



CRS CENTRALIZED
RECEIVABLES
SERVICE

BUREAU OF THE FISCAL SERVICE

Centralized Receivables Service (CRS)

A New Approach to Receivables Management

Presenter: Michael Stewart, Jr.

June 4, 2015

Agenda

- CRS Mission
- CRS Background
- CRS Benefits , Highlights, and Features
- CRS Performance Results
- CRS Workflow and Life Cycle
- System Process Flow and Technical Requirements
- Sample Implementation Timeline
- How We Can Help You Participate in the Pilot

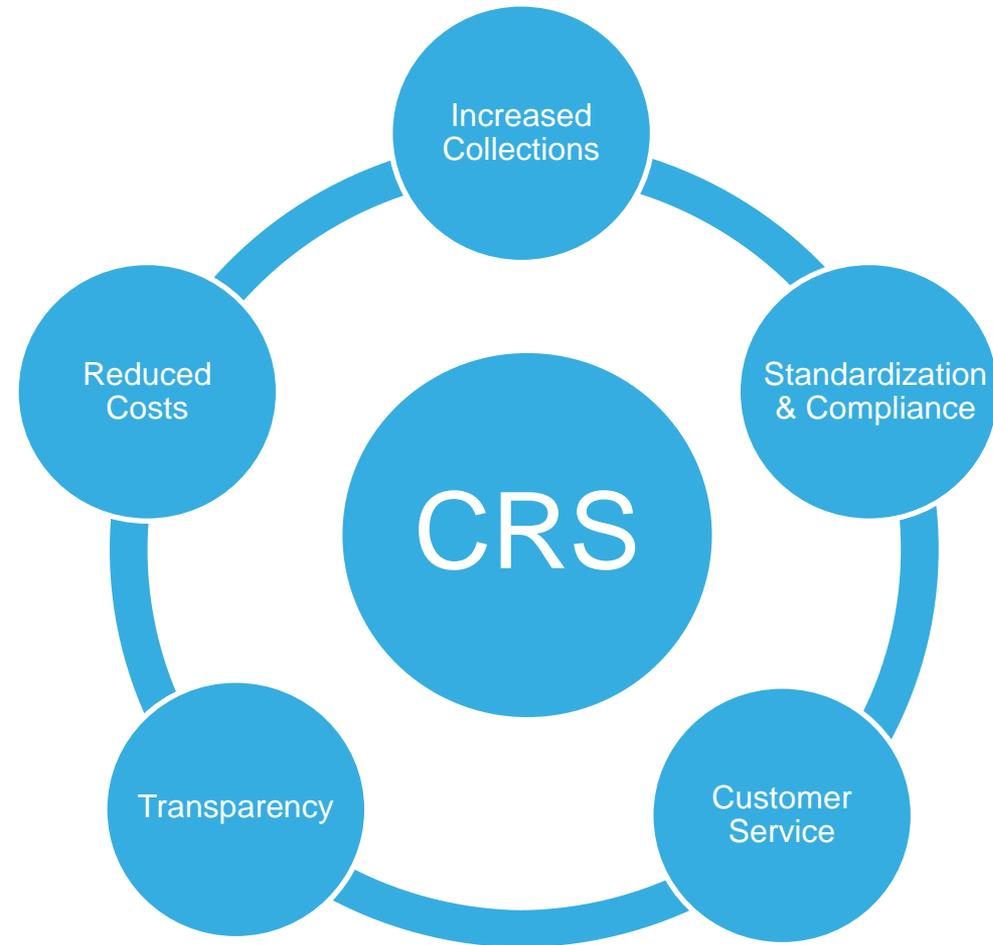
CRS Mission

The Centralized Receivables Service (CRS) is a service provided at no charge to federal agency programs to assist in the management of current, non-tax receivables. CRS increases collections and prevents delinquencies while allowing agencies to focus on important core missions.

CRS Background

- In 2012, the Fiscal Assistant Secretary commissioned a McKinsey study through the Office of Financial Innovation and Transformation (FIT) to assess cost/benefits of centralizing receivables government-wide
- Results were favorable, and FIT partnered with Treasury's Fiscal Service Debt Management Service (DMS) division to pilot the CRS program
- DMS partnered with a Financial Agent and established a Financial Agent Agreement for three years, with two optional one-year extension terms
- CRS went live on December 31, 2012 and began servicing accounts receivable in January 2013

Benefits-*Cheaper, Faster, Better...*



- **Increases collectability and decreases delinquencies** through prompt servicing and invoicing
- **Ensures quality and compliance** with Debt Collection Improvement Act (DCIA), the Data Act of 2014, Federal Claims Collections Standards (FCCS), and the government-wide all electronic initiative
- Offers **state-of-the-art receivables management** with customizable options in an automated and paperless environment that deliver exceptional customer service
- **Full access** to case management, history, and reports
- **Reduced costs** through economies of scale in an automated business environment. **No cost** to agencies in short term and planned legislation for long term to keep CRS at no cost to agencies

Highlights and Features

“Without CRS, many Military Treatment Facilities struggle to figure out how to process their debts; with CRS, however, they have a clear path to compliance and a light at the end of the tunnel .”

