



Monthly Bulletin

March 2025

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General

An Important Update for Our Customers

Like many federal agencies, ARC is adjusting to changes driven by new policies and executive orders. While we are making every effort to minimize disruptions, some impacts to our services may occur.

We are actively planning and refining our processes to limit these challenges as much as possible. Please know that we remain committed to supporting you through this transition. We appreciate your patience and understanding as we make necessary adjustments to continue delivering the best service possible.

If you have any questions or concerns, please do not hesitate to contact your Customer Service Representative (CSR).

General

Future-Year Price Estimates Update

In the February ARC Customer Bulletin, we shared our plan to provide future-year price estimates starting in May 2025 alongside the delivery of the FY26 IAA package. However, due to ongoing uncertainties in the current landscape, these estimates will likely be delayed for at least a month.

To ensure our pricing approach remains aligned with agency needs, we are proactively reaching out to each agency to understand any potential operational impacts. ARC remains committed to using the best available information to develop accurate pricing estimates that support agency planning.

We will continue working closely with agencies to provide updates as more information becomes available.

If you have any questions regarding this change, please do not hesitate to contact your Customer Service Representative (CSR).

General

oneARC Portal Update

The oneARC Portal Team is continues to work diligently on the development of the ARC's web presence, the ARC Website, into The Portal. Upon completion of development ARC asks that you consider being a tester for user experience (UX) coming soon which will allow a first look at the functionality of the newly designed pages and allow you, the customer to provide valuable feedback. ARC expects customers will be able to start viewing pages as soon as Q3 FY25. Be on the lookout for emails if you have expressed interest in participating.

The oneARC Portal Team has also been consuming your much appreciated feedback to address backlog requests. Multiple customer agencies provided input on enhancements and the prioritization of those enhancements. The Team will focus on the following enhancements in this priority order: Automation for AAO Module Assignments, Restricting Authorization Requests, Removing Cancelled Cases from List Views, and Automatic Cancellation of Inactive Requests. We appreciate your continued support and contribution as we work to improve your experience and modernize our processes. Please send any feedback or enhancement requests to onearcnotifications@fiscal.treasury.gov.

General

Exploring AI for ARC

As highlighted in previous editions, ARC is taking a strategic approach to explore AI's potential within the federal space, focusing on enhancing efficiency, productivity, information access, and decision-making. We have identified approximately 25 potential AI capabilities in existing software and are in the early stages of use case collection. As we continue to explore the synergy between human expertise and AI technology, internal discussions are currently underway to plan the project, allocate resources, and address training requirements. The next step involves designing and testing small-scale AI use cases to evaluate feasibility and impact. This effort will result in a comprehensive long-term plan for ARC Executives, detailing the proposed value, resources, and timelines for continued AI development.

Financial Management

ARC Reporting Solution

ARC is excited to announce that we are diligently working on a Reporting Solution project. This initiative is all about making sure every reporting need is thoroughly documented. We are working with SMEs, internal users, and customers to ensure all requirements and feedback are taken into consideration for future reporting tools. So far, the ARC Reporting Team and internal SMEs from all service lines have been collaborating to gather and document requirements. Feedback from our most frequent OBI customers will be sought to refine the requirements matrix and ARC is eagerly anticipating insights from every corner. This feedback is important because will help ARC understand what's working well and what could be improved upon in the future to enhance user reporting needs and elevate user experience. Once the requirements are finalized, the team will conduct a thorough gap analysis of the current Oracle Business Intelligence (OBI) reporting solution and its upcoming modernized version, Oracle Analytics Cloud (OAC). Results of the analysis will be shared with ARC Executive Board and a future customer bulletin.

Financial Management

Application Upgrades Updates!

The ARC Technology Divisions want to keep you in the loop for upgrades large and small! The Oracle Application has an upgrade to version 12.2.13 scheduled in Spring of 2025. This is a large upgrade which will put ARC on the most modern version, and it is going very well! APEX also is planned to upgrade in Spring 2025. APEX is a "behind the scenes" tool that supports ARC's ability to develop in Oracle Applications. Modernizing the tools that developers need to support ARC allows Technology to better support enhancement and change requests. The ARC OneStream Team continues working to plan a future upgrade. We are on platform version 7.2.4 and are collaborating with OneStream Support to ensure ongoing federal security compliance in version 8. We hope to target OneStream 8 Go-Live near Spring 2026. Please watch the Customer Notification emails for actions that you might need to take regarding any of these upgrades.

Any internal ARC or external customer actions will be communicated in advance via email. Please reach out to the Oracle Support Team at 304-480-8000 with any questions.

Financial Management Government Purchase & Fleet Card - Monthly Accounting Update

March 2025

Notable dates

03/04/2025	March Statement Becomes New
03/18/2025	March Statement Auto Close
03/31/2025	Reallocation of recent transactions for FY25 2nd Quarter Accruals due by COB

IMPORTANT INFORMATION

FY25 SECOND QUARTER ACCRUALS

If your agency has quarterly purchase card accruals, please read the following reminder:

To properly account for purchases you are currently making, which will appear on your April recent statement, each transaction must be allocated to a valid GL Code (ASC) or obligation no later than close of business (COB) Monday, March 31, 2025. Any disputes should be reallocated to the Dispute String.

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, March 31, they may not be accrued.

FORMALLY DISPUTING

When reallocating a transaction in Citi Transaction Management (CTMS), Cardholders are able to select the Custom GL/Accounting String that they built. When a transaction is fraudulent or needs to be disputed, the agency dispute string should be used (XXX-DISPUTE). The dispute string is a placeholder to ensure that the transaction is not paid by valid accounting. When using the dispute string, Cardholders will also need to ensure to open a formal dispute case with Citi.

The method of formally disputing we recommend, is through CitiManager. When you first login to Citi, the homepage of CitiManager has a statements option on the left-hand side. Click the statement that you have a transaction to dispute on, check the box next to the transaction, and then click the blue dispute button at the bottom of the page. Citi will then prompt several questions asking for more details regarding the transactions.

Formal disputes must be opened within 60 days of the statement date. Formally disputing a transaction is important because it ensures the transaction will not be viewed as late for payment and accrue interest.

ONEARC PORTAL HELP CENTER

On the oneARC Portal Customer webpage (<https://fs-arc.my.site.com/portal/s/>), there is a Help Center on the top toolbar. Under the Help Center, there are pages for FAQs, Training Resources, and Customer Support. The FAQs page has a list of questions on various topics that may be useful to a user with a general question. The Training Resources page has many videos and guides to help walk users through processes as well as helpful definition information. The Customer Support page has contact information for the OneARCNotifications team if a user has a question or is having issues with the portal.

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



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 2025 Purchase & Fleet Card Schedule located on the [Customer Access Page](#) under Financial Information > Guidance & Reference > Purchase & Fleet Cards.

BULLETIN CUSTOMER FEEDBACK

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

Know someone who would enjoy this information? Share this email and encourage them to [subscribe](#)



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