



BUREAU OF THE
Fiscal Service
U.S. DEPARTMENT OF THE TREASURY

The Centralized Receivables Service (CRS): How It Works and How It Rates

CRS Mission

The Centralized Receivables Service (CRS) is a service provided to federal agency programs to assist in the management of current, non-tax receivables. CRS increases collections and prevents delinquencies while allowing agencies to focus on important core missions.

Features of CRS

- Invoice automation including demand letter and due process notice
 - Offers electronic and conventional remittance options
 - Active debtor location through skiptracing and outbound calls
 - Call center servicing
 - Automated referral to Treasury for delinquent servicing
 - Standardization and DATA Act compliance
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Benefits: Automated, Compliant, Efficient



- **Increases collectability and decreases delinquencies** through prompt servicing and invoicing
- **Ensures quality and compliance** with Debt Collection Improvement Act (DCIA), the DATA Act of 2014, Federal Claims Collections Standards, and the government-wide all-electronic initiative
- Offers **state-of-the-art receivables management** with customizable options, in an automated and paperless environment, that delivers exceptional customer service
- **Full access** to case management, history, and reports
- **Reduced costs** through economies of scale in an automated business environment.

Services and Functionality

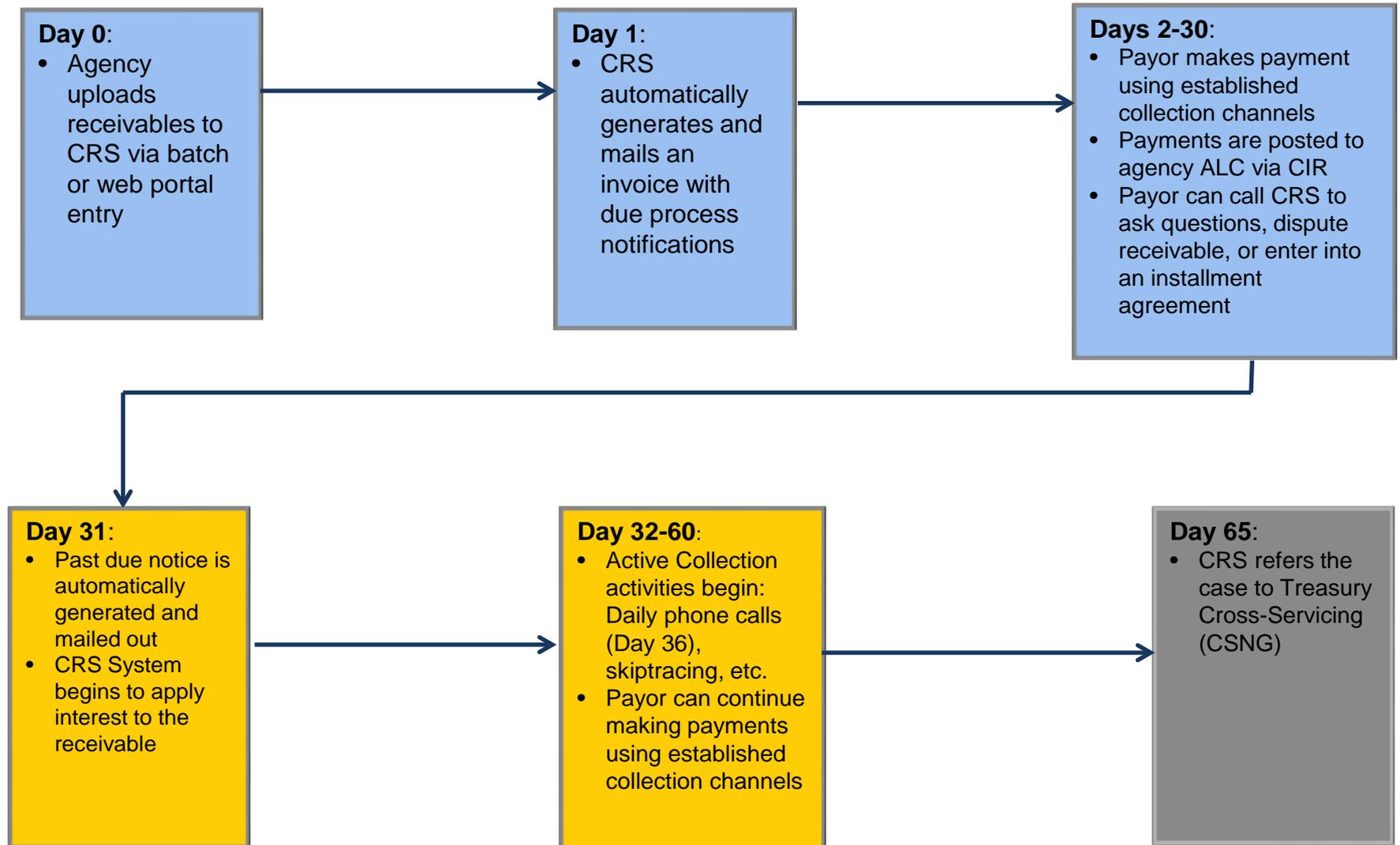
Services Offered

- ✓ Implementation support
- ✓ Business Process Modeling
- ✓ Agency training
- ✓ Invoicing
- ✓ Installment agreements
- ✓ Account resolution for death, bankruptcy, and entity out of business
- ✓ Full service call center-inbound/outbound
- ✓ Returned mail processing and skiptracing
- ✓ Payment collections
- ✓ Case History Management
- ✓ Transfer of delinquent debt to Cross-Servicing

