CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Centralized Receivables Service (CRS)

FASP Information Session

Centralized Receivables Service

November 9, 2016

Overview of Information Session

- Opening Remarks
- What is a FASP?
- What does it mean to be Treasury Designated Financial Agent?
- Objectives of this FASP
- What is the Centralized Receivables Service?
- Phases and Timeline of the FASP
- Content of Proposals

Overview- cont.

- Evaluation Process
- Processing and Technical Requirements
- CRS Interfaces
- Pay.gov
- BMS
- Questions?
- Closing Remarks

CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Financial Agent Selection Process

Centralized Receivables Service

Bank Policy and Oversight Division

November 9, 2016

The Role of the Financial Agent (FA)

- A depositary and financial agent is a financial institution designated to perform services on behalf of the government.
- Treasury has used the services of financial institutions since the Revolutionary War, and the practice of designating banks as financial agents has been statutorily authorized since the Civil War.

Statutory Language

- Fiscal Service's designation authority is set out in a number of statutes; 12 U.S.C. § 90 is typical:
  - "All national banking associations, designated for that purpose by the Secretary of the Treasury, shall be depositaries of public money, under such regulations as may be prescribed by the Secretary; and they may also be employed as financial agents of the Government; and they shall perform such reasonable duties, as depositaries of public money and financial agents of the Government, as may be required of them."
- A list of other authorities is available upon request.

Financial Agent Selection Process

- The FASP is not a procurement per the Federal Rules of Acquisition (FAR).
- Open competition, limited competition, or direct negotiation as best fits the program needs.
- Outcome: designation of an agent to perform services in the best interests of the government.
- Four phases:
  - Initiation
  - *Solicitation*
    - *Proposals due to Fiscal Service on November 23 at 5 pm Central Time*
  - Selection
  - Designation

Financial Agency Agreement (FAA)

- Term of the agreement
- Services provided by the FA
- Compensation
- FA's fiduciary duty
- Confidential information, including Privacy Act
- Representations and warranties
- Use of contractors
- Reviews and audits
- Intellectual property rights
- Liability of the FA
- Notice to Fiscal Service, defaults, and disputes
- Data and records retention
- Transfer or assignment
- Publicity and external communication
- Annual certification and reporting
- Freedom of Information Act
- Amendments
- And additional exhibits (SLAs, project requirements, security requirements, interfaces, price schedule, etc.)

Relationship of an FA to the Government

- FAs serve as agents, not as independent contractors.
- Fiduciary duties must be observed:
  - loyalty
  - fair dealing
  - to act in the best interests of the Government
  - to perform its obligations with care, competence, and diligence
  - to construe the FAA in a reasonable manner to serve the purposes and interests of the United States

Relationship of an FA to the Government

- Fiduciary duties (continued):
  - to use confidential information or assets of the United States solely for fulfilling duties to the Fiscal Service
  - to maintain the integrity of the programs covered by the FAA, protect the reputation of the Fiscal Service, Treasury, and the United States government, and enhance the public's trust in the safety and efficiency of the government and the services provided
  - to protect the property and property interests of the government
  - to act only within the scope of its actual authority and to comply with all lawful instructions or directions from the Fiscal Service.

CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Centralized Receivables Service

Objectives of Financial Agent Selection Process

Centralized Receivables Service

November 9, 2016

Objectives of the FASP

Fiscal Service is seeking a FA that can support CRS in achieving the following business objectives:

- **Operational Excellence:** The FA will maintain outstanding execution of government-wide receivables management service operations in a practical, cost effective, and flexible manner that continues to be scalable as conditions dictate.
- **Allocable and Reasonable Costs:** The FA will charge reasonable costs for federal accounts receivables management through effective benchmarking, and allocate expenses to show cost of activities, services and projects in the proper period to avoid significant outlay of resources.
- **Flexibility and Independence:** The FA will provide a system architecture that results in a flexible platform and allows CRS to adapt, as needed.

Objectives of the FASP- cont.

- **Industry and Technology Awareness:** The FA will anticipate the need for system enhancements dictated by evolving receivables management market practices.
- **Continuity of Service:** The FA will provide service continuity and avoid any disruption of service and support.

CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Centralized Receivables Service

