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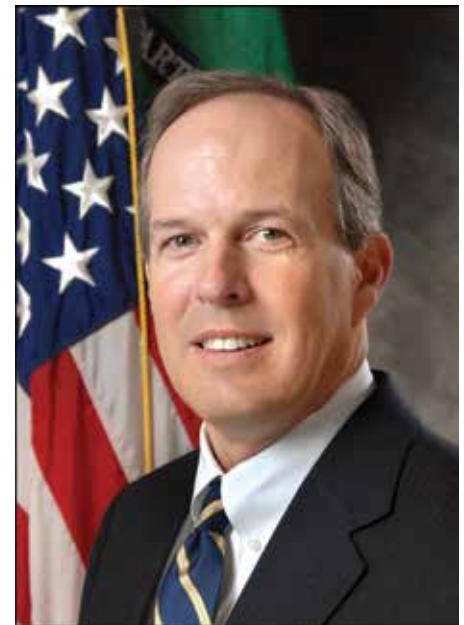
FMS and BPD to Consolidate as Fiscal Service, Transforming Government's Financial Management and Shared Services

By David Lebryk, Commissioner of the Financial Management Service

The biggest news affecting the Financial Management Service (FMS) this year is a proposal in the President's Fiscal Year (FY)2013 Budget to consolidate FMS and the Bureau of the Public Debt (BPD) into a single organization named the Fiscal Service.

The consolidation will not affect our day-to-day operations or the high level of service in providing payments, collections, government-wide accounting and collection of delinquent debt. Both federal agencies and the American public should not experience any disruptions or changes when relying on our services.

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Government-wide Accounting Continues to Deliver Operational Excellence, While Implementing Revolutionary Change

By David Rebich, Assistant Commissioner, Government-wide Accounting

Having led the Financial Management Service (FMS) Government-wide Accounting (GWA) area in 2012, I believe it is valuable to restate our function and reflect on the past year.

The GWA area serves as the federal government's banker, providing the financial infrastructure for federal central accounting and government-wide reporting, the reconciliation of agency and bank reporting differences, and the generation of regular daily, monthly, and

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FMS and BPD to Consolidate as Fiscal Service, Transforming Government's Financial Management and Shared Services

By David Lebryk, Commissioner of the Financial Management Service

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There are many reasons for the consolidation:

- FMS and BPD can achieve greater operational and administrative efficiencies by combining our resources;
- Treasury and the Office of Management and Budget have asked us to take on a greater

role in financial management across the federal government because of both bureaus' commitments to, and reputations for operational excellence;

- While budgetary pressure is not the primary reason for consolidating, we expect there will be increasing challenges in the future to find cost savings and efficiencies in how we administer our programs and carry out our missions.

in federal government agencies regarding these initiatives. The first, sent on Jan. 14, 2011, announced the modernization initiatives, while the second, sent on March 23, 2012, provided updates on the progress of these initiatives and a review of upcoming requirements, schedules, and deadlines that agencies must meet. Both of these letters are available on the FMS website at www.fms.treas.gov/cfo_ltr.html.


In addition to these letters, Deputy Commissioner Wanda Rogers, FMS executives and I have been meeting with the CFOs from a number of agencies to discuss the modernization initiatives.

We will continue to work with our agency partners in the coming months to provide a seamless transition to the new Fiscal Service.

At the same time, FMS continues its ongoing efforts to modernize its systems and technologies to provide more efficient and better service to our customers. FMS is undertaking a series of modernization initiatives which will improve and streamline collections and payments, improve the quality and integrity of government-wide accounting data, and reduce costs government-wide. We are scheduled to complete a number of major systems initiatives by the end of Calendar Year (CY)2012, and agencies are expected to be in compliance with new systems requirements by the end of FY2014. These initiatives will affect every federal agency across government.

I have sent two letters to all of the Chief Financial Officers (CFOs)

“We will continue to work with our agency partners in the coming months to provide a seamless transition to the new Fiscal Service.”

These meetings have proven extremely productive in opening communications channels and developing efficient implementation strategies, contingency planning and enhanced understanding of the particular agency needs to better align FMS's efforts. We expect to have further discussion with the CFOs in the coming months on this topic. 

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Government-wide Accounting Continues to Deliver Operational Excellence, While Implementing Revolutionary Change

By David Rebich, Assistant Commissioner, Government-wide Accounting

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annual financial reports. From a reporting perspective, GWA is responsible for the collection of federal agency budgetary and proprietary data to produce federal financial publications. Primary publications include the Daily Treasury Statement (DTS), which reports operating cash activity and balances; the Monthly Treasury Statement (MTS), which reports the receipts, outlays, and surplus or deficit from a budgetary perspective; the Combined Statement, which reports on the annual activity and account balance for every Treasury Account Symbol; and finally, The Financial Report of the United States (FR), which is a compilation of Federal Program Agency (FPA) proprietary financial information into a single set of financial statements.

Commissioner David Lebryk has sent two letters to agency Chief Financial Officers (CFOs) as notification of upcoming FMS system changes and for the need for agency compliance by Oct. 1, 2014. The completion of the Government-wide Accounting Modernization Program (GWAMP) in December 2010 laid the foundation to modernize the federal government's Central Accounting and Reporting System (CARS), transforming current government-wide central accounting into real-time, event driven processes and enabling better financial management across government. Accordingly, GWA has been successfully implementing the CARS initiative, which will replace the legacy central accounting system, STAR, on October 2013.

GWA has a number of initiatives underway to address our major challenges, including eliminating intragovernmental transactions and resolving compilation issues in the FR. Both of these challenges require creative and innovative thinking in order to implement



*David Rebich
Assistant Commissioner, GWA*

alternative solutions. In addition to the CARS initiative, GWA's priorities include; releasing the new Government-wide Treasury Account Symbol Adjusted Trial Balance System (GTAS) into production to consolidate four legacy systems and to be the pilot system for producing financial statements from adjusted trial balance data; releasing the General Fund/General Ledger application into production to complete the intragovernmental accounting model for authority activity; and continuing to address the intragovernmental issue with the new Intragovernmental Transformation Project (IGTP).

We are pleased with last year's reorganization efforts. We reintegrated daily operations with systems development and created a new Business Transformation Division and a separate Customer Relationship Management Division (CRMD) to conduct agency outreach efforts in support of FMS systems and other initiatives. CRMD responsibilities include:

- Obtaining insights into agency-specific challenges to meet the Oct. 1, 2014, date for system changes;
- Communicating GWA system requirements to agencies;
- Assisting agencies with onboarding efforts; and
- Enhancing relationships across the federal government to effectively collaborate on improving financial management.

Our employees in this division are professional, knowledgeable, extremely energetic and highly motivated to provide superior support to all agencies. Recently, CRMD conducted the annual "GWA Day," where a number of topics were presented including Intragovernmental Payment and Collection, GTAS, Data and Business Standards, Transaction Reporting System, and Payment Application Modernization. The sessions were well-received by agencies, so much so that some of them attended the second presentation of the same content.

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Government-wide Accounting Continues to Deliver Operational Excellence, While Implementing Revolutionary Change

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I'd also like to highlight a couple of other key initiatives, including GTAS and IGTP. GTAS, scheduled for production in December 2012, will consolidate several legacy systems and agency reporting requirements, provide the federal financial community with the potential to transform the financial reporting model, and provide accurate and consistent accounting data to the public. GTAS also will help address the intra-governmental elimination issue by highlighting and reporting on accounting imbalances between trading partners. Finally, GWA and the Bureau of the Public Debt are piloting the use of GTAS to produce financial schedules and financial statements from adjusted trial balance data. If this concept is proven to be effective, it will assist with streamlining the financial reporting process across government and improve timeliness and consistency of proprietary accounting data available to the public.

GWA, in collaboration with Treasury's Office of Financial Innovation and Transformation, has initiated IGTP to focus specifically on addressing the intragovernmental elimination issue from various angles. First and foremost, we believe that the foundation to help address this issue is obtaining policy guidance, updating IGTP business rules, and identifying authoritative sources of intragovernmental transactions. An initiative currently is underway to work with agencies that we believe

are the suppliers of authoritative source data to update guidance within our policies. This will implement positive changes with intragovernmental accounting and reporting processes. Additionally, our Financial Reports Division conducted quarterly intragovernmental analysis based on agency reported data to identify errors,



misclassifications, and other issues contributing to intra-governmental imbalances. Between 2010 and 2011, these efforts have reduced the government-wide non-General Fund intra-governmental imbalance by 39 percent. We will continue to conduct this quarterly analysis using the existing process, until we start utilizing GTAS data for the analysis. Other IGTP initiatives include promoting consistent accounting application by agencies, increasing the frequency of reporting, and issuing agency performance scorecards.

