



# INFORMATION ANNOUNCEMENT

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Governor

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Commissioner

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## New and Improved Help with Finance Transactions

In order to better serve our customers, the Business Services Center (BSC) finance office will be following up more frequently with you when transactions are moving through the BSC too slowly. This will minimize late payment penalties and ensure agencies can understand what is causing the delays so that the proper corrective actions can be taken, including providing additional information to the BSC to get the transaction moving through the system. We hope this will be helpful and welcome any and all feedback so that we can continue to improve our processes. Here's what you can expect during July:

### Accounts Payable

FileNet Agency Review Reports will now include potential interest penalties - Accounts Payable currently sends FileNet reports to agency staff twice a week with all invoices in the "Agency Review" queue. Beginning in July, these reports will be modified to include potential interest penalties to be incurred if the invoices are not processed within the defined timelines. Reports of invoices aged more than 10 days will be sent to agency finance liaisons. Additionally, at 15 days aged they will be sent to fiscal officers and at 20 days they will go to agency senior management. This process is in response to feedback that indicated agency managers were not aware of aged invoices awaiting agency approval.

FileNet Status Reports will be summarized weekly – In some instances, the BSC hits roadblocks in processing invoices that have been approved for payment and moved from the "Agency Review" queue. Problems can include SFS match exceptions, funding errors or waiting for a purchase order. While agencies are, and will continue to be notified of these problems on a case by case basis, later in July, the BSC will begin issuing weekly reports to ensure your agency has a complete picture of these transactions. As with the Agency Review Reports, there will be an escalation path if issues are not addressed timely to ensure full visibility into transactions pending.

### Purchasing

Purchase Order escalation process will better identify transactions that need action - In a number of cases, invoices listed on the FileNet Status Report mentioned above require either a new purchase order or a change to an existing purchase order to be processed. Delays in processing these purchase orders can lead to late payment penalties when the invoices are eventually paid. While most are processed timely, a number incur delays due to funding issues, missing procurement information or requisitions pending agency approval. The BSC now has databases in place to better track these transactions and will continue to reach out to agency staff to resolve any issues. In addition, the BSC will be providing reports of aged, unresolved issues similar to the Accounts Payable escalation process to ensure each agency is fully aware of transactions being delayed and why. Our goal is to ensure these transactions are processed as quickly as possible to facilitate timely payment of invoices.

## Travel and Credit Cards

Flagging travel and procurement cards with open charges - Timely reconciliation of travel and procurement card charges is a key internal control supporting fraud detection and prevention. Once a charge is 60 days old, agencies lose the ability to protest questionable charges with Citibank. While the BSC has been notifying cardholders and agency administrators of unreconciled charges, there continue to be aged charges at many agencies.

To assist agencies with resolving these open charges the BSC will be sending additional reports to agencies as follows:

- Travel charges over 30 days old will be reported to the agency finance liaison, travel charges over 45 days will be reported to the agency fiscal officer and travel charges over 90 days will be reported to agency senior management.
- Procurement charges outstanding 30 days after the statement date will be reported to the agency finance liaison, procurement charges over 45 days past the statement date will be reported to the agency fiscal officer and procurement charges over 90 days past the statement date will be reported to agency senior management.

In addition, the BSC will be providing suggestions to agencies on how to deal with staff that have not reconciled charges.

As always, our goal is to provide the best services possible to our customer agencies. Questions or concerns about these processes should be directed to the respective service line for resolution by calling (518) 457-4272, option 1 or by email.

- Accounts Payable - [APInquiries@ogs.ny.gov](mailto:APInquiries@ogs.ny.gov)
- Purchasing - [OGSPurchasingUnit@ogs.ny.gov](mailto:OGSPurchasingUnit@ogs.ny.gov) (Standalone POs) or [ContractPOs@ogs.ny.gov](mailto:ContractPOs@ogs.ny.gov) (Contract POs)
- Travel & Expense - [OGSTravel.Unit@ogs.ny.gov](mailto:OGSTravel.Unit@ogs.ny.gov)
- Credit Cards - [CreditCard@ogs.ny.gov](mailto:CreditCard@ogs.ny.gov)

Release Date: July 8, 2014

*For more information visit the BSC website or contact the BSC today!*

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