



Collections Chronicle

News You Can Use

October 2020



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NOTICE TO FEDERAL AGENCIES

TEMPORARY ADJUSTMENT IN PUBLIC FUNDS DEPOSIT TIMEFRAMES

September 28, 2020

Given the exigent circumstances facing Federal agencies as a result of coronavirus/COVID-19 pandemic, and the reported concern that agencies may not have sufficient staff resources available for a period of time to collect and deposit monies on a daily basis, the Bureau of the Fiscal Service is extending the deposit timeline beyond one day as referenced in 31 CFR 206.5 and Volume I, Section 2055 of the Treasury Financial Manual. The deposit timeline is temporarily extended to up to three days, the period of time specified in the statute, 31 U.S.C. § 3302(c)(1). Your agency is now required to deposit public funds received from any source into the Treasury or a Treasury-designated depository within three business days of receipt.

Before this timeline becomes effective for your agency, you must send an email to arm@fiscal.treasury.gov agreeing to these terms. This email must come from an official of the agency and be sent from an agency .gov email account.

The temporary deposit requirement will be effective through January 15, 2021, unless amended by Fiscal Service prior to that date if conditions warrant.

If you have any questions, please contact Tamara Whitaker, Director, Over the Counter Division at tamara.whitaker@fiscal.treasury.gov.

Thank you.

Sandra Paylor Sanders
Assistant Commissioner for Revenue Collections Management (Acting)
Bureau of the Fiscal Service

Signature:

Sandra R. Paylor  Digitally signed by Sandra R. Paylor
Date: 2020.09.28 07:06:35 -04'00'

Transforming Federal Collections



Reducing the footprint of revenue collection lockboxes and using more digital methods is a key revenue collection initiative outlined in the U.S. Treasury's, *The Future of Federal Financial Management*.

The Bureau of the Fiscal Service's first step toward this goal was the FY19 consolidation of the General Lockbox Network from three facilities to two facilities under management by one financial agent. This course of action enhances our ability to standardize procedures and operations for multiple cashflows to improve efficiency and cost savings.

The next important step is to transition 50% of General Lockbox transaction volumes to electronic options by expanding Pay.gov and other e-Commerce solutions such as Online Bill Payment and Mobile. Advances in technology and the widespread use of electronic payments have created an opportunity to transform federal revenue collections.

Lockbox processing is intensively manual, less accurate, and significantly more expensive. It also creates delays in depositing. The current pandemic has magnified the disadvantages and inefficiencies of this method of collection.

Although most of the government is teleworking, lockbox facilities remained operational and staff members were exposed to increased health risks. Also, the mandate for social distancing has severely impacted our processing environment and capacity.

Existing electronic collection methods would have greatly reduced the pandemic's negative impact on agencies that are relying on paper-based collection methods.

The Fiscal Service will set up an environment where paper processing is the rare exception and not the norm or default. Electronic options are used by many of our agencies, but we can - and must - do better.

Over the next several weeks, we'll review current lockbox requirements and later this fall we'll contact agencies directly to discuss how we'll partner to reach Treasury's goals for the future of federal financial management.

Pay.gov Forms Service Getting a

NEW LOOK & FEEL

An exciting modernization project is underway at Pay.gov! Upgrades are coming to the Pay.gov collection forms service found on www.pay.gov. Pay.gov is updating the underlying technology of the Forms Service and is bringing an enhanced experience to customers that make payments to your agency. When citizens pay a program or fee or receive a federal benefit, the transaction should be modern, seamless and secure – that is, no different than their experience with commercial services. Upgrading forms technologies helps to ensure that Pay.gov can offer services that are on par with similar private sector commercial services.

But the Pay.gov team needs YOU to make this a successful transition! While Pay.gov teams are doing all the heavy lifting to move to the new service, agency staff will be asked to participate in order to guarantee a transparent migration. Thank you in advance for your cooperation and partnership in this effort.

What is Happening?

Pay.gov is upgrading the Forms Service infrastructure to better serve our agencies and their customers. The new technology provides enhanced functionality and a modern user interface on your revenue collection forms, hosted on Pay.gov.

