



Overview/Summary of Services//ARC-

ARC Travel Services provides E-Gov Travel Service, Travel Help Desk and Advisory, Travel Card Administration, Travel Payments, and Relocation Services.

The E-Gov Travel Service (ETS) is a government-wide, web-based travel management service. Travel documents are processed using an ETS system. Relocations are processed using moveLINO, a commercial off-the-shelf relocation system. ARC maintains a customer web page for easy access to the ETS system, system instructions, contact information, relocation forms, and travel policy information. The web page and ETS system will be available 24/7, except for maintenance.

The customer authorizes ARC to input and store information in electronic systems used by ARC. Access to these systems is controlled by user IDs and passwords in accordance with relevant laws, regulations, security requirements, privacy act and policies.

- Coordination of Federal Information Policy [44 USC Ch. 35] which includes Federal Information Security Modernization Act (FISMA) of 2014 [PL 113-283]
- Recommended Security Controls for Federal Information Systems and Organizations [NIST SP 800-53, Revision 4]
- Guide for Developing Security Plans for Federal Information Systems [NIST SP 800-18, Revision1]

ARC will maintain the supporting documentation related to transactions processed and reconciliations or reports prepared, including both electronic and paper records, in accordance with the current Fiscal Service File Plan. Records retained are available for review and audit as needed. Records will be destroyed at the end of their retention period.



E-Gov Travel Services

Description

ARC provides travel services using an ETS solution. ETS is a government-wide initiative that is mandated by the Federal Travel Regulations (FTR) for all federal travelers. The ETS travel system is FTR compliant, requires no client installation, and can be accessed 24/7 from the Internet. The ETS system allows for online bookings and embeds the reservation component in order to flow to the authorization process. Automatic routing and review capabilities, along with e-mail notification, expedite the processing of travel documents. Travel Authorization/Voucher (TAV) and Travel Management Center (TMC) fees are paid to the vendor on a transactional basis and are included as an expense on each voucher.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Travel System Administration Services		
Request new user application access via the Access Request form		X
Validate Application users and responsibilities annually		X
Notify ARC when user access is no longer required		X
Ensure users are trained on the use of ARC applications		X
Identify and submit accounting string changes		X
Customer Responsibility Controls:		X
<ol style="list-style-type: none"> 1. Establishing and enforcing an approval process for access to the ConcurGov portal and the removal of invitational travelers and exiting users. 2. Establishing policies and procedures for the issuance and use of customer-provided mobile devices connecting to the ConcurGov portal and mobile app, and uniquely identifying and authorizing managed devices connecting to the ConcurGov system. 3. Establishing secure configuration of agency issued desktops, laptops, and mobile devices connecting to the ConcurGov portal and mobile app. 4. Developing and maintaining an IT Security and Privacy awareness training program and rules of behavior in accordance with customer policies and procedures governing their organizational and non-organization use of the ConcurGov portal. 5. Establishing an incident response plan for incidents or suspected security incidents within the ConcurGov 		



Travel Service Line Service Descriptions

portal and the communication and dissemination of information to ARC, Concur, and the GSA for all incidents associated with their use of the ConcurGov portal.		
6. Establishing personnel security policies and procedures, or augmenting existing personnel security policies and procedures, to govern access to the ConcurGov portal.		
7. Establishing personnel screening criteria, in accordance with customer policies and procedures, for access into the ConcurGov portal and validating that their personnel screening requirements are satisfied prior to granting access to the ConcurGov portal.		
8. Managing cryptographic keys used to access the ConcurGov portal		
Maintain standard system configuration	X	
Maintain accounting strings in the system	X	
Evaluate and test system releases and upgrades as they become available	X	
Communicate new system functionality and updates	X	
Provide ETS system webinar training with registration information posted to the customer access pages	X	
Maintain customer access pages with training resources (pre-recorded webinars, training portal, webinars)	X	
Travel Reporting		
Request new reporting user access via email		X
Notify ARC when reporting user access is no longer required		X
Create Cognos Ad Hoc reports based on customer requirements	X	
Send ETS vendor report data to agency travel contacts	X	
Maintain a standard suite of reports	X	
Setup and maintain reporting user access	X	
Archiving and Data Warehousing		
Work with the vendor to retrieve documents that are archived in accordance with federal retention requirements	X	
Prompt Travel Reimbursements		
Review travel documents for policy compliance and approve in the travel system (FTR mandates that vouchers must be submitted within five working days after completion of trip or period of travel or every 30 days for continuous travel status)		X
Train travelers, budget reviewers, and approving officials on FTR and/or internal travel policies		X
Ensure travelers use the ETS and TMC for document processing and reservation fulfillment		X
Ensure appropriate documentation is attached to the authorization and voucher in the travel system		X



