



U.S. Department of the Treasury

KFC Dispatch

Summer 2011

Kansas City Regional Financial and Operations Center

KFC: Atlanta Bound

The Customer Advisory Board (CAB) held its semi-annual meeting for the fourteenth straight year on February 9th and 10th, 2011, in Atlanta, Georgia. The Centers for Disease Control and Prevention (CDC), Chamblee Campus co-hosted the winter meeting and allowed visitors a first-hand experience of southern hospitality. Ninety-five CAB members representing twenty-seven federal program agencies attended the February meeting.

Gloria Owens, CAB Chair, from the Environmental Protection Agency (EPA) provided introductions, while Gary Beets, KFC Regional Director, and James Tyler, Director of Financial Management Office, CDC, welcomed participants to the meeting. Financial Management Services' (FMS) Payment Management (PM) Assistant Commissioner Sheryl Morrow began presentations with an informative piece entitled *Planning for the Future*.



This year's Winter CAB meeting provided customer agencies with updates and new information on the topics listed below as well as a tour of the CDC Chamblee Campus which included three distinct laboratories; Element Analysis Laboratory, Smoke Analysis Laboratory, and Contemporary Pesticides and Persistent Organic Pollutant Laboratories.



INSIDE THIS ISSUE

KFC CAB	1 - 2
VA Forum	3
CWS Farewell	4 - 5
PAM Flyer	6
KFC Contact List	7
Save The Dates	8

Topics and speakers who presented at the CAB meeting included:

Internet Payment Platform (IPP) & Agency Best Practices

Paul Lionikis, Federal Reserve Bank of Boston
Leonard Olijar, Bureau of Engraving and Printing (BEP)
Rebecca Moore, Department of the Interior (DOI)

Influenza Pandemic

Toby L. Merlin, MD., Deputy Director, Influenza Coordination Unit

All Electronic Treasury Initiative

Matthew Helfrich, EFT Strategy Division, FMS

Governmentwide Accounting & Reporting Modernization Project

Michael Norman, Governmentwide Accounting (GWA), FMS
Keith Jarboe, GWA, FMS

Secure Payment System (SPS)

Chris Garrett, Information Technology, FMS

Payment Application Modernization (PAM)

Denise Quirarte, PAM Project Team, KFC
Jesse Chavez, PAM Project Team, KFC

The meeting ended with a roundtable discussion on flexible work schedules and flexi-place. The discussion highlighted current agency practices, while providing pros and cons of the initiative. It was very helpful to hear guidance from others in regards to how they handled flexible work schedules at their own agencies.

Throughout the meeting, CAB members presented agency updates and input regarding KFC program planning and product development. Several agencies commented on the high level of KFC's commitment and voiced their appreciation for the support they receive from both KFC and FMS.

KFC would like to thank all the presenters and CAB members for attending this year's meeting in Atlanta and a special thank you to CDC for their time and effort in co-hosting another successful meeting!





KFC Hosts VA Forum

On June 14th, the Kansas City Financial Center (KFC) hosted an agency forum for one of its newest customers, the Department of Veterans Affairs (VA). Twelve VA employees traveled to Kansas City for the event and a few others dialed in via conference call throughout the day. The attendees represent various VA programs based across the country including Veterans Benefit Administration (VBA), VA Health Administration Center (HAC), and VA Financial Services Center (FSC).

The forum provided an overview of various FMS-wide initiatives. Specifically, the following topics were presented:

Governmentwide Accounting & Reporting Modernization

Michael Norman, Governmentwide Accounting (GWA), FMS

Direct Express/Medical Payments

Marjorie Clark-Springer, EFT Strategy, FMS

Payment Application Modernization (PAM)

Jesse Chavez, PAM Project Team, KFC

International Treasury Services (ITS.gov)

Walker Woods, Financial Services & Support Branch (FSSB), KFC

The morning of the meeting included roundtable discussions for VA and KFC, which afforded a great opportunity for both agencies to learn more about each other. Attendees were also able to ask program- or area-specific questions and have them addressed by branch managers or subject matter experts.

That afternoon, VA representatives were given the chance to tour the facility and see the inner workings of the Kansas City Financial Center. Of particular interest were the KERN machines (which were busy enclosing VA letters) and the attendees took the opportunity to learn about the mechanics of the inserting equipment.

The meeting served as an excellent foundation for building a solid long-term relationship. The KFC looks forward to supporting VA in its important mission serving the country's veterans.



