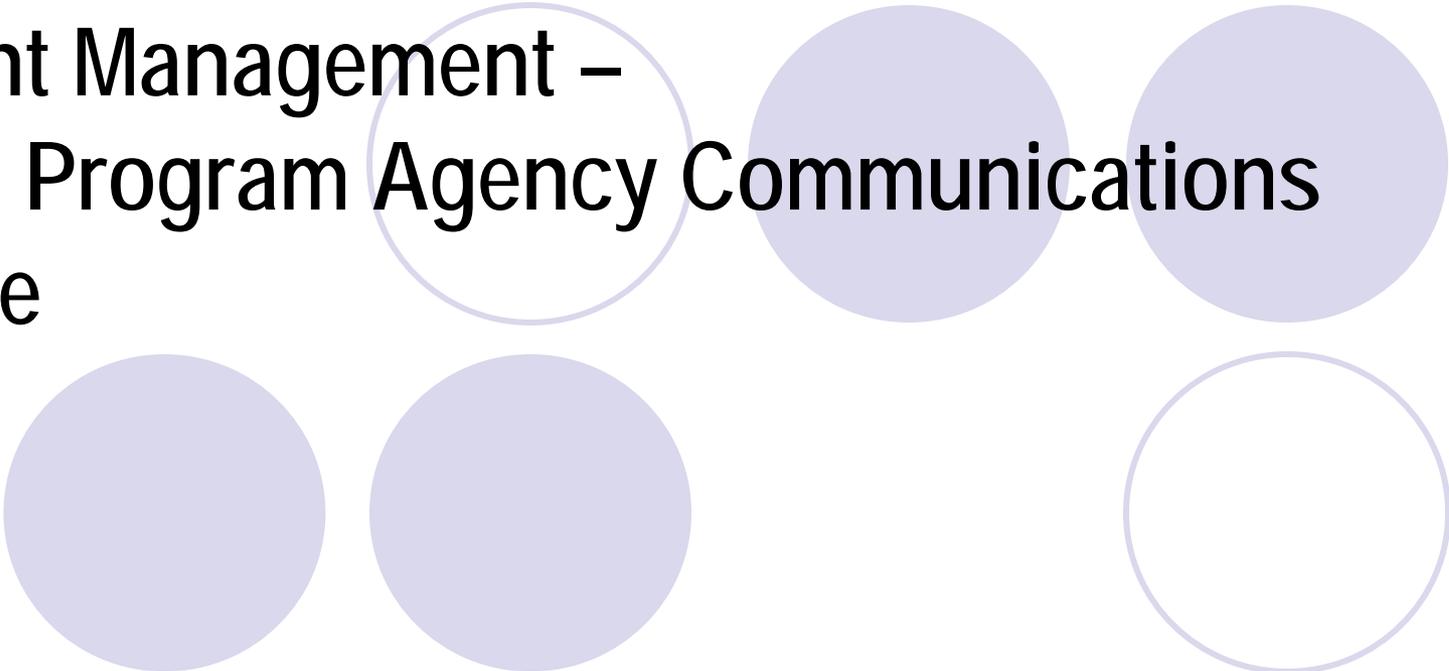


# Payment Management – Federal Program Agency Communications Initiative



Tepricka Morgan, Director  
Customer Relationship Management Division

# Coordinating Outreach within FMS

- Between now and 2014, FMS is in the midst of working with Federal Program Agencies (FPAs) on several modernization efforts
- FMS looks to speak to FPAs with *One Voice* by interacting in a unified manner across our bureau
- Payment Management (PM) has taken its role in the overall FMS *One Voice* model beginning with the creation of an Agency Outreach Team in partnership with GWA
- This PM *One Voice* model will be expanded across the organization to improve customer relationships



# Expanding the *Voice*

- A Customer Relationship Management Division was created within PM this summer (2012)
- This Division will play a pivotal role in serving as a central point for PM customer agencies and helping to ensure that the needs of these customer agencies are met
- The Regional Financial Centers (RFCs) that manage operations and all PM programs and systems are contributing to unifying our voices and delivering clear and consistent communication
- The goal is to bring FPAs and PM together to achieve greater efficiency and effectiveness in the payments arena

