The MTA Business Service Center – FAQs

1. **What is the MTA Business Service Center (BSC)?**
   The MTA Business Service Center (BSC) will provide Human Resources, Finance, and Information Technology services to MTA employees, retirees, job applicants, and vendors beginning January 3, 2011. For more details about the specific services and when your agency will begin to receive them, please see question #3.

2. **Why was the BSC created?**
   The MTA created the BSC to implement a common way of doing business across the agencies. The BSC will consolidate and standardize selected business processes using PeopleSoft 9.0 as the common technology system. This shared services approach will provide the opportunity for greater efficiency, transparency, and cost effectiveness. It will also provide a centralized system for easier access to information for planning and decision making, which could further drive down the cost of doing business.

3. What services will the BSC provide and when will they begin?

The BSC will phase in a process of shared services at the agencies over a two-year period as shown below. You will receive services through the BSC in 2011 or 2012 based on the agency that generates your paycheck.

BSC Services Implementation			
Area	**Function**	**Agencies in 2011**	**Agencies in 2012**
Human Resources	Benefits, Job Application Process, Wage progression and general increase/merit increase processing, Pension (except NYCERS, NYSLRS, and LIRR Closed Plan), administration of training programs	MTA Headquarters Long Island Rail Road Long Island Bus Metro-North Railroad Capital Construction - for employees on the payroll of any agency listed above	NYC Transit Bridges and Tunnels Bus Company Capital Construction - for employees on the payroll of any agency listed above
Finance	Payroll Processing	MTA Headquarters Long Island Rail Road Long Island Bus Metro-North Railroad Capital Construction - for employees on the payroll of any agency listed above	NYC Transit Bridges and Tunnels Bus Company Capital Construction - for employees on the payroll of any agency listed above
	Accounts Payable, Fixed Asset Accounting, General Accounting	All Agencies	
IT Services	BSC PeopleSoft Infrastructure and Applications Support	All Agencies	
Customer Management Center (CMC)	Customer Service for Finance and IT (PeopleSoft)	All Agencies	
	Customer Service for Human Resources/ Payroll	MTA Headquarters Long Island Rail Road Long Island Bus Metro-North Railroad Capital Construction - for employees on the payroll of any agency listed above	NYC Transit Bridges and Tunnels Bus Company Capital Construction - for employees on the payroll of any agency listed above

4. **Will there be changes to my benefits when the BSC is implemented?**
    No. Any changes to benefits will not be driven by the creation of the BSC. What will change is how you access information and services related to benefits provided by the MTA. For example, when you need to make changes in your personal information or complete an application to enroll to receive a benefit, you'll use the BSC Portal (website) to download the appropriate form and submit it to the BSC, if applicable. If you need personal assistance with a benefits-related question or request, you can call the BSC Customer Management Center (CMC). (Refer to questions #9 and #10 for more information on the Portal and the CMC.)

    If you are represented by a labor union, you will continue to contact your union directly for information about the benefits they provide.

    These changes will not take effect for employees on the payroll of NYCT, B&T, and MTA Bus until 2012.

5. **What services currently provided by my agency's Human Resources Department will be performed by the BSC in 2011?**
    Below is a list of key HR services the BSC will provide in 2011 to employees on the payroll of MTA HQ, LIRR, LI Bus, and MNR. For employees on the payroll of NYCT, B&T, and MTA Bus, these services will continue to be provided by your agency until January 2012.

    - **On Line Job Application:** Online job application for positions within the MTA family, screening of job applications, pre-employment communications, enrollment in training.
    - **Personal Information**: Self-service via the BSC Portal (website) or assistance from the BSC Customer Management Center (CMC) to enroll in direct deposit, request verification of employment, and change personal information such as name, address, phone number.
    - **Benefits:** Access downloadable forms and/or information from the BSC Portal or call the CMC about your health benefits and insurance coverage, Flexible Spending Accounts, TransitCheck, and College Savings Program, apply for a leave of absence (disability, FMLA, military, etc.), or change enrollment information.
      Note: Family and Medical Leave Act (FMLA): When applying for leave under the FMLA, employees should download the forms from the portal, and submit only the leave request form to the BSC. The Health Care Certification form should be sent to your agency. **Health care certifications should not be sent to the BSC.**

    (Refer to questions #9 and #10 for information on how to access the Portal and contact the CMC.)

6. **Will the BSC handle the 2010 open enrollment for health plans and Flexible Spending Accounts (FSA)?**

No. Your agency will handle the 2010 open enrollment period. The BSC will assume this responsibility in 2011.

