Collections Chronicle

News You Can Use

Revenue Collections Management

December 2021

BUREAU OF THE
Fiscal Service
LEAD. TRANSFORM. DELIVER.

Supporting Diversity & Inclusion Through The Minority Bank Deposit Program

The federal government has long recognized the vital role that Minority Deposit Institutions (MDIs) play in promoting the economic viability of the communities they serve. These banks are in the forefront of underserved communities by addressing the various banking services and needs.

The Minority Bank Deposit Program (MBDP) was created in 1969 to increase federal funds deposited with minority banks. The program expanded its criteria in 1971 under Executive Order 11625 and again in 1979 under Executive Order 12138 to include financial institutions owned by minority individuals or owned by women. To participate in the program, banks must be 50% owned by minority individuals or women.

JOIN US!!! Fiscal Service highly encourages your agency to help support our mission by using one of our many capable MBDP banks and credit unions as depositories to meet your various banking and financial service needs and/or supplement your current banking arrangements. Agencies can use these institutions to deposit public money and for certain independent demand deposits.

Today, more than 67 banks and credit unions in more than 28 states and territories are part of the program.

The program is currently managed by the U.S Department of Treasury within the Bureau of the Fiscal Service (Fiscal Service). It is the mission of Fiscal Service to continue the program's legacy by promoting opportunities that support MDIs, provide mentorship that strengthens their skills, and knowledge, in addition to enhancing diversity, equity, and inclusion throughout all government operations.

As we all work together to enhance diversity, equity, and inclusion throughout all government operations, we ask that you look at our MBDP list to select your next financial institution from amongst our valuable minority institutions.

For a list of MBDP banks and credit unions visit: **https://Fiscal.Treasury.gov/mbdp/participants.html**

If you are interested in participating in the Minority Bank Deposit Program, please contact: **ARM@Fiscal.Treasury.gov**

Get Customized Collections Solutions from OTCnet

OTCnet proudly serves over 100 government agencies and no two are alike. Whether your agency is choosing to start the year with a "No Cash, No Check" policy, or is planning to introduce card payments, OTCnet offers a range of customizable solutions to get your agency to its electronic collection goals.

Expand your Collections with OTC Kiosk and Card Processing

Is your agency trying to reduce the time customers must stand in line? Are you looking to help customers make transactions independent of an agency representative? Do you want to expand payment accessibility? Get started with OTC Kiosk, the fully customizable solution designed around your agency's needs. In August 2021, the Army Corps of Engineers successfully deployed the kiosk tablet solution in production. Join the Army Corps of Engineers and other agencies that are currently expanding their collections to additional locations using OTC Kiosk.

OTC Kiosk offers two options—the Self-service Kiosk and Kiosk Tablet. The OTC Kiosk solutions can support a large customer footprint and provide efficient, adaptable, and accessible benefits. While moving towards electronic collections, agencies can still collect currency and checks just like before.

In addition to OTC Kiosk, agencies can include Card Processing with their suite of payment collections. Card Processing offers agencies the flexibility to integrate credit, debit, and gift card payments within the same platform as check and cash deposits, streamlining payment processing and reporting within one application.

For agencies that are looking to adopt a "No Cash, No Check" policy, speak with an OTCnet representative to learn how Card Processing can assist with the transition. Contact the Deployment Team to get started and learn more.

Explore Our Training Modernization

We started the year hard at work developing new upgrades and are launching a host of new training features in 2022. The training modernization offers:

- A welcome page with a new look and feel
- Updated training modules topics
- Enhanced web-based training content
- Dedicated OTCnet Local Bridge (OLB) module
- Streamlined paper-based materials

See the OTCnet training website to explore our impactful learning resources: **https://Fiscal.Treasury.gov/otcnet/training.html**

Help Shape the Future of OTCnet

Launching this February 2022, the annual User Survey will provide an opportunity to share your experience and help shape the future of OTCnet. Let us know what tools your agency uses and make your agency's voice heard by completing our User Survey. Look out for your agency's exclusive access to the survey!

What Do you Do if Your Local Treasury General Account (TGA) Banking Center Is Closing?

Treasury had been working hard moving agencies towards electronic collections well before the COVID-19 pandemic. However, the pandemic has heightened the need to transition agency collections away from check and cash payments to electronic solutions.

accommodating in-person collections—whether it is by having staff present to interact with the customer or managing the effort to prepare the deposit and transport to a TGA banking center. The banking industry is also moving away as a whole from traditional banking centers and supporting teller deposits, as financial institutions are currently focused on increasing self-assisted services and lending products. As a result, what used to be a common site for brick and mortar banking centers is now rapidly disappearing.

