



# Monthly Bulletin

OCTOBER 2023

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## Upcoming events

### ConcurGov Travel System User Training

Thursday, October 19, 2023  
1:00p – 4:00p EST

[Register Here](#)

### GENERAL

## Salesforce Dreamforce 2023

ARC had the opportunity to send two employees to Salesforce Dreamforce to learn about upcoming technologies and new techniques to share with team members. Overall, 39 different sessions were covered as we learned about ways of bringing value to our customers and employees in a way that will increase productivity and create new customer experiences that will ultimately streamline processes. Participation in roundtable discussions with other government agencies allowed us to share our successes and challenges while implementing the ARC Customer Portal, while gaining insights as others explained their experiences. Information about future technologies, such as the use of AI Prompts to create an entire Salesforce flow. provided us ideas on new and smarter ways we can work to provide a better overall experience for our current and future customers. Lastly, the connections we made will allow us to continue to learn from other government agencies and business partners, stay in front of emerging technologies, and provide us a forum to ensure the services and products we are releasing are proven and add value to our customers and employees overall experience. For questions on our experience or to hear more about what we learned, please contact David Drennen @ [David.Drennen@fiscal.treasury.gov](mailto:David.Drennen@fiscal.treasury.gov).

### GENERAL

## Oracle CloudWorld 2023

ARC had the unique opportunity to present at the Oracle CloudWorld in September, and focused our presentation on our mission, which is to support all our customers missions through shared services. We were able to use specific examples to explain how we have supported our customers administrative needs, while they have focused on the fulfillment of their mission. We stressed the pride our employees

have in knowing their services support such unique benefits to the American Public. We acknowledged that we wouldn't have been able to do it without some of our key partnerships, such as Oracle, who we have been in business with for 20+ years, their support of us moving to the cloud 10+ years ago, and recently supporting us moving to the next gen cloud (OCI).

We look forward to sharing more of our "good government" impacts in the future. It is our pleasure to share some of the agency's websites below that we referenced in our stories so you can learn more about their missions.

On behalf of everyone at ARC, we cannot express enough how proud we are to be affiliated with each of our customers and their unique missions.

[Mission/U.S. Department of Housing and Urban Development \(HUD\) | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[About | AmeriCorps](#)

[Armed Forces Retirement Home | Armed Forces Retirement Home \(afrh.gov\)](#)

[About Us – Denali Commission](#)

[Who We Are - Inter-American Foundation \(iaf.gov\)](#)

[Role of the Treasury | U.S. Department of the Treasury](#)

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## GENERAL

# ARC Customer Portal Update

We're excited to announce \*\* new functionality being released in October! \*\*

Beginning October 13<sup>th</sup>, ARC Customers will be able to:

- Transfer requests when you will be out of the office or on vacation,
- Edit requests that you receive as a Request Approver, and
- See requests that have been ARC-initiated for your agency.

We have developed these enhancements because you told us that they would help you operate more efficiently and increase the visibility you have into your work with ARC.

Videos will be posted to the oneARC Portal Resources section that will assist you in understanding how to leverage these new features in your daily work.

As a reminder, Federal Non-Buy/Sell Manual Obligation and Invoice transactions and Expense Accruals will go-live in the Portal on November 7, 2023.

Customer training sessions for production go-live will be scheduled for October 23 to November 3, so please plan to join so that you're prepared!

Looking ahead we will continue requirements and development work with the Payroll Accounting service.

Please contact [David.Drennen@fiscal.treasury.gov](mailto:David.Drennen@fiscal.treasury.gov) or [Jacob.Oberlin@fiscal.treasury.gov](mailto:Jacob.Oberlin@fiscal.treasury.gov) if you have questions, or if you would like to get involved.

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General

## ARC Leadership Announcement

Carol Lambert, ARC's Director over Engagement and Outreach (EOS), was selected as a fellow in the White House Leadership Development Program. The program, which began this month, will give Carol an opportunity to influence and impact large government issues through her leadership over the next year. During this time, ARC's Business and Strategy Offices will work with her staff to not only continue support of existing customer engagement efforts but will be pursuing opportunities for augmentation. This includes creating new forums for ARC to share information with customers and for customers to provide feedback to ARC.

ARC strongly believes in developing its employees and exposing them to growth opportunities. The new perspectives obtained allow us to grow, learn, and apply this knowledge for the good of our current and future customers. Please join us in wishing Carol well on this exciting opportunity.

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General

## Successful Year-End

Fiscal 2023 year-end progressed with no major system issues and ARC had the lowest help desk call value in the last decade. This is largely based on the work that was completed during the last year to add a new middle tier, repurposing available system resources and ultimately moving to Oracle Cloud Infrastructure (OCI).

This performance increase comes also after implementing a new tool during FY23, PRISM Insight. In six months, this tool has created over 2,400 additional PRISM Workspaces for collaboration on contract action with work previously done outside of the system during previous year ends.

There were no latency issues reported in PRISM and only two tickets opened for OBI slowness during a very heavy report day. On average, OBI Reports were running one minute faster than in year-end FY22.

These changes all played a part in a very successful and efficient year-end.

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FINANCIAL MANAGEMENT

## FY2024 BOC Listing

The FY2024 BOC listing has been reviewed and published on the customer web pages. We have included a summary of changes to provide explanations of the changes made from the FY2023 BOC listing. An item of note, there are significant updates to Lease related BOCs. If you have any questions please email the Budget group at [BudgetARC@fiscal.treasury.gov](mailto:BudgetARC@fiscal.treasury.gov) or [HUDBudgetARC@fiscal.treasury.gov](mailto:HUDBudgetARC@fiscal.treasury.gov).

