



U.S. Department of the Treasury

KFC Dispatch

Summer 2014

Kansas City Financial Center

Introducing...

Fiscal Service Advisory Council - FSAC PAYMENTS FORUM

The Bureau of the Fiscal Service, Payment Management is hosting the first **Fiscal Service Advisory Council Payments Forum** on September 17-18, 2014 at the Federal Reserve Bank of Kansas City.

The forum will provide a unique opportunity for agencies to hear first-hand the current and planned issues related to Federal Government payment products, services, and initiatives. Most importantly, agency representatives will have the ability to convey their thoughts, opinions, concerns and influence how those payment products / services are developed and ultimately implemented.

This year's theme is Connecting, Collaborating, and Innovating!

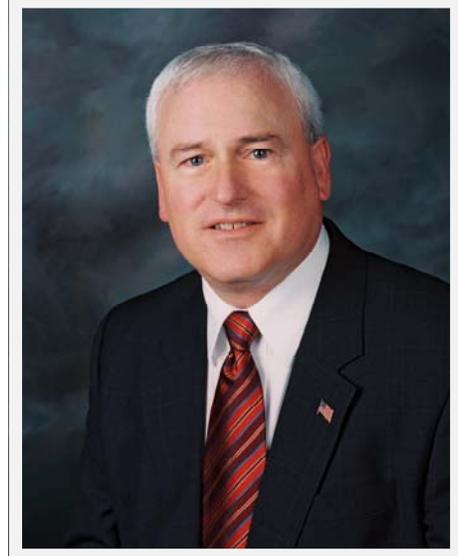
Fiscal Service looks forward to continuing the valued relationships with its customers through this opportunity. Topics will include:

- ◆ Payment Panel (includes): PAM, SPS, GWA, PIR
- ◆ Do Not Pay (DNP)
- ◆ Automated Standard Application for Payments (ASAP)
- ◆ International Treasury Services (ITS.gov)
- ◆ Post Payment System (PPS)
- ◆ National Automated Clearing House (NACHA) Presentation
- ◆ Payments and the Regulatory Front
- ◆ U.S. Debit Card
- ◆ Payment Integrity
- ◆ Post Payment Services
- ◆ Invoice Processing Platform (IPP)
- ◆ Certifying Officer (CO) Training

The Fiscal Service looks forward to seeing you in September and navigating the future of payments with you! Visit the website and register today at <http://fms.treas.gov/fsac/index.html>. If you would like to connect using Twitter, please submit your questions using the hashtag **#FSACpayments**.

Director's Corner:

Gary M. Beets
Director



Watch Out What You Ask For!

Heard the expression “watch out what you ask for because you just might get it”? Well, in the case of the planned Fiscal Service Advisory Council on Payments we’re asking for “advice” and that’s exactly what we want. There is so much going on these days in the area of federal payments what with new and developing regulations and policies, systems and applications, new and evolving payment methods and services, and technology. It’s enough to make your head spin!

While we can’t necessarily slow down the roller coaster ride we’re all on we can perhaps equip federal agency managers who oversee payments processes and activities with information and a voice that may make the ride a bit more predictable. I know that for some folks it is the unpredictability of the ride that makes it fun and exciting; ever notice the second and third time you ride the coaster how it becomes a little less exciting because you know what to expect. In the federal government payments business we can likely do without the excitement because our respective missions require us to ALWAYS be in a position to provide the needed services to the public. To consistently meet those business needs it helps to have a degree of predictability which is enhanced by knowing what may be changing that impacts that business. A real bonus would be to have input to what is coming that impacts the payment business.

Look no further than the dates of September 17 and 18, 2014. These dates mark the formation and first meeting of the Fiscal Service Advisory Council on Payments. This Council is intended to be **The Forum** in which representatives from federal agencies can come together and hear the latest on current, planned, and developing activities associated with federal disbursing. A key component of the Council forum is intended to provide agency representatives with an opportunity to voice concerns, ask questions, and play an integral role in shaping the future of the federal government payment environment. The Council will consist of federal agency representatives that have direct hands on management or supervisory oversight for payment activities. The Council will be run by an elected chair and vice chair. Unlike a conference where the communication tends to be one way, the Council will be a two way communication forum. Through the combined power of agency representation, the Council can help to influence the who, what, where, why, and how of current and future federal payment activities.

