

## IN THIS ISSUE:

- *FMS Welcomes New Deputy Commissioner Dave Lebryk-2*
- *The Modernization of Collections and Cash Management-3*
- *Mission Assurance On Guard at FMS-5*
- *The FY 2007 Financial Report of the U.S. Government-6*
- *Remembrance: Rose Harmon-6*
- *2008 FMS Contact Directory-7*

### Published by:

Financial Management Service, a Bureau of the U.S. Department of the Treasury

### Publisher:

Carolyn Dunston

### Editor:

Teri Hoehn

### Assistant Editor:

Gregory Crawford

### Editorial Board:

Jennifer Evans

Vivian Lopez

Eva Rhodes

Fabienne Robinson

Margie Springer

Marilyn Teunis

Denice Wilson

### Address:

401 14th Street, SW, Room 304A

Washington, D.C. 20227

Phone: 202-874-6694

Fax: 202-874-7161

Website: [www.fms.treas.gov/finconn](http://www.fms.treas.gov/finconn)

Email: [teri.hoehn@fms.treas.gov](mailto:teri.hoehn@fms.treas.gov)

For a free electronic subscription, visit: [fms.treas.gov/scripts/subscription](http://fms.treas.gov/scripts/subscription)

## FMS 2008: Change and Continuity

By Judith Tillman, Commissioner, Financial Management Service

The very first thing I want to do in this article is to express my thanks to so many people in the federal agencies that work collaboratively with FMS. We have accomplished so much together but still have many more challenges ahead of us. As the new Commissioner of FMS, I want to reassure you that I am committed to the same high standard of service that you have come to know from FMS.

I am excited about the challenges and opportunities I face as I become the Commissioner of the Financial Management Service.

(Continued on page 2)



New FMS Commissioner, Judith Tillman

## Treasury Announces Direct Express Debit Card for SSA and SSI Recipients

By Pamela Jordan, EFT Strategy Division

The Department of the Treasury's Financial Management Service (FMS) is poised to launch a new debit card program in Spring 2008 with a national rollout to be completed by the end of summer. FMS selected Comerica Bank as its financial agent to issue the debit cards to Social Security Administration (SSA) and Supplemental Security Income (SSI) recipients. Treasury plans to expand the program to include additional benefit payments in the future. The *Direct Express*

card will offer social security beneficiaries the opportunity to receive their payments electronically even if they do not have a bank account. Cardholders will have 24/7 access to their money at automated teller machines (ATMs) and will be able to make purchases at any retailer that accepts Mastercard. Cardholders can access their account information by telephone and internet, make purchases over the internet, and receive cash back with no fee at retail locations.

(Continued on page 4)



# FMS 2008: Change and Continuity

Judith Tillman, Commissioner, Financial Management Service

(Continued from page 1)

The two Commissioners before me were exceptional leaders, motivators, thinkers, and mentors. I am honored to follow in their footsteps and be part of an organization that is viewed as one of the most efficient, effective and innovative agencies within the government.

I have worked for the Treasury Department for over 34 years; most recently as the FMS Deputy Commissioner. Prior to that, I served in a number of management positions within FMS. Coming up "through the ranks" gave me the opportunity to get to know a large number of FMS employees. I have seen firsthand the true talent, the level of commitment, and the dedication to service possessed by FMS employees. I am confident that these qualities will continue to be a predominant characteristic of FMS employees and I'm confident that you, our customers, will see that.

Over the last few years, there has been a lot of change within the higher levels of management within FMS due to promotions and retirements. *Based on that change, will we be changing our emphasis, priorities, or commitments? Where will I lead the organization?* First of all, I'd say the most appropriate word I could use to express our direction would be "continuity". Former Commissioner Dick Gregg set the course for this agency and established a pattern of high performance, hard work and meeting challenges head-on. When Ken Papaj became Commissioner he continued to stay the course. This is my intention also. We'll continue to concentrate on reaching our goals to increase electronic processing for both payments and collections, improve Government-wide accounting and reporting, and optimize delinquent debt collections. Our overarching, continuous priorities will continue to be:

- Maintain high quality daily operations.

