

Meeting Notes	Date: April 5, 2016 Time: 9 a.m. Agency: Office of General Services, Business Services Center Location: Building 5, Harriman State Campus, G-8 Topic: BSC Finance Customer Forum for Accounts Payable and Purchasing
Organizer: BSC Finance Services	
Attendees: BSC Finance Customer Agencies	
Notes	
<p><u>Year End Update</u> Accounts Payable:</p> <ul style="list-style-type: none"> The BSC committed to and successfully processed every invoice received by March 14th which had necessary approvals, funding in place, was properly received, and where all required information to create a voucher in the SFS was present. In addition, the BSC continued to process and approve additional transactions, based on agency feedback, until the OSC deadline of March 29th. During the black-out period, AP staff worked in FileNet to prepare invoices for entry into SFS once the system became available. <p>Purchasing:</p> <ul style="list-style-type: none"> This year Purchasing was able to add an additional week for processing purchasing transactions. All transactions received by March 22nd, which included all of the proper documentation for processing were processed with the exception of transactions that failed budget check. BSC has a kaizen event in process for purchasing to identify areas of improvement in our change notices process. Also, a number of training programs are being offered and are listed on the BSC website. <p>Travel:</p> <ul style="list-style-type: none"> The BSC audited and processed every expense report received by the BSC by the March 18th deadline. In addition, the BSC continued to support agency traveler reimbursements by processing all expense reports submitted to the BSC through March 29th <p>Credit cards:</p> <ul style="list-style-type: none"> All Citibank invoices were paid, with the exception of those failing budget. The BSC worked with customer agencies to pay all outstanding procurement, travel and NET card bills with funding in place and posted all credit card reconciliation vouchers that did not have errors by fiscal year-end. <p>PSP Environment</p> <ul style="list-style-type: none"> BSC will not process transactions until the agencies are ready to do so. The BSC cannot begin processing agency transactions until Agency KK is available. Please let us know when you have funds available to begin transaction processing by sending an email to BSCyearend@ogs.ny.gov, BSCcustomer-care@ogs.ny.gov or email Tim Smith directly at timothy.smith@ogs.ny.gov. <p>Utility Templates</p> <ul style="list-style-type: none"> The Accounts Payable Utility Unit has previously set up templates for all utility accounts and have sent agencies a request to validate the template information. Replies are due back to the BSC by April 8th. The Utility Unit will send a reminder email on April 13th. <p>Citi Bank Invoices</p> <ul style="list-style-type: none"> SFS Clearing account coding will need to be updated for the coming fiscal year. This is done through SFS and they will notify the agencies. The 4/6/16 p-card bills were paid with 2015-16 funding. The 4/22/16 travel and 5/6/16 p-card and net card bills will be paid out of 2016-17 funding. We will not be able to process the Citibank payments for 4/22/16 travel bills or 5/6/16 p-card and net card bills until the clearing accounts are updated. 	

General Updates

Accounts Payable:

- Marking invoices “Not okay to pay” means the invoice will never be paid. The invoice will be moved to the FileNet processed queue and no further action will be taken. If an agency is intending to pay the invoice, please keep in agency review until ready to pay.
- Corcraft creates an interagency voucher in SFS for all orders. If a Corcraft invoice is paid with a P-card, Corcraft will generate a credit interagency voucher in SFS. In order to clear out both transactions, agencies need to provide coding to process both the credit and the charge associated with P-card transaction. Identical coding must be used to clear out to zero. The BSC cannot use OGS funds to process these transactions. Agencies may provide “default coding” in these situations to clear out the original voucher and credit voucher. We are working with Corcraft and SFS to improve this process but in the interim, Corcraft is creating a bill for every transaction and we require coding to clear out the interagency bills.
- OGS sent dunning letters for interagency billings out in March.

Purchasing:

Lease Automation

- BSC took on lease administration in SFS with the EE1 upgrade. Once a lease agreement has been negotiated, BSC will, on behalf of our customer agencies, process or generate a requisition for the lease in SFS. That requisition will be sent to the agency for approval. Once approved by the agency, the BSC will submit the SFS transaction to OSC. Upon OSC approval, the BSC will finalize the contract record and stage a release to generate a purchase order.
- The BSC has been working with SFS to automate lease payments where the payment is the same from month to month (i.e. rent, standard parking fees, etc.). We have rolled out this process to a handful of agencies. All BSC customer agency lease payments that meet the criteria are scheduled to be included in the automated cycle beginning June 1st.
- With regard to the process for purchase orders that closed at FYE that had payments pending, the BSC followed the same procedure as when we brought EE1 up. If for some reason a PO closed and it was a stand-alone PO, and agencies do not need to make more than one or two payments, you can indicate in FileNet that the invoice is okay to pay with a reference to the PO, and we will not recreate a PO.
- If you have a PO that you will have more than two payments, we will recreate a PO for the balance that was left on the PO when it was closed. A requisition will not be required. Please send your request to the purchasing unit mailbox at ogspurchasingunit@ogs.ny.gov.
- Regarding agency specific Contract POs, a PO linked to the contract is required for all payments. Agencies will need to schedule releases generating new POs in order to process payments. They cannot be straight paid.
- It was suggested that more policy and best practices be included in the trainings.
- BSC met with SFS to discuss how to handle for multi-year agreements, and whether we should continue to use the same purchase orders from year to year or whether we should establish a new PO each year. It was determined that it would be best practice to establish new POs at the beginning of the fiscal year.

Receiving:

- Beginning April 1st receiving in SFS will be required on all stand-alone purchase orders for the new fiscal year. Straight pays will not be impacted.
- We received a lot of constructive criticism on our recent training related to requisitions and receiving. We try to give a variety of samples and scenarios regarding setting up requisitions and conducting receiving. We discuss receiving for both quantity based and amount only POs.
- We are currently conducting an e-invoice pilot with Accustaff. We will share our Accustaff process with agencies once the pilot is complete. The entire streamlined process will be shared with agencies.

Vendor Announcement

- As of April 1, 2016 there will be a new policy in place for which the BSC reserves the right to return an invoice to a vendor who does not supply enough information on the invoice to process it for payment. We are putting the information needed for complete invoices on POs advising vendors. This information is also available on the BSC website.

Change Notices:

- The change notice process does not have a lot of structure within the SFS workflow. The BSC is participating in a Kaizen to identify improvement opportunities for this process.

Q&As

Q. Is it possible to generate a PO to pay Citi Bank?

A. The BSC is checking with SFS whether (a) a purchase order can be issued using default P-card coding, and (b) whether the system will allow a PO to be pulled into a prepaid voucher considering that the coding is "hard-coded" on the voucher.

Q. What is a reasonable time period for processing of change requests?

A. The BSC is currently using the PO SLA for change notices which is three business days. We are reevaluating the processing of change notices to identify improvement opportunities in processing and workflow.

Q. What is the name of the SFS report listing all dispatched POs and dollar amounts?

A. BSC_DISPACHED_POS2

Q. If you don't have the coding to pay a fringe bill, what are you supposed to do?

S. Fringe bills will remain as an open receivable until coding is provided by the agency. Agencies should work with their Budget units and DOB representative to resolve.

Q. Is the BSC monitoring transactions that have been processed in SFS?

A. There is an in-flight report in SFS. It is our policy that we are not letting items sit more than 2 days. We are working to identify things falling through the cracks. If agencies see a transaction that is not moving, they should let the BSC know.

Q. Why does it need to sit in entry, why can't it just be submitted?

A. Vouchers linked to PO's must be matched before they can be submitted and approved. Non-PO vouchers, including Fringe should be entered and submitted at the same time.

Q. Researchers place a lot of invoices in agency review requesting more information. A lot of times, all the information is already in there. Please have staff look carefully before putting in agency review for that reason.

A. BSC will continue to work with staff to avoid invoices sent to agency review unnecessarily.

Q. When will the Filenet enhancements be available?

A. We do not yet have a date for these changes to be implemented.

Q. Filenet indexing and accuracy of fields – if the staff could just really look at those fields in Filenet and confirm the numbers are correct, it would be much easier for the agency when they are searching for something. There have been typos in those fields and that makes it very hard and time consuming to find something. When the agency sees these typos, they make a note to the BSC to correct it.

A. BSC is continuing to work with staff on improving accuracy

Q. For temp services, how are you going to pick what receiving goes with what invoice? What if you have three programmers all in the same title and same pay?

A. Be sure to provide the week ending date, sign off every Friday and put receipt in for that title. If we pull up a PO and see three receipts for this week ending date for same title, we can recognize. You can put individual's initials that would be helpful.

Q. When you reach out to vendors because you are requesting additional information, will you be copying the agency? What is the value of the BSC doing that and the agency not asking for it?

A. It is our responsibility to work with vendor to get the correct information. We will work with vendors to ensure they understand that they need to supply complete information in order for us to make payment. There will be a status in Filenet and an email, the agency will get a copy of that email. Agency can reach out to vendor at that time. BSC will work to be clear and concise with the information needed.

Next Customer Forum – May 3, 2016

- Agenda items due April 26, 2016