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Success Rolls Forward, as FMS Prepares For the Challenges of 2010

By Dave Lebryke, Commissioner, Financial Management Service

As I look back over 2009, it was certainly a year of change, but also one of significant accomplishment. On the change side, we welcomed a new Secretary, Timothy F. Geithner, the 75th Secretary of the Treasury. In the Office of the Fiscal Assistant Secretary, Dick Gregg, someone familiar to many of us, returned and is serving as the Acting Fiscal Assistant Secretary. At FMS, Judy Tillman, retired in April, and I moved from the Deputy Commissioner to the Commissioner position shortly thereafter. Wanda Rogers moved up

(Continued on page 3)



IPAC 2010: Re-architecture Efforts Address FMS Strategies and Goals

By Dominique McCreary, IPAC Division

The Intra-Governmental Payment and Collection (IPAC) System's primary purpose is to provide a standardized interagency fund transfer mechanism for Federal Program Agencies (FPAs). IPAC facilitates a standardized intra-governmental non-cash transfer of funds, with descriptive data from one FPA to another.

IPAC Supports Treasury's efforts to timely, accurately and efficiently disburse payments, collect receipts and operate federal government cash management processes through

end-to-end electronics, automation and re-engineering efforts.

The IPAC System contains multiple components:

- The Retirement and Insurance Transfer System (RITS) was conjunctively developed by OPM and FMS. The primary objective of this application is to automate the transfer of Federal employees' health benefits, retirement and life insurance program information and payments.

(Continued on page 5)



A Message from the Publisher of the Financial Connection

By Carolyn Dunston, Publisher, *Financial Connection*

Dear Financial Connection Readers:

As we begin another year of the *Financial Connection (FC)*, I want to thank each of you for your support of FMS's News. The past year was truly an eventful one for the Financial Management Service (FMS), as well as other federal agencies. As the publisher of the FC, it has been my pleasure to share with you a wealth of newsworthy articles about our bureau's initiatives, developments and strategic changes in the areas of federal payments, collections, governmentwide accounting and debt management services. We have also been delighted to cover your agencies' best practices and special partnerships with FMS programs in each of our various areas.

FMS is a "service-oriented" agency – keep in mind, **Service** is part of our name. We constantly strive to meet your agency's needs, as well as to provide customer service at the highest level. We believe strongly in a values-based culture and have incorporated those values into all our activities, which are captured in our principles of the "Five I's" – Information Sharing, Inclusion, Individual Respect, Integrity and Informality.

Past issues of the FC have broadcast an array of news articles featuring each of FMS's business lines, i.e., payments, collections, governmentwide accounting, debt collection, and cash management improvements. Within our news publication we sought to provide agencies with timely updates on each of FMS's modernization initiatives currently underway: the Collections and Cash Management Modernization (CCMM), Financial Information Reporting Standardization (FIRST), Governmentwide Accounting Modernization Project (GWAMP), Payment Application Modernization (PAM), PrinCE, Treasury Offset Program (TOP), and, additionally, special Treasury initiatives such as Go Direct,[®] Direct Express and the Stimulus Payments.

Why is it so important to keep you informed about new and changing developments within FMS? Operating as the federal government's financial manager, FMS manages the nation's finances by collecting money due to all federal agencies (including delinquent debt), making its payments, and performing central accounting functions. As such, agencies must be kept abreast of potential impacts in order that they may make sound business decisions. The FC is one of FMS's best tools to help you stay informed and attuned to "what's happening" in and around FMS.

This edition of the news provides our "much anticipated" annual FMS Contact Directory, beginning on page 12. It will help you to quickly locate the appropriate people and programs you seek within FMS.

Throughout 2010, it is our desire to continue publishing valuable "news you can use" to benefit your federal agency. If you should have any comments or suggestions, regarding the FC, please feel free to contact me, or our Editor-in-Chief, Teri Hoehn, directly.

Best Regards,
Carolyn Dunston, Publisher
Director, Agency Relationship Management Division





Success Rolls Forward, as FMS Prepares for the Challenges of 2010

By Dave Lebryk, FMS Commissioner

(Continued from page 1)

to the Deputy Commissioner position. Two Assistant Commissioners, Jim Sturgill, the Assistant Commissioner for Governmentwide Accounting, and Rita Bratcher, Assistant Commissioner for Payment Management retired after very successful federal careers. Dave Rebich returned to Governmentwide Accounting as the new Assistant Commissioner. Assistant Commissioner, Sheryl Morrow, moved over to Payment Management. And finally, Kristine Conrath takes over for Sheryl as the Assistant Commissioner for Federal Finance.

