



GET ON THE ROAD

REVENUE COLLECTIONS MANAGEMENT

Catch the Buzz

Revenue Collections illustrating our collective *ROAD* map

Angela Smith
August 19, 2015



REVOLUTIONIZE



OPTIMIZE



ANALYZE



DIGITIZE



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

Agenda

1. Mission and Vision
2. ROAD Breakdown
3. Business Portfolio
4. Business Lines & Programs
5. One Voice
6. ARM Division
7. Pilot Program

To collect the revenue and associated information that enable the federal government to operate and serve the public

MISSION

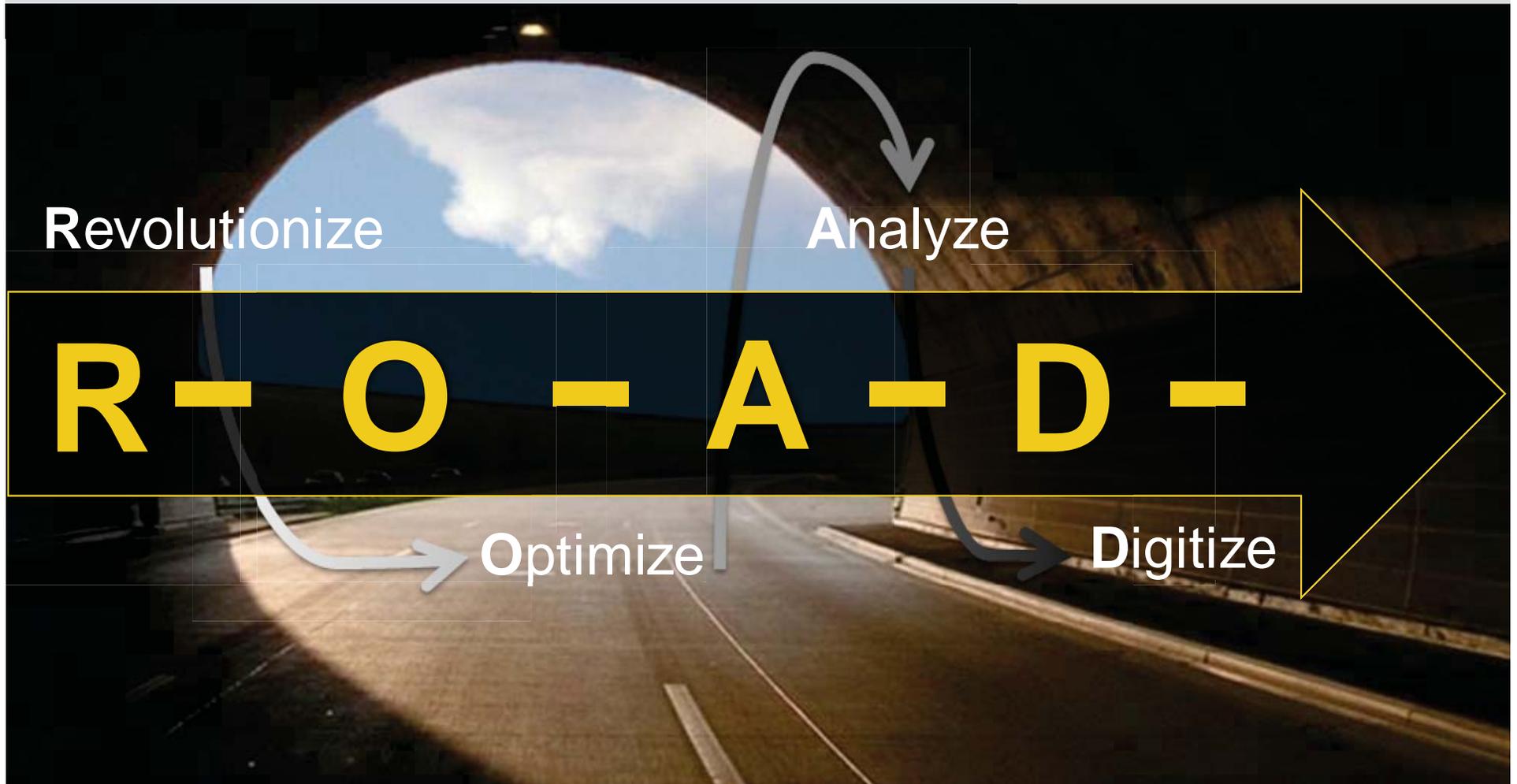
A central graphic featuring a green circle with the letters 'RCM' in white. Two blue arrows point towards the circle from the top-left and bottom-right. The background is a blurred image of a person in a white shirt pointing at a screen.

