



Office of General Services
Business Services Center

Finance Customer Forum

May 30, 2018

Travel & Expense and Credit Card Service Lines



Travel & Expense and Credit Card Updates

- Amtrak Updates Mark Loucks
- Training Mark Loucks
- BSC Finance Inbox Deanna Franklin
- PIN Reminders Robin Waldron



Amtrak Infrastructure Renewal Update

- The Empire Service, Ethan Allen Express, Adirondack and Maple Leaf Trains will be rerouted from New York Penn to Grand Central Terminal between May 26 and September 4, 2018.
- Amtrak will have staff and Quick-Trak ticketing kiosks at Grand Central Terminal throughout the summer.
- Additional info and updates will be available at:
 - <https://www.ogs.ny.gov/purchase/spg/pdfdocs/CL848.pdf>
 - <https://media.amtrak.com/2018/04/amtrak-announces-summer-infrastructure-renewal-work/>
 - <https://www.amtrak.com/NYPRenewal>



Amtrak contact information

- For questions regarding Amtrak policies, contact Amtrak customer service at:
 - (800) USA Rail
- or
- (800) 872-7245



Travel and Expense Training Labs

- To provide our customers with guidance regarding specific questions about a travel report or procedure, the BSC will be offering on-site Travel Expense labs two days each month at the BSC.
- These labs are designed to assist customers when creating expense reports and reconciling Travel card charges.
- BSC staff will be available to answer policy questions and provide hands on assistance in the SFS environment.
- Full details can be found on the BSC website under Announcements at:
<https://bsc.ogs.ny.gov/training-events>



Travel and Expense Training Labs SLMS Codes

- Current scheduled lab dates:

Registration for the training labs closes 24 hours prior to the lab.

- May 24th
 - OGS-BSC Tvl&Exp Lab 52418 9 AM
 - OGS-BSC Tvl&Exp Lab 52418 11 AM
 - OGS-BSC Tvl&Exp Lab 52418 1 PM
- June 6th
 - OGS-BSC Tvl&Exp Lab 060618 9 AM
 - OGS-BSC Tvl&Exp Lab 060618 1 PM
- June 20th
 - OGS-BSC Tvl&Exp Lab 062018 9 AM
 - OGS-BSC Tvl&Exp Lab 062018 1 PM



BSC Finance Inbox

On April 2nd agencies started using the bscfinance@ogs.ny.gov mailbox for travel and expense inquiries.

Agency liaisons and travelers are steadily increasing usage.

On May 2nd, an auto reply was added to the travel mailbox directing customers to send all future inquiries to the bscfinance@ogs.ny.gov email box as this mailbox will no longer be monitored after May 17th.

The auto reply will remain active on the mailbox as a reminder to our customers for the foreseeable future.

Please make sure your staff has been notified of this change, we want to make sure all employees are being assisted.



BSC Finance Inbox – Continued

Finance Inbox bscfinance@ogs.ny.gov this will automatically create tickets and stream line ticket creation. Instead of waiting for a ticket to manually be created and assigned, this will now happen automatically in the Right Now Ticket System. Agencies will receive notification of the ticket's creation. Eventually this process will span all units. When sending in an email please use the subject line appropriately to help speed up the process even further (ex. Subject: "Travel").

Q: Should Credit Card Questions go to the finance inbox?

A: Yes, this begin utilizing. Be sure to use the subject line (ex. Subject: "Credit Card"). This is still being fine-tuned but will hopefully be rolled out to all of AP after lapsing.

Q: What if its is just a question of fraud on a credit card, should we send these inquiries to finance mailbox, even though it will make a ticket?

A: Yes, just be aware that anything you CC the mailbox on automatically creates a ticket as well. If you send the incident to multiple places, or CC the mailbox, this creates duplications. Please utilize the subject line so the ticket can be assigned appropriately.



Setting up a Personal Identification Number (PIN)

A PIN is required for all credit cards

Prior to setting up the PIN Cardholders need to:

- Activate the card by either calling the toll free number on the back of the card or by visiting cardactivation.citi.com
- Once activated, follow the prompts or online instructions to choose your PIN
 - For renewals you can use your previous PIN
- If you have a card, but did not set up your PIN, or would like to change your PIN
 - Call the number on the back of your card and follow the prompts



Resetting a Personal Identification Number (PIN)

If you enter an invalid PIN three or more times, you will need to select a new PIN by calling the toll free number listed on the back of your card. After resetting:

- Go to a chip-enabled terminal that is attended by a person (not self-service) for your next chip transaction.
- Confirm the purchase amount and sign the terminal receipt.
- During this transaction, your PIN will be unblocked.
- Until you complete a transaction at an attended terminal, your PIN will not be accepted at a self-service, unattended terminal.

