Cross-Servicing
Agency Profile Guide

Debt Management Services

Bureau of the Fiscal Service

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Preface

The U.S. Department of the Treasury's (Treasury), Bureau of the Fiscal Service (BFS) serves as a Federal government's central debt collection agency for administrative debt collection. Federal agencies are required to aggressively pursue collection of all debts arising out of their activities and are tasked with establishing and implementing effective debt collection strategies consistent with government-wide and agency requirements. To maximize collection on their delinquent debts and promote expedient resolution of delinquencies, Federal agencies' collection strategies should utilize all appropriate debt collection tools.

The Debt Collection Improvement Act of 1996 generally requires Federal agencies to refer nontax debts 180 days delinquent to Treasury's Cross-Servicing Program for continued collection. Agencies can refer delinquent debts prior to the 180 days as long as they have satisfied the due process requirement for debt collection. The Cross-Servicing Program is managed and operated by the BFS's Debt Management Services (DMS). Once a Federal agency refers a delinquent debt to Cross-Servicing, DMS continues collection on the debt on behalf of the referring agency in accordance with applicable law.

As a prerequisite to participation in the Cross-Servicing Program, Federal agencies must establish profiles ("Agency Profiles") in the Cross-Servicing software application known as FedDebt. Federal agencies establish their Agency Profiles by completing an Agency Profile Form. This form provides DMS with general information about the agency's debt collection program (or programs) and the applicable parameters under which DMS can conduct collection activities on behalf of the agency. Agency Profiles must be consistent with statutory and regulatory debt collection authorities, including the Treasury Financial Manual (TFM), Volume I, Part 4, Chapter 4000 (I TFM 4-4000), Debt Management Services Collection of Delinquent Nontax Debt. Agencies are responsible for reviewing and updating their Agency Profiles periodically to ensure that they are accurate, consistent with applicable Federal debt collection laws and agency regulations, and kept up-to-date.

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Overview: The Agency Profile Form

The Agency Profile Form provides DMS with the general information about the agency's debt collection program (or programs) and the applicable parameters under which DMS can conduct collection activities on behalf of the agency. Agencies can set up a separate Agency Profile for each debt type. Alternatively, agencies may set up a single Agency Profile for several debt types, as long as all debts to be submitted under the single Agency Profile are to be managed using the same parameters.

The purpose of this Cross-Servicing Agency Profile Guide (Guide) is to provide Federal agencies with an understanding of how to establish their Agency Profiles in the FedDebt system. It will also help agencies understand what discretion they have to deviate from the default parameters established in the Agency Profile Forms. The Agency Profile Form consists of four major sections: Section I, Agency Information (with four subsections); Section II, Program Information (with two subsections); and Section III, Program Collection Parameters (with three subsections). If any agency representative has questions after reviewing this Guide, he/she may contact a member of the FedDebt agency liaison staff at 1-800-858-0725.

Agency Information

The Cross-Servicing FedDebt application allows agencies to establish a reporting hierarchy, so that agencies can properly manage their referred debts. The Agency Profile Form follows that hierarchy, starting with the Agency level, followed by the Bureau, Office, and Program levels.

The "Agency Information" page (page one of the Agency Profile Form) is depicted below:

Agency Information

Agency Name _____

Address _____

Address _____

City _____

State _____

Zip _____

CFO Agency ____ Yes ____ No

Primary Contact Information		*Alternate Contact Information*
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

Add information in this section as follows:

Agency Name: Provide the full name of the agency under which the debts will be referred on this line. Example: The U.S. Department of the Treasury.

Address: Identify the agency's physical address. A second address line is included in case it is needed.

City, State, Zip: Include the city, state, and zip code of the agency's physical address.

CFO Agency: Select whether the agency has a Chief Financial Officer under the Chief Financial Officer Act of 1990.

Primary Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of the primary individual at the CFO office level. This will be the primary person DMS will contact to obtain general information pertaining the agency's delinquent debt portfolio.

