

Collections Chronicle

News You Can Use

Revenue Collections Management

May 2020



URGENT NOTICE TO FEDERAL AGENCIES: TEMPORARY ADJUSTMENT IN PUBLIC FUNDS DEPOSIT TIMEFRAME

What's New w/General Lockbox Network	1
Updates with OTCnet	2
Pay.gov Forms Service Getting a New Look and Feel	4
2020 OTCnet Annual Survey	6
RCM Program Release Schedules for Agency Partners	8
Decommissioning of Pay.gov OCI-I Service	9
Important ECP User Training Dates	10
CAS Webinar Series Sign Up	11



NOTICE TO FEDERAL AGENCIES

TEMPORARY ADJUSTMENT IN PUBLIC FUNDS DEPOSIT TIMEFRAMES

March 25, 2020

Given the exigent circumstances facing Federal agencies as a result of coronavirus/COVID-19 pandemic, and the reported concern that agencies may not have sufficient staff resources available for a period of time to collect and deposit monies on a daily basis, the Bureau of the Fiscal Service is extending the deposit timeline beyond one day as referenced in 31 CFR 206.5 and Volume I, Section 2055 of the Treasury Financial Manual. The deposit timeline is temporarily extended to up to three days, the period of time specified in the statute, 31 U.S.C. § 3302(c)(1). Your agency is now required to deposit public funds received from any source into the Treasury or a Treasury-designated depository within three days of receipt.

Before this timeline becomes effective for your agency, you must send an email to arm@fiscal.treasury.gov agreeing to these terms. This email must come from an official of the agency and be sent from an agency .gov email account.

The temporary deposit requirement will be effective through June 1, 2020, unless amended by Fiscal Service prior to that date if conditions warrant.

If you have any questions, please contact Tamara Whitaker, Director, Over the Counter Division at tamara.whitaker@fiscal.treasury.gov.

Thank you.

Corvelli McDaniel
Assistant Commissioner for Revenue Collections Management
Bureau of the Fiscal Service

Signature:

GENERAL LOCKBOX NETWORK^(GLN) UPDATES

Reduce Revenue Collection Lockboxes & Increase Digitization

The technological advances transforming the banking industry hold great promise for government and the lockbox program. As a central service provider, Treasury plans to take full advantage of these new technologies by applying them to high-volume financial operations and utilizing common processes of collections, reporting, and administrative operations through standardization, consolidation, and automation.

It is more expensive to collect federal payments using lockboxes than through the electronic options that are currently available from the Fiscal Service. The cost of lockbox processing is steadily rising and unsustainable. Paper-based processes require a large labor force and utilize multiple facilities to provide redundancy.

Furthermore, we are witnessing the banking industry rapidly transition away from the lockbox business due to risks, expenses, and because paper-intensive ventures are not part of their corporate vision or strategic priorities. The evidence is clear. Change is needed. We owe the American taxpayer our best effort to implement electronic options that are less expensive and more efficient than paper-based processes.

We have recently performed extensive cashflow research, data analysis, and demographic and segment identification while identifying historical trends and patterns by agency customer. This effort provided the tools and tactics to transition lockboxes to electronic collection options. A heightened level

of focus and cooperation is required from agency customers to eliminate lockboxes and meet taxpayer expectations for a modern, efficient government that is innovating and adopting new technologies.

As a general guideline, the GLN recommends expanding the use of Pay.gov and adoption of other e-Commerce Solutions such as Online Bill Payment and Mobile. The benefits are convenience, simplicity, an enhanced customer experience, and increased efficiency.



Final Words: Retire the Lockbox Replace the manual, costly, paper-based lockbox services with more economical digital solutions offered through the Fiscal Service. Join us and do your part to help transform federal financial management!

