

## US Department of the Treasury

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**Service is our first priority!**

[www.fms.treas.gov/kfc](http://www.fms.treas.gov/kfc)

At the Kansas City Financial Center, we strive to provide quality service and are committed to excellence. If we can be of assistance to you in any way, please contact the Financial Services & Support Branch at (816) 414-2100.

The KFC Dispatch is produced by the Program Management Project Unit of the Customer Assistance and Staff Support Section.



US DEPARTMENT OF THE TREASURY

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# The Kansas City Dispatch

## KFC Vanguard Award

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On Wednesday, December 7<sup>th</sup> CAB members were welcomed with holiday songs performed by the United States Postal Service Choir. The 2005 Vanguard Award ceremony began at 9:00 a.m. with KFC Deputy Director, Susan Robinson welcoming everyone. The United States Marine Corps Color Guard presented the colors and the choir beautifully performed the National Anthem. Susan introduced Joe Vitale and Howard Tamborella, both of NFC, who were the recipients of the 2005 Vanguard for their "hard work and dedication during the aftermath of Hurricane Katrina."

Gary Beets, Regional Director, provided a brief history of the Vanguard award which was intended to recognize an individual, a few individuals, or an organization that performed in cash management or financial management. This year however, KFC deviated from the norm to honor leadership. Even with the devastation faced in New Orleans, no payroll payments were issued late and Gary urged that NFC's "heart and willingness to persevere in the face of fire" be an example for all of us.



**2005 Vanguard Award Winners: NFC Susan Robinson, KFC Deputy Director; Howard Tamborella and Joe Vitale, National Finance Center; Gary Beets, KFC Regional Director**

Joe Vitale and Howard Tamborella accepted the award presented to NFC for their exemplary leadership in the aftermath of Hurricane Katrina. On August 27<sup>th</sup>, NFC relocated employees to six alternate work sites and shutdown the New Orleans facility in response to the approaching hurricane.

Despite the relocation efforts and amid the wide-spread devastation (50% of NFC employees lost their homes) wrought by Hurricane Katrina, NFC successfully completed the next payroll process, setting records for the number of employees paid in a single pay period – over 565,000!

**The funds disbursed amounted to more than \$2.7 billion dollars!**

Individuals representing FMS, the FRB, and other Federal Agencies were in attendance to offer words of thanks, support, and congratulations to Howard and Joe for the amazing accomplishments of the NFC staff in light of one of the most devastating natural disasters to ever affect the United States.



Presentation of the Colors.

# Customer Advisory Board Highlights

Sponsored by the Kansas City Financial Center (KFC), the Winter 2005 Customer Advisory Board (CAB) meeting was held on December 6<sup>th</sup> and 7<sup>th</sup> at the Hyatt Regency Hotel in the historic Westin Crown Center district. The semiannual event welcomed 65 individuals representing 25 different Federal Program Agencies. CAB attendees and honored guests arrived around 8:30 a.m. on the morning of December 6<sup>th</sup> to visit with old friends and make new ones while enjoying the hotel's continental breakfast.

At 9:00 a.m., CAB Chair Jani Willis, of the General Services Administration (GSA), welcomed all members and visitors to Kansas City and the semiannual CAB meeting. KFC's Regional Director, Gary Beets, then highlighted some of the Center's new project initiatives, such as the Payment Application Modernization, or more commonly known PAM Project; ITS.gov, which is the newest form of disbursing and collecting foreign payments; and also discussed the upcoming reorganization of the Claims Branch and the Global Financial Services Branch (GFS), which will merge 40 some employees into the newly created Financial Services and Support Branch (FSSB).

Introductions were given in a round-table format with each guest providing their name and agency. The Spring CAB minutes from the June meeting were approved and the presentations began with guest Tim Heckler of the Federal Reserve Bank (FRB) - St. Louis, Missouri discussing the Transaction Reporting System (TRS). TRS, a government-wide financial information transaction portal, is being developed by the Financial Management Service (FMS) in conjunction with the FRB-St. Louis.

