



Customer Advisory Board (CAB) Meeting Minutes Orlando, Florida – May 13-14, 2008

<u>CAB ATTENDEES</u>	<u>AGENCY</u>	<u>CAB ATTENDEES</u>	<u>AGENCY</u>
Joyce Herring-Hughes	ABMC	Sandy Waldinger	IRS
Michael Snyder	ABMC	Dorothy Battle	NSF
Sandra Wilson	ABMC	Andrea Arrington	SSA, Baltimore
Jacqueline Parrish	CNCS	Donna Dahlen	SSA, Baltimore
Crystal Rawlings	CNCS	Charone Garland	SSA, Baltimore
Debbie Byrd	DHHS, CDC	Denny Lessner	SSA, Baltimore
Betty Miller-Barnard	DHHS, CDC	Paul Levee	SSA, Baltimore
LaNita Fogg-Talley	DHHS, PSC	Jacqueline Woods	SSA, Baltimore
Brandi Erdtmann	DHS, ICE	Matthew Talbert	US AID
Janie Moresi	DHS, USCG, Chesapeake	Lynda Dunaway	US Courts
Michelle Eason	DHS, USCG, Elizabeth City	Julie Tripp	USDA, APHIS
Debbie McCarty	DHS, USCG, Elizabeth City	Mary Grisham	USDA, FSA, CCC
Joseph Feeny	DHS, USCG, Topeka	Jim McAfee	USDA, FSA, CCC
Lake Gardner	DOI, MMS	Ruth Kampschroedor	USDA, FSA, KC
Art Weiss	EPA, Las Vegas	Carolyn lane	USDA, FSA, St. Louis
Gloria Owens	EPA, RTP	Lloyd Davis	USDA, NFC
Kim Poteat	EPA, RTP	Charles Kyser	USDA, NFC
Juanita Watkins	EPA, RTP	Joe Vitale	USDA, NFC
Lesley Schmidt	GSA	Kristen Landwehr	USDA, RD
Inderjit (IJ) Singh	IRS	David Larsen	USDA, RD

KFC ATTENDEES AND SPECIAL GUESTS

Gary Beets, Director, FMS, KFC	Julie Jensen, FMS, KFC
Susan Robinson, Deputy Director, FMS, KFC	Lauren Ray, FMS, KFC
Francie Abbott, Manager, FMS, KFC	Andrew Ganahl, FMS, DC
Randy Brown, Manager, FMS, KFC	Dawn Young Johns, FMS, DC
Ethan Cole, FMS, KFC	Michael Norman, FMS, DC
Denise Quirarte, FMS, KFC	Gary Dahlke, Kennedy Space Center
Jesse Chavez, FMS, KFC	

Tuesday, May 13, 2008

CAB Chairperson Joe Vitale, USDA-National Finance Center, welcomed the group and thanked everyone for attending the May 2008 CAB meeting.

Kansas City Financial Center (KFC) Director Gary Beets also welcomed the group and spoke on how much those from KFC appreciate going out and meeting and speaking with their customers. Gary reviewed some of the work that has been going on within KFC, including the PAM project that had its first implementation in March, processing 4.4 million payments through the application successfully. Gary thanked Social Security for being the pilot agency involved with the PAM project and the support they provided in being included in this release.

Gary also mentioned that KFC is now in the midst of processing the government's Economic Stimulus Package payments and this will be going on through most of the summer. Because KFC began processing these payments just last week, the Center hosted the Secretary of the Treasury Henry Paulson as he toured the facilities and provided media interviews. Gary also noted that we had almost one hundred percent customer satisfaction from the past survey and will be working to ensure that this number is 100 percent on the next survey.

Gary then noted that Al Lewis, from EPA, retired quietly last March. He was one of the initial members of the CAB and the charter recipient of the Vanguard Award. Gary also noted that the CAB Members should be receiving invitations to the National Payment Conference soon and further discussions will be held regarding how this meeting may affect the CAB.

Round Table – Introductions – CAB Members

After all introductions were made, Joe mentioned the meeting minutes from the December CAB have been provided in this year's CAB binder. There was a call to review the minutes and the CAB members were asked for any changes or revisions. There were no changes made to the minutes. There was a motion to accept which was seconded and approved.

Presentations

Governmentwide Accounting (GWA) – Mike Norman, FMS, WDC

Mike provided a detailed and informative update on the Governmentwide Accounting and reporting Modernization project.

Q: If an agency is not receiving timely data from BPD, will this improve under GWA?

