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Strengthening Delinquent Debt Management through Standardized FM Solutions

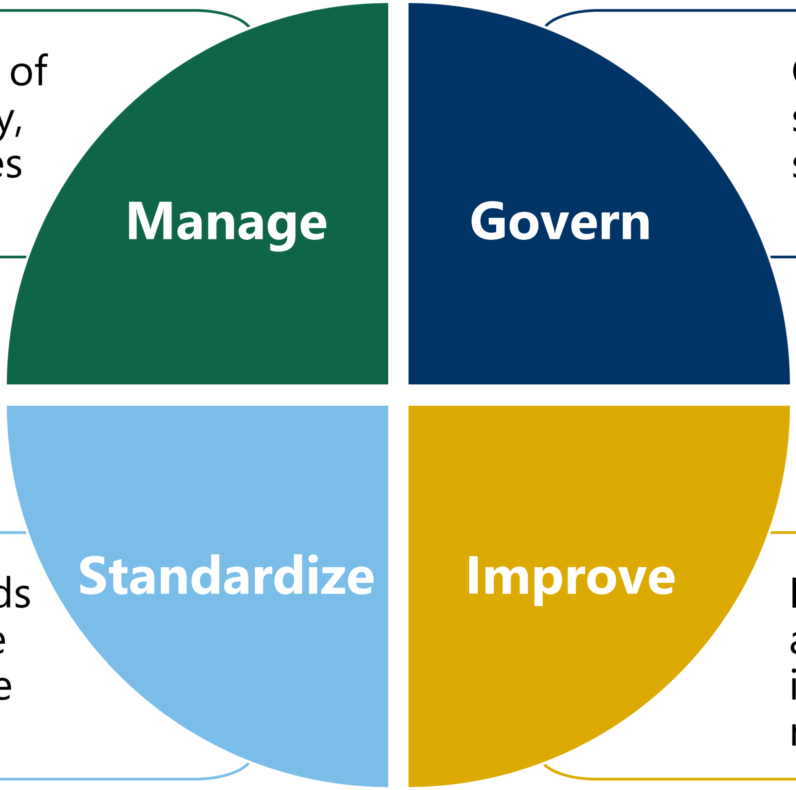
Financial Management Quality Service Management Office (FM QSMO)

August 2026

QSMO and Standards Responsibilities

Treasury's BFS manages the Financial Management (FM) Marketplace under the QSMO (Quality Service Management Office) framework and maintains the federal financial management (FFM) business standards as the designated standards lead for core financial management.

Offer and manage a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs



Guide and govern long-term sustainability of the services and solutions in the marketplaces

Drive implementation of standards established through collaborative governance processes to produce efficiencies in process and scale

Institute customer engagement and feedback for continuous improvement and performance management of solutions

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FM Marketplace Management

Treasury is the designated QSMO for core financial management.

In this role, we:

- Manage a Marketplace of standards-based solutions and services
- Maintain government-wide FM system landscape data
- Partner with agencies to support FM system modernization planning, Executive Order compliance and Marketplace use
- Work with the vendor community to encourage Marketplace participation and evaluate their proposed offerings to ensure compliance with Marketplace requirements
- Engage with the FM community to promote the Marketplace and advance shared services and solutions

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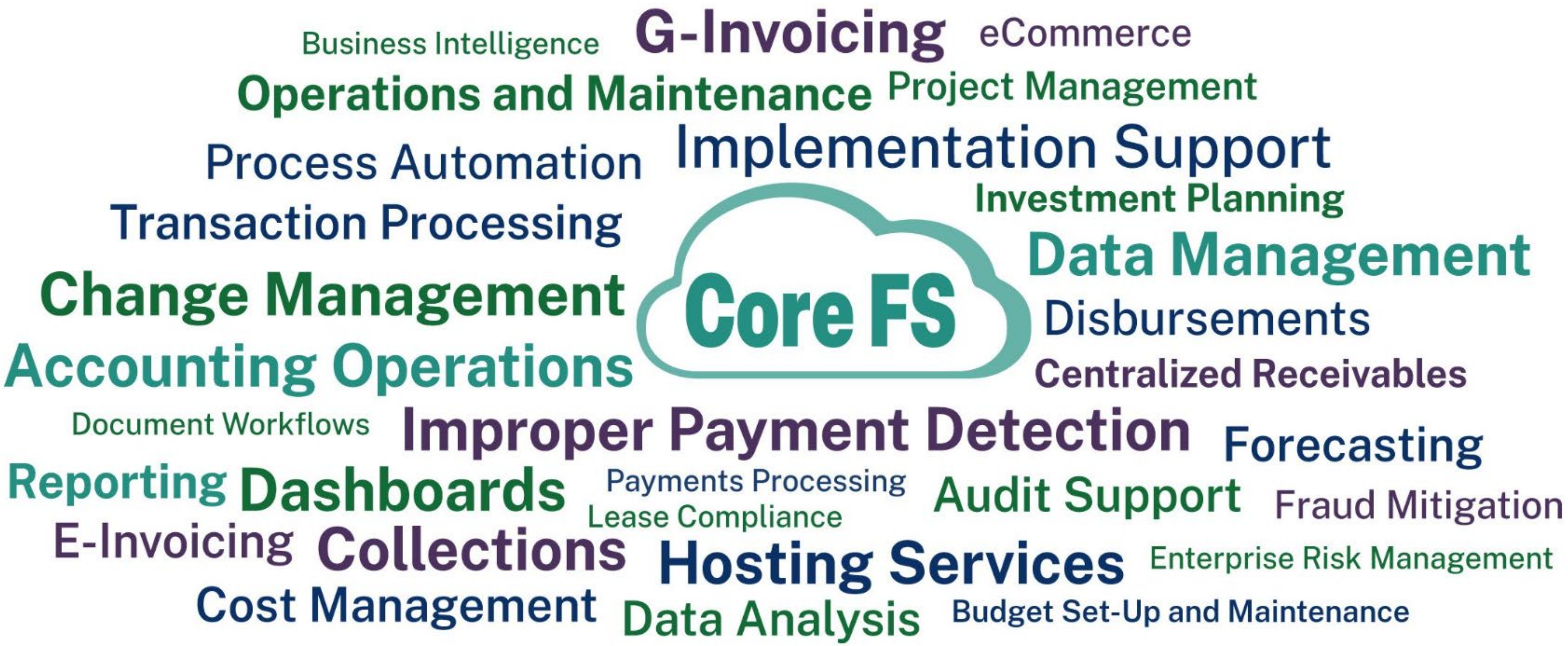
Marketplace at a Glance – More than Core FS