Kansas City's own Randy Brown of the GFS staff, presented on the Taxpayer Identification Number (TIN) compliance policy and upcoming strategies to help ensure all eligible payments are being processed with correct TINs. Following Randy's presentation, the meeting was dismissed for lunch and attendees were able to dine at their choice of restaurant at Crown Center's food court.

The PAM project was discussed in detail by the project managers Cynthia Sheppard with KFC and Dawn Morhaus with the FRB-Kansas City and project coordinator Kelley Courtright also, with the FRB-Kansas City. Wrapping up the day was Joe Vitale's, of the National Finance Center (NFC), disaster recovery presentation focusing on Hurricane Katrina. A devastatingly honest video of the damage and destruction left behind by Katrina was presented following Joe's eye-opening presentation. The CAB meeting was adjourned around 4:00 p.m. and attendees were invited to enjoy barbeque, a Kansas City specialty, at Fiorella's Jack Stack restaurant.

KFC's Acting Financial Operations Supervisor, Ethan Cole presented recent and future ITS.gov (International Treasury Services) enhancements and applauded its ability to reach 150+ foreign countries. Agency updates were given by each attendee before the group was dismissed for lunch.

For the final half of the meeting, Ethan Cole presented on ASAP.gov (Automated Standard Application for Payments) and provided insight into the near-future implementations. KFC Management then briefed the group on Center updates.

The meeting was adjourned shortly after 2:00 p.m. in light of the worsening weather conditions; snowfall was predicted to reach up to 10 inches in some areas.

The Winter 2005 CAB meeting was as successful as ever and proved informative even as the main topic of conversation continued to be Hurricane Katrina. KFC wishes to thank everyone for participating in this event and again honor NFC for their outstanding achievements.



**CAB HEAD TABLE**  
Susan Robinson, KFC Deputy Director; Jani Willis, CAB Chair;  
Joe Vitale, CAB Vice Chair, Gary Beets, KFC Regional Director

**Hope to see you this June in Atlanta, Georgia!**

# Kansas City Financial Center Contact List

Mailing Address: PO Box 12599-0599, Kansas City, MO 64116-0599

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## Executive Branch

**Gary Beets, Director**

Name	Title	Work Phone	Cell Phone	Fax Number
Gary Beets	Director	816-414-2001	816-935-5188	816-414-2020
Susan Robinson	Deputy Director	816-414-2002	816-935-5191	816-414-2020
Karen Glenn	Administrative Specialist	816-414-2004	N/A	816-414-2020
Ty Edwards	Program Assistant	816-414-2005	N/A	816-414-2020
Executive Office Main Line		816-414-2000	N/A	816-414-2020

## Financial Services & Support Branch

**Francie Abbott, Manager**

Name / Title	Work Phone	Cell Phone	Fax Number
Francie Abbott, Manager Financial Services & Support Branch	816-414-2151	816-985-1480	816-414-2180
Randy Brown, Supervisor Customer Assistance & Services Support Section	816-414-2134	N/A	816-414-2192
Tom Nelson, Supervisor Claims Operations Section	816-414-2185	N/A	816-414-2180
Ethan Cole, Supervisor Financial Operations Section	816-414-2102	816-935-5192	816-414-2120
CASS Main Line - Customer Service Help Desk	816-414-2100	N/A	N/A

## Administrative Management Branch

**Susan Johnson, Manager**

Name	Title	Work Phone	Cell Phone	Fax Number
Susan Johnson	Manager	816-414-2056	N/A	816-414-2066
Carole Kelley	Administrative Officer	816-414-2057	N/A	816-414-2066
Crystal Duckworth	Accountant	816-414-2068	N/A	816-414-2066

## Payment Facilities Branch

**Don Wansing, Manager**

Name	Title	Work Phone	Cell Phone	Fax Number
Don Wansing	Manager	816-414-2204	N/A	816-414-2217
Regina Donaldson	Mail Supervisor	816-414-2205	N/A	816-414-2217
Irene Huskey	Check Enclosing	816-414-2206	N/A	816-414-2217
Betsy Novotny	Special Handling	816-414-2207	N/A	816-414-2217
Inas Scott		816-414-2218	N/A	816-414-2217
Jennifer McGee		816-414-2221	N/A	816-414-2217

