



U.S. DEPARTMENT OF THE TREASURY

# KFC Dispatch

SPRING 2019

KANSAS CITY FINANCIAL CENTER

## New Executive Director in Kansas City



On February 5, Commissioner Kim McCoy announced that Susan Robinson was selected as Executive Director of Payment Management's Kansas City Financial Center (KFC). Serving as Acting Director since September, Susan has been at KFC for more than 23 years in various managerial roles.

As KFC Deputy Executive Director, she was responsible for overseeing daily payment and customer support operations for domestic, international, grant, and letter of credit payments for 250 federal agencies nationwide, representing one billion federal payments annually valued over \$3 trillion.

Prior to her tenure as the deputy executive director, Susan managed the Global Financial Services Branch. Under her leadership, payment and collection services were expanded to include the creation of the International Treasury Service program (ITS.gov) to support international payment and collection processing. ITS.gov annual activity has grown to more than seven million transactions valued at \$26 billion.

Susan completed the bureau's senior executive development candidate development program and her qualifications were certified by the Office of Personnel Management in 2011. She began her career as an accountant with the General Services Administration. Susan is a graduate of the University of Central Missouri with a bachelor's degree in business administration and accounting.

*Article Courtesy of the Fiscal Buzz*

## Paying the Coast Guard After the Shutdown: 44,000 Paychecks, 48 Hours

Each year, the Bureau of the Fiscal Service (Fiscal Service) delivers 1.2 billion payments, totaling \$3.5 trillion, to recipients around the world on behalf of more than 250 federal entities. When the federal government partially shutdown on December 22, 2018, paychecks stopped for 800,000 government employees, including those of the United States Coast Guard (USCG).

The shutdown ended on Friday, January 25, and on Saturday morning, the phone rang at Treasury's Kansas City Financial Center. Would it be possible to pay 44,000 USCG personnel by Monday? The answer, without hesitation, was "yes."



### "We Couldn't Drop the Baton"





Susan Robinson, Executive Director of the Fiscal Service Kansas City Financial Center, equates the federal payment process to a relay race, requiring the passing of the baton from one team member to another. The information needed to deliver a payment must be transmitted seamlessly and accurately from agency payroll systems to Fiscal Service and then to the Federal Reserve Bank for distribution to payees' accounts at thousands of financial institutions around the world.

Funding must also be appropriately distributed and accounted for. The Kansas City Financial Center disburses 87% of the government's payments. Nearly 95% of all payments – and 99.6% of salary payments – are delivered electronically.


"We couldn't drop the baton if we wanted the payments to be made on time," said Robinson.

And while the USCG prepared its payroll for submission to the Fiscal Service, the phone continued to ring in Kansas City as more agencies reached out to ensure their salary and other backlogged payments would be made quickly.

#### Saturday, January 26

-  9:00 AM Coast Guard contacts Treasury in Kansas City, MO requesting help getting personnel paid on Monday.
-  12:00 PM Coast Guard prepares payroll files, maintaining contact with Treasury's Fiscal Service.  
Other agencies begin requesting help with payroll.
-  3:00 PM Coast Guard submits payroll files and prepares for disbursement on Monday morning.
-  4:00 PM The State Department asks that the submitting window remain open so personnel can be paid on Monday.

#### Monday, January 28

-  9:00 AM 62,670 Coast Guard and State Department personnel receive paychecks valuing \$142,648,284.

*"We got a call on Saturday afternoon when the State Department asked that the submission window stay open to ensure that employees, including many in foreign posts, would be paid on Monday," Robinson said. "Providing quality payment services is the center's primary mission – we are here to serve our customers!"*