The FM Marketplace Catalog currently features over 150 solutions and services that can meet a variety of financial management needs.



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FFM Standards Maintenance

Treasury is responsible for managing the FFM business standards that define the baseline needs and common capabilities for solutions and services in the FM Marketplace.

We work to:

- Monitor changes in the FFM environment
- Assess impact to agency financial management systems and processes
- Coordinate with BFS system and program owners
- Build community through working groups that focus on emerging issues and foster collaboration
- Update FM standards regularly to include new requirements and changes

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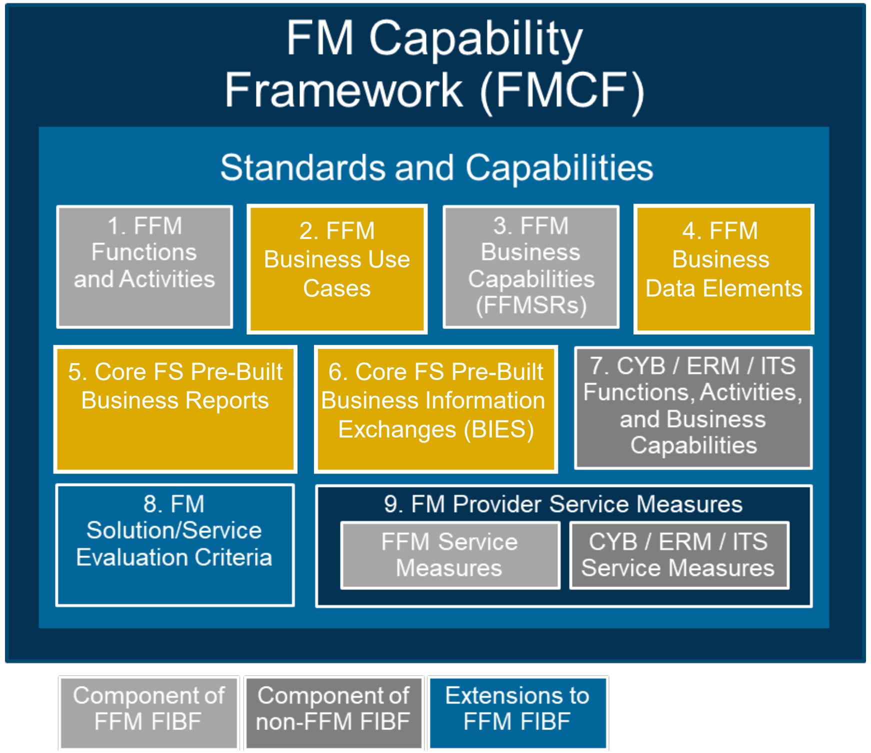
FFM Standards and Debt Management

Receivables and delinquent debt management are common business functions that agencies perform. Core financial systems must include capabilities to support these as well as other common functions.

FFM business standards define the following requirements for core financial systems specific to receivables and delinquent debt management, for example:

- The *Bill to Collect* use case details a typical flow of events for delinquent debt processing
- Data elements needed to execute accounts receivable and delinquent debt management processes
- Reports such as the TROR and 1099-Cs
- Specifications for exchanging data and information with CRS and Cross-Servicing

The FM QSMO collaborates with GSW system owners and program managers to ensure requirements are accurate and up-to-date.



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Key Take-Aways

- The FM QSMO supports agencies with financial system modernization efforts through its role managing the FM Marketplace which can be used to meet a variety of financial management needs.
- Business standards, aligned to policy and continuously updated, enable the federal government to better coordinate on common agency management and operations capabilities.
- Coordination and collaboration with system owners and program managers is essential to ensure requirements are accurate and up-to-date.
- Core financial systems offered in the FM Marketplace must support common business functions and comply with FFM business standards.

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