- Practice effective cost management.
- Be a model employer that emphasizes our values of information sharing, informality, inclusion, integrity, and individual respect.
- Maintain strong systems, physical, and personnel security over data and dollars.

I know many of the Federal agencies' budgets are being stretched very thin and FMS is in the same situation. We will face tough choices in setting business priorities. But, our commitment as a good business partner and service provider is paramount.

This year, 2008, promises to be an exciting and challenging year for all of us. We don't yet know what it will bring. However, I want you to know that the employees of the Financial Management Service will be steadfast in our commitment to taxpayers, to our agency customers, and to our mission.

## FMS Welcomes New Deputy Commissioner, Dave Lebryk



The Financial Management Service (FMS) is proud to welcome Dave Lebryk as our new Deputy Commissioner. Mr. Lebryk comes to FMS from the U.S. Mint, serving as Deputy Director there since October 2006, and as Acting Director from August 2005 to September 2006. His responsibilities at the U.S. Mint included daily operations of the world's largest manufacturer of coins, medals, and coin products and its six operation centers. Prior to joining the U.S. Mint, Mr. Lebryk was the Deputy Assistant Secretary for Fiscal Operations and Policy at the U.S. Department of the Treasury.

Mr. Lebryk has worked at Treasury since 1989 in various assignments including advisory positions to the

Deputy Secretary of the Treasury; and to three Under Secretaries for Domestic Finance. In 2005, Mr. Lebryk received a Presidential Rank Award for sustained extraordinary service at the Treasury.

Mr. Lebryk holds a bachelor's degree in economics from Harvard College, and a master's in public administration from Harvard University's John F. Kennedy School of Government.

FMS Commissioner, Judith Tillman, in selecting Mr. Lebryk as Deputy Commissioner said, "Dave Lebryk is a superb leader with broad knowledge of the FMS mission and we are fortunate that he has agreed to join us as Deputy Commissioner."



# The Modernization of Collections and Cash Management

By Kerry Lanham and Gregory Till, Office of Cash Management Enterprise Architecture

**C**ollections and Cash Management Modernization (CCMM) is a comprehensive, multiyear enterprise architecture initiative to streamline, modernize, and improve the services, systems, and processes supporting Financial Management Service's (FMS) and Treasury's collections and cash management programs. "Enterprise architecture" is the practice of describing the current and future structure and behavior of an organization's services, systems, and processes, so that they align with the organization's core goals and strategic direction. As applied to collections and cash management, this enterprise architecture effort will result in a re-architecting of programs and processes that have accumulated over many decades. CCMM is focused on the business aspects of enterprise architecture. Other aspects of enterprise architecture, such as data architecture, are handled outside of the CCMM initiative.

The need for CCMM arises because over the years, Treasury's collections and cash management systems and processes developed in an ad-hoc, stove-piped way and without coordination across cash management areas and other FMS programs. This has resulted in systems that are monolithic (i.e., serving multiple business lines) and have significant redundancies. For example, we currently have eight programs and ten banks that perform Automated Clearing House (ACH) debit transactions on the government's behalf. CCMM will realign these and other collections and cash management systems to match the end-state business line architecture. The initiative will address all collections and settlement mechanisms, transaction reporting, cash concentration, cash forecasting and investment practices.

One of CCMM's key goals is to separate the collection channels from the settlement operations so that there is one system per collection channel (i.e., mail, over-the-counter (OTC), Internet) and one system per settlement mechanism (i.e., ACH, credit card, check, wire). Rather than perform settlement itself, each channel application will invoke the new settlement applications, which will provide shared services. The



(Front center) Kerry Lanham, Director, Office of Cash Management Enterprise Architecture. (From left) Gregory Till, Director, Modernization Planning, Carlo Passeri, Financial Program Specialist and Andrew Ganahl, Senior Financial Program Specialist. (FMS Photo/Gregory Crawford)

result will be a simpler architecture that still provides the same functionality as today. Thus, instead of having eight programs performing ACH debits, there will be only one.

