



Monthly Bulletin

November 2023

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ConcurGov Travel System User Training

Thursday, November 16, 2023

1:00p – 4:00p EST

[Register Here](#)

GENERAL

Automation Efficiencies

As a shared service provider, ARC is committed to continuous improvement that enhances the value of our services to our customers. Robotics Process Automation (RPA) is one area that we have actively leveraged in recent years to support this goal. Since 2019, ARC has built and maintained over 110 automations that have saved more than 146,000 cumulative hours across a wide range of services within ARC and the Bureau of the Fiscal Service. Functions that have been automated include reconciliations, screen scraping, data entry, system monitoring, and various administrative tasks.

In addition to creating operational efficiency, the team has also improved customer experience, data quality, and employee morale. Highlights include RPAs that assist with fraud detection, assist procurement with automated document closeouts, automated human resource recruitment actions, and automating various help desk functions. 100% of the automations currently developed by the team are unattended, removing the need for any human intervention in the performance of these processes.

ARC's innovative work has been recognized across government as the team has been recipients of the AGA Innovation Challenge and Gears of Government awards, in addition to being recognized leaders in the Federal RPA Community of Practice. The team recently collaborated with the Presidential Management Fellows Program to focus on further scaling future RPA adoption.

To learn more about the RPA Team, please reach out to the Digital Automation Branch @ DigitalWorkforceSupport@fiscal.treasury.gov

GENERAL

ARC Customer Portal Update

Federal Non-Buy/Sell Manual Obligation and Invoice transactions and Expense Accruals went live in the Portal on November 7, 2023. Users will now be able to submit the following addition request types:

- Obligation Intra-Governmental Requests within the Purchasing module (replaces Federal Obligations-Form)
- Invoice Intra-Governmental Requests within the Accounts Payable module
- Individual Expense Accrual Reversal Request within the Purchasing module
- Expense Accrual Request within the Purchasing module

Click [here](#) for resources to assist you in the use of The Portal.

This go-live marks the conclusion of new feature development within the Purchasing and Accounts Payable modules of the oneARC Portal.

The next area of functionality to be incorporated into the oneARC Portal is Payroll Accounting. Planning and requirements gathering began on October 1 and currently ongoing. Minimally, the following three (3) key functions will be developed and delivered:

- Payroll Accounting Corrections
- Payroll Accounting Defaults
- Payroll Accounting Rejections

Please contact David.Drennen@fiscal.treasury.gov or Jacob.Oberlin@fiscal.treasury.gov if you have questions, or if you would like to get involved.

FINANCIAL MANAGEMENT

The Sunsetting of MAX.GOV Community Update

The date for the UAT kick-off meeting will be on November 13, 2023. During the migration November 27 through December 3, MAX community content (excluding OMB content) will be read-only. The date for the migration of MAX Community to Connect will be on **December 4, 2023**. Users will continue to use your MAX ID to access your content, and permissions for MAX pages and groups will remain unchanged.

ARC Financial Management shares reports and other documents with customers on OMB MAX Community, but the MAX Community will be sunsetting on December 31, 2023 (other OMB MAX content will remain at OMB). OMB recommended USDA's Connect.gov as the replacement for MAX Community and ARC concurred after performing an independent alternative analysis. Other agencies have already completed this migration, which should allow us to make this change faster and more seamless for users.

After December 4, 2023, all content will be available on [Connect.gov](https://connect.gov). Existing [MAX.gov](https://max.gov) links will continue to work after the transition and will be redirected to the new USDA [site](https://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](https://connect.gov) access. If you have any problems connecting to Connect.gov, please reach out to the USDA team at 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 and we will include your agency in the testing. We will communicate additional information in the next ARC Bulletin and through email communications.

Government Purchase & Fleet Card

Notable Dates

11/04/2023	November Statement becomes new
11/21/2023	November Statement Auto Close

IMPORTANT INFORMATION

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.

When a request is created in the portal, users will get notified by email. We have noticed that when users have questions, they have been forwarding these emails to the purchase card accountant's personal email. We recommend utilizing the chatter feature within the oneARC Portal so that if an accountant is out of office, the rest of the purchase card team can see the question and respond accordingly.

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 statement cycle close.

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 statement cycle close.

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.

TIPS & REMINDERS

MANAGING YOUR CITI ALERT NOTIFICATIONS

Once you are logged into Citi, there is a bell symbol on the toolbar located to the left of the webpage. The Alerts Subscription option will allow you to manage the different types of alerts available.

After some major Citi updates towards the end of the 2022 calendar year, many users reported that they were not receiving alerts as expected. Citi reported that alert issues had been cleared up, however we are still hearing reports from users that they have not received alerts. We advise that users check their alerts settings in Citi to make sure they are properly set up and that user's login monthly before autoclose to check for transactions that require reallocation and approval.

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 or (304) 480-8000, option 8.

AUTO CLOSE

<p>75 # of Cardholder Statements that Auto Closed in November (Combined total for all agencies)</p>
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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 under Financial Information > Guidance & Reference >Purchase & Fleet Cards.

Financial Management

OBI Reporting Tool Assessment

With support for the Oracle Business Intelligence (OBI) reporting tool slated to sunset in August 2027, ARC continues to assess the system and resource requirements to upgrade the OBI reporting tool to the latest supported Oracle version: Oracle Analytics Cloud (OAC) and Oracle Analytics Server (OAS). Activities completed in FY23 to support this effort included:

- Q2 FY23: Assessment of reporting tool system and resourcing requirements
- Q3 FY23: Market Research of latest supported Oracle versions
- Q4 FY23: Cost Analysis of latest supported Oracle versions
- Q4 FY23: High-level Strategic Plan

Looking forward, ARC's high-level plan for the next four years includes:

- FY24 – Finalize recommendation and obtain governance approval to kick-off the OBI Reporting Tool Upgrade Project
- FY25 – Initiate Project Planning
- FY26 – Migration Phase
- FY27 – Implementation Phase

Upcoming OBI Training:

We're excited to announce the upcoming quarterly training opportunities for OBI. If you would like to register for any of the classes, please send an email to oraclesupportteam@fiscal.treasury.gov and include your name, agency and class date/time you would like to attend.

Viewer Sessions

November 28 9:00a - 11:30a
November 29 1:00p - 3:30p

Plus Sessions

November 28 1:00p - 4:30p
November 29 9:00a - 12:30p

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