



# Office of General Services Business Services Center

## BSC Finance Customer Forum Meeting Agenda

<b>Topic:</b> Finance Customer Forum	<b>Location:</b> Building #5, Room 602 & 604
<b>Date:</b> May 21, 2019	<b>Call-in or WebEx Info:</b> Phone Number: 1-844-633-8697 Access Code: WebEx link:
<b>Time:</b> 9:00 a.m. – 10:30 a.m.	<b>Organizer Contact Info:</b> <a href="mailto:BSCCustomerCare@ogs.ny.gov">BSCCustomerCare@ogs.ny.gov</a>
<b>Organizer:</b> BSC Customer Care	<b>Scribe/Timekeeper:</b> Kacilyn Ritrovato
<b>Facilitator:</b> BSC Customer Care	<b>Meeting Invitees:</b> BSC Finance Staff and Customer Agencies

Agenda Items:	Presenter	Time
1. Welcome	• Customer Care	5 mins
2. SFS <ul style="list-style-type: none"> <li>Travel Improvement Project Updates</li> </ul>	• SFS	15 mins
3. Travel & Expense and Credit Cards Service Lines Updates <ul style="list-style-type: none"> <li>Expense Report Denials</li> <li>Hotel Fees</li> <li>Citibank Contract Update</li> </ul>	<ul style="list-style-type: none"> <li>Gina Boden</li> <li>Gina Boden</li> <li>Kim Gurga</li> </ul>	20 mins
4. Accounts Payable Service Line Updates <ul style="list-style-type: none"> <li>Returning Invoices Pilot</li> <li>Lapsing</li> </ul>	<ul style="list-style-type: none"> <li>Francine Marzinsky</li> <li>Trish Holley</li> </ul>	20 mins
5. Purchasing Service Line Updates <ul style="list-style-type: none"> <li>Security Solutions Contract</li> <li>Discretionary Spending</li> <li>Routing IDs</li> </ul>	<ul style="list-style-type: none"> <li>Maureen Bliven</li> <li>Sumita Dey</li> <li>Philip Reed</li> </ul>	20 mins
6. Wrap Up	• Customer Care	10 mins

**Next Finance Customer Forum:** Tuesday August 20, 2019 from 9:00a.m. – 10:30am  
SLMS Codes: OGS-BSC CustForum082019InPers OGS-BSC CustForum082019WebEx  
Please email Agenda items to [BSCCustomerCare@ogs.ny.gov](mailto:BSCCustomerCare@ogs.ny.gov) by Thursday, July 18, 2019.