



KEY UPDATES

LOOKING AHEAD

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WELCOME

Revenue Collections Management is pleased to share our Winter 2024 newsletter.

Our focus in this issue is how Treasury aims to replace the collection of paper transactions with convenient and secure electronic solutions. Contact us today if you are interested in adopting electronic collection methods, or to be provided with communication materials that promote electronic methods to your customers. Your input and feedback is always appreciated, and we look forward to connecting with many of you soon at upcoming events! So, let's get right into it and begin discovering the many ways the Bureau of the Fiscal Service is "Modernizing Revenue Collections" and continues to move from "Paper to Electronic".

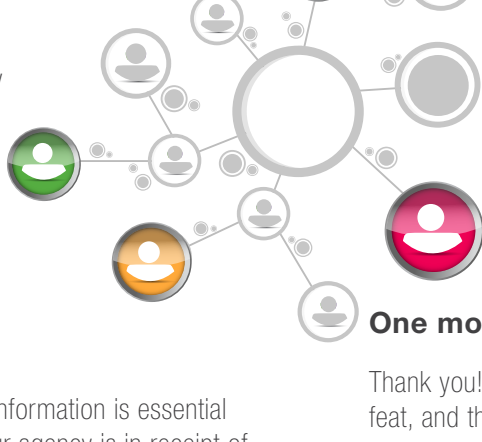
KEY UPDATES

Ring in the new fiscal year with refreshed contacts

Though the calendar year is winding down, the new fiscal year is just getting started; why not start it out right by ensuring your Pay.gov application contacts are updated!

Happening right now

The Bureau of the Fiscal Service is currently in the process of reviewing Pay.gov application contacts to ensure they are current, accurate, and appropriate. The Pay.gov team is reaching out to application approvers (or owners) for review and updating.



This is important – here's why

Current, accurate, and appropriate contact information is essential for reducing security risks, ensuring that your agency is in receipt of important communications, confirming that the correct people are making decisions regarding your Pay.gov collection, and safeguarding against delays in any changes requested.

On board? Here's what to do

Please be on the lookout for an email from Pay.gov Agency Implementation Contacts (Clev.eGov.AI.Contacts@clev.frb.org). If you receive an email, please review, update, and return the information as soon as possible.

Have questions? We can help!

If you need assistance or have questions regarding this process, please email us at [Clev.eGov.AI.Contacts@clev.frb.org](mailto:Clev.eGov.AI.Contacts@clev.frb.org).

One more thing...

Thank you! Updating contacts across Pay.gov services is no small feat, and the Pay.gov team has been tackling this task in waves. We've already heard from some of you, and we appreciate your prompt action on this matter.

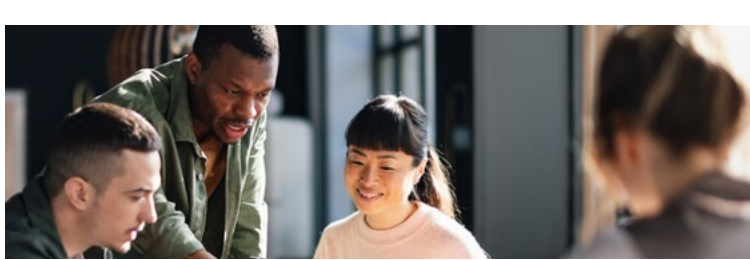
The Credit Gateway has made some changes

As of November 18, 2024:

- Agencies will need to work with Treasury's Fiscal Accounting area for Credit Gateway account number or Classification Key (CKey) corrections for Fedwire, FedNow, and ACH Credit transactions.
- Corrections from one ALC to a different ALC can only be made through the return of the transaction and resending to the correct ALC.
- Credit Gateway Account Correction Forms will no longer be accepted by the Credit Gateway Customer Care area.

Contact the Treasury Support Center (TSC) at [gwa@stls.frb.org](mailto:gwa@stls.frb.org) or the Cash Accounting Branch (CAB) at [CAB.CARD.FA@fiscal.treasury.gov](mailto:CAB.CARD.FA@fiscal.treasury.gov) for assistance with the above changes.