The TGA network is currently undergoing a modernization initiative, focused on changing the customers' behavior when paying the federal government. Revenue Collections Management has a suite of services that agencies can use to collect payments electronically or eliminate collecting check or cash all together. Agency customers can pay through the internet with Pay.Gov or use their online banking software and pay through Online Bill Payment. Mobile Point-of-Sale is also available, and agencies can even adopt a "No Cash, No Check Policy" to eliminate accepting check or cash payments.

We encourage reaching out to your Agency Relationship Manager at **ARM@Fiscal.Treasury.gov** to explore these electronic solutions to move your agency away from accepting cash or checks towards electronic payments for uninterrupted collections moving forward.

For more information on the latest OTCnet news and updates, visit **https://Fiscal.Treasury.gov/otcnet/** or contact the OTCnet Deployment Team to schedule a meeting and learn more about our electronic collections options.
Phone: 703-377-5586, E-mail: **Fiscalservice.OTCDeployment@citi.com**

RCM MOBILE PROGRAM

Since 2016, the RCM Mobile Program has provided tools for agencies and the public to accept and pay funds using mobile devices. Agency-managed apps allow for point-of-sale collections that include debit/credit card, Samsung Pay, and Apple Pay, as well as the ability to deposit paper checks directly from a smartphone or tablet!

Customers may download PayPal and Amazon Pay from the Apple and Google Play stores onto their devices and easily make payments to your agency.

If you would like to learn more about how your agency can utilize our Mobile Program, please send an email to **ARM@Fiscal.Treasury.gov**

CARD ACQUIRING SERVICE UPDATES KEEPING UP WITH THE CARD ACQUIRING SERVICE
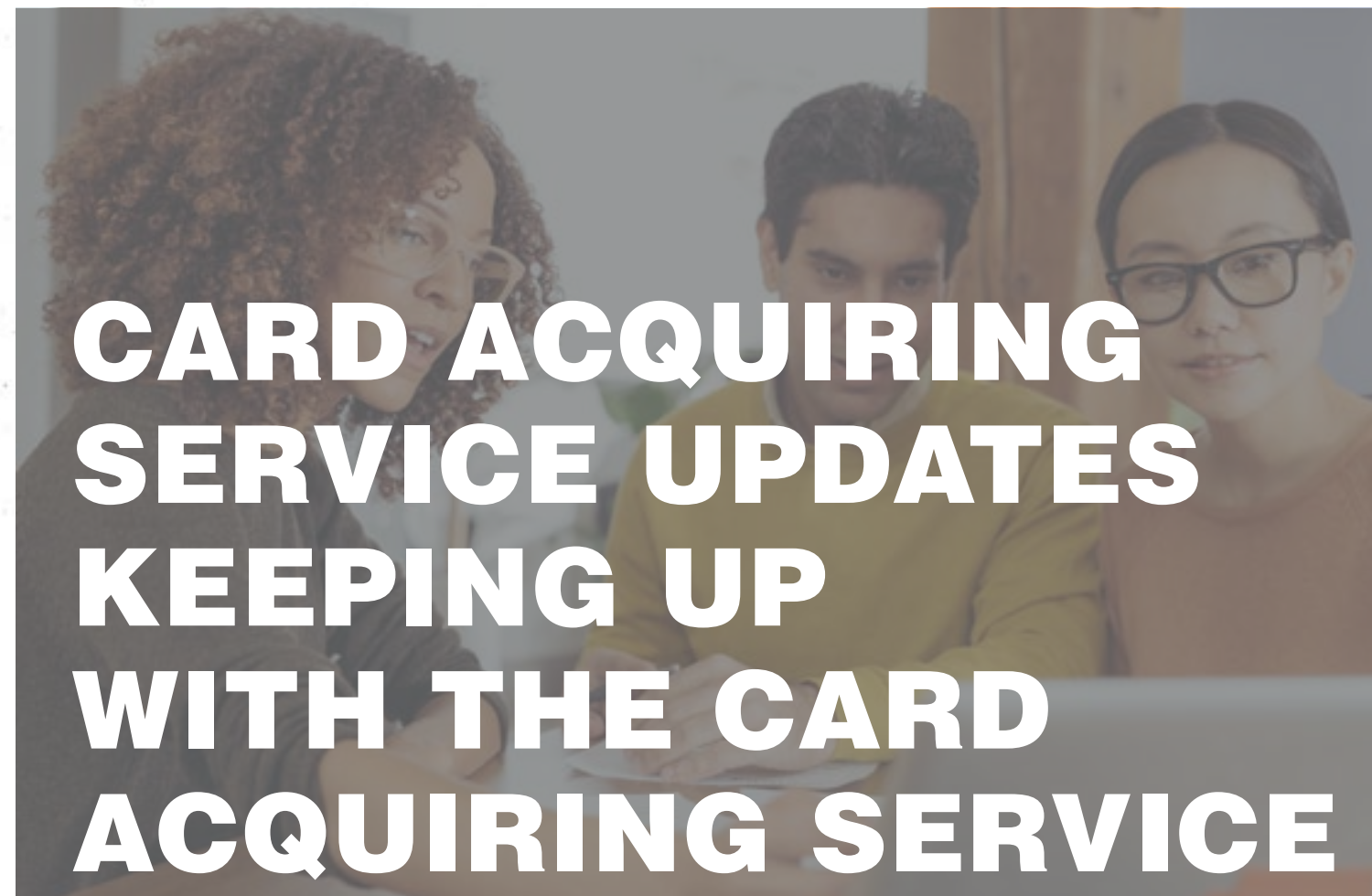
You Asked and We Listened - CAS Website Update

