



INFORMATION ANNOUNCEMENT

Andrew M. Cuomo
Governor

RoAnn M. Destito
Commissioner

Business Services Center Additional Location for Finance Operations 50 Wolf Road in Albany

As the Office of General Services continues to expand the State's Business Services Center (BSC), we will also increase the footprint of the BSC. During the week of June 17, 2013, the Travel, Purchasing and Technical Services units of the BSC Finance operation will move to 50 Wolf Road, Albany, NY 12232.

Agencies sending interagency mail to the Travel, Purchasing or Technical Services Units are asked to address the envelopes to the 50 Wolf Road location to ensure mail is delivered as timely as possible. Mail for Accounts Payable and Accounts Receivable should be sent separately and addressed to the 31st Floor of the Corning Tower. We have updated and attached the BSC contact information sheet for your convenience. This document includes email addresses for each service line. BSC customer agencies are encouraged to send correspondence electronically whenever possible to expedite and streamline processing.

Please note: For optimum service, all BSC customers should send emails to the service line email address noted on the attached contact information sheet. A number of emails regarding various transactions are currently being sent directly to BSC team member's individual email accounts. We want to ensure each customer request is resolved promptly and to do so, it is important that all customers utilize the designated email address for each of our operating units.

Good customer service is one of the cornerstones of the BSC, and we look forward to working together to make sure that we are providing the best customer service possible. Thank you for your continued cooperation.

If you have any questions, or suggestions, please submit them to the BSC at BSC@ogs.ny.gov. We also encourage you to visit the BSC's website, <https://bsc.ogs.ny.gov>, for important information and updates.

For more information visit the BSC website or contact the BSC today!

Email: bsc@ogs.ny.gov
Website: <https://bsc.ogs.ny.gov>
Telephone: (518) 457-4272

BSC Travel, Purchasing and
Technical Services Address:
50 Wolf Road
Albany, NY 12232

BSC Accounts Payable and
Accounts Receivable Address:
Corning Tower, 31st Floor
Albany, NY 12242

Contact Information for BSC Finance Services

BSC Finance Services	Contact Information
<p>Accounts Payable/Invoices</p> <ul style="list-style-type: none"> • Payment Inquiries • Processing Invoices <p>-----</p> <ul style="list-style-type: none"> • Approvals to pay or reasons to hold payment 	<p>Mail: Corning Tower, 31st Floor, Albany, NY 12242 Call: (518) 457-4272 Option #1, then Option #2 E-mail: AccountsPayable@ogs.ny.gov</p> <p>-----</p> <p>E-mail: Receiving@ogs.ny.gov</p>
<p>Accounts Receivable</p> <ul style="list-style-type: none"> • Customer Balance Inquiries • Dunning Letters • Receipt Inquiries 	<p>Mail: Corning Tower, 31st Floor, Albany, NY 12242 Call: (518) 457-4272 Option #1, then Option #4 E-mail: AccountsReceivable@ogs.ny.gov</p>
<p>Credit Cards</p> <ul style="list-style-type: none"> • Issues with reconciling charges in SFS • Procurement & Travel Cards: Applying, Changing, Reconciling, Canceling 	<p>Mail: 50 Wolf Road, Albany, NY 12232 Call: (518) 457-4272 Option #1, then Option #5 E-mail: Creditcard@ogs.ny.gov</p>
<p>Purchasing</p> <ul style="list-style-type: none"> • Advice on Purchasing Guidelines • Backup for Requisitions • Corrected Quotes • Status or Follow-up on Purchase Orders • Invitation for Bid Documents <p>-----</p> <ul style="list-style-type: none"> • Purchase Orders for Contracts 	<p>Mail: 50 Wolf Road, Albany, NY 12232 Call: (518) 457-4272 Option #1, then Option #1 E-mail: OGSPurchasingUnit@ogs.ny.gov</p> <p>-----</p> <p>E-mail: Contractpos@ogs.ny.gov</p>
<p>System Security</p> <ul style="list-style-type: none"> • SFS Role Mapping Changes • Requests to add users to SFS or Visiflow • Delete user accounts 	<p>Mail: 50 Wolf Road, Albany, NY 12232 Call: (518) 457-4272 Option #1, then Option #5 E-mail: BSCsecurity@ogs.ny.gov</p>
<p>Travel & Expense</p> <ul style="list-style-type: none"> • Expense Report Guidance • Incorrect/Missing Charges in SFS Wallet • Status of Expense Reports 	<p>Mail: 50 Wolf Road, Albany, NY 12232 Call: (518) 457-4272 Option #1, then Option #3 E-mail: OGSTravel.Unit@ogs.ny.gov</p>