



Office of General Services
Business Services Center

Finance Customer Forum

May 21, 2019

SFS Travel Improvement Project Update



SFS Travel Improvement Project

- SFS Moss Cail, Rocco Tobin-Legere and Pam Williams



SFS Travel and Expense Improvement Project

2019 Project Timeline

SFS Preparation

January - April

SFS build, test, deploy new interface, and all approved travel requirements (except Travel Wizard) in test environment

Agency Readiness

May - July

Agency testing, training, readiness feedback, cutover, and Go-Live

Agency Stabilization

August - December

Travel Wizard, assess deferred requirements, and new change requests

SFS Update – WebEx Meeting

On **Wednesday, May 22**, please join SFS for a WebEx session where SFS staff will provide updates on important topics such as:

- June Lapsing – discussion of preparations, resources and key dates for lapsing activities,
- July Software Release – highlights of the improvements that agency staff will experience when navigating in SFS, including a demonstration of the user experience in entering and approving a travel and expense report.

Travel & Expense and Credit Card Service Lines



Travel & Expense and Credit Card Updates

- Expense Report Denials Gina Boden
- Hotel Fees Gina Boden
- Citibank Contract Update Kim Gurga

Expense Report Denials - FY 2018-2019

Most common reasons for expense report denials:

- Incorrect travel dates
- Missing travel dates
- Incorrect mileage being claimed
- Incomplete addresses to verify mileage
- Missing receipts – receipts are required

Agencies can request a copy of their denial breakdown.



Expense Report Denials - FY 2018-2019

Denial code frequency:

BSC Denial Code	Percentage	Denial Code Explanation
MTDT	26.1%	Missing travel dates/incorrect-including incorrect meal per diem rates
MILE	22.4%	The mileage claimed incorrect/missing or incomplete addresses
NRPT	20.9%	The receipts are not attached
JUST	16.9%	Justification needed for exceeding state rate for hotel/vehicle rental
WEXT	13.0%	The expense type is specified incorrectly
FORM	12.4%	The form was missing/needs update
OTHR	10.0%	Other reasons for denial
MCAL	7.4%	The trip calculator was missing information or incorrect information was attached
1184	5.9%	The B-1184 code is needed
MLOC	5.8%	The travel location is incorrect/missing-including ineligible per diem meal claimed
MTME	5.0%	The departure and return times on extra meals/day travel meal not populated
PROX	4.1%	The proximity rule was not used
CONF	4.0%	The conference agenda was not attached
LRNI	2.5%	The lodging or rental receipt was not itemized or split
DUPL	2.1%	The report has duplicate charges
RTST	1.8%	Meals charged to travel card need to be categorized as Return to State Charges
SLTX	0.5%	Need to obtain sales tax credit(for state approved hotels/contracts)

Hotel Fees

New York City hotels are adding additional fees on top of the government rate. These fees are listed on receipts as:

- Resort fees
- Destination fees
- Facility fees

Fees are around \$25 and are not optional in many cases.



Citibank Contract Update

- Contract has been extended through April 6, 2021.
- Contract updates include an improved rebate payment rate.
 - Determined by overall state spend and timeliness of payment.
 - More tiers in spending levels resulting in higher rebate potential.
- Link to the NYS Procurement Contract Site:
<https://online.ogs.ny.gov/purchase/snt/awardnotes/7900822712can.HTM>



Accounts Payable Service Line



Accounts Payable Updates

- Returning Invoices Pilot
- Lapsing

Francine Marzinsky

Trish Holley



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Returning Invoices Pilot

- OSC provided a link to an Invoice Checklist entitled “What to Include on Your Invoice to New York State” - [GFO Section XII.4.F](#).
- BSC will hold a conference call to discuss expectations regarding complete and accurate invoices with the selected pilot vendor and OGS Procurement Services Group.
- Invoice Checklist will be provided to the pilot vendor.
- Agencies who conduct business with pilot vendor will also be notified about our efforts to facilitate compliance with invoice requirements.



WHAT TO INCLUDE ON YOUR INVOICE TO NEW YORK STATE

Please ensure your invoices include the following information. If information is missing, your invoice may be returned unpaid or payment may be delayed.

- 1 Vendor Identification** – your legal business name, remit-to address, NYS Vendor ID#, and contact information in case there are questions.

NYS Vendor
Your Legal Address
Suite 206
Albany, NY 12205
Phone (518) 4xx-7xxx
NYSvendor@vendor.com
Fed ID # 26-1234567
Vendor ID 0100000000

- 2 Invoice Date** – the date the invoice was created. The invoice date must be later than the date the goods or services were delivered or rendered.

Bill to
Office of the State Comptroller
110 State Street
Albany, NY 12236
ATTN: Finance Office

- 3 Unique Invoice Number** – you create your own invoice number. Use this number to obtain information about the status of your invoice in the SFS Vendor Self Service Portal.

- 4 Bill to** – the name of the NYS agency that ordered the goods or services. Please also provide the delivery address and/or name of your agency's contact to help us if there are questions.

- 5 Purchase Order (PO) Number** – if you received a PO, include the PO number.



