Monthly Bulletin

February 2024

Do you have feedback about the Bulletin? Let us know *here*!

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ConcurGov Travel System User Training

Thursday, February 22, 2024
1:00p – 4:00p EST

Register Here

General
2024 ARC Customer Day

2024 ARC Customer Day Save the date for the most important event of the year – ARC Customer Day on May 15, 2024, from 8 am to 5 pm at ARC's headquarters in Parkersburg, West Virginia. This year's event will be in hybrid format similar to last year's event, where attendees will be able to participate in-person and virtual. Please be on the lookout for agenda and registration details which will be coming soon. We look forward to your participation.

General
oneARC Portal Update

We are drawing close to the time for user acceptance testing of the Payroll Accounting module within the oneARC Portal.

A few key dates you should be aware of, especially if you are interested in testing...

Preparation for UAT (UAT Training)
February 12 – February 16

Testing (Kickoff and User Acceptance Testing Window)
February 20 – February 23

Invites have been sent for out for UAT Training and for the UAT Kickoff, so if you don't have an invite, work within the payroll process, and would like to join – please reach out to oneARCNotifications@fiscal.treasury.gov so that you can be added.

As always, 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.

Financial Management
Government Purchase & Fleet Card Update

NOTABLE DATES

02/04/2024	February Statement Becomes New
02/16/2024	February Statement Auto Close

IMPORTANT INFORMATION

OBI REPORT FOR OBLIGATIONS

In the OBI reporting tool, there is a report called "SAR AP CITIDIRECT OPEN OBLIGATIONS LIST - SP3". This report will show all obligations that are still open and have a usable balance on them. The report also shows other useful information such as the item description which details what the obligation was created for as well as the Cardholder/Approving Official that the obligation was created for.

As a reminder, all obligations should be entered as Obligation/Line/Shipment/Distribution on rejection forms to process properly. Note: The above information is only relevant to the few customers that utilize the obligation method of reallocation.

ONEARC PORTAL FINAL CUSTOMER REVIEW

Some customers have opted for the "Final Customer Review" phase in the oneARC Portal. What this means, is after a request has been processed by the ARC Team, it will enter the Final Customer Review phase giving the customer 10 days to review the case and ensure that ARC processed the case correctly. After those 10 days, the case will automatically close. If the case has been reviewed and determined to be correct, then the main contact on the case can choose "Validated" from the Available Options drop down. If the something was incorrect, the main contact can choose "Customer Error" or "ARC Error" depending on the situation.

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 auto close to check for transactions that require reallocation and approval.

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** or (304) 480-8000, option 8.

AUTO CLOSE

58

# of Cardholder Statements that Auto Closed
in January
(Combined total for all agencies)

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 <u>and</u> 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 2024 Purchase & Fleet Card Schedule located on the Customer Access Page under Financial Information > Guidance & Reference >Purchase & Fleet Cards.

Financial Management
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		Plus Sessions	
March 12	9:00a - 11:30a	March 12	1:00p - 4:30p
March 13	1:00p - 3:30p	March 13	9:00a - 12:30p
June 5	9:00a - 11:30a	June 5	1:00p - 4:30p
June 6	1:00p - 3:30p	June 6	9:00a - 12:30p