–DOD Navy Hospitals

Services Offered

- ✓ Implementation support and guidance and ongoing post implementation support
- ✓ Agency training
- ✓ Invoicing
- ✓ Account resolution for death, bankruptcy, and entity out of business
- ✓ Full service call center-inbound/outbound
- ✓ Returned mail processing and skip-tracing
- ✓ Payment collections
- ✓ Case History Management
- ✓ Seamless transfer of delinquent debt to DMS Cross-Servicing

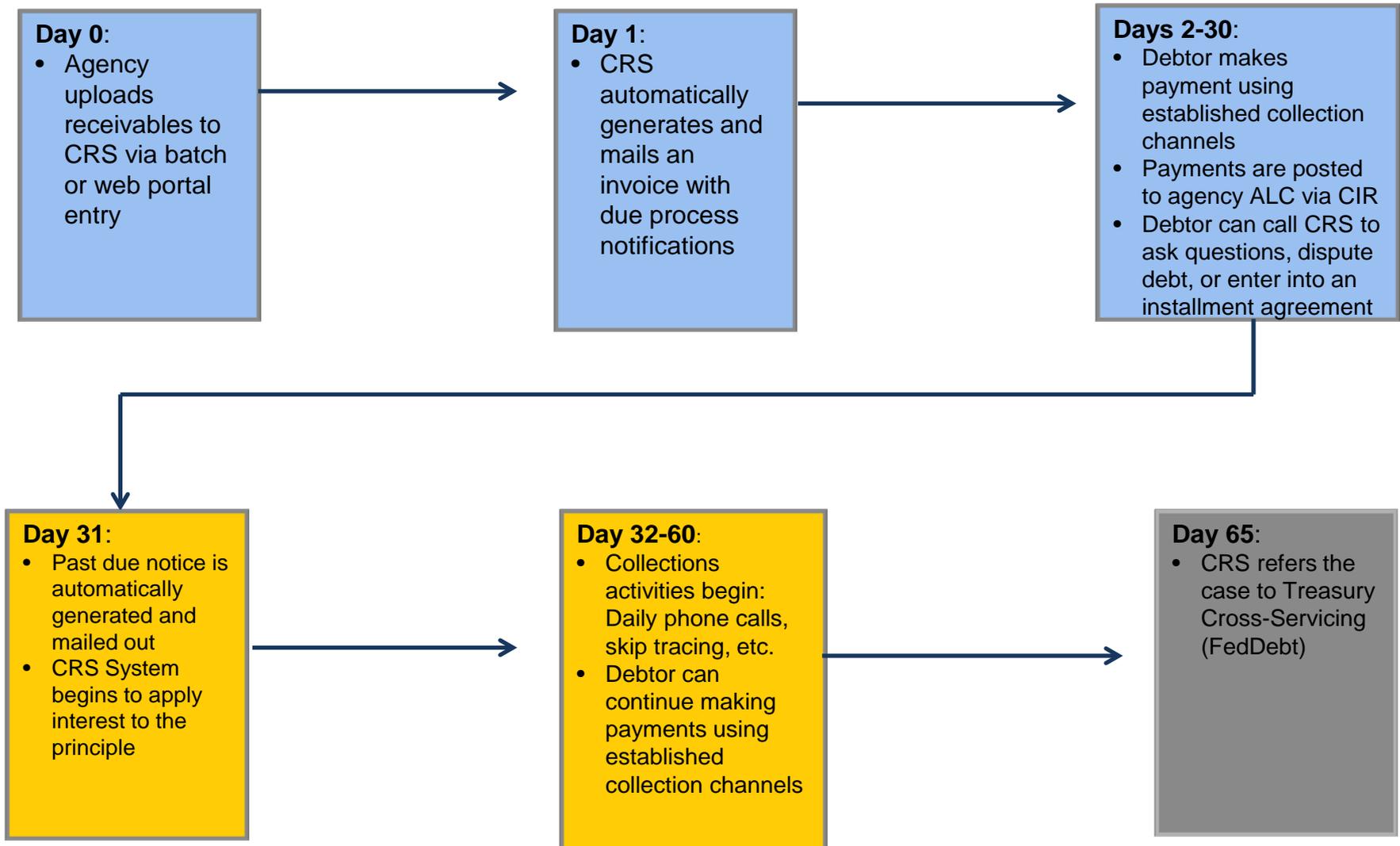
Functionality Offered

- ✓ Collections Information Repository (CIR), Cross Servicing, and Agency Interfaces
- ✓ User-friendly reports
- ✓ Case file with complete case history
- ✓ Configurable collection parameters
- ✓ Variety of payment collection options
- ✓ Portal (online) and batch transmission for case referrals
- ✓ Batch adjustments to update case information