7. What payroll functions will the BSC perform?
The BSC will receive time and labor files directly from the agencies. Based on these files, the BSC will run the payroll and send files back to your agency to print your paycheck. If you are on direct deposit, the files will go to your financial institution.

These changes will be implemented at MTA HQ, LIRR, LI Bus, and MNR payrolls—beginning in late 2010

8. Should I call my agency or the BSC if I have a question about my paycheck?
If you are on the payroll of MTA HQ, LIRR, LI Bus, or MNR, your paycheck will be processed by the BSC in 2011. The timekeeping function is **not** performed by the BSC; therefore, please handle inquiries as follows:

- Call the BSC if you have questions about your gross pay, payroll deductions or net pay.
- Call your agency timekeepers if your hours are incorrect. Agency timekeepers will then follow up with the BSC to resolve any discrepancies.

9. How will I access customer services provided by the BSC?
If you are on the payroll of MTA HQ, LIRR, LI Bus, or MNR, you will access BSC services as of January 3, 2011, in one of three ways:

- **Call the CMC at 646-376-0123.** Customer Service Specialists will be available weekdays from 8:30 a.m. to 5 p.m. (except MTA HQ holidays) to handle inquiries regarding the Human Resources and Payroll services performed by the BSC.
- **Email the CMC at bscservice@mtabsc.org** to submit forms, make inquiries, and request services.
- **Visit the BSC Portal** to download forms, get general information about your benefits, or apply for open positions within the MTA. The Portal will be accessible from within the workplace (www.mta-bsc.org) and from any outside computer connected to the Internet (www.mtabsc.info).

10. How will I sign on to the BSC Portal (website)?
You will have a specified level of access to the BSC Portal, depending on your user profile:

- If you are on the payroll of MTA HQ, LIRR, LI Bus, or MNR, you will be given access to the BSC Portal for self service in 2011.
- If you are a functional PeopleSoft user in HR, Finance, Procurement, or IT at any of the agencies, you will have access to the Portal in 2011 based on the needs of your job.

All 2011 users described above—self service and PeopleSoft—will receive a BSC ID and a temporary password with log-in instructions by the end of December 2010. You will also be asked to enter your BSC ID number when you call the Customer Management Center.

Note: The BSC ID will not replace your agency employee ID number (with the exception of employees of the BSC).

11. **What should I do if I have technical problems with the PeopleSoft system, such as slow response or "frozen" screen?**

For assistance from within the MTA, contact your agency's Help Desk first, before contacting the CMC. This applies to all technical problems except BSC password issues.

When using a personal or non-MTA computer call the BSC Customer Management Center. Customer Service Specialists will be available weekdays from 8:30 a.m. to 5 p.m. (except MTA HQ holidays) to handle inquiries. (See question #9 for contact information.)

12. **How should I send forms to the BSC?**
The BSC requests that all customers send forms electronically—by email or fax. This is in accordance with the paper reduction policies of the State of New York and the MTA.

If you are on the payroll of MTA HQ, LIRR, LI Bus, or MNR, you will be able to download and submit forms to the BSC in 2011. All faxed forms are converted into electronic format.

If you need to submit an original signed or notarized form or you do not have access to email or fax for submission of a form, mail forms to the BSC at the following address:
    MTA Business Service Center
    333 W. 34th Street
    9th Floor
    New York, NY 10001-2402

Be sure to keep a copy of the forms you submit for your records.

13. **Will I be able to drop off or pick up forms at the BSC?**
Generally, when you submit forms to the BSC, please use email, fax, or regular mail. You will need to call the CMC to schedule an appointment before dropping off an original signed or notarized form. You are responsible for following your agency's policy regarding time used for the appointment.

If you cannot download forms online, call or email the CMC to request the forms you need. (Refer to question #9 for contact information.)

14. **Will I be able to walk into the BSC to get assistance with completing forms, enrolling in benefits, and pension planning?**

An appointment is necessary to meet with a benefits or pension representative. Please call or email the BSC Customer Management Center. (Refer to question #9 for contact information.)

15. **Will I be able to access forms and information about the Defined Benefit (DB) Pension Plan?**

You will be able to access DB forms on the MTA HQ intranet site at www.mtahq.org. When the BSC opens in January, 2011, DB forms will **not** be available on the BSC Portal, but you can access the MTAHQ intranet link on the Portal.

For information or to speak with a DB representative, you will need to call the BSC Customer Management Center. The CMC will assist you with making an appointment to talk with a DB Pension representative in person. (Refer to question #9 for contact information.)

