



# Monthly Bulletin

September 2024

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## Upcoming events

### ConcurGov Travel System User Training

Thursday, September 19, 2024  
1:00p – 4:00p EST

[Register Here](#)

## General

### oneARC Portal Update

**Accounts Receivable** UAT has concluded, and many thanks to all of the testers for your time, energy, and feedback in testing!

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.

#### Reminder: Key Milestones

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

September 17 – 27, 2024 – All User Training

September 30, 2024 – Go-Live

October 1 – 4, 2024 – Post Go-Live Office Hours

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.

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## General

### Sharing Information about ARC's Unique Customer Missions

In a continued effort to create wider awareness on the various customer missions that ARC supports, Jason Hill (ARC executive) spent time with one of ARC's strategic service partners, Oracle, in August. Jason attended and presented at Oracle's global all-hands to an audience of 150 product engineers, business analysts, and support team members who provide the hosting support and infrastructure services of ARC's applications, databases,



integrations, and more. It was the first time many of the audience had heard about the impact that their own work contributed to these various one-of-a-kind missions that ARC's customers carry out. To draw out specific context of this meaning and its real-life impacts, Jason shared stories and pictures from the African Development Foundation, AmeriCorps, Denali Commission, and the Armed Forces Retirement Home. ARC is committed to sharing these stories with all its key supporting stakeholders, ARC team members, and the broader market.

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## General

### ARC Customer Advisory Board (CAB)

The third ARC Customer Advisory Board (CAB) meeting took place on 08/19/24 from 1:00 to 4:00 PM both in-person and virtual at the US Access Board location on, 1331 F Street, NW, Suite 800, Washington DC. Topics discussed include: reviewing ARC's FY25 strategic priorities, pricing alternative approaches based on prior feedback, the future vision for the oneARC Portal, and better understanding customer data needs.

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## Financial Management

### AP Invoice Expense Correction Overview

As year-end approaches, the functional areas usually see an increase in correction requests. We've put together some best practices for submitting a completed AP Invoice Expense Correction form.

- Utilize OBI report "**SAR AP INVOICE / EXPENSE CORRECTION DETAILS**", located on the Standard Customer Dashboards in OBI. The OBI report was created specifically for any AP Invoice Expense Correction. (Commercial, Federal, Purchase Card, Grants & Loans)
- The OBI report can be ran using the Purchase Order Number, Invoice Number, or by using the creation date.
- Copy and paste directly from the OBI report into column "C" of the correction form.
- Column "A", of the correction form, is a required field.
  - FROM – Is defined as the current line of accounting the invoice is posted.
  - TO – Is defined as the desired line of accounting the invoice should be posted.  
*\*\*Please note there should be at least 1 'From' line and 1 'To' line.*
- If you need to do a modification to a purchase order, you will need to do a 'lift for mod' request type and back off all the invoices on the line you are modifying. This must be done prior to the modification being completed.
- Completed AP Invoice Expense Correction Forms should be submitted via the oneARC Portal, under the AP Module. If required columns are not completed or the data does not match the SAR AP INVOICE / EXPENSE CORRECTION DETAILS OBI Report, the correction form may be returned.

We continue to review this process from an ARC perspective and plan to offer future video guides to assist in completing the AP Invoice Expense Correction form. More information will be shared when those resources become available.

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## Financial Management

### Financial Management System & Infrastructure Year-End Updates

As we prepare for the Year-End, ARC Technology is here to ensure you have all the support you need! We are extending support coverage for Oracle Federal Financials, PRISM, and OneStream applications. To facilitate a smooth year-end process, patching and major deployments will be paused until all activities are completed. Behind the scenes, we will be conducting additional database and server monitoring to ensure systems are ready to handle the increased workload. Our entire team is fully engaged. ARC is committed to a successful Year-End for 2024. If you have any questions, concerns, or suggestions for Year-End Improvements, please reach out to your customer support representative.

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The PRISM Support Team will be extending its hours of operation to support year-end activities. The support team can be contacted via phone or email, [PRISMSupport@fiscal.treasury.gov](mailto:PRISMSupport@fiscal.treasury.gov), during the following dates and times:

Day	Date	Hours of Operation
Monday - Friday	9/23 – 9/27	7am – 8pm EDT
Saturday	9/28	10am – 4pm EDT
Sunday	9/29	10am – 4pm EDT
Monday	9/30	7am – 9pm EDT

