



Debt Management Work Group Session

July 30, 2019

1:00 to 2:00, Central Standard Time

Introduction

Facilitator:

Tammy Buras, Program Analyst

Presenters:

Jill Pettingill, Program Analyst

Robert Nobles, Program Analyst

Housekeeping


- Participants will be placed in “listen only mode”.
- Submit questions into the Chat Box or submit via the ServiceNow Customer Service Portal (CSP). Indicate in the request in the description field; **Debt Management Work Group Inquiry**
- The Debt Management Services Branch (DMSB) will respond to questions within two weeks. Responses will be posted on the NFC website under Debt Management Information.
- DMSB is also soliciting for additional topics of interest for future Work Group sessions.
- Please enter those requests in the Chat Box or submit via the ServiceNow CSP.
- The next scheduled Work Group session has been slated for Tuesday, October 22, 2019.

NFC Agenda

- ServiceNow Customer Service Portal (CSP) Enhancements
- Overview of Debt Processing
- ABCO Claims Information Inquiry Screens

ServiceNow CSP Enhancements

Select Request Items/Services

 <p>Knowledge Search the Knowledge Base</p>	 <p>How Can We Help You? Incidents and Requests</p>	 <p>Check Status Track Submitted Tickets</p>
<ul style="list-style-type: none"> Today's News Common Answers Highest Rated Most Read Past Outages and Events	<ul style="list-style-type: none"> Report Issue Request Items/Services	<ul style="list-style-type: none"> Incident Status Request Status Past Incidents Past Requests


ServiceNow CSP Enhancements (continued)


Select the Debt Management – ABCO, Collections and Claims Service Catalog

The screenshot displays the ServiceNow Service Catalog interface. At the top, a navigation bar includes links for Home, Knowledge, Get Help, Check Status, and Wish List. Below this, a breadcrumb trail shows a back arrow and the text "Service Catalog". Two service cards are visible. The first card, titled "Debt Management - ABCO, Collections, and Claims", features a blue icon of two people and a red rectangular highlight around its content. The second card, titled "HR/Payroll Services", also features a blue icon of two people.

Home Knowledge Get Help Check Status Wish List

< Service Catalog


 **Debt Management - ABCO, Collections, and Claims**
Submit a debt request for ABCO, Collections, or Claims

 **HR/Payroll Services**
Submit HR/Payroll Services Request

ServiceNow CSP Enhancements (continued)

Select the appropriate Related Categories, ABCO, Collections or Claims

[Home](#) [Knowledge](#) [Get Help](#) [Check Status](#) [Wish List](#)



