

Meeting Notes	Date: July 19, 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
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Organizer: BSC Finance

Attendees: BSC Finance Customer Agencies

Notes

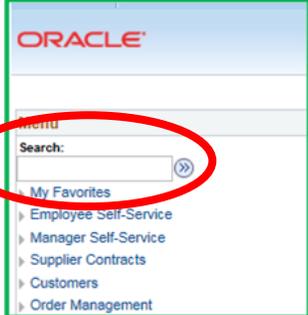
Travel & Expense Service Line Updates

Travel Training

- BSC Travel Training Opportunities can be found on the BSC website at: <https://bsc.ogs.ny.gov/training-events>
- Training Registration
 - All staff attending training must register for training in SLMS in order to receive credit for that training.
 - Staff who do not have access to SLMS should notify the BSC when they will be attending Travel training as part of a group with those who do have access to SLMS. Please reach out to bsctraveltraining@ogs.ny.gov.
 - Travel trainings have a minimum class size of 25; if multiple individuals attend training from the same room, each attendee can be counted towards the minimum class size, thus avoiding unnecessary class cancellations.

Procedure for Adding a Travel Proxy in SFS

- The link for granting proxy rights is missing from the usual place in SFS
- Steps for accessing the necessary SFS screens are as follows:
 - From the main SFS screen, locate the search field
 - Type in "Authorize Expense Users"
 - Click the double arrow
 - Click on "Authorize Expense Users" to access the screen to assign proxy rights
- Mass uploads of travel proxies can be done at the agency level



Coding for Hotel Charges that are Above the New York State Rate

- Charges for items that are generally not refundable (ex: resort fees), per OSC, can be coded as lodging.
- Should agencies prefer to use other coding for such charges, the BSC asks that a description is included for that line.

Tappan Zee Bridge Toll Fees

- When renting a car, the Tappan Zee Bridge Toll Fees can take 3-4 weeks to be reflected on Citibank statements. The fees show up as a separate charge on the credit card and will be reflected as either an EZ Pass toll fee, or a Hertz Plate pass fee depending on whether you rented a car from Hertz or Enterprise. The BSC recommends travelers submit their Travel & Expense Reports within 10 days; however, since there is a delay in the fees showing up on the credit card statement, travelers have the following options (and this advice is fluid; the BSC is working with OSC to establish recommended best practices):
 - Submit the expense report without the Tappan Zee Bridge tolls and submit another expense report at a later date referencing the prior report
 - Wait until the Tappan Zee Bridge tolls are added to the Citibank statement and submit the expense report at that time
- Plate Pass Use: At one point OSC discouraged the use of Plate Pass. The environment has changed, and OSC has

loosened their policy; recognizing that travelers need a mechanism to pay tolls in place. The BSC is working closely with OSC to ensure that travel policies in place are realistic for travelers and are reflective of the current environment.

Passenger Vehicle Rentals – Statewide Centralized Contract:

<http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273can.HTM>

- Enterprise Rate increase
 - As per the Terms and Conditions of the Statewide Centralized Contract for Passenger Vehicle Rentals (Group 72001, award PGB-22273), enterprise increased their rates as of July 1, 2016.
 - The trip calculator is in the process of being updated
 - Information specific to the rate increase can be found on the Contract Award Notification Page:
<http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273pm.pdf>

- Previous Night Rental Car Pickup
 - An allowance for previous night rental car pickup is made in the Passenger Vehicle Rental Contract.
 - Travelers who feel they have been incorrectly charged for something should reach out to the Statewide Travel Coordinator:
Mark Milstein
518-402-5005
Mark.milstein@ogs.ny.gov

Credit Card Administration Service Line Updates

Card Coding

- Speed charts should be created and maintained at the agency level and are generally used for dual funding sources
- If you need to update your agency's speed chart, reach out to SFS to find out the correct role

Program Administrator

- Credit Card Service Line staff has been reviewing Citibank program administrator access roles and ensuring agencies have a program administrator.
- Agencies without program administrators will be contacted by the BSC directly to ensure coverage.
- Program Administrators have CitiBank reporting access; the BSC can walk agencies through the reports or arrange to get agencies the reports they need.

180 Day Reports

- The BSC has recently sent Agency Credit Card Liaisons 180 day reports that show accounts with no card activity for at least 180 days
- These reports have a filter on "Days Since Last Use" to determine cards without activity
- It is recommended that agencies examine the report and when appropriate, reduce card limits to \$1 in order to help the state reduce liability on the cards
- The BSC can reduce card limits or cancel the cards upon request
- Card limits can be increased fairly quickly

Call for Agenda Items for Next Customer Forum

The next Customer Forum is 8/16/16, agenda items are due 8/10/16