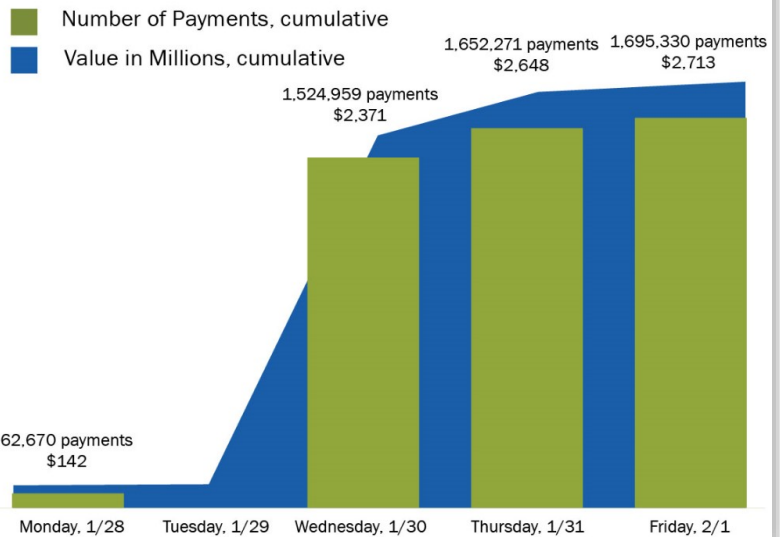
## Paying the Coast Guard After the Shutdown: 44,000 Paychecks, 48 Hours... Continued

### Salary Payments Hit Bank Accounts on Monday Morning

On the morning of Monday, January 28, nearly 44,000 Coast Guard personnel found their missing paychecks deposited in their bank accounts, as did almost 19,000 State Department personnel scattered around the globe.

That week, Fiscal Service disbursed nearly 1.7 million federal salary payments, totaling more than \$2.7 billion. This included salary payments to Fiscal Service employees, many of whom had been working without pay for more than a month to deliver critical social security, veterans benefits, retirement, and other payments for agencies that had available funding during the partial shutdown.

**Federal Salary Disbursement  
Post Government Shutdown**  
January 28 - February 1, 2019



During the week of January 28th, Treasury's Fiscal Service disbursed nearly 1.7 million salary payments valuing \$2.7 billion.

### A Special Thanks



On February 11, Coast Guard Admiral William Kelly surprised the disbursing team at the Kansas City Financial Center with a special thank you for a job well done. He presented Susan Robinson and employees Cynthia Sheppard, Antoinette Williamson, Carol Matthews, and Christopher Hays with military challenge coins, generally awarded to military service members for special achievement. Also present were the Fiscal Service Commissioner Kim McCoy, Deputy Commissioner Jeff Schramek, and Assistant Commissioner Ronda Kent.



*Left to right: Assistant Commissioner Ronda Kent, Carol Matthews, Cynthia Sheppard, Antoinette Williamson, KFC Executive Director Susan Robinson, Admiral William Kelly, Commissioner Kim McCoy, Christopher Hays, Captain William Burns, Master Chief Charlie Salls, and Deputy Commissioner Jeff Schramek.*

## Mark Your Calendar – 2019 Fiscal Service Advisory Council (FSAC) Payments Forum

The Bureau of the Fiscal Service, Payment Management, Kansas City and Philadelphia Financial Centers are hosting the FSAC Payments Forum on June 4 – 5, 2019 in Woodlawn, Maryland. The forum provides a unique opportunity for agencies to hear first-hand updates related to federal government payment products, services, and initiatives. Take this opportunity to attend the 2019 FSAC and stay apprised of the future direction of payments.

Information to the 2019 FSAC Payments Forum at Fiscal Service website at:

<https://www.fiscal.treasury.gov/events/fiscal-service-advisory-council-payments-forum.html>

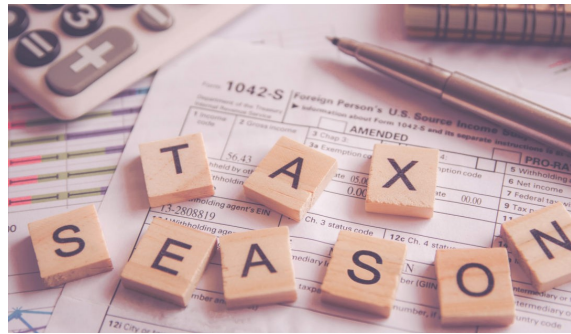
We look forward to seeing you in June!