Declare travel overpayments as debts to the Federal Government		X
Take corrective action on documents that reject back to the travel system during the interface to the financial system and complete the approval process within the travel system for resubmission to the financial system		X
Process electronic travel payments to the traveler's bank account and/or the traveler's government issued charge card account within five business days after approval of the completed voucher	X	
Send daily system generated email reminders to appropriate contacts for documents that reject back to the travel system during the interface to the financial system	X	
Other Document Processing		
Approve and send travel accruals to ARC		X
Process travel obligations, accruals, cash receipts, cancellations, and reissue entries in the Oracle Federal Financials accounting system	X	
Reconciliation and Payment of the Central Billed Account (CBA)		
Classify unidentified charges		X
Perform the reconciliation and payment in accordance with prompt pay regulations	X	
Notify customers of unidentified charges	X	
Post Payment Audits¹		
Perform a post payment audit on a random sample of travel vouchers	X	
Pursue collection from the traveler for outstanding receivables		X
Tax Consequences for Delinquent Repayments of Excess Travel Reimbursements per Internal Revenue Service, Treasury. § 1.62-2		X

Note: ARC participates in ARC's Change Control Board and Concur's Change Request Board to assess and make decisions on all system related changes.

Non-ARC Charges

ETS2 vendor and/or TMC fees are funded by the customer through the vouchering process as outlined in the GSA ETS Master Contracts.

Any onsite TMC support is the responsibility of the customer agency.

Primary Pricing Driver

¹ The objective of post payment audits is to assess travel payment compliance as determined by the U.S. Government Accountability Office (GAO) Guidelines and the FTR. The population is the total number of travel vouchers paid which were subject to these guidelines during a specific month. Each payment in the population has the same chance of being selected regardless of the characteristics of the items (e.g., agency, location, dollar value, classification). All payments of \$2,500 and higher will be excluded from the population. These payments require a 100% review.



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- ❖ Average annual number of travel documents processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

Each activity type is number of headers unless identified differently:

- Travel - ZDIs (x2)
- Travel - CBA Invoices (Distribution Lines)
- Travel - Advances and Advance Activity (x2)
- Travel - TDY Traveler Supplementals
- Travel - TDY TAV Supplementals
- Travel - TDY IBT Supplementals
- Travel - LV IBT Supplementals
- Travel - LV TAV Supplementals
- Travel - LV Traveler Supplementals
- Travel - LV IBT Invoices
- Travel - LV TAV Invoices
- Travel - LV Traveler Invoices
- Travel - TDY IBT Invoices
- Travel - TDY Traveler Invoices
- Travel - TDY TAV Invoices
- Travel – AR – Misc Receipts CitiDirect (distribution lines x 2)
- Purchasing - Travel - Travel Obligations
- Travel - PO Receipts (Accruals)

Performance Metrics

Metric	Measurement	Standard / Target
Sampling Completed	Percentage of sampling completed within 30 days of last day of the month the travel voucher was paid	99%
Timely Payment	Percentage of approved travel vouchers, including split disbursements, paid within five business days	99%
Centrally Billed Accounts	Percentage of centrally billed accounts reconciled and paid within 30 calendar days of receipt of a proper invoice	99%



