



**Customer Advisory Board (CAB) Meeting Minutes  
New Orleans, Louisiana – December 9-10, 2008**

<u>CAB ATTENDEES</u>	<u>AGENCY</u>	<u>CAB ATTENDEES</u>	<u>AGENCY</u>
Joyce Herring-Hughes	ABMC	Vicki Soukup	USDA, APHIS
Sri Rapaka	ABMC	Julie Tripp	USDA, APHIS
Sandra Wilson	ABMC	Tammy Alphonse	USDA, COD
Betty Miller-Barnard	DHHS, CDC	Lloyd Davis	USDA, COD
Debbie Byrd	DHHS, CDC	Connie James	USDA, COD
LaNita Fogg-Talley	DHHS, PSC	Charles Kyser	USDA, COD
Kurt Snyder	DHS, TSA	Susan Lauga	USDA, COD
Joseph Feeny	DHS, USCG, Topeka	Pamela Mitchell	USDA, COD
Art Weiss	EPA, Las Vegas	Roy Nelson	USDA, COD
Gloria Owens	EPA, RTP	Tam Nguyen	USDA, COD
Juanita Watkins	EPA, RTP	Richard Schrieffer	USDA, COD
Kim Frey	GSA	Charles Wallace	USDA, COD
Dorothy Battle	NSF	Carolyn Lane	USDA, FSA, St. Louis
Elaine Boyd	SSA, Baltimore	Jim McAfee	USDA, FSA, CCC
Donna Dahlen	SSA, Baltimore	Jeanne DiGange	USDA, NFC
Susan DeLabio	SSA, Baltimore	Joe Henley	USDA, NFC
Charone Garland	SSA, Baltimore	Rhonda Johnson	USDA, NFC
Denny Lessner	SSA, Baltimore	Gary Millet	USDA, NFC
Paul Levee	SSA, Baltimore	Gary Robbins	USDA, NFC
Kathi Moore	SSA, Baltimore	Joe Vitale	USDA, NFC
Michael Tracht	SSA, Baltimore	Mark Huntley	USDA, NFC
Chris Traczyk	SSA, Baltimore	David Larsen	USDA, RD
Walter Kalita	US Courts	Moraima Rivera	USDA, RD
Tom Grahek	USDA, APHIS	Margo Erny	USDA, RM

**KFC ATTENDEES AND SPECIAL GUESTS**

Gary Beets, Director, FMS, KFC	Jesse Chavez, FMS, KFC
Susan Robinson, Deputy Director, FMS, KFC	Lauren Ray, FMS, KFC
Francie Abbott, Manager, FMS, KFC	Michael Norman, FMS, DC
Randy Brown, Manager, FMS, KFC	Michel Spratley, FMS, DC
Ethan Cole, FMS, KFC	Ann Putney, FMS, DC
Thomas Nelson, FMS, KFC	Alyssa Riedl, FMS, DC
Denise Quirarte, FMS, KFC	Marshall Henry, FMS, DC
Jesse Chavez, FMS, KFC	Teresa Ricoy, FRB Boston

**Tuesday, December 9, 2008**

CAB Chair Debbie Byrd, DHHS-Centers for Disease Control and Prevention and Vice-Chair Gloria Owens, Environmental Protection Agency-Research Triangle Park, welcomed the group and thanked everyone for attending the December 2008 CAB meeting.

Kansas City Financial Center (KFC) Director Gary Beets also welcomed the group and expressed his gratitude to USDA-National Finance Center (NFC) Controller Operations Division (COD) for co-hosting the meeting. Gary reviewed KFC's accomplishments for FY08: KFC issued 24,385.658 checks and EFT payments totaling \$19,279,781.74, PAM project successfully implemented their first release (SSI ACH monthly payments), KFC just received new check enclosing equipment (Kerns), DFAS is considering using Treasury to disburse their payments, the HROC to KROC transition, and how KFC received 100% customer satisfaction on the latest customer service survey.

## ***Round Table – Introductions – CAB Members***

After all introductions were made, Debbie mentioned the meeting minutes from the May CAB have been provided in this year's CAB binder. There was a call to review the minutes and the CAB members were asked for any changes or revisions. There were no changes made to the minutes. There was a motion to accept which was seconded and approved.

### **Presentations**

**USDA Welcome & Presentation – Charles Wallace, USDA, NFC, COD and Gary Millet, USDA, NFC**  
Charles and Gary shared NFC's organizational structure, overall mission, and select accomplishments of their respective divisions.

