The Kansas City Dispatch

US Department of the Treasury

This month the Kansas City Financial Center's (KFC) Customer Advisory Board (CAB) is celebrating its fifteen-year anniversary! KFC is extremely proud of the success of the CAB, the board's accomplishments, and especially the strong relationships forged over the years.

MEET ME IN ST. LOUIS

Starring… The Kansas City Financial Center, Customer Advisory Board members and special guests.

Just like Judy Garland in the classic movie "Meet Me in St. Louis", the Kansas City Financial Center (KFC) Customer Advisory Board (CAB) proves its enduring appeal. And as the movie continues to be enjoyed by generations of movie-lovers, the CAB meeting is doing the same for its servicing customers.

Credit for this year's summer CAB meeting achievements goes to the fifty-nine individuals representing twenty-five Federal Program Agencies who attended the summer meeting, including fourteen first time attendees. This year we met in St. Louis, Missouri, on June 26-27, 2007 at the Millennium Hotel.

The meeting opened with CAB Chair Joe Vitale of the National Finance Center (NFC) welcoming the group and thanking everyone for attending. KFC's Director, Gary Beets, also welcomed the group and announced that KFC had 100% customer satisfaction for the 2006 Customer Service Survey. Gary thanked all the agencies for the feedback and assurance that KFC is servicing their customers in the right way. Gary mentioned the discussions at the fall 2006 CAB meeting regarding enhancements to SPS. Joe Vitale and the CAB Members compiled a letter of Secure Payments Systems (SPS) change recommendations for Wanda Rogers, Regional Operations Assistant Commissioner; this enhancement is targeted for March 2008. Gary said that this is the purpose of the CAB: to listen to our customers and hear their needs and concerns.

Introductions were given in a round-table format with each guest providing their name and agency. The fall CAB minutes from the December meeting were approved and the presentations began.
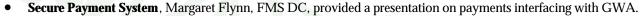
CAB Head Table (l to r)
Co-Chair Debbie Byrd (CDC), Co-Chair Joe Vitale (NFC),
KFC Director Gary Beets, KFC Deputy Director Susan Robinson

MEET ME IN ST. LOUIS - ACT TWO

Topics and 'award winning' speakers who presented at the CAB meeting included:

Paul Levee (SSA) introduces the new ReclaTrace project.

- **Internet Payment Platform (IPP)** , Teresa Ricoy, FRB Boston, provided a very informative presentation on the Internet Payment Platform (IPP) and the benefits it provides to the agencies.

- **White Collar Crime – Government Fraud**, Andrew Lay, DOJ St. Louis, provided several real - life white collar crime stories on various crime and felony cases. Stories ranged from bank robbery, grocery store robbery, credit card, currency and pharmacy fraud.

- **History of the Gateway Arch** , Bob Moore, NPS St. Louis, provided an overview of the Gateway Arch. We were educated on all aspects of the Arch - from its design background, structural engineering, safety record and inspections, to its cost to build and operate.

- **Governmentwide Accounting**, Mike Norman, FMS DC, provided a detailed and informative update on the Govermentwide Accounting Modernization Project and the importance of becoming a GWA player and the changes involved.

- **Secure Payment System**, Margaret Flynn, FMS DC, provided a presentation on payments interfacing with GWA.

- **Payment Application Modernization (PAM)**, Julie Jensen, KFC and Lisa Ford, FRB Kansas City, provided the status of PAM projects as well as its impact to agencies.

- **Building a Sense of Community**, Marty Hendin, Vice President, Community Relations for the St. Louis Cardinals, shared several examples of what the St. Louis Cardinals do, as a team and individually, to support their community and the effect it has on others. He explained the various activities and events in which the St. Louis Cardinals are involved and shared many memories he has made during his 34 years working for the team.

- **ReclaTrace**, Paul Levee, SSA Baltimore, gave an overview on the new ReclaTrace project that is expected to streamline the reclamation process at SSA.

An exciting tour of the Gateway Arch and Museum was available for those who were not afraid of elevators, small spaces or heights. Thirty-four CAB members and guests were brave enough to take the "Journey to the Top."

Throughout the meeting, each CAB member gave an update about their respective agency. KFC managers and supervisors also highlighted branch accomplishments and thanked CAB members for their support.