RCM

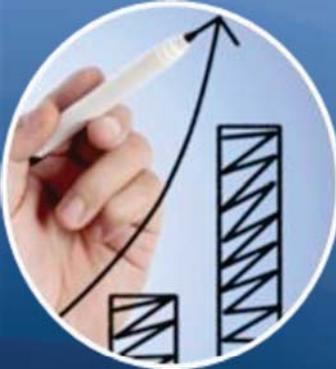
VISION

Transform financial management, promote efficiency, and deliver exceptional revenue collection services for the federal government and the public

Our ROAD Journey



Business Portfolio

 <h2>Revenues</h2> <p>In FY 2014:</p> <ul style="list-style-type: none">• We collected approximately \$3.73 trillion in federal revenues on over 400 million transactions• 98% of volumes are settled electronically• 82% of volumes are initiated electronically	 <h2>Customers</h2> <ul style="list-style-type: none">• We build and maintain relationships with hundreds of Federal Agencies• We build relationships and serve the public both domestically and internationally	 <h2>Collections</h2> <ul style="list-style-type: none">• SEC Filing Fees, FCC Airwave Auction Fees, National Park Entrance Fees• Taxes• Student loan Repayments	 <h2>Architecture</h2> <ul style="list-style-type: none">• Over two dozen programs, each comprised of one or more services or systems• Fiscal Agents, Depositories	 <h2>Agents</h2> <p>Commercial financial institutions designated as:</p> <ul style="list-style-type: none">• Fiscal Agents• Depositories
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Business Lines

Channels

Settlement Processing

Data Repository

Over the Counter Network

Mail

Phone & Internet

Card Acquiring Service

Credit Gateway Program

Debit Gateway Program

Collections Information Repository (CIR) & Image Archiving

OTCnet
TGA

Lockbox
ECP

EFTPS
Pay.gov

Card

ACH
Credit
Fedwire

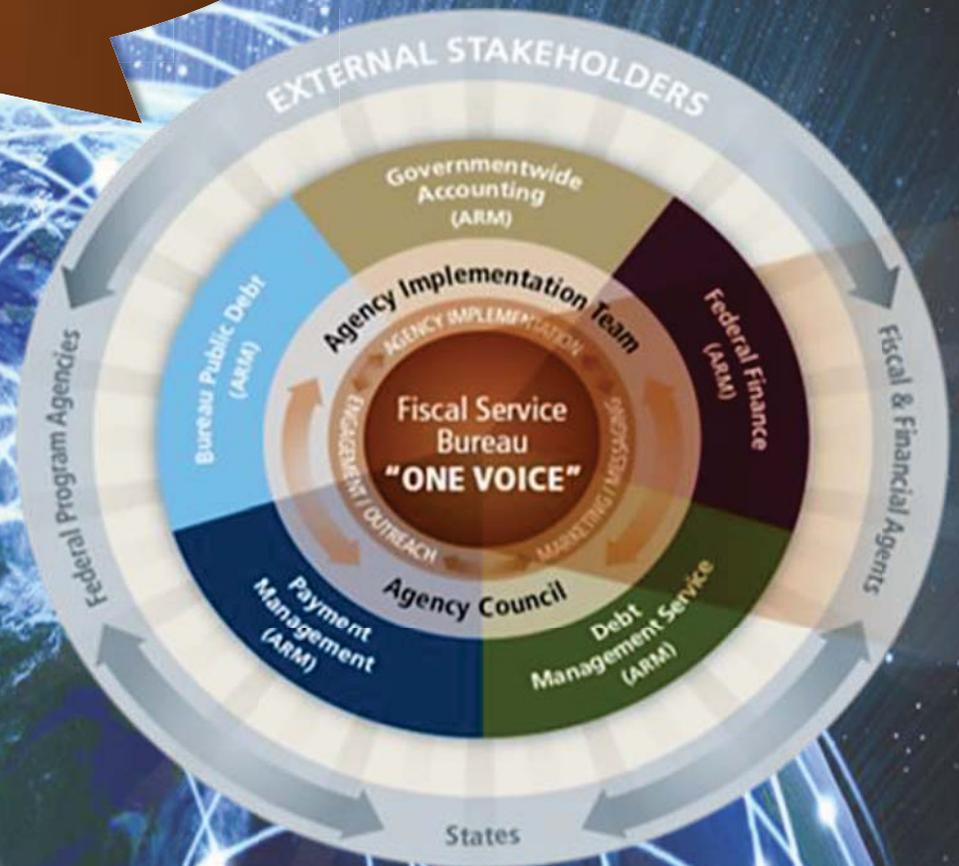
ACH
Debit
Check

One Voice

“One Voice” is a comprehensive strategy that delivers clear and consistent product messaging, engagement/outreach, and agency implementation as well as an organizational platform to promote and transform financial management services to federal agencies

