

## Travel and Expense

### Current Key Performance Indicator:

Identifier	Key Performance Indicator	Description	SLA Target
TE001	Days to process travel reimbursement	Number of days, from the receipt of properly submitted expense report to the time it is sent to OSC for payment.	5 Business Days

### Updated Key Performance Indicator:

BSC Responsibility			Agency Responsibility	
Service	Measurement	KPI Target	Dependencies	Source
Process travel and expense reports	Submit expense report to OSC for payment <b>within 5 business days</b> of receiving proper report	97%	90% or more of employee submissions will be complete  90% or more of agency travelers, proxies and supervisors will take BSC Travel training	SFS denial rate for agency  SFS for number of travelers; SLMS for traveler training

The updated KPI delineates responsibilities between the BSC and the Agency, identifies dependencies for the BSC to meet the KPI target, and identifies the source of the information used to measure the dependency data. This ensures the BSC can share the data with customer agencies in quarterly reports and that the KPI target is transparent.

Clarification of Agency and BSC activities is also provided in the Activity section, below.

Activity	Agency	BSC
Review and approve travel authorizations, including B1184 approval Ensure adequate funds are available to pay travel reimbursements.	X	
Approve employee travel and expense reports after confirming that the State business travel expenses claimed were actual, reasonable and necessary for the performance of the employee's official State duties. Ensure compliance with OSC, GOER and DOB guidelines and agency specific guidelines	X	
Ensure travelers and supervisors attend travel rules and regulations training.	X	
Audit expense reimbursements, including ensuring that all expenses comply with OSC, DOB and GOER rules and regulations. Ensure audit work is completed according to the BSC Standard Work to ensure consistency and transparency with audits.		X
Provide guidance and training to Agency supervisors, proxies and travelers in proper procedures for reimbursing travel expenses, travel rules, SFS navigation and payment status.		X
Work with the traveler and their supervisor to resolve any travel related issues. Contact the traveler, the supervisor, the traveler's proxy or a designated agency liaison to detail any issues with the expense report, resulting in a denial or rejection.		X
Communicate with agency liaisons when changes are made to travel rules and regulations.		X
Assist proxies, travelers, supervisors or designated agency liaison with timely resolutions of travel issues, via emails, or level 2 phone communications.		X

**Credit Card Administration**

**Current Key Performance Indicators:**

Identifier	Key Performance Indicator	Description	SLA Target
CA001	Days to issue a Travel card (T-card)	Number of days, from the receipt of a properly completed application from Agency until the issuance and mailing of that T-card to the employee (assumes that Citibank provides the T-card within 3 business days of the request by the BSC).	6 Business Days
CA002	Days to issue a Procurement card (P-card)	Number of days, from the receipt of a properly completed application from Agency until the issuance and mailing of that P-card to the employee (assumes that Citibank provides the P-card within 3 business days of the request by the BSC).	6 Business Days
CA003	Days to issue a Non-Employee Travel (NET) Card	Number of days, from the receipt of a properly completed application from Agency until the issuance and mailing of that NET-card to the employee (assumes that Citibank provides the NET-card within 3 business days of the request by the BSC).	6 Business Days

**Updated Key Performance Indicators:**

BSC Responsibility			Citibank Responsibility		Agency Responsibility	
Service	Measurement	Target	Service	Measurement	Dependencies	Source
Process new: Travel card (T-card) Procurement card (P-card) Non-Employee Travel (NET) card	BSC processing time will be <b>3 business days or less.</b> Additional card processing time dependent on terms of vendor contract.	97%	Issue new: Travel card (T-card) Procurement card (P-card) Non-Employee Travel (NET) card	Citibank will process in 7-10 days in accordance with the State contract, currently this is taking 5 days	Proper application  Proper role mapping in SFS	FileNet  SFS
As of September 2016 SLA for BSC and Citibank combined				8 Days		

The update delineates responsibilities between the BSC and the Agency, with additional information about Citibank's role in this process. The overall measurement has increased from 6 to 8 days for the KPI target because Citibank is now taking longer to issue cards (this is within the timeframe allowed in its contract).