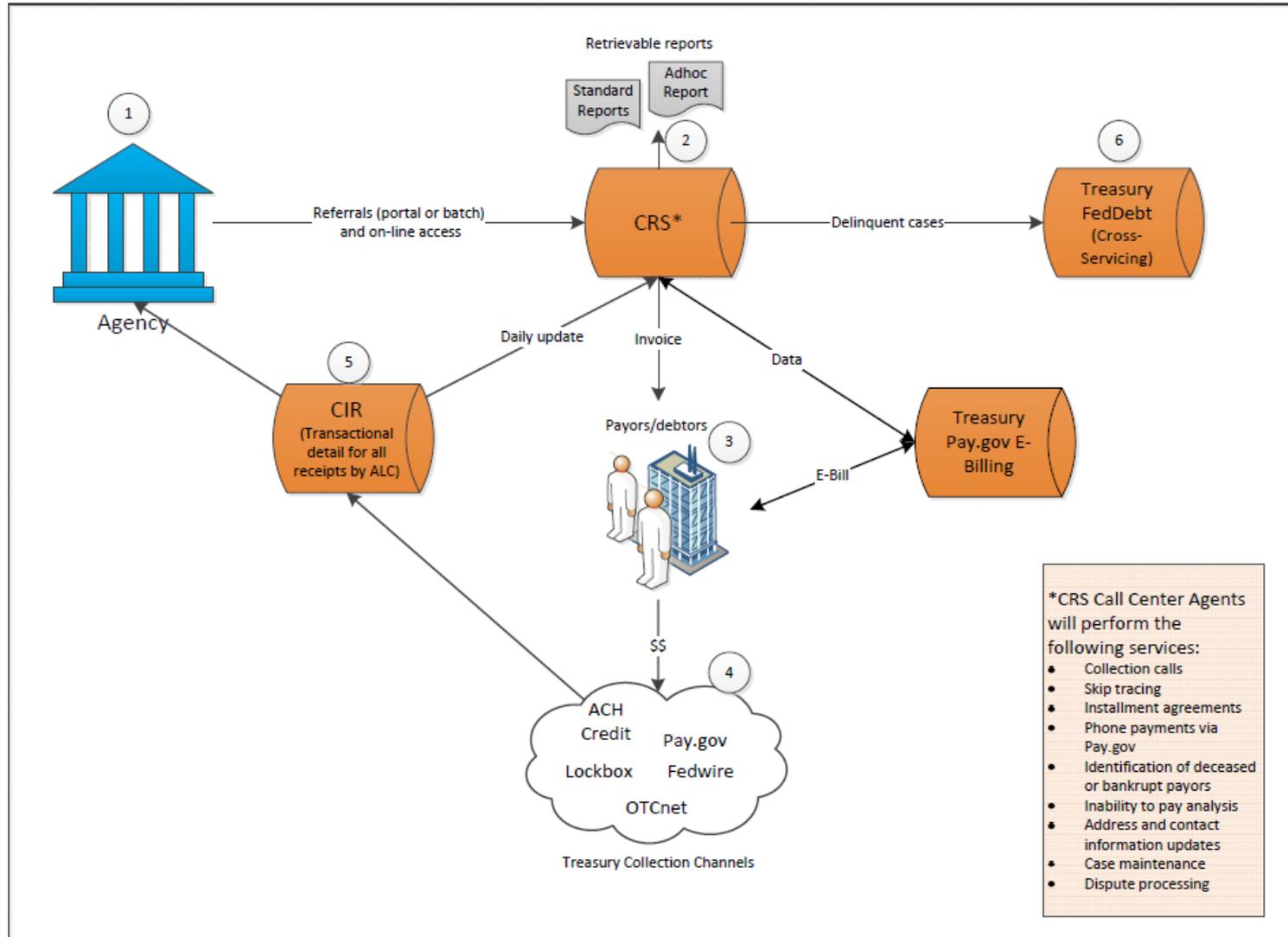
Functionality Offered

- ✓ Collections Information Repository (CIR), Cross Servicing, and agency Interfaces
- ✓ User-friendly reports
- ✓ Case file with complete case history
- ✓ Configurable collection parameters
- ✓ Variety of payment collection options
- ✓ Portal (online) and batch transmission for case referrals
- ✓ Batch adjustments and batch attachments to update case information
- ✓ Master Case (multiple cases under one case)
- ✓ Joint and Several Debtors (2 or more debtors each 100% liable for the same debt)

