



# National Payment Center of Excellence Dispatch

*Keeping Customers Connected and Informed!*

Spring Edition | April 2021

## New Names, Same Great Service!

Bureau of the Fiscal Service has renamed its Financial Centers. The Kansas City Financial Center (KFC) name has changed to the National Payment Center of Excellence (NPCE), and the Philadelphia Financial Center (PFC) name has changed to the National Payment Integrity and Resolution Center (NPIRC). These changes are the result of an internal reorganization and will have no impact on the service you receive.

## 2021 Fiscal Service Advisory Council (FSAC) Payments Forum

**Date:** June 22-24, 2021

**Location:** Teams Live Event

This year, for the first time, Fiscal Service will host the Fiscal Service Advisory Council (FSAC) Payments Forum as a virtual, online event. The FSAC is a great opportunity for agencies to hear about new and updated federal government payment products, services, and initiatives. We hope you will be able to join us to learn more about the future of payments.

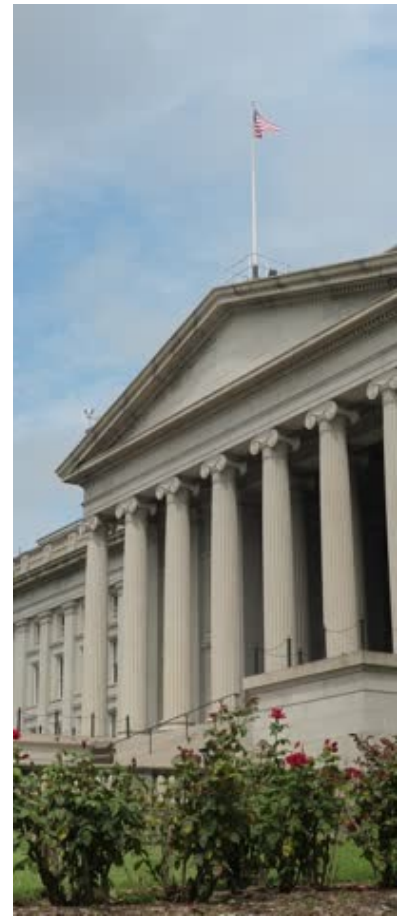
Participation is open to all Federal Agencies. Multiple representatives from each Federal Program Agency are welcome to attend. However, voting on Council initiatives will be limited to one vote for each agency processing site.



**Stay tuned for registration details.**

**For more information about FSAC, visit the event page:**

**[https://fiscal.treasury.gov/events/fsac\\_forum.html](https://fiscal.treasury.gov/events/fsac_forum.html)**



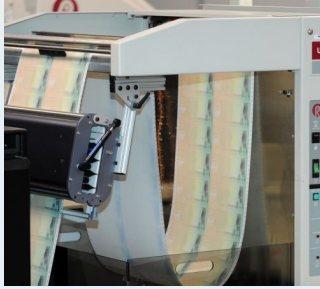
### Inside this issue

2021 FSAC Announcement .....	1
Payment and Print Solutions Division (PPSD) News.....	2
Economic Impact Payments .....	2
ITS.gov News.....	4
ASAP.gov News .....	4
NPCE Contacts .....	5

### Special points of interest

- FSAC News
- Historic Payment Processing
- News on ITS.gov & ASAP.gov
- Contacts

## Payment and Print Solutions Division (PPSD) News



If you have General Payment related questions, please send an email to:

[Payments@fiscal.treasury.gov](mailto:Payments@fiscal.treasury.gov)

The Payment and Print Solutions Division (PPSD) – formerly the Payment and Mail Operations Branch (PMOB) – is the group within the National Payment Center of Excellence (NPCE) that supports all payment and print operations. PPSD assists Federal Agencies both with processing payments – on time, every time! – as well as providing custom print solutions.

