



Customer Advisory Board (CAB) Meeting Minutes Kansas City, Missouri – February 23-24, 2010

<u>CAB ATTENDEES</u>	<u>AGENCY</u>	<u>CAB ATTENDEES</u>	<u>AGENCY</u>
Sri Rapaka	ABMC	Linda Horty	OPIC
Debbie Byrd	DHHS, CDC (Chair)	Leroy Chester	SSA
Lawanda Watts	DHHS, CDC	Donna Dahlen	SSA
Erma Davis	DHS, FEMA	Susan DeLabio	SSA
Michelle Eason	DHS, USCG, Elizabeth City	William Ehmann	SSA
Joseph Feeny	DHS, USCG, Topeka	Charone Garland	SSA
Fred Easom	DOE, SEPA	Gary Hatcher	SSA
Tony Moon	DOE, SEPA	Kathi Moore	SSA
Terrie Green	EPA, RTP	Vanessa Parker-Johnson	SSA
Juanita Watkins	EPA, RTP	Al Wojnowski	SSA
Gloria Owens	EPA, RTP (Vice Chair)	Lynda Dunaway	US Courts
Giselle Alba	GSA	Vikki Soukup	USDA, APHIS
Michelle Clow	GSA	Julie Tripp	USDA, APHIS
Eunice Cobb	GSA	Steve Bourn	USDA, FSA
Lisa Dillon	GSA	Darrel Davis	USDA, FSA
Maria Ellis	GSA	Mary Grisham	USDA, FSA
Nick Emma	GSA	Claude Lovell	USDA, FSA
Laura Feipel	GSA	Jim McAfee	USDA, FSA
Kim Frey	GSA	Linda Milazzo	USDA, FSA
Tami Henry	GSA	Pam Moore	USDA, FSA
Tina Morrison	GSA	Brian Quirk	USDA, FSA
Kristen Kraft	GSA	Nancy Sanders	USDA, FSA
Gary Stivers	GSA	Nanteza Shakes	USDA, FSA
Jane Pritchett	GSA	Lloyd Davis	USDA, NFC
Lesley Schmidt	GSA	Ann Gaten	USDA, NFC
Julianne White	GSA	Joe Henley	USDA, NFC
Sharon Pinardo	GSA	Joe Vitale	USDA, NFC
Mary Beth Honeycutt	OPIC		

KFC ATTENDEES AND SPECIAL GUESTS

Gary Beets, Director, FMS, KFC	Lauren Ray, FMS, KFC
Susan Robinson, Deputy Director, FMS, KFC	Laura Reyes, FMS, KFC
Carlos Usera, FMS, KROC Director	Katie Roberts, FMS, KFC
Francie Abbott, FMS, KFC	Dwight Sage, FMS, KFC
Tony Barnes, FMS, KFC	Cynthia Sheppard, FMS, KFC
Ed Barlett, FMS, KFC	Tamara Thissen, FMS, KFC
Tequilla Baskin, FMS, KFC	Walker Woods, FMS, KFC
Randy Brown, FMS, KFC	Keith Jarboe, FMS, DC
Tony Byers, FMS, KFC	Dawn Johns, FMS, DC
Ethan Cole, FMS, KFC	Mike Norman, FMS, DC
Irene Huskey, FMS, KFC	Michel Spratley, FMS, DC
Julie Jensen, FMS, KFC	Gregory Till, FMS, DC
Lori Meyer, FMS, KFC	Paul Lionikis, FRB, Boston
Donna Morgan, FMS, KFC	Kelley Courtright, FRB, Kansas City
Tom Nelson, FMS, KFC	Carole Kampe, FRB, Kansas City
Denise Quirarte, FMS, KFC	

Tuesday, February 23, 2010

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 February 2010 CAB meeting.

