



Monthly Bulletin

May 2024

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ConcurGov Travel System User Training

Thursday, May 23, 2024
1:00p – 4:00p EST

[Register Here](#)

General

2024 ARC Customer Day Agenda

The Power of Shared Services

Wednesday, May 15, 2024 | 9:00 AM – 5:00 PM ET (*In-Person Onsite Registration Opens at 7:30 AM ET*)

Please plan to join us on **May 15** for an all-day hybrid (in-person and virtual) event, uniting agencies across government in information-sharing and collaboration.

Agenda

7:30 AM – 8:45 AM ET | **In-Person Onsite Registration**

9:00 AM – 10:00 AM ET | **Welcome and Leadership Panel**

10:10 AM – 11:10 AM ET | **Enhancing User Experience** – *The Importance of System Modernization*

11:30 AM – 12:30 PM ET | **Networking Lunch**

12:40 PM – 1:40 PM ET | **Maintaining a Solid Foundation** – *The Value Add of Core*

Systems

1:50 PM – 2:50 PM ET | **Beyond the Surface** – *The Profound Value of Shared Services*

2:50 PM – 3:00 PM EST | **Closing Remarks**

3:00 PM – 5:00 PM ET | **Networking and Service Line Tabletop Discussions** (*Solutions Hall*)

We look forward to spending the day with you and hope that you will join us in person in our Parkersburg, WV, location.

Please [register](#) today and submit your questions in advance. **In-person registration closes on May 10.**

General

oneARC Portal Update

New Functionality on the Horizon

ARC has begun early planning to next incorporate a select group of **Accounts Receivable** processes into the oneARC Portal. In scope transaction types include Miscellaneous Receipts, Miscellaneous Receipt Approval, and Manual Checks.

To keep you informed, ARC is planning an Accounts Receivable Customer Engagement session in the month of May. During this time, we plan to share the vision of what the oneARC Portal will become and intake your feedback. Invites will be sent to Accounts Receivable users, so please plan on joining us for this session. Also, you may express your interest to be included in this session at onearcnotifications@fiscal.treasury.gov.

ARC Service Desk

ARC will be migrating its service desk for FM and Travel systems and services. While this will be the slightest of changes for you, our Customers, we're excited about the future possibilities of moving the FM and Travel systems and services helpdesk from ESM to oneARC.

The change you can expect with this move is a new look and feel of the helpdesk email you receive. In addition, for our Customers that needed to "whitelist" emails from ESM-noreply@fiscal.treasury.gov, in the future you will need to enable emails from noreply@salesforce.com.

This move in Helpdesk is foundational work to the potential of enabling progressive future functionality, including self-service; knowledge management; transparent ticket tracking, dashboards, and reports; chatter messaging; and chatbots.

Our current expected go-live date is August 1, 2024. Please stay tuned for more information.

oneARC Portal and ARC Customer Day

Thank you to all who contributed their voice to our recent oneARC Portal questionnaire. We've got some exciting things to reveal at the ARC Customer Day and we hope you can join us!!

As always, thank you for your continued support and contribution as we work to improve your experience and modernize our processes. Please reach out to onearcnotifications@fiscal.treasury.gov with any questions or concerns.

Financial Management

Disaster Recovery Exercises: Oracle, OBI, and PRISM Applications

ARC will be performing Disaster Recovery exercises with our hosting provider to test the failover from the primary production site to the disaster recovery site. The Oracle Federal Financials, OBI, and PRISM production environments will be unavailable from 6:00pm ET on Friday, June 7, 2024, until 6:00am ET on Monday, June 10, 2024. Customer agencies are encouraged to participate in User Acceptance Testing (UAT) to test connectivity to the affected applications on Sunday, June 9, 2024. Additional communications will be sent to users and testing contacts with more information as the date approaches.