16. **Within the Human Resources function, what administrative processes will be performed by the BSC?**

Following is a list of the HR functions that will be performed by the BSC in 2011 for the following agencies: MTA HQ, LIRR, LI Bus, MNR, and MTA CC.

Function	Processes
Employment	Post job requisitions and advertisements
	Source candidates (non-Civil Service)
	Initial Screening of Job Applicants
	Schedule employee onboarding
Human Resources Information Systems (HRIS)	Manage inquiries & transactions
	Create & update positions in PeopleSoft
	Request employee personnel action
	Involuntary/voluntary separation from employment
	Verifications of employment
	Employee information management (physical records)
Compensation	Input salary changes in HR system of record
	Process general increase
	Process Step/Rate and Longevity increases
	Process contractual increase
	Input merit pool processing results in HR system of record

Benefits	Update benefits rate change (annual)
	Administer TransitChek enrollment and changes
	Administer College Savings plan (529 plan)
	Update life insurance beneficiaries
	Administer Domestic Partner enrollment for health plans
	Administer benefits enrollment
	Update qualified status change
	Administer Open Enrollment and mid-year changes
	Administer COBRA benefits
	Administer Flexible Spending Account (FSA) plans
	Administer FMLA leaves
	Administer non-FMLA leaves
	Administer benefits billing
	Administer Retiree Health and Welfare Benefits
	Administer carrier billing
Time & Labor (HQ only)	Manage time collection
	Distribute labor expenses
	Manage leave accruals
Defined Benefit Plan-Pension (Not for NYCERS & NYSLRS or LIRR Closed Plan)	Update pension plan change
	Maintain enrollments and active employee data
	Administer service buybacks
	Process retirement
	Administer death benefits
	Administer disability retirement
	Maintain retiree data
	Administer retiree payees including QDRO benefits/payees
	Prepare & make pension payments
	Manage pension reporting
	Manage pension year-end
Training	Tuition Reimbursement and Administration
	Register Employees to Management and Computer Training Courses
	Update Management and Computer Training Records
	Compile Management and Computer Training Evaluations
	Update Training Course Catalog

17. Within the Finance function, what administrative processes will be performed at the BSC?

Function	Processes
Accounts Payable	Purchase order-based operating invoice processing

	Non-purchase order-based operating invoice processing
	Customer refunds processing
	Employee travel advance payment & expense reimbursement processing
	Petty cash establishment & replenishment processing
	Vendor setup and maintenance (vendor master file)
	AP period end close
	1099 processing
	Prompt pay regulation
	Capital vendor setup
	Capital invoice payment for 3rd party vendors & force accounts and final payment for contract closeout
	Substitution of securities or letter of credit in lieu of retainage
	Retainage release
	Lien & levy maintenance
	Security monitoring
	P-Card payment processing
	Electronic invoice processing
	Payment cancellation processing
Payroll (MTA HQ, LIRR, LI Bus, MNR and MTA CC)	Gross to net payroll processing
	Final estate payment processing
	Workers compensation differential processing
	Payroll special payment processing
	Payroll period end close processing
	Quarterly & yearly process
General Accounting	Chart of Accounts (CoA) maintenance
	Financial data maintenance
	Journal Entry (J/E) processing: Recurring J/E and Ad-Hoc J/E
	Balance sheet account reconciliation and variance analysis
	Book to bank reconciliation
	Accounting & wire template setup
	Bank account configuration
	Allocations processing
	Accrual processing
	Month end close processing
	Financial statement consolidation
Fixed Assets Accounting	Create & maintain fixed assets
	Retire & reinstate fixed assets
	Fixed assets annual inventory process
	Capitalization processing
Procurement	PeopleSoft system processing

18. **Within the IT function, what administrative processes will be performed at the BSC?**

Function	Processes
Information Technology	Security Management – Access Controls
	Application Development and Support
	Application Support

19. What training will be available for the new PeopleSoft 9.0 System?
MTA employees of all agencies whose jobs involve use of the PeopleSoft 9.0 business processes will receive formal training. A comprehensive program has been developed. Training began in September and will continue through December 2010. Training materials will be available on the BSC Portal and employees will be able to sign up for training programs in 2011.

20. Where can I get additional information about the BSC and upcoming changes?

These FAQs will be updated throughout the implementation process. The BSC and all of the MTA agencies will be working together to provide you with all of the information you need to make a smooth transition. When you begin to access services through the BSC, information will also be available on the BSC Portal.