



KEY UPDATES

LOOKING AHEAD

OTHER INFORMATION

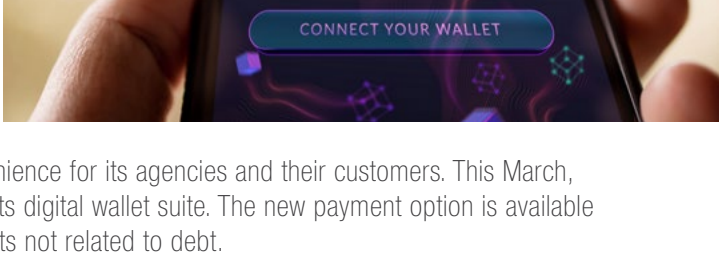
WELCOME

Revenue Collections Management is pleased to share our Spring 2025 newsletter.

Our focus in this issue is how Treasury is replacing the collection of paper transactions with convenient and secure electronic solutions. Contact us today if you are interested in adopting electronic collection methods, or to be provided with communication materials that promote electronic methods to your customers. Your input and feedback is always appreciated, and we look forward to connecting with many of you soon at upcoming events! So, let's get right into it and begin discovering the many ways the Bureau of the Fiscal Service is modernizing revenue collections and continues to move from paper to electronic.

KEY UPDATES

Pay.gov Expands Digital Wallet Options with Venmo



Pay.gov is continuously on the lookout for ways to improve service and convenience for its agencies and their customers. This March, Pay.gov added Venmo—the popular and trusted digital payment service—to its digital wallet suite. The new payment option is available to federal agencies that use the Forms and eBilling services to collect payments not related to debt.

Your agency and customers may already be familiar with Venmo, but here are some reasons it works well with Pay.gov.



Checkout is seamless

Integrated design means customers making Venmo payments on mobile devices will be directed to their Venmo account right from the Pay.gov payment page.

Reporting and refunding are familiar

Venmo is a service of PayPal, and all Venmo transactions will be reported as PayPal transactions. Venmo transactions are reported on all standard Pay.gov reports. If your agency currently accepts PayPal, you will see no changes in your current reporting structure. Any refunds can be issued by your agency staff.

Transactions are secure

Venmo uses multi-factor authentication for logins and encrypts all transactions to maximize the security of customer financial information.

The best part? Adding Venmo requires no additional action from your agency; if your agency uses Pay.gov Forms or eBilling services to collect payments not related to debt, Venmo has been automatically added, and agency contacts were notified.

To learn more, please send a message to [pay.gov@fiscal.treasury.gov](mailto:pay.gov@fiscal.treasury.gov).

The Collections Information Repository's Future Reporting Solution for the Cloud Migration

The Collections Information Repository (CIR) is in the development phase of moving to a cloud environment. As part of this effort, Business Objects will be replaced with a new reporting solution.

The expected production implementation date is October 1, 2025, followed by a migration period for agency users starting in early calendar year 2026.



During the migration period, agencies will have ability to:

- Access the cloud environment.
- Compare it to our current legacy environment.
- Participate in weekly demos for ongoing support.

Some of the benefits of this effort are:

- Reporting improvements – faster report generation
- Simpler navigation
- Enhancements to the Scheduling Reports functionality
- Support of frequently used export formats (Excel, CSV and PDF)

The changes will include:

Changes	Impact
<b>Reporting interface will have a new look and feel.</b>	<ol style="list-style-type: none"><li>1. Users will need to become familiar with the new interface. Training and testing opportunities will be available as we get closer to the production deployment.</li><li>2. Approved Robotic Process Automation (RPA) tools will need to be reprogrammed to work with the new reporting interface. Users relying on these tools will need to make changes accordingly once the new interface is deployed.</li></ol>
<b>New CSV and Excel exports</b>	<ol style="list-style-type: none"><li>1. Changes in column order of exported data in reports may affect the importing of files into internal systems or processes. Users relying on these exports will need to make changes accordingly once the new interface is deployed. For large volume exports, it is strongly suggested to switch to a System-to-System connection or Managed Extract Files. Contact the CIR team at <a href="mailto:Clev.OPS.Support@clev.frb.org">Clev.OPS.Support@clev.frb.org</a> for more information.</li></ol>

