April 2012 Webinar Questions

Portal Functionality

Q. Is there a maximum number of payments that the Batch Matching/Continuous Monitoring features can handle? Is there a limit to how frequently we can send the file?

A. Currently, there is no limit to the number of payments that the Batch Matching/Continuous Monitoring functions can handle. We will work with your agency to determine how frequently you would like to send in your information. If you would like to send a daily file, that is possible and your results will be returned the next business day.

Q. How many users can an agency have?

A. There is no limit at this time.

Q. In online search, do users need to specify the data sources they want or will all data sources be searched?

A. During the onboarding process, you will be able to select which data sources your group needs to access. It can be one or all of the data sources depending on your needs and possible use restrictions for any restricted data sources. Then, when an online search is conducted, the results will include matches on all of the data sources that were granted access to during onboarding.

Q. Is there a required file format for Batch Matching?

A. Do Not Pay has developed a standard format. Although this layout is not required, using it will help to streamline the onboarding process and get your agency up and running more quickly.

Q. Is the PAM format used for the bulk disbursement file?

A. Since we collaborated with FMS to leverage many of the same layout formats, if your file is in the PAM format, you should not have any problems. Please contact Do Not Pay if you would like a copy of the standard format.

Q. Will the automated results of Batch Matching/Continuous Monitoring be sent back to the agency?

A. The results are currently accessed via the portal. We are exploring adding functionality to make the results available for download and/or send an automated results file back to agencies.

Q. Will the agency be notified when a continuous monitoring file is updated?

A. Currently, agencies will need to log in to view results. We are working to develop the capability to notify agencies when new matches are found.

Q. Are there any special security requirements for Batch Matching/Continuous Monitoring?

A. We work with agencies to set up secure file transfer mechanisms as part of the on-boarding process.

Q. When you perform a data match and provide agencies with a report, how long are those maintained in the Do Not Pay application?

A. For Batch Matching/Continuous Monitoring, results are available until a new file is submitted and processed. Online searches are not saved.

Q. Do employees with a FMS single sign on need to get new credentials?

A. No, the Do Not Pay portal uses existing ITIM and UPS ID's to provision Do Not Pay access.

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Q. Can an agency use their current PIV cards or PKI tokens to access Do Not Pay?
A. If a user already has Treasury PIV credentials, these can be added to their Do Not Pay account. Also, if a user has a Treasury PKI token, their Do Not Pay access can be added to the same token.

Q. What is the minimum required information for matches through batch submission? Would beneficiary name suffice?
A. It is possible to find matches based on name, but having SSN or EIN information to match on makes the match results more accurate and reduces false positives.

Q. Can an agency use Batch Matching as well as Online?
A. Yes.

Data Sources

Q. How frequently is the Death Master File updated?
A. It is currently updated weekly.

Q. Can an agency download the full Death Master File?
A. No. The Death Master File cannot be downloaded.

Q. When using SSA's Death Master File what is going to be done to ensure SSA's data is current and accurate?
A. We receive the information from SSA on a weekly basis, so the information we have in the portal is as up to date as what SSA provides to us. All the data that is available in Do Not Pay is owned by other agencies; therefore, we rely on the users to report directly to the data owners if they find a discrepancy in the data. Data source contact information is available through the agency support center.

Q. Will the data matching be expanded to include the SSN wage data?
A. That is not a data source we are familiar with, and there are no plans to do this at this time. If your agency would provide information on that data to our agency support center, we can look into adding in the future.

Q. How current is the data in The Work Number?
A. We provide a link to the Work Number within the portal. The Work Number database is updated each time an employer runs payroll.

Q. Is there a possibility for Do Not Pay to obtain state data?
A. We do not currently have state data, but we are looking to add it in the near future.

Q. Does Do Not Pay contain real time information?
A. No, however, data is updated regularly so it is always current.

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Q. Are all verifications with Do Not Pay done through the portal, or is there an opportunity to integrate directly with the database so agencies can check the list in real time?

A. Depending on the data source, some agencies do access the data directly. For most, however, all verifications are done through the portal and Do Not Pay does not plan to send agencies the data source files for them to match outside of the portal.

On-boarding

Q. Is there a cost for Do Not Pay?

A. Currently, there are no costs associated with the use of Do Not Pay. Our vision is to keep our Portal matching service free. Do Not Pay may consider charging for Data Analytics Services in the future due to the time and complexity involved with that service.

Q. Where can we find out who our Relationship Manager is?

A. There is no list that is publicly available. Agencies can call the Agency Support Center (1-855-837-4391) to find out who their Relationship Manager is.