KFC Financial Center (KFC) Director Gary Beets followed with his welcoming remarks and was very impressed with the large meeting turnout. He stated the KFC CAB has been around 18 years and continues to grow each year. Gary said CAB meetings are always special but this one is very special since it is our centers' 75th anniversary. He introduced a video to commemorate the 75th Anniversary of KFC. Following the video, Gary shared his thoughts on KFC's next 75 years.

Round Table – Introductions – CAB Members

After all introductions were made, Debbie mentioned the meeting minutes from the June 2009 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

Collections and Cash Management Modernization (CCMM) - Gregory Till, FMS, DC

Gregory provided a detailed presentation explaining CCMM and the changes on how FMS collects revenues and reports transactions for agencies.

Q. What do the red lines mean on your diagrams?

A. Those are to show where they lead and to help illustrate the diagram.

Q. Our agency has just completed OTC-TGA net. How difficult with this be in comparison to that?

A. TGA net and OTC net are pretty similar and a little more difficult, this should be much smoother.

PRINCE/KERN - Randy Brown, FMS, KFC

Randy provided a high level overview of the printing and check enclosing software, and intelligent inserting system.

Q. How do you know how many checks are inserted?

A. We know how many we insert. 30,000 checks per tray. Those are recounted to make sure they balance.

Kansas City Regional Financial Center Updates

Francie Abbott, Financial Services and Support Branch (FSSB)

CLAIMS -

Teletrace

- FY 2009 KFC successfully closed nearly 75,000 cases totaling over \$45 million in payments
- We closed 86% of those cases within 5 days
- We've been able to recover over \$1 million in misdirected funds on behalf of SSA in 2009

CUSTOMER ASSISTANCE STAFF

Help Desk Unit

- FY 2009 – 25,179 calls (approx 2,100 /month).
- Answered nearly 3,500 calls since the first of the year
Most common calls we assisted with:
 - 1) Agency Calls (to assist a customer, treasury programs, general support)

- 2) Unidentified EFT payment
- 3) Request for Payment status

Project Unit

- KFC is pleased to report that as of August 2009 FMS now issues 99% of all USDA CCC disbursements.
- Kansas City staff has been involved with an organization wide workgroup tasked with examining greater efficiencies for customer interaction and outreach. The first initiative is to streamline the survey approach FMS has used to receive feedback from you all, our customers. While the particulars are still being ironed out the intent is to develop a more comprehensive FMS survey to replace the myriad of surveys various program areas promote.
- Myself, as well as my counterparts at the other RFCs, are in the final stages of planning the Payment Management Customer Conference (PMCC) taking place this August in the Denver area. A promotional flyer can be found in your binder and an email with the registration link will go out the first week of March. We encourage everyone to attend, to assist us in estimating attendance please take time to complete our meeting evaluation which includes a note on PMCC.
- With the PMCC conference taking place in August our next CAB meeting will not take place until 2011. If you have any thoughts or suggestions about the timing of the next CAB meeting or have interest in co-hosting the meeting please note that on the evaluation form.

FINANCIAL OPERATIONS -

Foreign Payments – ITS.gov

- FY 2009 we processed over 48,000 payments totaling \$1.1 billion.
 - Currently there are 40 customer agencies using ITS.gov.
- *Current Initiatives*
 - PKI Security Authentication
 - Western Union Payment Support
 - Developing Digital Signature Functionality

Preauthorized Debits (PAD)

- 2009 YTD we processed over 12 million collections totaling \$3.8 *billion*.
- All legacy KFC PAD customers have been successfully converted to Pay.gov.

ASAP.gov

Release 9.0 – No scheduled release date yet

- Still gathering requirements. Release will update many of the inquiries and reports produced by ASAP.

Randy Brown, Payment Management Operations Branch (PMOB)

Operations

- In October we began SSI Daily production through PAM. This implementation now processes all of our SSI monthly and daily payments through PAM.
- In October we also took over AFC's share of SSI Monthly and their Cycling payments
- Next month we will also begin processing all of AFC's CTX payments – all CTX will eventually flow through KFC. If you have CTX payments that currently go to AFC you will be receiving a letter from the AFC Director outlining the plan.
- Supported the release of PAM 2.1 in February. This release deals with how certifications are processed and so far has improved the speed of the application.

Kern

- We began processing daily jobs on the Kern machine in October
- We currently process CCC, SSI Daily, and SSA PMA daily jobs and will add more when we get our next machine
- To date we have processed over 1.4M checks on the Kern (.81% divert rate, 9142 check/hr)
- We are slated for at least two more machines, delivery TBD

Presort and Mail

- Presort CY2009 4.5M pieces, \$303K saved
- Incoming mail processed an average of 40K returns per month

FY2009 Statistics

- 197.7M EFTs
- 42.6M Checks
- ERP – Extra 2.4M checks in May 2009

Other

- Retiring with the buyout/early-out is Betsy Novotny from our Special Handling area

Problems

- Please call Laura Reyes or me if you have any processing problems and we will be glad to help you
- One way we can help you better is by receiving certifications earlier – that way if there is an error we don't have to track someone down after they've left the office

Our people are some of the most dedicated you will find, and their goal is to provide you the best service

Ethan Cole, Administrative Management Branch (AMB)

KROC build out

- Managing the building construction for the KROC modifications related to the HROC to KROC transition. Nearing completion.
 - o Relocated and updated the KROC command center.
 - o Completed 2nd power feed to building to provide utility power redundancy. New generator and electrical power system brought online without any major issues on November 7th.
 - o New air conditioning system added.
 - o New fire detection and suppression system added.
 - o Lightning protection system added to roof.
 - o Added 5 new security cameras to KROC interior.
 - o Crystal Duckworth, Administrative Officer, has done a great job managing this project.

HSPD-12 Initiative

- All Employees have been issued HSPD-12 badges.
- Activation station installed on October 22nd. Waiting on go ahead from IR to activate Center employees.
- Finished Phase 1 of logical access pilot.

Accounting

- Continue to provide customer service to agencies on accounting related issues. May have spoken to Zoila Bower or Crystal Duckworth on our staff about these issues.

Denise Quirarte, Information Systems & Support Branch

SPS:

- The yearly SPS user recertification is underway with the due date of February 17 moved to April 1, 2010.
- Aging & Archiving of DSSV Records (January thru April 2010)
 - o The DSSV will be purged of all 2958 and 210 series forms older than 2 years for individuals no longer eligible and have not been renewed. The DSSV staff will experience a high volume of activity during this time.
- The SPS section completed an FMFIA review of DSSV and various Head of Agency, 2958, and 210 forms in December 2009.
- Handout – Reminder (*FMS stance as of February 16, 2010*):
 - o System Requirements: PC Minimum Hardware and Software Requirements

- Use of Microsoft Windows XP, Vista and Windows 7
- The SPS Help Desk staff has picked up responsibility for PAM help desk, system monitoring, and administrative actions.

Programming:

- Garnishment Exempt Indicator:
 - The Treasury Department has been addressing an issue involving the garnishment of certain Federal benefit payments.
 - The Treasury Department will communicate the regulation and guidance for the Financial Community.
 - KFC has coded and tested the change to provide a garnishment exempt indicator for certain benefit payments.
 - The indicator will be an 'X' in position 20 of the ACH Batch Header (5-record)
- FMS Data Center initiative:
 - Almost complete with the movement of agency payment transmits from HROC to KROC (1 remaining). Thank you for all your support over the last year.
 - Supporting decommissioning of FM1H LPAR at Hyattsville. Evaluating the changes that will be required.
- Supporting the transition of AFC CTX files to KFC with coding and testing.

Nominations for CAB Vice - Chair

Presentations Continued

Internet Payment Platform (IPP) - Paul Lionikis, FRB, Boston

Paul presented on the IPP and the benefits it provides to the agencies.

Q. Does IPP allow the supplier a payment status?

A. Yes, it does provide payment status.

Q. What are the procurement policies and does it have one? Is the system adaptable to the procurement policies?

A. IPP adapted the procurement policies. It will modify contracts going forward. New contracts will have it in the IPP and will process electronically to eliminate paper.

