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January 10, 2017

Dear Nancy,

For the last year, the National Council of Social Security Management Associations (NCSSMA) has been working to identify the cause of delays in processing remittances in the Program Service Centers. We have offered some suggestions for streamlining and improving the remittance process. In addition, we sent you a letter on July 26, 2016 asking the agency to amend the follow-up procedures, changing the follow-up timeframe from 21 days to 60 days. At that time, we also noted some improvement in pending remittances and noted that remittance deposits were timelier.

We have received reports from managers across the country that remittances are beginning to backlog again. We canvassed our regional associations and compiled over 1600 lost or delayed remittances. The average age of these remittances is 90 days. We are providing an attachment, along with this letter, identifying those cases.

We are asking that you forward these cases in order to address the most seriously delayed. In addition, we are asking that streamlining the remittance process be a priority, including check scanning to save from mailing checks to the PSC, immediate crediting to the trust fund once the field office inputs the remittance and relaxing the follow-up timeframes for the field.

We appreciate the attention you have already given to this matter and look forward to working with you towards a resolution.

Christopher Detzler
NCSSMA President