You'll See Some Changes to the ARCIS Customer Portal…

Dear ARCIS Customer,

We are preparing for a major upgrade to the ARCIS customer portal later this year. This upgrade will include the addition of new modules and new functionality.

In the interim, you will see some changes to the current interface. Most of these changes involve the terminology used for pages, links, and buttons. We've also made some improvements to the Reference Request form in response to customer feedback.

Changes include the following:

1) ARCIS Home Page

You've probably already noticed a new, clean look to the ARCIS home page. Links to specific ARCIS tasks no longer appear on this page, but rather on the main page for the appropriate module.
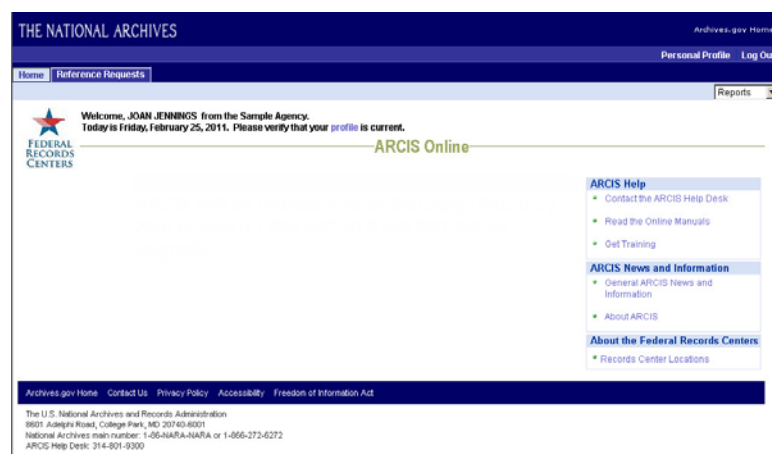

To get to the Reference Requests main page, click the Reference Requests tab.

As more ARCIS modules are released, more tabs will appear in this row.

2) The Reference Requests Main Page

The options available in the Reference Requests module are divided into **Actions** and **Views.** Currently, there is one type of action available for Reference Requests (**CREATE**) and one type of view (**AGENCY-WIDE**).
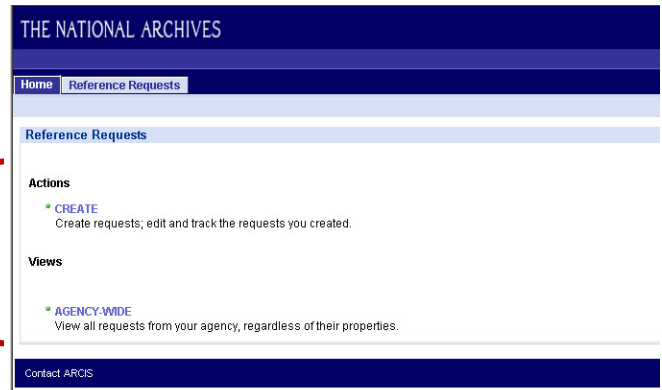
As more functionality is added to ARCIS, you may see more options here, depending on the capabilities you have been assigned.

To start work on a new reference request, or to edit and track requests that you have created, click **CREATE.**
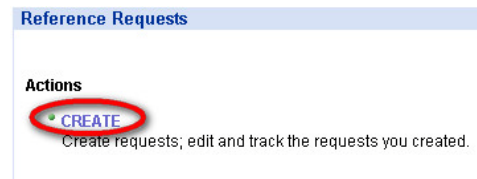
The **Reference Requests I Created** page (formerly "My Reference Requests") will open.

3) The Reference Requests I Created Page (formerly "My Reference Requests")

There have been some changes in terminology on this page, to pave the way for upcoming ARCIS modules.

In addition to the change to the page title, the following items have changed:

- The views are now called **My Workspace** and **FRC Workspace** instead of "Reference Requests – Initiated" and "Reference Requests – Submitted." (You'll also notice that the active view is now highlighted in blue, for clarity.)

- The button for starting work on a new reference request is now labeled **Create Reference Request** instead of "Initiate Reference Request."
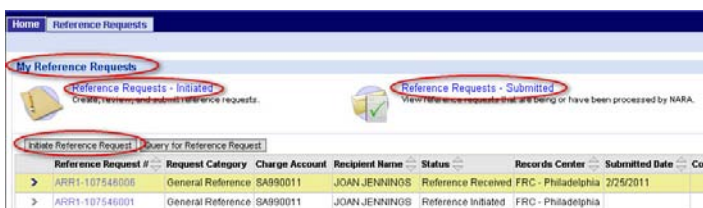
FORMER VERSION   **NEW VERSION**

4) The Reference Request Form

In response to customer feedback, we've made some improvements to the Reference Requests form.

There are a few minor changes in the location of fields. The two most significant changes are described below.

A. The "Transfer" request category has changed to "General Reference"

Formerly, if your request did not fall into a special category (such as "IRS Tax Return" or "USPS Money Order"), you selected "Transfer."

Now, if your request does not fall into a special category, you select **General Reference.**

FORMER VERSION   NEW VERSION

Request Category: Request Category:
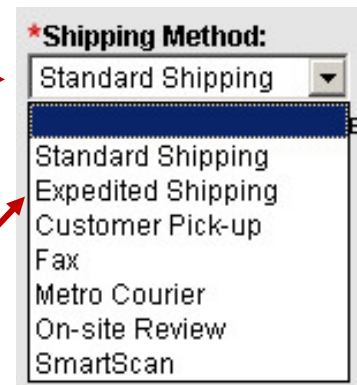Transfer   General Reference

B. The shipping selection process has been revised

Formerly, if you wanted your FRC's standard shipping method, you had to select "USPS" whether or not your FRC used USPS as its standard shipping method.

*Shipping Method:
Standard Shipping

Now, the option "Standard Shipping" appears. ➡️

Other options in the drop-down list reflect only the methods offered by the FRC where the records are stored. For example, if that FRC does not offer Metro Courier service, the option "Metro Courier" will not appear in the list.

Standard Shipping
Expedited Shipping
Customer Pick-up
Fax
Metro Courier
On-site Review
SmartScan

If you want to use an expedited carrier, select "Expedited Shipping."

The **Expedited Shipping Carrier** drop-down list will become available, showing the expedited shipping options commonly offered by that FRC. Select one of the expedited options, or select "Other" and contact the FRC to make other arrangements.

Expedited Shipping Carrier:

FedEx Priority Overnight
FedEx Standard Overnight
UPS Next Day Air
UPS 2nd Day Air
Other (contact FRC to arrange)

If you select "Expedited Shipping," the **Shipping Account # field** will also become available so that you can enter the account number you maintain with the carrier.

Shipping Account #: