



# Collections Chronicle

## Revenue Collections Management

### WHO WE ARE

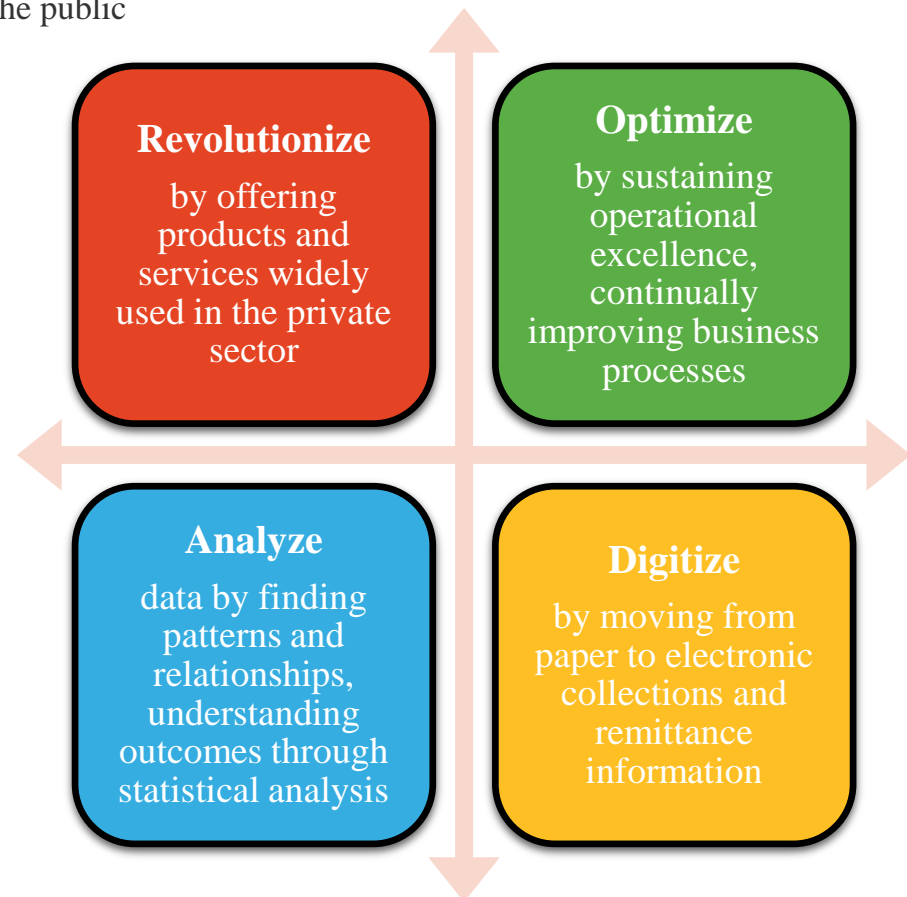
- Experts in optimizing the business of financial management
- Promoter of financial integrity within Government
- Dedicated to serving the public and federal agencies
- Committed to providing a world-class experience

### OUR MISSION

To collect the revenue and associated information that enable the Federal government to operate and serve the public

### OUR VISION

To transform financial management, promote efficiency, and deliver exceptional revenue collection services for the federal government and the public



### Special Points of Interest:

- Online Bill Payment Success Story, page 5
- Pay.gov Changes, page 7

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## Agency Relationship Management Division

The **Agency Relationship Management (ARM) Division** serves as the central point of contact for promoting the Revenue Collections Management (RCM) mission and vision to its internal and external customers.

**ARM** is responsible for managing the overall customer relationship and outreach activities between RCM and over 100 federal agencies.



Your satisfaction is our goal, so let us know how we can better serve you.  
Contact the ARM Division at [arm@fiscal.treasury.gov](mailto:arm@fiscal.treasury.gov) today!

To learn more about our initiatives, click [here](#)!

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## 27<sup>th</sup> Annual Government Financial Management Conference



**Monday through Wednesday  
August 14-16, 2017  
8:00a.m. to 4:00p.m**

This annual training event covers the latest developments in federal financial management practices, systems and operations. All educational training sessions are led by federal financial management experts from the Bureau of the Fiscal Service, Office of Management and Budget, Federal Reserve Bank, and selected partners and agents.

The conference will be held at the Ronald Reagan Building in Washington, D.C. Attendees may earn up to 21 continuing professional education (CPE) credits.

The cost is \$300.

For more information on the Government Financial Management Conference, please visit:

[www.fiscal.treasury.gov/fstraining/events/fs\\_upcomingevents.htm](http://www.fiscal.treasury.gov/fstraining/events/fs_upcomingevents.htm)



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## Credit Gateway *Same Day ACH Reporting Agency Impacts*

Effective September 11, 2017 federal program agencies will see several changes to their deposit reporting for Automated Clearing House (ACH) credits received. Pending regulatory approval of new payment system industry rules, the federal government plans on adopting Same Day ACH (SDA) in the 3<sup>rd</sup> quarter 2017. Currently, ACH payments are settled on the next business day. When SDA is implemented, agency customers will have the option to submit payments (subject to their financial institution's operating guidelines) and have them settled on the same business day. Only international transactions and high value transactions above \$25,000 will not be eligible for SDA. To prepare for SDA there will be two changes to agency deposit reporting in the Collections Information Repository (CIR).