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## Financial Management

### OBI Quarterly Training Opportunities

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

November 19 9:00a - 11:30a

November 20 1:00p - 3:30p

#### Plus Sessions

November 19 1:00p - 4:30p

November 20 9:00a - 12:30p

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## Financial Management

### Automated Testing Tool (ATT)

ARC is excited to announce we have started a 30-day Proof of Concept (POC) of an automated testing tool as part of our initiative to enhance operational efficiency. Historically, ARC has not utilized automated testing, but recognizing the need for greater standardization, faster time-to-market, and quicker defect remediation, we decided it was time to explore a solution. An automated testing tool aligns perfectly with our goals and the White House Executive Order 14028, which emphasizes the importance of automated tools in maintaining the integrity of code and systems. The focus of the POC is Critical Patch Update testing for Oracle Federal Financials, Oracle Business Intelligence, and PRISM, with the goal of streamlining these repetitive processes. By the end of this period, we expect to have a clear understanding of the efficiencies gained and will provide recommendations to our executives on the long-term adoption of a solution. This approach not only positions ARC to deliver faster, higher-quality deployments but also ensures we remain aligned with federal best practices.

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## Financial Management

# Government Purchase & Fleet Card - Monthly Accounting Update

**September 2024**

### NOTABLE DATES

09/04/2024	September Statement Becomes New
09/18/2024	September Statement Auto Close
09/30/2024	Reallocation for October/Recent Statement Transactions due by COB
10/01/2024	FY24 Qtr 4 Accruals begin being processed
10/02/2024	FY24 Qtr 4 Supplemental Accrual Requests Due by Noon 10/02/2024

### IMPORTANT INFORMATION

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

The Accounting Purchase Card Team will be providing a FREE refresher training **September 10<sup>th</sup>, 2024 from 1:00PM – 3:00PM EST**. 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

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 September 9<sup>th</sup>, 2024.

#### **YEAR END REALLOCATION FOR ACCRUALS**

To properly account for purchases you are currently making, which will appear on your October recent statement, each transaction must be allocated to a valid GL Code (ASC) or obligation no later than close of business (COB) Monday, September 30, 2024. Any disputes should be reallocated to the Dispute String.

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These purchases and obligations will be recorded as an expense and liability in the quarter-end financial statements. If the transactions are not reallocated prior to COB, September 30, they may not be accrued.

Please also be aware of your Agency's internal cut off deadlines for using purchase cards before year end.

## HELPFUL YEAR END INFORMATION

The purchase card team has created the following list of helpful tips and reminders to take into consideration while preparing for the fiscal year end:

- Be aware of your agencies specific year end process and cut off lines for purchase card use if there are any.
  - Reallocate as early and as often as possible. Any transactions posted between September 4<sup>th</sup> and September 30<sup>th</sup> will be on the October Statement. All October Statement transactions will need to be reallocated prior to close of business on 9/30/2024 to be properly accrued.
  - Plan your purchases as soon as possible. Last minute purchases may encounter unforeseen issues for example MCC code restrictions.
  - If any of your transactions have become a rejection or failed funds, please ensure to resolve the requests prior to year-end. If any transactions have been reallocated to the dispute string, ensure they have been formally disputed with Citi.
  - Approving Officials and Cardholders should stay in close communication to ensure transactions are reviewed and approved as needed.
  - When planning for purchases, Cardholders can check their custom GLs in Citi or create the ones needed ahead of time. If any accounting values are not available in Citi during custom GL creation, Approving Officials or individuals on the Delegation of Authority are able to email value requests to [AcctgCardProgram@fiscal.treasury.gov](mailto:AcctgCardProgram@fiscal.treasury.gov). The request needs to include the value type and full value.
  - Be aware of year-end deadlines, for example purchase card correction and obligation requests. Deadline information can be confirmed on the year end memo located on the customer access page (<https://arc.fiscal.treasury.gov/login/>). After clicking your Agency, the memo is listed on the main page under reporting.
  - If you haven't logged into Citi recently, login to ensure account access is up to date and if you have any issues logging in get them resolved prior to year-end.
  - The Customer Access Page (<https://arc.fiscal.treasury.gov/login/>) has several video reference guides available as refreshers or to help step through certain processes. After selecting your Agency on the CAP, click Guidance & Reference under Financial Management on the top toolbar. Select Purchase and Fleet Card Section from the table of contents on the left. The following are the guides available:
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## Purchase Card Video Guides

- [Approving Officials Responsibilities Video Guide](#)
- [Disputes Video Guide](#)
- [General Ledger Code Maintenance Video Guide](#)
- [Purchase and Fleet Card Rejection Video Guide](#)
- [Transaction Reallocation Video Guide](#)

### 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 users login monthly before autoclose to check for transactions that require reallocation and approval.

### 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.

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## AUTO CLOSE

**86**

# of Cardholder Statements that Auto Closed  
in August 2024  
(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 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 [AcctqCardProgram@fiscal.treasury.gov](mailto:AcctqCardProgram@fiscal.treasury.gov).

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