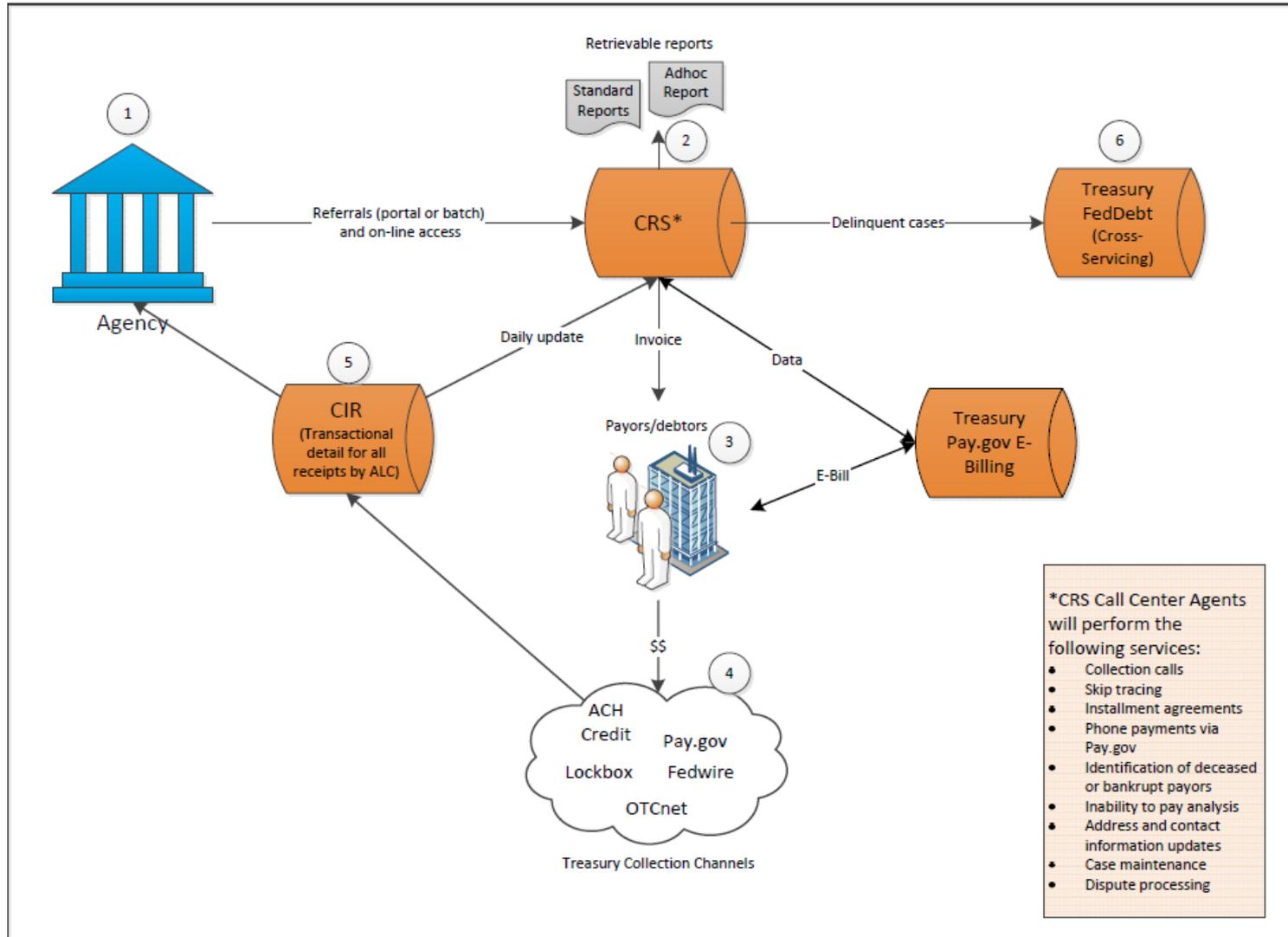
CRS Performance Results

- Current receivables portfolio is over 21,000 cases
- Collections exceed \$26 Million
- Average number of days of receivables paid in full is 33
- 99% of inbound calls answered in less than 2 minutes
- 36 agency programs participating

