



**CRS** CENTRALIZED  
RECEIVABLES  
SERVICE

BUREAU OF THE FISCAL SERVICE

# Centralized Receivables Service (CRS)

A New Approach to Receivables Management

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# Context

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- CRS Mission
- CRS Background
- Benefits , Highlights, and Features
- Performance Results
- Workflow and Life Cycle
- How We Can Help You Participate in the Pilot

# CRS Mission

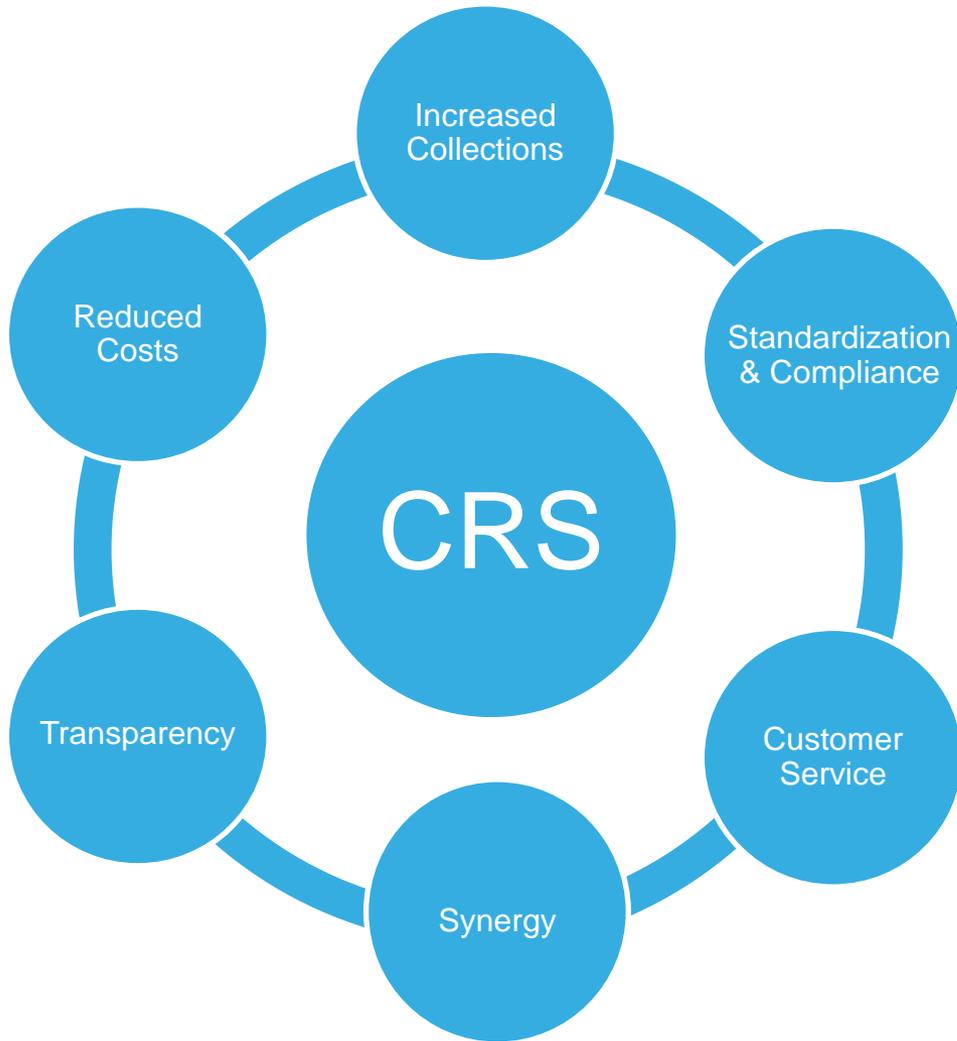
The Centralized Receivables Service (CRS) is a service provided at no charge to federal agency programs to assist in the management of current, non-tax receivables. CRS increases collections and prevents delinquencies while allowing agencies to focus on important core missions.

# CRS Background

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- Office of Financial Innovation and Transformation (FIT) commissioned a McKinsey study to assess cost/benefits of centralizing receivables government-wide
- Results were favorable and FIT partnered with DMS to pilot the CRS program
- US Bank was selected as our Financial Agent effective in June 2012 with an agreement set at 3 years plus 2 option years
- US Bank developed the system and CRS went live on December 31, 2012 with Bureau of Prisons as our first agency

# Benefits-*Cheaper, Faster, Better...*



- **Decreases costs** through economies of scale in an automated business environment
- **Increases collectability and decreases delinquencies** through prompt servicing and invoicing
- Offers **state-of-the-art receivables management** flexibility and customization options in an automated and paperless environment
- **Ensures quality and compliance** with Debt Collection Improvement Act (DCIA) and Federal Claims Collections Standards (FCCS)
- **Offers electronic collection methods** and supports the government-wide all electronic initiative, such as National Treasury Paperless Initiative (NTPI)
- **No cost** to agencies in short term and planned legislation for long term to keep CRS at no cost to agencies

# Highlights and Features

*“Without CRS, many Military Treatment Facilities struggle to figure out how to process their debts; with CRS, however, they have a clear path to compliance and a light at the end of the tunnel .”*

*–DOD Navy Hospitals*

## Services Offered

- ✓ Full service call center-inbound/outbound
- ✓ Seamless transfer of delinquent debt to DMS Cross-Servicing
- ✓ Process returned mail and performs skip-tracing
- ✓ Account resolution for death, bankruptcy, and entity out of business
- ✓ Implementation support and guidance and post implementation support
- ✓ Agency training
- ✓ Invoicing
- ✓ Payment collections
- ✓ Case History Management