Centralized Receivables Service

November 9, 2016

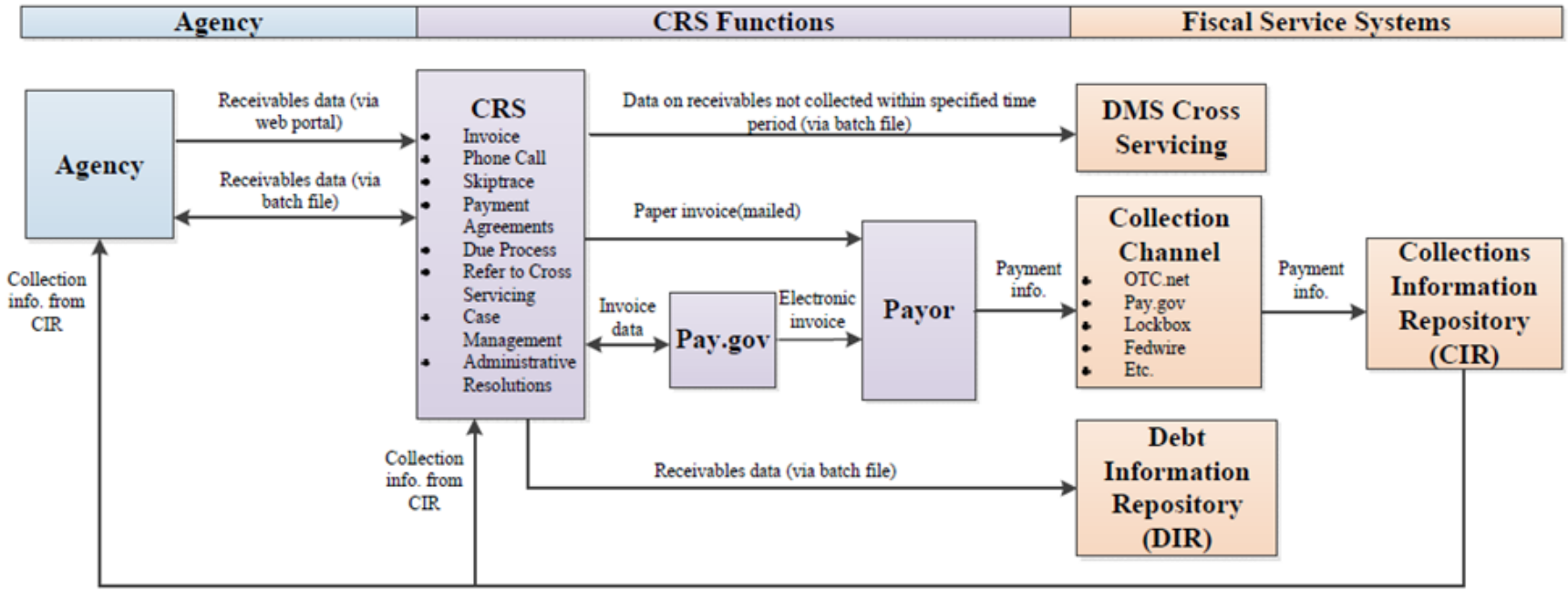
Centralized Receivables Service

- Provides billing, collection, and management services for current, non-tax accounts receivables to federal agencies
- Services federal non-tax receivables from the point at which customer agencies establish a receivable until the receivable is either paid in full or referred to our delinquent debt collection program, Debt Management Services' (DMS) Cross-Servicing program
- Currently servicing receivables for 53 programs operated by 15 federal agencies
- Expects to grow and broaden its customer base and receivables portfolio
- Currently working with US Bank as financial agent

Services provided by FA

- Provide a
  - scalable service center for payors and customer agencies
  - technology platform
  - fully integrated set of tools including workflow, data storage, customer agency web portal, document management, skip tracing, and auto-dialing
- Provide receivables workflow for each individual customer agency program based on specific profile
- Integrate with customer agencies, Pay.gov eBilling, CIR, DMS Cross-Servicing, and DIR

Workflow of CRS



CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Financial Agent Selection Process

Timeline, Phases, Evaluation, and Content

Centralized Receivables Service

November 9, 2016

Timeline of the FASP

- Fiscal Service plans to follow the schedule below, but any dates may change at the sole discretion of Fiscal Service.

RSVPs (Phase 1 Information Session) and Non-disclosure agreements due	November 4, 2016; 5:00 p.m. CT
Phase 1 Information Session	November 9, 2016
Initial Proposals due to Fiscal Service	November 23, 2016; 5:00 p.m. CT
Notifications (Finalists & non-Finalists)	December 19, 2016
RSVPs (Phase 2 Information Session) due	January 4, 2017; 5:00 p.m. CT
Phase 2 Information Session for Finalists	January 10, 2017
Pricing Proposals due to Fiscal Service	January 17, 2017; 5:00 p.m. CT
Final Proposal presentations	January 23- February 3, 2017

FASP Phases- Phase 1

- **FOCUS OF INITIAL PROPOSAL**
  - Ability to provide the general services outlined in Section III. C, *Service Categories* of the CRS solicitation
  - Experience in receivables management services for commercial and government entities, staffing methodology, and program support and human resource management capabilities
  - Ability to set up and implement the proposed technology platform
  - Ability to set up and implement any transition plans as needed

FASP Phases- Phase 1

- **Initial Proposals**
  - Fiscal Service will evaluate Proposals to determine the ability of the financial institution to meet the requirements specified the solicitation
  - Fiscal Service will score all Proposals received and select up to six (6) financial institutions as finalists
  - The selection of the finalists will be at the sole discretion of Fiscal Service
  - Each finalist will be notified by Fiscal Service that its Proposal warrants further consideration and will be invited to participate to continue in the FASP
  - Financial institutions not selected as finalists will also be notified

Content of Proposals

- **Considerations When Developing the Initial Proposal:**
  - Example of past experience and expertise with first-party receivables and debt collections work
  - Examples on how you plan to keep aligned with all new and innovative technologies or debt collection best practices and apply those to the debt collection software
  - How you would implement and track quality controls
  - The technology platform you propose to use for Treasury including all software, hardware, other equipment, and maintenance plans
  - The proposed site locations, and rationale for the proposed sites.

Content of Proposals

- **Considerations When Developing the Initial Proposal-continued:**
  - Work experience of management and key staff that you propose to use for Treasury including current position, years with the company, to-be position, education, skills, qualifications, & certifications
  - If proposing to use subcontractors list and describe all subcontractors. Need to fully detail the work they will be performing, their experience including scale and scope of clients.
  - Your staff scaling plan, specifically how you will manage increasing and decreasing staff as needed.
  - Work experience of customer service staff that you propose to use for Treasury including current position, years with the company, to-be position, education, skills, qualifications, & certifications
  - Work experience of the development team that you propose to use for Treasury including current position, years with the company, to-be position, education, skills, qualifications, & certifications
  - Any other relevant information to assist the Fiscal Service in evaluating the Proposal

Content of Initial Proposal

- **Other Important Information**
  - Proposal documents should not be marked as “Proprietary and Confidential” and Fiscal Service will not honor any such markings
  - Proposals may be subject to Freedom of Information Act (FOIA) requests, Congressional inquiries, or other requests, Proposal documents may be labeled as “Program Sensitive” to emphasize concerns about the disclosure of confidential business information
  - Initial Proposals should not contain, and the Fiscal Service will not consider, information on pricing and program costs. Fiscal Service will request pricing information from finalists in Phase 2 of the evaluation process