Another goal of CCMM is to consolidate the transaction and deposit reporting that agencies currently receive from a myriad of collection programs and from CASHLINK II. A new system called the Transaction Reporting System (TRS) will be the single touch point for agency reporting needs. TRS will be a data warehouse for all collections transactions and will allow FMS to provide agencies with a

daily consolidated report of all collections, rather than requiring agencies to receive separate reports from multiple systems and banks. TRS will also contain deposit reports, so agencies will not have to reconcile transaction reports with deposit details that currently are in CASHLINK II.

FMS has also developed an XML schema for all revenue collection transactions. The use of XML reporting will facilitate standardization of financial reporting across the government and help us realize the benefits of reduced data redundancy, improved reporting consistency and improved data quality. XML will also be used in the long run for simpler and more seamless interfaces with our commercial banks and program agencies. More information on this schema can be found at: [fms.treas.gov/eda](http://fms.treas.gov/eda).

These changes are designed to help save money, but also to better position FMS for the future. At present, FMS's collections and cash management programs are effective, but not as efficient as they could be. By eliminating redundancy and taking advantage of shared services, we can become more efficient and save money. In addition to not being as efficient as it could be, the complexity of the current architecture is a growing operational risk to the government. Without changes, FMS may not be able to meet the evolving needs of agencies. By implementing the CCMM initiative, FMS will be better able to meet agency needs for years to come.

For more information about CCMM, contact Gregory Till, Director of Modernization Planning, at 202-874-6935.



# Treasury Announces the Direct Express Debit Card

(Continued from page 1)

FMS selected Comerica Bank as its financial agent to issue *Direct Express* cards due in part to its years of experience with prepaid card services for state government benefit recipients. Based in Dallas, Texas, Comerica Bank is among the 20 largest banking companies with locations in 7 of the largest 11 cities. Teaming with Comerica Bank is ACS State and Local Government, Inc., a wholly owned subsidiary of Affiliated Computer Services, Inc. (ACS), who will process the MasterCard branded cards.

Debit cards eliminate the cost of cashing a check and are a safe and reliable means of receiving a payment. The Federal Reserve Bank (FRB) 2005 payments study published in the Spring 2005 *Federal Reserve Bulletin* titled, "Trends in the Use of Payment Instruments in the United States," validated the growing popularity of debit cards. According to the study, "Among electronic payments, debit card transactions grew the most in terms of number, from 8.3 billion in 2000 to 15.6 billion in 2003. The growth in debit card payments accounted for more than half the growth in electronic payments over the period." The goal is to reach all Federal check recipients with the *Direct Express* debit card. By converting every unbanked Federal check recipient, Treasury estimates savings of \$48 million annually, making *Direct Express* a more efficient payment option for Treasury than checks, which cost \$.88 more to issue.

During 2007, FMS sponsored a one-year debit card pilot with its financial agent, JP Morgan Chase (Chase), to SSA and SSI recipients in Chicago and rural Illinois. In the pilot, as will be the case in the national rollout, Treasury incurred no bank fees beyond the costs to make the ACH payment to the bank to fund the card, except for minimal Treasury costs such as for direct mail, materials and other marketing. The average cost to beneficiaries to obtain cash using the *Direct Express* card during the pilot was \$3.87 and the average cost to use the debit card was \$5.27 but it is expected that with lower cardholder fees offered by Comerica Bank and a

with the safety/security of the card.

A cardholder's benefit payments will be sent to the cardholder's *Direct Express* card account monthly on the recipient's payment day, providing the recipient with immediate access to his or her funds. The funds deposited to a *Direct Express* card account are FDIC-insured and protected by Federal consumer protection regulations, such as Regulation E. The card will allow cardholders to make both personal identification number (PIN)-based and signature-based transactions. Cardholders may use their cards to make purchases and get cash back at retail locations, as well as at



automated teller machines (ATMs) or from bank tellers.

comprehensive education campaign on how to avoid fees, these average costs should decline dramatically. In contrast, SSA and SSI recipients, on average, pay approximately \$6.00 to cash their checks, while some pay \$20.00 or more according to research recently conducted by FMS.

*Direct Express* boasts other features, including live or interactive voice response (IVR) customer service to access balance and transaction history, optional paper statements, funds transfer to a bank account, and PIN changes.