While there has been a significant amount of change, our commitment and passion around our mission has not changed. Our core mission -- to provide central payment services, operate the federal government's collections and deposit systems, provide governmentwide accounting and reporting services, and manage the collection of delinquent debt owed to the government -- is as important as ever, and we had a very successful year. Here are a few of the key highlights from the past year.

In the payments arena, FMS disbursed more than one billion payments, almost 81% electronically, with an efficiency and accuracy rate of 100%. We collected nearly \$2.86 trillion in government collections with 83% of that accomplished via electronic mechanisms. While we made progress in moving forward in our strategic goal of increasing electronic payments and collections, we see great opportunity for further gains in the year ahead.

Our Debt Management programs have done extremely well and during the year collected \$5.1 billion of delinquent government debt, nearly half of which was for delinquent child support. We see immense potential for growth in this area and we look forward to further expansion. In the realm of financial

“While there has been a significant amount of change, our commitment and passion around our mission has not changed. Our core mission — to provide central payment services, operate the federal government’s collections and deposit systems, provide government-wide accounting and reporting services, and manage the collection of delinquent debt owed to the government – is as important as ever, and we had a very successful year.”

accounting, we met a 100% timeliness and accuracy standard on both daily and monthly Treasury statements.

We also have several transformative business and information technology efforts underway to streamline and modernize programs which will increase efficiency and reduce costs. These interlinked projects are aimed at facilitating FMS's ability to provide agencies with dependable, cost-effective, and richly featured financial services. Several of these projects, such as the Governmentwide Accounting Modernization Project and the related Shared Accounting Module, the Financial Information and Reporting Standardization initiative, the Payment Application Modernization, and the systems of the Collections and Cash Management Modernization effort no doubt you've heard of. We have been out in the agencies talking about them, discussing them at conferences, and providing information about them in correspondence like the Financial

Connection. Pilots and software releases of these programs or components of the programs operated during 2009 produced positive results. These modernization efforts will change how FMS and our customer agencies interact, and improve the quality and timeliness of our shared financial information.

This will be an exciting year for FMS, as sound financial management has taken on increased importance across government. FMS is well positioned to help meet these challenges. We not only have a strong management team, but also staff committed to taking on new challenges and work

while continuing the high value of customer service you expect and deserve from FMS.

FMS Key Statistics (FY 2009)

- Funds Disbursed Annually nearly \$2.3 trillion
- Funds Collected Annually nearly \$2.86 trillion
- Delinquent Debt Collected \$5.1 billion
- Child Support Collected \$2.1 billion
- Electronic Federal Tax Payment System (EFTPS) more than 97.9 million transactions totaling more than \$1.89 trillion (EFTPS Collections)



A Winning Team: FMS and the Office of Child Support Enforcement

By *Debt Management Services*

The Financial Management Service (FMS) and the Office of Child Support Enforcement (OCSE) have been working on two efforts to improve debt collection government-wide. On November 3, 2009, four employees from Debt Management Services' Debt Program Division (DMS-DPD) were recognized by the Commissioner of the Federal OCSE, Vicki Turetsky. The DMS employees were Alyssa Riedl, Horace Tate, Barbara Patterson, and Beth Schmid. They each received the Commissioner's Award for High Performance, presented at a luncheon at the 19th National Child Support Training Conference at the Renaissance Hotel in Washington, D.C. This award was presented in recognition of FMS's efforts in collecting record amounts of delinquent child support through the Treasury Offset Program (TOP). While presenting the award, Vicki Turetsky mentioned the success of TOP in collecting and distributing over \$28 billion in child support payments. The

members of DPD who work with the TOP program have been instrumental in increasing the efficiency of efforts to collect



(From left) Beth Schmid, Alyssa Riedl, and Vicki Turetsky, Commissioner of OCSE.

delinquent child support debt.

FMS and OCSE are further enhancing their partnership in other innovative ways. They have

been working together for nearly two years on a project to provide employer information to FMS from the National Directory of New Hires Database (NDNH) on delinquent debtors. On October 14, 2009, FMS and OCSE celebrated the signing of the Memorandum of Understanding document at OCSE's office in Washington, DC. OCSE maintains NDNH, which stores information on all newly employed people, as well as persons who have been continuously employed for years. DMS will utilize the employment information in a number of ways to increase debt collections. DMS will use the information for increasing collections through administrative wage garnishment (AWG), which collected \$7.9 million in FY 2009. DMS will determine a debtor's ability to pay and encourage the establishment of payment agreements. The addition of this employment information to DMS's collection program is a strong step toward increasing collections. FMS and OCSE are proud to celebrate their ongoing collaborative effort to increase collections government-wide.