Travel Help Desk

Description

ARC provides customer service to all system users and includes FTR policy guidance and research.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
<input checked="" type="checkbox"/> Tier I - Help Desk Support		
Communicate needed routing, group, and access changes to ARC		X
Provide customer service by telephone and/or email to all users for all system related questions Monday through Friday (except federal holidays) 7:00 am – 6:00 pm Eastern Time (ET)	X	
Maintain routing, group, and access changes in the travel system	X	
Notify appropriate individual(s) (e.g. approving official, budget reviewer) when travel documents are awaiting an action to complete the approval process	X	
Notify appropriate individual(s) (e.g. traveler, approving official, travel contract) when authorization has not been vouchered within five days of trip completion	X	
FTR Policy Guidance and Research		
Provide a Travel Guide with identified areas that a customer can customize to meet their unique travel needs	X	
Perform research and advice on any FTR and/or ARC Travel Guide policy questions	X	
<input checked="" type="checkbox"/> Tier II - Help Desk Support		
Maintain routing, group, and access changes in the travel system		X
Educate new travelers on system functionality		X
Provide functional and technical support by telephone and/or email to customer agency's help desk staff for system related questions Monday through Friday (except federal holidays) 7:00 am – 4:30 pm ET	X	
Act as liaison between customer agency and vendor on functional and technical issues	X	



Primary Pricing Driver

- ❖ Average annual number of weighted help desk tickets logged for the two most recently completed fiscal years based on the following formula:

Level 1 tickets (< 1 hr) x1 + Level 2 tickets (1 to 4 hrs) x2 + Level 3 tickets (>4 hrs) x5

Examples:

- Level #1
 - Password reset
 - Policy Guidance
 - System or Group Access
- Level #2
 - Ad Hoc Reports
 - Accounting Code Import
 - Routing list that has numerous levels
- Level #3
 - Complex Reports
 - Agency Specific Training Webinars
 - Large Reorg Requiring Multiple Travel System Changes

Performance Metrics

Metric	Measurement	Standard / Target
Call Ticket Resolution	Percentage of help desk call initiated tickets closed within 60 minutes of being logged	94%
Email Ticket Resolution	Percentage of help desk email tickets closed within 1 business day of being logged	80%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<15 seconds
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5% when average call abandonment time is >30 seconds



Travel Card Administration Services

Description

ARC Travel Services provides travel card administration to its customer agencies. Customer agencies are encouraged to use the Treasury SmartPay contract utilizing the Citibank program travel cards to employees.

The Citibank system provides cardholders with a registration process that provides electronic access to their travel card account, select alerts, file disputes, and makes electronic payments. The system provides program coordinators with the ability to specify program setup and controls. Program coordinators can view, modify, and maintain travel card programs at the account level. The system gives program coordinators the ability to run standard program reports or create custom reports using available program data elements. The Citibank system is available 24/7.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Travel Card Administration		
Designate an Agency/Organization Program Coordinator (A/OPC) for Citibank program activity that needs addressed after hours		X
Designate a Point of Contact (POC) should ARC's A/OPC have general questions		X
Designate an authorized user for the CBA to reserve lodging arrangements outside the ETS travel system		X
Assume full responsibility for the use or misuse of the travel card program (includes monitoring the delinquency and transaction activity reports for fraud, waste, or abuse)		X
Comply with OMB Training requirements, ARC card program guidance, and the FTR		X
Determine the standard cycle authorizations to include dollar limits and blocked Merchant Category Codes for the Individual Billed Travel program as well as a restricted standard for those new card applicants who do not meet the credit worthiness requirement mandated by OMB		X
Track unused/partially used tickets		X
Notify ARC when a cardholder exits the agency or no longer needs a travel card		X
Follow up with cardholders on the delinquency list and ensure cardholders reconcile and pay their monthly charge card statements for Individually Billed Accounts (IBA) by the due date (ARC does not reconcile IBA accounts)		X
Process applications and changes to existing accounts	X	
Provide an ARC program coordinator to support the customer agency during normal business hours	X	
Provide assistance with OMB inquiries concerning travel card activity (data calls)	X	