In conjunction with GWA's efforts to resolve existing financial management challenges, we also are assessing opportunities to perform data analytics, trend analysis and business intelligence functions. Since GWA collects all

federal agency data to publish the DTS, MTS and the FR, we believe that we are in a unique position to analyze the data and provide financial information from varying perspectives. In other words, through data analysis we believe we will be able to provide financial information for a specific event, such as federal costs related to Hurricane Irene. Our Business Transformation Division along with our operational organizations are evaluating alternatives to expand GWA beyond pure compilation and reporting.

I continue to be amazed, year-after-year, at the talent of GWA employees and their ability to step up to any challenge, no matter how big or small. I am proud of the GWA employees who continue to meet the mission, overcome obstacles, adjust and remain flexible to changing environments, who continue to deliver on the GWA promise of operational excellence, and who look ahead to implementing revolutionary change. In GWA, we are excited to face the future and its challenges head-on and hope to make a substantial impact to improve the government's financial management.

Editor's Note: Please note this article was drafted prior to Assistant Commissioner David Rebich's July 2, 2012 detail to the Bureau of the Public Debt's Office of Financing.



From STAR to CARS: GWA Replaces the Current Central Accounting System

By GWA, Customer Relationship Management Division

Introduction

In January 2011, the Commissioner of the Financial Management Service (FMS) issued a letter to Chief Financial Officers (CFOs) of federal agencies regarding the status of FMS's various modernization initiatives. FMS's Government-wide Accounting (GWA) area has been promoting the Commissioner's CFO letter, emphasizing the need for agencies to modify their current reporting process to move toward daily classification reporting. By Oct. 1, 2014, agencies will need to include accounting classification information, e.g., Treasury Account Symbol (TAS) and Business Event Type Codes (BETC), on their daily reporting through source systems such as Intra-Governmental Payment and Collection (IPAC), Secure Payment System, and the Transaction Reporting System. This means that month-end reporting of the Statements of Transactions (SoT) (SF 224, 1219/1220, 1218/1221) will no longer be needed, thereby eliminating the redundant reporting procedures that exist today. This also will provide FMS with the ability to present a daily picture of agencies' Fund Balance with Treasury (FBWT), and the ability for agencies to reclassify transactions daily as needed. While agencies continue to work on their transition to comply with this 2014 TAS/BETC mandate, GWA has been working simultaneously on the replacement of the current central accounting system, STAR, by completing the final development phases of the new Central Accounting and Reporting System (CARS).

What is STAR?

STAR is a mainframe-based system, written in the COBOL programming language, and created in the 1980s as an internal system with a small number of users. STAR gathers information collected from various sources, with daily inputs from downstream feeder systems (such as IPAC system), as well as monthly inputs from SoT reports (such as the 224, 1219/1220, and 1218/1221). At the end of the month, based on these various sources, STAR generates output reports (such as the Statement of Differences [SoD]), which presents reconciliation discrepancies from the redundant reporting procedures. Two other major outputs from STAR are the Monthly Treasury Statement (MTS) and the Treasury Combined Statement (TCS).

Disadvantages of STAR

One of the major limitations of STAR is the lack of capability to provide FBWT information back to customers on a timely basis. Since the inputs to FBWT in STAR are monthly, the resulting output reports can only be monthly as well. In addition, although internal FMS users can see these FBWT reports within STAR, external FPAs must access external systems (previously GOALS II Undisbursed Reports, now replaced by the Account Statement). Other output reports produced by STAR also have disadvantages. The reporting structures of the MTS and TCS are rigid, with minimal flexibility in reacting to management, policy, or political changes. Finally, due to

the obsolete COBOL programming language and limited resources with COBOL skills, it is challenging and complex to fix or enhance STAR.

The CARS replacement and its advantages

GWA has made significant progress over the last year to replace the current central accounting system with the development of CARS. GWA has migrated most of the applications under the GOALS II system to the CARS system. Applications such as Partial 224, Undisbursed, Non-Expenditure Transfers, among others, have been successfully migrated. This eliminates the need for agencies to access disparate applications through different websites, instead agencies can submit these reports to one central system at FMS, and receive their output reports from that same system.

In the upcoming year, GWA will continue to migrate STAR functionality into CARS, such as the compilation and publication of the MTS and TCS, support of account creation and maintenance, and more robust output reports. The CARS system will provide enhancements to these current FMS processes, allowing for streamlining, more flexibility, timeliness and accuracy.

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Once CARS becomes the official system of record, significant advantages will include:

- 1) A centralized place for FPA reporting,
- 2) More timely access of data,
- 3) Elimination of redundant reporting, and
- 4) More streamlined and flexible output reports.

Agency Assistance for Getting On Board with CARS

In an effort to assist agencies in meeting compliance with the CFO letter and the Oct. 1, 2014, mandate, GWA created the Customer Relationship Management Division (CRMD). CRMD serves as the primary information hub for GWA communication, outreach and Agency Location Codes

(ALCs) transition. Various agency ALCs will continue to run parallel programs while CRMD assists them in converting or migrating to this modernized way of reporting.

If you would like to work with the CRM Division, please contact Carolann Marker, CRM Division Director, at Carolann.Marker@fms.treas.gov. 

Summary of Primary Differences Between STAR and CARS	
STAR	CARS
Mainframe-based system	Web-based system
COBOL programming language	JAVA programming language
Accessed by internal users only and a limited number of FPAs.	Outwardly facing, allows FPAs to access for direct input of transactions, and for download and printing of reports on demand.
Transactions are submitted, and reports are provided, by external, disparate applications (GOALS, see table below).	Transactions are submitted, and reports are provided, in one central system.
Accounting classification (FBWT) updated monthly via Statement of Transactions (SoT) reports.	Accounting classification (FBWT) updated daily via TAS/BETC reporting through down-stream feeder systems.
Month-end SoT reports are compared to data from down-stream feeder systems (duplicate reporting process), thereby creating Statement of Differences (SoD).	Single stream of accounting classification data, so no duplicate reporting processes and no SoDs.
Reclassification transactions can only be submitted at month-end during the 3-day SoT window.	Reclassifications transactions can be submitted daily, any time during the accounting month.

Summary of Applications Migrated from GOALS to CARS	
GOALS II	CARS
Undisbursed	Account Statement
Partial 224	Agency Transaction Module
Warrants	
Journal Vouchers	
Non-Expenditure Transfers	
Borrowings	
FACTS I	
FACTS II	GTAS
Statement Of Difference	Statement Of Difference



Implementing GWA's CARS System Requirements in the Automated Standard Application for Payments

By Faye Allen and Carol Cole, ASAP Program Office

The Financial Management Service (FMS) is planning changes to its applications to satisfy new Government-wide Accounting (GWA) Central Accounting and Reporting System (CARS) requirements for reporting the Treasury Account Symbol (TAS)/ Business Event Type Codes (BETCs) for payment and collection transactions effective Oct. 1, 2014.

The Automated Standard Application for Payments (ASAP) will be enhanced to capture and apply the TAS/BETCs for all payments in December 2012. Between December 2012 and Sept. 30, 2014, the use of the TAS/BETC functionality in ASAP will remain optional. Effective Oct. 1, 2014, all federal agencies making payments through ASAP will be required to have TAS/BETC information defined on all of their accounts.


ASAP will require the federal agency account maintainer to

define the TAS/BETCs at the account level when creating or modifying an ASAP account. For regular accounts, the account maintainer may define up to 100 TAS/BETCs and must define the percentage distribution for each defined TAS/BETC so that the total equals 100 percent. For control



or global control accounts, the account maintainer has the option of defining up to 100 TAS/BETCs at the account level or one TAS/BETC per account detail, i.e., subaccount. ASAP allows up to 300 account details per control or global control account.

The account maintainer will also be required to define a "return TAS/BETC" for each ASAP account. This return TAS/BETC will be applied to any returned payment for which ASAP cannot identify the original payment. For example, if, at the end of a grant year, a recipient organization sends back a lump sum that represents unused funds over the life of the grant, ASAP will have no way of determining the original TAS/BETC since no single payment is associated with the return. In this case, the returned payment will be assigned the return TAS/BETC and the agency will need to classify the returned payment on their GWA account statement.

ASAP will provide several new and enhanced reports and inquiries to support TAS/BETC reporting. An ASAP GWA/CARS guide will be provided to all agencies by Sept. 30, 2012. 

CCMM: On Track for a 2012 Finish

By Shannon Koppers, Modernization Planning Office

The Collections and Cash Management Modernization (CCMM) initiative is a multi-year effort designed to improve and simplify the Financial Management Service's (FMS's) collection and cash management programs. CCMM will reduce the number of systems used for each collection channel; lead to the use of gateway applications for various settlement mechanisms; and centralize most transaction and

deposit reporting to agencies through a single program, the Transaction Reporting System (TRS). At the completion of the CCMM initiative all federal agencies will have transitioned from CA\$HLINK II to TRS for deposit reporting. The CCMM initiative is still on track for a completion date of Dec. 31, 2012.

