

<b>Meeting Notes</b>	<b>Date:</b> May 17, 2016 <b>Time:</b> 9am <b>Agency:</b> Office of General Services, Business Services Center <b>Location:</b> Building 5, Harriman State Campus, G-8 <b>Topic:</b> BSC Finance Customer Forum Travel & Expense and Credit Card Administration
<b>Organizer:</b> BSC Finance Services	
<b>Attendees:</b> BSC Finance Customer Agencies	
<b>Notes</b>	
<b>Credit Card Administration Service Line Updates</b> Processing time for Credit Card Applications <ul style="list-style-type: none"> <li>• The BSC Credit Card Administration Service Line has recently noticed an increase in the amount of time it takes to receive credit cards from CitiBank.</li> <li>• Historically, CitiBank took 3 days from the time the application was submitted until the card was received by the BSC. Now it is taking 5 days.</li> <li>• 6/23/16 Update: Citibank has reverted back to issuing cards in 3 days.</li> <li>• Please allow 2 ½ – 3 weeks from the time the application is submitted to the BSC until the employee receives the card.</li> <li>• To avoid unnecessary delays, please ensure your agency SFS Agency Security Administration (ASA) has all the correct SFS permissions in place for the cardholder prior to submitting the application to the BSC.</li> </ul>	
<b>Travel &amp; Expense Service Line Updates</b> Training <ul style="list-style-type: none"> <li>• Several WebEx trainings have been scheduled for May and June. Please see the BSC website for dates, times, and descriptions: <a href="https://bsc.ogs.ny.gov/training-events">https://bsc.ogs.ny.gov/training-events</a></li> <li>• The Travel &amp; Expense Service Line is working to develop agency specific training to address the mandated needs of individual agencies. Should agencies be interested in a custom made training, an e-mail can be sent to: <a href="mailto:ogs.bsctraveltraining@ogs.ny.gov">ogs.bsctraveltraining@ogs.ny.gov</a></li> <li>• There are three “Self Service” training documents available on the BSC website to assist Travelers and Supervisors of Travelers at the following link: <a href="https://bsc.ogs.ny.gov/content/travel-expense">https://bsc.ogs.ny.gov/content/travel-expense</a> . Click on “Travel and Expense Forms &amp; Publications.”</li> </ul> Traveler/Proxy Edits/Corrections on Denied Expense Reports <ul style="list-style-type: none"> <li>• Some agencies have experienced Expense Reports denied back from the BSC multiple times. This is often because an expense report is denied with multiple issues that ALL need to be remedied before the report can be approved. There are times when not all, or in some cases not any of the issues are remedied when returned to the BSC, resulting in another denial.</li> <li>• To avoid multiple denials, supervisors should ensure they review the denial comments and have travelers address all comments in the report.</li> <li>• If an expense report comes back denied and customer agencies have questions, please reach out to the travel mailbox, and we’ll walk you through the denial reasons.</li> </ul> Mileage details when leaving from “Home” <ul style="list-style-type: none"> <li>• Sometimes on the AC160, Travelers use HOME and then their destination, lacking specifics for where HOME is</li> <li>• The HOME address needs to be clearly indicated.</li> </ul> No Receipt Box – please don’t forget the explanation <ul style="list-style-type: none"> <li>• The No Receipt Box has a place you can put in a comment; if a receipt is missing, it must be indicated as such in the No Receipt comment field (ex: missing receipt, lost receipt).</li> <li>• Eventually SFS will use the flag for that box, but for now, we need to be sure travelers are populating the comment field.</li> </ul> Legibility <ul style="list-style-type: none"> <li>• Travelers should be reminded that the AC160 needs to be legible. If the BSC auditors can’t read the AC160, we have to deny the expense report.</li> <li>• Supervisors are expected to review everything carefully in the Expense Report to ensure it is clear, complete, and legible.</li> </ul> Tappan Zee Bridge Toll Payment Procedure Updates <ul style="list-style-type: none"> <li>• The following link on the OGS Procurement Services Website for the Passenger Vehicle Rental Contract contains updated</li> </ul>	

information on the Tappan Zee Bridge Toll Payments: <http://ogs.ny.gov/purchase/snt/awardnotes/7200122273ContractorInfo.pdf>

