OK**

8. The Get HotList/WarmList screen appears confirming that file was imported.

9. Press **OK**.

10. The **SmartCity Acquirer Lite** window appears. Check the lower portion of the screen under Other to confirm the date and time of the most recent HotList update. If the date and time do not correspond to the actual date and time of the Import, repeat the process.
NOTE: Shelf terminals must always be loaded with the latest HotList prior to being placed into service. This is accomplished simply by performing the Get HotList/WarmList function from a laptop with the most current HotList/WarmList and following Steps 6 through 8 above with the terminal before placing it into production.

Collect transactions (new issues and reloads):

1. Double click the **Card Processing Station** icon.
2. Click **Tools**.
3. Click **Collect Transactions**.
4. Click **All New Transactions**.
5. Click **OK** to collect.

**Regenerate Transactions**

From time to time, the EagleCash Customer Service Center may request that a particular transaction file be re-generated and re-submitted for processing. To re-generate a file for previously collected transactions, click **Transactions Originally Collected On**. Then, select the file required as advised by the EagleCash Customer Service Center to re-generate the file.

Print **Load Transaction Detail** report:

1. This report shows all loads for the date range entered. Typically, the date range is for the date current closing.
2. From the open EagleCash folder on the laptop, double click the **Card Processing Station** icon.
3. The Card Processing Station screen appears. Click Cancel.

4. The EagleCash Card Processing Station screen appears.

5. From the Reports menu, select Load Transaction Detail

6. Click By Tender Type or For All Types.

7. The Load Transaction Detail Report screen for the report type selected appears.

8. Enter the Starting Date. The default is the current date.

9. Enter the Ending Date. The default is the current date.
10. Click on **OK** to produce the report.

11. To save the report, click on the **Export** icon.

12. Save the file as "Word for Windows document". Destination is Disk file.

13. Save to A:\ drive as ecymmdrep. For example, ec061210rep for December 10, 2006.

14. Take the CRUCIAL USB drive to the computer to print the file or email it.

**Zip Transactions Files**

The **Zip Transactions Files** utility compresses the data from collected transactions and creates an automatic copy of transaction files to the CRUCIAL USB drive. This file compression is a key step in preparing for the transfer of detail transaction data to the EagleCash processing system. Receipt of transaction detail ultimately triggers the various ACH credits and debits to cardholder and merchant accounts. To initiate the **Zip Transaction Files** utility:

1. Insert the CRUCIAL USB drive to the laptop PC USB port

2. With the SmartCity Acquirer Lite window open, slide the cursor over the zipper icon where **Zip Transaction Files** appears

3. Click on the icon. The **Zip Transaction Files** window displays

4. Click **OK**. This action copies all collected transaction files to the CRUCIAL USB drive.

5. **Safely** remove the CRUCIAL USB drive from the laptop and proceed to a computer with email.
Email the Zipped Transaction File

Send the zipped transaction files as an e-mail attachment to the EagleCash Customer Service Center at eagle@bos.frb.org. Zipped Transaction Files should be e-mailed daily. This practice will ensure prompt processing of all EagleCash transaction data and speedy credit and debit actions to the appropriate accounts.

Recap of Required Daily Processes:

1. Daily obtain the latest HotList and save it on a CRUCIAL USB drive. On the EagleCash laptop use the GET HOTLIST function in SCALite to transfer the HotList to the laptop.

2. Collect Transactions. Upload transactions from all POS terminals to the laptop. Download the current HotList to each POS terminal.

3. Zip Transaction Files to create a single file of collected transactions in compressed format. Save that file on the CRUCIAL USB drive.

4. At least once per day as an e-mail attachment, send the zipped EagleCash files to: eagle@bos.frb.org.

5. Daily Processes include printing all required daily reports from the laptop and from the POS terminals and retaining appropriate paperwork per internal operating procedures.
Section 9. Finance Office Procedures - Settlement (DDO or DA level)

Load Value Process and Reporting

1. Run end-of-day reports for load transactions.

2. Collect Load transactions.

3. The data from the DD Form 2664 is transcribed to the DD Form 2665, then to the DD Form 1081 Statement Agent Officers Account.

NOTE: PROCESS IS AUTOMATED WITHIN THE DDS PROGRAM

4. The TR file and Incident Reports must be emailed to the EagleCash Customer Service Center, Treasury Representative and/or Eagle Incident support with a courtesy copy to the EagleCash Officer by 1900hr.

EagleCash Exchange Transactions - Negotiable Instruments

There are three types of exchange transactions associated with EagleCash.

1. Check cashed and loaded onto EagleCash card.

2. Cash loaded onto EagleCash card.

3. Funds taken off of the EagleCash card and used toward the purchase of U.S or Foreign Currency (according to local Policy).

Funds removed from the EagleCash Card are Incoming SVC. The Foreign Currency or U.S. Dollars being sold are Outgoing Foreign Currency or Outgoing U.S. Currency.

Example: If a Soldier requests a $100 PP with $50 on the SVC and $50 FC (Foreign Currency)

NOTE: Do two separate transactions. Load the full $100 and then do the exchange transaction).

Unlike normal exchange transactions, EagleCash exchange transactions will affect the DDO’s/DA’s accountability. This will be reflected on the DD Form 2665. The value of the checks and cash loaded onto EagleCash Cards will be entered under Increase; Other on Section I at the top of the DD Form 2665. As far as the DDO/DA is concerned, these funds are an increase in accountability because funds are incoming, but none of the DDO’s/DA’s funds are outgoing. [The DDO/DA will back-up this entry on his/her DD Form 2665 debiting checks (Specifying the SF 215 of that day’s checks were deposited on) and crediting cash.]

Foreign Currency (FC) sales from EagleCash cards decrease the DDO’s/DA’s accountability. The value of the FC sold is entered under Decrease; Returns to Principal; Other on Section I of the DD Form 2665. This transaction creates a decrease in the DDO’s/DA’s accountability because FC is outgoing, but, to the DDO/DA, nothing is incoming. The value of the FC sold will be credited.
NOTE: ALL receipts from POS equipment and Load reports must be retained with the daily business accountability. This will insure back-up information is available in the event of questions or audits.
Section 10. Finance Office Procedures - Daily Accountability – Battalion/DDO/DA Level

Once daily load reports have been received at the (battalion level) via email; the DDO or DA (depending on the location) generates an email with an electronic SF 5515 Debit Voucher attached. This email is sent to the Federal Reserve Bank of Boston. The Federal Reserve Bank of Boston will verify the debit voucher request with the system and initiate an ACH to the Treasury Agent Bank (funds pool) and debit the requesting DSSN.

EagleCash Transaction

Three sets of documents (DD Form 2665; DD Form 1081; DD Form 2657) have been created to illustrate posting of the following EagleCash transactions.

- Issue an EagleCash card in exchange for Cash.
- Issue an EagleCash card in exchange for a Check or Negotiable Instrument.
- Issue an EagleCash card for payment of Partial Pay.
- Accept EagleCash as payment in exchange for Foreign Currency or cash for emergency leave.

Forms

NOTE: The below forms may not be applicable for DFAS Finance Offices using Standard Revised Disbursing (SRD)-1, please refer to Section 14A.

DD Form 2665 Agent Accountability

DD Form 2665 (Agent Accountability) numbered 1 through 6. Numbers 1 through 5 shows the posting of the individual stored value card transactions. Number 6 shows posting of all the transactions. For clarity and ease of illustration the documents show an advance of $500 ($250 U.S. and $250 in foreign currency) to the Agent at the beginning of the day. Line 2 shows receipt of the advance from the Disbursing Officer. As a result of the advance, lines 17 and 18, column C begin with value of $250.

NOTES: For an increase of accountability in Section I, lines 2 through 7, there must be an offsetting decrease on lines 10 through 12 OR a corresponding increase in Section II, column C. For a decrease of accountability in Section I, lines 10 through 12, there must be a corresponding decrease in Section II, column C OR a corresponding increase in Section I, lines 2 through 7. For a decrease of accountability in Section I, line 13 by reconcilement, there must be a corresponding decrease in Section II, column D. For Section II, an increase or decrease of accountability in column C of one line may be offset by a corresponding increase or decrease in column C of one or more of the other lines.

1. Receive $60 cash – issue SVC with value of $60.

   Line 7 shows issue of the SVC for $60.
Line 17 column C shows receipt of $60 (250 + 60 = 310).

The increase from issuance of the SVC (line 7) is balanced by an increase of cash on hand, line 17, column C.

At end of day when Agent balances with the disbursing officer, the agent keeps the cash but must turn in the card issued load report. The load report represents value the disbursing officer must transfer to the SVC funds pool account via electronic SF 5515 process. For this reconcilement, there is no decrease in Section I line 13 or in Section II. See DD Form 1081 number 1 for reconciling documentation.

2. Receive $100 check – issue SVC with value of $100.

Line 7 shows issue of the stored value card for $100.

Line 20 column C shows receipt of the $100 check.

At end of day when agent balances with the disbursing officer, the agent must turn in the card issue load report and the check. The load report represents value that the Disbursing Officer must transfer to the SVC funds pool account via electronic -SF 5515 process. For this reconcilement, the decrease in Section I, line 13c is offset by decrease in Section II, line 20, column D.

Lines 13C and 20, column D, show reconcilement of the check (See DD Form 1081 number 2)

3. Pay $75 Partial pay – issue SVC with value of $75.

Line 7 shows issue of the stored value card for $75.

Line 23 column C shows a paid disbursement voucher for the $75 Partial Payment.

At end of day when Agent balances with the Disbursing Officer, the Agent must turn in the card issue load report and the paid voucher. The load report represents value the disbursing officer must transfer to the SVC funds pool via electronic –SF 5515 process. For this reconcilement, the decrease in Section I, line 13a is offset by decrease in Section II, line 23, column D.

Lines 13A and 23, column D, show reconcilement of the paid voucher (See DD Form 1081 number 3)

4. Sell $150 in foreign currency – accept SVC as payment.

Line 12 shows acceptance of the SVC as payment.

Line 18 column C shows decrease of foreign currency on hand (250 – 150 = 100)

At end of day when Agent balances with disbursing officer, the agent must reconcile the merchant terminal receipt and the paid voucher. The terminal receipt represents value the Disbursing Officer is due from the SVC funds pool account. For this reconcilement, there is no decrease in Section I line 13 or in Section II. See DD Form 1081 number 4 for reconciling documentation.

1. This example combines all of the above transactions into one illustration.
**DD Form 1081 Agent Reconcilement**

**DD Form 1081** (Agent reconcilement) numbered 1 through 6. As with the DD Form 2665 examples, numbers 1 through 5 show the posting of the individual transactions to document the Agent reconcilement. Number 6 shows posting of all the transactions.

NOTE that line 10 is used to record SVC issues (loads) and line 11 is used to record acceptance of the SVC as payment (sales).

- **DD Form 2657 Daily Statement of Accountability**

**DD Form 2657** (Daily Statement of Accountability) numbered 1 through 14. Numbers 1 through 5 illustrate posting of the individual Agent transactions upon reconcilement. Number 6 illustrates posting of all the agent transactions on reconcilement. For clarity and ease of illustration, examples 1 through 6 show that the Disbursing Officer brought forward a balance of $1000 ($500 U.S. and $500 in foreign currency) and advanced $500 ($250 U.S. and $250 in foreign currency) to the Agent at the beginning of the day. Number 7 illustrates subsequent day receipt of the deposit from the SVC funds pool. Numbers 8 through 12 illustrates the individual Stored Value Transactions as if performed by the disbursing officer (no agent involved). Number 13 illustrates posting of all the transactions. Number 14 illustrates subsequent day receipt of the deposit from the SVC funds pool and issuance of a $50 Treasury check to Postmaster, U.S. as a disbursement from Budget Clearing Account 21F3875.

1. $500 advance to Agent – Agent reconcilement of SVC issue terminal receipt and electronic SF 5515 of $60 to funds pool. The advance to the agent requires decreasing cash held by the Disbursing Officer and increasing funds with agents. NOTE: Agent kept the $60 cash received.

   Line 6.2A column D – decrease of $250 to Agent
   Line 6.2B column D – decrease of $250 to Agent
   Line 6.5 column C – increase of $500 to Agent
   Line 6.5 column C – increase of $60 ($500 advance + 60 = 560)
   Line 4.2B – $60 electronic DD5515 to funds pool

2. $500 advance to Agent – agent reconcilement of SVC issue terminal receipt and $100 check. Electronic SF 5515 of $100 to funds pool and deposit of $100 check.

   Line 6.2A column D – decrease of $250 to Agent
   Line 6.2B column d – decrease of $250 to Agent
   Line 6.5 column c – increase of $500 to Agent
   Line 6.3B column c – receipt of $100 check from Agent
   Line 4.2B - $100 electronic DD5515 to funds pool
   Line 6.3B column d and 4.2A – deposit of $100 check
3. $500 advance to agent – agent reconcilement of SVC issue terminal receipt and $75 partial payment voucher. Electronic SF 5515 of $75 to funds pool and recording of $75 paid voucher.

   Line 6.2A column D – decrease of $250 to Agent
   Line 6.2B column D – decrease of $250 to Agent
   Line 6.5 column C – increase of $500 to Agent
   Lines 4.1A/4.1C/4.1F – recording of $75 paid voucher from agent
   Line 4.2B - $75 electronic SF 5515 to funds pool

   No other entries required for this transaction

4. $500 advance to agent – agent reconcilement of SVC merchant terminal receipt for sale of $150 in foreign currency.

   Line 6.2A column D – decrease of $250 to Agent
   Line 6.2B column D – decrease of $250 to Agent
   Line 6.5 column C – increase of $500 to Agent
   Line 6.5 column D – decrease of $150 in Agent funds
   Line 6.9 column C – increase of $150 due from funds pool

   No other entries required for this transaction

5. Receipt of $60 - SVC issue load report and electronic SF 5515 of $60 to funds pool.

   Line 6.2A column C – increase of $60 (500 brought forward + 60 = 560)
   Line 4.2B – $60 electronic SF 5515 to funds pool

6. Receipt of $100 check – SVC issue load report and $100 check. Electronic SF 5515 of $100 to funds pool and deposit of $100 check.

   Line 6.3B column C – receipt of $100 check from agent
   Line 4.2B - $100 electronic SF 5515 to funds pool
   Lines 6.3B column D and 4.2A- deposit of $100 check


   Lines 4.1A/4.1C/4.1F – recording of $75 paid voucher
   Line 4.2B - $75 electronic SF 5515 to funds pool

   No other entries required for this transaction

8. Sale of $150 in foreign currency – SVC merchant terminal receipt for $150.
Line 6.2B column D – decrease of $150 in foreign currency

Line 6.9 column C – increase of $150 due from funds pool

No other entries required for this transaction

9. Example of posting transactions 1 through 5 above.

NOTE: ALL receipts from POS terminals and Load reports must be kept with the daily business accountability. This will insure that back-up information is available in the event of a question or audit.
Section 11. Finance Office Procedures - Daily Accountability – Battalion Level (SRD-1)

Once daily business (battalion level) has been balanced for EagleCash business, an EFT will be processed to the Treasury Agent Bank (funds pool) using the RTN, account number and account type as provided by the Treasury Agent Bank. This Section is for the SRD user only.

Stored Value Card Transaction

Three sets of documents (DA Form 4151; DA Form 3924; DA Form 5260) have been created to illustrate posting of the following SVC transactions.

- ISSUE SVC in exchange for CASH
- ISSUE SVC in exchange for a CHECK
- ISSUE SVC for payment of PARTIAL PAY
- ACCEPT SVC as payment in exchange for FOREIGN CURRENCY (or cash for emergency leave)

Cashiers

Daily transactions are maintained on the DA Form 4151. As a customer visits the cashier cage, the cashier lists each transaction on the DA Form 4151. Separate DA Form 4151’s are kept for each different type of transaction.

1. All EagleCash to foreign currency transactions are recorded on a separate DA Form 4151.
2. All Loads to EagleCash cards are recorded on a separate DA Form 4151.

DAR DA Form 3924

At the end of the day the DAR (DA Form 3924) is used to list daily transactions.

1. Total value of EagleCash sales reported on the terminal receipts entered as incoming > exchange > SVC on DA Form 3924 data sheet.
2. Value of EagleCash load transactions from load report entered as outgoing: exchange. SVC on DA Form 3924 data sheet.
3. Value of terminal downloads received as collections from other terminals (DFAC, laundry, etc) recorded in incoming collections. SVC on DA Form 3924 data sheet.
4. Total volume of all dollar and foreign currency cash transactions combined for DA Form 3924 date entry.
SRD-1

The loads to the SVC need to be transmitted for the process of sending the funds to the funds pool. The SRD-1 is the method of input to DFAS for this process to be accomplished.

1. Process CCV (Credit Collection Voucher) for the amount of the SVC load transactions indicated on the Load Transactions Report.
2. Process “Accounts Payable (Streamline)” for amount of the CCV.
3. Print final screen and attach to Load Transaction Detail Report; provide to DO (Disbursing Officer) to confirm payment.

Documents and Items for DA

When the cashier completes reports and settlement of the laptop, certain reports and laptop files need to be passed on to the DO.

1. Copy of EagleCash terminal receipts: attach originals, turn in to DO.
2. Provide 1 copy of Load Transaction Detail Report.
3. Provide daily data files from the laptop on CRUCIAL USB Drive.

Disbursing Officer

The Finance Office cashier must track and balance all transactions daily. At the end of the day there is a portion of the daily balance that the DA/SVC POC must process.

Processing

1. Complete deposit ticket worksheet upon receipt of EagleCash sales receipts or Incident Report refund email receipt from the cashier.
3. Enter the total in appropriate column. The terminal receipt header indicates the originating terminal of each EagleCash sales receipt.
4. Print two copies of the deposit ticket worksheet - one for daily business and one for hold until receipt of deposit confirmation.

Daily Accountability (DA Form 5260)

The DA Form 5260 is completed by transferring information from the cashier’s DA Form 3924. The DA completes the process of completing the daily accountability through the DA Form 5260.

1. Enter value of SVC/Incoming by Exchange on SVC column Cashier Inc line on DA Form 5260.
2. Enter value of SVC/outgoing by Exchange on SVC column, Cashier Dec line on DA Form 5260.
3. Enter value of SVC/Collections on SVC column, collection line on DA Form 5260.
4. Enter value of Load Transaction Detail Report on SVC column SVC Load Transactions line on DA Form 5260. Must be equal to amount of EFT Streamline payment confirmed in SRD-1.

5. Enter total value (negative) of all SVC sales in SVC column SVC sales line on DA Form 5260 must be equal to total value of all SVC terminal sales receipts.

6. Enter total value (positive) of SVC sales in Other Cash Items column, SVC sales line on DA Form 5260. Enter same value in Other Cash Items section in Analysis of Accountability section.

7. Enter negative value of SVC sales deposits confirmed in SRD-1, Other Cash Items column SVC Sales Deposits line on DA Form 5260 enter deposit ticket number in Column A.

**SRD-1 Transactions**

The DA must confirm Accounts Payable (Streamline) payment entered by the cashier as well as the sale deposits. The DA/SVC POC completes the daily accountability process by verifying and entering the final steps for SRD-1 transactions.

1. Confirm transaction executed upon receipt of SRD-1 screen printout generated by cashier.

2. Confirm entry point #20 – Accounts Payable (Streamline).

3. Enter SYS-DOC number from payment info printed out by cashier.

4. Check all data.

5. Enter “A” to approve payment.

6. Confirm transaction executed upon receipt of SVC Sales deposit ticket.

7. Confirm entry point #18 – Confirm Deposit.

8. Enter all the following information.
   a. Printer address: D231.
   b. G.
   c. Deposit Number.
   d. Code: Regular.
   e. Date deposited: Today.
   f. Date prepared: Transaction date.
   g. Total cash deposited: Amount of deposit.
   h. Press ENTER.
   i. Re-enter amount of cash deposit.
j. Press ENTER.

9. Attach SRD-1 printout to deposit confirmation email and deposit worksheet.

**Send EagleCash Data e-mails**

The TR files from the laptop as well as the Load Transaction Detail Report must be emailed plus the SVC deposit ticket worksheet.

1. Copy “TR” zip file and Load Transaction Detail Report submitted by the cashier into D:/my documents/operations files/stored value card.

2. Send both files with subject line “the location” – “today’s date” to the EagleCash Customer Service Center-report contact list.

   a. eagle@bos.frb.org

3. Ensure file name of the EagleCash deposit ticket worksheet includes “today’s” date.

4. Send file with subject line “the location” – “today’s date” to the EagleCash Customer Service Center e-mail address at: eagle@bos.frb.org.
Section 12. Finance Office Debit (SF 5515) Procedures

The procedure for loading funds to an EagleCash card is the process where the Finance Office accepts cash, check or a partial pay in exchange for load value to the EagleCash card. The Finance Office must deposit these funds to the funds pool. The funds are needed to cover purchases made with the card thus making payment to the merchants. The Finance Office determines the total amount of monies that have been loaded onto EagleCash for the day’s business. FRBB credits these funds to the EagleCash funds pool at Bank of America.

The previous process for crediting the funds pool was to use a Fed Line terminal or phone call with verification. The phone lines have proven to make the process very cumbersome. To streamline the process, now, e-mails are sent to and from designated email addresses. An email with an attached SF 5515 and load reports is sent to designated email addresses of the Federal Reserve Bank of Boston (FRBB), U.S. Treasury, FMS division and Treasury Representative. Verification is made through files sent separately to the back end server.

