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Published by:

Financial Management Service, a Bureau of the U.S. Department of the Treasury

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DMS Collects \$5.9 Billion in 2008; Implements New Programs & Systems

By Rita Bratcher, Assistant Commissioner, Debt Management Services

It's hard to believe that a year has passed since I last addressed you. I thought my first year as FMS's Assistant Commissioner for Debt Management Services was exciting – little did I know what was in store for year two! Working hand in hand with our customer agencies, we've had a banner year in collecting delinquent debt, over \$5.9 billion from all collection tools and sources in FY 2008. This includes \$1.5 billion from offsets of the Economic Stimulus Payments. What is remarkable to me is the fact that



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FMS Selects Over The Counter (OTC) Channel Service Provider for CCMM

By Corvelli McDaniel, Over the Counter Revenue Collection Division

The Financial Management Service (FMS) has evaluated the current infrastructure for the Government's revenue collection program and, after comparing the current model against more modern and efficient models and industry best practices, concluded that changes in the current infrastructure would benefit our customer agencies. The formal name for our holistic plan to transform the Government's revenue collection infrastructure (i.e., systems, networks and programs) is the Collections and Cash Management Modernization (CCMM) initiative.

Under CCMM, FMS has developed strategies for each channel (e.g., over the counter, mail, internet, phone, etc.) used to collect revenue. These strategies are interrelated and interdependent and when fully implemented, will result in an end-state that will offer many benefits to Government agencies.

While CCMM brings together plans for each channel and other components of the plans to modernize the revenue collections infrastructure, I want to discuss

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DMS Collects Over \$5.9 Billion in 2008; Implements New Programs & Systems

By Rita Bratcher, Assistant Commissioner, Debt Management Services

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nearly 60 percent or \$3.5 billion, of the total delinquent debt collections represented delinquent child support. It is gratifying to know that we are able to help so many children in America.

A year ago, I mentioned that we were working with the Internal Revenue Service (IRS) and the Centers for Medicare and Medicaid Services to develop a pilot to levy payments made to Medicare providers that are delinquent in paying federal taxes. Well, after a year of hard work and dedication, the first levy transactions in this pilot began the first full week of October. Due to the extremely large volume of payments to Medicare providers, these transactions will be phased-in throughout FY 2009.

Also, during the first week of October, we implemented a new accounting system called "FACDR" (Financials, Accounting, Collections, Disbursements, and Reconciliations), which tracks, posts, and reports the accounting activity for delinquent debt collections. The FACDR system uses the Oracle Federal Financials application, which is a Financial Systems Integration Office approved administrative accounting system. FACDR was developed by the Department of Interior's National Business Center. Federal agencies that refer delinquent debts to FMS will benefit from this new FACDR system due to improvements in the timing of Intra-Governmental Payment and Collections (IPAC) processing, more efficient payments and collections, real-time activity postings, and overall quality. What I found truly amazing was that this entire system development effort took only nine months to complete –

nine months that were also filled with reconciling suspense transactions so we could begin FY 2009 with an in-balance condition – what a feat!

Successfully debuting in September 2008 was the Treasury Offset Program (TOP) Web Client, also known as the Debt Common Client. This project was a rewrite of the current TOP

easier mobility between screens; reports that are available in PDF; and, the ability to defer running reports.

As you can see, it has been a very productive year. I would like to thank the employees of DMS for their hard work, dedication, and energy in achieving these results. I would also like to recognize the support and cooperation of the federal program agencies. Without them, our efforts would not be successful.


One collection tool that we believe has enormous potential and that we will be focusing on in FY 2009 is the use of Administrative Wage Garnishment (AWG). As authorized by the Debt Collection Improvement Act of 1996 (DCIA) (codified at 31 U.S.C. 3720D), AWG allows federal agencies to garnish up to 15 percent of the disposable pay of debtors who do not work for the federal government. A court order is not required and employers must comply with the AWG order. Collections through the use of AWG have been very successful for the participating federal program agencies. From FY 2001 through FY 2008, the AWG program has collected over \$24.2 million with 20 active agencies. To implement AWG, an agency must complete three simple steps: issue regulations stating the agency is adopting FMS's regulations; establish hearing procedures; and appoint a hearing official.

