



The Kansas City Dispatch

SSA Recognized as Vanguard Award Recipient

At the 2004 Fall Customer Advisory Board (CAB) Meeting, the Kansas City Regional Financial Center (KFC) recognized Joanne Gasparini, Russell Young, Patricia Pyles, Donna Dahlen, and the Payment and Recovery Policy Staff of the Social Security Administration (SSA), as the recipients of the 2004 Vanguard Award. The Vanguard award originated at KFC to recognize those individuals or agencies that have clearly demonstrated leadership, provided significant contributions, or served as a catalyst for a project or initiative in connection with the Kansas City Financial Center.

SSA's Payment and Recovery Policy Staff was responsible for sponsoring and partnering with KFC in the implementation of the Tele-trace program at the Philadelphia and San Francisco Regional Financial Centers.

The ceremony was held at the Hyatt Regency Crown Center Hotel in Kansas City on December 9, 2004 as a part of the semi-annual KFC CAB meeting. Approximately 57 people representing FMS and 17 Federal Agencies were in attendance to offer congratulations to the SSA staff. SSA has always been a valued customer of KFC and is always willing to participate in KFC initiatives for the advancement of government finance and technology.



Donna Dahlen, Patricia Pyles, and Joanne Gasparini receive Vanguard Award from Gary Beets and Susan Robinson. (Russell Young not pictured)

“We are honored to recognize the Social Security Administration!”

Inside this issue:

Vanguard Award	1
KFC Deputy Director	2
Winter CAB Highlights	3
CAB Chair & Co-Chair	4
Teletrace Award	5
SPS Update	6-7
Agency Spotlight: Commodity Credit Corporation (CCC)	8-9
KFC's New Presort Equipment	10

Susan Robinson Selected as KFC's New Deputy Director

The retirement of former Kansas City Financial Center (KFC) Regional Director Jack Adams in April 2004, precipitated a couple of major changes at KFC. In August 2004, Mr. Gary Beets was selected for entry into the Senior Executive Service (SES) and selected as the new Regional Director of KFC. In January 2005, Mr. Beets announced the selection of Mrs. Susan Robinson as KFC's new Deputy Director.

Susan joined the Kansas City Financial Center in November 1995 as a Financial Program Specialist in the Customer Assistance Staff (CAS). In 1997, Susan was selected as CAS Manager and under her leadership the CAS branch was transformed into the Global Financial Services Branch (GFS). Susan is extremely customer driven and focuses on serving customer needs. Over the years, Susan was instrumental in developing and expanding payment and collection services. Specifically, Susan spearheaded the expansion of international payments through International Direct Deposit (IDD.Gov) as well as implementing specialized electronic collection services.

Prior to joining FMS, Susan attended Central Missouri State University where she graduated with a Bachelor of Science in Business Administration-Accounting. Immediately upon graduating, Susan began her Federal Government career at General Services Administration as an Accountant in their Internship Program.

Susan has been recognized with several honors and special act awards through the years, including the prestigious National Performance Review Team - Hammer Award, instituted by former Vice President Al Gore to recognize outstanding performance in the Federal Government.

Outside of work, Susan is an active member of her church and enjoys spending time with her husband and children. Susan describes her family as "sports oriented" and in that regard she takes an active role in managing her twin daughter's competitive soccer team. Her hobbies include jogging, reading, and watching college basketball.

Please join us in congratulating Susan as we continue to build for the future!



Susan Robinson,
KFC Deputy Director

Customer Advisory Board Highlights

The CAB began a new era with Gary Beets as the new Kansas City Financial Center Regional Director, appointed in August 2004. The Fall CAB meeting also marked the beginning of Jani Willis, General Services Administration (GSA) and Joe Vitale, National Finance Center (NFC), as the new Chair and Vice-Chair of the CAB.

Susan Robinson, Global Financial Services (GFS), opened the meeting by providing the CAB members with a light-hearted slide presentation of Gary's career. This presentation drew a laugh and brought a smile to everyone, including Gary.