For question about the General Lockbox Network and increasing your electronic collection methods please contact:

Agency Relationship Management Division
arm@fiscal.treasury.gov



Updates with OTCnet



Expand Your Options with Google Chrome

Now available for OTCnet, Google Chrome offers agencies the flexibility of having two browsers for Check Processing. The OTCnet Team is working to support functionality for Deposit Processing in Google Chrome in a future release. Chrome brings several benefits to agencies and users, specifically by minimizing system, browser, and security configuration requirements, as well as offering the flexibility of two browsers.

Google Chrome also offers a fast, secure, and user-friendly browsing experience, providing quicker updates to ensure these advantages are maintained. To use Google Chrome with OTCnet, a new version of the OTCnet Local Bridge (OLB) will be required, version 1.3.0. For this version, the OLB certificate will not need to be separately installed, as the certificate is automatically installed with the OLB.

Click [HERE](#) to learn more about using OTCnet with Google Chrome.



Get Started with OTCnet Card Processing

OTCnet now offers an Integrated Solution for Card Processing to enable agencies to accept Visa, Mastercard, Discover, and American Express.

The Integrated Solution enables the Fiscal Service to offer a one stop shop for agency over-the-counter collection needs by seamlessly offering cash, check, and card processing without needing to access multiple applications.

By offering the Integrated Solution, Fiscal Service enables agencies to increase their collection potential by reaching more customers, more

efficiently. Agencies also have access to 24/7 customer support and an extensive training library.

To learn more, visit the new 'Card Processing Getting Started' page [HERE](#).



Skip the Lines with the Self-Service Kiosk!

Offer your customers flexibility in how, where, and when they pay with the Self-Service Kiosk Webservice. The Kiosk Webservice allows agencies to use a customizable Point-of-Sale (POS) system to collect cash, check, and credit/debit card payments independently of the cashier counter and reconcile these payments in OTCnet.



Add Card Processing to the OTCnet Kiosk Tablet

Coming this summer, agencies can now add the acceptance of credit/debit and gift card payments utilizing the OTCnet Kiosk Tablet.

The tablet offers a lightweight (Microsoft Surface Pro Tablet) and cost-effective solution for over-the-counter check and card payments, enabling smaller agency locations to benefit from a self-assisted payment option.

Click [HERE](#) to learn more about the Self-Service Kiosk and Kiosk Tablet!

If you are interested in adding the Self-Service Kiosk, Kiosk Tablet, or Card Processing to your existing payment portfolio, please contact the OTCnet Deployment Team at 703-377-5586 or fiscalservice.otcdeployment@citi.com



Take the 2020 OTCnet Annual Survey

Have you taken the 2020 OTCnet Annual Survey yet? Make sure to take the survey by April 3, 2020 to help us enhance your OTCnet experience. The survey is a very quick, multiple choice questionnaire. Click [HERE](#) to take the survey today!



OTCnet Domain Migration Planned for December 2020

As part of the Department of the Treasury domain migration initiative, Fiscal Service is updating the OTCnet domain from otcnet.fms.treas.gov to otcnet.for.fiscal.treasury.gov in December 2020. This initiative will be referred to as Domain Migration.

To ensure continued and uninterrupted OTCnet check capture functionality, OTCnet online agencies using Microsoft Internet Explorer must add the new domain to their Local Intranet Zone site list for all workstations by December 2020. Agencies that elect to use Google Chrome as their OTCnet online internet browser are not required to make this configuration update but will require version 1.3.0 or higher of the OTCnet Local Bridge (OLB).

Agencies using Internet Explorer and requiring access to OTCnet check capture in the QA environment will need to implement the Local Intranet Zone site list update by September 2020. The change involves adding the new domain to the Local Intranet Zone site list, ensuring that the asterisk wildcard is used (*.otcnet.fms.fiscal.treasury.gov). If your agency prohibits the use of asterisk wildcards, the fully qualified domain name must be added for each environment requiring access (e.g. www.otcnet.fms.fiscal.treasury.gov and/or qae.otcnet.fms.fiscal.treasury.gov).

Please work with your IT Department as needed to implement these updates as soon as possible to ensure uninterrupted OTCnet check capture functionality after domain migration completes

in December 2020. Note that deposit processing and reporting will not be impacted by the domain migration; agencies only using OTCnet for deposit processing and reporting will not be affected.

