

**WE'RE HERE
TO SERVE**



Tips for Submitting Documentation to the DTF Archive

AUGUST 2004



Q: How do I know when I need to fax copies of check items to the DTF Archive, and what are the requirements?

A: If a copy of an item is available, both the front and back must be faxed to the DTF Archive. You can find a complete listing of adjustment error types and their required attachments at www.frbservices.org in the *Check Adjustment Quick Reference Guide*.

Q: Doesn't the Fed already have copies of the items it processes?

A: No. The financial institution is responsible for providing photocopies of items based on adjustment type requirements.

Q: Sometimes I fax copies of check items to the DTF Archive, but they don't attach to the case. What should I do?

A: It is normal for a small percentage of copies to not attach to the adjustments they were sent in with. However, if this happens on a regular basis, you need to determine the cause. Frequently, the problem has to do with the way the cover sheet was prepared or with the fax machine. You can troubleshoot the issue by calling Minneapolis Check Customer Service at 1-800-283-2830.

Q: How do I see that my attachments were received on a case I submitted via FedLine® Web?

A: Allow at least one hour for attachments to attach. Go the Check Adjustments/Outbox and select "Outgoing Messages." Choose the appropriate case, scroll to the bottom of the screen and click on "DTF" to view attachments. If they are not there, you may want to send the fax again.

Q: When I fax to the DTF Archive a copy of an item sent to our financial institution that is Not Our Item (NOI), do I still need to send the live item?

A: Yes, the live item is required with a NOI case. It is also required with a FREE item and a Photo in Lieu of Original (PIL).

Q: Where can I find out more on the DTF Archive?

A: Check out the *Guidelines for Fax Submission of Documents to Follow (DTF)* at www.frbservices.org/Retail/pdf/DTF-Guidelines.pdf or the *Check Adjustment Quick Reference Guide* at www.frbservices.org/Retail/QRG-CheckAdjust.html.

Minneapolis Check Customer Service 1-800-283-2830