



CRS CENTRALIZED
RECEIVABLES
SERVICE

BUREAU OF THE FISCAL SERVICE

Centralized Receivables Service (CRS)

A New Approach to Receivables Management

Agenda

- CRS Mission
- CRS Background
- CRS Benefits , Highlights, and Features
- CRS Performance Results
- CRS Workflow and Life Cycle
- System Process Flow and Technical Requirements
- Sample Implementation Timeline
- How We Can Help You Participate in the Pilot

CRS Mission

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.

CRS Background

- In 2012, the Fiscal Assistant Secretary commissioned a McKinsey study through the Office of Financial Innovation and Transformation (FIT) to assess cost/benefits of centralizing receivables government-wide
- Results were favorable, and FIT partnered with Treasury's Fiscal Service Debt Management Service (DMS) division to pilot the CRS program
- DMS partnered with a Financial Agent and established a Financial Agent Agreement for three years, with two optional one-year extension terms
- CRS went live on December 31, 2012 and began servicing accounts receivable in January 2013

Benefits-*Cheaper, Faster, Better...*



- **Increases collectability and decreases delinquencies** through prompt servicing and invoicing
- **Ensures quality and compliance** with Debt Collection Improvement Act (DCIA), the Data Act of 2014, Federal Claims Collections Standards (FCCS), and the government-wide all electronic initiative
- Offers **state-of-the-art receivables management** with customizable options in an automated and paperless environment that deliver exceptional customer service
- **Full access** to case management, history, and reports
- **Reduced costs** through economies of scale in an automated business environment. **No cost** to agencies in short term and planned legislation for long term to keep CRS at no cost to agencies

Services and Functionality

Services Offered

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

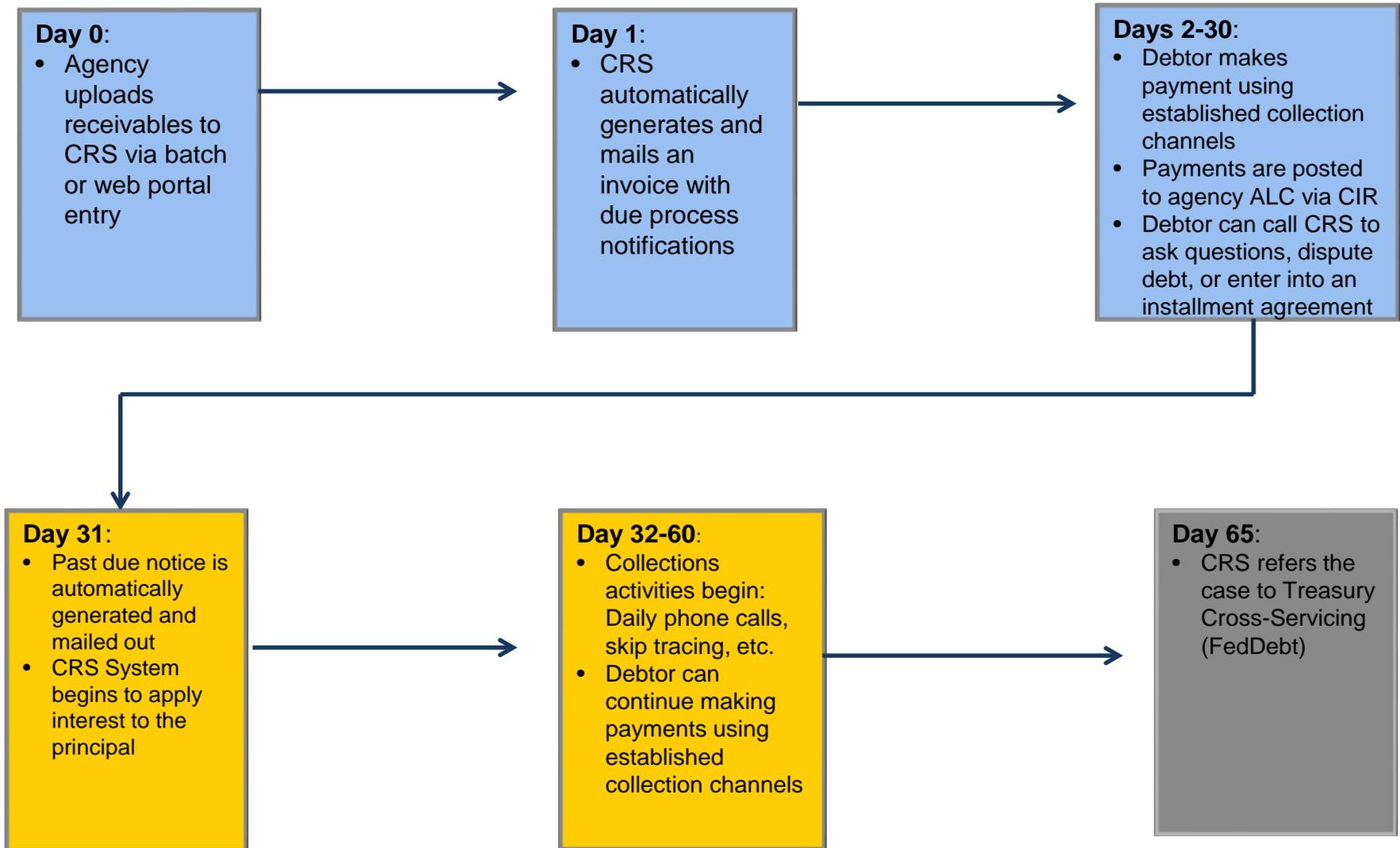
Functionality Offered

- ✓ Collections Information Repository (CIR), Cross Servicing, and Agency Interfaces
- ✓ User-friendly reports
- ✓ Case file with complete case history
- ✓ Configurable collection parameters
- ✓ Variety of payment collection options
- ✓ Portal (online) and batch transmission for case referrals
- ✓ Batch adjustments and batch attachments to update case information
- ✓ Master Case (multiple cases under one case)
- ✓ Joint and Several Debtors (2 or more debtors each 100% liable for the same debt)

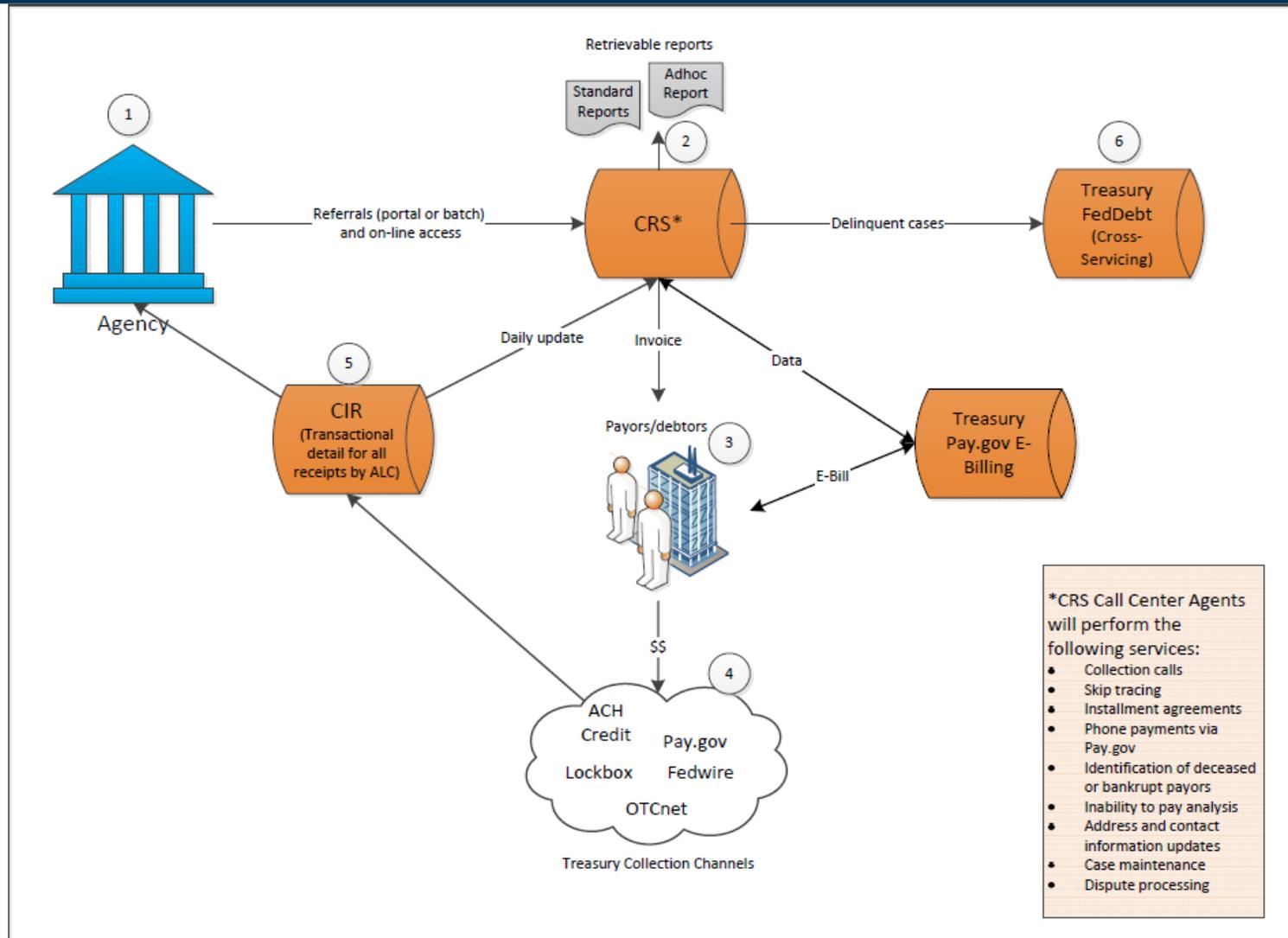
CRS Performance Results

- Current receivables portfolio is over 84,000 cases
- Collections exceed \$55 Million
- FY 2015 Collection Rate of 63.1%
- Average number of days of receivables paid in full is 35
- 99% of inbound calls answered in less than 2 minutes
- 46 agency programs participating

CRS Receivable Life Cycle



System Process Flow



Technical Requirements

Systems

- Internet Browser: Internet Explorer 8.0 or higher
- Operating System: Windows XP Service Pack 3 or higher (i.e., Windows 8 or 9)
- External users require a user identification, password and token