Please Note: OTCnet Online check capture, OTCnet Offline, and Client Web Methods (OTCnet web service) users will all be uniquely impacted by the migration efforts. Separate transition plans will be provided for each user group.



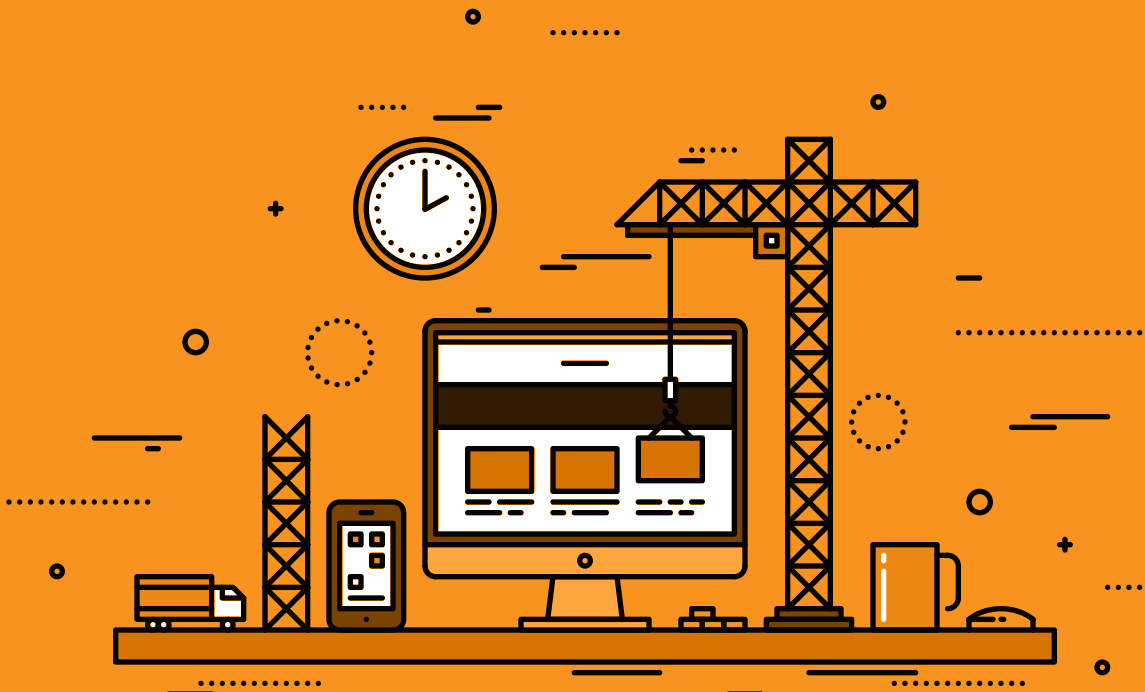
OTCnet Quick Tips and Reminders

- Creating an OLB Profile and Importing OLB Credentials

Creating an OLB profile and importing OLB credentials applies to OTCnet Online check capture, check processing, and card processing users.

For more information and step by step instructions, please refer to the following training resources:

- General Tip for Internet Explorer User
If you or any users are experiencing any issues within OTCnet, we recommend clearing your Internet Explorer temporary files as a first step. To do so, simply follow these steps:
 1. Exit Internet Explorer.
 2. Exit any instances of Windows Explorer.



Pay.gov Forms Service A New Look & Feel!

An exciting modernization project is underway at Pay.gov!

Upgrades are coming to the Pay.gov collection Forms service found on www.pay.gov. Pay.gov is updating the underlying technology of the Forms Service that will bring an enhanced experience to customers that make payments to your agency. When citizens pay a program or fee or receive a federal benefit, the transaction should be modern, seamless, and secure – that is, no different than their experience with commercial services. Upgrading form technologies helps to ensure that Pay.gov can offer services that are on par with similar commercial services from the private sector. But we need YOU to make this a successful transition! While Pay.gov teams are doing all the heavy lifting to move to the new service, agency staff will be asked to participate in order to guarantee a transparent migration. We would like to thank you in advance for your cooperation and partnership in this effort.

