

CENTRALIZED RECEIVABLES SERVICE  
(CRS)  
TECHNICAL BULLETIN

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Dispute vs. Payment Issue

CRS has implemented a procedural change with how Dispute issue types are handled when the debtor states they do not owe the amount communicated to them ***due to a payment they made previously that was not applied to their debt.***

Before the change, this scenario would generate a “Dispute” issue type that would be routed to the agency for response. Under the new process, this will be handled as a “Payment Issue” issue type using the headline “Missing Payment”. This will allow the agency time to research the payment, and apply it to the case if valid.

CRS Operators will request the following from the debtor and include it in the Payment Issue:

- If payment was made via check:
  - Date Payment Mailed
  - Check Number
  - Dollar Amount
- If the payment was made via Pay.gov:
  - Date Payment Made
  - Pay.gov Tracking ID #
  - Debtor Name/Payer Name
  - Dollar Amount Paid

Please contact CRS Agency Relations ([crsagencyrelations@usbank.com](mailto:crsagencyrelations@usbank.com)) with any questions you may have regarding this Technical Bulletin.

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