



Information Announcement

Expense Report Processing Delays

November 25, 2015

The BSC is currently experiencing a number of challenges in meeting the Travel & Expense Service Level Agreement (SLA) for processing expense reports within 5 business days of receipt due to the following:

- Travelers and/or proxies are submitting expense reports (ERs) without the proper documentation attached. Items frequently missing from ERs include receipts, required forms, traveler-signed AC 132-S Employee Report of Travel Expenses and Claim for Payment when required, justifications, waivers and trip calculators. Please be reminded that as a result of EE1, the BSC no longer has the capability to attach missing documents to ERs in SFS. This results in the ER being denied back to the traveler/proxy for corrective action which delays payment and creates additional work for all parties. Agencies can assist with this by having supervisors ensure that these items are included in the ERs before approving them.
- Since the "Create/Modify" function is now combined in EE1, travelers attempting to modify ERs are often creating duplicate reports rather than editing existing documents. This has also caused an increased denial rate at the BSC and an associated increase in help desk calls.
- The BSC is also experiencing significant delays when approving and/or denying ERs and we are working with SFS to resolve the issues.

To address the first two issues above, agencies should encourage employees and supervisors to take advantage of the EE1 travel training offered. BSC training resources are available in SLMS and on the BSC website.

Training and Training Material

Listed below are the December training dates which are also posted to the BSC website:

- December 1 and 15: Travel Rules and Regulations WebEx
- December 9: Supervisor WebEx
- December 2, 10, and 16: EE1 WebEx

The BSC EE1 Overview PowerPoint is also available on the BSC website:

<https://bsc.ogs.ny.gov/content/travel-expense>.

EE1 Self-Serve will soon be available in SLMS and on the BSC website at

<https://bsc.ogs.ny.gov/content/travel-expense> The BSC will notify travel liaisons when this becomes available.

If you have any questions regarding this announcement, please email OGSTravel.unit@ogs.ny.gov or call (518) 457-4272.