A: Once an agency becomes a GWA player they will begin to receive the provisional accounting statement which would come on a timelier basis. Also, becoming a GWA player would force BPD to put an accounting symbol on their end of the reporting and this would be updated daily.

Q: What is being done to help with the amount of reclassifications that agencies have to deal with?

A: GWA will have an option to be able to reclassify in bulk form.

Q: Will GWA be part of a single sign on?

A: Yes, GWA will be part of this log in initiative.

Q: What will be required of agencies that might need to continue to use their suspense accounts?

A: If an agency needs to use the suspense account for a time, they have to put in a request for a waiver.

Q: If an agency does not have a waiver, is there a chance that the suspense account deadline could be extended?

A: An agency should not count on a deadline extension; they have a better chance of going back and asking for a waiver when Treasury offers them again. If you do not ask for a waiver, then you **will** have to clear your suspense accounts.

Q: Why is Treasury requesting waivers be completed when they knew that agencies would continue to need the suspense accounts.

A: OMB found that there was money from four to five years ago still in these accounts, so that is why it is now being regulated that these accounts must be cleared.

Q: Once an agency receives the suspense waiver, what do you have to do in order to maintain the waiver?

A: The waiver ends annually and you must be recertified on an annual basis and this must be completed 30-90 prior to the end of the fiscal year.

Q: Once an agency asks for a waiver and it is granted, what happens if you do not clear your suspense accounts in 90 days?

A: The agency's CFO will probably get a call and will be asked to maintain the promises that were made when the waiver was granted. It was also noted that part of the waiver request includes that the agency lists out the process of how they plan to clear their suspense accounts every 90 days and this methodology must be approved as well.

Q: Will the SPS screens be updated to include any type of drop down listing of the ALCs?

A: From what is known right now, every agency will only see their corresponding ALCs and not the full government wide list; this will be seen in a drop down format.

Q: Is it by the end of 2012 that agencies will be required to be converted to reporting the GWA way?

A: It will be no sooner than 2012 at this point.

Payment Application Modernization (PAM) – Julie Jensen, FMS, KFC

Julie provided the status of the PAM project as well as its impact to agencies.

Q: To receive the email from PAM, will someone from the systems area of an agency need to be involved

A: No, this process will remain the same and the agencies will be able to determine how they receive their updated Pre-edit from PAM.

Q: What does “successfully validated with invalid records” mean?

A: There are errors in the file that are not severe enough to stop the payments; these errors could include something not matching up with the FOM. These types of validations are being completed upfront, so the email will detail this information earlier than in the Legacy application.

Q: When will CTX payments be converted to PAM?

A: Currently only the first four releases have been planned out in detail, so CTX payments will probably be converted in releases 5-11.

Q: If payments are being processed more quickly, does that mean that they will be paid the day we send them in?

A: No, the date of pay will remain the same one that is provided by the agency. PAM is just moving away from the batch processing that is currently being used.

Q: If a mistake is made in SPS, is there somewhere that an agency can go to make the corrections and updates?

A: This was supposed to be in production in March or April of 2008, but this has been pushed back to the late summer or early fall 2008.

Kansas City Regional Financial Center Updates

Francie Abbott, Financial Services and Support Branch (FSSB)

TELETRACE

- 18,265 cases worked and closed so far this year
- 88% were closed within five days.
- We’ve collected over **\$190,000 in misdirected funds** on behalf of SSA this calendar year

HELP DESK UNIT

Answered nearly **7,500 calls** since the first of the year

Two most common calls we assisted with:

- 1) Unidentified EFT payment – 2,348
- 2) Request for Payment status – 1,113

In addition to the Teletrace misdirected payments, we recovered 161 items totaling **\$7.7 million** at the request of customer agencies.

FINANCIAL OPERATIONS

Foreign Payments

Processed 23,594 payments totaling \$244.9 million in FY 2008 YTD.

- **ITS.gov**
 - **Implement Release 6.5 on May 17th**. This release will migrate the mainframe processing to ITS.gov.
 - **Implement ITS.gov to agencies**. Implemented two more agencies (Census, BPD) on ITS.gov. (31 agencies total, 3 more agencies have been contacted to begin the implementation process.)
 - **Current Initiatives**
 - Digital Signature functionality.
 - Adding special handling check processing functionality to ITS.gov.
 - Transmitting payment files directly to ITS.gov – implementation date and process still to be discussed.