UPDATES

As the completion of CCMM quickly approaches, milestones

are being met. The Bank Management Service and Treasury Collateral Management and Monitoring system went in production in November and December 2011, respectively, replacing parts of CA\$HLINK II and the Treasury Tax and Loan (TT&L) Plus application. TT&L Plus was deactivated in January 2012 and the responsibility for it was transferred to Treasury's Office of the Fiscal Assistant

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CCMM: On Track for a 2012 Finish

Secretary. The Treasury Investment Program application also was deactivated in March 2012 and is scheduled to be officially decommissioned on June 30, 2012. OFAS is responsible for implementing a new investment program, along with the responsibility of the investment business area as a whole.

UPCOMING

There still remains much work to be done for FMS to declare success on the CCMM initiative. One of the main tasks at hand is that all federal agencies need to convert from legacy systems to new end state systems. In particular, all agencies are expected to be enrolled and using TRS by Aug. 31, 2012. Agencies need to complete modifications to their systems and processes so that they may be able to accept downloads or have a system-to-system interface with TRS, instead of CA\$HLINK II, by Sept. 30, 2012. They also must convert from Paper Check Conversion Over the Counter or CASHLINK II to OTCnet by Oct. 31, 2012. Furthermore, with the build out of TRS connections to FMS systems TRS is on schedule to begin capturing all necessary data going forward by Sept. 30, 2012. CA\$HLINK II scheduled downloads of the Fedwire Message Query and REX ACH Query will be shut down on Sept. 30, 2012.

For more information about CCMM, please visit us online at www.fms.treas.gov/ccmm. 



OTCnetSM
Deposits Made Simple

OTCnet Develops Release 1.3 to Support GWA's Central Accounting Reporting System

By Tameka Leonard, OTC Revenue Collection Division

OTCnet and CCMM

The Financial Management Service's (FMS's) Over the Counter Revenue Collection Division developed the Over the Counter Channel Application (OTCnet) to bring a robust business line capable of handling agency cash and check deposits into one application. OTCnet integrates the functionality of Paper Check Conversion Over the Counter (PCC OTC) and the Treasury General Account Deposit Reporting Network systems. This system ensures that FMS meets the federal agency deposit and reporting business needs seamlessly using one application, in both domestic and foreign environments.

OTCnet is a key component of the Collections and Cash Management Modernization (CCMM) initiative. The system supports simplifying the collection process and eliminating duplicative functionality. OTCnet also provides access to centralized detailed collection information, making it easier for stakeholders to do business with the government.

OTCnet, along with the other Treasury systems and programs, will continue to evolve to meet

current and future agency needs, as exemplified by the upcoming OTCnet Release 1.3.

OTCnet 1.3 and the Central Accounting Reporting System

The OTCnet Release 1.3 was developed to support the Government-wide Accounting (GWA) objectives: to capture accounting classification information at the earliest possible time, streamline the central accounting and reporting, eliminate the need for burdensome reconciliation, and provide timely Fund Balance with Treasury information to federal agencies.

To accomplish the above goal, OTCnet is designed to capture accounting classification information at the point of check capture and provide the information to the Transaction Reporting System (TRS), which then transmits the information to GWA's Central Accounting System (CARS) on a daily basis.

Currently, OTCnet captures classification information for transactions processed through the deposit reporting function. Release 1.3 will extend this capability to the check capture function.

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Standard classification information can be in the form of a Treasury Account Symbol (TAS) of a Classification Key, which is an internal agency accounting code. The internal accounting codes will be linked to valid TAS and Business Event Type Codes (BETCs) in Government-wide Accounting. To learn more about CARS, visit www.fms.treas.gov/cars/index.html. OTCNet 1.3 is scheduled for release September 2012.


OTCnet and the Transaction Reporting System

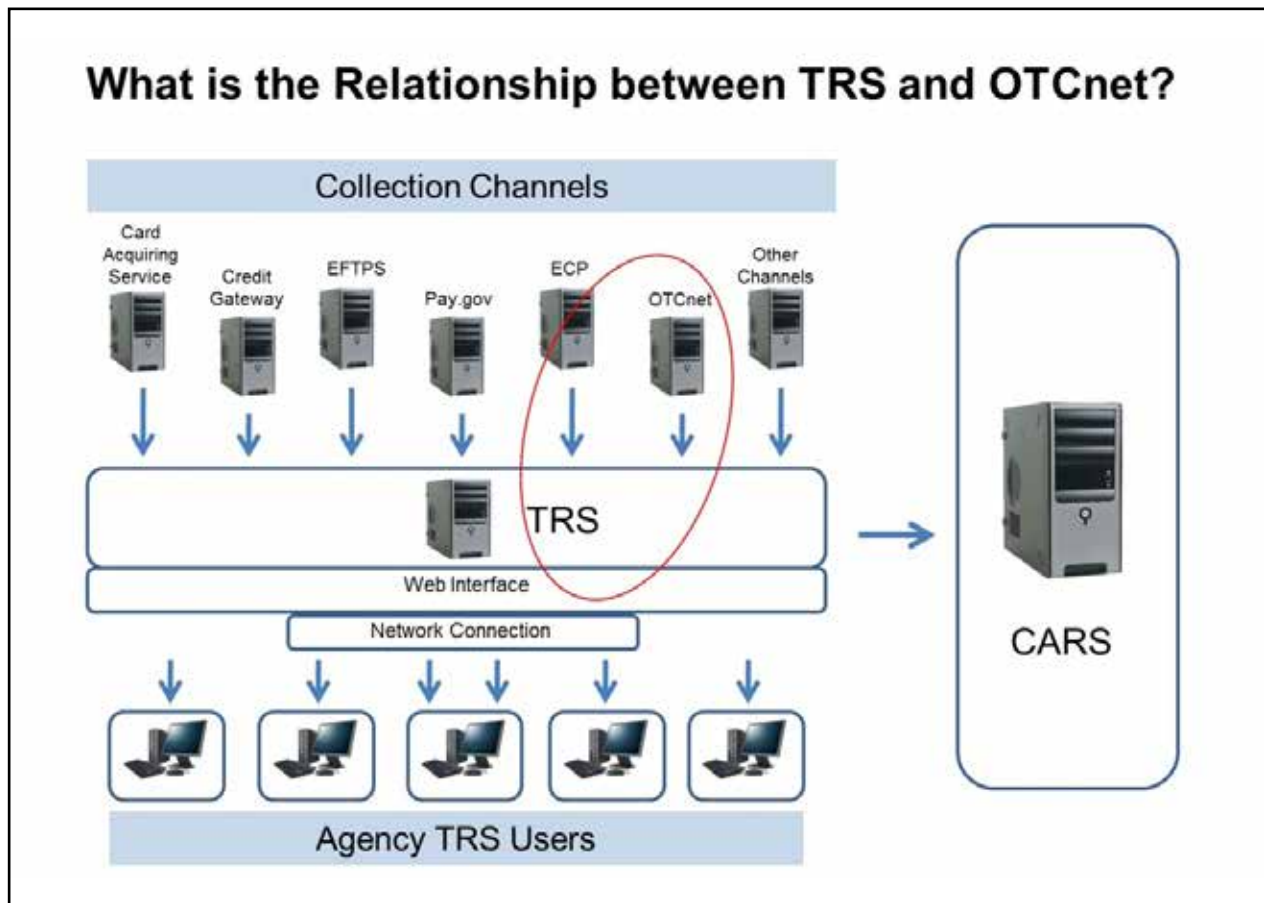
OTCnet Release 1.3 will enable data sharing with TRS, the transactions broker and data warehouse for

agencies. Currently, OTCnet reports summary-level deposit reporting data to TRS. With Release 1.3, OTCnet will begin reporting summary and detailed data for both check capture and deposit reporting to TRS. TRS will report this transaction information to CARS and agencies, consolidating and streamlining the transaction reporting for all over-the-counter collections. To learn more about TRS, visit www.fms.treas.gov/trs/index.html.

The below graphic shows the relationship between OTCnet, TRS and CARS:

While FMS advances OTCnet, along with all CCMM programs and systems, agencies should keep in mind that by Oct. 31, 2012, all FPAs must convert from PCC OTC or CASHLINK II to OTCnet.

Over the next several months, FMS will continue coordination and communication efforts with agencies to discuss strategies, implementation timelines and the support necessary to achieve success. For more information on CCMM, visit www.fms.treas.gov/ccmm or contact the CCMM team at ccmm@fms.treas.gov. 





