# Monthly Bulletin

## October 2024

*Do you have feedback about the Bulletin?* Let us know [here](here)!

## In this issue

## Upcoming events

**ConcurGov Travel System User Training**

Thursday, October 24, 2024
1:00p – 4:00p EST

[Register Here](Register Here)

## oneARC Portal Update

**Accounts Receivable** is now LIVE!

Happy New (Fiscal) Year!! On September 30, 2024, the Accounts Receivable module went live in the oneARC Portal. Fiscal year 2025 transactions will now be executed through The Portal, providing greater transparency and organization of your work with ARC, as well as reports, dashboards, and a new way to chat with ARC (Chatter).

Many thanks to our Customer and Accounts Receivable testers, SMEs, as well as all those who made this go-live possible! We appreciate your continued interest and participation as we build out the oneARC Portal!

As a reminder for those who would like a little more time with our oneARC Portal Administrators, we will be holding Post Go-Live Office Hours October 1 – 3, 2024. If you do not have an invite for those

sessions, please notify [onearcnotifications@fiscal.treasury.gov](mailto:onearcnotifications@fiscal.treasury.gov) that you would like to be added to the invite.

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.

## ARC Welcomes New Customers

We are excited to welcome the National Endowment for the Humanities (NEH) and the Treasury Executive Office for Asset Forfeiture (TEOAF) as our newest customers!  We are also pleased to have completed the Release 2 effort in support of the Office of Personnel Management's (OPM) Trust Funds phased migration approach to ARC. Release 2 implemented multiple enhancements further automating OPM's existing financial management solution.

- NEH is an independent federal agency that supports the humanities in every state and U.S. jurisdiction.  Since 1965, NEH has awarded over $6 billion in grants to support museums, historic sites, universities, teachers, libraries, documentary filmmakers, public TV and radio stations, research institutions, scholars, and Indigenous communities.  Both NEH and ARC are very enthusiastic to enter into our new partnership as ARC offers more robust and modern Financial Management, Travel, and Procurement solutions and services to NEH. This will allow NEH staff to focus more high-value analysis work and their mission.

- TEOAF was established to strategically use asset forfeiture to disrupt and dismantle criminal enterprises.  Asset forfeiture is a vital legal tool that is designed to deprive criminals of the proceeds of their crimes, to break the financial backbone of organized criminal syndicates and drug cartels, and to recover property that may be used to compensate victims and deter crime. In FY2023 alone, TEOAF accumulated $1.619 billion of forfeiture revenue earnings, paid out $560.1 million in restitution to victims of crime, and shared $113.2 million with other federal, state, and local law enforcement agencies. We are happy to be a partner to TEOAF

by providing efficient Financial Management and Procurement solutions and services, so they can focus on executing their vitally important mission.

- OPM, one of three CFO Act agencies that we service, oversees financial management and accounting for over $1.2 trillion of combined assets for the Earned Benefits Trust Funds. These trust funds are invested to finance the retirement program for 2.8 million current federal civilian employees and provide retirement benefits for retirees and survivors; finance the health insurance for 8.1 million employees, retirees, and eligible family members; and provide life insurance coverage for 4.3 million employees and retirees. OPM chose ARC as their Federal Shared Service Provider (FSSP) due to our deep experience with investment accounting and the magnitude of the daily investments that OPM makes on the behalf of every current and retired government employee.

As the premier FSSP, ARC is poised and experienced in meeting the diverse needs of agencies– from smaller grant making agencies like NEH, to unique components like TEOAF within our home agency, the Department of Treasury, to CFO Act agencies like OPM who's Trust Funds program affects millions of federal employees and retirees. With the addition of NEH and TEOAF, we now provide services to 84 federal agencies.

**Human Resources**
## 2024 Federal Benefits Open Season

The 2024 Federal Benefits Open Season is November 11th through December 9th, 2024. The annual Open Season allows eligible federal employees to elect or make changes to Federal Employees Health Benefits (FEHB) coverage, Federal Employees Dental and Vision Insurance Program (FEDVIP) coverage, and Flexible Spending Account (FSA) contributions. The 2025 brochures, plan comparison tools, and other Open Season resource materials are now available on the Office of Personnel Management's website (www.opm.gov/insure). Please be aware many FEHB plan premiums have significantly increased so it is especially important for employees to review plan information. Notices will be prepared for all customers to send to their employees as we get closer to Open Season.

Employees are required to use their agency's self-service system to make Open Season FEHB elections/changes. NARA employees should use Employee Express, and employees of all other ARC clients should use the Employee Personal Page (EPP).

For Open Season questions, NARA employees should contact the BCSB Service Center at NARAHR@fiscal.treasury.gov or 304-480-8998. All other employees should contact the Benefits Service Center at Benefits@fiscal.treasury.gov or 1-866-868-4357 (toll free).

