



U.S. Department of the Treasury

# KFC Dispatch

Winter 2016

Kansas City Financial Center

## ASAP.gov Updates

The Automated Standard Application for Payments (ASAP) helps recipient organizations quickly, accurately and securely receive electronic payments from pre-authorized accounts established by federal agencies. The Department of the Treasury's ASAP.gov provides this service at no cost to federal agencies and their recipients. ASAP's electronic payment programs are:

- **Grant**—disburses grant payments to grantees.
- **Debit Card**—provides federal agencies a flexible yet secure alternative to cash payments.
- **1031 / Letter of Credit**—reimburse financial agents for services performed for a federal agency.

### ASAP has been busy in 2016.....

- The ASAP Help Desk received and resolved 17,665 phone calls.
- Authorized 122,765 authorizations and certified via ASAP.gov.
- ASAP.gov disbursed 471,800 payments totaling \$572 billion dollars.
- 62 distinct federal agencies use ASAP.gov for disbursing payments to 18,765 recipient organizations.



# 2016 ASAP.gov Highlights

- Please welcome our newest federal agency—the Gulf Coast Ecosystem Restoration Council. The Council is using ASAP.gov to help disburse payments for projects and programs that will restore and protect the natural resources, ecosystems, fisheries, marine and wildlife habitats, beaches, coastal wetlands, and economy of the Gulf Coast region. Visit [restorethegulf.gov](http://restorethegulf.gov) to learn more.
- The 2016 ASAP.gov Federal Agency User Group (FAUG) meeting was held Tuesday, August 23, 2016. The webinar provided a perfect opportunity for our users to learn and discuss close-out activities for fiscal year 2016 and upcoming events in fiscal year 2017.
- With Release 23 deployed in late September, ASAP continues to build towards integration with the family of Fiscal Service applications by establishing Post Payment System (PPS) reporting.
- There is an ASAP.gov project currently underway called Communication Transport Infrastructure (CTI). With CTI, files will be sent directly to ASAP.gov—thereby streamlining the technology used for transporting files. In addition, CTI will increase the performance and the efficiency in which connectivity issues are diagnosed and resolved between Federal Agencies and ASAP.gov. Starting January 2017, ASAP.gov will require those agencies that send batch file requests and receive end of day reports (Batch-Filing Agencies) to migrate to the new infrastructure. A complete set of required changes has been communicated to the technical staff of each Batch-Filing Agency. To ensure a seamless transition to CTI, the ASAP.gov team will continue to communicate with these contacts. If you have any immediate questions, please email Steve Doolittle at [robert.doolittle@fiscal.treasury.gov](mailto:robert.doolittle@fiscal.treasury.gov) or call 816-414-2129.
- The ASAP Dormant Account Report for applicable Federal Agencies was emailed on October 21, 2016. A Dormant Account is defined as having no activity in over two (2) years. Our ASAP Operations Team provides this report at the beginning of each fiscal year as a courtesy to Agency Certifying Officer(s) and Point of Contact(s). Your Agency can use this Dormant Account Report as a tool for clearing old accounts that will no longer be used to disburse funds.
- ASAP requested that Agencies reply to the original email (containing the Dormant Account Report) no later than November 30, 2016. The reply should have indicated if you want to close or maintain the account (s) listed. A subsequent Dormant Account Report will be published in April 2017 to document progress.

## Mark Your Calendar – 2017 Fiscal Service Advisory Council (FSAC) Payments Forum



The Bureau of the Fiscal Service, Payment Management, Philadelphia and Kansas City Financial Centers is hosting the 2017 FSAC Payments Forum. The forum provides a unique opportunity for agencies to hear first-hand updates related to federal government payment products, services, and initiatives. Take this opportunity to attend the 2017 FSAC and stay apprised of the future direction of payments. Meeting details coming soon...look for updates to the 2017 FSAC Payments Forum on the Fiscal Service website under Upcoming Events:

[https://www.fiscal.treasury.gov/fstraining/events/fs\\_upcomingevents.htm](https://www.fiscal.treasury.gov/fstraining/events/fs_upcomingevents.htm)

We look forward to seeing you in 2017!