I invite you to get in on the Council's ground breaking activities by joining us for the first meeting in September. To learn more about the Council and this initial meeting please go to <http://www.fms.treas.gov/fsac> or contact Lauren Ray, (816) 414-2113 / Lauren.Ray@fiscal.treasury.gov or Carol Matthews, (816) 414-2176 / Carol.Matthews@fiscal.treasury.gov. I look forward to seeing you there!



Connecting



Collaborating



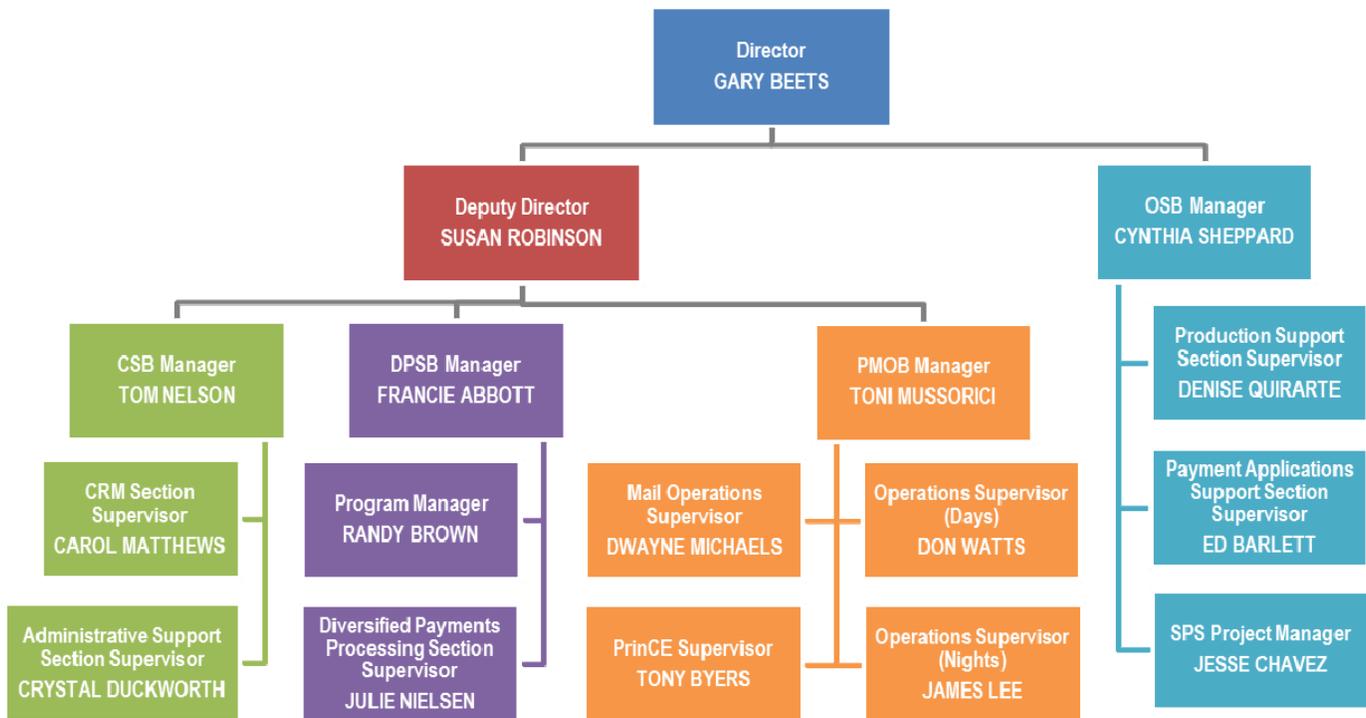
Innovating

Kansas City Financial Center - REORGANIZATION

The recently completed reorganization at the Kansas City Financial Center was designed to better align existing and new work responsibilities within the Center. This realignment resulted in the creation of two new branches and the rebranding of two others.

The new customer service-based, **Customer Service Branch (CSB)**, includes both the Administrative Support Section—formerly the Administrative Management Branch—and the Customer Relationship Management Section—formerly the Customer Assistance Support Staff of the Financial Services & Support Branch (FSSB). The payment-focused, **Diversified Payment Services Branch (DPSB)**, includes the Automated Standard Application for Payments (ASAP) Project Support Section and the Diversified Payments Processing Section—both formerly of FSSB.