- Enhanced functionality. On the surface, you and your customers will see simple upgrades to the forms interface. Improvements to the interface include modern functions you are accustomed to seeing on electronic forms. These include pop-up calendars for entering dates on forms, improved inline messaging to ensure valid data entry and updated design features.
- A modern user interface. The update to the forms service will provide more flexibility for designing and formatting forms. All the forms will dynamically format according to the screen type of your customer. Whether it's a PC,

mobile device or tablet, customers will have a superior experience when completing forms online.

- Improved agency experience. Behind the scenes, the new forms engine brings more stability and performance to your customers. New forms design tools allow our technicians to develop forms and make changes to existing forms more efficiently, so you can get your collections online quickly.

When is it Happening?

Over the coming weeks and months, the Pay.gov team will be reaching out to you via phone and email to discuss the impact on your form(s) and a transition plan to the new service.

The Team expects the new service will begin to roll out in Production, late 2020. The transition of your forms to the new service is a large effort and will continue through 2021. But the preparation begins now,



and our teams will be contacting you soon with more information about how and when your forms will be migrated to the new service.

What is the Impact to You?

The good news is there will be minimal impact to your agency. The transition work is performed on the Pay.gov side by Pay.gov technical teams. Most importantly, there will be NO disruption to your revenue collections.

You and your agency staff play a key role in ensuring this transition proceeds as seamlessly as possible. Please follow these simple steps:

1. Look for an email. The Pay.gov team will send communications regarding the transition of your form(s)
2. Test your updated form. The upgrade necessitates a transition to a new form with enhanced functionality. You may need to update any instructions you provide for your internal teams and agency customers
3. Prepare for your fixed cutover date. As part of this transition, the Pay.gov Team will set the date that your updated form(s) will be deployed live in production. The transition team will contact you soon to let you know when this is happening

The Pay.gov teams will make every effort to partner with you during this transition.

What do You Need to do Right Now?

No actions are necessary, at this time. In preparation for this project, you can begin to align resources for testing the new form and your Pay.gov reconciliation data. This testing will be key to a smooth migration.

Thank you, in advance for your cooperation in this important modernization on Pay.gov!

Questions can be addressed to
Pay.gov@fiscal.treasury.gov

RCM Mobile Program

Since 2016, the RCM Mobile Program has provided tools for agencies and the public to accept and pay funds using mobile devices.

Agency-managed apps allow for point-of-sale collections that include debit/credit card, Apple Pay, Google Pay, as well as the ability to deposit paper checks directly from your smartphone or tablet! Agency customers are able to download from the Apple and Google Play stores onto their devices and easily make payments to your agency. In FY19 the Mobile Program has collected over \$21million for federal agencies. If you would like to learn more about how your agency can utilize our Mobile Program, please send an email to **arm@fiscal.treasury.gov**



Treasury General Account Modernization

In alignment with Revenue Collections Management’s (RCM) vision to “serve as trusted stewards of public monies by bringing innovation, excellence, and security to the nation’s revenue collection services for current and future generations.,” we are excited to announce the formation of a strategic task force to focus on strengthening, modernizing and diversifying the Treasury General Account (TGA) Bank program. The task force is just one part of RCM’s ongoing practice of evaluating our collection programs to align with the 4 lanes to reach our vision: Revolutionize, Optimize, Analyze, Digitize (ROAD).

The TGA Bank program currently provides services to support federal agencies collecting over the counter transactions that are deposited at participating financial institutions.

Now more than ever, there is a growing trend for financial institutions to provide alternative digital products to traditional branch banking, decreasing the number of brick and mortar locations.

As a result, in order to keep up with current customer needs and to provide an outstanding customer experience, adjustments need to be made to the current TGA Bank program. In addition, the TGA Bank Team encourages our agencies to review their TGA process and create contingency plans. Agencies should explore TGA services (ATM, Smart Safe, Check Capture) to eliminate the need to physically transport deposits to a local branch, in the event they are unable to do so.

The Fiscal Service provides a suite of electronic payment methods to include credit card, PayPal, Self Service Kiosk, Mobile Check Capture and more.

If you need assistance reviewing your revenue collections payment options, to ensure that you are prepared for all electronic payment methods please contact your Agency Relationship Manager at arm@fiscal.treasury.gov.

In the upcoming months, the TGA team will be reaching out to you to get feedback regarding the services you need and what is working for you.



What's New with Over the Counter Network



OTCnet's Newest Payment Features

Are you aware of OTCnet's collection features?

