

Debt Management Services: FACT SHEET

Centralized Receivables Service (CRS) Pilot Program

What is CRS?

The Centralized Receivables Service (CRS) pilot is the U.S. Department of the Treasury's initiative to manage non-tax accounts receivable on behalf of federal agencies. The CRS pilot is managed by the Fiscal Service's Debt Management Services (DMS).

CRS provides state-of-the-art receivables management services in an automated environment and interfaces with existing Treasury revenue collection and debt collection services (Collections Information Repository, Pay.gov and DMS). CRS is scalable and can service programs with low-dollar, high-volume or high-dollar, low-volume recurring or nonrecurring receivables.

Treasury's Bureau of the Fiscal Service is committed to providing agencies with low-cost and efficient solutions to financial management operations so that agencies can better focus on their core missions, especially during this time of declining budgets.

CRS delivers the following benefits:

- **Compliance** — The standard, yet flexible, workflow design is compliant with the *Federal Claims Collection Standards* and Treasury laws and guidance
- **Transparency** — Improved data quality and visibility in the CRS application for agency users
- **Increased Collections** — Prompt invoicing, follow-up and access to electronic options facilitates collections
- **Reduced Costs** — Standardized services in a highly automated business environment drives down costs for efficiencies of scale
- **Synergy** — Supports the government-wide all-electronic initiative, the Treasury Non-Tax Paperless Initiative and Federal Chief Information Officer's "Shared First" approach to cutting waste and duplication across federal IT

How does CRS work?

CRS services receivables from the point at which they are established in CRS by the agency until they are either paid or referred to Treasury's Cross-Servicing program for centralized debt collection services. CRS delivers benefits through a number of features along the receivables lifecycle process:

- Configurable parameters allow agencies to define servicing business rules such as payment options
- New receivables are entered via the on-line portal or batch file transfer. Agencies have on-line access to the CRS application via the Internet to view case activity and generate reports
- CRS generates and mails invoices, related documents and delinquency notices as needed
- CRS handles all returned mail and inbound and outbound phone calls
- CRS accrues late payment interest and penalties, calls debtors, resolves issues and processes electronic payments over the phone
- CRS transfers eligible delinquent debt to the Treasury's Cross-Servicing program for collection
- CRS can set up and service payment arrangement plans with debtors

(See the diagram on the reverse side.)

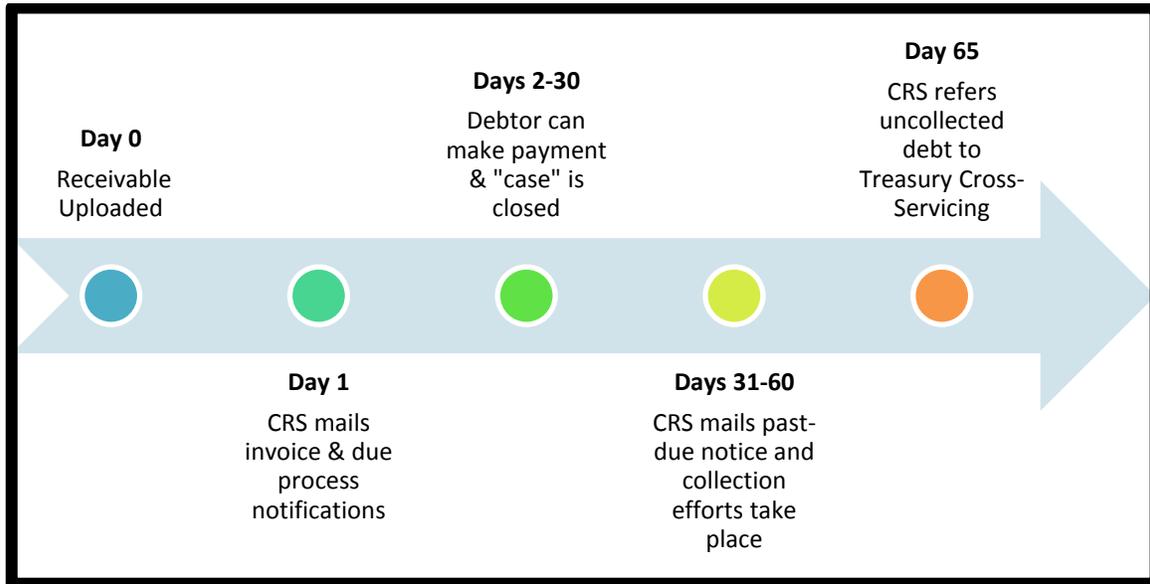
How does an agency participate?

Complete the short CRS questionnaire and return it to determine if your agency is a good fit for CRS.

The Fiscal Service is expanding CRS pilot participation during the next three to five years. Currently, there is no charge to agencies to participate in the pilot. For a more permanent program, the Fiscal Service is exploring alternatives and authorities for reasonable cost recovery. Pilot participants will help evaluate the service offering and provide valuable input on its future expansion.

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CRS Workflow & Life Cycle



Workflow above is for illustrative purposes and assumes net-30 payment terms. Electronic invoicing will be available in lieu of mailing a paper invoice. Additional CRS services include payment arrangements, deceased debtor and bankruptcy notifications, inability to pay analysis, address updates, duplicate letter generation and processing of agency requests—cancellations or balance decrease adjustments. At any time, payers can call a dedicated phone number to retrieve case information or speak to a servicing center agent. Agency CRS users can view the full case history.

For more information about CRS, contact John Rogers, CRS Program Manager, at (512) 342-7265 or Michael Stewart, DMS Agency Relationship Management, at (202) 874-7457.