SHARED SERVICES CENTER
UNIVERSITY OF MICHIGAN

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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

Accounting Customer Service	**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 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
	Vendor Maintenance	request an update to vendor information in M-Pathways or ask a question about a vendor record	vendor.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	eForms website

Accounts Payable	**Voucher Close**	request that a voucher in M-Pathways is closed or deleted	voucher.close@umich.edu
	Form 1099	ask a question about or obtain a copy of the populated 1099-MISC form ***Notes & links to additional information:*** [Domestic 1099 Reporting](#)	domestic.reporting.vm@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 ***Notes & links to additional information:*** [Foreign Vendors Reporting](#)	foreign.reporting.vm@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) ***Notes & links to additional information:*** 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 ***Notes & links to additional information:*** 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 ***Notes & links to additional information:*** List the Project Grant and the period the support documentation is for in the subject line of email message	BITeam@umich.edu

Accounts Receivable	**Collections**	inquire about collection activities related to outstanding sponsored project invoices ***Notes & links to additional information:*** 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 ***Notes & links to additional information:*** Please include the customer name and number if possible in the Subject line of the email	gencollectionSSC@umich.edu
	Incoming Payment Processing	notify SSC of electronic funds transfer to a U-M bank account ***Notes & links to additional information:*** 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 ***Notes & links to additional information:*** Please include the company name from whom you expected payment in the Subject line of the email message	unallocatedssc@umich.edu
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:*** • Please include the word(s) **PCard** and/or **Reimbursement** and the employee's uniqname 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 uniqname, 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: • 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
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