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## ARC Monthly Bulletin – June 2009

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

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1. Successful Customer Conference

The ARC Customer Service Conference held on June 1, 2009, was a success with 118 customers in attendance. Thank you to all who attended and participated. The presentation materials from the conference can be reviewed at <https://arc.publicdebt.treas.gov/arccustomerserviceconference.htm>. If you have any questions or comments regarding the conference, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).

2. ARC Presenting at AGA Conference

ARC will be presenting at the Association of Government Accountants (AGA) Professional Development Conference in New Orleans, LA, on June 23, 2009. During the session, T110: Panel – Internet Payment Platform (IPP), we will discuss IPP, a web-based information portal for all U.S. government agencies and their suppliers. The IPP supports digital order and invoice file exchange, payment information display, and download. It replaces paper-based invoice approval processing with a centralized web-based workflow and provides other processing and inquiry features for both agencies and suppliers. The service is provided by the U.S. Treasury's Financial Management Service (FMS) and is free of charge to federal agencies and their suppliers. The session will be presented by representatives from ARC, as well as the Bureau of Engraving and Printing and the Federal Reserve Bank of Boston. For more information, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).

3. PRISM Training Scheduled for July

To assist customers in their efforts to effectively integrate newly hired staff and meet other potential training needs, ARC provides quarterly PRISM refresher training at no additional charge to our customers. The PRISM Support Team will be conducting requisitioner training July 21 through July 23, 2009, in Washington, D.C. Primary PRISM contacts will receive training details

via email. For more information, please contact PRISM Support at [prismsupport@bpd.treas.gov](mailto:prismsupport@bpd.treas.gov) or 304-480-8000 (Option 2).

#### 4. Furniture Acquisition Assistance Guide

Furniture purchasing frequently causes unique challenges for our procurement customers. Furniture purchases can be complex because there are regulations that apply only to furniture purchases and there are many subtle nuances to consider when documenting your needs as a customer. ARC will soon finalize a Furniture Acquisition Assistance Guide, which contains a template that asks customers all the important questions at the beginning of the process, saving time later. We anticipate having this tool available for your use within the next month, and we will be providing a link on your customer access page. For additional information, or if you have a furniture buy before this guide is posted, please contact your procurement support team leader at 304-480-7137.

#### 5. Projecting Payroll Costs

ARCPredict is ARC's custom payroll projection system. System functionality enables the user to project payroll based on payroll provider data interfaced into the projection database. The user is able to input assumptions such as benefit percentages, annual COLA, promotions, terminations, new hires, lump sum payments and various other factors that could impact future personnel requirements. ARCPredict includes many complex calculations that can lessen the need to manually maintain external spreadsheets. You can either perform the projections in-house or ARC can perform this service for your agency. For more information, please contact Kelly Faires at 304-480-7245 or [kelly.faires@bpd.treas.gov](mailto:kelly.faires@bpd.treas.gov).

#### 6. American Express Call Center Closed

On May 7, 2009, Northrop Grumman notified Travel Services of the American Express call center located in Dickinson, ND closing May 15, 2009. The Dickinson office provided travel management center (TMC) and fulfillment services to ARC customers for the last five years. After May 15, all calls automatically redirected to the call center in Dearborn, MI. The change was transparent to travelers and did not alter any phone numbers, business hours of operation, or functionality required to make travel reservations. For more information, please contact the Travel Services Help Desk at 304-480-8000 (option 1) or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov).

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