Please be sure Travelers are Using Up to Date Forms

- All forms for Travelers can be found on the OSC website at the following link: <http://osc.state.ny.us/agencies/forms/index.htm>  
Any form that does not have an "S" on the end is an obsolete form.
- AC 132-S: Employee Report of Travel Expenses and claim for Payment  
(Required if the proxy is clicking the Submit button on behalf of the traveler)
- AC 160-S: Statement of Automobile Travel  
(When there are multiple legs of a trip, detail on each leg is required)
- AC 3258-S: Statement of Meals Claimed  
(If you need an extra form to claim meals because the AC1320A doesn't meet your needs)
- AC 3257-S: Claim for Travel Reimbursement by a Non-Employee
- AC 3256-S: Statement of State Corporate Travel Card Charges

Required Information for Official Station

- If we need to determine mileage from the Official Station, detailed address information is required.
- If the City and State provides us with the information we need, then we won't always require the street address.

Process for booking airfare under the State contract and the Concur website:

- Training video for using the Concur website can be found at the following link on the Office of General Services Procurement Services website for the Travel Management Services Contract:  
[http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536ContractorInfo\\_TMS.pdf](http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536ContractorInfo_TMS.pdf)

Third Party Reimbursement:

- A third party reimbursement occurs when an organization other than the traveler's current agency pays for some or all of the traveler's travel expenses.
- The third party reimbursement is to be returned to the traveler's current agency's funding.
- This process is done as a Refund of Appropriation (ROA) in the Accounts Payable module in SFS or may be processed as a negative expense report "Due State" Miscellaneous Receipt in the Accounts Receivable module in the SFS.
- Third Party Reimbursement checks should be made out to the Agency.
  - If check is made payable to the traveler, it needs to be signed over to the agency and then submitted to the Agency Finance Office
  - The check needs to list the Expense Report ID number and the Agency General Ledger Business Unit ID (GLBU)
- A copy of the Expense Report must be included with the check.
- Traveler should send checks to their Agency Finance Office. The Agency will then forward the checks to the BSC Cashier. (This is currently the process for BSC agencies that are receiving Accounts Payable services).
- Information about specific scenarios follows.
  - If the traveler is to receive any out of pocket funds where the expense report would result in a reimbursement to the traveler, do not make the Travel Card Charges "Return to State", the charges should be categorized according to the expense type (i.e. lodging or taxi). This will allow the BSC to apply the reimbursement correctly. The check should be forwarded to the BSC Cashier for processing. These checks will be processed by the Accounts Payable Unit as Refunds of Appropriation.
  - If the traveler used their travel card and incurred all expenses in the first instance for the trip, there is no additional reimbursement due to the Traveler, and all expenses match the amount being paid by the third party, the travel card charges can be marked as "Return to State" which will result in a "Due State" report. The check needs to be in the exact amount of the "Return to State" total at the end of the report. This check will be processed by the BSC Accounts Receivable Service Line as a Due State report.
  - The expense report # and GLBU is to be noted on the check and a copy of the expense report must be submitted with the check to the agency finance office. The finance office will then forward to the BSC cashier for processing.

Risk Based Auditing

- With the launch of EE1, SFS provided for auto approvals of Expense Reports considered "Low Risk."
- 10% of the auto approved Expense Reports (selected at random) are audited after approval, and there have been very few issues identified.
- Should agencies have concerns about specific expense reports being auto approved – please reach out to the Travel & Expense Service line.
- Agency report cards have metrics regarding quantities of auto-approved Expense Reports for each agency.