



Office of General Services  
**Business Services Center**

# Finance Customer Forum

July 25, 2018

# Procurement Council Single Source Annual Reporting

Subdivision 15 of section 163 of the State Finance Law, Reporting by agencies, provides as follows: Reporting by agencies

- a. State agencies shall report annually on a fiscal year basis by July first of the ensuing year to the state procurement council, the governor, the legislative fiscal committees and the state comptroller the total number and total dollar value of single source contracts awarded by the agency during the fiscal year, and the percentage that such contracts represent of the agency's total number and total dollar value of contract awards during the reporting period.
- b. Each state agency shall include with its report an assessment by the agency head of the agency's efforts to minimize the award of single source contracts.
- c. All reports required under this subdivision shall be available for public inspection and copying pursuant to section eighty-seven of the public officers law provided that in disclosing such reports pursuant to the public officers law, the agency making the disclosure shall redact the name or social security number of any individual employee that is included in such document.

The report should be provided using the form provided in the link below. Questions regarding the reporting process may be directed to: [procurement.council@ogs.ny.gov](mailto:procurement.council@ogs.ny.gov)

<https://ogs.ny.gov/procurecounc/pdfdoc/SSRequirement.pdf>



# Travel & Expense and Credit Card Service Lines



# Travel & Expense and Credit Card Updates

- Travel Labs Gina Boden
- Citibank New Website Look Robin Waldron
- Updated Filenet Job Aides Robin Waldron

# Travel & Expense

## Travel Labs

Presented by: **Gina Boden**

# Travel and Expense Training Labs

- In-person, hands on training experience
- Designed to assist customers with creating expense reports
- BSC staff are available to answer policy questions and provide assistance in the SFS environment
- BSC Announcement with SLMS class codes found at:  
[https://bsc.ogs.ny.gov/sites/default/files/Announcement\\_2018\\_JUL-AUG\\_Finance\\_Travel\\_Training.pdf](https://bsc.ogs.ny.gov/sites/default/files/Announcement_2018_JUL-AUG_Finance_Travel_Training.pdf)
- Information about the labs\* will be added to travel-related BSC outreach and on communications regarding denied expense reports

*\*Please note: The travel lab scheduled for July 25th was canceled (Code: OGS-BSC Tvl&Exp Lab 72518 1PM)*



# Travel and Expense Training Labs

## Information Announcement

### Online Travel Training

The following travel trainings are now available to all customer as self-paced training in the Statewide Learning Management System (SLMS) so that staff can take the training at the time most convenient for them. You can find the training here: <https://nyslearn.ny.gov>.

BSC EE1 Course List	Course Description
<b>Travel &amp; Expense 101: Rules and Regulations for Travelers (SLMS Code: BSC-TravelExpens-101-Travelers)</b>	This course will cover travel rules, regulations, and guidelines including: responsibilities; official travel status; prior approvals; required documentation; per diem reimbursement rates; when and how the rental car calculator should be used; required receipts; and appropriate uses of the State travel card.
<b>Travel &amp; Expense: Supervisor 101 (SLMS Code: BSC-Travel-Sup-SFS-EE1-Self)</b>	This course will help supervisors understand their responsibility for approving employee expense reports in SFS. Supervisors will learn what to look for when reviewing expense reports, and when it is appropriate to approve/deny/reject an expense report.
<b>Traveler SFS Overview: Creating Expense Reports (SLMS Code: BSC-Travel-EE1-Ovrvw-SelfServe)</b>	This course is targeted for new users and users who require additional assistance with the SFS Travel & Expense Module, and will demonstrate how to create expense reports in the SFS live environment. Including: completing the general information (header) area correctly; attaching receipts and travel documentation; allocating travel card transactions to an expense report; correctly specifying expense types for travel card transactions; when to use "Return to State" appropriately; itemizing and splitting receipts; and how to detail multiple legs of a single trip.



