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**ARC Monthly Bulletin October 2020**  
*Valuable information for ARC's customers*

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- 1. ARC Works to Improve Customer Experience**
- 2. FY 21 Interagency Agreements**

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**1. ARC Works to Improve Customer Experience**

Imagine not needing to remember a group mailbox name to interact with ARC. Imagine being able to go to one place to view dashboards and gain visibility to your specific tasks and individual status. Would these changes enhance your overall experience transacting with ARC?

We have heard your feedback and are excited to share that it was instrumental in developing the Workflow Management Automation Project, a pilot program that is focused on improving your experience as an ARC customer by leveraging Salesforce to automate workflow processes. This project will utilize industry professionals, resident subject matter experts, and your feedback to 1) automate workflows, 2) recommend best practices, 3) design and document solutions, and 4) generate a new customer portal to initiate cases and track status.

The scope of the initial pilot will be focused on financial management processes and is scheduled to be available for select customers in May 2021. As we move toward our initial implementation, your feedback and insight will be instrumental to ensure we are providing the best possible improvements. To accomplish that, we are looking for customer volunteers to work with us over the next six months to share pain points, provide feedback, view demos, participate in user acceptance testing (UAT), and provide the voice of the customer for this project. The first round of UAT will take place in November and will include a subset of frequently used global standard workflows that were prototyped during our preliminary builds. Your feedback during this testing and across the next six months will help influence our remaining activities and shape the final product to best meet your needs.

If you would like to learn more about the project or be considered as a pilot customer, please contact Anda Coiner, ARC WMAP Project Business Lead at [Anda.Coiner@fiscal.treasury.gov](mailto:Anda.Coiner@fiscal.treasury.gov).

**2. FY 21 Interagency Agreements**

We would like to extend our appreciation to all our customers for a productive and successful fiscal year. We also thank our customers for working with us to review and sign the FY 21 interagency agreements prior to October 1. We look forward to another successful year servicing our customers.

For additional information, contact Michael Satterfield at 304-480-5527 or [Michael.Satterfield@fiscal.treasury.gov](mailto:Michael.Satterfield@fiscal.treasury.gov).

### **3. 2020 Federal Benefits Open Season**

The 2020 Federal Benefits Open Season is November 9th through December 14th, 2020. The annual Open Season allows eligible federal employees to elect or make changes to Federal Employees Health Benefits (FEHB) coverage, Federal Employees Dental and Vision Insurance Program (FEDVIP) coverage, and Flexible Spending Account (FSA) contributions. The 2021 brochures, plan comparison tools, and other Open Season resource materials will be available on the Office of Personnel Management's website ([www.opm.gov/insure](http://www.opm.gov/insure)). Notices will be prepared for all customers to send to their employees as we get closer to Open Season.

Employees are required to use their agency's self-service system to make Open Season FEHB elections/changes. NARA employees should use Employee Express and employees of all other ARC clients should use the Employee Personal Page (EPP).

For Open Season questions, NARA employees should contact the BCSB Service Center at [NARAHR@fiscal.treasury.gov](mailto:NARAHR@fiscal.treasury.gov) or 304-480-8998. All other employees should contact the Benefits Service Center at [Benefits@fiscal.treasury.gov](mailto:Benefits@fiscal.treasury.gov) or 1-866-868-4357 (toll free).

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