You will be hearing more about AWG in the coming months. Please feel free to contact us if you have any suggestions for improvements in debt collection or if we can help in any way to increase delinquent debt referrals.

DID YOU KNOW?

From Inception to 2008

- **DMS has collected \$37.4 Billion**
- **TOP Collections including Stimulus (\$1.50 million) are \$36.6 Billion**
- **Cross-Servicing Collections are \$1.1 Billion**
- **Cumulative AWG Collections through September 2008 are \$24.7 million**



PowerBuilder interface to a Web interface. This web-enabled version is a single sign-on application that provides federal program agencies access to TOP via the internet. Benefits of the TOP Web Client include: elimination of a dedicated phone line, a similar look and feel of the FedDebt web client, and a single sign-on for both TOP and FedDebt. Other enhancements are left margin navigators for



Credit and Debit Card Acquiring Completes Move to New Processor

By Dena Corson, Settlement Services Division

The Card Acquiring Service successfully completed its conversion of all Federal Program Agencies (FPAs) to its new processing agent, Fifth Third Bank on September 30, 2008. This move consolidates for the first time payment card collection processing under one financial agent, and closes down agency relationships with Mellon Bank and Bank of America, acquirers since 1994 under the former Plastic Card Network (PCN).

The conversion resulted in 494 agencies with 4,012 individual locations being set up to accept credit and debit cards through Fifth Third. One third of all locations are processing through terminals, approximately 41% are using a software processing solution, with the remaining 23% using Pay.gov. One of next year's goals will be to move more agencies off of third-

party software onto Pay.gov, in preparation for building a Credit and Debit Card Gateway as part of the larger FMS Collections and Cash Management Modernization (CCMM) strategy.

FMS appreciates the flexibility of the FPAs during this transition process. The conversion's success could not have been achieved without the dedication, cooperation and hard work of each of the FPA project teams.

Through the Card Acquiring Service, the Government collects obligations via credit or debit card transactions; just under \$8 billion is collected annually. The objective of the Service is to increase the federal government's electronic collections, and process transactions in an efficient and timely manner. Fifth Third is the fourth largest card

acquiring provider in the United States and was selected for its ability to bring efficiencies to both FPAs and FMS. FPAs now receive deposit information in a timelier manner and have access to a wider range of on-line reporting tools. Transaction fees paid to Fifth Third by FMS are now comparable to industry standards resulting in substantial savings for the federal government overall. Fifth Third's strong interchange management and advocacy initiatives will continue to reduce interchange costs.

For more information about how FPAs can participate in the Card Acquiring Service, please contact Dena Corson, Card Acquiring Program Manager, at 202-874-0807 or visit <http://fms.treas.gov/pcn/index.html>.

Grand Teton National Park First PAD Agency Converted to Pay.Gov

By JoDee DeVillier, General Revenue Collection Division

On September 9, the Grand Teton National Park became the first of 25 agencies and 33 applications moving from PAD (Pre-Authorized Debit) to Pay.gov for processing. The PAD Program has been operating successfully for a number of years by FMS's Kansas City Regional Financial Center. PAD is being decommissioned as part of the Collection and Cash Management and Modernization (CCMM) initiative.

Grand Teton National Park completed the process in a record breaking 3 weeks from their initial Pay.gov kick off call. The park processed 9 PAD transactions on their first day of being fully operational on Pay.gov; and through November 19 they have processed a total of 23 transactions for \$92,254.44. When asked about Grand Teton's transition to Pay.gov, Terry Roper, who led the transition team, said "It was great! We really like all the new features we have processing

through Pay.gov. I only wish we had done this sooner!"