How It Works: CRS Receivable Life Cycle



How It Works: System Process Flow and Interface

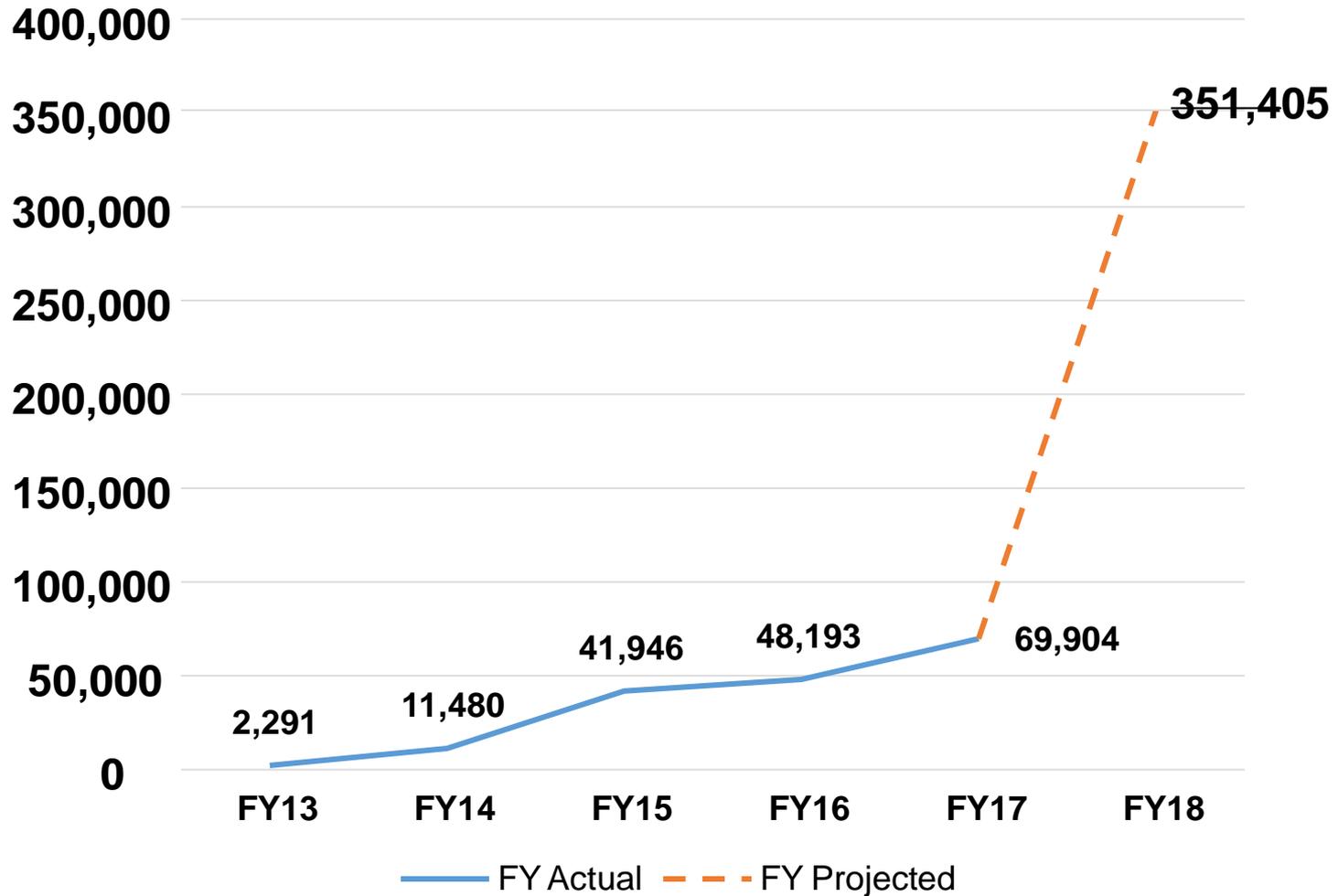


CRS Performance Results

- Current receivables portfolio is over 222,000 cases
- 68 agency programs participating
- Collections exceed \$140 Million
- Average number of days of receivables paid in full is 35
- 99% of inbound calls answered in less than 2 minutes

Actual CRS Collections and Volume and Estimated Receivables Growth

Actual and Projected Volumes of Cases by Fiscal Year (FY)

