

Bureau of the Fiscal Service

Federal Financial Management Business Use Cases for Apply-to-Receive Benefits

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Purpose

The Federal Financial Management (FFM) Business Use Cases reflect the business needs, or requirements that an agency must follow in the financial management community. This document is part of the FFM Business Use Case Library and contains the business use cases associated with the Apply-to-Receive Benefits Business Process. The Federal Financial Management Business Use Case Library Overview should be referenced in conjunction with this document for guidance on understanding and applying the FFM Business Use Cases to agency financial operations.

Business Use Case Structure

The sections of the FFM business use cases are described below.

Business Use Case Identifier: includes information about the key underlying components. The notation for a business use case identifier is as shown.

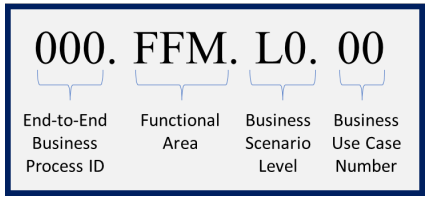


Figure 1: The notation for a business use case identifier.

Business Scenario(s) Covered: identifies differing situations or conditions that occur when executing an end-to-end business process and reflect the scope and complexity of federal government agency missions.

Business Actor(s): identifies the typical offices or roles performing events in the business use case.

Synopsis: provides a summary of the events that take place within the business use case.

Assumptions and Dependencies: includes context information about events that have occurred prior to the first event identified in the business use case or outside of the business use case and dependencies on events accomplished in other business use cases. There are

several common assumptions that are established for all business use cases. Additional assumptions or dependencies are included if needed for the specific business use case.

Initiating Event: identifies the event that triggers the initiation of the business use case.

Typical Flow of Events: includes the Federal Financial Management (FFM) and non-FFM events that may occur to complete the business scenario(s) included in the business use case. The non-FFM events are provided for business context. Also included are the inputs and outputs or outcomes that one would expect to occur during or as a result of the event.

Change Log

Item Changed	Summary of Change	Rationale
All Business Use Cases	• Removed FFMSR ID	Realign FFMSR scope with Financial Management Capability Framework (FMCF)
120.FFM.L2.01 Government Benefit Payments and Check Cancellations	• Modified Business Scenario(s) Covered; • Modified Synopsis; • Modified Assumptions and Dependencies: 2.1, 2.4; • Modified Business Use Case Event(s): 22, 31	Incorporate use of Treasury Do Not Pay Connect and Do Not Pay Portal systems, Treasury Payment Automation Manager (PAM) Payment Verification (PV) process, Treasury Payments, Claims and Enhanced Reconciliation (PACER) system, Treasury Payment Information and View of Transactions (PIVOT) system, and Treasury Check Information System (TCIS).

Apply-to-Receive Benefits Business Use Cases

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End-to-End Business Process: 120 Apply-to-Receive Benefits

Business Scenario(s) Covered

- Federal Government Benefit Payments (Electronic and Check)
- Payee Payment Risk Indications and Override
- Payments Screened and Not Disbursed
- Available Check Cancellation (ACC)
- Unavailable Check Cancellation (UCC)
- Check Limited Payability Cancellation (LPC)

Business Actor(s)

Finance Office; Benefits Program Office

Synopsis

A request for a health and income maintenance benefit payment to be disbursed is received. Payee screening information is provided to Treasury and payment risk information is received from Treasury. Because payee payment risk is indicated for the benefit payment, a hold is placed on the benefit payable and the payee payment risk information is provided to the Benefits Program Office. Research identifies that the payee is entitled to the payment and corrected payee information is needed. The held benefit payable is canceled and a benefit payment request with corrected payee information and a payment override code is received and successfully disbursed.

An additional request for a health and income maintenance benefit payment to be disbursed is received. Payee screening information is provided to Treasury and payment risk information is received from Treasury. No payee payment risk is indicated, and the benefit payment is included in disbursement schedule information provided to Treasury. Summary disbursement schedule acceptance information is received from Treasury indicates a benefit payment will not be disbursed. After payment disbursement schedule certification, additional information on the benefit payment not disbursed is retrieved from Treasury. After research is performed to identify the specific benefit payment not disbursed, a journal voucher is prepared to record the payment disbursement funds returned to the agency. Summary and detailed information on the benefit payment not disbursed is provided to the Benefits Program Office.