## Electronic Operations Branch

**VACANT, Manager**

Name	Title	Work Phone	Cell Phone /	Fax Number
VACANT	Manager	N/A	N/A	816-414-2390
Dwight Sage	Operations Supervisor	816-414-2302	816-935-5187	816-414-2390
Denise Quirarte	Programming Supervisor	816-414-2333	816-935-5189	816-414-2390
ECS/SPS Helpdesk Main Line		816-414-2340	N/A	N/A
Laura Reyes	Day Shift Supervisor	816-414-2305	816-990-9939	816-414-2380
Elroy Blunt	Evening Shift Supervisor	816-414-2347	N/A	816-414-2380



# Helping Hands: Hurricane Katrina

Our nation experienced one of its most destructive natural disasters in history on August 29, 2005 when Hurricane Katrina ravaged the Gulf Coast. Although the devastation was and is still massive, assisting our fellow Americans and rebuilding our nation's Gulf Coast serves as a testimony to the American people's patriotism.

The stories of helping hands continue to inspire our nation, including one KFC employee who sacrificed his time and effort to assist those in need. Elroy Blunt, of the Electronic Operations Branch, volunteered to help those affected by Hurricane Katrina after receiving an Agency-wide e-mail seeking assistance from Government employees.



**Elroy Blunt**

The decision to go was very simple for Elroy: people needed help and helping was the right thing to do.

Elroy currently works within the EOB as a Lead Computer Operator on the night shift. His main duties are to make sure all processes are completed in a timely fashion and to resolve any unexpected issues. Elroy drew from his 30 years of Government experience to deal with the devastation and people he encountered in the gulf. Elroy stated, "It's one thing to see the devastation on T.V. or in the newspaper, but it's a whole other thing to experience it in person." It didn't matter to Elroy what his job or jobs would be; he just wanted to help those in need since that's how he was raised.

Elroy was deployed to Orlando, FL on September 26, 2005 for two days of training which was accompanied by another two days of training in Jackson, MS. On October 3, 2005, he was sent to Tyler Town, MS to serve as an Applicant Service Representative. His purpose was to inform applicants of the type of relief they were eligible to receive as well as additional services being provided by other agencies. What amazed Elroy the most during this entire experience was the mental and physical resilience of the citizens left behind in Katrina's wake. After all of Hurricane Katrina's destruction, the people he met were not mad at the world. Elroy stated, "If I helped one person, it was a worthwhile endeavor, one which I would most definitely do again."



Devastation missed this church in Tyler Town, MS.

KFC thanks Elroy and congratulates him for a job well done.

