



October 6, 2016

## **Integration Complete Service Charge Information into Account Management Information**

The Federal Reserve Banks' Account Services successfully completed the integration of Service Charge Information (SCI) into Account Management Information (AMI) on October 5, 2016.

As we have communicated, these changes impact the following:

- AMI Application
- Monthly Statement of Service Charges
- Service Charges presented on the daily Statement of Account
- Billing Data File Format

### **Non-Responsive Features**

Internet Explorer browsers, even Internet Explorer 11 browsers, may pull up older, cached versions of the updated AMI application. This can result in non-responsive features and functionality. Clearing the browser cache will, in most cases, resolve any issues. If clearing the cache does not restore functionality, the version of Internet Explorer being used may need to be updated in order to resolve the issues.

### **Troubleshooting**

To clear the browser cache, click on Tools and either go to Internet Options > General tab > Browsing History and select the Delete option or from Tools select Delete Browsing History. *Ensure the "Preserve Favorites website data" option is unchecked*, and press the Delete button. Alternatively, users can select the Settings option under browsing history and select the option to check for newer versions of stored pages "Every time I visit the webpage." Once complete, users should refresh their browser window or close and reopen the browser window.

If you experience trouble expanding links, click on Tools and go to Internet Options > General tab > Browsing History and select the Settings option. From the Website Data Settings screen select View files. Highlight the first item shown, and press ctrl + A, then Delete. This will clear all stored copies of webpages, images, and media.

Details regarding the changes are available on the Account Services SCI into AMI [Resource Center](#). If you have any questions, please contact National Accounting Customer Support at (800) 309-6156.

We appreciate your support throughout this transition and look forward to continuing to provide you with efficient, high-quality payments services.

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