Finance Office SF 5515 Procedure

The DA (Disbursing Agent) or EagleCash POC (Point of Contact) receives the completed, balanced day’s business from all camps. All camps are totaled and one total is compiled for the day. From this information, (complete days business) the SF 5515 is prepared for emailing.

1. The DA/SVC POC determines the amount loaded to the SVC for that day’s business.

2. DA/SVC POC enters the dollar amount on the SF 5515 voucher (one voucher per battalion or DSSN). Each voucher must include the appropriate DSSN.

3. Each voucher will have a unique voucher number that has been provided by the FRBB. Voucher numbers are provided in advance. The Federal Reserve Bank will provide each base DA or EagleCash POC blank electronic SF 5515’s with a range of voucher numbers. As need or as requested, the EagleCash CSC will provide additional voucher numbers.

NOTE: If the base has fewer than 45 voucher numbers and more than 6 weeks from the next expected voucher shipment, the DA/EagleCash POC should contact the EagleCash Customer Service Center immediately to request additional vouchers.

4. The DA/EagleCash POC completes the appropriate fields on the form, as a hardcopy record and also to ensure a voucher is only used once. If there are different dates on the load reports than the business day, this must be noted in the box at the bottom. List all dates to be deposited.

5. The DA/EagleCash POC emails the electronic SF 5515 as an Excel attachment along with copies of the loads reports included in the deposit. The email will be sent to the Federal Reserve Bank of Boston.

6. The EagleCash Customer Service Center will verify the completeness of the voucher. If the voucher is missing any necessary data, EagleCash CSC will contact the DA for any additional information required.
7. When the ACH process for the SF 5515 is complete, the following day FRBB makes the CA$H-LINK entry to debit the DSSN noted on the SF 5515 debit voucher and credits the funds pool.

8. The Finance Office subsequently validates the SF 5515 amount by reviewing CA$H-LINK reports.

Exceptions and Notes

In the procedures for the SF 5515 process, several items require explanation or have exceptions. The process is controlled by the Federal Reserve Bank of Boston and provides dual control and audit protection. There are several specifics that need to be noted by the Finance Office.

NOTE

1. The Finance Office is instructed to complete electronic vouchers both to create a record and to ensure that the voucher number is only used once.

2. A list of authorized individuals for each location, as well as an updated authorization list every time Finance Office personnel changes. The list will include the email addresses with the names of those authorized on the SF 5515 process. This authorization verification helps ensure that only valid points of contact are transmitting the SF 5515 debit vouchers. This listing will be sent by email to FMS for verification to the Federal Reserve Bank of Boston.

Exceptions

If any information is incomplete, incorrect or missing, the voucher will NOT be processed. The EagleCash CSC will email the DA/SVC POC to correct the voucher and/or submit the missing file.

E-mail Addresses

The following are the email addresses needed to process the SF 5515. The completed SF 5515 and the load reports as well as the detail spreadsheet will be emailed to the EagleCash Customer Service Center and Financial Management Service representative at FMS...

Eagle@bos.frb.org

Tyrone.lynn@fms.treas.gov
Section 13 Finance Office – Back-up Procedures

The Finance Office is provided with back-up PC’s and POS terminals to ensure continuity of operations should a hardware problem or failure occur on-site. The following outlines the procedures to be followed should any equipment malfunction occur. For detailed troubleshooting, see Appendices H, J, K and L.

EagleCash POS Device

The POS device or terminal used by the Finance Office, AAFES, Concessions and Post Office is a Hypercom 5500 ICE Plus terminal with integrated printer and smart card reader. Should a terminal fail, the Finance Office should:

1. Disconnect the terminal from power. Wait 30 seconds and then reconnect the terminal. This procedure recycles the terminal and often restores proper operation.

2. If the terminal still does not power up properly, set it aside and install an alternate terminal. Be certain to load the terminal with the most recent HotList file.

3. Use the replacement POS terminal to resume daily transaction acceptance.

4. After close of business, refer to the troubleshooting suggestions found in the Appendix.H.

5. Spray the internal portion of the device with compressed air to help remove accumulated dust and sand.

6. Spray air into the card slot

7. If the POS terminal still does not operate properly, notify the EagleCash Customer Service Center. If authorized by EagleCash CSC return the faulty terminal to:

   EagleCash Customer Service Center
   Federal Reserve Bank of Boston
   600 Atlantic Avenue
   Boston, MA  02210

8. A replacement POS terminal will be returned promptly via Priority Mail. It is imperative that malfunctioning terminals be forwarded to the EagleCash Customer Service Center on a timely basis. Until the terminal is received, transactions remaining in the faulty unit cannot be recovered or submitted for processing and funding.

EagleCash Laptop

The Finance Office is provided a laptop computer to issue and load cards. The laptop is also used to collect transactions from the POS terminals and then to prepare these transactions to submit to the processing system.
Should the laptop malfunction or 'go blank or if the laptop seems to lock up:

- Press Ctrl+Alt+Delete keys simultaneously

1. Other problems:
   - Re-boot the laptop (turn off and on).
   - Set the laptop aside and bring out the back-up laptop for completion of daily transactions.
   - See Appendix H for Troubleshooting for Laptop.

2. Notify the EagleCash Customer Service Center of the problem so that additional troubleshooting assistance can be provided or replacement equipment deployed as deemed necessary.

NOTES:

- All equipment has battery or UPS (Uninterrupted Power Supply) back-up if problem is strictly electrical.
- AAFES, Post Office and the Finance Office all use the same type of laptop. Should a major problem occur with a laptop, these locations can be considered as potential emergency short term settlement stations.

3. Revert back to cash issuance temporarily.

Office Procedures

Normal back-up procedures will be used for all processes in the Finance Office. All current forms are available on hard copy and should be kept on file by the Finance Office.

Equipment Maintenance and Tracking

1. Protect terminals and laptop equipment from undue exposure as much as possible to keep it in normal working order. This includes regular cleaning with a soft cloth and compressed air to keep the equipment as dust free as possible.

2. If practical, keep equipment in protective covering when not in use.

3. Provide monthly Equipment Status reporting to the EagleCash Customer Service Center. This practice will assist with anticipating forward needs of terminals and supplies and with the issuance of replacement equipment before a break-down occurs.

Quick Fix Troubleshooting Procedures

While the goal of troubleshooting procedures is to restore equipment to normal working condition, another goal of the EagleCash program is to provide quality customer service.

NOTE: If a problem cannot be resolved quickly a spare device should be put into service to maintain the normal service process flow. Before installing the spare, check to ensure that it is loaded with the
most current HotList. Troubleshooting can be resumed once traffic has subsided and as soon as end of day procedures are complete.

If all hardware fails, then the Finance Office will return to cash. The DDO must advise the EagleCash POC to request USAFINCOM and EagleCash CSC assistance.
Section 14. Post Office Procedures for IRT Locations

The Post Office accepts EagleCash to cover the purchase of stamps, metered mail and money orders. The cashier uses the Integrated Retail Terminal (IRT) for all transactions in the usual manner and the IRT tracks all purchase transaction types including stamps, postage meter/PVI or money orders. The EagleCash POS terminal provides a total of daily business transacted using the EagleCash card.

EagleCash is fielded in the theater of operations including the United States Army Support Element (USASET). The Treasury Department hand receipts all EagleCash equipment to the Custodian of Post Office Effects (COPE) using the Hand Receipt (DA Form 2062). Equipment is also recorded at the local theater Property Book Office. Each clerk processes EagleCash transactions on an individual POS terminal throughout the business day.

EagleCash Card Acceptance Policy

All staff including the COPE and cashiers at Post Office operating facilities where EagleCash is implemented must be familiar with, implement and adhere to all of the provisions of the EagleCash Card Acceptance Policy. This Policy is detailed in Appendix C of this document.

Start of Day

At the start of each day the COPE will have received a copy of the daily HotList via e-mail. This HotList must be taken to the laptop and uploaded to the laptop.

Update the laptop with a new HotList

1. The EagleCash Customer Service Center distributes an updated HotList Monday through Friday, Eastern Time excluding Federal holidays.

2. All EagleCash processing locations – AAFES, Post Office and Finance Office - should load the HotList and WarmList as applicable as part of their daily processing activities. The files are often distributed via e-mail as an attachment to a customer defined distribution list. Users should access this e-mail and save the HotList to a CRUCIAL USB DRIVE provided with the EagleCash implementation. The files should be saved at the root directory and not under a folder.

3. On the EagleCash laptop, insert the CRUCIAL USB drive used to save the HotList to the USB port.
4. Open the EagleCash folder and double click on SCALite.

5. Click on the Get HotList fire icon found in SmartCity Acquirer Lite.


7. Select CRUCIAL. Press OK.

8. The Get HotList/WarmList screen confirms that the update was imported.
9. Click OK

10. The SmartCity Acquirer Lite screen appears. Scan down to the Other field to confirm the Last HotList Update. The date and time should correspond to the Update just completed.

NOTES:

- Spare EagleCash POS terminals always should be loaded with the latest HotList prior to being placed into service. This is accomplished simply by performing the Collect Transactions function with the terminal before placing it into production.

- All Post Office cashiers will operate the EagleCash POS terminal with the Print Receipts configuration enabled so that a receipt prints with each Purchase transaction as well as Detail and Summary Reports.

Transactions

During the business day customers may pay for normal postage and mailing fees using either cash or EagleCash. When using EagleCash, the Postal cashier enters the dollar amount of the sale into the terminal and the customer confirms the transaction amount by pressing **YES**. The cashier returns the card and receipts from both the IRT terminal and the EagleCash POS terminal to the customer. The cashier should monitor the transaction process to ensure the customer does not cancel the transaction at the POS terminal.

End of Day

At the close of the business day, transactions must be collected from the POS terminals and appropriate reports printed. This process mirrors current Post Office processes.
Cashier Closing Procedures

To close-out, the Cashier will perform the following:

1. Print a Detail Report on the EagleCash POS terminal. This report provides detail information for each EagleCash transaction accepted during the day and also reports gross totals for numbers of EagleCash transactions and aggregate dollar amount.
   - On the display window, press **REPORTS**
   - Select **DETAIL**

2. The Cashier should print two copies of the Detail Report:
   - One copy confirms each clerk’s business on the POS terminal.
   - One copy enables the COPE to verify the clerk’s business on the POS terminal and is kept with their daily business records.

Each POS terminal is taken to the Post Office laptop, transactions are collected at the laptop and the latest HotList is downloaded to the terminal. Subsequently, the transaction files are compressed or zipped and the zipped file is sent as an e-mail attachment to the EagleCash processing center. This process is completed before any reports are prepared and prior to 1200 hrs Eastern Time.

Postage Meter Accountability - IRT Utilization

The postage meter has two counters that record the amount of postage sold, the ascending beginning and ending reading, and, the descending beginning and ending reading which the result of the calculation is recorded into the IRT in Account Identifier Code (AIC) 680 and the calculation is automatically populated on Form 1412.

Military Post Office Service Agency Policy: Personal Checks are no longer accepted at contingency operation locations.

Summary:

Clerks will finish their Money Order report and meter report, enter the information on a spreadsheet and email that sheet to the COPE and copy the postal officer. This standard operating practice is followed each business day and reports the current day’s business. A summary report printed from the POS terminal showing total EagleCash daily sales is also used as verification of funds and to aid the balancing of Post Office paperwork.

The POS terminal along with one copy of the terminal receipt is moved to the EagleCash laptop where the transaction information is uploaded to the PC; transactions collected, zipped and sent as an e-mail attachment to the EagleCash processing center eagle@bos.frb.org. EagleCash transaction reporting is completed before any reports should be completed prior to 1200 hrs Eastern Time.

1. List only the dollar amount from report. Check number written in by COPE.
2. COPE goes to the Finance Office each day where excess cash is loaded to the Post Office Deposit Card. Using the designated Deposit Terminals, the balance is zeroed out and subsequently the transaction reported to the Federal Reserve Bank of Boston for processing and submission to the ACH network and onto the USPS bank account. Post Office operating procedures require that the card be zeroed out daily.

3. All reports are placed in three separate envelopes
   - Meter
   - Stamps
   - Money orders

4. Print a report from the POS device (2 copies)

5. Unplug the POS terminal

6. Carry the terminal to the Post Office laptop for settlement

The following are the instructions the Post Office settling the EagleCash terminals with funds being deposited directly to the Post Office bank account in New York.

**Deposit Cards - Cash Conversion to EagleCash**

During the normal business day, the Post Office accepts cash payments. At the end of the day, when balancing, this cash needs to be sent to the USPS account on file with the Federal Reserve Bank of Boston for deposit.

Prior to EagleCash, the Post Office brought cash to the Finance Office and converted it into a Treasury Check. The check was then mailed to Post Office Headquarters. With EagleCash, the Post Office COPE takes cash to the Finance Office and loads the funds onto an EagleCash Deposit Card that is issued to the Post Office. The EagleCash Deposit Card differs in appearance from a consumer EagleCash card and carries a maximum ceiling value of $100,000 per card. This ceiling value provides tremendous flexibility to the Post Office and provides an easy solution to peak processing without interruption to standard operating procedures.

When a Deposit Card is issued at the Finance Office, the naming convention **must** be Postal for the first name and the location, as example Arifjan or Liberty for the last name. For the SSN, use the Post Office Site ID number followed by five zeroes. If more than one card is needed, Arifjan 1 or Arifjan 2 can be used in the last name field. The first name on the card must always be Postal.

**Remove Funds from Card**

Once the EagleCash Deposit Card is loaded with funds at the Finance Office, the card is then taken back to the Post Office for funds removal. This process is completed using specially assigned and labeled POSTAL DEPOSIT POS terminal. Only the DEPOSIT TERMINAL can facilitate funds transfer using the Deposit Card. The process is simple. The Post Office inserts the card to the terminal reader and enters a purchase transaction for the total amount stored on the card to effectively ‘zero out’ the card balance. Once the
funds have been “zeroed” from the Deposit Card, the Deposit Terminal must then be uploaded to EagleCash laptop. The file is then Zipped and emailed to the EagleCash processing center.

Deposit Card funds are tracked both by Post Office accounting and the Federal Reserve Bank of Boston and should be separated from standard EagleCash cardholder sales.

**EagleCash End of Day Settlement**

At the end of day, all transactions stored in the EagleCash POS terminal must be collected, uploaded and prepared for email to the EagleCash processing center. The first step in this end of day process is printing a Detail Report to show detail of all transactions processed during the business day. This POS terminal is then uploaded to the EagleCash laptop. From the Laptop, a compressed transaction file is created by using the Zip Transactions utility on the EagleCash laptop. This file is then emailed as an attachment to eagle@bos.frb.org and to the COPE.

The COPE will account for the EagleCash business under the following AIC.

- AIC 680 = The sum of EagleCash sales from POS and previous day authorized cash retained that has been converted to the Post Office Deposit Card and uploaded that day for processing
- AIC 752 = The amount of money orders/checks mailed with bank deposit slip
- AIC 753 = Cash retained for today to be converted to EagleCash Post Office Deposit Card on the next business day

The COPE retains all EagleCash receipts. The Post Office is accountable for and owns responsibility for maintaining supporting documentation for all terminal transactions for each day’s business. If requested by the Army or Treasury, the Post Office must provide the supporting documentation records. All POS terminal reports are to be **Detail Reports** so that transaction detail – meaning card number, amount, and date and time of transactions - is retained.

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**Collect Transactions**

1. Connect one end of the long black cable with the RS232 connector to the back of the laptop. Connect the other end of the cable with the 9-pin round connection to the terminal.
2. Make certain that the laptop and the terminal are connected to power
3. On the terminal, print a Detail Report. Press REPORTS and then press DETAIL.
4. On the laptop, double click on the SmartCity Acquirer Lite icon.
5. In the SmartCity Acquirer Lite folder, select **Collect Transactions** which is the PC icon on the left.
6. The **Collect Transactions** screen appears. Press **OK**.

![Collect Transactions Screen]

7. On the Hypercom terminal press **BATCH**. Terminal prompts **ENTER PASSWORD**. Key **NNNN**. Press **ENTER**.

8. The terminal will upload transactions to the laptop. Simultaneously, the laptop will download the latest HotList to the terminal. When the process is complete, a Settlement Report prints confirming **TERMINAL UPLOADED SUCCESSFULLY**.

9. Follow above procedure for each terminal that requires upload.

10. When the collection process completed, select the **Zip Transaction Files** or second icon showing a zipper.

**Zip Transaction Files.**

**Zip Transaction Files** compresses all transactions collected from POS terminals and automatically copies those transaction files to the CRUCIAL USB drive.

1. Insert the CRUCIAL USB drive to the laptop USB port.

2. In the EagleCash folder on the laptop, double click SCALite.

![EagleCash Folder]

3. With the SmartCity Acquirer Lite window open, slide the curser over the zipper icon where **Zip Transaction Files** appears
4. Click on the icon. The Zip Transaction Files window displays

5. Click **OK**. This action copies all collected transaction files to the CRUCIAL USB drive.

6. The Zip Transaction Files window displays confirming that files were zipped and copied.

7. **Safely** remove the CRUCIAL USB drive from the laptop and proceed to a computer with email.

**Email the Zipped Transaction File**

Send the zipped transaction files as an email attachment to the EagleCash Customer Service Center at [eagle@bos.frb.org](mailto:eagle@bos.frb.org). Zipped Transaction Files must be emailed at least once per day. This practice will ensure prompt processing of all detail data and speedy credit and debit actions to the appropriate accounts.

**NOTE:** Failure to send files on a timely basis will delay processing and posting to merchant accounts and will result in loss of access to funds.
Post Office Back-up Procedures

The Post Office sells stamps, meter mailing and money orders and settles daily transactions. The following outlines procedures should any EagleCash hardware malfunction or be damaged.

EagleCash POS Terminals

POS terminal devices are used by the Post Office to capture EagleCash purchase transactions for the sale of stamps, metered mail, and money orders. In all instances, the Post Office is supplied with a supply of back-up EagleCash POS terminals to ensure easy processing of daily transactions and to ensure that back-up devices are readily accessible in the event of an equipment failure. It should be noted that the EagleCash Customer Service Center automatically issues a replacement to shelf stock whenever a POS terminal failure is reported and the failed device is returned for repair.

Should a terminal fail, the following provides some ‘quick fix’ suggestions to help restore the device to working order.

1. Disconnect the terminal from power. Wait 30 seconds. Reconnect. This re-cycling often resolves the problem and restores the terminal to operating mode.

2. Set the malfunctioning terminal aside. Install a new unit from shelf stock. This action will ensure continuation of the normal business flow and minimize interruption to service.

3. Use the shelf unit to complete daily processing. If the shelf unit has not been in operation for an extended period backup is used make sure a current HotList file has been downloaded to the terminal.

4. After close of business, try the Troubleshooting procedures found in Appendix H of this document.

5. Spray the internal portion of the device and the card reader slot with compressed air to help rid the internal mechanisms of accumulated dust.

6. If device does not operate properly, notify the EagleCash Customer Service Center via e-mail immediately after the close of business. Mail the device to the Federal Reserve Bank of Boston at the address provided via email. The FRBB will replace the back-up device in priority mail.

EagleCash Laptop

The Post Office is provided a laptop computer with EagleCash software to manage the upload of terminals to the PC, exchange of the latest HotList to the terminals and to create compressed or zipped files which will be sent as email attachments to the EagleCash processing center. The following are procedures if the laptop fails or "go blank".

1. If the laptop locks up
   - Press Ctrl+Alt+Delete keys simultaneously

2. Other problems
• Re-boot laptop by powering or turning it off, wait 30 seconds and then power or turn it on.

• See Troubleshooting for Laptop found in the Appendix H. to this document.

• Contact the EagleCash Customer Service Center for assistance.

Battery or UPS (Uninterrupted Power Supply) back-up is provided with the laptop to manage even delivery of electrical power and to provide short term power back-up in the event of an electrical failure. The Finance Office, Post Office and AAFES all use the same type of laptop. Should the Post Office encounter a major problem the Finance Office has additional backup laptops that can be used until a repair/replacement laptop is sent from the Federal Bank of Boston.
Section 15. AAFES and Concessionaire EagleCash Procedures

The Army and Air Force Exchange Service (AAFES) accepts EagleCash as tender for transactions at PX/BX facilities and approved concessions operating on U.S. military installations where EagleCash has been deployed. Each PX/BX cash register and concessionaire sales area is supplied with a dedicated EagleCash POS terminal which cashiers use to process EagleCash cardholder transactions. All AAFES cashiers and concessions are trained in acceptance requirements and end of business day handling for EagleCash transactions by the EagleCash Implementation and Support Teams.

At the end of the business cycle – be it business day or shift - AAFES cashiers and concessions balance their cash registers as they normally do. AAFES’ cashiers will bring their POS terminals to the “Cashier Cage” along with their cash drawers and other receipts. When the concessionaire does not have a cash register, they complete an AAFES required settlement form referred to as the CDSR (Concession Daily Sales Report). On the CDSR, the merchant reports various sales figures including cash, credit, debit and EagleCash sales numbers. The merchant prepares his daily deposit with AAFES and completes the CDSR, runs a Detail Report on the terminal and then physically takes the POS terminal to the PX for ‘deposit’. The PX accepts the merchant deposit and uploads the transactions from the terminal to the AAFES laptop. Simultaneously, the merchant terminal is downloaded with the latest HotList. Upon completion of the Upload/Download process, a second Detail Report confirming TERMINAL UPLOADED SUCCESSFULLY is automatically produced at the terminal. Once this report prints, a final Detail Report is produced which displays NO TRANSACTIONS. This final report is left on the terminal and validates to the merchant that the transactions were collected and that the terminal is ready for use again.