CRS Receivable Life Cycle



System Process Flow



Technical Requirements

Systems

- Internet Browser: Internet Explorer 8.0 or higher
- Operating System: Windows XP Service Pack 3 or higher (i.e., Windows 7 or 8)
- External users require a user identification, password and token

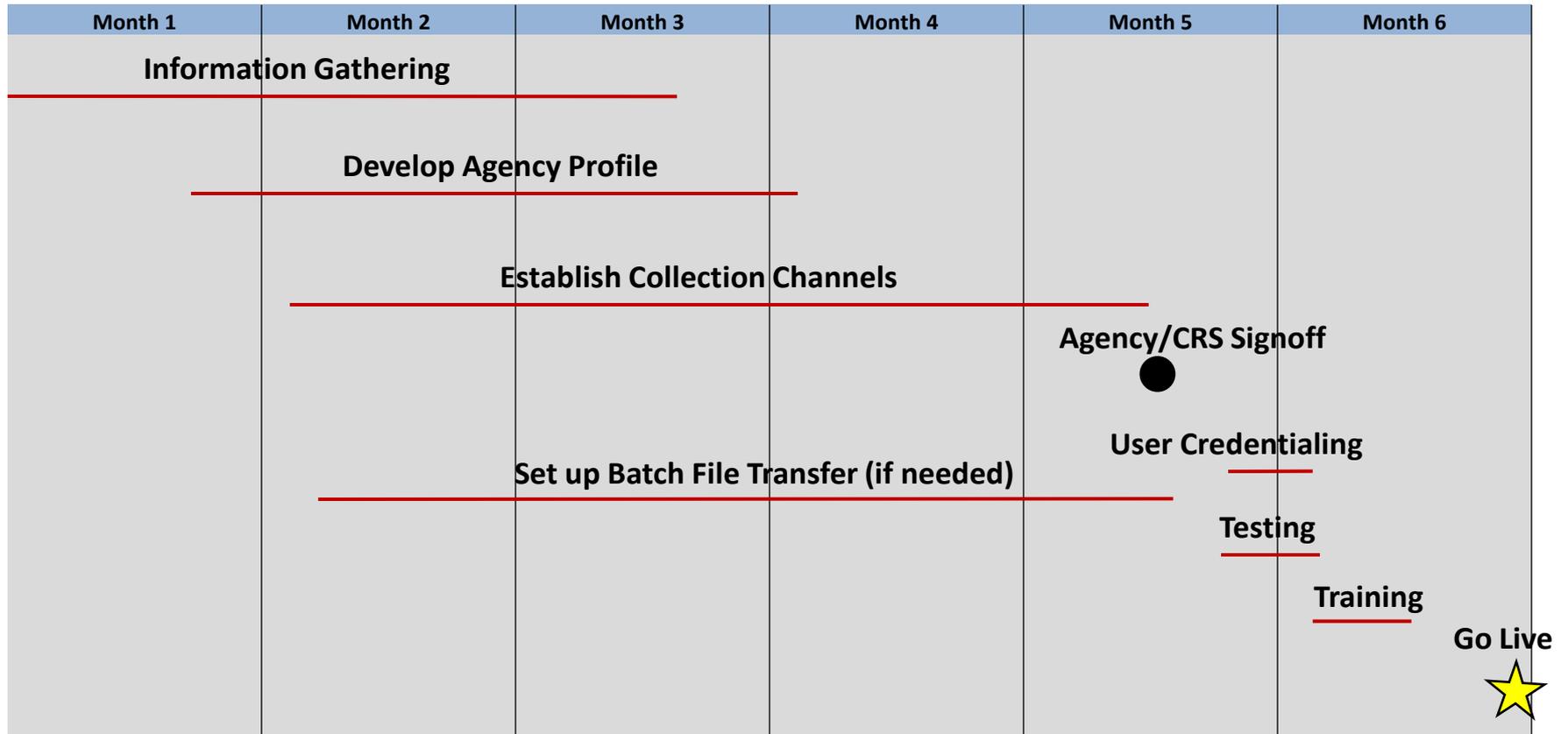
Connectivity

- Option to create receivables through online web portal or batch transmission (Flat File/XDC 2.0 File Format)
- Receivables through batch file using Connect: Direct

