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## ARC Monthly Bulletin – October 2010

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

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1. Another Successful Fiscal Year

We would like to extend our appreciation to all of our customers for a productive and successful 2010. During the past year, we met with a majority of our customers and plan to continue this practice going forward. We gained valuable feedback in these visits that we will use to improve our services as we move into the coming fiscal year. We especially appreciate those customers who worked with us to review and sign their agreements prior to October 1. Although we did not reach our 100% goal, we are actively working with customers to ensure that outstanding agreements are signed prior to the end of October. As we consider all of the feedback that has been provided up to now, we look forward to an even more successful new year. For more information on ARC's upcoming plans and associated timeframes, please contact Shaun Willison, Franchise Services Lead, at [Shaun.Willison@bpd.treas.gov](mailto:Shaun.Willison@bpd.treas.gov) or 304-480-7286.

2. Upcoming Customer Facing Activities and Annual Planning

We are in the planning phase of several customer-facing projects that will occur during the upcoming fiscal year and would like to incorporate your ideas and suggestions. Some of the notable projects include: Customer Surveys, FY12 Annual Agreements, and the Annual Customer Conference. We are currently reviewing

feedback from last year's initiatives and taking into account the various opportunities for improvement. We are open to your ideas so please provide feedback, suggestions, and/or questions to Shaun Willison, Franchise Services Lead, at [Shaun.Willison@bpd.treas.gov](mailto:Shaun.Willison@bpd.treas.gov) or 304-480-7286.

### 3. Fiscal Year 2011 Acquisition Planning

Fiscal Year 2011 began on October 1, 2010. In preparation for a productive new year, it is important for all customers to begin forecasting requirements, timeframes for procurements, and funding sources for the new fiscal year. In the near future, ARC's Procurement Managers and Leads will be contacting customers to set up acquisition planning meetings to discuss the execution of FY11's requirements. These meetings will be held during the October through January timeframe. Soliciting "subject to the availability of funds" during the Continuing Resolution (CR) period will also be discussed to ensure customer understanding of the concept and procurement policy. Our procurement approach to successful acquisition under a CR is to focus efforts on prepositioning procurements for award once appropriated funding becomes available. For additional information, contact your Procurement Lead at 304-480-7137.

### 4. Health Care Reform Changes for Federal Benefits Programs (Effective January 1, 2011)

On March 23, 2010, President Obama signed the Affordable Care Act (ACA), Public Law 111-148. Among other things, the ACA allows children to be covered under their parent's Federal Employees Health Benefits (FEHB) self and family enrollment until age 26. The ACA permits coverage of married children, removes residency and dependency requirements, and does not require children to be students or have prior or current insurance coverage to be placed on their parent's self and family enrollment.

In addition, the ACA allows an employee enrolled in the Federal Flexible Spending Account Program (FSAFEDS) to request reimbursement for eligible health care expenses for his/her child through the end of the taxable year during which the child turns age 26. FEHB and FSAFEDS are the only two federal benefits programs affected by the ACA for 2011.

An e-mail message publicizing this information was sent to ARC's Benefits customers on September 16. We will continue to monitor changes to the Federal benefits programs and will provide additional details as we receive them.

For more information on ACA-related changes, visit <http://www.opm.gov/retire/pubs/bals/2010/10-201.pdf> or contact Jennifer Thompson at 304-480-8275 or at [benefits@bpd.treas.gov](mailto:benefits@bpd.treas.gov)

### 5. Recent Leave-Related Changes

The Office of Personnel Management (OPM) recently adopted a new definition of "son or daughter" under the Family and Medical Leave Act (FMLA) as it applies to Federal employees standing "in loco parentis" to a child. In short, the new interpretation asserts that employees who have no biological or legal relationship with a child - but who provide day-to-day care or financial support to the child—may be entitled to FMLA leave to care for the child, depending on the specific circumstances. OPM's website contains details regarding the changes: <http://www.chcoc.gov/transmittals/TransmittalDetails.aspx?TransmittalID=3122>.

Also, the Director of OPM John Berry issued a separate memo extending the use of up to 24 hours of leave without pay (LWOP) for childhood educational activities, routine family medical purposes, and elder care needs to same-sex domestic partners of Federal employees. To view this memo in its entirety, go to <http://www.chcoc.gov/transmittals/TransmittalDetails.aspx?TransmittalID=3146>.

For more information on these or any other leave-related issues, please contact ARC's Pay and Leave Services Branch at 304-480-8400 or [payroll@bpd.treas.gov](mailto:payroll@bpd.treas.gov).