**Procurement**
## New Director for Division of Procurement Services

Wes Pickens has been selected as the Director of the Division of Procurement Services (DPS). Wes has been in Procurement for more than 19 years.  He began his federal career as a Contract Specialist within DPS and over the course of his tenure has served as a Contracting Officer, Supervisor, and Manager in all three of the operational branches. Wes will play a crucial role in driving our vision forward and enhancing our commitment to excellence. We are excited about the fresh perspectives and leadership he will bring to our team. Please join us in welcoming and congratulating Wes on his new role. Thank you for your continued support.

**Procurement**
## Year-End Recap – A message from the Director

As we close the books on another fiscal year, I wanted to take a moment to reflect on our collective achievements and express my gratitude for your unwavering support. This year has been marked by significant milestones, emphasizing the importance of our strong partnerships.

Our team has worked tirelessly to fulfill our mission: ensuring that your needs are met efficiently and effectively. Together, we have navigated challenges and identified solutions that enhanced our procurement outcomes. As always, your commitment to excellence, responsiveness, and collaboration has been pivotal in meeting our shared goals. In FY24, ARC's Division of Procurement Services completed over 3,500 contract actions, obligating over $685M.

As we look forward to the year ahead, acquisition planning will be crucial in maximizing our resources and ensuring that we continue to meet the needs of the agencies we support. Our procurement teams will be reaching out in the first quarter to begin the foundational planning process. By engaging early, we can:

1. **Align Priorities**: Understand your needs and properly prioritize operational workloads.
2. **Mitigate Risks**: Anticipate challenges and mitigate risks proactively, ensuring smoother acquisitions.
3. **Maximize Value**: Early planning allows us to explore options and negotiate the most favorable terms.

In addition to acquisition planning in the new year, another area of focus for our team will be continuously improving the procurement services provided to our customer agencies.

Specifically, we aim to provide innovative, efficient, and compliant procurement solutions. Looking ahead, I am very optimistic. Let's continue to communicate openly and drive positive change. Your feedback matters, and I encourage you to share your insights—we're in this together.

Thank you for your partnership and dedication. I look forward to another successful year.

**Financial Management**
## FY 2025 Budget Object Class Listing

The FY 2025 Budget Object Class listing has been reviewed and published on the customer access pages. Included is a summary of changes to explain the revisions made from the FY 2024 Budget Object Class listing.

*If you have any questions, please email the Budget group at BudgetARC@fiscal.treasury.gov or HUDBudgetARC@fiscal.treasury.gov*

**Financial Management**
## FM System & Infrastructure – Continuous Learning Update

In ARC's Technology Divisions, 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. Below we are pleased to share several experiences that ARC's Technology divisions have participated in over the last months. You will notice the recurring theme: **Artificial Intelligence (AI)!**

✓ **2024 AI4**

Travis Daugherty, Director of ARC's Operations Support Division (OSD), teamed up with OSD's Chase Moore to attend the 2024 AI4 Conference, held from August 11-15. This was the largest AI event in North America, drawing over 5,000 attendees from 75 countries with over 350 speakers, and over 150 AI exhibits. The AI4 Conference gathered leaders of enterprise from across industry, government organizations, disruptive startups, investors, research labs, academia, associations, open-source projects, media, and analysts, creating the largest and most influential arena for idea-sharing. The event showcased the transformative potential of AI across industries, with PNC Bank and Amazon highlighting the significant productivity gains achievable through responsible AI adoption. Meanwhile, the Department of Justice raised important points about the challenges AI regulation poses to innovation, stressing the need for global harmonization and highlighting the slow progress of federal AI legislation in the United States.

Throughout discussions on large language models, there was a strong emphasis on balancing technical expertise with subject matter knowledge, alongside the need for fine-tuning to optimize value. Travis and Chase attended sessions that focused on practical AI adoption strategies, emphasizing user-centric design, effective prototyping, and the development of scalable, secure AI products.

Various government agencies, including the Air Force and Coast Guard, shared real-world AI applications, stressing the importance of aligning AI initiatives with business goals and addressing cybersecurity concerns. Travis and Chase also had the opportunity to engage with representatives from government agencies such as the Department of Defense, Defense Logistics Agency, Air Force, Coast Guard, Internal Revenue Service, Department of State, General Services Administration, and the Department of Health and Human Services Office of Inspector General. These conversations highlighted that many agencies are still in the discovery phase of AI adoption. However, OSD found themselves ahead of the curve, as they continue to document possible use cases for AI development. Overall, the conference underscored the

need for a strategic approach to AI that balances innovation with regulatory and operational challenges.

