

Customer Account Division

Office of Finance

Functions of the Customer Account Division

- Serve as liaison and adviser on all financial matters regarding every aspect of the ordering, billing, payment processing, and collection
- Provides a one-on-one approach to ensure issues are handled in a timely manner
- Educate customers on GPO financial processes
- Learn and understand the customer's financial processes and systems to provide better assistance

CAD Accomplishments

- Assisted over 50 agencies with billing, payment processing, and collection related issues
- Trained over 100 agency's personnel on GPO billing processes and Treasury finance initiatives
- CAD has resolved over \$68 million in chargebacks
- Resulting in 76% of open and accumulated chargebacks being resolved from May 2011 through October 2014

Key Information

- Treasury Account Symbols (TAS)
- Business Event Type Codes (BETC)
- Finance and Funding Options
- GPO Finance Document Repository
- CAD Contact Information

What is a Component TAS and BETC?

- TAS is an identification code assigned by Treasury Fiscal Service to agencies
- BETC is an up-to 8-character code used by Fiscal Service in CARS to indicate the type of activity being reported, such as payments, collections, etc.
- According to Treasury, as of October 1, 2014 all agencies should be transitioned from GWA to CARS reporting
- The change will standardize TAS formatting and allow agencies to report transactions in real-time to Treasury
- TAS/BETC is required on all IPAC transactions
- Online Webinar: <http://www.gpo.gov/customers/marketing/webinars.htm>

Finance and Funding Options

- GPO offers various means for customers to pay their GPO Form 400 Invoices:
 - Intra-governmental Payment And Collections System (IPAC)
 - Deposit Accounts
 - ACH via Pay.gov
 - Direct Billing, payments via check
 - Credit Cards
- Billing Address Code (BAC)

A unique 6-digit identifier assigned by the GPO. The BAC identifies the particular agency and is assigned to a single ALC. The BAC also provides information regarding the method of payment (IPAC, Check, or Deposit Account).

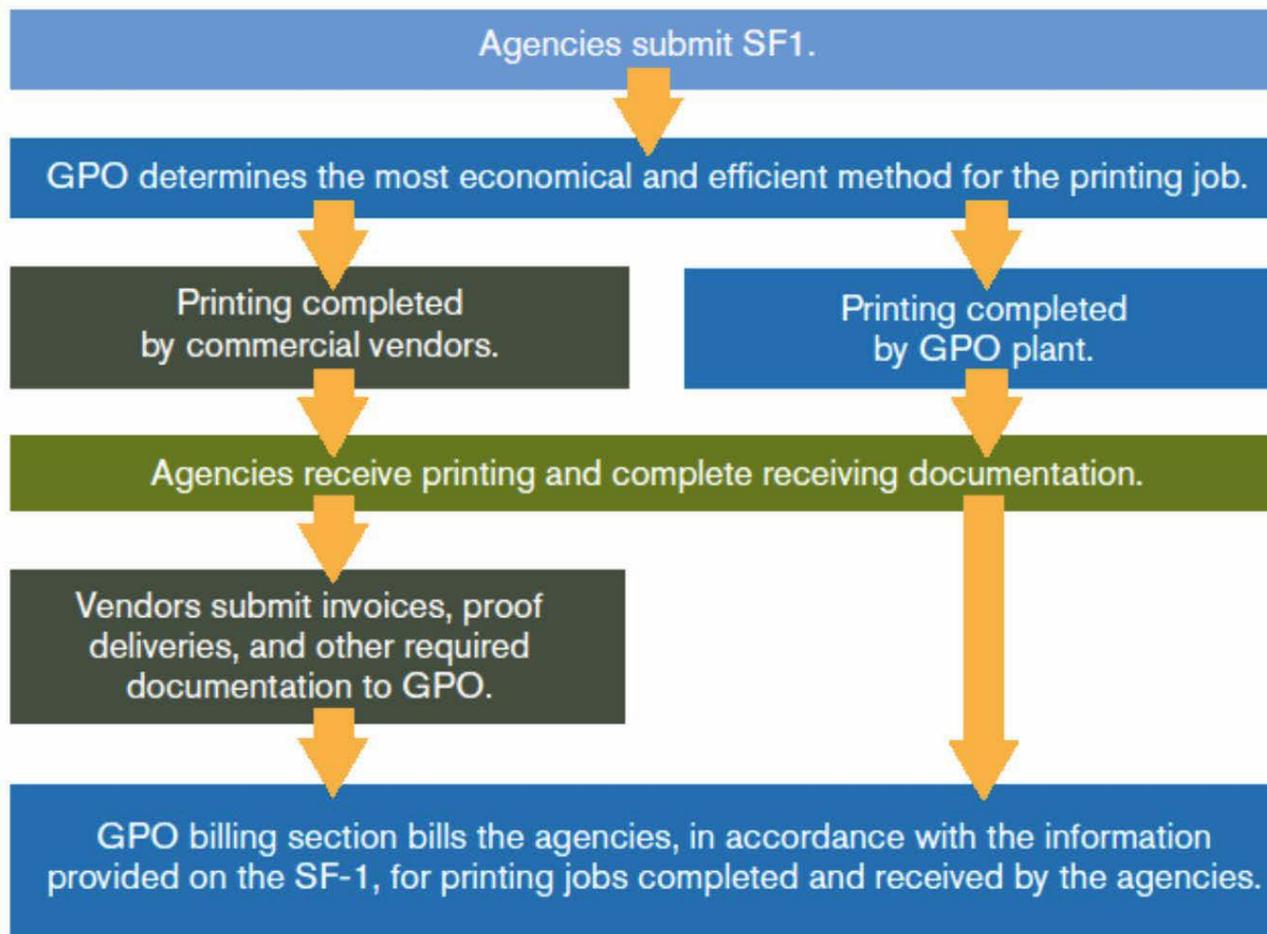
Intra-government Payment and Collection (IPAC)