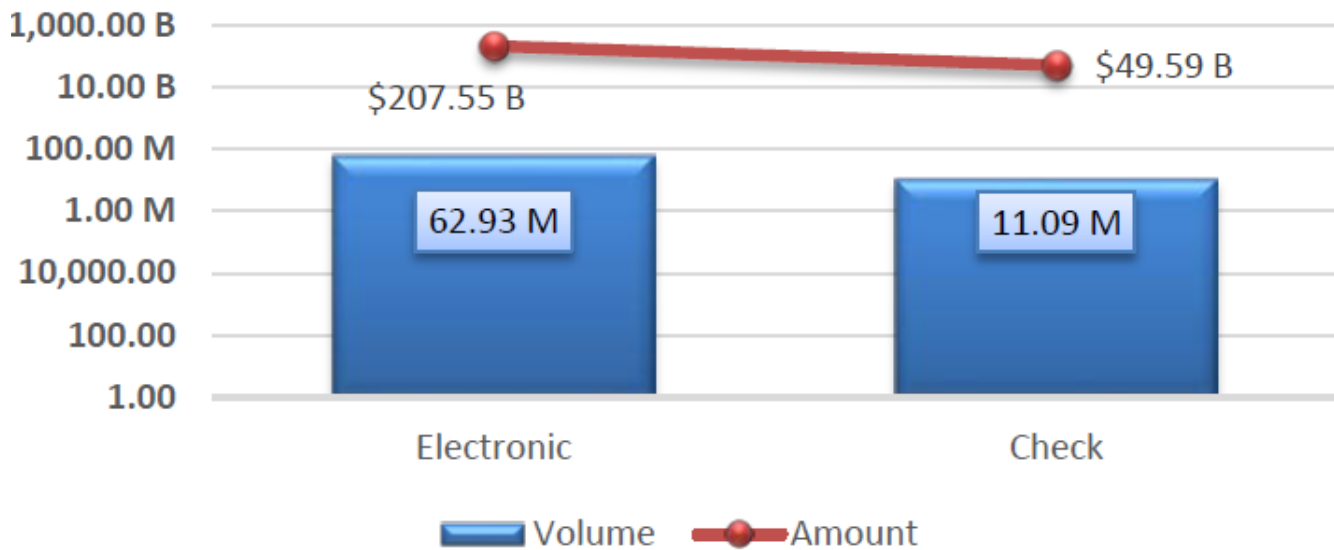
JUNE 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 FSAC	5 FSAC	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## 2019 Tax Season

Tax refund payments valued at over \$257 billion have been made to recipients this calendar year so far. All electronic payments were processed at KFC and checks were processed by both KFC and PFC.



Tax Refund Payments - FYTD



## Certifying Officer Training


[Bureau of the Fiscal Service > Training > Certifying Officer Training](#)

### Certifying Officer Training

This training provides new and experienced federal certifying officers (COs) and members of the federal payment management community with the content and skills needed to certify the validity of their payments, disbursed on behalf of their agency by the Fiscal Service. The training will also help COs and members of the payment management community understand their individual and agency responsibility and accountability for ensuring payments are legal, proper, and correct.

Effective November 1, 2018, all COs, Data Entry Operators, and individuals designated as an "Agent to Receive and Deliver Checks," who process payments through the Fiscal Service, are required to complete CO training. Each of these individuals, who must be government employees, will be required to affirm a current completion of CO training as part of each issuance of new or renewed credentials. The training supplements the instructions found in the Treasury Financial Manual (TFM) at [Volume I, Part 4A, Chapter 3000](#), [Requirements for Scheduling Payments Disbursed by the Bureau of the Fiscal Service](#). More information on this requirement is available in this [memorandum](#).

- User Track 1: Certifying Officers-Core**  
No previous CO training experience - Obtain CO certification
- User Track 2: Certifying Officers-Refresher**  
Prerequisite: Certifying Officers-Core - Obtain CO re-certification
- User Track 3: Certifying Officers-Manager**  
No previous CO training experience
- Resources**  
Glossary of Terms, Job Aids, and Case Studies



Each year, the Federal Government pays trillions to individuals, companies, and other entities around the world. The U.S. Department of the Treasury's Bureau of the Fiscal Service disburses 87% of those payments on behalf of Federal agencies and programs, and is responsible for establishing policies that ensure payments are made accurately, to the right payees, and in compliance with legal requirements. The Federal Certifying Officer (CO) role is key to maintaining the public's trust in the integrity of the Government's payment processes.

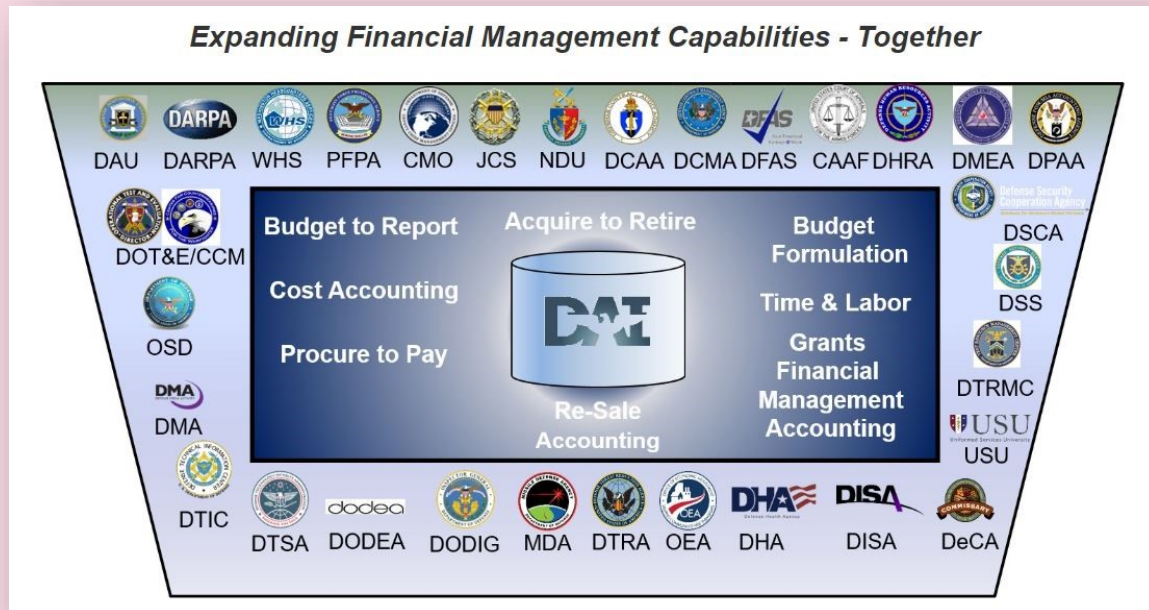
Effective from November 1, 2018, all COs are required to complete online training provided by the Fiscal Service as a credentialing requirement for new delegations and designations, as well as the renewal of delegations and designations, as described in the Treasury Financial Manual (TFM) Volume I, Part 4A, Chapter 3000.

This training requirement applies to all COs, Data Entry Operators (DEO) in the Secure Payment System (SPS), and individuals designated as an "Agent to Receive and Deliver Checks" who process payments through Fiscal Service. Each of these individuals, who must be government employees, will be required to affirm a current completion of CO training as part of new credentialing. For individuals who are currently credentialed, the mandatory training is required as part of the credential renewal process.

The CO training offers visually enhanced computer-based modules designed for ease of understanding, navigation, and ongoing reference. The course takes a few hours to complete, and provides a certificate upon successfully passing the exam at the end of the training. Fiscal Service developed the training as an on-demand resource with continual accessibility for all accountable officers and anyone involved in making federal payments.

We look forward to supporting the important work of your agency with this new CO training requirement. For more information, **visit our CO Training website at <https://fiscal.treasury.gov/training/cot>**. Should you have any questions regarding payment certification policies, please contact the Policy and Oversight Division of Payment Management at Fiscal Service at (202) 874-6790.

