

CENTRALIZED RECEIVABLES SERVICE (CRS) TECHNICAL BULLETIN

Number 21-06
June 21, 2021

Mandatory Issue Response

* Beginning on July 18, 2021, if an agency does not respond to a **Dispute** or **Proof of Debt (POD) Request** Issue within **30 days**, the case will be *automatically canceled in CRS*.

* Beginning on July 18, 2021, failure respond to **Agency Review Issues** within **60 days** will result in *automatic removal of the Halt* causing the case to continue its normal workflow (i.e., resume collections activities, including transfer to Cross-servicing if applicable).

Uploading Attachments

CRS users are responsible for ensuring all uploaded documents belong to the correct debtor and are redacted to eliminate exposure of Personally Identifiable Information (PII). Additionally, it is imperative that all agency users closely review documents before uploading and again before finalizing the case.

To assist users, CRS will implement a system change with the September 2021 Release to present a pop-up when an attachment is uploaded to a case, debtor, or Issue requiring confirmation of debt/debtor before finalizing case creation, Issue routing, etc.

By clicking the pop-up, the CRS user is confirming verification that the document being uploaded is sufficiently redacted and belongs to the debtor and debt for whom the case is being created/updated.