Q. Does a master list of vendors exist in IPP?

A. Currently there are 10,000 vendors in IPP.

Q. Is that something the agency can look at?

A. Yes, it shows the agency the vendor list.

Q. Do you make all the payments immediate status or try to take advantage of 30 days interest?

A. We do not initiate the payment that's up to the agency.

Q. Can a discount be triggered in the system?

A. No, a separate module will allow the agency to have time control. A discount module has not been rolled out.

Q. Can a vendor go into the system?

A. Yes, the suppliers can view.

Q. Is this real time, so our managers know?

A. Yes, there is an email that is generated.

Q. Is there another location where the suppliers can get payment location?

A. The agency may be getting this information.

Meeting Adjourned

The meeting adjourned and was followed by a group tour and reception at the Kansas City Regional and Operations Center.

Wednesday, February 24, 2010

Presentations

Governmentwide Accounting & Reporting Modernization Project Update (GWA) - Mike Norman & Keith Jarboe, FMS, DC

Mike and Keith provided an overview of GWA's vision and key goals, as well as major accomplishments and current initiatives for the Governmentwide Accounting and Reporting Modernization project.

Q. When did the newest version come out?

A. It was released in November or December last year.

Q. What are the dates for the next Hyattsville training?

A. We do not have them yet but will post the next training dates on our website soon.

Q. Can you have an alternate supervisor?

A. Adopt the same policy for multiple authorities.

Q. Do you have an agency checklist?

A. Yes, it is on our website.

Payment Application Modernization (PAM) - Lori Meyer, FMS, KFC

Lori provided an informative presentation on the status of the PAM project, upcoming releases and the differences between PAM and the Legacy system.

Q. When is the PAM stand-up date?

A. We do not know yet.

Q. On the PAM email notification, will the exceptions be by ALC?

A. Yes, by ALC. PAM cannot email specific due to privacy information.

Q. On the pre-edits reports, what if the internet connections are down. What else is available?

A. Dial up connection. We can receive both.

Q. How many numbers of lines are in the address field?

A. Yes, it will remain the same.

Q. CO validation, what are they certifying?

A. ALC, schedule number, dollar amount.

Q. Is there training offsite?

A. PAM will provide site visits to our local agencies and can also provide WebEx training as well.

Q. Once a schedule is rejected is a notification sent out?

A. The agency will need to resubmit the whole file.

International Treasury Services (ITS.gov) & International ACH Transactions (IAT) Update - Walker Woods, FMS, KFC

Walker provided a high level overview of the ITS.gov payment system, the benefits it provides to the agencies, and a brief update on IAT.

Q. Western Union, is that going to be the same taking 2-3 days for the payment to get there?

A. Yes, keep in mind there are limits to certain locations.

Q. Report generator, if you have a payment file, can you get the reports?

A. They are available but the processing is a lot different.

Q. Can the 1:00 deadline be extended?

A. There are no discussions to change, but will be willing to talk about how we can accommodate you.

Q. Is there a way to have the DEO to certify the night before?

A. As a general rule we say no, it is not allowed to warehouse payments; however, we review the internal process.

Q. Is there anything in the system that would cause the payments to reject?

A. Could do a manual change. Ok to post date the transaction.

Q. Are travel reimbursements included?

A. Yes that is a good example

Q. Do the contract people need to be on board before the contract is awarded?

A. It probably is not necessary because we would still make the payment. There is flexibility on vendor payments.

Q. Are salary payments exempt?

A. No they are not exempt.

Business Continuity Planning (BCP) - Tamara Thissen, FMS, KFC

Tamara spoke on business continuity planning and shared how KFC is preparing itself in an effort to minimize agency impact.

GSA's Billing and Accounts Receivable (BAAR) System - Kristen Kraft, GSA

Kristen provided a presentation on their Billing and Accounts Receivable (BAAR) System and what it means for the GSA customer.

