*The purpose of this questionnaire is to gather initial information about potential program candidates, assess current state of receivables management and discuss specific agency needs and objectives in preparation for participation in the U.S. Treasury Centralized Receivables Service. A questionnaire must be completed for each program that wants to be a part of CRS.*

|  |  |
| --- | --- |
| **General**Date**: Enter a date**Agency Name**:** Click here to enter text.Program Name:**­­­­­­­­­­­­­­** Click here to enter text. | Preparer**:** Click here to enter text.Phone**:** Click here to enter text.ALC: Click here to enter text. |
| **Debt Information**1. Does program refer to Cross-Servicing (CSNG)?[ ] **Yes** [ ] **No**

If Yes, Program Code If Yes, when?  |
| 1. Debtor Type:
2. Recurring Debtors?
3. Do you service any debtors with foreign addresses?[ ] **Yes** [ ] **No**

If Yes, do you call, email, or mail to them?  **Enter text** 1. What type of debtor information do you collect? *(check all that apply)*

[ ] **TIN** [ ] **Mailing Address** [ ]  **E-mail Address** [ ]  **Phone Number** [ ] **Other: Enter text** | 1. Debt Type (choose one item)
2. Brief Description of debt and debtor:
3.
4. Will you refer all program’s receivables to CRS?

[ ] **Yes** [ ] **No**  If No, please describe:  1. Frequency of receivables submission

 If Other, please describe: 1. What statutory or legal requirements govern servicing of these receivables?
 |
| **Receivables** *(Monthly estimates)*

|  |  |  |
| --- | --- | --- |
| Count (Volume) | Invoiced Amt ($) | Collections ($) |
|   |  |  |

 |
| **Systems and Processes** |  |
| 1. What initiates the receivables process? *(check all that apply)*

[ ] **Signed Agreement** [ ]  **Fines** [ ]  **Penalties** [ ]  **Recurring Fees** [ ] **Services Provided** [ ] **Other:** 1. Do you currently generate invoices (i.e., demands for payment)? [ ] **Yes** [ ] **No**
2. How are they generated?

If Automatic, please describe system *(Oracle, SAP, etc.)* 1. Number of FTE managing receivables:
 |
|  |
| 1. Do you offer repayment agreements on receivables?[ ] **Yes** [ ] **No**

If Yes, please describe *(ex. process, limits on $ or time to pay)*:  |
| 1. What payment options do you offer? *(check all that apply****)***

[ ] **Pay.gov** [ ] **Wire Transfer** [ ] **ACH Credit** [ ] **Lockbox** [ ] **OTC.Net** [ ] **Other: Enter text** |
| 1. How do you share files with Treasury?

(*check all that apply)* | [ ] Connect: Direct[ ] Connect Enterprise[ ] Secure FTP[ ] Other: **Enter text** |
| 1. When is due process provided to the debtor?
2. Do you have special due process requirements outside of a 60 day due process notice[ ] **Yes** [ ] **No**

If Yes, please explain. **Enter text**1. Do you charge interest on late receivables?

[ ] **Yes** [ ] **No** 1. Do you charge penalties on late receivables?

[ ] **Yes** [ ] **No** | [ ] Included with Invoice/demand letter[ ] 30 days after invoice/demand letter is sent[ ] Other: **Enter text** If yes, when is it accrued & assessed? If no, do statutory exemptions apply?  If yes, when is it accrued & assessed?If no, do statutory exemptions apply?**Enter text for Yes/No explanation** |
|  |
| 1. Do you charge additional administrative fees, or penalties? [ ] **Yes** [ ] **No**

If so, please describe: **Enter text**1. How do you pursue overdue debts? **Letter, phone call**
 |
| **Current Servicing** *(Monthly estimates)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Inbound Calls | Outbound Calls | Proof of Debt Requests | Disputes Received | Repayment Agreements Requested |
| Monthly Inbound Calls | **Monthly Outbound Calls** | **Monthly POD** | **Monthly Disputes** | **Monthly installment/payment agreements** |

Choose an item. |
| **Program Needs** |  |

1. What data fields, reports, and/or information does your agency need to update your system/s? What frequency?

1. Do you foresee any impediments to implementation? (i.e., access to IT resources, CCB, etc)

1. When could your program transition to CRS?