AAFES is also provided POS terminals to support EagleCash acceptance at periodic “bazaars” and “casual” concessions. In the event these operations do not have access to electricity, battery operated POS terminals are provided. These hand held terminals support all the transactions and functionality of the standard Hypercom ICE 5500 terminals. As these devices are especially sensitive and lose a power charge quickly, whenever possible, the terminal purchase receipt function should be turned OFF to conserve power.

NOTE: The Hypercom 4000 terminals must be connected to an active power supply at all times when not in use. All other processes associated with transaction collection and upload remain the same as with the Hypercom 5500 devices.

Cash Conversion to EagleCash

In addition to EagleCash the AAFES PX/BX also accepts cash and debit/credit cards as approved tender. At the end of the day, when balancing, there may be cash that needs to be sent to AAFES for deposit. Prior to EagleCash, the PX/BX would take the cash to the Finance Office and convert it into a Treasury Check. The check would be mailed to AAFES’ corporate offices in Dallas, TX. With the EagleCash program, that process changes. The Cashier Cage Manager is issued cash Deposit Cards assigned to the PX/BX location. The Manager takes the cash to the Finance Office and the Finance Office cashier loads the funds onto the EagleCash card that is issued to that PX/BX. The Manager then takes the card back the Cashier Cage and removes the funds using a special POS Deposit Card terminal. The Deposit Card terminal used for this
transaction is then downloaded to the EagleCash laptop in the same manner as all other POS devices, transactions are collected, compressed into a file and emailed to eagle@bos.frb.org. This process enables funds to be electronically deposited into the AAFES account.

**EagleCash Deposit Cards (Cash Conversion)**

A Deposit Card is issued using a pre-defined naming convention. AAFES is the first name and the location e.g. Arifjan, Bondsteel, Liberty is the last name. If the PX/BX is in a Zone, the Zone number is defined after the last name. The 4-digit facility number followed by 5 zeros is used in lieu of an SSN. The maximum load value of the EagleCash Deposit Card is $100,000. Thus, if the location has deposits that exceed that amount then several cards may be required. In that instance, the naming convention should be expanded to include a designation in the last name only as Liberty 1 or Liberty 2 etc.

- Cardholder First Name = Merchant Name. Example: AAFES
- Cardholder Last Name = Location and Zone as applicable. Example: Liberty or Arifjan Z1
- SSN = Primary four numbers of the facility code followed by 6 zeroes. Example: Facility Code 1551 shows as SSN 155100000.

Deposit Cards can hold a maximum value of $100,000. At AAFES locations where cash deposits are likely to exceed $100,000, the Finance Office will issue multiple cards. When multiple cards are issued, the naming convention for AAFES is:

- Cardholder First Name = Merchant Name. Example: AAFES.
- Cardholder Last Name = Location and Zone if applicable followed by 1 or 2 etc. to differentiate each card.
  
  Example: Two cards issued to Camp Liberty: would be issued: AAFES Liberty 1 and AAFES Liberty 2

**NOTE:** The AAFES store manager or Postal COPE must complete the NC & EC Authorization Form DD 2887. The Finance Office cashier is responsible for insuring accurate completion of this form

**Deposit Funds from the Deposit Card**

Once the Deposit Card(s) are issued and loaded with funds the AAFES PX must then follow a defined procedure to remove the funds, bring the card balance to zero and ensure a file transmission of the Deposit Card dollar volume to the EagleCash Customer Service Center for processing. Specially marked and labeled DEPOSIT TERMINALS are reserved for use with Deposit Cards. The zero out of the Deposit Card and related processes should be completed by the PX/BX manager immediately upon returning form the Finance Office with the value loaded Deposit Card.

**NOTE:** The AAFES PX is to USE ONLY THE DEPOSIT TERMINAL for processing Deposit Card ‘zero balance’ transactions. Deposit Card funds are tracked by AAFES accounting, the Federal Reserve Bank and by the Department of the Treasury. Deposit Card transaction files should be kept separate from sales files.
Immediately after the deposit funds have been “zeroed” from the card, the Deposit Terminal should be uploaded to the EagleCash laptop, the transactions collected and the transaction file should be Compressed into a sip file and emailed to eagle@bos.frb.org.

EagleCash Card Acceptance Policy

Staff at all AAFES PX/BX locations and concessions must become familiar with, adhere to and implement the standards of the EagleCash Card Acceptance Policy. This Policy is detailed in Appendix C of this document.

EagleCash Card Cash Back Policy

In certain instances and providing that sufficient cash is ‘on hand’ a cardholder may request Cash Back when an EagleCash purchase is made. All staff must be familiar with and adhere to the provisions of the EagleCash Card Cash Back Policy founding Appendix D. of this document.

Daily AAFES EagleCash Processes

The following are sequential procedures for all phases of the EagleCash settlement process.

All applications and icons required to operate EagleCash are found in the EagleCash folder on the desktop.

The HotList

The EagleCash Customer Service Center distributes an updated HotList Monday through Friday, excluding Federal holidays. All EagleCash processing locations – AAFES, Post Office and Finance Office, should load the HotList as part of their daily processing activities. The file is often distributed via e-mail as an attachment to a customer distribution list. Users should access this e-mail and save the HotList to a CRUCIAL USB drive provided with the EagleCash implementation. Email should be checked each morning to retrieve the latest HotList and load it on the EagleCash laptop.

Get HotList - Start of Day

Once the HotList has been received by email and loaded to the CRUCIAL USB drive, proceed to the EagleCash laptop and insert the CRUCIAL to a USB port

1. Open the EagleCash folder and double click on SCALite.

2. Click on the Get HotList fire icon found in SmartCity Acquirer Lite.
3. The Get HotList/WarmList screen appears.

4. Select CRUCIAL. Press OK.

5. The Get HotList/WarmList screen confirms that the update was imported.

6. Click OK
7. The SmartCity Acquirer Lite screen appears. Scan down to the **Other** field to confirm the Last HotList Update. The date and time should correspond to the Update just completed.

**NOTE:** Shelf terminals always should be loaded with the latest HotList prior to being placed into service. This is accomplished simply by performing the **Collect Transactions** function with the terminal before placing it into production.

**Collect Transactions from the POS Terminals**

Transactions at POS terminals are held in terminal memory until the device is uploaded to the EagleCash laptop. This upload process should be performed daily and is referred to as Collect Transactions. Prior to collecting transactions, the Cashier or Concessionaire prints two DETAIL REPORTs to use for balancing daily business. Concessions submit one DETAIL REPORT from each cashier POS terminal with the daily accounting. To enable credit of EagleCash transactions to the merchant’s account, the terminal must be taken to the merchant’s AAFES’ designated Cashier Cage. The Cashier Cage will Collect Transactions from all AAFES terminals used during the business day as well as from their Concessions. The following details the steps to **Collect Transactions.**

**Collect Transactions**

1. To prepare to Collect Transactions, confirm that the EagleCash laptop and Hypercom POS terminal are connected to power.

2. Connect one end of the long black cable (LBC) with RS232 termination to the connector on the EagleCash laptop. Connect the other end of the LBC with the round 9-pin termination to the Hypercom terminal.

3. On the laptop, select the SCALite icon.
4. In SmartCity Acquirer Lite select the **Collect Transactions** icon.

5. The **Collect Transactions** window appears.

6. On the Hypercom terminal press **BATCH**. An ENTER PASSWORD prompt appears. Key **NNNN**. Press **ENTER**.

7. On the **Collect Transactions** screen on the laptop, press **OK**. A Collect Transactions activity screen appears confirming that the devices are communicating.

8. All transaction detail ‘collects’ from the terminal to the laptop. The terminal uploads its transactions and simultaneously, the most current HotList is downloaded from the laptop.

9. When the process is complete, a **SETTLEMENT REPORT** prints at the terminal confirming all data as reported on the earlier DETAIL REPORT with additional summary data and a confirmation: **TERMINAL/uploaded SUCCESSFULLY**.

10. Also, a Process Completed confirmation appears on the **Collect Transactions** screen at the laptop. Press **OK** and the SmartCity Acquirer Late screen appears.
11. Remove the SETTLEMENT REPORT from the terminal and retain with settlement papers. Press **BATCH** and then **DETAIL**. A new DETAIL REPORT will print showing **NO TRANSACTIONS**. This Report should be left on the terminal as validation that transactions were uploaded and to provide easy reference of the date on which the terminal was loaded with the HotList.

12. Repeat the above steps for each terminal to be uploaded.

13. When the **Collect Transactions** process is completed for each terminal, the **Zip Transaction Files** step follows. This procedure compresses all transaction data into a file in preparation for email transfer to the EagleCash Customer Service Center.

**Zip Transaction Files.**

**Zip Transaction Files** compresses all transactions collected from POS terminals and automatically copies those transaction files to the CRUCIAL USB drive.

1. Insert the CRUCIAL USB drive to the laptop USB port.

2. In the EagleCash folder on the laptop, double click SCALite.

3. With the SmartCity Acquirer Lite window open, slide the curser over the zipper icon to where **Zip Transaction Files** appears.
4. Click on the icon. The **Zip Transaction Files** window displays

![Zip Transaction Files Window](image)

5. Click OK. This action copies all collected transaction files to the CRUCIAL USB drive.

6. The Zip Transaction Files window displays confirming that files were zipped and copied.

![Zip Transaction Files Confirmation](image)

7. *Safely* remove the CRUCIAL USB drive from the laptop and proceed to a computer with email.

**E-mail Zipped Transaction Files**

Zipped Transaction Files should be sent as an email attachment at least once daily to: eagle@bos.frb.org. The Subject line of the email should include site identification along with the legend TR Files. Thus, the email subject line for Zipped Transaction File sent from Camp Arifjan Zone I would read: Arifjan Zone I TR Files.

The EagleCash Customer Service Center monitors daily submission of files closely and prepares reports for AAFES theater management.
Refund for Merchandise Return

Occasionally AAFES may need to perform a Refund. Refunds occur when a customer returns an item purchased using an EagleCash card. The Card Processing Station in the EagleCash folder of the laptop is used to process a Refund and to add the appropriate amount back on to the EagleCash card.

There is a $500 maximum load limit set in the refund process. Questions regarding AAFES policy on Refund processing should be referred to the appropriate PX/BX store manager.

NOTE: All Refunds must be approved by the acting AAFES store manager. Cashiers and concessions are not authorized to approve and/or to process Refunds. POS terminal devices are not capable of performing Refunds.

The Refund process detailed below provides instruction on the mechanics of adding value onto the card using the EagleCash laptop and applications. It does not detail procedures or is meant to replace procedures as defined by and required by AAFES for refund processing. Questions on PX/BX refund policies should be referred to AAFES.

Refund Processing - Reload Value to an EagleCash Card

1. Refer a cardholder requesting a Refund to the manager on duty. The manager will observe standard processing requirements defined by AAFES for refunds.

2. Verify that the cardholder requesting the refund is the same as on the EagleCash card. Request photo ID to confirm name and appearance. If the names and/or appearance do not agree, the Refund request cannot be processed.

3. Verify with the cardholder the current balance on the EagleCash card using a keychain balance reader or POS terminal.

4. Double click on the Card Processing Station found in the EagleCash folder on the laptop.

5. The Card Processing Station screen displays. Insert the card chip first into the reader slot on the left of the PC.

6. The Update Card screen displays.
7. Select the **Tender Type** from the drop down menu choices of Cash, Check or Partial Pay, Refund. **Always select Refund.**

8. Key the **Revalue Amount**. Separate dollars and cents by using the decimal point.

9. Reconfirm that the Tender Type selected is Refund and that the Revalue Amount – both dollars and cents – are entered correctly. Click the **Revalue** button.

10. The **EagleCash Transaction Summary** screen appears. The **new card balance** is displayed. Select **OK**

11. The **Card Processing Station** screen appears.

12. Remove the card from the reader.

13. The cashier and the cardholder verify the new card balance using a keychain balance reader or POS terminal.

14. The customer signs the refund form (normally used for refunds) to acknowledge acceptance of the load value. Verify the loaded amount and new balance on the card.
End of Day Processing

At the end of the day there are procedures for closing out, make sure the latest HotList has been uploaded, the POS device requires an upload and certain functions need to be performed on the laptop to provide information to the Treasury Financial Agent (financial institution) for the funds pool as well as to the accounting office.

AAFES EagleCash Collection Procedures

At the end of the day the laptop load device and POS terminal must be processed. The laptop will provide a report that can assist with the normal end of day closeout. This report provides a break out of the refunds performed on that day.

Collect Load Transactions (reloads due to refunds):

1. Double click on the Card Processing Station icon.
2. Cancel the Insert Card screen.
4. Select Collect Transactions.
5. Select All New Transactions.

To review the number of issues/loads done, click on "Statistics" to view. Transaction Type "10" indicates "Issue". Transaction Type "3" indicates "Load".

6. Click OK to collect.

NOTE: To re-generate the transaction file for a batch that was collected previously, click on "Transactions Originally Collected On", and then click on the batch needed to re-generate the file.

Print Load Transaction Detail Report

This report shows all loads done for the date range entered. Typically, the date range is for the date currently closing.

1. Double click Card Processing Station icon if it is not already opened.
2. Click Reports.
3. Click Load Transaction Detail.
4. Click By Tender Type or For All Types.
5. Enter Starting Date. The default is the current date.
6. Enter Ending Date. The default is the current date.
7. Click OK to run the report.
8. To save the report: Click the Export icon.
9. Take the CRUCIAL USB drive to the computer to print out the file or email.

NOTE: Re-generate this file later by running the report with the same date range.

Clear CRUCIAL USB drive
1. Run Windows Explorer.
2. Go to A:\ drive.
3. Highlight one file.
4. Press "Ctrl" and "A" down at the same to select all files.
5. Press "Delete".

NOTE: Before pressing "Delete", verify that deleting files is on the A:\ and not files on the C:\ drive.

Collect Transactions
1. Confirm that the EagleCash laptop and Hypercom POS terminal are connected to power.
2. Connect one end of the long black cable (LBC) with RS232 termination to connector on the EagleCash laptop. Connect the other end of the LBC with the round 9-pin connector to the Hypercom terminal.
3. On the laptop, select the SCALite icon.

4. In the SmartCity Acquirer Lite select the Collect Transactions icon.

5. The Collect Transactions window appears.
6. On the Hypercom terminal press **BATCH**. An ENTER PASSWORD prompt appears. Key NNNN. Press ENTER.

7. On the **Collect Transactions** screen on the laptop, press **OK**. A Collect Transactions activity screen appears confirming that the devices are communicating.

8. All transaction detail ‘collects’ from the terminal to the laptop. The terminal uploads its transactions and simultaneously, the most current HotList is downloaded from the laptop.

9. When the process is complete, a **SETTLEMENT REPORT** prints at the terminal confirming all data as reported on the earlier Detail Report with additional summary data and a confirmation: **TERMINAL Uploaded Successfully**.

10. Also, a Process Completed screen appears at the laptop. Press OK and the SmartCity Acquirer Lite screen appears.

11. Remove the report from the terminal and retain with settlement papers. Press **BATCH** and then **DETAIL**. A new DETAIL REPORT will print showing **NO TRANSACTIONS**. This Report should be left on the terminal as validation that transactions were uploaded and to provide easy reference of the date on which the terminal was loaded with the HotList.

12. Repeat the above steps for each terminal to be uploaded.

13. When the Collect Transactions process is completed for each terminal, the Zip Transaction Files step follows. This procedure compresses all transaction data into a file in preparation for email transfer to the EagleCash Customer Service Center.

**Zip Transaction Files**

Zip Transaction Files compresses all transactions collected from POS terminals and automatically copies those transaction files to the CRUCIAL USB drive.

1. Insert the CRUCIAL USB drive to the laptop USB port.
2. In the EagleCash folder on the laptop, double click SCALite.

3. With the SmartCity Acquirer Lite window open, slide the curser over the zipper icon where **Zip Transaction Files** appears.

4. Click on the Zipper icon. The **Zip Transaction Files** window displays.

5. Click **OK**. This action copies all collected transaction files to the CRUCIAL USB drive.

6. The **Zip Transaction Files** window displays confirming that files were zipped and copied.

7. **Safety** remove the CRUCIAL USB drive from the laptop and proceed to a computer with email.
E-mail transaction files:

Send the compressed transaction files as an email attachment to: eagle@bos.frb.org.

NOTE: Files for all purchases, excluding vending should be sent to the EagleCash Processing Center on a daily basis. While EagleCash Customer Service Center regularly reviews file submission activity, it is the responsibility of EagleCash laptop processing location – AAFES, Post Office and Finance Office - to implement processes that ensure timely submission of transaction activity and subsequent posting of transaction activity to cardholder accounts.

Summary of Required Processes

1. Load the HotList daily from email to the CRUCIAL USB drive. Insert the CRUCIAL to a USB port on the laptop and click Get HotList in SCALite.

2. With a Hypercom POS terminal connected to the PC, click the Collect Transactions icon in SCALite. Follow steps outlined above to upload transactions from the terminal to the laptop and to download the current HotList from the laptop to the terminal. Repeat this process for all terminals.

3. Process Refunds as detailed above and in accordance with store policy. Be sure to Collect Transaction files for any Refunds processed.

4. Create a compressed file collected transactions by using the Zip Transaction Files function in SCALite. Send compressed files to the EagleCash Customer Service Center as often as desired but no less than once daily.

5. Run daily reports.

NOTE: The AAFES accounting office retains all receipts and terminal receipts. AAFES must take accountability and ownership for maintaining support documentation for all load and terminal transactions for each day’s business. If requested by the Army or Treasury, AAFES must be able to locate the supporting documentation records.
Section 16. Non-AAFES and non-Post Office Acceptance Sites

At some OCONUS military installations, there may be transactions from independent business operations that do not fall under the AAFES or Post Office financial reporting umbrella. Such operations may include Dining Facilities (DFACs), Morale Welfare and Recreation (MWR) facilities, organizations that provide continuing education and, expedited package deliver services. Any non-AAFES and non Post Office site wishing to accept the EagleCash card will need to be identified and approved in advance of the EagleCash deployment. Request for acceptance should be submitted to the Finance Office. Once approved, these sites are issued required EagleCash point-of-sale (POS) terminals, documentation and supplies to enable acceptance. These acceptance sites function in many ways similar to an AAFES concession in that POS terminals will be brought to a designated point-of-contact so that the terminal can be updated with the current HotList, the transactions collected, reports provided and transactions submitted to the FRBB for processing.

EagleCash Card Acceptance Policy

As with the Finance Office, AAFES and the Post Office, any/all Non-AAFES and non-Post Office EagleCash accepting sites must be familiar with, implement and adhere to all of the requirements of the EagleCash Card Acceptance Policy. This Policy is detailed in Appendix C of this document.

EagleCash Card Cash Back Policy

In certain instances and providing that sufficient cash is ‘on hand’ a cardholder may request Cash Back when an EagleCash purchase is made. All staff must be familiar with and adhere to the provisions of the EagleCash Card Cash Back Policy found in Appendix D of this document.

Cash Conversion to EagleCash

In addition to EagleCash, these independent sites may perform cash transactions and, if authorized, elect to convert cash to EagleCash for electronic deposit via ACH Prior to EagleCash; the merchants would take the cash to the Finance Office and convert to a Treasury Check. The check would be mailed to the corporate offices. With the EagleCash program, the Cashier Cage Manager now takes the cash to the Finance Office and loads the funds onto the EagleCash card that is issued to the merchant. The Manager then takes the card back to their office and “deposits” the funds through a designated Deposit Terminal POS device. This special POS device is then downloaded in the same manner as all other POS devices with funds being electronically deposited into the merchant account.

Cash Conversion Deposit Cards

When a card issued for the Deposit process is issued the naming conventions should be the merchant name for the first name and the location for the last name. Portions of the facility number can be used for the SSN. If there is more than one card is required, then 1 or 2 can be used to designate multiple cards provided that the first part of the first name is the merchant name.

Deposit Funds from Card

Once the Deposit Card is issued and loaded with funds at the Finance Office, the cardholder should return immediately to the merchant location and zero out, meaning remove, the funds
from the card(s). This process is performed using a specifically designed DEPOSIT TERMINAL device.

**NOTE:** Only a designated Deposit Terminal should be used for this function

Funds transferred using the Deposit Card and Deposit Terminal are tracked both by agency accounting, the Federal Reserve Bank and by Treasury and should be kept separate from sales. After the funds have been zeroed from the card, download the Deposit POS device to the EagleCash laptop as any other transaction.

The following are sequential procedures for all phases of the EagleCash settlement process.

All applications and icons required to operate EagleCash are found in the EagleCash folder on the desktop.

![EagleCash desktop](image)

**Get HotList - Start of Day**

Once the HotList has been received by email and loaded to the CRUCIAL USB drive, proceed to the EagleCash laptop and insert the CRUCIAL to a USB port

1. Open the EagleCash folder and double click on **SCALite**.

![SCALite](image)

2. Click on the **Get HotList** fire icon found in SmartCity Acquirer Lite.
3. The Get HotList/WarmList screen appears.

4. Select CRUCIAL. Press OK.

5. The Get HotList/WarmList screen confirms that the update was imported.

6. Click OK
7. The SmartCity Acquirer Lite screen appears. Scan down to the Other field to confirm the Last HotList Update. The date and time should correspond to the update just completed.

**NOTE:** Spare EagleCash terminals always should be loaded with the latest HotList prior to being placed into service. This is accomplished simply by performing the Collect Transactions function with the terminal before placing it into production.

