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

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**1. CARES Act**

In response to the ongoing Coronavirus (COVID-19) pandemic, we continue to support the mission of your respective agency. A project team has been created to facilitate, coordinate, and offer centralized support surrounding the CARES act. To ensure that we continue to provide the highest level of customer support, if your agency anticipates any unplanned operational needs associated with COVID-19 and CARES Act please report them to one of our Customer Service Representatives.

**2. OBI Training**

The Business Intelligence Group provides OBI 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 be conducting OBI training sessions on the following dates with both morning and afternoon sessions available. All current OBI users will receive information via email from the Oracle Support Team about how to sign up for the classes.

May 19 – 20, 2020 (Virtual)

For additional information, contact Oracle Support at 304-480-8000 (Option 3) or [OracleSupportTeam@fiscal.treasury.gov](mailto:OracleSupportTeam@fiscal.treasury.gov).

**3. Pegasys Financial Services Potential Integration**

The Bureau of the Fiscal Service's Administrative Resource Center (ARC), in coordination with

the Department of Agriculture (USDA), is assessing the opportunity to integrate USDA's financial management (FM) shared services business – Pegasys Financial Services (PFS) – with ARC. Both ARC and PFS will be assessed over the next four months to determine if there are benefits of a potential integration. Additional updates will be provided as the assessment is completed.

#### **4. ARC HR Processing Call Center**

Effective Monday, April 13th, our Processing Call Center permanently started utilizing our HR Systems Help Desk (304-480-8000, Option 4) as its call center. All inquiries that were previously received by our HR Processing Call Center (304-480-8276) are now being directed to our HR Systems Help Desk.

In anticipation of the Processing Call Center number going away, a message has been recorded directing employees to the HR Systems Help Desk. Our Customer Pages have been updated as well.

For additional information, contact Kim Corley at 304-480-8426 or [Kimberly.Corley@fiscal.treasury.gov](mailto:Kimberly.Corley@fiscal.treasury.gov).

#### **5. FY20 BOC Listing**

The FY20 BOC listing has been updated and published on the customer web pages. These updates include the addition of several BOCs related to Training and Support Services (25 series), Postage (23 series), and Commercial Printing (24 series). Many of these BOCs are non-taxable.

For additional information, , contact the Budget group at [BudgetARC@fiscal.treasury.gov](mailto:BudgetARC@fiscal.treasury.gov) or [HUDBudgetARC@fiscal.treasury.gov](mailto:HUDBudgetARC@fiscal.treasury.gov).

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