The Card Acquiring Service (CAS) is pleased to announce, in January 2022, the launch of our updated informational website. Rebuilt from the ground up, the CAS website will provide a more comprehensive overview of the CAS program, while introducing a new modernized look and feel. Enhancements include:

- Easier navigation – utilized graphical components to enhance the mobility of the site;
- Improved readability and access to important information –streamlined information architecture and maximized screen real estate to make navigation easier; and
- Improved access to online training and other resources

The guiding principle behind this update is customer centricity. The website redesign now places the CAS program requirements at the forefront, allowing our Federal Program Agency customers to determine whether CAS is the right collection mechanism for them prior to submitting an application. Training and resource materials are now readily available to include printable job aids, relevant past webinars, video demonstrations, user guides for terminal devices, and more.

CAS is confident that the updated website will allow us to serve our agency customers more efficiently. CAS will continue to review our marketing approach in the future to ensure we are continuing to meet the needs of our agency customers. As we continue to move forward, we ask that you provide our program with recommendations to assist with ensuring we are meeting your business needs. If you have any questions and/or recommendations, please contact the CAS Agency Outreach Mailbox at: **CardAcquiringService@Fiscal.Treasury.gov**.

Treasury Financial Manual (TFM) Chapter Update – Credit and Debit Card Collection Transactions

Be on the lookout for the updated card processing regulations outlined in the TFM, Volume I, Part5, Chapter 7000. The new version of the TFM is more comprehensive and it consolidates new and existing guidance as well as providing the requirements that federal agencies must follow when collecting obligations via credit or debit card.

Updates are scheduled for release Quarter 1, Calendar Year 2022. Please subscribe to the CAS Informational website to ensure you receive a notification when the TFM updates are released. **https://tfm.Fiscal.Treasury.gov/v1/p5/c700.html**.

CAS Customer Service - Have an issue?
Here's how we can help.

Customer service and support have revolutionized over the past decade. Recent innovations focus on automating customer service systems to promote faster, more efficient and streamlined services.
The CAS program (along with our partners at Worldpay from FIS) strives to provide the best customer support for card services to our Federal Program Agencies. Good customer service is critical to our program's and your success, and we want to ensure we understand the needs of our customers.

Due to the multi-faceted nature of the CAS program, we have enhanced CAS support team training to better respond to common inquiries, to the benefit of our customer agencies.

Take a look at some of our changes!

If CAS Federal Agency customers have inquiries/requests related to:
- Terminal Support
- Reconciliation and Reporting
- Billing Inquiries
- Ordering Equipment or Supplies
- General Support Needs

Please contact the U.S. Treasury Support Line at 1-866-914-0558, 24 hours a day, 7 days a week for assistance.

For all other requests or inquiries, contact the CAS Agency Outreach Mailbox at, CardAcquiringService@Fiscal.Treasury.Gov and a Representative from the Fiscal Service CAS Program will respond to your inquiry within two (2) business days.