**Collect Transactions from the POS Terminals**

Each EagleCash purchase is collected by the POS terminal. Transactions are held in terminal memory until the terminal is uploaded to the EagleCash laptop. To ensure speedy processing and posting to cardholder accounts, transactions should be collected each day as a standard operating procedure. Once collected and then compressed to a Zip File, the transactions are emailed to the EagleCash Customer Service Center at eagle@bos.frb.org. This daily file collection and then email should be completed each day by 12:00 hours Eastern Time.

Collection of transactions and email of the compressed files is a constant regardless of terminal type.Outlined below are the steps required to complete the collection.

**Collect Transactions**

1. Confirm that the EagleCash laptop and Hypercom POS terminal are connected to power.

2. Connect one end of the long black cable (LBC) with RS232 termination to connector on the EagleCash laptop. Connect the other end of the LBC with the round 9-pin connector to the Hypercom terminal.

3. On the laptop, select the SCALite icon.
4. In the SmartCity Acquirer Lite select the **Collect Transactions** icon.

![SmartCity Acquirer Lite](image)

5. The **Collect Transactions** window appears.

![Collect Transactions Window](image)

6. On the Hypercom terminal press **BATCH**. An ENTER PASSWORD prompt appears. Key NNNN. Press ENTER.

7. On the **Collect Transactions** screen on the laptop, press **OK**. A Collect Transactions activity screen appears confirming that the devices are communicating.

![Collect Transactions Activity Screen](image)

8. All transaction detail 'collects' from the terminal to the laptop. The terminal uploads its transactions and simultaneously, the most current HotList is downloaded from the laptop.

9. When the process is complete, a SETTLEMENT REPORT prints at the terminal confirming all data as reported on the earlier Detail Report with additional summary data and a confirmation: **TERMINAL UPLOADED SUCCESSFULLY**.

10. Also, a Process Completed screen appears at the laptop. Press **OK**. The SmartCity Acquirer Lite screen appears.
11. Remove the report from the terminal and retain with settlement papers. Press **BATCH** and then **DETAIL**. A new DETAIL REPORT will print showing **NO TRANSACTIONS**. This Report should be left on the terminal as validation that transactions were uploaded and to provide easy reference of the date on which the terminal was loaded with the HotList.

12. Repeat the above steps for each terminal to be uploaded.

13. When the **Collect Transactions** process is completed for each terminal, the **Zip Transaction Files** step follows. This procedure compresses all transaction data into a file in preparation for email transfer to the EagleCash Customer Service Center.

**Zip Transaction Files**

Zip Transaction Files compresses all transactions collected from POS terminals and automatically copies those transaction files to the CRUCIAL USB drive.

1. Insert the CRUCIAL USB drive to the laptop USB port.

2. In the EagleCash folder on the laptop, double click SCALite.

3. With the SmartCity Acquirer Lite window open, slide the curser over the zipper icon where Zip Transaction Files appears
4. Click on the icon. The **Zip Transaction Files** window displays.

5. Click **OK**. This action copies all collected transaction files to the CRUCIAL USB drive.

6. The Zip Transaction Files window displays confirming that files were zipped and copied.

7. **Safely** remove the CRUCIAL USB drive from the laptop and proceed to a computer with email.

**E-mail transaction files:**

Send the compressed transaction files as an email attachment to: eagle@bos.frb.org.

**NOTE:** Transaction files should be emailed daily. While the EagleCash Customer Service Center monitors file receipt and recognizes that upon occasion an email may be lost, it is the responsibility of each EagleCash Laptop processing location (AAFES, Post Office and Finance Office) to send files daily to ensure proper processing and posting of all transaction activity and resulting credits and debits.

Email zipped file to: eagle@bos.frb.org.
Summary of Required Processes:

1. Load the HotList daily from email to the CRUCIAL USB drive. Insert the CRUCIAL to a USB port on the laptop and click Get HotList in SCALite.

2. With a Hypercom POS terminal connected to the PC, click the Collect Transactions icon in SCALite. Follow steps outlined above to upload transactions from the terminal to the laptop and to download the current HotList from the laptop to the terminal. Repeat this process for all terminals.

3. Process Refunds as detailed above and in accordance with store policy. Be sure to Collect Transaction files for any Refunds processed.

4. Create a compressed file collected transactions by using the Zip Transaction Files function in SCALite. Send compressed files to the EagleCash Customer Service Center as often as desired but no less than once daily.

NOTE: Merchants must retain all receipts and terminal receipts and take accountability and ownership for maintaining support documentation for all terminal transactions for each day’s business. If requested by the Army or Treasury, the merchant must be able to provide supporting documentation records.
Section 17: Self-Service Kiosk

The EagleCash™ self-service kiosk is designed to provide cardholders enrolled in the Kiosk program the flexibility of using the kiosk to perform selected financial transactions convenient to the cardholder and at a time of the cardholder’s choosing. With the kiosk, cardholders can access U.S. bank checking, savings and credit union accounts and transfer funds either to or from the card without incurring transaction fees common to most ATM networks. Kiosks are installed at convenient locations on the base and may be accessible 24-hours per day.

The kiosk uses PC technology and consists of a touch-screen user interface, card reader, printer, and modem. Enrolled cardholders insert their EagleCash card into the card reader and are prompted to enter the PIN (Personal Identification Number) selected at enrollment. A menu is displayed which allows cardholders to load funds, unload funds, perform card-to-card transfers, change PIN, and view their last ten EagleCash transactions. Most transactions provide the cardholder the option to accept or decline a receipt. Transaction screens are designed with simplicity in mind. The user follows a menu of simple and intuitive instructions to access any of the supported functions. By design, the menu is primarily oriented to creating overall awareness of kiosk functionality.

The kiosk operates in an off-line communications mode at all times except for a configurable 10-minute period each day when the unit automatically takes itself out of service and establishes a telecommunications session with the host – in this instance, the program management and processing agent, the Federal Reserve Bank of Boston. During the telecommunications session, all transactions are consolidated and transmitted to the bank in a secure encrypted file for processing. The kiosk also receives both a “WarmList” and “HotList” during the telecommunications session which restricts or denies use of the card based on program policies and procedures.

The Finance Office has local responsibility to ensure all kiosks on the base are operational. In the event that automatic management and update of the kiosk via DSN line is unavailable, the Finance Office owns the responsibility to ensure manual maintenance of the kiosk using procedures defined by the program management and processing agent, the Federal Reserve Bank of Boston. Manual maintenance includes implementing procedures to manually update the kiosk with the most current HotList/WarmList, to collect transactions stored by the kiosk and to send all collected transactions to the EagleCash Customer Service Center for processing via email at eagle@bos.frb.org. This is an important responsibility as cardholders rely on the kiosk to support personal and business financial transactions.

The Federal Reserve Bank of Boston via the EagleCash Customer Service Center assists the Finance Office in servicing kiosks by advising them of any file transfer and telecommunications failures. Customer Service will work with Finance Office personnel to diagnose any problem and to return the unit to service. Additionally, technicians from the manufacturer perform scheduled on-site preventive maintenance monthly. Appendices I, J, K, L and M to this document contain valuable information for Finance Office Personnel in performing update activities, troubleshooting and minor repairs for the kiosk.

For kiosk assistance contact the EagleCash Customer Service Center at:

Email: eagle@bos.frb.org
DSN OCONUS: 312-955-3555
U.S. Toll Free: 877-973-8982
Additional documentation on the EagleCash Kiosk can be found in the following Appendices:

1. EagleCash™ Kiosk Quick Reference Guide. Appendix I
2. EagleCash™ Kiosk Troubleshooting Guide. Appendix J.
5. EagleCash™ Kiosk Reassembly Instructions. Appendix M.
Section 18. Reports

EagleCash™ POS terminals and laptops provide a variety of management informational, accounting and settlement reports. Reports from the Card Processing Station and SCALite applications on the EagleCash laptop are provided daily and can be modified locally at the laptop for date ranges of the user’s choice.

EagleCash reports provide tracking on the total transaction counts and dollar amounts of activity. These reports are not meant as replacements for user generated internal reports. Additionally, participants are cautioned that due to differences in processing times and times zones, variances between totals from participant generated internal reports and EagleCash reports are likely to arise.

For additional information on Reports, contact your Agency POC or EagleCash Customer Support Center by e-mail at eagle@bos.frb.org.
Section 19. Supplies

EagleCash is a comprehensive program that includes all elements of card issuance and acceptance as well as the hardware and supplies required to run the program. Included are the laptop computers, kiosks, point-of-sale terminals, cables, printer paper, laptop computers for file load management, cards for issuance, supporting documentation, marketing materials as well as cardholder user guides.

All transaction management devices to include POS terminals and laptops are selected, certified and approved for use by EagleCash program management including program management from USAFINCOM, FMS and FRBB. While program participants may have physical custody of equipment, ownership remains under the Federal Reserve Bank of Boston. As such, tampering, misusing, installing software other than that expressly certified and sanctioned for use by the Federal Reserve Bank of Boston is prohibited.

For remote deployments, sufficient inventory of POS terminals to cover day to day needs as well as spares in the event of a failure is provided. For AAFES, additional shelf inventory is provided to cover not only AAFES’ needs but also terminal replacement at various concessions should the need arise. Replacement inventory for use with concessions is clearly marked and separate from replacement inventory for the PX/BX. Prior to issuing a replacement terminal to any concessionaire, the terminal will require updating. AAFES should contact the EagleCash Customer Service Center for assistance.

Return of malfunctioning equipment to the EagleCash Customer Service Center is the responsibility of the user. The Finance Office and Post Office as well as AAFES should return equipment ASAP to ensure quick return of additional replacement inventory and as importantly enable processing of any transactions that may be resident in the failed equipment.

Additional supplies such as printer paper, marketing materials etc. may be requested via email to the EagleCash CSC at eagle@bos.frb.org.

The mailing address of the EagleCash CSC is:

EagleCash Customer Service Center
Federal Reserve Bank of Boston
600 Atlantic Avenue
Boston, MA  02210
Appendix A: EagleCash Laptop Configuration and Setup Policies OIF Theater

Finance Offices in the OIF Theater will become familiar with and comply with the following:

1. Contact the 13th Finance Group S6 office at Camp Arifjan with any questions regarding this policy. DSN 318-430-7654

2. Keep this document and all peripherals with each EagleCash Finance Office laptop - preferably in the laptop shipping box. This procedure will simplify returns.

3. Never delete the hard disk on this laptop. Always call the EagleCash Customer Service Center at DSN 312-955-3555 for assistance.

4. Device ID labels (i.e. EC135xxx) are affixed to top right of keyboard and must stay affixed along with all other stickers.

5. If a laptop becomes unusable, it may have financial transactions on it that will need to be retrieved and processed. Therefore, remove CAC required login option and return the laptop to the FRBB at US Postal Mailing Address:

   Treasury Technical Services
   Federal Reserve Bank of Boston
   P.O. Box 55882
   Boston, MA 02205

6. All parties are to leave the local administrator-level account ID (i.e. marc.ritchie) as is. This account ID is used by FRBB when laptops are returned for troubleshooting, maintenance and retrieving transactions from the laptop.

7. All parties should use the local administrator login to gain access to the laptop (See Item 1 if you have questions).

8. Apply security patches per LAN policy, but leave laptop policies as is wherever possible (as described below).

9. Install WinZip, DDS, MS Office, Netsign (Note: EagleCash uses integrated smartcard reader) and other applications as required (PCC/OTC version 5.0 is installed, but requires configurations).

10. For PCC, record terminal ID from current PCC laptop and transfer to this laptop upon configuring PCC.

11. The Host Name Utility in the EagleCash folder (wrench icon) must be run before issuing the laptop to the Finance Office cashier. This will enable SCALite to run properly.

Laptop Policies:

1. Power User rights are required to use EagleCash software.
**EagleCash Laptop Configuration**

**Laptop and Peripherals**
- Latitude D810 or D820
- 2 USB Crucial Drives (Lexar Jump Drive)
- USB Extension Cable (used for USB drive)
- 1 Kensington Pocket Keypad (USB)
- 1 or 2 Hypercom 5500 Download Serial Cable
- Power Dongle (attached to AC adaptor, connects to UPS)
- Tripp-Lite UPS (shipped in separate box)

**BAT Sept, 2006 Version**

**Selections:**

1. Clear existing security policies  NO
2. Modem used with laptop  ON (to allow dial transfers if chosen)
3. Network  USAREUR NIPR
4. Accreditation  Unclassified
5. Location  Heidelberg
6. Administrator Rename  Already defined as “admin1”
7. Guest and support accounts  Default, renamed (Catwoman Riddler)
8. Anti-Virus  Symantec 10.0
Appendix B. EagleCash Card Issuance Policy

- Prospective cardholder presents government issued photo-ID and completed DD Form 2887 to Finance Office Cashier.

- Cashier compares government issued photo-ID to name printed on DD Form 2887.

- Cashier confirms eligibility of prospective cardholder to participate in the EagleCash program as follows:
  - If the prospective cardholder is a member of the U.S. Military or a U.S. Government Civilian:
    - Cashier inserts a new EagleCash card into EagleCash Card Processing Station and enters the prospective cardholder information contained on DD Form 2887.
    - Cashier clearly prints, or affixes a label with the cardholder name, in the top panel provided on the back of card, and hands the card to the prospective cardholder to be signed.
    - The prospective cardholder signs the card in the lower panel provided on the back of the card, and hands the card back to the cashier.
    - The cashier confirms the signature on the card, inserts the card into an EagleCash protective plastic sleeve, and presents it to the Cardholder.
  - If prospective cardholder is NOT a member of the U.S. Military or a U.S. Government Civilian:
    - Cashier checks the list of Contractors with approved Check Cashing Agreements on file with the Finance Office.
    - If an agreement is on file and current, cashier follows steps above and issues card (enter the name of the Contractor Firm in Block 6 on DD Form 2887).
    - If no agreement is on file or is expired, cashier informs prospective cardholder they are not eligible to participate in the EagleCash program.

- Finance Office personnel ensure completed DD Forms 2887 are copied and secured in the safe at the close of each business day. Originals are sent weekly via government mail to the Federal Reserve Bank- Boston where they are secured and maintained on file for 6.3 years. Finance Office retains copies of completed DD Form 2887 in the safe for 60 days and then disposes of them according to policy for destruction of documents containing Personally Identifiable Information.

- Finance Office transmits EagleCash card issuance files captured in the EagleCash Card Processing Station electronically to the Federal Reserve Bank at the close of each business day.

Effective Date: 1-Feb-2007 (All EagleCash acceptance sites worldwide).

ECissuancepolicyV1.0
POC: Tyrone Lynn, U.S. Department of the Treasury (tyrone.lynn@fms.treas.gov)
Update: Jan-25-2007
Appendix C. EagleCash Card Acceptance Policy

EagleCash Card Acceptance Policy

- Cardholder presents EagleCash card and photo-ID to cashier at time of payment.
- Cashier compares name printed on EagleCash card to name on photo-ID.

  o If names on both cards match - cashier compares the photo-ID to the physical appearance of the purchaser. If there is a match, cashier completes the sale.

  o If names on both cards do not match - cashier rejects the EagleCash card and requests alternate form of payment.

  o If the photo-ID/purchaser comparisons do not match - cashier rejects EagleCash card and requests alternate form of payment.

  o If there is no printed name or completed signature on the EC Card - cashier rejects EagleCash card and requests alternate form of payment.

  o If there is a printed name but no signature on the EC Card - cashier confirms purchaser is appropriate cardholder by checking photo-ID, and requests they sign the back of the card before accepting it as the form of payment.

- Cashiers direct any EagleCash cardholder customer service issues to the Finance Office.
- Compliance with the EagleCash Card Acceptance Policy above and the EagleCash Hot-List Procedures indemnify AAFES and MPSA from any liability associated with any EagleCash transactions that are subsequently deemed to be unauthorized by the cardholder.

- Non-compliance with the EagleCash Card Acceptance Policy above and the EagleCash Hot-List Procedures should be handled according to internal AAFES and MPSA policies that govern employee work rules and job performance. AAFES and MPSA are not indemnified from liability associated with EagleCash transactions that involve intentional violation of this Policy or fraudulent activity and are subsequently deemed to be unauthorized by the cardholder. All such incidents will be evaluated on a case by case basis.

Effective Date: 1-Feb-2007 (All EagleCash acceptance sites in Iraq and Kuwait).

Effective Date: 1-Mar-2007 (All EagleCash acceptance sites worldwide).

ECacceptancepolicyV1.1
POC: Tyrone Lynn, U.S. Department of the Treasury (tyrone.lynn@fms.treas.gov)
Update: Feb-09-2007
Appendix D.  EagleCash Card Cash Back Policy

To help facilitate program goals and ensure a “reduced hard currency footprint” on base, the PX/BX and other card accepting locations on camp will be requested not to issue cash-back in excess of $20 above actual purchase amounts if available.
The Navy/Marine and EagleCash Enrollment and Authorization Agreement DD Form 2887 is required for Kiosk enrollment. This Agreement allows the U.S. Treasury to collect funds from the enrollee’s bank account to be loaded on the EagleCash Card. The card will then be used to make purchases within the theater of deployment.

The Finance Office will insure that all required information on this Form is completed in an accurate and legible manner and in accordance with the EagleCash Card Issuance Agreement (Appendix B). Additionally, the Finance Office will save copies of this form and have available when the cashiers activate the kiosk enrollment. The customer must fill out the form and leave it with the DDO/DA. Once enrollment is completed, these forms are to be retained for future reference by the U.S. Treasury and forwarded to the EagleCash Customer Service Center monthly for storage and subsequent access should the need arise.

The EagleCash Customer Service Center will provide labeled manila envelopes to send the forms out monthly and will also provide a red folder to keep all the forms in one place until they are sent for the monthly mailing. If supplies are needed, please contact the EagleCash Customer Service Center at eagle@bos.frb.org.
**NAVY/MARINE AND EAGLECASH ENROLLMENT AND AUTHORIZATION AGREEMENT**

**PRIVACY ACT STATEMENT**


**PRINCIPAL PURPOSE(S):** To enroll individuals in the Navy/Marine Cash or EagleCash programs. Aggregate data about transactions captured both on and off the ship, whether on the card's electronic purse or through the magnetic strip may be used to generate summary level reports.

**ROUTINE USE(S):** The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552(a)(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense to the U.S. Treasury Department, Fiscal and Financial Agents involved in providing Navy/Marine or EagleCash services, and their contractors. In addition, other Federal, State, or local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD BLANKet Routine Uses as published in the Federal Register.

**DISCLOSURE:** Disclosure is voluntary; however, failure to furnish the requested information may prevent you from participating in the Navy/Marine or EagleCash programs.

<table>
<thead>
<tr>
<th>1. RATE, RANK, TITLE</th>
<th>2. FIRST NAME</th>
<th>3. MIDDLE INITIAL</th>
<th>4. LAST NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. SSN</td>
<td>6. PAY GRADE</td>
<td>7. MILITARY BRANCH (Organization)</td>
<td>8. DATE OF BIRTH (MMDD)</td>
</tr>
<tr>
<td>9. MOTHER’S MAIDEN NAME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. ADDRESS 1 (Ship’s/Organization’s Name)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. ADDRESS 2 (Division/Unit, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. CITY</td>
<td>13. STATE</td>
<td>14. ZIP CODE</td>
<td>15. COUNTRY</td>
</tr>
<tr>
<td>16. WORK TELEPHONE NUMBER</td>
<td>17. E-MAIL ADDRESS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AUTHORIZATION TO MAKE NAVY/MARINE, OR EAGLECASH TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT**

I authorize the U.S. Treasury's Financial Agent to initiate debit and credit entries to my bank or credit union account at the financial institution named below in order to fulfill any requests I may make to transfer funds between my bank or credit union account and my Navy/Marine or EagleCash account.

<table>
<thead>
<tr>
<th>18. DEPOSITORY NAME</th>
<th>19. BRANCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>20. CITY</td>
<td>21. STATE</td>
</tr>
<tr>
<td>23. ABA ROUTING NUMBER</td>
<td>24. ACCOUNT NUMBER</td>
</tr>
<tr>
<td>25. ACCOUNT NAME (Your name as it appears on your account)</td>
<td>26. ACCOUNT TYPE (C = Checking, S = Savings)</td>
</tr>
</tbody>
</table>

This authorization will remain in effect until you notify the applicable Department of Defense Agency in writing of its cancellation.

In consideration of the privilege of having the U.S. Treasury initiate debit and credit transactions to my bank or credit union account specified above, I hereby freely and voluntarily consent to the immediate collection from my pay by the U.S. Navy, Marine Corps or Army, without prior notice or prior opportunity to be heard, the face value or resulting negative account balance due the U.S. Treasury funds pool of any funds which were transferred to my Navy/Marine or EagleCash account, plus any additional fees levied by a financial institution, when such funds were not collectible from my specified bank or credit union account because a transaction is dishonored and returned for insufficient funds, closed account, inaccurate account information, or any other return reason.

27. SIGNATURE | 28. DATE SIGNED (YYYYMMDD)

Form DD 2887
Appendix F. EagleCash Quick Reference Card

Users of the EagleCash Program are provided with all necessary equipment and documentation. The following EagleCash POS Terminal Quick Reference Card is a sample of such documentation. For additional assistance or for additional copies of this and other documents, contact the EagleCash Customer Service Center at eagle@bos.frb.org.
EagleCash™ Cashier Quick Reference

ACCEPTANCE POLICY REQUIREMENTS

1. Photo ID required along with EagleCash card.
2. Compare name on Photo ID to printed name on card.
3. Compare Photo ID to physical appearance.
4. If either does not match, request alternate form of payment.

PURCHASE

**Action**

Insert card, Eagle facing you.