(Back row from the left) Jennifer Plant, FMS, Linda Deimeke, OCSE, Mark Hershman, FMS, Richard Burnham, FMS, Linda Boyer, OCSE, Gail Blackmon-Henderson, FMS and Jean Shaw, OCSE.

(Front row from the left) Jennifer Morgan, OCSE, Anita Triantafilledes, FMS, Ann Pavelek, FMS, Jeffrey Schramek, FMS, and Louis Ortiz, OCSE.





IPAC 2010: Re-architecture Efforts Address FMS Strategies and Goals

By *Dominique McCreary, IPAC Division*

(Continued from page 1)

- The Treasury Receivable Accounting and Collection System (TRACS) interface was created to efficiently streamline the transfer of funds between FMS and FPA's. TRACS is widely recognized as FMS's check claims application. Through IPAC, the check claims process is expedited, along with the check disbursement data for which Treasury has authority.
- Other applications offer IPAC administrators the ability to manage IPAC's executive functions, for example, approve billable status change requests; approve Parent/Child relationships; approve agency required fields; communicate with users via "must see" messages.

governmental business processes, by using existing technology and architecture to merge business processes and data within established intra-governmental applications.

IPAC is being driven to upgrade its capabilities and functionality as a result of the Governmentwide Accounting Modernization Project (GWAMP) recommendations, Financial Management Line of Business (FMLoB) direction, Treasury and FMS strategies and goals, standardization conformance, cost, and risk. IPAC must adapt to these changes. IPAC supports the Common-Governmentwide Accounting Code (CGAC) structure, to define a standardized way of depicting financial information when classifying the

- *Support FMLoB and GWAMP initiatives* - Providing federal agencies with timely, accurate, and reliable intra-governmental financial information, and ability to support multiple legacy formats as the FMS incorporates the CGAC structure.
- Implement central processes and systems changes to enable federal agencies to migrate to the CGAC structure.
- Implement functionality to provide Classification Key (C-Key) for Retirement and Insurance Transfer System (RITS) payroll activity and Treasury Receivable Accounting and Collection System (TRACS) interface aftermath activity.

IPAC Statistical Chart: FY 2002-2009		
Fiscal Year	Transactions	\$ Amount
2002	730,353	\$30,501,598,269,319
2003	929,566	\$40,804,302,986,906
2004	1,022,572	\$44,964,368,114,676
2005	1,025,320	\$49,357,835,874,120
2006	1,002,328	\$55,259,100,695,732
2007	995,384	\$63,088,352,130,383
2008	1,011,139	\$70,983,908,612,922
2009	1,080,225	\$81,264,546,157,628

There are over 250 agencies worldwide and over 2,800 active users in the IPAC system. IPAC's most recent numbers reflect the magnitude and effectiveness that makes IPAC a vital component of FMS's financial systems. Since its launch in December 2001, IPAC has processed over 8 million transactions, with a total dollar value over \$466 trillion.

The chart on this page shows IPAC's transaction volume and dollar amount since inception in 2001.

Current Initiatives

In 1st quarter 2010, IPAC will implement the enterprise-wide reporting solution (IBI WebFOCUS). IPAC is dedicated to improving its reporting capabilities and functionalities in accordance with recommendations from user input.

Future Initiatives

IPAC supports the overall vision of FMS's management of intra-

effects of governmental business activity. This initiative will bridge the gap between the CGAC implementation, GWAMP and support of the Central Accounting System changes.

In 2010 and beyond, IPAC's focus will be on the Re-architecture effort addresses FMS strategies and goals by developing interfaces to other applications and leveraging business process improvements; this will be a phased implementation of technologies to fully utilize the capabilities of the Treasury Web Applications Infrastructure (TWAi), and provide the ability to rapidly accept new data fields, locate transaction information, and facilitate the communication between agencies performing payment, collection and adjustment functions. Planning for the re-architecture began in 2009, with more detailed requirements being defined in 2010. Key strategic imperatives for IPAC over the next 36 months include:

facilitate the communication between agencies performing payment, collection and adjustment functions.