What is happening?

Pay.gov is upgrading the Forms Service infrastructure to better serve our agencies and their customers. The new technology provides enhanced functionality and a modern user interface on your revenue collection forms hosted on Pay.gov.

- Enhanced functionality. On the surface you and your customers will see simple upgrades to the forms interface. Improvements to the interface include modern functions you are accustomed to seeing in electronic forms. These include pop-up calendars for entering dates on forms, improved inline messaging to ensure valid data entry, and updated design features.
- A modern user interface. The update to the Forms service will provide more flexibility for designing and formatting forms. All the forms will dynamically format according to the screen type of your customer. Whether it's a PC, mobile device, or tablet, customers will have a superior experience while completing forms online.
- Improved agency experience. Behind the scenes, the new forms engine brings more stability and performance to your customers. New forms design tools allow our technicians to develop

forms and make changes to existing forms more efficiently so you can get your collections online quickly.

When is it happening?

Over the coming weeks and months, the Pay.gov team will be reaching out to you via phone and email to discuss the impact on your form(s) and a transition plan to the new service.

We expect the new service to go live in late 2020. The transition of your forms to the new service is a large effort and will continue through 2021. However, the preparation begins now, and our teams will be contacting you soon with more information about how and when your forms will be migrated to the new service.

What is the impact to you?

We anticipate minimal impact to your agency because the transition work is performed by our Pay.gov technical teams. Most importantly, there will be NO disruption to your revenue collections. You and your agency's staff play a key role in ensuring this transition proceeds as seamlessly as possible. Just a few simple steps are required:

1. Look for an email.
 - The Pay.gov team will be sending communications regarding the transition of your form(s).
2. Test your updated form.
 - The upgrade to our forms necessitates a transition to a new form with enhanced functionality. You may need to update any instructions you provide for your internal teams and agency customers.

3. Prepare for your fixed cutover date.

- As part of this transition, we are setting the date that your updated form(s) will be deployed live in production. Our transition team will contact you soon to let you know when this is happening.

The Pay.gov teams will make every effort to partner with you during this change.

What do you need to do right now?

No action is required at this time. In preparation for this project, you can begin to align resources for testing the new form and your reconciliation data from Pay.gov. This testing will be key to a smooth migration. Look for more information about this project in future newsletter articles.

Thank you in advance for your cooperation in this important modernization on Pay.gov!

Questions can be addressed to Pay.gov@fiscal.treasury.gov





RCM Program release schedule:

The affected systems/services are: ACH Credit Gateway, ECP* (only releases that affect agencies, not banking or internal partners), Debit Gateway, CIR, Pay.gov, OTCnet, and others.

- **ACH Credit Gateway**
- At this time the Credit Gateway does not have any releases planned for CY 2020.
- **Debit Gateway**

RELEASE	SCOPE	DATE	AGENCY TESTING
2.9	<ul style="list-style-type: none"> • For the User Interface (UI) upgrade – Expose to the Thin Client the remaining Originations and Returns processing functionality. • Begin to incorporate new UI design based on user experience testing. • The release will upgrade Debit Gateway to Oracle 19c, Quartz, Jasper Reports, and iBatis. • It will also correct various backlogged issues. 	5/09/20	

- **ECP**

RELEASE	SCOPE	DATE	AGENCY TESTING
3.2	Introduced support of a new web browser: Google Chrome Internet Explorer 11 is the only version of Internet Explorer supported by ECP after release 3.2	7/11/20	4/27/20 to 7/3/20

For questions related to the ECP application, contact the ECP Customer Support team at (866) 855-5735 or via email at FiscalService.ECP@CITI.COM