During the finale of the two day meeting, Gary noted that the leadership of the agencies is what keeps the CAB meetings going. This December, the KFC CAB will be celebrating its fifteen year anniversary. KFC is extremely proud of the success of the CAB, the board's accomplishments, and especially the strong relationships forged over the years.

Happy 15th Anniversary Customer Advisory Board!

ITS.GOV UPDATE

Since its inception in May 2004, ITS.gov has simplified international payments processing by allowing processing access via the Internet and offering dynamic user functionality to meet ever-changing needs. In fiscal year 2007, ITS.gov processed 3.3 million payments (both electronic and check), totaling over 14.2 billion in US Dollars to over 150 countries. More than 75 Federal agencies (including Department of Defense and State Department) issue benefit, salary, vendor and miscellaneous payments via the ITS.gov portal.

Over the past year and a half, numerous enhancements have been made to ITS.gov. Some of the enhancements include:

- Two factor authentication

- Customizable Reports

- Online Returned Payment information

- Agency File transmission to KFC via ITS.gov

- IBAN format validation

- ITS.gov help page information

In fiscal year 2007, ITS.gov processed 3.3 million payments (both electronic and check), totaling over 14.2 billion US Dollars to over 150 countries.

ITS.gov continues to work towards building the best international payments solution possible. Future enhancements include:

- Special handling request processing

- Agency file submissions to ITS.gov (and developing a generic ITS.gov file format)

- Online training

- Payment Dispatcher

As the world continues to change, FMS is committed to providing the products and services necessary for Federal agencies to reach their goals. By continuing to enhance ITS.gov, FMS is committed to creating a user friendly process for FMS's customers throughout the world.

TRACKING THE HROC TO KROC CONVERSION

Federal Program Agencies (FPAs) need to be aware that the Financial Management Service (FMS) plans to decommission the Hyattsville Regional Operations Center (HROC) by September 2009. All payment systems which currently run on the HROC platform will be transferred to the Kansas City Regional Operations Center (KROC) prior to that date.

FPAs need to establish connectivity to KROC sooner, rather than later. At the current time, should HROC become unavailable for any reason, payment files can only be processed at KROC if the FPA has connectivity to KROC.

In a memo dated November 14, 2006, Kansas City Financial Center Director Gary Beets indicated that "with the PAM implementation taking place in late 2007, and the closure of HROC in 2009, **all FPAs** that transmit bulk payment request files to FMS will require connectivity to KROC." For budget planning, in order to initiate the process, and to be proactive, FPAs that currently do not have connectivity to KROC should refer to the *Standards Document for External Network Connections,* which was included with the November memo.

The primary contact to assist FPAs with connectivity to KROC is Joe Mendez (202-874-7099/joseph.mendez@fms.treas.gov), FMS technical telecommunications.

Mr. Mendez will prepare a networking proposal to meet each agency's specific needs. FPAs will provide their data center address and information on the FMS systems (Payments, PACER, TCIS, GOALS, TOP, etc.) that they wish to access through the KROC connection.

Once connectivity is in place, FPAs can use it for all files transmitted between the FPA and FMS. When determining bandwidth, it is important to allow sufficient size to accommodate all business lines.

After connectivity to KROC has been established, FPAs should contact Eugene Phillips at 816-414-2328/eugene.phillips@fms.treas.gov or Paul Jackson at 816-414-2310/paul.jackson@fms.treas.gov of the Kansas City Financial Center to test their file transmissions.

KROC will stand alone in 2009!

CHANGES ARE INEVITABLE

The world of banking is ever-changing, both through mergers and consolidations and with individual customer account changes. How can a Federal agency keep up with all of these changes and still get a payment to a recipient without delay?

With the Notification of Change (NOC) process, agencies can quickly and efficiently update their records. Detailed information on NOCs is contained in the Green Book, but by answering some common questions KFC can tell you what an NOC is, how an agency is notified, and what to do with the information.

What is a Notification of Change (NOC)? An NOC is a method used by a financial institution (FI) to notify a Federal agency to correct or change payment information. The NOC tells you that your payment information is either inaccurate or that something has changed requiring your files to be updated, and it tells you which information to change.

