



Office of General Services  
**Business Services Center**

# Finance Customer Forum

March 9, 2018

# Travel & Expense and Credit Card Service Lines



# Travel & Expense and Credit Card Updates

- Upcoming Training Kelly Oathout
- Travel Emails Carolyn Benoit
- Liaison and Employee Outreach Carolyn Benoit
- Expense Report Inconsistent Dates Staci Suplicz
- Announcements Staci Suplicz
- Credit Card Application Reminders Kim Gurga

The Business Services Center Travel and Expense team has the following training classes coming up in March:

- **March 6:** 1:00 – How To Create an Expense Report in the Statewide Financial System (SFS)  
Class code: OGS-BSC Trav EE1 030618WebEx
- **March 15:** 1:30 – Supervisor 101 – What a Supervisor Should Look for When Approving Expense Reports  
Class code: OGS-BSC-TravSFSSup 031518WebEx
- **March 21:** 1:00 – Travel 101 – Rules and Regulations  
Class code: OGS-BSC-Trav101- 032118WebEx



# Travel Training (continued)

Travelers / Supervisors wishing to attend any one or all of these training sessions can register through the Statewide Learning Management System (SLMS) at <https://my.ny.gov/>.

Registration for these classes will close in SLMS 24 hours before the class is given.

Beginning in April the travel unit will begin offering live hands on training in the BSC training lab. We will be sending an announcement out prior to April 1 with more details.

Projected dates for live hands on Training are April 10<sup>th</sup> & 24<sup>th</sup>



# Emailing the Travel Unit

New contact email for Travel Team effective 3/30/18:  
[bscfinance@ogs.ny.gov](mailto:bscfinance@ogs.ny.gov); Subject Line & Body of email should  
contain the word "Travel"

A new email address has been created to be used when emailing the travel team:  
[bscfinance@ogs.ny.gov](mailto:bscfinance@ogs.ny.gov)

- The new email address will be effective March 30, 2018
- BSC forms and training materials will be updated with the new email address
- Current mailbox should not be used after April 1, 2018
- Subject Line and body of email should include the word travel
- BSC announcement to follow



# Liaison and Employee Outreach

Inactive / on leave employees in SFS with active travel cards in Citi

- The BSC has begun reaching out when employees are not active in SFS but have an open/active card in Citi. This will be a quarterly outreach.

Unsourced Procurement Card Charges in Budget Error

- The BSC has also started monthly outreach to liaisons and direct outreach to procurement card approvers with details on how to clear the budget errors.



# Expense Report Inconsistent Dates

- Expense Reports (ER) are now being denied for inconsistent dates throughout the ERs. This complies with OSC's policy related to mandatory fields.
- If OSC initiated the denial, the Agency TE Approver 1 and the BSC receive the denial notifications.
- The BSC will forward the denial to the traveler or proxy and the supervisor.
- To avoid this type of denial the dates in the ER header, expense body and receipts must be consistent.

OSC Issued Travel Advisory 25: Expense reports in pending or denied status created 6 months before will be rejected. Clean up=Friday 3/9





# Inconsistent Dates examples

- Examples of denials are:
  - Dates on expense lines in the ER do not match the dates entered in the ER header.
  - The travel dates in the ER header do not match the dates on receipts.
  - Wrong dates of travel are entered in the ER header.
  - Note: travel card (Tcard) transaction dates cannot be changed in the ER.
  - Travel expenses incurred on the Tcard prior to actual travel dates (i.e. train tickets, airline reservations) should include a note in the expense line when different from the dates in the ER header.



# Announcements

- To stay informed on policy changes, fiscal year-end exercises, travel rate changes, and other announcements please visit the BSC website at:
  - <https://bsc.ogs.ny.gov/announcements>
  - Most recent announcements:
    - Preparation for 2017-18 Fiscal Year End Processing
    - Amtrak Refund/Exchange Policy Changes

Preparation for 2017-18 Fiscal Year End Processing  
Amtrak Refund/Exchange Policy Change



# Credit Card Application Reminders

- For Credit Card applications please include all 7 Citibank hierarchies for your Agency on page 2 of the form.
- When requesting a lost replacement card, please do not check the cancel card box on the Change Request Form.