Content of Initial Proposal

- **Format Specifications**
  - No more than 20 one-sided pages (Not including any requested attachments)
  - Paper size - 8.5 x 11
  - Single spaced
  - Font type and size – Times New Roman 12 point
  - Margin size – 1 inch
  - Optional table of contents. If provided it is not considered part of the 20 page limit.
  - 6 copies of the Proposal
  - 1 CD containing the Proposal in Microsoft Word and a signed copy of the proposal in Adobe PDF format

Content of Initial Proposal

- **Transmittal Letter**
  - Must be written on the financial institution's letterhead and signed by an official of the financial institution with legal authority to represent and bind the institution
  - Must include the name, title, mailing address, e-mail address, telephone number(s), and fax number of the financial institution's contact person for all communications related to the FASP
  - Must affirmatively state that the financial institution (1) qualifies as a financial agent under 31 CFR Part 202; (2) agrees to the selection and evaluation approach described in this solicitation; and (3) understands that the selection process is subject to Fiscal Service's FASP and is not subject to the Federal Acquisition Regulations

FASP Phases- Phase 2

- **FOCUS OF FINAL PRESENTATION**
  - Proposed pricing
  - Proposed cost reduction strategy
  - Proposed technology solution
  - Operations model
  - Transition plan
  - Ability to adhere to the Fiscal Service Security and Auditing requirements

FASP Phases- Phase 2

- Fiscal Service will conduct a second information session for all finalists
- Finalists will receive:
  - copy of the draft Financial Agency Agreement (FAA)
  - pricing templates
  - security and audit requirements
  - details on the types of receivables serviced by CRS, and
  - Service Level Requirements used by Fiscal Service to evaluate the FA's performance
- Additional information sessions consisting of open dialogue with Fiscal Service, both with individual finalists and collectively with all finalists, may occur at the discretion of Fiscal Service

FASP Phases- Phase 2

- **ORAL PRESENTATIONS**
  - Each finalist will be invited to present their final Proposal in an oral presentation held in person at Fiscal Service headquarters in Washington, DC
  - The Final Proposal presentation should address information in all proposals submitted to Fiscal Service under this FASP, including a description of the Initial Proposal (including its high-level transition plan) and the Pricing Proposal (including Transition Cost and Services Pricing Templates)
    - If a Finalist needs to modify or clarify information previously submitted to Fiscal Service, it should clearly present such modifications or clarifications in its oral presentation and not in a written document.
  - After the oral presentations, Fiscal Service will select one finalist as the FA for CRS
  - The FA will be required to execute the FAA with Fiscal Service within 4 weeks after the date it is notified of its selection

CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Processing and Technical Requirements

Response to the Financial Agent Selection Process

Centralized Receivables Service

November 9, 2016

Processing Requirements

- Receivables Management
  - Generate and maintain cases
    - Invoicing
    - Skiptracing
    - Payment Plans
  - Issues management
    - Proof of debts/ disputes
    - Administrative Resolutions (bankruptcy, death, entity out of business)
    - Returned mail
    - Documentation of actions
- Relationship Management/ Customer Service
  - Inbound/ Outbound calling to debtor
  - Technical and Operational support to customer users
    - Communication
    - Training
  - Policies and Procedures

Processing Requirements- cont.

- Project Management
  - Manage and track system enhancements
    - Develop and maintain project plans
    - Develop and maintain business requirements, technical requirements and functional design documents
    - Track and resolve defects
  - Support OMB 300 reporting
  - Manage, track and report on new agency customer implementations
  - Support transition from current FA, as needed

Technical Requirements

- System Features and Functionality
  - Provide a web portal for Fiscal Service and customer agencies to access
  - Integrate with Fiscal Service Systems (CIR, Cross Servicing, and Pay.gov)
  - Automatically calculate due dates, interest and penalty amounts in accordance with customer requirements
  - Create customizable letter templates

Technical Requirements-con't

- Security and Governance Requirements
  - Provide a web portal with role-based security model
  - Adhere to all Federal government physical, personnel, and IT security requirements
  - Require all FA staff and contractors supporting CRS to be citizens or lawful permanent residents of the U.S.
  - Locate all facilities and systems used to support CRS in the U.S.
  - Record, maintain, and protect system and program data in compliance with all federal requirements