Q. The backup system in Kansas City, is that at NITSI?

A. Yes.

Q. Are OPM's records available on-line?

A. Yes, but only to individuals that NFC does payroll for.

Q. Do you have an employee web page?

A. Yes, Employee Express.

### **Internet Payment Platform (IPP) – Teresa Ricoy, FRB Boston**

Teresa provided a very informative presentation on the IPP and the benefits it provides to agencies.

Q. Will the presentation be made available?

A. Yes, contact Teresa or after the CAB meeting it will be posted on the KFC website.

Q. How can we view PAID?

A. The agency does not have to go through PAID.

Q. Users who used PAID; do they need to register with IPP?

A. Yes, you will coordinate that with the IPP team at 1-866-973-3131.

Q. Where are USDA statements if PAID is gone and they're not live with IPP.

A. This is a phased approach. The vendors will have a display through IPP.

Q. Can an agency see a demonstration?

A. Yes, there are weekly demonstrations that agencies can sign up for on-line.

Q. Have they simplified the sign up process?

A. Yes, and that feature should roll out soon.

### **HROC/KROC File Processing & Connectivity Changes – Denise Quirarte, FMS, KFC**

Denise presented on the transition of file processing and requisite connectivity of HROC to KROC.

Q. With the migration to PROC, what is required of the agency?

A. Batch file processing will be coordinated. There are no answers yet on whether there will be impact to user interface.

Q. Will I need a T1 line?

A. If you use a PIP you can go any direction. T1 will need a line to PROC.

Q. What about the files that come from HROC (i.e. TRAX)?

A. Files that come from HROC (TRAX) will move to PROC and are part of the conversion.

Q. Who will the agency work with for the HROC to PROC conversion?

A. For some interface, KFC will be the primary point of contact. It has not yet been determined for the other interfaces. Once we get all point of contacts, we will notify the agencies.

## Kansas City Regional Financial Center Updates

### **Francie Abbott, Financial Services and Support Branch (FSSB)**

#### **CLAIMS -**

##### Teletrace

- 51,581 cases worked and closed so far this year
- 89% were closed within five days
- We've been able to recover over ¾ of a million dollars (\$783,407.00) in misdirected funds on behalf of SSA this calendar year

#### **CUSTOMER ASSISTANCE STAFF -**

##### Help Desk Unit

- Answered nearly 22,000 calls since the first of the year  
Two most common calls we assisted with:
  - 1) Unidentified EFT payment – 5,714
  - 2) Request for Payment status – 2,385
  - 3) Agency Calls – 2,626 (to assist a customer, treasury programs, general support)
- In addition to the Teletrace misdirected payments, we recovered 599 items totaling \$25.8 million at the request of customer agencies

##### Project Unit

- Very busy with planning and co-hosting the First Payment Management Customer Conference which took place in Chicago this past August. Over 200 attendees representing over 36 federal agencies
- We are happy to report that shortly we will begin processing more check issues for CCC, approaching 600,000 per year, as they move forward with an initiative to centralize their check disbursing
- A reminder to keep your eyes peeled for the after hours emergency contacts memo. Each January we request that our agencies review and update their information as necessary. Although we use this information rather infrequently should a critical issue arise we want to ensure that we have current information

#### **FINANCIAL OPERATIONS**

##### Foreign Payments

- In FY08 we processed 42,469 payments totaling \$594.3 million
- For FY 2009 we processed 7154 payments totaling \$161.2 million YTD
- **ITS.gov**
  - **Implement Release 6.6 on Aug. 23<sup>rd</sup>.** This release improved back-end file processing functionality for ITS.gov mainframe processing. (FYI - GSA file processing)
  - **Implement ITS.gov to agencies.** Implemented a new agency (Smithsonian Institutes) on ITS.gov. (32 agencies total, 1 pending enrollment to go live after 1<sup>st</sup> of year, 3 more agencies working to complete forms and the implementation process)
  - **Current Initiatives**
    - OFAC Screening functionality
    - Digital Signature functionality
    - Adding special handling check processing functionality to ITS.gov
    - Transmitting payment files directly to ITS.gov – implementation date and process still to be discussed

##### Preauthorized Debits (PAD)

- FY08 – collected over \$4 billion in PAD
  - For FY09, processed 1.77 million collections totaling \$506.7 million YTD
  - Currently converting KFC PAD customers to Pay.gov. Successfully converted 2 agencies (NPS-Tetons & GSA – KC Payroll) and working to convert remaining 21 customers by the End of FY09

