

Meeting Notes	Date:	December 15, 2015
	Time:	9:00am - 11:00am
	Agency:	BSC
	Location:	Bldg. 5, Harriman State Campus, Rm. G8
	Topic:	BSC Finance Customer Forum Travel & Expense and Credit Card Administration
Organizer: BSC Finance Services		
Attendees: BSC Customer Agencies		
Notes		
<u>Overview and Proposed Forum Structure</u>		
<ul style="list-style-type: none"> • Attendees agreed to the proposed schedule for Customer Forums, finalizing the dates and times going forward: <ul style="list-style-type: none"> - 1st Tuesday of each month: Accounts Payable, Purchasing, and P-Cards – 9am – 11am - 3rd Tuesday of each month: Credit Card Administration and Travel & Expense – 9am – 11am • Attendees agreed to the proposed structure for Customer Forums, finalizing the agendas going forward: <ul style="list-style-type: none"> - Customer Forums will replace the monthly service line calls - Agencies can attend in person and via WebEx - BSC will set up and manage WebExes - BSC will facilitate each meeting: take notes, collect agenda items, follow up on open items - Service Line Subject Matter Experts will be present at each Customer Forum - Meeting format: <ul style="list-style-type: none"> ▪ Welcome and introductions ▪ Service line updates ▪ Report out from work groups ▪ Agency agenda items ▪ Best practices - Work groups will be established to work through and solve agency issues. Agency subject matter experts will chair each work group: <ul style="list-style-type: none"> ▪ Manage the workgroup ▪ Ensure focused resolution ▪ Present recommendations to the Forum • Suggestions made to improve the format of customer forums <ul style="list-style-type: none"> - Open the phone lines; unmute the WebEx - Allow more than two people from each agency to attend in person - BSC established Customer Forum mailbox: bscfinancecustomerforum@ogs.ny.gov 		

Travel and Expense Updates

- List of upcoming trainings available at the following link: <https://bsc.ogs.ny.gov/training-events>
- Self-serve trainings available at the following links:
 - https://bsc.ogs.ny.gov/sites/default/files/Travel_101_Supervisors.pdf
 - https://bsc.ogs.ny.gov/sites/default/files/Travel_101_For_Travelers.pdf
 - https://bsc.ogs.ny.gov/sites/default/files/SFS_EE1_Reference_For_Travelers.pdf
- Role Mapping: Agency finance offices are responsible for making sure their supervisors are properly role mapped.
- Receipt Requirements: As the BSC is no longer able to attach documents to expense reports, it is mandatory that travelers submit required receipts. If appropriate receipts are not attached, the expense report is denied back to the traveler for completion and resubmission.
- Save for Later: When attaching documents to expense reports prior to submission, travelers are advised to ALWAYS click "Save for Later" to avoid losing all previously attached documentation.
- Create/Modify: This function is combined in SFS; travelers are advised to make sure they're not clicking "Add" instead of "Find an Existing Value" when making edits to an existing expense report.
- Travelers should notify their supervisors when an expense report is submitted; 9.2 does not currently have an e-mail notification function.
- Trip Calculator: Required for day trips greater than 100 miles. If you're exempt, a waiver from your agency finance office needs to be linked to the expense report.
- Budget Errors: The BSC cannot fix budget errors. The supervisor needs to let the budget check run its course and not force budget checks; it is important that work lists are monitored.
- No Receipt: If receipts are lost, travelers need to request a duplicate if possible, especially for lodging and transportation; however if a duplicate receipt cannot be obtained, put a justification in the report and click the No Receipt box.
- Denial Rates Report: Agencies can request this report by contacting the Travel Unit.

Credit Card Administration Updates

- A list of cards launched in FileNet but not yet claimed can be provided by agency. Please contact the Credit Card Unit.
- The credit card unit will send out one more list to all agencies of cards at the BSC that replace cards expiring on 12/31/15.

BSC Year End

- Tim Smith is the coordinator of all for all year-end functions across finance services.
- Agencies will be able to send ideas or suggestions for enhancement of the fiscal year end function. The BSC will be creating a mailbox specifically for these items.

Suggestions

- Post the agenda for the Customer Forum in advance.
- List of all email addresses mentioned in this meeting: see the following link: https://bsc.ogs.ny.gov/sites/default/files/BSC_Contact_Information.pdf
- Supply year-end information via announcements and on the BSC website.