Gary acknowledged it had been a busy transitional year at KFC and assured CAB members that KFC has a very qualified staff, and "the test of our work is the feedback we get from our customers."

Gary provided the CAB members with KFC payment processing statistics and the following highlights:

- The first Secure Payment System (SPS) agency conversion was successful at GSA, and the Federal Aviation Administration (FAA) has since been converted.
- KFC also assisted the San Francisco Center (SFC) with implementing new Tele-trace software.
- USDA/Commodity Credit Corporation had made a business decision to pilot their disbursements with FMS/KFC beginning in March 2005.

Topics and speakers who presented at the CAB meeting included:

- **Secure Payment System (SPS)** - Dick Bauder and Ralf Jordan, FMS, answered questions and provided a demo with screen prints and instructions for processing payments thru SPS. Ralf walked through sample screens and described functionality for creating schedules for both the data entry operator and the certifying officer roles. He then explained the SPS conversion process and presented a rollout schedule for the upcoming year.
- **CTX / EDI Vendor Payments** - Patty Hazelrigg, FMS, provided a presentation on the CTX payment formats. Patty introduced CTX terminology as well as the business cycle process. She then explained the advantages of using the Vector Connexion (CTX) Application and also detailed the NACIA record structure.
- **International Payments** - Dwight Sage, FMS, provided a demo on FMS' E-Government solution for international payments. Dwight provided an overview of the IDD.GOV payment process, as well as a preview of the on-line functionality. Dwight also previewed the process for initiating check payments, wire payments, and the requirements for processing these payment types.
- **Training and Development Outreach** - Joe Faubion, FMS Agency Services, gave a presentation on the products and services available to Federal Agencies provided by FMS Agency Services. Joe highlighted specific certificate programs that can be designed for an agency as well as providing on-site training tailored for an agency's needs.

Throughout the meeting, CAB members provided agency updates and input into KFC program planning and initiatives. KFC managers also highlighted accomplishments and thanked CAB members for their agency's support and continued participation in the CAB.



Joe Vitale, NFC, thanks Gary and KFC for their excellent customer service.



Patty Hazelrigg presents CTX to CAB attendees.

Customer Advisory Board Welcomes New Chair & Co-Chair

The Kansas City Financial Center's Customer Advisory Board (CAB) recently welcomed Jani Willis of the General Services Administration (GSA) and Joe Vitale of the USDA's National Finance Center (NFC) as the new Chairperson and Vice Chairperson, respectively, in December 2004. Jani and Joe will each serve two-year terms. At the end of the term, Joe will become the Chairperson and a new Vice Chairperson will be selected by vote of the CAB members. The Chairperson serves as the official spokesperson for the board, leads the meeting, and guides discussion on agenda items.

Jani Willis, Executive Director of GSA's Heartland Finance Center, oversees the planning and implementation of comprehensive regional and national accounting and payroll programs. She manages a professional accounting operation for interagency accounting services, including accounts receivable, payable, and control processing for the Federal Supply Service, GSA Staff Offices, and 47 agencies and commissions. Additionally, Jani is responsible for two revenue producing business lines, the National Payroll Center (NPC) and the External Services Division. In managing the GSA National Payroll Center, Jani oversees the payroll operations of all GSA associates and the associates of over 30 commissions. Jani provides excellent service to multiple Federal agencies through the supervision of a staff of professional accountants, accounting technicians, and other support personnel. She also provides professional and technical guidance to senior GSA Service and Staff Office officials nationwide.

Jani began working for GSA in 1974 and graduated from Avila College, Kansas City, Missouri in 1983 with a bachelor's degree in Business Administration and Accounting.

Away from the office, Jani likes to spend time with her family at home and at the Lake of the Ozarks in central Missouri. Jani cooks a lot for her college-age children at home plus their friends! She also keeps busy with her husband because they always have projects going on at home and the lake.

Jani's Quote: "I feel very fortunate to have spent 95% of my career at GSA. I have enjoyed each job I have had during my 30 years with the Federal government and appreciate the many opportunities that have come my way."