Debt Management - ABCO, Collections, and Claims

Submit a debt request for ABCO, Collections, or Claims

Related Categories

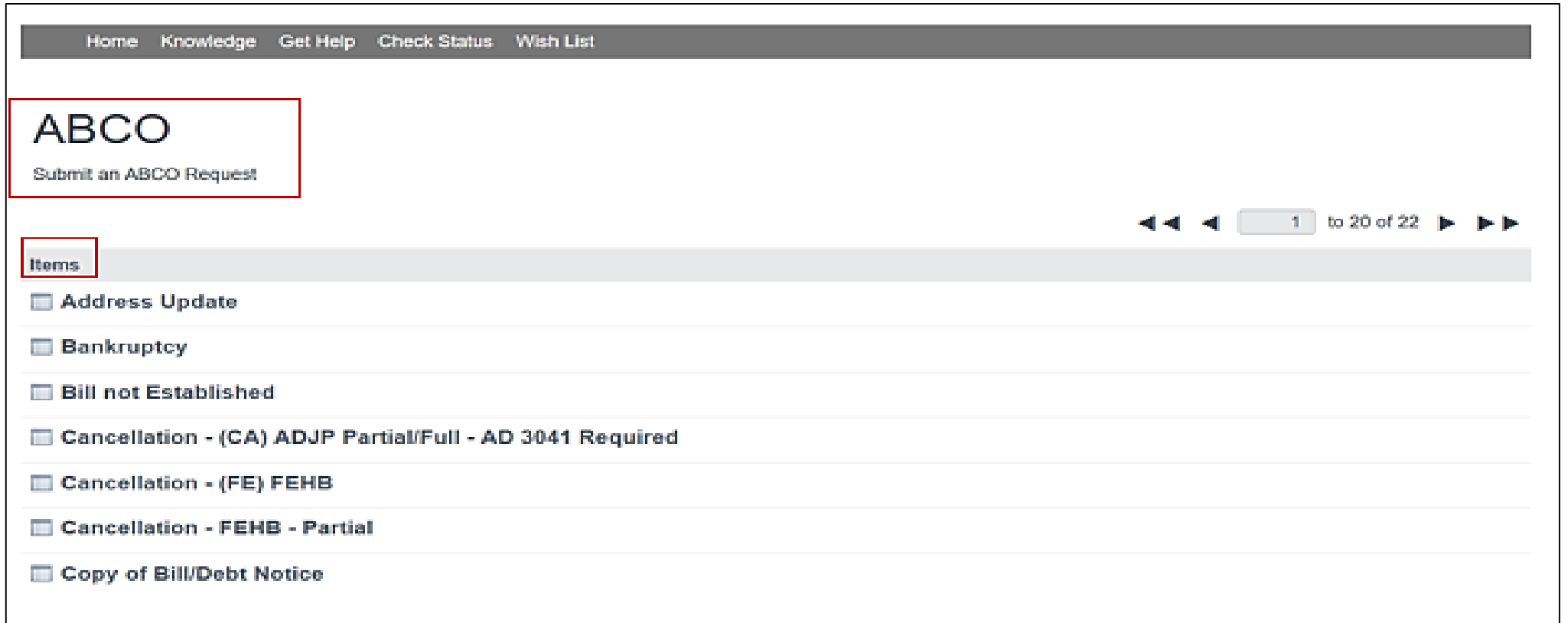
[ABCO](#)
Submit an ABCO Request

[Claims](#)
Submit a Claims Request

[Collections](#)
Submit a Collections Request

ServiceNow CSP Enhancements (continued)

Select the appropriate item from the Items listed. This is the task you require NFC to process.



The screenshot displays the ServiceNow user interface for the ABCO (Account Billing and Collections) module. At the top, a navigation bar includes links for Home, Knowledge, Get Help, Check Status, and Wish List. Below this, the ABCO logo is prominently displayed, with a red box highlighting it and the text "Submit an ABCO Request" underneath. To the right of the logo, there is a pagination control showing "1 to 20 of 22" items, with navigation arrows. Below the logo, a tab labeled "Items" is highlighted with a red box. Underneath the "Items" tab, a list of seven items is shown, each with a checkbox and a description:

- Address Update
- Bankruptcy
- Bill not Established
- Cancellation - (CA) ADJP Partial/Full - AD 3041 Required
- Cancellation - (FE) FEHB
- Cancellation - FEHB - Partial
- Copy of Bill/Debt Notice

ServiceNow CSP Enhancements (continued)

Input the required information in the Request

Manage Attachments (0):

About the Submitter

Name	John Doe	Title	
Organization	USDA-Department of Agriculture	Agency	OCFO-Office of the Chief Financial Officer
Email Address	FederalEmployee@USA.com	Phone Number	1234567890

Debtor Information

* First Name	Debtor's First Name	* Debtor Organization	DoE - Department of Education	🔍
Middle Initial	Debtor's Middle Initial	* Debtor Agency	H.R. Dept.	🔍
* Last Name	Debtor's Last Name	* Debtor POI	1234	
Bill Number	123456789			
* Additional Information	Additional Information: Provide as much information/details as possible regarding the action you are requesting DMSB to process.			

ServiceNow CSP Enhancements (continued)

Input the Additional comments in the Request

The screenshot displays a ServiceNow Request form for request ID REQ0002028363. The form includes the following fields and sections:

- Number:** REQ0002028363
- Urgency:** 3 - Medium
- Requester:** John Doe
- State:** New
- Requested for:** John Doe
- Status:** (Empty)
- * Short description:** Address Update
- * Description:** Additional Information: Additional Information: Provide as much information/details as possible regarding the action you are requesting DMSB to process.
- * Additional comments:** Add any additional information after reviewing the ticket. Press Update or Save after adding the additional information.

