

Service Line	Contact Information	
<p><b>Accounts Payable/Invoices</b></p> <ul style="list-style-type: none"> <li>Accounts Payable Inquiries</li> <li>New Invoices for Payment</li> </ul>	<p><b>Invoice Submission via U.S. Mail</b></p> <p>Name of Agency indicated on PO            Unit ID: xxxxxxxxx            c/o NYS OGS BSC Accounts Payable            Building 5, 5<sup>th</sup> Floor            1220 Washington Ave.            Albany, NY 12226-1900</p>	<p><b>Interagency Mail</b></p> <p>BSC Accounts Payable            1220 Washington Ave            Building 5, Floor 5            Albany, NY 12226-1900</p>
	<p><b>Electronic Invoice Submission</b></p> <p><a href="mailto:AccountsPayable@ogs.ny.gov">AccountsPayable@ogs.ny.gov</a>            Fax: (518) 473-1220            Alternate Fax: (518) 486-5720</p>	<p><b>All Inquiries</b></p> <p><a href="mailto:APIquiries@ogs.ny.gov">APIquiries@ogs.ny.gov</a></p>
<p><b>Accounts Receivable</b></p> <ul style="list-style-type: none"> <li>Customer Balance Inquiries</li> <li>Dunning Letters</li> <li>Receipt Inquiries</li> </ul>	<p>BSC Accounts Receivable            1220 Washington Ave            Building 5, Floor 6            Albany, NY 12226-1900            Inquiries: <a href="mailto:AccountsReceivable@ogs.ny.gov">AccountsReceivable@ogs.ny.gov</a></p>	
<p><b>Credit Cards</b></p> <ul style="list-style-type: none"> <li>Issues with reconciling charges in SFS</li> <li>Procurement &amp; Travel Cards: Applying, Changing, Reconciling, Canceling</li> </ul>	<p>BSC Credit Cards 1220            Washington Ave            Building 5, Floor 6            Albany, NY 12226-1900            Fax: (518) 485-7047            Inquiries: <a href="mailto:Creditcard@ogs.ny.gov">Creditcard@ogs.ny.gov</a></p> <p>New Card Application or Change Request Forms:  <a href="mailto:Bsc.cc.applications@ogs.ny.gov">Bsc.cc.applications@ogs.ny.gov</a></p>	
<p><b>Purchasing</b></p> <ul style="list-style-type: none"> <li>Advice/Clarification on Purchasing Guidelines</li> <li>Requisition Documentation and Processing</li> <li>Change Notices – Stand Alone POs</li> <li>Contract Purchase Order Inquiries</li> <li>Contract Change Notices</li> <li>Status or Follow-up on Contract POs</li> <li>Invitation for Bids, Documents, and Inquiries</li> </ul>	<p>BSC Purchasing 1220            Washington Ave            Building 5, Floor 6            Albany, NY 12226-1900            Fax: (518) 485-7020</p> <p>Stand Alone PO Inquiries/Change Notices:  <a href="mailto:OGSPurchasingUnit@ogs.ny.gov">OGSPurchasingUnit@ogs.ny.gov</a></p> <p>Contract PO Inquiries/Change Notices:  <a href="mailto:Contractpos@ogs.ny.gov">Contractpos@ogs.ny.gov</a></p> <p>Invitation for Bids, Documents, and Inquiries:  <a href="mailto:BSC_IFBs@ogs.ny.gov">BSC_IFBs@ogs.ny.gov</a></p>	
<p><b>Travel &amp; Expense</b></p> <ul style="list-style-type: none"> <li>Expense Report Guidance</li> <li>Incorrect/Missing Charges in SFS Wallet</li> <li>Status of Expense Reports</li> <li>Travel Training</li> </ul>	<p>BSC Travel &amp; Expense            1220 Washington Ave            Building 5, Floor 6            Albany, NY 12226-1900            Inquiries: <a href="mailto:OGSTravel.Unit@ogs.ny.gov">OGSTravel.Unit@ogs.ny.gov</a></p>	



