



Debt Management Center (DMC)

Effective and Efficient Debt Collections for Government Agencies

The Department of Veterans Affairs Debt Management Center (DMC) is your complete accounts receivable resource. From making initial cold calls to negotiating repayment plans to administering automated recovery programs, we oversee and facilitate the entire collection process. Our experienced collection team will keep an eye on your bottom line, give sound advice, and follow efficient and logical procedures to streamline and facilitate the collection process.

We employ every collection tool available to federal agencies including referrals to locator services, private collection agencies, and the Department of the Treasury. Our procedures are the best in making debt management a win/win situation for all involved.

As a leader in the federal debt management community, we act as a trusted resource for those in need of debt management by counseling clients on how to manage and pay their debts. We explain rights and obligations, how the debt amount was calculated, and the various payment and settlement options available. Our philosophy in debt management and resolution is respecting those using our services and making this process as simple and painless as possible. Our goal is to help clients resolve their debt and to keep debt management from being a protracted process for you.

Account Maintenance

Our core offering covers the complete debt management and collection process: we establish an account, maintain it, collect from the specific debtor, and direct the receivable to the appropriate party.

Services include:

- Account storage in our mainframe
- Generation of demand notices soliciting a payment
- Toll-free telephone response service
- Response to debtors' telephone, mail, and e-mail inquiries

- Payment processing and application
- Referral to other agencies on an as-needed basis
- Production of collection reports and statistics
- Comprehensive portfolio management
- Final disposition on paid debt, or upon confirming debt is uncollectable

Administrative Offset

We manage the entire process of offsetting the benefits or other payments of an individual debtor.

Services include:

- Processing the offset request
- Issuing the receipt
- Collecting and distributing the funds

Administrative Services

We offer our clients a host of administrative services, some associated with debt management and collection, and some not. Our administrative service offerings are customized to meet each client's specific needs.

Services include:

- Clerical services including phones, filing, faxing, and photocopying
- Programming services including information systems support
- Financial services including accounts payable, accounts receivable, and the creation of financial reports

Predictive Dialer (Telephone Solicitation)

We can manage all your telephone solicitation needs.

Services include:

- Acquisition of telephone numbers, when necessary
- Phone solicitations by the DMC staff using the predictive dialer
- Maintenance and updating of account information

Experienced Staff and Industry-Standard Technology

Located on the grounds of historic Fort Snelling in Minneapolis, Minnesota, our staff is committed to providing high-quality service. Dedicated and savvy on the ins and outs of collections, our seasoned staff of full-time employees have been in the collections business or related fields for more than 20 years. Their knowledge allows us to shorten the timeline for recouping debts.

Benefits of Doing Business With Us

The benefits of bringing in a proven collection management team include:

- **Reduced overhead** by eliminating the need to hire and train staff, and maintain collections hardware, you save money.
- **Faster collections** with our wealth of experience in shortening the timeline for recouping debts. We know when to make a call, how to respond to inquiries, and how to work with a debtor to come to an agreement.
- **Use of every collection tool** available to federal agencies including referrals to locator services, private collection agencies, and the Department of the Treasury.
- **Convenience** of fast results by accepting VISA, MasterCard, and Western Union "Quick Collect."

How to Do Business With Us

Our services are provided on a fee-for-service basis and pricing is based on individual requirements.

Arrangements for our services can be made through the use of a Franchise Agreement.

For more information, contact us or visit us on the Web:
<http://www.va.gov/debtman>

Debt Management Center
P.O. Box 11930
St. Paul, MN 55111
612-970-5700
612-970-5687 (fax)
dmc.ops@vba.va.gov