**Terminal Display**

Key Amount. Press **ENTER**

If correct press **YES**

CHECK CARD BALANCE

**Action**

Press **EAGLE CASH**

Press **BALANCE**

Insert card, Eagle facing you

REPORTS

**Action**

Press **REPORTS**

Press **DETAIL**

Press **SUMMARY**

END OF SHIFT ROUTINE

Print two **DETAIL REPORTS**. Send one DETAIL REPORT to Accounting. Keep one report with Store Records.

Disconnect terminal from power.

Proceed to Cashier Cage with Cash Drawer, Receipts, Terminal & Reports.

CASH BACK POLICY

As available cash permits, up to a maximum of $20 may be requested as Cash Back on an EagleCash purchase.

For assistance, call the EagleCash Customer Service Center:

Monday – Friday  1:00 am – 7:00 pm Eastern Time
Toll Free: 877.973.8982   Email: eagle@bos.frb.org
DSN: 312.955.3555
Fax: 617.973.3898   SVC-QREF7   Rev 021207
# EagleCash™ Cashier Quick Reference

## COMMON ERROR MESSAGES

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNSUPPORTED CARD</td>
<td>Card is out of order. Contact the Finance Office.</td>
</tr>
<tr>
<td>INSUFFICIENT FUNDS</td>
<td>Insufficient funds remain on the card to complete the purchase. Merchant can deduct the value left on the card and request another form of payment to complete the transaction.</td>
</tr>
<tr>
<td>USER CANCELLED</td>
<td>The merchant or customer has cancelled the transaction. Press OK to return to the main menu.</td>
</tr>
<tr>
<td>ERROR SETTLEMENT FAILURE</td>
<td>The settlement transaction was unsuccessful. Repeat End of Day procedures.</td>
</tr>
<tr>
<td>SAM ATR ERROR</td>
<td>Turn the terminal off by unplugging. Wait one minute and reconnect. If message reappears, repeat process. If several attempts do not resolve the issue, notify the EagleCash Customer Service Center</td>
</tr>
<tr>
<td>HOT CARD</td>
<td>Contact the Finance Office. This card has been reported lost, damage, or stolen.</td>
</tr>
</tbody>
</table>

### NOTES:

- **Questionable Transactions**
  
  If any Questionable Transactions are identified on the terminal DETAIL REPORTS, contact the EagleCash Customer Service Center as soon as possible. Questionable Transactions are Sales that did not complete properly. Copies of reports and receipts may be required by the EagleCash Customer Service Center to receive payment credit.

- **Daily Routine**

  Get HotList most current file on the EagleCash Laptop. Collect Transactions from POS terminals. Zip Transaction Files at the laptop and save to a CRUCIAL USB drive. Email files daily to: eagle@bos.frb.org

  For assistance, call the EagleCash Customer Service Center:

  Monday – Friday  1:00 am – 7:00 pm Eastern Time  
  Toll Free: 877.973.8982  Email: eagle@bos.frb.org  
  DSN: 312.955.3555  Fax: 617.973.3898  SVC-QREF7  Rev 021207
EagleCash™ Card
Concession Card Acceptance

ACCEPTANCE POLICY for ALL EagleCash Purchases.

1. Photo ID required along with EagleCash card.
2. Compare name on Photo ID to printed name on card.
3. Compare Photo ID to physical appearance.
4. If either does not match, request alternate form of payment.

PURCHASE

Action                                  Terminal Display
Insert card, Eagle facing you.          AVAIL BAL  $$$$.$¢¢
Key Amount. Press ENTER                TOTAL CORRECT? NO YES
If correct press YES                    PROCESSING NOW, APPROVED
                                          AVAIL BAL  $$$$.$¢¢
                                          PLEASE REMOVE CARD

CHECK CARD BALANCE

Action                                  Terminal Display
Press EAGLE CASH                        BALANCE       BATCH
Press BALANCE                           PIN REC
Insert card, Eagle facing you
                                          INSERT THE CARD
                                          AVAIL BAL  $$$$.$¢¢
                                          PLEASE REMOVE CARD

REPORTS

Action                                  Terminal Display
Press REPORTS                           DETAIL SUMMARY
Press DETAIL                           REPRINT TOTAL
Press SUMMARY                          Report of all transactions prints.
                                          Report of all Totals prints.

See Reverse Side of Card for End of Business Day Routine.
EagleCash™ Concession Daily Routine

1. At end of store day, print DETAIL REPORT on POS terminal.
2. Press REPORTS. Press DETAIL.
3. Repeat process to print second DETAIL REPORT.
4. Unplug terminal from power.
5. Save one DETAIL REPORT.
6. Bring terminal, one DETAIL REPORT, cash register closing reading or CDSR with daily receipts to the Cashier Cage at time pre-assigned by AAFES.
7. AAFES Cashier Cage will:
   • Process all items submitted including transactions in the POS terminal.
   • Return an alternate terminal to you.
8. Confirm that the receipt on the alternate terminal shows:
   • Your Location’s Name.
   • NO TRANSACTIONS in the receipt detail area.
9. Alternate Terminal is now ready to use.

EAGLECASH ACCEPTANCE POLICY

1. Photo ID required along with EagleCash Card.
2. Compare name on Photo ID to printed name on card.
3. Compare Photo ID to physical appearance.
4. If either does not match, request alternate form of payment.

See Reverse Side for Card Acceptance processing.
EagleCash™
Quick Reference
Collect Transactions – POS Terminal to Laptop

1. Connect EagleCash terminal to power
2. Carefully connect terminal to Laptop using long serial cable.
3. From the Laptop, Double Click EagleCash folder.
4. From sub-menu, Click SCALite.
5. Slide pointer to PC icon. Collect Transactions displays. Click icon.
6. Collect Transactions dialog box appears.
7. Make certain that you DETAIL REPORT was printed. If not present, Press REPORTS, then DETAIL.
8. On terminal, press BATCH.
9. Terminal displays ENTER PASSWORD
10. Key nnnn where ‘n’ is Password. Press ENTER.
11. Check terminal to PC connection. Click OK.
12. Process Completed appears on laptop. Click OK.
13. Settlement Report prints at terminal with message TERMINAL UPLOADED SUCCESSFULLY.
15. Print DETAIL REPORT. Press REPORTS then DETAIL.
16. Report prints and shows NO TRANSACTIONS.
17. Leave Report on terminal to confirm:
   • Terminal Upload was completed.
   • From Report header, date of HotList file download.
18. Transactions are now transferred to the Laptop.
19. Latest HotList is now transferred to terminal.
20. Repeat process until all terminals have been updated.
21. When completed, proceed to Zip and Email Transaction Files. (See Reverse Side)

For assistance, call the EagleCash Customer Service Center:

Monday – Friday  1:00 am – 7:00 pm Eastern Time
Toll Free: 877.973.8982  Email: eagle@bos.frb.org
DSN: 312.955.3555
Fax: 617.973.3898  SVC-QREF8  Rev. 021207
EagleCash™
Get and Load HotList/WarmList

1. Logon to location PC with email.
2. Open email from EagleCash CSC with HotList/WarmList attachment.
3. Unload and Save HotList to CRUCIAL USB drive.
4. Finance Office unload & save WarmList to CRUCIAL USB drive.
5. Safely remove CRUCIAL from PC.
6. Insert CRUCIAL into USB port on EagleCash laptop.
7. Double click the EagleCash folder on the laptop.
8. Double click the SCALite icon.
9. Click Get HotList/WarmList icon (looks like a fire).
10. Select CRUCIAL. Click OK.
11. Process to load HotList/WarmList is now complete.
12. Click OK on the Get HotList/WarmList screen to complete process.

Note: Finance Office receives the HotList and WarmList
Post Office and AAFES receive the HotList.

Zip Transactions & Email Files

Once all transactions are uploaded to the laptop, they must be ’zipped’ into a compressed file and emailed to the EagleCash CSC.

1. Open EagleCash folder on the laptop
2. Double click the SCALite icon.
3. Insert CRUCIAL USB drive to USB port on the laptop
4. Click Zip Transaction Files icon (folder with a zipper)
5. Zip Transaction Files screen appears. Click OK
7. Click OK.
8. Close SCALite.
9. If requested to backup data base, click Yes.
10. Safely remove CRUCIAL from laptop
11. Go to PC with email. Insert CRUCIAL into PC
12. Attach zipped file to email and send to eagle@bos.frb.org.
13. Subject for email = Camp Name + TR Files.
   • Example: Liberty TR Files

File name configuration:
YYYY = Year  MM = Month  DD = Date
NNNNNN = Device ID of Laptop  SSSS = Sequence Number
Tr = Transaction File  zzz = File Extension

For assistance, call the EagleCash Customer Service Center:

Monday – Friday  1:00 am – 7:00 pm Eastern Time
Toll Free: 877.973.8982  Email: eagle@bos.frb.org
DSN: 312.955.3555
Fax: 617.973.3898

SVC-QREF8  Rev. 021207
Collect Transactions: POS Terminal to Laptop

2. Update laptop with HotList and/or WarmList as applicable using procedure on reverse side of this card.
3. From Laptop, Double Click the EagleCash folder. Double Click on SCALite icon.
4. On terminal, press BATCH. Key password nnnn. Press ENTER.
5. On laptop, click Collect Transactions
6. Click OK.
7. Wait for Process Completed. Click OK.
8. Settlement Report prints at terminal with message TERMINAL UPLOADED SUCCESSFULLY.
9. Process transfers transactions from terminal to laptop and loads HotList from laptop to terminal.

Notes:
- After upload, run DETAIL REPORT at each terminal.
- Leave REPORT on terminal to confirm transactions were collected. Data of REPORT also confirms date of last HotList update.
- Repeat the above for all terminals.
- When finished proceed to Zip Transactions & Email Files.

Zip Transactions & Email Files

1. Insert CRUCIAL USB drive to USB port on laptop. Click Zip Transaction Files icon.
2. Click OK and wait for the process to complete.
3. Click OK.
4. Safely remove CRUCIAL from laptop. Email TR-files as an attachment to eagle@bos.frb.org.
5. Subject email: Camp + Sender + Zone + TR Files. Examples: Virginia Finance Office TR Files or Arifjan AAFES Zone 1 TR Files.

Notes:
- Email TR files daily to EagleCash Customer Service Center.
- Attach the most current file from the CRUCIAL to the email.
- Identify the most current file by the four digit sequence number preceding the file extension.
- Example: E:/200612/tr-131073-061209-0050.zzz. Sequence Number = 0050.
- Delete old TR-files from the CRUCIAL weekly.

For assistance, call the EagleCash Customer Service Center:

Monday – Friday 1:00 am – 7:00 pm Eastern Time
Toll Free: 877.973.8982 Email: eagle@bos.frb.org
DSN: 312.955.3555 Fax: 617.973.3898

SVC-QREF002 Side B Rev 021207
Get HotList/WarmList from PC to CRUCIAL

1. Logon to PC with email.
2. Insert EagleCash CRUCIAL USB Drive to USB port on PC.
3. Open the email from the EagleCash Customer Service Center with HotList/WarmList attachment
4. Unload and save HotList/WarmList to CRUCIAL.  
   Finance Office Only: Unload HotList and WarmList. Two separate files.
5. Safely remove CRUCIAL from PC.

Load HotList/WarmList from CRUCIAL to Laptop

7. Insert the CRUCIAL with the current HotList/WarmList to USB port on the laptop.
8. Double click the EagleCash folder
9. Double click the SCALite icon
10. Click Get HotList/WarmList icon.
11. Select CRUCIAL.  Click OK.
12. Get HotList/WarmList screen appears. For HotList, the update will confirm import of file hotlist.hot. For HotList/WarmList, the update will confirm import of hotlist.hot and WarmList.wrm.
13. Click OK.  Process is now complete. Display returns to SmartCity Acquirer Lite. Under Other, Last Hot List Update should correspond to the date of the upload.

Notes:

- All EagleCash devices to include terminals, laptops and kiosks should be updated daily with the most recent HotList/WarmList as applicable.
- Finance Office receives the HotList and WarmList.
- Post Office and AAFES receive the HotList.
- All transactions from EagleCash terminals are to be collected daily and files emailed to eagle@bos.frb.org.
- If any EagleCash kiosk is unable to receive daily updates or send daily transaction files via DSN dial line, it is the responsibility of the Finance Office to ensure that transactions are collected from the kiosks and that kiosks are updated with the most recent HotList and WarmList.

For assistance, call the EagleCash Customer Service Center:

Monday – Friday 1:00 am – 7:00 pm Eastern Time
Toll Free: 877.973.8982  Email: eagle@bos.frb.org
DSN: 312.955.3555  Fax: 617.973.3898
Appendix G: EagleCash Incident Report

The EagleCash Incident Report is used to log and to report problems with issued cards and assists with the resolution of any incidents with cards or Deposit Cards Incident Reports cover a variety of issues including cards that are damaged (non-operational), lost, stolen or suspended. The Incident Report is designed to collect all information that may be required to help bring the Report to resolution. An email can be generated to notify the EagleCash Customer Service Center, but completion of the Incident Report provides formal notification and triggers other related processes. The following steps will help to ensure accurate reporting and timely problem resolution.

- DA completes Section I of the Incident Report. It is essential that the correct Name and SSN be transferred to the Incident Report. The EagleCash card number should also be provided if the card is being reported as Damaged.

- An email can be generated to alert the EagleCash Customer Service Center of the incident particularly if the incident is a lost/stolen or damaged card.

- Send the EagleCash IR as an email attachment to eagle@bos.frb.org with a copy to Brigade or DFAS SVC POC, Battalion SVC POC, and the FRBB.

The Customer Service Center will immediately add the card to the HotList. Within 48 business hours, the EagleCash CSC will confirm the balance remaining on the card and email the IR to the DA. The time frame may extend longer over a weekend and/or processing holiday. Incorrect information such as name or social security number may prolong the required research and resultant time to confirm the card balance and issue a refund.

A new card can be issued but the balance for the card reported on the Incident Report cannot be disbursed until the EagleCash CSC emails the IR approval for the remaining balance (Section II). The customer can write another check or receive a (qualified) PP and return later for the refund amount to be loaded to the card. Or the customer can load funds at an EagleCash Kiosk. Disbursing Funds for Reported Card:

- DA must complete Section III, IV or V (the preferred method) of the Incident Report and email it to the EagleCash CSC. This process will bring the IR to closure.

- Section III is to be completed by DA if the balance is being transferred to a new issued EagleCash card. DA will need to complete a 215 voucher and indicate said among as well as a 5515 for the amount loaded to the card.

- Section IV is to be completed by DA if funds are being disbursed. DA needs to complete a 215 voucher for said amount.

- Section V is to be completed by DA, if balance will be credited by the EagleCash CSC to the customer’s bank account.

Note: The EagleCash CSC maintains and logs all Incident Reports submitted. The Finance Office is responsible for maintaining a copy of all Incident Reports submitted for its own records.
## EagleCash Incident Report

### Section I Finance Office Disbursing Agent

<table>
<thead>
<tr>
<th>Date Incident</th>
<th>Occurred if different:</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Cardholder:</th>
<th>SSN:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>EC Card #:</th>
<th>Lost</th>
<th>Stolen</th>
</tr>
</thead>
<tbody>
<tr>
<td>(last six digits)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FO-DA:</th>
<th>DSN:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

### *** IMPORTANT ***

1. After completing Section I, you need to submit the Incident Report to FRBB via email at eagle@bos.frb.org.
2. FRBB will respond in **48 business hours** after the date the Incident Report is received.
3. After receiving confirmation from FRBB, complete Section III, IV, or V as applicable and resubmit the Incident Report. This will indicate actions to be taken by FRBB to close the EagleCash Incident Report.

### Section II Federal Reserve Bank Only

<table>
<thead>
<tr>
<th>Incident Report #:</th>
<th>Received By:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Card Balance:</th>
<th>Date Received:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FRBB Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

New Card Issued (Note: 215 must be completed showing the amount disbursed):

<table>
<thead>
<tr>
<th>New Card No.</th>
<th>Card Balance:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Last six digits)

<table>
<thead>
<tr>
<th>Date of 215:</th>
<th>215 Voucher #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Section IV Finance Office Disbursing Agent

No-new card issued; cash tendered to Cardholder (Note: 215 must be completed showing the amount disbursed):

<table>
<thead>
<tr>
<th>Amount:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of 215:</th>
<th>215 Voucher #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Section V Finance Office Disbursing Agent
Send card balance to Cardholder's bank account; please provide the following:

Name of Bank: ________________________________

Bank routing number (9 digits): ________________________________

Account Number: ________________________________  Savings   Checking

For assistance please call the EagleCash Customer Service Center:
Monday - Friday, excluding United States Federal holidays
12:30 am - 7:00 pm Eastern Time

Telephone: DSN 312-955-3555 or 877-973-8982
Email: eagle@bos.frb.org
EagleCash Incident Report

Section I Finance Office Disbursing Agent

Date: ___________________ Occurred if different: ______________ Base: ______________

Name of Cardholder: ___________________ SSN: ______________

EC Card #: ______________ Lost: [ ] Stolen: [ ]

(last six digits) Damaged: [ ] Other: [ ]

FD-FO: ______________ DSN: ______________

Comments: ______________________

--- IMPORTANT ---

1. After completing Section I, you need to submit the Incident Report to FRB via email at eagle@bos.frb.org.
2. FRB will respond in 48 business hours after the date the Incident Report is received.
3. After receiving confirmation from FRB, complete either Section II, IV, or V and resubmit Incident Report. This will indicate actions to be taken by FRB to close the EagleCash Incident Report.

Section II Federal Reserve Bank Only

Incident Report #: ______________ Received By: ___________________

Card Balance: ______________ Date Received: ______________

FRB Comments: ______________________

--- Section III Finance Office Disbursing Agent ---

New Card Issued (Note: 215 must be completed showing the amount disbursed):

New Card No.: ______________ Card Balance: ______________

(Last six digits)

Date of 215: ______________ 215 Voucher #: ______________

--- Section IV Finance Office Disbursing Agent ---

No new card issued; cash tendered to Cardholder (Note: 215 must be completed showing the amount disbursed):

Amount: ______________

Date of 215: ______________ 215 Voucher #: ______________

--- Section V Finance Office Disbursing Agent ---

Send card balance to Cardholder's bank account; please provide the following:

Name of Bank: ___________________

Bank routing number (9 digits): ______________ Savings [ ] Checking [ ]

Account Number: ______________

For assistance please call the EagleCash Customer Service Center:
Monday - Friday, excluding United States Federal holidays
12:30 am - 7:00 pm Eastern Time

Telephone: DSN 312-955-3555 or 877-973-8982
Email: eagle@bos.frb.org
Quick Reference for EagleCash Incident Report

Section I (to be completed by Finance Office Disbursing Agent (FO-DA) :
1. **Date:** Today’s Date (ex. 05/30/2006)
2. **Date Incident Occurred, if different:** if date the incident took place is different from date it is reported to FO-DA.
3. **Base:** Base where the incident is filed.
4. **Name of Cardholder:** name of the Cardholder Last, First, Middle
5. **SSN:** Cardholder Social Security Number
6. **EC Card #:** Use the last 6 digits of the EagleCash Card (ex. 9874681100000123456)
7. **Lost, Stolen, Damaged or Other:** Please select only one (if selecting other, provide additional comments)
8. **Comments:** brief description if needed; required if status of card is “Other”.
9. **Submit request to** eagle@bos.frb.org or call DSN 312-955-3555.

**Note:** before you move forward, you need to obtain authorization from the Federal Reserve Bank of Boston on card balance and status. After you receive authorization, you will need to complete either section III, IV or V and re-submit the Incident Report to close this item.

Section II (to be completed by Federal Reserve Bank of Boston only):
1. **FRB will respond with card balance in 48 business hours** after the incident report is submitted. This is to allow transaction on the card to clear.

Section III (needs to be completed if a new EagleCash (EC) Card is issued to the cardholder):
1. **New Card No.:** Use the last 6 digits of the EC Card (ex. 9874681100000123456)
2. **Card Balance:** Amount credited to the new EC Card (The amount in Section II authorized by FRB)
3. **Date of 215:** date the 215 was completed, this must be the same date the funds were disbursed
4. **215 Voucher #:** this number is found on the SVC Sales Deposit Ticket Log (follow appropriate 215 procedures)

**Note:** the funds loaded on to the new card (authorized by FRB) need to be placed on a SVC Sales Deposit Track Sheet and 215 Deposit Ticket.

Section IV (needs to be completed if FO-DA tenders cash):
1. **Cash Tendered to Cardholder in the amount of:** amount paid to cardholder, must match authorization amount from Section II.
2. **Date of 215:** date the 215 was completed, this must be the same date the funds were disbursed
3. **215 Voucher #:** this number is found on the SVC Sales Deposit Ticket Log (follow appropriate 215 procedures)

**Note:** the funds disbursed (authorized by FRB) need to be placed on a SVC Sales Deposit Track Sheet and 215 Deposit Ticket.

Section V (needs to be completed if card holder's wishes to send balance to their own bank):
1. **Name of Bank:** Cardholder’s Name of Bank
2. **Bank routing number 9 digits:** Cardholder's bank’s routing number
3. **Account Number:** Cardholder’s bank account number, select either Savings or Checking

**Note:** a 215 is not required for this section

For assistance please call the EagleCash Customer Service Center:
Monday – Friday, excluding United States Federal Holidays
12:30 am – 7:00 pm Eastern Time

Telephone: DSN 312-955-3555 or 877-973-8982
Email: eagle@bos.frb.org
Appendix H. Troubleshooting: EagleCash Card Processing Station (CPS)

Card Processing Station (CPS) will not launch

1. Verify the card reader is connected to the serial port in the back of the laptop.
2. Verify the power supply cable for the card reader is connected to the ps2 mouse port in the back of the laptop.
3. Verify that the other end is connected to the reader's power connector.

