

FACT SHEET

Centralized Receivables Service (CRS) Program

What is CRS?

The Centralized Receivables Service (CRS) program is the U.S. Department of the Treasury's initiative to manage non-tax accounts receivable on behalf of federal agencies. The CRS program is managed by Fiscal Service's Debt Management Services (DMS).

CRS provides state-of-the-art receivables management services in an automated environment and interfaces with existing Treasury revenue collection and debt collection services (Collections Information Repository, Pay.gov and DMS's Cross-Servicing program). CRS is scalable and can service programs with low-dollar, high-volume or high-dollar, low-volume recurring or nonrecurring receivables. Participants will help evaluate the service offering and provide valuable input on its future development.

Fiscal Service is committed to providing agencies with low-cost and efficient solutions to financial management operations so that agencies can better focus on their core missions, especially during this time of declining budgets.

What are the benefits?

Compliance — Compliance with Federal Claims Collection Standards and Treasury laws and guidance with standard, yet flexible, workflow design

Transparency — Improved data quality and visibility in the CRS application for agency users

Increased Collections — Prompt invoicing, follow-up and access to electronic options facilitates collections

Reduced Costs — Standardized services in a highly automated business environment drive down costs for efficiencies of scale

Synergy — Supports the government-wide all-electronic initiative, the eCollections initiative and Federal Chief Information Officer's "Shared First" approach to cutting waste and duplication across federal IT.

How does CRS work?

CRS services receivables from the point at which they are established in CRS by the agency until they are paid, referred to Treasury's Cross-Servicing program for centralized debt collection services, or otherwise resolved. CRS delivers benefits through many features during the receivable lifecycle process:

- Configurable parameters allow agencies to define servicing business rules such as payment options
- New receivables are entered via the on-line portal or batch file transfer. Agencies have on-line access to the CRS application via the Internet to view case activity and generate reports
- CRS generates and mails invoices, related documents and delinquency notices as needed
- CRS handles all returned mail and inbound and outbound phone calls
- CRS accrues late payment interest and penalties, calls debtors, resolves issues and processes electronic payments over the phone.

- CRS transfers eligible delinquent debt to the Treasury's Cross-Servicing program for collection
- CRS can set up and service payment arrangement plans with debtors

How does an agency participate?

An agency completes a short CRS questionnaire to determine if the agency or receivables program is a good fit for CRS. CRS agency liaisons will then work with the agency to configure program requirements, develop invoices, plan for go-live, coordinate testing and train users. CRS has 17 Agencies participating in the program representing **90** programs to date.

CRS Current Performance Statistics:

1. Total receivables portfolio exceeds 3.2 million cases
2. Total Debt Value exceeds \$2 Billion
3. Total Collections exceed \$375 Million
4. Average days to a receivable closing are 38
5. 100% of inbound calls are answered in less than 2 minutes

ABOUT FISCAL SERVICE

The U.S. Department of the Treasury's Bureau of the Fiscal Service assists federal agencies with the prevention, collection and resolution of debts owed to government agencies