Daily transactions and volumes of usage continuously define how IPAC affects the overall governmental business activity between FPAs. The future will bring about new technology and initiatives which IPAC is dedicated to adhering. As agencies become more dependent on technology, the use of IPAC will be a commonality among all federal agencies.

To find more about IPAC, visit our website at www.fms.treas.gov/ipac for general information, FAQs, updates, upcoming events and inquiries about becoming an IPAC user. For assistance with IPAC, please contact the Treasury Support Center at 1-866-809-5218 or IPAC@stls.frb.org.



FMS Leadership on the Move



Sheryl Morrow, New Assistant Commissioner of Payment Management. Formerly, Assistant Commissioner, Federal Finance.

Dave Rebich, New Assistant Commissioner of Governmentwide Accounting. Formerly, Assistant Commissioner (CFO), Management.



Kristine Conrath, New Assistant Commissioner of Federal Finance. Formerly, Director of the Revenue Collection Group, Federal Finance.

Melody Barrett, New Director of the Office of Legislative and Public Affairs.





CCMM's Debit Gateway - New Settlement Application for Checks and ACH

By Rafael Blasini, Settlement Services Division

The Collections and Cash Management Modernization (CCMM) initiative is a multi-year effort to simplify and modernize FMS's and Treasury's collections and cash management programs. One of the key goals of the CCMM effort is the separation of the settlement operations from existing collection programs so that there is one system per settlement mechanism (i.e., credit card, Automated Clearing House (ACH) debit/check, ACH credit/wire). Rather than perform settlement itself, each channel application will invoke the new settlement applications, which will provide shared services. The Debit Gateway is one of the new settlement applications that will process checks and ACH debits as part of CCMM.

What are the Benefits of the Debit Gateway program?

It will:

- Effectively manage relationships associated with providing settlement services;
- Efficiently manage collection item presentment and settlement through a single application with direct management responsibilities; and
- Provides better planning and monitoring activities for improved expense control and maximum availability.

This new gateway application will replace functionality found within the current applications and provide substantially greater system capacity and throughput.

How the Debit Gateway works? It will:

- Receive check and ACH transaction data from multiple collection channel applications;
- Determine whether to present the transaction as an ACH entry, or as an image check;



- Create payment mechanism formatted entries and presentment/origination files;
- Deliver entry image cash letters and ACH origination files to FedForward (image check) and FedACH (ACH);
- Process returned checks and ACH debits; and
- Provide check and ACH debit entry settlement data to the channel applications for subsequent reporting to agencies.

ACH transaction files can be received from the channels by the application in multiple formats, including Extensible Markup Language (XML) and flat files. ACH transactions received by the gateway are presented to the receiving bank through an

ACH debit origination file delivered to FedACH.

Check transactions data is analyzed by the gateway to decide the best settlement mechanism in which to clear the transaction, whether through check truncation using the FedForward (image presentment) service or conversion to an ACH debit entry. If the Gateway decides that conversion to an ACH debit is the best method to clear the check, the system utilizes the transaction data to send an entry to FedACH initiating the settlement process. If the decision is made to clear the check payment via image presentment (check truncation), the Gateway will request the check image from the submitting channel and create an image cash letter. The settlement information is then provided back to the channel application for subsequent delivery to the Transaction Reporting System (TRS).

The Debit Gateway is currently under development and scheduled for production in the second quarter of 2010. The first collection channel to convert to the new gateway will be Pay.gov (non-tax electronic payment portal) in April 2010. Transaction data from Electronic Check Processing (ECP) and Paper Check Conversion Over the Counter (PCC OTC) will be received in the third quarter of calendar year 2010. The Electronic Federal Tax Payment System (EFTPS) is scheduled to be the last collection channel for conversion.

For more information about CCMM's new Debit Gateway, contact Bill Brushwood, Director, Settlement Services Division at 202-874-1251.



FMS Commissioner, Dave Lebryk and Assistant Commissioner,

By Sean Kemple, Agency Enterprise Solutions Division

FMS Commissioner Dave Lebryk and Assistant Commissioner for Payment Management, Sheryl Morrow toured the U.S. Navy aircraft carrier USS Harry S. Truman at Norfolk Naval Base last fall to observe Treasury's Navy Cash Program in action. They were joined by Mike Burnum, Director of FMS's Agency Enterprise Solutions (AES), and FMS and Navy personnel who manage the Navy Cash Program.