A telephone customer satisfaction survey of pilot card-holders conducted by Convergys Customer Intelligence Services, a market research firm, revealed that 85% of customers surveyed were satisfied with the debit card and 88% would recommend it to a family member or friend. The respondents who said they enrolled to avoid concerns about lost or stolen checks were 35%. Reasons for satisfaction with the card varied, with 42% saying that they were satisfied with the ease/convenience of the debit card, 72% with the speed of gaining access to their money, and 26%

Cardholders are allowed one free ATM cash withdrawal per deposit per month, and may carry over any unused ATM withdrawals to the following calendar month. Comerica Bank will assess a cardholder a fee of \$.90 for each additional withdrawal. Cardholders may be charged an additional "surcharge fee" by ATM owners outside of the extensive surcharge-free network established by Comerica Bank. Through a national financial education campaign, Treasury will encourage cardholders to use point-of-sale (POS) and bank teller transactions to avoid these fees.

(Continued on page 5)



## Direct Express

*Continued from page 4)*

ATM balance inquiries, monthly account maintenance, and overdraft fees are free. In addition, Comerica Bank, at no charge to *Direct Express* cardholders and at the option of the cardholder, will email, text to cell phones, or call cardholders with account balance information, providing notice when their balance drops below a certain threshold amount which the cardholder designates.

In Spring 2008, some SSA and SSI recipients in Texas, Oklahoma, Louisiana, and Arkansas will receive inserts with their benefit checks introducing the *Direct Express* card. The program will begin with these states because a high number of their residents are unbanked check recipients. Before fall, Treasury expects *Direct Express* to be offered nationwide through enrollment phases across the country.

Marketing and education is critical in the nationwide rollout. To ensure success, FMS will partner with all interested parties to educate cardholders about the features, fees, and use of their new *Direct Express* debit card.

For information about the *Direct Express* card, contact project lead, Nevelyn Jones, at 202-874-9602 or Pamela Jordan, at 202-874-7143.

## ON GUARD AT FMS

*By Mission Assurance Staff, Information Resources*

In order to perform its mission, the Financial Management Service maintains significant amounts of sensitive personal information about individuals. Every employee and contractor takes the responsibility of safeguarding sensitive information seriously, helping to ensure that the information entrusted to our care is protected from loss that can cause serious harm and erode the public's trust in its government. This includes effectively safeguarding sensitive information stored in both hard and soft copy media as mandated both by the law and FMS policy.

The following is a list of what FMS is doing to minimize the risk of a compromise of sensitive information:

1. Securing and safeguarding back-up discs, thumb drives and other mobile devices that store social security numbers, credit card numbers, and other sensitive information.
2. Never removing sensitive information from FMS's secure environment, except in accordance with FMS security policies.
3. Encrypting any sensitive information on laptops, portable electronic/mobile devices, diskettes, or other storage media.
4. Checking that host-based protections, including firewalls, anti-virus software, and anti-spyware software are installed on laptops and other mobile devices, and applying all applicable security patches.
5. Disabling automatic log-ins for any computer systems or applications.
6. Logging off computers when not in use.
7. Maintaining a list of the types of sensitive data stored on computers and portable devices, so if they are stolen, an immediate risk assessment can be made.
8. Securing laptops, paper files, or other sensitive items.
9. Never letting a laptop, mobile device, or any other device that contains sensitive information out of sight when on travel, unless it is in a secure location.
10. Never storing passwords or password hints in the computer or in the computer's carrying case.
11. Always reporting any suspected lost or compromised data immediately.

Proper use of the tools coupled with awareness and vigilance enables FMS to ensure that all of the sensitive information entrusted to its care is protected from loss that can cause serious harm to individuals and erode the public's trust.

For more information about FMS's safeguarding of sensitive information, contact Sheila Peck, Director, Mission Assurance Division at 202-874-7692.



# The FY 2007 Financial Report of the U.S. Government

By Dave Strobel, Financial Reports Division, Governmentwide Accounting

The Fiscal Year 2007 Financial Report of the United States Government (FR) was released by the Department of the Treasury and the Office of Management and Budget on December 17, 2007. This marks the 11<sup>th</sup> year that the audited FR has been prepared and released on-time. The FR is prepared at FMS by the Financial Reports Division (FRD) in Governmentwide Accounting.