Preauthorized Debits (PAD)

- Processed 6.4 million collections totaling \$2.2 billion in FY 2008 YTD.
- Currently have 23 customers collecting over \$3 billion/year

ASAP.gov

- **Release 6.0 - Implemented on May 12th.** This release adds EBT processor enrollment, ACH debit request functionality, and PKI functionality.
- **FPA Certifying Officer (CO) PKI implementation.** Working with ASAP.gov team in Washington to execute plan for PKI implementation. Will be traveling to ASAP-only agencies without TRAs throughout June to get Certifying Officers setup with PKI i-keys.

CUSTOMER ASSISTANCE STAFF Project Unit

- Completed the 2008 FMS Customer Service Survey – thanks to all of the CAB members and those from their agencies who participated – your feedback is very valuable. KFC was rated outstanding by our customer agencies – with 100% satisfaction rating
- TAS-BETC
 - Working with GWA/SPS/PAM to educate agencies on the upcoming TAS-BETC changes
 - Letter was sent to agencies via email on May 1st to provide file format information. (Copy of the Letter and agency preparation list is in CAB folder.) This letter is also posted on the KFC website.
 - To receive the latest TAS-BETC information, we encourage you and others at your agency to subscribe to the GWA, PAM, SPS, and KFC (all 4) websites to receive period updates via email.
 - If your agency has specific questions or needs information regarding the upcoming TAS-BETC changes, they can contact the KFC Help Desk at 816-414-2100.
- GWA will be holding a Partial 224 training class at the Kansas City Financial Center on June 18-19. The class is free of charge; you just have to pay for travel. You can register on the FMS/GWA website. We also have information in one of the pockets of your CAB binders.
- Communicated with agencies that are using Fedwire to make Same Day Payments under \$100,000. Worked with agencies to understand and explain the need for limited use of Fedwire payments under \$100,000 and provided other payment options.
- National Payments Customer Conference will be held on August 26-27 in Chicago, IL
 - This is a new conference for Payment Management.
 - All four RFCs will be hosting a National Payments Conference
 - Agenda topics include: FedDebt, Treasury Offset Program, Audit Survival 101, Direct Express Card, TCIS, Internet Payment Platform, GWA, SPS, PAM, and CCMM.
 - There is information about the conference in your CAB binders
 - You can register on-line on the FMS website
- Updated the KFC website. (<http://fms.treas.gov/kfc>) Some updates include:
 - Created new CAB page
 - Listed CAB agencies and linked to their respective websites
 - We encourage you to go out and access the links. If you would like a different website linked, please let us know.
 - Beginning with the Winter 2008 CAB, online registration will be available
 - Added Correspondence page to provide access to letters sent out by KFC (i.e. TAS-BETC letter from above)
- New KFC CAB specific email address – KFCCAB@fms.treas.gov. All CAB related emails will come from this address rather than from Lauren Ray's email.

Randy Brown, Administrative Management Branch (AMB) & Payment Facilities Branch (PFB)

AMB:

- Involved in planning for the HROC to KROC move. Working with consultants and facilities management in Washington to use existing space efficiently and prepare for long-range equipment and personnel needs.
- Changed our schedule for check deliveries to support the tax rebate schedule.
- HR worked with managers and branches to hire additional workers on a temporary basis to process tax stimulus payments.
- KFC implemented electronic deposits. Our accounting staff scans each check into a system developed by FRB Cleveland. These show as a deposit in CashLink for each agency through your FRB account.

EOB Operations

- We have a new Evening Shift Supervisor, Dorothy Perrett.
- We added some new equipment to one of our COMBO printing systems this year, which will allow us to test printing to fan-folded paper, rather than cutting the checks at the end of the COMBO. This is to support new equipment in the future for check enclosing.
- We began offsetting CTX payments at the end of December and we have collected over \$600K since we began.
- We have begun processing the tax rebate checks as part of the economic stimulus package. The first checks were mailed May 9 and we expect to process these payments through mid-July.

Payment Facilities Branch

- Tax stimulus payments are projected to be somewhere in the area of 3 to 4 million extra checks per week this will be in addition to the regular monthly files of SSI and SSA and the weekly cycle SSA files and tax files.
- New motors were installed on the Check Wrapping System (CWS) in March and May. These are the first new motors for the CWS systems which are 35 years old.
- In March we did a trade with Philadelphia for one week, for 2 employees so they could view KFC production and business practices and vice versa. The Philadelphia employees were impressed with KFC and our equipment.
- The Presort postage savings for 2007 was \$230,850.52 for a total of 3,726,045 pieces presorted.
- Intelligent Mail Barcode is still in the works for 2009.

