



# Monthly Bulletin

July 2024

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## In this issue

### General

ARC Customer Advisory Board - Pricing Process Workshop  
ARC's Continuity to Operations (COOP)  
ARC Town Hall – Customer Spotlight  
oneARC Portal Update

### Financial Management

Government Purchase & Fleet Card  
Financial Management System & Infrastructure Update  
OBI Training

### Procurement

Division of Procurement Services Leadership Update

## Upcoming events

### ConcurGov Travel System User Training

Thursday, July 18, 2024  
1:00p – 4:00p EST

[Register Here](#)

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## General

### ARC Customer Advisory Board – Pricing Process Workshop

Earlier this year ARC formed a Customer Advisory Board (CAB) comprised of a small representative sample of customer agencies of varying sizes. The CAB was established as a means for ARC to get a broad spectrum of customer insights that will help influence its strategic priorities. On July 11<sup>th</sup>, ARC will hold a collaborative pricing and budget workshop, where members of the CAB will be engaged in a collaborative problem-solving and process enhancement discussion. The outcomes of the workshop will be communicated in subsequent bulletins.

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## General

### ARC's Continuity of Operations (COOP)

Fortunately, the operations supported by ARC run smoothly day after day, week after week, and so on. But what if something significant happens unexpectedly that is outside of ARC's controls? Will your data continue to be processed? Will your bills get paid? Will your travel reimbursement process? The answer is yes, thanks to ARC's dedication to continuity of operations (COOP).

ARC's COOP coordinators are responsible for maintaining ARC's Business Continuity Plan and ensuring adequate resources are available/trained to implement the plan. This collective team takes actions to improve the resiliency and reliability of the systems used by ARC and its customers and ensures that vital missions are executed successfully during unplanned disasters or operational failures. Regular testing confirms that our recovery goals are achievable, meet regulatory requirements, and improve employee preparedness.

Other than the obvious importance of business continuity, why is ARC performing this function an advantage to you? Simply put, this is one more way ARC takes the burden off you; allowing you to focus on your mission. For example, ARC has employees that genuinely enjoy understanding system security standards so that information and operations are protected. Yes, those individuals exist and ARC employees them!

ARC's most recent continuity activity was the annual disaster recovery exercise with our hosting provider for the Oracle, Prism, and OBI applications. The exercise, involving nearly 30 ARC personnel, took place over the weekend of June 7-9. While only a two-day test, planning was conducted several *months* in advance. Preparation involved reviewing procedures, identifying resources, updating test plans, and notifying agencies about the upcoming event. During the exercise, ARC simulated our response to a data center outage caused by a natural disaster. The event was a success with all testing completed successfully and without any reported issues.

As you can see, ARC takes COOP seriously so our customers can focus on mission-centric activities. Since ARC is in the financial management business, one might say that business continuity is an **asset** that ARC customers can depend on.

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## General

### ARC Town Hall – Customer Spotlight

At ARC, we take pride in the work we do to support our customers. To celebrate and understand their missions better, we have been spotlighting customers at recent ARC town halls. This gives employees a chance to get to know our customers better and understand the vital role we play as a shared services provider.

We are seeking customers who would like the opportunity to showcase their missions and work. If you are interested in speaking at one of our upcoming town halls, please email [ARCstrategy@fiscal.treasury.gov](mailto:ARCstrategy@fiscal.treasury.gov). We look forward to hearing from you and learning more about the impactful work you do!

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## General oneARC Portal Update

### New Process Update

**Accounts Receivable** processes (Miscellaneous Receipt (CIR) and Manual Checks) are under development within the oneARC Portal.

We are still on track for the dates we advertised to you back in June. Please prepare to test, train, and go-live.

August 1 – 7, 2024 – UAT Kickoff/Training

August 8 – 14, 2024 – UAT Testing Window

August 20 – August 29, 2024 – Receive Validated User Documents from Customers

September 3 – 13, 2024 – All User Training

September 16, 2024 – Go-Live

September 17 – 20, 2024 – Post Go-Live Office Hours

### ARC Service Desk

We are on track to migrate ARC's service desk for FM and Travel systems and services on August 1, 2024. There is very little change for customers here, but we have reached out to each agencies technical points of contact to provide guidance on "whitelisting" the new service desk email.

