

For: State and County Offices

Concentration Banking System – Interactive Voice Response (CBS-IVR) Changes

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

County Offices participating in CBS-IVR are required to transmit CCC-257 to the Kansas City Financial Service Center (FSC). These transmissions are bundled and forwarded to the Concentrator Bank, PNC.

There have been times when counties could not transmit or were instructed to phone-in a deposit because it was not drawn from the local bank by Kansas City. There could be a number of reasons why the money in the bank was not drawn down.

B Purpose

This notice provides State and County Offices with:

- the new CBS-IVR phone number
- an overview of the messages and responses on the new CBS-IVR system.

C Contact

If there are questions about this notice, contact Stephen Yulich by either of the following:

- e-mail at stephen.yulich@kcc.usda.gov
- telephone at 816-926-6453.

Disposal Date	Distribution
January 1, 2010	State Offices; State Offices relay to County Offices

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2 Using the CBS-IVR Phone-in System

A Transmission Errors

Errors in transmissions may occur as a result of overdraws, underdraws, or no withdrawals from CCC accounts at the local depository.

County Offices shall use the CBS-IVR phone-in system if:

- there is a transmission failure and the County Office is unable to transmit their current day data to FSC
- notified by FSC of a rejected or returned ACH withdrawal
- there is an error in the transmission schedule and a balance in the local depository account.

Note: If the transmission is successful, do **not** use CBS-IVR to report your deposit data, as this could result in duplicate processing, causing an overdraft.

B CBS-IVR Phone-in System Telephone Number

County Offices shall call the CBS-IVR phone-in system at 314-457-6200, when necessary, to phone-in the deposit.

C Specifying Required Data

County Offices shall have the following data available **before** calling the phone-in system:

- 2-digit State code
- 3-digit county code
- State-County Office check digit
- schedule number, date, and amount.

Note: Date **cannot** be older than 1 year.

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2 Using the CBS-IVR Phone-in System (Continued)

D Interacting With the CBS-IVR Phone-in System

The following table provides information on interacting with the CBS-IVR phone-in system.

Step	Voice Message	Action
1	<p>"Welcome to the FSA Concentration Banking System. If you are unable to transmit your CBS schedule and want to report your deposit data, PRESS "1".</p> <p>"If you have been notified by the Kansas City FSC of a rejected ACH resulting from a previously transmitted CBS schedule, PRESS "2".</p> <p>"If you have an error with a CBS schedule that was previously transmitted with a total less than the actual deposit resulting in a balance in the local depository account, PRESS "3".</p> <p>Note: If the telephone line is busy, the following message will be received: "Welcome to the FSA Concentration Banking System. All our lines are currently busy. Please wait for the first available line."</p>	<p>PRESS 1, 2, or 3 and follow the prompts.</p> <p>Note: Options 2 and 3 should only be used if there has been contact with FSC.</p>
2	<p>"Please enter your 2-digit State code".</p>	<p>Enter the 2-digit State code and validation procedures will take place.</p>
3	<p>"Please enter your 3-digit county code."</p> <p>Note: Offices with multiple County Offices shall ensure that the 3-digit county code is for the County CCC-257 was recorded. (It is not always the headquarters county code).</p>	<p>Enter the 3-digit county code and validation procedures will take place.</p>
4	<p>"Please enter your 1-digit State-County Office check digit.</p> <p>Note: See 3-FI, subparagraph 137 B for the formula to calculate the check digit.</p>	<p>Enter the 1-digit State-County digit". In addition to the regular validation procedures, the system will verify that the check digit is valid for the State and county codes that have been entered.</p>
5	<p>"Please enter your 4-digit schedule number".</p>	<p>Enter the 4-digit schedule number.</p>

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3 Using the CBS Phone-in System (Continued)

D Interacting With the CBS Phone-in System (Continued)

Step	Voice Message	Action
6	<p>“Please enter your 8-digit schedule date”. The schedule date includes a:</p> <ul style="list-style-type: none"> • 2-digit month • 2-digit day • 4-digit year. <p>Example: "January 15, 2008 is 01152008".</p> <p>Note: The schedule date cannot be:</p> <ul style="list-style-type: none"> • more than 1 year old • a future date. 	Enter the schedule date and validation procedures will take place.
7	<p>"Please enter the schedule amount, including cents, followed by the pound sign. For whole dollar amounts, enter zero cents".</p> <p>Examples:</p> <ul style="list-style-type: none"> • "500000#" if the schedule amount is \$5,000.00 • "10353248#" if the schedule amount is \$103,532.48. <p>Note: If the phone-in is being made because there is a balance in the local depository account and Option "3" was taken on the first menu, only enter the amount of the balance that remains in the local depository.</p>	Enter the schedule amount and validation procedures will take place.
8	<p>If the call is completed before 3:55 p.m., c.t. callers will hear the message, "Thank you. Your transaction has been accepted and will be processed in today’s business day".</p> <p>If the call is completed after 3:55 p.m., c.t. callers will hear the message, "Thank you. Your transaction has been accepted and will be processed in the next business day".</p>	
9	<p>“If you would like to schedule another payment, PRESS “1”, if not PRESS “2”.</p>	PRESS “2” to terminate the call.

E County Office Action

County Offices shall begin using the new CBS-IRV telephone number upon receiving this notice.