

Cross-Servicing Technical Bulletin

Number 04-09

September 21, 2004



New Debt Referrals

**In this
bulletin**

**The purpose of this
bulletin is to
provide important
information
pertaining to DMS'
October 1, 2004
Implementation of
Digital
Imaging,
An automated
process to improve
the manual entry of
new debt referrals**

Recently DMS has been evaluating digital imaging to improve and streamline data entry related to new debt referrals. This should yield a speedier, more accurate process that is not subject to human error. The Digital Imaging implementation date is scheduled to begin October 1, 2004. We're excited about this opportunity. However, several changes are necessary in order to use this new tool, as described below:

First, agencies must complete the debt/debtor forms on the newly designed standard templates, which are in Adobe Acrobat format. The Reader can be obtained at <http://www.fms.treas.gov/debt/crosserv.html>. The certification letter will be available online as well. These debt/debtor forms must now be sent via diskettes or CDs. Please note that debt referrals which include supporting documentation should be placed on a separate diskette or CD. The diskette or CD should be placed with the supporting documentation. Within the submission package, please remember to forward the certification letter as well. Also, please label each diskette or CD with the following information: number of batches, number of debts being submitted, and when appropriate, supporting documentation included.

The Birmingham Debt Management Operations Center (BDMOC) will process incoming debt referrals -- scanning the data and loading the input into the DMSC application. Please use either Federal Express or regular mail to send materials for referral, using one of the following addresses:

Regular Mail

U.S. Treasury
Financial Management Service
Birmingham Debt Management Operations Center
Post Office Box 830794
Birmingham, AL 35283-0794
Attn: Mary Whalen
Debt Services Branch

Please do not respond or send emails to this address. If you have questions regarding information in this technical bulletin, please contact your Cross-Servicing liaison. You may also find answers to your questions at our website <http://fms.treas.gov/debt/> or by emailing your question to our help desk staff @ debt.services.help@fms.treas.gov.

New Debt Referrals (Cont.)

Referrals pertaining to foreign debts and file updates should continue to be sent directly to our Hyattsville office. Since the digital imaging process cannot handle these special cases, we will continue to manually enter the information into the DMSC application. All correspondence for these referrals should go through our contact Carolyn Stocks. Previous technical bulletins, unless specifically rescinded, still apply to all debt referrals.

To ensure smooth operations, BDMOC requests that all submissions be forwarded by 4:00 pm central standard time (CST) each Wednesday. New debt referrals received after this deadline will be processed the following week. For further information and support, and to forward the submission package via Federal Express, please call Mary Whalen at 205-912-6365 or Sally Tidwell at 205-912-6302. Bosch Stanley will serve as another contact and can be reached at 205-912-6317.