## Travel and Expense Training Labs

For those with specific questions about a travel report or procedure, in conjunction with the SLMS trainings, the Business Services Center (BSC) will be offering Travel Expense labs, two days each month at the BSC. These labs are designed to assist customers when creating expense reports and reconciling Travel credit card expenses. The BSC will have staff on hand to answer policy questions and to provide hands on assistance in the SFS environment. Participants should come to the lab at the BSC with the following:

1. Traveler's SFS User ID and password
2. An expense report that the traveler has questions on (current or past due report is fine), or needs assistance completing.
3. Any back-up documentation related to the expense report such as scanned receipts related to the expense report being created

Two labs will be held July 11<sup>th</sup>, July 25<sup>th</sup>, August 15<sup>th</sup> and August 22<sup>nd</sup>, we will be offering a morning and an afternoon lab on each of these days. The labs will take place onsite at the BSC, in Albany, NY.

Customers will be able to sign up for a lab in SLMS, all dates and SLMS codes will be on the BSC website once they are available. The SLMS codes for the labs held in July and August are listed below.





## Travel and Expense Training Labs

SLMS Class Code	Date	Time
OGS-BSC Tvl&Exp Lab 71118 9AM	7/11/18	9am – 11am
OGS-BSC Tvl&Exp Lab 71118 1PM	7/11/18	1pm – 3pm
OGS-BSC Tvl&Exp Lab 72518 9AM	7/25/18	9am – 11am
OGS-BSC Tvl&Exp Lab 72518 1PM	7/25/18	1pm – 3pm
OGS-BSC Tvl&Exp Lab 81518 9AM	8/15/18	9am – 11am
OGS-BSC Tvl&Exp Lab 81518 1PM	8/15/18	1pm – 3pm
OGS-BSC Tvl&Exp Lab 82218 9AM	8/22/18	9am – 11am
OGS-BSC Tvl&Exp Lab 82218 1PM	8/22/18	1pm – 3pm

If you have any questions regarding this announcement, please contact the BSC at (518) 457-4272.



# Credit Cards

## Citibank Website New Look

Presented by: Robin Waldron



# Citibank Website New Look

**Manage Users** →

**Manage Card Program** →

**Resources** →

**Web Tools** →

**Alerts** →

**Search Bar**

**Account Status**

0% OUTSTANDING REQUESTS 0/24	0 ACCOUNTS OVERDUE   REPORTING >>   \$ 162,638,501.00 TOTAL CREDIT REMAINING	0% UNACTIVATED CARDS 0/50977	\$ -15,722,370.42 TOTAL RECENT ACTIVITY
---------------------------------------	---	---------------------------------------	--

CREATE USER   APPLY FOR NEW CARD   ALERTS   SET PASSCODE

Application Request			Maintenance Request		
REQUEST ID	STATUS	REQUEST TYPE	REQUEST ID	STATUS	REQUEST TYPE
There are no pending Application requests that are waiting your approval			There are no pending Maintenance requests that are waiting your approval		

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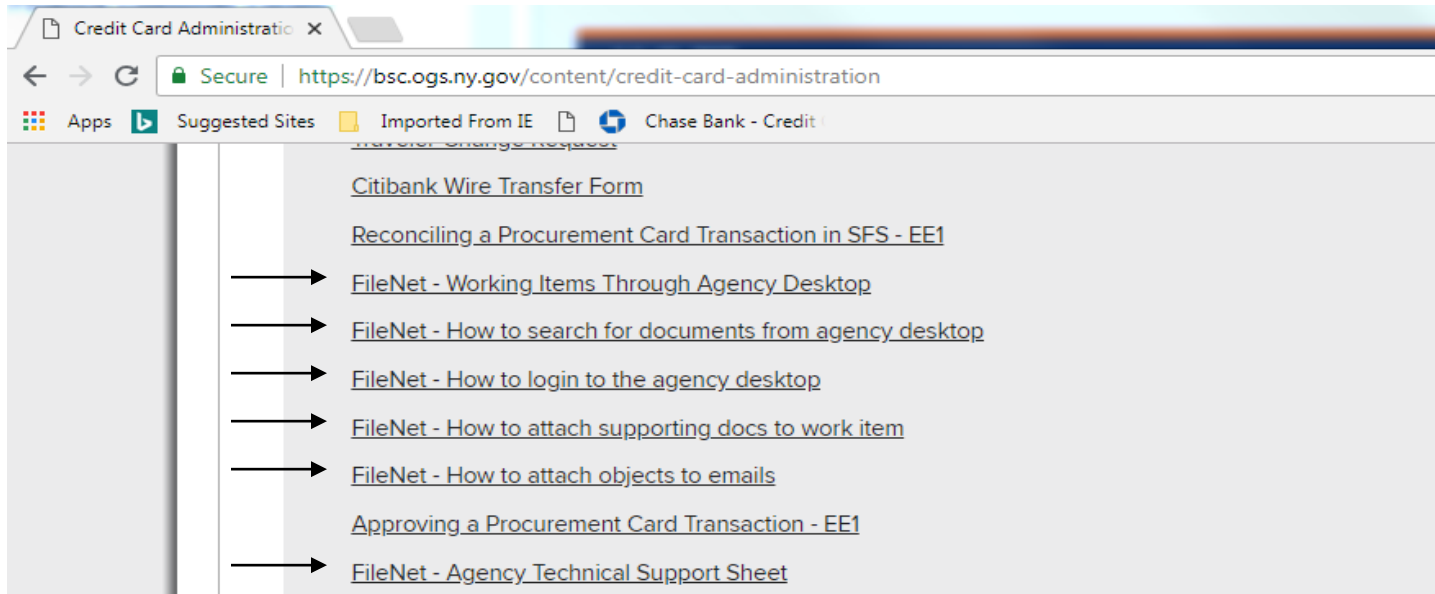
# Citibank Website New Look