## ASAP.gov

### *Release 7.0 - Implemented in Sept-08*

- Increased account profile functionality allowing FPAs and Recipient Orgs to update user and official information as well as increased available balance and funding information
- Enhanced comprehensive report functionality allowing more customizable reporting features

### *ASAP Debit Card Program – Implemented Dec-08*

- Functionality to support GSA Travel Card Program and allow Citibank to be reimbursed through ASAP – required new accounts for each GSA district and substantial work to coordinate transition from the old to new travel card programs

## **Randy Brown, Payment Management Operations Branch (PMOB)**

### PMOB

- New branch formed in August from former PFB and EOB branches
- Combines all payment operations with check wrapping and mailing
- Operations and Payment Control(Laura); Payment Operations (Irene); Mail Operations (Regina); Payment Operations – Evening Shift (Dorothy)
- 50 employees in both day and evening shifts

### Kern Install

- New IIS – allows us to track checks through the wrapping process and out the door
- Installation of first machine began on Dec 1<sup>st</sup>
- More automation for replacement checks
- Lower capacity but greater automation – no check clearing and easier to process after inserting
- In the process of redefining employee positions into Universal Operators – these employees will operate COMBO printers, check wrappers/Kern inserters, pre-sort machine
- We are slated to receive two more machines in 2009, one of which will give us the capability to match letters with checks

### Presort and Mail

- Presort YTD 3.6M pieces, \$211K saved
- Incoming mail processed 743K returns YTD

### Upcoming Mail Changes

- Intelligent Mail Bar-coding will be implemented by the USPS next year
- FMS is still determining what type of service to acquire
- USPS will begin charging for returned/forwarded mail sent to stale addresses
- Your agency can help keep costs lower by ensuring that your addresses are up-to-date
- Tools that you can use include NCOALink, which updates your mailing list for customers who have filed a change-of-address with the Post Office; please see me if you'd like more information

### Operations

- We've supported the HROC to KROC move with testing and changing our processing times during the move
- When there is a payment problem we appreciate your quick responses and your working with us to resolve the problem quickly

### Calendar YTD Statistics

- 91M EFTs, \$134B
- 53M Checks, \$56B
- Total 145B Payments for \$190B

### Problems

- Please call me or Laura Reyes if you have any processing problems and we will be glad to help you
- Our goal is to strive for excellence in everything we do with accountability to you, our customers

## **Ethan Cole, Administrative Management Branch (AMB)**

### **HROC to KROC**

- o Planning and managing the physical HROC to KROC move. Moved and updated the KROC command center. Recently approved the new power system that will provide power to the Center in the future. Working with consultants and facilities management in Washington to prepare for long-range equipment and personnel needs

### **HSPD-12 Initiative**

- o All employees have been in-person proofed for HSPD-12 badge initiative. Awaiting receipt of new badges in order to issue to employees

### **FMS Annual Safety Inspection**

- o Passed with flying colors. No major findings. Credit goes to our Physical Security Specialist, Tom Worstell and our Administrative Officer, Crystal Duckworth

HR has worked with Management division in Washington to implement changes to eliminate some paper processes involved in the hiring process, including utilizing OPM's eQUIP process for new hires to submit their security questionnaire electronically.

## **Denise Quirarte, Information Systems & Support Branch (ISSB)**

### **SPS:**

- All SPS user PC's should have been updated before the end of November 2008. If this is not done, the users may not be able to access SPS as of December 1, 2008
  - o If you are using the SPS Self Contained version - We recommend that the SPS Self Contained be updated or installed from the CD labeled SPS *CLIENT COMBO dated 08-08-08*
  - o If you are using the SPS Web version - We recommend that the SPS Web version be updated from the CD labeled - *SPS CLIENT COMBO dated 08-08-08*
  - o We recommend using the Self Contained version as it will eliminate the need for your JAVA version to remain consistently an update becomes necessary. Self Contained Version also can avoid some issues with the FDCC requirements coming later this year
- It is recommend that the Integrated Trusted Registration Agent (I-TRA) application be updated from the CD labeled FMS PKI ITRA dated 08-25-08 or by going to the I-TRA website: <https://itra.fms.treas.gov> Click on *FMS PKI Setup Installers* and the full explanation of what is available for downloading will be explained
- Reminder – FMS does not currently support SPS on Vista
  - o FMS will continue the support of SPS on Windows XP for the foreseeable future. Agencies are expected to keep using SPS on Windows XP at least until FMS announces their support of SPS operating on Vista
  - o For FPAs who move to Vista before FMS has tested and made the needed changes to SPS, FMS cannot guarantee the FSA's SPS results nor will FMS support be available for troubleshooting
- SPS supported the Census Bureau with the set up of additional Regional Census Centers on SPS in preparation for the Decennial Census

