



Monthly Bulletin

JUNE 2023

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[June 15, 2023, 1:00-4:00PM EST](#)

GENERAL

Thank you for joining us for ARC Customer Day

On May 17, ARC hosted this year's ARC Customer Day in Parkersburg, WV. We were delighted to connect with so many of you -- 178 participants across 50 agencies. Seventy-five of you joined us in person!

Our theme this year, "Celebrating 25 Years of Excellence," represents ARC's Silver Anniversary of playing a critical role in achieving Treasury's financial management vision as a shared service provider, as well as our continued transformation to best meet your needs.

This year's meeting included six sessions that highlighted services across ARC's four service lines – Financial Management, Travel, Procurement, and Human Resources. Please visit the [Past Events and Training](#) section on our News and Events page to review or download session handouts.

FINANCIAL MANAGEMENT

oneARC Portal Update

Upcoming Release

UAT (user acceptance testing) concluded May 26th with no bugs or defects that will prevent continued progress as planned.

Invoice Correction go-live is planned to for July 10th.

Customer training will take place from June 20th through July 7th, so keep an eye out for training invites so that you can sign up.

We are planning our next batch of functionality within the Accounts Payable space where we are planning to include the following transactions: Intra-governmental Invoices, Intra-governmental Obligations, and Expense Accruals.

We look forward to delivering new functionality to you soon, and as always - thank you for your continued support and contribution as we work to improve your experience and modernize our processes.

Please contact Anda.Coiner@fiscal.treasury.gov or Jacob.Oberlin@fiscal.treasury.gov if you have questions, or if you would like to get involved. We appreciate the opportunity to continue this journey.

Government Purchase & Fleet Card Update

NOTABLE DATES

- 06/04/2023 June Statement became new
- 06/06-06/08 Training for new Correction template
- 06/16/2023 June Statement Auto Close

IMPORTANT INFORMATION

NEW INVOICE CORRECTION FORM & TRAINING

The acctgcardprogram@fiscal.treasury.gov group mailbox sent training invites out to Approving Officials for training on the brand-new invoice correction form. The brief training consists of drop-in sessions to be held June 6, 7 & 8. Attendees will only need to attend one of the drop-in sessions.

DISPUTES: WHAT ARE THEY AND WHO IS RESPONSIBLE FOR RESOLVING?

When a transaction is charged incorrectly or unrecognized by the Cardholder, the Cardholder is responsible for disputing the amount either with the Vendor or with the Bank. Vendor Disputes include items that are overcharged or duplicate charges. Fraudulent Disputes include fraudulent activity as well as unresolved vendor disputes.

WHAT IS CARDHOLDERS' RESPONSIBILITY IF THEY HAVE A DISPUTE?

Vendor Disputes should be:

- reallocated to the Dispute G/L Code in CTMS, and
- the vendor should be contacted for a credit/resolution within **60 days** of the transaction.

Fraudulent Disputes should be:

- reallocated to the Dispute G/L Code in CTMS, and
- reported as a formal dispute with Citi within **60 days** of the transaction.

All disputes will be monitored monthly after initial contact from our team to verify that the transaction was intentionally disputed, whether a credit is expected within the near future, and/or if the charge was formally disputed with Citi.

Formal disputes ruled in favor of the Cardholder would require the Cardholder to reallocate the credit (once it is received) to the Dispute G/L Code to net zero with the original disputed charge. Alternatively, if ruled in favor of the vendor the Cardholder would be required to provide accounting to pay the original charge.

ONEARC PORTAL CHATTER

One of the functionalities within the oneARC Portal is Chatter, which is replacing email communication. When there is a comment or question regarding a request, Chatter should be utilized. When using Chatter, the @ symbol can be used to directly reference an individual which ensures that the individual will see the message.

TIPS & REMINDERS

CUSTOM G/L CODES

If a transaction is rejected during processing in Oracle because of a CV Rule violation, Cardholders should delete or modify the Custom G/L Code within CTMS under Custom G/L Maintenance to avoid future errors.

ONEARC PORTAL HELP DESK

When submitting a request within the oneARC Portal, questions can be directed to the Salesforce Team at onearcnotifications@fiscal.treasury.gov or (304) 480-8000, option 8.

AUTO CLOSE

77 # of Cardholder Statements that Auto Closed in May (Combined total for all agencies)
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Reminder: even though transactions can be reconciled/reallocated and approved on the day they post to a statement in CTMS with Daily Pay, ALL transactions on a statement must be reconciled/reallocated and approved by the scheduled Auto Close date, or the statement will automatically be closed by CTMS.

Hint: The monthly Auto Close date can be found on the 2023 Purchase & Fleet Card Schedule located on the [Customer Access Page](#).

HUMAN RESOURCES

Keeping up with HRConnect

Last year, the HRConnect program office began an initiative to incrementally modernize HRConnect Manager Self Service improvements. Highlights of some of the improvements:

- **Modern Fluid Workflow** - The *My Team Under Construction* tile was introduced which allows actions to be processed using a modern fluid workflow. Currently changes in duty location are processed under the new workflow. Next up to be converted to the new workflow are promotion actions. Over the coming months, awards and all other action types will be converted, and the old *My Team* tile will be retired.
 - **Customer Self-Service Reports To** - Managers, proxies, and organizational delegates at agencies with this functionality enabled can make direct changes to reporting relationships in HRConnect. There are some exceptions, for example, in the case of pending personnel actions. For exception cases, users can contact the ARC HR Systems help desk for assistance. To enable this functionality, the HR Officer can send a request to ARC HR Systems.
 - **Organization Delegates** - Similar to proxy functionality, agencies can designate authorized personnel to submit employee personnel actions on behalf of the agency at the organization or sub-organization level vs as a proxy on behalf any particular manager. Currently Organizational Delegates can submit change in work location actions. As action types move to the new fluid workflow, organizational delegates will have the ability to submit those type of actions as well. Organizational Delegates can also make direct changes in reporting relationships without contacting the help desk if that functionality is enabled for the agency. To designate an authorized person as an organizational delegate, the HR Officer can submit an access form request to ARC HR Systems.
 - **Recruitment Dashboard** - This tile was added to HRConnect in March 2023. Managers' ability to request new Position Descriptions was enhanced and moved to this dashboard. In July 2023 vacant positions will be viewable in this dashboard. A future release will include a redesign of the 9-step recruit request process and move it to this dashboard also. When completed, the recruitment dashboard will be a single location for managing positions and recruit requests.
 - **New Data Requirements** - In addition to modernization, we are also keeping up with OPM reporting requirements that will be required by September 2023 and adding edits based on audit recommendations. New data requirements being implemented in July 2023 are:
 - Requirement to identify remote/telework agreement data for all positions. *Example* valid values: RW - Remote Work Agreement; TF – Frequent Routine Telework Agreement; TS - Situational Telework Agreement; NN – Non-Teleworker.
 - Requirement to identify positions that are Program/Project Management related. Valid values: 1-Program Management; 2-Project Management; 3-Program and Project Management; and 4-Not applicable
 - Requirement to identify 2210 series IT positions Cyber Security Code. Valid values are within the range of 100-999.
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Reports are being reviewed for data cleanup. Initial values may be entered as part of a data sweep to prevent errors when flowing actions to NFC. Customer HR POCs should be on the lookout for direct communications from HR Systems to coordinate data updates.

Questions? Contact Katrina.Dickason@fiscal.treasury.gov or HRSystems@fiscal.treasury.gov.

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