Meeting Notes	**Date:** January 19, 2016 **Time:** 9 a.m. **Agency:** Office of General Services, Business Services Center **Location:** Building 5, Harriman State Campus, G-8 **Topic:** BSC Finance Customer Forum, Travel & Expense/Credit Card Administration

Organizer: BSC Finance Services

Attendees: BSC Finance Customer Agencies

Notes

Travel and Expense Service Line Updates

- Mileage Reimbursement Change
  - .54 cents per mile effective 1/1/16.
  - Trip calculator has been changed; trip calculator can be accessed by going to the BSC Travel website or https://ogs.ny.gov/bu/ss/trav/calculator.asp.

- Auto Denials and Accounting Period Closing
  - When the monthly accounting period closes, the BSC Travel Unit prioritizes the expense reports by accounting date and works on the reports that are in danger of being denied.

- SFS Auto rejected reports with incorrect mileage rates
  - SFS sent out an announcement that a number of reports were rejected.
  - Reports rejected were from noon Jan. 4, 2016 to noon Jan. 5, 2016.

- Fiscal Year End
  - The BSC website will be updated to reflect cut off dates as soon as this information becomes available from OSC.
  - Customer agencies expressed a preference for e-mail reminders in addition to website updates.

- SFS Winter Update
  - SFS is looking to gray out the “Ignore Authorized Amounts” in the Employee Profile. If the box is checked, travelers can proceed to enter an expense that is over maximum limits without adding a comment to the expense report. If it is grayed out travelers won’t be able to check the box and will have to add a comment for the transaction to proceed if they violate a limit.
  - SFS is fixing the “Originating Location Lookup.” Both options include the numeric and alpha lookup.
  - Supervisors and Approvers will be able to attach documents to expense reports but the BSC will continue not to add attachments to expense reports to be in compliance with internal controls and retention policies.

- Training
  - Traveler and Supervisor training are available; agency staff are encouraged to take the training.
  - WebEx training is available in SLMS; training dates and announcements can be accessed via the BSC Website.
  - The BSC recommends that all Travelers take the EE1 overview WebEx.

- Denial Rate of Expense Reports
  - Denial rates have increased since EE1.
  - It is important that travelers attach receipts. The BSC cannot attach them in EE1. Not attaching the receipts is one of the main reasons the reports are being denied.
  - Traveler needs to click on save for later once the receipts are attached before they hit submit. If this is not done the receipts will not show on the report.
  - Quarterly reports will be coming out for agencies about their denials.

- Record Retention Requirements:

Currently, Travel receipts are required to be kept for 3 years. State Archives has not updated the requirements to 6 years; however, the update is imminent, so agencies should plan for that. SFS has committed to retaining attachments to expense reports for the required retention period. Agencies should consult with their record retention officer regarding any record retention concerns.

Credit Card Administration Service Line Updates

- Remaining Chip and Pin
  - There are approximately 1000 cards currently here at the BSC. It is important to get the cards whether you use them or not. Have your travelers get their cards if they have not.
  - Mag strip cards will be deactivated.

- Inactivated Cards
  - If a chip and pin card was not activated or was activated late, Citibank is not sending new ones. You need to activate the card you have and then a new one will be sent.
  - If you don't use or have not activated your card, the BSC can order a new one.
  - BSC is receiving calls that when they use the card they are being told the card is expired even though the expiration date is a good one. The problem is usually that the vendor has the expired date on file. The cardholder must call the vendor and update your information and have the expiration date changed.
  - Question was asked how long it takes to get a new card from Citibank: 3 to 5 days if the information we have in FileNet is correct. We will mail card to the address we have on the application.

- Hilton Security Breach
  - BSC was told that the information on file was compromised, but no actual fraud occurred.
  - All cards that were breached will be replaced which is about 700 from various agencies.
  - Date the compromise happened was in December of 2015.
  - Citibank is working on providing the names of agencies that were affected.