### **Programming:**

- Payment and Debt Processing move to KROC:
  - o Modified KFC maintained programs to run on KROC
  - o Designed Input Management process to support interim file transmit processes on HROC interfacing with Payments on KROC
  - o Coordinated and performed testing with interface systems (PACER, TOP, TCS, TCIS, FRB, etc.
  - o Transitioned processing over the Nov 22-23 weekend
- Agency connectivity:
  - o Coordinating the Connectivity and Communication Team
    - Working with IR and the RFCs to identify and track agency connections
    - Drafting and reviewing agency letters regarding the transition
  - o Tracking Network Engineering's work with Agencies to approve proposals and install PIP connections
  - o Working with Agencies to set up security and test all new connections once installed
  - o Reminder that all agencies need to convert Payment and Debt transmits to KROC by Jan 31, 2009
    - KFC contacts Eugene Phillips (816-414-2328) and Paul Jackson (816-414-2310)
- PAM:
  - o Both the Programming and SPS staff are heavily involved in the PAM project. Release 2 with SSI Monthly check and daily payments has been the focus over the past six months

- We have individuals involved in the following areas
- Business Requirements:
  - Subject matter experts provide input and review documents
  - Application development:
    - Three full time developers
    - Completing the coding of Release 2
    - Beginning elaboration on Release 3
  - User Acceptance and Interface testing:
    - Performed interface testing of the application with interfacing systems
    - Conducted performance testing
  - Agency Testing:
    - Performed agency end-to-end testing of Release 2
    - Tested new code for the addition of SSI PICs on Attorney payments
  - Production processing support
  - PAM Helpdesk:
    - Supports creation of user tokens and performs initial setup
    - Open problem tickets and tracks production problems

## **Jesse Chavez, PAM Project**

### **PAM Release 1**

- Over 35 million SSI Monthly ACH payments has been successfully processed in PAM on time, every time since March 08

### **PAM Release 2**

- Completed Development and currently in final stages of testing, which includes testing with SSI and interfacing systems(PACER, TCIS and COMBO)
- Received initial feedback from vendor responsible for "Certification and Accreditation" of the system. No security problems encountered
- In January 09' expecting to complete ITSOC review, obtain SSI Approval for implementation and receive Authority to Operate from the FMS governing board
- Expected first production on February 21, 2009 for SSI Monthly ACH & Check March payments. NOTE: ALL RFC will be using PAM system to generate monthly SSI Checks for processing
- SSI Dailies implementation date pending PAM Disaster Recovery Region operational at PROC (July/August 2009)

### **PAM Release 3**

- Due to ability to achieve meeting GWA milestone dates, project is currently exploring redefining scope for PR 3.0 to includes the following:

Implementation of payments for the types of payments that are processed as "daily" payments. This includes Daily PPD+, Daily CCD+, Vendor Check, Salary Check and the SPS type A payments. Payments that qualify for "offset" will be processed through Delinquent Debt system (i.e., TOP)

- Final decision to redefine PR 3.0 scope is pending FMS Management decision in December. New PAM Release implementation dates will be announced after the decision

*Note: We can publish the new release chart through FSSB sometime in January and post on the PAM Website. Encourage everyone to visit the site on a regular basis.*

### **PAM Staffing**

- New Training Coordinator - **Lori Meyer**. Lori will coordinate training of FMS personnel using the PAM System and will also conduct training to RFC's and agencies on the new Standard PAM Format. In addition, will participate in a few CAB's providing updates on the PAM Project
- New Technical Lead - **Donna Morgan**. Donna will serve as the PAM Project's primary coordinator working with Information Resources on FMS- hosted computing environments(development, quality assurance, user acceptance, production, disaster recover, and production fix; FRB-hosted computing issues and all planning on platform related matters. This includes serving as the primary coordinator of PAM Disaster Recovery related activities; working with IR and FedACH to plan disaster recovery exercises and the FRB Business Resumption Exercises

## ***Kansas City Regional Financial Center Update Questions***

Q: Do we have to go through ITS.gov and SPS to certify payment?