Below the form, there is an **Activities** section showing one activity:

- Activities: 1**
- JD John Doe** (User profile)
- Field changes • 2019-07-10 11:59:29** (Timestamp)
- Impact:** 3 - Limited
- Opened by:** John Doe
- State:** New

Buttons for **Update** and **Save** are located at the bottom of the form.

Overview of Debt Processing

- Salary Offset Process - On-the-Roll-Employees
- Salary Offset Process - Separated-Employees
- Past Due Federal Employee Health Benefit Process - On-the-Roll-Employees
- Federal Employee Health Benefit Process - Separated-Employees

Salary Offset Process - On-the-Roll-Employees

Current Billing Process

Agency submits a Corrected T&A, Supplemental T&A, NFC-29 Pay Adjustment or a Nature of Action (NOA) Code.

NOTE: Processing a late NOA will delay the receivable from being established.

After the PAYE system completes its processing, the Administrative Billings and Collections System (ABCO) retrieves the Payroll file on the second Monday of a pay period.

The receivable record is established in ABCO and can be viewed in ABCOINQ. Additionally, indicators are set to allow the system to identify delinquency.

Bills are generated on the 1st, 8th, 16th or 24th of the month.

Salary Offset Process - On-the-Roll-Employees (continued)

The employee will receive:

- **FORM NFC-1100, Notice of Overpayment of Salary and Demand for Payment and**
- **FORM NFC-1101, Notice of Intent to Offset Salary and Repayment Agreement**
- or
- **FORM NFC-1100TR, Notice of Overpayment of Salary and Demand for Payment (Treasury Only)**
- and
- **FORM NFC-1101TR, Repayment Agreement (Treasury Only)**

These forms contain inserts giving the employee additional rights.

These notices are available on the Reporting Center (RPCT) for Agencies to view and/or print. The Agency is responsible for providing the debtor these notices. The employee is given 30 days of due process to enter into a repayment agreement or pay the debt in full.

On the 31st day the debt will be deemed delinquent if the debt is not paid in full, or a repayment agreement is not entered into.

For all Departments other than Treasury, an automatic 15% deduction of their disposable pay will constitute an agreement.

Salary Offset Process - On-the-Roll-Employees (continued)

If the employee enters into a repayment agreement, but the debt is partially paid and/or terms of the repayment agreement are not honored, one of the following notices will be sent to the employee, allowing 30 more days of due process.

- FORM NFC-MPAY, Notice of Missed Payment
- or
- FORM NFC-PPAY, Notice of Partial Payment

If a payment to satisfy the missed and current payment is not received within 30 days of this notice, the debt is scheduled for referral to Treasury Cross Servicing Next Generation (CSNG), Treasury Offset Program (TOP) and Credit Bureaus (CB).

Additionally, indicators are set to allow the system to identify delinquency.

CSNG: Once referred, CSNG issues their own Debt Notice. The Debt Notice indicates that a debt is due to the U.S. Government. This notice includes information on how to pay the debt and what will occur if the debt is not paid.

Salary Offset Process - Separated-Employees (continued)

Current Billing Process

- Agency submits a request via Web-based Special Payroll Processing System (SPPSWeb) to generate a bill, and processes a Nature of Action (NOA) Code to terminate employee,
or
- Agency requests a bill be produced by submitting Form AD-343,
or
- Agency sends a request to the National Finance Center's Call Center (NCC) via the internet using the ServiceNow Customer Service Portal (CSP).

NOTE: Processing a late NOA will delay the receivable from being established.

After the PAYE system completes its processing, the Administrative Billings and Collections System (ABCO) retrieves the Payroll file on the second Monday of a pay period.

The receivable record is established in ABCO and can be viewed in ABCOINQ. Additionally, indicators are set to allow the system to identify delinquency.

Bills are generated on the 1st, 8th, 16th or 24th of the month.

Salary Offset Process - Separated-Employees (continued)

If the employee has not received FORM NFC-1100, Notice of Overpayment of Salary and Demand for Payment or FORM NFC-1100TR, Notice of Overpayment of Salary and Demand for Payment (Treasury Only) prior to separation, the employee will receive:

- FORM NFC-631, Demand Notice for Payment
and
- FORM NFC-631 pg2, Repayment Agreement

These notices will be sent to the employee along with inserts giving the employee additional rights. The employee is given 30 days of due process and the opportunity to enter into a repayment agreement and make a payment or pay the debt in full.