An aggressive end of calendar year 2009 date has been set to have all of



the agencies currently processing on PAD transition to Pay.gov. In addition, Pay.gov is also scheduled for a new release in February 2009. This release will reflect enhancements for previous PAD agencies, which were identified as being beneficial to their collection process. An important enhancement to note will be the addition of a Payer

Profile in the Collection Control Panel (CCP). This addition will allow agencies to store a payer's information in order that they will not have to re-key the data for each payment.

Once the PAD conversion is completed, Pay.gov will be processing an additional estimated 10,272,808 transactions for an approximate value of \$3,501,937,841. While Grand Teton National Park was the first agency to transition from PAD, General Services Administration (GSA) has now transitioned one of their 3 cash flows over to Pay.gov and, as of November 19, 5 other PAD applications are scheduled to go live before December 1st.

For more information on Pay.gov, please contact JoDee DeVillier at 202-874-6920 or visit www.Pay.gov.



FMS Co-Hosts International Colloquium on Financial Management

By Marshall Kofler, Legislative and Public Affairs

The Financial Management Service represented the U.S. Government as co-host, along with Canada, at the 20th International Colloquium on Financial Management for National Governments on October 7-10, 2008 in Philadelphia, PA. The colloquium's goal is to provide a forum for countries to share ideas on common financial management challenges facing national governments. Other representatives of the U.S. Government included attendees from the U.S. Department of Treasury, the Office of Management and Budget, and the Bureau of Public Debt.

Key issues for this year's colloquium were fiscal sustainability of social entitlement programs; developments in the financial markets; e-government; Direct Express debit card program; and a range of other financial reporting and management issues.

Listed to the right are International Colloquium partner countries and organizations.



FMS Commissioner, Judith Tillman, addresses the 20th International Colloquium on Financial Management for National Governments, hosted by FMS at the Federal Reserve Bank of Philadelphia.

Countries

- United States
- Canada
- Australia
- Brazil
- China
- France
- India
- Italy
- Japan
- Mexico
- Netherlands
- New Zealand
- Spain
- Sweden
- United Kingdom

Organizations

- European Commission
- International Federation of Accountants
- World Bank
- Organization for Economic Cooperation and Development (OECD)

CMIA Notice to States and Federal Program Agencies

By Victor Poore, Cash Management Improvement Act Program

The Cash Management Improvement Act (CMIA) Program is currently preparing for states' submission of their 2008 annual reports and the subsequent review and interest exchange activity. This process begins with the receipt by FMS of annual reports from 50 states, five territories (American Samoa, the Northern Mariana Islands, Guam, Puerto Rico and the U.S. Virgin Islands) and the District of Columbia by December 31. The appropriate federal program agencies and the CMIA staff then review the annual reports to determine if the interest liability claims contained in the annual reports are appropriate. Finally, the exchange of interest will take place on March 31, 2009, in accordance

with Department of the Treasury Regulations 31 CFR Part 205.28 (a). The annual reports summarize the federal and state interest liabilities that accrue when federal funds are disbursed late or the State/Territory draws down federal funds early. In addition, states/territories are entitled to submit claims for reimbursement of interest calculation costs (costs used to implement CMIA).

The CMIA Program is the "cornerstone of cash management policy" for the payment of federal financial assistance to the states, which totals more than \$400 billion annually. The CMIA requires good cash management by both the State recipients of federal assistance and the federal agencies

who distribute federal payments. CMIA has been a tremendous success as it has resulted in tangible savings to the federal government of about \$40 million annually and more than \$566 million since the first interest exchange in 1994.

For more information, or to find your assigned CMIA contact, visit www.fms.treas.gov/cmia/contacts.html.





Over The Counter (OTC) Channel Service Provider Selected

By Corvelli McDaniel, Over the Counter Revenue Collection Division

(Continued from page 1)

the Over the Counter (OTC) channel in particular. The OTC channel consists of the following: the PCC OTC system, TGA net system, the domestic, international, and Federal Reserve Bank (FRB) TGA bank networks, the seized currency collections network. Together, these represent overall responsibility for the collection of all checks, cash and coins at agency point of sale (POS) locations worldwide.