Jani Willis, Chairperson

Joe Vitale, Supervisory Systems Accountant for NFC is Head of NFC's Payroll Certification and Disbursement Section. Joe is responsible for reconciling and certifying salary payment schedules. He has worked for NFC since July 1992. Prior to coming to NFC, Joe's experience includes 7 years in the banking industry with 12 years in management. His banking career began in 1975 when he worked full-time as a Paying and Receiving Teller while attending college. In 1980, Joe moved into branch management, and in his last position before entering public service held the title of Assistant Vice President/Branch Coordinator for First National Bank of Commerce in New Orleans, the largest commercial bank in Louisiana at that time.

Joe attended Tulane University, the University of New Orleans (UNO), and Louisiana State University School of Banking. He earned a Bachelor of Science degree in Business Administration in December 1980, and a Bachelor of Science degree in Accounting in August 1989. Joe is a Louisiana Certified Public Accountant and graduated from Louisiana State University School of Banking in June 1985.

In Joe's spare time, he enjoys swimming and restoring vintage and classic automobiles. Joe proudly owns a 1930 Ford Model A Tudor, 1967 Mustang GTA "S" code, and 1967 Mustang GT "S" code.

Joe's Quote: "I first attended a KFC CAB meeting in 1997, and have always held a high esteem for the organization's accomplishments since its inception in 1991. It is not only an avenue for us as customers of the Kansas City Financial Center to stay abreast of Treasury and FMS products and services and to voice our concerns or issues from a client perspective, but it also allows us to strengthen our relationship and to form friendships with the KFC staff and with other CAB members. I'm honored to serve on the Customer Advisory Board, and look forward to many years of continued participation in future meetings."



Joe Vitale, Co-Chairperson

The Kansas City Financial Center Customer Advisory Board congratulates and welcomes Jani and Joe.

TELETRACE TEAM RECEIVES AWARD

On May 5th the Kansas City Financial Center (KFC) Teletrace group received the United States Government Distinguished Team Award at the 12th Annual Public Employees Recognition Day Awards Ceremony. The event was held in downtown Kansas City at the Little Theater and attended by employees from Federal, county, and city agencies. The Kansas City Federal Executive Board selected the Federal employee award recipients.

KFC Director Gary Beets presented the award to the Teletrace team and noted their many accomplishments, which included the processing of 92,336 cases totaling \$67 billion in 2004. He introduced each team member and presented a plaque to the group. Each employee later received an individual certificate in a follow-up ceremony at KFC. The plaque is displayed prominently at KFC.

Teletrace team members are Francie Abbott, Tom Nelson, Mary Joe Castle, Kathy Ruisinger, Karen Bowman, Jill Hotham, Jessica Garcia, Lauren Ray, Randy Brown, and Ethel Keesaer. Approximately 300 people attended the ceremony, including a contingent of family and friends of the awardees. A reception was held afterward, and live music was provided both before and after in quiet accompaniment to the celebration.

The Teletrace program at KFC works in conjunction with the Social Security Administration to track requests by benefit recipients who have not received their payments. KFC Teletrace technicians process over 90% of non-receipt requests in less than five days, a high standard with direct benefits for retirees living on a fixed income. In 2004 \$988 million of SSA EFT payments were misdirected to an obsolete or erroneous bank account number. The Teletrace team's fast response allowed for recovery of those funds, which would have otherwise resulted in a loss to the government and ultimately the taxpayer.

Fifteen agencies were nominated for the Distinguished Team Award. Steven Tanner, Vice Chairman of the Federal Executive Board, noted that every nominated team and individual played an important part in serving the public. "We should not be satisfied with the maxim 'close enough for government work,'" he said, adding that whether or not they won, every person and team nominated should be proud of their accomplishments. The Teletrace team embodies the hard work and dedication of all KFC employees, and KFC is proud that one of our own was selected to receive the team award.



Pictured: (Left to Right)
Randy Brown; Francie Abbott, Claims Manager; Ethel Keesaer; Mary Joe Castle; Karen Bowman; Kathy Ruisinger; Jill Hotham; Tom Nelson, Claims Supervisor; Jessica Garcia; Lauren Ray.