CRS CENTRALIZED RECEIVABLES SERVICE

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CRS Interfaces

Centralized Receivables Service

November 9, 2016

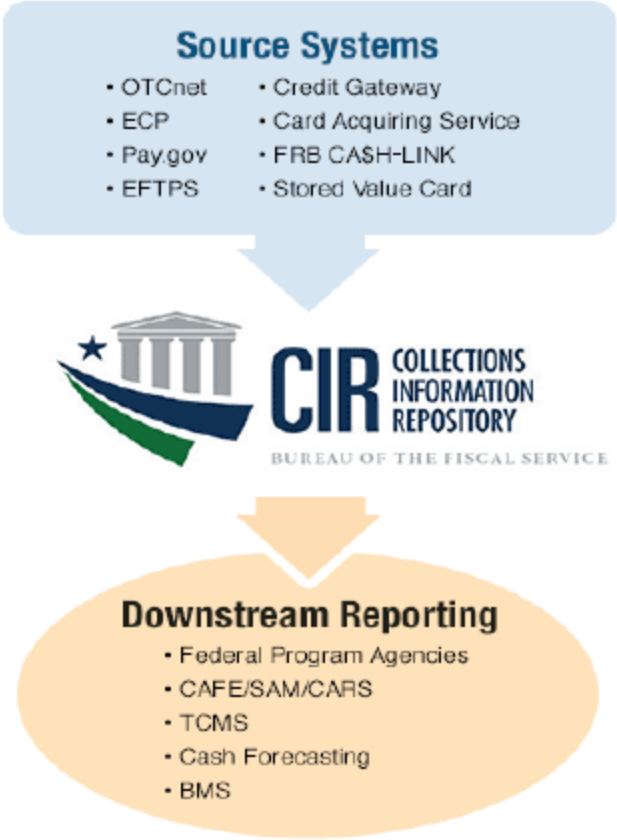
Cross Servicing

What is Cross Servicing?	How Does CRS Interact with Cross Servicing?
• A Fiscal Service program that fulfills the requirement to collect delinquent, non-tax debt on behalf of federal agencies • Federal agencies must refer any eligible debt more than 180 days delinquent to Fiscal Service for cross-servicing.	• CRS sends data for cases eligible for transfer to Cross Servicing via batch file • Case data includes information about the debtor, agency debt tracking ids, amount owed, etc • CRS tracks the submission and successful processing of the file

Collections Information Repository

CRS and CIR

- CIR is a web-based tool that gives federal agencies information on deposits and collections.
- CRS uses a system to system interface that allows CIR XML files to be delivered directly to a landing zone
- CRS updates cases with payment data provided by the CIR



Pay.gov E-billing

What is E Billing?

- A service offered through Pay.gov that allows electronic creation and notification of bills
- Customers can go online via Pay.gov and pay their bill

How Does CRS Work with E Billing?

- CRS sends data for cases to Pay.gov via web service
- Pay.gov will generate the needed ID numbers to link the e-bill to the CRS case
- Updates to cases (changes in amount due, case status) are sent by CRS as needed

CRS CENTRALIZED RECEIVABLES SERVICE

BUREAU OF THE FISCAL SERVICE

Pay.gov®

An Overview of Pay.gov Services

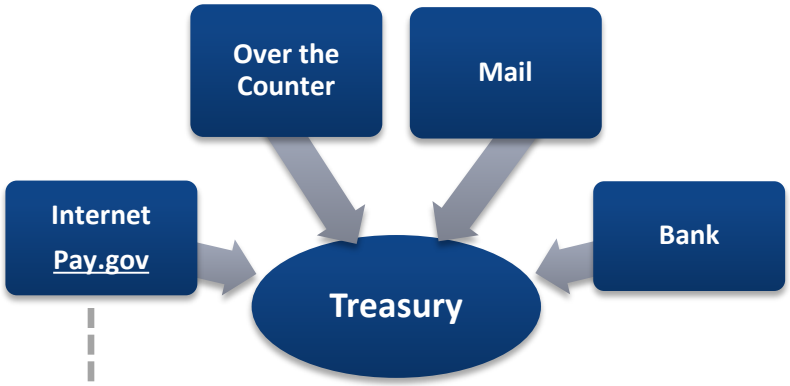
Pay.gov

November 9, 2016

Pay.gov Overview

What is Pay.gov?

Pay.gov is a Fiscal Service program that securely enables Federal Agencies to efficiently and cost-effectively collect funds online



Pay.gov Overview

Pay.gov History & Statistics:

- Launched Oct. 2000
- Supports more than 175 agencies, with over 2000 implementations and 800+ hosted forms
- In FY 2016, used to collect more than $175 billion via 152 million transactions

Pay.gov Overview

How Does Pay.gov Work?

The Pay.gov program offers a variety of **services** and **interfaces** designed to help Federal Agencies to collect money online

Many agencies leverage multiple solutions simultaneously

Pay.gov Overview

Pay.gov Offers Agencies Flexibility in Solutions

Interfaces and Front End Collections	Pay.Gov Hosted Collection Services	Collection Method Options
Trusted Collection Services (TCS) Hosted Collection Pages (HCP) Collection Control Panel (CCP)	Forms Service eBilling Reporting Service Customizable Access Controls	ACH Debits Credit & Branded Debit Card Digital Wallet - PayPal and Dwolla (Amazon Payments – Summer 2016)

Features and Benefits of the Collections Control Panel (CCP)

Features	Benefits
Agencies manually enter payment information	No need for agency to develop code
Agency may opt to allow customers to defer payments (schedule up to 30 days in advance)	Enhanced collection results
Recurring payments are an option	Enhanced efficiency
Plastic card transactions can be refunded by agency	Immediate resolution to client concerns
Reconcilement details online in real-time queries and standard reports	Flexibility for reconcilement needs
Agencies control who has access	Better security and access control
ACH Prenotification can be performed	Validation of Routing Number prevents future issues

Pay.gov Collection Control Panel (CCP)

address https://qa.pay.gov/paygov/collectionsOperator/submitACHDebit.html?nc=1227716741764

Pay.gov SM

Provided by the US Department of the Treasury

Welcome, Mar

User Center

Your connection to Pay.gov will logoff in 30 minutes. | Requ

Hide Menu

Administration

Application
List Applications

Resource
Search Bill Instances
Search Form Instances

Collections Control Panel
Search Transactions

Plastic Card
Sale
Auth Only
Force
Refund

ACH
ACH Debit
ACH Prenotification

Payer Profile
Create
Search
Pending
Rejected

Company Profile
Create
Manage
Assign Users

Forms

Form Lists
Private
Reassigned
Saved
Submitted

Find All Forms
by Form Name
by Agency Name

Search Forms
Go
Searching Help
Advanced Search

Bills

ACH Debit Transaction

Required Fields are marked with an *.

If you do not enter an Agency Tracking ID one will be automatically generated for this transaction when it is submitted.