Card Processing Station generates an error message

1. NOTE the error message.
2. Close out EagleCash CPS.
3. Reload the most current HotList on the laptop.

NOTE: On rare occasions, the HotList file may be corrupted by electrical power surges. This may also interfere with the EagleCash Card Processing Station’s reading of customer cards.

NOTE: Use one CRUCIAL USB DRIVE to save the HotList. Label it as HotList. Do not erase or delete the HotList file from the CRUCIAL USB DRIVE.

4. Insert the HotList CRUCIAL USB DRIVE.
5. From the EagleCash folder, double click on the Get HotList icon.
6. Check the HotList file copied by double clicking on the Check HotList icon.
7. Launch the EagleCash Card Processing Station again.

Card Processing Station still generates an error message

1. Contact the EagleCash Customer Service Center immediately.
Appendix I. EagleCash Kiosk Troubleshooting

Clear Jammed Stored Value Card

1. Open the top of the kiosk unit and locate the roller wheel on the left side of the card reader as you face the display.
2. Push roller wheel toward the front of the card reader to roll card toward front of reader.
3. Remove card.
4. Sign on to Supervisor Menu and check that the device status is now “Healthy.”
5. Sign off of the Supervisor Menu.
6. Close and lock the unit.

Transfer the Data Manually

1. Stop the EagleCash Application
   - Open the printer door and remove the lower panel.
   - Remove the keyboard and plug the purple connection into the cable labeled with purple tape hanging in the bottom of the kiosk. (Plug the green connection into the cable labeled with green tape if it is not already connected.)
   - Press Ctrl-Alt-Del and log on as Administrator. This will stop the EagleCash application.
2. Remove the Active USB Drive
   - Locate the active USB drive in the top of the kiosk. It will be attached with Velcro, next to the stored value card reader.
   - Unplug the USB drive and remove it from the kiosk.
   - Take the USB drive to the Finance Office.
3. Connect the Spare USB Drive
   - Locate the spare USB drive on the shelf below the paper roll.
   - Important: do not use a spare USB drive brought from the office. It does not have the correct file system set up.
   - Uncap the spare USB drive and plug it into the same connection. Secure the USB drive with the Velcro. The kiosk will now be using this as the active USB drive.
   - Put the cap on the USB drive that you just removed from the kiosk.
4. Start the EagleCash Application
   - Press Ctrl-Alt-Delete and log in as username EagleCash user to restart the EagleCash application. Wait for the application to display the Main Menu.
   - Test that everything is working smoothly by conducting a Balance Inquiry on an EagleCash card.
   - Unplug only the purple connection of the keyboard. Place the keyboard back in the bottom of the kiosk.
   - Close the bottom of the kiosk, the printer door, and the top of the kiosk. Lock the top and bottom locks.
5. Transfer the File

- Take the USB drive to the Finance Office.
- Email Kiosk file “10xxx_YYYYMMDD_trans.log” (xxx=Kiosk specific number, YYYYMMDD=the date the file is created) from the USB drive to FRBB EagleCash Operations mailbox.
- Contact EagleCash Customer Service Center to ensure that the file has been received before proceeding.
- Delete Kiosk file “10xxx_YYYYMMDD_trans.log” (xxx=Kiosk specific number, YYYYMMDD=the date the file is created) from the USB drive.
- Once finished with the USB drive, bring the USB drive back to the Kiosk and place it back on the shelf below the paper roll so that it can be used as the next spare USB drive.

Resolve Fatal Errors – Cashless Kiosk Library

1. Log on to the Supervisor Menu and verify that the status beside Cashless Kiosk Library shows “Failed to initialize.” If so, continue with this procedure.
   - Follow the online training for Locate Connections and push on the SAM card reader plug to ensure it is seated properly.
   - Verify Stored Value Card Device Error

2. Synchronize the System
   - Open the bottom of the kiosk unit and locate the SAM card reader behind the UPS.
   - Grasp the end of the card, pull it out, and then re-insert it.
   - Select Restart on the Supervisor Menu and wait for the EagleCash Main Menu.
   - If the kiosk continues to be Out of Service, repeat this procedure twice more before placing a service call. Sometimes it takes a few tries for the system to synchronize.

Resolve Fatal Errors – E-Journal

1. Verify E-Journal Error
   - Log on to the Supervisor Menu and verify that the status beside E-Journal shows “Fatal.” If so, continue with this procedure.
   - Follow the online training for Locate Connections and push on the USB drive plug to ensure it is seated properly.
   - Open the lower panel of the kiosk and push the connections together to ensure that the USB drive is firmly plugged in to the cable. Do not un-plug the drive.

2. Create the Backup Folder
   - Remove the keyboard and plug the purple connection into the cable labeled with purple tape hanging in bottom of the kiosk. (Plug the green connection into the cable labeled with green tape if it is not already connected.)
• Press Ctrl-Alt-Del and log on as Administrator.

• Look in the removable E:\ directory for a folder named Backup. If it is not there, make a new folder called E:\Backup. (Highlight the E drive in Windows Explorer, click File / New / Folder, and type the word “Backup” as the highlighted new folder name.)

• Press Ctrl-Alt-Del and log in as EagleCashuser.

• If the application still shows Out of Service, place a service call.

Resolve Fatal Errors - File Transfer

1. Verify File Transfer Error

   • Log on to the Supervisor Menu and verify that the status beside File Transfer shows “Failed.” If so, continue with this procedure.

   • On the Supervisor Menu, touch File Transfer.

   • On the File Transfer screen, touch Transfer.

   • If the transfer Progress shows “Failed,” then go to the next step.

2. Check Modem Connections

   • Check that the phone line is plugged into the wall jack.

   • Remove the bottom front panel and locate the modem, which is pointing up.

   • Check that the phone line is plugged into the back of the modem in the port with the wall jack icon. It should not be plugged into the port with the telephone icon.

   • On the back of the modem, check that the power supply is plugged in. The CTS and MR lights on the front should be illuminated red to indicate that the modem is on.

   • Return to Step 1 and try the File Transfer again. If it still does not work, follow the instructions to Transfer the Data Manually.

Procedures to Manually Import HotList and WarmList to a Kiosk.

1. Obtain the latest HotList and WarmList files from the EagleCash Customer Service Center via email.

2. Save the files onto a CRUCIAL USB drive.

3. Remove the keyboard and plug the purple connection into the cable labeled with purple tape hanging in the bottom of the kiosk. (Plug the green connection into the cable labeled with green tape if it is not already connected.)

4. Press Ctrl-Alt-Del and log on as Administrator. This will stop the EagleCash application.

5. Unplug the USB drive and remove it from the kiosk.
6. Plug in the USB drive that contains the latest HotList and WarmList files.
7. Launch the **Import HotWarmList** application on the Windows.
8. Select **Import** from the **File** menu.
9. Select "Hot" or "Warm" list to upload (one at a time).
10. Select **Import** from the "File" menu.
Appendix J. EagleCash™ Kiosk Quick Reference Guide

Supervisor Menu – Access

To access the Supervisor Menu, tap the bottom left, top left, then top right corners of the Touch Screen, in succession. Be patient. It may take several attempts to access the Supervisor Login screen. Once at the Supervisor Login screen enter the password.

Supervisor Menu - Status

The Status Information will show the current state of the kiosk and its components. It is also where the software version, and system date and time are displayed. Any detected errors on the kiosk will be displayed on the Status Information screen in red text. If the kiosk displays the message “Temporarily out of Service” the Status Information screen will indicate which component of the kiosk is in error.

Supervisor Menu – File Transfer

* Common Problem

This option allows you to view when the last successful file transfer occurred. File Transfer also supports an option to manually transfer a transaction file with a progression indicator that shows the user how far along the transfer process is. In the event that the kiosk cannot contact the EagleCash Processing Center via dial, the Flash Memory or “CRUCIAL USB drive” will need to be removed and taken to a PC with email capabilities. On the CRUCIAL USB drive, in the folder marked Backup there are files that are formatted as follows: xxxxx-yyyyymmd–trans.log, Attach these files to an email and send them to the eagle@bos.frb.org email address.

Supervisor Menu – Reset Devices

The second option on the left of the Main Menu is Reset Devices. This option allows you to re-initialize the Printer and Intergraded Card Reader.

Supervisor Menu – Reports

Select Reports to view certain activities that have taken place on the kiosk. Also in the Reports screen is the Clear Counts option, which allows you to reset the item counts to zero, and the Print option, which allows you to print a hard copy of the item counts via the kiosk receipt printer.

Supervisor Menu – E-Journal

This option displays the amount of space still available in the directory where the E-Journal is written. If the directory is full, the kiosk is taken out of service. The Archive option allows you to start a new E-Journal. This option, along with a restart of the kiosk will clear the directory if the E-Journal is full and puts the kiosk back in service.

Supervisor Menu – Test Menu – Printer Test

This option allows you to view the Device Status of the printer, the Paper Status, and finally, the Test Progress field which shows the three steps (printing, receipt printing, and receipt eject) that occur when you select Print Test Page function located under the status fields.
**Supervisor Menu – Test Menu – Card Reader Test**

Under this option you can view **Device Status**, **Media Status**, **Bin Status** (BinOk, or Binful), **Bin Count**, and **Test Progress** which follows the progression of the Card Reader test. Under the status fields there is a **Start Test** option (to run this test a valid EagleCash smart card is needed.) There is also a **Reset** Option where the status information such as **Bin Count** can be reset to zero.

**Supervisor Menu – Test Menu – Touch Screen**

From this option the **Touch Screen** can be recalibrated. Select the **Calibrate Touch Screen** option, and then select **Calibrate**. Follow the onscreen prompt “pointing finger”, then touch and hold your finger on the screen until prompted with the message “touch enabled”. You will be asked to do this at two points on the screen.

**For Kiosk Support:**

- Email: eagle@bos.frb.org
- DSN OCONUS: 312.955.3555
- US Toll Free: 877.973.8982
Appendix K. EagleCash Kiosk Transaction Collection Laptop User Guide

The following page provides instructions for collection of transactions from the EagleCash Kiosk should DSN service be unavailable.

It is the responsibility of the Kiosk to ensure that all EagleCash Kiosks are serviced daily – whether via DSN or via the manual collection process defined below – and that the most current HotList and WarmList are loaded to the kiosk.
EagleCash Transaction Collection Laptop Users Guide

The following procedure **must** be completed **daily** for any kiosk unable to transmit transactions to FRBB via DSN.

1. **Acquire the most recent HotList, WarmList, and Device Names files from the Finance Eroom or recent email.**
   a. On an Internet enabled PC, sign onto the SVC Eroom and go to the Finance folder or go into the email(s) containing the files.
   b. Plug the EagleCash CRUCIAL into a USB port.
   c. Copy the HotList, WarmList, and Device Names files onto the CRUCIAL in the root directory (e.g., F:\).
   d. Safely stop the CRUCIAL and then remove it.

2. **Install current Device Names file on the Kiosk Transaction Collection laptop.**
   a. Insert the CRUCIAL into the EagleCash Kiosk Transaction Collection laptop.
   b. Start the Import Device Names program on the Desktop.
   c. Select File, Import, select the CRUCIAL from the Look In box and double click on devnames.zip.
   d. Verify that devnames.zip was imported successfully by ensuring the last line reads Process Complete.
   e. Close the Device Names Utility.

3. **Install the current HotList and WarmList files on the Kiosk Transaction Collection laptop.**
   a. Open the EagleCash folder.
   b. Start the SCALite program.
   c. Click on the Get HotList/WarmList icon (looks like a fire)
   d. Select the CRUCIAL and click OK.
   e. The HotList and WarmList will be imported.
   f. Safely stop and remove the CRUCIAL and place it in its protective enclosure.

4. **Collect the transactions and update the HotList, WarmList, and Device Names files on the kiosks.**
   a. Take the kiosk keys, Kiosk Transaction Collection laptop, the red Ethernet cable marked Cross, and the CRUCIAL to the kiosks (one at a time).
   b. Start the laptop and plug one end of the red cable into its LAN port.
   c. Open the kiosk head with the gold key, tilt the head back, remove the shroud, and plug the other end of the red cable into its LAN port (marked LAN).
   d. Enter kiosk Supervisor mode. Tap File Transfer and then Transfer. The files should be transferred in two to four minutes (delays at 84% and a Complete message will be displayed).
   e. Press Exit to return to the main kiosk screens.
   f. Remove LAN cable from kiosk and install the shroud, lock the head, and take the key.
   g. Safely stop and remove the CRUCIAL from the laptop and place it in its protective enclosure.

5. **Repeat Steps 2 - 4 for each kiosk. When finished, return to the Finance Office.**

6. **Zip transactions onto CRUCIAL and send to FRBB via the Eroom or email.**
   a. Upon returning to the Finance Office with laptop and CRUCIAL, plug CRUCIAL into the laptop.
   b. Open the EagleCash folder.
   c. Start the SCALite program.
   d. Click on the Zip Transactions icon (folder with a zipper)
   e. Click on OK twice after reading the verbiage.
   f. Close SCALite.
   g. Safely stop and remove the CRUCIAL.
   h. Plug the CRUCIAL into an Internet enabled PC, sign onto the SVC Eroom and go to the Finance folder or open your email.
   i. Copy transaction files from the CRUCIAL into the Eroom or email. If email, send to eagle@bos.frb.org.
   j. Safely stop and remove the CRUCIAL and place it in its protective enclosure.
   k. Store laptop, cable, and CRUCIAL for the next day.
Appendix L.  EagleCash Kiosk Detailed Technical Instructions

The following pages provide detailed instructions on the operation of and to assist with troubleshooting and resolution of problems with the EagleCash Kiosk.

Users are reminded that the EagleCash Customer Service Center is available for assistance and can be reached via email at eagle@bos.frb.org or OCONUS DSN at 312.955.3555 or U.S. Toll Free at 877.973.8982.
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Major Components

The new Kiosk EZ Point 42 is made up of three major components; the head, the printer, and the stand.

Head
The head contains a small PC motherboard with a Pentium 4, 2.4 GHz processor, 512MB of memory and a 3M Touch Screen. Also in the head is an 80 Gig Hard Drive and DVD ROM drive. To access the DVD-ROM obtain the gold “Penn Lock” keys marked with the numbers 325 (These keys are universal and can be used with any of the EZ Point 42 Heads.) The lock is located on the left side of the Head under the Touch Screen. Once unlocked, gently pull the Head towards you. The DVD-ROM is located on the right side behind the Card Reader.

Printer
The Printer, which is mounted below the Head, uses a continuous roll of thermal paper for the receipts. To access the roll of paper obtain the silver keys marked with the numbers 8025 (These keys are universal and can be used with any of the EZ Point 42 Printers.) The instructions for changing the rolls of paper are located on the inside of the Printer door.
Stand
The Stand consists of three major areas. The base plate provides the weight and stability for the kiosk. The peripheral area, which is a storage area located under the printer, is where the UPS, the Modem, and the Keyboard are all stored. To access this area you’ll need to open the Printer door; directly below the door is a metal plate, to remove this plate slide it up and pull away from the kiosk itself. There is a notch at the bottom that can be used to help remove the plate.

The last part of the stand is the cable run. The Head and the Printer are actually mounted to the cable run, and the wires that need to be fed from the peripheral area to the Head and Printer are located here.
Supervisor Menu

The **Supervisor Menu** is where most of the administrative duties for the kiosk are done. To access the Supervisor Menu tap the bottom left, top left, then top right corners of the Touch Screen, in succession. (Be patient it may take several attempts to access the Supervisor Login screen.) At the Supervisor Login screen enter the password, this will bring up a screen with your **Main Menu** options on the left, and the rest of the screen will display the **Status Information**.

Supervisor Menu - Status

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The Status Information will show the current state your kiosk and its components are in; it’s also where the software version, and system date and time are displayed. Any detected errors on the kiosk will be displayed on the Status Information screen in **red** text. If the kiosk displays the message “Temporarily out of Service” the Status Information screen will indicate which component of the kiosk is in error. Not all error conditions will take the kiosk out of service (e.g., if the paper runs out); it’s a good idea to check this screen on a regular basis.

Supervisor Menu – Reset Devices
The second option on the left of the **Main Menu** is the **Reset Devices** option. This option allows you to re-initialize the Printer, and Intergraded Card Reader.

**Supervisor Menu - Reports**

The Third option down on the **Main Menu** is the **Reports** option.

Select Reports to view certain activities that have taken place on the kiosk. The following is a listing of items tracked under the **Reports** option:

- Total Transactions
- Balance Inquires
- Transaction History Inquiries
- Load Funds Transactions
- Unload Funds Transactions
- PIN Change Transactions
- Receipts Printed
- FRBB Server Communication Errors
- Invalid Smart Cards
- Hot Cards
- Soft-Locked Cards
Also located on the **Reports** screen are the **Clear Counts** option, which allows you to reset the item counts to zero, and the **Print** option, which allows you to print a hard copy of the item counts via the kiosk receipt printer.

**Supervisor Menu – File Transfer**

The forth option on the **Main Menu** is **File Transfer**.

![File Transfer](image)

This option allows you to view when the last successful file transfer occurred. Also under **File Transfer** is an option to manually Transfer a transaction file, with a progression indicator that shows the user how far along the transfer process is.

**Supervisor Menu – E-Journal**

The fifth option on the **Main Menu** is **E-Journal**.

![E-Journal](image)

The E-Journal is actually the current Kalignite1 Trace Log. This option displays the amount of space still available in the directory where the E-Journal is being written to. If the directory fills up, the kiosk is taken out of service. The **Archive** option allows you to start a new E-Journal; this option, along with a restart of the kiosk will clear the directory if the E-Journal fills it up, and puts the kiosk back in service.

---

1 KAL is a kiosk software vendor; Kalignite is their integrated software solution.
Supervisor Menu – Test Menu

The sixth option on the Main Menu is Test Menu. Once you select this option the first thing you’ll see is the Overall Status screen.

Overall Status

This screen mirrors the Status Information that appears when you first log into the Supervisor Menu.

Printer Test

The first option under the Main Menu | Test Menu is Printer Test.

Under this option you can view the Device Status of the printer, the Paper Status, and finally, the Test Progress field which shows the three steps (printing, receipt printing, and receipt eject) that occur when you select Print Test Page function, located under the status fields. The other option on this screen is the Reset option; this re-initializes the printer, like the Reset Devices option did earlier.

Card Reader Test

The next selection under Main Menu | Test Menu is the Card Reader Test option.
Under this option you can view **Device Status, Media Status, Bin Status** (BinOk, or Binful), **Bin Count** (virtual\(^2\)), and **Test Progress** which follows the progression of the Card Reader test. Under the status fields there is a **Start Test** option (to run this test a valid EagleCash smart card is needed.) There is also a **Reset** Option where the status information such as **Bin Count** can be reset to zero.

*IMPORTANT: The Bin count must be reset every time the cards are removed from the Bin located behind the integrated card reader, because if the Bin count reaches ten the card reader will invalidate the next card inserted into the reader.*

**Commtest**

This feature under **Main Menu | Test Menu** has not been implemented yet.

**Touch Screen**

The final selection under **Main Menu | Test Menu** is the **Touch Screen** option.

From here the **Touch Screen** can be recalibrated. Select the **Calibrate Touch Screen** option, then select **Calibrate**, follow the onscreen prompt “pointing finger”, then touch and hold your finger on the screen until prompted with the message “touch enabled”. You’ll be asked to do this at two points on the screen.

**Supervisor Menu – Online Training**

The next option under **Main Menu** is **Online Training**. The training consists of short video clips that demonstrate how to perform certain functions. The tasks covered in the online training are:

- Open and Close the Kiosk Unit

\(^2\) The Card Bin can hold more than 10 cards; however the kiosk software tracks the Bin Count via software, and does not gauge the actual number of cards in the Bin. So the kiosk can capture more than 10 cards, but the Bin Count will not exceed 10.
- Replace the Paper
- Remove Stored Value Card from Bin
- Clear Jammed Stored Value Card
- Print Reports
- Transfer Data Manually
- Locate Connections
- Resolve Fatal Errors Cashless Kiosk Library
- Resolve Fatal Errors E-Journal
- Resolve Fatal Errors File Transfer

**Supervisor Menu – Refresh Text & Images**

The next option under **Main Menu** is **Refresh Text & Images**. This option should not be used unless you are instructed to do so by FRB Boston.

**Supervisor Menu – Restart**

Use this option to restart the kiosk.

**Supervisor Menu – Shutdown**

This option will allow you to shut off the kiosk. Note that after using this option the kiosk will not restart on its own; the administrator will have to push the reset button located to the right of connector row.

**Supervisor Menu – Exit**

Select Exit to exit the Supervisor Menu and bring the kiosk back in service.

**Functions under the Administrator ID**

**Logging In**

To access the administrator ID there are two options. The first option will work if the kiosk is already powered up and operational. Remove and connect the keyboard, located under the printer in the peripheral area, and press **Ctrl | Alt | Delete** keys on the
keyboard. A **Windows Task Manager** box will appear, select the **Log Off** option located near the bottom of the box. Once selected a verification message will appear, select **Yes**, This will momentarily bring the kiosk out of service, and then bring up a screen that gives you the option to select **Administrator** or **Eagle Cash User.** Once Administrator is selected a password prompt will appear.