The FR provides a comprehensive view of how the Federal government is managing taxpayer dollars by disclosing the government's financial position and condition, its revenues and costs, assets and liabilities, and

other responsibilities and commitments, as well as important financial issues that affect the nation and its citizens both now and in the future. It is compiled within 8 business days, using the accrual basis of accounting, as opposed to the budgetary basis used in the *President's Budget*.

The FY 2007 FR reported that:

- the net cost of the government is \$2.9 trillion,
- the total assets are \$1.6 trillion,
- the total liabilities are \$10.8 trillion, with Federal debt securities and Federal employee and veteran benefits payable making up 91%, and

- projected scheduled social insurance benefits exceed earmarked revenues by approximately \$41 trillion in present value terms for the next 75-year period.

FRD staff were recognized for their efforts by Robert Steel, Under Secretary of the Treasury for Domestic Finance; Ken Carfine, Fiscal Assistant Secretary of the Treasury; and Judy Tillman, FMS Commissioner, in a meeting held at PGMC II on December 17, 2007.

The FY 2007 FR is located at <http://fms.treas.gov/fr/index.html>.

## Remembrance of Rose Harmon

By Grace Testoff, Bank Policy and Oversight Division

Gertrude Stein coined the phrase, "A rose is a rose is a rose" and as with that quote, we know that hearing the name Rose, tells us much about our Rose Harmon. She was a wife, mother, grandmother, friend, corporate officer, and project manager. Rose Harmon fulfilled all those roles and many more during her life.

On December 23, 2007, Rose suddenly passed away. She will be remembered in many ways by all the people whose lives she touched. A long-time resident of Maryland, she grew up in Kensington and attended Walter Johnson High School. Later, she graduated from Mt. Saint Mary's University with a B.S. degree in Accounting. Rose came to the U.S. Department of the Treasury, Financial Management Service (FMS) family as a co-op student and stayed on to work for FMS for over 26 years. Her final position was as the project manager for CA\$HLINK II. Over those 26 years, Rose took the opportunity to work on a variety of Federal Finance initiatives including: International Treasury General Account (ITGA)

and Treasury General Account (TGA) Depository account analysis, Federal Reserve Bank (FRB) and competitive-bid TGA teams, Electronic Data Interchange (EDI), CA\$H-LINK development and CA\$HLINK II development. As the project manager for CA\$HLINK II, she will always be remembered for her hard work, leadership abilities, dedication to always getting the job done, and her never failing sense of humor.

"It can never be said that I didn't work until the last second on my last day." This is a direct quote from Rose on her final day of Federal government service as she left Riggs Bank and the CA\$HLINK II project. "Charmin Harmon," as she was affectionately known at FMS, retired in February 2004 only to launch a new career with her husband, Frank, as a McDonalds owner/operator.

Rose Harmon is survived by her husband, Frank; two daughters, Jessica and Amy; a son, Kyle; a daughter-in law, Katie; son-in-law, Jesse; a granddaughter, Madelynn; and the later loves of her life – her

dogs, Elliot, Freida, and Gracie. Kyle and his wife, Katie, brought great joy to Rose's life with the arrival of her first grandchild, Madelynn. At times, she found it hard to believe that she and Frank were actually now grandparents.

Rose will truly be missed by everyone in our FMS family and we all will never forget her.

A rose is a rose is a rose. . . never so true as for Rose Harmon.