For separated employees who fail to enter into a repayment agreement: If no repayment agreement is entered into, on the 31st day, the debt will be deemed delinquent and will be scheduled for referral to CSNG, TOP and CB.

The employee will not receive a grace period for these debts because the debtor did not respond to the notice.

Salary Offset Process - Separated-Employees (continued)

If the separated employee enters into a repayment agreement, but the debt is partially paid and/or terms of the repayment agreement are not honored, one of the following notices will be sent to the employee, allowing 30 more days of due process.

- **FORM NFC-MPAY, Notice of Missed Payment**
- or
- **FORM NFC-PPAY, Notice of Partial Payment**

If prior to separation, the separated employee previously received one of the following notices

- **FORM NFC-1100, Notice of Overpayment of Salary and Demand for Payment**
- or
- **FORM NFC-1100TR, Notice of Overpayment of Salary and Demand for Payment (Treasury Only)**

and if a balance still remains on the debt after separation, the agreed upon payment still must be made to avoid delinquency.

Salary Offset Process - Separated-Employees (continued)

If the debt is partially paid and/or terms of the repayment agreement are not honored, one of the following notices will be sent to the employee allowing 30 more days of due process, only if the employee has not received this notice previously.

- FORM NFC-MPAY, Notice of Missed Payment
or
- FORM NFC-PPAY, Notice of Partial Payment

Additionally, indicators are set to allow the system to identify delinquency.

CSNG: Once referred, CSNG issues their own Debt Notice. The Debt Notice indicates that a debt is due to the U.S. Government. This notice includes information on how to pay the debt and what will occur if the debt is not paid.

Past Due Federal Employee Health Benefit Process - On-the-Roll-Employees

Current Billing Process

Agency submits a

- **Corrected T&A,**
- **Supplemental T&A, (71, Leave without Pay (LWOP); 72, Absence without Official Leave (AWOL); 73, Suspension)**
or
- **a Nature of Action (NOA) Code.**

NOTE: Processing a late NOA will delay the receivable from being established. It is your agency's responsibility to notify the National Finance Center (NFC) if the employee elects to pre-pay. The delinquency computation date begins when the employee returns to a pay status.

Under 5 CFR §890.502, employees in LWOP status are responsible for payment of the employee's share of the premium. The 3 options that are available to employees when entering LWOP status, or employee pay is insufficient to cover the premium are as follows:

- **Elect, in writing, to terminate the enrollment;**
- **Pre-pay or pay on a current basis the premium amounts (not pre-tax eligible); or**
- **Incur a debt to be paid upon return to pay status or when pay becomes sufficient to cover the premiums (with pre-tax benefit).**

Past Due Federal Employee Health Benefit Process - On-the-Roll-Employees (continued)

After the PAYE system completes its processing, the Administrative Billings and Collections System (ABCO) retrieves the Payroll file on the second Monday of a pay period.

The receivable record is established in ABCO and can be viewed in ABCOINQ. Additionally, indicators are set to allow the system to identify delinquency.

Bill is generated on the 1st, 8th, 16th or 24th of the month.

For On-the-Roll Employees: The employee will receive

- FORM NFC-937, Notice of Intent to recover past due Health from Salary
or
- FORM NFC-937TR, Notice of Intent to recover past due Health from Salary (Treasury only)

These forms contain inserts giving the employee additional rights.

This will reduce the due process that is given and expedite collections. The employee is given 30 days of due process and the options to pay the premium amount owed or pay the debt in full.

Past Due Federal Employee Health Benefit Process - On-the-Roll-Employees (continued)

If no payment or partial payment is received by the 31st day, one of the following notices will be sent to the employee, allowing 30 more days of due process.

- FORM NFC-MPAY, Notice of Missed Payment
- or
- FORM NFC-PPAY, Notice of Partial Payment

If a payment is not received within 30 days of this latest notice, the debt is scheduled for referral to Treasury Cross Servicing Next Generation (CSNG), Treasury Offset Program (TOP) and Credit Bureaus (CB). An automatic 15% deduction of their disposable pay will be garnished.