FINANCIAL MANAGEMENT

## The Sunsetting of MAX.GOV Community on December 31, 2023

ARC Financial Management shares reports and other documents with our customers on OMB MAX Community. MAX Community will be sunsetting on December 31, 2023 (other OMB MAX content will remain at OMB). OMB is recommending USDAs Connect.gov as the replacement for MAX Community. ARC has performed an alternative analysis and has chosen USDA's Connect.gov as the replacement for MAX Community. A few other agencies have already migrated, which will make the process much faster and more seamless for subsequent agencies. ARC is tentatively set to migrate November 11-12, 2023, along with other agencies. From November 11-12, MAX community content will be read only and can be viewed [here](#). [MAX.gov](#) existing links will continue to work after the transition and will be redirected to the new USDA [site](#). After November 13, 2023, all content will be available on [Connect.gov](#). USDA is using the same user authentication as OMB so existing MAX users should be able to access Connect.gov. If you are a MAX user, please test the following link to ensure you have [Connect.gov](#) access. If you have any problems connecting to Connect.gov, please reach out to the USDA team at [maxtransition@usda.gov](mailto:maxtransition@usda.gov). ARC will perform all the migration work and there should be minimal work for agencies. If you have any questions or would like to participate in UAT, please contact [sandra.bumgarner@fiscal.treasury.gov](mailto:sandra.bumgarner@fiscal.treasury.gov) and we will include your agency in the testing. We will communicate additional information in the coming months through the ARC Newsletter, Financial Systems Advisory Council (FSAC) meeting, and the Customer Access Pages.

FINANCIAL MANAGEMENT

## Government Purchase & Fleet Card

### NOTABLE DATES

10/04/2023	October Statement becomes new
10/19/2023	October Statement Auto Close

### IMPORTANT INFORMATION

#### WHAT IS AUTO-CLOSE?

Auto-close occurs when the Approving Official fails to submit all transactions on a Cardholder's statement by the auto-close date. Once the statement becomes new, there are 10 business days until auto-close. During those 10 business days, Cardholders should reconcile and submit all transactions and AO's should review and approve all transactions. Otherwise, the system will automatically close the

statement and forward the transactions to the accounting system for payment. The GLs assigned to the transactions at the time of the auto-close process will be the GLs recorded in the Oracle Federal Financial system. ARC notifies AO's of auto-closed transactions monthly, and it is the AO's responsibility to provide approval via email response.

#### WHY IS AUTO-CLOSE A RISK?

Auto-closed transactions lack proper review and certification by an AO. Auto-closed transactions expose agencies to risk in the form of fraudulent transactions or misuse of government purchase & fleet card.

## FISCAL YEAR 2023 AUTO CLOSE TOTALS

MONTH	TOTAL AUTO CLOSE
October 2022	120
November 2022	87
December 2022	88
January 2023	106
February 2023	97
March 2023	107
April 2023	98
May 2023	77
June 2023	99
July 2023	60
August 2023	84
September 2023	81
<b>GRAND TOTAL</b>	<b>1104</b>

**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.

**Auto Close Schedule:** The monthly Auto Close date can be found on the 2023 Purchase & Fleet Card Schedule located on the Customer Access Page under Financial Information > Guidance & Reference >Purchase & Fleet Cards.

## NEW OBI REPORT FOR CORRECTION REQUESTS

Please be on the lookout for the new OBI report for correction requests to be added to the Customer Dashboard. The new report is called “SAR AP Invoice / Expense Correction Details” and is referenced in the instructions tab of the AP Invoice / Expense Correction Form. In the meantime, if you need to find the report, the search bar at the top of the OBI screen can be utilized by searching keywords such as SAR AP Invoice.

## CITI UPDATES

Mid-September Citi implemented some new enhancements to improve user experience based on feedback they received.

- Simplified navigation so you can quickly and easily find the information you’re looking for.
- The side navigation icon panel is now a top horizontal navigation with clear menu names and drop-downs.
- Last login details will no longer block the navigation, dashboard, and drop-down menus.

## TIPS & REMINDERS

### CUSTOM G/L CODES

Did you know that you can modify your Custom GLs in Citi? If you require help on this, there is a video guide available on the Customer Access Page (<https://arc.fiscal.treasury.gov/login/>) called General Ledger Code Maintenance Video Guide that will walk you through step by step how to manage your Custom GLs.

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 OneARCNotifications Team at [onearcnotifications@fiscal.treasury.gov](mailto:onearcnotifications@fiscal.treasury.gov) or (304) 480-8000, option 8.

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### Human Resources

## 2023 Federal Benefits Open Season

The 2023 Federal Benefits Open Season is November 13th through December 11th, 2023. The annual Open Season allows eligible federal employees to elect or make changes to Federal Employees Health Benefits (FEHB) coverage, Federal Employees Dental and Vision Insurance Program (FEDVIP) coverage, and Flexible Spending Account (FSA) contributions. The 2024 brochures, plan comparison tools, and other Open Season resource materials will be available on the Office of Personnel Management's website ([www.opm.gov/insure](http://www.opm.gov/insure)). Notices will be prepared for all customers to send to their employees as we get closer to Open Season.

Employees are required to use their agency's self-service system to make Open Season FEHB elections/changes. NARA employees should use Employee Express, and employees of all other ARC clients should use the Employee Personal Page (EPP).

For Open Season questions, NARA employees should contact the BCSB Service Center at [NARAHR@fiscal.treasury.gov](mailto:NARAHR@fiscal.treasury.gov) or 304-480-8998. All other employees should contact the Benefits Service Center at [Benefits@fiscal.treasury.gov](mailto:Benefits@fiscal.treasury.gov) or 1-866-868-4357 (toll free).

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