Agenda **BSC Finance Customer Forum** **Travel & Expense** **Credit Card Administration**	**Date:** Tuesday, May 17, 2016 **Time:** 9:00am - 11:00am **Location:** Building 5 Room G8

Items		**Facilitator**
Welcome and Introductions	9am – 9:15am	Jennifer Stafford
Credit Card Administration Service Line Updates Processing time for Credit Card Applications	9:15am – 9:30am	Kimberly Gurga
Travel & Expense Service Line	9:30am – 11am	
Training Opportunities Please go to the BSC Website for more information: https://bsc.ogs.ny.gov/training-events • Travel Training for SFS Supervisors: 5/18/16 1:30pm – 3pm, 6/15/16 1:30pm – 3pm • Travel 101 – Rules and Regulations 5/24/16 1pm – 3pm, 6/7/16 10am – 12pm, and 6/30/16 1pm – 3pm • Live SFS EE1, 9.2 5/26/16 1pm – 3pm, 6/9/16 10am – 12pm, and 6/22/16 1pm – 3pm		Kelly Oathout
Service Line Updates • Importance of Traveler/Proxy Edits/Corrections on Denied Expense Reports • Mileage details when leaving from "Home" • No Receipt box – don't forget explanation		Erin Cirilli and Kristin Ellis
Questions from Customer Agencies • Is it necessary to write "Meal" in the description line of all receipt items pulled in from the wallet that were for meal/food that are changed to return to state? • Same Day Travel Expense Reports: ▪ Is it necessary to provide the street address in the description line when it already exists in the attached AC148 - Travel Voucher Detail Sheet? ▪ Is it necessary to attach the AC132S Employee Report of Travel Expenses and Claim for Payment? ▪ Is it necessary to attached the AC 160S – Statement of Automobile Travel? • What information is required for Official Stations? • Is AC3258S Statement of Meals Claimed used? If so, when? • Process for booking airfare under the State contract and the CONCUR website? Best practices with regard to booking refundable vs. non-refundable tickets as well as the differences between them? • Preferred method for third party reimbursement of travel? Often the reimbursement comes to the agency, but should it go directly to the traveler? If so, how should the expenses be entered in SFS if the traveler has used the t-card?		Mark Loucks
Questions and Answers – Open Phone Lines		
Call for Agenda Items for Next Customer Forum The next Customer Forum is 6/14/16, Agenda items are due 6/9/16		