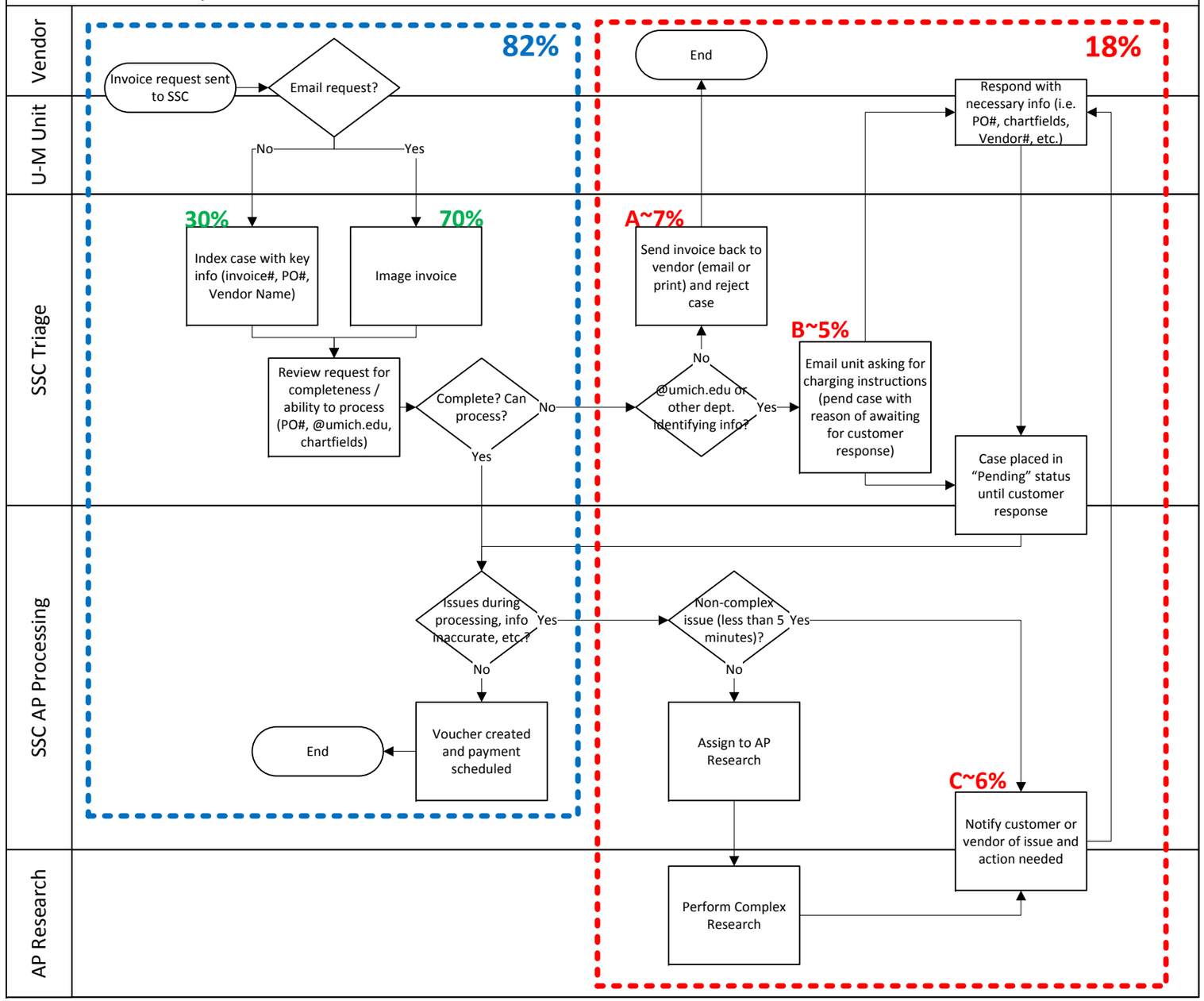
Invoice Handling

U-M SSC Accounts Payable



Legend and Helpful Information

These Requests are considered complete and accurate when received at SSC allowing for the quickest processing time (goal is 3 university business days).

A These requests do not have a PO#, @umich.edu unit email address / contact, or chartfields and are considered incomplete. If there is no information to identify who the invoice relates to, SSC will mail / email the invoice back to the vendor and reject the request.

B If a request does not have a PO# but an @umich.edu unit email address / contact is provided, the SSC will forward a copy of the invoice to the @umich.edu email address provided asking for charging instructions to be provided (by replying to this notification). Charging instructions are either:

1. PO# (which contains all chartfields necessary to process) - This is the **preferred** option
2. Shortcode(s) and account code(s)
3. Full chartfield string

Once the charging instructions are provided the request is deemed to have complete information and can will be processed.

C If a request appears to have complete information provided but there is an issue when the AP associate tries to process the request, the associate will try to identify the issue and take action (fix the issue or reach out to the requester). If the issue is more complex (i.e. takes more than 5 minutes to identify) the associate may assign the request to the AP Research team who will try to identify the issue and take action. Refer to the table below for a list of common reasons / issues and their likelyhood of requiring additional research.

List of reasons an invoice may require further research	Likelihood additional research needed (H,M,L)
PO is closed, cancelled, fully matched, line items / amounts don't match	L-M
Supporting documents are not appropriate (i.e. are not an invoice - since we can't pay from a statement, order acknowledgement, packing slip, etc.)	H
Request is a potential duplicate (due to vendors recycling invoice numbers or previous request was already received for same invoice)	H
Vendor name on invoice doesn't match PO or vendor record	M
No vendor match in vendor database	H
Remit address on invoice doesn't match vendor database	L-M
Request submitted to wrong email address	M
Vendor inactive or on hold	M
No identifiable (which U-M unit related to) information on invoice	H
Foreign vendor transaction	M
No W-9 in vendor database or W-9 is several years old	M
Vendors with changes (i.e. acquisition, merger, name change, TIN change)	H
Vendors with Parent / Child company relationships	H
Vendors with d/b/a (doing business as)	H
Unclear if paying individual or a company on PeoplePay transactions	H
Vendors for individuals who were previously employees	M
Payment method changes (check to ACH / Wire)	L-M