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Manage training program for cardholders and A/OPCs	X	
Provide assistance to resolve issues with the charge card vendor	X	
Distribute monthly delinquency reports to agencies on individual and centrally billed activity to the customer agency's designated travel contact	X	

Primary Pricing Driver

- ❖ Cardholders

Performance Metrics

Metric	Measurement	Standard / Target
Individually Billed Accounts	Percentage of properly completed and approved new cardholder applications processed within two business days of receipt	99%



Relocation Services

Description

ARC Relocation Services provides Permanent Change of Station and relocation travel processing using moveLINO, a relocation processing and cost management system developed by mLINQS, LLC. Automatic routing and review capabilities, along with e-mail notification, expedite the processing of relocation documents. ARC works with the customer agency on the entitlements to be provided based on the type of relocation and ensures compliance with applicable Federal regulations including the FTR, Joint Travel Regulations (JTR), Department of State Standardized Regulations (DSSR), and Foreign Affairs Manual (FAM). ARC helps the customer agency determine discretionary versus mandatory allowances for each relocation and provides general appropriation guidance. ARC provides processing for relocations starting with counseling and preparation of the authorization through the final preparation of vouchers. ARC maintains a customer web page to access relocation documents, guidance, and policy information. The web page will be available 24/7 except for maintenance.

ARC categorizes each type of relocation into one of the following three different levels of service:

Level 1

The Level 1 category includes the following types of relocations and special entitlement travel associated with international assignments:

- Domestic New Appointee
- Domestic Commissioned Corps
- Domestic Intergovernmental Personnel Act (IPA)
- Domestic Senior Executive Service (SES) Last Move Home
- Domestic and Limited International Fellowships
- Home Leave
- Emergency Visitation
- Medical
- Educational
- Rest and Relaxation
- Evacuation
- Consecutive Overseas Tour
- Funded Environmental and Morale Leave
- International Tour Extensions

Level 2

The Level 2 category includes the following types of relocations:

- Domestic Transfers
- Domestic Temporary Change of Station (TCS)
- Domestic Return from TCS
- International Commissioned Corps
- International IPA
- International SES Last Move Home
- Return for separation



Level 3

The Level 3 category includes the following types of relocations:

- International New Hire
- International Fellowships (except Limited)
- International Transfers
- International TCS
- International Return from TCS

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Relocations		
Provide customer service and assistance Monday through Friday (except federal holidays) from 7:00 am – 4:30 pm ET	X	
Provide recommendations on how agency's policy may be improved	X	
Provide accounting structure requirements		X
Ensure adequate source funding based on proper application of appropriation rules		X
Provide a point of contact and backup for agency policy questions		X
Notify ARC of a relocating employee through a request for relocation form at least 30 days before Enter on Duty date		X
Assign a coordinator to each relocatee that will contact and counsel employee on entitlements and process	X	
Ensure allowances are authorized and calculated in accordance with Federal regulations related to travel and customer agency relocation policy	X	
Provide TMC contact information and guidance to assist relocatee in arranging for airline tickets	X	
Make airline arrangements using TMC contact provided		X
Prepare travel authorization form	X	
Procure and make arrangements for Home Sale Services through a third party provider on a GSA schedule, when authorized ²	X	
Make carrier arrangements using GSA's Transportation Management Services Solution based on best value to the government determined by factors such as cost, availability, quality of service, and prior experience	X	
Arrange storage for household goods	X	
Approve travel authorizations and amendments within three days of receipt		X

² Due to national housing market conditions, ARC does not guarantee that Home Sale Assistance and related services on GSA schedule will be available. If Home Sale Assistance and related services through GSA are limited or unavailable, ARC will explain other options available to the customer agency.