# Fiscal Service Advisory Council Payments Forum - 2016

## *Collaborating on the Future of Payments*

The Bureau of Fiscal Service held the annual Fiscal Service Advisory Council (FSAC) Payments Forum on June 14-15, 2016. The forum was hosted by the Kansas City and Philadelphia Financial Centers and held at the United States Department of Agriculture Beacon facility in Kansas City. The forum offered Federal program agencies the opportunity to interact with staff from multiple areas of Payment Management; Kansas City Financial Center (KFC), Philadelphia Financial Center (PFC), and Washington D.C.

The forum featured key note addresses from John Hill, former Assistant Commissioner for Payment Management, Wanda Rogers, Deputy Commissioner for Financial Services and Operations, and special guest presentations from Dr. Cindy Frewen, Urban Futurist and Architect and Operations, and Zach Markiewicz, Federal Reserve Bank of Kansas City.

During the general session, forum attendees were able to hear presentations from key note speakers, special guest presenters, and Fiscal Service staff. A limited number of Fiscal Service presenters offered breakout sessions that allowed attendees an opportunity to discuss current and future payment initiatives in a smaller group format. Presenters provided slide presentations on their topics and were available for questions and comments at the end of their presentations as well as throughout the forum. Topics included:

- The Payments Partnership: Serving the American Public
- The Environmental Aspects of Technology & Demographics & Their Impact on Payment Systems
- Certifying Officer Training Program – Online Training Program
- Payment Programs Updates & Enhancements 2016+
  - Automated Standard Application for Payments (ASAP.gov)
  - International Treasury Services (ITS.gov) & Fedwire
  - Secure Payment System (SPS)
  - Payment Automation Manager (PAM)
- Post Payment System (PPS) – Payment Integrity's Next Generation
- The Payment Information Repository (PIR) & Data and Fraud Analytics – Supporting Payment Integrity
- Delinquent Debt Collection Process
- The Fiscal Service's Payments Horizon
- Building a Faster, Safer Payment System
- Non Traditional Alternative Payments (NTAP)
- Do Not Pay (DNP) – Supporting Payment Integrity & Prevention
- Government Wide Accounting (GWA) / Central Accounting Reporting System (CARS) – Financials Reporting (TAS/BETC, Reconciliation, IPAC)
- Invoice Processing Platform (IPP)

Along with the presentations, the forum offered Program Exhibit Booths where expert representatives from each program area were available to answer questions and provide information related to the specific programs. Booths included:

- Kansas City Financial Center (KFC) - Diversified Payment Services Branch (DPSB)
  - Automated Standard Application for Payments (ASAP.gov)
  - International Treasury Services (ITS.gov)
  - Fedwire
- Kansas City Financial Center (KFC) - Operations Support Branch (OSB)
  - Payment Automation Manager (PAM)
  - Payment Information Repository (PIR)
  - Secure Payment System (SPS)
- Kansas City Financial Center (KFC) - Payment & Mail Operations Branch (PMOB)
  - Special Handling Services
  - Printing and Check Enclosing (PrinCE) – Printing Services
- Philadelphia Financial Center (PFC)
  - Post Payment Operations
- Government Wide Accounting / CARS
  - Financial Reporting (TAS/BETC, Reconciliation)
  - Intra-governmental Payment and Collection (IPAC)
  - Shared Accounting Module (SAM)
- Debt Management Services (DMS)
  - Treasury Offset Program (TOP)
  - Cross-Servicing
- Do Not Pay (DNP)
- Invoice Processing Platform (IPP)

Jim Bates, (Small Business Administration) served as the Chairperson, and Eddie Reso, (USDA, National Finance Center) served as the Vice-Chair for the 2016 FSAC Payments Forum. During the forum, time was set aside for nominations and the election of a new Vice-Chair, as Jim Bates completed his two year term and Eddie Reso took over the duties of the FSAC Payments Forum Chairperson in 2017. We are excited to announce that Ken Schulze of the Office of the Undersecretary of Defense (Comptroller) was elected Vice-Chair.