Transaction Information

Agency Application Name:	Duties Taxes and Fees Collection *
Agency Tracking ID:	
Account Holder Name:	*
Email:	
Account Type:	*
Routing Number:	*
Account Number:	*
Confirm Account Number:	*
Check Number:	
Payment Date:	11/28/2008 * (MM/DD/YYYY)
Payment Amount:	*
Agency Memo:	
Statement Number:	*
Filer Code:	*

Email Confirmations:
To have a confirmation email sent upon completion of this transaction,select the appropriate check boxes below.
Additional email recipients may be entered in the cc: box.

☐	Send email confirmation to customer
☐	Send email confirmation to marshall.henry@fms.treas.gov
CC:	Separate multiple email addresse

Continue Reset Cancel

Features and Benefits of the Forms Service

Features	Benefits
Public or Private forms available	Agencies control how form is found and accessed by payer audience
Forms can be configured to closely mirror their paper counterparts, including OMB and agency control numbers	Reduced resource commitment by agency (developing mock-ups) and consistent agency customer experience
Role based access	Enhanced agency controls
Includes Digital Wallet payment methods	Comprehensive payment methods for agency clients equates to enhanced collection results
Form development (transfer of agency vision or existing paper form to electronic, web-enabled, version) is done by Pay.gov form developers	Agencies can implement a form collection method without technical development staff

Pay.gov Forms Service

Log in | Register

Pay.gov

Find Payments, Agencies... Search MAKE A PAYMENT FIND AGENCY ONLINE HELP

EGOV UI : Army Corps of (Engineers) Learning/Center

Before You Begin | 1 Complete Agency Form | 2 Enter Payment Info | 3 Review & Submit | 4 Confirmation

Need Help?
Click here

Defense Finance and Accounting Service
DFAS Proudly Serving America's Heroes

Sponsor First Name ____ MI ____ Last Name ____
Company Name ____
Company Address ____
Company Address 2 ____
City ____
Country United States
State ____ Zip ____
Payer First Name ____ MI ____ Last Name ____
Email Address ____
Date ____
Payment Amount ____

These Fields are Populated by Company Profile

Company ID ____ Company Name ____
Address 1 ____ Address 2 ____
City ____ State ____
Zip Code ____ Country ____
Phone ____

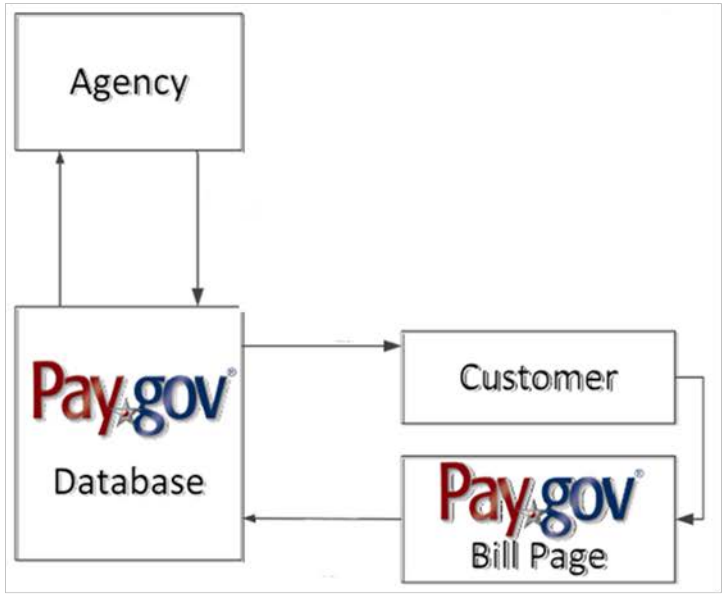
Features and Benefits of the eBilling Service

Features	Benefits
Notifications are sent to user by email	Reduced agency expense (postage) and enhanced efficiency and record keeping
A link is included in the notification directing client to the Pay.gov Billing page	Clear call to action; positive user experience that can be immediately fulfilled
Provides an electronic and efficient way for agencies to proactively seek collections	May reduce agency resources needed to manage billing process
To be used by the Central Receivables Service (CRS)	Agencies leveraging CRS support may benefit by redundancy of use
Security methods include requiring payer to use Access Code, security questions/answers the submission of codes to payer in separate communication from notification	Enhanced security for all stakeholders

Pay.gov eBilling – Web Services

eBilling Web Services – Process

- Agency creates .xml files with billing data
- Pay.gov merges billing data with billing template
- eBill notice is sent to the customer
- Customer views and pays eBill on Pay.gov
- Agency reviews eBills and collections via Pay.gov and CIR reports



Pay.gov eBilling Online

Creating Online Bills

Step 1: Customer
Customer / Account Number

Step 2: Bill Data
Bill Setup

Step 3: Line Items
Bill Amount

Step 4: Review
Review and Submit

Quantity * | Item ID | Item Name * | Description | Price *

2 | Permit | access permit | 50 | Add Line Item

cancel preview | Back | Next

Price for a single item. (Will be multiplied by the quantity.)

Preview bill with line item added.

Click to add item to the bill. See Figure 6.

Create Bill

Step 1: Customer

Step 2: Bill Data

Step 3: Line Items

Step 4: Complete

Quantity | Item ID | Name | Description | Price | Total | Action

Total $100.00

Preview bill with line item added.

Click to delete or edit item.

Return to Step 2 Bill Data will still be entered.