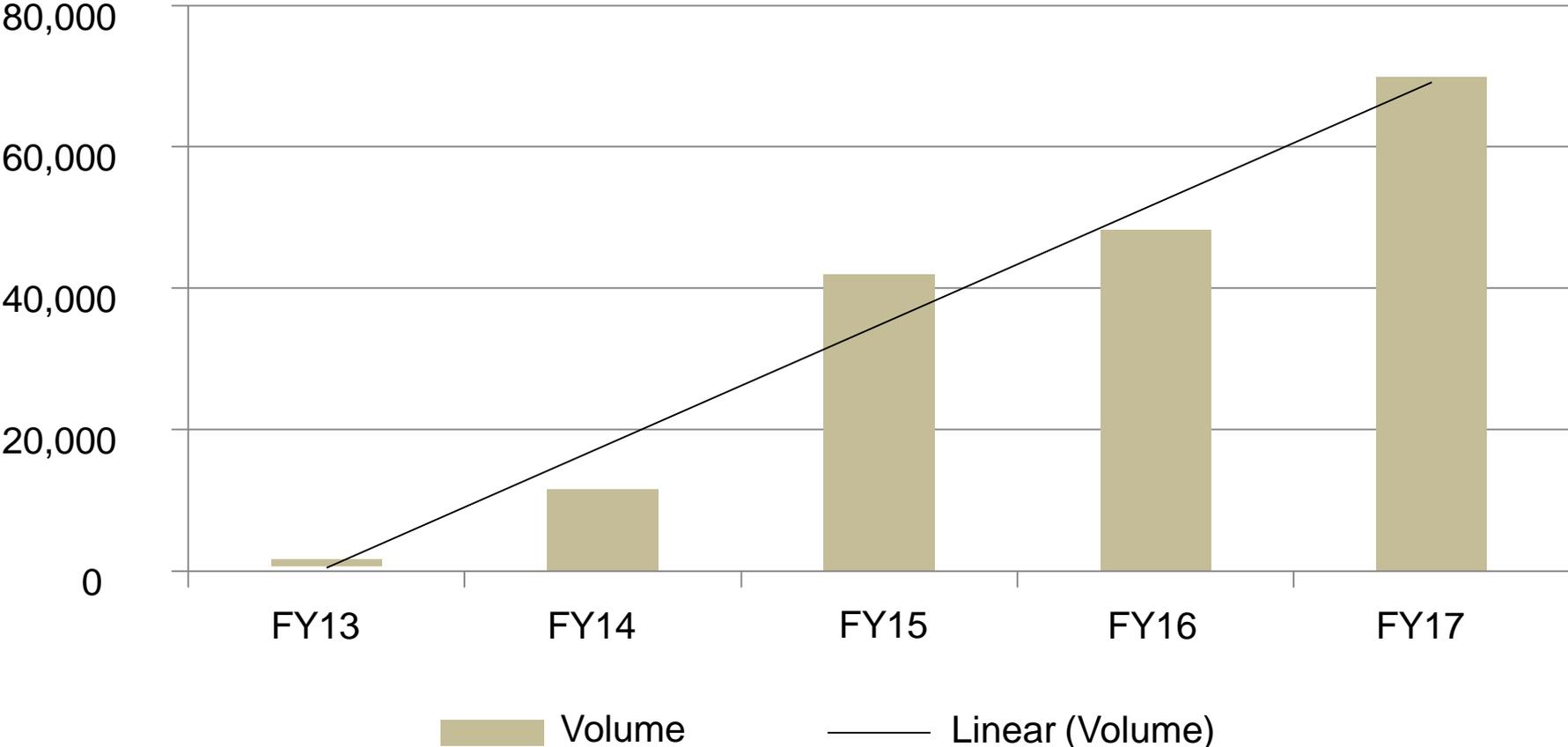


CRS Overall Performance Statistics

- Total Volume: 222,758
- Average: 34,763
- Total Debt Value: \$411,466,785.10
- Potential Collections: 11% (cases still in collections)
- Referral to X-Serv: 18%
- Current Collections: as of May 7th, FY18 has had 48,944 cases with \$27M collected

