New Executive Director in Kansas City

On February 5, Commissioner Kim McCoy announced that Susan Robinson was selected as Executive Director of Payment Management’s Kansas City Financial Center (KFC). Serving as Acting Director since September, Susan has been at KFC for more than 23 years in various managerial roles.

As KFC Deputy Executive Director, she was responsible for overseeing daily payment and customer support operations for domestic, international, grant, and letter of credit payments for 250 federal agencies nationwide, representing one billion federal payments annually valued over $3 trillion.

Prior to her tenure as the deputy executive director, Susan managed the Global Financial Services Branch. Under her leadership, payment and collection services were expanded to include the creation of the International Treasury Service program (ITS.gov) to support international payment and collection processing. ITS.gov annual activity has grown to more than seven million transactions valued at $26 billion.

Susan completed the bureau’s senior executive development candidate development program and her qualifications were certified by the Office of Personnel Management in 2011. She began her career as an accountant with the General Services Administration. Susan is a graduate of the University of Central Missouri with a bachelor’s degree in business administration and accounting.

*Article Courtesy of the Fiscal Buzz*
Each year, the Bureau of the Fiscal Service (Fiscal Service) delivers 1.2 billion payments, totaling $3.5 trillion, to recipients around the world on behalf of more than 250 federal entities. When the federal government partially shutdown on December 22, 2018, paychecks stopped for 800,000 government employees, including those of the United States Coast Guard (USCG).

The shutdown ended on Friday, January 25, and on Saturday morning, the phone rang at Treasury’s Kansas City Financial Center. Would it be possible to pay 44,000 USCG personnel by Monday? The answer, without hesitation, was “yes.”

“We Couldn’t Drop the Baton”
Susan Robinson, Executive Director of the Fiscal Service Kansas City Financial Center, equates the federal payment process to a relay race, requiring the passing of the baton from one team member to another. The information needed to deliver a payment must be transmitted seamlessly and accurately from agency payroll systems to Fiscal Service and then to the Federal Reserve Bank for distribution to payees’ accounts at thousands of financial institutions around the world.

Funding must also be appropriately distributed and accounted for. The Kansas City Financial Center disburses 87% of the government’s payments. Nearly 95% of all payments — and 99.6% of salary payments — are delivered electronically.

“We couldn’t drop the baton if we wanted the payments to be made on time,” said Robinson.

And while the USCG prepared its payroll for submission to the Fiscal Service, the phone continued to ring in Kansas City as more agencies reached out to ensure their salary and other backlogged payments would be made quickly.

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<th>Saturday, January 26</th>
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“We got a call on Saturday afternoon when the State Department asked that the submission window stay open to ensure that employees, including many in foreign posts, would be paid on Monday,” Robinson said. “Providing quality payment services is the center’s primary mission – we are here to serve our customers!”
Salary Payments Hit Bank Accounts on Monday Morning

On the morning of Monday, January 28, nearly 44,000 Coast Guard personnel found their missing paychecks deposited in their bank accounts, as did almost 19,000 State Department personnel scattered around the globe.

That week, Fiscal Service disbursed nearly 1.7 million federal salary payments, totaling more than $2.7 billion. This included salary payments to Fiscal Service employees, many of whom had been working without pay for more than a month to deliver critical social security, veterans benefits, retirement, and other payments for agencies that had available funding during the partial shutdown.

A Special Thanks

On February 11, Coast Guard Admiral William Kelly surprised the disbursing team at the Kansas City Financial Center with a special thank you for a job well done. He presented Susan Robinson and employees Cynthia Sheppard, Antoinette Williamson, Carol Matthews, and Christopher Hays with military challenge coins, generally awarded to military service members for special achievement. Also present were the Fiscal Service Commissioner Kim McCoy, Deputy Commissioner Jeff Schramek, and Assistant Commissioner Ronda Kent.
Mark Your Calendar – 2019 Fiscal Service Advisory Council (FSAC) Payments Forum

The Bureau of the Fiscal Service, Payment Management, Kansas City and Philadelphia Financial Centers are hosting the FSAC Payments Forum on June 4 – 5, 2019 in Woodlawn, Maryland. The forum provides a unique opportunity for agencies to hear first-hand updates related to federal government payment products, services, and initiatives. Take this opportunity to attend the 2019 FSAC and stay apprised of the future direction of payments.

Information to the 2019 FSAC Payments Forum at Fiscal Service website at:
https://www.fiscal.treasury.gov/events/fiscal-service-advisory-council-payments-forum.html

We look forward to seeing you in June!
2019 Tax Season

Tax refund payments valued at over $257 billion have been made to recipients this calendar year so far. All electronic payments were processed at KFC and checks were processed by both KFC and PFC.
Each year, the Federal Government pays trillions to individuals, companies, and other entities around the world. The U.S. Department of the Treasury’s Bureau of the Fiscal Service disburses 87% of those payments on behalf of Federal agencies and programs, and is responsible for establishing policies that ensure payments are made accurately, to the right payees, and in compliance with legal requirements. The Federal Certifying Officer (CO) role is key to maintaining the public’s trust in the integrity of the Government’s payment processes.

Effective from November 1, 2018, all COs are required to complete online training provided by the Fiscal Service as a credentialing requirement for new delegations and designations, as well as the renewal of delegations and designations, as described in the Treasury Financial Manual (TFM) Volume I, Part 4A, Chapter 3000.

This training requirement applies to all COs, Data Entry Operators (DEO) in the Secure Payment System (SPS), and individuals designated as an “Agent to Receive and Deliver Checks” who process payments through Fiscal Service. Each of these individuals, who must be government employees, will be required to affirm a current completion of CO training as part of new credentialing. For individuals who are currently credentialed, the mandatory training is required as part of the credential renewal process.

The CO training offers visually enhanced computer-based modules designed for ease of understanding, navigation, and ongoing reference. The course takes a few hours to complete, and provides a certificate upon successfully passing the exam at the end of the training. Fiscal Service developed the training as an on-demand resource with continual accessibility for all accountable officers and anyone involved in making federal payments.

We look forward to supporting the important work of your agency with this new CO training requirement. For more information, visit our CO Training website at https://fiscal.treasury.gov/training/cot. Should you have any questions regarding payment certification policies, please contact the Policy and Oversight Division of Payment Management at Fiscal Service at (202) 874-6790.
Kansas City Transitions 24 DoD Agencies to Centralized Federal Government Disbursing with Treasury

What is DAI:

The Defense Agencies Initiative (DAI) is intended to transform the budget, finance, and accounting operations of most DoD Defense Agencies in order to achieve accurate and reliable financial information in support of financial accountability and effective and efficient decision-making throughout the Defense Agencies in support of the missions of the warfighter. Defense Agencies Initiative (DAI) is a critical DoD effort to modernize the Defense Agencies' financial management capabilities.

The Kansas City Financial Center (KFC) converted 24 Defense Agencies Initiative (DAI) agencies! This includes 27,931 payments valued at $3,232,622,147. DAI converted to a Treasury Disbursed Organization (TDO) for payments in US Dollars as well as 108 foreign currencies!

DAI is used by Department of Defense (DOD) agencies to help with managing vendors and contracts. In late 2016, KFC began a phased on-boarding project with DAI’s payment processing. Following a year-long development and testing period, DAI issued its first TDO payments through the Payment Automation Manager (PAM) on January 11, 2017. KFC has completed moving DAI agencies to TDO with the last two coming on board in November 2018.

Congratulations to KFC as they wrap up several years’ worth of work to onboard the latest new disbursing customer!