Go to Step 4.

eBilling Email Notification

Accessing your U.S. government electronic bill for Demo eBilling Online

notification@qa.pay.gov

Sent: Wed 6/3/2015 7:38 AM

To: Marich, Brian E

In an effort to streamline payments and reduce costs, the U.S. government is offering the ability for customers to view and pay bills electronically for Demo eBilling Online. This agency has chosen to use the U.S. Treasury's free and secure electronic payments system, Pay.gov, for this service. There are two steps you need to complete to view and pay this bill electronically:

1) Access Pay.gov - Click https://qa.pay.gov/public/accesscode to access Pay.gov or you can choose to access the Make A Payment page from the Pay.gov homepage and then click the Enter Access Code button under the "Have an Access Code?" section.
2) Enter Access Code - The system will prompt you for the Access Code below and then ask you a security question provided by the agency. Once you answer the question correctly, you will be eligible to receive and pay this bill electronically. Your Access Code will be valid for one year from the date of issuance and you may use it multiple times to view your pending bill.

Access Code: 6636418251

If you have any questions about this request, please contact Pay.gov Customer Service at 800-624-1373 or pay.gov.clev@clev.frb.org. Note: The access code in this email provides online access for bills for Demo eBilling Online and, if you choose, allows you to view and pay your bill without the use of a Pay.gov user account. However, if you already have a Pay.gov user account, you may log in with your user account and enter the access code as instructed above to gain access.

Trusted Collection Service Comparison: HCP to TCS

Hosted Collection Pages (HCP)	Trusted Collection Service (TCS)
Uses Certificate-based Authentication process	Uses Certificate-based Authentication process
Agency redirects a payer's browser to Pay.gov	Payer never visits a Pay.gov hosted page
End-user submits remittance data on Pay.gov (one transaction at a time, real-time)	Allows for batch processing of payments or single, real time payments
Users are returned to agency website after payment transaction is approved or declined	Emphasizes high availability and quick response time
Reduces PCI requirements from agency websites	Agencies are responsible for collecting sensitive financial information

Pay.gov Hosted Collection Pages

Bureau of Engraving and Printing Store - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address http://www.moneyfactory.gov/store/section.cfm/81

About the BEP | The BEP Store | Locations and Tours | Classroom | PRIVACY STATEMENT

CONTACT US | CAREER OPPORTUNITIES | PROCUREMENT | FOIA | MEDIA | FAQ | LOGIN | > ESPAÑOL

FACTS & TRIVIA: Select Page QUICK SEARCH: Select Keyword

- Coming Soon
- Uncut Currency
- $2 Single Star Notes
- Lucky Money Collection
- Premium Products
- Lewis and Clark Bicentennial Print
- National Treasures Collection
- Series 2004 $20 Note Subscription Program
- Portraits & Vignettes

Your Shopping Cart View Cart Check Out

Quantity	Product	Unit Price	Total Price
1	Series 2004 $20 Note Subscription Program	$479.95	$479.95
Order Total:			$479.95

Update Cart Empty Cart

Online Payment - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address https://www.pay.gov/paygov/OCIServlet

Online Payment Return to your originating application

Step 1: Enter Payment Information 1 | 2

Pay Via Plastic Card (PC) (ex: American Express, Diners Club, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk *

Account Holder Name: test test *

Payment Amount: $479.95

Billing Address: 123 test *

Billing Address 2:

City: test

State / Province: Tennessee - TN

Zip / Postal Code: 23345

Country: United States *

Card Type: * VISA MasterCard AMEX Diners Club DISCOVER

Card Number: * (Card number value should not contain spaces or dashes)