Additionally, indicators are set to allow the system to identify delinquency.

CSNG: Once referred, CSNG issues their own Debt Notice. The Debt Notice indicates that a debt is due to the U.S. Government. This notice includes information on how to pay the debt and what will occur if the debt is not paid.

Federal Employee Health Benefit Process - Separated-Employees

Current Billing Process

Agency submits a

- Corrected T&A,
- Supplemental T&A, (71, Leave without Pay (LWOP); 72, Absence without Official Leave (AWOL); 73, Suspension)
or
- a Nature of Action (NOA) Code.

NOTE: Processing a late NOA will delay the receivable from being established.

After the PAYE system completes its processing, the Administrative Billings and Collections System (ABCO) retrieves the Payroll file on the second Monday of a pay period.

The receivable record is established in ABCO and can be viewed in ABCOINQ. Additionally, indicators are set to allow the system to identify delinquency.

Bill is generated on the 1st, 8th, 16th or 24th of the month.

Federal Employee Health Benefit Process - Separated-Employees (continued)

If the employee has not received FORM NFC-937, Notice of Intent to recover past due Health from Salary or FORM NFC-937TR, Notice of Intent to recover past due Health from Salary (Treasury only) prior to separation, the employee will receive:

- FORM NFC-631, Demand Notice for Payment
and
- FORM NFC-631 pg2, Repayment Agreement

These notices will be sent to the employee along with inserts giving the employee additional rights. The employee is given 30 days of due process and the opportunity to enter into a repayment agreement and make a payment or pay the debt in full.

For separated employees who fail to enter into a repayment agreement: If no repayment agreement is entered into, on the 31st day the debt will be deemed delinquent and will be scheduled for referral to Treasury Cross Servicing Next Generation (CSNG), Treasury Offset Program (TOP) and Credit Bureaus (CB).

The employee will not receive a grace period for these debts because the debtor did not respond to the notice.

Federal Employee Health Benefit Process - Separated-Employees (continued)

For separated employees who enter into a repayment agreement: If the employee enters into a repayment agreement but the debt is partially paid and/or terms of the repayment agreement are not honored, one of the following notices will be sent to the employee, allowing 30 more days of due process.

- **FORM NFC-MPAY, Notice of Missed Payment or**
- **FORM NFC-PPAY, Notice of Partial Payment**

If a payment is not received within 30 days of this notice, the debt is scheduled for referral to CSNG, TOP and CB.

If prior to separation, the separated employee previously received one of the following notices

- **FORM NFC-937, Notice of Intent to recover past due Health from Salary**
- or**
- **FORM NFC-937TR, Notice of Intent to recover past due Health from Salary (Treasury only)**

and if a balance still remains on the debt after separation, the agreed upon payment still must be made to avoid delinquency.

Federal Employee Health Benefit Process – Separated-Employees (continued)

If the debt is partially paid and/or terms of the repayment agreement are not honored, one of the following notices will be sent to the employee allowing 30 more days of due process, only if the employee has not received this notice previously.

- FORM NFC-MPAY, Notice of Missed Payment
or
- FORM NFC-PPAY, Notice of Partial Payment

Additionally, indicators are set to allow the system to identify delinquency.

CSNG: Once referred, CSNG issues their own Debt Notice. The Debt Notice indicates that a debt is due to the U.S. Government. This notice includes information on how to pay the debt and what will occur if the debt is not paid.

Claims Information Inquiry Screens

The previously presented procedure process scenarios all conclude in the same manner, the debt is deemed delinquent and will have additional collection methods applied to them. The next portion of the presentation will provide details on how to research a delinquent debt using the Claims Information Inquiry Screens.