Continue to monitor future communications so your agency can take part in the testing efforts. Your testing efforts can ensure a successful transition to the cloud environment. If you have any additional questions, please contact the CIR Customer Support Team at [cir.customersupport@clev.frb.org](mailto:cir.customersupport@clev.frb.org)

We thank you in advance for your cooperation during this effort.

LOOKING AHEAD

Discover Tomorrow's Solution with OTCnet Services

The Over-the-Counter Channel (OTCnet) proudly serves over 100 government agencies, and no two are alike. Whether your agency is choosing to start the year with a no cash/no check policy or is planning to introduce card payments, OTCnet offers a range of customizable solutions to get your agency to its electronic collection goals.

Foundation for Success: OTCnet Training

Are you looking for a user-friendly OTCnet manual? Do you need help onboarding or troubleshooting an issue? The OTCnet [Training Site](#) offers user guides, step-by-step printable job aids, and tutorials for key OTCnet user roles. These resources are available to assist agencies, Financial Institutions (FIs), and the Federal Reserve Bank with a wide range of topics and user tasks. Our [Training Resources](#) offer user-friendly guidance for onboarding, OTCnet updates, and current training offerings.

**Training Tip:** Log into OTCnet every 120 days to avoid deactivation! In OTCnet's previous identity management solution (ISIM), Fiscal Service Security required that all user accounts be disabled after 120 consecutive days of inactivity. Now that the transition from ISIM to SailPoint IdentityIQ is complete, the "Lifetime Rule" has resumed. After a four-month period of inactivity, the user's OTCnet entitlements will be automatically removed from their SailPoint identity, thus rendering the account inaccessible. To restore an impacted account, users should contact the OTCnet Customer Support Team at: [FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com)



OTCnet Refresher Webinar Series

The OTCnet series that addresses common pain points, offers training tips, and provides how-to instruction to help improve your performance in the application! The webinar presentations include live tutorials on how to successfully complete important OTCnet tasks. Additionally, the open Q&A session allows anyone to receive expert advice from the OTCnet Deployment Team. Register to join and view the sessions [here](#).

OTCnet Payment Options: Latest Updates

Check Processing

Mobile Check Option: For agencies that wish to process checks on the go, consider the OTCnet Mobile Check Capture solution. You can accept payments anywhere, anytime! Mobile check capture users benefit from enhanced security, one-step check capture, logo customization, fast processing time, and more. Contact the [OTCnet Development Team](#) to learn more.

Card Processing

Verifone M440 Card Reader: OTCnet's card processing solution now supports the Verifone M440 multimedia card terminal with:

- High-definition color display
- Capacitive touch screen
- Full audio and video capabilities



The Verifone M440 model was chosen to ensure all terminals are [PCI DSS](#) compliant at the time of purchase. Additionally, it has the Secure Commerce Architecture (SCA) needed to secure card processing transactions.

For more information, please refer to [Getting Started: Card Processing](#). For agencies that own the Verifone MX925 device, payments can still be processed on OTCnet, but this model is no longer sold through Verifone.

Ensuring an Excellent Digital Experience: OTCnet's Latest Releases

In an effort to keep our systems up to date and provide the best experience possible, OTCnet is constantly improving through our regular releases.

**Release 4.12:** On Saturday, March 1, 2025, OTCnet was updated to Release 4.12. This release includes enhanced system performance and security along with an upgraded OTCnet Local Bridge (OLB). Users can now schedule an asynchronous Collections Information Repository (CIR) File Status report and return later to download it, saving time and improving efficiency in the application. See the [Release Notes](#) for further details.