If you have any questions regarding your Agency's hierarchies please contact us at [OGS.sm.CreditCard@ogs.ny.gov](mailto:OGS.sm.CreditCard@ogs.ny.gov).

Questions regarding your Agency's hierarchies, contact:

OGS.sm.Credit [Card@ogs.ny.gov](mailto:Card@ogs.ny.gov)

**Q: Some agencies are switching from one fund to another, do we need to indicate that in the email?**

**A: No, there will be outreach**



**Office of  
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# Accounts Payable Service Line



# Accounts Payable Updates

- Excel to CI Update Justin Spencer/Staci Knickerbocker
- Excel to CI “Customer Report” Bridget Shopp, DMNA
- OSC Pay Term Guidance-  
Advisory #35 OSC/Francine Marzinsky
- Utility Payment Report Matt Morrison/Shawn LaFore
- OSC Voucher Inquiry – Audit Cathy Sheridan
- FileNet Defects Status Update Matt Morrison/Justin Spencer
- Fiscal Year End Tim Smith



# Excel to CI Mass Upload Tool

- There are 3 BSC private queries available for monitoring processing status:
  - Posted/Paid
  - Unposted
  - Posted, but not yet paid
- BSC AP is using some new fields on the template for additional processing functionality:
  - Taxes
  - Withholding



## Excel to CI Mass Upload Tool—Question and Answers

Is planning on doing a Webex/Webinar if interested email the Special Ops mailbox at [OGS.sm.BscAPspecialops@ogs.ny.gov](mailto:OGS.sm.BscAPspecialops@ogs.ny.gov)

- Another new feature to Excel to CI is being able to change ACH to CHECK
- There is a 30-character limit for invoice numbers-this coincides with the SFS character limit.
- Advisory to use differentiating characters at the end of identical invoice numbers that also have the same vendors.
- BSC website has forums and publications/instructions on how to utilize the tool.



# Excel to CI Mass Upload Tool

- Division of Military and Naval Affairs (DMNA) used for Service Member's Group Life Insurance Reimbursement Program
- 3,077 payments processed from October 2017 – January 2018
- Emailed in batches anywhere from 50 to 350
- Had access to payment queries in SFS to track what was outstanding
- DMNA is now using this tool for non-employee travel reimbursements





## Excel to CI Mass Upload Tool—Customer Report

- DMNA Excel to CI user, Bridge Shoop, used to process with paper and physical mail. Claims Excel to CI tool is much more accurate and time efficient. “Made my job a whole lot easier” –she is beginning to utilize the tool in different ways and states the queries are easy to run.



# OSC Pay Term Guidance

- OSC's overview of Advisory #35 – “Voucher Payment Terms”, updated 1/22/18
- BSC AP's processing approach to comply to this advisory:
  - For POs/Contracts – the pay term listed on the PO will be used. If a discount pay term exists on the PO/Contract, then the discounted pay term will be used
  - 00/Due Now will be used for benefit payments, interagency bills, refunds and land purchases
  - For federally-funded and emergency payments, agencies should alert BSC AP to these invoices by selecting Payment Adjustment in the More Responses drop-down with a comment “Due Now-Federal Funds” or “Due Now-Emergency Payment”



## OSC Pay Term Guidance—Questions and Answers

- Requests the movement away from “00” (for PO/Contract Transactions) and adjusting the scheduled pay date.

**Q: Where can we view vendor’s pay terms?**

**A: Will verify**

**Q: Are the pay terms PR as well?**

**A: As of now there is no field, but we’re looking into that. It will however be on the PO.**

Tim Smith on Pay Terms, when we process a voucher, the voucher pulls from the PO. It is critical that appropriate dates are reflected on the receipts, if we don’t make discounts it defaults to 30 days from the MIR.

