

# QUICK REFERENCE



SHARED SERVICES CENTER  
UNIVERSITY OF MICHIGAN

## CONTACT US

Contact Center: (734) 615-2000 | Hours of Operation: 8 a.m. - 5 p.m., Monday - Friday  
Email: [sharedservices@umich.edu](mailto:sharedservices@umich.edu) | Web: [ssc.umich.edu](http://ssc.umich.edu)

## FINANCIAL SERVICES

### Accounting Customer Service\*

- Approver Table Assistance
- Chartfield Request/General Customer Support
- Journal Entries (JE) Request
- Lump Sum Advances
- Service Unit Billing (SUB) Support

### Accounts Receivable (AR) Services

- Collections & Incoming Payment Processing
- Customer Record Management
- Invoicing
- Unallocated Payments

### Accounts Payable (AP) Services

- AP Voucher Processing (Invoice & Payment Requests)
- Vendor Record Maintenance & IRS Reporting

### Travel and Expense (T&E)

- Employee Expense Report Services  
- [ExpenseReports@umich.edu](mailto:ExpenseReports@umich.edu)
- **Note:** Contact Procurement Services for policy questions. Contact 4HELP for Concur system navigation and tech issues.

### Statement of Activity (SOA) & Gross Pay Registers (GPR) Reconciliation\*

- Management Report Support
- Transaction Reconciliation
- Unit Defined Commitments (UDC)

## HUMAN RESOURCES SERVICES

### Benefits Transaction Processing and Maintenance

- COBRA Administration
- Enrollment Changes
- Fellowship/Medical School eligibility upload process support
- New Employee Enrollment

### Employment Services\*

- I-9 Processing
- I-9 Special Event Staffing
- New Employee Orientation
- Job Postings

### HR Data Management

- Employment Verification
- Faculty/Staff Appointment Transactions
- HR Data Reporting
- Personnel Action Request (PAR) Transactions

### Time and Leave Administration\*

- Create/Manage Static and Dynamic Groups
- eNotification Services
- Leave Plan Management

For more information on how to request Financial Services and Human Resources Services, visit the [ssc.umich.edu](http://ssc.umich.edu) website.

ITS and Procurement will continue to provide support as follows:

## ITS

ITS Service Center (4-HELP) consultants can help with computing questions including email and accounts, administrative access, wireless issues, telephone repair and more. Phone, online and email support is available 7 a.m. to 6 p.m., Monday through Friday. Email support is available 1 p.m. to 5 p.m. on Sundays. For more information, visit [its.umich.edu/help](http://its.umich.edu/help)

## PROCUREMENT SERVICES

The Procurement Solutions Team provides customer assistance on procurement, PCard and travel and expense policies and procedures. The team can be reached at (734) 764-8212 or [procurement.services@umich.edu](mailto:procurement.services@umich.edu) from 8 a.m. to 4:30 p.m., Monday through Friday. For more information, visit [finance.umich.edu/procurement](http://finance.umich.edu/procurement)

*\*These services will be made available starting on April 20, 2015*