The nature of the Government's OTC transactions and deposit activity is similar to that of some of the nation's large retail chains. While the Government is unique in its mission and scope, and unable to wholly mirror a commercial retail business model, our goal is to adopt some of the characteristics and best practices of such a model in order to achieve an exciting and more efficient/effective end-state for the Government's OTC infrastructure.

One of the critical components to achieving our CCMM goals for the OTC channel was the selection of a commercial bank with the requisite experience and qualifications to help us attain our goals. *Why a commercial bank?* Today, FRBs are responsible for the operations, maintenance and system development for the PCC OTC and TGA net systems. The FRBs have done an excellent job and leave an undisputed legacy of excellence in the performance of their duties and certainly in terms of their accomplishments. FMS management made a determination that, in terms of positioning the OTC collections program for the future, the nature of OTC transaction processing, when matched against the core competencies and retail expertise of commercial banks, a commercial bank was best suited to serve as the Financial Agent for the OTC channel going forward and to lead the transformation of the OTC business.

After months of research, analysis, and evaluation, FMS is pleased to announce that on August 28, 2008,

Citibank was selected as the OTC channel service provider. Citibank is a worldwide leader in the financial services industry and has formidable experience with OTC transaction



“One of the critical components to achieving our CCMM goals for the OTC channel was the selection of a commercial bank with the requisite experience and qualifications to help us attain our goals.”

processing, banking operations, and point of sale technology. They possess a superb track record in the area of customer service, and, as an organization, possess a pioneering spirit and a culture that supports excellence. Moreover, in the area of systems development and system integration, whether it's in the area of experience (developing systems for the Government or in the private sector), innovation, or the skill and depth of staff resources, Citibank is outstanding.

The selection of Citibank sets in motion a period of transition that should be predominantly transparent to agencies. While there will be no immediate action required by agencies, there are some changes that will impact agencies, and it is important to note what will and will not occur over the next 3 months:

What will change?

A. FMS will oversee a period of

transition between Citibank and the FRBs of Cleveland and St. Louis from September 8, 2008 through December 31, 2008 to ensure a well executed transfer of responsibility.

B. Citibank will assume full responsibility for PCC OTC operations, customer support, hardware acquisition, and software development on January 1, 2009.

C. Citibank will assume full responsibility for TGA net operations, customer support, and software development on January 1, 2009.

D. Effective January 1, 2009, there will be a new toll-free customer service number for the PCC OTC and TGA net customer agencies. The new number will be 1-866-945-7920. The local number will be 302-324-6442.

What will not change?

A. FMS's personal involvement and commitment to excellence in the administration of our OTC programs.

B. The outstanding level of customer service and responsiveness you are accustomed to receiving.

C. The operations of the PCC OTC and TGA net systems will continue as normal under the responsibility of the FRBs through the end of 2008 to include customer support, web sites, file processing, and deposit reporting.

D. The process for ordering equipment and supplies for the PCC OTC system will remain unchanged through the end of 2008.

FMS will communicate regularly during this period of transition. We want to emphasize that for the remainder of the year, there will be no changes in PCC OTC and TGA net operations and customer support. FMS will be reaching out to agencies to ensure lines of communication remain open and to solicit your questions and support.

For more information, please call 202-874-6786 or email us at OTCD@fms.treas.gov.



FMS Collections Maintain High Level of Customer Satisfaction in 2008

By David Burgess, Agency Relationship Management Division

Federal Finance (FF), an Assistant Commissioner (AC) area within the Financial Management Service (FMS), evaluates, develops and manages collection and cash management programs and systems that minimize cost and maximize the effectiveness and efficiency of the federal government. In order to accomplish this mission, it is essential that FMS employees work closely with Federal Program Agency (FPA) representatives. Recently, the Agency Relationship Management (ARM) Division of FF distributed its annual Customer Satisfaction Questionnaire to a diverse group of FPAs representing senior executive, accounting and cash management representatives. This is how FMS hopes to gauge the FPAs' level of customer satisfaction received from FMS's programs and services. These programs and systems include, but are not limited to: the General Lockbox Network, Pay.gov, Paper Check Conversion Over The Counter, Credit Card, Automated Clearing House (ACH) collections, Treasury General Account (TGA) deposits, and CA\$HLINK II.

