



Financial Express

Portland CAB Conference Showcases Treasury System Access Project

A Perspective by Pilar Rowe



Attendees of the 2009 Portland CAB Conference.

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The Customer Advisory Board (CAB) recently held its semiannual conference at the Bonneville Power Administration (BPA). The two day event, which included attendees from various agencies in 14 western states, was centered on collaboration and sharing ideas, concerns, and suggestions specific to transacting with the U.S. Treasury. The San Francisco Financial Center CAB was established to provide a forum for collaboration among its stakeholders and customers.

Many members of BPA's finance group were in attendance. Dave Armstrong, Executive Vice President and Chief Financial Officer, gave the opening introduction and welcomed the attendees. Nancy Mitman, Deputy Chief Financial Officer, participated on a panel which addressed the implementation of the American Recovery and Reinvestment Act of 2009. In addition, Bena Kluegel, Manager, Cash and Treasury Management, and Pilar Rowe, Manager, Disbursement Operations, gave a presentation on BPA 101, which provided attendees with a better understanding of

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The San Francisco RFC Perspective

Welcome to the winter issue of the San Francisco Financial Center's (SFC) "Financial Express" newsletter. 2010 is a very special year for us as it marks the Center's 75th Anniversary. It's staggering to think how far the payments industry has evolved over the years. The work has developed from manually typing checks to issuing millions of government payments using electronic funds transfers.

This issue will look backward at some key events which occurred in 2009 and forward to those scheduled for 2010. We intend for this newsletter to be a resource for keeping you informed. In this edition, you will read about:

- A member of the Customer Advisory Board (CAB) offering their perspective of the recent SFC CAB Conference in Portland, Oregon.
- SFC partnering with the Office of the Special Trustee to provide specialized training on Financial Management Service (FMS) programs.
- The people that work behind the scenes in the Products & Initiatives Branch. Who are they and what do they do?
- The Denver Agency Forum that was held in Lakewood, Colorado. It provided agencies with information on FMS products, services, and upcoming changes that could impact their operations.
- A new feature called the "CAB Corner." Find out about the latest happenings with the SFC CAB.

Looking forward, don't miss the opportunity to attend the CAB conference on March 31 through April 1, 2010, in Emeryville, California. The first day will focus on agencies' best practices using FMS programs.

The second day of the conference will be held at the Center. This will provide the perfect venue for you to meet the SFC employees and help us celebrate 75 years of payment services.

I hope you enjoy this edition of the "Financial Express", and encourage your comments or suggestions. Simply send us an email to financialexpress@fms.treas.gov.

I look forward to seeing you at future SFC sponsored events.

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SFC Hosts an Agency Forum in the Mile High City

Denver Agency Forum



Group picture of FMS staff and presenters.

On July 14-15, 2009, the San Francisco Financial Center (SFC) held an agency forum in Denver, Colorado. The emphasis was on sharing the latest information on Financial Management Service (FMS) programs and future initiatives.

Prior to the start of the program, Paul Cristini, Finance Officer, Mine Safety and Health Administration, was presented with a plaque from the SFC in honor of his ongoing support. The program began with Rick Corrigan providing a brief overview of the SFC and the Customer Advisory Board (CAB). The presentation highlighted the accomplishments made by the SFC CAB members and identified their future projects.

The two-day agenda included three of FMS's modernization efforts to improve government-wide financial reporting: Payments Application Modernization (PAM), Government-wide Accounting Modernization Project (GWAMP), and the Collections and Cash Management Modernization (CCMM) project.

The PAM project will modernize more than 30 mainframe-based software applications that are used to disburse federal payments. It will incorporate new and enhanced functionality into the federal payment process. The new payment application will improve efficiencies by operating within the FMS computing infrastructure.

The GWAMP is a multi-year effort to redesign the federal government's central accounting process to improve the accuracy, integrity, and usefulness of the accounting information that is provided. It will affect every agency reporting location, both foreign and

domestic. In addition, this effort will improve information timeliness and accuracy to support improved financial analysis and decision-making.

The CCMM project will modernize and improve the federal government collections process and overall cash management, eliminating duplicate functionality and reducing operational risk. Ultimately, CCMM will allow FMS to become more efficient, minimize costs, and improve its ability to meet the needs of agencies.



Over 100 federal agency representatives attended the meeting. The forum brought together several key players and provided an excellent opportunity for the SFC and its customers to establish strong partnerships through communication.