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Research identifies that the payee is entitled to the payment and corrected payee information is needed. A benefit payment request with corrected payee information and a payment override code is received and successfully disbursed.

Some of the health and income maintenance benefit checks that were disbursed are later canceled as the result of a beneficiary claim or the check being returned to Treasury or the check not being negotiated within one year. On a monthly or more frequent basis, information on benefit checks that were disbursed and then canceled is retrieved from Treasury. After research is performed to identify the specific benefit payments, a journal voucher is prepared to record the payment disbursement funds returned to the agency. Information on the canceled benefit payments is provided to the Benefits Program Office. After additional research is performed, a benefit payment request with corrected payee information is received and successfully processed.

Assumptions and Dependencies

General

1.1 There may or may not be automated (near/real-time or batch) interfaces between functional areas/functions/activities or between provider solutions/systems.

1.2 There is no presumption as to which activities are executed by which actor, or which activities are automated, semi-automated, or manual.

1.3 Supporting information for general ledger transactions includes sub-ledger entries when sub-ledgers are used.

1.4 Appropriate attributes (e.g., object class and project) are included as part of the accounting string.

1.5 Relationships between use cases are described in the Framework for Federal Financial Management Use Cases found in the related overview document.

1.6 All predecessor activities required to trigger the Initiating Event have been completed.

1.7 Funds availability checks are performed against appropriations/fund accounts for obligating funds, and against obligations for disbursing funds in accordance with OMB A-11, Section 150.2.

Business Use Case Specific

2.1 The agency has Treasury's approval to check Treasury Do Not Pay program data sources. Prior to approving benefit payments, the agency's benefits management solution uses the Treasury Do Not Pay Connect system to perform automated checks for payee payment risk information. If payee payment risk is indicated, the agency's Benefits Program Office performs research using the Treasury Do Not Pay Portal. If the agency's Benefits Program Office determines the beneficiary is entitled to the benefit payment, either the beneficiary is "whitelisted" using the Treasury Do Not Pay Portal or the appropriate payment override code is

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included in the payment request information provided by the agency's benefits management solution to the agency's FM system. (Note: Not all Treasury Do Not Pay Connect payee payment risks will require a payment override code because the Treasury Do Not Pay Connect risk checks are not the same as the Treasury Do Not Pay Payment Verification (PV) checks.)

2.2 Treasury processes benefit payment disbursement schedule information submitted by the agency's FM system. The agency provides payment disbursement schedule information to the Treasury Payment Automation Manager (PAM) for domestic mailed check and ACH payments, to the International Treasury Service (ITS.gov) for international mailed check, ACH, and wire transfer payments, and to the Treasury Secure Payment System (SPS) for domestic wire transfer (same day) and instant (FedNow) payments.

2.3 The agency receives summary disbursement schedule acceptance information from Treasury PAM which includes summary payment screening information from the Payment Verification (PV) process for payments that are not disbursed. The agency provides summary disbursement schedule certification information to Treasury SPS and the Disbursing Officer certifies the disbursement schedule using Treasury SPS.

2.4 The agency uses the Treasury Do Not Pay Web Portal to research any payments that were not disbursed and to determine if any payees are entitled to the payment and should be "whitelisted" using the Treasury Do Not Pay Portal or any payments should have corrected payee information and/or a payment override code when re-submitting the payment request to the agency FM system.

2.5 Treasury receives and cancels check payments that were disbursed and returned to Treasury (referred to as ACCs) or not negotiated within one year (referred to as LPCs).

2.6 Agencies use the Treasury Check Information System (TCIS) Integrated View and Dashboard to manually research check numbers and the status of check payments and submit requests ("claims") to Treasury to cancel check payments (referred to as UCCs).

2.7 The agency retrieves information on electronic or check payments that were not disbursed and check payments that were disbursed and later canceled as an ACC or UCC using the Treasury Payments, Claims and Enhanced Reconciliation (PACER) system.

2.8 The agency retrieves information on check payments that were disbursed and later canceled as an LPC from the Treasury Payment Information and View of Transactions (PIVOT) system.

2.9 The agency processes information on payments not disbursed and payments that have been canceled on a monthly or more frequent basis before executing monthly Treasury account reconciliation activities.

