



Overview/Summary of Services//ARC-25

ARC Travel Services provides E-Gov travel service (ETS), travel help desk and advisory, travel card administration, travel payments, and relocation services.

ETS is a government-wide, web-based travel management service. Travel documents are processed using an ETS system. Relocations are processed using moveLINQ, 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 5]
- Guide for Developing Security Plans for Federal Information Systems [NIST SP 800-18, Revision1]
- Managing the Security of Information Exchanges [NIST SP 800-47, Revision 1]
- Office of Management and Budget (OMB) Circular A-130, Appendix III: Security of Federal Automated Information Systems
- Federal Information System Controls Audit Manual (FISCAM)

ARC will maintain the supporting documentation related to transactions processed and reconciliations or reports prepared, including both electronic and/or 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.

☒ TDY Processing 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
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 calendar 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 core financial system		X
Process electronic travel payments to the traveler's bank account and/or the traveler's government issued charge card account	X	
Send daily system generated email reminders to appropriate contacts for documents that reject back to the travel system during the interface to the core financial system	X	
Maintain and troubleshoot travel real-time interface to financial system	X	
Archiving and Data Warehousing		
Work with the vendor to retrieve documents that are archived in accordance with NARA's federal retention requirements	X	
Other Document Processing		
Review travel accruals processed by ARC		X
Process travel obligations, accruals, cancellations, and reissue entries in the Core Federal Financials accounting system	X	
Reconciliation and Payment of the Central Billed Account (CBA)		

Research unidentified charges and take appropriate action		X
Perform the reconciliation and payment in accordance with prompt pay regulations	X	

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

Non-ARC Charges

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

Onsite TMC support is the responsibility of the customer agency.

Primary Pricing Driver

- ❖ Average annual number of Lines of Accounting maintained in ConcurGov
- ❖ 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
 AR - Misc Receipts - Travel Card Programs
 Purchasing - Travel - Travel Obligations
 Travel - PO Receipts (Accruals)

Performance Metrics

Metric	Measurement	Target
Timely Payment	Percentage of approved travel vouchers, including split disbursements, paid within five business days given funding is sufficient and traveler banking information is valid	99%



Travel Service Line Service Descriptions

Centrally Billed Accounts	Percentage of centrally billed accounts reconciled and paid within 30 calendar days of receipt of a proper invoice	99%
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☒ Travel Help Desk

Description

ARC provides customer service to all system users and includes post payment audits, FTR policy guidance and research.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
<input checked="" type="checkbox"/> Tier I – Help Desk Support		
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
Communicate routing, group, and access changes to ARC		X
Approve user access to generate reports from the Travel System		X
Notify ARC when report user access is no longer required		X
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 an annual system user review and complete approved access changes in the system	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	
Provide travel system training to system users via webinar on a monthly basis. Maintain online training materials on the customer's access page	X	
Maintain routing, group, and access changes in the travel system	X	
Weekly notification to appropriate individual(s) (e.g., approving official, budget reviewer) when travel documents are awaiting an action to complete the approval process	X	
Weekly notification to appropriate individual(s) (e.g., traveler, approving official, travel contract) when authorization has not been vouchered within five business days of trip completion	X	

FTR Policy Guidance and Research		
Perform research and advice on any FTR and/or ARC Travel Guide policy questions	X	
Travel Reporting		
Create Cognos ad hoc reports based on customer agency requirements	X	
Fulfill report requests submitted and/or approved by agency travel contacts	X	
Maintain a standard suite of reports	X	
Setup and maintain report user access for the travel system	X	
Post Payment Audits¹		
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
Perform a post payment audit on a random sample of travel vouchers and a targeted sample of travel vouchers	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 support to your agency's system users by telephone and/or email		X
Perform research and advice on any FTR and/or ARC Travel Guide policy questions		X
Validate application users and responsibilities annually		X
Identify and submit accounting string changes		X
Approve user access to generate reports from the Travel System		X
Notify ARC when report user access is no longer required		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	
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 travel system training to system users via webinar on a monthly basis. Maintain online training materials on the customer's access page	X	
Weekly notification to appropriate individual(s) (e.g., approving official, budget reviewer) when travel documents are awaiting an action to complete the approval process	X	
Weekly notification to appropriate individual(s) (e.g., traveler, approving official, travel contract) when authorization has not been vouchered within five business days of trip completion	X	
Travel Reporting		

Create Cognos ad hoc reports based on customer agency requirements	X	
Maintain a standard suite of reports	X	
Setup and maintain report user access for the travel system	X	
Post Payment Audits¹		
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
Perform a post payment audit on a random sample of travel vouchers and a targeted sample of travel vouchers	X	

Primary Pricing Driver

- ❖ Annual number of ConcurGov Active User Profiles maintained in ConcurGov
- ❖ Average annual number of Security Group Members maintained in ConcurGov
- ❖ Average annual number of Routing Elements maintained in ConcurGov
- ❖ 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
 - General document navigation
 - 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

¹The objective of the post payment audits is to assess travel payment compliance as determined by the Federal Travel Regulations. The ARC Travel Sampling Plan is broken down into two separate components: Statistical Sample and Quality Sample. The Quality Sample is a weekly sample and includes two parts: 1) A 100% audit of vouchers with specified characteristics such as expense threshold, trips with advances, trips showing duplicate M&IE, and more. 2) A 5% targeted sample of other high-risk vouchers. The Statistical Sample is a monthly random sample which excludes vouchers pulled in the Quality Sample. Any voucher greater than \$2,500 will be pulled for audit under the Quality Sample, of which, 50% will be audited based on GAO guidelines and 50% will be audits per FTR & GAO guidelines.