A. Yes, for now you need to go into both systems; however, this is being looked at.

Q. What are the agency impacts for the Intelligent Mail Bar-coding?

A. No news on this at this time; however, discussions are being held within FMS.

Q. SSA going from Connect Direct to Cyber vision, will this present any problems?

A. Analysis is being conducted.

Q. Instead of the summary schedule information being logged and typed into SPS, can it just be uploaded?

A. We will check with the SPS group and let you know.

Q. Where can you get the 440 Upload formats?

A. Formats are available on the SPS, PAM and KFC websites.

Q. Will the SPS transmission files have a TAS?

A. They will have a TAS (if a GWA player); we will verify the TAS matches within the payment detail. The payment will not be held because the TAS is not valid.

Q. What will reflect on their statements from the accounting side?

A. If there is a difference you will go with the certification file.

### ***Meeting Adjourned***

The meeting adjourned and was followed by a group tour of the National World War II Museum.

## **Wednesday, December 10, 2008**

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### **Presentations**

#### **Treasury Offset Program (TOP) – Alyssa Riedl, FMS, WDC**

Alyssa provided a very informative presentation on the TOP program.

Q. Can we use our PKI sign on instead of Secure ID?

A. This is a single sign on and should work. HSPD 12 card will be the way everyone signs on in the future and will eliminate the Secure ID card.

Q. Do you send something to the creditor agency that is receiving the funds?

A. Yes, they receive a collection file weekly.

#### **Pay.gov – Marshall Henry, FMS, WDC**

Marshall provided a very detailed presentation on the Pay.gov system and the various services offered to Federal agencies.

Q. Is there a bill portion tied into the collection and how long in advance do you need to be notified?

A. Yes, Pay.gov will generate an email stating that a bill is available. This is customizable. You have up to 30 days in advance, recurring payments up to a year.

Q. Will information save so it does not need to be populated?

A. That is a customer preference.

Q. Debit/Credit card versus ACH, is there an additional cost?

A. Pay.gov is free to the agency. Fees do accrue to Pay.gov, not the agency. We recommend using ACH versus debit/credit card.

Q. On the trusted collected service, is there a place for GWA TAS/BETC information?

A. Each application has one TAS assigned to each file.

Q. Can you divide the 215 report to Cashlink?

A. No, this will not perform that function; however, it is being explored.

Q. Reporting, the cancellation report on EFT and check payments are in two portions; summary and detail. Is there a way to combine those reports?

A. Pay.gov will just provide the data. Each agency would have their own data and we ask the agency to create the sheet on their own.

Q. Can you manipulate the data on XML?

A. Yes, if you are a programmer, otherwise no.

Q. For KFC customers that are transitioning to PAD, can they upload their current profile/customer data for their customer agencies?

A. No. Pay.gov will help enter data and then the agency can verify.

### **International ACH Transaction (IAT) – Susan Robinson, FMS, KFC**

Susan provided a high level overview of IAT and explained the impact to our customers.

Q. What if the address is domestic but the agency is aware of a foreign relationship?

A. You would classify this as an IAT.

Q. Should procurement be involved in vendor payments, if the invoice has a domestic address but the purchase order differs and has a foreign mailing address?

A. This is situational; depending on the volume you may be able to contact the FI.

Q. Will checks be done this way and are check payments going through ITS?

A. No for both.

Q. Is federal salary exempt?

A. As an employee of the United States that is correct, but I will follow up on that.

Q. Would that apply to allotments, an employee sending a family member money overseas?

A. We will follow up on that.

Q. Payments made outside of traditional means (i.e. type A through SPS), are they subject to IAT or should they be done through ITS.gov?

A. Those should be done through ITS.gov.

Q. What if funds are not sent to the recipients (i.e. if they are on list for held payments)?

A. If there is a match foreign asset control will seek clarification.

### **Governmentwide Accounting (GWA) – Mike Norman, FMS, WDC**

Q. Who is FISIO?

A. A part of OMB, GSA.

Q. If there is a difference on certification, will there be a buffer period to correct it?

A. No, this will be real-time. To correct it, there will be a need to reclassify at the summary level.

Q. Will Treasury reconsider the need for a waiver to do a suspense account?

A. Likely not, but I will ask.

### **American Battle Monuments Commission (ABMC) – Sandra Wilson, ABMC**

Sandra shared a 10 minute video highlighting the American monuments overseas followed by a presentation of the history and background of ABMC.

