

CENTRALIZED RECEIVABLES SERVICE (CRS) TECHNICAL BULLETIN

Number 21-02
March 4, 2021

CRS via Single-Sign On

The U.S. Department of the Treasury, Bureau of the Fiscal Service, requires multi-factor authentication for signing onto its systems. CRS has recently implemented system access using Single Sign-On (SSO).

Important SSO deadlines:

- **March 31, 2021** – CRS User ID/password/tokens are disabled.
- **April 1, 2021** – All users are required to use their PIV or CAC to log into the CRS web portal.

If your credentials are confirmed for CRS via SSO, go to <https://crs.fiscal.treasury.gov> to log in.

You may contact CRS Support (crs.support@usbank.com) to verify that your credentials have been confirmed for SSO.

If you receive a login error, your PIV/CAC may not be linked to your Fiscal Service SSO User ID. Follow these instructions to link to your ID: <https://www.fiscal.treasury.gov/files/reference-guidance/linking-fiscal-service-sso-piv-cac-guide.pdf>.

After you have both verified your credentials and linked your PIV/CAC and Fiscal Service SSO, login issues must be directed to the Fiscal Service IT Help Desk by calling 304-480-7777. Indicate that assistance with Single Sign-On is needed.

Please return tokens to:

US Bank
Attn: Lori Potratz – CRS Access Token
1850 Osborn Ave
Oshkosh WI 54902

CRS Issues Resolution Timers

According to the Agency Participation Agreement (APA), all agencies are required to resolve CRS Issues in a timely manner. Failure to respond to Issues may result in cases being canceled in CRS.

Dispute and Proof of Debt (POD) Request Issues *must* be resolved within 30 days. If a dispute response or POD is not received, the case will be automatically canceled, and debtors will be notified that CRS is no longer servicing their receivable.

Agency Review Issues *must* be addressed within 60 days. Failure to address Agency Review Issues will result in the Halt being removed automatically, and the case continuing the normal workflow (i.e., resume collections activities, including transfer to Cross-servicing if applicable).

This automated process will go into effect in mid-July 2021.

Review the “Creating and Maintaining Issues” section in the CRS User Guide for instructions on how to Route and/or Resolve Issues. For assistance, contact CRS Agency Relations (crsagencyrelations@usbank.com) as soon as possible to avoid possible adverse actions.

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