**Q: What about cash targets? Will the BSC change terms to “due now” to make it for March?**

**A: No, we are adjusting the schedule due, no longer using “00” pay terms.**



# Utility Payment Report (slide 1 of 2)

- The BSC has developed an energy and utility report, which lists all payments that were charged to energy and utility account codes as defined by OSC's Guide to Financial Operations
- Scheduled to run automatically out of SFS on the 1st of every month with the exception of April 2018 due to the SFS black-out period and emailed to agency liaisons including those on the report distribution list
- This report lists all payments processed by the BSC for your agency with a payment date of the previous month, whether paid by a purchase order, interagency billing, or associated with a lease



# Utility Payment Report (slide 2 of 2)

- If there is a shared mail box for the distribution of this report monthly or if there are names to add or remove from the distribution list, please e-mail this information to [ogs.sm.APinquiries@ogs.ny.gov](mailto:ogs.sm.APinquiries@ogs.ny.gov)

Utility monthly report-monthly list distributed on the first of every month. Next will be April 9<sup>th</sup> 10am due to blackout.

If there is a shared mail box for the monthly distribution of this report, or if there are names to add or remove from the distribution list, please e-mail this information to [ogs.sm.Apinquiries@ogs.ny.gov](mailto:ogs.sm.Apinquiries@ogs.ny.gov)

**Q: Utility report doesn't have telecommunications, why?**

**A: Most agency telecommunication accounts are now under OFT, so we are not able to include those on the report.**



# OSC Voucher Inquiry – Audit (slide 1 of 2)

What documentation does BSC AP provide to OSC on behalf of the customer agencies?

- BSC AP provides the invoice and supporting documents (if any) that are available in FileNet
- The Purchase Order and Receipts are available to OSC in SFS
- BSC AP adds the agency liaison to the email reply, if they have not already been included by OSC

BSC shared email- [ogs.sm.oscinquiry@ogs.ny.gov](mailto:ogs.sm.oscinquiry@ogs.ny.gov)

Q: OSC has access to SFS for PO and Receipts, why are we asked to provide them?

A: We are asked as well, they are able to get it, but we can also easily supply it so we give it to them.



# OSC Voucher Inquiry – Audit (slide 2 of 2)

## What documentation should the agencies provide to OSC ?

- The Agency should provide information that OSC requests and the BSC AP does not have access to, for example:
  - I. Timesheets
  - II. Copies of licenses for service providers (i.e. nurses, security guards, etc.)
  - III. Agency Specific Contract information and pricing pages
- If OSC has questions regarding Master Contracts or needs detailed Purchase Order information, BSC AP would include the BSC Purchasing unit in the email thread for more clarification



# FileNet Defects Status Update

- Update to February FileNet Upgrade
  - Changes to Functionality
  - Issues caused by the upgrade
  - Link to FileNet information: <https://bsc.ogs.ny.gov/content/filenet-upgrade>
- FileNet Defects Status Update
  - Supporting Documents not saving properly
  - Updated Unit Code in Agency Review is not recognized when using the Search Feature in FileNet





## FileNet Defects Status Update—Questions and Answers

- Issues include--
  - Comments cutting off at 80 characters-this has since been fixed.
  - Supporting Documents not saving correctly. Fix—save, verify, that the documents is there, since update fix is being looked into by IBM.
- Newly input unit codes will need to successfully go from que to que to save information into the system and be searchable.
- Send AP FileNet issues to [ogs.sm.apspecialprojects@ogs.ny.gov](mailto:ogs.sm.apspecialprojects@ogs.ny.gov)

**Q: Will updates for fixes be reported on the website?**

**A: Yes**



## Fiscal Year End (FYE) Critical Dates (slide 1 of 3)

- SFS Production will be closed on **Thursday, March 29 at 3:00 pm**
- SFS Production is anticipated to reopen to Agencies on **Thursday, April 5** *(subject to change)*
- **Friday, March 16** is the deadline to submit AP transactions for Year End processing – invoices, interagency bills, NET invoices, refunds of appropriation, p-card and NET card reconciliation transactions
- P-card/NET card voucher build process will run on **Monday, March 19** resulting in reconciliation vouchers built on **Tuesday, March 20**. The voucher build process will be suspended until SFS is reopened in April.
- Budget error reports will be distributed to agencies on **Monday, March 19** for AP vouchers and **Tuesday, March 20** for P-card/Net card reconciliation vouchers. Budget error corrections are due **Friday, March 23**. Vouchers in a failed budget status will be deleted as part of the system clean-up.



