

CUSTOMER ADVISORY BOARD CONFERENCE



San Francisco Federal Reserve Bank

Day 1: August 22, 2007

EXECUTIVE SUMMARY:

FMS Partnering with the Federal Reserve Bank

Judy Tillman, Deputy Commissioner, Financial Management Service

FMS Priorities:

- Electronic Funds Tax Payment System (EFTPS)
- Government-wide Accounting (GWA) Modernization Project
- GoDirect
- Universal Direct Deposit
- Direct Express Card
- Payment Application Modernization (Major Role-out 2009)
- Internal Re-organization (Regional Operations and Financial Operations)
- Relocate Regional Operations Center (Back-up Connectivity)
- Move toward all-electronic Payments & Collections
- Collections and Cash Management Modernization (CCMM)
- Cash Forecasting, and Investments

1.Q: How can agencies provide vendors with enough information to post payments?

A: Agencies can use the Payment Advice Internet Delivery (PAID) system. Other options include CTX file formats, which allows for multiple addenda records and the Internet Payment Platform (IPP) program.

- Judy added that FMS has not publicized the CTX option; GAO said that FMS should be implementing a process to offset CTX payments. Treasury's goal is to implement the CTX offsetting process by the end of the year. Beginning July 2007, FMS began offsetting Fedwire payments. When FMS receives a Fedwire payment through SPS, the TIN will run against the TOP database, and if there is a match, the agency will receive a notice that the payment must be sent via the Automated Clearing House (ACH).

2.Q: Does FMS plan to offset ASAP payments?

A: ASAP is the FMS Grant Payment system. FMS is currently analyzing the possibilities of identifying a way to offset these payments in the future. It is technologically a complex issue because there is an intermediary payee.

- Judy added that GAO issued a finding to FMS for not offsetting credit card payments as well. Treasury is also looking at possibly offsetting Credit Card payments in the future.

Disaster Strikes – Hurricane Katrina and the National Finance Center (NFC)

Joe Vitale, Supervisor Systems Accounting, USDA, NFC

1. Q: What happened to the 75% of NFC staff after Hurricane Katrina?

A: It was vital to bring employees back on duty by November to ensure they were paid. Some work was rerouted to alternate work sites. It was not necessary to furlough any NFC employees.

2. Q: Did NFC employees have to use their annual and sick leave?

A: They did not use their personal leave.

Federal Employees' Benefits Overview

Kathleen M. McGettigan, Deputy Associate Director,
OPM Center for Retirement & Insurance Services

1. Q: Does OPM support Federal employees coming back to work for the Federal Government after retirement?

A: Yes, we are waiting for congressional review of proposed legislation that would make this easier.

2. Q: If an agency does not have knowledgeable Human Resource (HR) staff to answer benefits questions; will OPM answer questions from individuals outside of the HR Department?

A: Yes, contact the OPM Training and Development Group.

3. Q: Is there a mechanism in place to monitor the OPM Dental and Vision plan?

A: Yes, OPM has an email address to receive comments about the two new plans.

4. Q: Is there anything in place to save the money lost in the Flexible Spending Accounts for Federal Employees (FSAFEDS) program?

A: No, that is governed by the IRS.

Concession Fees and the National Park Service

Anne Dubinsky-Altman, Concession Program Manager, PWR

1. Q: How do you research negotiating a Franchise Fee?

A: NPS will put out a prospective and interested parties will submit a bid.

2. Q: Does NPS accept credit cards?

A: NPS does allow visitors to pay with credit cards at many National Parks.

CUSTOMER ADVISORY BOARD CONFERENCE



San Francisco Federal Reserve Bank
Day 2: August 23, 2007

EXECUTIVE SUMMARY:

Agency Updates:

- ❑ **U.S. Office of the Special Trustee (OST):** is a new member of the CAB, networking with other attendees.
- ❑ **Office of Navajo and Hopi Relocation:** may be closing soon.
- ❑ **Office of Personnel Management (OPM):** is piloting the FMS Debit Card program for OPM investigators all around the country. In addition, in January OPM will implement the Paper Check Conversion (PCC) Over-the-Counter (OTC) program.
- ❑ **Bonneville Power Administration (BPA):** has recently implemented Pay.gov to begin accepting credit card transactions on the BPA public Web site. They also worked on eliminating safes that were used in the past to hold cash. Recently, BPA lost staff (due to retirement) and completed paper work with SFC to create new SPS users.
- ❑ **Small Business Administration (SBA) - Sacramento:** sometimes has a need to request paper-checks from SFC. The checks are sent to Disaster sites and presented to payees.
- ❑ **Small Business Administration (SBA) – San Francisco:** expanded pay.gov, developed new contracts. Will begin rolling out the Paper Check Conversion-Over-The-Counter (PCC-OTC) program later this year. SBA is working on re-engineering the Funds Balance with Treasury (FBWT) procedures at all SBA centers around the country.
- ❑ **Federal Reserve Bank (FRB) – Minneapolis:** is working on a 5-7 year conversion from a mainframe system to a distributed operation.
- ❑ **NASA Ames Research Center:** has migrated to an SAP software platform, and is working to consolidate several internal accounting functions.
- ❑ **FMS – Check Claims Branch:** provided an overview of services offered for check processing aftermath issues.
- ❑ **Minerals Management Service (MMS):** is the pilot agency for implementing a new finance and accounting system for the Department of Interior. They are eager to receive a qualified audit opinion. MMS will be implementing the Remittance Express (REX) program soon.
- ❑ **Food and Nutrition Service (FNS):** supports state agencies through the disbursement of grant type payments. This the first time FNS has attended the CAB Conference and they felt the conference was informative.
- ❑ **National Finance Center (NFC):** completed the first wave of control testing for the A123 and prepared for fiscal year-end reporting.