OTHER INFORMATION

Card Acquiring Service (CAS) Contact Updates

The CAS program embarks on several agency-facing endeavors every year. To ensure we have the most up-to-date points of contact (POC) information for your agency, please take the time to review your card servicing account contacts at least twice annually (e.g., Chain, Merchant Identification Number (MID), and Billing POCs). If contacts change at your agency, it is important that this is promptly communicated to the program so that your account can be updated accordingly.

Questions or updates regarding POC management should be sent via email to [CardAcquiringService@fiscal.treasury.gov](mailto:CardAcquiringService@fiscal.treasury.gov).

Exemption from Credit Card Transaction Limits

CAS maintains a maximum daily credit card limit of \$24,999.99 and a maximum monthly credit card limit of \$100,000. If an agency wants to process transactions that exceed either of these limits, they can request an exemption from the limits by contacting CAS. Agencies must reimburse the Bureau of the Fiscal Service for the cost of processing all transactions on exempted accounts.

Intra-governmental Card Collections – who bears the cost?

Intra-governmental transactions (IGTs) occur when a federal agency pays another federal agency for a good or service. G-Invoicing is the preferred method of payment for IGTs. If necessary, agencies can use a GSA SmartPay card to make a payment to another federal agency, up to a \$10,000 transaction limit. When this occurs, the agency accepting the IGT via credit card is solely responsible for the costs associated with processing the transaction, including interchange, processing fees, and network charges. For more information, please see [Volume 1 Part 5 Chapter 7000 Section 7065 of the Treasury Financial Manual](#) or contact CAS.

Terminal End-of-life Status

The Ingenico iCT220 and VeriFone Vx520 terminals have reached end-of-life. These devices will become inoperable after August 15, 2025. If your agency is using one or both of these terminals, please contact CAS in order to prevent an interruption to your ability to process payments.

For all inquiries, please contact [CardAcquiringService@fiscal.treasury.gov](mailto:CardAcquiringService@fiscal.treasury.gov).

One Last Thing! Don't Forget Your Pay.gov Contacts!

Spring is the season for renewing and refreshing—don't forget your Pay.gov application contacts as you check off items on your spring cleaning to-do list.

Late last year, the Pay.gov team undertook an initiative to ensure agency application contacts were current, accurate, and appropriate. The project was successful: the contacts for nearly 2,000 applications were updated!

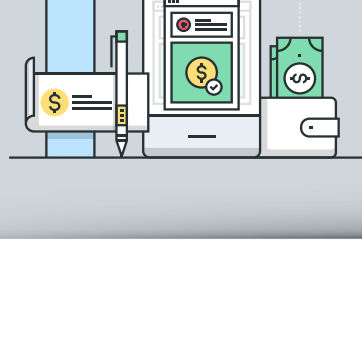
But keeping contacts fresh is not a one-time project; it requires regular maintenance as agency members change roles, departments, and positions.

So here's a friendly reminder: please review the contacts your agency has assigned to your Pay.gov applications. Maintaining contact list health is important for:

- reducing security risks
- ensuring you receive important communications
- confirming that the correct people are making decisions regarding your Pay.gov collection
- safeguarding against delays in any changes requested

If you need assistance or have questions about your application's contacts, please email us at [Clev.eGov.AI.Contacts@clev.frb.org](mailto:Clev.eGov.AI.Contacts@clev.frb.org).

Reminder!



Moving from Paper (Cash/Check) Collections to Electronic Collections

The Bureau of the Fiscal Service is available to provide agencies with recommendations to support moving away from collecting cash and checks and towards electronic solutions (i.e. Pay.Gov, Online Bill Payment, ACH Credit/Debit and/or Digital Wallet).

To learn more please contact RCM at [ARM@Fiscal.Treasury.gov](mailto:ARM@Fiscal.Treasury.gov) to discuss your agency's electronic collections options.



Contact Information

For information about other Fiscal Service programs and services for federal agencies, contact: [agency.outreach@fiscal.treasury.gov](mailto:agency.outreach@fiscal.treasury.gov)