The second option will work if the Kiosk is not powered on. Remove and connect the keyboard, located under the printer in the peripheral area, and power up the unit. Once powered up the kiosk will go through a series of screens before the application starts (i.e. NCR, Windows XP Professional) once the screen with the message “*loading your person settings*” appears press **Ctrl|Alt|Delete** on the keyboard. This will bring up a **Windows Task Manager** box; in the grey bar located at the top of this box are five options: **File, Options, View, Shut Down, and Help.** Select the **Shut Down** option, then from the drop down list select **Log Off Eagle Cash User.** This will momentarily bring the kiosk out of service, and then brings up a screen that gives you the option to select **Administrator** or **Eagle Cash User.** When you select Administrator a password prompt appears.

The functions available as Administrator are to manually import the Hot and Warm Lists; Configure the Kiosk; Configure and Linearize the Touch Screen; and Retrieve the Log.
Manual Transaction Retrieval and Import of WarmList & HotList

In the event the kiosk cannot contact the Federal Reserve via dial. Transactions can be copied from the kiosk USB Flash Drive or “Crucial,” attached to an email, and emailed to the Federal Reserve Bank. The following procedure should be followed in this case.

1. Manually import the HotList and WarmList to the kiosk
   a. At the Finance Office, obtain the HotList and WarmList from The FRB Eagle email, and copy them to a Crucial.
   b. Go to the kiosk and unlock and open the printer door (silver key). Then remove the pedestal face plate.
   c. Remove the keyboard and plug the purple PS-2 connectors together (green should already be connected)
   d. Log off from the kiosk (alt-ctrl-del, logoff) and log into Administrator.
   e. Unlock the Kiosk Head with the gold “Penn” key.
   f. Pull open the Kiosk Head and tilt the Touch-screen back.
   g. Remove the Kiosk Crucial located to the left of the integrated Card Reader. (Directly under the Touch-screen on the Kiosk Head.)
   h. Insert the Crucial you copied the HotList and WarmList to.
   i. On the right-hand side of the desktop select the icon called Import HotList WarmList. The EagleCash Kiosk – Import List Utility box will appear, from the grey bar on the top left side of the box select file, and from the drop down list select Import.
   j. Browse to the Crucial (E:) drive, select the HotList and import it.
   k. Browse to the Crucial (E:) drive, select the WarmList and import it.
   l. Once both the HotList and WarmList are imported successfully a message stating Process Completed. nnn record(s) successfully added. Close the Import HotList WarmList Application.
m. Remove the HotList/WarmList Crucial.

n. Unlock and open the printer door (silver key) and take the spare Kiosk Crucial from the bottom of the printer and plug it into the Crucial cable in the head.

o. Secure the Crucial to the Velcro beside the card reader and lower the head.

p. Restart the kiosk by going to Start, Shutdown, Restart.

q. If kiosk starts to “Insert Card to Begin,” close and lock the kiosk head and printer.

r. Take the Kiosk Crucial removed above to a PC that has email capabilities.

s. Plug the Kiosk Crucial into the PC, browse to the Crucial and go into the folder called “Backup,” attach all files that appear as follows (xxxxx-yyyyymmdd-trans.log) to an email and send it to eagle@bos.frb.org.

t. Return the Kiosk Crucial to the kiosk printer area. However, if this procedure is done daily, skip step 10 and swap the Kiosk Crucials on a daily basis.

**Kiosk Configuration Tool**

The *Kiosk Config Tool* icon on the Administrator desktop is where you would go to configure the kiosk. **You should not make updates in the Kiosk Config Tool unless advised to do so by the Federal Reserve Bank of Boston staff.**

Once you select the *Kiosk Config Tool* icon on the right hand side of the Administrator desktop a box will appear, select **file** from the grey bar on the top left side of the box. In the drop down that appears select **setup**. In the setup box that appears you will see seven tabs. The first tab is General; in the event the kiosk needs to be re-imaged you would need to write down the Device ID, and TTC field. These values need to be re-inserted after the kiosk is re-imaged. (Please refer to the Re-image section of this document for more information about re-imaging a kiosk.)
On the fourth tab, **Acquirer**, the phone number field is where you set the number that the kiosk dials when it transmits its transaction files to the FRB. The fifth tab, **Schedule**, in the **Upload** section, under the **Every Day, starting at:** to set the time the kiosk automatically dials. The next section on this tab, **Reboot**, under the **Every Day, between** field is where the time the daily reboot is set.

**TouchScreen Calibration & Linearization**

On the Administrator Desktop in the second column of icons on the left-hand side, you’ll find the TouchScreen icon. This application allows the user to perform a standard two point calibration as well as the twenty five point linearization that is required after the kiosk is re-imaged. Once the TouchScreen icon is selected the TouchWare Properties box appears. On the Calibrate tab, select Calibrate, follow the onscreen prompt “pointing finger”, then touch and hold your finger on the screen until prompted with the message “touch enabled”. You’ll be asked to do this at two points on the screen.

If the kiosk is re-imaged a twenty five point linearization must be done. In the TouchWare Properties box, select the Tools tab, on this screen you’ll see the Linearize option grayed out; to enable it select Option located in the bottom right corner of the tools tab. When the Touch Screen Options box appears, select the Advanced option in the bottom left corner of the box. This will bring up the Advanced Touch Screen Settings box. On the right side of this box is a section called Software Settings, click in the box next to the Enable Linearization option. Close out of the Advanced Touch Screen Settings box, and the Touch Screen Options box. The Tools tab should be open, and the Linearize option should be enabled. Follow the onscreen prompt “pointing finger”, then touch and hold your finger on the screen until prompted with the message “touch enabled”.

**Log Retrieval**
In most instances if there is an issue with the kiosk, the Event Viewer and Kalignite Trace Logs will have to be retrieved from the kiosk and emailed to the Federal Reserve. For the Event Viewer logs there are two different ways to get these logs, both under the Administrator ID. On the Desktop select the Start Button in the bottom left corner of the screen.

Right Click on My Computer and select Manage.

Once you select Manage the Computer Management window will appear. In that window, click on the plus (+) in front of Event Viewer. Select Application and Right Click on it.
From there, Right Click on **Save Log As**.....In the result box that appears, browse to the **E: Drive** in the **Save in** box. In the **File Name**, name the log **Application**.
Follow the same steps for the **System Log**. Of course you would name the log **System**. Email the logs to eagle@bos.frb.org.

If you cannot get to the Event Viewer via Right Clicking on **My Computer**, below **My Computer** is a the **Control Panel** option; select it (you tap on it utilizing the Touch Screen).

In the box that appears select **Administrative tools**.

In the **Administrative Tools** box that appears, select **Event Viewer**. Follow the steps indicated above to save the logs to the Flash Drive.
* Note - you do not need to send a copy of the Security Log.

On the Desktop on the top of the second column of icons on the left you’ll see the **Kalignite Trace Viewer** icon. Double click or double tap it.

Once you launch it select **Trace**.
Select **Save**, then select **Complete Trace**.

Once you select **Complete Trace**, you’ll be asked for the location to save it. Browse to the **E: Drive** in the **Save in box**. In the **File Name** box, change the * to **TraceLog**. Leave the .kxlog extension on the end of the file name (i.e., file name should be TraceLog.kxlog).
Once saved, unplug the Flash Drive and bring it to a PC that has email capabilities. You’ll want to save the *TraceLog.kxlog* file to that PC and compress it using WinZip. Select **Add to TraceLog.zip**

Once the file is zipped be sure you change the file extension from .zip to .zzz; this is to ensure it gets through the FRB fire wall. Files can be emailed to ****.****@bos.frb.org.

**Kiosk Configuration for Laptop to Kiosk Upload/Download**

Log in as administrator  
Select Start in the bottom left hand corner of the screen  
Select Control Panel  
Select Network Connections  
Right Click on Local Area Connection and select Properties  
Highlight Internet Protocol (TCP/IP) and select Properties  
Select Use the Following IP Address  
Make the IP Address 169.254.199.199  
Make the Subnet Mask 255.255.0.0  
Make the Default Gateway 1.0.0.0
Select OK to close both of the Properties windows

Select the Kiosk Config Tool icon on the Desktop
Select File, then Setup
On the Aquirer Tab, select the LAN option
In the Host Name box enter 169.254.199.198
Verify that 2801 is in the Port box

**Laptop to kiosk Import & Export**

The following procedure must be completed daily for any kiosk that cannot use a DSN dial line to transmit transactions to FRB Boston.

7. Acquire the most recent **HotList**, **WarmList**, and **Device Names** files from the Finance Eroom or recent email.
   a. On an Internet enabled PC, sign onto the SVC Eroom and go to the Finance folder or go into the email(s) containing the files.
   b. Plug the EagleCash Crucial into a USB port.
   c. Copy the HotList, WarmList, and Device Names files onto the Crucial in the root directory (e.g., F:\).
   d. Safely stop the Crucial and then remove it.

8. Install current Device Names file on the Kiosk Transaction Collection laptop.
   a. Insert the Crucial into the EagleCash Kiosk Transaction Collection laptop.
   b. Start the Import Device Names program on the Desktop.
   c. Select File, Import, select the Crucial from the Look In box and double click on devnames.zip.
   d. Verify that devnames.zip was imported successfully by ensuring the last line reads Process Complete.
   e. Close the Device Names Utility.

9. Install the current HotList and WarmList files on the Kiosk Transaction Collection laptop.
   a. Open the EagleCash folder.
   b. Start the SCALite program.
   c. Click on the Get Hot/Warmlist icon (looks like a fire)
   d. Select the Crucial and click OK.
   e. The HotList and WarmList will be imported.
   f. Safely stop and remove the Crucial and place it in its protective enclosure.

10. Collect the transactions and update the HotList, WarmList, and Device Names files on the kiosks.
    a. Take the kiosk keys, Kiosk Transaction Collection laptop, the red Ethernet cable marked Cross, and the Crucial to the kiosks (one at a time).
    b. Start the laptop and plug one end of the red cable into its LAN port.
c. Open the kiosk head with the gold key, tilt the head back, remove the shroud, and plug the other end of the red cable into its LAN port (marked LAN).

d. Enter kiosk Supervisor mode. Tap File Transfer and then Transfer. The files should be transferred in two to four minutes (delays at 84% and a Complete message will be displayed).

e. Press Exit to return to the main kiosk screens.

f. Remove LAN cable from kiosk and install the shroud, lock the head, and take the key.

g. Safely stop and remove the Crucial from the laptop and place it in its protective enclosure.

11. Repeat Step 2 - 4 for each kiosk. When finished return to the Finance Office.

12. Zip transactions onto crucial and send to FRB Boston via the Eroom or email.
   a. Upon returning to the Finance Office with laptop and Crucial, plug Crucial into the laptop.
   b. Open the EagleCash folder.
   c. Start the SCALite program.
   d. Click on the Zip Transactions icon (folder with a zipper)
   e. Click on OK twice after reading the verbiage.
   f. Close SCALite.
   g. Safely stop and remove the Crucial.
   h. Plug the Crucial into an Internet enabled PC, sign onto the SVC Eroom and go to the Finance folder or open your email.
   i. Copy transaction files from the Crucial into the Eroom or email. If email, send to eagle@bos.frb.org.
   j. Safely stop and remove the Crucial and place it in its protective enclosure.
   k. Store laptop, cable, and Crucial for the next day.

**Kiosk Re-Image Instructions**

**Image Requirements**

- **EagleCash Kiosk Gold Disk Image CD from yellow folder in Kiosk Repair kit**
  Issue Date: October 18, 2006, Image Version 3.1

- **EagleCash Kiosk Gold Disk Image Instructions**

- **Kiosk Information:** Computer Name, Device ID, Phone Number
  Obtain the kiosk information from the label attached to the inside of the removable pedestal panel.

- **Keyboard**
The keyboard is located inside of the pedestal. Connect the keyboard cable (purple) to the extension cable (purple). The mouse cable (green) should already be connected to the extension cable (green).

**Kiosk Image & Configuration**

1. Before imaging an existing kiosk, log on as Administrator with the password. Once logged in as Administrator, double-click on the **Kiosk Config Tool** icon located on the Desktop. From the menu bar, choose **File | Setup**. When the config tool window is open, select **File | Setup**. Under the General tab find the **TTC** field and make note of the number.

2. Insert the **EagleCash Kiosk Gold Disk Image** CD, Image Version 3.1 into the DVD-ROM drive.

3. Restart the kiosk. Depending on the state of the kiosk, the Administrator may need to be logged into the kiosk to perform the restart. To log into the kiosk as Administrator, press **Ctrl | Alt | Delete** on the keyboard. On the screen, press **Logoff**. Press **Yes**. Log on as Administrator with the password. Once logged in as Administrator, select **Start | Shutdown | Restart**.

4. The kiosk will boot from the CD and the image process will begin automatically. If a new hard drive has been replaced in the kiosk, click on **OK** to the Ghost software license message. The image process is complete when the cursor is at the G:\> prompt.

5. When the image process is complete, remove the image CD from the DVD-ROM drive.

6. Verify all peripherals are connected: Crucial, Modem, Smartcard Reader w/SAM card, Keyboard w/mouse.

7. Reboot the kiosk by pressing **Ctrl | Alt | Delete**.

8. The Windows XP setup process will begin. Do not touch the screen until prompted for information.

9. On the **Windows XP Professional Setup** screen, enter the following information, and click on **Next**.
   - **Computer Name**: Obtain the computer name from the Kiosk Information label attached to the inside of the removable pedestal panel.
   - **Administrator Password**: Do not enter a password. Leave this field blank.
   - **Confirm Password**: Do not enter a password. Leave this field blank.

10. On the **Windows XP Professional Setup** screen, enter the following information, and click on **Next**.
    - **Date & Time**: Enter the current date and local time.
    - **Time Zone**: Enter the appropriate time zone.

11. Once the Windows XP setup process is complete, log on as Administrator with the password, and wait 5 minutes before continuing.
12. After the 5 minute wait period, select Start | Run and click on Browse. Browse to the C: drive and select KioskHostName.exe. Click on Open. Click on OK to execute the program. On the Kiosk HostName Utility screen, verify the message “Process Completed, 0 error(s)” is displayed, and click on Close.


14. Unplug the USB smartcard reader from USB port C and the USB crucial flash drive from USB port D, then, plug them back into the same ports.

15. Double-click on the Kiosk Config Tool icon located on the Desktop. From the menu bar, choose File | Setup and make configuration changes on the following tabs.
   
   **General Tab:** Enter the Device ID.
   
   (Obtain the Device ID from the Kiosk Information label attached to the inside of the removable pedestal panel.)

   **General Tab:** Update the TTC field with the next consecutive number after the one you wrote down (from step 1 above) before you imaged the kiosk.

   **Acquirer tab:** Enter the phone number.
   
   (Obtain the Phone Number from the Kiosk Information label attached to the inside of the removable pedestal panel.)

16. Select Start | Turn Off Computer | Restart.

**Kiosk Verification**

1. Go to the Supervisor Menu by touching the three corners (bottom left, top left, and top right) of the screen. On the Supervisor Login screen, enter the password.

2. On the Status Information screen, verify no errors are displayed. Verify the Kiosk Terminal ID is the same as the Device ID entered on the General tab of the Kiosk Config Tool.


Once the kiosk has restarted, Insert Your EagleCash Card to Begin should be displayed on the screen, indicating the kiosk is in service.
Appendix M. Kiosk Reassembly Instructions

The following pages provide information on how to reassemble an EagleCash Kiosk. Users are reminded that the EagleCash Customer Service Center is available should assistance be required.

Users are reminded that the EagleCash Customer Service Center is available for assistance and can be reached via email at eagle@bos.frb.org or OCONUS DSN at 312.955.3555 or U.S. Toll Free at 877.973.8982.
Pre-Installation Notes:

- Two people are required to assemble a Kiosk.
- Have Repair Kit available that contains all required tools, scissors (or box cutters) and a flashlight.
- Save all cable ties for use at end of setup.
- Check off each step as it is completed.

Tasks consist of steps that must be completed in a specific sequence. The task or procedure is linear with only one path for installers to follow. Consequently, this section of the reassembly instructions will be **Step-by-Step**.

* Locate the box labeled KIORKT it contains the Repair Kit, and the tools need to assemble the Kiosk.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Remove the base from its box (KIB###), and place it on the floor with the curved edge facing front. Unscrew the 4 hex screws from the Base using an Allen wrench (opening facing forward).</td>
</tr>
</tbody>
</table>
| 2.   | Remove the Tail (or Pedestal) from box KIT###. Place it on the base where the 4 hex screws (3/16") were just removed, so that they can be put back on. Take off washers from the base and place them on the inside of the pedestal to secure the screw.  
   (To make it easier, try removing the door to the front of the base.) |
| 3.   | Remove the printer from box KIP###. Inside the Repair Kit, there should be a bag with silver keys. These keys lock and unlock the printer door.  
   **Note:** All kiosk heads and printers are keyed alike.  
   There should also be screws in a bag taped to the inside of the printer.  
   Unlock the printer door and install the printer onto the pedestal. Fit it on the clips located on the middle of the tail. Using the screws, screw printer into sides of pedestal (lower holes). |
Pre-Installation Notes:

- Two people are required to assemble a Kiosk.
- Have Repair Kit available that contains all required tools, scissors (or box cutters) and a flashlight.
- Save all cable ties for use at end of setup.
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<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
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<td></td>
</tr>
<tr>
<td></td>
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<tr>
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<td></td>
</tr>
<tr>
<td></td>
<td>There should also be screws in a bag taped to the inside of the printer.</td>
</tr>
</tbody>
</table>
Unlock the printer door and install the printer onto the pedestal. Fit it on the clips located on the middle of the tail. Using the screws, screw printer into sides of pedestal (lower holes).

<table>
<thead>
<tr>
<th>4. In preparation to install the Head unit (KIH###), remove 2 silver screws on the tail (pedestal) that are located 7½” above the printer. Remove these screws with a phillips head. Save these screws, as they will be used to secure the Head to the Tail.</th>
</tr>
</thead>
</table>

5. Remove the head from its box and place on flat table or the floor, taking care to protect the installed cables and making sure they are not pinched or pulled from their connectors. Remove all cable twist ties from the cables.
6. Remove 2 Hex screws (1/8") located on the sides of the Head. (These should be saved in a plastic bag and placed in the Repair Kit. They will may be needed for future shipping.)

7. Unlock the Head using the gold key Located in the Repair Kit

**Note:** All kiosk heads are keyed alike.

Remove screws (1 from each

Step 7 (side view of Head)

Slide out face until tabs lock in

Step 8
### Read Through Steps 9-12 Before Beginning Step 9

<table>
<thead>
<tr>
<th>Step 9</th>
<th>Step 10</th>
<th>Step 11</th>
</tr>
</thead>
</table>
| 8. One person should pick up and hold the Head by the middle and position over the Tail. The other person should handle the cables. | (a) Remove the ties from the cables.  
(b) Carefully feed the cables coming from the head down through the cable run in the kiosk stand (including the SAM card reader).  
(c) Pull the Printer cables up through the round hole at the bottom of the head. | (a) Once the cables are pulled through, clip Head into place on the four clips located on the Kiosk Tail.  
(b) Secure the Head to the Tail using the 2 silver Phillips head screws (saved from step 4 above). The Head secures to the back of the Tail about $7 \frac{1}{2}''$ above the printer.  
11. Remove all remaining tape on cables from the shipping process. There are three cables coming up from the center hole of the Tail (two black power cables and a beige printer cable). Plug the black L-shaped wire power cable (marked blue) into the head power supply (marked blue). |
12. Secure the SAM card reader in the tail, below the printer, with the card slot end facing up. Use the Velcro strip already attached in the tail and insert the SAM card (Located in the Repair kit), Chip-side down and chip facing out. Reposition the reader as necessary.

13. With the Head still extended, tilt the face back.

14. (a) Using a Phillips head screwdriver, remove the screw holding the shroud over the connector row (located at **bottom center** of the Head’s monitor). Place the screw in the plastic bag in the Repair Kit, as it will not be reinstalled.

(b) Remove the shroud by pressing the two tabs on the left and right side and pull the shroud toward you to remove.

15. Check the onboard smart card reader cable; it should be plugged into the top left serial port – “RS232/B”. (Head shipped with this cable plugged in)
16. Tilt the Head back down and feed the printer cable through the middle area, where the rest of the cables are run. (there is no need to run the printer cable through the cable “clip”) Plug the printer cable into the lower left serial port – “RS232/A”.

17. Check the PS/2 extension (mouse and keyboard) connections on the far left to verify they are connected securely. If loose or disconnected the green cable is on the top far left, and the purple cable is on the bottom far left.

18. Check the USB connections on the right, and then check the modem cable connection.

19. Remove the Modem from the modem box. (located in the box marked KIM###) Place it on the Base near the front of the kiosk. Connect the modem to the modem cable coming down from the Head. Connect the Modem to its power adapter Located in the modem box. Plug its phone cord into the jack marked “JACK.” (The markings are on the underside of the modem.)

<table>
<thead>
<tr>
<th>Check with the command that the power outlet is the same voltage as the UPS (110V or 220V)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DO NOT connect the UPS to the wall power if there is a discrepancy.</strong></td>
</tr>
</tbody>
</table>

**FOR 110V Wall Power**

- a) Remove the 110V UPS from its box (located in the box marked KIM###). Place it on the Base near the front of the kiosk.
- b) Run the power cord (marked orange) through the cable run, male end down. Plug top of power cord into the orange marked cable in the head. Plug bottom into coordinating orange socket on UPS. Plug modem power cord (marked yellow) into the coordinating colored UPS plug. Both plugs should be on the side marked “battery, surge, noise protected.”

| Note: All Power Cords are color coded, and are located in a bag taped to the outside of the UPS Box for ease of installation. A spare unmarked power cord is also included. |
FOR 220V Wall Power

a) Remove the 220V UPS and cables from their box (located in the box marked KIM###). Place the UPS on the Base near the front of the kiosk.

b) Run the power cord (Figure B. marked orange) through the cable run, male end down. Plug top of power cord into the orange marked cable in the head. Plug bottom into coordinating orange socket on UPS.

