

# Merchant Tip of the Month

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**Happy New Year!**



A friendly reminder on the two process enhancements which went into effect on January 1, 2020.

**Credit Card Disputes** → we have reduced unnecessary communications about credit card disputes.

**Chartfield Updates** → merchants may now work directly with the SSC to update chartfields on *existing* merchant accounts.

Please see the attached email sent in December 2019 for more information.

January 2020

Questions? Please contact Merchant Services at [merchantservices@umich.edu](mailto:merchantservices@umich.edu).

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## Merchant Services | Enhanced processes coming in 2020

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To: merchantservices <merchantservices@umich.edu>  
Cc: merchantservices <merchantservices@umich.edu>

Thu, Dec 12, 2019 at 11:51 AM

Dear Colleagues:

As part of our ongoing effort to make it easier for you to do business with Merchant Services, I'm writing today to let you know about enhancements to two of our business processes, which will be effective January 1, 2020.

### 1. Reducing unnecessary communications about credit card disputes

We currently notify you after almost every phase of each credit card dispute—or chargeback—in which your merchant account is involved. This approach has generated a large volume of messages and resulted in confusion in some areas. To bring greater clarity and efficiency to the process, we will—beginning January 1, 2020—notify you only during the initial phases of the dispute.

If you would like to get detailed information about additional phases of a dispute, we can give you access to a special portal—which also includes a variety of training resources and other helpful materials—on the Worldpay website. Worldpay is the payment processing company that U-M uses to manage credit card payments. To receive access to the Worldpay portal, [just email us](#). (Clarifying note added on 1/13/2020: The Worldpay portal is also known as IQ.)

### 2. Working directly with the SSC to update chartfields on existing merchant accounts

Beginning January 1, 2020, you'll be able to work directly with the Accounting Customer Team at the Shared Services Center (SSC) to update chartfields on your *existing* merchant accounts. The process to change a chartfield generally takes between three and five days and is easily started by completing the [Chartfield Change Form for Merchant Account](#) and submitting it to [accountingcustomerservice@umich.edu](mailto:accountingcustomerservice@umich.edu). If you have any questions concerning your request, please contact the SSC Accounting Customer Service Team at (734) 615-2000, #3, then #4 or [accountingcustomerservice@umich.edu](mailto:accountingcustomerservice@umich.edu).

**Important Note:** Merchant Services will continue to manage all aspects of account opening—including initial chartfield assignments—as well as all other updates on existing accounts. For any non-chartfield updates, please continue to use the [Merchant Account Change Form](#) and submit it to [merchantservices@umich.edu](mailto:merchantservices@umich.edu).

If you have any questions about these enhancements, please don't hesitate to contact me at [flan@umich.edu](mailto:flan@umich.edu) or (734) 615-0344.

Thank you for your continued support of Merchant Services.  
Beth

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