The new names of the **Payment & Mail Operations Branch (PMOB)**—formerly the Payment Management Operations Branch—and the **Operations Support Branch (OSB)**—formerly the Information Systems & Support Branch—more accurately describe their functions within this new structure.



Kansas City Financial Center - TREASURY DISBURSING SERVICES

The U.S. Department of the Treasury's Bureau of the Fiscal Service (Fiscal Service) disburses 85% of the Federal Government's payments on behalf of most Federal Program Agencies. The Kansas City Financial Center (KFC) in Kansas City, Missouri is now responsible for processing over 1.2 billion federal payments annually valued at more than three trillion dollars.

The Center maintains a 99.999% on-time delivery rate, which demonstrates its emphasis on operational scheduling, controls, and IT software / hardware reliability. Couple that with a highly focused commitment to quality service and the KFC affords Federal Program Agencies an efficient, effective, and dependable partner who supports their disbursing needs.

KFC offers a variety of payment request methods and payment mechanisms to meet an agency's business needs:

- ◆ PAM (Payment Automation Manager) receives payment requests (check and ACH) in a standard format through bulk file submissions.
- ◆ SPS (Secure Payment System) serves as the vehicle by which Federal Program Agencies certify payment instructions and allows for manual entry of payment requests.
- ◆ Fedwire is a payment option for payments \$100,000 or higher within SPS used to request same-day electronic payments.
- ◆ ITS.gov (International Treasury Services) provides a central location for disbursing and managing international foreign currency payments.
- ◆ ASAP (Automated Standard Application for Payments) allows agencies to authorize the delivery of recipient-initiated (i.e., grant, letter of credit) draw-down payments.

The KFC Directory is included for you to reference on pages 11-12, which highlights new Branch names and updated points of contact. Please reach out to the contacts listed to assist you with your payment needs.

Kansas City Financial Center - THE PAYMENT CALL CENTER

As a result of the transition of work functions and the specialization of activities between the Bureau of the Fiscal Service's two disbursing offices, the support services provided by those centers have changed as well. The Help Desk at the Kansas City Financial Center has transformed into the Payment Call Center.

Payment Call Center staff in Kansas City is your agency's first line of customer service for payment issues and inquiries through careful and thoughtful, expert assistance covering a wide range of knowledge and skill sets. The Payment Call Center staff supports our customers with:

- ◆ Identifying Treasury payments for recipients, beneficiaries, and representative payees.
- ◆ Assisting Federal Program Agencies' requests for the recall of improper payments.
- ◆ Directing agencies and end-users to second-level assistance with diversified payment methods, such as Fedwire same-day payments or International Treasury Services (ITS.gov) support.
- ◆ Responding to e-mail inquiries.
- ◆ Gathering information and conducting research on a variety of inquiries and support needs.
- ◆ Providing internal support to KFC.

On average, Payment Call Center staff answers over 6,000 calls per month from Federal Program Agencies, payment recipients, financial institutions and processors, regional payment associations, and the general public. While the name has changed and our daily activities are more specialized, exceptional support and outstanding customer service remain our first priority.

If you haven't reached out to the Payment Call Center yet, let us help you!

(855) 868-0151 option 2, option 0

payments@fms.treas.gov



KFC Payment Call Center
Kathy Bullard; Amparo Speedone;
Nicholas Norton; Jocelyn Mitchell; Tying Edwards

New Business - FAMILIAR RELATIONSHIPS

Customers of Treasury's Bureau of the Fiscal Service recognize that change is a constant—there's always something new going on. With tightening resources throughout the Federal Government, the Kansas City Financial Center (KFC) has been assisting Non-Treasury Disbursing Offices (NTDO) with their transition to become a Treasury-Disbursed Organization (TDO), so their agency resources can be repurposed for other mission-focused activities and functions. Not only does the transition from NTDO to TDO help customer's disburse payments, it also allows better understanding of the agency's business, and allows Treasury to identify additional support and services that can be provided to the customer.

The Department of the Interior's Office of the Special Trustee for American Indians (OST) has been a customer for some time—their daily electronic payments are disbursed through Treasury. While a number of OST payments are made electronically as a TDO, many check payments are still issued under their own disbursing authority. Over this past year, OST has been working to transition those check payments, along with other payment- and account-related printing responsibilities, to KFC. As an added benefit, by transitioning their remaining payments to Treasury disbursing, OST will satisfy the Treasury requirement to become a Central Accounting Reporting System (CARS) reporter.