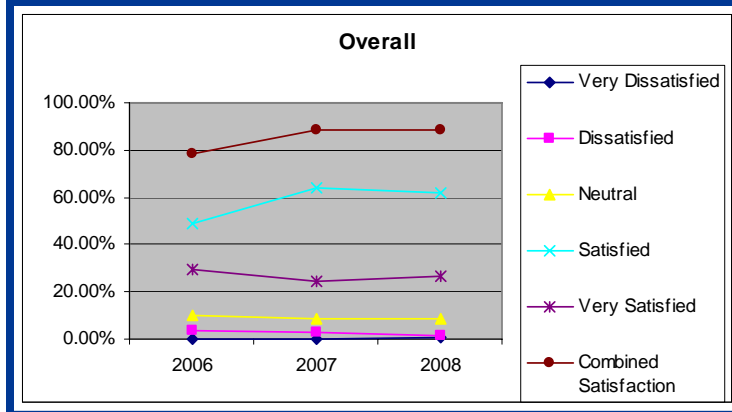
The online questionnaire asked respondents to detail their level of customer satisfaction regarding the following aspects of FMS's collection programs: People, Service, Products,

Features, Problem Resolution, Policies, and Overall Satisfaction. An additional question asked respondents if they were experiencing any unresolved issues within FMS as a whole and

results of the 2008 questionnaire show that FMS has maintained a high level of combined satisfaction (satisfied or very satisfied responses) across all categories with only minor fluctuations. The overall combined satisfaction rate for 2008 was an impressive **88.4%**.

The majority of respondents took the time to provide feedback in the comment sections within the questionnaire. The criticism and praise received via these comments is very valuable, as FMS strives to improve customer satisfaction each year. The ARM Division has forwarded these comments to the appropriate FMS program and AC areas for review. Additionally, Carolyn Dunston, the Director of the ARM Division, personally followed up with the respondents or the Cash Management Liaisons (CML) to address the negative feedback. FPA representatives are encouraged to contact their assigned Customer Relationship Manager (CRM) with any concerns they might have throughout the year, so that FMS might continue to provide a high level of customer service to all agencies.

A list of CRM contacts available to assist FPAs is listed at: <http://www.fms.treas.gov/crm/contacts.html>.



in which AC areas those issues had occurred. Space for comments was provided under each of the questions so that

| Overall | | | |
|------------------------------|---------------|---------------|---------------|
| | 2006 | 2007 | 2008 |
| Very Dissatisfied | 0.00% | 0.00% | 0.89% |
| Dissatisfied | 3.30% | 2.59% | 1.78% |
| Neutral | 9.90% | 8.81% | 8.89% |
| Satisfied | 48.70% | 64.25% | 61.78% |
| Very Satisfied | 29.60% | 24.35% | 26.67% |
| Combined Satisfaction | 78.30% | 88.60% | 88.44% |

respondents could provide clarification.

FMS appreciates receiving responses from 100% of the Chief Financial Officer (CFO) Act agencies and 58% of the non-CFO Act agencies (this % is lower because a number of agencies are cross-served by other agencies). FMS strives to improve customer satisfaction to all agencies. The



GRC Selects New Financial Agent for Mail Channel

By Charles Dixon and Mariel Castro, General Revenue Collection Division

The General Revenue Collection (GRC) Division recently completed the Mail Channel Application (MCA) Financial Agent Selection Process (FASP). This is a significant milestone for the Collections and Cash Management Modernization (CCMM) effort, which seeks to streamline and improve the systems and processes supporting FMS's collections and cash management responsibilities. The winner of this FASP will assume operations, maintenance, and future limited development of the Electronic Check Processing (ECP) application by January 1, 2009. More importantly, in 2009 the financial agent will help create a business case for the development of the new MCA, the next generation application to process and collect funds received by government agencies through the mail.

