Collections Chronicle

News You Can Use

Look What we've cooked up for the Summer

IN THIS ISSUE

Revenue Collections Management

Summer 2022

BUREAU OF THE
Fiscal Service
LEAD. TRANSFORM. DELIVER.

Digitizing
the General Lockbox Network

As consumer demand for digital capabilities grows, Treasury embraces the opportunity for modernization and innovation. One area for growth is the General Lockbox Network (GLN), A Fiscal Service program that processes non-tax paper checks and other remittance documents received through the mail for federal government agencies. Treasury aims to replace paper transactions collected through the GLN with convenient and secure electronic solutions as part of the ten-year vision for the **Future of Federal Financial Management.**

Processing payments through the General Lockbox Network is significantly more expensive and resource-dependent for the government than the electronic collection methods offered by Fiscal Service. The extensive paper and labor resources used in the GLN lead to operational inefficiencies in the payment process. Due to these increased risks and expenses, the banking industry is rapidly transitioning away from providing lockbox services and shifting their focus to more innovative fields.

We owe the American taxpayer our best effort to implement electronic collection channels that are less expensive and more efficient than paper-based processes, and provide customers with a more secure, modern, transaction experience. Fiscal Service and the GLN highly recommend expanding the use of Pay.gov and the adoption of other e-Commerce Solutions, such as Online Bill Payment (OLBP) and Mobile Check Capture. These services provide federal agencies with improved fraud prevention, faster payment reconciliation, and reduced manual processing, while offering customers a simple, easy-to-follow payment process and enhanced data security.

Fiscal Service will additionally support agencies implementing a “No-Cash or a No-Check” policy and assist agencies with communication plans to ease the transition experience of customers.

Please refer to the **Bulletin No. 2022-01** in the Treasury Financial Manual for more information.

Join us in our effort to provide customers with the most convenient, simple and secure payment methods.

For questions about adopting electronic collection methods, or to be provided with communication materials to promote electronic methods to your customers please contact, Agency Relationship Management Division at **ARM@fiscal.treasury.gov**

Innovate with Secure OTCnet Solutions

Make the Switch to Card Payments

Want to accept debit, credit, and gift card payments from Visa and Mastercard in OTCnet? Try the OTCnet Card Processing solution to collect payments easier, faster, and more streamlined.

If you already use card payments or want to start accepting them, switch to OTCnet Card Processing to enjoy an integrated solution within the same platform as check and cash deposits. Learn more on the Getting Started: **Card Processing page**

Greater Security for Agencies: OTCnet Local Bridge (OLB) and OTCnet Offline Update Release 4.1 is live as of June 2022! It introduces OLB version 2.5.0.0 and OTCnet Offline version 4.1.0.0, which both provide new security features that are adjustable to suite your agency's needs. The updated OLB and OTCnet Offline will unbundle Java (JRE) from the installation package so that agencies are empowered to manage Java versions according to their own security requirements.

Click here to install the latest OLB, see the step-by-step instructions in the Upgrade the OTCnet Local Bridge (OLB) Application Printable Job Aid.

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

The U.S. Treasury is strongly recommending agencies to move away from collecting cash and checks and towards electronic solutions (i.e, Pay.Gov, Online Bill Payment, ACH Credit/Debit) for collections. The OTCnet team has a goal of reducing paper deposit volume by 25% within the next 5 years. For any assistance on this transition, please contact your Agency Relationship Manager to discuss your agency's electronic collections options. **ARM@fiscal.treasury.gov**

All-in-One Solutions for Small to Medium Locations

OTCnet supports a host of federal agencies, from those located in our nation's capital to those across the country and beyond! Our solutions are designed to meet each of these agency's needs. Through OTCnet's Kiosk Tablet solution, your agency can make card payments and conduct check processing all-in-one workstation. This lightweight collection option is perfect for small to medium transactions volumes and can reduce costs and training time.

OTCnet allows your customers to complete transactions independent of an agency representative. Even with a small team, your agency can securely make electronic payments that are integrated with Treasury reporting channels.