One Voice Benefits

- Align messages
- Streamline communications
- Identify customer needs
- Communicate value
- Leverage relationships
- Minimize implementation/ conversion risk
- Execute consistently

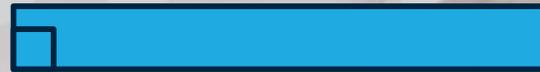


Agency Relationship Management (ARM) Division

Director

Supported by
team of Agency
Relationship
Managers

ARM Core Functional Responsibilities



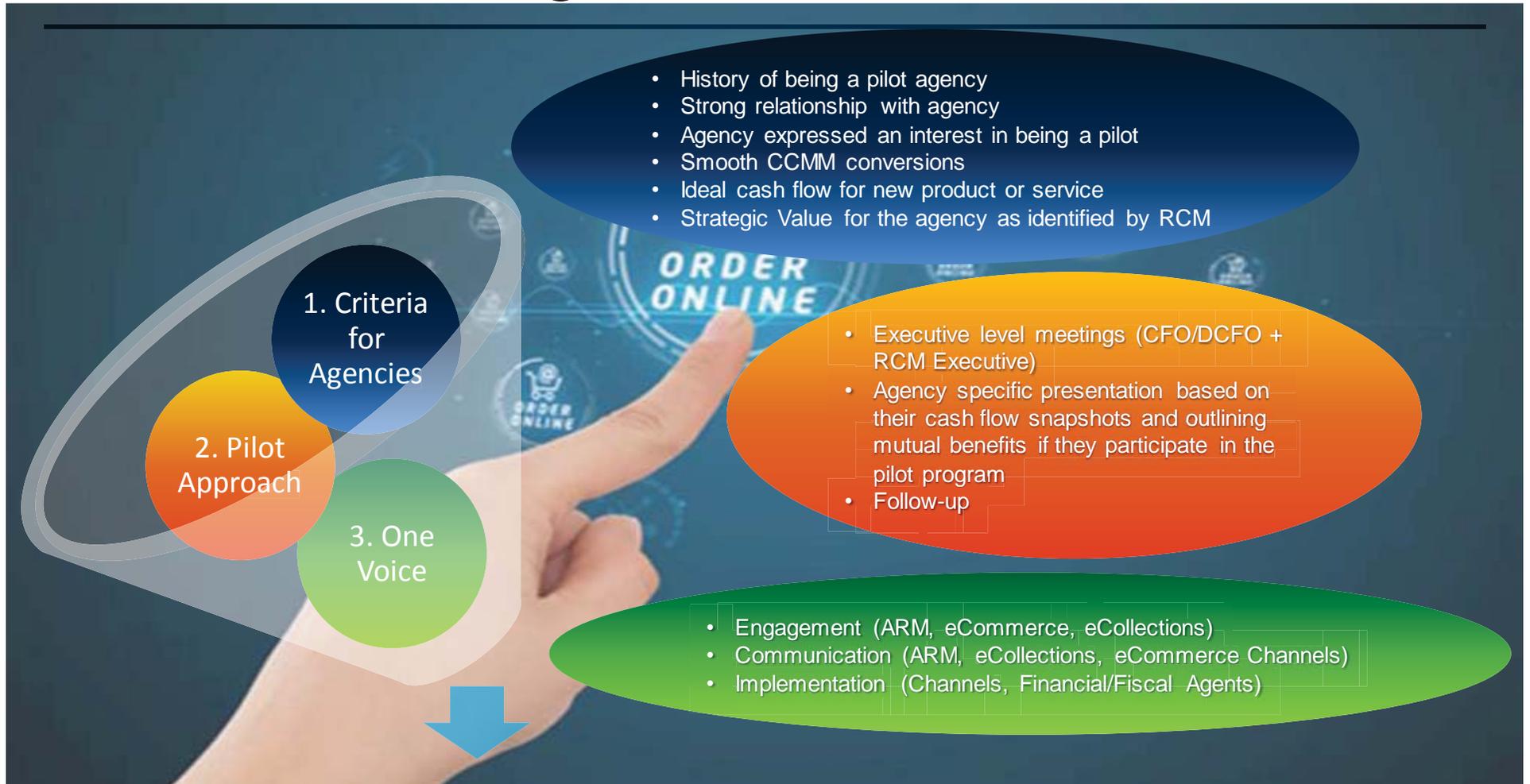
- Manage over 110+ Agency Relationships, outreach & engagement
- Ensure coordination between customer & RCM
- Implement the "One Voice" Holistic approach
- Implement Customer Relationship Management best practices

ARM Core Competencies



- Messaging Agency outreach
- Strategic/System/Design thinking
- Written/oral communications
- Collaboration/Critical thinking
- Customer Relationship Management
- Business Analytics
- Business Assessment
- Project Management

RCM Pilot Program





JOIN US!

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