Claims Information Screen Details

```
U.S.D.A. - NATIONAL FINANCE CENTER

#####          #####          #####          #####
#      #      #      #      #      #      #      #
#####          #####          #          #          #
#      #      #      #      #      #      #      #
#      #      #####          #####          #####

ADMINISTRATIVE BILLINGS AND
COLLECTIONS - INQUIRY SYSTEM

FOR AUTHORIZED USE ONLY

___ CHOOSE AN OPTION FOR ACCESSING THE ABCO DATABASE:

1.  DEBTOR INFORMATION (BY DEBTOR ID)
2.  RECEIVABLE INFO (BY DEBTOR ID AND BILL NUMBER)
3.  COLLECTIONS (BY CHECK ID)
4.  EMPLOYEE INDEBTEDNESS (BY SOCIAL SECURITY NUMBER)
5.  CLAIMS INFORMATION (BY CLAIM NUMBER) {NFC USE ONLY}
6.  TOP INFORMATION (BY TAX-ID NUMBER) {NFC USE ONLY}

ENTER:SEND                                     CLEAR:EXIT
```

Screen AR00155, EMPLOYEE INDEBTEDNESS

```
AR00155                                USDA-NFC                                DATE XX/XX/XXXX
                                ADMINISTRATIVE BILLINGS AND COLLECTIONS        TIME 06:59:45
                                EMPLOYEE INDEBTEDNESS                            PAGE 0001

SOCIAL SECURITY NUMBER  XXXXXXXXXXXX

DEBTOR NUMBER          DEBTOR NAME          BILL NO    BATCH    RECVBL - BALANCE
.....
XXXXXXXXXX            Last Name, First Name, Middle Initial    XXXXXXXX    XXXXXX    .00

.....

CLEAR, EXIT INQUIRY  PF1 MENU SCREEN  PF7 BACKWARD  PF8 FORWARD  ENTER
TAB OVER AND PLACE AN "S" BY A RECORD AND PRESS ENTER
```

Screen AR00120; RECEIVABLE RECORD

AR00120	USDA-NFC	DATE	XX/XX/XX
	ADMINISTRATIVE BILLINGS AND COLLECTIONS	TIME	15:44:35
	RECEIVABLE RECORD		
DEBTOR NUMBER	XX XXXXXXXXXXXX XX	BILL NUMBER	XXXXXXXXXX
BALANCES: RECVBL	.00	ORIGINAL RECVBL AMT	116.00
PRINCIPAL	.00		
INTEREST	.00	BATCH NUMBER	BP2041
PENALTY	.00	UPDATE REF	ABCOXX 15195 104432
ADMIN COST	.00	TAPE BILL IND	N
PAID: INTEREST	.00	PROCESSED: DATE	00 00 00
PENALTIES	.00	TIME	18:04:30
ADMIN COSTS	.00	REGISTER: NUMBER	545308
LAST PAY: AMOUNT	116.00	TYPE	0050
	TYPE 1	STATUS: CODE	
	DATE 00 00 00	DATE	00 00 00
DELINQUENT: IND		REPAYMENT: IND	N
	CNT 000	DATE	00 00 00
	DATE 00 00 00	EFF DATE	00 00 00
PF1 MENU	PF4 ACCT W/COLLECT	PF7 PRIOR RECVBL	PF10 CLAIMS INFO
PF2 NEXT PG	PF5 BILLS	PF8 NEXT RECVBL	PF11 DETAIL RECS
PF3 ACTING	PF6 DESC TEXT	PF9 DEBTOR INFO	PF12 EMPLOY INDEBT

Screen AR00665, ABCO CLAIMS INFORMATION

```

AR00665                USDA - NFC                DATE: XX/XX/XX
                        ABCO CLAIMS INFORMATION

CLAIM NO: XXXXXX  DEBTOR: Last Name, First Name, Middle Initial  BILL NO: XXXXXXXXXX
                        NO: XX XXXXXXXXXXXXX XX

O> PRINCIPAL..        1260.60  TOP ACTION. 03 24 15  PAY PLAN AMT.          0.00
R> INTEREST...         0.00  INIT ACTION. 00 00 00      DATE..... 00 00 00
I> PENALTY....         0.00  FOLLOW UP... 00 00 00  TOP STATUS... 4
G> ADMIN COST.         0.00  ACTION DUE.. 02 04 16      DATE..... 02 04 16

CLAIM STATUS. OPEN

                        REFERRED                COLLECTED                RESOLVED
CLAIMS...              0.00 00 00 00          0.00 00 00 00          0.00 00 00 00
COLL AG..              0.00 00 00 00          0.00 00 00 00          0.00 00 00 00
SAL OFF..              0.00 00 00 00          0.00 00 00 00
TOP OFF..              986.10 02 25 16          0.00 00 00 00
ADM OFF..              0.00 00 00 00          0.00 00 00 00

CLEAR EXIT  PF1 MENU                PF7 PREV CLAIM  PF9 RECVBL INFO
ENTER INQ   PF2 NEXT PG  PF6 DEBTOR INFO  PF8 NEXT CLAIM  PF10 TOP INFO
    
```