Denise Quirarte, Electronic Operations Branch (EOB)

SPS:

- SPS Helpdesk:
 - Provides support for SPS payment and certification issue.
 - Processes all request forms (HOA, 2958, & 210) in the DSSV system.
 - Sets up users in the SPS system
- Conducted the annual recertification of SPS users in March.
- Update on support of Vista:
 - See letter in the back of the packet for complete details.
 - FMS is evaluating the potential impacts or incompatibilities of running SPS on Vista.
 - No current date as to when SPS will support use of the application on Vista.
 - FMS will continue to support SPS on Windows XP for the foreseeable future.
 - FMS can not guarantee SPS results or provide troubleshooting support for FPAs moving to Vista prior to FMS testing and making needed changes.
- Audit of DSSV 210s and supporting 2958s in April 2008.

Programming:

- Programming support of legacy applications:
 - Offset of CTX payments – Implemented on Dec 28, 2007:
 - Application development
 - Testing
 - Deployment
 - Production support
 - FRB file size changes for SSA IDD
 - Passing the PIC in SSA Garnishment payments to PACER
 - Support and testing of agency system changes:
 - USCG, DOED, etc
 - Agency telecommunications testing

PAM:

- SPS set up all PAM users for Production release 1
- Programming staff performed PAM interface testing with FRB and PACER.
- Agency testing of PAM SSI Monthly ACH payments end to end with SSI, FRB, PACER, etc was completed in February 2008. SSI provided approval for production.
- PAM Operational readiness activities supported by Operations, Programming.
- SSI Monthly ACH payments dated April 1, 2008 were processed through the PAM application

Kansas City Regional Financial Center Update Questions

Q: Has there been an increase in the number of financial institutions that are in compliance with the suppression of the SSNs?

A: Although the statistics are not in for the past few weeks, there has been an increase in the number of financial institutions that are in compliance.

Q: Is there going to be a new version of SPS that is compatible with Java?

A: Denise will verify when this newer version of SPS will be available and if the latest upgrades will include Java components.

Presentations Continued

Collections and Cash Management Modernization (CCMM) – Andrew Ganahl, FMS, WDC

Andrew provided a very informative presentation on CCMM and the changes to how FMS collects revenues and reports transactions for agencies.

Q: The payments systems located at the bottom of the “As Is” chart are there for what reason?

A: Knowing and understanding these systems is still integral to understand where the government’s money is going as they are mostly involved with payments

Q: When is TRS going to fully replace CASHLINK?

A: Most likely in 2010 but it is possible that it might be delayed until 2011

Q: Will the formats be changed in TRS?

A: The formats will change in the long run as we want to convert to an XML schema with a single format downstream. FMS would like to have all of our pieces in place by 2010 and then start working with the agencies to convert over to the XML schema.

Q: Is TRS on the TWAI?

A: Yes, it is on the TWAI.

Q: How often is that bid done?

A: Not often, but it is FMS software so FMS can pick it up and move it anytime

Q: Will there be a log in on TRS?

A: Yes, there will be just one sign on. Logging into TRS will be needed mostly to look at the history of a payment or record.

Q: Do you have to have an ikey to log into this.

A: This aspect of the log in has not been determined yet; there is information that will be provided that should not be made public.

Q: The TRS, does it include the Classification Keys?

A: Yes it will, and since all those who send money to the government do not know what the TAS is, they will know based on the C Key and SAM.

Q: Will there be some sort of bulk mechanism?

A: Yes, this along would be relevant to GWA, but from what is known right now, there will be a bulk mechanism in place.

Q: If a customer comes in and puts the TAS / BETC in, what happens if an agency does not know if it is correct?

A: This would be a GWA issue; not TRS, however TRS would have the original source transactions in it, so they could drill down and find this specific transaction.

Nominations for CAB Vice - Chair

Meeting Adjourned

Presentations

The Directions and New Exploration Programs of the Kennedy Space Center– Gary Dahlke, Orbiter Engineer for the Kennedy Space Center

Gary highlighted the history and the future of the NASA Space Program.

Q: Is anything going to replace the Hubble telescope when it retires?

A: There is a new telescope being built called the James Webb, it is going to go into a much higher orbit and it will not serviceable.

Q: The ten thousand galaxies that were discovered with the Hubble telescope; how many light years away are they?

A: They are millions of light years away and millions of years old.

Q: Does NASA have an unofficial timeline of when they would like to get someone to Mars?

A: 2018-2020 NASA hope to get someone back to the Moon; ten years later NASA will hope to have someone on Mars.