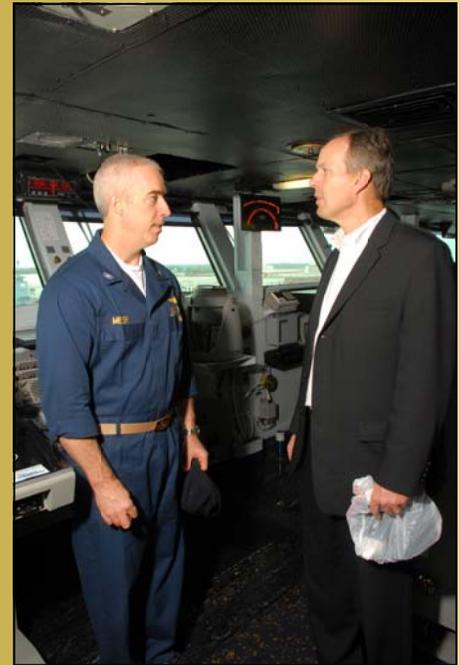
consulting group LMI, provided an in-depth look at the Navy Cash Program, from back-office operations to data transmission to and from the ship.

Commissioner Lebryk told the group, "Navy Cash is one of the programs we are very proud of at FMS because of how it supports overall Navy and Marine Corps goals of increased cash efficiencies aboard ship. We also are proud to support our Sailors and Marines by providing safe and easy access to their money."

The FMS tour team first gathered at the Fleet and Industrial Supply Center (FISC) Norfolk, where they were greeted by FISC representatives including Commanding Officer, Capt. Ruth Christopherson, Capt. Joe Hennessy and

Hugh Chin. FISC provides Fleet support for Navy Cash by working with the Fleet to answer questions and solve problems, and represents the Fleet by addressing Fleet issues at Navy Cash management meetings.

While boarding the USS Harry S. Truman, Commissioner Lebryk was honored by the ringing of eight bells, an honor accorded to Vice Admirals in the Navy. Aboard the ship, the FMS



Executive Officer, John F. Meier speaks with Commissioner Lebryk during a tour of the ship's bridge.

leadership team was greeted by the Executive Officer, Navigator, Assistant Supply Officer, and Disbursing Officer. FMS leadership dined in the Wardroom (officers' mess) and paid for their meal using their new Navy Cash cards. The group then visited the disbursing office where they saw a demonstration of (Continued on page 9)



Commissioner Lebryk, Assistant Commissioner Morrow, and FMS's Director of AES, Mike Burnum, are led on a tour of the flight deck of the USS Harry S. Truman by Lt. Cmdr. Mark Garrigus, Assistant Supply Officer.

Navy Cash is a service designed to reduce the amount of cash on board Navy ships through the use of a stored value card, which can be used at the ship's store, in vending machines, and for other purchases. Navy Cash provides Sailors and Marines with secure and convenient access to their personal funds while deployed. The object of this program is to provide a cash management solution to the Navy's challenge of transporting cash and coins on ships.

Members of the Navy Cash team from FMS' Financial Agent JPMorgan Chase, and from L-3 Communications and the



ABH3 Harry W. Beck, who works for the handler of the flight deck, explains to the FMS team how the USS Harry S. Truman's flight deck is managed.



Sheryl Morrow Visit the USS Harry S. Truman

(Continued from page 8)

how Navy Cash has dramatically reduced costs and removed workload from the ship.

One benefit of Navy Cash is a reduction in the number staff needed to manage cash on ships; however, the largest benefit of the program is how it serves the Sailors and Navy personnel aboard the ships. Having safe and secure access to personal funds means having one less thing to worry about during deployment.

According to Edie Johnston, Navy Cash Logistics Coordinator for Naval Supply Systems

discuss the roles and missions of the U.S. Navy aircraft carrier within the context of the Maritime Strategy and how systems such as NAVY CASH play into the equation. As compared to my tour of duty as a Disbursing Officer years ago in a strictly cash environment, my Disbursing team



Commissioner Lebryk and Sean Kemple, FMS Program Manager for Navy Cash, speak with Hugh Chin of Naval Supply Systems Command - Fleet Industrial Supply Center (NAVSUP FISC) at the ship's store.



Commissioner Lebryk pays for his meal at the Wardroom, while aboard, with his newly issued Navy Cash card.

now enjoys the manpower savings, added security to the sailor, and increased banking flexibility that Navy Cash has brought to the table. It is truly a step into the future to be able to gain access to your hometown bank and conduct cashless transactions throughout the ship

completion in fiscal year 2010 and continuing installations on newly constructed ships.