### ✓ ARC and OneStream Summit

On August 27-28, ARC's Operations Support Division (OSD) hosted the OneStream vendor for a productive full two days of relationship building and collaboration throughout the ARC Technology divisions. The event included a joint meeting with ARC Technology Administrators, where current challenges were addressed and future expansion plans for the OneStream platform were discussed. OneStream demoed and showcased several exciting tools, including Data Analytics, workforce planning, and payroll projection analytics, currently offered by ARC's existing OneStream platform. The Executive forum covered the importance of ongoing strategic partnership, with emphasis on future collaboration. OneStream also introduced their events: Splash, Wave, and Connect, highlighting their value and opportunities for government agency collaboration. Notably, OneStream invited OSD to present ARC's success story at the 2025 Splash Customer event, where many federal agencies have expressed interest in understanding ARC's shared service model for producing financial statements, coupled with a consistently administered top-notch change management plan. ARC's OneStream platform currently supports 47 agencies, encompassing financial statement reporting, managerial cost allocation, and working capital fund applications.

The visit concluded with a proof-of-concept session, jointly developed with OneStream's team, focusing on analytics applications using time and attendance data. It is an exciting opportunity for ARC to dive into new areas of the platform to do a show-and-tell for future opportunities within ARC. OneStream also provided a roadmap to AI and Machine Learning which outlined key developments in the upcoming platform release. OneStream expressed they are looking for a partner to assist with transitioning Federal Government further into the AI space. The visit reinforced ARC and OneStream's strategic partnership and highlighted exciting opportunities for future collaboration. Feedback from the amazing event resulted in the ARC Technology team having additional Proof-of-Concept ideas and provided exciting opportunities for additional show-and-tell sessions. Be on the lookout for the OSD OneStream team and the amazing work they do.

### ✓ Cloud World 2024

Tim Seigneur, Director of ARC's Systems and Projects Support Division (SPSD), recently attended Oracle Cloud World 2024, hosted by Oracle. This event, scheduled September 9-12, is Oracle's primary annual conference, this year showcased over 60,000 attendees, 3,000 Oracle customers from business and government, 1,980 sessions, with over 162 countries represented.

Safra Catz, Oracle CEO, and Larry Ellison, Chief Technology Officer, spoke on AI including the importance of security and governance surrounding AI, and the need to identify the right use cases for the use of this emerging technology. Tim also had the opportunity to meet directly with ARC's Oracle representatives to discuss where AI can be leveraged within Oracle's existing infrastructure, ARC's upcoming upgrade to Oracle 12.2.13, and the future migration to Oracle Analytics Cloud.

The Oracle Cloud World 2024 conference proved to be a valuable experience to assist ARC's Technology with future AI ideation, Oracle roadmaps and system preparedness, and with gaining a broader understanding of Oracle's strategic direction and future vision.

✓ **Dreamforce 2024**

<u>Dave Weekley,</u> Director of ARC's Customer Support Division (CSD) had the opportunity to attend Dreamforce 2024. The conference, held from September 17-19 in San Francisco, showcased the future of AI and business. The event gathered industry leaders, innovators, and Salesforce customers, including Dave Weekley and <u>Dave Drennen</u> from the Customer Support Division, to explore the latest advancements in AI and business technology. The central theme was the transformative impact of AI on business, highlighting how technology is reshaping industries and driving innovation.

Key products featured included Agentforce and Einstein AI. Agentforce, touted as the world's first platform for building and customizing autonomous agents, aims to empower employees and enhance customer success by integrating AI agents into daily business operations. Einstein AI seamlessly integrates with existing Salesforce products to provide predictive insights and automate routine tasks, significantly improving customer experiences. In the government sector, AI is expected to augment various aspects by applying AI to existing data, promoting proactive actions, building public trust, increasing connection and responsiveness, and delivering more efficient services. The Trust Imperative Report 4.0 from the Boston Consulting Group Digital Government Citizen Survey estimated a potential $1.75 trillion in unlocked productivity through generative AI. To meet government needs, Salesforce will release Einstein for the public sector, Data Cloud at Fed Ramp High, and other product updates targeting federal solutions.

The conference offered numerous networking opportunities with industry leaders and peers in the federal space, including roundtables to discuss shared challenges and best practices, as well as a public sector keynote on existing system capabilities and future plans. Discussions focused on metrics across four dimensions: accuracy, cost, speed, and trust/safety, all crucial for the success of AI programs. While generative AI is becoming mainstream, its adoption faces challenges such as unrealistic expectations, lack of understanding, and data quality issues. Successful programs require aligned and informed leadership, a culture that fosters innovation, and the skills to make information actionable. Clear business goals and objectives are essential, and businesses must allocate the necessary budget and resources for AI adoption. Dreamforce 2024 was a remarkable event that highlighted the transformative power of AI in business. It provided valuable insights into the current state and future direction of artificial intelligence, particularly in the government sector. The knowledge gained and connections made will significantly contribute to exploring AI's potential for ARC.

