

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER <i>71-425-04-4</i>	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received <i>7-28-04</i>	
1. FROM (Agency or establishment) Department of the Treasury		NOTIFICATION TO AGENCY	
		In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION Financial Management Service			
3. MINOR SUBDIVISION Assistant Commissioner, Debt Management Services			
4. NAME OF PERSON WITH WHOM TO CONFER Sharon M. King	4. TELEPHONE NUMBER (202) 874-6960	DATE <i>1-3-05</i>	ARCHIVIST OF THE UNITED STATES <i>John W. Paul</i>
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>3</u> page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE <i>7/22/04</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>John Rowlett</i>		TITLE Director, Administrative Programs Division
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION SEE ATTACHED SHEET(S) FOR:	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)

Sent 1/5/05 copies sent to Agency, NARA, NR

1. Undeliverable Initial Demand Letters – Debt Management Cross-Servicing Program

Outgoing correspondence that serves as a notice to individuals and businesses about a pending debt action with the Federal Government. Those letters that are undeliverable to addressees are automatically returned to the Debt Management Operations Center without further action and noted as undeliverable in a service-wide information management system for tracking purposes.

Disposition: Destroy 3 months after return of undeliverable mail.

2. Undeliverable Offset Notices – Treasury Offset Program

Outgoing correspondence that notifies debtors a Federal payment has been offset in accordance with the Debt Collection Improvement Act of 1996. Those letters that are undeliverable to addressee are automatically returned to the Debt Management Operations Center and noted as undeliverable in a service-wide document management system for tracking purposes.

Disposition: Destroy 3 months after return of undeliverable mail.

3. Delinquent Debtor Case Files

Copies of case files pertaining to debts forwarded by various Federal agencies for cross-servicing and resolution actions under the Debt Collection Improvement Act of 1996. The records consist of notification letters, medical records and claim forms, summary data information, and related documents. The records are used by the Debt Management Operations Center to collect unresolved debts after an allotted delinquent date.

Disposition:

- a. Paper files dated prior to FY 2004: Close file upon resolution of debt. Destroy 6 years and 3 months after closure.
- b. Paper files dated FY 2004 and forward: Destroy upon verification of scanning into the Integrated Document Management System (IDMS). If scanning does not occur, paper files are to be retained 6 years and 3 month after debt resolution.
- c. Optical Disk copies of files dated FY 2004 and forward. Destroy when 6 years and 3 months old.

4. Banking and Financial Records Supporting Debt Collection Activities

The records consist of court papers, letters, summary documents and other supporting documentation that support debt collection activities.

Disposition: Close file at end of fiscal year upon debt resolution. Destroy 6 years and 3 months after closure. Records may be transferred to a Federal Records Center when 1 year old and no longer needed for current business.

5. Treasury Offset Program Bankruptcy Documentation Files

The files consist of copies of personal bankruptcy papers, court notices, attorney communications and related documents submitted to the operations center in support of appropriate debt actions. The files are scanned into a service-wide document management system and referenced when needed to substantiate bankruptcy filings in facilitating offset actions.

Disposition: Close files at end of fiscal year. Destroy when 5 years old. Records may be transferred to a Federal Records Center when 1 year old and no longer needed for current business.

6. TOP Correspondence File

Includes correspondence needing no response, requests from recipients for copies of offset notices and other case documentation. Includes paper and electronic mail copies.

Disposition: Destroy when no longer needed or when 2 years old.

7. Call Tracking System (CTS)

The Call Tracking System (CTS) is an in-house database tracking system used to track and monitor inquires from the public, agencies and others about debt actions against them. It was established to receive and service phone inquires from debtors requesting information concerning outstanding debts owed to the Federal Government. Customer service representatives, who access the CTS for pertinent information about the debt, service callers that are routed to the call center. The system is interfaced with the Treasury Offset Program database where pertinent information about debt actions, in a read-only format, can be accessed for review to assist callers. System data is generated when a call is received by a Customer Service Representative. They can include but are not limited to caller identification, name, date and time, agency codes, notice type, congressional inquires, resolution codes, debtor type, caller type, authorization type, agency identification, and notes. System information dates 1998 to present.

Disposition: Archive call history records to compact disk when 2 years old. Delete when 7 years old.

8. Electronic Mail and Word Processing System Copies

Electronic copies of records that are created on electronic mail, spreadsheet, and word processing systems and used solely to generate a recordkeeping copy of the records covered by the other items in this schedule. Also includes electronic copies of records created on electronic mail, spreadsheet, and word processing systems that are maintained for updating, revision, and dissemination.

- a. Copies that have no further administrative value after the recordkeeping copy is made. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives that are used only to produce the recordkeeping copy.

Disposition: Destroy/delete within 180 days after the recordkeeping copy has been produced.

- b. Copies used for dissemination, revision, or updating that are maintained in addition to the recordkeeping copy.

Disposition: Destroy/delete when dissemination, revision, or updating is completed.