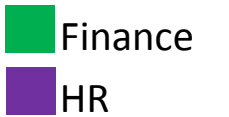




SHARED SERVICES CENTER

UNIVERSITY OF MICHIGAN



SSC Team	Service	I want to . . .	Email / eForm	
Contact Center	General Inquiries	ask a general question (all SSC teams) Notes & links to additional information: ssc.umich.edu	sharedservices@umich.edu or call (734) 615-2000	
Accounting Customer Service	ChartFields - Inquiries	ask a question about ChartFields • Non-sponsored project/grant • Department • Program Notes & links to additional information: Accounting Customer Service Quick Reference Guide	accountingcustomerservice@umich.edu	
	ShortCode, SUB, JE, Lump Sum Advance - Inquiries	ask a question about • ShortCode • Service unit billing • Journal entries • Lump sum advance Notes & links to additional information: Accounting Customer Service Quick Reference Guide	accountingcustomerservice@umich.edu	
	Approver Table Inquiries	ask a question about or request assistance with Approver Table maintenance Notes & links to additional information: Accounting Customer Service Quick Reference Guide	accountingcustomerservice@umich.edu	
	Submit request (via eForm) for ChartField, ShortCode, JE, Endowment	submit a request for creation, update, inactivation of a • Non-sponsored project/grant • Department • Program • ShortCode • Journal entry Notes & links to additional information: Use the appropriate eForm Accounting Customer Service Quick Reference Guide	eForms website	
		submit a request for account creation or update Notes & links to additional information: Use the Account Request eForm Accounting Customer Service Quick Reference Guide	eForms website	
	Endowment inquiry (Financial Operations)	ask a question about endowment funds	endowmentfundstaff@umich.edu	
	Sub Project/Grant (Sponsored Programs)	submit a ChartField request for sub project/grants	sponsoredprograms@umich.edu	
	Accounts Payable	Invoice Submission	submit a supplier invoice for payment processing	accounts.payable@umich.edu
		Supplier Maintenance	request an update to supplier information in M-Pathways or ask a question about a supplier record	supplier.maintenance@umich.edu
		ePayment	submit a file to process a high volume of domestic non-PO voucher, non-reportable transactions for refunds Notes & links to additional information: Use the ePayment Request eForm My LINC Job Aid: Using the Non-PO Voucher Upload Template	
Voucher Close		request that a voucher in M-Pathways is closed or deleted	voucher.close@umich.edu	

SSC Team	Service	I want to . . .	Email / eForm
Accounts Payable	Form 1099	ask a question about or obtain a copy of the populated 1099-MISC form <i>Notes & links to additional information:</i> Domestic 1099 Reporting	domestic.supplier.reporting@umich.edu
	Foreign Vendors	ask a question about Foreign Company reporting for Chapter 3 (U.S. Sourced Income) or Chapter 4 (FATCA): Foreign Transaction form, W-8BEN-E, W-8ECI, W-IMY, and W-8EXP <i>Notes & links to additional information:</i> Foreign Vendors Reporting	foreign.supplier.reporting@umich.edu
Accounts Receivable	Billing	submit customer and invoice requests and inquiries for "various" sponsor projects (various sponsor projects are designated "various" at project initiation) <i>Notes & links to additional information:</i> Attach the Various Sponsor Customer Upload Template or the Various Sponsor Invoice Upload Template form to the email request Various Sponsor Customer Upload Template Various Sponsor Invoice Upload Template	variousbilling@umich.edu
		submit customer and invoice requests and inquiries for general receivables <i>Notes & links to additional information:</i> Attach the General Customer Upload Template or the General Customer Invoice Upload Template form to the email request General Customer Upload Template General Customer Invoice Upload Template	genrecinvoices@umich.edu
	submit supporting documentation for sponsored projects invoicing that requires departmental support <i>Notes & links to additional information:</i> List the Project Grant and the period the support documentation is for in the subject line of email message	BITeam@umich.edu	
	Collections	inquire about collection activities related to outstanding sponsored project invoices <i>Notes & links to additional information:</i> Please include the Project/Grant number and the customer number in the Subject line of the email message	spres.coll@umich.edu
		inquire about collection activities related to outstanding general receivables invoices <i>Notes & links to additional information:</i> Please include the customer name and number if possible in the Subject line of the email	gencollectionSSC@umich.edu
Incoming Payment Processing	notify the SSC of an electronic funds transfer to a U-M bank account <i>Notes & links to additional information:</i> Please include the name of the company/sponsor in the Subject line of the email message	electronicpmts@umich.edu	
	inquire about expected payments not showing on my Statement of Activity <i>Notes & links to additional information:</i> Please include the company name from whom you expected payment in the Subject line of the email message	unallocatedssc@umich.edu	