## Fiscal Year End (FYE) Additional Information (slide 2 of 3)

- **Wednesday, March 28 5:00 pm** is the latest time to approve online vouchers in order to ensure OSC approval and payment on or before 3/29/18.
- In order to pay by FYE, vouchers must contain a scheduled pay date of 3/29/18 or before.
- BSC AP is committed to continue to process invoices received after March 16 up to the OSC deadline
- Citibank bills:
  - March 22 travel bills will be paid by fiscal year end, pending budget exceptions
  - April 6 P-card and NET bills will be paid from 2017/18 funding in April
  - Subsequent Citibank bills will be paid from 2018-19 funding, which will require updates to default coding. SFS will contact agencies with further information on updating the coding



## Fiscal Year End (FYE) Additional Information (slide 3 of 3)

- FBIC bills have been issued for the 3<sup>rd</sup> quarter. FBIC payments are due within 30 days. Please submit coding for all outstanding FBIC bills as soon as possible.
- Utility bills will be paid from 2017-18 funds, if any part of the service period falls before April 1
- Utility templates will be sent to agencies for validation
- Vouchers approved by OSC with future payment dates will require no action. They will pay in the next cycle period or on the designated payment date.
- Vouchers that have passed budget check, but are pending approval by OSC, will be deleted as part of the system clean-up.
- Vouchers that charge appropriations scheduled to lapse at the end of March 2018 should have a scheduled date of no later than 3/29/18. Lapsing vouchers with scheduled payment dates after 3/30/18 will be deleted.



## Fiscal Year End (FYE) Additional Information—Questions and Answers

- “Agency KK” budgeting requires extra steps in order to correctly start processing transactions after FYE.
- Changes in SFS implemented this week, budget used to run every two hours at 8, 10, 12, 2, 4, etc..now it is running hourly. Not just for FYE, but going forward.



# Purchasing Service Line



# Purchasing Updates

- FYE Dates for Processing Paul Olsen
- Administrative Services Contract - FYE Carol Pilco
- Paving Procurement Diana Beatty & James West
- Email Dispatch Updates Erick Hankle
- Leases Lauren White & Rita Del Prado

# FYE Dates for Processing

**Q: POCNS have no cut off dates?**

**A: Correct**

- SFS Shutdown – March 29<sup>th</sup> at 3:00 pm
- BSC Purchasing Cutoff Dates for FYE 2017-18
- Purchase Orders (Stand Alone, Centralized or PA Contract)
  - Complete Packages 3/26/18
- RFQs (Temp Personnel Services, Technology Umbrella, Vehicle Marketplace)
  - Complete Packages 3/15/18

Transactions that are received after the deadline will be processed first in first out





# Administrative Services Contract - FYE

- Any RFQs where services are needed for 4/1/18 (or earlier) need to be submitted as soon as possible
- We will be handling requests in the order in which they are received
  - If immediate emergency services are required, please indicate this in the body of the email so that we can expedite the request
  - Agencies can expect to receive a receipt confirmation and RFQ status update on the business day following submission
- Remember: longer initial timelines help eliminate reissues thus shortening the overall timeline

PSP-SFS plans on running PSP cleanup. If there is not enough funding, the clean up may affect that.

- PO Clean up 3/9, 3/23-send purchasing a list of POs that need to be closed.
- Any POs from old contracts will expire on 3/31, be sure to put new POs in place to prepare for this.



# Paving Procurement – Contracts

## Comprehensive Liquid Bituminous Materials Group 31555 – Award 23001

Q: Is POCN required for paying adjustment because of no tolerance?

A: It's just policy.

