



## BOOSTING CONFIDENCE IN DIRECT DEPOSIT

### Tele-trace Program and Financial Institutions Helping Social Security Recipients Locate Their Direct Deposit Payments

The Financial Management Service (FMS) now uses a telephone non-receipt claim process (Tele-TRACE) for Social Security Administration (SSA) ACH benefit payments. This will eliminate FMS' mailing of paper forms (i.e. FMS 150.2 and FMS 150.1) to receiving financial institutions (FIs). Instead, FMS staff calls the FIs and recipients directly to quickly resolve claims of non-receipt.

When a recipient claims that an SSA payment was not received, SSA notifies FMS. FMS then searches its database to determine that the payment was issued and was not returned. If the payment has not been returned, FMS will call the FI to inquire about the non-receipt claim.

Generally, the payment is located quickly and was not readily available to the beneficiary for one of the following reasons:

- Posted late, early, or memo posted
- Incorrect depositor account number, account closed
- Posted to another account

Once the explanation for the non-receipt claim has been determined, FMS will call the recipient to inform him/her of the resolution. If unable to reach the recipient, FMS will mail him/her a letter.

When a recipient notifies the FI that he/she has not received their Government ACH payment, the FI should make every reasonable attempt to locate a payment before referring the recipient to the authorizing Federal agency.

Statistics indicate that over 60% of "missing" Government ACH payments are actually at the FI when the recipient calls to inquire. When recipients call their FI to confirm receipt on settlement date they are sometimes told that the payment has not arrived or is not in the account, even though the funds have been posted to their account. FI personnel should make sure of the following:

1. The payment was not posted at the end of the day (memo posting).
2. The payment was not posted prior to the settlement date.
3. The payment was not posted to another account.

Please advise your staff to follow these steps when they receive non-receipt inquires. We appreciate your assistance and support of the Government's ACH Direct Deposit program. If you have any questions, please contact Barbara Douglas at (215) 516-8003 or email [Barbara.Douglas@fms.treas.gov](mailto:Barbara.Douglas@fms.treas.gov) or Francie Abbott in Kansas City at (816)-414-2185 or email [Francie.Abbott@fms.treas.gov](mailto:Francie.Abbott@fms.treas.gov).

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## SECURE PAYMENT SYSTEM



In the October 2003 edition of the PFC Journal, the Philadelphia Financial Center (PFC) announced the implementation of the Secure Payment System (SPS), which replaces the existing Electronic Certification System (ECS). At that time, we informed you there was one (1) Financial Management Service (FMS) agency that began processing live payments in June 2003. In October 2003, a second FMS Federal Program Agency (FPA) began live payment processing with the SPS application.

We anticipate beginning rollout to our external FPAs in the Summer of 2004; however, your FPA will be contacted directly as we get closer to the implementation date. In preparation for the conversion from ECS to SPS, we would like to provide you with the tasks and requirements needed to provide a smooth transition for your FPA.

1. FPA must have at least one personal computer that satisfies the minimum specified SPS client requirements and have the appropriate version of Internet browser software and Adobe Acrobat Reader installed.  
**Reference:** <http://www.fms.treas.gov/sps> ("*Getting Started*").
2. FPA must have at least one formally designated Data Entry Operator (DEO) and Certifying Officer (CO).
3. FMS will provide your FPA with two (2) smartcards – (*one each for CO and DEO*) and one (1) smartcard reader. FPA will be responsible for purchasing additional equipment.
4. Every SPS user and Fiscal Trusted Registration Agent (FTRA) **must be confirmed in person** in order to receive his/her Public Key Infrastructure (PKI) certificate smartcard. The recipient must present two (2) forms of picture identification. At least one (1) of the identifications must be an official current U.S. Government ID from the recipient's agency. The second identification may be a current military ID, passport and/or state driver's license. The requirements of confirming each user that requires a PKI certificate smartcard will be satisfied at the time of training.
5. Head of the Agency (HOA) must self designate him/herself on FPA letterhead. There is no form required for this designation. Optionally, the HOA may delegate his/her authority to an Agency Delegate (AD). The HOA completes Form PKI-1 to delegate ADs.
6. HOA or AD will be required to designate Fiscal Sponsoring Authority (FSA). The personnel designated to this position must complete Form PKI-2. The FSA will nominate SPS DEO/CO on PKI-6 and FTRA on PKI-4.
7. Each CO and DEO will require a PKI certificate in order to receive a SPS smartcard. The user must complete Form PKI-6.
8. FPA may designate one (1) or more personnel to FTRA capability for on-site SPS PKI presence. The FTRA will complete the confirmation requirements for each user to create the PKI smartcard. If your FPA will implement this authority, complete Form PKI-4. The FTRA will be provided with the required training and software. If your FPA chooses not to designate a FTRA, COs and DEOs will be required to appear, in person, at a FMS site for resetting of smartcards and PKI key recovery.
9. COs and DEOs must submit a signed SPS Rules of Behavior Policy acceptance form. No SPS users will be put in active status until FMS has received the form.

