



Interacting with the SSC Accounts Payable

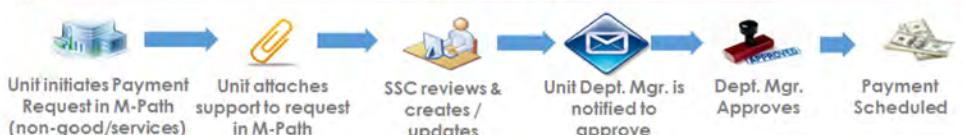
AP SERVICES PROVIDED BY THE SSC | CONTACT

Outgoing payment processing = accounts.payable@umich.edu

Invoices = accounts.payable@umich.edu

Vendor management (New, update, domestic & foreign reporting) = vendor.maintenance@umich.edu

Inquiries: SSC CONTACT CENTER: 5-2000 or email sharedservices@umich.edu

Service Area/Question:	Quick Tips
<p>Why was my request not processed? (i.e. voucher not created)?</p>	<ul style="list-style-type: none"> Check transaction status on http://ssc.umich.edu <ul style="list-style-type: none"> SSC may not be working on date you sent – 3 University business days is our goal If status indicates we are working past the date you sent, either the voucher was created or there may be an issue requiring research (i.e. incorrect PO#, no charging instructions, etc.) Reach out to SSC Contact Center (5-2000) if you wish to inquire items past the status date published, recommended to have ready: <ul style="list-style-type: none"> case #, invoice #, PO #, vendor name, other key information
<p>Why has my voucher not been paid? (i.e. voucher created but not paid yet)?</p>	<ul style="list-style-type: none"> Utilize Unpaid Voucher Report - Job aid https://maisinc.umich.edu/mais/pdf/PR_EP_POVchr_pagelet_SS.pdf Check if pending additional approvals – view voucher approval workflow for central approvals (Procurement A&C, Foreign, Sponsored, COI, etc.) Did approver put on hold / dispute – check approver comments Is voucher on hold for other reasons (i.e. wire) – See payment tab
<p>What are the expectations for Creating Payment Requests in M-Pathways and attaching support directly in M-Pathways?</p>	<p>Unit creates payment request in M-Path & attaches support (expect 2-3 day turnaround if attached in M-Path)</p> <ul style="list-style-type: none"> If not attached or AP has to create – could take 7+ days Don't create Payment Request and send paperwork separate – delays processing and creates duplicates Note: Some Payment Requests require additional approvals (Procurement A&C, Foreign, Sponsored, etc.) <div data-bbox="516 1513 1523 1728" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Standard Payment Request Process</p>  <pre> graph LR A[Unit initiates Payment Request in M-Path (non-good/services)] --> B[Unit attaches support to request in M-Path] B --> C[SSC reviews & creates / updates voucher] C --> D[Unit Dept. Mgr. is notified to approve] D --> E[Dept. Mgr. Approves] E --> F[Payment Scheduled] </pre> </div>
<p>How to leverage the quickest processing time?</p>	<ul style="list-style-type: none"> Ensure requests are complete and accurate – incomplete or inaccurate requests requires research and follow-up Processing times are much quicker if PO created at time of order and PO# provided to vendor who includes on invoice Provide pertinent info in email subject line for each request (i.e. invoice #, vendor name, PO#, etc.) Have an inquiry? call 5-2000 or email sharedservice@umich.edu Emailing inquiries to accounts.payable@umich.edu or vendor.maintenance@umich.edu will delay your inquiry being answered – goes into transactional queue
<p>Support for vendor payments</p>	<ul style="list-style-type: none"> AP only processes payments from invoices. <ul style="list-style-type: none"> We cannot pay from statements, order acknowledgements, packing slips, etc. Paying from something other than an invoice is an internal control / duplicate payment risk
<p>Ensure correct vendor used on PO</p>	<ul style="list-style-type: none"> Confirm information with vendor to ensure appropriate vendor is selected. Wrong vendor use has become frequent – being identified by AP when processing invoices and invoice remit to address does not match vendor remit to address.



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Topic	Description	Resolution/ Status
Imaged Docs	<ul style="list-style-type: none"> Unable to view on day one - communication sent on 8/4/14 ITS quickly responded with a temporary fix – (final fix 10/10 - 10/13) Transition period vouchers are most at risk – vouchers created before go-live and imaged after go-live – not visible – call 5-2000 and we will provide copies 	Temp Fix (Final 10/10 - 10/13) Call 5-2000 for copy
Duplicate Requests	Creating a Payment Request in M-Pathways then emailing / mailing old coversheet and support causes duplicate request and delays processing <ul style="list-style-type: none"> Please directly attach support to the M-Pathways request See MyLinc training AP151 See MyLinc job aid "Creating a Payment Request" https://maisinc.umich.edu/mais/pdf/PR_NPV_88_NPVCreate_SS.pdf 	Unit Training
Old Coversheet	Dangers of mailing old barcoded voucher coversheet with support documents - only means ITS images support via backend process <ul style="list-style-type: none"> Old coversheet mailed = old imaging process SSC is not notified there is work Transition vouchers are highest risk Only use this process to add additional documents, not to request SSC AP to approve requests 	Unit Training Obtained monitoring report from ITS
Approval Routing	Restart of approval workflow <ul style="list-style-type: none"> Caused requester to receive multiple case numbers for same request / voucher Due to fields keyed incorrectly by requester (i.e. invoice ID – remember to us invoice number standard located on MyLinc at https://maisinc.umich.edu/mais/pdf/PR_NPV_InvoiceNbrStandards_QR.pdf) Procurement A&C clarification and changes Internal Control – unit requester / voucher creator not able to also approve voucher 	Fixed 9/23 Unit Training Fixed 9/23 Utilize SSC
Notifications	Notifications the first few weeks: <ul style="list-style-type: none"> Staff not providing enough info – should be fixed, messages from staff should stand on their own Transactions to accounts.payable@umich.edu & inquiries to sharedservices@umich.edu or 5-2000 ServiceLink – first few weeks issue when case was resolved and then customer replies M-Pathways notification when voucher created – was not working M-Pathways notification to complete wire form – was not working 	Addressed Unit Training Fixed Fixed Fixed 9/23
Charging Instructions	Charging Instruction Definition: <ul style="list-style-type: none"> PO Number or Shortcode and account code 	Unit Training
Voucher Comments	Special instructions in voucher comments: <ul style="list-style-type: none"> Identify enclosures needed Identify special handling (i.e. pick up at WoTo) 	Addressed with Training
Invoices without PO	Internal SSC process changes to better handle invoices without a PO# but with an @umich.edu email address <ul style="list-style-type: none"> Handle at point of triage now – identified sooner Not CC'ing vendors when reaching out to units for charging instructions Should be on invoice - Units please ensure vendors don't hide this address (i.e. in their own email signature) 	Adjustments made and Training
Student Employee	Student employee reimbursement process <ul style="list-style-type: none"> For their academic pursuit? Complete TBHER and process in M-Pathways – only SSC AP can enter vouchers for employees For their work at U-M? Encouraged to process via Concur 	Unit Training
Voucher Clean-up	Procurement and SSC AP created a collaboration team to discuss different issues / objectives <ul style="list-style-type: none"> Old Voucher clean-up effort – may include follow-up with units Developing new policy on handling unpaid vouchers 	TBD