The Activity table, below, have also been updated to provide clarification for agency and BSC activities.

<b>Activity</b>	<b>Agency</b>	<b>BSC</b>
Provide employees with authorization to have and use T-cards.	X	
Provide employees with authorization to have and use Non-employee Travel NET-cards.	X	
Provide employee authorization to have and use P-cards.	X	
Validate, reconcile and approve P-card purchases by employees through SFS reconciliation process.	X	
Issue and terminate P-cards, NET-cards and T-cards, upon agency authorization.		X
Role map agency employees in SFS.	X	
Role map cardholders in SFS.	X	
Role map agency credit card administrator in FileNet		X
Provide training on FileNet credit card workflow process		X
Retain MAST forms and all backup.	X	
Enter and maintain card parameters in SFS (i.e. default coding, proxies, and limits).		X
Process all payments to Citibank to maximize rebates.		X
Provide training material for P-card and NET-card reconciliation process.		X
Provide outreach to cardholders and liaisons on unreconciled P-card, T-card and NET-card transactions.		X
Review aged, unreconciled charges and request suspension or termination of card privileges	X	
Source and process reconciliation vouchers.		X
Notify the BSC when an employee leaves the Agency.	X	
Inform agencies of open cards for inactive employees.		X
Provide training on P-card usage and purchasing rules and regulations		X
Ensure card holders attend BSC offered training	X	

**Purchasing**

**Current Key Performance Indicator:**

Identifier	Key Performance Indicator	Description	SLA Target
PO001	Days to issue a purchase order from a requisition	Number of days from the receipt of a properly completed requisition to transmission of a purchase order to the vendor or OSC if approval is required. This does not include the requirement where an Invitation for Bid (IFB) is executed by the BSC.	3 Business Days  Note that this target will increase if the purchase order fails budget check. In such instances, the revised target will be 5 business days, assuming the Agency addresses the issue within 3 business days.

**Updated Key Performance Indicator:**

BSC Responsibility			Agency Responsibility	
Service	Measurement	Target	Dependencies	Source
Issuance of a purchase order once a requisition has been auto sourced to an open purchase order.	<b>Three business days</b> from receipt of a supported auto sourced open Purchase Order to issuance of a valid purchase order	100%	The Agency enters a proper requisition in SFS and provides the necessary documentation to support the transaction.	SFS

The update delineates responsibilities between the BSC and the Agency.

Updates to activities are noted in highlighted sections, below. The significant change is the number of days requested for agencies to respond to requests for additional information or budget failures. Previously this was three days, it has been updated to two days.

Activity	Agency	BSC
Create and approve requisitions in SFS for purchases, soliciting BSC assistance and securing B1184 and other approvals as required.	X	
Follow the purchasing policies as set forth by the BSC, DOB and OSC, consistent with State Procurement Council Guidelines.	X	
Ensure funds are allocated for the procurement and the proper budget coding is utilized.	X	

Respond fully to requests for additional information or budget failure within 2 business days.	X	
Administer Agency Specific Contracts including Invitation for Bid (IFB) transactions and process all related purchase orders.	X	
Generate purchase orders: - Process purchase orders in keeping with NYS laws and guidelines. - Contract the Agency promptly if an issue arises with the purchase order		X
Dispatch purchase orders and distribute according to dispatch method.		X
Review vendor issues with the agency relating to purchase orders: adjust or cancel the purchase order accordingly.		X
Provide training to Agencies for requisition and receiving in SFS		X
Process purchase order for grants that require agency contracts.	X	
Process purchase orders for grants that do not require agency contracts.		X
Provide training to Agencies on purchasing rules and regulations		X
Ensure staff attend BSC offered training	X	

### Accounts Payable

#### Current Key Performance Indicator:

Identifier	Key Performance Indicator	Description	SLA Target
AP001	Payment made within New York State Prompt Payment Law requirements (of 22 days for agencies), avoiding interest payments	Payment made within 22 days – measured in SFS from the MIR date (later if merchandise or invoice received) to fiscal office approval to pay (contingent on the below Agency requirements of sending invoices to the BSC within 3 business days if received at the Agency, and officially receiving goods/entering the material receiving into SFS or providing approval to pay within 5 business days of receipt).	100% success rate