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Federal Records Management

3.1 The types of digital objects received or created during FFM events (Business Use Case Inputs or Outputs) that are considered FFM Federal records (ERM.010.010, ERM.010.020) are specified with a superscript (FR). FFM Federal records are managed as temporary Federal records unless agency personnel designate a specific FFM federal record as having permanent value because of high dollar value, media attention, historical value, research value, or other extenuating circumstances.

3.2 FFM Federal records are retained for a period of 7 years from the FFM event date if the retention period for a specific type of FFM Federal record has not been established in the National Archives General Records Schedules (GRS) (ERM.010.030). If special circumstances occur such as an order, law, or business justification, the temporary Federal record's retention period is changed (ERM.030.040) or the permanent Federal record's retention period is extended (ERM.040.040).

3.3 During the retention period of an FFM Federal record: appropriate access levels are maintained (ERM.020.010); associated metadata (e.g., record identifier, creator, creation date, security classification, access rights) and an audit trail of changes to Federal record content, metadata, and access level are maintained (ERM.020.020); if a records hold is placed, the Federal record is locked down until the records hold is lifted to ensure no changes can be made (ERM.020.030); if needed to satisfy a Freedom of Information Act, Congressional, or e-discovery request, the Federal record is made available (ERM.020.040); and if needed because of technology obsolescence, the Federal record is converted to an acceptable format and/or migrated to another repository to serve out its retention period (ERM.020.050).

3.4 Once an FFM Federal record has met its records retention period, it is approved for disposal and disposed (ERM.030.010, ERM.030.020, ERM.030.030) or prepared for transfer, transferred to NARA, and removed from the FFM solution (ERM.040.010, ERM.040.020, ERM.040.030).

Initiating Event: A federal agency Benefits Program Office initiates health and income maintenance benefit payments.

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
1		a. Determine amount of benefit payment b. Request funds availability check (Program Mission Activity)	• Benefit recipient and benefit information	• Benefit payment information • Request for funds availability check
2	Receive and process request for funds availability check (FFM.010.020 Fund Allocation and Control)		• Request for funds availability check	• Funds availability response
3		a. Approve benefit payment b. Provide benefit recipient (payee) information c. Request obligation and payment of approved benefit (Program Mission Activity)	• Funds availability response	• Benefit recipient (payee) information • Request for obligation and payment of approved benefit

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
4	a. Provide benefit recipient (payee) screening information to Treasury (FFM.030.010 Payee Setup and Maintenance) b. Receive payee payment risk information from Treasury indicating payment risk (FFM.030.010 Payee Setup and Maintenance) c. Establish an obligation (FFM.030.020 Obligation Management) d. Establish payable and place a hold on the payable (FFM.030.100 Payment Processing – Other Payments) e. Provide payee payment risk information to agency Benefits Program Office (FFM.030.010 Payee Setup and Maintenance)		• Benefit recipient (payee) information • Request for obligation and payment of approved benefit • Payee payment risk information indicating payment risk	• Benefit recipient (payee) screening information • Appropriate obligation GL entries created with reference to source information • Appropriate obligation liquidation and payable GL entries created with reference to source information • Payee payment risk information indicating payment risk

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
5	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
6		a. Research and determine a request for benefit payment with corrected payee information and/or a payment override code is needed b. Request to cancel the original benefit payment request (Program Mission Activity)	• Payee payment risk information indicating payment risk	• Request to cancel original benefit payment request
7	Receive and process request to cancel original benefit payment request (FFM.030.100 Payment Processing – Other Payments)		• Request to cancel original benefit payment request	• Appropriate payable reversal GL entries created with reference to source information

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
8	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
9		a. Prepare a request for benefit payment with corrected payee information and/or a payment override code b. Request for funds availability check (Program Mission Activity)	• Benefit recipient and benefit information • Payee payment risk information indicating risk	• Request for funds availability check
10	Receive and process request for funds availability check (FFM.010.020 Fund Allocation and Control)		• Request for funds availability check	• Funds availability response

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
11		a. Approve benefit payment b. Provide benefit recipient (payee) information c. Request payment of approved benefit with corrected payee information and/or appropriate override code (Program Mission Activity)	• Funds availability response	• Benefit recipient (payee) information • Request payment of approved benefit with corrected payee information and/or appropriate override code
12	a. Provide benefit recipient (payee) screening information to Treasury (FFM.030.010 Payee Setup and Maintenance) b. Receive payee payment risk information from Treasury indicating no payment risk (FFM.030.010 Payee Setup and Maintenance) c. Establish a payable for approved benefit (FFM.030.100 Payment Processing – Other Payments)		• Benefit recipient (payee) information • Request for payment of approved benefit with corrected payee information and/or appropriate override code	• Appropriate obligation liquidation and payable GL entries created with reference to source information • Payment transaction