We can help onboard you to these all-in-one solutions and seamlessly integrate them into your existing workflow.

The OTCnet team provides assistance at every step of the way, from an initial Kiosk overview session to your first payment. Get started today by contacting the Deployment Team at **Fiscalservice.otcdeployment@citi.com** or 703.377.5586.

Mobile Check Capture Transition from ECP to OTCnet

The FedRevCollect Mobile Program is transitioning its Mobile Check Capture service from Electronic Check Processing (ECP) to The Over the Counter Network Channel Application (OTCnet). The new program infrastructure will assist your agencies and your customers with enhanced functionalities and a modern user interface.

This transition will be of minimal impact to agencies and no action is required at this time. As the transition moves forward, the implementation team will contact your agency to communicate key dates and any actions you need to take.

If you have any questions or concerns, please contact:
Fiscalservice.otcchannel@citi.com

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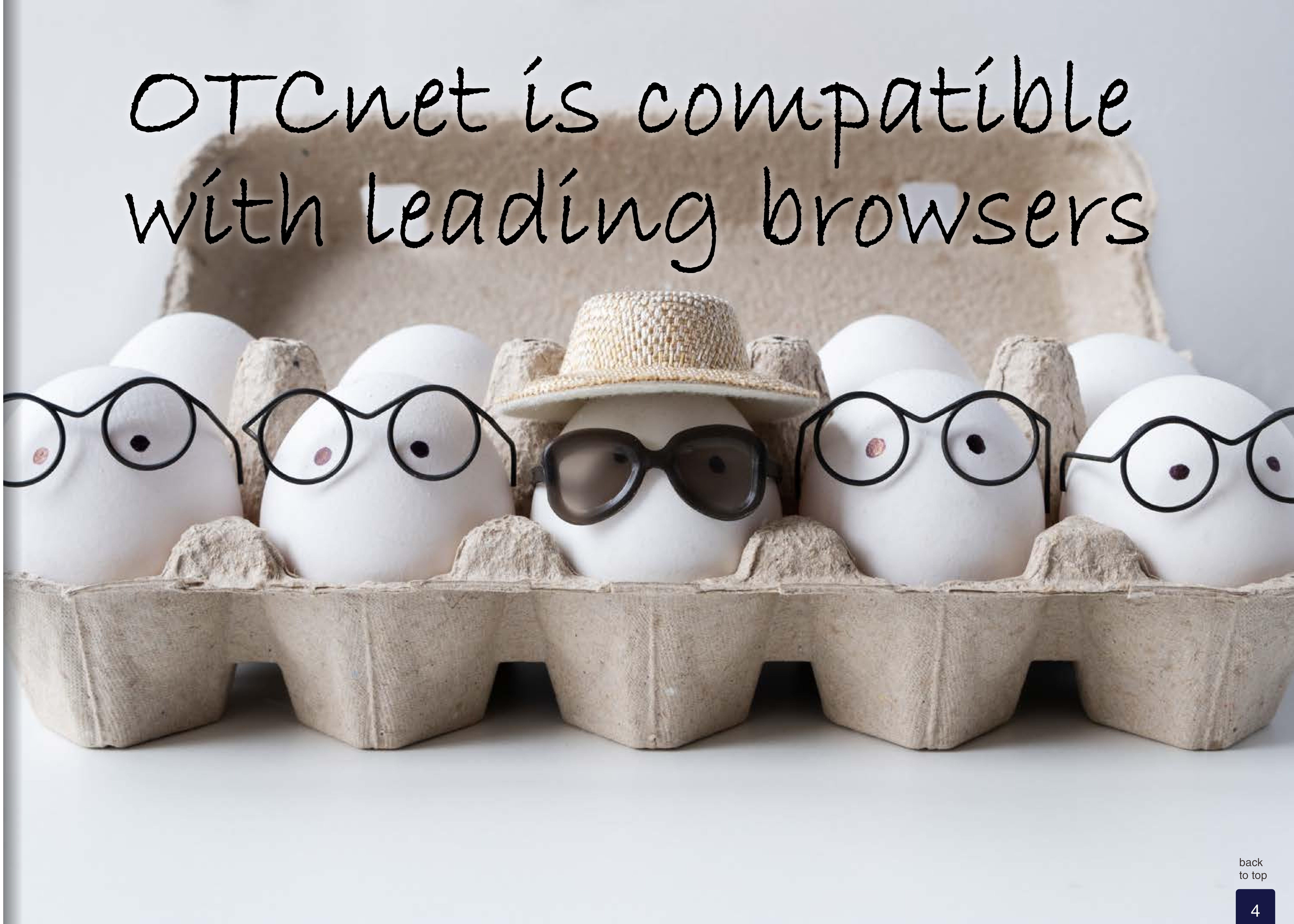
OTCnet