CRS Interfaces

- Collections Information Repository (CIR)
- DMS' Cross-Servicing application - FedDebt
- All Electronic Batch Transmission Options:
 - Case Creation (batch transmission)
 - Case Updates to Agency (extract file)
 - Case Updates from Agency (batch adjustments)
 - Uploading Case Documents (batch attachments)

Sample Implementation Timeline



CASES



Search Parameters

Agency Debtor ID
%456

Invoice Number

Last Name

Page: 1

Search Results

Display: Descending Sort By: Master Case

Displaying 1-2 of 2 results

| | | | | |
|--|---|--|---|--|
| | Debtor: PSYCHIATRY ASSOCIATES Address: 500 MAIN STREET | Invoice ID: 10510156903 Master Case: 1000041702 | Case Status: Open Case Balance: \$2,580.20 | |
| | Debtor: TWO, TESTER Address: 2 FIFTH AVENUE | Invoice ID: 10510003105 Master Case: 1000023452 | Case Status: Open Case Balance: \$1,225.25 | |

Close

Master Case Detail

Master Case > 1000023452 Halted

Master Case Status: Open Last Contact Date:

Master Case
Case
Debtor
Payoff Calculator
Bureau Info
Program Info
History

Master Case Details

| | | | |
|------------------------|----------------|-----------------------------|------------|
| Bureau: | Test Bureau | | |
| Program: | Test Program 3 | | |
| Master Case Number: | 1000023452 | Agency Master Debt ID: | PINA1998 |
| Referred Principal: | \$1,162.00 | Number of Cases: | 4 |
| Referred Interest: | | Number of Debtors: | 1 |
| Referred Penalty: | | Debt Origination Date: | 08/13/2014 |
| Total Referred Amount: | \$1,162.00 | Delinquency Date: | 08/14/2014 |
| Interest Rate: | 1.00% | Original Due Date: | 08/15/2014 |
| Penalty Rate: | .00% | Demand Letter Mailing Date: | 08/14/2014 |
| Legal Records Hold: | No | | |
| Set Up By: | Training01_crs | | |
| Status updated due to: | | | |

Cross Servicing

| | |
|----------------|------------|
| Referral Date: | 08/20/2014 |
|----------------|------------|

Nature of Debt

| | |
|---|---|
| Nature of Debt 1: This is the Nature of Debt 1 that is used for all Master Cases created for Test Program 3. | Nature of Debt 2: additional information here. |
|---|---|

Master Case Status To Date

Case Records

| Type | Details |
|---|---|
|  | Master Case 1000023452 Open Test Bureau Test Program 3 \$1,162.00 \$1,225.25 |
|  | Case 001 PIN667 Open: Waiting For X-Serv \$200.00 \$210.89 |
|  | Case 002 PIN555 Open: Waiting For X-Serv \$436.00 \$459.73 |
|  | Case 003 PIN333 Open: Waiting For X-Serv \$476.00 \$501.91 |
|  | Case 004 PIN222 Open: Waiting For X-Serv \$50.00 \$52.72 |

Debtors of Record

| Type | Details |
|---|---|
|  | TWO, TESTER 10510003105 Active 2 FIFTH AVENUE APT J SOUTH PADRE ISLAND TEXAS 78597 PINA23456 |

Case File Attachments

| Type | Description | Date | User |
|---|---|-------------------|----------------|
|  | CRS Administrative Request Notes: Address change | 9/11/2014 8:52 AM | Training01_crs |
|  | CRS Administrative Request Notes: Address Change | 9/4/2014 6:06 AM | Training01_crs |
|  | CRS Administrative Request Notes: AR for letter request. | 9/3/2014 1:56 PM | Training01_crs |
|  | Agency Proof of Debt 1 | 9/2/2014 7:32 PM | Training01_crs |

Master Case Status To Date

| | Amount | Principal | Interest | Penalties |
|-------------------------------|-------------------|------------|----------|-----------|
| Total Payments to Date | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Current Amount Due | \$1,225.25 | \$1,162.00 | \$9.01 | \$54.24 |