Q: The launch pad that is in California was made for polar orbit, what is that used for?

A: Polar orbit means you go around the poles whereas when you launch from Kennedy Space Center you go around the equator. You can cover the entire earth in 24 hours within polar orbit.

Q: What role does Houston play in space flights?

A: Houston has a huge role in terms of development of the space programs as well as they continue to serve as mission control.

Q: How many astronauts are there in NASA?

A: Right now there are around 75 – 100. There will not be a need for this many in the five years prior to going to the Moon as there will be mostly unmanned flights.

Q: The launch pad that is going to be on the Moon is that going to be used to launch us to Mars?

A: We are going to use the Moon to develop the technology to land on Mars; there are no plans to launch anything from the Moon to Mars. The Moon has the environment that will be met when we do finally land in Mars.

Q: How long is the trip to Mars and how long will they stay there?

A: Every two years Mars and Earth meet up and are closer to one another; this is the amount of time that would be spent there; it will take 6-8 months to get to Mars and then two years to remain on Mars.

Treasury Check Information System (TCIS) – Dawn Johns, FMS, WDC

Dawn provided a presentation and demo on the TCIS system.

Q: Can you add TCIS to the GWA website?

A: You can call Michael Harrison to determine how your access can be setup for TCIS.

Q: If you have PACER access, do you also need access to TCIS?

A: Yes, you should have access to both if you process checks.

Q: Can any see offset information for EFT payments?

A: No, only check offset information can be viewed on TCIS.

Q: Will the user ID be viewable as an ACID?

A: If it is a batch ID, you will not see it; you will just see “Batch”.

FMS Connectivity & HROC to KROC Transition – Denise Quirarte, FMS, KFC

Denise presented the issues surrounding FMS connectivity and the HROC to KROC transition.

Q: Of the ten agencies that were able to establish their connection, are any in production?

A: There may be one, but we know that several are very close to completing this process.

Q: Once we make the transition to KROC, can we start getting our payments processed at KROC?

A: There will be one full and complete transition of payments to KROC from HROC. There are the thirty applications that we have to keep synchronized, so these will all be moved at one time. With this, we would like to establish the connectivity to KROC and then determine with each agency how their payments will be connected over until FMS is ready for the conversion from HROC to KROC.

Social Security Administration (SSA) – Charone Garland & Andrea Arrington, SSA

Charone and Andrea provided an informative and entertaining video presentation on how the Social Security Administration (SSA) operational process works.

SSI Evolving – Denny Lessner, SSA

Denny provided an informative and entertaining video presentation on how the Supplemental Security Income (SSI) program is modernizing to an electronic or internet based system.

Open Discussion

Announcement of Vice – Chair Election

The announcement of Vice - Chair of the Customer Advisory Board announced, Gloria Owens of the Environmental Protection Agency – Research Triangle Park (EPA – RTP) will serve as the new Vice – Chair and Debbie Byrd will move up to the Chair. Both members will begin their term in December 2008.

Closing Remarks

Joe then thanked the CAB Members for allowing him to serve the Board. He also thanked all the presenters who provided valuable information to the group. Joe also acknowledged the Kansas City Financial Center for their support in putting the CAB Meetings together, noting the assistance that Lauren Ray provided. Joe also thanked Debbie Byrd and wished her luck as the new Chair of the CAB.

Gary thanked the group for attending and recapped the many presentations that were provided noting that both the payments and collections aspects of FMS were covered. Gary also noted that it is important that we continue to share the best practices and lessons learned within all of our agencies.

Meeting Adjourned

Agency Updates

USDA, GESD (Payroll)

Joe Vitale

- In March 2008 NFC welcomed its newest payroll client, VA -OIG
- NFC is presently working with Office of Thrift Supervision on their scheduled migration into our payroll system in PP17/2008
- We are working with two existing payroll customers who are merging into a single new regulatory agency, Office of Federal Housing Enterprise Oversight and Federal Home Loan Banks. The new agency will be responsible for ensuring the safety, soundness, and missions of Fannie Mae, Freddie Mac, and the Federal Home Loan Banks
- In April NFC completed our testing of A-123 controls
- We have also completed the annual USDA -OIG Agreed Upon Procedures review
- NFC successfully conducted a COOP business resumption exercise during the week of May 5
- We will participate in the upcoming OPM/FMS hosted GWA e-Payroll teleconference, which is scheduled for May 20.

