

CENTRALIZED RECEIVABLES SERVICE (CRS) TECHNICAL BULLETIN

Number 21-03
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Collecting Tax ID Numbers (TINs)

When a debt becomes delinquent, CRS facilitates a seamless transfer of the debt to the Department of the Treasury's Debt Management Service (DMS) for delinquent debt collection through Cross-servicing (CS). One of the collection tools CS uses to collect those debts is the Treasury Offset Program (TOP). TOP is a centralized offset process that intercepts federal and state payments from debtors who owe money to federal agencies. TOP relies on the taxpayer identifying number (TIN) to intercept these payments, therefore, it is necessary that all TINs – Social Security Number (SSN) and Employer Identification Number (EIN) – be accurate and valid.

CRS requests only valid TINs to forward with the case to Cross-servicing for delinquent debt collection.

Do not enter repeating digits (e.g.: 999999999, 000000000, etc.), "pseudo-TINs", placeholder TINs, or any other invalid SSN or EIN in the TIN field in CRS.

REMINDER: CRS via Single-Sign On

- **March 31, 2021** – All CRS User Names/passwords/tokens will be **disabled**.
- **April 1, 2021** – All agency users are **required** to use PIV or CAC to log into CRS.

REMINDER: Timely Issue Resolution

An automated process to Cancel Cases and Resume Collection Actions on Halted Cases if no Issue response is received is going into effect July 2021.

All agencies are **required** to resolve CRS Issues in a timely manner. Failure to provide a timely response to Issues may result in cases being canceled or collection activities resuming for cases previously halted in CRS.

For assistance responding to Issues, contact CRS Agency Relations by calling your Program's IVR Number, and selecting Option 5, or by emailing crsagencyrelations@usbank.com.

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