FEDERAL RESERVE FINANCIAL SERVICES

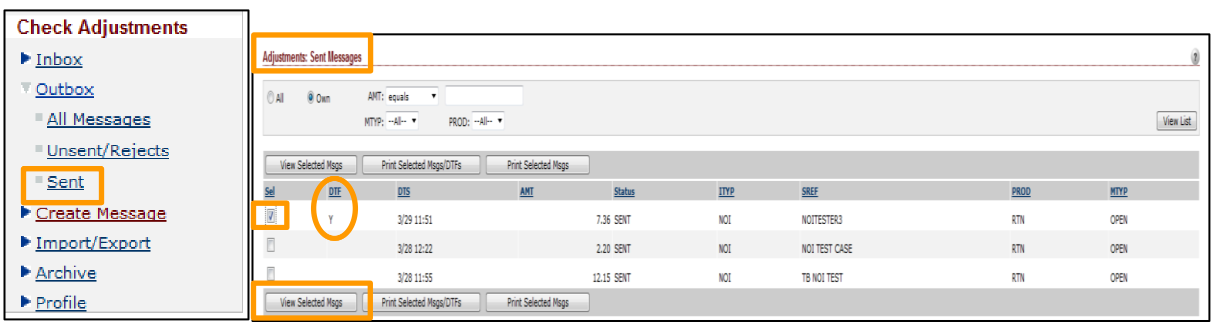
Verifying Documents-to-Follow (DTFs) Archived to an Adjustment Case Tip Sheet #2

Did you know verifying supporting documentation, commonly referred to as Documents-to-Follow (DTFs), archived to an adjustment request can be done with just a few short clicks of the mouse?

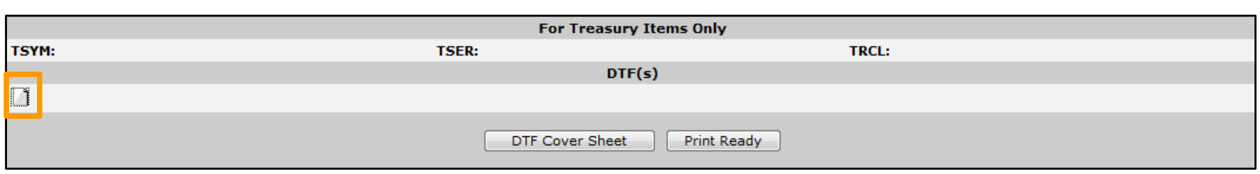
Step One: ***Click on the Outbox - Sent link***. If the message was successfully sent, it will appear in the Sent section right away, as quickly as sending an email. The required DTF(s) should be faxed to the DTF Archive using the automatically created DTF Cover Sheet; the fax number is on the cover sheet. Refer to the Check Adjustments Quick Reference Guide for documentation requirements for each investigation type.

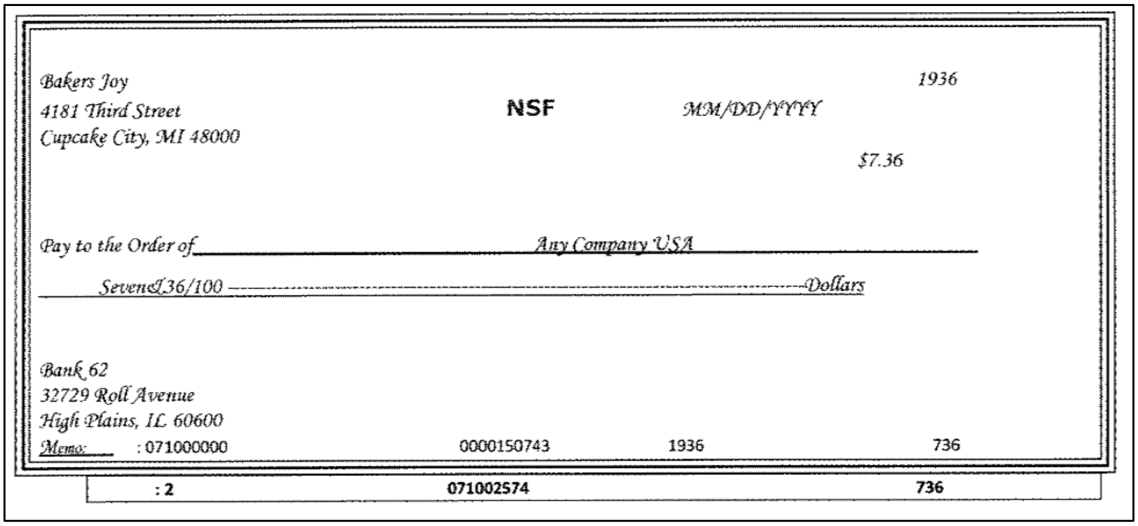
Typically, DTFs archive to the FedLine® case within 20 - 40 minutes after it was successfully faxed; there is no need to wait, any period of time, before faxing the DTF. A **Y** in the DTF column, next to the corresponding message, indicates the DTF has archived. ***Generally, there is no need to contact the Federal Reserve to verify DTFs archived to a case.***

Step Two: Select and view the message, after the allotted time has passed, (even in the absence of a **Y**) to verify and view the Archived DTF.



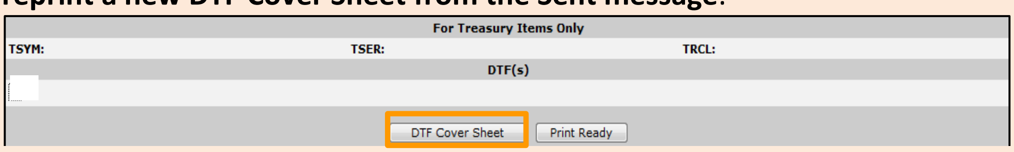
Step Three: ***Click on the icon in the lower left corner of the message*** to view the attachment. Viewing software, such as Kodak Viewer, is required to view the attachment.





The following are common issues to include during troubleshooting:

1. Was the adjustment request successfully sent? Refer to Tip Sheet #1 for steps to verify the message was successfully sent.
2. Did you use a cover sheet other than the one created by FedLine® or the one on frbservices.org (generally used by Respondents)?
3. Did the DTF Cover Sheet transmit right side up?
4. Was unnecessary documentation faxed, i.e. Check Adjustment (CA) messages?
5. Is there unnecessary information in the header and/or footer of the DTF Cover Sheet?
6. Is there any interference on the DTF Cover Sheet, i.e. lines, streaks, handwritten and/or typed information (not generated by FedLine)? If so, correct the issue and **reprint a new DTF Cover Sheet from the Sent message**.



Refer to the Documents-to-Follow (DTF) Image/Archive Reference Guide for detailed information on the image/archive process and troubleshooting steps. Required DTFs must be received within five business days of the Federal Reserve receiving the case or any provisional entry received may be reversed. Monitor the Check Adjustments Automated Status Report to minimize the risk of an entry being reversed for non-receipt of DTFs. The report also provides the status of cases for which a provisional entry or requested information was not provided.