



DEPARTMENT OF THE TREASURY  
FINANCIAL MANAGEMENT SERVICE  
P.O. BOX 51318  
PHILADELPHIA, PA 19115-6318

To All Federal Agencies For  
Which Financial Services Are  
Provided By The Philadelphia  
Financial Center (PFC)

Management Letter No. 06-05  
August 17, 2006

In an effort to streamline work and improve operational efficiencies, various Claims activities related to payments disbursed by the Regional Financial Centers (RFCs) will be consolidated effective October 2, 2006. This effort will accomplish economies of scale and potential reduction in equipment needs at RFCs. This concentration of our resources by Claims specialty will also increase our expertise and provide better service to our federal agency customers. In addition, this alignment will also provide for a robust business continuity program in the event of an emergency at a particular RFC site.

The analysis leading to the consolidation of Claims activities focused on three distinct and geography-independent functions: Returned Payments, Automated Clearing House (ACH) non-receipt trace requests, and Electronic Funds Transfer (EFT) reclamations. These activities will be realigned so that each is carried out in no more than two RFCs.

The alignment of functions will be as follows:

Function	Servicing RFCs
- EFT Non-Receipt Claims - Returned Payments (ACH and Checks) - Unidentified Remittance Processing (Non-Reclamation)	Kansas City and Philadelphia
- EFT Reclamations and Related Remittances	Austin and San Francisco

The Philadelphia Financial Center (PFC) will be gaining additional EFT non-receipt claims, returned payments, and miscellaneous remittance processing from the Austin Financial Center (AFC). At the same time, PFC will be transferring EFT reclamation and related remittances to AFC. We plan to issue another reminder in the mid-September timeframe. At that time we will also provide customer service points of contact at the RFC.

Your support in this important initiative will be appreciated. Should you have any questions, please contact Monique Goodwin, Manager, Claims Branch at 215-516-8067.

Sincerely,

  
MICHAEL COLARUSSO  
REGIONAL DIRECTOR  
PHILADELPHIA FINANCIAL CENTER