Microsoft Retiring Internet Explorer 11, Google Chrome and Microsoft Edge Leading Alternatives

In June 2022, Microsoft and Windows 10 will end support for Internet Explorer 11 (IE 11). While OTCnet will continue supporting IE 11, rest assured OTCnet is compatible with leading browsers such as Google Chrome and Microsoft Edge. See the table below to explore the advantages of these browsers.

	Google Chrome	Microsoft Edge
Compatible with	•	•
Windows 10 and 11	•	•
Built-in PDF viewer for OTCnet reports	•	•
Reduced security vulnerabilities for OLB workstations	•	•
Accelerated browsing speeds	•	•
Simplified OLB Installation	•	•
Streamlined for OTCnet domain migration	•	•



Card Acquiring Service Updates

Keeping up with the Card Acquiring Service

New IGT policy effective 1 October 2022

Effective October 1, 2022, agencies using credit cards to process an Intra-Governmental Card Transaction (IGT) will be expected to limit their credit card collections so that individual IGTs paid with a credit card do not exceed $10,000.00. The general limit on daily credit cardholder payments to federal agencies remains $24,999.99. The government's card acceptance policies can be found in Treasury Financial Manual (TFM) Vol. I, Part 5, Chapter 7000 at **https://tfm.fiscal.treasury.gov/v1/p5/c700.html**.

An IGT is defined as the sale of goods or services, or collection of other obligations, by one government agency from another government agency using a government-issued card. Agencies may accept cards issued under the U.S. General Services Administration's SmartPay contract for intra-governmental collections, if indicated on the agency application and approved in writing or via email by the Fiscal Service.

Agencies are encouraged to use another electronic collection alternative to government-issued credit cards for those IGT transactions that would exceed $10,000.00, such as Intra-Governmental Payment and Collection (IPAC) or G-Invoicing.

- G-Invoicing - G-Invoicing (treasury.gov)

- IPAC - Intra-Governmental Payment and Collection (IPAC) (treasury.gov)

IPAC is a way for Federal Program Agencies (FPA) to transfer funds from one agency to another, using standardized descriptive data.

G-Invoicing is the long-term solution for FPA to manage their IGT Buy/Sell transactions. G-Invoicing helps (or will help) agencies and their trading partners: negotiate and accept General Terms and Conditions (GT&C) agreements, broker orders, exchange performance information and validate settlement requests through IPAC.

Agencies pay any interchange fees associated with processing IGT credit card transactions.
Agencies receive a direct bill from our Financial Agent (Comerica) and are solely responsible for the payment.

Agencies are responsible for ensuring their points of contact (POC) are up to date, specifically the billing point of contact, and it is agency's obligation to report changes in all POCs to Card Acquiring Service by email at **CardAcquiringService@fiscal.treasury.gov**.

CAS Contact Updates – It's that time...

The CAS program embarks on several agency-facing endeavors annually. To ensure we have the most up-to-date points of contact (POC) information for your agency, please take the time to review your CAS program contact types at least twice annually (e.g. Chain, Merchant Identifier (MID), and Billing POCs). If contacts change at your agency, it is important that this is promptly communicated to the program so that your account can be updated accordingly.

Questions regarding POC management or changes in POCs, should be sent via email to: **CardAcquiringService@fiscal.treasury.gov**

CAS Customer Service - Have an issue? Here's how we can help.