- Asphalt emulsions, joint & crack filler sealer, chip seal & coal recycling
- <https://ogs.ny.gov/purchase/spg/awards/3155523001CAN.HTM>

## Comprehensive Bituminous Concrete Group 31502 – Award 23053

- Concrete mixtures for roads, parking lots, bike paths & patching potholes
- <http://ogs.ny.gov/purchase/spg/awards/3150223053CAN.HTM>



# Paving Procurement – Quick Quote Process

- Authorized Users are required to utilize the Quick Quote (QQ) when procuring paving needs:
- QQ must be submitted to at least 3 vendors
  - Vendor selection is not restrictive to Region, Authorized Users can elect to canvass vendors from other Regions
- The BSC can assist agencies by reviewing the QQ responses for contract compliance to ensure completeness & accuracy prior to submission of the purchase requisition
  - If you would like the BSC to review the QQ, please send it to:  
[ogs.sm.ogsbuydesk@ogs.ny.gov](mailto:ogs.sm.ogsbuydesk@ogs.ny.gov)
  - Enter: “Paving Quick Quote Review” in the Subject Line
- Authorized users and vendors should be cognizant of monthly price adjustments
  - Price adjustments are posted under each award on OGS PSG’s website
  - QQ must reflect the current pricing
    - If work is completed in a different month it may result in a change notice if any of the prices fluctuate
    - POs will be set up as amount only/receiving required



# Paving Procurement - Pricing

- Agencies are required to award the procurement to the lowest bidder
- The authorized user must utilize the “OGS or Less” clause in the contract if procuring in the open market
  - Must provide the contracted vendors the opportunity to meet or beat the non-contract vendor’s pricing
  - Purchase still needs to follow all procurement requirements
- Any work done under these contracts are subject to Prevailing Wage Rates
  - Each project needs its own separate PRC #
  - PRC #20160101618 was only used to establish the base contract
- Maximum not to exceed rates on labor, equipment & materials
  - Vendors may lower bid rates from what is on the contract, but they must also ensure applicable Prevailing Wages are being paid
  - Agencies can negotiate lower prices with vendors
- Owners and Contractors Protective Insurance Coverage (OCP) – is allowable, but only if requested by the agency



# Email Dispatch Updates

- Statistics
  - 192 Auto Enrolled
  - 64 Encouraged to Enroll
- Invalid Email Address
  - Working with OSC
  - Working with Vendors

Print vendors will not be auto enrolled to email, if an email is not provided, those vendors have been contacted.

- 300 auto-enrolled (after 2 PO sent to same account consecutively)
- 121 encouraged



# Leases – Pay Terms

- OSC AP Advisory 35 - Agencies should not be using the pay terms “due now”
- Monthly rents will be entered with pay terms of “1N” and payment will be issued on the 1<sup>st</sup> of the month
- Ancillary payments will be entered with pay terms of “net 30” and will be issued 30 days from invoice received date
- If early pay discount terms are offered, the payment will be scheduled to take advantage of the discount when possible



# Leases - ACH

- Suppliers who are currently signed up to receive payments via check will see a delay because checks will not go out the door until the first of the month
- We would highly encourage suppliers to sign up for the vendor portal and elect to be paid via ACH for faster payments
- Vendor portal also provides information on vouchers and payments to suppliers

Encouraging landlords to sign up for ACH



# Leases – New Fiscal Year

## BSC Responsibilities:

- Contracts unit compiling estimated annual expenses
- Spreadsheets will contain fixed & ancillary costs for FY 18/19
- BSC distribution of spreadsheets to agency lease liaisons by 2/23/18





# Leases – New Fiscal Year (continued)

## Agency Responsibilities:

- Review costs on spreadsheets
- Provide coding for each line as soon as funding becomes available

# Leases – New Fiscal Year (continued)

Do Not Invoice (DNI) Lines for Fixed Costs:

- Refresher - what does DNI mean
- Separate purchase orders for fixed and variable charges this coming Fiscal Year

# Next Finance Forum

- Tuesday, May 15, 2018 from 9:00 am to 11:00 am
- Agenda suggestions are due by 5:00 pm April 27, 2018 and can be submitted to: [bsccustomer@ogs.ny.gov](mailto:bsccustomer@ogs.ny.gov)

Late payment interest initiative. Monthly report of interest, \$100 or more we are doing analysis on why it wasn't paid on time. Interest rate going up from 3% to 4% in April.

