Interacting with the Shared Services Center (SSC)

UMHHC | Medical School | Flint | Dearborn | Athletics | Alumni Association

April 2, 2015

Providing a service that contributes to the mission of each unit is the true measure of success for the SSC.

-Pamela Gabel, Executive Director
Welcome

- **COMMUNICATING WITH THE SSC**
  - Ways to communicate with the SSC
  - **NEW!** communication tools
    - CaseConnect
    - eForms

- **TODAY’S SESSION WILL INCLUDE:**
  - **Hour one:** Communicating with the SSC
  - **Hour two:** Optional Office Hours (SSC and project staff will be available to address your questions about the new processes that will go live April 20)

We will be providing an additional *Interacting With The SSC* this summer to address issues and improvements after our April Go-Live with new services.
Agenda

• Introductions
• Communicating with the SSC
• New SSC Website enhancements
• Review of New Financial and HR Services
• Wrap Up (Office Hours Open)
INTRODUCTIONS

FINANCE

LISA HARRIS - SOA and Accounting Services Manager

JENNIFER VALENCHICH-MANNOR
Accounting Customer Service Team Lead

MALORIE LAUZON
Statement of Activity (SOA) Reconciliation Team Lead

MELISSA KARBY
Statement of Activity (SOA) Reconciliation Team Lead

NICK SIEFKE
Statement of Activity (SOA) Reconciliation Team Lead

LISA FRYE
Statement of Activity (SOA) Reconciliation Team Lead
INTRODUCTIONS

HUMAN RESOURCES

JASON TOMB – Employment Process Team Lead

KIM TIEDE – Time & Leave Team Lead

TAMARIA LEVERETT
HR Generalist Senior

TRAVEL & EXPENSE

CHERYL WAHL – Travel & Expense Processing Team Lead

JEFF HELDT
Travel & Expense Audit Team Lead

BRITTANY GALISDORFER – Travel & Expense Processing Team Lead

KIM TIEDE – Time & Leave Team Lead

TAMARIA LEVERETT
HR Generalist Senior
INTRODUCTIONS

SERVICE MANAGEMENT AND QUALITY REPS

JACQUI CRAWFORD – Service Management and Quality Analyst

TRACI TRIMMER – Service Management and Quality Analyst
WAYS TO COMMUNICATE WITH THE SSC

- Call us (5-2000)
- Email us (sharedservices@umich.edu)
- Send us your documents
CALLING THE SSC

Call us at 615-2000 (5-2000)  
Press one of the following menu options:

1. FOR HR SUPPORT, BENEFITS, RETIREMENT
   Then press:  
   1 FOR BENEFITS
   2 FOR EMPLOYMENT
   3 FOR HR TRANSACTIONS & REPORTING
   4 FOR VERIFICATION OF EMPLOYMENT
   5 FOR eRECRUIT or I-9 PROCESSING (available April 20th)

2. FOR PAYROLL, TIME & LEAVE

3. FOR FINANCIAL SERVICES
   Then press:  
   1 FOR PAYMENT PROCESSING, STATUS AND VENDOR INQUIRIES
   2 FOR PCARD INQUIRIES
   3 FOR PROCUREMENT INQUIRIES ON POLICY, TRAVEL AND EXPENSE AND CONCUR
   4 FOR CHARTFIELDS, SERVICE UNIT BILLINGS, APPROVER TABLE, GENERAL ACCOUNTING
      (available April 20th)
   0 FOR ALL OTHER FINANCIAL INQUIRIES

4. FOR EXPENSE REPORT STATUS (available April 20th)
ADDITIONAL WAYS TO COMMUNICATE WITH THE SSC

Coming April 20th, 2015

NEW! CaseConnect web based tool allowing you to view your active cases, communicate with the SSC through “Additional Comments” and, for some requests, attach documentation

NEW! eForms online forms that expedite your service requests

You will be able to access links to CaseConnect & all eForms on April 20th at ssc.umich.edu
NEW! CaseConnect Coming April 20th, 2015

CaseConnect is a direct response to requests for more visibility and access to your ServiceLink cases.

With CaseConnect you can:

• View your active cases (you must be the REQUESTOR)
• Communicate with the SSC directly through the case
• Attach documents directly to the case, for some request types
  • Exceptions: HR forms and documents containing sensitive information should not be sent through CaseConnect
• Allow others to access specific active cases
Add additional comments here.
NEW! eForms

eForms allow you to request certain services through online forms

ACCOUNTING/SOA
- Project Grant Request
- Department Request
- Account Request
- Endowment Request
- Program Request
- ShortCode Request
- Journal Entry Request
- Supporting Documentation
- UDC Request

ACCOUNTS PAYABLE
- ePayment Request

EMPLOYMENT I-9 PROCESS
- Special Event Request

TIME & LEAVE
- Time Entry and Approval eNotification Request
- Dynamic Group Creation
- Static Group Management
Sample eForm
ADDITIONAL COMMUNICATION RESOURCES

**FIN & HR Resource Guides**  An overview & communication guide for new services going live at the SSC on April 20th, 2015

**Join SSC MCommunity email groups**  Join today to stay informed about SSC process changes, tips & tricks, interacting with the SSC, and more  **FIN= ssc.finance.updates | HR= ssc.hr.updates**

**Email from the SSC**  Quick & Easy subject line guide to indicate the nature of email from the SSC  **URGENT | ACTION REQUIRED | INFORMATIONAL | INVITATION**
WEBSITE ENHANCEMENTS
COMING APRIL 20th

• New Training & Resources Page
• CaseConnect Page
• Regional I-9 Centers Page
• eForms Page
• HR and Financial Services Pages
Review of the new Financial and HR services for:

UMHHC | Medical School | Flint | Dearborn | Athletics | Alumni Association

• Ann Arbor campus units will be using the new financial and HR services going live April 20
• The units listed above will not be using all the new services at this time, but will use some of them.
• Let’s review the new SSC services your unit may use
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Faculty Background checks
THANK YOU & WRAP UP

QUESTIONS?

OFFICE HOURS (Optional)