- **CIR**

RELEASE	SCOPE	DATE	AGENCY TESTING
6.2	New user interface screens for operations team New feature to view a sample of a data extract before it is created Improved capabilities to re-generate extract files Additional data fields on the file provided to CashTrack Minor enhancements and bug fixes	7/11/20	4/27/20 to 7/3/20
6.3	New file for the Bank Management Service New data mart for the Credit Gateway	8/8/20	
6.4	Upgrade to the reporting tool	10/24/20	8/31/20 to 10/16/20

- **Pay.gov**

RELEASE	SCOPE	DATE	AGENCY TESTING
7.12	<ul style="list-style-type: none"> • Continued work on modernization of the Forms Service • Enhancements to the Company Profile Picture • Security enhancements on the public website • Fraud enhancements to recurring ACH payment features • eBilling enhancements • Added authentication to Mastercard transactions • Infrastructure upgrades 	5/16/20	3/30/20 to 4/10/20
7.13	<ul style="list-style-type: none"> • Continued work on modernization of the Forms Service • Security enhancements on the Agency website • Continued work on modernization of the Forms Service • Finalized transition of Agency site US Web Design Standards for Navigation 	7/25/20	6/29/20 to 7/12/20
7.14	<ul style="list-style-type: none"> • First phase of improving security for Pay.gov site login • Early stage work on cloud integration • Updates to ACH process to comply with NACHA rule changes • Updates to the 'My Account' feature on public website 	10/24/20	9/28/20 to 10/9/20

Helpdesk Information

Phone: (800) 624-1373

Email: pay.gov.clev@clev.frb.org



OTCnetSM

DEPOSITS MADE SIMPLE

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Release 3.2: Introducing Credit and Debit Card Support for OTCnet Kiosk Tablet

Agency Testing Dates: March 16-April 9, 2020

Release Date: May 16, 2020

The Over the Counter Channel (OTCnet) Application Release 3.2 enhances the existing OTCnet Kiosk Tablet by adding Card Processing as a payment option. Customers using the OTC Kiosk Tablet will have the option to pay using credit, debit, or gift cards and will be able to receive printed receipts for approved, declined, and canceled card transactions. Card Processing for the Kiosk Tablet is supported by the Verifone MX 925 terminal, the same terminal currently used for OTCnet Online Card Processing. With the Verifone MX925 terminal, customers can swipe, insert, or tap their cards when paying, just like at any retail store. Using OTCnet for your in-person card transactions streamlines your collections and makes OTCnet your one stop shop, eliminating the need to switch applications.

Release 3.3: Introducing Chrome Support for OTCnet Administration, Reporting and Deposit Processing Modules

Agency Testing Dates: August 11-31, 2020

Release Date: September 26, 2020

In November 2019, OTCnet introduced Chrome support for Check Processing. Release 3.3 expands browser support to all OTCnet application modules, including Administration, Reporting, and Deposit Processing. This release also consists of application

changes to enhance customer security, including a systematic review that will be conducted on OTCnet Check Processing forms to evaluate where agencies can eliminate or reduce Social Security Number reliance. Additionally, informational messages will be added to the Create Deposit and Card Processing screens to discourage PII entry. Regarding usability, OTCnet Card Administrators will also notice the Download OTCnet Local Bridge function currently accessed under the Manage Card Processing tab will have its own stand-alone section under the Administration tab. Check Capture Administrators will notice that the Manage Centralized Deployment function currently accessed under the Manage Check Processing tab will also have its own stand-alone section under the Administration tab.

For more information or questions regarding OTCnet, please contact the Treasury OTC Support Center:

Treasury OTC Support Center

Toll free phone: 866-945-7920

DSN phone: 510-428-6824, Options 1, 3, 4

Email: FiscalService.OTCChannel@citi.com

NOTICE:

Pay.gov's Open Collections Interface Interactive Service will be decommissioned effective December 2020

Decommissioning of the Pay.gov OCI-I Service

In an effort to modernize collections, Pay.gov is decommissioning the Open Collections Interface Interactive Service (OCI-I). All agencies with applications running on OCI-I must begin evaluating a plan to implement an alternative Pay.gov service to replace OCI-I, and plan for adequate resources to complete this critical conversion project. Pay.gov will provide regular communications containing valuable information such as timelines, pending product changes, and other helpful conversion guidance.

