

Centralized Receivables Service (CRS) Pilot Pre-On Boarding Questionnaire

The purpose of this questionnaire is to gather initial information and data about potential pilot program candidates, assess the current state of receivables management and discuss specific agency needs and objectives in preparation for on-boarding and participation in the U.S. Treasury CRS pilot. A questionnaire should be completed for each program that may participate in the pilot.

General Questions

1. Describe the agency program that would be good candidates for the CRS test pilot. Describe how receivables are generated and attributes of the customer or receivable (i.e., recurring vs. one-time, commercial entity vs. consumer/individual).
2. How many FTE or employees are current involved in managing receivables collection for this program?
3. What is the average number and dollar amount of accounts receivable generated on a monthly and annual basis?
4. What is the current number and total dollar amount of active accounts receivable?
5. What is the average dollar amount of collections on accounts receivable processed monthly and on an annual basis?

Systems and Processes

1. Describe the current process for managing receivables collection for this program.
 - a. What is the triggering event that creates a receivable due and what type of documentation or system records do you have available (i.e., a signed agreement, recurring fees, services provided, fines or penalties assessed)?
 - b. What financial system do you use? What functionality does the system provide to manage receivables? Does it print aging reports, allow for invoicing and letter generation, allow for notes or record actions taken?
 - c. How are invoices currently generated? Automatically from a billing or other system? Manually?
 - d. Are electronic invoices currently used? If so, how are they presented.
 - e. Would you be interested in moving to an all-electronic billing and collection model? If not, would certain programs or types of receivables be good candidates for this?

2. Describe the current collection process for this program.
 - a. Do you have the email address of the customer/person owing the receivable?
 - b. What types of payment options do you offer customers/persons owing monies? Do you currently have a lockbox, use Pay.gov for pre-authorized debit or internet payment via credit card or debit? Do customers pay via wire or ACH transfer? Do you collect payment in person/over the counter?
 - c. Do you have “unbanked” customers? (Customers without a bank account or credit card)
 - d. Do you foresee internet access being a potential issue for your receivable customers?
3. How often are collections posted? Daily, weekly, monthly? Have you migrated to using the Treasury Reporting System (TRS) to record your deposits and detail for collection transactions?
4. Do your customers often have questions about the reason for the amount owed or ask for additional information on its calculation? Are there many disputes?
5. Do many of your customers request repayment agreements?
6. Does your system automatically accrue late payment penalties?
7. What does your current collection strategy for overdue amounts look like? Do you call customers who are overdue? How many demand letters do you send out? Are they automatically generated or created manually? When do you usually refer debts to U.S. Treasury for collection?
8. Do you have special due process requirements for your debts that would need to be incorporated into a due process notice?
9. Do you currently exchange files with the U.S. Treasury using Connect:Direct, Connect:Enterprise or SecureFTP? Your information technology personnel responsible for system-to-system interfaces may be able to advise on secure methods for file transfer.
10. Will you have access to information technology staff or resources to modify systems, develop electronic interfaces and data file formats and test processes?

Agency Needs

1. What type of information would you need and on what frequency to update your system, support financial reporting and provide reports to management?