Alternate Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of an alternate individual at this level. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

The "TROR Contact Information" page of the Agency Profile form is depicted below:

TROR Contact Information

Primary Contact Information		***Alternate Contact Information***
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

TROR Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of the primary and alternate individuals responsible for preparing the agency's Treasury Report on Receivables (TROR).

NOTES: The Agency Information can only be updated by agency-level personnel. Please leave all sections marked "For DMS Use Only" blank. FedDebt does not interface with the TROR – this section is for information purposes only.

Bureau Information

A bureau level is the next hierarchical level that must be established in FedDebt. This level allows the agency to designate a subdivision under the agency. The "Bureau Information" page of the Agency Profile form is depicted below:

Bureau Information

Bureau Name _____

Address _____

Address _____

City _____

State _____

Zip _____

Primary Contact Information		*Alternate Contact Information*
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

Bureau Name: Identify the name of the sub-agency or bureau. Example: The Bureau of the Fiscal Service.

Address, City, State, Zip: Identify the physical address, city, state, and zip code where the bureau is located.

Primary Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of the primary individual at the bureau level. This will be the primary person with whom the appropriate DMS staff will make contact to obtain information regarding management of the bureau's delinquent debt collection activities.

Alternate Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of an alternate individual at the bureau level. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

NOTE: The Bureau Information can only be updated by authorized bureau-level personnel.

Office Information

The "Office Information" page of the Agency Profile form is depicted below:

Office Information

Office Name _____

Address _____

Address _____

City _____

State _____

Zip _____

Primary Contact Information		*Alternate Contact Information*
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

Office Name: Identify the name of the specific office, within the sub-agency or bureau, responsible for the debts. Example: Philadelphia Regional Financial Center.

Address, City, State, Zip: Identify the physical address, city, state, and zip code where the office resides.

Primary Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of the primary individual at the office level. This will be the primary person with whom the appropriate DMS staff will make contact to obtain information about all the programs being referred to Cross-Servicing through a specific office area.

Alternate Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of an alternate individual at the office level. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

NOTE: The Office Information can only be updated by authorized office-level personnel.

Program Information

Information at the program level sets the conditions for managing the delinquent debt collection practices for the agency. The Program Information and Program Detail Information screens that follow establish those conditions. The "Program Information" page of the Agency Profile form is depicted below:

Program Information

Program Name _____

EIN _____

Debt Description _____

_____

_____

Authorizing Statute _____

Agency Location Code (ALC) _____

Primary Contact Information		*Alternate Contact Information*
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

Program Name: Provide the official name of the program under which the debts were incurred. For example: "Salaries and Expenses," "General Administration," or "Direct Loans". Please be sure that the name used under here is the same as that used on the data entry forms.

EIN: Provide the Employer Identification Number (EIN). The EIN is the 9-digit code assigned to the program.

Debt Description: Enter a detailed explanation, no more than 60 characters, regarding the nature of the debts referred under this program. Examples: "Collection of overpayments of Social Security benefits" or "collection of overpayments of railroad retirement benefits".

Authorizing Statute: Cite the statute for the program under which the debts arose.

Agency Location Code (ALC): Indicate the applicable ALC code. The ALC is the 8-digit number that represents the area within the agency to which collections should be credited.

Primary Contact Information: Indicate the name, physical address, and contact information (email, phone, and fax) of the primary individual at the program level. This will be the primary person with whom the appropriate DMS staff will make contact to obtain specific information about the debts being referred to Cross-Servicing under a particular program.

Alternate Contact Information: Indicate the name, physical address, and contact information (email, phone, and fax) of an alternate individual at the program level. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

NOTE: The Program Information can only be updated by authorized program-level personnel.

Program Detail Information

The Program Detail Information section defines the parameters of the collection tools and provides contact information for specific collection activities and program operations. The next three pages request the agency to further establish the parameters under which DMS may act to collect on the agency's delinquent debts. The first "Program Detail" page of the Agency Profile form is depicted below:

Program Detail Information

Referred principal TAS _____

Referred interest TAS _____

Referred penalty TAS _____

Referred admin cost TAS _____

IPAC Contact Information

	Primary Contact Information	*Alternate Contact Information*
Name		
Address		
Address		
City		
State		
Zip		
Phone		
Fax		
Email		

Referred principal TAS: Identify the Treasury Account Symbol (TAS). The TAS is an identification code assigned by Treasury, in collaboration with OMB and the owner agency, to an individual appropriation, receipt, or other fund account. The term "Treasury Account Symbol" is a generic term used to describe any one of the account identification codes assigned by Treasury.