Environmental Protection Agency, Research Triangle Park – Finance Center

For the 2nd consecutive quarter in FY 2008, EPA earned a green rating on all five of the Presidential Management Agendas (human capital, competitive sourcing, financial performance, E-Government and performance improvement). The Agency is very proud of this accomplishment.

There are two new systems in the testing stage at EPA. The PRISM system is being tested for acquisitions that will be directly linked to the current finance system. The plans are to implement this system by next year. Also a new finance system is being tested after resolving a protest and later temporary IBM suspension from government contracting. The new finance system for EPA will be CGI's Momentum system. It was initially awarded to CGI in March 2007. The problem noted above has delayed the implementation of this system but it is now on target to be implemented by 2010.

EPA has consolidated all of the finance services to four locations. The RTP Finance Center processes all vendor payments (contracts, simplified acquisitions and miscellaneous orders). The Las Vegas Finance Center processes all grants and fellowships. The Cincinnati Finance Center processes all intergovernmental payments and travel. The Washington Finance Center manages the agency payroll. The ten regional finance offices have been closed with the last one closing in 2007.

The RTP Finance Center won their A76 competition in February 2006 and now we have started our third year of the five year contract. We had a successful audit of the first two years of the contract that concluded with a savings to the government of more than \$400 thousand. There are some unreasonable challenges in the contract that are now being modified. RTP Finance Center continues to process payment on-time exceeding 99%. Since the consolidation, the payment process has been streamlined to be the same regardless of the location or region issuing the acquisition or contract.

USDA, APHIS

Julie Tripp

Thanks to KFC for their continued support and service over the last year. APHIS serves the USDA agencies for APHIS, AMS, and GIPSA in administrative services.

In 2008 APHIS processed 226 Secured Payment System (SPS) payments for \$81.5 million and over 1700 foreign currency payments totaling \$3.9 million dollars. We currently reimburse to over 40 countries. In April, APHIS began making the AMS daily investment payments as same day payment requests, we have sent 63 wires for \$103.7 million.

We were using the Payments, Claims and Enhanced Reconciliation (PACER) system to verify payments as needed. At the December Treasury Conference, the TCIS system was mentioned to be replacing the PACER system. Since APHIS already had certification from our Secure Payment System and access to ITS.Gov we were able to apply for access to TCIS. We are currently working on switching our users from PACER to TCIS.

ITS.Gov has been used by APHIS for over a year but we recently began processing several of the foreign currency checks through ITS.Gov instead of having a check processed by the State Department. This has reduced the processing time for our imprest cashiers to receive their reimbursement by 5-7 days.

APHIS began using debit cards to reimburse our imprest cashiers at foreign offices that are high users or difficult to get a reimbursement check to them. We have set up fifteen cashiers with the debit card.

APHIS, AMS, and GIPSA continues to maintain a high 98% commercial EFT rate for FY 08.

Credit card collections were transitioned to Fifth Third Bank, the APHIS collections group learned a new process of obtaining reports needed to post APHIS, AMS and GIPSA credit card collections.

A new process for processing manual deposits, Treasury General Account Deposit Reporting Network (TGAnet) for APHIS, AMS, and GIPSA foreign checks was implemented. The process automatically creates a deposit ticket and sends the information to the receiving bank. Once the bank receives the actual checks they go into TGAnet to certify the collections. The new system has reduced the amount of time it takes to get the deposit information back from the bank.

DHS, ICE

Brandi Erdtmann

So far this year we at ICE have updated and notified our COOP officials with the most current point of contacts. In January we submitted our waiver request to Treasury to eliminate four of the F3875 accounts that we service and to keep the six F3885 accounts that we service. In February we submitted our plans for steps towards eliminating the remaining F accounts to DHS HQ for further review and submission to Treasury. We are expanding our customer service outreach with the components of DHS that we service by providing them more reports, which enable them to get more involved.

USDA, Rural Development

David Larsen

Implemented Pay.gov application in September 2007, to replace a telephonic electronic lockbox. We are making collections of over \$100 million per month on our website.

Completed the move of our wholesale lockbox from JPMorgan Chase to US Bank in November 2007. We established two lockboxes to separate remittance types.

Completed OMB Circular A-123, Internal Controls, activities for the third year in a row for the same accounting cycles.

Currently revising our accounting systems to safeguard the use of Personally Identifiable Information.

Reviewing our options for eliminating the use of the “F” suspense accounts, as required by Treasury guidance. USDA did not request a waiver from Treasury to continue usage of the “F” accounts.

Currently working with the Federal Reserve Bank to establish TGA-net for our direct single-family housing collections from the Western Pacific Territories.