Q. Will BAAR be used for IPAC transaction?

A. Yes, IPAC billings.

Announcement of Vice – Chair Election

The announcement of Vice - Chair of the Customer Advisory Board announced, Kathi Moore of Social Security Administration will serve as the new Vice – Chair and Gloria Owens will move up to the Chair. Both members will begin their term in February 2011.

Open Discussion

Closing Remarks

Debbie thanked the CAB Members for attending the meeting and for congratulated Gloria on becoming the new Chair and Kathi on becoming Vice - Chair. She thanked the CAB members and KFC staff for supporting her during her CAB Chair role and mentioned how much she appreciated the value and relationships that we share.

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 the upcoming Payment Management Customer Conference that will this August in Denver, Colorado. He looks forward to seeing several KFC

customers there. Gary thanked Debbie Byrd for her leadership and support serving as a CAB Chair and wished everyone safe travels home.

Meeting Adjourned

Agency Updates

ABMC

Ray Wollman has moved from our Paris Office to assume the position of Chief of Staff. He is responsible for running the day-to-day operations of ABMC's Headquarters. Also, a few key changes in Personnel. Al Gregory who served as the Chief Financial Officer has moved to another agency. Matthew Beck is functioning as the acting CFO until a permanent replacement can be found. In addition, Ted Gloukhoff who served as the Director of Personnel and Administration has retired. He has been replaced by Frank Manies who started February 4th. Joyce Herring who used to attend these CAB meetings is no longer with the agency. American Battle Monuments Commission is undergoing a reorganization of its operations. The Paris office will assume the responsibilities of the Rome office by Fiscal Year 2011. The primary responsibility for the Paris office will be the operation of all overseas cemeteries in France, Rome, Manila, Mexico and Corozal. Currently, the American Battle Monuments Commission is looking to upgrade its financial system. We are attempting to move from Peoplesoft to a shared service provider. A Statement of Work has been issued and we hope to have a partner soon. The switch to a new system is expected in Fiscal Year 2012. Our 2009 financial audit has been completed. The agency received its 14th Unqualified Opinion. A new interpretation center will open up in the UK.

USDA – FSA (Commodity Credit Corporation)

The Farm Service Agency (FSA) is continuing its efforts to move to full Treasury disbursing. In December 2008, FSA centralized its payment processing into a web-based payment application for the approximately 2400 county offices nationwide. That implementation provided Treasury with most of FSA's paper check business. In August 2009, FSA began processing ACH payments from the county offices through Treasury. The benefit of this implementation is that FSA payments are now sent to TOP for federal offset. Since October 1, 2009 (a little less than 5 months), over ten thousand payments for close to \$40 million have been offset through TOP. There are additional program applications that remain to be transitioned to Treasury disbursing. One major application (Web-Based Supply Chain Management – WBSCM) is scheduled for implementation this summer. Some other programs are scheduled for implementation later this calendar year. Therefore, FSA should no longer have paper checks once those programs are moved to production. FSA thanked Treasury for providing Certifying Officer training locally in November, 2009. FSA was able to send approximately a dozen employees to the training.

FMS, Check Claims

The Check Claims processed 43,883 claims for FY2009 were received for claims adjudication. 99.9% of the claims received were processed (initial action) within 5 business days. The Claims Branch will lose approximately 20% of its staff due to the current FMS buyouts, but is committed to maintaining its performance goals. The Check Claims Agency Conference will not be held this year due to limited resources. A survey is usually provided to customers during the yearly meeting. However, the Check Claims Branch has representation on the Customer Advisory Council and will include claim specific questions on the FMS wide Customer Survey. Training efforts continue on check claims processing and the Treasury Check Information System Integrated View (TCIS IV). National Finance Center received on-site training and the Internal Revenue Service (Tax Advocate Group) this week. TCIS Pega application is scheduled for an October - December 2010 implementation resulting in minor changes to TCIS IV. More information will be provided concerning the TCIS Centralized Application.