- The main screen shows information about your Agency's account.
- You can search for a card account from the search bar at the top of the screen
- The options to navigate the site are now along the left hand side as icons
- The Citi Direct Card Management System and Citibank Custom Reporting System have not been updated



# Updated FileNet Job Aids

- Job aids to assist agency credit card liaison navigate filenet
- [bsc.ogs.ny.gov/content/credit-card-administration](https://bsc.ogs.ny.gov/content/credit-card-administration) > Credit Card Administration Forms and Publications



# Updated Filenet Job Aids



Office of General Services  
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## Attach Support Documents to a Work Item

This aid illustrates how to attach supporting documents in the workflow.

From the Process In-basket, click on the Document Icon next to the Work Item.

The screenshot shows a web browser window with the FileNet interface. The breadcrumb path is 'CardServices > DOH01 Agency Lessons > DOH01'. Below this is a table with columns: Date Received, Agency, Business Unit, Last Name, First Name, Employee ID, and Document Type. The first row is highlighted, and a black box with a white arrow points to a document icon in the 'Date Received' column.

Date Received	Agency	Business Unit	Last Name	First Name	Employee ID	Document Type
5/22/14, 1:38 PM	DOH01	DOH01	Sunshine	Pranee	ND1011345	New Transfer / Travel Card Application

The Work Item defaults to the Properties tab.

Due date: 7/3/2018, 4:45 PM | Started by: BSC CAdminUser | Received on: 6/26/2018, 4:45 PM | Step: Agency Liaison Follow-up

The attached Credit Card Application has been routed to you for additional information or approval. Select the History Tab for comments from the BSC processing team. [Hide Instructions](#)

**Properties** | Attachments | History

Agency GL Business Unit: DOH01

Approver Email:

Approver ID:

Business Unit: DOH01



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# Accounts Payable Service Line



# Accounts Payable Updates

- P2P Update James West and Matthew Morrison
- P2P Preparation Insights for Agencies Dan Clark, OMH
- Lapsing Update Jacquelyn Ashley
- BSC Finance Inquiry Mailbox Karen Gallacchi
- Agency Review Queue Reports Karen Gallacchi
- Excel to CI Update Francine Marzinsky





# P2P Updates

- The BSC has been working on the P2P project in conjunction with SFS, OMH, ITS, DOB and OSC
- Goal: Streamline the Procure to Pay process by using SFS as the main Financial system
  - Invoices will be uploaded directly into SFS eSettlements
- All communication between the BSC and Agencies will be conducted in eSettlements
  - FileNet will not be used in the future
  - Goal is to maintain one system
- Went live with Office of Mental Health on 7/12/18, Office for the Prevention of Domestic Violence and the Commission of Correction on 7/16/18



# P2P Updates - Matching

## Old Matching Process:

- No validation between the receipt and the voucher
  - It would select the first available receipt, whether it was the correct receipt or not
  - Many match exceptions
  - Manual process to identify the receipt



# P2P Updates - Matching

## New Matching Process:

- SFS will use the invoice delivery/service date (obligation date) to automatically match against the receipt date to select the correct receipt
- Matching will utilize the invoice number field on the receipt to match against the voucher
  - Reduce match exceptions and incorrect receipting
  - Streamlines the invoice research process
  - Contingent on the receipt being created with the correct receipt date and invoice number
    - Per OSC, receipts should be created within 24 hours of receiving the goods or services

Q: Will OGS Real Estate Planning be compelling landlords to accept property via eSettlements?

