The Centralized Receivables Service (CRS): How It Works and How It Rates
The Centralized Receivables Service (CRS) is a service provided 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.
Features of CRS

- Invoice automation including demand letter and due process notice
- Offers electronic and conventional remittance options
- Active debtor location through skiptracing and outbound calls
- Call center servicing
- Automated referral to Treasury for delinquent servicing
- Standardization and DATA Act compliance
Benefits: Automated, Compliant, Efficient

- 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, and the government-wide all-electronic initiative

- Offers state-of-the-art receivables management with customizable options, in an automated and paperless environment, that delivers exceptional customer service

- Full access to case management, history, and reports

- Reduced costs through economies of scale in an automated business environment.

CRS

Increased Collections

Standardization & Compliance

Customer Service

Transparency

Reduced Costs
## Services and Functionality

<table>
<thead>
<tr>
<th><strong>Services Offered</strong></th>
<th><strong>Functionality Offered</strong></th>
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<tbody>
<tr>
<td>✓ Implementation support</td>
<td>✓ Collections Information Repository (CIR), Cross Servicing, and agency Interfaces</td>
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<tr>
<td>✓ Business Process Modeling</td>
<td>✓ User-friendly reports</td>
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<tr>
<td>✓ Agency training</td>
<td>✓ Case file with complete case history</td>
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<tr>
<td>✓ Invoicing</td>
<td>✓ Configurable collection parameters</td>
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<tr>
<td>✓ Installment agreements</td>
<td>✓ Variety of payment collection options</td>
</tr>
<tr>
<td>✓ Account resolution for death, bankruptcy, and entity out of business</td>
<td>✓ Portal (online) and batch transmission for case referrals</td>
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<td>✓ Full service call center-inbound/outbound</td>
<td>✓ Batch adjustments and batch attachments to update case information</td>
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<tr>
<td>✓ Returned mail processing and skiptracing</td>
<td>✓ Master Case (multiple cases under one case)</td>
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<tr>
<td>✓ Payment collections</td>
<td>✓ Joint and Several Debtors (2 or more debtors each 100% liable for the same debt)</td>
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<tr>
<td>✓ Case History Management</td>
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<tr>
<td>✓ Transfer of delinquent debt to Cross-Servicing</td>
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How It Works: CRS Receivable Life Cycle

Day 0:
- Agency uploads receivables to CRS via batch or web portal entry

Day 1:
- CRS automatically generates and mails an invoice with due process notifications

Days 2-30:
- Payor makes payment using established collection channels
- Payments are posted to agency ALC via CIR
- Payor can call CRS to ask questions, dispute receivable, or enter into an installment agreement

Day 31:
- Past due notice is automatically generated and mailed out
- CRS System begins to apply interest to the receivable

Day 32-60:
- Active Collection activities begin: Daily phone calls (Day 36), skip tracing, etc.
- Payor can continue making payments using established collection channels

Day 65:
- CRS refers the case to Treasury Cross-Servicing (CSNG)
How It Works: System Process Flow and Interface

1. **Agency**
   - Referrals (portal or batch) and on-line access

2. **CRS**
   - Delinquent cases
   - Retrieve reports
     - Standard Reports
     - Adhoc Report

3. **Pay.gov E-Billing**
   - E-Bill
   - Payors/debtors

4. **ACH Credit Lockbox FedWire OTCnet**
   - Treasury Collection Channels
   - Treasury Pay.gov

5. **CIR**
   - (Transactional detail for all receipts by AIC)
   - Daily update

6. **Treasury FedDebt (Cross Servicing)**

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*CRS Call Center Agents will perform the following services:
- Collection calls
- Skip tracing
- Installment agreements
- Phone payments via Pay.gov
- Identification of deceased or bankrupt payers
- Inability to pay analysis
- Address and contact information updates
- Case maintenance
- Dispute processing*
Current receivables portfolio is over 222,000 cases

68 agency programs participating

Collections exceed $140 Million

Average number of days of receivables paid in full is 35

99% of inbound calls answered in less than 2 minutes
Actual CRS Collections and Volume and Estimated Receivables Growth

Actual and Projected Volumes of Cases by Fiscal Year (FY)

<table>
<thead>
<tr>
<th>FY</th>
<th>Actual</th>
<th>Projected</th>
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<tbody>
<tr>
<td>13</td>
<td>2,291</td>
<td>351,405</td>
</tr>
<tr>
<td>14</td>
<td>11,480</td>
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<tr>
<td>15</td>
<td>41,946</td>
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</tr>
<tr>
<td>16</td>
<td>48,193</td>
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<tr>
<td>17</td>
<td>69,904</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td></td>
<td>351,405</td>
</tr>
</tbody>
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CRS Overall Performance Statistics

- Total Volume: 222,758
- Average: 34,763
- Total Debt Value: $411,466,785.10
- Potential Collections: 11% (cases still in collections)
- Referral to X-Serv: 18%
- Current Collections: as of May 7th, FY18 has had 48,944 cases with $27M collected
Actual CRS Collections and Volume and Estimated Receivables Growth

Receivables Volume by Fiscal Year (FY)

- FY13
- FY14
- FY15
- FY16
- FY17

Volume
Linear (Volume)
Actual CRS Collections and Volume and Estimated Receivables Growth

CRS Costs vs. Collections by Fiscal Year (FY)

FY13 | FY14 | FY15 | FY16 | FY17
---|---|---|---|---
$0.00 M | $5.00 M | $15.00 M | $25.00 M | $45.00 M

Costs | Collections

FY13 | FY14 | FY15 | FY16 | FY17
---|---|---|---|---
$30.00 M | $35.00 M | $40.00 M | $45.00 M | $50.00 M

Actual CRS Collections and Volume and Estimated Receivables Growth
Agency Feedback

• “Navy Medicine has no plans to revert back to the old pre-CRS set of processes. DCIA compliance is up, collections are up, and collection costs are down…” Bureau of Navy Medicine

• I do not feel overwhelmed anymore because “with CRS I have a fleet of servicers supporting me” USMC Trademark & Licensing Office
CRS Limitations

• CRS does not:
  – Provide accounting services
  – Provide financial reporting services
  – Provide due process services to debtors with foreign addresses*
  – Research debts against deceased persons
  – Follow-up on bankruptcy stays

*In certain cases eBilling may provide a potential solution
CRS Contact Information

Primary Contact

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Secondary Contact

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