OTCnet now offers federal agencies even more flexible solutions for in-agency collections, including:

- Card Processing
- Kiosk Tablet that accepts check and card payments
- Self-Service Kiosk webservice that is customizable to receive cash, check, and card payments independently from an agency representative
- Minimize lines and maximize collections by offering your customers comfort and flexibility when and how they pay. Visit the OTCnet Getting Started webpage to learn more about OTCnet's latest payment features.

Is Your Agency Preparing for New Agency Operations?

The current COVID-19 pandemic has disrupted businesses and government agencies across the nation. As a result, agencies are thinking of how to safely reopen their doors and operate in an environment that is safe for their employees and customers. OTCnet is committed to helping your agency reopen safely and operate smoothly. Please visit Preparing for New Agency Operations to learn how your agency can plan for uninterrupted operations during future emergencies.

Safeguarding PII within OTCnet

As part of the federal government's continuing directive to safeguard, eliminate and reduce Personally Identifiable Information (PII), OTCnet is working with agencies to eliminate the collection of PII within OTCnet.

PII is defined as

any information that identifies an individual e.g.,

1. name
2. address
3. social security number
4. passport number, account number
5. other identifying number or code, such as telephone number, email address, etc.

'Name' is acceptable if it is not coupled with any other PII.

If your agency currently has PII information within your OTCnet forms, it is highly recommended those User Defined Fields (UDFs) be removed.

OTCnet Deployment Team is committed to assisting your agency every step of the way! Please, visit the Safeguarding PII informational webpage to learn how the OTCnet Team can assist your agency protect customer PII.

NOTICE:

Pay.gov's Open Collections Interface Interactive Service will be decommissioned effective December 2020

Domain Migration Planned for December 2020

This December, Fiscal Service will update the OTCnet domain from otcnet.fms.treas.gov to otcnet.for.fiscal.treasury.gov as part of the Department of the Treasury's domain transition.

To ensure continued and uninterrupted OTCnet check capture functionality, OTCnet online agencies using Microsoft Internet Explorer must add the new domain to their Local Intranet Zone site list for all workstations by December 5, 2020. Agencies that elect to use Google Chrome as their OTCnet online internet browser are not required to make this configuration update. However, it does require version 1.3.0 or higher of the OTCnet Local Bridge (OLB).

To ensure continued and uninterrupted OTCnet functionality, please visit the Domain Migration information page to learn how to prepare for this transition.

KEEPING UP WITH THE CARD ACQUIRING SERVICE

Card Acquiring Service (CAS) Customer Service

- Have an issue? Here's how We can Help.

Customer service and support has revolutionized over the past decade. Recent innovations focus on automating customer service systems to promote faster, more efficient, and streamlined services. The CAS program (along with our partners at Worldpay from FIS) strives to provide the best customer support for card services to our federal program agencies.

Good customer service is critical to our program's success. The CAS Customer Service Team wants to ensure they understand the needs of customers.

Due to the multi-faceted nature of the CAS program, the Team has reorganized the most often asked inquiries within the support teams to better serve customer agencies. Please, take a look at some of our changes:

If a CAS federal agency customer has an inquiry/request related to:

- Terminal Support
- Reconciliation and Reporting
- Billing Inquiries
- Ordering Equipment or Supplies
- General Support Needs

Please contact the WorldPay Federal Agency Support Line, for assistance at 1-866-914-0558, 24 hours a day, 7 days a week.

If a customer agency's inquiry/request does not refer to any of the listed categories, contact the CAS Agency Outreach Mailbox at: CardAcquiringService@fiscal.treasury.gov. A representative from the Fiscal Service CAS Program will respond to your inquiry within two (2) business days.

As the CAS program continues to revamp its processes, look for updates on our CAS informational webpage, www.fiscal.treasury.gov/cas.



CAS Webinar Series

Do You Understand the CAS Participation Policies?

CAS has hosted a series of webinars to discuss various topics around CAS participation policies. The webinar series is scheduled bi-monthly from March – November 2020. The purpose of these webinars is to provide education and training to agency partners, who utilize services provided by CAS. Mandatory employee training credit opportunities are available for customer agency participants. Please work with your internal Training Coordinator to receive credit for completed CAS webinar courses. These are exciting opportunities for agencies to learn more about CAS and its processes. If you've missed the opportunity to attend a webinar, don't fret! There are two webinars remaining in the series and all CAS webinars are recorded and posted to the CAS website for view: www.fiscal.treasury.gov/cas

NOTICE TO AGENCIES – The previously announced \$10,000.00 intra-governmental transaction threshold for credit card transactions, between federal agencies has been deferred to February 1, 2021 unless otherwise extended.