## Kansas City Transitions 24 DoD Agencies to Centralized Federal Government Disbursing with Treasury



### What is DAI:

The Defense Agencies Initiative (DAI) is intended to transform the budget, finance, and accounting operations of most DoD Defense Agencies in order to achieve accurate and reliable financial information in support of financial accountability and effective and efficient decision-making throughout the Defense Agencies in support of the missions of the warfighter. Defense Agencies Initiative (DAI) is a critical DoD effort to modernize the Defense Agencies' financial management capabilities.

The Kansas City Financial Center (KFC) converted 24 Defense Agencies Initiative (DAI) agencies! This includes 27,931 payments valued at \$3,232,622,147. DAI converted to a Treasury Disbursed Organization (TDO) for payments in US Dollars as well as 108 foreign currencies!

DAI is used by Department of Defense (DOD) agencies to help with managing vendors and contracts. In late 2016, KFC began a phased on-boarding project with DAI's payment processing. Following a year-long development and testing period, DAI issued its first TDO payments through the Payment Automation Manager (PAM) on January 11, 2017. KFC has completed moving DAI agencies to TDO with the last two coming on board in November 2018.

**Congratulations to KFC as they wrap up several years' worth of work to onboard the latest new disbursing customer!**



## U.S. Department of the Treasury

Bureau of the Fiscal Service  
Kansas City Financial Center  
Kansas City, Missouri

Mailing Address:

Department of the Treasury  
Bureau of the Fiscal Service  
Kansas City Financial Center  
P.O. Box 12599-0599  
Kansas City, MO 64116-0599

Website Address:

<http://www.fiscal.treasury.gov>

### EXECUTIVE OFFICE

Susan Robinson, Executive Director	(816) 414-2002
Vacant, Acting Deputy Director	
General Information	(816) 414-2000

### CUSTOMER SERVICE BRANCH (CSB)

Toni Mussorici, Manager	(816) 414-2204
Crystal Duckworth, Customer Relationship Management Section (CRM) Supervisor	(816) 414-2176
Michael Sibert, Administrative Officer	(816) 414-2057
KFC Payment Call Center	Payments@fiscal.treasury.gov (855) 868-0151
	Option 2, Option 0
	(816) 414-2100

### DIVERSIFIED PAYMENT SERVICES BRANCH (DPSB)

Francie Bonadonna, Manager	(816) 414-2151
Walker Woods, Diversified Payments Processing Supervisor	(816) 414-2188
Fedwire Help Desk	KFCFedwire@fiscal.treasury.gov (816) 414-2341
ASAP Help Desk	KFC.ASAP@fiscal.treasury.gov (816) 414-2145
ITS.gov Help Desk	ITS.Operations@fiscal.treasury.gov (816) 414-2125
ITS.gov Enrollment	ITSEnrollment@fms.treas.gov (816) 414-2150

### OPERATIONS SUPPORT BRANCH (OSB)

Cynthia M. Sheppard, Manager & PAM Project Manager	(816) 414-2301
Nathan Douglas – Payment Applications Support Section	(816) 414-2334
Jesse Chavez, Supervisor – SPS Project Manager	(816) 414-2108
Aric Wright, Supervisor – PIR Project Manager	(816) 414-3606
Tequilla Baskin, Production Support Help Desk Supervisor	(816) 414-2322
General Information	(816) 414-2300
PAM Help Desk	PAM.Help.Desk@fiscal.treasury.gov (816) 414-2340
SPS Help Desk	KFC.SPS.Help.Desk@fiscal.treasury.gov (816) 414-2340
PIR Help Desk	PIR.Help.Desk@fiscal.treasury.gov (816) 414-2340

### PAYMENT & MAIL OPERATIONS BRANCH (PMOB)

Carol Matthews, Manager	(816) 414-2181
Kevin Janouschek, Operations Supervisor (Day Shift)	(816) 414-2206
Nick Norton, Mail Operations Supervisor	(816) 414-2196
Ian Schmidt, Printing, Check and Enclosing Supervisor	(816) 414-2277
James Lee, Operations Supervisor (Evening Shift)	(816) 414-2307
Payment Operations Section	(816) 414-2350