#### Updated Key Performance Indicator:

BSC Responsibility		Agency Responsibility		
Service	Measurement	KPI Target	Dependencies	Source
Process vendor invoices	Payment made <b>within</b> New York State Prompt Payment Law requirements or 30 days, whichever is less	97%	<ul style="list-style-type: none"> <li>▪ Receiving entered on good or service within 5 business days</li> <li>▪ Approval to Pay within 5 business days</li> </ul>	SFS FileNet
	Payment made to qualified small businesses within New York State Prompt Payment Law requirements or 15 days, whichever is less	97%	<ul style="list-style-type: none"> <li>▪ Valid Purchase order or authorization document</li> <li>▪ Valid Funding in place</li> </ul>	SFS SFS

In addition to delineating responsibilities between the BSC and the Agency, the change in the KPI target for accounts payable invoice processing is measurement of payment of the invoice within 30 days, unless directed otherwise by law (in this case, specifically noting the 15 day payment requirement).

Updates to activities are provided, below.

<b>Activity</b>	<b>Agency</b>	<b>BSC</b>
Instruct all vendors to send invoices to the BSC.	X	
Submit invoice to BSC if received directly within 3 business days of receipt.	X	
Provide the BSC updates on recurring payment templates (for straight-payment vendors with recurring payments on accounts).	X	
Provide approval to BSC to pay vendor within 5 business days of request.	X	
Officially receive goods/enter material receiving into SFS where appropriate within 5 business days of receipt, enabling the BSC to execute the match process.	X	
Receive vendor invoices and record and track in FileNet.		X
Answer vendor's inquiries about the state of an invoice, payment application.		X
Enter invoice information into SFS.		X
Run the match process and resolve match exceptions, immediately reach out to the Agency and/or vendor as needed		X
Approve payment to vendor in SFS.		X
Work collaboratively to resolve budget and match errors.	X	X
Monitor electronic invoices and track in SFS to resolve issues and approve timely for payment	X	X

**Accounts Receivable**

**Current Key Performance Indicator:**

Identifier	Key Performance Indicator	Description	SLA Target
AR001	Days to process receipt of payment	Number of days, from the date of receipt of check to the date of entering into SFS.	4 Business Days
AR002	Dunning letters	Sending all past due customers dunning letters on a monthly basis for 3 consecutive months following their account becoming past due.	97% success rate

**Updated Key Performance Indicator:**

BSC Responsibility			Agency Responsibility	
Service	Measurement	KPI Target	Dependencies	Source
Processing of receipt of check, application of payment and recording of deposit.	Submit check to treasury for deposit within 4 business days of receipt of the check	97%	Fully processed expense report or AP voucher	SFS
			Properly invoiced bill in SFS	SFS
			Correct coding provided	SFS

The recommendation delineates responsibilities between the BSC and the Agency.

Updates to activities are noted, below.

Activity	Agency	BSC
Enter billing information into SFS	X	
Prepare and mail billing to customers or send to the BSC for BSC customer agencies. BSC will scan into FileNet for tracking and approval.	X	
BSC will scan into FileNet for tracking and approval.		X
Handle customer questions relating to billing; resolve discrepancies.	X	
Process check transaction including: <ul style="list-style-type: none"> <li>▪ Apply payment to accounts receivable in SFS and deposit funds</li> <li>▪ Process Refund of Appropriation against accounts payable voucher</li> <li>▪ Record Due State transaction for travel reimbursements</li> </ul>		X
When an overpayment is identified <ul style="list-style-type: none"> <li>▪ Contact agency to address any questions from customers/billing disputes resulting from dunning letters.</li> <li>▪ Work with customers to provide invoice details related to overpayment</li> </ul>		X
Send dunning letters when bill is 30, 60 and 90 days past due.		X
Determine best next steps for overdue accounts after 3 dunning letters sent (e.g., sending to the Attorney General's Office).	X	
Based on the agency's determination of next steps, follow the agency escalation plan after the issuance of the third dunning letter		X