For additional Chip and PIN information, see

https://bsc.ogs.ny.gov/sites/default/files/ChipPIN_FAQ_for_Cardholders.pdf



Accounts Payable Service Line



Accounts Payable Updates

- New AP Management Staff Karen Gallacchi
- Queries/Queries Workgroup Update Tim Smith and Paul Contarino, DOH
- Monthly Interest Report Justin Spencer
- Customer Survey Responses Ron Tarver and Dianna Torres
- WEX Bank Invoice Download Service Sarah TenEyck and Sherry Scaringe, OMH
- Pay Terms Mikenna Greenough
- Lapsing Tim Smith



Accounts Payable Updates

New AP Management Staff:

Gerald Cady

Erin Delap

Francine Marzinsky

Cathy Sheridan

James West

PO/Contract

Utilities

Expedites/Direct Pay & Special Ops

Receiving & Customer Service

P2P & eInvoicing



Accounts Payable

Contracts requiring electronic payment:

- OSC provides warning the first time and gives the vendor 30 days to comply with electronic payment.
- After 30 days OSC begins denying vouchers and BSC contacts the vendors to sign up for e-payment and notifies the agency that the vendor is not receiving payments.
- Once the vendor complies BSC resubmits the voucher updating the MIR adjustment date to the date that the ACH payment method became effective.

Q: OSC is contacting agencies directly saying they are giving these vendors 30 days, do we need to do anything with this?

A: The BSC is also notified on BSC processed transaction. The BSC is doing vendor outreach on these. If OSC contacts the agency on an agency processed transaction, then the agency would need to contact the vendor.



Query Work Group Update

- Collaboration between BSC and Agency staff on reporting needs
- The Customer Experience

Paul Contarino - Department of Health

Q: Is the revised budget error report available for other agencies as well?

A: Yes, we can replace our current budget report with Paul's new revised report. This report has both sets of coding that you may need.

Q: What is the report's name?

A: BSC_PAID_VOUCHERS_V01

Q: How do we make a private query public? Give everyone access through SFS?

A: We need to work with SFS to make a private query public. If there is an urgent need for the private query, we can assign users to private queries using your SFS username. This can be emailed to Tim Smith. Once made public, these queries can be seen by anyone with SFS access.



Monthly Interest Report

- Monthly, AP is sending Customer Agencies an Interest Report that includes every voucher that has paid over \$10 in interest and a breakdown of the time spent with BSC, the Customer Agency, and OSC.
- For each voucher that paid \$100 or more of interest, BSC AP reviews for accuracy and ensures the correct MIR date was used. Additional comments are provided for problematic vouchers.
- Our analysis has found that a frequent reason why interest is incurred is because the invoice was in the Agency Review queue for more than 8 days.
- BSC AP also analyzes the report for improvement opportunities within AP. BSC is actively working with some agencies and vendors to recoup interest paid in error.



Customer Service Outreach Plan

- AP has developed a process for Customer Service outreach, which will follow-up on RightNow customer surveys submitted by both customer agencies and vendors

If doing a survey, please provide the ticket #, this is an optional field but we ask that you fill it out so we can better find the information necessary.
- Currently, BSC's satisfaction rate is 82%, and our goal is to increase that to 95%
- By following up on surveys, we will be able to:
 - Provide Continuous Training of Customer Service Staff
 - Update our standard work
 - Develop a concise script for our staff
 - Analyze Outreach Feedback
 - Hold Knowledge Exchange Sessions with TCC



WEX Bank Invoice Download Service

- OMH agreed to partner with the BSC in a Pilot Program to download monthly WEX Bank invoices
- The goal is to reduce misapplied payments and process payments more timely
- The BSC started downloading WEX invoices for OMH beginning with the January statement
- Customer invoices along with transaction logs are downloaded, ingested into FileNet, and sent to Agency Review within 1 to 2 business days of statement availability
- OMH Pilot Agency Feedback, Sherry Scaringe, Assistant Business Officer



WEX Bank Invoice Download Service - Continued

Q: Are WexBank pay terms going to be “00”?

A: The P.O. pulls in the pay terms. Per OSC we are not to be changing them. At the BSC however, we believe that WexBank should be a candidate for Due Now pay terms. We are compiling a list of vendors that we believe should have due now pay terms in their vendor file. Once the list is compiled, we will send it to the OSC-VMU to see if they will update the vendor information.