SPS ON THE MOVE AT THE KANSAS CITY FINANCIAL CENTER

The rollout of the new Secure Payment System (SPS) to Federal agencies is at full throttle. After several years of planning, preparation and piloting, the Kansas City Financial Center (KFC), in conjunction with the other Regional Financial Centers (RFCs), began the rollout of SPS to all customer agencies in April of this year.

The SPS application provides a mechanism by which government agencies can create payment schedules in a secure fashion. This application allows personnel at remote agency locations to submit schedules to FMS over a browser/web interface. It also allows RFCs a means to extract certified payment schedules for executing payments (e.g., check printing, electronic funds transfer).

The application provides functionality to allow:

- Remote Data Entry Operators (DEOs) at Federal Program Agency (FPA) locations to create payments and payment schedules securely;
- Remote Certifying Officers (COs) at FPA locations to certify payments and payment schedules securely;
- RFC Operators to receive or extract certified schedules in order to execute payment;
- SPS Administrators at FMS to create and maintain SPS tables and users;
- RFC Administrators at FMS to view schedule status.



SPS Team Members are recognized for their work on the SPS rollout.

Left to Right:

(Top Row): Ron Lowery; Cynthia Sheppard, EOB Manager;
Linda Williams; Ralf Jordan; Ray Malis.

(Bottom Row): Janice Bowers; Judy Lansing; Lana Hughes

The SPS functionality is very similar to the Electronic Certification System (ECS), the system from which FPAs are transitioning to SPS. ECS was developed in the late 1980's to reduce paper flow and expedite processing. There are significant differences in the environment and architecture of ECS and SPS. ECS is a DOS-based, 'fat client' system, which runs on dedicated 486-class PCs, and uses Data Encryption Standards (DES) cryptography. SPS is a browser-based, 'thin client' system, which runs on any PC that meets the minimum hardware requirements and utilizes Public Key Infrastructure (PKI) encryption technologies. All SPS Users must have a PKI smartcard as well as a smartcard reader per each PC. These are used in conjunction with the PKI certificate for user authentication and document signing.

A dedicated team of individuals from Regional Operations (RO), Information Resources (IR), the contractor High Performance Technologies Inc. (HPTI), Regional Financial Center (RFC) personnel, and the willing and enthusiastic FPA end-users have ensured that the rollout has progressed smoothly. Two teams from KFC were established to implement SPS to 123 agencies. Team members from KFC are Ralf Jordan, Janice Bowers, Linda Williams, Judy Lansing, Ron Lowery, Lana Hughes, Ray Malis, Brian Buckley, Paul Jackson, Tequilla Baskin and Pearl Washington. To date, KFC has implemented SPS to 20 agencies. Most recently, the KFC SPS team returned from New Orleans, Louisiana, where they implemented SPS for three agencies.

This summer, KFC will rollout SPS to the following agencies:

June 2005

DHHS-Food and Drug Administration	Atlanta GA
DHHS-Center for Disease Control	Atlanta GA
DOJ-Office of Justice Programs	Washington DC
DOC-Economic Development Administration	Washington DC
Bureau of the Census	Suitland MD
US Coast Guard Finance Office	Chesapeake VA

July 2005

DOJ-Immigration and Naturalization	Washington DC
Environmental Protection Agency	Washington DC
Federal Mediation and Conciliation	Washington DC
Interstate Commerce Commission	Washington DC
DHHS-Personnel and Pay System	Silver Springs MD
DOL-Wage and Hour Division	Atlanta GA
Environmental Protection Agency	Atlanta GA
DOL-Labor Administration Management	Atlanta GA

August 2005

National Institute of Standards and Technology	Gaithersburg MD
Federal Energy Regulatory Commission	Washington DC
Office of the US Courts	Washington DC
Broadcasting Board of Governors	Washington DC
Federal Labor Relations Authority	Washington DC
National Labor Relations Board	Washington DC
DOE-Southwestern Power Administration	Elberton GA
Federal Law Enforcement Training Center	Glynco GA
Bureau of the Census	New York NY

Should you have any questions regarding the SPS Rollout, please contact the SPS Helpdesk at (816) 414-2340.