The Financial Information Repository: An Integrated View of Government Financial Information

By Olu Faokunla and Christina Cox, Enterprise Business Information & Security Services

The Financial Management Service (FMS) is planning to create a Financial Information Repository (FIR), which will consolidate federal government financial information from its various business line information repositories and provide an integrated view of the information to the general public, federal agencies, other governmental



institutions, and its other partners. FIR is envisioned as a platform that provides summarized, aggregated, and detailed financial information, free of charge, through a robust business intelligence web front-end. The goal is to enable users to analyze financial data trends, patterns, and insights related to federal government accounting, collections, debt management, and payments through interactive reports, dashboards, and visualizations for improved decision-making.

Digital data continue to grow exponentially in every sector of society – government, business, nonprofit, and private industry. According to the International Data Corporation (IDC) in its June 2011 report, the digital universe is more than doubling every two years. IDC predicted that the size of global digital information in 2012

will be 2.7 zettabytes (ZB), or 2.7 trillion gigabytes, representing a 48 percent increase from 2011. By the end of this decade, the size is forecast to grow to 35 ZB.

FMS is equally experiencing growth in digital information across its business lines as volumes and dollar amounts of transactions increase. The granularity of the data increases with the Treasury Account Symbol (TAS) and the Business Event Type Codes (BETC) collected when transactions are initiated, and the percentage of electronic transactions increases as FMS progresses toward the goal of an all-electronic Treasury. For instance, in Fiscal Year (FY)2011, Treasury-Disbursed Payments through Electronic Funds Transfer (EFT) totaled 1,080,627,843, representing a 2.1 percent increase over 1,057,781,714 payments made through EFT in (FY)2010. In (FY)2010, FMS has collected 5.4B through cross-servicing and the Treasury Offset Program. FMS views all of this financial data as an information asset that can be used to promote federal government transparency and improve accountability in government.

Over the past two decades, various Administrations and Congress have progressively emphasized principles of transparency and openness to the taxpayers, citizen participation in governmental affairs, and interagency collaboration. The belief is that these principles will help to foster accountability in government, enable citizen participation, increase trust and confidence in government, increase effective operations and efficiency, and promote information

sharing within and outside the government through cooperation and partnerships.

Following these principles, FIR, through its public portal, will support transparency for the purposes of achieving accountability by providing easier access to publically eligible financial information to the public. No authentication will be required to access the portal. The public will have the opportunity to participate prior to and after the implementation of FIR through the private portal. FIR also will provide the opportunity for collaboration and information sharing among agencies, the Fiscal Service, Office of Management and Budget and Government Accountability Office, Federal Reserve Banks, and other partners.

The FIR project team has been working to solidify the FIR vision and scope and is building the business case for the project. The team plans to complete the governance process, develop FIR infrastructure, gather detailed requirements from key stakeholders, and closely work with owners of the underlying repositories on best strategies for data integration by the end of Calendar Year (CY)2012.

For questions about FIR, please contact Dr. Olu Faokunla, FIR Project Manager, at Olu.Faokunla@fms.treas.gov or 202-874-6027.





The Payment Information Repository: FMS's Centralized Repository for Federal Payment Data

By Karen Brown and Robert Walker, Project Management Division

The Payment Information Repository (PIR) is a multi-year initiative that will create a centralized information repository for federal payment related data. The PIR is a Financial Management Service (FMS) modernization effort aimed at improving and increasing the transparency of government payments, as well as streamlining the reporting of accounting classification information from Non-Treasury Disbursing Offices (NTDOs).

The repository will be populated using a phased approach, which will allow the PIR to support other business objectives such as the decommissioning of CA\$HLINK II new reporting to the Central Accounting and Reporting System (CARS). Once fully implemented, the PIR will allow authorized users to perform a variety of business intelligence and analytical


functions on payment related information, enabling agencies and FMS to better monitor and react to emerging payment trends.

Starting mid-Calendar Year (CY)2012, the PIR will be populated with summary-level payment information currently available in CA\$HLINK II. In doing so, the PIR will enable NTDOs to view payment-related voucher data. Additionally, late in (CY)2012, the PIR will provide NTDOs with a mechanism to submit payment classification information to CARS.

The next phase of the project, scheduled for (CY)2013, will see the PIR obtain information on Treasury disbursing offices payment data. As the repository of information grows, the PIR will be well positioned to support President Obama's Jan. 21, 2009 Memorandum

entitled, "Transparency and Open Government" (known as E-government), by interfacing with USAspending.gov and providing business analytics on payment information.

The final objective of the project is to become one of multiple information repositories to provide information through the Financial Information Repository (FIR). While it is anticipated that business line specific analytics and reporting will be conducted in the individual repositories, cross-business line analytics will be performed in the FIR.

For more information about the PIR, please contact Karen.Brown@fms.treas.gov (Project Manager), Robert.Walker@fms.treas.gov (Deputy Project Manager), Gavin.Jackson@fms.treas.gov (Business Owner), or Margot.Kaesler@fms.treas.gov (Business Contact). 

Moving Forward with TRS: CA\$HLINK II Shutdown – Dec. 31, 2012

By DaVida Beaner, Accounting and Data Management Division

What is TRS & What will it do?

The Transaction Reporting System (TRS) is a collections reporting tool, supplying the latest information on deposits and detail of collections transactions to federal agencies. The system will allow financial transaction information from all collections systems and settlement mechanisms to be exchanged in a single system. TRS is a key component of the Collections and Cash Management Modernization

initiative, a multi-year effort to simplify and modernize FMS's and Treasury's collections and cash management programs.

Collections Data in TRS

The majority of collections data is available in TRS. As of July 2012, TRS received additional collections information reported through the Federal Reserve Banks (FRBs), such as check capture voucher data from the Over the Counter Channel

Application (OTCnet) and Paper Check Conversion Over the Counter, FRB checks, and FRB miscellaneous credits and debits. TRS also started receiving voucher data for all federal agency taxes and stored value cards. In September, TRS will begin receiving details for OTCnet check capture transactions. During the fourth quarter of Calendar Year (CY)2012, historical collections information dating back to 2005 from CA\$HLINK II will become available in TRS.

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Data Availability in TRS

Dates are as of August 2012

	Summary	Detail
OTCnet (TGA Deposit Reporting)	✓	
PATAX-TIP (history)	✓	
Card Acquiring Service	✓	✓
Credit Gateway	✓	✓
EFTPS	✓	
Pay.gov	✓*	✓
ECP	✓*	✓
Miscellaneous Cash	✓	
EFTPS/Federal Agency Tax	✓	
Stored Value Card	✓	
OTCnet (Check Capture)	✓	September 2012
CL II Historical Collections (7 yrs)	Q4 CY 2012	

***Pay.gov and ECP vouchers for corrections and adjustments will be reported by the end of September 2012**

TRS Enrollment and Utilization

If you use collections reporting in CA\$HLINK II, it is time for you to use TRS. TRS has collections information from all expected collections sources.

If you have received your TRS user ID, you must login to TRS and use it regularly. If your user ID is inactive, contact your TRS security user or the TRS call center at TRS@pnc.com to learn the name of your TRS security user.

If you are unaware of your agency's enrollment status, contact the TRS agency outreach team at TRSAgencyOutreach@pnc.com.

By Aug. 31, 2012, all agencies must complete their TRS enrollment and reactivate inactive users. Agency security users are responsible for reactivating TRS user IDs and for monitoring and maintaining their users' user ID status. Security users should reference the TRS

Security User Reference Manual and the web-based training modules within TRS to learn about their responsibilities. They also can view the new TRS topics available on the TRS website www.fms.treas.gov/trs/index.html.

CA\$HLINK II Scheduled Downloads

On Sept. 30, 2012, FMS will turn off the capability to schedule and receive agency Fedwire message summary and detail download files and Remittance Express (REX) Automated Clearing House (ACH) download files. Agencies will no longer be able to download the associated data files or receive data for Fedwire messages and REX ACH transactions through existing external interfaces.

This information was also outlined for federal government agencies in Commissioner Lebryk's "Letters to

CFOs" available on the FMS website at www.fms.treas.gov/cfo_ltrr.html.

If your agency downloads data files from CA\$HLINK II and loads these files into an internal system and you have not confirmed your business process transition with the TRS agency outreach team, please contact us immediately at TRSAgencyOutreach@pnc.com. FMS expects agencies to complete modifications to their systems and processes to accept downloads or system-to-system interfaces from TRS, instead of CA\$HLINK II, by Sept. 30, 2012.

When CA\$HLINK II is shutdown on Dec. 31, 2012, TRS will be the primary source of information for collections reporting.

Are you ready? 



