



INFORMATION ANNOUNCEMENT

Andrew M. Cuomo
Governor

RoAnn M. Destito
Commissioner

Accounts Payable Process Enhancements

Based on feedback from our customers, the BSC has created the Accounts Payable (AP) Service Team to respond quickly and efficiently to requests for information on the status of AP transactions that cannot be answered by the BSC call center.

You can reach the AP Service Team directly via email at APInquiries@ogs.ny.gov. Please also note the following specific guidelines for customer agency outreach regarding AP transactions and questions:

- All AP transaction inquiries should be addressed by either calling the BSC Call Center at (518) 457-4272 or by emailing the AP Service Team at APInquiries@ogs.ny.gov.
- Invoices should continue to be emailed to AccountsPayable@ogs.ny.gov, and only one invoice should be included in each email. Please do not send invoices to the AP Service Team.
- When calling the BSC Call Center, the person you speak to should provide you with a ticket number. This number will allow you to follow up on your inquiry while it is being resolved and provide customer feedback after the inquiry is closed. If you are not given an incident number please request one prior to ending your call.
- If your inquiry is not resolved within 2 business days, please call the BSC Call Center and provide the representative with your ticket number. If the representative is not able to provide an updated status to you or information to close your inquiry, you will be transferred to the AP Service Team.
- If an AP Service Team member is not able to satisfactorily address your inquiry, please ask to speak with a supervisor. While every member of the AP Service Team is trained to address many issues, we are prepared to escalate issues when you are not satisfied with a resolution.

Your continued cooperation and patience is appreciated as we work to refine our processes and implement changes to serve you better. If you have any questions or concerns regarding these procedures, please contact AP at AccountsPayable@ogs.ny.gov or (518) 457-4272.

Release Date: February 10, 2014

For more information visit the BSC website or contact the BSC today!

Email: bsc@ogs.ny.gov

Tel: (518) 457-4272

Website: <http://bsc.ogs.ny.gov>