Transaction Details

Transaction History

Interest and Penalties Show all cases ▾ Show all debtors ▾

Displaying 1-5 of 549 results

Page: 1 ⏪ ⏩

| Posted Date | Transaction ID | Type | Source | Amount | Case & Debtor |
|----------------|----------------|------------|-----------|---------------|--|
| 05/20/2015 | | Adjustment | CRS | \$0.19 | Case: 004 001 002 003 Debtor: None Listed |
| Reasons: Other | | Comments: | | | |
| Effective Date | Principal | Interest | Penalties | Total Applied | Applies to |
| 5/20/2015 | \$0.00 | \$0.00 | \$0.01 | \$0.01 | 004 |
| 5/20/2015 | \$0.00 | \$0.00 | \$0.03 | \$0.03 | 001 |
| 5/20/2015 | \$0.00 | \$0.00 | \$0.07 | \$0.07 | 002 |
| 5/20/2015 | \$0.00 | \$0.00 | \$0.08 | \$0.08 | 003 |
| 05/20/2015 | | Adjustment | CRS | \$0.03 | Case: 001 002 003 Debtor: None Listed |
| 05/19/2015 | | Adjustment | CRS | \$0.19 | Case: 004 001 002 003 Debtor: None Listed |
| 05/19/2015 | | Adjustment | CRS | \$0.03 | Case: 001 002 003 Debtor: None Listed |
| 05/18/2015 | | Adjustment | CRS | \$0.19 | Case: 004 001 002 003 Debtor: None Listed |

Current Amount Due \$1,225.25

Close

Master Case Detail

Master Case > 1000023452 Halted

Master Case Status: Open Last Contact Date:

Debtor:

Payoff Date:

Interest Assessed Date: 08/16/2014

Penalty Assessed Date: 08/21/2014


Principal: \$686.00
Interest: \$0.00
Penalties: \$0.00
Total: \$686.00

Associated Cases

| Include | System Case ID | Agency Case ID | Origination Date | Case Status | Balance Due |
|-------------------------------------|----------------|----------------|------------------|--------------------------|-------------|
| <input checked="" type="checkbox"/> | 1000023452001 | PIN667 | 08/13/2014 | Open: Waiting For X-Serv | \$210.89 |
| <input checked="" type="checkbox"/> | 1000023452002 | PIN555 | 08/13/2014 | Open: Waiting For X-Serv | \$459.73 |
| <input type="checkbox"/> | 1000023452003 | PIN333 | 08/13/2014 | Open: Waiting For X-Serv | \$501.91 |
| <input checked="" type="checkbox"/> | 1000023452004 | PIN222 | 07/13/2014 | Open: Waiting For X-Serv | \$52.72 |

Case Records

| Type | Details |
|---|---|
|  | Master Case 1000023452 Open Test Bureau Test Program 3 \$1,162.00 \$1,225.25 |
|  | Case 001 PIN667 Open: Waiting For X-Serv \$200.00 \$210.89 |
|  | Case 002 PIN555 Open: Waiting For X-Serv \$436.00 \$459.73 |
|  | Case 003 PIN333 Open: Waiting For X-Serv \$476.00 \$501.91 |
|  | Case 004 PIN222 Open: Waiting For X-Serv \$50.00 \$52.72 |

Debtors of Record

| Type | Details |
|---|---|
|  | TWO, TESTER 10510003105 Active 2 FIFTH AVENUE APT J SOUTH PADRE ISLAND TEXAS 78697 PINA23456 |

Case File Attachments

| Type | Description | Date | User |
|---|---|-------------------|----------------|
|  | CRS Administrative Request Notes: Address change | 9/11/2014 8:52 AM | Training01_crs |
|  | CRS Administrative Request Notes: Address Change | 9/4/2014 6:06 AM | Training01_crs |
|  | CRS Administrative Request | 9/3/2014 1:56 PM | Training01_crs |

History Options
 Show All Master Case Level Case Level Debtor Level
 --Choose one--

History Log Page: 2

| Type | Task | Status | By | Posted | Notes |
|------|---------------------------------|------------|----------------|---------------------|---|
| | Status Change | Completed | CRSSvcAppID | 08/18/2014 1:06 PM | Case: 002 - Status changed from OpenGrace to OpenPastDue |
| | Status Change | Completed | CRSSvcAppID | 08/18/2014 1:06 PM | Case: 001 - Status changed from OpenGrace to OpenPastDue |
| | Letter Request | Completed | CRSSvcAppID | 08/13/2014 10:42 PM | MC - Debtor: PINA23456 - Automatic Demand With Due Process Letter request |
| | Halt Payment Solutions for Case | Completed | lipotra | 08/13/2014 2:49 PM | Case: 003 - Administrative Error: Testing with Maricette |
| | Letter Request | In Process | CRSSvcAppID | 08/13/2014 1:47 PM | MC - Debtor: PINA23456 - Automatic Demand With Due Process Letter request |
| | Status Change | Completed | Training01_ors | 08/13/2014 1:47 PM | Case: 004 - Status changed from Draft to OpenGrace |
| | Status Change | Completed | Training01_ors | 08/13/2014 1:47 PM | Case: 003 - Status changed from Draft to OpenGrace |
| | Status Change | Completed | Training01_ors | 08/13/2014 1:47 PM | Case: 002 - Status changed from Draft to OpenGrace |
| | Status Change | Completed | Training01_ors | 08/13/2014 1:47 PM | Case: 001 - Status changed from Draft to OpenGrace |
| | Status Change | Completed | Training01_ors | 08/13/2014 1:47 PM | MC - Status changed from Draft to Open |
| | Receive And Review Document | Completed | CRSSvcAppID | 08/13/2014 1:42 PM | Case: 001 - Debtor: PINA23456 - Agency Proof of Debt 1 - No review Needed |