Pay Terms Reminders

- BSC will release an announcement on how AP is implementing the OSC Advisory
- PO pay terms are being used
- If a PO is being issued for one of the few Due Now exceptions listed in the OSC Advisory, the PO must have pay terms of Due Now
- Due now should be used in rare instances
- Enter proper dates on SFS receipts, so that the MIR date is correct, which triggers the proper payment date



Pay Terms Questions and Answers

Q: Can pay terms of 30 affect things like lapsing?

A: Yes, this can happen. We will change the scheduled due date to the entry date so that it pays immediately for those transactions listed as lapsing. We are monitoring vouchers and contacting state expenditures to update the scheduled payment date to ensure payment is issued prior to lapsing.

Q: Can we catch these on the front end?

A: We are trying to do so however, if some get through, we are in constant contact with state expenditures to fix the scheduled payment date and ensure that these are getting paid.



Lapsing

- June 15, 2018 is the deadline for approved lapsing invoices to be received to be paid by June 30
- Invoices received after June 15 will continue to be processed up to the OSC deadlines
- Please use “Ok to Pay –Lapsing” response when approving invoices in Agency Review; this is located under the “More Responses” button



Lapsing

Several SFS public queries exist to help identify lapsing transactions

NYAP1547	Vouchers –BAO/RoA
NYAP1547_1	Expenses
NYAP1547_2	Purchase Orders
NYAP1547_3	Journals
NYAP1547_5	Vouchers-BSE
NYAP1547_6	Vouchers-BAO/JV
NYAP1547_7	Travel Auth
NYAP1547_8	Requisition



Credit Cards

P-card charges that are posted after June 6, 2018 cannot use lapsing funds

- These charges will be built on reconciliation vouchers dated July 6, and SFS will not allow these to be processed prior to July 6
- Lines in budget error will be deleted in order to allow the remaining voucher to be processed



Budget Error Reports

- BSC runs and distributes budget error reports on a weekly basis, both P-card and regular vouchers



Purchasing Service Line



Purchasing Updates

- Receiving Date and Role Erick Hankle
- Email Dispatch Update/Reminder Paul Olsen
- OSC Accounts Payable Advisory #47 Gail Swint / Kim Miller
- Administrative Services POs Carol Pilco

Receiving Date and Role

- SFS Roles needed to update date

NYF_AGY_PO_RDATE_REQUIRED	Receipt Date Entry Role	The Receipt date field has moved to the Receipt Header providing more visibility to Receivers. The receipt date will default to the date the receipt is being created. Users with the new role assigned must enter a receipt date to override the default receipt date.
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If you have this role, the receipt date will be blank and the receiver must enter the date. If you don't have this role, the receipt date will default to the date that the receipt is being entered and you must override if this is not the correct date. Agencies would need to add this role if they would like to have a blank default receipt date.

Receiving Date and Role - continued

- New Receipt Date Location in SFS

[Favorites](#) > [Main Menu](#) > [Purchasing](#) > [Receipts](#) > [Add/Update Receipts](#)

ORACLE

Maintain Receipts






Receiving

Business Unit: _____ Receipt Status: Fully Received ✖
 Receipt ID: _____ Edit Header Comments: _____ **Receipt Date:** 04/26/2018
 Header Details: _____ Document Status: _____ Activities: _____

[Header](#)

Select Purchase Order: _____ [Close Short All Lines](#) [Print Delivery Report](#) [Run PO Receipt Accrual](#)

[Receipt Lines](#) [More Details](#) [Links and Status](#) [Item / Mfg Data](#) [Optional Input](#) [Source Information](#) [Personalize](#) | [Find](#) | [View All](#) | [First](#) | 1 of 1 | [Last](#)

Line	Item	Description	Receipt Qty	Receipt Price	Accept Qty	Status	Category	Close Short	Serial	Device Track	Device Track
1			1.0000 	9.04000	1.0000	Received	76102200				Device Track ✖

☐ Interface Receipt ☐ Run Close Short [Interface Asset Information](#)

[Save](#) [Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#) [Refresh](#)

Email Dispatch Update/Reminder

- To date there are currently 814 additional vendors signed up for email dispatch
- All vendors who are set up as email dispatch will have their PO's sent via email, regardless of the PO type. This includes Blankets and Confirming PO's.
- Blanket Orders
This purchase order is established to allow requestor to take multiple deliveries of goods and services on an as needed basis. Do not take action on this purchase order without instruction from requestor. Contact xxx-xxx-xxxx for specific delivery instructions.”
- Confirming Order
“**DO NOT DUPLICATE** This purchase order has been fulfilled.
No further action is needed.”