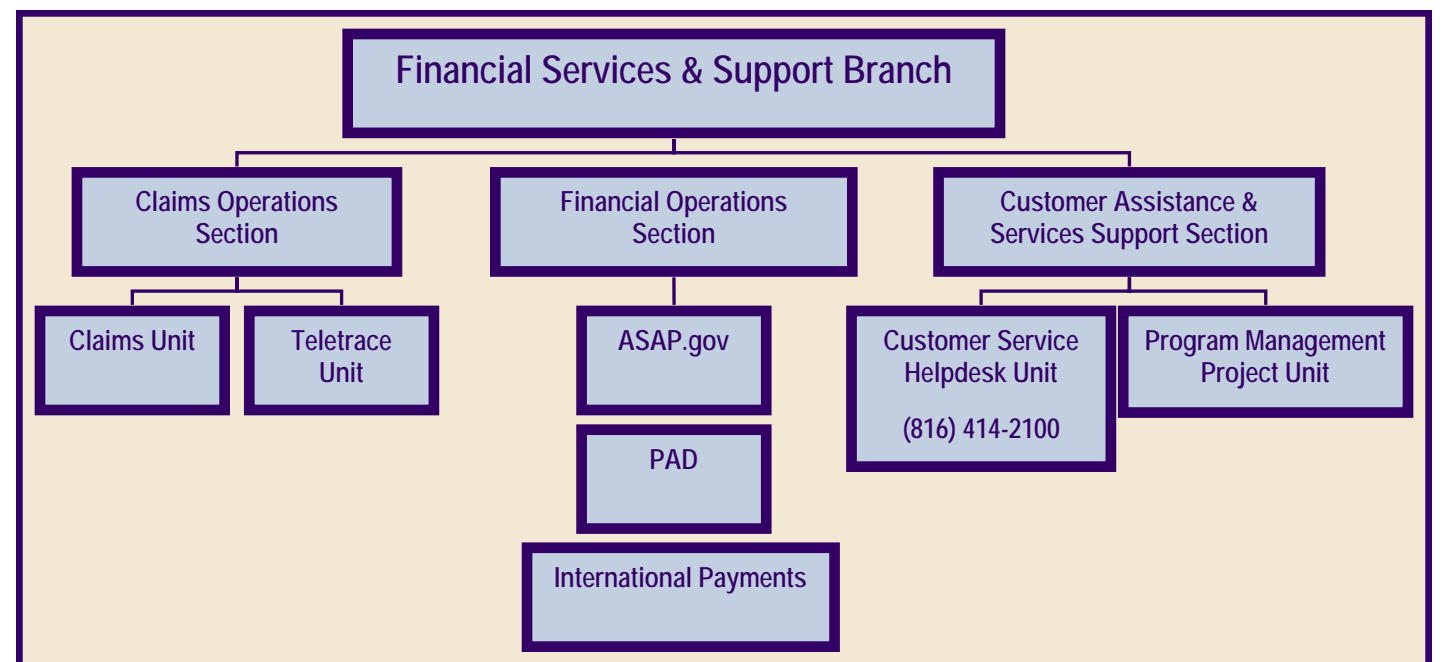
# Financial Services & Support Branch

The newest addition to the Kansas City Financial Center (KFC) is actually nothing too new at all. The recently formed Financial Services & Support Branch (FSSB) is comprised of three once-separate units now merged into one multi-functioning branch. Each one of the three areas performs unit-designated work although all deal with financial services and customer assistance.

The Claims Operations Section (Claims) is responsible for processing various check and Electronic Funds Transfer (EFT) claims including, non-receipts, returned payments, and unidentified remittances. Within this section resides the Claims Unit, which processes reclamations requests, check and EFT cancellations, and payment inquiries, among others. The Teletrace Unit, also under Claims, researches thousands of Social Security non-receipt trace requests every month.

The Financial Operations Section (FO) handles a wide variety of payment processing applications for agencies in both foreign and domestic currencies. The FO section consists of the Automated Standard Application for Payments (ASAP.gov) program, Pre-Authorized Debits (PAD), and International payments.

The Customer Assistance & Services Support Section (CASS) section is made up of specialists who are responsible for agency assistance and communication including the Customer Advisory Board (CAB) meetings and various publications. Within this section resides the Customer Service Helpdesk Unit, who serve as the main liaison for telephone customers. The Helpdesk Unit is responsible for answering incoming calls for the center, and assisting customers with a wide array of inquiries and issues including, EFT trace requests/check inquiries, payment/collection identification, and R06 returns. The Program Management Project Unit (PMP) is comprised of the "traditional CAS" analysts who are responsible for Taxpayer Identification Number (TIN) compliance, Child Support payments, Treasury Offset Program (TOP), producing the KFC Dispatch, and updating the KFC website.



# Francie Abbott:

In January 2006, Francie Abbott, was selected as the Manager for the newly formed Financial Services and Support Branch (FSSB). Prior to her selection, Francie had served as Branch Manager, in the now defunct Claims Branch, since April 2004. When Claims and the Global Financial Services (GFS) Branch merged in mid-December 2005, a new family was formed. The employees of both branches now report under FSSB. And, Francie now heads the largest branch at the Kansas City Financial Center (KFC), which is responsible for a wide array of projects and programs.