Five major financial institutions, who currently serve as our Qualified Lockbox Providers (QLPs), were invited to participate in this FASP. Four QLPs responded with proposals that were scored on their vision for the MCA and their software development, project management, banking, imaging, security and customer service expertise.

Ultimately, Citibank was selected from among the interested banks and FMS signed a Financial Agent Agreement (FAA) with Citibank on September 30, 2008. While FMS and Citibank design and implement the MCA, ECP will operate as it does today, albeit with a new provider. Effective January 1, 2009, however, ECP's new customer service telephone number will be (866) 855-5735, and the ECP email address will change to fms.mca@citi.com.

The ECP transition is well underway. Citibank identified the core of their ECP and MCA teams in their proposal and hit the ground running with transition activities starting on October 1, 2008. Over the next several months, Citibank will work closely with the Federal Reserve Bank of Cleveland (FRBC) and FMS to complete a smooth and orderly transition.

Our partners at FRBC have done an outstanding job developing and maintaining the ECP application. FMS looks to Citibank to continue the high level of service that our agencies have come to expect as they assume control of ECP and develop the new MCA.

For more information about the Mail Channel Application, contact Charles Dixon at 202-874-6599.

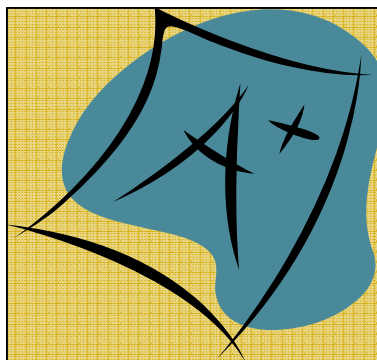
RFCs Get High Marks for Payments Customer Satisfaction

By Steven Lopez, Payment Management

The Financial Management Service's Payment Management organization manages and operates federal payment systems and disburses approximately 85 percent of all federal payments. These disbursements are coordinated through four Regional Financial Centers (RFCs) located in Austin (AFC), TX; Kansas City (KFC), MO; Philadelphia (PFC), PA; and San Francisco (SFC), CA. Each of the RFCs works closely with regional offices of major client agencies, such as the Social Security Administration, the Department of Veterans Affairs, and the Internal Revenue Service, to help administer FMS programs nationwide.

The Customer Satisfaction Survey (CSS) is an annual assessment to determine how well the RFCs perform customer service for payments. Through an annual assessment, each RFC obtains necessary feedback from customer agencies to continually make improvements. The CSS has also

historically been conducted to meet an FMS performance measure, in accordance with the Government Performance and Results Act (GPRA) of 1993 and the President's Management Agenda. This performance measure reports the



percentage of payment customers who indicate an overall rating of satisfactory or better.

A team consisting of members from each of the RFCs and the Washington Office helped draft the survey and tally results. The team members included Fay Rurup (SFC),

Mike King (KFC), Sarah Recob (KFC), Adriana Pena (AFC), Joel Matthews (AFC), Sandra Young (SFC), Matt Helfrich (PFC), Kathy Gave (PFC), Lynne Feingold and Steve Lopez (Operations Integrity and Policy Division).

A total of 1,119 questionnaires were sent electronically to the RFCs' customer agency contacts. The respondents were asked to rate their overall satisfaction with RFC issuing of check and electronic payments and their overall RFC customer satisfaction. Also, the survey included a question that was developed uniquely by each RFC to obtain the level of satisfaction in specific areas. These unique questions included the Automated Standard Application for Payments help desk, the Customer Service help desk, the Secure Payment System help desk, the International Treasury Service customer support desk, and the Pre-Authorized Debit collections customer service help desk.