OSC Accounts Payable Advisory #47

New dollar threshold requirements for the use of a purchase order and the procurement card effective April 1, 2018

- Agencies are required to use a PO for all single purchases of \$10,000 or more from any vendor that has a classification as a “procurement supplier” in the NYS vendor file.
- Agencies are required to use P-Cards to purchase goods and services less than \$500.00 when a vendor accepts the Pcard for payment.
- Agencies may not use their P-Card to purchase from agency-specific contracts because expenditures are not captured on the year-to-date and life-to-date amounts on the contract.



OSC Accounts Payable Advisory #47 - continued

- BSC process on less than \$500
- Flow of creation to payment of procurement card transaction linked to a PO
- Who receives a copy of the PO and how
- Instructions Vendors receive
- Proactive approach to over \$10,000 credit card orders
- SFS functionality to establish threshold based on agency need when linking p-cards to POs

OSC Accounts Payable Advisory #47 – continued Questions and Answers

Q: Now P-Cards need to be linked to POs, do they need to be receiving required?

A: The current functionality in SFS does allow receiving to be required, however, there is no matching happening at the reconciliation and the receipts just hang out there.

Q: Can you use a P-Card to PO's that are linked to agency specific contracts?

A: No, Agencies may not use their P-Card to purchase from agency-specific contracts because expenditures are not captured on the year-to-date and life-to-date amounts on the contract.

Q: Who does the vendor send the invoice to when using a P-Card?

A: The current instructions on PO's direct vendors to send invoices to the BSC. The BSC is having discussions with SFS in regards to different instructions for P-Card PO's.

Q: When will the cards be charged?

A: Vendors should not be charging until the goods are received, this should be a predetermined understanding between the agency and the vendor.

Q: Is Direct Pay affected by this?

A: No not at this time. We can continue to use direct pay however, OSC may change their mind in the future and say that direct pays could have and should have been paid on a P-Card.



Administrative Services POs

- Need to be established at quantity based
- If entered as amount only, it will need to be edited on the requisition before a PO can be issued
- Lots 2 Hearing Reporter, Lot 3 Transcription and Lot 6 Interpretation/Translation are the exceptions and should be set up as amount only.

Administrative Services POs – Questions and Answers

Q: Will POs with remaining encumbrances be rolling or closing?

A: If the PO's meet the following criteria they will get closed during cleanup activities:

- Any Purchase Order transaction with a budget status error for 30 days or more
- Any Purchase Order transaction with less than \$500 of a remaining balance and less than five percent of the total value remaining not utilized in the last 45 days
- Any non-contract Purchase Order transaction that has been inactive for 12 months or more
- Any Purchase Order transaction fully expended

Q: Are there restrictions on the dates being inputted into receipts?

A: Receiving should be done timely. When entering receipts for temporary personnel you should use the week ending date as the date of services.



Vendor Dispatch Emails

Q: Do vendors sign themselves up for the dispatch emails?

A: Vendors can sign themselves up for email dispatch through the vendor portal in SFS. When we see a dispatch method of print on a PO we will reach out to the vendor via a phone call and get a valid email and change the dispatch method to email. All new vendors will be signed up automatically.

Q: What if you have the wrong email listed for the vendor? Do you just guess which is the right email?

A: The BSC never guesses on an email. We follow up with the vendor regarding the email. The BSC also monitors the PO Dispatch mailbox constantly for all undeliverable emails. If the email listed in the vendor file is no longer valid and is undeliverable, the BSC will follow up with the vendor to get a valid email and resend the PO to them.



Next Finance Forum

- Tuesday, July 17, 2018 from 9:00 am to 12:00 pm
- Agenda suggestions are due by 5:00 pm June 21, 2018 and can be submitted to: bsccustomer@ogs.ny.gov

SLMS class codes for the July 17, 2018 Finance Customer Forum are:

- CustForum071718InPers
- CustForum071718WebEx

- SLMS class codes for today's Finance Customer Forum are:

OGS-BSC CustForum052218WebEx

OGS-BSC CustForum052218InPers

Next Customer Advisory Council (CAC) - Finance Subgroup Meeting is June 20, 2018, 9am-10:30am Bldg 5 Conference Rooms 602 & 604.

SLMS class codes for this meeting:

- OGS-BSC CAC FinSub062018Inper
- OGS-BSC CAC FinSub062018WebEx