Security Code: * Help finding your security code

Expiration Date: * / *

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

Continue with Plastic Card Payment Cancel

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Pay.gov Overview

Nine Easy Steps to Implementation

1. Agency signs the applicable agreements supplied by Pay.gov for services they wish to engage.

2. Agency decides how the collection will be initiated (Pay.gov form, agency form, user's receipt of bill)

3. Agency collaborates with Liaison to complete configuration template

4. Agency & Pay.gov develop form or bill

5. Agency security contact submits permissions for agency users

6. Agency tests application in QA

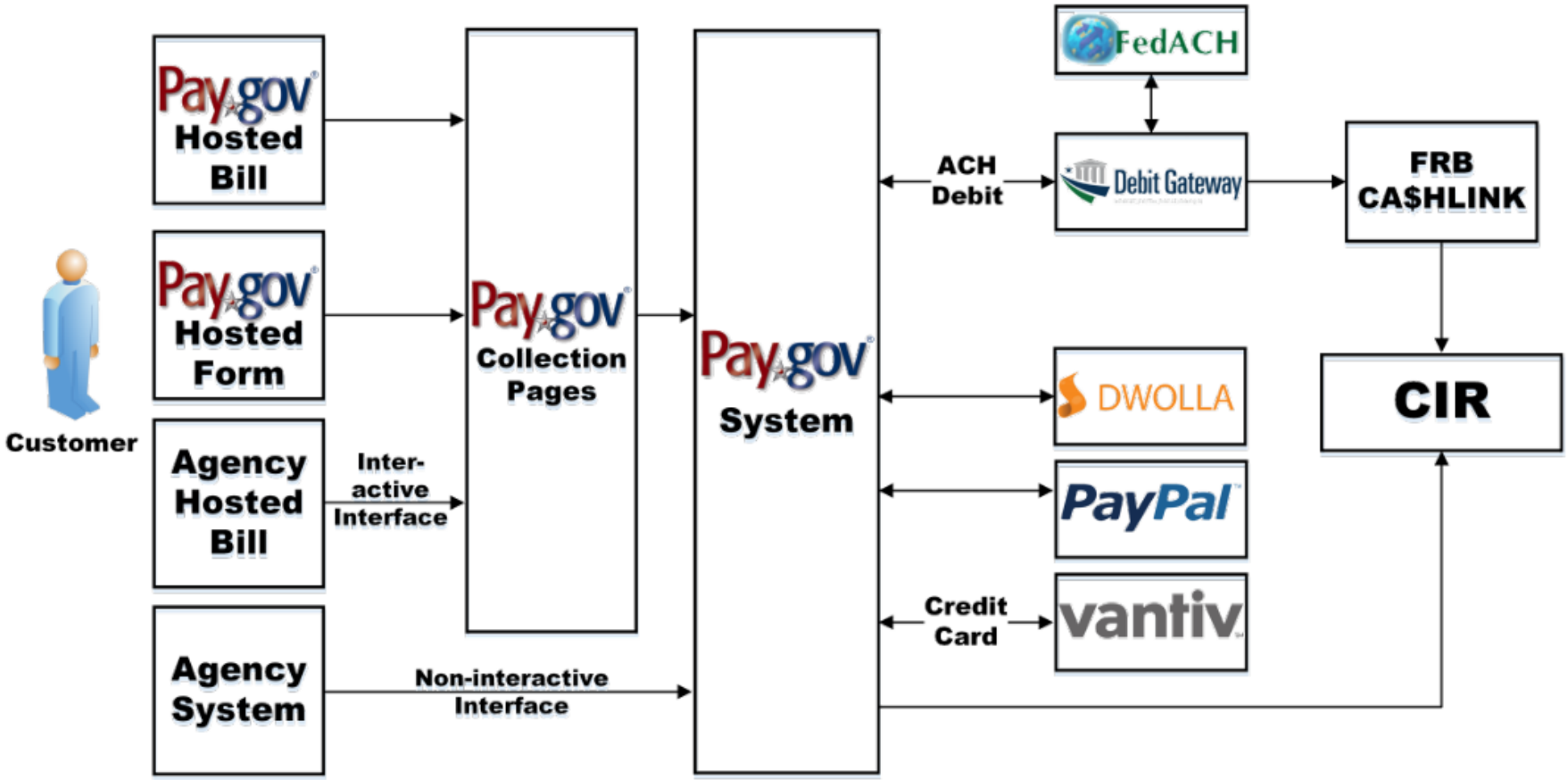
7. Once testing complete, Agency signs "Move to Production" form

8. Application moved to production

9. Agency runs a test transaction in production prior to customer launch

Pay.gov Overview

Transaction Flow



Pay.gov Overview

More Information (Technical and Agency User Guides)

https://qa.pay.gov/agencydocs/

General	• Pay.gov Overview Guide • Pay.gov User Guide
Collections Service	• Agency Guide to Collections Service
eBilling Services	• Agency Guide to the eBilling Service • Agency Guide to eBilling Online
Access Control	• Agency Guide to Access Control
Forms Service	• Agency guide to the Forms Service
Fraud Management	• Agency Guide to Fraud Management
Reporting Service	• Agency Guide to the Reporting Service
Digital Wallets	• Agency Guide to PayPal and Dwolla Collections

CRS CENTRALIZED RECEIVABLES SERVICE

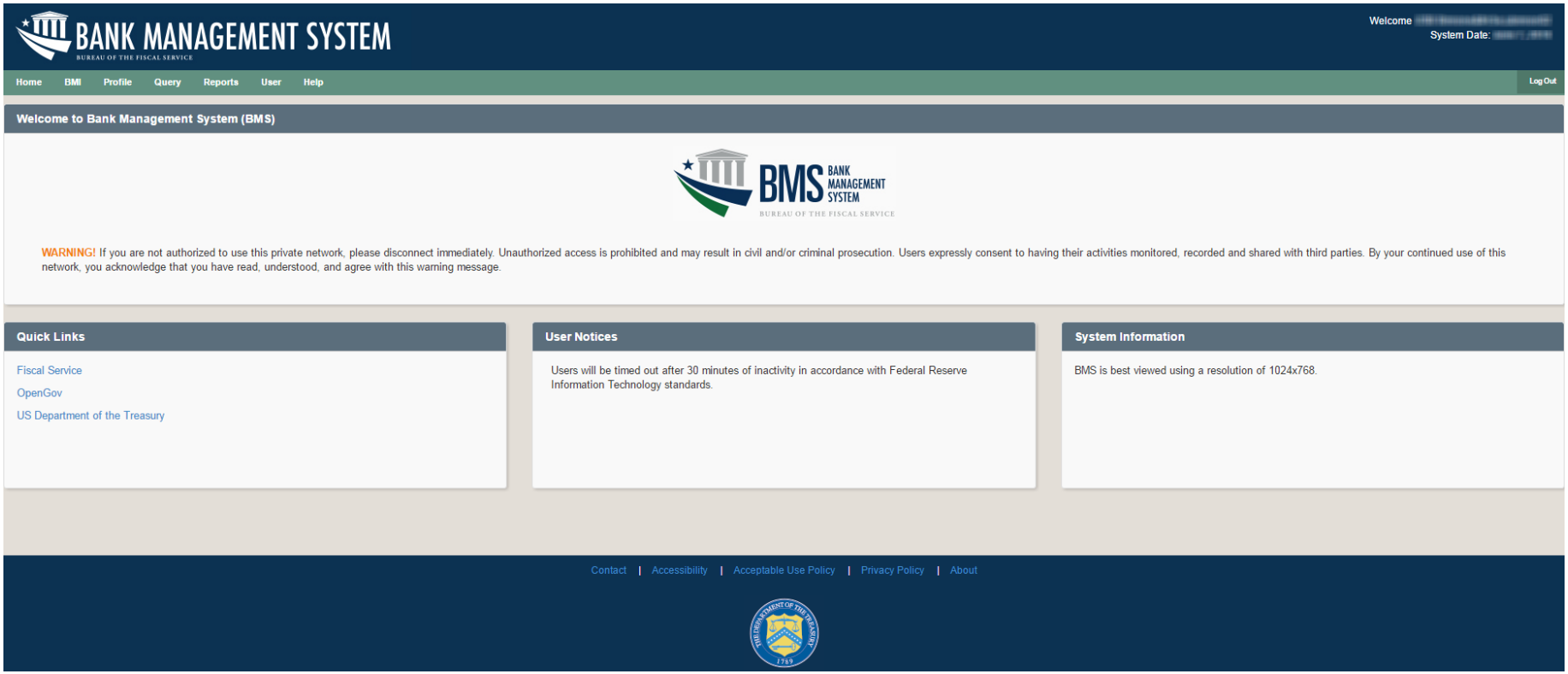
BUREAU OF THE FISCAL SERVICE

Bank Management Services (BMS)