Pictured from left to right:

Margie Clark-Springer, Deborah Strong, Cynthia Sheppard, Tom Nelson, Elisabeth Torres, Denise Quirarte, Ron Jordan, Sarah Haddock, Mike Norman, Crystal Duckworth, Linda Turner, Gary Beets, Doug Doyle, Sandi Slack, Susan Robinson, Alice Mercurief, Melissa Carter, Sandra Rolon-Rodriguez, Pat Oakley, Ethan Cole, Francie Abbott, Don Carrow, Lynn Garren, Jesse Chavez, Randy Brown, Lauren Ray, and Wally Ingram.

As An Era Ends...

The Kansas City Regional Financial Center (KFC) faces the end of an era as we say 'Goodbye' to three of our very finest. In 2011, KFC will retire the CWS (check wrapping system) machines. These three machines, affectionately referred to as 'Yellow', 'Blue' and 'Green', for obvious reasons, have grown along side KFC for over thirty years. They've changed locations, endured build-outs, and worked alongside numerous employees all while maintaining a consistent level of production.

In 1973, Yellow and Blue arrived at KFC and were put into full production mode by 1974. With the transitioning of Birmingham into a debt center in 1998, KFC welcomed Green with open arms. Although these machines run impeccably, they weren't always the work horses we see today. Green arrived barely recognizable and if it wasn't for the skilled hands and know-how of mechanics such as Russell Bristoe and Lorne Rush, it might never have enclosed another check. According to Payment Management Operations Branch (PMOB) Supervisor Irene Huskey, the fact that these machines, which are designed to have a life span of 10-15 years, have run for nearly 40 is a testament to the mechanics and operators who've worked on it.

At one time, KFC issued over 100 million checks annually, utilizing 20 intermittent positions to accomplish all the work. However with the direct deposit initiative in the early 1980s, that number has slowly decreased each year. In calendar year 2010, KFC enclosed just over 59 million checks and the intermittent positions are now a thing of the past.



DID YOU KNOW?

THE CWS MACHINES WERE ORIGINALLY DESIGNED BY F.L. SMITHE TO BE ENVELOPE MANUFACTURING MACHINES. THE COMPANY MODIFIED THESE MACHINES AND ADDED A BRIDGE ENABLING CHECK ENCLOSING FOR FMS.



KFC Says Goodbye!

Like everything in life, time moves on, technology progresses, and business needs shift. The same can be said about KFC and the Financial Management Service (FMS). With the issuance of checks declining at an average rate of 4% per year since FY 2006, Kansas City has had to adapt to its' customers demands. Because of this shift in business, KFC recently incorporated the use of intelligent inserting machines, referred to as KERNs, into their daily production. The intelligence that lies within the KERN machines provides for a simpler and more automated balancing of each print job, taking accountability to a higher level.

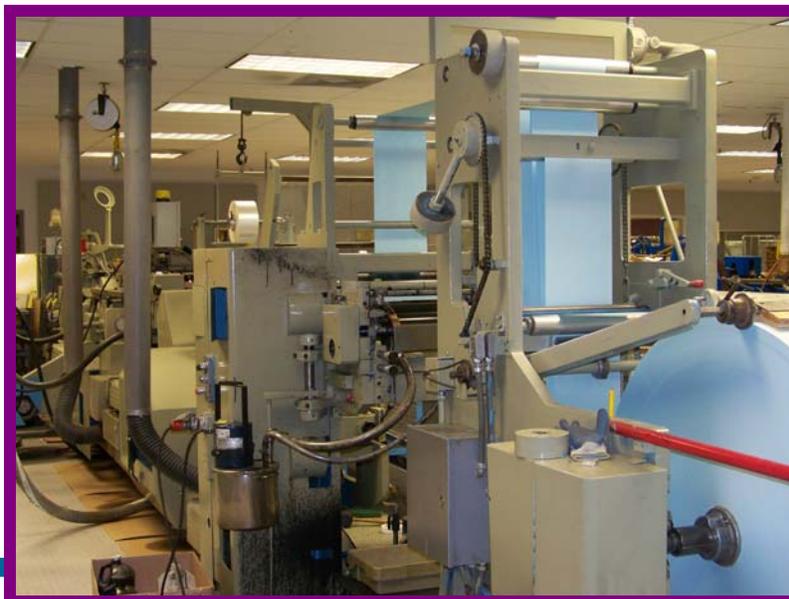
Although we'll miss these icons of PMOB, KFC wouldn't have the reputation we have today if it wasn't for the three CWS machines. And certainly, we've relied upon them greatly to issue our payments on time, every time!

HAD YOU HEARD?