### ***Open Discussion***

## ***Closing Remarks***

Debbie and Gloria thanked the CAB Members for attending the meeting and for NFC, COD for co-hosting.

Gary also thanked the group for attending and mentioned the importance of the CAB meeting and how it affects KFC, Payment Management and our customer agencies. He mentioned how he enjoyed the WWII tour and how it is important to remember our history. Gary thanked NFC, COD for co-hosting and Debbie and Gloria for serving as CAB Chair and Vice-Chair.

## ***Meeting Adjourned***

### **Agency Updates**

#### **EPA, Las Vegas**

##### **Art Weiss**

Successfully processed first partial SF224 in July for June reporting period. No problems accessing and reporting the partial SF224 since then.

Acquired access to Treasury Check Information System (TCIS) and Treasury Offset Program (TOP) websites which enhanced our ability to pull tracers on payments and cancellations and inquire into offsets of EPA payments respectively. Enabled us to retire our old 386 PC which supported PACER inquiries.

Currently working with FMS on PAD conversion to PAY.GOV. Expected conversion in CY 2009.

#### **USDA – Rural Development**

##### **Dave Larsen**

Collected over \$1.5 billion during the first year of using our Customer Initiated Payment system. This is a web-based system that submits ACH Debits to Treasury's Pay.gov system and creates the accounting transactions to credit the borrower account in our accounting system.

Implemented changes to our accounting systems to secure Personally Identifiable Information except for the joint accounting system with Farm Service Agency that supports our Community Facility, Water and Environmental, and Business and Industry loan programs.

Implemented TGANet for single-family direct loan collections received in the Western Pacific Territories.

In August, implemented new manual procedures to eliminate the use of 'F' suspense accounts on the SF 224, Statement of Transactions.

Currently testing the loan servicing module for our Distance Learning and Telemedicine, and Broadband loan programs.

Currently modifying our accounting systems to implement provisions of the 2009 Farm Bill. There is an emphasis on making loans for disasters and programs for producing renewable energy.

We received an unqualified opinion on our FY2008 Financial Statements

Defining requirements for the Financial Management Modernization Initiative and the Budget Performance Management System.

With the assistance of the National Finance Center, we are maintaining a green scorecard on the President's Management Agenda for IPAC suspense and EFT payments to vendors (97%).

#### **Social Security Administration**

##### **Denny Lessner**

The Payment Automation Manager (PAM) was a big part of our activity since the last Customer Advisory Board (CAB) meeting. This project represented a major coordination effort between the Department of Treasury and the Social Security Administrations (SSA) Office of Systems. Coordination included:

- Transmission of a test SSI Payment file;
- Transmission of a test SSI Payment file that was intentionally out of balance;

- Transmission of nonreceipt transactions on records included in the payment file;
- Receipt and processing of returned check (cancellation) transactions;
- Receipt and processing of disposition transactions;
- Transmission of test certifications;
- Transmission of test payment files using the revised data set names

So far all testing has been a complete success. The testing of a new Payment Identification Code (PIC) was included in testing. The successful coordination was due to constant communication and cooperation. It was necessary for both sides to be flexible and willing to compromise.

As implementation draws nearer, we expect the implementation of PAM, Release 2 to truly be transparent to the user.

## **USDA Risk Management Agency (RMA) – Federal Crop Insurance Corporation**

### **Margo Emry**

RMA is responsible for delivering the Federal Crop Insurance Program. RMA uses Treasury's Secure Payment System (SPS) system to manually enter the payments to approved insurance providers (AIPs). These payments are for administrative and operating expenses (A&O Subsidy) of delivering the program, indemnities, and the AIP share of underwriting gains or losses.

The 2008 Farm Bill included additional information technology funding for RMA. In 2009 FY, RMA will begin its Information Technology Modernization project (ITM) and one aspect of ITM will be the automation of a payment file to SPS which will be certified via SPS.

The following summarize significant FCIC program highlights for the 2008 fiscal year

- The 2008 Farm Bill impacts will include impacts besides the ITM funding include changes in the timing of future A&O subsidy payments and underwriting gain payments to AIPs, changes in the timing of premium billing dates for producers, reduction in A&O subsidy payments to AIPs, increase in catastrophic fees for producers, and changes to the budgeted loss ratio.
- During Fiscal year 2008 there was a large increase crop insurance premium levels due to price volatility in farm commodity prices. This directly impacted the crop insurance program by increasing disbursements and collections. RMA disbursed 3,282 payments of approximately \$6.1 Billion through the Kansas City Financial Center.
- Despite several localized disasters in 2008 RMA's loss ratio was still significantly less than 1.0.