The SPS Rollout Team poses for a picture.
Left to Right:
Paul Jackson; Lana Hughes; Janice Bowers; Brian Buckley





AGENCY SPOTLIGHT:

Commodity Credit Corporation

The U.S. Department of Agriculture's Commodity Credit Corporation (CCC), with 2,400 county offices across the country, has begun using the Kansas City Financial Center (KFC) to disburse payments.

The CCC is a government-owned and operated entity that was created to stabilize, support, and protect farm income and prices. It has statutory authority for disbursement, and primarily issues payments to farmers, producers, and agricultural interests.

After exploring and researching methods to gain cost efficiencies and consolidate payment functions in its Kansas City office, CCC made the decision to use KFC to disburse payments. In the conversion, all disbursing services for CCC could be transitioned to KFC, including Treasury Offset Program (TOP) offsetting, disbursing, claims and accounting functions.

Through a phased-in process to be completed in early 2006, KFC could eventually disburse all payments on behalf of CCC. The conversion was established to effectively coordinate transitioning each of CCC's feeder payment systems related to specific programs. Currently, KFC is disbursing CCC's National Payment Service (NPS) vendor checks. Disbursement payments began May 2.



CCC Controller Kristine Chadwick signs the Memorandum of Understanding.



KFC and CCC officials discuss the check disbursement process.

To date, KFC has processed approximately 50 payments for CCC. When fully implemented, KFC could disburse approximately 6 million payments - 2 million checks and 4 million electronic funds transfers - annually on behalf of CCC.

Planning for this conversion began in June 2004 and required a focused effort on behalf of many people within CCC and KFC. Initial discussions to assess CCC's needs were held between Beverley Anderson, Chief of CCC's Cash Operations and Analysis Branch, and Ron Wright, Chief of the Cash Management Branch, both of CCC's Kansas City Finance Office, and Regional Director Gary Beets and Deputy Director Susan Robinson.



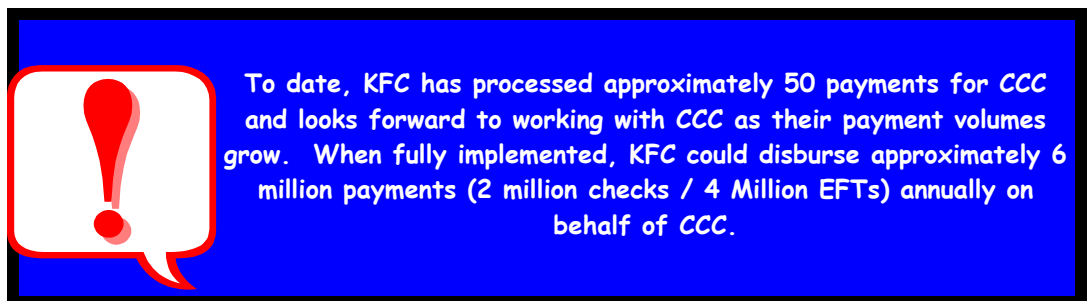
Regional Director Gary Beets and CCC officials discuss KFC's check printing process.

Pictured (Left to Right): Gary Beets, Kathleen Carroll, Kristine Chadwick, Beverly Anderson, James McAfee, and Monty Tranbarger.

Upon determining a course of action, KFC representatives began working with CCC representatives to construct and initiate testing and implementation. Led by KFC Information Technology Specialist Eugene Phillips, KFC personnel worked closely with CCC's Beverley Anderson and Terry Maness, Information Technology Specialist, to ensure that all files and telecommunications links were created and established correctly. KFC provided CCC with training and instructions to ensure that all TOP offsetting, disbursing, claims, and accounting requests and functionality were performed successfully.