NOTE: Locate bag with cord marked Green/Orange and note inside, apply steps on the directions included if FRB was informed that the power was 220V and actually turns out to be 110V and power cords need to be swapped. A 110v UPS will need to be requested from the FRBB. In the mean time, go to 110v wall power.

c) Locate 220V Modem plug adaptor in the UPS box. (Figure C. marked yellow) Plug male end into coordinating yellow UPS socket and female end into modem power plug also labeled yellow.

d) If 220, Plug European cable (Figure D.) or other provided power cable (marked green) into green pigtail on UPS. This is only if the wall outlet is 220V.

20. Test the phone connection to Boston using the single line telephoneset from the repair kit. Connect phone to wall outlet and dial DSN # 312-955-3553 or US commercial # 877-973-1333 or 617-973-5954 to verify connection. You will hear a modem squeal.
## COMPLETE STEPS 22 AND 23 TOGETHER.
**ONE MEMBER OF THE INSTALLATION TEAM MUST TILT THE UNIT TO ALLOW THE SECOND MEMBER TO RUN THE CORDS THROUGH THE BASE.**

### 21. Run the Green UPS power cord down through the bottom hole of the Base and plug it into the power outlet.

### 22. Both telephone cords are marked. Plug the phone cord end from the UPS box into the RJ11 port on the UPS marked “WALL JACK.” Run it through the same hole in the kiosk base as the power cable and connect it to the RJ11 wall jack.

### 23. Connect the phone cord coming out of the modem to the RJ11 port on the UPS marked “MODEM.”

**Note:** Middle Jack on UPS has a dummy plug that can be removed for attaching a telephone for support if needed.

### 24. Open the printer and gently remove the shipping material (cardboard and Styrofoam) near the top of printer.

**Note:** Printer keys are located in the Repair Kit

### 25. Remove the keyboard from its box (located in the box marked KIM###). Plug the mouse cable (green end) and the keyboard cable (purple end) into the matching cables in the bottom of the Tail. Be sure to properly align the cables before connecting.

### 26. Verify that all cables are connected. (Go to step 16 and begin again if there is a cable that is not connected.)

### 27. Power on the UPS by pressing and holding the power button for a few seconds. If it constantly beeps, there is a power problem (most likely associated with the wall outlet).

### 28. Power on the modem. Verify red indicator lights on “MR” and “CTS”. If not, depress the reset button on the front of the modem.

### 29. Reset the printer by pressing the black button below the red light on the left side of printer.
30. Retrieve the green printer paper spool located in the bag taped inside the box the printer was shipped in (KIP##). Make sure there is a clean straight edge, on the end of the paper being fed into the printer. Load the paper into the printer by following the directions located inside the printer door.

**Note:** Do not place the paper any higher then halfway up the black roller when initially feeding it into the printer. Paper must also be aligned to the right side.

31. Verify that a red light is flashing next to the printer. Test printer feed by pressing the white button on the left side of the printer for a few seconds. A Smiley face should print.

32. Close the printer door.

33. Power on the Kiosk Head using the power supply located on the back of the face. (If the power is on and no green light appears on the screen, press the white reset button located to the right of the connector row.)

**PROCEED TO “Kiosk Deployment Configuration, Setup & QC Test Plan.”**
After test procedures have been completed, continue with the following steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>34.</td>
<td>Complete the Kiosk Information label and affix it to the inside of pedestal panel. (Sent with Deployment Team)</td>
</tr>
<tr>
<td>35.</td>
<td>Velcro the modem into left side of Tail, lights up.</td>
</tr>
<tr>
<td>36.</td>
<td>Velcro the UPS into right side of Tail, power cord up. (The Velcro is located in the Repair Kit. Be careful of SAM card reader.)</td>
</tr>
<tr>
<td>37.</td>
<td>Unplug the keyboard cable (purple end). (The green cable should remain plugged in.).</td>
</tr>
<tr>
<td>38.</td>
<td>Tie all cables as neatly as possible using the cable ties from the modem packet. Cables fit best on top of the UPS.</td>
</tr>
<tr>
<td>39.</td>
<td>Store the keyboard inside the Tail vertically between the modem and UPS.</td>
</tr>
<tr>
<td>40.</td>
<td>Open the printer door and place the pedestal cover over opening, right side first.</td>
</tr>
<tr>
<td>41.</td>
<td>Close the printer and lock it. Take keys.</td>
</tr>
<tr>
<td>42.</td>
<td>Put shroud back over connector row under Face. (Some cable management is needed.)</td>
</tr>
<tr>
<td>43.</td>
<td>Close and lock the head. Take keys.</td>
</tr>
<tr>
<td>44.</td>
<td>Put all spare parts into the Repair Kit.</td>
</tr>
<tr>
<td>45.</td>
<td>All keys and the repair kit should be given to the Finance Officer.</td>
</tr>
<tr>
<td>46.</td>
<td>Once the kiosk has been moved to its permanent location. All the hardware has been pre-installed onto the tail or stand. Remove the four allen screws located on the tail behind the Head. Line up the holes on the Display panel with the white square plastic anchors located behind the Head. Use four allen screws to secure Display panel to the assembled Kiosk.</td>
</tr>
</tbody>
</table>
Appendix: N. Training Overview

This document provides detailed information on the standard operating procedures for EagleCash card issuance and card acceptance and other related functions. Troubleshooting and problem management information is also provided. The standard operating procedures are presented in various sections addressed to the program's primary function owners and participants: the Finance Office, Post Office, and AAFES. Finance Office primary functions include EagleCash card issuance, cash conversion for merchants and kiosk management. The Post Office, AAFES, and their associated concessions are the primary points of EagleCash card acceptance. Functions associated with card acceptance include processing transactions via POS terminals, collecting transactions to create compressed transaction files and ensuring that all transactions are forward to the EagleCash CSC for processing. The Finance Office, Post Office, and AAFES share responsibility of ensuring that defined policies and processes to ensure secure keeping and secure acceptance of the EagleCash card are followed along with proper management of HotList and WarmList files and related reporting.

Finance Office, Post Office and AAFES should be knowledgeable in the following:

What is a stored value card?

What is EagleCash?

What is the EagleCash Issuance Policy?

What is the EagleCash Acceptance Policy?

What is the EagleCash Cash Back Policy?

How does an EagleCash card work?

Why is it used?

In what theaters is EagleCash implemented?

Who are the three major participants in the EagleCash program and what role does each play?

The following are major components of the EagleCash program. What is the purpose of each, who manages them and how are they used?

- Cards
- Point-of-sale terminals
- Balance checkers
- Laptops
- Kiosks

What is a sale? How is an EagleCash sale or purchase processed?

What programs are found in the EagleCash folder of the laptop?
What is the EagleCash Card Processing Station?

For what functions is the EagleCash Card Processing Station used?

What is EagleCash SCALite?

For what functions is EagleCash SCALite used?

What is the HotList? Who receives it? How frequently is it issued? How is it used?

What is the WarmList? Who receives it? How frequently is it issued? How is it used?

What is the WarmList Readable File? Who receives it? How frequently is it issued?

How is the WarmList Readable File used?

What is a Deposit Card? To who are Deposit Cards issued? How is it Deposit Card used?

What is/are the procedure(s) for handling the following?

- Card inventory and reporting
- Funds pool management
- Refunds
- Obtaining residual value
- Incident Reports
  - Damaged cards
  - Lost, stolen and suspended cards
  - WarmListed cards
- Malfunctioning terminals and/or laptops

What are the daily processes for the Finance Office? Post Office? AAFES?

Can AAFES Concessions use EagleCash?

What are daily back office procedures for AAFES Concessions?

Who in addition to AAFES, AAFES sponsored concessions and the Post Office accepts EagleCash?

What is the EagleCash Customer Service Center? What services does the EagleCash CSC provide?

When is the EagleCash CSC available?
Appendix O. Daily Checklist for Managing the EagleCash Deposit Card Process

All Post Office and AAFES holders of Deposit Cards should go to the Finance Office daily to load their cash deposit onto their EagleCash Deposit Cards. Once the cash is added, the cards should be returned immediately to the COPE or AAFES’ Manager’s office and a defined process followed to ‘zero out’ the card balance and initiate transfer of the funds to the Post Office or AAFES master accounts. The Deposit Terminal is specifically labeled as such and specifically issued to the Post Office and to AAFES for deposit purposes only.

Note: Under NO CIRCUMSTANCES is the Deposit Card Hypercom POS terminal used for purposes other than to process Deposit Card zero balance transactions. Similarly, Deposit Card terminals are never to be used in a location other than to the location it was issued. Both Deposit Cards and Deposit Card Terminals must at all times be kept in a safe and secure manner.

To ‘zero out’ a Deposit Card and create an associated file of the transactions:

1. Using the specially designated Deposit Card Hypercom POS terminal:
   a. Perform a Purchase transaction for the exact amount of the card balance.
   b. If multiple cards, repeat the procedures for each card.
   c. Card balance should now read zero.

2. Run a Detail Report at the terminal. Press REPORTS then DETAIL. Report prints. Total should equal Deposit Card total.

3. Connect the POS terminal to the EagleCash laptop per standard procedures.

4. Open the EagleCash folder from the laptop desktop and double click on SCALite.

5. Click the first icon (looks like a PC) Collect Transactions.
6. The Collect Transactions screen appears

7. At the Hypercom POS terminal, press **BATCH**.

8. Terminal prompts ENTER PASSWORD.

9. Key nnnn where nnnn is the Password. Press **ENTER**

10. Terminal display shows SCANNING BATCH and then WAITING FOR PC.

11. At the laptop Collect Transactions screen, press **OK**

12. The terminal displays: **PROCESSING NOW**.

13. The laptop shows:

14. Press **OK**. The SmartCity Acquirer Lite menu displays.
15. Zip and email

16. Click the Zip Transaction File icon in the SmartCity Acquirer Lite folder

17. Save the file to the CRUCIAL USB drive.

18. Email the Transaction File to: eagle@bos.frb.org.
Quick Reference Guide (Hypercom POS Terminal)

A variety of EagleCash transactions are supported using Hypercom POS terminals. These transactions include accepting cards for Sales, checking cards for balance information, producing Reports to show detail on each transaction entered and summary information on total transactions amounts and item counts. While operation of the terminal is largely intuitive, and the terminal display screen prompts the user through each element of transaction entry, various Quick Reference Cards and Guides are provided with EagleCash program documentation. This user information should be retained and be easily accessible at all EagleCash issuing and accepting sites.

1. Power on by plugging the terminal to power.

2. Perform Sale or Purchase transaction.
   - Insert EagleCash card into the terminal card reader slot.
   - Enter purchase amount. Do not enter decimal point.
     - For example. Enter $1.00 as 100
   - Press ENTER
   - The cardholder confirms the Sale amount by pressing YES on the terminal display screen. If the amount is in error, the cardholder presses NO and the transaction amount is re-entered
   - Card is removed only AFTER the terminal returns and APPROVED message and confirms PLEASE REMOVE CARD.

3. Print Reports.
   - Press REPORTS.
   - Select from DETAIL or SUMMARY as required.
   - A DETAIL REPORT should be printed prior to Collecting Transactions.

4. Terminal Care and Maintenance
   - Each evening unplug the terminal from power.
   - Weekly, spray the terminal slot reader with compressed air.
   - Never allow any liquid or food near the terminal lest it interfere with operation.

5. Purchase Receipts
   - To disable receipt printing after each Purchase transaction, press SETUP then PRINTER on the terminal display window. A PRINTER IS ENABLED. DISABLE? message displays. Press YES. This action turns receipt printing off.
Disabling the print function for purchase receipts does not disable printing of Detail Report, Summary Report and Settlement Report.
Appendix Q. Daily Process Checklist for EagleCash POS Terminals and Laptops

Collect Transactions.

1. Open the EagleCash folder on the laptop.

2. Connect the POS terminal to the laptop. Using the long black cable (LBC), carefully connect the small round 9-pin end of the long black cable to the round port of the Hypercom terminal. Connect the RS232 termination of the LBC to the laptop.

3. Double click on SCALite. The SmartCity Acquirer Lite window displays.

4. Select the first icon on the left under SmartCity Acquire Lite window - Collect Transactions

5. The Collect Transactions window displays.

6. Go to the Hypercom terminal.

7. Press BATCH. Terminal prompts to ENTER PASSWORD. Key nnnn where n is the Password. Press ENTER.

8. On the Collect Transactions window, click OK

9. Wait until Process Completed appears. Click OK

10. A Settlement Report prints at the terminal confirming TERMINAL UPLOADED SUCCESSFULLY in the report footer.
11. Press REPORTS and DETAIL on the terminal. A Detail Report will print confirming **NO TRANSACTIONS**. Leave this Report on the terminal to confirm that transactions were collected and to confirm the date of the most recent HotList download.

12. Disconnect LBC from terminal and repeat this above process for all remaining terminals.

*Zip and Email Transaction Files*

1. Click the **Zip Transaction Files** icon in the SmartCity Acquirer Lite folder

2. Save file to the CRUCIAL USB DRIVE.

3. Email the transaction files to: eagle@bos.frb.org. File should be sent prior to 12:30 p.m. Eastern Time.

**NOTE:** If for some reason the files are not on the CRUCIAL USB drive, the files can be found in the D drive in the ECTrans folder. Files are in sequential order with a date of the file in the file name.
**Appendix R. Finance Office Sales and Load Procedures for Iraq & Kuwait**

**Document Purpose:**

To following outlines the Deposit and Debit ticket processes to be followed by both Iraq and Kuwait Finance Office (FO) Disbursing Agents (DA), and communication with the Deputy Disbursing Officer (DDO) in Kuwait.

I. **Each Finance Office Disbursing Agent:**

a) Each FO-DA, completes the SVC-Sales Track Sheet (list each total detail report amount individually), and a 215-Deposit Ticket for all point-of-sale device activity. The FO DA also completes the SVC-Load Track Sheet, and the 5515-Debit Ticket for all of the value loaded to EagleCash cards. Each FO-DA uploads these documents and the Load Report, and the TR files to Federal Reserve Bank’s “E-room” (access provided ahead of time). In addition, each FO-DA at each base location mails all of the days work to the Kuwait DDO.

b) The FO-DA will also be required to include “Incident Report(s)” on the 215 where Section III or IV has been completed; it must include the funds disbursed in the “Funds Disbursed” column of the SVC-Sales Track Sheet and in the “Remarks” section indicate the Incident Report number.

**Note:** In advance, FRBB will assign and email an electronic list of a thousand 215-ticket voucher numbers, a thousand 5515-ticket vouchers numbers, electronic templates for vouchers and track sheets to each FO-DA base location. In addition, the DDO will be included in the email distribution for information purposes.

II. **Federal Reserve Bank of Boston (FRBB) - Stored Value Card Operations Unit (SVC-Ops):**

a) FRBB-downloads all of the documents mentioned under Section-I from the “E-room” and uploads each base TR files to the EagleCash application and prints each base SVC-Sales and Load Track Sheets (Appendix a). FRBB matches each track sheet to the transactions uploaded for that business day and to each corresponding 215 and 5515 tickets (Appendix b). It then prepares the 215 and 5515 tickets to be processed by FRBB-Accounting Department and FRB-Atlanta. In addition, at end of day FRBB emails confirmation to FO-DA, CC: FO-DDO with a copy of voucher (215 and 5515), and processed date.

b) **Differences** are emailed to the corresponding Finance Office-DA for action and cc: FO-DDO for informational purposes. Differences may occur either because transaction files are not present and / or when there is a difference with the Track Sheet(s) (incorrect dollar amounts). If no response is received after 2-business days, FRBB will email a reminder to FO-DA and café-DDO and will initiate a weekly reminder.

c) On the 5th business day of every month unprocessed requests that are 30-days old are summarized in a report and escalated via email to USAFINCOM, DFAS, DDO, and FMS (contacts TBD-Tyrone Lynn).
### Appendix a.

#### SVC-Form 001  SVC-Sales Track Sheet

<table>
<thead>
<tr>
<th>Current Business Date</th>
<th>FO Anaconda</th>
<th>Merchant A</th>
<th>Refunds (incident Reports)</th>
<th>Daily Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/4/05 200.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>12/4/05 100.00</td>
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**REMARKS:** Settled two devices

#### SVC-Form 002  SVC-Load Track Sheet

<table>
<thead>
<tr>
<th>Current Business Date</th>
<th>FO Anaconda</th>
<th>Daily Totals</th>
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<tbody>
<tr>
<td>12/4/05 400.00</td>
<td>0.00</td>
<td>$400.00</td>
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**REMARKS:**

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Ver 2.8.2  For Official Use Only  178 of 186
<table>
<thead>
<tr>
<th>DEPOSIT NUMBER</th>
<th>DATE PRESENTED OR MAILED TO BANK</th>
<th>AMOUNT</th>
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<tbody>
<tr>
<td>123456</td>
<td>12/04/05</td>
<td>8888</td>
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300.00

AGENCY

Deposit Request

Kuwait-Arifjan

(7) NAME AND ADDRESS OF DEPOSITORY
FEDERAL RESERVE BANK OF BOSTON
BOSTON, MA 02210

(8) I CERTIFY THAT THE ABOVE AMOUNT HAS BEEN RECEIVED FOR CREDIT IN THE ACCOUNT OF THE US TREASURY ON THE DATE SHOWN, SUBJECT TO ADJUSTMENT OF UNCOLLECTIBLE ITEMS INCLUDED THEREIN.

(9) DEPOSITORS TITLE, DEPARTMENT, OR AGENCY, AND ADDRESS

AUTHORIZED SIGNATURE

CONFRMATION DATE

ORIGINAL

For Official Use Only

179 of 186
<table>
<thead>
<tr>
<th>VOUCHER NUMBER</th>
<th>DATE OF DEBIT TO U.S. TREASURY'S ACCOUNT</th>
<th>9-DIGIT OR 4-DIGIT ACCOUNT CODE (ALC)</th>
<th>AMOUNT</th>
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<td>80161</td>
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SINGLE SPACE ALL ENTRIES ON THIS LINE
USE NORMAL PUNCTUATION-OMIT $ SIGN

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<thead>
<tr>
<th>UNCOLLECTIBLE ITEM</th>
<th>DEPOSITORY USE</th>
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<tr>
<td>SVC-LOADS</td>
<td>Eagle Cash Funds Pool Account ABA # 0117-3611-4</td>
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</table>

[ Iraq-Anaconda ]

(9) DEPOSITORS TITLE, DEPARTMENT OR AGENCY AND ADDRESS

AUTHORIZED SIGNATURE

DEPOSITARY FORWARD THIS DOCUMENT WITH STATEMENT

OR TRANSFER OF THE U.S. TREASURY ACCOUNT OF THE SAME DATE

5515-102
Appendix S.  Marketing Materials

The EagleCash program includes various marketing materials to assist with program enrollment, education, usage and ongoing development. Samples of various marketing materials follow. Additionally, ad hoc marketing materials designed to capitalize upon location specific selling points are produced ongoing.
EagleCash™
Better Than Cash!

- Faster, safer, easier than using cash or checks.
- Use your EagleCash™ Card like cash at all approved base/post merchants.
- No transaction fees.
- Use the EagleCash™ Kiosk to access your U.S. checking/savings account 24 hours a day, 7 days a week.
- Obtain your EagleCash™ Card at the Finance Office.
How To Use Your EagleCash Card

1. Insert your card (chip side first)

2. Approve your purchase.
   - Terminal will display card balance.
   - Cashier will enter the amount of your purchase.

3. Wait for your new balance.

4. Wait for the terminal to release your card.
The transaction is complete!

✔ Use your EagleCash™ Card at all approved base/post merchants.
✔ Add funds to your card at the Finance Office or Kiosk (where available).
Finance Office closed? 
Need funds now?

Enroll in EagleCash™
and use the Kiosk!

Open 24 hours a day, 
7 days a week —
“No Transaction Fees”
Ready When You Are!
Enroll in the EagleCash™ Kiosk Program Today!

Why?
- Access funds in your U.S. checking/savings account 24 hours a day, 7 days a week
- Cards accepted base-wide
- No transaction fees
- Secure
- Convenient
- Ability to replace funds if card is lost or stolen

Enroll in the EagleCash™ Card Kiosk Program at the Finance Office. Bring a cancelled check to enroll instantly, or inquire about other enrollment options.
Use **EagleCash™** instead of cash!

Convenient, secure, no-fee access to your money!

**Accepted at the following locations:**

<table>
<thead>
<tr>
<th>Afghanistan</th>
<th>Iraq</th>
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<tbody>
<tr>
<td>Bagram</td>
<td>Al Asad *</td>
</tr>
<tr>
<td>Kabul (Eggers)</td>
<td>Anaconda / Balad</td>
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<tr>
<td>Kabul (Phoenix)</td>
<td>BIAP</td>
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<tr>
<td>Kandahar</td>
<td>Buca *</td>
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<td>Jalalabad **</td>
<td>Diamondback *</td>
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<td>Salerno</td>
<td>Echo *</td>
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<td>Falcon *</td>
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<td>IZ (International Zone) *</td>
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<td>Q-West *</td>
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<td>Rustamiyah *</td>
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<td>Ramadi *</td>
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<td>Scania *</td>
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<td>South Camp **</td>
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<td>Al Sayliyah</td>
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<td>Kuwait Naval Base</td>
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* = Spring 2007
** = Planned 2007 Implementation

See your Army Finance Office for more information.