*The purpose of this questionnaire is to gather initial information and data about potential pilot program candidates, assess the current state of receivables management and discuss specific agency needs and objectives in preparation for on-boarding and participation in the U.S. Treasury CRS pilot. A questionnaire should be completed for each program that may participate in the pilot.*

**General**

1. Date**: Enter a date**
2. Agency Name**: Enter text**
3. Program Name:**­­­­­­­­­­­­­­­ Enter text**
4. Preparer**: Enter text**
5. Phone**: Enter Phone**
6. ALC: **Enter ALC +2 (if applicable)**

**Debt Information**

1. Does program refer to Cross-Servicing (FedDebt)? **Choose an item**

If Yes, FedDebt Program Code **Enter text**

If Yes, when? **Choose an item.**

1. Debtor Type: **Choose an item.**
2. Recurring Debtors? **Choose an item.**
3. Do you service any debtors with foreign addresses? **Choose an item**

If Yes, do you call, email, or mail to them?

**Enter text**

1. What type of debtor information do you collect?

*(check all that apply)*

**TIN**

**Mailing Address**

**E-mail Address**

**Phone Number**

**Other: Enter text**

1. Debt Type (choose one item) **Choose an item.**
2. Brief Description of debt and debtor:

**Enter text**

1. Will you refer all program’s receivables to CRS?

**Choose an item**

If No, please describe: **Enter text**

Frequency of receivables submission **Choose an item.**

If other, please describe: **Enter text**

**Receivables** *(Monthly estimates)*

1. Count (Volume) **Monthly Volume**
2. Invoiced Amount ($) **$ Monthly Invoiced**
3. Collections ($) **$ Monthly Collected**

**Systems and Processes**

1. What initiates the receivables process? *(check all that apply)*

**Signed Agreement**

**Fines**

**Penalties**

**Recurring Fees**

**Services Provided**

**Other: Enter text**

1. Do you currently generate invoices (i.e., demands for payment)? **Choose an item**
2. How are they generated? **Choose an item.**

If Automatic, please describe that system *(Oracle, SAP, etc.)* **Enter text**

1. Number of FTE managing receivables: **Enter number of FTE**
2. Do you offer repayment agreements on receivables? **Choose an item**

If Yes, please describe *(ex. process, limits on $ or time to pay)*: **Enter text**

1. What payment options do you offer? *(check all that apply****)***

**Pay.gov**

**Wire Transfer**

**ACH Credit**

**Check/Money Order**

**Other: Enter text**

1. Do you have a lockbox? **Choose an item**
2. How do you share files with Treasury?

(*check all that apply)*

**Connect: Direct**

**Connect Enterprise**

**Secure FTP**

**Other: Enter text**

1. When is due process provided to the debtor?

**Included with Invoice/demand letter**

**30 days after invoice/demand letter is sent**

**Other:** **Enter text**

1. Do you have special due process requirements outside of a 60 day due process notice? **Choose an item**

If Yes, please explain.

**Enter text**

1. Do you charge interest on late receivables? **Choose an item**

If yes, when is it accrued & assessed?

If no, do statutory exemptions apply?

**Enter text**

1. Do you charge penalties on late receivables? **Choose an item**

If yes, when is it accrued & assessed?

If no, do statutory exemptions apply?

**Enter text**

1. Do you charge additional administrative fees, or penalties? If so, please describe**. Enter text**
2. Any other statutory or legal requirements governing servicing of these receivables? **Enter text**
3. How do you pursue overdue debts? **Enter text**

**Current Servicing** *(Monthly estimates)*

1. Inbound Calls

**Monthly Inbound Calls**

1. Outbound Calls

**Monthly Outbound Calls**

1. Proof of Debt Requests

**Monthly POD**

1. Disputes Received

**Monthly Disputes**

1. Repayment Agreements Requested

**Monthly installment/payment agreements**

**Program Needs**

1. What data fields, reports, and/or information does your agency need to update your system/s? What frequency?

**Enter text**

1. Do you foresee any impediments to implementation? (i.e., access to IT resources, CCB, etc)

**Enter text**

1. When could your program transition to CRS?

**Enter text**