



Customer Relationship Management TIP OF THE WEEK

Frequently Asked Questions

Can my agency become a CARS reporter on any day of the month?

No. GWA/CARS reporting must begin on the first business day of a month.

What happens if my agency sends a payment with a valid, but incorrect, TAS/BETC?

To correct the TAS/BETC reporting, you will need to reclassify the payments using the CARS application.

Can reclass transactions for multiple accounting periods be sent to treasury on the same bulk file?

Multiple reclassifications from various months can be sent on the same file, but they would all post to the current accounting period.

If reclassifications are due by the 4th business day, will only bulk file and summary level reclassifications be available the 1st-4th business days for the previous month, because the details are already no longer available for that reporting month since the crossover to the new month has occurred? Is reclassification at the detail level only available during the current month?

Yes, that is correct.

How long is the data kept in the new systems (CIR, PIR, CARS)?

CARS : Five years
CIR : Seven years
PIR: Seven years

What are the requirements for clearing the suspense account? 30days?

See the TFM 2-1500

Can Treasury provide any points of contact for existing agencies that currently use the new 224 reporting format? Also, an agency that reports on IPAC reclassifications?

The following link will provide you information on all agencies who are currently CARS Reporters
(<http://www.fiscal.treasury.gov/cars/reference-and-guidance.html>)

Will details exist for every transaction in CARS for the current month only? Or will these historical detail records exist for all prior months?

Details are available in CARS for the current month only. Once CARS is the official system of record, then the historical details will be available. Details will always be available in the source systems.

How will the General Suspense fund balance be communicated and reconciled with the full reporting agency?

It is the agencies responsibility to monitor these. All suspense accounts are available to review and reconcile on the Account Statement. Balances in F3500 (Payments and Collections) and F3502 (IPAC) should be cleared within 3 days. Balances in F3875 and F3885 should be cleared timely as well and must follow the guidance in the TFM.

Are there limitations on online and/or bulk upload reclassifications? If so, what are they?

Yes, there is a 99 limit per month on supplementals. One individual transaction reclass from the account statement would count as one, one section one submission would count as one, and one bulk file equates to one transaction. You can do any combination of the three as long as you don't exceed the 99 requirement.

CRM CONTACTS

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It was stated that the provisional information on the last day of the month will not be available, only summary. What exactly does this mean? Also, if only the current months detail is available, does this mean until CARS becomes the system of record that the detail for the last day of each month will never be available?

Details are available in CARS for the current month only. Once CARS is the official system of record, then the historical details will be available. Details will always be available in the source systems.

For agency reconciliation purposes, when does the provisional data in CARS post to a summary level? Is it a certain time every day or only at the end of the month?

Only at the end of the month, the transactions get sent over to our legacy system (STAR) and come back at the Summary level for official posting in CARS (IPACs on the 2nd business day, Collections and Payments on the 3rd business day). This limitation is only while STAR is in the picture.