## 6. Discoverer Training Scheduled for November

We provide periodic Discoverer refresher training to assist customers in their efforts to effectively transition newly hired staff, refresh the skills of current staff, and meet other staff requirements. This training is provided to our customers at no charge. We will be conducting Discoverer Plus and Discoverer Viewer training November 17 and November 18, 2010, in Silver Spring, MD. Active Discoverer users have received training details via email. For more information, please contact Oracle Support at 304-480-8000 (Option 3) or [oraclesupportteam@bpd.treas.gov](mailto:oraclesupportteam@bpd.treas.gov)

<b>Date:</b>	<b>Class Title:</b>	<b>Time:</b>	<b>Place:</b>
November 17	Discoverer Plus	9:00 am – 4:00 pm	EEI Communications
November 18	Discoverer Viewer Session #1	9:00 am – 12:00 pm	EEI Communications
November 18	Discoverer Viewer Session #2	1:00 pm – 4:00 pm	EEI Communications

Please note the Discoverer Viewer courses are identical and users need only register for one of them.

## 7. PRISM Training Scheduled for November

We are offering quarterly PRISM refresher training to all customers during November, at no additional charge. The dates, for basic and advanced requisitioner training, are from November 2 through November 4, 2010, in Silver Spring, MD. Primary PRISM contacts have received training details via email. For more information, please contact PRISM Support at 304-480-8000 (Option 2) or [prismsupport@bpd.treas.gov](mailto:prismsupport@bpd.treas.gov).

<b>Dates:</b>	<b>Class Title:</b>	<b>Time:</b>	<b>Place:</b>
November 2	Basic Requisitioner	8:30 am - 3:30 pm	EEI Communications
November 3	Basic Requisitioner	8:30 am - 3:30 pm	EEI Communications
November 4	Advanced Requisitioner	8:30 am - 3:30 pm	EEI Communications

## 8. Annual Test of ARC's Notification System

We conducted the second annual test of the Universal Communications System (UCS) on September 28, 2010, and are happy to report that the test was a success with 97.4% of all customers successfully contacted. We hope that with the success of this test, our customers are reassured that they will continue to receive communication from us in the event an emergency occurrence in Parkersburg, WV.

We appreciate everyone who participated in this exercise. Our success is directly attributable to your cooperation in providing us with updated contact information. If your agency did not receive a call, please contact Amy Miller, ARC's Emergency Coordinator, at 304-480-7257 or [amy.miller@bpd.treas.gov](mailto:amy.miller@bpd.treas.gov).

## 9. New GovTrip Self-Registration Process

In an effort to improve customer service, we have been working to improve the self-registration process travelers use to gain initial access to GovTrip. The current process is time-consuming and can result in traveler frustration. The new process will minimize the steps travelers must take to gain access to GovTrip. Our Travel Help Desk staff will create the traveler's profile which will also cut down on confusion over which fields are required. Customer travel contacts will receive additional guidance around the beginning of December. Please contact Travel Services at 304-480-8000 or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov) with any questions or concerns.

## 10. Travel Fees Change With the ETS Contract's New Option Period

Effective November 12, 2010, Option Period 3 of GSA's E-Gov Travel Service (ETS) contract with Northrop Grumman (NG) goes into effect and will include some changes in pricing for travel authorization and voucher (TAV) fees and travel management center (TMC) fees.

The TAV fee for local vouchers will increase from \$6.25 to \$8.00 and the TAV fee for TDY vouchers will increase from \$13.50 to \$15.00 per voucher. TMC fees will also change as follows: non-self service domestic with air and/or rail will increase from \$28.25 to \$28.50; non-self service international with air and/or rail will increase from \$37.00 to \$37.75; and non-self service domestic or international without air and/or rail will increase from \$17.50 to \$17.75. The self-service domestic or international with air and/or rail and the self-service domestic or international without air and/or rail TMC fees will remain the same at \$4.35 and \$4.00, respectively. Since this is a Non-ARC charge there will be no modification to your FY11 agreement. If you have any questions concerning fee changes, please contact Travel Services at 304-480-8000 (Option 1) or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov)

## 11. BOC Listing Review

We have completed a review of budget object codes (BOC) for the new fiscal year (FY) and several additions have been made. Of the new BOCs, six relate to travel expenses, one to alternative fuel purchases, five relate to other services, and a separate BOC relates to official reception and representation. We also added a section (object class 4400) for payments to correct errors in computations, billings, and other factors. A few modifications were also made to existing BOCs.

You should now be able to access the FY 2011 version of the BOC listing on your customer access page under the Guidance/References (Financial Management) section. A summary page showing all implemented changes can be found at the beginning of the document. Please contact Jaime Harbour at 304-480-8457 or [BudgetARC@bpd.treas.gov](mailto:BudgetARC@bpd.treas.gov) with any questions or concerns.

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