Would you like to know more about Same Day ACH?  
Please email Credit Gateway at  
[settlement.services@fiscal.treasury.gov](mailto:settlement.services@fiscal.treasury.gov).

### Change #1: End of Day Vouchers

Currently, ACH credit vouchers (215s/5515s) are sent from the Credit Gateway to CIR at approximately 7:00 a.m. ET and represent ACH credits received the prior day for next-day settlement. When SDA is implemented, ACH credit transactions with same day settlement can also be received throughout the business day. Beginning September 11, 2017 the Credit Gateway will send ACH credit Vouchers to CIR after the close of the business day (approximately 7:00 p.m. ET) to reflect all ACH credits received for settlement that day. The ACH credit vouchering process will mirror Fedwire vouchering, which occurs after the close of business. Beginning September 11, 2017, both Fedwire and ACH credit vouchers will be sent to CIR after the close of business.

### Change #2: Intraday ACH Files

Currently, the Credit Gateway sends unvouchered and unsettled intraday ACH transactions to CIR. These transactions are preliminary information and do not contain a voucher number, and, therefore, are not considered final. Beginning September 11, 2017, intraday ACH items will no longer appear in CIR; only vouchered and settled transactions will be sent from the Credit Gateway to CIR.



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## eCommerce

### *Digitizing Revenue Collections*

Our eCommerce vision is to unite with organizations that share a common interest and goal to offer citizens innovative electronic payment options and to achieve the long standing goal of an all-electronic Treasury. RCM is revolutionizing government collections through various eCommerce tools.



## Online Bill Payment



Online Bill Payment is a secure, convenient, and efficient payment option which allows agency customers to pay bills electronically by logging into the bill payment website of their bank.

11 agencies currently offer Online Bill Payment to their customers, and have received more than 14 million transactions for a total of \$3.1 billion.

## Digital Wallets

Digital Wallets are particularly popular with customers who prefer alternatives to using their credit card or bank account information online. The Fiscal Service offers PayPal and Amazon Pay as payment options. Our customers trust digital wallets because they are:

- ✓ **Convenient**
- ✓ **Simple**
- ✓ **Secure**



**May 2017**

1,572,762 Transactions,  
\$47,450,126 | 84 Agencies |  
590 Forms



**May 2017**

1,932 Transactions,  
\$281,352 | 79 Agencies |  
517 Forms



## Online Bill Pay Success Story

The Fiscal Service offers Online Bill Payment as a secure, convenient, and efficient payment option which allows agency customers to pay bills electronically by logging into the bill payment website of their bank. Most financial institutions will not charge a fee to their banking customers to use Online Bill Payment. Individual customers now have the convenience of bank account privacy and control over the amount and timing of payments. Federal agencies can improve revenue collections efficiency by eliminating processing delays and reducing the costs associated with the mailing and processing of paper checks.

The Centers for Medicare and Medicaid Services (CMS) took advantage of the free Online Bill Payment service in June 2015, joining the Fiscal Service initiative of reducing the receipt and processing of paper checks government-wide. As of May 31, 2017 the agency has successfully received 1,920,000 electronic payments totaling \$601,000,000.00. CMS customers are increasingly paying their federal government obligations using their mobile devices or home computers. Advertising Online Bill Payment was a critical component to the agency's success. Working together, Fiscal Service and CMS added the Online Bill Payment option to the agency's payment coupon – driving customer electronic payment adoption.

Please email Credit Gateway at [settlement.services@fiscal.treasury.gov](mailto:settlement.services@fiscal.treasury.gov) for more information.

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## Mobile Program

In the last year, RCM has developed an agency-facing and a public-facing mobile application. The agency-facing app offers agencies the ability to accept checks via a mobile device, scan tickets generated by the Public App, and much more. The Public-facing App offers your customers the ability to pay you via ACH, Card and Digital Wallets.

