

Financial Management Service

PFC Journal

Check Envelopes Now White

The Philadelphia Financial Center (PFC) monthly benefit files will switch to the white envelope for the February payments. However, the Supplemental Security Income (SSI) benefit payment will continue to be mailed in their blue envelopes. The “daily” mail made the switch to white envelopes on July 17, 2005.



Each year, the Financial Management Service (FMS) disburses over 173 million checks to various Federal payment recipients. In addition, FMS mails over 8 million additional notices or letters to recipients and financial institutions and we presort all of them.

Current Post Office regulations stipulate that mailers can achieve postage savings by presorting their mail into 3 and 5 digit zip ranges and by applying a barcode on each piece of mail. This reduces the amount of manual labor that the Post Office must perform to deliver the mail, thereby permitting them to avail cost savings to those mailers who presort and barcode their mail. PFC changed from the tan colored envelopes to ensure that full postal discounts are earned.

Questions regarding this matter can be directed to Louis Altmire, Manager, Payment and Mail Operations at (215)516-8108 (Louis.Altmire@fms.treas.gov).

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How is your Address Hygiene?

The Philadelphia Financial Center (PFC) has begun efforts with various agencies to improve their address hygiene. There have been several instances when processing check payments that address hygiene issues were identified. Because of the nature of the work performed by PFC, it is critical that payments are addressed properly to ensure receipt of payment by the recipient.

Poor address hygiene may result in additional handling of your mail by the United States Postal Service (USPS), which could result in a delayed delivery or the check being returned to PFC. Checks that are not deliverable are returned to PFC and cancelled. Agencies receive credits for the checks that are cancelled and must reissue these payments. There is obviously a cost to all parties involved in the process due to any additional handling of undeliverable checks.

There are a number of reasons why your address hygiene may be unacceptable by the USPS. Some examples are:

- Incomplete street numbers and/or names
- Space between the lines of the address
- City and state on separate lines or missing
- Missing/inaccurate zip codes and/or +4
- Inclusion of country code on addresses within United States
- Phone numbers included in the address line
- Claim numbers or account numbers in the address line
- Address data typed in lower case letters

As a reminder, any system mergers or changes to your file format may inadvertently cause unexpected changes in other areas of the files. It is critical that you review your address files when these types of changes are made. In addition, it would benefit agencies to periodically review all address files to ensure they are up to date and accurate. Treasury Financial Manual (TFM), Volume I, Part IV, Chapter 2055.50 provides guidance on address hygiene (available of FMS website at www.fms.treas.gov/tfm/vol1/v1p4c200.html).

If you need assistance contact our Customer Assistance Staff, please contact either Kathryn Gave at (215) 516-8115 (kathryne.gave@fms.treas.gov), Vandna Gupta at (215) 516-8093 (vandna.gupta@fms.treas.gov), or Snyezhana Pevzner at (215) 516-8094 (snyezhana.pevzner@fms.treas.gov).

Billions Served

The Financial Management Service's (FMS) Philadelphia Financial Center (PFC) has something in common with that famous fast-food chain that we all know and love. PFC isn't turning out orders of burgers and fries, but has printed over a billion checks since 1997.



PFC along with FMS's other Regional Financial Centers continue to produce millions of checks each month. Just like that fast-food chain, FMS can safely change the sign to read billions served!

2005 Customer Survey

Thanks to those of our customers that participated in our annual customer survey. We value your feedback!

Please note that the Philadelphia Customer Assistance Staff is available to assist you with any matter. Feel free to contact us!

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The Philadelphia Financial Center Newsletter entitled PFC Journal is presented by the Customer Assistance Staff and addresses a variety of topics of interest to individuals in the Federal financial community.

The PFC Journal is available exclusively on our website.

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