Debt Management Services Creates New Business Analytics Division

By David Saltiel, DMS Analytics Division

Over the past several years, Debt Management Services (DMS) has significantly increased its collection of delinquent debt through the adoption of industry best practices and innovative programs. One area of particular focus has been the development of a dedicated business analytics capability.

Business analytics is a term that can cover a broad spectrum of activities, but generally refers to the transformation of data into meaningful information to achieve improved decision-making, business outcomes, and customer service. The private sector has made use of business analytics for decades and the highest performing government agencies are increasingly turning to a similar set of tools and techniques to meet the demands of increased performance, efficiency, and transparency.

Of course, using data to understand our business and make decisions is not new to DMS. DMS has always interpreted data to guide our policies and operations, but the establishment of a dedicated capability gives us the opportunity to employ our data in ever more sophisticated ways.

Long-term goals for the new Analytics Division include the ability to: forecast delinquencies

and collections, develop customized collection strategies, provide insight to other federal agencies to prevent delinquencies from occurring in the first place, and deliver clear, transparent information to all of our stakeholders.

Achieving these goals will require the development of specific skills and systems, as well as the adoption of a "data-driven" culture. All three are well underway at DMS thanks to the strong commitment from

- Performing statistical and econometric analysis of historical and current data to assess the causes of trends and anomalies;
- Developing and implementing approaches for measuring the performance of specific initiatives, operational processes, and the organization as a whole;
- Forecasting trends and outcomes; and
- Developing tools and strategies to support increased collections.



In addition, the Analytics Division is supporting a range of initiatives including the development of the data systems and tools that are the foundation of any analytics capability. As DMS expands the capabilities of its existing operational system

through initiatives like the "Debt Information Repository," the Analytics Division will be able to incorporate business intelligence tools and reporting capabilities that will provide important and timely insights.



Treasury, Financial Management Service, and DMS management.

The new DMS analytics team is working closely with DMS business lines and operational groups to design analytic approaches that build on the extensive existing knowledge. Team capabilities include:

- Analyzing historical and current data to identify trends, anomalies, and issues requiring further investigation;



DMS and the Office of Chief Counsel Host a “Debt Legislative Development Workshop” for Federal Agencies

By Tom Longnecker, Legislative and Public Affairs, Office of the Commissioner

The President’s Fiscal Year (FY)2012 Budget looked to the Financial Management Service (FMS) to increase the collection of delinquent debts by more than \$5 billion over ten years. FMS is striving to meet this goal by seeking legislative changes, making operational and process improvements, and increasing collaboration with our federal and state partners.

As part of the effort to develop legislative initiatives, Debt Management Services (DMS) and the Office of Chief Counsel hosted the “Debt Legislative Development Workshop” on April 24. DMS representatives met with program and legal experts from


federal agencies to present, solicit, and discuss possible legislative initiatives to increase the collection of non-tax debts owed to the United States. This meeting was held as an informal event to allow for an open discussion and a free exchange of ideas without committing to any specific proposal.

The input received from partner agencies included discussions about how various legislative proposals could impact their mission, and what our present operational and legal challenges are. This input helps DMS better evaluate the viability of each proposal as it cuts across the federal agencies. For example, instead of discussing child support initiatives solely with Department of Health and Human

Services (HHS) personnel, we brought them to the table with subject matter experts from FMS, Internal Revenue Service and the Department of Justice, agencies whose operations are intertwined with the efforts of HHS and FMS to increase child support collections.

The combined expertise of the conference participants will help us initiate the process of crafting legislation to increase debt collections for all government agencies – a vital effort in this era of reduced budgets and dwindling resources. The administration is actively looking for ideas to increase collections, thus providing a tremendous opportunity for FMS to compile and present a comprehensive inventory of new initiatives. Topics discussed at the workshop included: due process, third party data, tax disclosure, privacy concerns, new debt collection tools, payments exempt from offset, bankruptcy, and many others.

The discussions at this conference will not replace any formal consulting and clearance procedures. This conference was one of many preliminary steps that will allow FMS to approach agency decision-makers and the Office of Management and Budget with ideas that are carefully considered, feasible, and practical from an operational, policy, and legal perspective. DMS will conduct research on the proposed initiatives and will continue to meet and discuss these proposals with agency representatives on an ongoing basis.

The workshop was moderated by DMS Deputy Assistant Commissioner Ronda Kent and organized by DMS and the Office of Chief Counsel. 





DMS and Department of Labor Partner with State Employment Agencies to Recover Unemployment Insurance Compensation Debts

David Burgess, Treasury Offset Program

The Treasury Offset Program (TOP) is a government-wide debt matching and payment offset system that works by matching a database of delinquent debts owed to various government agencies against payments made by the government. There are several programs within TOP that allow state government entities to submit their debt portfolios to TOP for offset against specific federal payment streams. These state partnership programs include the State Income Tax Offset Program and State Reciprocal Program, as well as programs for the collection of delinquent child support and food stamp debts.

The newest program is the Unemployment Insurance Compensation (UIC) debt program, which allows states to submit their UIC debt portfolio to TOP for debts due to fraud or a person's failure to report earnings for offset against federal tax refund payments. The program is being implemented with the assistance of the Department of Labor (DoL). DoL provides federal funds to state governments, that in turn administer the unemployment insurance system and collect the debts when overpayments of UIC are made. Regulations for submission of UIC debts to TOP were published on Jan. 28, 2011.

The first three states to submit UIC debts to TOP for offset were New York, Wisconsin, and Michigan. As of April 30, 2012, these three states alone have recovered \$69.7 million through their use of TOP. Since January 2012, 11 additional states and the District of Columbia have begun submitting their UIC debts

to TOP. These states are Alabama, Arizona, Connecticut, Georgia, Illinois, Maryland, Mississippi, Louisiana, Pennsylvania, South Dakota, and West Virginia. Since the inception of the program in 2011, TOP has collected more than \$149.0 million in recovered UIC debts, as of April 30, 2012. For a breakdown of TOP UIC offsets by state, see the table below.

Participating states are pleased with the results of this program. On May 15, 2012, New York Governor Andrew Cuomo issued a press release announcing the success in New York of collecting \$51.2 million in fraudulently collected UIC benefits to date.

"Once again, New York is at the forefront of efforts to protect taxpayer dollars through preventing and collecting fraudulently-obtained

government payments. Every dollar we recover through this program becomes available to eligible unemployed New Yorkers who are most in need of this vital economic safety net," Governor Cuomo said. "We will continue to do everything we can to collect fraudulently-obtained benefits from people who don't deserve them, and who are in fact stealing from their fellow New Yorkers."

The biggest hurdle for state participation in the program has been upgrading their internal computer systems to communicate with TOP. Secretary of Labor Hilda Solis said, "It's a big cost. It is important because it's obviously taxpayer money and it's employer-based money that they pay into the system. We are responsible to help oversee and monitor and

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State UIC Debt Collection Totals

STATE NAME	OFFSET COUNT	NET COLLECTION AMOUNT	TOTAL AMOUNT OF DEBT REFERRED	PERCENT OF DEBT COLLECTED
Alabama	4,405	\$3,304,307	\$18,192,890	18.16%
Arizona	6,415	\$3,959,414	\$68,247,558	5.80%
Connecticut	946	\$643,585	\$20,031,491	3.21%
District of Columbia	116	\$144,140	\$8,313,984	1.73%
Illinois	18,947	\$32,852,348	\$154,752,677	21.23%
Louisiana	20	\$43,306	\$2,043,051	2.12%
Maryland	10,300	\$15,438,205	\$99,594,246	15.50%
Michigan	1,824	\$5,112,637	\$139,414,682	3.67%
Mississippi	21,601	\$13,960,028	\$39,977,560	34.92%
New York	49,280	\$50,522,939	\$274,632,060	18.40%
Pennsylvania	3,610	\$8,795,156	\$50,555,515	17.40%
South Dakota	63	\$39,358	\$1,703,211	2.31%
West Virginia	226	\$142,074	\$4,942,720	2.87%
Wisconsin	9,611	\$14,078,913	\$114,022,069	12.35%
Total	127,364	\$149,036,410	\$996,423,714	14.96%




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we work with the states who actually implement [TOP].” To this effect, DoL has committed funds to assist state agencies with the implementation of the program.

The Treasury Offset Program expects several additional states to begin referring their UIC debts

to TOP by the end of the calendar year. This program serves as another example of the strong relationship TOP has built with state agencies and the continued success of centralized offset for both state and federal agencies.

To read New York Governor Andrew Cuomo’s full May 15, 2012, release on the “Recovery of More Than \$50 Million in Fraudulent Unemployment Insurance Payments,” please visit www.governor.ny.gov/press/05152012-unemployment-insurance. 