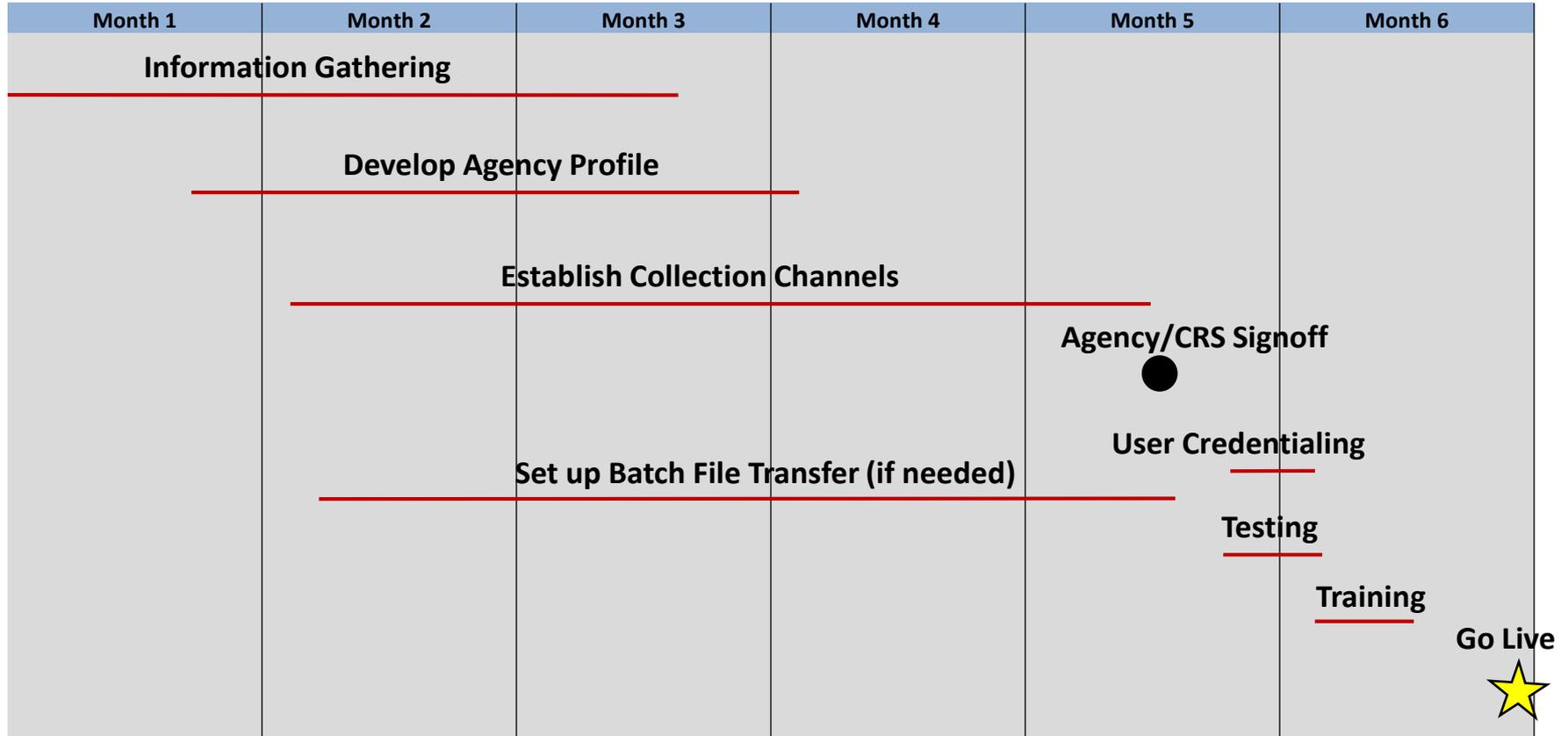
Connectivity

- Option to create receivables through online web portal or batch transmission (Flat File/XDC 2.0 File Format)
- Receivables through batch file using Connect: Direct

CRS Interfaces

- Collections Information Repository (CIR)
- DMS' Cross-Servicing application - FedDebt
- All Electronic Batch Transmission Options:
 - Case Creation (batch transmission)
 - Case Updates to Agency (extract file)
 - Case Updates from Agency (batch adjustments)
 - Uploading Case Documents (batch attachments)

Sample Implementation Timeline



How Can We Help You Participate?

1. Offer a demo of the CRS System

2. Help identify a program that would fit the CRS model
 - Considerations:
 - Scale**
 - ❑ What would the level of participation be?
 - ❑ Agency wide
 - ❑ Bureau specific
 - ❑ Program specific

 - Scope**
 - ❑ What receivables types would be managed through the CRS program (*time consuming collections, hard to collect receivables*)?

 - Timeline & resources**
 - ❑ When would you consider implementing CRS?
 - ❑ Who should be the primary point of contact?

3. 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



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