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
13	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
14	a. If appropriate, warehouse payment transaction until time for disbursement b. Generate and provide payment disbursement schedule information to Treasury c. Receive summary disbursement schedule acceptance information from Treasury d. Generate and provide summary disbursement schedule certification information to Treasury e. Certify disbursement schedule (FFM.030.110 Payment Disbursement)		• Payment transaction • Summary disbursement schedule acceptance information from Treasury	• Payment disbursement schedule information (FR) • Appropriate disbursement-in-transit GL entries created with reference to source information • Appropriate disbursement confirmation GL entries created with reference to source information • Summary disbursement schedule certification information (FR) • Benefit recipient receives benefit payment

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
15	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
16		a. Determine amount of additional benefit payment b. Request funds availability check (Program Mission Activity)	• Benefit recipient and benefit information	• Additional benefit payment information • Request for funds availability check
17	Receive and process request for funds availability check (FFM.010.020 Fund Allocation and Control)		• Request for funds availability check	• Funds availability response
18		a. Approve additional benefit payment b. Provide benefit recipient (payee) information c. Request obligation and payment of approved additional benefit (Program Mission Activity)	• Funds availability response	• Benefit recipient (payee) information • Request for obligation and payment of approved additional benefit

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
19	a. Provide benefit recipient (payee) screening information to Treasury (FFM.030.010 Payee Setup and Maintenance) b. Receive payee payment risk information from Treasury indicating no payment risk (FFM.030.010 Payee Setup and Maintenance) c. Establish obligation (FFM.030.020 Obligation Management) d. Establish payable for approved additional benefit (FFM.030.100 Payment Processing – Other Payments)		• Benefit recipient (payee) information • Request for obligation and payment of approved additional benefit	• Appropriate obligation GL entries created with reference to source information • Appropriate obligation liquidation and payable GL entries created with reference to source information • Payment transaction
20	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
21	a. If appropriate, warehouse payment transaction until time for disbursement b. Generate and provide payment disbursement schedule information to Treasury c. Receive summary disbursement schedule acceptance information from Treasury indicating the benefit payment will not be disbursed d. Generate and provide summary disbursement schedule certification information to Treasury e. Certify disbursement schedule (FFM.030.110 Payment Disbursement)		• Payment transaction • Summary disbursement schedule acceptance information from Treasury indicating the benefit payment will not be disbursed	• Payment disbursement schedule information (FR) • Appropriate disbursement-in-transit GL entries created with reference to source information • Appropriate disbursement confirmation GL entries created with reference to source information • Summary disbursement schedule certification information (FR)
22	a. Retrieve information on benefit payment not disbursed ("returned") from Treasury		• Summary disbursement schedule acceptance information from Treasury indicating the benefit	• Journal voucher to reverse the disbursement and re-establish the obligation

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
	(FFM.030.120 Payment Confirmation and Issue Resolution) b. Perform research to identify the specific payment and associated Accounting Classification Structure for the payment not disbursed (FFM.030.120 Payment Confirmation and Issue Resolution) c. Prepare journal voucher to reverse the disbursement and re-establish the obligation (FFM.090.020 General Ledger Posting) d. Provide information on benefit payment not disbursed to Benefits Program Office (FFM.030.120 Payment Confirmation and Issue Resolution)		payment will not be disbursed	• Information on benefit payment not disbursed

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
23	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
24		a. Research payment not disbursed and determine a benefit payment request with corrected payee information and/or a payment override code is needed b. Prepare benefit payment request c. Request for funds availability check (Program Mission Activity)	• Information on benefit payment not disbursed	• Request for funds availability
25	Receive and process request for funds availability check (FFM.010.020 Fund Allocation and Control)		• Request for funds availability check	• Funds availability response