The invoice must be delivered to the designated payment office specified in your agreement or on the PO you received. NYS will not accept invoices for items or quantities not delivered.

Invoice

Date	Invoice #
9/17/2018	17/18543

PO No.	Terms
18P0254	2/10, net 30

Quantity	Description	U/M	Rate	Amount
50	A full description of what was provided. Including dates of service and PO line # if applicable.	Hours	30.00	1,500.00
Total				\$1,500.00

- 6 Payment Term** – the payment discount you are offering. If no other term is provided, NYS pays all invoices NET 30 days from the date the invoice is received by the designated payment office as indicated on the PO or agreement. NYS will make every effort to pay invoices within a vendor's designated discount period, if provided. Invoices not paid in 30 days will have interest added to the invoice as required by law.

- 7 Quantity** – of goods, property, or services delivered for each invoice line item.

- 8 Description** – of the item being billed including PO line #, item #, contract #, and/or dates of service if applicable and available.

- 9 Unit of Measure** – if you received a PO, the unit of measure for each item being invoiced must be consistent with the PO and PO line number.

- 10 Rate** – the unit price as authorized in the PO or agreement.

- 11 Total** – the payment amount being requested for the invoice.

Thank you for your help. NYS is committed to paying your invoices timely upon receipt of an invoice containing the information above.

Returning Invoices Pilot

- For one month/grace period, BSC AP will continue to process invoices for payment and notify the pilot vendor about specific information missing from each invoice.
- After one month/grace period ends, BSC AP will return incomplete invoices to the pilot vendor for correction, along with a list of items needed.
- BSC AP is finalizing letters and procedures.



Lapsing

- Approved lapsing invoices must be received by the BSC June 14, 2019 to ensure payment by June 30th.
- Invoices received after June 14 will continue to be processed up to the OSC deadlines.
- When approving invoices in agency review, please use “Ok to Pay – Lapsing” response, located under the “More Responses” button.
- Lapsing reports and budget error reports will be sent out in June.



Lapsing

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

Purchasing Service Line



Purchasing Updates

- Security Solutions Contract
- Discretionary Spending
- Routing IDs

Maureen Bliven

Sumita Dey

Philip Reed

Security Solutions Contract

Group 77201, Award 20191

Contract due to expire on August 26, 2019

Link: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7720120191can.HTM>

- All contracts under award 20191 will expire on August 26th, 2019. OGS does not expect that these contracts will be extended or renewed.
- OGS has published Solicitation #23150 to establish a new award for intelligent facility and security systems and does not anticipate a lapse in coverage. Authorized Users should plan accordingly and ensure they have issued any necessary POs prior to the expiration of these contracts.
- POs issued prior to these contracts' expiration will survive the expiration of the contract and may remain in effect until August 26th, 2020. All other terms and conditions remain the same.
- Review contract updates dated 4/3/19.



Discretionary Spending

Discretionary purchases are procurements made below statutorily established monetary levels and at the discretion of the agency, without the need for a formal competitive procurement process.

- Anticipate future need
- Document and justify the vendor selection
- Document and justify the reasonableness of the price to be paid
- Comply with the policies and procedure

More information on discretionary purchasing can be obtained from the Procurement Council bulletin at:

<https://ogs.ny.gov/system/files/documents/2019/03/discretionarypurchasingguidelines.pdf>



Receiving

Timely receiving supports streamlined payment processing, avoids interest and enables early pay discounts

- Agencies should practice timely blind receiving in SFS wherever possible
- Receiving can be performed in SFS on quantity based and amount only Purchase Orders
- Receiving should be conducted at the time the goods or services are received or within one business day

Exceptions:

- Prepaid Services (membership fees, training)
- Regularly re-occurring fixed cost lease payments
- Grants that provide funds in advance
- Utilities – electric, water sewer, etc
- Confirming



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Routing IDs

- Routing IDs associate transactions with a particular program or unit within an agency.
- Currently agencies are entering Unit IDs on the first line of a purchase order to accomplish this objective. Routing IDs will replace the need for Unit IDs.
- Primary purpose for Routing ID is to route an invoice that has been received to the appropriate pool of reviewers when agency review is necessary.
- Populates on the PO from the requisition based on requestor defaults.
- Routing IDs can be used for workflow routing on requisition, PO, Invoice and Voucher.



Routing IDs - Workflow

- Routing IDs can be used to manage the following workflows:
 - ✓ Requisitions
 - ✓ Purchase Orders
 - ✓ Invoices
 - ✓ Vouchers
- Routing ID values should be consistent use across each document type (Requisition, PO, Invoice, and Vouchers)
- SFS and BSC will be working together to provide additional information on the use of Routing IDs in the future

Next Finance Forum

- Tuesday, August 20, 2019 from 9:00 am to 10:30 am
- Class codes for August 20, 2019 Forum:
 - OGS-BSC CustForum082019InPers
 - OGS-BSC CustForum082019WebEx
- Agenda suggestions must be received by July 18, 2019 and should be submitted to bsccustomer@ogs.ny.gov.