Screen AR00667, ABCO CLAIMS INFORMATION

AR00667

USDA - NFC

DATE:XX/XX/XX

ABCO CLAIMS INFORMATION

CLAIM NO:XXXXXX DEBTOR:Last Name, First Name, Middle Initial BILL NO:XXXXXXXXXX
NO:XX XXXXXXXXXXXX XX

NOTIFY CREDIT RPT. Y

CLAIM STATUS.. OPEN

FED.REC.CENTER NO.

BOX: YEAR.

OFFSET TYPE..... 1

COLLECT INFO. TOP DESC.....:

CLEAR EXIT

PF1 MAIN MENU

PF10 FIRST PAGE

Screen AR00645, ABCO TOP/CS OFFSET INFO

AR00645	USDA - NFC	DATE: XX/XX/XX			
	ABCO TOP/CS OFFSET INFO	TIME: 12:03:01			
TIN: <u>XXXXXXXXXX</u>	CASE-NO: <u>XXXXXXXXXXXX</u>	CASE TYPE: I	DEBT-CLOSED: <u>-</u>		
NAME: <u>Last Name</u>	<u>First Name, Middle Initial</u>		DELETE: <u>-</u>		
ALIAS: _____			XSV INDICATOR: <u>C</u>		
AMOUNTS> ORIG DEBT: 225.72	DATES> DELINQ: 12 16 2014	AGENCY: XX			
TOP COLLECTED: 0.00	SEND LETTER: 11 16 2014				
NFC COLLECTED: 0.00	PAYMENT TYPE:				
XSV COLLECTED: 0.00	JUDGEMENT:				
----- TOP TRANSACTIONS -----					
TYPE	TRANS	DATE	ACTION	REFERRED DATA	
1	02 18	2016	I	AMOUNT INCREASED	
1	01 14	2016	I	AMOUNT INCREASED	
1	12 17	2015	I	AMOUNT INCREASED	
1	11 19	2015	I	AMOUNT INCREASED	
1	10 20	2015	I	AMOUNT INCREASED	
1	09 17	2015	I	AMOUNT INCREASED	
PF7 PREV TRANS REC				PF8 NEXT TRANS REC	<u>0001</u>

CLEAR EXIT	PF1 MENU	PF3 RETURN TO CLAIM	PF10 PREV CASE REC		
ENTER INQUIRY	PF2 SHOW LETTER		PF11 NEXT CASE REC		

Screen AR00647, ABCO TOP LETTERS

AR00647	USDA - NFC	DATE: XX/XX/XX
	ABCO TOP LETTERS	TIME: 11:57:33
TIN:XXXXXXXX	CASE NO:XXXXXXXXXX	
NAME: Last Name, First Name, Middle Initial		
Address Line 1		
Address Line 2	DEBT AMOUNT:	1010.48
City, State, ZIP+4 Code	ADDRESS SOURCE:	N
<hr/> <hr/>		
DATE CREATED: 02 04 2016	SEND LETTER: S	DATE TO SEND: 03 24 2015
CLEAR EXIT	PF1 MENU	PF7 PREV LETTER
	PF2 RETURN TO TOP	PF8 NEXT LETTER

Useful Information

- Hyperlink to:
 - [NFC webpage to locate Debt Management Information](#)
- Hyperlink to:
 - [2019 Date to Print and Mail ABCO Notices](#)
- Hyperlink to:
 - [Instructions on how to retrieve large ABCO Form reports from the Reporting Center, if the report is too large to view](#)
- Hyperlink to:
 - [The ABCO Procedure Manual, web version](#)
- Hyperlink to:
 - [The ABCO Procedure Manual, PDF version](#)