

Kerry Lanham/FF/FMS
01/02/2015 03:51 PM

To Randolph Maxwell/FF/FMS@fms
cc Ian Macoy/FF/FMS@fms, Jonathan Crowder/FF/FMS@FMS
bcc
Subject Credit Gateway: RCM Internet Content Edited by the Vendor 

Randolph,

Thanks very much for helping with the three-way conference call with LPA. Please see my suggested revisions and let me know if you either disagree or have any further changes before I send it back to LPA. If you don't get to it today, that's fine.

Kerry



Credit_gateway__copy_v04 - OLBP vRM2 01 02 14 KL.docx

Randolph Maxwell/FF/FMS



Randolph Maxwell/FF/FMS
01/02/2015 01:02 PM

To Kerry Lanham/FF/FMS@FMS
cc Ian Macoy/FF/FMS@fms
Subject Re: RCM Internet Content Edited by the Vendor 

I'm teleworking today, but can call in if you want to discuss it today.

Aside from today, next Monday afternoon is open and next Wednesday morning 9-11.

K. Randolph Maxwell, Jr. AAP, CTP, PMP
Settlement Services Division
Bureau of the Fiscal Service
U.S. Department of the Treasury
202-874-5304
Kerry Lanham/FF/FMS

Kerry Lanham/FF/FMS
01/02/2015 12:18 PM

To Randolph Maxwell/FF/FMS@fms
cc Ian Macoy/FF/FMS@fms
Subject Re: RCM Internet Content Edited by the Vendor 

Randolph,

Happy New Year! Thanks very much for your prompt attention to the vendor's comments. At your

convenience, can we discuss the comments? I know you are waiting for some of the contact confirmations, but there are a few more items we can discuss in meantime.

Thanks,

Kerry

Randolph Maxwell/FF/FMS



Randolph Maxwell/FF/FMS

12/30/2014 03:39 PM

To Kerry Lanham/FF/FMS@FMS

cc Ian Macoy/FF/FMS@FMS

Subject Re: RCM Internet Content Edited by the Vendor 

Kerry,

I've reviewed the webpage edits for the Credit Gateway. Attached is a copy with my edits/comments. Generally speaking, it looks good. I only have a few comments. Mostly, I'm waiting on some confirmation on some of the contacts information.

When you get back in January I would be glad to discuss my comments.

[attachment "Credit_gateway__copy_v04 - OLBP gr 12 17 vRM2.docx" deleted by Kerry Lanham/FF/FMS]

K. Randolph Maxwell, Jr. AAP, CTP, PMP
Settlement Services Division
Bureau of the Fiscal Service
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202-874-5304
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Kerry Lanham/FF/FMS

12/19/2014 02:48 PM

To FF Directors, Mark Stromer/FF/FMS@fms

cc Jonathan Crowder/FF/FMS@FMS, Levi Chacon/FF/FMS@FMS, Terrance Smith/FF/FMS@FMS, Reginald McKinney/FF/FMS@fms, Ava Singleton/FF/FMS@FMS, Deborah Pearson/FF/FMS@FMS, Erika Bevins/FF/FMS@FMS, JoDee DeVillier/FF/FMS@fms, Mariel Castro/FF/FMS@fms, Craig Sadick/FF/FMS@fms, Susanna Karap-Szilagyi/FF/FMS@FMS, Randolph Maxwell/FF/FMS@fms, Tannura Elie/FF/FMS@fms, Marshall Henry/FF/FMS@fms, Ryan Schaedig/FF/FMS@FMS, Davida Usual/FF/FMS@fms

Subject RCM Internet Content Edited by the Vendor

Directors and others,

As you may recall, I worked with you and your staffs in October to produce updates of our internet content. I just received edits from the vendor hired by LPA to edit all Fiscal Service internet content and assist with the layout of the pages. I am now on leave and won't return to work until Jan 5. In the meantime, if you are at work between now and then, please take a look at the vendor's edits. The vendor's main goal is to enhance the content by making sure plain language is used so that the general public (not just specialists at agencies) can understand our messages as easily as possible. When I return in January, I will contact you to discuss the edits. By the way, when you see the name "Ginny" below, that refers to the vendor's plain language expert. Lee is the LPA internet expert. Happy Holidays!

Kerry

----- Forwarded by Kerry Lanham/FF/FMS on 12/19/2014 02:05 PM -----



Lee Burke/BPD@BPD

12/19/2014 01:32 PM

To Kerry Lanham/FF/FMS@FMS

cc Jonathan Crowder/FF/FMS@FMS

Subject RCM Content Edited by Ginny Redish

Hi Kerry:

Attached are the separate documents for the program areas in RCM with track changes left on and Ginny's comments in the right margin and sometimes in the center.

There are 16 documents because EFTPS and Federal Tax Collection Service are in one document - I can split them if you want, but they seemed very related to each other so I left them combined in one document.

There are some yellow highlighted sections, especially in CIR, that are a note to me and you, so please look out for those. In OTCNet there is a note to me but you need to read it too, so I left it in.

Read Ginny's comments closely because she has questions about discrepancies etc. Also, for eCollections, she reorganized it so much that she accepted the changes. But basically here is what she did for that section:

The main page, vision and mission, overview and benefits, and roadmap have all been incorporated into the main page.

The order of eCollections is below.

1. Main page
2. eCollections Tools and Tactics
3. Six Groups of Similar eCollections Agencies
4. More Questions and Answers about eCollections
5. Contacts for eCollections

We can discuss her comments and changes at greater length, but I just wanted to get these two you - please let me know if you have questions.

Thanks.

[attachment "Card_Acquiring__copy_v03 gr 12 15.docx" deleted by Randolph Maxwell/FF/FMS]

[attachment "Credit_gateway__copy_v04 - OLBP gr 12 17.docx" deleted by Randolph

Maxwell/FF/FMS] [attachment "RCM CIR gr 12 16.docx" deleted by Randolph Maxwell/FF/FMS]

[attachment "RCM EFTPS and Federal Tax Collection Service gr 12 16.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM OTCnet gr 12 16.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM Pay.gov gr 12 16.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_BankManagementService_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_CMIA_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_eCollections_gr 12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_eCommerce_v05_gr_12 17.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_ECP_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_GeneralLockbox_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_IRSLockbox_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_MinorityBankDepositProgram_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_TGANet_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS] [attachment "RCM_v05_TCMM_gr_12 18.docx" deleted by Randolph Maxwell/FF/FMS]

Lee Burke

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