

# AP BEST PRACTICES GUIDE

This guide was created to help you get your payment processed as quickly as possible. If you have any questions, please contact [sharedservices@umich.edu](mailto:sharedservices@umich.edu)

## GENERAL GUIDELINES

- UM Purchase Order number should be included
- Unique invoice number should be visible on each invoice



## UM CONTACT PERSON

- Suppliers should provide a UM contact name on the invoice
- Preferred format is UM email address
- If this is not available, a first and last name will allow us to attempt to locate the proper person in the directory

## MULTIPLE PAGE INVOICES

- Invoices should be attached in a single PDF file
- *This is important with multiple attachments that add up to more than 17 MB as the system limitation can cut off individual PDF's once this size limit is reached*



## MULTIPLE PAGE INVOICES

- Email attachments with multiple pages should be clearly numbered (page 1 of 2, etc)
- *It is not necessary to print invoices solely to add page numbers and then re-scan*

## WHAT NOT TO SEND

- Statements or past due notices should NOT be sent
- Please do not send confirmations, zero-dollar invoices, already paid invoices, sales orders, quotes, or shipping orders
- No HIPAA protected information