# Financial Management Service Contact Directory 2008

| <b>PROGRAM/SERVICE</b>  | <b>CONTACT NAME</b>                     | <b>PHONE</b>                 |
|---|---|------------------------------|
| Administrative Wage Garnishment   | Private Collection Division             | 202-874-8700                 |
| Agency Cross-Servicing<br>Federal Program Agency Inquiries                        | Debt Management Operations Center       | 800-858-0725<br>800-858-0725 |
| <b>ASAP (Automated Standard Application for Payments)</b>                         |   |                              |
| Agency Implementation   | Carol Cole                              | 202-874-6542                 |
| Development   | Cheryl Murray                           | 202-874-6467                 |
| Operations  | Philadelphia Regional Financial Center  | 215-516-8021                 |
|   | Kansas City Regional Financial Center   | 816-414-2100                 |
|   | San Francisco Regional Financial Center | 510-594-7182                 |
| <b>Automated Clearing House (ACH)</b>   |   |                              |
| 31 CFR 210 (ACH Rules)  | Bill Brushwood                          | 202-874-1251                 |
| <b>Collections</b>  | Bill Brushwood                          | 202-874-1251                 |
| <b>Disbursements</b>  |   |                              |
| Payments and Claims Formats   | Betty Harvey                            | 202-874-6798                 |
| Product Development   | Dale Walton                             | 202-874-7118                 |
| Risk Assessment/Security  | Dick Bauder                             | 202-874-6576                 |
| Technical Requirements  | Betty Harvey                            | 202-874-6798                 |
| <b>Treasury Disbursed Payments</b>  |   |                              |
| Kansas RFC Help Desk  |   | 816-414-2100                 |
| Payment Management Help Desk  |   | 512-342-7300                 |
| <b>Regulations and Policy</b>   | Bill Brushwood                          | 202-874-1251                 |
| <b>Card Acquiring Service Network</b><br><i>(previously Plastic Card Network)</i> | Dena Corson                             | 202-874-0807                 |
| <b>CASH-LINK II</b>   |   |                              |
|   | Phyllis Allen                           | 202-874-3528                 |
|   | Zelda Gantt                             | 202-874-6894                 |
|   | Tamara Whitaker                         | 202-874-7132                 |
| <b>Cash Management Improvement Act (CMIA)</b>                                     | Victor Poore                            | 202-874-6751                 |
| <b>Cash Management Made Easy</b>  | Teri Hoehn                              | 202-874-6694                 |
| <b>Check Inserts</b>  | William Mehr                            | 202-874-6932                 |
| <b>Child Support</b>  | Debt Program Division                   | 202-874-0540                 |
| <b>Collateral (TT&amp;L)</b>  | Mary Bailey                             | 202-874-7055                 |
| <b>Collections and Cash Management Modernization (CCMM)</b>                       |   |                              |
|   | Gregory Till                            | 202-874-6935                 |
|   | Andrew Ganahl                           | 202-874-6835                 |
| <b>Credit Bureau Reporting</b>  | Accounting & Agency Services Division   | 202-874-8580                 |
| <b>Credit and Debt Management Policy</b>  | Business Management Staff               | 202-874-6600                 |
| <b>Cross-Servicing Debt Exemptions</b>  | Business Management Staff               | 202-874-6600                 |
| <b>Current Value of Funds Rate</b>  | Denice Wilson                           | 202-874-9428                 |
| <b>Debit Card Program</b>   | Alexander Dashevsky                     | 202-874-6955                 |
| <b>Debt Check</b>   | Debt Program Division                   | 202-874-0540                 |
| <b>Debt Collection Agency Training &amp; Education</b>                            | Accounting & Agency Services Division   | 202-874-8580                 |
| <b>Debt Collection Center Designation</b>   | Business Management Staff               | 202-874-6600                 |
| <b>Debt Collection Performance</b>  | Accounting & Agency Services Division   | 202-874-8580                 |
| <b>Debt Management Agency Facilitation</b>  | Accounting & Agency Services Division   | 202-874-8580                 |