A: All leases should now be made as ACH Payments. It is in the contract.



# OSC Advisory #44 – Contracts requiring electronic payments

- Released on January 31, 2018
- All centralized contracts dated June 2014 or later contain [Appendix B](#), which requires Agencies to pay suppliers electronically (ePayments). In addition, agency-specific contracts, property leases and contracts originating in the Grants
- Gateway may also require suppliers to accept ePayments
- Agencies should confirm:
  - Staff are selecting the correct ACH payment method on PRs/POs
  - Suppliers have designated a location with an ACH payment method as the default location in their supplier record, and Suppliers are enrolled in [ePayments](#)



# Process Improvements Piloted by OMH

## Requests and Orders

- Initiating the purchase request process with requesters entering requisitions and supervisors approving requests in SFS
- Routing requests to the right buyer and leveraging the procurement expertise of the buyer and tools in SFS, to source to a PO, route to the BSC for review, and finalize prior to vendor dispatch

## Actions: Training and Communication on All Levels

- Identifying Requestors and Approvers – Role Mapping and Setup (Requestor and Buyer)
- Switching our Business Office from Requestors to Buyers
- Purchase Authorization Contracts into SFS (Agency Catalogs)
- eMarketplace – Promoting usage
- *eSettlements* – “So far, so good.”



# Process Improvements Piloted by OMH

## Receiving

- Managing receiving as a proactive process where the receipt is created at the time the goods or services were provided, by the person receiving the goods or services

### **Actions:** Training and Communication on All Levels

- Reviewing Ship to Locations – Additions, deletions, etc.
- Identify and role map additional receivers based on volume to meet the OSC [AP Advisory 52](#) regarding timely receipt of goods/services
- Standardize our PR/PO to enable more Blind receiving. For example, including packing info on our PO lines

# Process Improvements Piloted by OMH

## Invoice and Voucher

- Using a single system - SFS - for the invoice-to-payment business process; completing all invoice reviews and approvals, and capturing all invoice related communication with BSC within SFS
- Creating vouchers automatically from approved invoices

## **Actions:** Training and Communication on All Levels

- Validate current BSC FileNet users and role map in eSettlements



# Process Improvements Piloted by OMH

## Overall actions:

- Ensure that you are aware of the impacts many of the recent GFO updates/advisories may have on vendors and possible changes to your business process.
- Routing IDs are similar to Unit IDs in FileNet. However, depending on the module you're in, it may also route workflow in addition to being an index field.
- Testing – OMH/BSC/SFS did extensive testing in all modules – not only the SFS system enhancements/changes, but the entire business process.
- *There were and are system changes, but it's to support the business process. Its accomplishing the same goal, just a different format.*

Q: Do you feel your staff has adapted well to change, or has it been a struggle to train staff?

A: BSC and SFS staff has been a huge help. We didn't swallow it all in one chunk. We are still learning, but I think it's worth doing.

David Russo – BSC is working with SFS and OMH to be able to provide adequate training for new onboarding agencies.





# Lapsing Update

- June 15, 2018 was the deadline for approved lapsing invoices to be received to be paid by June 29th
- Invoices received after June 15th were to be processed up to the OSC deadlines
- Lapsing vouchers not approved by OSC were deleted
- A list of the 617 deleted vouchers can be found on SFS Secure

- BLK origin            15
- ONL origin            72
- MPY origin            477
- BSC origin            53
- Budget error           7
- 2018/19                46



# Lapsing Update

- Q. If an invoice did not get paid with lapsing funds, how do I pay now that the Purchase Order is closed?
- A. Does the payment need to be linked to an agency contract?
- If yes – New Purchase Order must be issued.
  - If no – Does the payment need to be linked to a centralized contract?
    - If yes – pay with coding using contract number in voucher
    - If no – pay with coding

# Lapsing Update

Q: Should we not put multiple funding years on one Purchase Order going forward?

A: SFS stated that it was a defect that those transactions were not on the lapsing report. Even though we don't think they should be considered lapsing, because they are in the report, this allows the transactions to be identified so they don't get deleted in the future.