Travel Service Line
Service Descriptions

Authorize ARC to approve all normal accessorial charges		X
Send unusual accessorial charges for approval	X	
Approve unusual accessorial charges		X
Forward approved advance to agency's payment office	X	
Prepare a Virtual Government Bill of Lading	X	
Work with appropriate parties to resolve any problems during the move and counsel the employee on the claims process	X	
Submit necessary documentation for reimbursement (employee)		X
Forward Relocation Income Tax Allowance (RITA) Certificate Statement to the employee for RITA Claims	X	
Complete and return RITA Certificate (employee)		X
Prepare voucher claims	X	
Calculate Federal and State Income taxes, social security and Medicare taxes as appropriate on relocation vouchers and invoices that are forwarded to the customer agency for payment (see Coordination of social security withholding below)	X	
Serve as the Certifying Officers for home sale services and transportation officer for carrier invoices	X	
Coordinate with ARC on any changes needed to payment totals		X
Ensure authorizations and vouchers are routed to and signed by appropriate authorizing officials within three days of receipt		X
Submit vouchers in moveLINQ for processing	X	
Manage vendor invoice routing including pre-payment audit, as agreed	X	
Identify any accounts receivable and forward the information to the customer accounting office for collection	X	
Provide detail level reporting for all relocation travel activity	X	
Record obligations, advances, vouchers and invoices in core financial management system ³		X
Maintain signed invoice and other documentation	X	
Provide assistance in responding to OMB and GSA inquiries concerning relocation travel activity	X	
Maintain relocation records in accordance with federal retention requirements	X	
Ensure Pre-Payment Audit Plan for carrier invoices is approved by GSA ⁴		X
Forward carrier invoices to GSA for post-payment audit ³		X
moveLINQ Employee & Agency Contact Portals		
Provide a point of contact and backup to approve moveLINQ access forms for Approving Officials		X
Provide IT contact and list of IP address ranges for moveLINQ access		X
Request new user application access via the moveLINQ Access Request Form		X

³ Applies to non-payment customers

⁴ Applies to non-Treasury customers



Validate application users and responsibilities annually		X
Communicate needed routing and access changes to ARC		X
Maintain routing and access changes in the relocation system	X	
Relocatees will access, submit, and sign documents in moveLINO ³		X
Agency Officials will access and approve document in moveLINO ³		X
Download relocation documents and supporting information for payment processing ¹		X
Provide functional and technical support by telephone and/or email for system related questions Monday through Friday (except federal holidays) from 7:00 am – 4:30 pm ET	X	
For International Relocations⁵		
Maintain international phone/fax lines to communicate with staff overseas	X	
Research languages and perform currency conversions	X	
Coordination of social security withholding – if an ARC HR payroll customer and use National Finance Center (NFC) to process payroll		
Prepare vouchers and include social security tax on taxable vouchers	X	
Enter taxable social security wages from confirmed relocation vouchers into NFC for purposes of reaching the cap on social security wages only	X	
Monitor social security wages in NFC's system and discontinue withholding social security taxes on relocation vouchers ARC prepares when the cap is reached each year	X	
Address the process that will be used to correct overpayment of social security taxes, if applicable, due to timing and other coordination limitations		X
Coordination of social security withholding – for all other customers		
Monitor social security wages for employees receiving relocation payments processed by ARC		X
Advise ARC when to discontinue withholding social security taxes for each employee		X
Prepare the vouchers and include social security taxes on the taxable vouchers that it processes until the earlier of: ❖ The employee reaching the cap during each calendar year based on relocation vouchers processed by ARC only	X	
OR		

⁵ For evacuations, ARC's responsibilities will not begin until after the initial evacuation by the State Department



❖ Being notified by the customer agency to discontinue withholding due to the cap being reached resulting from both vouchers that ARC prepares for payment and the social security wages paid through payroll		
Address the process that will be used to correct overpayment of social security taxes, if applicable		X