SSC Team	Service	I want to . . .	Email / eForm
SOA and GPR Reconciliation	SOA Reconciliation	ask a general question about SOA reconciliation	SOAReconciliation@umich.edu
		submit supporting documentation for reconciliation for SOA or GPR transactions Notes & links to additional information: Use the Supporting Documentation eForm	eForms website
		submit a request for the SSC to create or release a unit defined commitment (UDC) Notes & links to additional information: Use the UDC Request eForm	eForms website
	GPR Reconciliation	ask a general question about GPR reconciliation	GPRReconciliation@umich.edu
Travel & Expense	Employee Expense Report Creation	request creation of employee expense report in Concur Notes & links to additional information: <ul style="list-style-type: none"> • Please include the word(s) PCard and/or Reimbursement and the employee's unqname in the Subject line of the email message • Please provide the ShortCode, business purpose and attach receipts/other supporting documents 	ExpenseReports@umich.edu
		request correction of an expense report prepared by the SSC Notes & links to additional information: Please include the word(s) PCard and/or Reimbursement and the employee's unqname, and the unique Concur report identifier in the Subject line of the email message	ExpenseReports@umich.edu
Benefits	Benefits	inquire about benefits	sharedservices@umich.edu
Data Management	General Transactions	request assistance with processing faculty and staff appointment transactions	ssc.hr.transaction.support@umich.edu
	Urgent Request	stop an HR transaction, correct a data entry error, or move a transaction up in the work queue due to a medical emergency Notes & links to additional information: Please include the following information: <ul style="list-style-type: none"> • Type of urgent request • PAR transaction number (if applicable) • UM ID • Case Number (if applicable) 	ssc.hr.transaction.support.urgent@umich.edu
	Batch Processing	submit a request for batch processing (20+) one-time Additional Pay payments, or work address/telephone updates	ssc.hr.batch.toolkit@umich.edu
Employment	Employment Processing	ask a question about eRecruit, reinstatement, or credit for prior years of service Notes & links to additional information: Employment Processing Quick Reference Guide	ssc.hr.recruiting.employment@umich.edu
		submit an urgent employment request Notes & links to additional information: Employment Processing Quick Reference Guide	ssc.hr.recruiting.employment-urgent@umich.edu
	I-9 Processing	inquire about I-9 processing Notes & links to additional information: I-9 Quick Reference Guide	ssc.hr.recruiting.employment@umich.edu

SSC Team	Service	I want to . . .	Email / eForm
Time and Leave	Time and Leave	ask a question about timekeeping or leave administration Notes & links to additional information: Call the Shared Services Center at 734-615-2000, press option 2 Time & Leave Quick Reference Guide	ssc.hr.timeandleaveadmin@umich.edu
		request set up or maintenance of a static group Notes & links to additional information: Use the Static Group Management eForm Time & Leave Quick Reference Guide	eForms website
		request creation of a dynamic group Notes & links to additional information: Use the Dynamic Group Creation eForm Time & Leave Quick Reference Guide	eForms website
		request timekeeping eNotification(s) Notes & links to additional information: Use the Time Entry and Approval eNotification eForm	eForms website