



DEBT MANAGEMENT SERVICES (DMS)

Working with federal agencies to provide a comprehensive debt management program

The Bureau of the Fiscal Service (Fiscal Service) is the government's central debt collection agency, managing the government's non-tax delinquent debt portfolio. As a part of the Fiscal Service, DMS' goal is to provide a broad range of services, to be more responsive to the needs of client agencies, and to bring about more equity and uniformity in how the U.S. Government interacts with its delinquent debtors.

DMS PROGRAMS

Do Not Pay

The Do Not Pay Business Center supports federal agencies in their efforts to reduce the number of improper payments made through programs funded by the federal government, and to identify and mitigate fraud, waste and abuse. Do Not Pay is a one-stop shop that allows agencies to check various databases before making payments or awards in order to identify ineligible recipients and to prevent fraud or errors.

Centralized Receivables Service (CRS) Pilot

CRS is a pilot service we provide to federal agencies to assist them in the management of accounts receivable before they become delinquent and in the early stages of delinquency.

Treasury's goal is to provide a state-of-the-art receivables management service in an automated environment which interfaces with existing Treasury revenue collection and debt collection services. It supports compliance, improves transparency, facilitates increased collections and helps drive down costs through automation and efficiencies.

Treasury Offset Program

The Treasury Offset Program (TOP) is a centralized offset program and one of the key payment tools used by Fiscal Service for collecting delinquent debts owed to federal agencies and states. TOP matches a database of delinquent debts against payments Treasury disburses, then offsets (withholds) payments to recipients who owe delinquent debts.

Cross-Servicing

Cross-Servicing is DMS' active collection program for the collection of delinquent debts owed to federal agencies. We use a variety of collection tools including Treasury demand letters, telephone follow-up, skip tracing, administrative offset and referral of debts to private collection agencies on the governmentwide contract. We also use administrative wage garnishment as a collection tool.

Debt Collection Services for the States

Child Support Program

States submit delinquent child support obligations to the U.S. Department of Health and Human Services, Office of Child Support Enforcement (OCSE), which in turn submits the debts to TOP for collection through the offset of federal tax refund and other eligible payments.

Supplemental Nutrition Assistance Program (SNAP)

States submit delinquent nutrition assistance obligations to the U.S. Department of Agriculture, Food and Nutrition Service (FNS), which in turn submits the debts to TOP for collection through the offset of federal tax refunds and other eligible payments.

State Income Tax Program (SIT)

TOP offsets federal tax refund payments to payees who owe delinquent state income tax obligations.

State Reciprocal Program (SRP)

TOP offsets federal vendor and other non-tax payments to payees who owe delinquent debts to state agencies. In return, states offset payments to payees who owe delinquent debts to federal agencies.

Unemployment Insurance Compensation Program (UIC)

In partnership with the U.S. Department of Labor, TOP offsets federal tax refund payments to payees who owe delinquent unemployment insurance compensation debts due to fraud or a person's failure to report earnings.