Primary Pricing Driver

- ❖ Number and type of relocations

Performance Metrics

Metric	Measurement	Standard / Target
Initial Contact	Percentage of contacts made within one business day after receipt of a complete and approved relocation request from agency	99%
Set Up Counseling Session	Percentage of contacts made within three business days of receipt of complete and approved relocation request from agency	99%
Voucher Submission	Percent of vouchers submitted within ten business days after receiving complete and accurate information	98%
Vendor Invoice Submission	Percent submitted within 25 days of receipt of a valid invoice	98%



Relocation Payment Services

Description

ARC Travel Services provides relocation payment services that include reimbursement to employees, prompt payment to third party vendors, and the withholding, payment, and filing of applicable Federal and State tax documents.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Payment Services		
Approve Agreement to Load Funding document within three days of receipt (Non-Accounting Customers Only)		X
Post obligations, amendments (including deobligations), third-party invoices, and payments to employees (including split disbursements)	X	
Withhold, deposit, and report Federal and State Income taxes, social security and Medicare taxes (see Coordination of social security withholding in Relocation Services section) ⁶	X	
Forward carrier invoices to GSA for post-payment audit	X	
Prepare W-2's and 1099's	X	
Payment Processing		
Process specific payment types, as agreed to by ARC and the customer in the interagency agreement using the customer's Treasury Account Symbol	X	
Establish controls to ensure that the maximum funds are made available for commitment, obligation and expenditure and that the maximum authorized amount is not exceeded	X	
Maintain vendor and/or employee payment information	X	
Certify each vendor payment	X	
Approve employee travel vouchers		X
Pay all prompt pay interest incurred		X
Maintain supporting documentation in accordance with federal retention requirements	X	
Account Maintenance and Reporting		
Perform routine account maintenance and reconciliation of moveLINQ to Oracle to ensure customer's summary accounting data is accurate	X	
Submit the GWA Reporting on behalf of the customer agency ⁷ (Non Accounting Customers only)	X	

⁶ The procedure for coordinating the withholding of social security taxes will not eliminate all over-withholding of social security taxes due to timing and other limitations. As a result, ARC will advise employees that it is their responsibility to check for excess social security tax withholdings and, if applicable, request a refund or credit on their tax return. Under this approach, any overpayment of the agency's (employer) share of social security tax is not recoverable.

⁷ This does not include transactions processed through Intra-Governmental Payment and Collection (IPAC) System for ARC administrative fees.



Design reports	X	
Use Oracle Discoverer to access reports that ARC designs ⁸		X
Perform tax reporting and mailing of W-2 and 1099-MISC forms to payees and electronic 1099 filing with the Internal Revenue Service and states when applicable	X	
Reconcile the cash activity processed through ARC	X	

Oracle Federal Financials

Oracle Federal Financials (Oracle) is ARC’s core financial management application used to process all financial transactions. These transactions are entered into Oracle either manually or via custom interface from ancillary systems.

Oracle Discoverer /Oracle Business Intelligence Extended Edition (OBIEE)

Oracle Discoverer is the web accessible reporting tool that ARC provides customer agencies to access data processed in the Oracle Federal Financial system. Oracle Discoverer uses the same database as the Oracle Federal Financials core financial system for financial reporting. This architecture allows for real-time queries to be built against any data element captured in the Oracle Federal Financials application.

Note: Oracle Discoverer is currently being phased out by Oracle Business Intelligence Extended Edition.

Primary Pricing Driver

- ❖ Number of payments (based on number and type of relocations)
Level 1 relos (x4) + Level 2 relos (x7) + Level 3 relos (x14)

Secondary Pricing Driver

- ❖ Only customers who make their own payments

Performance Metrics

Metric	Measurement	Standard / Target
Timely Payment	Percentage of approved employee vouchers paid within five business days	99%

⁸ These reports will enable the customer to monitor the status of the funding authorized for use by ARC to determine summary U.S. Standard General Ledger balances for posting in their core accounting system and to determine the payments made by ARC and reported on the monthly SF 224. Reports can all be used to obtain listings of open commitments, obligations and detailed expenditures, as well as disbursements that need to be recorded as Non SF 224 transactions.