On May 4th, CCC Controller Kristine Chadwick and other management officials visited KFC. During their visit, the CCC officials took a tour of KFC's facility and observed the new payment processes. Regional Director Gary Beets met with the CCC officials and reiterated that KFC disburses all payments on time, every time, and would offer CCC the best service possible. Management officials from KFC and CCC also took part in a ceremonial signing of the Memorandum of Understanding (MOU).

FMS Assistant Commissioner, Regional Operations, and Chief Disbursing Officer Judy Tillman welcomed the CCC to FMS' long list of agency payment customers. "While the CCC has its own statutory authority to make payments, the CCC made the good government choice to come to FMS where the payment business is our primary mission," she said.



To date, KFC has processed approximately 50 payments for CCC and looks forward to working with CCC as their payment volumes grow. When fully implemented, KFC could disburse approximately 6 million payments (2 million checks / 4 Million EFTs) annually on behalf of CCC.

KFC Welcomes New Presort Equipment

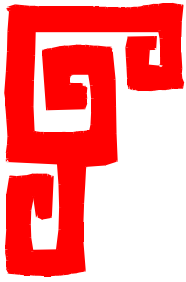
The Kansas City Financial Center's Payment Facilities Branch (PFB) gladly welcomed the arrival of the Pitney Bowes Olympus II mail sorting solution. The Olympus II was installed in early May 2005 and is undergoing a series of tests prior to being activated for outgoing mail. The new system provides the capability to process up to 36,000 pieces of mail per hour.

Prior to the arrival and implementation of the new presort equipment, KFC has paid the postage for each daily check payment mailed at the full, single piece rate of .37. This process has remained unchanged for several years – until now.

The new equipment works as follows: the Remote Diagnostic Server (RDS) is responsible for receiving files from the site server and creating the best possible sort scheme to eliminate multiple passes. This process is known as an intellischeme. The files are then transferred to the transport control on the Olympus II, where the job file is processed, the mail sorted, and the bar code is added. The 96 "pockets" on the machine are used to sort unique zip codes.

It is too early to tell what the ultimate cost savings will be from the Olympus II, but the success of the early testing has proven that the new equipment is a worthy addition to the Kansas City Financial Center. Since the monthly and/or recurring mail is already presorted and receives the discounted rate, it is unaffected by the new equipment. The daily payments, which total approximately four million pieces of mail per year, will utilize the Olympus II. According to Regina Donaldson, PFB Supervisor, the addition of the Olympus II will result in savings of .05 to .10 per piece, or between \$200,000 to \$400,000 annually.





Kansas City Financial Center (KFC) Kicks Off 13th Year of Customer Advisory Board Meetings

The Customer Advisory Board (CAB) was established in 1992 to provide the Kansas City Financial Center's (KFC) client agencies with a forum to exchange ideas and concerns as well as to ensure that customer agencies are involved in program planning and product development. The semi-annual CAB meetings are beneficial to all, as we strengthen our relationship through on-going communications.

The next CAB meeting will be held in Kansas City during the Fall.



Response Form

Please complete the questionnaire by selecting one box, below each question, that best describes your answer. Then provide any additional comments in the Comment Box to the right.

Feel free to submit your response with or without your contact information to the address or fax number below.

Do you find the KFC "Dispatch" provides relevant and important information?

- YES ALWAYS
- USUALLY
- NOT ENOUGH

Is the layout of the "KFC Dispatch" easy to follow and logical?

- YES ALWAYS
- USUALLY
- NOT ENOUGH

Is the KFC "Dispatch" eye-catching and appealing?

- YES ALWAYS
- USUALLY
- NOT ENOUGH

Do you enjoy reading the "KFC Dispatch"?

- YES ALWAYS
- USUALLY
- NOT ENOUGH

Comments:

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We Want You!

We want to hear from you!
Tell us what you think!

The Kansas City Financial Center "Dispatch" is published by the Global Financial Services Branch. It addresses a variety of topics of interest. If there is a topic or question you would like to see included in the "Dispatch" please contact the Global Financial Services Branch, either by phone or just return the attached response form. Your input is appreciated!



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