**Financial Services & Support Branch Manager:  
FRANCIE ABBOTT**

No stranger to supervision, Francie is up to the challenge! She began her Federal career at KFC over five years ago supervising the Teletrace and Reclamation Units of the Claims branch. Prior to this position at the Financial Management Service (FMS,) Francie supervised seven employees with positions ranging from Sales Representatives to Staffing Supervisors at Century Personnel, a hiring management firm. At Century, her pay and performance was determined by the overall profit of the North Oak Branch where she worked. This proved to be a great motivating factor!

Francie graduated from Northwest Missouri State University in May 1997 with a Bachelor of Science degree in Marketing and Business Management. After college, Francie spent a year at Coca-Cola Bottling Company as an Inside Sales Representative. In this position, she was responsible for recording weekly Coke orders and selling new products to three territories in Iowa.

When not at work, Francie takes joy in spending time with her husband, Sal, and two daughters: JoAnna, 5, and Alayna, 3. Francie attributes her children as “the spirit that keeps her going each day.” With her busy family life, consisting of at least one family function every week, there is little time for anything else.

I was able to ask Francie about her thoughts and goals as the new FSSB Manager.

Here are her responses:

### **What do you hope to bring to this new position?**

I hope that I have a positive impact on the new branch. It is going to be challenging with three sections that are located in separate areas, but I strongly believe in open communication. I feel if you keep your employees informed on what is going on, they will begin to form a trust. Trust is not something you gain when you get a new position; it is something you earn over time.

### **What are some of your accomplishments since being at FMS?**

Successfully rolling-out Teletrace to Philadelphia and San Francisco, the 2003 Regional Financial Center (RFC) study where 99% of the Claims positions were upgraded, the implementation of Internet Cancellations, the enhancement of various Claims processes, streamlining the FRB DT/DV process, the automation of 135-Debit reversals, and serving as the RFC lead of the Claims Consolidation project (which is still in progress).

# Internet Cancellations

If you had the choice of receiving a copy of a cancellation schedule by mail or electronically, which would you choose? If you chose electronically then you are on the same page as we are at KFC. KFC has expanded their horizons and electronic capabilities to eliminate the paper process and utilize web-based technology. Agencies can now receive the cancellation schedule electronically, the very next business day from the internet cancellation system.

Internet Cancellations is a web-based application that provides a Federal Agency their check cancellation and EFT return information via a secure internet website. Each day the Agency will be notified via email if they have any cancellations. The email includes an associated link directly to the Internet Cancellations logon screen where the information can be reviewed, printed, or downloaded. The application is “user-friendly” and secure.

Current KFC agencies utilizing the internet cancellation application has responded positively to the benefits from using an electronic file. Below are some of those benefits:

### Benefits

- Elimination of mailed paper cancellations schedules.
- Fast, easy, secure access to cancellation data.
- Ample time to make changes to payment files in order to prevent future returns.
- Positive effect on agency cash management and reporting.
- Timely month-end closing, reconciliation, and reporting.
- The Internet Cancellations site is available 24 hours a day, 7 days a week (including holidays).
- The cancellations listing information is accessible online for 90 days.

The following is a list of Federal agencies currently using internet cancellations:

American Battle Monument Commission	Federal Energy Regulatory Commission	Security Exchange Commission
Armed Forces Retirement Home	Federal Law Enforcement Training Center	Social Security Administration
Broadcasting Board of Governors	Federal Mediation Conciliation Service	Transportation Security Administration
Bureau of Indian Affairs	Fish & Wildlife Service	US Agency for International Development
Bureau of Land Management	FMS TCS Host Accounting	US Coast Guard
Center for Disease Control	General Services Administration	US House of Representatives
Consumer Product Safety	Grain Inspection Service	US Tax Court
Department of Commerce	Homeland Security	USDA - Agriculture Marketing Service
Department of Energy	IRS Beckley Service Center	USDA - Farm Service Agency
Department of State	National Labor Relations	USDA - Food Safety Inspection Service
Department of Transportation	National Park Service	USDA - Foreign Agriculture Service
Environmental Protection Agency	National Science Foundation	USDA - Forest Service
Federal Bureau of Investigation	Overseas Private Investment Service	USDA - National Finance Center
		USDA - Rural Development

If your agency would like to begin receiving on-line cancellation data, or would like additional information, please contact the Kansas City Financial Center, Financial Services and Support Branch at (816) 414-2100 or send an email to [internet.cancellations@fms.treas](mailto:internet.cancellations@fms.treas).