BEFORE THE DIRECTOR'S SIGNATURE WAS BEING PRINTED BY THE COMBO ONTO THE CHECKS, THE CWS MACHINES CONTAINED SIGNATURE DIE STAMPS THAT SIGNED EVERY CHECK.

COULD YOU BELIEVE?

THE MACHINES STILL RUN A CONSISTENT 30,000 CHECKS PER HOUR EACH; AND ON THEIR RECORD SETTING EIGHT-HOUR WORKDAY, THEY ENCLOSED A TOTAL OF 657,000 CHECKS FOR KANSAS CITY.



You're invited to participate in an important FMS Forum for Federal Program Agencies



FMS Forum: FMS Payment Modernization Technical Session

Who Should Participate:

Individuals who have direct knowledge of the current format used to send payment information to FMS
Individuals responsible for making programming changes to your payment files
Subject matter experts who understand the payment processes.

***** Recommendation: participants should review documents listed in the links below prior to meeting participation.**

Why You Should Participate:

FMS is conducting a one day session to include detailed walkthroughs of Government Wide Accounting (GWA) Treasury Account Symbol – Business Event Type Code (TAS-BETC) requirements, Secure Payment System (SPS) 440 format and Payment Automation Manager (PAM) Standard Payment Request (SPR). This walkthrough is a follow-up to the memo sent by the Commissioner of FMS dated January, 14, 2011 to all CFOs and Deputy CFO's informing agencies of the requirement to convert to the SPR and become GWA reporters by October 2014. In an effort to assist FMS customers, GWA, SPS and PAM will be reviewing data elements, validations and agency specific information that agencies must use to submit payment requests to FMS in the future.

Topics:

- GWA, SPS and PAM overviews
- Mandate for all agencies to use the PAM standard file format and become GWA reporters by October 2014
<http://www.fms.treas.gov/ccmm/final-CFO-letter-01-14-11.pdf>
- GWA TAS-BETC (string format) crosswalk to STAR TAS
http://www.fms.treas.gov/gwa/star_tas.html
- SPS data specifications for uploading schedules for GWA reporters (440 Format)
<http://www.fms.treas.gov/sps/Schedule-Upload-440-File-Format.pdf>
- PAM SPR format for providing detailed TAS-BETC on each payment record.
http://fms.treas.gov/pam/input_file_specifications.pdf

Available Dates for Participation:

August 9 - Located in the Washington, DC Area
August 10 - Located in the Washington, DC Area
September 13 - Located in the Washington, DC Area
September 14 - Located in the Washington, DC Area
October 11 - Located in the Washington, DC Area
October 12 - Located in the Washington, DC Area

Note: ALL sessions will start at **9:00 a.m.** and will end by **4:30 p.m.**
Conference Call connection will not be available.

Register On-line at KFC website: <http://fms.treas.gov/kfc/index.html>

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EXECUTIVE OFFICE

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PAYMENT MANAGEMENT OPERATIONS BRANCH (PMOB)

Randy Brown, Manager
Irene Huskey, Supervisory Production Machinery Mechanic
JoAnn Taylor, Mail Operations Supervisor
James Lee, Supervisory Computer Operator (Evening Shift)
General Information (816) 414-2200
Payment Operations Section (816) 414-2350
Facsimile Machine (Mail) (816) 414-2217
Facsimile Machine (Control) (816) 414-2380

FINANCIAL SERVICES & SUPPORT BRANCH (FSSB)

Francie Abbott, Manager
Tom Nelson, Customer Assistance Support Staff (CASS) Supervisor
Julie Jensen, Financial Operations (FO) Supervisor
Tony Barnes, Claims Supervisor
KFC Customer Help Desk (816) 414-2100
Facsimile Machine (CASS) (816) 414-2192
Facsimile Machine (FO) (816) 414-2120
Facsimile Machine (Claims) (816) 414-2180

INFORMATION SYSTEMS & SUPPORT BRANCH (ISSB)

Cynthia Sheppard, Manager
Denise Quirarte, Supervisory IT Specialist
General Information (816) 414-2300
Facsimile Machine (816) 414-2390
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ADMINISTRATIVE MANAGEMENT BRANCH (AMB)

Ethan Cole, Manager
Crystal Duckworth, Administrative Officer
General Information (816) 414-2050
Facsimile Machine (816) 414-2066

SAVE THE DATES:

Kansas City

Customer Advisory Board

February/March 2012

**Payment Management
Customer Conference**

August 2012

Department of the Treasury
Financial Management Service
Kansas City Regional Financial & Operations Center
Customer Assistance Support Staff
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