Effective February 1, 2021, the individual Intra-governmental Card Transaction (IGT) limit must not exceed \$10,000.00. The

general limit on credit card payments to federal agencies remains \$24,999.99. The government's card acceptance policies can be found in Treasury Financial Manual (TFM) Vol. I, Part 5, Chapter 7000 at <https://tfm.fiscal.treasury.gov/v1/p5/c700.html>. Section 7045 addresses limitations on credit card transactions.

An IGT is defined as the sale of goods or services or the collection of other obligations by one government agency from another government agency, using a government-issued card. Agencies may accept cards issued under the U.S. General Services Administration's SmartPay contract for intra-governmental collections, if indicated on the agency application and approved in writing or via email by the Fiscal Service.

Agencies are encouraged to use electronic collection alternatives over government-issued credit cards for IGT transactions that exceed \$10,000.00, such as the Intra-Governmental Payment and Collection (IPAC) program. IPAC allows federal program agencies to transfer funds from one agency to another, using standardized descriptive data. For more details on the IPAC program, please follow this link: <https://www.fiscal.treasury.gov/ipac/>. Other electronic alternatives include debit cards, Automated Clearing House (ACH) debits or credits and Fedwire transactions.

Agencies pay the interchange fees associated with processing IGT credit card transactions. Agencies will receive a direct bill from Treasury's Financial Agent (Comerica) and are solely responsible for the payment.

Agencies are responsible for ensuring their points of contacts (POCs) are current, particularly the billing POCs. It is the agencies' obligation to report all POC changes to the Card Acquiring Service, by email at CardAcquiringService@fiscal.treasury.gov.

For more information on past webinar sessions, upcoming webinar registration times and topics, please refer to the Training page of the CAS website. If you have any card rule-related topics or questions, please contact the CAS Agency Outreach mailbox, CardAcquiringService@fiscal.treasury.gov.



Who are your contacts?

CAS Contact Updates – It's that time...

The CAS program embarks on several agency-facing endeavors annually. To ensure we have the most up-to-date points of contact (POC) information for your agency, please take the time to review your CAS program contact types at least once annually (e.g. Chain, Merchant Identifier (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 regarding POC management or changes in POCs should be sent via email to:

CardAcquiringService@fiscal.treasury.gov.

Collections Information Repository Updates

The Collections Information Repository (CIR) Release 6.2 was successfully deployed on June 20, 2020. The CIR Team would like to express our appreciation to all the federal agency representatives that assisted us in making this implementation successful.

This release included an upgrade to Oracle 12c, Business Object report updates, and Operations and Agency User enhancements.

The following is a summary of the key updates:

- **Oracle 12c Upgrade** - All CIR databases have been upgraded to the latest Oracle patch release.
- **Business Objects Enhancements**
 - The CIR will have the capability to provide a view of sample extracts based on current extract file definitions. Select reports will now include the Sensitive but Unclassified (SBU) marking in accordance with Fiscal Service Policy.
- **Operations User Enhancements**
 - The capabilities to re-generate extract files, pause and restart the file ingestion process and access console functions via the CIR User Interface are now available.
- **Agency User Enhancements** - The capability to allow agencies to request the re-generation of an extract from 90 days prior is now available.



What's Next with CIR?

CIR continues to focus on enhancing functionality and user experience. The following CIR Releases are scheduled for implementation:

CIR 6.3 Release scheduled for September 12, 2020.

This release will primarily focus on technology advances that will position the CIR and its partners for future enhancements. This release will not have any impact on federal agencies. The biggest impact to agencies will be scheduled downtime when this enhancement is implemented.

CIR 6.4 Release scheduled for December 12, 2020.

This release will focus on upgrading the Business Objects web reporting tool to a newer software version to keep the system current with the most up-to-date technology. In addition, the upgrade will allow CIR to introduce new features and will also correct some known issues. All CIR users that export and then ingest any of the Business Objects reports using the CSV, text, or excel formats will be

impacted by this change. While we do not anticipate there to be any changes to the reports or how they are exported, we encourage testing as a precautionary measure.