The U.S. Department of Housing and Urban Development (HUD) has also been a Treasury customer for some time. HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is accepting of Treasury's goal to expand the government-wide use of central services, and plans to convert their remaining NTDO payments to Treasury disbursing. They are currently working with KFC to transition three different program areas. For HUD, this will be a phased approach allowing us to transition one program area at a time.

As this publication goes to print, the project teams are coming close to completing the first phases of both of these agency transitions. For OST, the phased approach provides a focus on the particular requirements for each of the account-related documents that will be printed during phase one, with the two later phases targeted for the beginning of October and the end of December 2014. Following the completion of HUD's first phase, the remaining program phases are planning to transition in 2015.

The relationships already established with customer agencies, such as OST and HUD, are greatly appreciated, and it is a welcomed opportunity to look at the possibility of supporting even more of their important responsibilities in the future.

Path of Modernization - PAST TO PRESENT TO FUTURE

**“A great accomplishment shouldn't be the end of the road,
just the starting point for the next leap forward.”**

–Harvey Mackay

Some years past, the Bureau of the Fiscal Service embarked on a project to modernize its payment systems. At the time, the existing legacy systems were stable and reliable, but they were compartmentalized and customized, difficult to maintain, and built around decades-old technology. From that modernization project, the Payment Automation Manager (PAM) was born, providing a single, standardized, and extensible modern application for agencies to submit their payment requests.

Now, at present, the Fiscal Service's Kansas City Financial Center (KFC) is pushing full steam ahead to convert payment agencies from using the legacy systems to using PAM and its standardized file format, the Standard Payment Request (SPR). Staff members in the Operations Support Branch (OSB) are working tirelessly with customer agencies to move their payments to the modernized application.

The modernized payment processing in PAM is flexible and more seamlessly integrated with other Treasury systems, such as the Treasury Offset Program (TOP), the Do Not Pay business center—for monitoring and preventing improper payments, the Payment Information Repository (PIR), and Treasury's electronic invoicing application—the Invoice Processing Platform (IPP). In addition, PAM processing allows for agencies to provide the necessary details for foreign currency payments, same-day Fedwire payments, and international ACH payments, to comply with the Office of Foreign Assets Control (OFAC) screening requirements.

Of critical importance is PAM's ability to receive and deliver supporting accounting information to Treasury: TAS / BETC (Treasury Account Symbol / Business Event Type Code) reporting. Working with the OSB staff, over 200 customer agencies—with a total of 451 Agency Location Codes (ALC)—have made tremendous efforts to convert to using PAM processing for their payment requests. An added benefit of their transition to PAM ensures they can also provide required TAS / BETC information to the Central Accounting Reporting System (CARS).

Path of Modernization - PAST TO PRESENT TO FUTURE

The exemplary work of OSB has resulted in achieving significant milestones in the payment modernization effort over the past few years. This effort would not have succeeded if not for the concerted effort of everyone in the branch.

Into the future, the flexibility to update and extend PAM and the SPR format means processing and technology improvements can be made without redesign or overhaul. KFC can keep up with changes in National Automated Clearing House Association (NACHA) rules, Federal Reserve Bank (FRB) regulations, and Federal regulations on disbursing. Incremental, behind-the-scenes changes can be made in PAM and the SPR, to adjust or improve integration with other Treasury systems, as well as allowing Treasury to adapt to changing technology in the world-wide payments industry.

Customer agencies have helped in the past to identify ways to make improvements, have worked with OSB through their present conversions to PAM, and are now looking into the future with Treasury to seek improvements in payment processing for the Federal Government.



Coming Soon - CERTIFYING OFFICER TRAINING

The Bureau of the Fiscal Service's goal is to transform Financial Management and the delivery of shared services in the Federal Government. It strives to provide exceptional service and collaborate with and assist other Federal Government entities raise their level of service. As part of this goal, Fiscal Service is developing a new web-based computer training program for Federal Government Certifying Officers (CO). Fiscal Service staff is working in concert with a hand full of COs on the development of the training content and the touch and feel of the training modules.

The first phase of training will be implemented in March 2015!

Certifying Officers are "Accountable Officers" due to their being entrusted with public funds. Other Accountable Officers include Disbursing Officers, Collecting Officers, Cashiers, and Custodians. These Accountable Officers are personally liable for the loss or improper payment of funds for which they are responsible. While these individuals are supported by agency personnel, Accountable Officers are ultimately responsible for the appropriateness of their payments.