# Financial Management Service Contact Directory 2008

| <b>PROGRAM/SERVICE</b>  | <b>CONTACT NAME</b>                             | <b>PHONE</b>                                 |
|---|---|--|
| Debtor Inquiries  | Debt Management Operations Center (BDMOC)       | 888-826-3127                                 |
| Direct Express Implementation Program Operations  | Brett Smith<br>Sally Phillips                   | 202-874-6666<br>202-874-7106                 |
| Electronic Check Processing (ECP)   | Craig Sadick                                    | 202-874-6754                                 |
| Electronic Federal Tax Payment System (EFTPS) Development/Operations Marketing                                      | Russell Kuehn<br>Melanie Rigney                 | 202-874-5784<br>202-874-6763                 |
| Electronic Transfer Account (ETA) Policy  | Pamela Jordan                                   | 202-874-7143                                 |
| Enterprise Data Architecture/XML Standards  | Ed Coia<br>Marcel Jemio<br>Brian Brotsos        | 202-874-7039<br>202-874-6838<br>202-874-1618 |
| FedDebt   | Debt Management Operations Center (BDMOC)       | 800-858-0725                                 |
| Federal Agencies Centralized Trial Balance System I (FACTS I)   | Dave Strobel                                    | 202-874-9927                                 |
| Federal Agency Liaison (Collections)  | Carolyn Dunston                                 | 202-874-7491                                 |
| Federal Reserve Electronic Tax Application (FR-ETA)   | Mike Chew<br>Robin Xenakes                      | 202-874-7064<br>202-874-4089                 |
| Fed Tax II  | Mark Stevens                                    | 202-874-4288                                 |
| Fedwire Deposit System  | Phyllis Allen<br>Zelda Gantt<br>Tamara Whitaker | 202-874-3528<br>202-874-6894<br>202-874-7132 |
| Financial Accounting and Services Division (FASD) Credit Accounting Branch Judgement Fund Branch Surety Bond Branch | Scott Barber<br>Kevin McIntyre<br>Rose Miller   | 202-874-8740<br>202-874-6664<br>202-874-6850 |
| Financial Connection, The   | Teri Hoehn<br>Gregory Crawford                  | 202-874-6694<br>202-874-6857                 |
| Financial EDI Payments  | Jenie Perry                                     | 512-342-7303                                 |
| Financial Organization Master File (FOMF)   | Dwight Sage                                     | 816-414-2302                                 |
| Financial Report of the U.S. Government   | Karen Hunter                                    | 202-874-9910                                 |
| Foreign Check Issues  | William Mehr                                    | 202-874-6932                                 |
| Foreign Currency Accounting   | Rick Barnett<br>Lauren Gant<br>Andrea Pearson   | 202-874-7994<br>202-874-8004<br>202-874-8001 |
| General Lockbox Network   | Michael Salapka                                 | 202-874-8919                                 |
| Gold Book Government On-Line Accounting Link System (GOALS II)  | Pamela Lipscomb<br>Angela Vessels               | 202-874-9061<br>202-874-8504                 |
| Governmentwide Accounting Modernization Project Agency Outreach Liaison   | Cindi Jansohn<br>Michael Norman                 | 202-874-8464<br>202-874-8788                 |
| Green Book  | Dale Walton                                     | 202-874-7118                                 |
| Holistic Approach   | Carolyn Dunston                                 | 202-874-7491                                 |



# Financial Management Service Contact Directory 2008

| <b>PROGRAM/SERVICE</b>   | <b>CONTACT NAME</b>                       | <b>PHONE</b>   |
|--|---|--|
| Imprest Fund Management: Policy  | Denice Wilson                             | 202-874-9428   |
| Intergovernmental Payment and Collections (IPAC)   | Susan Markland                            | 202-874-9816   |
| International Treasury Services (ITS.gov)<br>Policy<br>Operations  | Susan Helm<br>Ethan Cole                  | 202-874-6873<br>816-414-2102                                 |
| Internet Payment Platform  | Pavita Murthi                             | 202-874-3685   |
| Intragovernmental Fiduciary Confirmation System (IFCS)   |   | 202-874-9910   |
| IRS Lockbox Network  | Mark Stevens<br>Charlene Queen-Hunter     | 202-874-4288<br>202-874-6579                                 |
| Notification of Change   | Austin Help Desk<br>Kansas City Help Desk | 512-342-7300<br>816-414-2100                                 |
| PACER On-Line:<br>Non Treasury-Disbursed Agencies<br>Treasury-Disbursed Agencies   | Michael Harrison<br>David Winters         | 202-874-3838<br>202-874-9138                                 |
| Paper Tax Application (PATAX)  | Mike Chew<br>Robin Xenakes                | 202-874-7064<br>202-874-4089                                 |
| Pay.gov  | Marshall Henry                            | 202-874-6940   |
| PCC OTC (Paper Check Conversion Over-the-Counter)  | Reginald McKinney<br>Bonnie Ray           | 202-874-6983<br>202-874-2138                                 |
| Postage Payments   | Dale Walton                               | 202-874-9428   |
| Private Collection Agencies  | Private Collection Division               | 202-874-8700   |
| Prompt Payment   | Denice Wilson                             | 202-874-9428   |
| Regional Financial Centers<br>Austin Financial Center<br>Kansas City Financial Center<br>Philadelphia Financial Center<br>San Francisco Financial Center |   | 512-342-7300<br>816-414-2100<br>215-516-8000<br>510-594-7300 |
| Remittance Express (REX)   | John Schmid                               | 202-874-7026   |
| Repurchase Agreement (Repo)  | Thompson Sawyer                           | 202-874-7150   |
| Salary Offset  | Debt Program Division                     | 202-874-0540   |
| Secure Payment System  | Gary Ng                                   | 202-874-6947   |
| Seized Currency Network  | Mike Zeigler                              | 202-874-8906   |
| Shared Accounting Module (SAM)   | Ed Coia                                   | 202-874-7039   |
| State Income Tax Debt  | Debt Program Division                     | 202-874-0540   |