Command (NAVSUP), which serves as the Navy program office for the Navy Cash program, "Navy Cash allows the fleet to have full and easier access to their funds while allowing deploying ships to carry and handle less cash than ever before."

LCDR Mark Garrigus, the Assistant Supply Officer onboard USS Harry S. Truman said, "it was a true pleasure to have an opportunity to provide a tour to the U.S. Treasury FMS Leadership group. The visit afforded TRUMAN a few hours to provide a walking tour of the ship's spaces and

while at sea."

At full rollout, Navy Cash is projected to reduce the demand for hard currency aboard Navy ships by \$73 million per year. Navy Cash is currently operating on 149 Navy ships, with full Fleet installation scheduled for



(From left) Ensign Imani I. Charles, Sheryl Morrow, Assistant Commissioner, Payment Management, Dave Lebryk, FMS Commissioner, and Lt. Cmdr. Mark Garrigus with the ship's bell, which rang eight times to honor the Commissioner's boarding.



Collections 2010 and Beyond: Preparing Your Agency for the Road Ahead – Part II

Financial Management Service
U.S. Department of the Treasury



Collections 2010 and Beyond: Preparing Your Agency for the Road Ahead — **Part II**

may include presentations on:

- **Holistic Approach**
- **GWA (TAS/BETC)**
 - **TRS Update**
 - **Pay.gov**

Federal Program Agencies will learn all about changes coming for their agencies, the impacts, timeframes and exactly how to prepare.

Is Your Agency Prepared for CCMM?

Mark the Date

for this 2nd free Webinar
Thursday, June 24, 2010

1:00 – 3:00 p.m.

Watch for upcoming information at

www.fms.treas.gov/ccmm



Agency Enterprise Solutions Division Welcomes Four New Employees to Middle East Assignments

By *Graham Mackenzie, Agency Enterprise Solutions Division*

FMS recently selected four new Sustainment Specialists to provide on-site operational support, training and proactive software/hardware maintenance to the EagleCash Stored Value Card (SVC), Paper Check Conversion Over the Counter (PCC OTC), and International Treasury Services (ITS.gov) programs. These Treasury programs support U.S. military operations in areas where it is difficult to conduct traditional cash management missions.

The Specialists received training in Washington, D.C., Boston, MA, and Fort Benning, GA. Each of the Agency Enterprise Solutions (AES) division's new Specialists are now deployed and working in primary theatres of operation in Afghanistan, Iraq, Kuwait and Qatar.

The FMS Sustainment Specialists add value everyday by assisting the U.S. military and ensure the "operational excellence" of these mainstream Treasury applications on the battlefield.

The new specialists include: **Jonathan Homeyer**, serving at Kandahar Air Field in Afghanistan; **John Carr**, serving in Balad Air Base, Iraq; **Russell Hacecky**, serving in Al Udeid Air Base, Qatar; and **Laney Bare**, serving at Camp Arifjan, Kuwait. Each were welcomed at receptions here in Washington, D.C., prior to their departure, with Commissioner Dave Lebryk, Deputy Commissioner, Wanda Rogers, Assistant Commissioner of Payment Management, Sheryl Morrow, and Deputy Assistant Commissioner of Payment Management, Janice Lucas.



FMS Commissioner, Dave Lebryk thanks Laney Bare for his upcoming FMS service in Kuwait.



(Front row from left) Jonathan Homeyer and John Carr. (Back row from the left) Graham Mackenzie, Manager, Stored Value Card Programs; Mike Burnum, Director, AES Division; Sheryl Morrow, Assistant Commissioner, Payment Management; Dave Lebryk, FMS Commissioner; Tony Taylor, Team Leader AES; and Mike Bolin, EagleCash Project Manager.



(From left) Janice Lucas, Deputy Assistant Commissioner, Payment Management; Tony Taylor, Team Leader AES; Sheryl Morrow, Assistant Commissioner, Payment Management; Dave Lebryk, FMS Commissioner; Russell Hacecky; Laney Bare; Wanda Rogers, Deputy Commissioner of FMS, Graham Mackenzie, Manager, Stored Value Card Programs; and Mike Burnum, Director AES.