In 2009 fiscal year RMA's liability and disbursements are expected to be less since commodity prices have decreased.

## **Social Security Administration**

### **Susan DeLabio**

#### **Implementation of Direct Express**

Treasury's Direct Express Card program operated by Comerica Bank provides an electronic payment alternative to Social Security and SSI check recipients who do not have bank accounts. Participants can use their Direct Express Debit Card to access their benefits at ATM and point-of-sale locations throughout the nation.

In Phase I of the project, Treasury enclosed informational inserts about the Direct Express program with Treasury checks. The inserts provided the toll-free number and website for Comerica Bank. Check recipients receiving the insert who were interested in signing up called the bank or enrolled online. Phase I began on April 23, 2008, when approximately 75,000 inserts were enclosed with the Title II cycled payments for beneficiaries residing in Texas, Oklahoma, Louisiana and Alabama.

On September 26, 2008, SSA implemented Phase II of the Direct Express Card project. SSA employees are now able to use SSA's modernized system to initiate enrollment requests for the Direct Express Card for interested individuals during the initial claim interview and post-eligibility contacts.

Since the Direct Express program began in April 2008 (Phase I), over 129,000 beneficiaries have enrolled through Comerica Bank. With the implementation of Phase II, SSA employees are now able to provide one-stop service to applicants/beneficiaries interested in signing up for the Direct Express Card. Through December 5th, SSA has enrolled 50,245 beneficiaries.

## **USDA/APHIS/FMD – Accounting and Payments Team (APT)**

### **Vicki Soukup**

The APHIS Financial Management Division (FMD) currently services three agencies - The Animal and Plant Health Inspection Service (APHIS), The Agricultural Marketing Service (AMS), and The Grain Inspection, Packers & Stockyards Administration (GIPSA). These three agencies comprise an organization called Marketing and Regulatory Programs (MRP).

This year was an extremely busy and exciting year for FMD as we took on a fourth customer agency - The Foreign Agricultural Service (FAS). The work that FMD will be performing for FAS is making foreign allowance payments for their Foreign Service Officers (FSO's) and miscellaneous employee reimbursements through USDA's financial system. Additionally we will be processing their foreign currency payments that they currently process through the State Department. These payments will be processed through Treasury's ITS.gov system. APHIS would like to recognize the Kansas City Financial Center for their outstanding customer service. The success we achieve in meeting our standards of service are directly related to the outstanding customer service KFC provides our agency.

Over the last year APHIS FMD has implemented two Treasury systems - Treasury Check Inquiry System (TCIS) and TGAnet. Additionally, FMD piloted the debit card program which is collaboration between Treasury and JP Morgan Chase.

Aside from these Treasury systems, MRP agencies have also implemented a new travel system called GovTrip which is a Northrop Grumman product. We also implemented a new time and attendance software. This software is a Kronos system and is called WebTA. FMD has been assisting human resources in reviewing financial reports from the data warehouse in an effort to ensure the system is properly recording leave donation transactions.

On November 29, 2008 the old contract with Bank of America expired and USDA began doing business with U.S. Bank for purchase, fleet, and travel credit cards. FMD has been busy implementing the new on-line software call Access On-Line as well as working with customer issues.

Some statistics in referred debt to cross-servicing:

- APHIS referred \$914,000 and received 260 payments totaling \$163,000
- AMS referred \$31,000
- GIPSA referred \$58,000 and received 9 payments totaling \$35,000

And finally, the highlight of the year for APHIS FMD was its recognition by the USDA's Office of the Chief Financial Officer (OCFO). This year FMD was selected for an OCFO Signature Award for the success we achieved in saving agency money tied up in commitments and accruals. FMD monitored the aged transactions and worked with field offices and agency purchasing agents to improve financial accountability.

## **USDA - OCFO - COD- ICB - ADM. CERT**

### **Lloyd Davis**

USDA, OCFO is proceeding with the requirements phase for implementation of the new financial system.

The new system is called Financial Management Modernization Initiative ("FMMI") which utilizes a SAP package. USDA Agencies will be implemented into FMMI in 3 phases. The first phase will consist of 8 Agencies implemented on October 1, 2009. Phase in implementation of USDA travel interface system named Gov Trip. This system allows USDA employees to book travel, hotel, and rental cars. It creates the authorization, obligation, completes the voucher process, and initiates disbursements to traveler and bank.

