

Meeting Notes	Date: September 20, 2016 Time: 9am Agency: Office of General Services, Business Services Center Location: Building 5, Harriman State Campus, G-8 Topic: BSC Finance Customer Forum Travel & Expense and Credit Card Administration
Organizer:	BSC Finance
Attendees:	BSC Finance Customer Agencies
Notes	
<p>Travel & Expense Service Line Updates</p> <p>AMTRAK</p> <p>New information for NYS Employees as of September 6, 2016 for <i>purchasing</i> Amtrak train tickets:</p> <ul style="list-style-type: none"> • Train fares for NYS Employees traveling from Albany or Hudson to NY Penn Station are capped at \$64 if the appropriate corporate ID is indicated on the ticket • In order to receive these rates, tickets can be obtained two ways: <ul style="list-style-type: none"> ▪ Amtrak Ticket Counter (State ID is required to obtain the rate) ▪ Child Travel New York, Inc. d/b/a Direct Travel (Direct Travel) <ul style="list-style-type: none"> ➤ \$4.95 transaction fee ➤ Hours are Monday-Friday, 8am - 5pm • Amtrak tickets should not be purchased online, if not using Direct Travel's website • Tickets are now issued for specific trains and times • The new rules apply to Albany or Hudson to Penn Station train ticket purchases only • This information does not apply for the Lakeshore Limited train (#48 and #49). These trains have not been part of the State's agreement with Amtrak historically as open ended tickets have not been available for these trains. <p>New information for NYS Employees as of September 6, 2016 for <i>changing</i> Amtrak train tickets:</p> <ul style="list-style-type: none"> • Tickets purchased with the correct corporate ID can be changed: <ul style="list-style-type: none"> ▪ At the ticket counter ▪ By calling 1-800-USA-RAIL (1-800-872-7245) ▪ Online at Amtrak.com ▪ Through Direct Travel if the ticket was originally purchased through Direct Travel • Ticket changes must be made prior to departure (train ticket will be forfeited if changes are made after the train's departure). Tickets can be changed multiple times. • Ticket changes will be in the form of an e-voucher or a refund (refunds subject to a 20% transaction fee) • The 20% fee is only applied if the new ticket the traveler gets is a lower price (i.e.: \$45). There is no fee assessed if the traveler is not due a refund. • For e-vouchers, it is the agency's responsibility to track and ensure the travel card charge is reconciled at the time the e-voucher is used. <p>Hotel Deposits and Charges for Conferences</p> <p>If a customer agency is hosting a conference and tries to pay for the conference with the procurement card, the hotel's mcc code will most likely be blocked. In this circumstance, the customer can complete a forced authorization. To do this, an agency can work with their credit card program administrator who will contact Citibank to help in this process. For questions on this process, agencies can contact the BSC's Credit Card Administration Service Line at ogs.sm.creditcard@ogs.ny.gov.</p>	

Credit Card Administration Service Line Updates

- Although the BSC continues to send p-card and t-card reports, agencies can also run them as long as they have the SFS query viewer role
- Unreconciled travel card notices will be going out this week. As a reminder, if the traveler has unused train tickets, e-vouchers, or airfares on their travel card, they can disregard the e-mail

Please Note: In response to the travel card notices, BSC staff received a number of calls regarding charges listed as outstanding that had in fact been reconciled on an expense report. SFS has determined that there is a system defect that resulted from the Summer release. The defect causes certain reconciled charges to continue to appear in the travelers' SFS wallet even after they have been attached to an expense report. SFS is working to resolve this as quickly as possible. Travelers should be advised to disregard reconciled charges in their wallet until this is resolved.

Call for Agenda Items for Next Customer Forum

The next Customer Forum is 10/18/16; agenda items are due 10/11/16.