Referred interest TAS: If an interest TAS is associated with the debt, enter the code here.

Referred penalty TAS: If a penalty TAS is associated with the debt, enter the code here.

Referred admin costs TAS: If an administrative cost TAS is associated with the debt, enter the code here.

NOTE:

The TAS information requested above is captured for informational purposes in FedDebt only and it will be included in FedDebt reports. Net collections will be remitted to agencies via an IPAC transaction from DMS' accounting system. FedDebt does not interface directly with the DMS accounting system or the IPAC system.

Primary IPAC Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of the primary individual at the program level. This will be the primary person with whom the appropriate DMS staff will contact to obtain general information.

Alternate IPAC Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of an alternate individual at the program level. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

The second "Program Detail" page of the Agency Profile form is depicted below:

Program Detail Information (Cont.)

Program Classification (select either Administrative Debts **or** Loans):

____ **Administrative Debts (select only one)**	____ **Loans (select only one)**
_____ Employee Advance	_____ Business
_____ Fee	_____ Education
_____ Fine	_____ Housing
_____ Grant	_____ Other
_____ Miscellaneous	Desc.:_____
Desc.:_____	
_____ Overpayment	
_____ Penalty	
_____ State/Local Government	

Treasury has **FULL** authority to compromise and/or collect debts in installments. ____ Yes ____ No

If no, please answer the following:

Maximum Percent to be forgiven without obtaining CA concurrence: _____. **0%**

Minimum Monthly Payment Amount: _____

Maximum Number of Months for Repayment: _____

Waive interest during payment agreement ____ Yes ____ No

Waive penalty during payment agreement ____ Yes ____ No

If no, provide specific legal citation if your agency cannot provide Treasury with full compromise authority:

_____

_____

Program Classification: Indicate whether "loans" or "administrative debts" will be referred under this Agency Profile. Agencies must select a relevant subcategory after making the selection.

Treasury has FULL authority to compromise and/or collect debts in installments: Federal agencies are required to provide DMS with full compromise authority. This means that, if the agency has the authority to compromise debts and to enter into installment payment agreements, the agency must delegate this authority to

DMS via the profile by selecting "Yes" in this section. If the agency does not have full compromise authority or if it is precluded from delegating that authority to DMS, indicate the following:

Maximum percent to be forgiven without obtaining CA concurrence: Indicate the maximum percentage of the debt balance that DMS can compromise without obtaining concurrence from the agency. For amounts over the minimum percentage indicated, DMS will seek approval from the agency for a proposed compromise. The agency must approve or disapprove the proposed compromise within 10 business days, unless otherwise agreed.

Minimum monthly payment amount: Indicate the minimum payment amount that DMS can accept as an installment payment.

Maximum number of months for repayment: Indicate the maximum number of months that the agency will accept for an installment repayment agreement. Generally, this should be 36 months or less.

Waived interest during payment agreement: Indicate whether interest should continue to accrue on debts that have been entered into a repayment agreement. Please note that selecting "Yes" means that FedDebt will STOP accruing interest when any debt referred under this program is entered into a repayment agreement.

Waived penalty during payment agreement: Indicate whether penalties should continue to accrue on debts that have been entered into a repayment agreement. Please note that selecting "Yes" means that FedDebt will STOP accruing penalties when any debt referred under this program is entered into a repayment agreement.

If no, provide specific legal citation if the agency cannot provide Treasury with full compromise authority: If the agency has indicated that it will not delegate to Treasury full authority to compromise and/or collect debts in installments or has indicated limitations above, provide a citation to the statute that precludes the agency from compromising the debt or from delegating this authority to DMS in full or part.

The third "Program Detail" page of the Agency Profile form is depicted below:

Program Detail Information (Cont.)

