



## BSC Contact Information by Service Line

Service Line	Contact Information	
<b>Accounts Payable/Invoices</b> <ul style="list-style-type: none"> <li>Accounts Payable Inquiries</li> <li>New Invoices for Payment</li> </ul>	<b>Invoice Submission via U.S. Mail</b>  Name of Agency indicated on PO Unit ID: xxxxxxxx c/o NYS OGS BSC Accounts Payable Building 5, Floor 5 1220 Washington Ave. Albany, NY 12226-1900	<b>Interagency Mail</b>  BSC Accounts Payable 1220 Washington Ave Building 5, Floor 5 Albany, NY 12226-1900
<b>Lease Invoice Submission:</b> <ul style="list-style-type: none"> <li>Lease Invoices for Payment</li> </ul>	<b>Lease Invoice Submission:</b> <a href="mailto:bscleaseinvoices@ogs.ny.gov">bscleaseinvoices@ogs.ny.gov</a>  <NYS Agency Name> <Unit ID> c/o BSC Lease Unit 1220 Washington Avenue Building 5, Floor 6 Albany, NY 12226-1900	<b>A/P Lease Inquiry:</b> <a href="mailto:BSCAPLeases@ogs.ny.gov">BSCAPLeases@ogs.ny.gov</a>
<b>Accounts Receivable</b> <ul style="list-style-type: none"> <li>Customer Balance Inquiries</li> <li>Dunning Letters</li> <li>Receipt Inquiries</li> </ul>	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>	
<b>Credit Cards</b> <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>	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>  New Card Application or Change Request Forms: <a href="mailto:Bsc.cc.applications@ogs.ny.gov">Bsc.cc.applications@ogs.ny.gov</a>	

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## BSC Contact Information by Service Line

### Purchasing

- Advice/Clarification on Purchasing Guidelines
- Requisition Documentation and Processing
- Change Notices – Stand Alone POs
- Contract Purchase Order Inquiries
- Contract Change Notices
- Status or Follow-up on Contract POs
- Invitation for Bids, Documents, and Inquiries

BSC Purchasing  
1220 Washington Ave  
Building 5, Floor 6  
Albany, NY 12226-1900  
Fax: (518) 485-7020

Stand Alone PO Inquiries  
[OGSPurchasingUnit@ogs.ny.gov](mailto:OGSPurchasingUnit@ogs.ny.gov)

Lease Inquiries/Lease Change Notices/Lease Contracts:  
[Contractpos@ogs.ny.gov](mailto:Contractpos@ogs.ny.gov)

Invitation for Bids, Documents, and Inquiries:  
[ogs.sm.ogsbuydesk@ogs.ny.gov](mailto:ogs.sm.ogsbuydesk@ogs.ny.gov)

### Travel & Expense

- Expense Report Guidance
- Incorrect/Missing Charges in SFS Wallet
- Status of Expense Reports
- Travel Training

BSC Travel & Expense 1220  
Washington Ave  
Building 5, Floor 6  
Albany, NY 12226-1900  
Inquiries: [BSCFinance@ogs.ny.gov](mailto:BSCFinance@ogs.ny.gov)



## 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 assists 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, visit the Benefits webpage at: <a href="#">Benefits Chart of Services Provided</a></p> <p>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>BSC Personnel Admin 1220 Washington Ave Building 5, Floor 4 Albany, NY 12226-1900 Fax: (518) 457-1879</p> <p>BSC Personnel Administration Inquiries: <a href="mailto:BSCPersonnelAdmin@ogs.ny.gov">BSCPersonnelAdmin@ogs.ny.gov</a></p>

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## BSC Contact Information by Service Line

### 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>Human Resources Information Technology (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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