## Functionality Offered

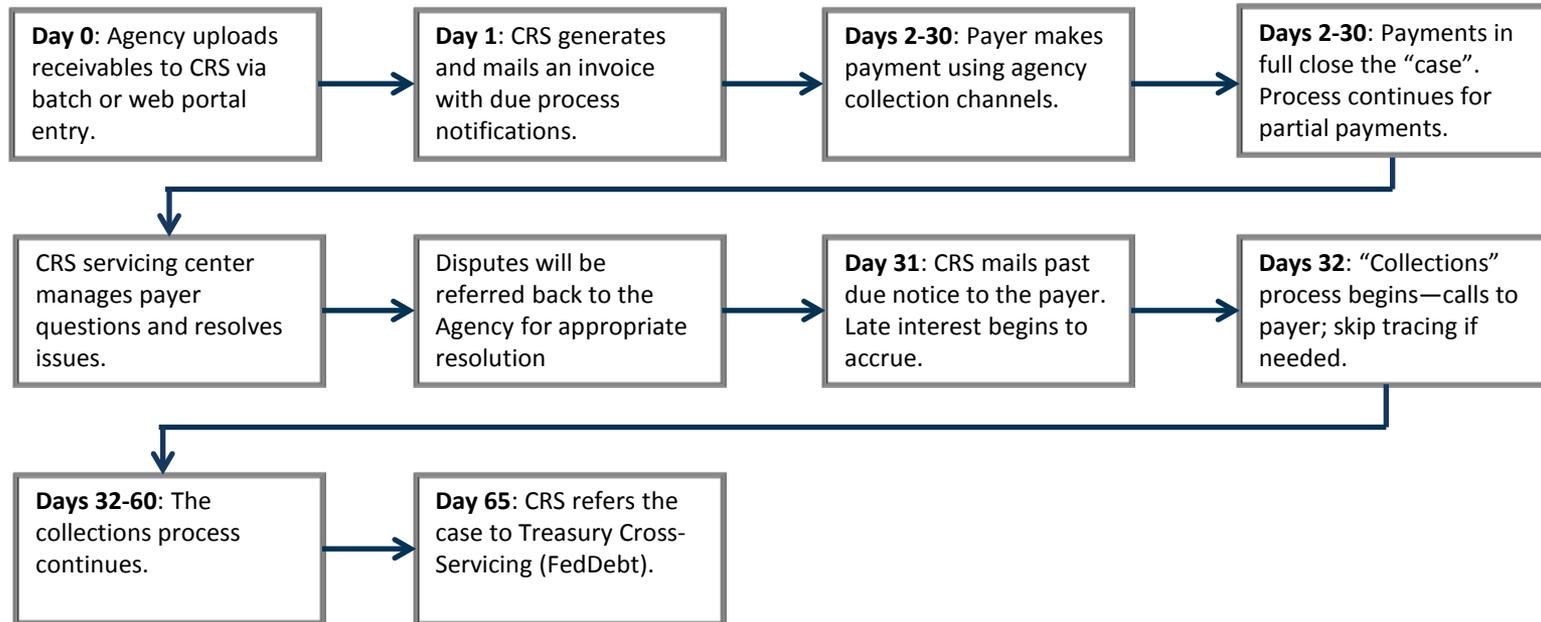
- ✓ Interfaces with CIR, DMS and Agency
- ✓ User-friendly reports
- ✓ Builds a case file with complete case history for automated updates
- ✓ Offers configurable fields at set-up
- ✓ Customize payment collection options
- ✓ Portal (online) and batch transmission for case referrals
- ✓ Batch adjustments to update case information
- ✓ E-billing on recurring debtors

# CRS Performance

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- Over 8,500 invoices sent
- Average of 32 days to pay in full
- 99% of inbound calls answered in less than 2 minutes
- 33 agency programs participating
- Participating programs are referring other programs within their agencies based on positive experiences

# CRS Workflow and Life Cycle



**NOTES:** Workflow above is for illustrative purposes and assumes net-30 payment terms. Electronic invoicing will be available in lieu of mailing a paper invoice. Agencies retain accounting functions associated with posting receipts.

# Technical Requirements

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## Systems

- Internet Explorer 8.0 or higher
- Windows XP Operating System or higher
- External users require a user identification, password and/or token

## Connectivity

- Receivables through online web portal
- Receivables through batch file using Connect: Direct and the
- CRS Standard XDC file format

## CRS Interfaces

- Collections Information Repository (CIR)
- Pay.gov for electronic billing
- DMS' Cross-Servicing application—FedDebt
- Treasury will assist agency programs with updates or additions to remittance options

# How Can We Help You Participate?

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1. Identify an accounts receivable program to participate in the pilot.
2. Offer a demo of the CRS System
3. Help identify a program that would fit the CRS model
  - Considerations:
    - Scale**
      - What would the level of participation be?
        - Agency wide
        - Bureau specific
        - Program specific
    - Scope**
      - What receivables types would be managed through the CRS program (*time consuming collections, hard to collect receivables*)?
    - Timeline & resources**
      - When would you consider implementing CRS?
      - Who should be the primary point of contact?
4. Assign an implementation lead
  - Discuss your current process with you and perform a high-level analysis to compare it against the CRS standard process
  - Work with you to configure program requirements, develop invoices, plan for go-live, test and train users
  - Sign an Agency Participation Agreement

# Contact Information

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## Primary Contact

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