Centralized Receivables Service (CRS)
A New Approach to Receivables Management

Wally Ingram
August 13, 2014
Context

- CRS Mission
- CRS Background
- Benefits, Highlights, and Features
- Performance Results
- Workflow and Life Cycle
- How We Can Help You Participate in the Pilot
The Centralized Receivables Service (CRS) is a service provided at no charge 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.

Results were favorable and FIT partnered with DMS to pilot the CRS program.

US Bank was selected as our Financial Agent effective in June 2012 with an agreement set at 3 years plus 2 option years.

US Bank developed the system and CRS went live on December 31, 2012 with Bureau of Prisons as our first agency.
Benefits - Cheaper, Faster, Better…

- **Decreases costs** through economies of scale in an automated business environment
- **Increases collectability and decreases delinquencies** through prompt servicing and invoicing
- Offers **state-of-the-art receivables management** flexibility and customization options in an automated and paperless environment
- **Ensures quality and compliance** with Debt Collection Improvement Act (DCIA) and Federal Claims Collections Standards (FCCS)
- Offers **electronic collection methods** and supports the government-wide all electronic initiative, such as National Treasury Paperless Initiative (NTPI)
- **No cost** to agencies in short term and planned legislation for long term to keep CRS at no cost to agencies

- Increased Collections
- Standardization & Compliance
- Customer Service
- Transparency
- Synergy
- Reduced Costs

**CRS**
“Without CRS, many Military Treatment Facilities struggle to figure out how to process their debts; with CRS, however, they have a clear path to compliance and a light at the end of the tunnel.”

–DOD Navy Hospitals

**Services Offered**
- Full service call center-inbound/outbound
- Seamless transfer of delinquent debt to DMS Cross-Servicing
- Process returned mail and performs skip-tracing
- Account resolution for death, bankruptcy, and entity out of business
- Implementation support and guidance and post implementation support
- Agency training
- Invoicing
- Payment collections
- Case History Management

**Functionality Offered**
- Interfaces with CIR, DMS and Agency
- User-friendly reports
- Builds a case file with complete case history for automated updates
- Offers configurable fields at set-up
- Customize payment collection options
- Portal (online) and batch transmission for case referrals
- Batch adjustments to update case information
- E-billing on recurring debtors
CRS Performance

- Over 8,500 invoices sent
- Average of 32 days to pay in full
- 99% of inbound calls answered in less than 2 minutes
- 33 agency programs participating
- Participating programs are referring other programs within their agencies based on positive experiences
CRS Workflow and Life Cycle

**Day 0**: Agency uploads receivables to CRS via batch or web portal entry.

**Day 1**: CRS generates and mails an invoice with due process notifications.

**Days 2-30**: Payer makes payment using agency collection channels.

**Days 2-30**: Payments in full close the “case”. Process continues for partial payments.

**CRS servicing center manages payer questions and resolves issues.**

**Disputes will be referred back to the Agency for appropriate resolution.**

**Day 31**: CRS mails past due notice to the payer. Late interest begins to accrue.

**Days 32-60**: The collections process continues.

**Days 32**: “Collections” process begins—calls to payer; skip tracing if needed.

**Day 65**: CRS refers the case to Treasury Cross-Servicing (FedDebt).

**NOTES**: Workflow above is for illustrative purposes and assumes net-30 payment terms. Electronic invoicing will be available in lieu of mailing a paper invoice. Agencies retain accounting functions associated with posting receipts.
Technical Requirements

- **Systems**
  - Internet Explorer 8.0 or higher
  - Windows XP Operating System or higher
  - External users require a user identification, password and/or token

- **Connectivity**
  - Receivables through online web portal
  - Receivables through batch file using Connect: Direct and the CRS Standard XDC file format

- **CRS Interfaces**
  - Collections Information Repository (CIR)
  - Pay.gov for electronic billing
  - DMS’ Cross-Servicing application—FedDebt
  - Treasury will assist agency programs with updates or additions to remittance options
1. Identify an accounts receivable program to participate in the pilot.

2. Offer a demo of the CRS System

3. Help identify a program that would fit the CRS model
   - Considerations:
     - What would the level of participation be?
       - Agency wide
       - Bureau specific
       - Program specific
     - What receivables types would be managed through the CRS program (time consuming collections, hard to collect receivables)?
     - When would you consider implementing CRS?
     - Who should be the primary point of contact?

4. Assign an implementation lead
   - Discuss your current process with you and perform a high-level analysis to compare it against the CRS standard process
   - Work with you to configure program requirements, develop invoices, plan for go-live, test and train users
   - Sign an Agency Participation Agreement
Contact Information

Primary Contact
Michael Stewart
CRS Customer Outreach
Agency Relationship Management Division, DMS Treasury
(202) 874-7457
michael.stewart@fiscal.treasury.gov

Secondary Contact
John Rogers
CRS Program Manager, DMS, Treasury
(512) 342-7265
john.rogers@fiscal.treasury.gov