What type of payment information can be corrected or changed? Using a Change Reason Code, an FI can request a correction or change to the following payment information:

> **C01** – Account Number
> **C02** – Transit/Routing Number
> **C03** – Transit/Routing Number ***and*** Account Number
> **C05** – Transaction Code (Checking vs. Savings)
> **C06** – Account Number ***and*** Transaction Code
> **C07** – Transit/Routing Number ***and*** Account Number ***and*** Transaction Code

How is my agency notified of a NOC? KFC will either transmit an electronic file or mail a report titled "Automated Notification of Change."

What is the agency's responsibility? According to 31 C.F.R Part 210 Federal Government Participation in the Automated Clearing House (ACH) rules, the agency must make the change(s) specified in the NOC within 6 banking days of receipt, or prior to the initiation of the next ACH entry to that recipient, whichever is later.

What are the benefits of responding to a NOC? Accurate and on-time posting of payments that reduces exception processing and customer service problems. The FI receives files that post with a minimum of rejects and return entries which reduces processing costs.

If you have any further questions or concerns regarding the NOC process, please call the KFC customer Help Desk at (816) 414-2100.

SECURE PAYMENT SYSTEM (SPS)
FREQUENTLY ASKED QUESTIONS (FAQS)

Federal Program Agencies (FPAs) often call the SPS Helpdesk with a variety of inquiries ranging from "how can I access SPS?" to "Who can or should access SPS?"

The following are five SPS FAQs that the SPS Helpdesk frequently receives, which may be useful to other FPAs:

Q. Will Windows 2000 and older Microsoft Operating Systems, i.e. NT/98 work with SPS?
A. No. Windows 2000 and older operating systems are no longer supported. Vista support is expected in First Quarter 2008.

Q. If the Internet is unavailable what options do SPS sites have?
A. FMS suggests each SPS site have at least one analog line available for contingency purposes, in the event that the Internet is unavailable.

Q. How many Data Entry Operators (DEO) and Certifying Officers (CO) will be required to operate SPS?
A. Each agency must designate at least one Data Entry Operator (DEO) and one Certifying Officer (CO) to operate SPS, but may designate more.

Q. Will SPS include the "third party" functionality for FPAs?
A. Yes. SPS Offline includes the "third party" function which FPAs can use to create the payment data for certification in their systems, and export to SPS.

Q. How will users access SPS?
A. Your system administrator will perform the initial load of SPS at your site via a CD provided by FMS. Subsequent application changes and enhancements will almost always be automatically downloaded to your users.

FPA SPS users may contact the SPS Helpdesk for any other SPS-related inquiries at (816) 414-2340.

SPS HelpDesk Staff

Back Row (Left to Right): Elroy Blunt, Ralf Jordan, Tequilla Baskin, Pearl Clark

Front Row (Left to Right): Elaine May, Judy Lansing, Janice Bowers

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Financial Services and Support Branch

Francie Abbott, Manager	(816) 414-2151
Tom Nelson, Claims Supervisor	(816) 414-2185
Claims Fax	(816) 414-2180
Ethan Cole, Financial Operations Supervisor	(816) 414-2102
FO Fax	(816) 414-2120
Customer Assistance Helpdesk	(816) 414-2100
CASS Fax	(816) 414-2192

Administrative Management Branch

Randy Brown, Manager	(816) 414-2056
Crystal Duckworth, Administrative Officer	(816) 414-2057
Maria Jordan, Accountant	(816) 414-2061
Main Line	(816) 414-2050
Fax	(816) 414-2066

Payment Facilities Branch

Regina Donaldson, Mail Supervisor	(816) 414-2205
Irene Huskey, Check Enclosing	(816) 414-2206
Main Line	(816) 414-2200
FAX	(816) 414-2217

Electronic Operations Branch

Denise Quirarte, Programming Supervisor	(816) 414-2333
Dwight Sage, Operations Supervisor	(816) 414-2302
Main Line	(816) 414-2300
FAX	(816) 414-2390
SPS Help Desk	(816) 414-2340

The Kansas City Financial Center Management Team Wishes Everyone A Safe And Happy Holiday Season!

MAY 2008 CAB - Orlando, Florida

Mark Your Calendar

May 13th & 14th, 2008