

## Frequently Asked Questions Regarding Debt Collection Letter Referencing Veterans Canteen Service

### 1. Who do I contact if I received a debt collection letter regarding Veterans Canteen Service (VCS)?

To discuss payment for the debt, please call the US Treasury Fiscal Bureau agency listed on the collection's communications. Their phone numbers are listed below.

Centralized Receivables Service:	1-888-618-3103
Cross Servicing:	1-888-826-3127
Treasury Offset Program:	1-800-304-3107

### 2. Does clearing station mean that VCS verified no canteen debt was owed?

No. The VCS Canteen Chief's signature on the station's clearance form indicates you were informed of the amount of the debt (if applicable). The agreement you signed stated you would pay the debt in full or VCS would use any lawful means to collect the amount. Limits on voluntary payroll deductions often prevent the full amount owed from being collected from an employee's final salary payment.

### 3. How can I verify that I have previously paid this debt?

Proof of a paid debt can be mailed to: Veterans Canteen Service, Finance Center  
Debt Management Office,  
1 Jefferson Blvd, St. Louis, MO 63125

**OR** emailed to [vcsfcpdteam@va.gov](mailto:vcsfcpdteam@va.gov).

*\*Ensure documents are redacted to remove any Personal Identifiable Information (PII)*

The two documents that can be provided as proof of payment are:

- register receipt showing payment for the debt or
  - your last Leave and Earning statement showing the full debt was deducted
- To request a copy of your last leave and earnings statement, please call DFAS by calling 1-888-332-7411.*

### 4. Is VCS able to remove the penalty and fees?

No. VCS is not able to remove the penalties and fees due to statutory limitations.

### 5. Can I pay VCS directly for the debt?

Once an employee payroll deduction debt has been sent to collections, VCS is no longer able to directly accept payments. Follow the instructions on the debt notice for payments.

### 6. How can this debt be removed from my credit report?

After the debt has been satisfied with the US Department of Treasury, please allow up to 10 business days for your credit report to update.

### 7. Is there a statute of limitations for debt collections?

Employee payroll deduction debt is considered a federal debt. Please note that federal debts do not have a statute of limitations for collection.