Agency is required to obtain FMS or DOJ approval for compromises, suspensions, or terminations for debts with principal over $100,000. ____ Yes ____ No

Note: FMS has delegated authority to compromise, suspend, or terminate debts with a principal balance up to $500,000.

If no, specify dollar amount (or 'unlimited') up to which agency can compromise/terminate/suspend: _____

If no, provide specific legal citation that authorizes your agency to compromise/terminate/suspend debts with principal balances >$500,000 without FMS or DOJ approval:

_____

_____

Batch File Processing: ____ Yes ____ No

Electronic File Contact Information

Primary Contact Information		***Alternate Contact Information***
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

Agency is required to obtain DMS or DOJ approval for compromise, suspensions, or terminations for debts with principal over $100,000: If agency must obtain DMS or DOJ approval to compromise debts with a principal amount over $100,000 or to suspend or terminate collection activity on such debts, select "Yes".

If no, specify dollar amount (or 'unlimited') up to which agency can compromise/terminate/suspend: If the selected "No" on the previous statement, please indicate the dollar amount up to which the agency is authorized to compromise its debts without obtaining DMS and DOJ approval. The answer might be a specific dollar amount or might be "unlimited."

If no, provide specific legal citation that authorizes your agency to compromise/terminate/suspend debts with principal balances >$500,000 without DMS or DOJ approval: If the selected "No" on the first statement and the agency has a statute that allows it to compromise debts over $500,000, please cite this statute on the lines provided.

Batch file processing: Indicate if the agency will be submitting debts to DMS via batch by selecting "Yes". Otherwise, select "No".

Primary Electronic File Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of the primary individual overseeing the electronic file transmissions. This will be the primary person with whom the appropriate DMS staff will make contact to obtain general information.

Alternate Electronic File Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of an alternate individual overseeing the electronic file transmissions. This individual should be authorized to act on behalf of the primary contact, in his or her absence.

Program Collection Actions

The Program Collection Actions section presents the collection tools available through Cross-Servicing. By indicating "Yes" for a given process, the system assumes all debts referred are eligible for that collection action. By indicating "No" for a given process our system will not allow this action to be taken. Federal agencies are generally required to establish debt collection strategies that meet all statutory and regulatory requirements and utilize all authorized and appropriate tools. If an agency cannot legally authorize the use of a particular collection tool, the agency must identify the statute precluding the use of the tool. The first "Program Collection Actions" page of the Agency Profile form is depicted below:

Program Collection Actions

Refer Debts to Private Collection Agency (PCA) ____ Yes ____ No

If no, confirm that agency uses independent PCA or provide specific legal citation for why PCA Referral is not required:

_____

_____

Perform Administrative Wage Garnishment (AWG) ____ Yes ____ No

If yes, provide citation of hearing procedure regulation that agency published:

_____

_____

If yes, AWG Authorization Date (mm/dd/yyyy): _____

AWG Contact Information

Primary Contact Information		***Alternate Contact Information***
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

If no, provide specific legal citation for why AWG not permitted:

_____

_____

Refer Debts to Private Collection Agency (PCA): Indicate if the agency debts should be eligible for PCA referral by selecting "Yes". If "No" is selected, the agency must identify the statute precluding the use of PCAs. ***NOTE:*** Agencies normally cannot use independent or their own PCAs for debts that have been submitted to and are service by Cross-Servicing.

Perform Administrative Wage Garnishment (AWG): If the agency has authority to use administrative wage garnishment, select "Yes" and state the *citation to the agency's regulation regarding the AWG hearing procedures.*

If yes, AWG Authorization Date: Indicate the date the agency regulation authorizing AWG became effective.

Primary AWG Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of the primary individual overseeing the AWG program. This will be the primary person with whom the appropriate DMS staff will make contact to obtain general information.

Alternate AWG Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of an alternate individual overseeing the AWG program. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

If no, provide specific legal citation for why AWG not permitted: Provide a citation to the statute precluding the agency's use of AWG.

Program Collection Actions (Cont.)