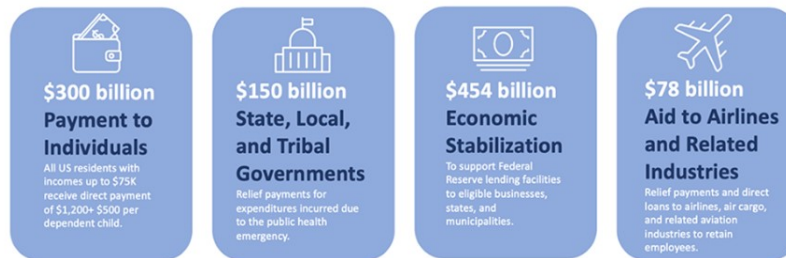
2020 was a historic and busy year for PPSD. With many employees and customers working remotely, providing print solutions proved particularly challenging. PPSD has worked hard throughout the pandemic to continue to deliver the seamless services our customers expect, and we are committed to continuing to meet all of your payment and print solution needs. We look forward to continuing this work with you in 2021.

To get more information or assistance with payment questions, payment processing timelines, or printing capabilities for letters or documents, please contact one of our payment analysts at [KFC.Control.Payments@fiscal.treasury.gov](mailto:KFC.Control.Payments@fiscal.treasury.gov) or 816-414-2350. For assistance with special mail handling requests, please email the team at [KFC-Special-Handling@fiscal.treasury.gov](mailto:KFC-Special-Handling@fiscal.treasury.gov). Note: we will be updating our email addresses to reflect our new name so be on the lookout for that new information.

## Historic Payments Processed for the Economic Impact Payments (EIP)

### *Round One of the COVID Stimulus Payments in 2020*

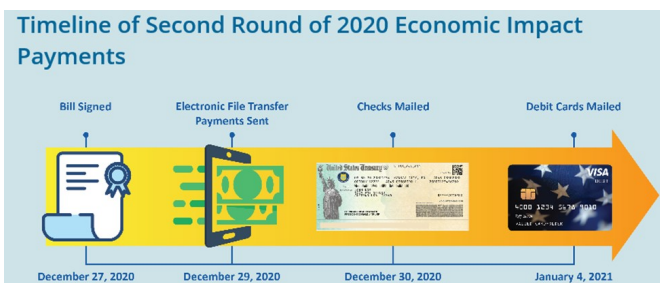
The Coronavirus Aid, Relief, and Economic Security Act, or the CARES Act, has been the government's largest intervention in the U.S. economy since the Great Depression. The two trillion-dollar response to the COVID-19 pandemic provided financial relief to individuals, businesses, and state & local governments. The Fiscal Service was critical to the implementation of four of the major relief programs established by the CARES Act.



In April 2020, more than 23 million Americans filed for unemployment benefits. The CARES Act provided \$300 billion for payments to individuals, including \$1200 for each eligible recipient and \$500 payments for each dependent child. Working with the Internal Revenue Service (IRS), the Fiscal Service's Kansas City and Philadelphia Financial Centers issued 81 million payments within three weeks of the passage of the CARES Act – disbursing direct deposit and check payments to Americans in need. By June 3, 2020, the Fiscal Service had disbursed \$267 billion to 159 million Americans, delivering 75% of the payments electronically.

## Round Two of the COVID Stimulus Payments in 2020

On December 29, 2020, only two days after the Coronavirus Response and Relief Supplemental Appropriations Act was signed into law, Fiscal Service disbursed more than 113 million electronic Economic Impact Payments (EIP) **in only seven hours!** This coordinated response required tremendous teamwork between the IRS, Fiscal Service, and Federal Reserve Bank (FRB). The EFT payments – valued at over \$112 billion – were delivered to financial institutions by 11:00 a.m. Eastern time on December 30, to give Americans access to the money they needed!



