



BUREAU OF THE  
**Fiscal Service**  
U.S. DEPARTMENT OF THE TREASURY

# What's New for the Centralized Receivable Service (CRS) Pilot Program

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# CRS Mission

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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 Performance Results

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- Current receivables portfolio is over 35,000 cases
- Collections exceed \$34 Million
- Average number of days of receivables paid in full is 35
- 99% of inbound calls answered in less than 2 minutes
- 39 agency programs participating

# New Functionality

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- Master Case
- Joint and Several
- Automated Administrative
- Request Form On-Line Bill Pay
- E-billing Pay.gov with Paypal

# Transparency and Compliance

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- Debt Collection Improvement Act (DCIA) and Federal Collection FCCS Compliance
- Data Act Compliance related to transparency and 120 day rule
- Document availability and Retention
- Full Case History and Audit Trail Recent Inspector General Assessment:
  - “We recommend the Commander, NMCP, validate that the planned medical billing system will prioritize delinquent medical service accounts and alert the clerks as to which accounts require follow-up or establish procedures to fully utilize the Centralized Receivable Service offered by the U.S. Treasury.” (DODIG-2015-087)

# Agency Relationship Management Approach

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- In-person Agency Training
- Monthly Implementation Meetings
- Monthly post-Implementation Meetings
- Quarterly User-Group Meetings
- Yearly In-person Agency Forum
- Current agencies include:

PBGC, Navy Hospitals, Department of Education, Department of Energy, Bureau of Prisons, USDA – Financial Management Service and Food and Nutrition Service , Bureau of Indian Affairs, Selective Service, Treasury Securities, Navy and Eagle Cash

# Contact

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