Financial Management

Government Purchase & Fleet Card

Monthly Accounting Update

NOTABLE DATES

05/04/2024	May Statement Becomes New
05/07/2024	Drop In Refresher Training
05/09/2024	Drop In Refresher Training
05/15/2024	ARC Customer Day
05/17/2024	May Statement Auto Close

IMPORTANT INFORMATION

ARC CUSTOMER DAY MAY 15, 2024

The ARC Customer Day is approaching quickly! If any point of contacts are on site and would like to meet with the Purchase Card team, please email AcctgCardProgram@fiscal.treasury.gov.

DROP IN REFRESHER TRAINING

The Accounting Purchase Card Team will be providing a FREE refresher training in May 2024. Refresher training is optional for Purchase Card Cardholders and their Approving Officials.

The drop-in sessions will cover accounting related topics, such as:

- Cardholder and Approving Official Responsibilities

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- Customer Access Page (CAP) review
 - Training resources
 - CitiManager Navigation
 - How to assign/reallocate accounting to transactions in Citi, after the purchase
 - Custom GL Creation
 - GL Maintenance
 - Approving Transactions in Citi
 - oneARC Portal:
 - Rejected Invoices
 - Invoice Corrections

The official dates and times are:

- May 07, 2024 – 1:00pm -3:00pm EST
- May 09, 2024 – 1:00pm -3:00pm EST

*Please note that both training classes will cover the same topics.

Those that want to attend the training can send an email to AcctgCardProgram@fiscal.treasury.gov specifying their preferred date. We ask that these requests are submitted to us before May 06, 2024.

TRAINING MATERIAL SURVEY

To ensure that we are offering our cardholder and approving officials training materials that will benefit them the most, we would like to ask readers what format of training materials are most preferable.

- Video Guide Library
- Excel Instruction Booklet
- PDF Instructions

If you would like to submit feedback to us, please send an email to AcctgCardProgram@fiscal.treasury.gov. We will be collecting this feedback to determine what changes should be made to our training materials we provide.

NEWSLETTER CUSTOMER FEEDBACK

If you have a topic that you would like to see discussed in our monthly newsletter, please send an email to AcctgCardProgram@fiscal.treasury.gov.

TIPS & REMINDERS

PURCHASE CARD FORMS

Correction Forms and Miscellaneous Obligation Request Forms (MORFs) can be found on the customer access page (<https://arc.fiscal.treasury.gov/login/>). Once on the webpage, click your agencies name. Next, hover over Financial Management on the top toolbar and select Forms. You can select Purchase and Fleet Cards from the listing on the left of the webpage to get to the purchase card forms quickly.

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 style="text-align: center;">55 # of Cardholder Statements that Auto Closed in April 2024 (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 2024 Purchase & Fleet Card Schedule located on the [Customer Access Page under Financial Information > Guidance & Reference > Purchase & Fleet Cards](#).

Financial Management

Financial Management System & Infrastructure Upgrades

In early 2024, ARC collaborated with Oracle Hosting on the Data Modernization Assessment, aimed at optimizing the backend data model of Oracle Business Intelligence (OBI). This initiative seeks to improve reporting capabilities, enhance system performance, and prepare for future growth. The team is actively working to maximize performance on high demand reports. Anticipated recommendations are targeted for the end of Fiscal Year 2024, pending approval through the ARC Governance process. Implementation is slated to align with an upcoming OBI Upgrade, details of which will be communicated shortly.

Procurement

CPARS Reminder

Currently, ARC Procurement Services is experiencing a high number of OVERDUE CPARS performance evaluations. As a reminder, per the COR designation, Appointment and Authority Letter (SF 1001), under General Duties (#13), a COR is responsible for providing contractor performance evaluation ratings for purposes of meeting the CPARS requirements (FAR subpart 42.15 and DTAP subpart 1042.15). The CPARS must be completed within 120 days, however 60 of those days are allotted for the contractor review. With the increasing number of OVERDUE evaluations, it is important to make sure you are completing the CPARS as soon as possible after the period of performance evaluation period. Thank you in advance for your assistance. If you have any questions, please contact the ARC Contracting Officer assigned to your procurement activity.

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