

Office of the Special Trustee for American Indians
DIRECTIVES SYSTEM MANUAL

Part 402
Chapter 2

Trust Beneficiary Call Center
Automated One-Time Disbursements

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- 1.1 Purpose.** This chapter establishes the policy and guidelines by which one-time disbursements and associated address changes, disbursement tickler maintenance actions and telephone number updates from a Voluntary Hold account will be processed by the Trust Beneficiary Call Center (TBCC) and the Office of the Special Trustee for American Indians (OST) program offices.
- 1.2 Scope.** This policy is applicable to the TBCC and OST program offices.
- 1.3 Policy.** It is the policy of OST to provide the TBCC and OST program offices with an exemption to the manual disbursing process detailed in: Volume 1 Desk Operating Procedures (DOP), Section III – Disbursing; Section 3.1 IIM Disbursements, Chapter II, Process I – “How is a Disbursement from a Voluntary Hold Account Processed?” For the TBCC and OST program offices, the manual process outlined in the DOP is replaced with procedures found in the Guide/Handbook titled “**Auto File Maintenance 1X Disbursement Guide.**”
- 1.4 Authority.**
- A. Statutes.**
- 1) 25 U.S.C. § 4401 et seq., The American Indian Trust Fund Management Reform Act of 1994, P.L. 103-412
- B. Guidance.**
- 1) Auto File Maintenance 1X Disbursement Guide, this guidance provides instructions for using a web-based application for one-time disbursements.
- 1.5 Responsibilities.**
- A. Designated Trust Beneficiary Call Center and Office of the Special Trustee for American Indians employees.** Document all requested one time disbursements in the call center tracking system. Enter approvals onto the web-based form that is accessed through OST’s Intranet site.
- 1.6 Standards and Requirements.** The following describes the web-based steps necessary to process one-time disbursements.
- A.** A link from the call center tracking system will open the web-based form that accepts all beneficiary account information as well as any account update information and disbursement instructions, (amounts and codes), that are required to disburse funds from TFAS. Approval responsibility will be as follows:
- 1) TBCC Manager and the appropriate FTO serve as the responsible OST approving officials for certifying all disbursements less than \$1,000,000.00. TBCC Management Analyst is the responsible OST approving official for certifying disbursements less than \$100,000.00. TBCC Accounting Technicians are the responsible OST approving officials for certifying disbursements \$10,000.00 or

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less, initiated by TBCC contract staff. All disbursements \$1,000,000.00 or greater shall be approved by the appropriate Regional Fiduciary Trust Administrator or Deputy Regional Trust Administrator.

- 2) Approved disbursements entered onto the web forms will be interfaced with TFAS daily at 3:00 pm MST. Posting to TFAS will run in the following order:
 - a) Address change.
 - b) Tickler maintenance.
 - c) Disbursement.
- 3) Transactions that are not rejected by a secondary edit and posting program will be posted in TFAS daily, and the transaction record will be written to a file that will be used by TBCC to close the call center tracking system ticket that is used to document the disbursement, daily.

1.7 Access to Handbook.

The Auto File Maintenance 1X Disbursement Guide/Handbook may be accessed on Field Operations Intranet site and on the OST Policies & Directives Intranet site. The Handbook provides step by step instructions on how the paperless Auto File Maintenance 1X Disbursement application is used to initiate a beneficiary requested 1X Disbursement, which may or may not include a related: address update, telephone number update, disbursement tickler setup or tickler deletion.