This training will provide COs and agency management with a better understanding of the duties and responsibilities of a CO and increase awareness of the personal liability. COs are responsible for ensuring that payments made by their Federal Government are legal, proper and correct. This training program will prepare COs to be successful at their tasks, improve data and reduce errors in the payment process, and create a centralized and consistent educational resource for the Federal Government entities.



Kansas City Financial Center - DIRECTORY

Gary M. Beets, Director

Susan Robinson, Deputy Director

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Kansas City Financial Center
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Kansas City, MO 64116-0599

Website Address:

<http://www.fiscal.treasury.gov/>

EXECUTIVE OFFICE

Gary M. Beets, Director	(816) 414-2001
Susan Robinson, Deputy Director	(816) 414-2002
General Information	(816) 414-2000
Facsimile Machine	(816) 414-2020

PAYMENT & MAIL OPERATIONS BRANCH (PMOB)

Toni Mussorici, Manager	(816) 414-2204
Donald Watts, Operations Supervisor (Day Shift)	(816) 414-2206
Dwayne Michaels, Mail Operations Supervisor	(816) 414-2205
Tony Byers, Printing, Check and Enclosing Supervisor	(816) 414-2117
James Lee, Operations Supervisor (Evening Shift)	(816) 414-2307
General Information	(816) 414-2200
Payment Operations Section	(816) 414-2350
Facsimile Machine (Mail)	(816) 414-2217
Facsimile Machine (Control)	(816) 414-2373

Functions: The Payment and Mail Operations Branch (PMOB) is responsible for transmitting EFT payments to the FRB and printing check payments for Treasury disbursed agencies as well as several Non-Treasury disbursed agencies. In addition to check payment processing PMOB also prints and mails various letters/statements for customer agencies. The PMOB branch consists of operations, printing, enclosing, special handling, mailing, and the Printing and Check Enclosing project management team.

CUSTOMER SERVICE BRANCH (CSB)

Tom Nelson, Manager	(816) 414-2056
Crystal Duckworth, Administrative Officer	(816) 414-2057
Carol Matthews, Customer Relationship Management Section Supervisor	(816) 414-2176
KFC Payments Call Center	Payments@fms.treas.gov (816) 414-2100
James Lee, Operations Supervisor (Evening Shift)	(816) 414-2192
Facsimile Machine (CRM)	(816) 414-2192
Facsimile Machine (General)	(816) 414-2066

Functions: The Customer Service Branch consists of two sections: the Administrative Support Section and the Customer Relationship Management (CRM) Section. The Administrative Support Section is responsible for procurement, ordering and storage of check stock, physical security, human resources, labor relations, budgeting, warehouse, supplies, building and grounds maintenance, time and attendance, and more. The main focus of Administrative Support is to serve our customers so they have the resources and personnel they need to do their jobs.

The CRM Section conducts project analysis and process reviews for Fiscal Service initiatives. This area is actively participating in Non-Treasury Disbursing Office (NTDO) agency conversions, by working directly with these agencies to assist with the transfer of their disbursing activities to the Bureau of Fiscal Service. The CRM Section is responsible for providing customer outreach, research, and support to Regional Payment Associations, financial institutions, Federal Program Agencies, and the general public. The KFC Payments Call Center provides research on a variety of payment services, including Treasury disbursed payments and general inquiries.

Kansas City Financial Center - DIRECTORY

DIVERSIFIED PAYMENT SERVICES BRANCH (DPSB)

Francie Abbott , Manager		(816) 414-2151
Julie Nielsen , Diversified Payments Processing Supervisor		(816) 414-2102
Fedwire Help Desk	KFCFedwire@fms.treas.gov	(816) 414-2341
ASAP Help Desk	KFC.ASAP@fms.treas.gov	(816) 414-2345
ITS.gov Help Desk	KFCFSSBFO@fms.treas.gov	(816) 414-2125
ITS.gov Enrollment	ITSEnrollment@fms.treas.gov	(816) 414-2150
Facsimile Machine (General)		(816) 414-2180
Facsimile Machine (DPSB)		(816) 414-2120

Functions: The Diversified Payment Services Branch (DPSB) provides project management oversight and payment operations for the Automated Standard Application for Payments (ASAP.gov) and International Treasury Services (ITS.gov). In addition, DPSB provides operation support for all same-day Fedwire payments. The DPSB consists of two sections: the Diversified Payments Processing Section and the ASAP Project Support Section.

