## AR SERVICES PROVIDED BY THE SSC | CONTACT

**General Receivable Customer and Invoice processing** = genrecinvoices@umich.edu  
**General Receivable Invoice Collections** = gencollectionSSC@umich.edu  
**Electronic Check Processing** = electronicpmts@umich.edu  
**Credit Card Payment Processing** = Call 5-2000  
**Unallocated Payment Research and Resolution** = unallocatedSSC@umich.edu  
**Sponsored Programs Invoice Support** = Bitteam@umich.edu  
**Sponsored Programs Invoice Collections** = spons.rescoll@umich.edu

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| **General Receivable Customers** | • Use the new General Customer Template  
• When customer is established unit receives email from MPathways |
| **General Receivable Invoicing** | • Utilize SSC AR for general invoicing  
• Use the new General Billing Template for all general billings  
• When billing is processed unit receives email from MPathways and can view invoice immediately in Imaging  
• Unit can follow MyUhc procedure titled Creating the Billing Upload file ([https://mashhc.umich.edu/mab/pdf/AR_Bu_Billing_Upload_SS.pdf](https://mashhc.umich.edu/mab/pdf/AR_Bu_Billing_Upload_SS.pdf))  
• Collections for general receivables is handled by SSC AR. (If unit has any contact with customer, please let SSC AR know by emailing gencollectionSSC@umich.edu) |
| **Electronic Payments** | • Units can send electronic payment notifications to electronicpmts@umich.edu. (Payment Processing team will utilize this email when the payment does come in)  
• Encourage your customers to include a shortcode or contact name when sending a payment if the payment is not associated with an invoice  
• Banking Services – FinOps is no longer involved with electronic payment recording |
| **Unallocated Payments** | • Email unallocatedSSC@umich.edu to inquire about payments you were expecting and did not receive  
• Banking Services – FinOps is no longer involved with unallocated payments |
| **Credit Card Payments** | • Customers are asked to call 734-615-2000 to make a credit card payment for an invoice  
• Customers are asked to provide Invoice or customer number |
| **Check Payments** | • Checks for AR Invoices (General and Sponsored) and Sponsored Awards should be mailed to AR Lockbox. Check should indicate Invoice number or other identifying information for the Sponsored Project  
Lockbox address: University of Michigan | Box 223131 | Pittsburgh, PA 15251-2131 |
| **Sponsored Receivables** | • Sponsored Programs Office provides all billing information to SSC AR at project initiation  
• Unit questions regarding terms of agreement should continue to be directed to Sponsored Programs Coordinator  
• Questions related to a specific billing can be directed to SSC AR via email to: Bitteam@umich.edu  
• Sponsored Collection Questions – email spres.coll@umich.edu  
• Units can send support in advance of contact by SSC AR to Bitteam@umich.edu. Please include p/g number  
• SSC AR will contact units for unit supplied support  
• Various Sponsor billings are still using UM Sales Invoice form or department supplied invoice, ITS working on new customer form to be used with invoice upload form  
• Collections for Sponsored Receivables is handled by SSC AR. (If unit has any contact with customer, please let SSC AR know by emailing spons.rescoll@umich.edu) |