IPP Announces New Name: “Invoice Processing Platform” and the Support of Intragovernmental Buy/Sell Transfers

By Peter O’B. Moore, Agency Enterprise Solutions

With strong support from Treasury, the Financial Management Service’s (FMS’s) Invoice Processing Platform (formerly the Internet Payment Platform, but still IPP) is moving forward on many fronts. IPP is Treasury’s official government-wide offering for electronic invoicing (e-invoicing) will support and standardize intragovernmental buy/sell transfers. As a result of these changes, IPP staff has increased agency outreach tempo and will begin implementing an accelerated product development cycle. To support these reinvigorated efforts, the program also has revamped its marketing and communications effort with a new name, logo, messaging, website, brochures, and more changes to come.

Designed as a comprehensive, easy-to-use e-invoicing portal, FMS offers IPP at no charge to all federal agencies and their vendors. Utilizing IPP for commercial invoices, agency and vendor staff can readily access this centralized government-wide electronic invoice platform to exchange purchase orders, invoices, and payment information. IPP’s e-invoicing

capabilities automate existing error-prone and costly paper-based, manual processes to improve government efficiency and reduce costs for taxpayers. In processing purchase orders and invoices, the need for agency staff to field inquiries from vendors is reduced, as vendors can readily access transaction and status information through an online self-service interface.

In July 2011, Deputy Secretary of the Treasury Neal Wolin mandated that all Treasury bureaus implement e-invoicing using IPP by the end of Fiscal Year (FY)2012. By Fiscal Year (FY)2013, Treasury will require all of its commercial vendors to submit their invoices using IPP. In implementing IPP department-wide, Treasury will reduce its invoice processing costs by 50 percent, saving approximately \$7 million annually.

As part of the Treasury-wide rollout, FMS is now using IPP to process commercial purchase orders, invoices and invoice approvals. Two other Treasury bureaus, the Bureau of Engraving and Printing, and the Bureau of the Public Debt (BPD) are existing

users of IPP. BPD’s Administrative Resource Center (ARC), a shared service provider, has also deployed all 34 federal organizations it serves, including smaller Treasury offices and bureaus. As part of the Departmental mandate, the Internal Revenue Service and the Office of the Comptroller of the Currency are also implementing IPP independently.

Treasury estimates that adopting e-invoicing across the federal government would reduce the cost of entering invoices and responding to invoice inquiries by as much as \$450 million annually, equal to roughly one quarter of the \$2.1 billion of the efficiency savings that the President’s Fiscal Year (FY)2012 Budget called upon agencies to identify.

In addition to savings identified with commercial invoices, Treasury has identified intragovernmental buy/sell trades between agencies as an area of potential savings and improved accountability. In support of this initiative, recent IPP system enhancements enable a standard intragovernmental buy/sell business process flow,

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from the online creation of a standard inter-agency agreement to settlement confirmation, in one central location. The new IPP intragovernmental module leverages the best-in-class commercial features of IPP by using IPP as the front end to the settlement capabilities of the existing Intragovernmental Payment and Collection system on the backend. In addition to a much improved process for the trading partners and simplified reconciliation, automating the intragovernmental buy/sell process will help address the long-standing audit finding on the U.S. Government's financial report, which has a significant elimination entry between departments.

Treasury estimates the improved process and reconciliation will also save \$60-\$70 million annually, if implemented government-wide. IPP is piloting this limited functionality for the intragovernmental system with select agency trading partners through September 2012, to gather requirements for future enhancements.

In the meantime, the IPP program continues to implement new agencies with its e-invoice capabilities. The Architect of the Capitol (AoC) is the first IPP agency that uses Momentum as its core financial management system. As it has with other commercial financial management systems, IPP is working to ensure that the

interfaces between IPP and AoC are reusable for other interested agencies, that use Momentum as well, thereby reducing future agency deployment costs. IPP also has the capability to translate agency formats to IPP's format. Additionally, the Department of Agriculture is currently expanding its IPP implementation department-wide, and the Department of Education has now begun their department-wide deployment.

Agencies seeking more information about implementing IPP or Intragovernmental buy/sell transfers, should contact [Peter Moore@fms.treas.gov](mailto:Peter.Moore@fms.treas.gov), Agency Outreach Liaison with IPP at 202-874-6578. 

Are You Doing the Most for Your Business Customers?

Financial Institutions Play an Important Role in Implementing Treasury's Electronic Payment Rule for Vendors

By Matthew Helfrich and Shirley Hopkins, EFT Strategy Division

By March 1, 2013, all federal recipients are required to receive payments by electronic funds transfer (EFT), in accordance with the Department of Treasury's final rule issued on Dec. 22, 2010. Although there are waivers available for individual federal government recipients in unique, limited circumstances, there are no waivers available for vendors. As a result, a large volume of federal government vendors will be switching from check to EFT to meet this requirement.

Financial institutions play an important role in the implementation of the EFT requirement for vendor payments. Companies receiving electronic payments from the federal government need remittance data (payment-related data),

most notably an invoice number or contract number, in order to properly reconcile these payments against outstanding invoices in their accounts receivable systems. Without adequate payment-related information, it is difficult and time-consuming for vendors to properly complete their accounting. This is one of the primary reasons vendors are reluctant to receive payments electronically. As a result, the National Automated Clearing House Association (NACHA) amended its rules on the Automated Clearinghouse (ACH) system in 1998 to require that financial institutions provide remittance information to their business customers upon request.

Federal government agencies must use specific electronic payment formats to pass along payment-

related information to vendors and their respective financial institutions. Fortunately, Treasury's Financial Management Service (FMS) supports the ACH payment formats that provide remittance data to federal agency vendors to help them account for the payments they receive. Specifically, FMS supports:

- Cash Concentration and Deposit (CCD) Plus - a corporate transaction that allows federal agencies to include one addenda record with each payment it processes through Treasury. Agencies can include payment details in the addenda record that allow the vendor to identify and reconcile the payment.

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Important Note on SSA and RRB Remittance Information

The Social Security Administration (SSA) and the Railroad Retirement Board (RRB) currently use an ACH format that includes remittance information for payments (including Supplemental Security Income) made to institutional representative payees, such as nursing homes or state social service agencies. These institutional representative payees receive numerous federal benefit payments on behalf of the beneficiaries they represent, and therefore need payment-related information to properly credit the payment to the appropriate resident. Many financial institutions are not aware that this payment-related information, consisting primarily of the beneficiary's name and agency claim number, is being sent to them by SSA and RRB, nor are the institutional representative payees aware that they can request it. Consequently, FMS strongly encourages financial institutions to make payment-related data available to their institutional representative payee customers upon request so they can comply with Treasury's EFT requirement.



- Corporate Trade Exchange (CTX) - a corporate transaction that allows an agency to include up to 9,999 addenda records with each payment. This format is especially useful for agencies receiving numerous invoices from one vendor, in which they can use the CTX format to reimburse the vendor with one lump payment while using the multiple addenda records to allow the vendor to reconcile the outstanding invoices.

Treasury's EFT requirement, NACHA's 1998 Rules on remittance data delivery, and the federal government's use of ACH formats (that include remittance information), provide both a regulatory and operational foundation to ensure vendors receive payments electronically. Nonetheless, this important foundation proves meaningless unless financial institutions pass this remittance data to their business customers upon request and in a readable form. Here's an important checklist developed to help your financial institution.

- 1) Train staff on the NACHA rules requiring the delivery of remittance data to business customers. Be sure they know how these reports can be generated, emailed, and/or printed for the business customer in a timely manner.
- 2) Discuss remittance data reporting capabilities with your business customers. Ensure that customer needs are met and that the customer is fully aware of the process to request this information from the institution, including a primary point of contact and/or instructions and credentials to access the information online.

- 3) Ensure software capable of processing remittance data for your customers is available. Also, that the systems or products owned are not difficult to utilize. There are several remittance software products currently available in the market to help financial institutions translate addenda information for their business customers, including software designed by the Federal Reserve Bank.
- 4) Contact the local ACH association for assistance, if you experience problems locating a remittance software solution.
- 5) Be proactive in supporting the Treasury EFT requirement. Ensure that your business customers receive adequate remittance data to perform their daily accounting functions.

As implementation of the Treasury EFT rule continues, many of your customers will be expecting to receive necessary payment information in a timely manner. Working closely with your customers to ensure they receive ample remittance in a timely manner not only supports the Treasury EFT requirement, but also allows you to enhance your services and develop stronger relationships with your business customers.

If you have any questions about Treasury's EFT rule and/or remittance data solutions, please visit the EFT website at www.fms.treas.gov/eft/vendor.html or call 202-874-6619. 