All of the presentations from the forum are available for review and download at www.fms.treas.gov/sfc. Contact Michelle LaCome at 510-594-7327 or michelle.lacome@fms.treas.gov for more information.

Meet the Staff of the Products & Initiatives Branch

— by Fay Rurup —



Front row: AnneMarie Arnold, Jennifer Pham, Fay Rurup, Rick Corrigan
Back row: Sandra Young, Adrienne Broach, Rhonda Lambert, Michelle LaCome, Young Choi

In the fall of 2005, the San Francisco Financial Center's (SFC) Customer Assistance Staff (CAS) was transformed into a new organization called the Products and Initiatives Branch (PIB). Our primary mission is to provide training and program support to agencies on electronic payment and collection initiatives. Some people remember us as the CAS, but you will see that today we offer much more to our customers than just assistance.

If you recently attended the SFC Customer Advisory Board (CAB) Conferences or the Denver Agency Forums, you would have met Rick Corrigan and Michelle LaCome. From educational program presentations to agency visits, Rick and Michelle work hard to expand SFC's agency outreach and support. They ensure that our agency customers receive the latest information on FMS policies, product changes, and financial services.

In the summer of 2009, SFC customers received the SFC Disaster Recovery Directory. Sandra Young coordinated and administered a CAB workgroup

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programs.

We invite all of our customer agencies to become members of the SFC CAB as we collaborate to share best practices, resolve payment issues, and share new ideas.

PIB has two staff members who have achieved national certification in the field of Automated Clearing House (ACH) payment processing. Michelle LaCome and Sandra Young are Accredited ACH Professionals and can provide agencies with help and services to comply with ACH policies. They give training and guidance to federal agencies and financial institutions on processing federal government payments; ACH system risk management; and ACH products and applications.

Did you know that PIB looks for ways to improve

consisting of agency representatives that implemented solutions to payment processes in the event of a disaster. Sandra has also started working with a new group from various federal agencies to find solutions to simplify security access to FMS

Meet the Products & Initiatives Branch

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operational efficiency and save taxpayer dollars? Rhonda Lambert is working on exciting new proposals that will do just that. It is too early to reveal the details of her projects, but we hope to be able to share more with you in a future edition of the Financial Express. Stay tuned.

One of our primary tools to conduct customer outreach, education, and training is the Internet. PIB has two technology specialists who write programs, create Web sites, develop smart databases, and manage online communications between SFC and our customers. When you access the SFC Web site to register for upcoming events, you are seeing the work of Jennifer Pham and Young Choi, the developers who make it all happen.

The PIB provides support for all SFC activities, primarily through AnneMarie Arnold and Adrienne Broach. If you attended a 2009 CAB conference, you would have seen the CAB program books and Disaster Recovery Directories. The design of these books is the creative work of AnneMarie, a graphic designer who recently joined our team. In fact, the newsletter you are reading right now is an example of her work.

I'm sure many of you have received notification from Adrienne Broach regarding one of our events. Yes, Adrienne is the one who maintains the customer database. She also sends promotional emails, resolves customer payment issues, and assists our specialists to prepare for meetings and conferences. If you ever have a question regarding payment issues, upcoming events, or you're just not sure who to call to get your problem resolved, give Adrienne a call for courteous and efficient service.

As the Manager, I am proud to work with such a group of dedicated employees fully committed to performing their work. I invite you to take advantage of their expertise through your participation in CAB conferences, agency forums, workshops, and other events. If you would like more information on how you can benefit, feel free to contact us directly, or call the Help Desk at (510) 594-7300.



Products & Initiatives Branch Directory

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The Power of Teamwork!



Left to right: Sandra Young, Michelle LaCome, Simwing Gohard, Yvette Sandoval

The San Francisco Financial Center (SFC) and the Office of the Special Trustee (OST) collaborated to customize a specialized agency training session. Sim-Wing Gohard, SFC Customer Advisory Board member hosted the meeting on August 13, 2009, at the agency's location in Albuquerque, New Mexico.

The OST mission is unique; it was created to improve the accountability and management of Indian funds held in trust by the federal government. As trustee, the Department of the Interior, OST has the primary fiduciary responsibility to manage Tribal trust funds and Individual Indian Money (IIM) accounts, as well as the resources that generate the income for those accounts.