Page: 2

Case Records

| Type | Details |
|------|---|
| | Master Case 1000023452 Open Test Bureau Test Program 3 \$1,102.00 \$1,225.25 |
| | Case 001 PIN607 Open: Waiting For X-Serv \$200.00 \$210.85 |
| | Case 002 PIN555 Open: Waiting For X-Serv \$438.00 \$459.73 |
| | Case 003 PIN333 Open: Waiting For X-Serv \$478.00 \$501.91 |
| | Case 004 PIN222 Open: Waiting For X-Serv \$50.00 \$52.72 |

Debtors of Record

| Type | Details |
|------|---|
| | TWO, TESTER 10610003105 Active 2 FIFTH AVENUE APT J SOUTH PADRE ISLAND TEXAS 78597 PINA23456 |

Case File Attachments

| Type | Description | Date | User |
|------|---|--------------------|----------------|
| | CRS Administrative Request Notes: Address change | 9/11/2014 8:52 AM | Training01_ors |
| | CRS Administrative Request Notes: Address Change | 9/4/2014 6:00 AM | Training01_ors |
| | CRS Administrative Request Notes: AR for letter request. | 9/3/2014 1:58 PM | Training01_ors |
| | Agency Proof of Debt 1 Notes: additional information for this case POD | 9/2/2014 7:32 PM | Training01_ors |
| | Agency Proof of Debt 1 Notes: gyugnjg | 8/28/2014 11:12 AM | Training01_ors |

Test Agency
Test Bureau
Test Program 3
P.O. Box 2411
Oshkosh, WI 54903

Testing Company
100 Nature Lane
Unit 700
Gotham, NY 10101-2222

INVOICE
Centralized Receivables Service
CRS INVOICE NUMBER: 10510097743
AGENCY REFERENCE: 01202015095531
INVOICE DATE: 01/21/2015

| DESCRIPTION | AMOUNT |
|--|---------------------|
| This is the Nature of Debt 1 that is used for all Master Cases created for Test Program 3. | \$500,000.00 |
| TOTAL AMOUNT DUE ON OR BEFORE 01/22/2015 | \$500,000.00 |

Payment in full is due now. If you have any questions concerning this invoice, contact the Centralized Receivables Service at 1-888-555-6666. The Centralized Receivables Service is a service provided by the U.S. Department of the Treasury to Federal agencies to assist in the management of accounts receivables.

Federal agencies are generally required to assess interest, administrative costs and penalties on past due amounts. Administrative costs include processing and handling of unpaid balances. You can avoid assessment of any charges, if we receive payment for the above amount on or before 01/22/2015.

If you fail to pay the full amount within 1 days from the date of this invoice, the Centralized Receivables Service will refer your debt(s) to the U.S. Department of the Treasury's Debt Management Services (DMS) for collection, at which time additional administrative fees of up to 30% will be added to your debt (s). In addition, DMS may take any or all of the following actions:

- Reduce any eligible Federal and State payments due to you.
- Refer your debt(s) to a private collection agency, which could result in increased costs to you.
- Refer your debt(s) to the U.S. Department of Justice to initiate litigation.
- Report the indebtedness to national credit bureaus.
- Report your debt(s) to the IRS as potential income.

You have the right to inspect and copy records related to this invoice and request a review of the determination of the amount due. You also have the right to enter into a reasonable repayment agreement that is acceptable to the agency.

If additional rights and notifications apply to you, you will find a reference page immediately following this Invoice. Unless otherwise specified in the attached reference page, if you wish to exercise any of your rights, we must receive your request on or before 1 days from the date of this Invoice.

Questions or requests to exercise any of your rights should be directed to the Centralized Receivables Service at 1-888-555-6666, or in writing at the following address:

Test Agency
Test Bureau
Test Program 3
P.O. Box 2411
Oshkosh, WI 54903

Your prompt attention to this matter is appreciated.

CRS Payment Servicing Specialist
1-888-555-6666

Please see your payment options on the PAYMENT OPTIONS page.
Thank you for your timely payment!