Bank Policy and Oversight Division

November 9, 2016

Bank Management System (BMS)



Bank Management System (BMS)

- A web-based application for submitting and analyzing Bank Management Information (BMI) by Financial Agents (FA) seeking compensation.

- BMI (e.g., volumes, expenses, etc.) reported monthly against Association for Financial Professional (AFP) Service Codes.
  - Reporting ***required*** within the first 7 business days of a month following month of service
  - Monthly invoice/statement should match BMS

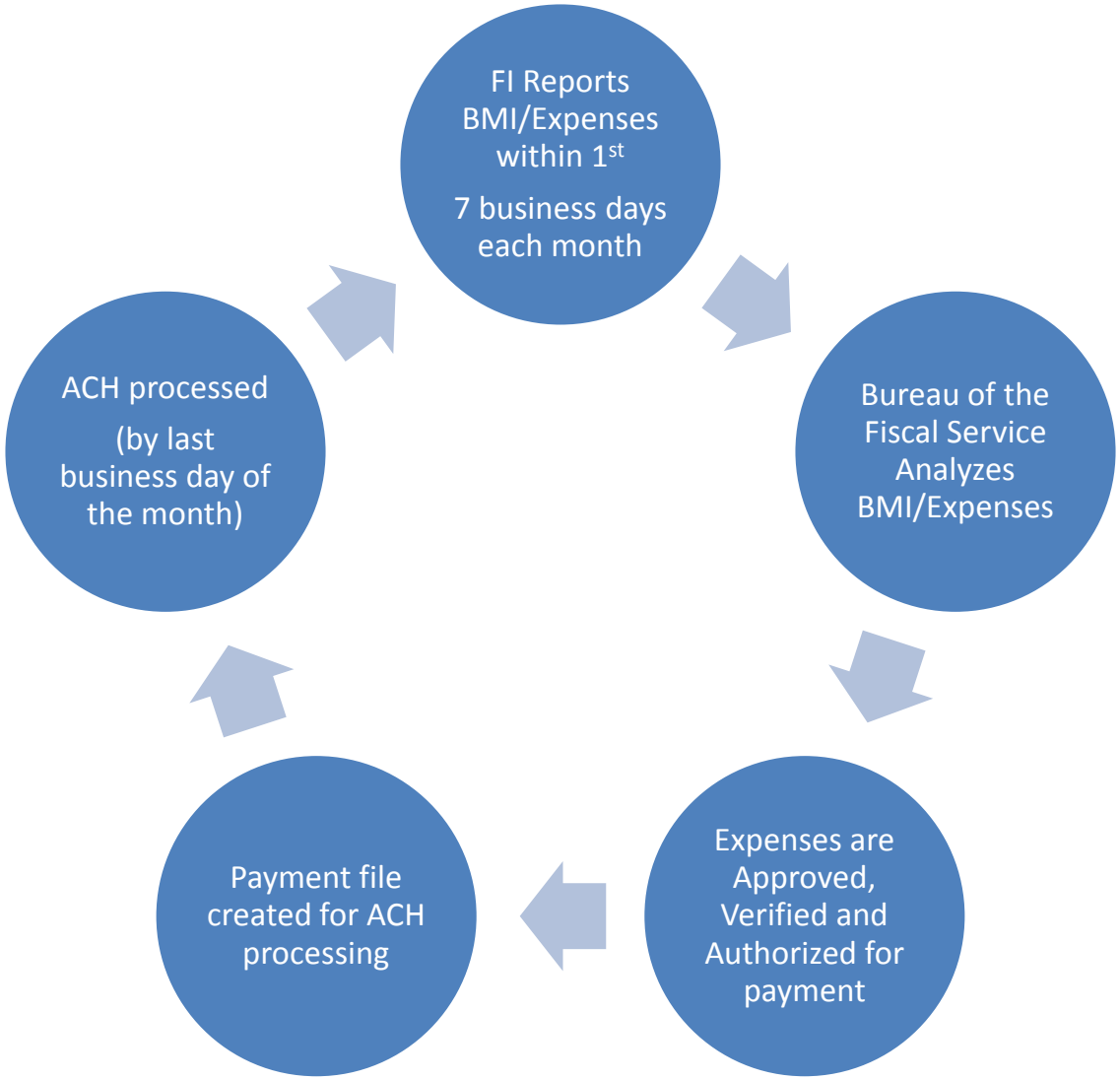
AFP Service Codes

- Identify banking services
- Identify balances and charges
  - Example
    - Service = Demand Deposit Account Maintenance
    - AFP Code = 010000, Price = 1.00

- Services and charges are defined as part of the Financial Agent Agreement (FAA)

- AFP Service Codes are assigned in BMS by Fiscal Service analyst

The Compensation Process (Between 1st and Last Business Day of a Month)



System Specifications

- Compatible Internet Browsers
  - Internet Explorer (latest versions)
  - Chrome version (latest versions)
  - Firefox (latest versions)
- Excel
- Adobe Acrobat Reader or compatible Adobe product to view PDF files

- Additional BMS Information – BMS Website

Questions?