2014

Purchasing Forum & Trade Show

Planting Seeds Today for Tomorrow's Success

Andrew M. Cuomo
Governor
State of New York

RoAnn M. Destito
Commissioner
Office of General Services

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Business Services Center Best Practices in NYS Government

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- **What is the Business Services Center?**
- Highlights of new Citibank Credit Card Contract
- Best Practices
- Where do we go next?

Introducing the OGS Business Services Center

Why was the BSC created?

- In the 2012-2013 Executive Budget, Governor Cuomo called for the establishment of a Business Services Center as a key part of his plan to re-imagine government.
- The BSC's purpose is to streamline transactional Human Resources (HR) and Finance services that are largely common across agencies, increasing the efficiency and effectiveness of government's operations.

What is the status of the BSC?

- The Business Services Center was launched on September 27, 2012 and will continue to expand to become New York's central office for processing HR and Finance transactions.
- The BSC currently serves 57 agencies and is in the process of adding 4 more before the end of 2014.
- Once the transition is complete, the BSC will process HR and Finance transactions on behalf of all New York State Executive Department agencies. Agencies become 'customers' of the BSC.

We currently provide a number of Finance and HR services, with the potential for additional services in the coming years

	Current functions	Future-state functions, to be added within 2-3 years	Out-of-scope functions
Finance	▪ **Accounts receivable** ▪ **Accounts payable** ▪ **Travel and expense** ▪ **Purchase orders** ▪ **Credit card administration**	▪ General accounting ▪ Centralized asset management	▪ Strategic finance functions for which agency expertise is critical, e.g.: – Agency budgeting – Contracting – General ledger
Human Resources	▪ **Payroll administration** ▪ **Time and attendance** ▪ **Benefits administration** ▪ **Personnel administration** ▪ **General employee inquiries**	▪ Performance evaluation support ▪ Recruiting support	▪ Strategic HR functions for which agency expertise is critical, e.g.: – Workforce planning – Labor relations – Leadership development

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Highlights of new Citibank Contract

- Higher Rebate Rates
- Pay bills within 5 days to maximize rebates
- Rebates paid out quarterly
- Increased recommended Pcard limits

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BSC and Best Practices, what do we hope to achieve?

What the BSC will achieve	…How we will achieve it
1 Allow our State to process HR and Finance transactions simply and more efficiently	▪ Creating standard best practice processes that streamline processing and allow each employee to serve multiple agencies consistently
2 Meet our customers' needs and expectations	▪ Understanding our customers' requirements and ensuring any unique needs are being met
3 Make our work as HR and Finance professionals easier	▪ Maximize the use of technology to automate processes whenever possible and standardize information available across agencies
4 Create an atmosphere where employees feel empowered to bring new ideas to the table – and act on them	▪ Creating a norm where raising questions/ideas is encouraged and expected to continually identify new opportunities to improve

Procurement Card

Best Practice

1. **Agencies should use the procurement card whenever possible, especially for small dollar purchases**

Why

- **Agencies earn rebates based on how much they spend on the procurement card. If you are spending the money anyway, why not earn a rebate on it?**
- **Under the new Citibank contract, rebates will be returned to agencies more timely, enabling them to better benefit from this savings**
- **The cost per transaction to issue a PO, process an invoice and cut a check far exceed the cost associated with a procurement card transaction**

Procurement Card

Best Practice	Why
2 Pay Citibank within 5 days of invoicing	▪ The rebate earned is based not just on how much you spend on the pcard, but also on how quickly you pay the bill. The quicker you pay, the higher the rebate
3 Use the SFS Credit Card Administrator (CCA) Read Only Role to allow limited access to credit card profiles	▪ Provides agency staff with read access to credit card profiles but not the ability to edit information. This allows agency staff to monitor transaction progress and work on resolving document errors more effectively with out compromising internal controls over who has access to update accounts.

Purchasing

Best Practice

1. **Requisitions are required in SFS for all new purchase order requests**

Why

- **Approval of a requisition in SFS ensures for internal control purposes that the purchase has been authorized by appropriate agency employees**
- **The more times information is handled, the more likely there will be mistakes due to omissions, transpositions, etc. Entering once into the system that will be used to generate the orders reduces handling errors**
- **SFS coding can be confusing and subject to errors. Entering requisitions in SFS provides for defined coding fields and validation of information entered**

Purchasing

Best Practice	Why
2 The order should be entered into SFS by the person documenting the order	▪ A number of agencies are using paper requisitions and email processes to secure approvals for orders. Using SFS allows the order to be routed for approvals then submitted to the Purchasing Unit electronically for processing into a purchase order
3 Attach supporting documents to requisitions in SFS	▪ Attaching documents to requisitions ensure they are readily available when the corresponding PO is being generated

Purchasing

Best Practice	Why
4 Utilize SFS whenever possible to record receiving	▪ Streamlines process allowing invoices to be readily processed for payment upon receipt
5 Include contract administrator and Unit ID codes on requisitions	▪ Facilitates transition of this information to the purchase order making it easier to follow up on issues related to the order
6 Enter requisitions for the full amount expected to be spent on a contract for the year, then source the purchase order for the amount needed now	▪ Requires that the amount needed on a purchase order for a contract only needs to be approved in SFS once. Additional funds can be added to the PO as needed without formal approvals

Purchasing

Best Practice	Why
7 When entering requisitions for agency specific contracts, enter the contract number as the requisition name	▪ Purchasing unit staff can easily identify requisitions for contracts and direct them to the appropriate staff for processing
8 Utilize the BSC as a resource for guidance on the procurement process	▪ The BSC has staff versed in a number of procurement situations and can readily assist agencies with the procurement requirements process
9 Use the BSC Requirements Chart and checklist (located on the BSC webpage) as reference tools	▪ These are user friendly documents that offer guidance on the procurement process and have been well received by BSC customer agencies

Accounts Payable

Best Practice	Why
1 Pay real estate lease payments without an invoice	▪ Allows for the timely and efficient payment of lease amounts without having to match invoices or get approvals for payment of set amounts defined in the lease contract
2 Process Payments in accordance with NYS Prompt Payment Law	▪ Allows for expenditure of funds to maximized NYS cash management while minimizing late payment penalties to vendors

Travel

Best Practice	Why
1 In most cases, expense reports are entered by the traveler	▪ Saves redundancy of traveler collecting all the data and explaining it to a proxy, then having to review SFS entry.
2 Creating on line training videos	▪ Supplement the SFS training and provide clear instructions on BSC requirements for entering or processing transactions

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The BSC Continues to work on a number of initiatives including:

- Collaborating with OGS NYSPro on e-catalog and e-invoicing solutions
- Implementing Filenet solutions to automate interfaces with customer agencies
- Working with SFS on enhancements such as:
  - Auto submitting an invoice after successful budget check
  - Automating emails to supervisors when an traveler submits and expense report
  - Automating emails on unreconciled credit cards

Contacting the BSC

- **The BSC can be reached by phone Monday- Friday between 8:30am and 5:00pm by calling (518) 457-4272**
- **Invoices should be submitted via email to accountspayable@ogs.ny.gov**
- **Invoice status inquiries or questions should be sent via email to: apinquiries@ogs.ny.gov.**
- **Purchase order inquiries or questions should be sent vial email to: ogspurchasingunit@ogs.ny.gov**
- **General inquiries can be sent to: BSC@ogs.ny.gov**
- **The BSC webpage can be found at: bsc.ogs.ny.gov**

Questions?