Customer service and support has revolutionized over the past decade. Recent innovations focus on automating customer service systems to promote faster, more efficient and streamlined customer services. The CAS program (along with our partners at Worldpay from FIS) strives to provide the best customer support for card services to our Federal Program Agencies. Our program's success comes from understanding the needs of our customers so we can continue providing quality customer service.

Due to the multi-faceted nature of the CAS program, we have restructured high-frequency inquiries amongst the support teams to better serve customer agencies. Take a look at some of our changes. If a CAS Federal Agency customer has an inquiry/request related to:

- Terminal Support
- Reconciliation and Reporting
- Billing Inquiries
- Ordering Equipment or Supplies
- General Support Needs

Please contact the U.S. Treasury Support Line at 1-866-914-0558, 24 hours a day, 7 days a week for assistance.

If a customer agency's inquiry/request is not in reference to any of the aforementioned categories, contact the CAS Agency Outreach Mailbox at, CardAcquiringService@fiscal.treasury.gov and a representative from the Fiscal Service CAS Program will respond to your inquiry within two (2) business days.

As the CAS program continues to revamp its processes, look for updates on our CAS Informational website, **www.fiscal.treasury.gov/cas**.

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Centralized Receivable Services (CRS)

CRS Background

Centralized Receivables Service (CRS) is a service Fiscal Service provides at no charge to federal agencies to assist in the management of current, non-tax receivables. CRS improves the efficiency and effectiveness of government-wide receivables management through increased and accelerated collections, the referral of debts to Cross-Servicing for delinquent debt collection, and the advancement of electronic transactions. CRS began as a pilot on December 31, 2012, with a goal of assessing and creating government-wide efficiencies in federal accounts receivables management. By tightly integrating CRS with Fiscal Service's existing receipts processing, transaction reporting, and centralized delinquent debt collection operations, the U.S. Department of the Treasury (Treasury) enables federal agencies to transfer their end-to-end receivables management and increase their focus on core missions.

Currently, Our Financial Agent (FA) provides system, mailing, call center, and case management services that are substantially similar to what financial institutions provide to commercial customers. Fiscal Service owns all direct contact with federal agency stakeholders, provides FA oversight, and participates in user acceptance testing, agency outreach, and program implementation. Fiscal Service is also responsible for developing training and other informational materials.

As of December 31, 2021, CRS services 90 programs from 17 participating agencies resulting in the total servicing of 2.8 million receivables and the collection of $349 million. CRS continues to evaluate collection data and analyze agencies' receivables collection needs. For more information contact **ARM@fiscal.treasury.gov**

CRS Current State

The CRS program area launched its Financial Agent Selecting Processes (FASP) on November 18, 2020. The CRS FASP was an open competition to select and designate an FA to provide non-tax receivables while improving and adding new services. After utilizing the Fiscal Service's established internal procedures to solicit and review applications and recommend the selection of an FA, the CRS team is pleased to announce that PNC will be our new FA, supporting a wide range of receivable services and taking CRS to the next generation. The CRS team will work with PNC to establish a transition plan and minimize risks with the transition. Once the transition is complete, CRS will be able to offer more receivable services while continuing state of the art user experiences.

CRS Success Story

CRS has many success stories, and we would like to take this time to share one of them. During our November 4, 2021 annual CRS User Group Forum, Jerry Chapman from Fiscal Accounting Operations talked about how CRS is the right partner to help his program area handle one-time consumer receivables from Treasury Security (Savings Bonds) overpayments and double payments. Our relationship began on May 20, 2013, when Fiscal Accounting Operations was looking for a platform to streamline process flows and better service Treasury's customers. By August 2013, his program area began entering single-bond cases for processing in the CRS system, which were only 41% of all cases at that time. His program area needed an attachment feature to facilitate entering 2-bond cases in the CRS system. By December 2014 CRS added an attachment feature, and by September 2015, an automated batch attachment function was implemented to help his program area transmit multiple-bond cases to CRS. Besides these new features, CRS provided a full-service call center, automatic case management services, and returned mail skip tracing; set up a collection module specific to their needs and helped with all congressional inquiries.