Q. Is Do Not Pay available to the Inspector General's Offices?

A. Access may be available based on their business needs. Inspector General Offices can reach out to our Agency Support Center (1-855-837-4391) to receive additional information.

Q. Should each agency have one Point of Contact? Are agencies generally contacting Do Not Pay at an overall agency level or department level?

A. Having one primary contact would be beneficial for purposes of efficiency in communications regarding the plans that agencies are submitting to OMB. Your agency will need to submit one plan to OMB, with a single point of contact.

Once you begin the onboarding process, agencies do not need to have a single Point of Contact. However, agencies may choose to do so, depending on their business needs.

Q. During the on-boarding process, if you start with online access, do you have to do another agreement to participate in Batch Matching/Continuous Monitoring?

A. Potentially yes. Functionality is determined at the "Access Group" level. When an agency adds Batch Matching/Continuous Monitoring functionality, the agency will need to give information about the file they are sending. Additionally, depending on the data sources used for Batch and Continuous Monitoring, the agency might need to enter into a computer matching agreement with the data source owner.

Q. Should we check Do Not Pay before payments are made with a purchase card?

A. Yes, if your agency believes checking purchase card payments could help prevent improper payments.

Q. Can a federal agency authorize contractors and outside entities to use Do Not Pay on their behalf?

A. Yes, that is allowed.

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Policy

Q. Do you have a template available for the plan that is due June 30?
A. The template was included in the Memorandum issued April 12, 2012.

Q. Do agencies have to use Do Not Pay if they already use a Shared Service Provider (SSP)?
A. Using the SSP is not the same as using Do Not Pay. You will need to collaborate with any SSP you use to see how they plan to integrate with Do Not Pay. Even if you use a SSP, your agency will still want to consider pre-payment and pre-award verifications in Do Not Pay.

Q. What does post payment analysis mean for FMS payments?
A. Post payment means that we are receiving the file after the payment has gone out. Do Not Pay is matching the FMS payment file against the available data sources and performing analytics to provide agencies with additional information to aid in recovery and fraud investigation efforts.

Q. Would IPP identify vendors on the list and provide information to the agency when the status of a vendor with an award in the system changes?
A. IPP will send their file to Do Not Pay for it to be continuously monitored and provide match results when a vendor's status has changed. Agencies using IPP should discuss their needs with IPP to see if they can be met through the process IPP plans to implement with Do Not Pay.

Payments

Q. Are you suggesting that identification of a vendor payment in the pre-payment review would stop a payment? What if a vendor had a valid award and has provided services?
A. Your agency should still refer to FAR guidelines to determine where payment should be made. Do Not Pay will provide the information on matches. It is still the responsibility of each agency to look at their business policies and practices to determine if payment should be made

Q. The statement was made that information in the Do Not Pay application was there for agencies to determine if a payment should be made. If they are on the list, doesn't that mean they do not have to be paid?
A. Do Not Pay is **NOT** a list of entities or people that should not be paid. It is a single point where agencies can review various data sources to verify payment eligibility. Do Not Pay will provide the information on matches found against the data sources requested. It is still the responsibility of each agency to look at their business policy and practices to determine if payment should be made.

Q. If the information is correct in the portal, how does that correlate to the prompt payment act? Is the agency still going to be liable for payment of interest?
A. Do Not Pay does not change any other existing policies that your agency complies with. Your agency will need to ensure that you continue to apply those policies while integrating Do Not Pay into your business practices.

Q. What should an agency do with post payment matches?
A. This is up to the agency to determine based on their business rules.

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Q. If there is a very short time period from the creation of a payment file to the actual payments being made, how can they prevent a payment within the file without delaying all of the other payments in that file?

A. Batch Matching results are available the next business day. It is up to the agency to determine how to best utilize the results of matches with the Do Not Pay Portal.

Q. If an agency has a contract in place with a vendor that was NOT on the Do Not Pay at time of the award, but is prior to payment; can we refuse to pay that vendor?

A. Agencies should refer to the FAR guidelines and their own business policies and practices.

Q. Is there a requirement to transfer payment to an entity where debt is owed?

A. If a payment goes through Treasury's offset process, this should be done automatically. Agencies that are not currently using the offset process can work with Treasury to implement that functionality.

Q. Does Do Not Pay apply to military salary payments?

A. The Do Not Pay Initiative is focused on ensuring that only eligible recipients receive Government benefits or payments. Regularly occurring salary payments do not fall into this category.

Q. Would the Do Not Pay requirement apply to benefits paid out to employees like those enrolled in FEDVIP or long term care?

A. The Do Not Pay Initiative does not include these types of payments.