Q: What is MPY?

A: MPY is an eInvoice entered by the vendor in eSettlements. BSC Manually re-entered these vouchers that were deleted in SFS.

\* 18-19 funds that were deleted was due to the Purchase Orders or Requisitions having 17-18 lines on them. According to SFS that makes them lapsing. These were all manually re-entered as well.

“ I am very proud of our staff, they did a great job during Lapsing. The biggest road block is knowing what invoices were lapsing as we don't know until they hit SFS, but with P2P coming, we may be able to identify those invoices earlier.” – Tim Smith



# BSC Finance Inquiry Mailbox

- On July 16<sup>th</sup> the Accounts Payable service line started using the [bscfinance@ogs.ny.gov](mailto:bscfinance@ogs.ny.gov) mailbox for all agency and vendor inquiries
- An announcement has been issued to agencies, and the BSC Website has been updated. All inquiries should be sent to the above mailbox with “Accounts Payable” in the subject line
- An auto reply has been added to the apinquiries mailbox directing customers to send all future inquiries to the [bscfinance@ogs.ny.gov](mailto:bscfinance@ogs.ny.gov) email box.
- Please make sure your staff has been notified of this change as we want to ensure that all inquiries are addressed

Q: Do I get a ticket number upon sending a question to the mailbox?

A: Yes

Q: So if I continue on that email thread, will it open multiple tickets?

A: As long as you continue to respond to that thread and use that ticket number in the subject.

“This mailbox policy is new and we would really like your feedback, please fill out the survey you will receive after a RightNow ticket is created.” – David Russo



# Agency Review Queue Reports

- Bi-weekly reports are emailed to agency finance staff on Monday and Wednesday which lists a full inventory of their agency's invoices in FileNet
- During July, we will begin sending monthly reports to agency CFO and Finance Directors a list of invoices that have remained in the agency review queue for more than 30 days
- Beginning in August, we will begin sending reports monthly to agency Commissioners a list of those invoices that have remained in the agency review queue for more than 60 days
- *The Agency Status column is now included. Agencies can utilize this field (waiting for contract, etc.) Commissioners can now see why these items have been in Agency Review.*
- *FRINGE – Automated process started on 7/1. OSC was generating bills that the agency would code and the BSC would process. As of 6/30, SFS runs the new process biweekly. FRINGE is generated through the general ledger and the BSC no longer handles them. For questions, reach out to your finance staff or log in to SFS Secure where that information is contained as well. Any transactions prior to 6/30, the BSC will still process.*



# Excel to CI Update

- *In case there is anyone in the audience who isn't familiar with what Excel to CI is, it is an Excel "tool" that enables spreadsheet payment data to be loaded into SFS, without manual data entry by BSC AP staff*
- *This reduces overall payment processing time = quickens payment to payee, recipient, etc. and reduces payee inquiries to Customer Agencies and the BSC*
- *The tool is best for reoccurring, repetitive payments and can be used for Single line vouchers, Multiple lines/distribution line vouchers and Single Pay Vouchers*
- *As a reminder – no Purchase Orders yet, or FRINGE or interagency vouchers – as these vouchers have already been built.*
- SFS has Mass Approval functionality available for Procurement Card (Pcard) reconciliation vouchers and vouchers built using the Excel to CI Mass Upload tool
- Mass Approval will further quicken the speed of payment and be highly efficient
- OSC Advisory # 54, Voucher Mass Approval, issued June 14, 2018 and GFO Chapter XII, Section 8.H
- BSC AP provides OSC with internal control information and justification to OSC's Bureau of State Expenditure for review and approval. BSC AP is contacting Customer Agencies for details of internal controls
  - to request OSC's permission to use Mass Approval



# Excel to CI Update (page 2)

- *In order for BSC AP to use Mass Approval for Excel to CI uploads, OSC must grant us approval. The required justification includes the type of payment, annual volume and dollar amount of payments, and the internal controls in place to ensure payments meet the certification requirement in State Finance Law §§ 109 and 110 are met. BSC AP has begun contacting Customer Agencies for this information. OSC has approved the first few we have requested, and we notify Customer Agencies of OSC's decision.*
- Revised Excel templates on the BSC public website require data of certain format or lengths in certain fields to ensure accuracy. If data is not in the correct format, voucher will not build successfully and delays will result.
- New email address for Excel to CI spreadsheet submissions and questions  
[ogs.sm.exceltoci@ogs.ny.gov](mailto:ogs.sm.exceltoci@ogs.ny.gov)