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
26		a. Approve benefit payment b. Provide benefit recipient (payee) information c. Request payment of approved additional benefit payment with corrected payee information and/or a payment override code (Program Mission Activity)	• Funds availability response	• Benefit recipient (payee) information • Request for payment of approved additional benefit with corrected payee information and/or a payment override code
27	a. Provide benefit recipient (payee) screening information to Treasury (FFM.030.010 Payee Setup and Maintenance) b. Receive payee payment risk information from Treasury indicating no payment risk (FFM.030.010 Payee Setup and Maintenance) c. Establish a payable for approved additional benefit (FFM.030.100 Payment Processing – Other Payments)		• Benefit recipient (payee) information • Request for payment of approved additional benefit with corrected payee information and/or a payment override code	• Appropriate obligation liquidation and payable GL entries created with reference to source information • Payment transaction

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
28	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
29	a. If appropriate, warehouse payment transaction until time for disbursement b. Generate and provide payment disbursement schedule information to Treasury c. Receive summary disbursement schedule acceptance information from Treasury d. Generate and provide summary disbursement schedule certification information to Treasury e. Certify disbursement schedule (FFM.030.110 Payment Disbursement)		• Payment transaction • Summary disbursement schedule acceptance information from Treasury	• Payment disbursement schedule information (FR) • Appropriate disbursement-in-transit GL entries created with reference to source information • Appropriate disbursement confirmation GL entries created with reference to source information • Summary disbursement schedule certification information (FR) • Benefit recipient receives benefit payment

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
30	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
31	a. Monthly retrieve from Treasury information on benefit checks that were disbursed and then canceled (FFM.030.120 Payment Confirmation and Issue Resolution) b. Perform research to identify the specific payment and associated Accounting Classification Structure for the payment disbursement funds returned (FFM.030.120 Payment Confirmation and Issue Resolution) c. Prepare journal voucher to record the disbursement funds returned to the		• Information on benefit checks that were disbursed and then canceled by Treasury	• Journal voucher to record payment disbursement funds returned to agency and re-establish the obligation • Canceled benefit payment information

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
	agency and re-establish the obligation (FFM.090.020 General Ledger Posting) d. Provide canceled benefit payment information to Benefits Program Office (FFM.030.120 Payment Confirmation and Issue Resolution)			
32	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
33		a. Receive canceled benefit payment information b. Perform additional research on canceled benefit payments and determine a request for benefit payment with corrected benefit recipient (payee) information is needed c. Prepare a benefit payment request with corrected benefit recipient (payee) information d. Request funds availability check (Program Mission Activity)	• Canceled benefit payment information	• Request for funds availability check
34	Receive and process request for funds availability check (FFM.010.020 Fund Allocation and Control)		• Request for funds availability check	• Funds availability response

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
35		a. Approve benefit payment b. Provide benefit recipient (payee) information c. Request payment of approved benefit with corrected benefit recipient (payee) information (Program Mission Activity)	• Funds availability response	• Benefit recipient (payee) information • Request for payment of approved benefit with corrected benefit recipient (payee) information
36	a. Provide benefit recipient (payee) screening information to Treasury (FFM.030.010 Payee Setup and Maintenance) b. Receive payee payment risk information from treasury indicating no payment risk (FFM.030.010 Payee Setup and Maintenance) c. Establish payable for benefit payment (FFM.030.100 Payment Processing – Other Payments)		• Benefit recipient (payee) information • Request for payment of approved benefit with corrected benefit recipient (payee) information	• Appropriate obligation liquidation and payable GL entries created with reference to source information • Payment transaction

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
37	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)
38	a. If appropriate, warehouse payment transaction until time for disbursement b. Generate and provide payment disbursement schedule information to Treasury c. Receive summary disbursement schedule acceptance information from Treasury d. Generate and provide summary disbursement schedule certification information to Treasury e. Certify disbursement schedule (FFM.030.110 Payment Disbursement)		• Payment transaction • Summary disbursement schedule acceptance information	• Payment disbursement schedule information (FR) • Appropriate disbursement-in-transit GL entries created with reference to source information • Appropriate disbursement confirmation GL entries created with reference to source information • Summary disbursement schedule certification information (FR) • Benefit recipient receives benefit payment

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Typical Flow of Events

	FFM Event	Non-FFM Event	Input(s)	Output(s) / Outcome(s)
39	Post appropriate budgetary, proprietary, and/or memorandum entries to the general ledger (GL) (FFM.090.020 General Ledger Posting)		• GL entries	• Appropriate GL accounts updated (FR)