- CKey or TAS/BETC reclassification of transactions needed are performed in the 'Classification, Transaction, and Accountability (CTA)' module in the Central Accounting Reporting System (CARS).



If you need help gaining access to the CTA module, please contact the Treasury Support Center (TSC) at [GWA@STLS.frb.org](mailto:GWA@STLS.frb.org) or at 877-440-9476.

If you need help with processing the CTA in CARS, please contact the Cash Accounting Branch (CAB) at [CAB.CARD.FA@fiscal.treasury.gov](mailto:CAB.CARD.FA@fiscal.treasury.gov).

Please contact the Credit Gateway at [creditgateway@fiscal.treasury.gov](mailto:creditgateway@fiscal.treasury.gov) with questions about any of the above operational changes.

It's Time to BREAKOUT! (your voucher deposit totals)

It's time to escape the confines of general reporting and breakout your deposit totals!

To aid in the Bureau of the Fiscal Service's initiative to reduce paper deposits by 25% by the end of fiscal year 2025, OTCnet made changes to how deposits should be reported when creating a voucher.

Instead of reporting just one overall total for the full deposit amount on a voucher, agencies should now provide a detailed breakdown of the cash, coins, and checks within each deposit voucher.

This will aid Fiscal Service in three ways:

- Clearer reporting on what types of currency is being deposited and how frequently.
- Provides opportunities to suggest alternative electronic solutions to agencies with more frequent deposits of specific currency types.
- Allows for easier reconciliation of deposits for depositaries leading to quicker turnaround of funds to agencies.



Remember to BREAKOUT your deposit totals, then take in a breath of fresh, efficient, and detailed reporting data!

For more information please contact: [OTCnet Deployment Team](#)

LOOKING AHEAD

Collections Information Repository's Future Reporting Solution for the Cloud Migration.

The Collections Information Repository (CIR) is in the planning phase of moving to a cloud environment. As part of this effort, Business Objects will be replaced by a new reporting solution.

The expected implementation date is the 4th quarter of 2025, followed by a 6–12-month migration period for agency users.

Some of the benefits of this effort are:

- Greater user friendliness
- Modernized and flexible technology
- Improved application resiliency
- Cost savings

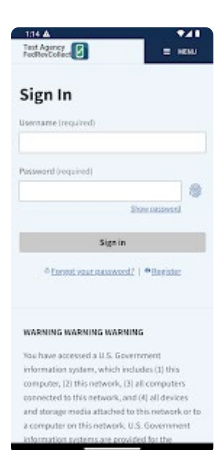
Changes	Impact
Reporting interface will have a new look and feel	Users will need to become familiar with the new interface. Training and testing opportunities will be available as we get closer to the production deployment.  Approved Robotic Process Automation (RPA) tools will need to be reprogrammed to work with the new reporting interface. Users relying on these tools will need to make changes accordingly once the new interface is deployed.
New CSV and Excel exports	Changes in column order of exported data in reports may affect the importing of files into internal systems or processes. Users relying on these exports will need to make changes accordingly once the new interface is deployed. For large volume exports, it is strongly suggested to switch to a System-to-System connection or Managed Extract Files. Contact the CIR team at <a href="mailto:Clev.OPS.Support@clev.frb.org">Clev.OPS.Support@clev.frb.org</a> for more information.

Continue to monitor future communications so your agency can take part in the testing efforts. Your testing efforts can ensure a successful transition to the cloud environment. If you have any additional questions, please contact the CIR Customer Support Team at [cir.customersupport@clev.frb.org](mailto:cir.customersupport@clev.frb.org).

We thank you in advance for your cooperation during this effort.

OTHER INFORMATION

FedRevCollect Mobile App



Efficiency at your fingertips: revolutionizing paper check processing with FedRevCollect.

In today's ever-changing world, adaptation is the key to staying ahead. As technology continues to evolve, so do the tools that help streamline operations and enhance efficiency. One such tool revolutionizing the way federal agencies handle revenue collecting is mobile check capture.

