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## ARC Monthly Bulletin – May 2009

### *Valuable information for ARC's customers*

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## FULL STORIES

1. Customer Conference Reminder

Our annual ARC Customer Service Conference will be held on June 1, 2009, so make sure to send in your registration. If you have not received the registration form or the agenda, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).

2. Results of Customer Satisfaction Survey

ARC is committed to providing exceptional service to our customers, and in order to assess how well we are meeting our objectives, ARC recently conducted a customer satisfaction survey. Two-thirds of our customer agencies responded, and the results show an overall customer satisfaction score of 89%. We will be using the detailed results to improve our overall services. In addition, ARC representatives will be following up on individual feedback to see how we can increase your level of satisfaction. Thank you to all who took time to complete the survey. For more information, contact Jessica Metz at 304-480-5527 or [jessica.metz@bpd.treas.gov](mailto:jessica.metz@bpd.treas.gov).

3. ARC Exhibit at AGA Conference

ARC will be participating as an exhibitor at the Association of Government Accountants Professional Development Conference in New Orleans, LA, June 21 – 24, 2009. ARC employees will also be attending the various sessions to gain more knowledge of emerging financial

management topics. This event always offers opportunities for us to personally interact with many of our customers face to face, and we invite you to stop by booth #52 and say hello. If you plan to be in attendance and would like to discuss the ARC's services in detail, we encourage you to schedule an appointment with one of our representatives by contacting Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).

#### 4. Modifications to Home Sale Services BPA Effective June 1, 2009

ARC currently obtains relocation homes sale services (e.g. guaranteed home sale) through the General Services Administration's (GSA) Schedule 48. In 2008, GSA amended the Statement of Work (SOW), Employee Relocation Services affecting new solicitations, and GSA has now modified the contract of ARC's vendor to incorporate the amended SOW.

Effective June 1, 2009, ARC will implement the modification into our current Blanket Purchase Agreement (BPA). As a result, our customers will see numerous changes including an increase in the fees for these services based on new schedule pricing, limited use of foreclosures in appraisals, and special handling transaction pricing. For more information, please contact Lee Buckingham at 304-480-8420 or [lee.buckingham@bpd.treas.gov](mailto:lee.buckingham@bpd.treas.gov).

#### 5. Upcoming GovTrip Enhancements

Within the next few months, Travel Services customers can look forward to GovTrip enhancements that will improve audit and expense descriptions, as well as add new functionality to copy authorizations and create constructed trips. These enhancements will make GovTrip a more user-friendly, efficient travel system.

For more information, please contact Julie Gilchrist at 304-480-5561 or [julie.gilchrist@bpd.treas.gov](mailto:julie.gilchrist@bpd.treas.gov).

#### 6. Secure Flight Program – New Traveler Information Required by TSA

Secure Flight, a Transportation Security Administration (TSA) passenger pre-screening program, will require airlines to collect and transmit to TSA the following information: full name that matches the ID used for the travel, itinerary, date of birth, gender, redress number (optional), and passport number for international itineraries. Northrop Grumman will be supporting the Secure Flight initiative by updating the traveler profiles in the near future to accept the new information. Northrop Grumman plans to build this enhancement as part of the 1.0.9.17 release tentatively scheduled for July 2009. Once Northrop Grumman modifies the fields, travelers will need to load this information into their profiles.

For more information on Secure Flight, you may read the General Services Administration's Fact Sheet ([http://www.hhs.gov/travel/secure\\_flight\\_fact\\_sheet.doc](http://www.hhs.gov/travel/secure_flight_fact_sheet.doc)) or contact ARC Travel Services Help Desk at 304-480-8000, option 1, or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov).

#### 7. Trusted Internet Connection Access Provider

The Treasury Department's CIO approved Public Debt's request to become a Trusted Internet Connection Access Provider (TICAP). This initiative, mandated by OMB M-08-05, will improve security and provide enhanced monitoring of our external network connectivity. This also means we can continue to provide all connectivity to ARC hosted applications for our customers. We expect to have this initiative completed by December 2009. For further information, contact Steve Swarr at 304-480-6456 or [steve.swarr@bpd.treas.gov](mailto:steve.swarr@bpd.treas.gov).

#### 8. Employee Supplier Records in Oracle

To ensure your agency's employee travel payments are made to the employee's current bank account, ARC recommends that each of our travel and payroll serviced agencies take advantage

of ARC's ability to use the bank account assigned in the employee's payroll record file as the source for employee travel disbursements.

For additional information, or if you are interested in implementing this automated process, please contact our Vendor Supplier Group at [vendorsuppliergroup@bpd.treas.gov](mailto:vendorsuppliergroup@bpd.treas.gov) or call Denise Holbrook at 304-480-8415.

#### 9. New Legislation Offers Supplemental Payments for Activated Civilian Federal Employees

The recently enacted Omnibus Appropriations Act of 2009 entitles certain civilian Federal employees on active duty in the uniformed services or National Guard to supplemental payments for the difference between their military pay and their civilian pay. The new law is effective for biweekly pay periods beginning on or after March 15, 2009. The Office of Personnel Management (OPM) is consulting with the Department of Defense and plans to issue additional guidance and regulations as soon as possible. ARC Human Resources will share this guidance with our agency HR contacts when it becomes available.

To view the OPM memorandum announcing this change, go to <http://www.chcoc.gov/Transmittals/TransmittalDetails.aspx?TransmittalId=2189>. For more information, contact an ARC pay and leave specialist at 304-480-8400 or [payroll@bpd.treas.gov](mailto:payroll@bpd.treas.gov).

#### 10. Career Connector Automated Staffing System Now Available to Non-Treasury Customers

Career Connector, an automated staffing system developed for Treasury by Monster Government Solutions, is now available to ARC's non-Treasury customers. Career Connector allows applicants to apply for job vacancies on-line, automates much of the rating and ranking process, and generates a list of the best qualified applicants. Monster worked with ARC and Treasury to adapt the system's capabilities to meet the needs of non-Treasury customers.

For more information about Career Connector, contact an ARC supervisory staffing specialist at 304-480-8342 or email [fesbinquiries@bpd.treas.gov](mailto:fesbinquiries@bpd.treas.gov).

#### 11. OPM Proposes Second Delay in Elimination of Time-in-Grade Rule

As indicated in the January and April ARC Bulletins, the Office of Personnel Management (OPM) issued final regulations to eliminate the 52-week time-in-grade requirement for promotions in the General Schedule. The new regulations were originally slated to go into effect on March 9, 2009, but were subsequently postponed until May 18, 2009. On May 11, 2009, OPM proposed a further delay until August 16, 2009, to allow an opportunity to review and consider additional comments on the change.

To view OPM's latest proposal on time-in-grade, go to <http://edocket.access.gpo.gov/2009/pdf/E9-11014.pdf>. For additional information, please contact an ARC supervisory staffing specialist at 304-480-8959 or [fesbinquiries@bpd.treas.gov](mailto:fesbinquiries@bpd.treas.gov).

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