Perform Credit Bureau Reporting: ____ Yes ____ No

If yes, provide the "Original Creditor Name" that should be used for Credit Bureau Reporting (CBR):

_____

If yes, begin reporting immediately or apply" Treasury Standard" ____ Immediate Reporting ____ Treasury Standard

If no, confirm that agency is independently reporting or provide specific legal citation for why CBR not required:

_____

_____

File 1099-C for compromised and terminated debts ____ Yes ____ No

1099-C Contact Information

Primary Contact Information		***Alternate Contact Information***
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

If no, confirm that agency is independently filing or provide specific legal citation for why 1099-C Filing is not required:

_____

_____

Perform Credit Bureau Reporting (CBR): By selecting "Yes" the agency is authorizing DMS to report the delinquent debts to credit bureaus. Agencies may report delinquent debts independently to credit bureaus in accordance with the requirements in the "Guide to Federal Credit Bureau Reporting". An agency may also be statutorily precluded from reporting to credit bureaus.

If yes, provide the "Original Creditor Name" that should be used for Credit Bureau Reporting: State the name of the agency as it should be reported to the credit bureaus.

If yes, begin reporting immediately or apply "Treasury Standard": State the agency preference for immediate reporting or using the Treasury's standard reporting. Immediate reporting means that both consumer and commercial debts will be reported immediately upon referral. The Treasury standard of reporting is that consumer debts are reported 60 days after referral and are updated monthly and commercial debts are reported 30 days after referral and updated quarterly.

If no, confirm that agency is independently reporting or provide specific legal citation for why CBR is not required: If the agency indicates "No" Treasury will not report to credit bureaus on the agency's behalf. Because credit bureau reporting is generally a required tool, the agency must indicate whether it is already reporting delinquent debts to the credit bureaus or provide a citation to the statute that prevents the use of this tool.

File 1099-C for compromised and terminated debts: Select "Yes" if the agency prefers that DMS reports the 1099-C to the Internal Revenue Service (IRS) for compromised or terminated debts subject to IRS guidelines. If "Yes" is selected to file the 1099-C, the agency will still be able to decide if this collection action is appropriate on a case by case basis. If "No" is selected, DMS will not report any 1099-C information to the IRS.

Primary 1099-C Contact Information: Include the name, physical address, and contact information (email, phone, and fax) of the primary individual DMS should contact to inform about any 1099-C reporting. This will be the primary person with whom the appropriate DMS staff will make contact to obtain general information.

Alternate 1099-C Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of an alternate individual DMS should contact to inform about any 1099-C reporting. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

If no, confirm that agency is independently filling or provide specific legal citation for why 1099-C Filing is not required: Indicate if the agency is already reporting the 1099-C to the IRS or provide a citation to the statute exempting the agency from this reporting requirement.

Program Collection Actions (Cont.)

Refer to Department of Justice (DOJ) for enforcement through litigation: ____ Yes ____ No

If no, confirm that agency is independently referring or provide specific legal citation for why DOJ Referral is not required:

_____

_____

Refer to Treasury Offset Program (TOP) ____ Yes ____ No

If no, confirm that agency is independently referring or provide specific legal citation for why TOP Referral is not required:

_____

_____

Use FedDebt TOP Profile ____ Yes ____ No

If no, indicate the payment types (Debt Match Bypass Indicators) against which debts should not be offset

____SAL ____VEN ____SSA

____TAX ____OTH

Provide specific legal citation and explanation for any bypass indicators selected:

_____

_____

When the debt has completed "active" collection activities via Cross-Servicing, it should remain "passive" at TOP.

____ Yes ____ No

If yes, leave in TOP indefinitely? ____ Yes ____ No

If no, leave passive at TOP _____ months if no offsets are taken.

Refer to Department of Justice (DOJ) for enforcement through litigation: By selecting "Yes" the agency indicates that its debts may be referred to DOJ through Cross-Servicing for legal action.

If no, confirm that agency is independently referring or provide specific legal citation for why DOJ Referral is not required: By selecting "No" the agency indicates that it is independently referring debts to DOJ or legally precluded from referring debts to DOJ for enforcement through litigation. A citation to the statute precluding the referral of debts to DOJ must be provided.