As a reminder, this move is a new look and feel of the helpdesk emails you receive. Customers that needed to "whitelist" emails from [ESM-noreply@fiscal.treasury.gov](mailto:ESM-noreply@fiscal.treasury.gov), in the future you will need to enable emails from [noreply@salesforce.com](mailto:noreply@salesforce.com).

As always, we look forward to delivering new functionality to you with the Accounts Receivable module and supporting you thereafter as you learn and use this new functionality. 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](mailto:onearcnotifications@fiscal.treasury.gov) with any questions or concerns.

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## Financial Management Government Purchase & Fleet Card

### Monthly Accounting Update - July 2024

#### NOTABLE DATES

07/01/2024	FY24 3 <sup>rd</sup> Quarter Accruals will begin being posted
07/04/2024	July Statement Becomes New
07/15/2024	FY24 3 <sup>rd</sup> Quarter Rebate Reports are received from Citi
07/18/2024	July Statement Auto Close
08/13/2024	Purchase Card Drop In Refresher Training
08/15/2024	Purchase Card Drop In Refresher Training

## **IMPORTANT INFORMATION**

### **PURCHASE CARD DROP IN REFRESHER TRAINING**

The Accounting Purchase Card Team will be providing a FREE refresher training in August 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
- 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:

- August 13, 2024 – 1:00pm -3:00pm EST
- August 15, 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](mailto:AcctgCardProgram@fiscal.treasury.gov) specifying their preferred date. We ask that these requests are submitted to us before COB August 12, 2024.

### **ONEARC PORTAL TERMINOLOGY**

Rejections and Corrections have been live in the oneARC Portal since July 10<sup>th</sup>, 2023. The following are some terms that we have been asked to explain.

#### **Agency Request Approver**

The Agency Request Approver (ARA) is the user that approves requests submitted from a different user within the oneARC Portal. Typically, the ARA is the Approving Official. This is only applicable for the request type of Invoice Corrections for SmartPay users. An ARA is not required but is a functionality that agencies can choose to utilize within the Portal.

### Approving Official

Approving Officials (AO) are users within the banking system that are setup to be able to review and approve Cardholder Transactions in the SmartPay Banking System. Corrections with authorizations for Invoice Correction SmartPay (Purchase/Fleet), typically this person is the Approving Official.

### Approved vs Not Approved - Return to ARC Initiator

If the customer has updated the attachment included with the request and intends to send back to ARC with approval to process, then the option to select should be “Approved”. If the customer instead selects “Not Approved - Return to ARC Initiator”, it does not mean that the request was approved, rather it indicates the request has been returned to the ARC for action.

### ARC Initiated vs. Customer Initiated Request Types

ARC initiated request types are:

- Invoice Dispute SmartPay (Purchase/Fleet) Request
- Invoice Failed Funds SmartPay (Purchase/Fleet) Request
- Invoice Rejection SmartPay (Purchase/Fleet) Request

Customer initiated request types are:

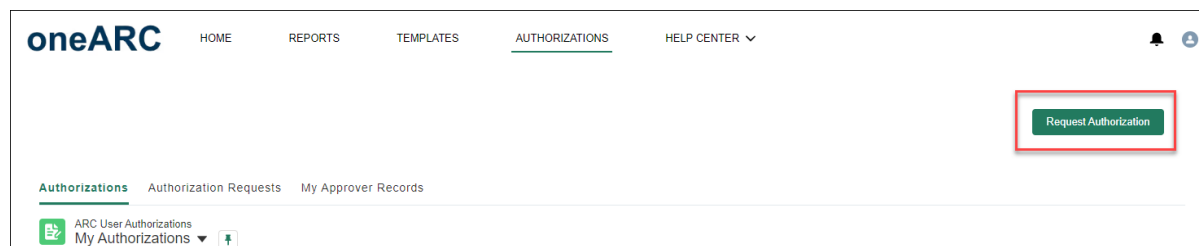
- Invoice Correction SmartPay (Purchase/Fleet) Request
- Obligation SmartPay (Purchase/Fleet) Request