## BSC Contact Information by Service Line

Service Line	Contact Information
<p><b>Benefits Administration</b></p> <ul style="list-style-type: none"> <li>• Health Insurance and Other Benefits</li> <li>• Orientation Packet Creation, Processing and Tracking</li> <li>• Off boarding Packet Creation and Processing</li> <li>• Productivity Enhancement Program, Option Transfer, Other Special Programs</li> </ul> <p>The Benefits service line also assist with Leaves of Absences for some customer agencies (e.g., FMLA, medical, maternity, military and Workers' Compensation). For the complete list of HR Services we provide to customer agencies, <a href="#">click here</a>. Employees of agencies we do not provide services for should contact their agency HR office for guidance regarding these types of leaves.</p>	<p>BSC Benefits Administration            1220 Washington Ave            Building 5, Floor 4            Albany, NY 12226-1900            Fax: (518) 457-1879            Inquiries: <a href="mailto:BSCBenefitsAdmin@ogs.ny.gov">BSCBenefitsAdmin@ogs.ny.gov</a></p>
<p><b>Payroll Administration</b></p> <ul style="list-style-type: none"> <li>• Copies of W-2 and/or Paycheck Stubs</li> <li>• Deductions, Direct Deposit, Paycheck Earnings</li> <li>• Employee ID #</li> <li>• Employment Verification Letters</li> <li>• Lump Sum Payments</li> <li>• Performance Advances</li> <li>• Overtime Payments, Holiday Payments, Additional Pay Factors, Retirement Deductions, Loans, Arrears, Salaries/Paychecks</li> <li>• Tax Withholding</li> <li>• Taxable Use of State Vehicle Forms</li> <li>• Unemployment Forms/No-Fault Forms</li> </ul>	<p>BSC Payroll Administration            1220 Washington Ave            Building 5, Floor 4            Albany, NY 12226-1900            Fax: (518) 457-1879            Inquiries: <a href="mailto:BSCPAYROLLAdmin@ogs.ny.gov">BSCPAYROLLAdmin@ogs.ny.gov</a></p>
<p><b>Personnel Administration</b></p> <ul style="list-style-type: none"> <li>• Change of Address/Name</li> <li>• HCM Operations               <ul style="list-style-type: none"> <li>- HCM Templates</li> <li>-Access to HCM</li> <li>-Personnel Transaction Processing</li> </ul> </li> </ul>	<p>1220 Washington Ave            Building 5, Floor 4            Albany, NY 12226-1900            Fax: (518) 457-1879</p> <p>BSC Personnel Administration            Inquiries: <a href="mailto:BSCPersAdmin@ogs.ny.gov">BSCPersAdmin@ogs.ny.gov</a></p>

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**Time & Attendance Administration**

- Employee questions related to LATS-NY, completion of their timesheet and overall Attendance & Leave guideline
- Accrual requests from Non-BSC hosted agencies
- Holiday Compensation Waiver Forms
- Special holiday Compensation Waiver Forms
- Productivity Enhancement Program (PEP) Forms
- Over 40 Comp Enrollment and Cash Out Forms
- Supervisor requests for employee probation absence reports
- Supervisor's request to un-process a timesheet

BSC Time and Attendance Administration  
1220 Washington Ave  
Building 5, Floor 4  
Albany, NY 12226-1900  
Fax: (518) 457-1879  
Inquiries: [BSCTimeAdmin@ogs.ny.gov](mailto:BSCTimeAdmin@ogs.ny.gov)

## BSC Contact Information by Service Line

Service Line	Contact Information
<b>Administrative Services</b>	BSC Administrative Services 1220 Washington Ave Building 5, Floor 6 Albany, NY 12226-1900
<b>Project Management Office (PMO)</b>	BSC Project Management 1220 Washington Ave Building 5, Floor 6 Albany, NY 12226-1900
<b>Customer Care</b>	BSC Customer Care 1220 Washington Ave Building 5, Floor 6 Albany, NY 12226-1900
<b>HRIT</b>	BSC HRIT 1220 Washington Ave Building 5, Floor 4 Albany, NY 12226-1900
<b>Performance Management</b>	BSC Performance Management 1220 Washington Ave Building 5, Floor 6 Albany, NY 12226-1900
<b>Transition</b>	BSC Transition 1220 Washington Ave Building 5, Floor 6 Albany, NY 12226-1900
<b>FileNet Services</b> <ul style="list-style-type: none"> <li>• All FileNet requests including troubleshooting and Role Request Forms</li> </ul>	FileNet Technical Support/Role Requests: <a href="mailto:BSCFileNet@ogs.ny.gov">BSCFileNet@ogs.ny.gov</a>

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