# ASAP.gov: Accelerating into the Future!

Automated Standard Application for Payments (ASAP) process, commonly known as ASAP.gov, is moving swiftly into the world of interconnectivity with the implementation of Release 2.0. The upcoming changes will provide a faster, more efficient method for grantee organizations to enroll and make the necessary adjustments to ensure smooth drawdowns of grant allocated funds.

ASAP.gov is the delivery system for Federally-funded grants to state agencies, municipalities, non-profits and others. Currently, these organizations must enroll, either online or by mail, then sign and mail forms to the Financial Management Service (FMS), whereupon their information is verified and validated by Treasury.

## BENEFITS

ASAP.gov Release 2.0 adds new functionality to the process.

Benefits for the organization include:

### • Expedited enrollment and adjustments

Organizations will be able to enroll online and make all changes online, including appointing new Authorizing and Financial Officials, authorizing new users, and revoking individuals who have left their organization.

### • Eliminates paper forms

No longer will grantee organizations need to type out the Officials Authorization Form, Organization Enrollment and User ID Request, and Bank Information Form, and subject their timelines to the vagaries of the mail. Release 2.0 also eliminates the need to gather signatures from officials who may be unavailable for extended periods.

### • Reduced processing time

In addition to eliminating the paper process, the online method will significantly reduce turnaround time. Error messages will instantly notify officials and users that they need to make a correction. The current correction system involves a process which can take several days.

## FUTURE RELEASES

Future releases will allow state agencies to offset Federal debts. Also, participants will have the ability to return overdraws electronically, a function that has been requested by several organizations.

## IMPLEMENTATION

Release 2.0 became fully operational in February 2006, at which point grantee organizations were able to enroll or make any necessary changes from the convenience of their desktop. KFC worked with organizations to allow for a smooth conversion.

## HELPDESK

As with any change, this new procedure may generate questions, and the ASAP helpdesk is standing by to give guidance. Organizations can call (816) 414-2100 from 7:30AM to 4:00PM CST for assistance. Users may also access help with ASAP.gov's online tutorials, or the Q&A section of the webpage [www.fms.treas.gov/asap](http://www.fms.treas.gov/asap).

FMS is constantly looking for ways to streamline processes and make programs work more efficiently. With these changes to ASAP.gov, organizations will have the ability to receive their grant monies sooner, enabling them to incorporate the new efficiencies of Release 2.0 into their own programs.



## ASAP.gov Goes Interactive With Release 2.0

# Selected As FSSB Manager

## What are your keys to success as a leader?

I believe in open communication, honesty with employees, and having fun while working hard. Like I mentioned earlier, you need to be open with your employees and honest about your expectations. I do not have any "hidden agendas" ... what you see is what you get. I strongly believe in respecting one another and treating others how you want to be treated. Even though I am the leader of a team, I play as a team member. I can not accomplish much alone, it takes a true team to be a success. I try to encourage a positive environment and it doesn't hurt to have a little fun along the way.

## How do you strike a balance between being engaged as a leader and manager, while not micromanaging?

I am really not the micromanaging type. I have awesome employees who are fully capable of getting the job done. I communicate my expectations upfront and let them run with it. All I ask is that employees keep me informed on problems, issues, or obstacles that they encounter along the way. It all boils down to communication. It is just as important for employees to communicate up as it is for management to communicate down.



KFC is excited to announce the June 2006 Customer Advisory Board (CAB) meeting will be held on June 7<sup>th</sup> and 8<sup>th</sup> in Atlanta, Georgia. The Summer CAB is being hosted by the Center for Disease Control (CDC) located at 1600 Clifton Road. Hotel accommodations will be available at the Embassy Suites Hotel Atlanta – Buckhead by calling (800) 362-2779.