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GWA's FIRST Initiative Builds New Foundation

By Jeffrey Hoge, *Governmentwide Accounting*

Financial Information Reporting Standardization (FIRST) is an FMS Governmentwide Accounting (GWA) initiative to consolidate reporting systems and standardize the data agencies send for inclusion in various Treasury reports. In particular, it is focused on improving the Financial Report (FR) of the U.S. Government. FIRST consists of 3 parts: the U.S. Standard General Ledger (USSGL) Interactive Database (SID), which is currently in use with agencies conducting 5 to 6 thousand searches per month; the Governmentwide Financial Report System (GFRS), where agencies submit audited financial statement data for inclusion in the FR; and the Governmentwide Treasury Account Symbol Adjusted Trial Balance System (GTAS).

Currently, the FIRST initiative is building GTAS, which will collect USSGL-based trial balances for every Treasury Account Symbol each quarter, edit the incoming trial balances in great detail and present agencies with instant and actionable feedback. GTAS will be open 24/7, except for routine maintenance, and will be updated monthly so agencies can practice using the actual edits with current data from the central accounting system.

Also, GTAS will use an advanced database design concept to reduce future maintenance costs. FMS administrators in operating areas will be able to add columns to database tables without seeking the assistance of database professionals. It will not have an on-line entry: all reports will come in through bulk submissions. In order to avoid repetitive information, GTAS will replace FACTS I, FACTS II, inputs to IRAS (GTAS will generate similar reports, but will use edited trial balance data as the source),

and Intragovernmental Fiduciary Confirmation System (IFCS), the system that helps with certain types of elimination entries currently. This effort will help reduce the number of agency reports and standardize them.

Why FIRST?

The most difficult challenge FMS faces in compiling the FR is to correct inconsistent data provided by agencies. FIRST will validate and edit every incoming trial balance using all tools available (USSGL rules, the central accounting system, Bureau of Public Debt data, etc.) and provide instant feedback. As USSGL is the common accounting language, the collection of USSGL-based trial balances will be the key to future success.

What are the benefits?

FIRST will create streamlined reporting, which in turn will mean fewer reconciliations; faster classification to correct fund symbol, standardization and automation of the submission, metrics, and instant feedback. Long term, FIRST will create a foundation for constant incremental improvement under the FR.

What's the development schedule?

FIRST is planned as a phased development and release design. Phase 1, which put the USSGL on a database, is now complete. Phase 2, which is building interfaces from GTAS to GFRS, OMB, and GWAMP, is currently in progress. Phase 3 will build GTAS (FACTS I/FACTS II replacement). Testing is slated for the summer of 2010, with a projected production release timeframe of mid 2011.

To learn more about FIRST, visit the GTAS website at <http://fms.treas.gov/gtas>.

Customer Satisfaction

(Continued from page 7)

The respondents' combined satisfaction rate for 2008 was 94%.

The number of responses increased by an impressive 59% from 2007, when a total of 866 questionnaires were sent and 168 responded totaling a 19% response rate. In 2008 we sent 1,119 questionnaires and we received 363 responses for a 32% response rate. We attribute this significant increase to two major factors: the diligent efforts of the CSS team members to follow up with their customers for feedback; and the awarding, for the first time ever, of a prize to a randomly selected customer: free attendance at the annual FMS Financial Management Conference.

The Customer Satisfaction Survey Team provides systematic customer feedback to the RFCs to assist them in maintaining the high level of customer service for which they are known, and in targeting areas for improvement. While keeping the process streamlined, the team endeavors to provide both quantitative and qualitative feedback, and identify new questions that would provide more value-added information to measure customer service.

For questions or feedback concerning the Customer Satisfaction Survey, please contact Steve Lopez at 202-874-7366 or steven.lopez@fms.treas.gov.

STIMULUS UPDATE

- FMS has disbursed nearly 117 million stimulus payments (as of October 17) valued at over \$94 billion. Of those payments, over 42 million were by direct deposit 56 million by paper check. FMS will continue to issue stimulus payments through the end of 2008.
- As of October 15, stimulus payments that have been processed through TOP have resulted in 2,805,802 offsets for \$1,507,404,824.11. Of this total, \$842.3 million is for child support debts, \$576 million for non-tax debts, and \$89 million for state tax debts.