Refer to Treasury Offset Program (TOP): By selecting "Yes" the agency indicates that its debts will be referred to TOP through Cross-Servicing for offset of any eligible Federal or state payments.

By selecting "No" the agency indicates that it is reporting its delinquent debts directly to TOP. If the agency has selected no, *confirm that your agency is independently referring the debts to TOP or provide a statutory citation indicating that TOP Referral is not required.* DMS recommends that agencies refer debts to TOP through Cross-Servicing.

Use FedDebt TOP Profile: By selecting "Yes" the agency establishes a TOP profile to offset any eligible Federal or state payments, not reduce the debt balance to zero and leave the debts in TOP indefinitely.

If selecting "No" the agency must choose one of the following TOP profile options:

If no, indicate the payment types (Debt Match Bypass Indicators) against which debts should not be offset: This option allows the agency to select any of the following payment streams to bypass from offset. A selection is not required.

- SAL – Salary Payments. Selecting this bypass indicator eliminates offsetting Federal employees' salary payments.
- VEN – Vendor Payments. Bypassing these payments will prevent the offset of Federal vendor pay, travel reimbursement pay, and other types of general payments issued by the Federal government.
- SSA – Social Security Payments. Monthly social security payments will not be offset if this indicator is selected.
- TAX – Income Tax Payments. Income tax refund payments will be bypassed if this indicator is selected.
- OTH – Other Payment Types. Selecting this indicator will bypass two payment types: vendor payments (VEN), and Federal employees' retirement payments.

Provide specific legal citation and explanation for any bypass indicator selected: If the agency has selected any of the above Debt Match Bypass Indicators, provide a citation to the statute(s) that preclude the agency from offsetting the indicated payment stream.

When the debt has completed "active" collection activities via Cross-Servicing, it should remain "passive" at TOP: Once active debt collection efforts have been exhausted, this option allows the agency to either leave the debt in TOP or have the debt removed from TOP and returned to the agency.

If yes, leave in TOP indefinitely: By selecting "Yes" the debt will be left in TOP until the debt is collected in full, administratively resolved or recalled by the agency.

If no, leave passive at TOP _____ months if no offsets are taken: By selecting "No" the debt will be left in TOP only for the number of months specified by the agency if no offsets have taken place. After the specified number of months, the debt will be closed in TOP and returned to the agency. Note that the specified number of months will be reset each time there is an offset on a debt before the specified number of months is reached.

The fourth "Program Collection Actions" page of the Agency Profile form is depicted below:

Program Collection Actions (Cont.)

Dispute Contact Information

Primary Contact Information		***Alternate Contact Information***
Name	_____	_____
Address	_____	_____
Address	_____	_____
City	_____	_____
State	_____	_____
Zip	_____	_____
Phone	_____	_____
Fax	_____	_____
Email	_____	_____

Primary Dispute Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of the primary individual DMS should contact if the debtor disputes the debt. This will be the primary person DMS staff will contact regarding debtor disputes. Dispute response requests are currently sent to the primary contact via facsimile.

Alternate Dispute Contact Information: Identify the name, physical address, and contact information (email, phone, and fax) of an alternate individual DMS should contact if the debtor disputes the debt. This individual should be authorized to act on behalf of the primary contact, in his/her absence.

Additional Fees and Accruals

In this section, the agency establishes financial options associated with managing the delinquent debts in the FedDebt system. Agencies are required to accrue interest, penalties, and charge administrative fees on their delinquent debts. The agency must indicate how the FedDebt system should handle fees, accruals (interest and penalties), and bankruptcies in this section.