The FSAC Payments Forum offers customers the ability to interact with key players within Fiscal Service programs and services, network with fellow agency representatives, and the opportunity to share best practices across agencies. The 2016 FSAC Payments Forum theme of Collaborating on the Future of Payments enhances the Fiscal Service commitment on building relationships and working together.

We look forward to seeing you at the 2017 FSAC Payments Forum! Forum details will be added to the FSAC website as they become available.

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2016 Vice-Chair Eddie Reso, of the  
USDA, National Finance Center and  
2016 Chairperson Jim Bates, of the Small Business Administration



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Fiscal Service Advisory Council (FSAC) Payments Forum  
newly elected Vice-Chair Ken Schulze, of the Office of the Undersecretary  
of Defense (Comptroller) with 2017 Chairperson Eddie Reso, of the USDA,  
National Finance Center





## The Bureau of the Fiscal Service Call Centers

The Bureau of the Fiscal Service, Payment Management Call Center includes both the Kansas City Financial Center (KFC) Payment Call Center and the Philadelphia Financial Center (PFC) Post-Payment Call Center. The Call Centers use a tiered menu approach, which directs a caller to service-specific group of call center representatives to assist with questions. The Call Center provides real-time solutions for everyday payment issues for the public, financial institutions, organizations and federal agencies.

The KFC and PFC Call Centers' specialized expertise of payment and post payment services is designed to provide expert and timely service to caller inquiries. At each financial center, there are additional contacts for customer support to ensure the caller receives the proper guidance. Information on each Call Center is provided below to highlight the type of inquiries supported and provides the contact information.

### Kansas City Financial Center (KFC)-Payment Call Center

The Payment Call Center is the first line of customer service for payment issues and inquiries. The KFC Payment Call Center is the primary call center that assists with Treasury-disbursed payment related inquiries, payment services or system support, and assistance with creating, transmitting, or certifying federal payments.

KFC also supports three Help Desks that assist with special payment and application inquiries. Please see the information below to assist you in contacting a Call Center for your specific need.

#### KFC Payment Call Center

Phone: 1 (855) 868-0151, option 2, option 0  
Email: [payments@fiscal.treasury.gov](mailto:payments@fiscal.treasury.gov)

Business Hours: 6:30am – 4:30pm CST

#### **KFC Payment Call Center Services:**

- Payment questions received from recipients, beneficiaries, representative payees, Federal Program Agencies (FPA), and the general public
- Payment Status
- Unidentified EFTs and Checks
- Improper Payments Recovery Requests
- Certifying Officer training questions
- Non-Treasury Disbursing Organization (NTDO) conversion to a Treasury Disbursed Organization (TDO)



## The Bureau of the Fiscal Service Call Centers

### KFC PAM\*, SPS\*, PIR\*, DSSV Help Desk

Phone: Direct (816) 414-2340 or 1 (855) 868-0151, option 2, option 2

Email: [PAM.Help.Desk@fiscal.treasury.gov](mailto:PAM.Help.Desk@fiscal.treasury.gov)  
[KFC.SPS.Help.Desk@fiscal.treasury.gov](mailto:KFC.SPS.Help.Desk@fiscal.treasury.gov)  
[PIR.Help.Desk@fiscal.treasury.gov](mailto:PIR.Help.Desk@fiscal.treasury.gov)

Business Hours: 6:30am – 4:30pm CST – After hours support can be reached by pressing 0