## **OBTAINING AUTHORIZATIONS IN THE ONEARC PORTAL**

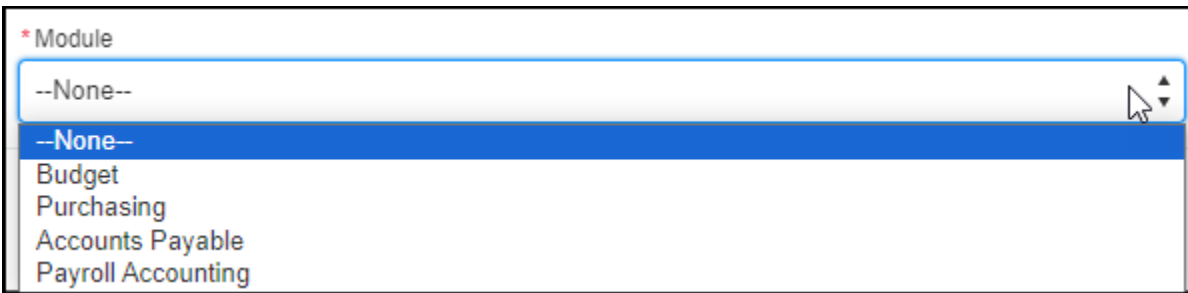
In order to submit certain requests in the oneARC Portal or be included as a contact on ARC Initiated Requests, users are required to have “authorizations” in the oneARC portal. To obtain an authorization, once logged into the oneARC Portal there is an authorizations tab on the top tool bar.



To create a new Authorization request, click the green Request Authorization option.



Then, select the applicable module.



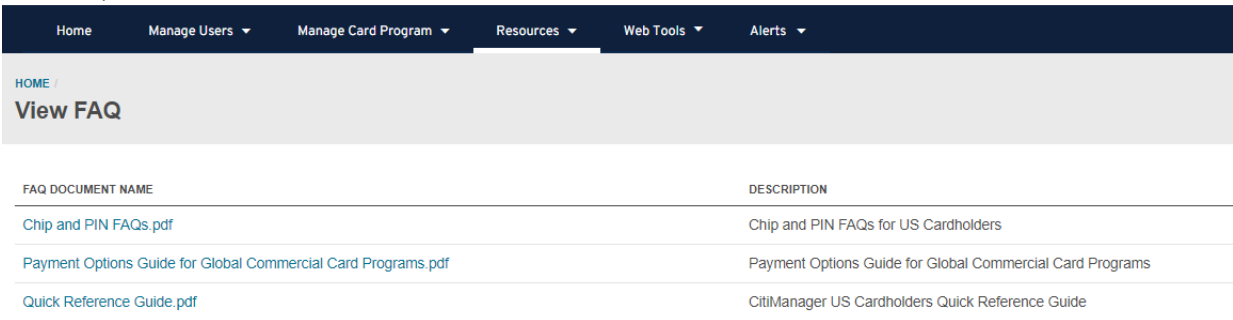
If you have received an email stating that you need access to a particular authorization, please refer to that email for specifics.

If you have questions regarding purchase card related authorizations, please reach out to [AcctgCardProgram@fiscal.treasury.gov](mailto:AcctgCardProgram@fiscal.treasury.gov). All other questions can be directed to the OneARCNotifications team either by email at [OneARCNotifications@fiscal.treasury.gov](mailto:OneARCNotifications@fiscal.treasury.gov) or by calling their help desk at (304) 480-8000, option 8.

### RESOURCES LOCATED IN CITIMANAGER

Did you know that CitiManager has an FAQ page and a library of resources?

When logged into CitiManager, under the Resources tab on the top toolbar, there is a page for FAQs.



Under the same Resources tab, there is also a Links/Help section full of resources.