CIR Webinar(s)

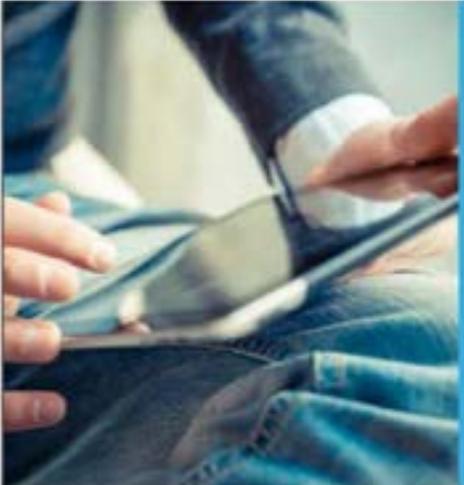
CIR plans to host webinars in the future to discuss best practices for testing and the BO upgrade. Stay tuned!



Educate Customers about Promoting Electronic Payments

Partner with RCM Today!

An important step in transforming government financial management is reducing paper-based transactions, which are inconvenient, inefficient and costly for taxpayers, agencies and the U.S. Treasury.



DID YOU KNOW YOU CAN PAY ONLINE?
It's convenient, simple and secure!

- CONVENIENT:** Pay online 24/7, from anywhere, using your computer, smartphone or tablet.
- SIMPLE:** Making online payments is easy, fast and free. Pay directly from your checking or savings account, by credit or debit card, or by using your PayPal or Dwolla account.
- SECURE:** We adhere to the industry's most stringent security standards to protect your financial data and privacy.

MAKE YOUR ONLINE PAYMENT TODAY!

Educating agency customers about the benefits of electronic payments can be accomplished through a variety of ways depending on the type of customer and how those customers prefer to receive information.

Available Communication Materials to Support Your Agency:

- Targeted Key Messaging
- Fact Sheets
- Statement Stuffers / Inserts
- Brochures
- Blurbs

All communication materials created will be individually designed for your agency.

Contact us at ARM@fiscal.treasury.gov

Mobile on the Move

Check Capture/Mobile Point-of-Sale

Did you know that over 25 agencies use an RCM Mobile App to process check and credit card collections?

FedRevCollect provides agencies the ability to process check transactions using Remote Deposit Capture (RDC) by taking a picture of the front and back of the check. Over 60 cashflows, currently leverage FedRevCollect for mobile check collections. The App also provides agencies with the ability to pair the phone/tablet mode with a credit card terminal for Mobile Point-of-Sale transactions. Five agencies are currently using this technology. Since implementation in July 2016, FedRevCollect transactions have exceeded \$66M!

Easy customization: Agencies can customize remittance forms to collect additional data for both check and credit card transactions. The App is available for both iOS and Android smartphones and tablets, which provides great device flexibility for agencies. All FedRevCollect data feeds the Collections Information Repository (CIR) for agency reporting needs.

Key Benefits for Check Processing

- **Fast processing time** – All checks are settled the next day
- **Simple, one-step check capture** – Reduces handling time & costs of mailing checks/remittance to a lockbox
- **Flexible** – Only needs a phone – a computer and scanner are not required! Perfect for employees in the field or not working at traditional office locations
- **Secure** – Since checks are not mailed, the possibility of data being exposed is reduced. Mobile data is protected in accordance with FISMA guidelines

Key Features for Credit Card Processing

- **Easy setup** – Just a phone and Bluetooth enabled terminal is required. A large register system is not needed! App can use WiFi or Cell data for processing
- **Receipt options** – Email receipts and printed receipts are provided to customers. App has ability to pair to a mobile printer
- **Secure** – Processes EMV chip cards. All credit card data is protected via Point-to-Point Encryption and all systems are PCI-certified.
- **No touch options** – Apple Pay, Google Pay and contactless cards are accepted. No need to touch the credit card terminal

If your agency is interested in the Mobile App feature, please contact the new POCs listed below:

Agency Next Steps

- Contact ARM to discuss your options
- Schedule an onboarding meeting with OTC Mobile Transition Team
- Select the Mobile service that best fits your agency's business needs
- Work with OTC Mobile Transition Team to develop an implementation project plan

Contact ARM@fiscal.treasury.gov





Indian Health Service Electronic Check Processing: Collaboration and Success

A long journey begins with a single step is an appropriate proverb for the effort to clear all Treasury lockbox items electronically. The first steps to utilize electronic check processing for all checks written to Federal government agencies began in the early 2000s with the implementation of the Electronic Check Processing Application (ECP).