Leveraging the power of mobile technology, the FedRevCollect mobile app allows agencies to deposit paper checks easily and efficiently, eliminating the tedious and time-consuming task of traditional check processing.

With the FedRevCollect mobile app, when a customer hands you a check as a payment, rather than having to physically take the check to the bank, you simply take out a smartphone or tablet. With just a few taps on the screen, you can capture an image of the check, and before you know it, the funds are on their way to your agency's Treasury General Account. No more trips to the bank, no more delays in processing—just instant access to mobile check deposit, anytime and anywhere.

Why use Mobile Check Capture through FedRevCollect?



**Safety.** Mobile check capture decreases the possibility of lost or stolen checks and reduces the risk of exposing sensitive information.

**Efficiency.** Mobile check capture saves time and streamlines payment processing by eliminating the need to take checks to the bank.

**Rapid reporting.** With mobile check capture, transactions are processed through Treasury's secure OTCnet channel, and reconciliation reports are available the next business day in OTCnet and the Collection Information Repository (CIR).

**Savings.** The FedRevCollect app is free to set up and use.

**Security.** The FedRevCollect app provides a convenient and secure way for government agencies to accept checks at the point of collection.

**Familiarity.** The FedRevCollect app uses a technology you are likely already using in your personal life, making the switch to mobile check capture an easy transition from your current processes.

**Want to learn more?** Stay informed about our available Mobile solutions by visiting <https://fiscal.treasury.gov/training/calendar.html>, where you can find dates for upcoming webinars and events!

**Ready to make the switch?** Contact your Agency Relationship Manager at [ARM@fiscal.treasury.gov](mailto:ARM@fiscal.treasury.gov)

Testimonial

*"We manage a hospital network that has Associated Agents spread out over more than 100 locations; trying to maintain them all with working check scanners and the associated software was very difficult. However, when we discovered Mobile, it was a godsend ... with nothing more than a simple smartphone or tablet, our Hospitals were able to ditch the check scanners, software installations, or need to travel to a TGA bank. Mobile is an extremely simple process and one that works exceedingly well, saving us from many headaches and lost labor hours."*

— Financial Manager from the Defense Health Agency

Energized Protection: Safeguarding Revenue Channels with Pay.gov Fraud Prevention



The Energizer Battery company is distinguished by its mascot, a pink rabbit beating bass drum, symbolizing continuous energy and innovation in powering limitless capabilities.

The Pay.gov Fraud Team works with similar diligence in our efforts to align energized efforts and innovation to protect your program systems from fraudsters. "Bad actors" perpetually test program revenue collection channels with ambitions of identifying system vulnerabilities and committing fraud.

Our Pay.gov Fraud Team persistently undermines fraud attempts by implementing innovations that protects collection programs and their customers.

An example of such preventative measures is demonstrated in adjusting revenue collection amounts. This fraud mitigation technique ensures that financial or collection thresholds are consistent with your program's business needs. Affected collection programs were contacted via email to convey specifics regarding this mitigation effort. Impacted agencies with

questions regarding this implementation are encouraged to contact our team via email.

We are happy to answer any questions pertaining to how thresholds are established, or any fraud related inquiries.

As always, please contact us if you witness suspicious activity. Pay.gov Customer Support may be reached via email, [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)

Reminder!

Moving from Paper (Cash/Check) Collections to Electronic Collections

The U.S. Treasury is strongly recommending agencies move away from collecting cash and checks and towards electronic solutions (i.e. Pay.Gov, Online Bill Payment, ACH Credit/Debit and/or Digital Wallet) for collections. The OTCnet team has a goal of reducing paper deposit volume by 25% by Fiscal Year 2025. To learn how your agency can comply with the Federal initiative, please contact your [Agency Relationship Manager](#) to discuss your agency's electronic collections options.

Contact Information

To learn more about RCM's programs and services, please email your Agency Relationship Manager at: [ARM@Fiscal.Treasury.gov](mailto:ARM@Fiscal.Treasury.gov)

For information about other Fiscal Service programs and services for federal agencies, contact: [agency.outreach@fiscal.treasury.gov](mailto:agency.outreach@fiscal.treasury.gov)