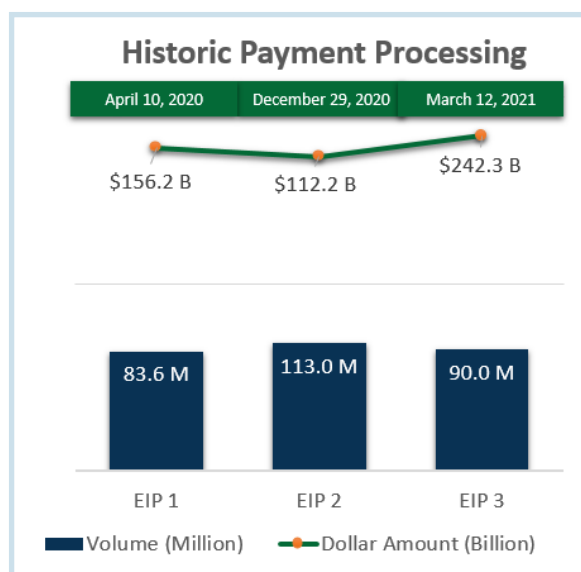
On December 30, 2020, Fiscal Service began issuing checks and distributing Direct Express payments and cards. The Payment and Mail Operations Branches in Kansas City and Philadelphia began printing and mailing nearly 26 million checks totaling \$22.7 billion.

Additionally, more than two million payments were made to existing Direct Express card recipients – totaling \$1.25 billion – and on January 4, 2021, eight million new EIP Cards valued at \$7.1 billion were sent to eligible recipients.

The lessons learned in round one allowed Fiscal Service, IRS, and FRB to be ready for the more recent rounds of stimulus payments. The preparation and testing – including the development of streamlined workflow tools by Fiscal Service’s Information and Security Services (ISS) – allowed subsequent stimulus programs to be processed even faster. During round one Fiscal Service processed 163 million payments within two months with 84 million of those payments delivered as EFTs within two weeks. With round two, the National Payment Center of Excellence (NPCE) set a single day processing record processing 113 million transactions in one day!

## Round Three of the COVID Stimulus Payments in 2021

Continuing the success of rounds one and two, on Friday, March 12, 2021 – less than 24 hours after the American Rescue Plan of 2021 was signed into law – Fiscal Service disbursed more than 90 million electronic economic impact stimulus payments totaling \$242.3 billion dollars.



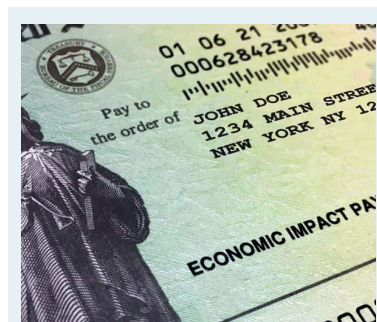
We want to extend a special thanks to the IRS for partnering with Bureau of the Fiscal Service to deliver this much needed relief quickly and seamlessly to the American people!

For more information on the

Economic Impact Stimulus work, please see:

<https://fmvision.fiscal.treasury.gov/cares-act.html>

and <https://fmvision.fiscal.treasury.gov/round-two-covid-stimulus-payments.html>



**Fun Fact:**  
Only 10 Financial Institutions disbursed more than 113M ACH Credits for the entire year in 2019

## International Treasury Services (ITS.gov) Training News

International Treasury Services (ITS.gov) is the Bureau of the Fiscal Service payment system that gives Federal Agencies the ability to issue payments to more than 200 countries world-wide. ITS.gov provides many payment and delivery options, including: payments in any of 140 different foreign currencies (FX) – including supporting electronic U.S. dollar payments, one-time or recurring payment capabilities, and the ability to send benefit, payroll, and vendor payments *directly* to recipients outside the United States.

Throughout 2021, ITS.gov will be offering training seminars during the last week of every month. The courses will cover different features of the ITS.gov application, including: how to create reports, how to create templates, and how to stop, trace, or recall a payment. The training is free of charge and open to all enrolled ITS.gov users. Each hour-long class will include a training manual that can be used as a reference guide to help users get the most out of the ITS.gov system. Please see the training schedule below and register for courses at:

<https://fiscal.treasury.gov/training/index.html>

Webinar	Date	Time (EST)
ITS.gov-Reports	4/29/2021	10:00 AM
ITS.gov-Additional Services	4/29/2021	11:00 AM
ITS.gov-Templates	4/29/2021	2:00 PM
ITS.gov-Reports	5/28/2021	10:00 AM
ITS.gov-Additional Services	5/28/2021	11:00 AM
ITS.gov-Templates	5/28/2021	2:00 PM