\*(Payment Automation Manager (PAM), Secure Payment System (SPS), Payment Information Repository (PIR), Digital Signature Storage and Verification (DSSV))

### **KFC PAM, SPS, PIR, DSSV Help Desk Services:**

- Processing and storage of enrollment forms for PAM, SPS, PIR, and DSSV
- New user setup and training for all systems
- Payment system user assistance for PAM, SPS and PIR
- Input and manage service desk ticket requests for DSSV, PAM, PIR, and SPS
- Process expiring and expired DSSV accounts report
- Assist agencies with removing and reusing schedule numbers using PAM and SPS
- Verify PAM Bulk File status; resend agency notifications upon request

### KFC International Treasury Services (ITS) and Fedwire Help Desk

Phone: 1 (855) 868-0151, option 2, option 1

Email: [ITS.Operations@fiscal.treasury.gov](mailto:ITS.Operations@fiscal.treasury.gov)  
[ITSEnrollments@fms.treas.gov](mailto:ITSEnrollments@fms.treas.gov)  
[KFCFedwire@fiscal.treasury.gov](mailto:KFCFedwire@fiscal.treasury.gov)

Business Hours for ITS Operations: 6:30am – 4:00pm CST

Business Hours for Fedwire: 6:30am – 5:30pm CST

### **KFC ITS and Fedwire Services:**

- Operational issues
- Enrollment questions
- ITS.gov password resets
- OFAC Compliance





## The Bureau of the Fiscal Service Call Centers

### KFC Automated Standard Application for Payments (ASAP) Help Desk

Phone: 1 (855) 868-0151, option 2, option 3

Email: [KFC.ASAP@fiscal.treasury.gov](mailto:KFC.ASAP@fiscal.treasury.gov)

Business Hours: 6:30am – 5:00pm CST

#### **KFC ASAP Services:**

- Enrollment forms for ASAP.gov
- Recipient Organization account inquiries
- ASAP.gov system assistance
- Payment inquiries
- ASAP.gov password resets

### **Philadelphia Financial Center (PFC) – Post Payment Call Center**

The PFC Post Payment Call Center is the first line of customer support for post payment services. This Call Center provides centralized customer service to address and resolve all post payment concerns for vendors, Federal Program Agencies, financial institutions and the general public. Inquiries include all aspects of disbursements, such as payment status, improper payment recovery requests, Office of Inspector General special investigations, check and ACH claim status, Congressional research, and more. Call Center Analysts manage fiduciary data from multiple sources to assist internal subject matter experts on ensuring customers receive timely and accurate services.

### PFC Post-Payment Call Center

Phone: 1 (855) 868-0151, option 1

Email: [postpayments@fiscal.treasury.gov](mailto:postpayments@fiscal.treasury.gov)  
[PFC-reclamations@fiscal.treasury.gov](mailto:PFC-reclamations@fiscal.treasury.gov)  
[PFC.Customerengagementcenter@fiscal.treasury.gov](mailto:PFC.Customerengagementcenter@fiscal.treasury.gov)  
[CustomerengagementcenterTCISsupport@fiscal.treasury.gov](mailto:CustomerengagementcenterTCISsupport@fiscal.treasury.gov)

Business Hours: 7:30am – 5:30pm EST

#### **PFC Post-Payment Call Center Services:**

- Cancellations / Returned Payments
- Check and ACH Reclamations
- Non-receipt Claims
- Check and ACH Claim status
- Potential Fraud Inquiries
- Unidentified remittance resolution



## U.S. Department of the Treasury

Bureau of the Fiscal Service  
Kansas City Financial Center  
Kansas City, Missouri

Mailing Address:

Department of the Treasury  
Bureau of the Fiscal Service  
Kansas City Financial Center  
P.O. Box 12599-0599  
Kansas City, MO 64116-0599

Website Address:

<http://www.fiscal.treasury.gov>

**EXECUTIVE OFFICE**

Gary M. Beets, Executive Director	(816) 414-2001
Susan Robinson, Deputy Director	(816) 414-2002
General Information	(816) 414-2000
Facsimile Machine	(816) 414-2020

**CUSTOMER SERVICE BRANCH (CSB)**

Julie Nielsen, Manager	(816) 414-2102
Tony Byers, Customer Relationship Management Section (CRM) Supervisor	(816) 414-2176
Michael Sibert, Administrative Officer	(816) 414-2057
Facsimile Machine (CRM)	(816) 414-2192
Facsimile Machine (General)	(816) 414-2066
KFC Payment Call Center	Payments@fiscal.treasury.gov (855) 868-0151 Option 2, Option 0
	(816) 414-2100

**Statistical Collections and Report Branch (SCRB)**

Crystal Duckworth, Manager	(816) 414-2251
Facsimile Machine	(816) 414-2180

**DIVERSIFIED PAYMENT SERVICES BRANCH (DPSB)**

Francie Abbott, Manager	(816) 414-2151
Walker Woods, Diversified Payments Processing Supervisor	(816) 414-2125
Facsimile Machine (General)	(816) 414-2180
Facsimile Machine (DPSB)	(816) 414-2120
Fedwire Help Desk	KFCFedwire@fiscal.treasury.gov (816) 414-2341
ASAP Help Desk	KFC.ASAP@fiscal.treasury.gov (816) 414-2145
ITS.gov Help Desk	ITS.Operations@fiscal.treasury.gov (816) 414-2125
ITS.gov Enrollment	ITSEnrollment@fms.treas.gov (816) 414-2150

**OPERATIONS SUPPORT BRANCH (OSB)**

Cynthia M. Sheppard, Manager & PAM Project Manager	(816) 414-2301
Ed Barlett, Supervisor – Payment Applications Support Section	(816) 414-2304
Jesse Chavez, Supervisor – SPS Project Manager	(816) 414-2108
Aric Wright, Supervisor – PIR Project Manager	(816) 414-3606
Tequilla Baskin, Production Support Help Desk Supervisor	(816) 414-2340
General Information	(816) 414-2300
Facsimile Machine	(816) 414-2367
PAM Help Desk	PAM.Help.Desk@fiscal.treasury.gov (816) 414-2340
SPS Help Desk	KFC.SPS.Help.Desk@fiscal.treasury.gov (816) 414-2340
PIR Help Desk	PIR.Help.Desk@fiscal.treasury.gov (816) 414-2340

**PAYMENT & MAIL OPERATIONS BRANCH (PMOB)**

Toni Mussorici, Manager	(816) 414-2204
Carol Matthews, Deputy Manager	(816) 414-2181
Donald Watts, Operations Supervisor (Day Shift)	(816) 414-2206
Nick Norton, Mail Operations Supervisor	(816) 414-2196
Ian Schmidt, Printing, Check and Enclosing Supervisor	(816) 414-2277
James Lee, Operations Supervisor (Evening Shift)	(816) 414-2307
Payment Operations Section	(816) 414-2350
Facsimile Machine (Mail)	(816) 414-2217
Facsimile Machine (Operations)	(816) 414-2373



*Wishing you and yours a  
Happy Holiday Season!  
The Kansas City Financial Center*

# Have You Heard?

KFC employs a staff with diverse talents and skills sets that allow us to meet and exceed the opportunity to serve our customers. Professional certifications achieved in 2016 include:

**CERTIFIED TESTER ADVANCED LEVEL-TEST MANAGER  
CTAL-TM**

**Operations Support Branch**

Vicky Dorsey

**ACCREDITED ACH PROFESSIONAL:**

**Customer Service Branch**

Michael Sibert



Department of the Treasury, Bureau of the Fiscal Service, Kansas City Financial Center  
P.O. Box 12599-0599, Kansas City, Missouri 64116-0599

Phone: (816) 414-2100

Fax: (816) 414-2192