



DEPARTMENT OF THE TREASURY  
FINANCIAL MANAGEMENT SERVICE  
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Date: August 16, 2006

To: All Agencies Serviced by the Austin Financial Center (AFC)

From: Robert C. Mange  
Regional Director  
Austin Financial Center

Subject: Regional Financial Center Claims Consolidation Initiative

In an effort to streamline work, various Claims activities related to payments disbursed by the Regional Financial Centers (RFCs) will be consolidated effective October 2, 2006. This effort will accomplish economies of scale and potential reduction in equipment needs while providing federal agencies with equivalent service capabilities. In addition, we will maintain back-up capability in the event of an emergency at an RFC site.

The analysis leading to the consolidation of Claims activities focused on three distinct and geography-independent functions: Returned Payments, Automated Clearing House (ACH) non-receipt trace requests, and Electronic Funds Transfer (EFT) reclamations. These activities will be realigned so that each is carried out in no more than two RFCs.

The alignment of functions will be as follows:

Function	Servicing RFCs
-EFT Non-Receipt Claims -Returned Payments -Unidentified Remittance Processing (Non-Reclamation)	Kansas City and Philadelphia
-EFT Reclamations and Related Remittances	Austin and San Francisco

The AFC will be gaining additional EFT reclamations and related remittances from the Philadelphia Financial Center (PFC). At the same time, the AFC will be transferring EFT non-receipt claims and returned payments to the PFC. We plan to issue another reminder in the mid-September timeframe. At that time we will also provide customer service points of contact at the RFC.

Your support in this important initiative will be appreciated. Should you have any questions, please contact Sarah Griffin, Manager, Claims Branch, at 512-342-7305.