These services and others helped to reduce incoming phone calls from 15,000 per year to about 1,500 per year while helping us to establish an 80% collection rate for the program area—all while making his program area a leading provider of shared services to the federal government. Our great partnership with his program has been growing year over year since 2013.

CRS's Future

Now that CRS's FASP is completed and PNC has been designated a single FA to service non-tax receivables, we will focus on innovation, process improvement and continued operational excellence. While complying with all collection laws and data security requirements, our new platform will be able to support CRS to enhance the following categories:

- **Compliance and the Customer Experience**
  PNC will help us improve automation and technical innovation while increasing agency adoption and customer satisfaction. Customizing our program through configuration changes rather than software modifications will allow for a smoother change management process and improved product enhancements. As a result, agencies' on-boarding process can occur with minimal time and effort.

- **System and Technical**
  PNC will offer a cloud-based COTS solution for CRS's agencies. This process enhances security and offers more customer agency-specific tools and features, such as a digital signature capability to reduce paperwork and support email and text-based communications. Moreover, this solution permits ad hoc customizable reporting, which is not currently available to our agencies.

- **Collections and Analytics**
  With our new system platform, we will be able to analyze receivables, segment debts, and produce reports that provide insight into operations. The new platform will have tools and processes in place to assess receivables, categorize them, and assign a suitable amount of activity to collect on them. Using this platform will provide us with more insight into receivables, allow us to manage our resources more effectively, and increase our collection rate while lowering our collection costs.

- **Multi-Objective Criteria**
  Innovation is the key to offering better services to our customers. With the new platform, CRS will be able to keep up with new debt collection technology while maintaining budget discipline. We will continue to provide high-quality customer service and upgrade our system without service disruptions. Our new FA will also partner with a debt collection agency to bring a much-needed increase in subject matter expertise into our collection process. With our new FA, CRS will be able to offer more services and increase collection rates.

CRS CENTRALIZED RECEIVABLES SERVICE
BUREAU OF THE FISCAL SERVICE

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"Fiscal has adopted a holistic approach to improve cash management practices government-wide."

What is an ARM Rep?

Our mission is to deepen business relationships, increase customer satisfaction, enhance the customer experience and improve the delivery of revenue collection products and services. The Agency Relationship Management (ARM) division within Revenue Collections Management (RCM) is responsible for managing the overall relationship between RCM and federal agencies so the goals and objectives of the government are aligned.

The ARM Division serves as the central point of contact for promoting the RCM mission and vision to its internal and external customers. To do this, Fiscal has adopted a holistic approach to improve cash management practices government-wide.

Agency Outreach is the process we use to establish relationships with our federal agency customers in our collections business.

Click **HERE** to learn more about ARM and RCM.

RCM Schedule of Releases

Key Function	System	Release #	Release Date	EFTPS	Pay.gov	CAS	Debit Gateway	Credit Gateway	CIR
Collateral Management	TCMM	R2.8	6/17/2022						
Collections	OTCnet	4.1 (O&M)	6/18/2022				•	•	•
Collections Reporting	CIR	6.8.3	6/18/2022						
Bank Oversight and Compliance	BMS	1.13	7/8/2022						
Collections	ECP	5.1	7/11/2022				•	•	•
Settlement	Debit Gateway	R2.16	8/6/2022	•	•		•	•	
Collections	Pay.gov	7.21	8/6/2022			•	•	•	
Transaction Reporting & Cash Concentration	TCMS (TCMS/DVS)	"R2.14.1 (R2022.08)"	8/20/2022						
Collections	OTCnet	4.2 (DME)	9/10/2022				•	•	•

Save the Date

Please RSVP

for additional information:
agency.outreach@fiscal.treasury.gov

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REVENUE COLLECTIONS MANAGEMENT

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Thank You for Reading

The RCM Collections Chronicle!

For information about RCM's programs and services, please contact your Agency Relationship Manager or the Agency Relationship Management (ARM) Division via the ARM mailbox: **ARM@Fiscal.Treasury.gov**

For a complete listing of Revenue Collections Management programs and services, please click **here!**

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