Who are your Contacts?

CAS Contact Updates – It's that time…
The CAS program embarks on several agency-facing endeavors annually. To ensure we have the most up-to-date points of contact (POC) information for your agency, please take the time to review your CAS program contact types at least once annually (e.g. Chain, Merchant Identifier (MID), and Billing POCs). If contacts change at your agency, it is important that this is promptly communicated to the program so that your account can be updated accordingly.

Questions regarding POC management or changes in POCs, should be sent via email to: **CardAcquiringService@Fiscal.Treasury.gov**.

As the CAS program continues to revamp its processes, look for updates on our CAS Informational website, **www.Fiscal.Treasury.gov/cas**.

eCommerce At-A-Glance – October 2021

Digital Wallets

PayPal
implemented May 2013

7,347,219 transactions, $282,040,007
150 agencies, 1,057 forms

amazon pay
implemented June 2016

47,042 transactions, $2,342,979
141 agencies, 972 forms

Online Bill Payment

implemented November 2013

63,756,808 transactions

57 cash flows

14 agencies

$15,108,814,602

Mobile Program

	Agencies	Cash flows	Transactions	Dollars
Agency Facing (FedRevCollect)	48	116	60,116	$111,492,152
Public Facing	17	21	133,049	$49,680,289

implemented July 2016

Near Field Communication (Contactless)

Card Acquiring Service
(~3,000 NFC-capable terminals)
- 26 Agencies
- 15,977,406 Transactions
- $441,807,679

implemented November 2013

RCM SCHEDULE OF RELEASES

RELEASE	SCOPE	DATE
5	**ECP** Phase 1 of CAIA integration	1/9/2022
6.8	**CIR** Application improvements/Backlog Items	1/22/2022
21.04	**Pay.gov/Mobile** User experience updates. Continue Public App/Mobile Web/ SDK strategy.	2/3/2022
7.19	**Pay.gov** Continuous Availability development, AVS deployment, replace Docker Swarm, Angualr conversion on public UI	2/5/2022
4.0 (DME)	**OTCnet** Release 4.0 will build out the rest of the functionality for Operational Dashboard, and address any critical defects or enhancements. This release will also support a foreign currency provider for processing foreign currency cash (if applicable).	2/23/2022

