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## DEBT COLLECTION: TREASURY FACES CHALLENGES IN IMPLEMENTING ITS CROSS-SERVICING INITIATIVE: STATEMENT OF GARY T. ENGEL, ASSOCIATE DIRECTOR



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No binding. Book Condition: New. This item is printed on demand. Original publisher: Washington, D. C : The Office, 2000. OCLC Number: (OCoLC)46637568 Subject: Accounts receivable -- United States. Excerpt: . . . 2001. In the letter, FMS enclosed a debt referral schedule for agencies to complete detailing the specific debt amounts to be referred and the related time frames. In addition, FMS has recently been meeting with CFO Act agencies to determine debt amounts eligible for cross-servicing. Further, a FMS official stated that FMS plans to request written referral plans from non-CFO Act agencies and meet with officials from the larger non-CFO Act agencies regarding such plans. In passing DCIA, the Congress intended, in part, to establish an efficient FMSCross-Servicing and effective governmentwide debt collection operation, known as cross-Operations servicing. DCIA authorized Treasury to designate other government agencies as debt collection centers based on their performance in Management collecting delinquent claims owed to the government. Since then, FMS has established the Birmingham Debt Management Operations Center ( BDMOC ) as its primary facility for handling governmentwide cross-servicing operations. This facility was a former FMS payment center that was being phased out as part of Treasurys consolidation of payment operations. Except for efforts to collect on erroneous payments under the former payment center operations, the staff had little prior experience in debt collections. According to FMS officials, FMS trained BDMOC employees before they assumed their debt-collection duties and periodically updated their debt collection training, as needed, on topics such as debt collection techniques and the servicing of particular debts. Thus far, FMS has not engaged the services of federal agencies with ongoing and experienced debt collection operations to assist in governmentwide cross-servicing debt collection efforts. In December 1996 and October 1999, FMS issued standards allowing agencies to apply to be...



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