## Automated Standard Application for Payments (ASAP.gov) Agency Conversion News

Automated Standard Application for Payments (ASAP.gov) has been busy working with the Department of Justice (DOJ) to enroll several large Justice programs. In October 2020, the DOJ launched a new grants management system – the Justice Grants System (JustGrants) – which allowed the Department to convert grants management for the Office of Community Oriented Policing Services (COPS Office), the Office of Justice Programs (OJP), and the Office on Violence Against Women (OVW) to the Department of Treasury's ASAP.gov system. ASAP.gov offers DOJ and their grantees several key benefits. ASAP.gov:

- Simplifies the user experience by allowing grantees to draw funds securely from Agency controlled and pre-authorized accounts
- Reduces the amount of time grantees wait for funds by offering both same-day and next day payment settlement options
- Allows grantees and Recipient Organizations (ROs) to leverage existing ASAP profiles to access funds from multiple agencies to simplify account management and save time

This has been a major effort for the DOJ – which has approximately 20,000 grant ROs. DOJ plans to migrate 5,000 ROs this fiscal year and anticipates processing 65,000 grant payments through ASAP.gov in the first year — totaling \$4 billion dollars. They are off to a great start. On October 15th, their first day using ASAP.gov, DOJ programs authorized \$2.9 Billion in grants through ASAP.





**U.S. Department of the Treasury**  
**Bureau of the Fiscal Service**  
**National Payment Center of Excellence (NPCE)**  
**P.O. Box 12599-0599**  
**Kansas City, MO 64116-0599**  
**<http://www.fiscal.treasury.gov>**

#### **EXECUTIVE OFFICE**

Susan Robinson, Executive Director	(816) 414-2002
Toni Mussorici, Deputy Executive Director	(816) 414-2204
General Information	(816) 414-2100

#### **CUSTOMER SERVICE DIVISION (CSD)**

Walker Woods, Manager	(816) 414-2188
Crystal Duckworth, Supervisor - Customer Relationship Management Section	(816) 414-2176
Robert Kent, Supervisor – Administrative Officer - Administrative Support Section	(816) 414-2057
NPCE Payment Call Center	Payments@fiscal.treasury.gov (855) 868-0151*
(*Option 2, then Option 0)	(816) 414-2100

#### **DIVERSIFIED PAYMENT SERVICES DIVISION (DPSD)**

Francie Bonadonna, Director	(816) 414-2151
Patty Shea, Manager - International Payment Services Branch	(816) 414-2179
Fedwire Help Desk	KFCFedwire@fiscal.treasury.gov (816) 414-2341
ASAP Help Desk	asaphelpdesk@fiscal.treasury.gov (816) 414-2145
ITS.gov Help Desk	ITS.Operations@fiscal.treasury.gov (816) 414-2125
ITS.gov Enrollment	ITSEnrollment@fiscal.treasury.gov (816) 414-2150

#### **OPERATIONS SUPPORT DIVISION (OSD)**

Jesse Chavez, Acting Manager	(816) 414-2108
Ashley Shirk, Acting Supervisor – Payment Applications Processing Section	(816) 414-2306
Dayna Rashidian, Acting Supervisor – SPS Project Section	(202) 874-5043
Jared Guthrie, Supervisor - Production Support Section	(816) 414-2329
General Information	(816) 414-2300
PAM Help Desk	PAM.Help.Desk@fiscal.treasury.gov (816) 414-2340
SPS Help Desk	KFC.SPS.Help.Desk@fiscal.treasury.gov (816) 414-2340
PIR Help Desk	PIR.Help.Desk@fiscal.treasury.gov (816) 414-2340

#### **PAYMENT AND PRINT SOLUTIONS DIVISION (PPSD)**

Carol Matthews, Director	(816) 414-2181
Kevin Janouschek, Supervisor - Print Processing Section – Day Shift	(816) 414-2386
Mark Nagl, Supervisor - Payment and Mail Operations Section	(816) 414-2196
Ian Schmidt, Supervisor - PrinCE Project Support Section	(816) 414-2277
Jeff Nelson, Supervisor - Print Processing Section – Evening Shift	(816) 414-2114
Payment Operations Section	(816) 414-2350