FMS Launches New “One Voice” Customer-Centric Model to Benefit Federal Agencies

By April Battle, Agency Relationship Management Division

“One Voice” is an integrated, agency-focused communication and implementation approach to enhance FMS’s relationship and engagement with all federal agency departments and bureaus through the delivery of unified marketing, outreach, and agency implementation services.

In February 2012, Treasury’s Financial Management Service (FMS) launched “One Voice,” a more effective model to communicate unified guidance to agencies. The “One Voice” communication approach is intended to better support delivery of central payment services, collections and deposit systems, government-wide accounting and reporting services, and the collection of non-tax delinquent debt. “One Voice” is an absolute necessity as FMS and federal agencies work to meet critical milestones and as FMS and the Bureau of the Public Debt (BPD) consolidate into the new Fiscal Service. This holistic communications model improves financial management across the government by ensuring FMS engages federal agencies in a unified manner to develop less burdensome system conversion and implementation plans.

As part of the “One Voice” strategy, the FMS Commissioner, Deputy Commissioner, Assistant Commissioners and other leaders have been meeting with customer agencies and bureau leaders to communicate FMS’s strategic

direction, identify agency needs, and ensure delivery of value-added financial programs and services across the government. These foundational relationships have improved communication between FMS and the agencies, and facilitated smoother customer engagement and conversion/implementation of federal systems.


FMS continues to demonstrate its dedication to “One Voice.” On March 23, 2012, FMS Commissioner David Lebryk issued a letter to all agencies providing an executive-

tools to address customer agency enrollment, conversion, and agency implementation issues and risks, from planning through execution and deployment. We are focused on increasing internal communications across interdependent business lines, and establishing collaborative business processes to monitor customer engagement and conversion/implementation interdependencies, and cross-system architectures and requirements. “The community of agency implementation specialists is essential to

improving collaboration across FMS areas and with Public Debt by enhancing knowledge sharing,” says Kristine Conrath, Assistant Commissioner, Federal Finance.

Customer agency feedback, face-to-face agency meetings, and the analysis of more than 3,000 responses to the FMS customer

satisfaction survey are just a few of the ways in which the new “One Voice” model is impacting FMS’s relationship with federal agencies. “One Voice” also is building stronger relationships through the alignment of product messaging, outreach and agency implementations to promote and transform financial management, and the delivery of global customer-centric services across the federal government.

For additional information about FMS’s “One Voice: vision and implementation plan, please contact April.Battle@fms.treas.gov, Director of ARM. 



level roadmap of upcoming program and service activities. This letter is one of many examples of how FMS is further transforming customer delivery and improving internal operations.

On May 14, 2012, FMS launched an agency implementation team — a collaborative team comprised of FMS and BPD agency relationship management directors. This team is identifying and establishing a community of agency implementation specialists who will establish repeatable marketing/messaging, outreach and agency implementation methodologies, practices and



FMS Hosts Payments Functional & Technical Sessions for Agencies

By Lori Meyer, Kansas City Financial Center

PURPOSE

Payments functional and technical sessions are being held from July through November 2012 to provide the Financial Management Service's (FMS's) federal customer agencies with information on how the Government-wide Accounting (GWA)/Central Accounting and Reporting System (CARS) Treasury Account Symbol (TAS)/Business Event Type Code (BETC) reporting mandate will impact their payment processing.

WHY SHOULD I ATTEND?

On March 23, 2012, FMS Commissioner David Lebryk, released a memo to reiterate the Oct. 14, 2014, deadline when all agencies will be required to submit valid component TAS/BETC information on all transaction types, including payments. To comply with this requirement, agencies will be required to define TAS/BETC information in any FMS payment application. In addition, agencies will be required to submit payment data using standard input formats. The formats will report your agency's TAS/BETC information to GWA/CARS in order to satisfy CARS reporting requirements. To view the memo: www.fms.treas.gov/cfo_ltr.html.

FUNCTIONAL VS. TECHNICAL SESSIONS

Functional: Focus on high-level application overview, time line, and changes to internal application screens.

Target audience: Individuals who have access and work with the payment application(s) on a day to day basis.



Technical: Focus on technical changes for each application, including a walk-through of file format data elements for the application upload files.

Target audience: Individuals who are responsible for making the program changes.

WHICH SESSION SHOULD I ATTEND?

Functional: Certifying officers, accounting staff, disbursing officers, data entry operators, management, or those who need a high level understanding of the October 2014 mandate or FMS 2012 agency outreach efforts.

Technical: Programmers and subject matter experts who understand the payments process, or individuals who have a direct knowledge of the current format used to submit bulk files to Treasury.

PARTICIPATING APPLICATIONS

Functional: GWA/CARS, Secure Payment System (SPS), Payment

Application Modernization (PAM)/ Payment Information Repository (PIR), International Treasury Services (ITS.gov), Automated Standard Application for Payments (ASAP), Do Not Pay, and GoDirect®.

Technical: GWA/CARS, SPS, PAM/ PIR, and ITS.gov.

SESSION DATES:

Functional

- Aug. 7 – Denver, CO
- Aug. 8 – Denver, CO
- Aug. 15 – Washington, DC
- Sept. 25 – Chicago, IL
- Oct. 23 – Washington, DC
- Nov. 27 – Atlanta, GA

Technical

- Aug. 9 – Denver, CO
- Sept. 26 – Chicago, IL
- Oct. 24 – Washington, DC
- Nov. 28 – Atlanta, GA

HOW TO REGISTER?

Register for either the functional or technical session online at: www.fms.treas.gov/kfc/register_forum2012.html.



Direct Express® Debit Card Provides Cardholder Education to Keep Pace with Latest Innovations

By Shirley Hopkins, EFT Strategy Division

As with any prepaid debit card, determination of its usefulness lies with its user. Elementary. So it is with the Direct Express® Prepaid Debit Card MasterCard® (Direct Express® Debit Card). FMS and Comerica Bank, the card issuer, developed the Direct Express® Debit Card with features that make not owning one seem like a financial misstep.

Born out of the All-Electronic Treasury initiative announced in

card that is safe to use. Owning a Direct Express® card means the risk of lost or stolen checks is gone. Since access to funds is available by using a card, there is no need to carry large amounts of cash. Owning a card is convenient. Cardholders can make purchases and get cash anywhere Debit MasterCard® is accepted 24 hours a day, 7 days a week. The Direct Express® Debit Card can be used to make purchases and get cash back at retail locations that display the MasterCard®

know how to take advantage of the card's features—that is, they know how to use the card to get the most out its features without incurring fees. Particularly, in cases when cardholders may not be comfortable using prepaid cards or plastic cards in general. Walt Henderson, director of FMS's EFT Strategy Division, explains it best this way, "The Direct Express® Debit Card education program continues to be important because it helps teach and remind cardholders of the features that



April 2010, the Direct Express® Debit Card was developed to provide an electronic payment solution for unbanked federal benefit recipients. While payments are still being added, the card is now available for individuals receiving Social Security and Supplemental Security Income, Department of Labor Black Lung benefits, Veterans compensation or pensions, Railroad Retirement Board annuities, and Office of Personnel Management federal retirement benefits. Since its inception four years ago, more than three million beneficiaries have signed up to access their benefits using the Direct Express® Debit Card. In total, more than \$27 billion dollars have been loaded into card accounts for benefit recipient use.

Seeing the correlation between usefulness and necessity, FMS and Comerica Bank developed a

acceptance mark, such as grocery stores, gas stations, restaurants, and convenience stores. And, cardholders can use the Direct Express® Debit Card online to pay bills and make Internet purchases.

Recent cardholder feedback received in a September 2011 survey shows that purchases and ATM withdrawals are the most frequent uses of the card. Ninety-five percent of cardholders say they are typically satisfied or very satisfied with the card. The obvious next step, then, is ensuring cardholders know of its attractive features, and how to use them.

Due to factors such as increasing interest and the increasing number of inquiries, and the rapid increase in cardholders, both FMS and Comerica Bank believe that ongoing education is necessary to ensure cardholders

many frequent users take for granted."

In June 2011, FMS and its Direct Express® stakeholders developed a plan to educate cardholders on how to use the card to maximize the cardholder's experience. We featured an educational video titled "Have You Heard?" on GoDirect.org and YouTube. The video informed check recipients about the electronic funds transfer requirement, as well as how cardholders can use the card to make purchases, pay bills and get cash.

We also made several direct mailings to new enrollees in 2011 to increase cardholder education and knowledge of card features and proper usage. Using an analysis of questions asked during the enrollment process, the Federal

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Reserve Bank of Dallas sent letters with educational information about card features and usage. In November 2011, MasterCard also mailed approximately 800,000 letters emphasizing card benefits and encouraging greater use of point-of-sale and bill payment.


