

Accounting Customer Service Quick Reference Guide

ACCOUNTING CUSTOMER SERVICE

Accounting Customer Service provides key services to help others at the university understand the accounting system and perform key accounting activities. Services at the SSC include: Approver Table maintenance, ChartField maintenance, processing journal entries (JE's), service unit billing (SUB) support and unit training.

HOW TO REQUEST SERVICE

ChartField Request:

1. Fill out and Submit the online ChartField eForm (each ChartField has a unique form)

ChartField Request for Sub Project/Grants:

1. Send request to sponsoredprograms@umich.edu

Approver Table Maintenance:

1. Send request to ApproverTable@umich.edu

Journal Entry Request:

1. Fill out and Submit the online JE Request eForm
2. Include supporting documentation





Service Unit Billing Request:

1. Email or call the Accounting Customer Service Team (See below)

Request a new recharge vendor or terminate an existing recharge vendor:

1. Send request to recharge@umich.edu

HOW TO CONTACT US

			
PHONE	EMAIL	eFORMS	WEBSITE INFO
FOR PROJECT/GRANT, PROGRAM, SHORTCODE, DEPARTMENT, APPROVER TABLE, JE, SUB INQUIRIES:			
SSC 734-615-2000 PRESS #3 PRESS #4	accountingcustomerservice@umich.edu Approver Table Inquiries: ApproverTable@umich.edu	ChartField, JE, eForms	Accounting Customer Service Information on the SSC website
FOR ACCOUNT OR CLASS INQUIRIES:			
Financial Operations Reporting 734-764-6752	finrpts.staff@umich.edu	Accounting Request eForm	Financial Operations link for account or class
FOR ENDOWMENT INQUIRIES:			
Financial Operations Accounting Operations 734-763-4163	EndowmentFundStaff@umich.edu	Endowment Request eForm	
FOR NEW RECHARGE VENDORS INQUIRIES:			
	recharge@umich.edu		

ACCOUNTING CUSTOMER SERVICE PROCESS OVERVIEW

ChartFields: SSC will process requests for ChartFields through submitted eForms for the following: Project/Grant (exceptions: sponsored; Project/Grants not directly associated with an endowment), ShortCode, Department ID and Program.

Approver Table Maintenance: The Approver Table is used by Department Managers to delegate approval within the department for AP Vouchers and journal entries (JE's). Department Managers are responsible for updating their AP and JE approver tables. The SSC Accounting Customer Service Team will assist with general questions, or modifying the approver table.

Journal Entry (JE): JE's can still be processed within the unit if desired. JE's will be processed through submitted eForms.

Service Unit Billing (SUB): Service Unit Billing (SUB) is the method used to process internal billings within the university and can provide more detailed information regarding services or items purchased. The SUB is loaded directly into the system by the user in the Recharge Units (Service Unit) or office doing the billing, enabling them to be in charge of the timing of the receipt of their revenue.

Training: The Accounting Customer Service Team provides training on SUB's, JE's, and The ABC's of Accounting. Visit the SSC Training and Resources page (available April 20) for the course schedule.

ADDITIONAL RESOURCES & HELP

CHARTFIELDS:

[FN100 Accounting Customer Service Going Forward eForms for ChartField requests](#)

APPROVER TABLE:

[Authorized Approver Table \(step-by-step My LINC document\)](#)
[FN200 Approver Table Maintenance](#)

Journal Entries

[SOA101: Requesting Journal Entries and UDCs](#)

[My LINC](#) documents – log in to My LINC and enter *journal entry* in the Search field to locate various job aids on journal entries

SUB:

[Service Unit Billing Overview](#) (includes a link to the SUB Excel Loader Template)
[Recharge Information](#) (Office of Financial Analysis)

Vendor-Based Reports

FN06 Procurement SUB Customers by Vendor

FN06 Procurement SUB Vendor 13 Month Billing Trend by Fund/Dept/Program

FN06 Procurement SUB Vendor Multi Year Billing Trend by Vendor or P/G

Customer Based Reports

FN06 Procurement SUB Recap by Fund/Dept/Program/P-G

FN06 Procurement SUB Voucher 13 Month Trend by Dept or Dept Grp

FN06 Procurement SUB Customer Recharge Trend by Single Vendor

FN06 Procurement Service Unit Billing Detail Report

FN06 Procurement Vendor Utilization by Dept or Dept Grp