### *FedRevCollect:*

FedRevCollect provides government agencies with a convenient, simple, and secure way to accept card transactions at the point of collection, along with personal checks. The app converts an agent's smartphone into a point-of-sale terminal to:

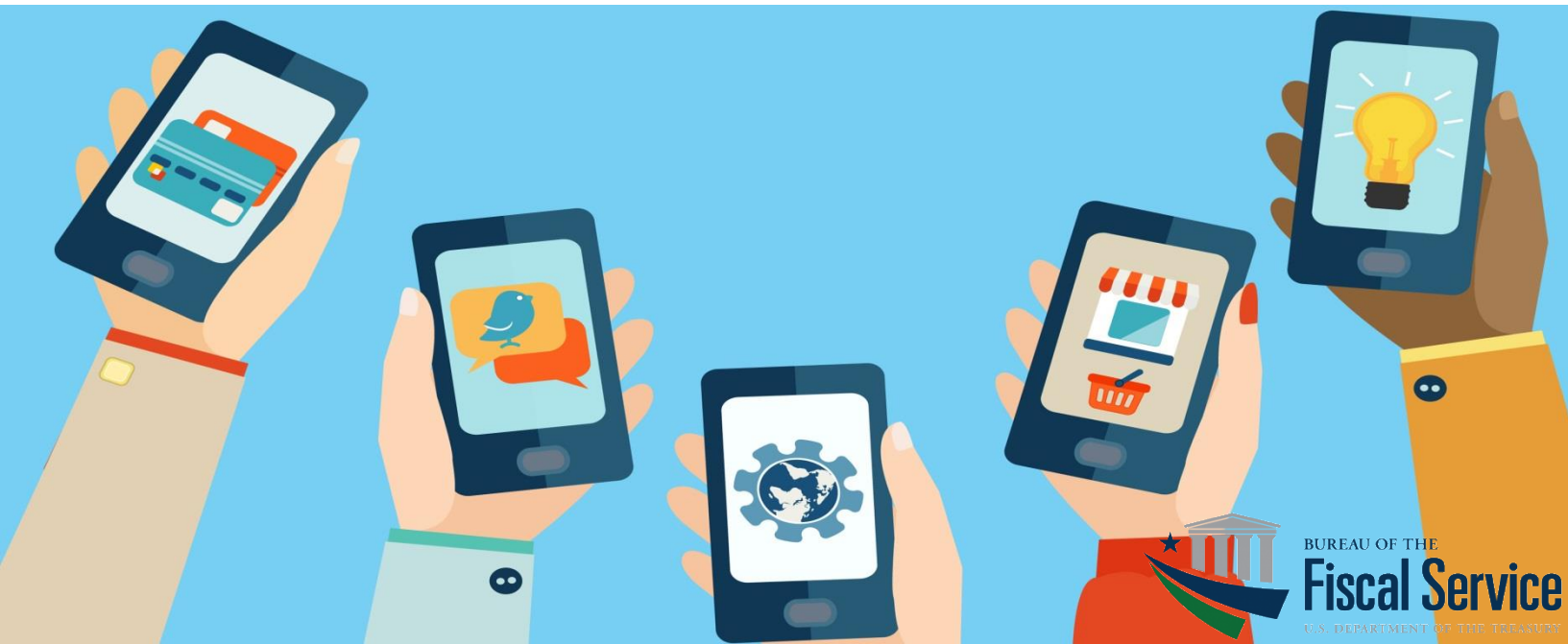
- ✓ Accept all major credit/debit cards (Europay, Mastercard, and Visa (EMV) 'chip card' and magstripe)
- ✓ Accept contactless Near Field Communications (NFC) payments including Apple Pay, Samsung Pay and others

### *The Public App:*

The Public App provides government agencies with a streamlined means to establish a branded mobile presence and enable collections, while creating a digital receipt for the agency's customer.



To learn more, contact  
ARM Division at  
[arm@fiscal.treasury.gov](mailto:arm@fiscal.treasury.gov)!





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## Pay.gov

### *Decommissioning of the Pay.gov OCI-Interactive Interface*

As Pay.gov continues to enhance and provide government agencies with state-of-the-art collection solutions, the legacy Open Collections Interface-Interactive (OCI-I) service will soon be decommissioned. Similar to the sunset of the non-interactive version (OCI-NI) that occurred in 2016, Treasury has mandated that all Pay.gov applications currently utilizing the OCI service be migrated to a different interface. A sunset date for support of the OCI-Interactive service will be announced soon and is expected to be in the year 2020.

The replacement for OCI-Interactive is the Hosted Collections Pages (HCP) interface, which offers many enhanced benefits while providing industry-standard methods for user authentication and connectivity, making it easier for developers to interface agency applications with Pay.gov.



The Hosted Collections Pages service also provides the opportunity for agencies to offer additional payment options found in our Digital Wallet offering. The Digital Wallet currently supports PayPal and Amazon Pay, and provides agency customers with the flexibility to make their payments using the method that best suits their needs.

Understanding the breadth of involvement that projects such as this may take, we highly recommend that agencies begin to have internal conversations about converting to HCP now.

Contact the Treasury Pay.gov team at [pay.gov@fiscal.treasury.gov](mailto:pay.gov@fiscal.treasury.gov) to schedule a meeting to discuss your agency's options for this system conversion.



## CONTACT US

For information about RCM's programs and services, please contact your Agency Relationship Manager or the Agency Relationship Management (ARM) Division via the ARM inbox:



[ARM@fiscal.treasury.gov](mailto:ARM@fiscal.treasury.gov)

@FiscalService



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