The "Additional Fees and Accruals" page of the Agency Profile form is depicted below:

Additional Fees and Accruals

Program Financial Information: Fees

Fees charged to the agency should be passed onto the debtor ____ Yes ____ No

If no, provide specific legal citation for why fees are not allowed to be passed onto the debtor:

_____

_____

Program Financial Information: Accruals

Interest Accrual Options: Choose only one:

____ *Do not accrue interest. Provide legal citation:* _____

_____

____ FedDebt will accrue interest.

____ Agency will provide adjustments for interest. FedDebt will not accrue interest.

Penalty Accrual Options: Choose only one:

____ *Do not accrue penalty. Provide legal citation:* _____

_____

____ FedDebt will accrue penalty.

____ Agency will provide adjustments for penalties. FedDebt will not accrue penalties.

Program Financial Information: Bankruptcy

Debts in this program are dischargeable ____ Yes ____ No

If no, provide specific legal citation for why debts are not dischargeable:

_____

_____

Fees charged to the agency should be passed on to the debtor: Selecting "Yes" indicates that the FedDebt system will add fees to the debt on behalf of the agency. Selecting "No" indicates that the agency does not want to have fees added to the debt. By selecting "No" the agency will nevertheless be required to pay the fees charged by DMS.

If no, provide specific legal citation for why fees are not allowed to be passed on to the debtor: Indicate the legal citation that prevents charging the debtor for delinquent debt collection costs.

Program Financial Information: Accruals. Select whether the agency directs FedDebt to accrue interest and/or penalty or if the agency will provide periodic interest and/or penalty updates to FedDebt instead.

Interest Accrual Options: Select from the following:

Do not accrue interest. Generally, the accrual of late interest on delinquent debts is required. If an agency is not authorized to assess interest on its delinquent debt, select this option and provide a citation to the statute that precludes the accrual of interest.

FedDebt will accrue interest. By checking this line, the agency instructs FedDebt to automatically accrue the interest on the debts.

Agency will provide adjustment for interest. By checking this line, the agency instructs FedDebt to not accrue interest. Instead, the agency will provide periodic financial updates to FedDebt for interest accrual.

Penalty Accrual Options: Select from the following:

Do not accrue penalty. By checking this line, the agency instructs FedDebt not to accrue penalty. Generally, the accrual of penalty on delinquent debts is required. As such, the agency must provide a legal citation justifying its deviation from this rule. If the agency is not authorized to accrue penalties on its delinquent debt, select this option and provide the agency's legal citation that prevents the accrual of penalties.

FedDebt will accrue penalty. By checking this line, the agency instructs FedDebt to automatically accrue penalty charges on the debts.

Agency will provide adjustments for penalties. By checking this line, the agency instructs FedDebt to not accrue penalty. Instead, the agency will provide periodic financial updates to FedDebt for penalty accrual.

Program Financial Information: Bankruptcy.

Debts in this program are dischargeable: Generally, most debts can be discharged in bankruptcy. Indicate whether the agency's debts are dischargeable in bankruptcy. If the debts are non-dischargeable, identify the statutory citation that may prevent these debts from being discharged in bankruptcy.

Initial or Updated/For FMS Use Only

This last profile page asks the agency representative to identify whether the submission of the Agency Profile Form is: (a) an initial profile to set up a new program, or (b) an update to a previously added program in FedDebt. It also requests contact information for the agency representative responsible for preparing the Agency Profile Form.

NOTE: Please leave sections marked "For FMS Use Only" blank.

Initial Profile: _____ OR Updated Profile: _____

Prepared by: _____
Telephone No.: _____
Date: _____

For FMS Use Only:

Date Created: _____

Program Designation Code: __ __ /__ __ **/__ __ __ /__ __ __ __

Approval to exempt the use of collection tools:

PCA:	Date _____	Approving Official _____
AWG:	Date _____	Approving Official _____
CBR:	Date _____	Approving Official _____
1099-C:	Date _____	Approving Official _____
DOJ Referral:	Date _____	Approving Official _____
TOP Referral:	Date _____	Approving Official _____
Compromise authority:	Date _____	Approving Official _____
No FMS/DOJ approval:	Date _____	Approving Official _____

FMS conducting hearings for:
Salary: _____
Hardship: _____
AWG: _____

Agency Liaison Notes:

_____
_____
_____
_____
_____

If any agency representative has questions about how to fill out the Agency Profile Form or questions about the Cross-Servicing Program, he/she may contact a member of the FedDebt agency liaison staff at 1-800-858-0725.