# Purchasing Service Line





# Purchasing Updates

- SFS Releases

Erick Hankle

- Marketplace

Phil Reed

- EO177

Tricia Holley

- Security Guard Contract

Diana Beatty

- Change Notices

Dania Marro

# Purchasing Updates

- Aging Report
- OPL Requirements
- Lease Coding

Paul Olsen

Chris Sullivan

Chris Sullivan

# SFS Releases

- Condensed Category Codes – June 21<sup>st</sup>
  - *Down to 376 that are now viewable (condensed to most used). Others are still usable.*
- Automated PO approval for Marketplace – July 12<sup>th</sup>
- PO Reports updated to include Routing IDs – July 12<sup>th</sup>
  - NYP08001, Procurement Budget Activity
  - NYP8002, Requisition Budget Activity
- New queries to show requisition and PO workflow status – July 12<sup>th</sup>
  - NY\_PO\_WF\_STATUS, Purchase order workflow status
  - NY\_REQ\_WF\_STATUS, Requisition workflow status
- Update the NY\_REQ\_IN\_BUDGET\_ERROR query – July 12<sup>th</sup>



# Marketplace

- *Marketplace is like browsing in Amazon. It's easy and everyone is encouraged to use it.*
- New vendors getting added to the Marketplace
  - Staples Office Supplies
  - Audio Visual Equipment
  - Diagnostic Imaging Equipment
  - Aggregate Buy Contracts
  - Traffic Paint
- Options for add-ons



# Executive Order No. 177

- Guidance issued May 14, 2018 for implementation of EO 177 regarding prohibiting contracts with entities that support discrimination
- Affects all executive agencies for any contract or contract renewal for goods, services, technology or construction on or after June 1, 2018
- Incorporate language into our IFB template
- Certification must be submitted prior to contract award by successful bidder



# Security Guards Contract

- Current contract set to expire July 23, 2018 renewed for an additional 6 months with new expiration date of January 23, 2019
- Purchase orders can be issued through end of fiscal year as long as it is dispatched prior to the new expiration date or until the new contract is in place
- BSC will assist agencies with this new RFQ process
- More information on the process once new contract gets awarded



# Change Notices

- With the roll out of email dispatch all purchase order change notices who have vendors with email dispatch will be sent via email automatically once the Purchase Order is approved and budget checked
- We will not be changing the dispatch method to avoid the vendors getting a copy of the change notice.



# Aging Report

- Weekly PO Aging Report send to designated customer agency liaisons includes fields for 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> notice
- Purchase orders that remain unresolved after 3<sup>rd</sup> notice will be cancelled by the BSC. New requisitions can be entered by the agency, once the procurement package is complete
- Incomplete package examples: missing lobbying forms, Appendix A sign off from vendor, no B1184, missing insurance and Workers Compensation

Q: Will there be an announcements about POCN's to Vendors?

A: We can discuss that.





# OPL Requirements

Requirements for OPL's not paid directly to Landlords

- Certificate of Insurance (COI)
- Prevailing Wage Case (PRC)
  - *If under \$1500 – PRC not needed*



# Lease Coding

- Project ID's are required on all lease related transactions which include Utilities paid by template voucher and OPL transactions
- This enables Real Estate Services (RES) to capture Total Cost of Occupancy (TCO) for each lease
- Proper use of account codes enables RES to further break down TCO based on type of expense



# Final Questions

Q: Is there an update on FileNet defect saving Supporting Documents?

A: Please use the existing work around.



# Next Finance Forum

- Tuesday, September 18th, 2018 from 9:00 a.m. to 12:00 p.m.
- Agenda items are due Thursday, August 23rd, 2018 and can be submitted to [BSCCustomerCare@ogs.ny.gov](mailto:BSCCustomerCare@ogs.ny.gov)
- Next Customer Advisory Council (CAC) – Finance Sub Group Meeting is Wednesday, October 31<sup>st</sup> from 9:00 a.m. to 10:30 a.m.

“Agencies, start thinking about how P2P will affect you. It’s a business process change.”

