



# United States Department of the Interior



## BUREAU OF LAND MANAGEMENT

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March 16, 2011

In Reply Refer To:  
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EMS TRANSMISSION: 03/16/2011  
Instruction Memorandum No. OC-2011-032  
Expires: 09/30/2012

To: Collections and Billings System Core Team and Field Users  
From: Director, National Operations Center  
Subject: Collections and Billings System (CBS) Customer Satisfaction Survey

**Program Area:** CBS.

**Purpose:** The purpose of this survey is to measure the value of the CBS from those who receive our services. The system includes the application and the people who support the CBS. The dates of April 1, 2011 through May 1, 2011, have been established for completing the CBS Customer Survey. This electronic survey will run for a period of thirty days from April 1, 2011 to May 1, 2011. The survey can be found on the CBS start-up page at: <http://cbs.blm.gov/>.

**Policy/Action:** The Bureau of Land Management's (BLM) deployment of this customer survey is to receive feedback on the quality and user satisfaction with the CBS. Results will be used to improve the system.

**Timeframe:** This Instruction Memorandum (IM) is effective immediately. Please complete the electronic survey between the dates of April 1, 2011 to May 1, 2011.

**Budget Impact:** None.

**Background:** The CBS maintains accountability, modernizes our operation, and integrates numerous accounting activities in order to avoid duplication of effort. The primary purpose of this survey is to receive feedback on the quality and user satisfaction to help improve the system.

This survey will also satisfy the Bureau of Land Management (BLM) reporting requirements, such as the Annual Operational Analysis, Investment Profile, and the Exhibit 300. These reports are submitted to the BLM Project Office for analysis of the CBS, which is required for all current Information Technology investments Department-wide.

Key CBS Benefits:

- Timely access to accurate financial reports available agency-wide.
- Accurate billing and collection records for managed lands.
- Interfaces with many resource systems reducing duplicate data entry.
- Collected over \$708 million in 2010.
- Processed over 1.121 million transactions in 2010.
- Interfaces with the Department of the Interior Financial and Business Management System.

**Manual/Handbook Sections Affected:** None.

**Coordination:** This IM was coordinated with the National Operations Center's Division of Business Services.

**Contact:** Please direct questions regarding this IM to the Collections and Billings Customer Service Desk at 303-236-6795.

Signed by:  
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Director, National Operations Center

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