# Financial Management Service Contact Directory 2008

| <b>PROGRAM/SERVICE</b>   | <b>CONTACT NAME</b>                   | <b>PHONE</b> |
|--|---------------------------------------|--------------|
| State and Local Government Tax Withholding Agreements              | Denice Wilson                         | 202-874-9428 |
| State Reciprocal Agreement   | Debt Program Division                 | 202-874-0540 |
| Stored Value Cards   | Graham MacKenzie                      | 202-874-1845 |
| Tax Levy   | Debt Program Division                 | 202-874-0540 |
| Tax Refund Offset  | Debt Program Division                 | 202-874-0540 |
| TGA Bank Network   | Deborah Pearson                       | 202-874-7496 |
| TGANet   | Donald Clark                          | 202-874-7092 |
| TOP (Treasury Offset Program)                                      | Debt Program Division                 | 202-874-0540 |
| TOP Call Center  | TOP Systems and Operations (BDMOC)    | 800-304-3107 |
| TOP Payment Exemptions   | Debt Program Division                 | 202-874-0540 |
| Transaction Reporting System (TRS)                                 | Christina Cox                         | 202-874-7207 |
| Treasury Check Information System (TCIS)                           | Lourde Romain-Prue                    | 202-874-9582 |
| Treasury Check Offset  | Marva Evans                           | 202-874-8256 |
| Treasury Disbursed Payment Inquiries                               | Austin Financial Center               | 512-342-7300 |
| Treasury Investment Option   | Thompson Sawyer                       | 202-874-7150 |
| Treasury Investment Program (TIP)                                  | Thompson Sawyer                       | 202-874-7150 |
| Treasury Receivable Accounting and Collection System (TRACS)       | Cathie Blewitt                        | 202-874-7920 |
| Treasury Report on Receivables (TROR)                              | Accounting & Agency Services Division | 202-874-8580 |
| TRUFACS  | Alexander Dashevsky                   | 202-874-6955 |
| TT&L (Treasury Tax & Loan) Plus                                    | Thompson Sawyer                       | 202-874-7150 |
| Unclaimed Moneys   | Laverne Triplett                      | 202-874-8262 |
| USCIS Lockbox and e-Filing (U.S. Citizenship Immigration Services) | Felipe Perdomo                        | 202-874-2166 |
| USSGL (U.S. Standard General Ledger Division)                      | Judy Yuran                            | 202-874-6308 |

## Upcoming FMS Events

### Collections and Cash Management Modernization (CCMM) Forums

February 21, 2008 • GSA Auditorium, Washington, D.C. Contact Angela Dixon at 202-874-6615 for information.

March 12, 2008 • Emeryville, CA Contact Michelle LaCome at 510-594-7327 for information.

### FMS/Debt Management Services Workshops

#### Debt Collection 101 (DC101) and Treasury Report on Receivables (TROR).

Coming up in March 2008.

Contact Stephanie Anderson or Shirley Williams-Jefferson at 202-874-8580 for information.