

Meeting Notes	Date:	June 21, 2016	Time:	9am
	Agency:	Office of General Services, Business Services Center		
	Location:	Building 5, Harriman State Campus, G-8		
	Topic:	BSC Finance Customer Forum Travel & Expense and Credit Card Administration		

Organizer: BSC Finance Services

Attendees: BSC Finance Customer Agencies

Notes

Travel & Expense Service Line Updates

Training:
BSC Travel Training Opportunities can be found at: <https://bsc.ogs.ny.gov/training-events>

Rental Cars and the Cashless Tolls on the Tappan Zee Bridge:

- For all Rentals
 - The Tappan Zee Bridge (and other locations, soon) no longer accepts cash; only electronic payments.
 - Renters may use their personal EZ Pass in a rental.
 - Many rentals are currently equipped with transponders which work the same way as a personal EZ Pass.
 - Vehicles not equipped with transponders (such as TollPass) will be billed toll charges via electronic tolling; a picture is taken of the license plate, the vehicle is identified as a rental, and the toll is charged to the credit card on file with the rental company.
- Enterprise Specific Information
 - If renters do not use a personal EZPass and the rental is equipped with a TollPass the renter will be charged a daily convenience fee of \$3.95 for each day of the rental when toll roads are used plus actual toll charges. The maximum convenience charge for a rental period is \$19.75 (\$3.95 x 5 days).
 - Charges will show on Citibank statements within approximately 4-6 weeks as “Enterprise Tolls.”
 - Additional information can be found at the following link on the OGS Procurement Services website: <http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273ContractorInfo.pdf>
- Hertz Specific Information
 - If renters do not use a personal EZPass and the rental is equipped with PlatePass the renter will be automatically enrolled into PlatePass (if tolls are incurred) at \$4.95 per rental day, plus actual toll charges incurred with a maximum PlatePass service fee of \$24.75 (\$4.95 x 5 days) per rental agreement.
 - Charges will show on Citibank statements within approximately 3-4 weeks as “PlatePass” or “DBA Hertz.”
 - The PlatePass fee applies to each day of the rental agreement until the maximum is reached, whether tolls are incurred that day or not.
 - Additional information can be found at the following link on the OGS Procurement Services website: http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273EHI_TappanZee.pdf

Airline Early Check-In Fees:

- Early check in fees are considered non-reimbursable and out of pocket expenses.
- Should your agency decide to approve an early check-in fee, this approval has to be authorized by the finance officer.

Cash Advances in SFS:

- Each agency sets their own policy regarding the issuance of travel advances to their employees.
- The BSC recommends that agencies have travelers apply for a Travel Card in lieu of utilizing cash advances.
- Generally, agencies that do issue travel advances have a petty cash account set up to administer those advances. Reconciliation of all advances is the responsibility of the agency and is handled outside of SFS.
- Chapter 13, Section 4B of the GFO discusses the Travel Advance policy
- [https://www.osc.state.ny.us/agencies/guide/MyWebHelp/#XIII/4/B.htm%3FTocPath%3DXIII.%20Employee%20Expense%](https://www.osc.state.ny.us/agencies/guide/MyWebHelp/#XIII/4/B.htm%3FTocPath%3DXIII.%20Employee%20Expense%20)

[20Reimbursement%7C4.%20Employee%20Travel%20Expense%20Reimbursement%7C_____2](#)

- In SFS there is a business purpose called “Cash Advance” where travelers in agencies that do not have a petty cash account can enter anticipated expenses for a trip (lodging, per diems, etc.) and receive an advance.
- The cash advance takes approximately the same amount of time as it takes to get a Travel Card, or a travel reimbursement.
- Agencies have the discretion to not allow the use of this feature within SFS.

Emergency Response Plan on the BSC website:

BSC’s recommended courses of action agencies can take in the event of an emergency can be found at the following link: https://bsc.ogs.ny.gov/sites/default/files/BSC_Emergency_Response_Plan.pdf

Credit Card Administration Service Line Updates

CitiBank Fraudulent Charges:

- Cardholders who find fraudulent charges charged on their credit cards have 60 days to make a claim to CitiBank. The BSC strongly encourages cardholders to follow up on claims submitted to CitiBank within the 60 day timeframe to ensure these fraudulent charges are handled appropriately.
- After 60 days, cardholders do not have recourse and the State is liable for the charges.

Citibank Quarterly Rebates:

- Citibank rebates are distributed quarterly.
- Citibank has 60 days from the end of the quarter to deposit the rebate into the state’s account.
- Processing of rebates is a joint process shared by the BSC and OSC. The BSC is working on streamlining the process to make it faster.
- When rebates are processed, the BSC sends the notice to the agency official listed as the OSC Agency Finance Liaison. (Please keep in mind that the BSC, as the Statewide Account Administrator, processes rebates for all agencies, not just BSC customers.
 - If agencies need to update their agency finance officer names, please refer to the GFO instruction at the following link:
 - http://www.osc.state.ny.us/agencies/guide/MyWebHelp/#XII/4/C.htm?Highlight=fiscal_officer
- If agencies have specific requests for coding to be used to process rebates, please e-mail the BSC Credit Card team at Creditcard@ogs.ny.gov.

SFS Role Mapping:

- Before a Credit Card application or a change request is submitted, the correct SFS role mapping must be completed by the SFS Agency Security Administrator (ASA).
- Required Roles for Credit Card Applications

Travel Card

- Travel User Entry Role or Proxy that has the proxy role (Proxy is used if the traveler won’t be submitting her/his own expense reports)
- A supervisor will need to have the supervisor role so they are able to approve the expense reports

Procurement or Net Card

- P-Cards and NET Cards require a cardholder/reconcile role if the cardholder will be reconciling
- If there is an alternate reconciler, that individual will need the reconciler role
- For P-Card and NET Cards, at least one person will need the P-Card approver role

Timeframe for Reconciling:

- Charges should show up on a cardholder’s account within a week of the charge being made; occasionally postings can be delayed.
- If charges aren’t showing up for over a week, please e-mail the BSC at creditcard@ogs.ny.gov to ensure the credit card is online in SFS.

Call for Agenda Items for Next Customer Forum

The next Customer Forum is 7/19/16, agenda items are due 7/13/16