



U.S. Department of the Treasury

# KFC Dispatch

Winter 2014

Kansas City Financial Center

## Fiscal Service Advisory Council Payments Forum - 2014

*Connecting, Collaborating and Innovating!*

**The** Bureau of the Fiscal Service held the first annual Fiscal Service Advisory Council (FSAC), Payments Forum September 17-18, 2014. The meeting was hosted by the Kansas City and Philadelphia Financial Centers at the Federal Reserve Bank of Kansas City. The forum offered Federal program agencies the opportunity to interact with staff from multiple areas of Payment Management (PM); Kansas City Financial Center (KFC), Philadelphia Financial Center (PFC), and Washington D.C.

The forum featured key note addresses from John Hill, Assistant Commissioner for Payment Management, Gavin Jackson, Deputy Assistant Commissioner for Payment Management, and special guest presentations from Jan Estep, Chief Executive Officer of the National Automated Clearing House Association (NACHA) and Kelly Dubbert, First Vice-President of the Federal Reserve Bank of Kansas City. In addition to the key note speakers and special guest presentations, forum attendees were able to hear detailed presentations covering a myriad of current and future payment initiatives from 15 Fiscal Service speakers.

Assistant Commissioner John Hill discussed 5 projects which are shaping the future of payments and will affect Fiscal Service customers. Those projects are: Agency Engagement, Non-Traditional Alternative Payments, Data Quality Improvement, Electronic Invoicing, and Payment Integrity. He emphasized how important it will be in the future to have accurate and readily available payment data for both Federal agencies and the public. Deputy Assistant Commissioner Gavin Jackson's address focused on Payment Management's tactical priorities and how they are focused on meeting the needs of our customers.



Chairperson Kathi Moore (SSA)  
and Mr. John Hill, Assistant  
Commissioner for Payment Management

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**In** addition to the key note speakers, the event also featured presentations from various program areas highlighting Fiscal Service products and services. Presenters provided slide presentations on their topics and were available for questions and comments at the end of their presentations as well as throughout the two day forum.

Topics included:

- ❖ Federal Financial Management Are you Ready? (GWA/CARS)
- ❖ Payment Automation Manager (PAM)
- ❖ Secure Payment System (SPS)
- ❖ Discovering the True Value of Payment Data (PIR)
- ❖ Overview of Do Not Pay (DNP)
- ❖ ASAP.gov – Automated Standard Application for Payments
- ❖ ITS.gov – Unique Solutions to International Payment Issues
- ❖ Post Payment Services
- ❖ Certifying Officer Training Program – Online Training Program Prototype
- ❖ Payments and the Regulatory Update – What’s new in Payments
- ❖ Post Payment Systems (PPS) – Payment Integrity’s Next Generation
- ❖ U.S. Debit Card

2014



# Fiscal Service Advisory Council Payments Forum - 2014

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**Kathi** Moore, Director of the Office of Payment and Recovery Policy at the Social Security Administration served as the first honorary Chairperson for the 2014 FSAC Payments Forum. A portion of the forum was set aside to handle administrative tasks such as the Charter, establishing voting members, and electing a vice-chair who will take over the duties of the FSAC Payments Forum Chair in 2016. We are excited to announce that Jim Bates of the Small Business Administration was elected vice-chair.

The Advisory Council offers customers the ability to interact with the key players of Fiscal Service programs and services, network with fellow agency representatives, and the opportunity to share best practices across agencies. This was represented in the 2014 Payments Forum through two days of networking and relationship building which embraced the importance of Connecting, Collaborating, and Innovating!

**We are looking forward to seeing you at the  
Data Quality Work Group!**



## PAM and CARS Conversions:

### *An Update*

**For** the Federal government, October 1—the beginning of the fiscal year—marks the initiation of many projects, the completion of others, and very often serves as a turning point and milestone for marking the progress of multi-year endeavors. As FY 2014 ended and FY 2015 began, the Bureau of the Fiscal Service looked back to recognize the efforts and accomplishments in its payments and accounting modernization projects as of October 1, 2014.

Enabled by the Payment Application Modernization (PAM) project and the development of the PAM standard format, the Standard Payment Request (SPR) format allows agencies to provide supporting accounting information to Treasury; i.e., TAS/BETCs (Treasury Account Symbol/Business Event Type Code). The supplemental TAS/BETC information is critical to the modernization of Fiscal Service's government-wide accounting in the Centralized Accounting and Reporting System (CARS).



The Kansas City Financial Center (KFC) is pleased to announce that as of December 8<sup>th</sup>, 94% Agency Location Codes (ALC) at over 200+ agencies have converted to making their payments using the PAM standard format, and by the end of 2014 that percentage will rise to 99%. Additionally, 81% ALCs are now CARS Reporters. It is because of the great work and collaboration of customer agencies and KFC staff that these results have been achieved. The PAM and CARS conversion successes would not have happened without the support and efforts of everyone involved.



# Kansas City Financial Center

## Directory

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**SUSAN ROBINSON, DEPUTY DIRECTOR**

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### CUSTOMER SERVICE BRANCH (CSB)

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### STATISTICAL COLLECTION & REPORTS BRANCH

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*KFC Welcomes Special Guests*

## Office of the Special Trustee for American Indians (OST)

**On** September 3rd, the Kansas City Financial Center (KFC) welcomed Robert Winter, Director, Trust Operations; Dianne Moran, Financial Systems Administrator; Rochelle Lorenzo, Program Analyst; Carole Foreman, IT Specialist; from the Department of the Interior's (DOI) Office of the Special Trustee for American Indians (OST). Currently, OST is in the process of transitioning their check payment and related financial document printing to KFC. September marked the completion of the first phase of the transition project, and OST came to watch as their first checks and printed documents were processed by KFC Operations. During the month of September, KFC printed almost 40,000 checks and over 36,000 documents on behalf of OST, and in the coming year, the second and third phases will transition as many as 835,000 additional statement and financial reporting print documents to KFC.





*KFC Welcomes Special Guests*

## Defense Finance and Accounting Service (DFAS)

**On** the 6th and 7th of October, Kansas City Financial Center warmly welcomed the Defense Finance and Accounting Services (DFAS) as the new fiscal year got under way. DFAS sent a representative from their Cleveland and Indianapolis offices to review KFC's workflow for processing their payments. Ms. Jaime Riley (Indianapolis) and Mr. Ray Lemmeier spent two days reviewing KFC's operations and meeting staff. Mr. Lemmeier is the Supervisory Financial Specialist for Cleveland while Ms. Riley is the Supervisory Accounting Technician for Indianapolis.

Each of these DFAS offices aggregate thousands of payment files from the hundreds of Department of Defense authorized paying agents around the world. These files are consolidated on a daily basis at each of DFAS centers (Cleveland and Indianapolis) and sent to Treasury for printing. Over the course of a month DFAS submits roughly 100,000 check payments for printing and mailing at KFC.

Both organizations are committed to getting payments out "On-time; every time" and this visit served to improve that effort. Ms. Riley was particularly pleased to have some time to visit with the Special Handling Staff in the Mail Operations section, "It was great to meet the people who always manage to figure out a way to get our needs met!"





*KFC Works With*

## Department of Defense's The Joint Staff

**The** 30th of October 2014 saw the Kansas City Financial Center (KFC) disburse its first payments for the Department of Defense's (DoD) The Joint Staff! These payments represent the completion of phase 1 of their transition of payments to Fiscal Service. As an added benefit, The Joint Staff is reporting TAS/BETC information for all transactions making them full CARS reporters.

This conversion was completed in record time thanks to the hard work and dedication of the teams from both Fiscal Service and The Joint Staff. This effort demonstrates another positive evolution of the partnership between DoD and Treasury.



# Happy Holidays

*Wishing you and your  
families a safe and happy  
holiday season!*



*From your friends at the  
Kansas City Financial Center*

# Have You Heard?

## WE'VE BEEN WORKING EVEN HARDER TO MEET YOUR AGENCY'S NEEDS!

As part of Payment Management's 2014 business goal to foster skills development and career enrichment for its workforce, several employees within our Center have recently completed their professional certifications.

### CONTACT CENTER PROFESSIONALS:

Customer Service Branch (CSB)

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Diversified Payment Services Branch (DPSB)

Charmaine Barlow; Greg Eisler; Shawn Lloyd; Deborah Stokes; Jenn Worstell

Operations Support Branch (OSB)

Annette Navarro

### ACCREDITED ACH PROFESSIONAL:

Operations Support Branch (OSB)

Nathan Douglas

### LEAN SIX SIGMA:

Operations Support Branch (OSB)

Jennifer Honeysucker (*Six Sigma Green Belt*)

### PROJECT MANAGEMENT PROFESSIONALS:

Operations Support Branch (OSB)

Ed Barlett; Jesse Chavez; Victoria Dorsey; Margaret Flynn; Dayna Harrison;  
Aric Wright

### CERTIFIED TREASURY PROFESSIONAL:

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Nathan Douglas



Customer Relationship Management Section

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