Financial Management Service 2010 Contact Directory

PROGRAM/SERVICE

CONTACT NAME

PHONE

Administrative Wage Garnishment	Debt Management Operations Center	202-874-8700
Agency Cross-Servicing Federal Program Agency Inquiries	Debt Management Operations Center	800-858-8700 800-858-0725
Agency Location Code		
Check Resolution Division (4 digits)	Brent Weaver	202-874-8259
Cash Accounting Division (8 digits)		202-874-8891
ASAP (Automated Standard Application for Payments)		
Agency Implementation Development Operations	Carol Cole Cheryl Murray Philadelphia Regional Financial Center Kansas City Regional Financial Center San Francisco Regional Financial Center	202-874-6542 202-874-6467 215-516-8021 816-414-2100 510-594-7182
Automated Clearing House (ACH)		
• 31 CFR 210 (ACH Rules)		
• Collections	Bill Brushwood Bill Brushwood	202-874-1251 202-874-1251
• Disbursements:		
Payments and Claims Formats	Margot Kaeser	202-874-6781
Product Development	Dale Walton	202-874-7118
Risk Assessment/Security	Dick Bauder	202-874-6576
Technical Requirements	Margot Kaeser	202-874-6781
• Treasury Disbursed Payments		
Kansas RFC Help Desk		816-414-2100
Payment Management Help Desk		512-342-7300
• Regulations and Policy	Bill Brushwood	202-874-1251
Card Acquiring Service	Dena Corson	202-874-0807
CA\$HLINK II	Call Center Phyllis Allen Zelda Gantt Julie Davis	800-346-5465 202-874-3528 202-874-6894 202-874-6714
Cash Management Improvement Act (CMIA)	Victor Poore	202-874-6751
Cash Management Made Easy	Teri Hoehn David Burgess	202-874-6694 202-874-8645
Check Claims	Dawn Young Johns	202-874-8445
Check Inserts	Jennifer Jenkins	202-874-7133
Check Reconciliation	Brent Weaver	202-874-8259
Child Support	Debt Program Division	202-874-0540
Collateral	Mark Stromer	202-874-7018
Credit Bureau Reporting	Accounting & Agency Services Division	202-874-8580
Credit and Debt Management Policy	Business Management Staff	202-874-6600
Cross-Servicing Debt Exemptions	Business Management Staff	202-874-6600
Current Value of Funds Rate	Denice Wilson	202-874-9428
Debt Check	Debt Program Division	202-874-0540
Debt Collection Agency Training & Education	Accounting and Agency Services Division	202-874-8580
Debt Collection Center Designation	Business Management Staff	202-874-6600



Financial Management Service 2010 Contact Directory

PROGRAM/SERVICE

CONTACT NAME

PHONE

<u>PROGRAM/SERVICE</u>	<u>CONTACT NAME</u>	<u>PHONE</u>
Debt Collection Performance	Accounting & Agency Services Division	202-874-8580
Debt Management Agency Facilitation	Accounting & Agency Services Division	202-874-8580
Debt Write-Off	Business Management Staff	202-874-6600
Debtor Collection Inquiries	Treasury Offset Program Call Center	888-304-3107
	Debt Management Servicing Center	888-826-3127
Department of Justice Debt Referrals	Private Collection Division	202-874-8700
Direct Express	Dale Walton	202-874-7118
Document Examination	Heather Davis	202-874-8084
Electronic Check Processing (ECP)	Craig Sadick	202-874-6754
Electronic Federal Tax Payment System (EFTPS)		
Development/Operations	Russell Kuehn	202-874-5784
Marketing	Melanie Rigney	202-874-6763
Electronic Transfer Account (ETA) Policy	Shirley Hopkins	202-874-6926
Enterprise Data Architecture/XML Standards	Ed Coia	202-874-7039
	Marcel Jemio	202-874-6838
	Brian Brotsos	202-874-1602
FedDebt	FedDebt Agency Liaisons	800-858-0725
Federal Agencies Centralized Trial Balance System I (FACTS I)	Mary Baldwin	202-874-0864
Federal Agency Liaison (Collections)	Carolyn Dunston	202-874-7491
Federal Finance Modernization Planning Office	Gregory Till	202-874-6935
Federal Reserve Electronic Tax Application (FR-ETA)	Mike Chew	202-874-7064
Fedwire Deposit System	Phyllis Allen	202-874-3528
	Zelda Gantt	202-874-6894
	Rafael Blasini	202-874-1641
	Randolph Maxwell	202-874-3720
Financials, Accounting, Collections, Disbursements & Reconciliation System (FACDR)	Accounting & Agency Services Division	202-874-8580
Financial Accounting and Services Division (FASD)		
Credit Accounting Branch	Scott Barber	202-874-8740
Judgement Fund Branch	Kevin McIntyre	202-874-6664
Surety Bond Branch	Rose Miller	202-874-6850
Financial Connection, The	Teri Hoehn	202-874-6694
	David Burgess	202-874-8645
Financial EDI Payments	Wally Ingram	512-342-7303
Financial Organization Master File (FOMF)	Randy Brown	816-414-2204
Financial Report of the U.S. Government	Karen Hunter	202-874-9910



