Customer Service Call Center Update

Effective **Monday, February 11, 2013**, our customer service phone number (734-764-8212) was consolidated to two prompts to speak with a call center representative:

- Prompt 1 connects you with an agent who can assist with procurement and payment questions, policies and procedures, such as how to buy, travel and expense, PeoplePay, and other inquiries. This team can also be reached via email to procurement.services@umich.edu.
- Prompt 2 connects you with a member of the Travel and Expense team to answer questions pertaining to the PCard. This team can also be reached via email to travelexpense@umich.edu.

**Q: How do I request a new vendor or changes to an existing vendor record in the M-Pathways database?**

**A:** Requests can continue to be submitted using the online Request a Vendor ID functionality in M-Pathways (vendor adds only), or by fax or email (some restrictions apply to the email method). Other, inefficient methods are no longer available. Detailed information about available request methods and the appropriate use can be found on the Procurement Services website at: http://finance.umich.edu/procurement/howtopay/vendormaintenance.

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New Strategic Supplier Contracts Awarded

Two new strategic supplier contracts have been awarded to local caterers. Strategic suppliers providing catering services to the university have been inspected and approved by Occupational Safety and Environmental Health (OSEH).

Click the supplier logos (left) to read more about their catering services and how to order.

Remember: strategic contracts offer many benefits, such as easy ordering, free or reduced shipping, and a dedicated U-M contract administrator who serves as your liaison to the supplier for any questions or issues that may arise.
New Reviewer Option Available in Concur

A new option has been added to the expense delegate panel in Concur, allowing the approver to assign an individual the ability to “preview” (review) expense reports in the approver’s approval queue. The reviewer cannot approve expense reports, but can look at expense reports to ensure that the reports are ready for the approver to review and approve. Use of the review functionality is optional; units determine whether it is appropriate for their internal business process.

Some Things to Know:

- The expense approver assigns an individual through the Expense Delegate settings page, checking the boxes Can Preview for Approver and Receives Approval Emails
- The reviewer can check the report(s) for things such as correct funding sources, verification of allocations, business purpose, review of receipts, etc. If necessary, the reviewer can send the report back to the employee for correction or to provide additional information.
- The reviewer cannot make changes to the expense report, but can send it back to the employee with comments for correction and resubmission.
- When ready, the reviewer clicks Notify Approver to let the approver know the report is ready for his/her review. An email is sent to the approver, indicating that the report has been reviewed by the reviewer. An icon also appears next to the report in the approver’s queue, indicating to the approver that the report has been reviewed.
- The approver can review and approve a report at any time, regardless of whether the reviewer has looked at the report

For more information, including FAQs and a quick reference guide, visit the Travel and Expense - New in Concur website.

Concur Quick Tip

Edit Multiple Expense Lines to Save Data Entry Time

Concur allows you to edit multiple expense lines on an expense report, which can save you some time in preparing the report. Using the checkbox next to each expense line, select the ones you wish to apply the same change(s) to. Or, click the select all checkbox to apply the change(s) to all expense lines.

The following fields can be changed for the selected expense lines:
- Expense type
- Business purpose
- Comment
- Dept reference
- Personal expense
- Domestic/Foreign flag

For detailed instructions, see the MyLINC step-by-step procedure: Edit Multiple Fields in a Concur Expense Report

Tips for Creating an Appropriate Business Purpose in Concur:

Use the expense line level Business Purpose field, the expense type, and the Department Reference field to answer the 5 W’s (Why, What, Who, When, Where). The most important “W” to answer is Why. The business purpose should satisfactorily and reasonably answer:
“Why is the transaction a university business expense?”
Or
“Why should the university pay for this expense?”

Need help when you’re logged in to Concur?
You can quickly access Concur training materials by clicking the Concur Training & Resources link in the Company Info section of your Concur home page.
Mark your calendar! The 2013 U-M Strategic Supplier Product and Service Shows will be held in March and April. Registration is not required. You’ll have an opportunity to:

- Talk to U-M strategic suppliers
- See and test new products
- Pick up your 2013 catalogs
- Receive special “Product Show” prices
- Find out what contracts are on the horizon

**Schedule**

**March 26, 2013**
Ann Arbor Campus – Michigan League Second Floor  
10 am – 1 pm

**April 2, 2013**
Ann Arbor North Campus – NCRC Cafeteria  
10 am – 1 pm

**April 9, 2013**
Ann Arbor Campus – Palmer Commons Fourth Floor  
10 am – 1 pm

**April 16, 2013**
Dearborn Campus – U Center Kochoff Hall  
11 am – 1 pm

**April 24, 2013**
Flint Campus – UCEN Michigan Room  
11 am – 1 pm

The schedule is also available at:  
http://www.finance.umich.edu/procurement/news-events

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**STAY CONNECTED**

- **Sign Up for the Newsletter**
  If you’re not already subscribed to Procurement Services News, you can quickly sign up through MCommunity (https://mcommunity.umich.edu). Search for the email group Procurement Services News, and then click the Join Group button.

- **Visit our website**
  [http://finance.umich.edu/procurement](http://finance.umich.edu/procurement)

- **Live Chats Coming Soon!**
  We’re targeting early 2013 for launch of our new live chat forums! We’ll announce the first chat, including instructions on how to join in, when the plans are finalized.

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**Contact Us**

(734) 764-8212  
procurement.services@umich.edu

Website Resources
- [Procurement Services](http://finance.umich.edu/procurement)
- [Travel & Expense](http://finance.umich.edu/procurement/travel-service)
- [News & Events](http://finance.umich.edu/procurement/news-events)

Find Systems Training Resources at MyLINC via Wolverine Access  
[https://wolverineaccess.umich.edu](https://wolverineaccess.umich.edu)

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**Do you need to find a location for the Ann Arbor Campuses?**

Building and parking maps are available online at the U-M Parking & Transportation website:  
[http://pts.umich.edu/maps/](http://pts.umich.edu/maps/)