

Cross-Servicing Technical Bulletin

Number 04-10

September 29, 2004



A Reminder About Manual Debt Referrals

In this bulletin

The purpose of this bulletin is to provide important information regarding Cross-Servicing Changes pertaining to Manual Debt Referral and Management of Dispute Processes

Recently DMS has evaluated ways to streamline data entry related to new debt referrals. On September 21, 2004, via Technical Bulletin 04-09, FMS informed program agencies that effective October 1, 2004, it would implement Digital Imaging of manual debt referrals through the Birmingham Debt Management Operations Center (BDMOC). This is a reminder that several changes are necessary in order to use this new tool, as follows:

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 is available online as well. These debt/debtor forms must now be sent via diskettes or CDs.

Please note that debt referrals containing supportive documentation should be placed on a separate diskette from those referrals that do not contain supportive documentation. As an alternative, supportive documentation may be copied and attached to the referral diskette (or CD) in hard copy (paper). 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, identify supporting documentation included.

Another streamlining measure and update to note: the BDMOC will now process ALL incoming manual debt referrals. Agencies will no longer forward manual debt referrals to FMS' Hyattsville location. Please use either Federal Express or regular mail to send materials for referral, using the address below:

(Note: To forward the submission package via Federal Express, please call Mary Whalen at 205-912-6365 or Sally Tidwell at 205-912-6302)

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 Dispute Management and Response Procedures

Effective October 4, 2004, the Birmingham Debt Management Operations Center (BDMOC) will assume responsibility for Dispute processes. As this transition occurs, Federal Program Agencies (FPAs) are asked to forward responses to the party (i.e., the respective Hyattsville or BDMOC staff member) who notified you of the dispute.

For further information about these enhancements to our processes, please contact Mary Whalen at 205-912-6365, Sally Tidwell at 205-912-6302, or your designated Cross-Servicing Liaison.