

CENTRALIZED RECEIVABLES SERVICE (CRS) TECHNICAL BULLETIN

Number 21-04
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For Agencies Using CRS Batch File Processing

CRS is making several enhancements to our CRS Extract File layout later this month. Unless your agency chooses to take advantage of the enhanced layout, *no change is required to your current Extract File processing.*

Beginning with the implementation of the April 2021 Release on April 17, 2021, agencies may elect to receive information currently available on the Debtor Maintenance Report in the CRS Extract File. This information includes updates to debtor addresses, phone numbers, email addresses, and other debtor-specific information.

By adding 'Issue Type ID', 'Created By', and 'Assigned To' fields to the Issue Detail record, agencies can focus on those Issues that must be addressed as soon as possible to avoid adverse action on cases due to non-response to CRS Issues. Additionally, CRS will no longer include Issue Detail Records for Issue Types that are not relevant to the agency on the Extract.

Lastly, beginning with the April 2021 Release, agency/bureau may opt to receive information for multiple programs in a single CRS Extract File. Each program in the file will be identified by a Control (Header) Record, with cases belonging to that program following the Header.

CRS Agency Profiles must be updated, and batch file testing is required before agencies may begin using the Extract File enhancements.

For questions or additional information regarding the new Extract File enhancements, contact CRS Agency Relations by calling your Program's IVR Number and selecting Option 5, or by emailing crsagencyrelations@usbk.com.

Important Reminders

- * U.S. Department of the Treasury, Bureau of the Fiscal Service requires the use of Single Sign-On (PIV or CAC) to log into their applications. This requirement now includes access to CRS.
- * Personal Identifiable Information (PII) is sensitive information that must not be disclosed to anyone who is not authorized to receive the information. **All PII must be redacted before attaching documents to cases in CRS.** See the *Handling Personal Identifiable Information* section of the CRS User Guide for information on identifying and redacting PII.

* The Federal Claims Collections Standard (FCCS) requires Agencies to respond promptly to debtors who dispute debts or request proof of indebtedness. Beginning in July 2021, if a **Dispute or Proof of Debt (POD) Request Issues** is not resolved within 30 days, the case will be automatically canceled in CRS.

* According to the CRS Agency Participation Agreement (APA), all agencies must respond timely to requests for information from Fiscal Service or Financial Agent personnel servicing a debt. Beginning in July 2021, failure respond to **Agency Review Issues** within 60 days will result in automatic Halt removal, causing cases to continue their normal workflow (i.e., resume collections activities, including transfer to Cross-servicing if applicable).

* **CRS requests only valid TINs for debtors be included with debts referred to CRS.** Do not enter repeating digits (e.g.: 999999999, 000000000, etc.), “pseudo-TINs”, placeholder TINs, or any other invalid SSN or EIN in the TIN field in CRS.

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