All agencies using OCI-I should plan a transition to another Pay.gov service no later than December 2020. Pay.gov's Recommendation – Hosted Collection Page Service Although Pay.gov offers several alternative collections services, the Hosted Collection Page (HCP) service provides similar functionality, and is the most comparable Pay.gov service to OCI-I. OCI-I and HCP can run parallel until final conversion of the OCI-I service is completed.

- The Hosted Collection Page service leverages modern technologies and offers many enhanced benefits, including industry-standard methods for user authentication and connectivity that make it easier for developers to interface agency applications with Pay.gov.
- The Hosted Collection Page service processes transactions through web services technology that establishes a secured session utilizing certificate-based authentication. With the elimination of the OCI triple handshake, HCP offers faster throughput with less coding and less maintenance.
- The Hosted Collection Page service allows agencies to offer additional payment options found in our Digital Wallet, including PayPal and Amazon Pay.



Agency Next Steps

- Contact your Pay.gov Agency Implementation Liaison to discuss your options
- Select the Pay.gov service that best fits your agency's business needs
- Work with Pay.gov to develop an implementation project plan
- Request or allocate resources to staff this project

Contacts

Fiscal Service Pay.gov Team:

Pay.gov@fiscal.treasury.gov

Pay.gov Agency Implementation Team:

CLEV.eGov.PG.Agency.Implementation@clev.frb.org

Updates with Electronic Check Processing

Electronic Check Processing (ECP) Training – Take Advantage of this Opportunity!

The ECP Customer Support Team hosts ECP Training Webinars quarterly. The webinar covers several topics, including a demonstration on how to navigate through the ECP website, how to perform research queries and generate a variety of reports, as well as where to find useful resource documents. We highly recommend that new users of the ECP application attend this training.

ECP User Training Dates

ECP Customer Service invites you to the upcoming quarterly ECP User Training scheduled on the following dates in calendar year 2020:

Quarter 2: 6/17/20

Quarter 3: 9/16/20

Quarter 4: 12/16/20

If you have not yet signed up for ECP access or need to add additional users, please reach out to ECP Customer Service to initiate the process.

ECP Customer Support Team

Toll free phone: 866-855-5735

Email: FiscalService.ECP@citi.com

What are the benefits of ECP?

- Accelerates deposits and reduces collection costs
- Improves data capture, accuracy, timing, and provides detailed information regarding remittance and accounting data
- Offers a total of 13 different reports
- Provides direct access to agency users on the status of every item being processed from the moment it is received in ECP
- For more information about ECP please click [here](#).

Did you know

ECP Customer Statistics

# of Total Agencies in ECP	71
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# of Total Cash Flows in ECP	326
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# of Active Users in ECP	1201
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Card Acquiring Service Updates



Keeping up with CAS

CAS Webinar Series – Do you understand CAS participation policies?

CAS plans to host a series of webinars to discuss various topics around CAS participation policies. The purpose of these webinars is to provide education and training to our agency partners who utilize services provided by CAS. Mandatory employee training credit opportunities will be available for Fiscal Service employees and partner agency participants. Regarding the latter group, partner agencies must work with their internal Training Coordinator to receive credit for training courses completed. These are exciting opportunities for agencies to learn more about CAS and its processes.

Look for information on registration, times, and topics on the ARM and CAS websites. If you have any card rule related topics or questions that you would like discussed during the series, please contact the CAS Agency Outreach mailbox, CardAcquiringService@fiscal.treasury.gov.

CONTACT US

For information about RCM's programs and services, please contact your Agency Relationship Manager or the Agency Relationship Management (ARM) Division via the ARM inbox: arm@fiscal.treasury.gov.

For a complete listing of Revenue Collections Management programs and services, please click [HERE!](#)



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