



**Notice: This bulletin is being sent to you to inform you of an ongoing issue that is causing problems with lockbox item duplication.**

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then 4

The PCC Operations and Customer Service Staff at the Federal Reserve Bank of Cleveland have recently received several calls or emails from agencies reporting duplication of lockbox items processed through the PCC system. As you may well be aware, POS (Point of Sale) items are processed within the presence of the customer. Once the item is processed, it is stamped 'VOID - Electronically Processed' and handed back to the customer. Duplication prevention of a POS item occurs in two ways; first, by relinquishing the check to the customer, and second, edit checks within the PCC software prevents duplication of checks within the same batch. Because of these measures, duplication of POS items is rare.

When a cashier processes a lockbox item, which is processed without the customer being present, **the item must also be stamped 'VOID - Electronically Processed'**. The cashier must balance the batch prior to transmitting it to the CIRA. Once the batch has been successfully transmitted, each check must be stamped and safely stored away, along with a copy of the batch list for up to 14 calendar days. The batch list and corresponding paperwork should be stored for future reference. Once the suspense period is over, the checks must be destroyed. We also recommend that you compare the next days SF215 report with the batch list to verify the total transmission.

The problem occurs when the cashier neglects to stamp the check 'VOID - Electronically Processed', and the check is mistakenly processed for a second time, causing the check writer's account to be debited twice.

Please make sure that you have procedures and controls in place that mandates each lockbox check be stamped 'VOID - Electronically Processed' after the batch has been transmitted. If in doubt as to the status of a particular item, processed items can be viewed in the CIRA 20 minutes after transmission. Additionally, any new cashiers must read the SOP before allowing him/her to process a batch.