



# Office of General Services

## Business Services Center

To assist Business Services Center (BSC) customer agencies with responding to an emergency situation, we are providing the following guidance. This applies to situations when the Governor declares a state of emergency or when an agency needs to respond to an unexpected event that requires immediate action. While BSC staff is prepared to respond to customer needs 24 hours per day, in those cases when there is advance warning of a potential emergency, agencies should immediately review these procedures to ensure they are prepared before they need to respond.

### **Credit Cards**

Agencies should review the credit limits for current cardholders with Travel (T-card), Non-Employee Travel (NET) and Procurement (P-card) cards to ensure they are adequate to respond to the emergency. Citibank reports of current cardholders, along with monthly card limits and single transaction limits, can be run by the agency Program Administrator (PA) or the BSC. Requests for the BSC to run these reports should be submitted to [creditcard@ogs.ny.gov](mailto:creditcard@ogs.ny.gov).

Requests to increase a credit card limit should be sent during normal BSC business hours of 8:30-5:00 Monday through Friday by following the standard process of submitting a Procurement Card Change Request form or a Traveler Change Request to the BSC at [BSC.CC.Applications@ogs.ny.gov](mailto:BSC.CC.Applications@ogs.ny.gov). To increase a credit card limit after close of business, please contact your agency's Citibank Program Administrator. If you do not know who your Citibank Program Administrator is, Citibank Customer Service (1-855-241-0728) can assist you. Agency Program Administrators that need assistance after close of business that cannot be handled by Citibank, should contact Kimberly Gurga at [kimberly.gurga@ogs.ny.gov](mailto:kimberly.gurga@ogs.ny.gov) or Kristin Ellis at [Kristin.ellis@ogs.ny.gov](mailto:Kristin.ellis@ogs.ny.gov). Forms can be found on the BSC website at <http://bsc.ogs.ny.gov/content/credit-card-administration> under Credit Card Administration Forms and Publications. A credit card increase can be approved immediately in the event of an emergency.

### **Travel**

Travel cards are to be used to reserve lodging for the cardholder. If an employee does not have a travel card and is required to immediately travel in response to the state of emergency, the following options are available, in this order:

- a. Agency issues a travel advance from an agency advance account. Generally, agency advance accounts are checking accounts. A check is written to the

employee who cashes the check and uses cash for lodging and meals. Travel advances are reconciled by the agency.

- b. If the agency has a NET (Non-Employee Travel) card, it may be used for lodging in emergency situations only. The standard process to reconcile NET card charges is followed.
- c. The agency may make arrangements with a hotel in advance to book a block of rooms and request the hotel direct bill the agency. The bill is then processed as an accounts payable voucher.
- d. If none of the above options are available, travel expenses may be charged to the travel card of a coworker that is also responding to the emergency.
- e. Traveler may use a personal credit card or cash and submit for full reimbursement through the SFS Expense Report process.

### **Purchasing**

Agencies should procure needed goods or services via a P-card whenever possible. To request an increase to a P-card, follow the procedure detailed above. If the vendor will not accept a P-card, request the needed goods or services directly from the vendor and submit a requisition as soon as practical to the BSC purchasing unit following standard procedures. In addition, please request expedited processing of the order by notifying the BSC purchasing unit at [ogspurchasingunit@ogs.ny.gov](mailto:ogspurchasingunit@ogs.ny.gov) and a purchase order will be issued as soon as possible. If the vendor requires a procurement document up front, print the requisition from SFS and provide it to the vendor as proof of the order.

### **Human Resources**

In the event of a state of emergency, agencies receiving BSC HR services are asked to send HCM templates for critical transactions only. Critical transactions are defined as hiring, retirement or termination, and any other transaction required to avoid an over or absence of payment. In the event that HCM is nonfunctional, printable versions of these templates will be provided along with procedural instructions. For HCM Operations questions regarding templates or transactions please contact [bschcmops@ogs.ny.gov](mailto:bschcmops@ogs.ny.gov).

In the event that LATS-NY is nonfunctional, please have employees manually track their time until the system is operational. In the case of prolonged outages, the BSC will provide printable blank time cards along with procedural instructions. Please contact the BSC with questions on completing time sheets or problems with LATS-NY at [bsctimeadmin@ogs.ny.gov](mailto:bsctimeadmin@ogs.ny.gov).