**Financial Management**
## FM System & Infrastructure – Successful Fiscal Year-End!

ARC Technology is thrilled to announce that the 2024 Fiscal Year-End was a resounding success! We continuously strive to enhance our processes, and this year's was no exception. Notably, our Help Desk call volume and ticketing reached an all-time low, thanks to several key factors: system improvements, enhanced infrastructure, proactive teams, customer preparedness, and most of all, phenomenal collaboration. Teamwork made it all possible. We extend our genuine gratitude to everyone who worked to make this happen. As we step into Fiscal Year 2025, we're excited to continue supporting our valued customers. If you have any recommendations for process improvements, please don't hesitate to reach out to your customer support representative.

**Financial Management**
## Government Purchase & Fleet Card - Monthly Accounting Update

**October 2024**

**NOTABLE DATES**

| | |
|---|---|
| 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 |
| 10/04/2024 | October Statement Becomes New |
| 10/22/2024 | October Statement Auto Close |

**IMPORTANT INFORMATION**

### WHAT IS AUTO-CLOSE?

Auto-close occurs when the Approving Official fails to submit all transactions on a Cardholder's statement by the auto-close date. Once the statement becomes new, there are 10 business days until auto-close. During those 10 business days, Cardholders should reconcile and submit all transactions and Approving Officials should review and approve all transactions. Otherwise, the system will automatically close the statement and forward the transactions to the accounting system for payment. The GLs assigned to the transactions at the time of the auto-close process will be the GLs recorded in the Oracle Federal Financial system. ARC notifies Approving Officials of auto-closed transactions on a monthly basis, and it is the AO's responsibility to provide approval via email response.

### WHY IS AUTO-CLOSE A RISK?

Auto-closed transactions lack proper review and certification by an Approving Official. Auto-closed transactions expose agencies to risk in the form of fraudulent transactions or misuse of government purchase & fleet card.

**FISCAL YEAR 2024 AUTO CLOSE TOTALS**

| MONTH | TOTAL AUTO CLOSE |
|---|---|
| October 2023 | 75 |
| November 2023 | 74 |
| December 2023 | 49 |
| January 2024 | 58 |
| February 2024 | 71 |
| March 2024 | 53 |
| April 2024 | 55 |
| May 2024 | 58 |
| June 2024 | 69 |
| July 2024 | 49 |
| August 2024 | 86 |
| September 2024 | 64 |
| GRAND TOTAL | 761 |

**FISCAL YEAR 2023 AUTO CLOSE TOTALS**

| MONTH | TOTAL AUTO CLOSE |
|---|---|
| October 2022 | 120 |
| November 2022 | 87 |
| December 2022 | 88 |
| January 2023 | 106 |
| February 2023 | 97 |
| March 2023 | 107 |
| April 2023 | 98 |
| May 2023 | 77 |
| June 2023 | 99 |
| July 2023 | 60 |
| August 2023 | 84 |
| September 2023 | 81 |
| GRAND TOTAL | 1104 |

**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.

**Auto Close Schedule**: 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.

## CUSTOM G/L CODE CLEAN UP

As we are beginning FY25, it is important for Cardholders to review their Custom G/L Codes. Ensure that any old codes using prior fiscal year values are removed if they are not needed anymore. New FY25 Custom G/L Codes should be created as well.

Incomplete accounting strings should either be removed or completed. If a value is not needed for the string, it is required to select the default X code for that value. For example, if a CAM3 is not needed, you would select the default XXXXXXXXXXXX value.

## ONEARC PORTAL CHATTER

A benefit to using the oneARC Portal chatter feature is that any communication regarding a request is kept in one place so that the customer or ARC Accountant can see the communication trail. As a reminder, using the @ mention feature is necessary so that the customer or ARC Accountant will be notified there is a new message. To use the feature, begin typing in the chatter box of the request, then type "@", and begin typing the person's name. The option to click their name should appear which will tag them in the chatter to make sure they are notified.

## CITI LOGIN REVAMP

Citi communicated in an email on 8/9/24 that their login process is being revamped for better user experience.

Highlights of the new streamlined process:

- ✓ The number of steps required to reset a password or recover a User ID has been reduced.
- ✓ The Helpdesk question is no longer required in either flow.
- ✓ The Password reset process no longer requires the use of a temporary password.
- ✓ The recovered User ID is now displayed within the flow.

## 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.

## 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.

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