
ARC Monthly Bulletin – May 2013

Valuable information for ARC's customers

Article headlines appear below. Scroll down for full stories.

HEADLINES

Franchise Services

1. Welcome New Customer
2. Annual Test of Notification System

Financial Management Services

3. Discoverer Training – Scheduled for June

Procurement Services

4. PRISM Training – Scheduled for May
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FULL STORIES

1. Welcome New Customer

We are pleased to welcome the National Mediation Board (NMB) to our customer base. The services we are providing NMB include financial management, platform procurement and travel. With the addition of NMB, we now provide services to 85 Federal agencies.

For additional information, contact Zachary Carte at 304-480-5140 or Zachary.Carte@bpd.treas.gov.

2. Annual Test of Notification System

We conducted our third annual test of the Universal Communications System (UCS) on April 8th, 2013 and are happy to report that the test was a success. According to UCS, we were able to contact 92.5% of our customers via phone and 82% of our customers via email. With the success of this test, our customers can be reassured they will continue to receive communication from us in the event an emergency occurs in Parkersburg, WV.

We want to thank our customers for participating in the test. Our success can be directly attributed to providing us with updated contact information.

If your agency did not receive a call and/or email, contact Amy Miller at 304-480-7257 or Amy.Miller@bpd.treas.gov.

3. Discoverer Training – Scheduled for June

We provide Discoverer refresher training to assist our customers in their efforts to effectively transition newly hired staff and meet other potential training needs. This training is provided to our customers at no additional charge. We will conduct training June 11 through June 13, 2013, in Washington, DC. We will be providing all current Discoverer users information about how to sign up for the classes via email.

For additional information, contact Oracle Support at 304-480-8000 (Option 3) or OracleSupportTeam@bpd.treas.gov.

4. PRISM Training – Scheduled for May

We provide PRISM refresher training to assist our customers in their efforts to effectively transition newly hired staff and meet other potential training needs. This training is provided to our customers at no additional charge. We will conduct PRISM Buyer and PRISM Requisitioner training May 13 through May 16, 2013 in Washington, DC. We will be sending all current PRISM users information, via email, about how to sign up for the classes.

For additional information, contact PRISM Support at 304-480-8000 (Option 2) or PrismSupport@bpd.treas.gov.

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