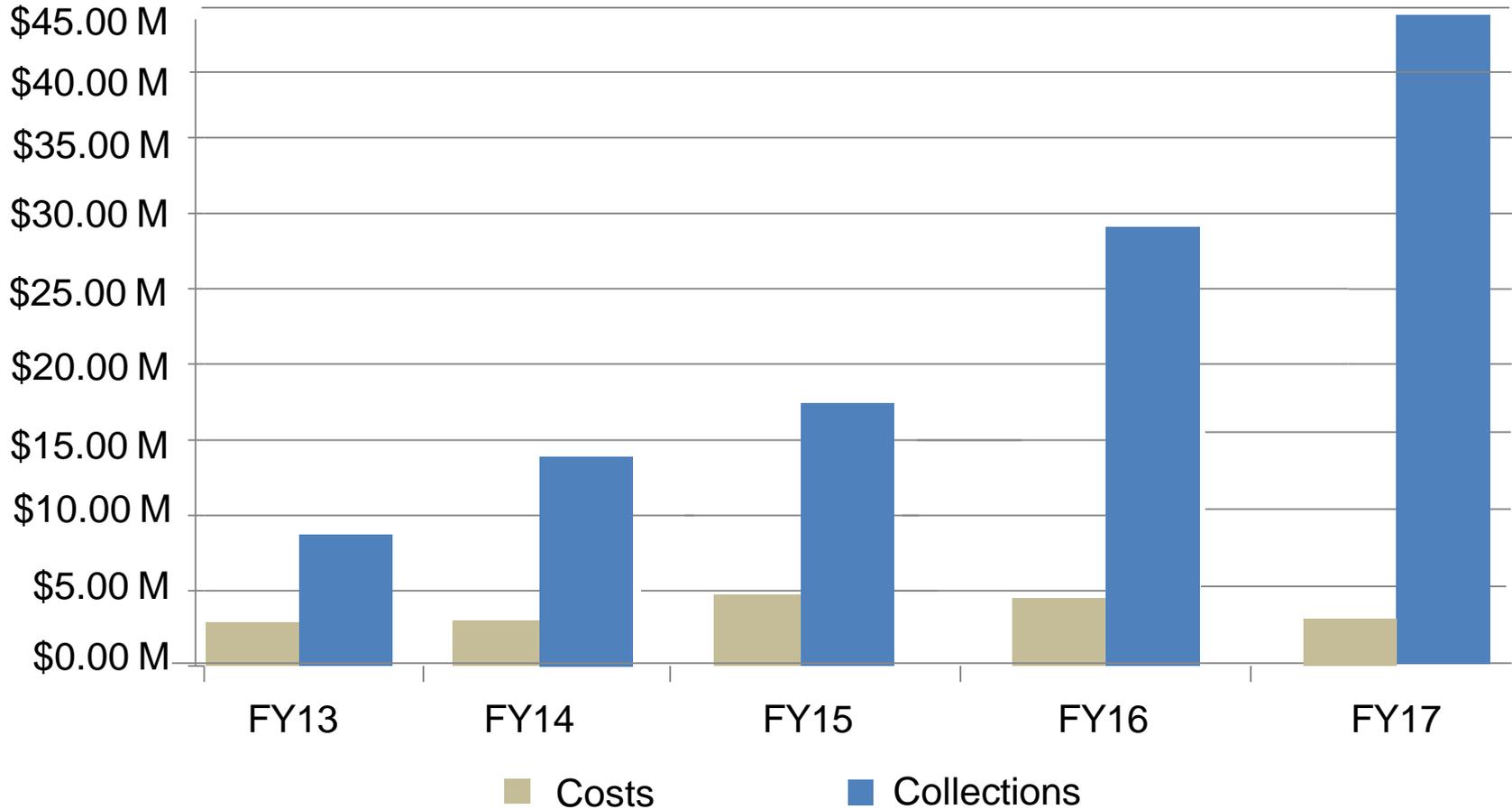
Actual CRS Collections and Volume and Estimated Receivables Growth

Receivables Volume by Fiscal Year (FY)



Actual CRS Collections and Volume and Estimated Receivables Growth

CRS Costs vs. Collections by Fiscal Year (FY)



Agency Feedback

- “Navy Medicine has no plans to revert back to the old pre-CRS set of processes. DCIA compliance is up, collections are up, and collection costs are down...” *Bureau of Navy Medicine*
- I do not feel overwhelmed anymore because “with CRS I have a fleet of servicers supporting me” *USMC Trademark & Licensing Office*

CRS Limitations

- CRS does not:
 - Provide accounting services
 - Provide financial reporting services
 - Provide due process services to debtors with foreign addresses*
 - Research debts against deceased persons
 - Follow-up on bankruptcy stays

*In certain cases eBilling may provide a potential solution

CRS Contact Information



Primary Contact

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