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Foreign Check Issues	Jennifer Jenkins	202-874-7133
Foreign Currency Accounting	Rick Barnett Lauren Gant Andrea Pearson	202-874-7994 202-874-8004 202-874-8001
General Lockbox	Craig Sadick	202-874-8919
Go Direct Program	Tepricka Morgan	202-874-6786
Gold Book	Delphine Bryant	202-874-8061
Government On-Line Accounting Link System (GOALS II)	Sheila Higgs	202-874-8196
Governmentwide Accounting Modernization Program	Michael Norman	202-874-8788
Governmentwide Financial Report System	Angela Potts	202-874-9917
Green Book	Dale Walton	202-874-7118
Holistic Approach	Carolyn Dunston	202-874-7491
Imprest Fund Management: Policy	Denice Wilson	202-874-9428
Intergovernmental Payment and Collection (IPAC)	Susan Markland	202-874-9816
International Treasury Services (ITS.gov) Policy Operations	Michele Heine Julie Jensen	202-874-7044 816-414-2102
Internet Payment Platform	Pavita Murthi	202-874-3685
Intragovernmental Fiduciary Confirmation System (IFCS)	Belinda Thompson	202-874-9925
IRS Lockbox	Tannura Elie	202-874-6554
Notification of Change	Austin Help Desk Kansas City Help Desk Philadelphia Help Desk	512-342-7300 816-414-2100 215-516-8154
PACER On-Line: Non Treasury-Disbursed Agencies Treasury-Disbursed Agencies	Michael Harrison David Winters	202-874-3838 202-874-9138
Paper Tax Application (PATAX)	Mike Chew	202-874-7064
Pay.gov	Marshall Henry	202-874-6940
Payment Policy	Dick Bauder Margot Kaeser	202-874-6576 202-874-6781
PCC OTC (Paper Check Conversion Over-the-Counter)	Reginald McKinney Bonnie Ray	202-874-6983 202-874-2138
Postage Payments	David Pickerall	202-874-7041
Private Collection Agencies	Private Collection Division	202-874-8700
Prompt Payment	Denice Wilson	202-874-9428



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Regional Financial Centers		
Austin Financial Center		512-342-7300
Kansas City Financial Center		816-414-2100
Philadelphia Financial Center		215-516-8000
San Francisco Financial Center		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)	Cyndi Pham	202-874-8947
State Income Tax Debt	Debt Program Division	202-874-0540
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	Bonnie Ray	202-874-2138
TOP (Treasury Offset Program)	Debt Program Division	202-874-0540
TOP Call Center	TOP Systems and Operations	800-304-3107
TOP Payment Exemptions	Debt Program Division	202-874-0540
Transaction Reporting System (TRS)	Christina Cox Monica Shelton	202-874-7207 202-874-1346
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	Richard Haug	202-874-6955



Financial Management Service 2010 Contact Directory

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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 and Immigration Services)**

Nadir Isfahani

202-874-0275

USSGL (U.S. Standard General Ledger Division)

Kathy Winchester

202-874-9963

Upcoming FMS “Mark the Dates”



Philadelphia Financial Center Agency Forum

Baltimore, MD

May 12-13, 2010

8:00 a.m.— 4:00 p.m.

**Baltimore Branch of the
Federal Reserve Bank of Richmond
502 South Sharp Street
Baltimore, MD 21201-2498**

Tentative Agenda

Cash Forecasting Requirements
Debt Collection 101
Internet Payment Platform
Collections 101 and more. . .

For more information or to register online visit www.fms.treas.gov/pfc/training.html

Austin Financial Center

Agency Forum

Dallas, TX

June 15-17, 2010

9:00 a.m. — 4:00 p.m.

Federal Reserve Bank of Dallas

Tentative Agenda

Governmentwide Accounting
Collections and Cash Management Modernization
Transaction Reporting System
Payment Application Modernization
Secure Payment System and more. . .



For more information or to register online visit www.fms.treas.gov/afc/training.html