



## Delete or Neutralize an OTC Endpoint

To delete or neutralize an OTC Endpoint, complete the following steps:

1. Click the **Administration** tab.
2. From the **Manage Organizations** menu, select **Organization Hierarchy** and click **Delete**. The *Step 1 of 2: Select the OTC Endpoint(s)* page appears.
3. Select the OTC Endpoints you would like to **Delete** and click **Next**.



### Application Tip

Consider the following information about deleting an OTC Endpoint:

- An OTC Endpoint can be deleted only if no deposits or check transactions have been made to that endpoint. You cannot delete an OTC Endpoint with deposits or check transactions because deleting the OTC Endpoint deletes all information associated with that OTC Endpoint. This would delete deposit and check transaction information that impacts the reports you run in OTCnet.
- Before you can delete an OTC Endpoint,
  - All ITIM user accounts must be removed from the OTCnet Deposit Processing Endpoint and OTCnet Check Processing Endpoint.
  - The Agency Form Data must be removed. To remove the Agency Form Data, contact the Customer Support at [fiscalservice.otcchannel@citi.com](mailto:fiscalservice.otcchannel@citi.com).

Or

Select the OTC Endpoints you would like to **Neutralize** and click **Next**



### Application Tip

Consider the following information about neutralizing an OTC Endpoint:

- An OTC Endpoint can be neutralized if deposits or check transactions have been created. Once neutralized, deposits or check transactions cannot be created from that OTC Endpoint; however, the information from previously created deposits or check transactions can be accessed in OTCnet reporting.
- Before you can neutralize an OTC Endpoint
  - All ITIM user accounts must be removed from the OTCnet Deposit Processing Endpoint and OTCnet Check Processing Endpoint.
  - The Agency Form Data must be removed. To remove the Agency Form Data, contact Customer Support at [fiscalservice.otcchannel@citi.com](mailto:fiscalservice.otcchannel@citi.com).

4. The *Step 2 of 2: Review OTC Endpoint(s)* page appears. Verify the correct endpoint is marked for deletion or neutralization and click **Submit**.
5. A Confirmation page appears confirming the OTC Endpoint has been deleted.

**Application Tip**

Additional button on the page helps you perform other tasks:

- Click **Return Home** to return to the OTCnet Home Page.