



DISPUTE PROCESSING



Presented by:
Sharon Carter
Colette Green



Dispute Team

2 Leads:

Valencia Thompson, Project Manager for
Incoming Disputes

Colette Green, Project Manager for
Dispute Responses

9 Clerical Assistants





Volume

We process approximately 2,100 incoming disputes per month

We resolve approximately 1,500 disputes per month





Processing Timeframes

- Disputes are reviewed, processed and forwarded to the creditor agencies within 3 days of receipt
- All documentation submitted by the debtor is forwarded to the creditor agency, along with the Dispute Resolution form
- Agencies are allowed 90 days to respond to the dispute

What will happen if the agency does not respond to the dispute within 90 days?



- FedDebt will automatically return the debt to the creditor agency due to any untimely response to the dispute
- If you determine that you need more time to process a response to the dispute, please contact Valencia Thompson or Colette Green



Processing of Agency Responses

Dispute responses should be faxed to: 205 912-6374

**You may also email your dispute responses to
Colette Green at:**

Colette.Green@fms.treas.gov

Emails should be limited to five per day.



Creditor Agency (CA) Dispute Resolution Section:

Please indicate a response by checking one of the following reasons: Please attach supporting documentation.

DAIC ___ CA agrees. Debt amount is incorrect. Requires financial adjustment.

DACC ___ CA disagrees. Debt amount is correct. Continue collection efforts.

MDAА ___ CA agrees. Miscellaneous dispute, stop collection activity.

MDFF ___ CA agrees. Misc. dispute. Requires fin adjustment, continue collection efforts.

MDDD ___ CA disagrees. Miscellaneous dispute. Continue collection efforts.

VDWD ___ CA agrees. Wrong debtor, stop collection activity.

VDRD ___ CA disagrees. This is not the wrong debtor, continue collection efforts.

VDPP ___ CA agrees. Previously paid, stop collection activity.

VDNP ___ CA disagrees. Not previously paid, continue collection efforts.

VDPR ___ CA agrees. Previously resolved, stop collection activity.

VDNR ___ CA disagrees. Not previously resolved, continue collection efforts.

Financial Adjustment Information (To Be Completed By Creditor Agency):

Principal Amount \$ _____

Interest Amount \$ _____

Penalty Amount \$ _____

Admin Cost Amount \$ _____

Total Balance Owed \$ _____

Please check one of the following:

Adjustment reflects the total balance currently owed by the debtor, and has been made by our Agency.

Adjustment has not been made in FedDebt by the Agency, and should be made by DMS.

Creditor Agency Response Date: _____ Creditor Agency Response Contact: _____



Dispute Responses

- Response must address the debtor's dispute. Unclear responses require validation from Treasury
- Debtor disputes relative to balances that require an adjustment must have the financial adjustment information completed on the dispute form
- Select block to note if agency or DMS should make adjustment

Dispute Responses



- Do not complete the financial adjustment portion of the dispute form unless an adjustment is required
- Internal offsets or payments made directly to the agency must be reported through batch or online processing



Contact Information:

- Valencia Thompson (205) 912-6327
Email: Valencia.Thompson@fms.treas.gov
- Colette Green (205) 912-6326
Email: Colette.Green@fms.treas.gov
- Sharon Carter (205) 912-6328
Email: Sharon.Carter@fms.treas.gov



Dispute Team



DISPUTE WORK AREA





Requests for Debt Information

Additional information requested from the creditor agency when debtor requests detailed information

Be sure to include the Agency ID number and/or the FedDebt number with the debt information submitted

Debt information is stored on our digital imaging system

Questions or Comments?





How are debts entered into FedDebt?

- Electronically
- On-line



How do agencies transmit electronic files to Treasury?

DMS uses **Connect:Direct** and **Connect:Enterprise Mailbox** to receive files from, and transmit files to the Creditor Agencies.



When are files processed?

- Files must be received from the agencies by 12:00 noon EST on Friday.
- Files are processed every Saturday.
- Creditor agencies will receive feedback the following Monday.



How will we know if the debts were loaded?

- Control Report
- Error Report
- New Case Entry Report





Control Report

Creditor Agency Batch Update Control Report

System date: Sat Aug 19 2006 0:47:42

Agency Code: ##

File Processed: FDMP.FDT.XDC.D060816.AGYXXX.S001.XDCOUT

| | |
|---------------------------------------------------------------|-------------|
| Total number of input transactions: | 3 |
| Total number of input Initial Load transactions: | 3 |
| Total number of input records: | 21 |
| Total number of rejected transactions in the Validation step: | 0 |
| Total number of rejected records in the Validation step: | 0 |
| Total number of rejected transactions in the Update step: | 0 |
| Total number of rejected records in the Update step: | 0 |
| Total number of processed transactions: | 3 |
| Total input referred debt balance: | \$30,978.81 |
| Total posted referred debt balance: | \$30,978.81 |

End Of Report



Error Report

Creditor Agency Batch Syntax Validation Error Report

System date: Sat Aug 19 2006 0:47:36

Agency Code: ##

File Processed: /fdbt/fdbtp/apps/ear/FDMP.FDT.XDC.D060816.AGYXXX.S001.XDCOUT

No errors found

End Of Report

>>>> next report <<<<

Creditor Agency Batch Update Error Report

System date: Sat Aug 19 2006 0:47:42

Agency Code: ##

File Processed: FDMP.FDT.XDC.D060816.AGYXXX.S001.XDCOUT

No errors found

New Case Entry Report



v7.8.0 NEW CASE ENTRY REPORT B00301

DATE RANGE: 08/19/2006 TO: 08/19/2006

AGENCY: - Department of the Treasury

BUREAU: - Sample Bureau

REFERRING OFFICE: - Sample Referring Office

| Agency File ID | FedDebt Debt ID | FedDebt Case ID | DEBTOR NAME | Referred Balance | Tin | Entry | Entry Date |
|----------------|-----------------|-----------------|--------------|------------------|-------------|-------|------------|
| XXD000636604 | 2006-307992 | 2006307992A | Doe, John | \$ 25,000.00 | ***.*8-0323 | Batch | 08/19/2006 |
| XXC200700017 | 2006-313902 | 2006313902A | Smith, Ed | \$ 3,137.98 | ***.*6-4997 | Batch | 08/19/2006 |
| XXC20070005 | 2006-308602 | 2006308602A | Wilson, Mary | \$ 2,840.83 | ***.*0-6844 | Batch | 08/19/2006 |

Total number of Debts for XX1X Sample Referring Office : 3 Amount : 30,978.81

Total number of Debts for above pgms in BBB Sample Bureau : 3 Amount : 30,978.81

Report Date: 05/21/2008 11.47.27 Page 1 of 1



REMEMBER!!

- Reports are transmitted to the creditor agencies each time a file is submitted for processing on the Monday following the batch process.
- Some errors result in a complete file failure - **NO RECORDS ON THE FILE WILL PROCESS.**
- Some errors result in record-level failures - **THERE MAY STILL BE ERRORS TO CORRECT.**



REMEMBER!!!

- * It is the creditor agency's responsibility to review, correct and re-transmit records for processing if a file contains errors or fails to load entirely.**



Contact Info

- BDMOC Operator –
BDMOCOperator@fms.treas.gov
- Stephanie Christophe – 800-858-0725
Stephanie.Christophe@fms.treas.gov