If you have suggestions for topics to be included in the meeting or wish to present a topic yourself, please contact Lauren Ray at (816) 414-2113 or by email at [lauren.ray@fms.treas.gov](mailto:lauren.ray@fms.treas.gov).

# Who ya' gonna call?

The new Customer Service Helpdesk Unit (HDU) is off to a great start! As part of the realignment that merged the Claims Branch with the Global Financial Services Branch, forming the Financial Services and Support Branch (FSSB), the HDU received their first calls on January 23, 2006.

The HDU consists of five dedicated Kansas City Financial Center employees with a combined U.S. Treasury work experience of more than 90 years! The unit is comprised of **Linda Blackburn, Chuck Catlett, Vicki Haddad, Dorothy Perrett, and Sandra Thurston.**

The HDU is averaging more than 100 inquiries a day, which include calls regarding PACER support, miscellaneous agency trace requests, reclamation inquiries, payment and collection identification, ACH returns, special handling requests, digital image check requests, and other miscellaneous inquiries. The inquiries come from a wide variety of sources, including financial institutions, federal agencies, private companies, universities, and the general public.

The next time that you have a payment or collection related inquiry, who are you going to call?

The HDU is available to assist you with your inquiries from 7:30 am – 4:00 pm CST each week day and is fully committed to servicing customer needs in a timely and friendly fashion!

**Call the HDU today at (816) 414-2100 to receive the assistance and attention that you deserve!**



### Customer Service Helpdesk Unit:

Back Row: Chuck Catlett, Vicki Haddad, Linda Blackburn

Front Row: Dorothy Perrett, Sandra Thurston

# International Payments - Whats New?

In May 2004, the Financial Management Service (FMS) implemented International Treasury Services.gov (ITS.GOV). ITS.gov is a comprehensive international payment system used for processing electronic and check payments to 150 countries in established and emerging markets worldwide. Over 175 Federal agencies (including Department of Defense and State Department) issue benefit, salary, vendor, and miscellaneous payments via the ITS.GOV portal.

Since implementation in 2004, several enhancements have been incorporated in the system to streamline and improve payment operations. Specifically,

- ✓ Offers worldwide connectivity through one easy-to-use application
- ✓ Eliminates submission of paper SF 1166, Voucher and Schedule of Payments
- ✓ Provides on-line comprehensive international payment data including
  - Reporting functionality with the ability to export data in common formats
  - Claims of non-receipt and stop payment request processing
- ✓ Eliminates the need for U.S. correspondent financial institutions (i.e. extra handling/coordination between US bank and foreign bank)
- ✓ Offers one or two verification levels
- ✓ SWIFT lookup report—provides ability to query and verify international bank routing information
- ✓ Expedites payment settlement (electronic payments settle in 2 business days)
- ✓ Template functionality—user can create templates for repetitive payments
- ✓ Increases the ability to process international electronic payments in emerging markets
- ✓ Purchases the foreign currency amount at the time of payment & at the most competitive rate possible, maximizing agency cash management
- ✓ Supports multiple levels of verification and various types of foreign exchange options, fixed-to-variable, variable-to-fixed, fixed-to-fixed
- ✓ Compatible with current agency file formats and effectively handles exception processing
- ✓ Employs the latest enhanced security technology

### Agency Implementation

Beginning in February, 2006 the Kansas City Financial Center (KFC) began contacting agencies to determine an implementation date and schedule training. Should you have any questions, please contact Maria Jordan at (816) 414-2148.

## ACH PAYMENT REVERSALS

Have you ever issued a duplicate or erroneous payment? Agencies now have the ability to have the payment reversed. Simply contact the Kansas City Financial Center, Customer Assistance Service and Support Section (CASS) and request the erroneous/duplicate payment be returned.

To have the payment returned, agencies should notify CASS within five business days of the payment date. For requests after five business days, CASS will not contact the financial institution directly and request the return.

Agencies requesting a payment reversal should contact CASS at (816) 414-2100 for additional details.