Performance Metrics

Metric	Measurement	Target
Tier 1 Call Ticket Resolution	Percentage of Tier 1 (non-escalated) help desk call initiated tickets closed within 60 minutes of being logged	95%
Tier 2 Call Ticket Resolution	Percentage of Tier 2 (escalated) help desk call initiated tickets closed within one business day of being logged	85%
E-mail Ticket Resolution	Percentage of help desk email tickets closed within one business day of being logged	80%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<45 seconds
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5% when average call abandonment time is >60 seconds
Sampling Completed	Percentage of sampling completed within 30 calendar days of last day of the month the travel voucher was paid	99%

☒ 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 also provides 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 dollar limits and appropriate Merchant Category Codes for the Individual Billed Travel program		X
Track unused/partially used tickets		X
Notify ARC when a cardholder exits the agency or no longer needs a travel card		X
Ensure cardholder timely payments and manage delinquencies (ARC does not reconcile IBA accounts)		X
Interact with contracting bank only for technical/system related issues		X
Engagement with contracting bank regarding new services or offerings that deviate from the existing services or Treasury/ARC Standards	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	

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	
Perform a monthly process syncing charge card numbers and expiration dates in the travel system to the charge card vendor	X	

Primary Pricing Driver

❖ Cardholders

Performance Metrics

Metric	Measurement	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 moveLINQ, 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 Fellowships (New Hire Benefits)
- Home Leave
- Emergency Visitation
- Medical
- Educational
- Rest and Relaxation
- Consecutive Overseas Tour
- Funded Environmental and Morale Leave
- International Tour Extensions
- Early Return of Dependents

Level 2

The Level 2 category includes the following types of relocations:

- Domestic Transfers
- Domestic Temporary Change of Station (TCS) – All types
- Evacuation
- 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
- International Transfers
- International TCS – All types

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
Provide a point of contact for escalation purposes		X
Determine if relocation benefits will be offered to an employee as part of the job offer		X
Notify ARC of a relocating employee through a request for relocation form at least 30 calendar 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	
ARC will submit final amendments to reduce funding and close relocations for which amendments have not been approved within a 30-day period	X	
ARC will notify designated agency contact(s) of unsigned voucher collections which have not been approved within a 30-day period	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.

Authorize ARC to approve all normal accessorial charges		X
Send unusual accessorial charges for approval	X	
Approve unusual accessorial charges within one business day		X
Forward approved advance to agency's payment office	X	
Prepare a Virtual Government Bill of Lading	X	
Work with appropriate parties to resolve issues 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, amendments 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 agency accounting office for collection	X	
Post accounts receivable in agency financial system and seek reimbursement from debtors (non-accounting customers only)		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 (office and VPN) for moveLINQ Agency Contact Portal access		X
Request new user application access via the moveLINQ Access Request Form		X
Validate Agency Contact Portal application users and responsibilities annually		X

³ Applies to non-payment customers.

⁴ Applies to non-Treasury customers.

Communicate needed routing and access changes to ARC		X
Maintain routing and access changes in the relocation system	X	
Relocates will access, submit vouchers and receipts, and sign/reject documents in the moveLINQ Employee Portal		X
Relocates will upload necessary approvals required for processing		X
Agency Officials will access, submit requests for relocations, and approve/reject documents in the moveLINQ Agency Contact Portal		X
Download relocation documents and supporting information for payment processing		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 OR ❖ 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	X	
Address the process that will be used to correct overpayment of social security taxes, if applicable		X

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

Primary Pricing Driver

- ❖ Number and type of relocations

Performance Metrics

Metric	Measurement	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 10 business days after receiving complete and accurate information	97%
Vendor Invoice Submission	Percent submitted within 25 days of receipt of a valid invoice	97%

☒ 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		
Provide an OBI reporting tool point of contact and backup for user acceptance connectivity testing		X
Provide a point of contact and backup for budget execution for relocation transactions		X
Provide a point of contact and backup for Treasury Fund Balance reconciliation of relocation transactions		X
Approve Agreement to Load Funding document within three business days of receipt and record budget authority issued to ARC in their financial system (non-accounting customers only)		X
Control funding based on the appropriation period of availability	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	
Pay all prompt pay interest incurred		X
Maintain supporting documentation in accordance with federal retention requirements	X	
Account Maintenance and Reporting		

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.

Perform routine account maintenance and reconciliation of moveLINQ to Oracle to ensure customer's summary accounting data is accurate	X	
Submit the Government Wide Accounting (GWA) Reporting on behalf of the customer agency ⁷ (non-accounting customers only)	X	
Design reports	X	
Use Oracle Business Intelligence (OBI) 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	
TRANSACTIONAL PIECE: Record relocation expenses paid by Fiscal Service and returned on OBI Report in agency financial system as non-224 transactions. These are billed to agency via FS ALC and Agency TAS. Recommended best practice is to post as lump sum transactions. OBI may be used for historical detailed reporting. (non- accounting customers only)		X
Reconcile Fund Balance with Treasury activity and balances (Full-Service Customers)	X	
Reconcile Fund Balance with Treasury activity and balances (non-accounting customers only)		X
Perform GTAS Reporting (non-accounting customers only)		X
Perform TIER Reporting (Treasury non-accounting customers only)		X

Core 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 Business Intelligence Extended Edition (OBI)

OBI is a web accessible reporting tool. The user can view data in real-time in various ways including, drill up/down capabilities, query and analytics capabilities of Oracle data. The user may also download data to a spreadsheet or other desktop applications.

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

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

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.



Travel Service Line Service Descriptions

Performance Metrics

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