



# Monthly Bulletin

August 2024

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## Upcoming events

### ConcurGov Travel System User Training

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

[Register Here](#)

## General

### oneARC Portal Update

#### New Process Update

**Accounts Receivable** processes (Miscellaneous Receipt (CIR) and Manual Checks) are under continued development within the oneARC Portal. However, after issuance of last month's bulletin, the oneARC Portal ran into some delays. We are approximately 2 weeks delayed from the schedule circulated last month. Below are the updated key milestones.

We are preparing for User Acceptance Training (UAT) of Accounts receivable functionality. A call for testers went out on July 10, 2024 at about 12:30 PM Eastern. In case you missed that email, please notify [onearcnotifications@fiscal.treasury.gov](mailto:onearcnotifications@fiscal.treasury.gov) if you are interested in testing.

#### Revised Key Milestones

August 15 – 21, 2024 – AR UAT Kickoff/Training

August 22 – 28, 2024 – UAT Testing Window

September 4 – September 13, 2024 – Receive Validated User Documents from Customers

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September 17 – 27, 2024 – All User Training  
September 30, 2024 – Go-Live  
October 1 – 4, 2024 – Post Go-Live Office Hours

### **ARC Service Desk Go-Live**

ARC's service desk for FM and Travel systems and services went live on August 1, 2024. We are excited about the prospect that lies ahead in the Salesforce environment for things like knowledge management, and increased self-service capability.

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 within the ARC Customer Portal and supporting you thereafter. 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 Ascend 2024**

At ARC, we are committed to continuous learning and professional development to ensure we provide the best possible service to our customers. By attending industry-leading conferences and training sessions, our teams stay at the forefront of technology advancements and best practices.

Lynne Cook and Marcella Paxton of FM Technology, eagerly attended Ascend 2024, hosted by the Oracle Applications and Technology Users Group (OATUG). The conference turned out to be a fantastic opportunity for connecting with other Oracle users, discovering new functionalities, and diving into numerous professional development sessions.

During the event, Lynne and Marcella delved into various support models and upgrade schedules. They were excited to learn that upgrades could now be performed at the tech stack level independently of the application, offering greater flexibility in planning and scheduling upgrades. Additionally, they found out that support for versions 12.2.7 and higher would be available for a rolling 10 years.

AI was a dominant theme throughout the conference. Nearly every vendor was focused on integrating and leveraging AI capabilities to enhance automated testing and improve customer experiences. One quote that resonated deeply with attendees was, "Change isn't the enemy, it's the strategy."

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The Women in Technology session was particularly inspiring for Lynne and Marcella. They listened to powerful stories from female leaders in the industry, gaining valuable insights and motivation.

Another highlight was the session on Enterprise Command Center technology, which is available with the current version of Oracle e-Business Suite. Lynne and Marcella saw immense potential in this technology, recognizing it as a valuable tool for their users. They learned about the pre-built dashboards and the flexibility offered in creating and sharing custom dashboards among users, which they believed would significantly benefit our organization.

By the end of the conference, Lynne and Marcella felt invigorated and equipped with new knowledge and strategies to implement within their own teams. Ascend 2024 had not only provided them with insights into the latest advancements but also inspired them to embrace change and innovation in their work.

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## Financial Management

### Financial Management System & Infrastructure Update

In June 2024, the ARC FM Technology Divisions coordinated to conduct the annual Disaster Recovery Exercises (DRE), which involved simulating crisis or disaster scenarios to assess and perfect the preparedness, processes, and response of ARC. These drills were carried out by Technology with collaboration from Oracle Customer Success Services, Information Security, and system networking professionals. During DRE, Technology thoroughly tests all DR instance links, drop zone accesses, notifications, and connections between systems to ensure that in the event of a genuine emergency, ARC and customers are well-prepared to minimize negative impact. The primary objective is to ensure uninterrupted Business Operations for both ARC and customers agencies. Customers are requested and encouraged to participate!

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## Financial Management

### 2024 Accounting Year-End Close Memo

ARC and the Customer Care Team are happy to present the FY 2024 Accounting Year-End Close Memo to Customers to guide you through the year-end process. The Memo can be found on your Customer Access Page (CAP) at [My ARC \(treasury.gov\)](https://myarc.treasury.gov). To access the Memo, select your agency, scroll down to the Guidance & Reference link under "Your Resources," then scroll down to the Reporting section. You should be able to select your agency's Year-End Memo from there. For additional information or question, direct emails to your Customer Care Accountant contact here at ARC.

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## Human Resources

# Federal Employees' Victim of Flexible Spending Account Scam

Office of Personnel Management (OPM) acknowledged to all Shared Service Providers on May 20, 2024, that unauthorized individuals have been accessing federal employees' data outside both IBC and NFC payroll systems. Employees' personal information was used to create unauthorized health care flexible spending account (HCFSA) and dependent care flexible spending account (DCFSA) enrollments that led to unauthorized deductions from employees' pay. OPM has stated the fraud exceeds one million dollars and to date, this issue is not resolved.

Growing frustration over the lack of information from OPM forged an alliance between two Treasury agencies seeking answers. ARC/HROD joined forces with IRS HR Shared Services to gain an understanding of this fraud and get answers for our customers. HROD scheduled a meeting with OPM, NFC representatives, and IRS to discuss a plan of action and share our concerns. During the meeting, it was discovered that NFC was not processing new or changes to FSAFEDS accounts despite agency validation. OPM was unaware of the siloed approach being taken and requested to be included on validation responses. Ongoing data feed verification is taking place each pay period and the number of newly created fraudulent accounts is dwindling. HROD's collaboration with other federal agencies is helping stop the scammers from stealing additional funds from federal employees.

The OPM Office of the Inspector General (OIG) is aware of the fraud the Federal Flexible Spending Accounts (FSAFEDS) has experienced and is working with the Federal Bureau of Investigation (FBI) on this investigation. OPM and FSAFEDS states there is no evidence that their systems have been compromised in any way. Out of an abundance of caution, OPM has directed the functionality of the FSAFEDS enrollment platform be temporarily disabled. Employees are encouraged to review their Earnings and Leave Statements in Employee Personal Page (EPP) each pay period. Access statements by going to [Employee Personal Page](#), click "Personal Info" on the left side of the screen and click "E&L Statements".

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