



Office of General Services  
**Business Services Center**

# Complete and Accurate Invoices & P2P Overview

September 18, 2019

# Agenda



# Agenda

## Complete and accurate invoice:

- What to include on your invoice to NYS
- Overview of BSC's pilot program for vendor compliance
- Invoicing best practices

## P2P overview:

- Timeline
- Processing in P2P
- Weekly webex
- Reporting
- Questions and answers



# What to include on your invoice to New York State

## 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) 486-7000  
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 12226  
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.

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
<b>Total</b>				<b>\$1,500.00</b>

**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.

**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.

OSC issued  
invoice checklist

GFO section  
XII.4.F

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



Office of General Services  
Business Services Center

# Complete and accurate invoice kick-off

- The BSC began the project June 2019 and the pilot vendor was Kelly Services.
- The BSC held a conference call with the vendor and OGS Procurement Services to discuss the vendor's obligation to send complete and accurate invoices.
- BSC gave the vendor the invoice checklist.
- The BSC notified agencies doing business with the vendor about our efforts to facilitate compliance with invoice requirements.



# Complete and accurate invoice project parameters

- The BSC gave the vendor a one-month grace period. BSC processed invoices for payment and notified the vendor about information missing from each invoice (e.g., purchase order number and vendor ID).
- Vendor did not see a delay in payment.



# Complete and accurate invoice project parameters cont'd

- After the one-month grace period, the BSC returned incomplete invoices to the vendor for correction, along with a list of items needed.
- The BSC does not ingest incomplete invoices into DataCap.
- If the agency determines the invoice is noncompliant with contract specifications or goods or services were not received, the invoice should be returned to the vendor for correction. The interest clock begins once the BSC receives an accurate invoice.



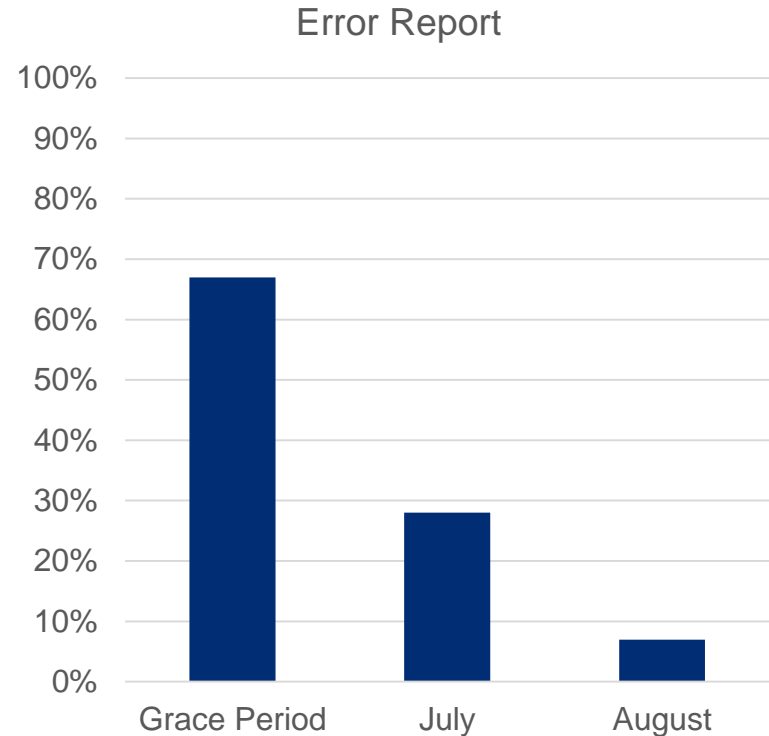
# Pilot results

## Grace period results

- Error rate was 67%
- Missing data elements were:
  - SFS vendor ID #
  - Purchase order #
- When invoices included background check fees, they lacked quantity, unit of measure and rate

## Post grace period results

- July's error rate decreased to 28%
- August's error rate is 6%
- Missing data elements continue to be SFS vendor ID # and purchase order #





# Sending email invoices to the BSC

- Send all new invoices to [accountspayable@ogs.ny.gov](mailto:accountspayable@ogs.ny.gov).
- Send all lease-specific invoices to [bscleaseinvoices@ogs.ny.gov](mailto:bscleaseinvoices@ogs.ny.gov).
  - Please include all of the following:
    - Invoice number
    - Name of the NYS agency that ordered the goods or services
    - Unit code, if applicable
- For efficient processing, please send only one invoice per email to the [accountspayable@ogs.ny.gov](mailto:accountspayable@ogs.ny.gov) mailbox (preferably as a pdf, docx or xlsx).



