

<b>Meeting Notes</b>	<b>Date:</b> November 15, 2016 <b>Time:</b> 9am <b>Agency:</b> Office of General Services, Business Services Center <b>Location:</b> Building 5, Harriman State Campus, G-8 <b>Topic:</b> BSC Finance Customer Forum Travel & Expense and Credit Card Administration
<b>Organizer:</b>	BSC Finance
<b>Attendees:</b>	BSC Finance Customer Agencies
<b>Notes</b>	
<p><b>Travel &amp; Expense Service Line Updates</b></p> <p>Travel Training Opportunities - <a href="https://bsc.ogs.ny.gov/training-events">https://bsc.ogs.ny.gov/training-events</a></p> <p><u>SFS Defects related to Travel Card Charges</u></p> <ul style="list-style-type: none"> <li>• When travelers are making changes on a credit card expense type on an expense report, this is dis-associating the credit card charge from the expense report; leaving the charge still in the wallet.</li> <li>• Travelers shouldn't be making a change to a credit card charge expense type once the charge is brought into an expense report. Changes should only be made to the expense type when the charge remains in an employee's wallet.</li> <li>• Customer Agencies who encounter a charge that is showing up in an employee's wallet that has previously been reconciled should contact us via e-mail at <a href="mailto:ogstravel.unit@ogs.ny.gov">ogstravel.unit@ogs.ny.gov</a> or enter a ticket with SFS.</li> <li>• Once fixed, you can bring the charge back into the expense report.</li> <li>• Should you require a report of disassociated transactions, please contact SFS.</li> <li>• There are currently no issues with P-Cards.</li> </ul> <p><u>Change in Non-Employee Travel (NET) Process</u></p> <ul style="list-style-type: none"> <li>• NET Expense Reports are being audited by the Travel &amp; Expense Service Line.</li> <li>• The BSC will be reaching out to Customer Agencies to identify any specific needs or concerns that exist regarding the audit process and Non-Employee Travel in general.</li> </ul> <p><u>OSC Contact for Due State Expense Reports Done in Error</u></p> <p>Customer Agencies should send Due State Expense Reports Done in Error to <a href="mailto:oscconconciliation@osc.state.ny.gov">oscconconciliation@osc.state.ny.gov</a> with a copy to <a href="mailto:ogs.accountsreceivable@ogs.ny.gov">ogs.accountsreceivable@ogs.ny.gov</a>.</p> <p><u>How Many Trips Per Expense Report?</u></p> <p>The BSC recommends a separate expense report be submitted for each separate overnight trip.</p>	
<p><b>Credit Card Administration Service Line Updates</b></p> <p>Credit Card Training Opportunities - <a href="https://bsc.ogs.ny.gov/training-events">https://bsc.ogs.ny.gov/training-events</a></p> <p><u>Unreconciled Procurement Card Notices</u></p> <ul style="list-style-type: none"> <li>• The BSC had an issue with the data used to generate the unreconciled notices: it was pulling approvers and reconcilers from previously closed cards. That has been resolved.</li> <li>• Please e-mail us and let us know if there are any other issues: <a href="mailto:creditcard@ogs.ny.gov">creditcard@ogs.ny.gov</a></li> </ul>	
<p><b>Call for Agenda Items for Next Customer Forum</b></p> <p>The next Customer Forum is 12/20/16, agenda items are due 12/13/16</p>	