LINK NAME	DESCRIPTION
<a href="#">Citi Defect Management Plan</a>	Citi Defect Management Plan
<a href="#">CitiManager Cardholder End to End User Guide 508 Version</a>	CitiManager Cardholder End to End User Guide 508 Version
<a href="#">CitiManager Non-Cardholder User Guide</a>	CitiManager Non-Cardholder User Guide
<a href="#">CitiManager User Guides</a>	CitiManager User Guides
<a href="#">CitiManager for Cardholders Video</a>	CitiManager for Cardholders Video
<a href="#">Federal Government Program Administrators' Guides and Forms (citibank.com)</a>	Federal Government Program Administrators' Guides and Forms (citibank.com)
<a href="#">GSA SmartPay Program Forms and Resources</a>	GSA SmartPay Program Forms and Resources
<a href="#">Status Codes and Reason Codes Mapping Table</a>	Status Codes and Reason Codes Mapping Table
<a href="#">Top 10 Self-Service Features</a>	Top 10 Self-Service Features NCH GSA
<a href="#">What's New</a>	What's New

### ARC BULLETIN PAGE

The Administrative Resource Center (ARC) publishes a monthly bulletin that includes our newsletter information as well as information from other areas of ARC.

To join the distribution list for the bulletin, you can visit the website below and click the "Subscribe" option at the top of the webpage. This webpage also shows the archive of past bulletins.

<https://arc.fiscal.treasury.gov/about-arc/news-and-events/archived-bulletins/>

### 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](mailto:onearcnotifications@fiscal.treasury.gov) or (304) 480-8000, option 8.

## AUTO CLOSE

<b>69</b> # of Cardholder Statements that Auto Closed in June 2024 (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 2024 Purchase & Fleet Card Schedule located on the [Customer Access Page under Financial Information > Guidance & Reference >Purchase & Fleet Cards](#).

## 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](mailto:AcctgCardProgram@fiscal.treasury.gov).

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## Financial Management

### Financial Management System & Infrastructure Update

The ARC FM Technology Divisions are dedicated to enhancing the Oracle Federal Financials, Oracle Business Intelligence, PRISM, and OneStream systems for customers by continuously providing ongoing maintenance and support. There are 4 quarterly test windows each year to assess patches, enhancements, and bug fixes. Some efforts are essential for system continuity, like security updates, while others are recommended, such as addressing identified issues or improving software and infrastructure. Since the start of 2024, Technology has deployed more than 220 ticketed solutions to systems, with more in progress. These deployments are often initiated on feedback from customers! Technology remains committed to maintaining topnotch system functionality and availability to support future growth and encourages feedback from all system users. ARC's goal is to optimize user productivity and satisfaction within our systems. ARC encourages participation in upcoming User Acceptance Testing windows.

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## Financial Management

### 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](mailto:oraclesupportteam@fiscal.treasury.gov) and include your name, agency and class date/time you would like to attend.

#### Viewer Sessions

August 28	9:00a - 11:30a
August 29	1:00p - 3:30p
November 19	9:00a - 11:30a
November 20	1:00p - 3:30p

#### Plus Sessions

August 28	1:00p - 4:30p
August 29	9:00a - 12:30p
November 19	1:00p - 4:30p
November 20	9:00a - 12:30p

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## Procurement

### Division of Procurement Services Leadership Update

One of the strategic initiatives overseen by the Bureau of the Fiscal Service under ARC's oversight is the ARC Customer Portal (ACP). The ACP aims to serve as a self-service hub where customers can independently access services or initiate activities with ARC and is vital in supporting ARC's Strategy. Dave Muller, Director of ARC's Division of Procurement Services (DPS), has been serving as the Executive Sponsor of the ACP initiative. He will now permanently assume the role of Executive Sponsor, while also contributing to special projects in ARC's Service Delivery.

Wesley Pickens will continue to serve as the interim Director of DPS. Wes has 19 years of Procurement experience, has been an instrumental part of the DPS management team for the last five years, and has led several major initiatives for DPS, to include the onboarding new ARC Procurement customer agencies, as well as the implementation of the PRISM Insight Platform.

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