RCM
REVENUE COLLECTIONS MANAGEMENT

BUREAU OF THE FISCAL SERVICE
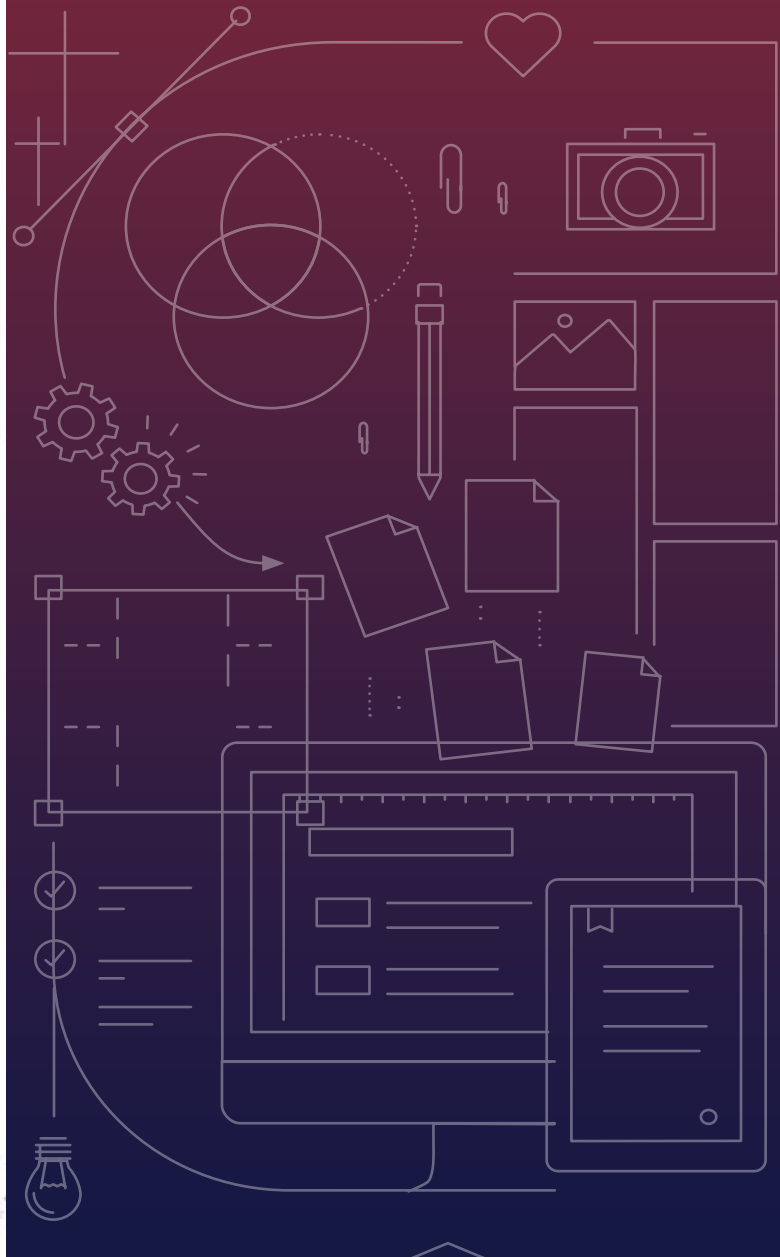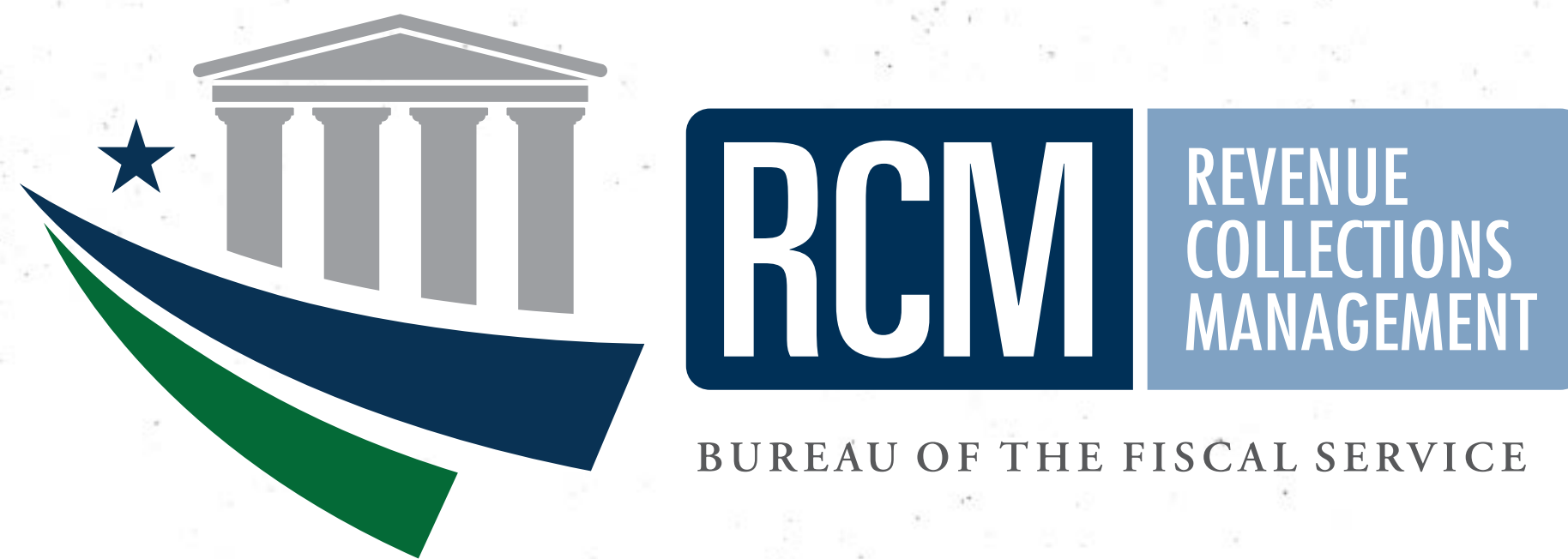
Thank You for Reading

The RCM Collections Chronicle!

For information about RCM's programs and services, please contact your Agency Relationship Manager or the Agency Relationship Management (ARM) Division via the ARM mailbox: **ARM@Fiscal.Treasury.gov**

For a complete listing of Revenue Collections Management programs and services, please click **here!**

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