## **Environmental Protection Agency - RTP**

### **Gloria Owens**

EPA has two new systems that are in the process of being implemented. The first is the CompuSearch PRISM system for the acquisition office. It is scheduled for a phase-in implementation starting in April 2009. The current finance system is also being replaced with CGI Momentum. This system is scheduled to go live on October 1, 2010. We have been very busy testing and documenting all the processes needed in the new systems to ensure that we continue to move forward electronically and not step back with manual procedures.

We currently have a paperless imaging process for all contract payments. We are now working on implementing this same process for simplified acquisitions and miscellaneous payments. All obligated documents and invoices will be transferred to an image that will be use to process the payments. The plan is complete this process in FY 2009.

As of December 7, 2008, EPA at Research Triangle Park NC started a pilot program on working 4 days a week, 10 hours per day. This has been a challenge with the telework schedule and we are closely monitoring this change.

EPA is also proud to note that we received a clean opinion for FY 2008.

## **USDA, NFC, GESD (Payroll Division)**

### **Joe Vitale**

- In August the Office of Thrift Supervision (OTS), with more than 1,000 employees, became the final bureau of the Department of Treasury to migrate to the National Finance Center's Payroll System.
- In PP17 and 18 the Food Safety and Inspection Service and USDA's Office of the Chief Financial Officer were migrated to NFC's EmpowHR system, its front-end HR personnel system.
- On November 4 USDA migrated 40,000 employees over to its new web-based time and attendance system, webTA.
- USDA received an unqualified audit opinion on our financial statement.
- NFC is working to stand up our new Backup Computing Facility at USDA's Enterprise Data Center in St. Louis, Missouri. The site is expected to be operational by the end of December. NFC will conduct a disaster recovery exercise at the back-up computing facility during the last two weeks in January. NFC may test our electronic file transfer process. If so, we will coordinate this test objective with FMS/KFC.
- NFC activated its contingency plan deployment strategy during Hurricane Gustav. Personnel were deployed to alternate work sites from September 2-11. We successfully processed payroll for PP17 during this timeframe, including processing payroll for our newest client, OTS.
- Pay period 25/2008 is the final paycheck reported on 2008 W-2.
- IRS tax-deferred limits have increased for 2009. Any changes to Federal Thrift Savings 401k Plan withholdings for 2009 should be processed effective in PP26/2008.

## **Administrative Office of the United States Courts**

### **Walter J. Kalita,**

The US Courts has just completed its first year using a new Momentum-based Financial Management system called the Financial Accounting System for Tomorrow (FAS4T).

- On the HR side, recent enhancements to the Peoplesoft-based Human Resources Management Information System (HRMIS) include deployment of the Employee Self-Service Module and automated new-hire processes.
- We would like to thank Eugene Phillips for his assistance last month in processing our payroll file using contingency transmission procedures, and the ISSB staff who helped resolve our issues with Direct Connect.

## **GSA, OCFO, Financial and Payroll Services Division**

### **Kim Frey**

Jani Willis is retiring as of January 3, 2009. Vickie Jones is the new Executive Director.

GSA received an unqualified opinion on the FY2008 financial Statements. After several years of working with Price Waterhouse Coopers (PWC), KPMG will be the new auditors for FY2009.

GSA has been involved in Lean Six Sigma (LSS) in the service offices and that is expanding to include the OCFO this fiscal year.

The new credit card program, Smart Pay 2 (SP2) has been implemented as of November 30, 2008. GSA selected Citibank as the card issuer for both the purchase and travel card functions.

GSA OCFO has been working closely with the Presidential Transition Team to ensure their financial needs are met. We have staff dedicated to this team in both Washington DC and Kansas City, MO.

The Federal Acquisition Service (FAS) of GSA has received accounting and financial services from the GSA OCFO offices in both Fort Worth, TX and Kansas City, MO. Those operations are being consolidated in Kansas City, MO in phases over the next year. The accounts receivable and financial analysis functions are currently transferring and the payables and operations functions will transfer in approximately eight to nine months.

GSA OCFO wishes to extend to the Kansas City Financial Center staff our thanks for the outstanding service that they provide.

## **Department of the Treasury, Check Claims Branch**

### **Michel A. Spratley**

The Solver component of TCIS is being replaced. A contractor will be selected soon. The new Solver component should be operational some time in 2010. Check Claims Branch will hold its yearly Agency Conference April 14 & 15, 2009 in College Park, Maryland.