# Mailbox overview

MAILBOX	PURPOSE
<b>Accounts Payable</b> ( <a href="mailto:OGS.sm.AccountsPayable@ogs.ny.gov">OGS.sm.AccountsPayable@ogs.ny.gov</a> )	New invoices for payment. BSC requests 1 invoice per email in PDF format.
<b>AP Exceptions</b> ( <a href="mailto:OGS.sm.BSCAPEXceptions@ogs.ny.gov">OGS.sm.BSCAPEXceptions@ogs.ny.gov</a> )	Resolve budget exceptions and request journal voucher processing. BSC send budget reports out on Tuesdays and Thursdays through this mailbox.
<b>Expedites</b> ( <a href="mailto:OGS.sm.BSCAPExpedit@ogs.ny.gov">OGS.sm.BSCAPExpedit@ogs.ny.gov</a> )	Request priority processing for petty cash, A-Routes, postage.
<b>Utilities</b> ( <a href="mailto:OGS.sm.BSCAPUtilities@ogs.ny.gov">OGS.sm.BSCAPUtilities@ogs.ny.gov</a> )	Correspondence regarding template updates, account delinquencies and shutoff notices.
<b>Special Ops</b> ( <a href="mailto:OGS.sm.BSCAPspecialops@ogs.ny.gov">OGS.sm.BSCAPspecialops@ogs.ny.gov</a> )	Customer agencies requesting Special Ops processing such as individual single pay requests and interagency billings.



# Mailbox overview cont'd

MAILBOX	PURPOSE
Excel to CI ( <a href="mailto:OGS.sm.exceltoci@ogs.ny.gov">OGS.sm.exceltoci@ogs.ny.gov</a> )	Send excel spreadsheets for mass upload processing and related Excel to CI.
eSettlement AP Vouchering ( <a href="mailto:OGS.sm.eSettlementAPVouchering@ogs.ny.gov">OGS.sm.eSettlementAPVouchering@ogs.ny.gov</a> )	Used by the P2P team to communicate with customer agencies about P2P vouchers, vouchers in recycled status and match exceptions.
eInvoices ( <a href="mailto:ogs.sm.einvoices@ogs.ny.gov">ogs.sm.einvoices@ogs.ny.gov</a> )	Used by the BSC AP to communicate with eInvoicing vendors and customer agencies.
BSC Finance ( <a href="mailto:ogs.sm.bscfinance@ogs.ny.gov">ogs.sm.bscfinance@ogs.ny.gov</a> )	Request information on a finance transaction completed at the BSC. Include "Accounts Payable" in the subject line.



# Accounts Payable P2P Overview

# P2P – accounts payable overview

## What is P2P?

It is streamlining the procurement-to-payment process using SFS.

- BSC will upload invoices directly into SFS eSettlements.
- BSC will communicate with agencies in eSettlements.
- All invoice and voucher workflow will be in one system.
- There will be more transparency, enhanced reporting, and query capabilities.
- Vendors can review invoices in real-time via the supplier portal.



# P2P timeline

On 7/12/18, the BSC and OMH began piloting eSettlements.

- SFS onboarded four additional agencies after OMH.
  - In total, these agencies transactions consist of approximately 10% of all BSC processed AP transactions.
- Phase 1 agencies transitioned on September 9.
  - These agencies' transactions consist of approximately 40% of all BSC processed AP transactions.
- Phase 2 agencies will transition on December 9.
  - Remainder of BSC processed AP transactions

***\*\*Please continue working invoices in FileNet to clear inventory.\*\****



# Invoices processed by the BSC

- BSC processes certain invoices without sending to the agency for review (status - expedite approved).
  - Invoice where the BSC created quantity-based purchase orders with receiving required.
  - Utility invoices where a template is in place.
- P2P process relies on SFS functionality which helps to streamline invoice processing by automatically matching invoices to receipts and minimizing manual intervention.



# Receiving best practices

- OSC advises agencies to record a receipt in SFS by the next business day after the goods or services are received.
- The receipt date is the date the goods/services are received, not the date the receipt is recorded in SFS.
- During voucher build, SFS will automatically match the receipt to voucher.
  - The process identifies unique identifying information to match the receipt to voucher together.
- Agencies should run the match exception report to identify any match exception vouchers daily.
  - NY\_AP\_MATCH\_EXCEPTIONS





# Common match exception causes

Potential matching issues that will be included in the match exception report:

- Missing SFS receipt for the goods/services rendered.
- The voucher price exceeds the purchase order price.
- PO is not in a dispatched status.
- The invoiced quantity and dollar amount does not equal the receipt, depending on whether it is a quantity or amount only PO.

For training on how to resolve match exceptions, please see AP210 in SFS coach.



# BSC weekly webex

Every Tuesday at 2:00 pm beginning September 24th

- Learn more about the eSettlements model business process
- Ask questions directly to the BSC via webchat
- Login information:
  - US Toll Free: 1-844-633-8697
  - Local: 1-518-549-0500
  - Access code: 641 766 828
  - Meeting password: 736d46zh



# Important SFS queries

Invoices awaiting action report  
P2P\_INV\_VCHR\_INV\_AWAITING\_ACTN

Match exception report  
NY\_AP\_MATCH\_EXCEPTIONS



# Contact us

## Accounts Payable contact information:

- Email: [BSCFinance@ogs.ny.gov](mailto:BSCFinance@ogs.ny.gov)
- Subject: Accounts Payable P2P
- Phone: 518-457-4272
- Fax: 518-473-1220
- Mailing address:  
BSC Service Line  
1220 Washington Ave. Bldg 5, Fl #5  
Albany, NY 12226-1900

You can always obtain support by contacting the SFS Help Desk

- [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov)
- Phone 518-457-7737  
or 877-737-4185

# Questions?