The Diversified Payments Processing Section is responsible for the payment operations, customer outreach, and agency support for two unique payment types: international payments and Fedwire payments (same day pay). This section is responsible for the project management oversight for the ITS.gov application, include Invalid RTN verification, Supplemental FOMF updates, International ACH Transaction (IAT) payment support, and Limited Depository Account (LDA) verification.

The ASAP Project Support Section's key responsibilities includes maintaining the ASAP.gov application requirements, acceptance testing, release planning, and development oversight. In addition, this section is responsible for governance reporting, managing and overseeing all aspects of the ASAP.gov Production Organization. This includes agency and recipient enrollments, maintaining service level agreements (SLA), risk management, stakeholder management and agency outreach. This area is also responsible for Federal Program Agency outreach efforts and training agencies and recipient organizations using the ASAP.gov application. The ASAP Help Desk also resides in this section which provides customer phone support from 6:30am-5:30pm CT to Federal Program Agencies and recipient organizations needing assistance processing payments or trouble-shooting the application.

OPERATIONS SUPPORT BRANCH (OSB)

Cynthia M. Sheppard , Manager & PAM Project Manager		(816) 414-2301
Denise Quirarte , Supervisor – Production Support Section		(816) 414-2333
Ed Barlett , Supervisor – Payment Applications Support Section		(816) 414-2304
Jesse Chavez , Supervisor – SPS Project Manager		(816) 414-2108
Lori Meyer , PAM Agency Outreach		(816) 414-2337
Chris Garrett , SPS Agency Outreach		(202) 874-7316
Gary Ng , SPS Agency Outreach		(202) 874-6947
General Information		(816) 414-2300
Facsimile Machine		(816) 414-2390
PAM Help Desk	PAM.Help.Desk@fms.treas.gov	(816) 414-2340
SPS Help Desk	KFC.SPS.Help.Desk@fms.treas.gov	(816) 414-2340
PIR Help Desk	PIR.Help.Desk@fms.treas.gov	(816) 414-2340

Functions: The Operations Support Branch (OSB) provides program and production support to the Payment Application Modernization (PAM), the Secure Payment System (SPS) and, the Payment Information Repository (PIR) systems. OSB key responsibilities include maintaining the PAM and SPS application requirements, performing acceptance testing, release planning, development oversight, and software design and architecture.

OSB key responsibilities include maintaining the PAM and SPS application requirements, performance testing, release planning, development oversight, and software design and architecture. The OSB Production Support Section provides agency testing, technical and production support to over 5,000 internal and external users of the SPS, PAM, and PIR systems. The PAM and SPS Project Management sections are responsible for governance reporting, budget execution, change management, managing and overseeing all aspects of the PAM and SPS program. This includes maintaining project schedule, managing risks, issues, and maintaining communication with all stakeholders and service level agreements with all interfacing systems (i.e. PACER, PIR, TCIS, TOP, PPS, etc.). The Project Management section provides program and agency outreach support to Federal Program Agencies and Vendor (i.e. Oracle, SAP, CGI Federal, PeopleSoft, etc.) payment providers.

Summer 2014

Have You Heard?

WE'VE BEEN WORKING EVEN HARDER TO MEET YOUR AGENCY'S NEEDS!

As part of Payment Management's 2014 business goal to foster skills development and career enrichment for its workforce, several employees within our Center have recently completed their professional certifications.

Accredited ACH Professionals:

Nathan Douglas, OSB

Business Process Management Professionals:

Margaret Flynn, OSB

Certified Treasury Professionals:

Nathan Douglas, OSB

Certified Testers-Foundation Level:

Denise Ballard, OSB; Victoria Dorsey, OSB; Margaret Flynn, OSB;
Dayna Harrison, OSB; Lou Ann Hughes, OSB; Patrick Koontz, OSB;
Tyrone Toney, OSB; Jerome Verduco, OSB

Project Management Professionals:

Gates Brown, DPSB; Ed Barlett, OSB; Jesse Chavez, OSB;
Victoria Dorsey, OSB; Margaret Flynn, OSB;
Dayna Harrison, OSB; Aric Wright, OSB

Congratulations!



BUREAU OF THE
Fiscal Service

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Customer Relationship Management Section