



INFORMATION ANNOUNCEMENT

Andrew M. Cuomo
Governor

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Commissioner

Emergency Guideline Procedures

To assist Business Services Center (BSC) customer agencies with their response to the state of emergency in western New York, we are providing the following guidance.

Credit Cards:

1. Agencies should review the credit limits for current cardholders with Travel (T-card), 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. Requests to increase a credit card limit should be done during normal business hours of 8:30-5:00 Monday-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.

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 (1-800-790-7206) can assist you. Agency Program Administrators that need assistance after close of business that cannot be handled by Citibank should contact Roz Yezzi at Rosalind.Yezzi@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.

2. Travel cards are to be used to book 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 no other options are available, travel expenses may be charged to the travel card of a coworker that is also responding to the emergency.

Purchasing:

Agencies should procure needed goods or services via a P-card whenever possible. To request an increase to a P-card if needed follow the same procedure for T-cards 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 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 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.

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