- GPO processes IPAC transactions four times a month (5th, 10th, 15th, and 20th), these dates may vary when dates fall on the weekend or holidays. GPO usually does not IPAC past the 20th.

August						
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						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
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29	30					

GPO Billing Process



GPO Financial Document Repository Coming Soon!

- The GPO Financial Document Repository is a web-based application that will allow customers to login and view their GPO Form 400 Invoices
- User friendly navigation

The screenshot shows the GPO Financial Document Repository web application interface. The header includes navigation links: About GPO | Newsroom/Media | Congressional Relations | Inspector General | Careers | Contact | askGPO | Search. The main banner features the GPO logo and the text "U.S. GOVERNMENT PRINTING OFFICE | Keeping America Informed".

The interface is divided into several sections:

- Home:** Contains links for "How It Works" (Find out how to access Form 400 documents), "Documents Reference Guide" (Learn about user roles and requirements), "Frequently Asked Questions" (Find the answers to questions frequently asked about Form 400 documents), and a "User Menu" with options: "My Account (gpo_user@gpo.gov)", "Deposit Accounts", "Documents: Form 400", and "Log out".
- Main Page:** Features a "Document Search" section with a "BAC" input field, a "Document Type" dropdown menu (set to "All"), and a "Date Range" section with "From" and "To" date inputs (e.g., 2014-10-07). Below these are input fields for "Jacket Number", "Print Order Number", "Requisition Number", "Program Number", "Invoice Number", "IPAC Cycle Number", "Treasury Document Reference Number", and "Reference Number". Search and Clear buttons are at the bottom.
- Contacts:** Lists "Form 400 (Invoices)" with the role "Administrator" and the email "fdrepository@gpo.gov".

CAD Contact Information

Customer Account Division			
Fax Number: 202-512-0647			
CBT 2		CBT 3	
cbteam2@gpo.gov	202-512-0627	cbteam3@gpo.gov	202-512-0628
Natoshka Faxio-Douglas	202-512-2262	Michael Martin (LEAD)	202-512-0017
Carol (Joelle) Williams	202-512-2010 ext. 31115	Melissa Duffus	202-512-2010 ext. 31234
CBT 4		CBT 5	
cbteam4@gpo.gov	202-512-0629	cbteam5@gpo.gov	202-512-0630
ReGina Mitchell	202-512-1915	Wilveta Clark	202-512-2010 ext. 32467
Roger Goodwin	202-512-0088	Veronica Speight	202-512-2081
		Angela Haythe	202-512-1409
CBT 6		CBT - Regional	
cbteam6@gpo.gov	202-512-0631	cbteam@gpo.gov	
Moe Jalloh (LEAD)	202-512-2010 ext. 31330	Nancy Bednar-Escher	412-334-3261
Kevin Banks	202-512-0142	Boston, NY, Philly, Columbus, Denver, SF, Seattle, San Diego	
Annette Walker	202-512-2010 ext. 30907	David McDaris	202-512-0166
Account Receivable Team		Atlanta, Charleston, Hampton, Chicago, Dallas, San Antonio, OKC	
	202-512-1134		
Donna Tyree	202-512-0164		
Esther Taylor-Davis	202-512-2010 ext. 31013		
George McDonald	202-512-2010 ext. 30575		

Questions?