The training event was conducted by the SFC staff. The session was designed to provide training to the OST accounting and support staff on an array of Financial Management Service (FMS) programs and systems. The agenda included topics such as the Secure Payment System (SPS), Intra-Governmental Payment and Collection (IPAC) system, Internet Cancellations, and an overview of the Automated Clearing House (ACH). During the IPAC session,

The Office of the Special Trustee mission is unique; it was created to improve the accountability and management of Indian funds held in trust by the federal government.

participants were engaged while the instructor processed a live payment transaction.

Chris Garrett and Raghu Vallurupalli from FMS, headquarters lectured on the SPS functionality. Individuals viewed live payment transactions using the test database. Questions were answered regarding security issues. Finally, the program experts went through the various SPS reports available to agencies.

The team of professionals at SFC is eager to establish strong partnerships with our customers. If your agency is interested in



a site visit to identify opportunities to utilize new or additional FMS products and services, please contact Michelle LaCome at (510) 594-7327 or michelle.lacome@fms.treas.gov.

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BPA and what they do. Other agency presenters included the Financial Management Service (FMS), Department of the Interior, Presidio Trust, and the Environmental Protection Agency.

Ms. Kluegel stated, "one of the biggest takeaways from the conference was the obvious effort on Treasury's part to modernize, automate and consolidate their collection processes. Another great aspect was meeting people from other agencies who deal directly with Treasury as we do. For example, The Presidio Trust invests and borrows from Treasury. It was great to meet everyone and start developing a network for benchmarking."



Pilar Rowe and Bena Kluegel speak at the 2009 SFC CAB Conference in Portland, Oregon.

Another plus about the CAB conference was networking with the other agencies. The two breakout sessions were fabulous. Agencies had an opportunity to share the things done within their agency and their departments to make them great places to work. With today's tight budgets it was great to get new ideas to take back. The second breakout session revolved around Treasury system access. The CAB established a project workgroup to improve Treasury enrollment and system access. Hopefully, enough progress can be made to have a presentation ready for the FMS' annual conference in August.

For more information on becoming a member of the SFC Customer Advisory Board, visit the SFC Web site at <http://fms.treas.gov/sfc/CAB.html>.

— Written by Pilar Rowe, Manager, Disbursement Operations, and staff at the Bonneville Power Administration

CAB

by
Rick
Corrigan

A photograph of a man in a blue shirt and dark pants leaning against a yellow taxi. The taxi has a black and white checkered pattern on its side.

What is the SFC CAB all about?

Five years ago the San Francisco Financial Center (SFC) held its initial Customer Advisory Board (CAB) meeting. The goal was to create a forum for information exchange to enhance SFC customer partnerships. SFC held its first CAB conference in Emeryville, California. Since then, CAB meetings have provided information about agency success stories, lessons learned, and Financial Management Service products and initiatives.

Over the years, the CAB invited outside speakers to talk about important issues of the day, including disaster recovery, identity theft, payment fraud, internet crime, and succession planning. One of the highlights of the conferences has been the group breakout sessions. CAB members identified various financial management issues and addressed those concerns in a workgroup setting. Recently, a workgroup completed a Disaster Recovery Directory to assist customer agencies in making payments in the aftermath of a disaster.

Another element of the CAB conference is the opportunity for Federal agencies to showcase their organization and provide a behind the scenes tour of their facility. CAB members have enjoyed tours of the NASA Ames Research Center, the U.S. Mint, Hoover Dam, the National Atomic History Museum, and the National Parks Service's Alcatraz Island National Park.

Networking opportunities have been enhanced through group activities such as dining together or attending baseball games, or simply sharing beverages after meetings. The CAB is an example of partnerships in action and information sharing between SFC and its agency customers.

Anyone interested in joining the SFC CAB, please call (510) 594-7300, or go to San.Francisco.Financial.Center@fms.treas.gov.



Calendar of Events

Published By:

U.S. Department of the Treasury
Financial Management Service
Products & Initiatives Branch
510-594-7300

Questions / Comments

Email:

FinancialExpress@fms.treas.gov

March 31 to April 1, 2010

SFC CAB Conference
SFC 75th Anniversary Celebration
Emeryville, California

August 24 - 25, 2010

Payment Management Customer Conference
Broomfield, Colorado

Visit the SFC Website at: www.fms.treas.gov/sfc

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