Future educational efforts for 2012 include a video, developed by Comerica Bank and MasterCard. The video shows a savvy, cardholder using the card smartly, at retail locations, such as the post office. Comerica Bank also developed a "What More Can I Do with It?" mailer for cardholders. Similar to the "Have You Heard?" video, the purpose of the mailer is to teach cardholders how to get more out of using the card. An additional feature, not included in the video, is the enhanced IVR

(interactive voice response) feature that now allows cardholders to find out about pending deposits to the card.

Last year, Comerica and MasterCard entered into an agreement with PayPerks, a company which offers an educational rewards program that promotes adoption, retention, and the desirable use of prepaid cards. The rewards program, CardSmarts, is designed for low-to-middle income payment recipients. With CardSmarts, cardholders can earn points through completion of an online educational program and through card usage. More current educational methods include collaboration with PayPerks, as well as work with social media.

Because we learned in the September 2011 survey that

one-third of cardholders use the Internet daily, the Direct Express® Debit Card now has a page at the online social networking service, Twitter. The Twitter page is used to send educational tweets to remind, or educate, existing cardholders about card features and about the benefits of using the card. To date, the Direct Express® Debit Card Twitter page has 314 followers. A recent tweet reminded cardholders to, "Check your pending federal benefits before payment date. Contact Direct Express® customer service at 1-888-741-1115."

As interest in the card and the number of cardholders increase, cardholder education will continue to be necessary as well. Educational methods will have to keep pace with the times, as well as with the card's impending innovations. 

Receive the Latest News from FMS!!



FMS issues bi-monthly news to federal program agencies, financial institutions, ACH associations, advocacy groups, and others. If you are interested in federal payment and collection, government-wide accounting, reporting, assets, cash and debt management—it's simply the best way for you to receive updates on all of FMS's products and services.

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Subscribe online today for your free copy at www.fms.treas.gov/scripts/subscription.



The Financial Management Service Contact Directory 2012

Name	Phone #
Administrative Wage Garnishment	202-874-8700
Agency Cross-Servicing Policy	800-858-8700
Federal Program Agency Inquiries	800-858-0725
Agency Location Code	
Check Reconciliation Branch (4 digits)	202-874-8150
Cash Accounting Division (8 digits)	202-874-7752
Automated Clearing House (ACH)	
Payments and Claims Formats	202-874-6781
Treasury Collections	202-874-1251
Automated Standard Application for Payments (ASAP)	
Agency Implementation	816-414-2100
Development	202-874-6542
Operations	202-874-6467
Operations	215-516-8021
Operations	816-414-2100
Business Architecture	202-874-3810
Business Technology	202-874-7449
Card Acquiring Service	866-914-0558
CA\$HLINK II	800-346-5465
CA\$HLINK II	301-887-6600
Cash Management Improvement Act (CMIA)	202-874-6751
Centralized Receivables Service (CRS)	
Agency Inquiries	202-874-6660
Check Claims	202-874-8445
Check Inserts	202-874-7133
Check Payment Inquiries (Treasury Disbursed)	
Kansas City RFC Help Desk	816-414-2100
Philadelphia RFC Help Desk	215-516-8154
San Francisco RFC Help Desk	510-594-7300
Check Reconciliation	202-874-8150
Child Support	202-874-0540
Collateral	202-874-7018
Credit Bureau Reporting	202-874-8700
Credit and Debt Management Policy	202-874-6660
Credit Gateway	877-815-1206
Cross-Servicing Debt Exemptions	202-874-6660
Cross-Servicing Program Enrollment	202-874-6660
Current Value of Funds Rate	202-874-9428
Debit Gateway	202-874-6835
Debt Check	202-874-0540
Debt Collection Agency Training & Education	202-874-6660
Debt Collection Center Designation	202-874-6660
Debt Collection Performance	202-874-6660
Debt Management Agency Facilitation	202-874-6660
Debt Write-Off	202-874-6660
Debtor Inquiries	800-304-3107
Debtor Inquiries	888-826-3127
Department of Justice Debt Referrals	202-874-8700
Direct Express	202-874-7118
Document Examination	202-874-8084
Electronic Check Processing (ECP)	866-855-5735
Electronic Federal Tax Payment System (EFTPS)	
Customer Service	800-555-4477
Development/Operations	202-874-5784
Marketing	202-874-6763
Electronic Transfer Account (ETA) Policy	202-874-6926
Enterprise Business Information Management ...	202-874-3707
Enterprise Security	202-874-1736
FedDebt	202-874-0540
Federal Agencies Centralized	
Trial Balance System 1 (FACTS I)	202-874-9909
Federal Agency Liaison (Collections).....	202-874-7491
Federal Agency Liaison (Debt Management)	202-874-6660
Federal Agency Liaison (Payments)	202-874-6786
Federal Finance Modernization Planning Office ..	202-874-6935
Financial Accounting and Services Division (FASD)	
Credit Accounting Branch	202-874-8740
Judgment Fund Branch	202-874-6664
Surety Bond Branch.....	202-874-6850
Financial Data Architecture/XML Standards	202-874-7039
Financial Data Architecture/XML Standards	202-874-6838
Financial EDI Payments	816-414-2333
Financial Organization Master File (FOMF)	816-414-2204
Financial Report of the U.S. Government (FR)	202-874-6389
Financials, Accounting, Collections, Disbursements & Reconciliation System (FACDR)	
Financials, Accounting, Collections, Disbursements & Reconciliation System (FACDR)	202-874-8580
Foreign Check Issues	202-874-7041
Foreign Currency Accounting	202-874-7994
Foreign Currency Accounting	202-874-8004
Foreign Currency Accounting	202-874-8001
General Lockbox	202-874-7026
Go Direct Program	202-874-6558
Go Direct Marketing	202-874-6624
Gold Book	202-874-7770



The Financial Management Service Contact Directory 2012

Name	Phone #		Phone #
Government On-Line Accounting Link System (GOALS II)	202-874-8270	Payment Application Modernization (PAM)	816-414-2108
Governmentwide Financial Report System (GFRS)	202-874-8923	Payment Policy	202-874-6576
Green Book	202-874-7118		202-874-6781
GWA - Budget Reports Division	202-874-9870	Postage Payments	202-874-7041
ATM, CTA, MTS, Combined Statement, Facts II		Private Collection Agencies	202-874-8700
GWA - Cash Accounting Division	202-874-7752	Prompt Payment	202-874-9428
Account Statements, Statement of Difference		Repurchase Agreement (Repo)	202-874-7150
GWA - CASH TRACK	202-874-9789	Salary Offset	202-874-0540
GWA - Central Accounting and Reportings System (CARS)	877-440-9476	Secure Payment System	202-874-6947
GWA - Customer Relationship Management Division	202-874-9776	Seized Currency	202-874-8906
GWA - Treasury Account Symbol Adjusted Trial Balance System (GTAS)	202-874-9902	Shared Accounting Module (SAM)	202-874-8947
GWA - Treasury Agency Services	202-874-9613	State Income Tax Debt	202-874-0540
GWA - User Enrollment	877-440-9476	State and Local Government Tax Withholding Agreements	202-874-9428
Imprest Fund Management: Policy	202-874-9428	State Reciprocal Agreement	202-874-0540
International Treasury Services (ITS.gov)		Stored Value Cards	202-874-1845
Policy	202-874-6762	Tax Levy	202-874-0540
Operations	816-414-2102	Tax Refund Offset	202-874-0540
Invoice Processing Platform	202-874-36578	TGA Bank Network	202-874-7496
Intragovernmental Fiduciary Confirmation System (IFCS)	202-874-6389	Treasury Offset Program (TOP)	202-874-0540
Intragovernmental Payment and Collections (IPAC)	202-874-9816	TOP Call Center	800-304-3107
IRS Lockbox	202-874-6554	TOP Payment Exemptions	202-874-0540
Limited Depository Accounts	816-414-2102	Transaction Reporting System (TRS)	800-346-5465
OTCnet	866-945-7920		301-887-6600
	302-324-6442	Treasury Check Information System (TCIS)	202-874-9582
PACER On-Line		Treasury Check Offset	202-874-9061
Treasury-Disbursed Agencies	202-874-9138	Treasury Receivable Accounting and Collection System (TRACS)	202-874-7920
RDO Accounting	202-874-7108	Treasury Report on Receivables (TROR)	202-874-6660
Paper Check Conversion Over the Counter (PCC OTC)	202-874-6893	Treasury Support Center	877-440-9476
	202-874-2138	TRUFACS	202-874-6955
Pay.gov	800-624-1373	Unclaimed Moneys	202-874-8262
		U.S. Debit Card Program	202-874-6955
		U.S. Citizenship & Immigration Services (USCIS) Lockbox and e-Filing	202-874-6754
		U.S. Standard General Ledger Division (USSGL)	202-874-9963