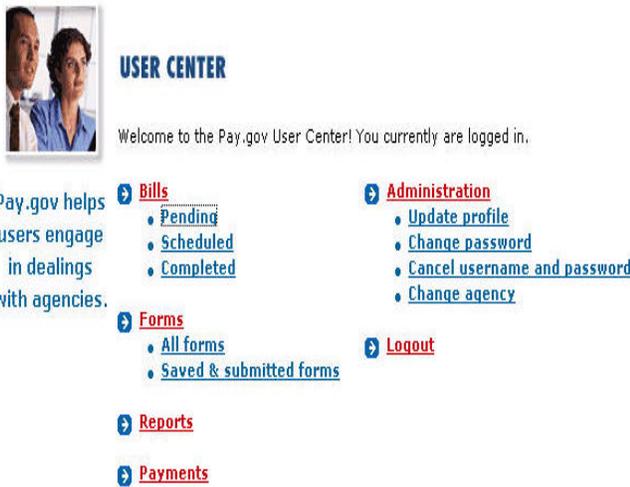
- 10. If FPA will use Third Party Format 440 File functionality, the payment system must be edited according to the requirements in Technical Note 16.

**Reference:** <http://www.fms.treas.gov/sps>.

All forms referenced above can be obtained from the PFC. Please contact the ECS/SPS Helpdesk at (215) 516-8034. The forms will be available via the FMS SPS website in the near future. Your FPA should factor in six (6) to eight (8) weeks before cutover to SPS to allow time for submission, mailing and processing of the PKI Forms.

If you have any questions or require additional information, please contact Bobbie Mickens at (215) 516-8074 or email [bobbie.mickens@fms.treas.gov](mailto:bobbie.mickens@fms.treas.gov).

## INTERNET CANCELLATIONS PILOT TO BEGIN



The Philadelphia Financial Center (PFC) has been pursuing the use of web-based technology to eliminate the paper cancellation listings it mails to its agency customers on a daily basis. These listings contain information on agency payments that have been returned and/or cancelled. Agencies utilize this information to update payments files and to properly report financial activity. As a result, timely receipt of this information improves the overall reporting of the Government’s financial condition.

PFC has acquired the assistance of Pay.Gov, the Financial Management Service’s Internet Portal and Transaction engine, to post cancellation listings on the Internet. While it currently takes seven days to process and deliver paper cancellation listings through the US Mail, listings transmitted to Pay.Gov will be available to agencies the next business day. This will have a positive effect on

agency cash management and reporting, as well as provide the agency with ample time to make any necessary changes to its payment files in order to prevent future returns.

Pay.Gov will provide agencies with a “user-friendly” interface to their cancellation listings. Upon receipt and posting of cancellation listings on Pay.Gov, agencies will receive an email notifying them that their cancellation listings are available, as well as a hyperlink that automatically transfers them to a Pay.Gov log-on screen. Agency users will be prompted to provide a username and password to obtain access to the listings they are authorized to view. For their convenience, agencies will be able to view these listings in a web format (HTML), print the listings in an Adobe PDF format, or have the option of downloading the data into either a PDF or Microsoft Excel format.

PFC is in the final stages of conducting User Acceptance Testing (UAT) of this Internet application. UAT provides PFC with the opportunity to evaluate the functionality of Pay.Gov and ensure the accuracy of the data reported in a test environment. Within the next few weeks, PFC will begin to conduct a live pilot with one of its internal agency customers. PFC plans to roll out this pilot to several other agencies within the next few months.

For more information on Internet Cancellations via Pay.gov, please contact Matt Helfrich at (215) 516-8020 or email [Matthew.Helfrich@fms.treas.gov](mailto:Matthew.Helfrich@fms.treas.gov).