- ❑ **Environmental Protection Agency (EPA):** the focus this past year has been consolidating Grant payments to the Las Vegas Service Center. Also, undergoing a financial statement audit.
- ❑ **National Business Center (NBC):** is one of five service centers nation-wide. The Denver center is one of the payroll providers for the Federal Government. Currently, working with OPM to modernize their internal retirement procedures, eliminating paper processing.
- ❑ **Social Security Administration (SSA):** is responsible for the disbursement of over 700 billion dollars in benefit payments. Currently working with FMS to pilot new payment formats that will be rolled-out through the Payment Application Modernization (PAM) project.
- ❑ **Denali Commission:** has added 5 new staff members, and are working on procurement issues. Additionally, they are working toward meeting all of the OMB requirements.
- ❑ **Internal Revenue Service (IRS):** is working on consolidating their service centers. The following locations have closed Philadelphia, Memphis and Brookhaven. Andover will close in 2009, and Atlanta in 2011.

FMS Updates:

- ❑ **Judgement Fund:** has originated three payments per year to the Presidential Campaign parties, totaling about \$16,356 thousand.
- ❑ **Division Chief Information Officer (DCIO):** is new to the CAB, and was happy to attend the Conference.
- ❑ **Financial Operations:** reported the Treasury Check Information System (TCIS) was implemented last year. Comments were received from agencies to improve the system to allow functions that will be useful to agency users. The system upgrade will be in an upcoming release scheduled for September 2007. In addition, SSA will receive claims notices electronically and will have access to check settlement images.

SFC Updates:

- ❑ **Electronic Operations Branch (EOB):** is looking for candidates with a broad knowledge of JAVA programming.
- ❑ **Administrative Management Branch (AMB):** participated in a pilot test with the Denver NFC and is currently working on some internal personnel issues.
- ❑ **Special Payments & Claims Branch (SPCB):** reminded agencies to send any returned checks to one of the addresses listed on SFC, RFC Claims Consolidation letter dated 9/18/2006.
- ❑ **Products & Initiatives Branch (PIB):** is working on the Albuquerque CAB Conference, and meeting with other RFCs to plan the National "Payment" Conference in Chicago. PIB attends conferences, trade shows, and provides financial literacy training to the public. PIB created the SFC newsletter and the SFC public Web site.

Fed ACH & FRB Treasury Services

Deborah Koller, Assistant Vice President, FRB Minneapolis

1. Q: Will FRB accept check conversion SEC codes for International collection items?

A: No, only items formatted for International collections will be accepted.

FMS Programs & Initiatives

Timothy Kanaley, Program Manager, FMS Agency Relationship Management

1. Q: How will Transaction Reporting System (TRS) provide reports?

A: TRS provides all collection transactions in an HTML downloadable format. The Cashlink II system will not be available to agencies by the year 2010.

2. Q: If our agency is interested in TGAnet, how do we get started?

A: You may contact Don Clark for additional information regarding the Tganet program at (202) 874-7092.

3. Q: Can agencies put an identifying number on a US Debit Card instead of a name?

A: No, that is not an option.

Electronic Data Interchange (EDI) Offsetting

Wally Ingram, FMS Lead Process Improvement Specialist, Austin Financial Center

***Reference TFM Bulletin No. 2007-05, Federal Agency EDI Payments Subject to Offset through the Treasury Offset Program (TOP)**

CAB Disaster Recovery Workgroup Report

Lake Gardner, Project Lead, and Joe Paule, Project Co-Lead

- Continue the Disaster Recovery Workgroup, create a Handbook and continue working with agencies to establish back-up connectivity with KROC.

CAB Business Meeting

- CAB Charter Update: Must be present to vote for CAB leadership positions.

**SEE YOU AT THE NEXT CAB CONFERENCE IN
ALBUQUERQUE, NEW MEXICO
FEBRUARY 26-27, 2008**