ADDITIONAL NOTIFICATIONS OF YOUR RIGHTS

Federal Salary Offset and Right to a Hearing: If you are a Federal employee and you do not pay or take other action to resolve your debt(s) with the United States government, your net disposable Federal pay will be subject to offset of up to 15% beginning in the pay period shortly after your debt is submitted to the U. S. Department of the Treasury for offset. The deductions will continue every pay period until your debt, including interest, penalties, and other costs, is paid in full. Amounts paid on or deducted for the debt which are later waived or found not owed will be promptly refunded to you, unless contractual or statutory provisions to the contrary apply.

Before salary offset begins, Federal employees are entitled to an opportunity for a hearing with an independent official. If you wish for a hearing to dispute the existence of the debt, the amount of the debt, or the amount of the payroll deduction, you must file a written request for a hearing no later than 15 days from the date of this notice. The timely filing of a petition for a hearing will stay the commencement of collection proceedings. A final decision on a requested hearing will be issued no later than 60 days after your request for a hearing is received (unless you request a delay that the hearing official grants).

If you are currently not a Federal employee, but become one, you must exercise your right to an opportunity for a hearing within 15 days of the commencement of your Federal employment. You will not receive additional notification regarding Federal salary offset and the right to a hearing.

To request a hearing, you must send a written petition or statement, signed by you and fully identifying and explaining all the facts, evidence and witnesses, that support your position as to why the creditor agency's determination of the amount due is in error, to:

Test Agency
Test Bureau
Test Program 3
P.O. Box 2411
Oshkosh, WI 54903

Any knowingly false or frivolous claim or statements, representations, or evidence may subject you to (1) disciplinary procedures appropriate under 5 U.S.C. Chapter 75 and 5 C.F.R Part 752, or any other applicable statutes and regulations; (2) civil penalties under the False Claims Act, 31 U.S.C. 3729-3731 or any other applicable statutory authority; and (3) criminal penalties under 18 U.S.C. 286, 287, 1001, and 1002, or any other applicable statutory authority.

PAYMENT OPTIONS

You have the following options to make full payment of the amount due:

Payment by Internet: Make an on-line payment 24 hours a day/7 days a week using your checking/savings account or credit card at the Federal Government's secure Pay.gov website:
<https://qa.pay.gov/paygov/forms/formInstance.html?agencyFormId=9999999>
Or go to www.pay.gov and Search Public Form

Payment by Phone: Make a payment by calling 1-888-555-6666 between the hours of 7 AM and 7 PM Central Time, Monday through Friday, excluding Holidays. Please have your checking/savings account or credit card information available before calling.

Payment by Check or Money Order: Make a payment by enclosing your check or money order with the payment coupon below. To ensure proper processing of your payment, write your full name and the CRS invoice number on the front of your check or money order. Please do not send cash. **Payments by check or money order must be mailed in time to be received by the payment due date.**

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Contact the Centralized Receivables Service at 1-888-555-6666
with any questions about this invoice or available payment options.

Please detach the Payment Coupon below and return with your payment.

Payment Coupon

| | |
|--------------------|----------------|
| CRS Invoice # | 10510097743 |
| Agency Reference # | 01202015095531 |
| Date of Payment | |
| Amount Enclosed | |

Send check or money order only to:
Test Bureau - Program 3
1234 Some Street
Oshkosh, WI 54902

Make all checks payable to: Test Bureau - Program 3

CRS INVOICE DETAILS

This page must be included with your payment coupon if you are paying by check and only for specific amounts due on your CRS Invoice. Select the Amount Due that you are paying by placing an X in the Select column. Payments will be applied to the oldest Origination Date first.

| CRS Invoice # 10510097743 | | | | Agency Reference # 01202015095531 |
|-------------------------------------|--------|------------------|------------------|---|
| Select | Case # | Origination Date | Total Amount Due | Case Description |
| | 001 | 12/19/14 | \$100,000.00 | Debt Description Text |
| | 002 | 12/28/14 | \$100,000.00 | Debt Description Text |
| | 003 | 01/19/15 | \$100,000.00 | Debt Description Text |
| | 004 | 12/16/14 | \$100,000.00 | Debt Description Text |
| | 005 | 01/18/15 | \$100,000.00 | Debt Description Text |

Contact Information



Primary Contact

Lamar Sutton
CRS Customer Outreach, DMS, Treasury
(202) 874-5203
Lamar.Sutton@fiscal.treasury.gov

Secondary Contact

John Rogers
CRS Program Manager, DMS, Treasury
(512) 342-7265
john.rogers@fiscal.treasury.gov

Web site: <http://fms.treas.gov/debt/crs.html>