The ECP application enabled the government to move from the settlement of checks at commercial banks to the Federal Reserve and essentially implemented the then-new Check 21 legislation; allowing electronic settlement of paper checks. Since inception, well over a billion checks, valued at nearly \$4.5 trillion have been processed and cleared electronically through ECP. This August the Indian Health Service completed the ECP journey by converting the last cashflows to ECP.

The last mile is always the hardest but over the past year a highly motivated working group from the Indian Health Service (IHS), the Bureau of the Fiscal Service, PNC Bank –our financial agent for the Indian Health Service Electronic Data Interchange (healthcare) program– and Citibank (ECP financial agent) worked tirelessly to migrate a total of 78 lockboxes to complete the transition of all Federal agency checks to ECP.

The migration impacted nine systems and introduced major process changes for the agency. Despite the COVID-19 pandemic and its effects across the country, the project stayed on track. The group overcome many challenges to deliver successful transition. This project completed one journey and has begun another: the move away from checks altogether to full electronic collection of all Federal government revenue.

RCM PROGRAM RELEASE SCHEDULE

Release	Scope	Date
Task 1 & 2	<p>CAS</p> <p>Worldpay will be updating two files in support of DeCA's Expanded Patronage Act: the CAS flat file with a new field entitled 'User Fee' and the Pay.gov Voucher file with a new field entitled 'User Fee'.</p>	9/30/2020
6.3	<p>CIR</p> <p>Enhancements and maintenance items</p>	9/12/2020
6.4	<p>Business Objects upgrade</p>	12/12/2020
2.1	<p>DEBIT GATEWAY</p> <p>For the User Interface (UI) upgrade - Complete conversion of origination processing and continue conversion of returns processing to new UI. The release will automate FedACH Bank Routing Retrieval, review Image Quality – Move Image Cleaning from export to import step. It will finalize iBatis upgrade, begin data model modernization and correct various backlogged issues.</p>	9/12/2020
4.2	<p>ECP</p> <p>Prepare for purging data that is older than seven years from ECP database.</p>	9/26/2020
2020.10.00	<p>EFTPS</p> <p>CR426: Fraud Monitoring Solution (Post Go-Live Enhancements)</p> <p>PTR</p> <p>1. PTR8084 SAML Token Request (testing only)</p> <p>Support Requests</p> <p>1. Add ActiveMQ /FDiNet scripts to OS start/shutdown</p> <p>2. Modify EDI jobs parms Phase 2</p> <p>1 project/CR542 PCR4128 API Development Phase 1B - in requirements phase</p>	10/29/2020 9/30/2020
3.3 (DME)	<p>OTCnet</p> <p>Release 3.3 is Chrome Support for OTCnet Administration, Reporting and Deposit Processing Modules. This release expands browser support to all OTCnet application modules including Administration, Reporting, and Deposit Processing. It also consists of application changes to enhance customer security, including a systematic review that will be conducted on OTCnet Check Processing forms to evaluate where agencies can eliminate or reduce Social Security Number reliance. Additionally, informational messages will be added to the Create Deposit and Card Processing screens discourage PII entry.</p>	9/26/2020
O&M	<p>Encryption of Data at Rest - Cyber Security Initiatives to encrypt or otherwise render indecipherable to unauthorized users sensitive or mission critical data that is stored on Treasury systems. This is specific for OTCnet online.</p> <p>Anticipate production deployment will be completed in July 2020. QAIC encryption will be done in August/September 2020. Encryption Evidence Documentation delivered in October 2020.</p>	11/30/2020
O&M	<p>Security Update - create an installer to install an Offline Certificate. The goal of this O&M activity is to update the Offline Certificate that will be expiring on November 17, 2020.</p>	10/31/2020
7.14	<p>Pay.gov</p> <p>First phase of improving security for Pay.gov site login; completion of pay.gov admin site migration</p>	10/24/2020

**Thank You for Reading
The Collections Chronicle!**



CONTACT US

For information about RCM’s programs and services, please contact your Agency Relationship Manager or the Agency Relationship Management (ARM) Division via the ARM inbox: arm@fiscal.treasury.gov.
For a complete listing of Revenue Collections Management programs and services, please click [HERE!](#)

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