

Match Exceptions: Overview and Handling

PB: ADELINE COE

• 6 MARCH 2024

Fiscal Administrators Meeting



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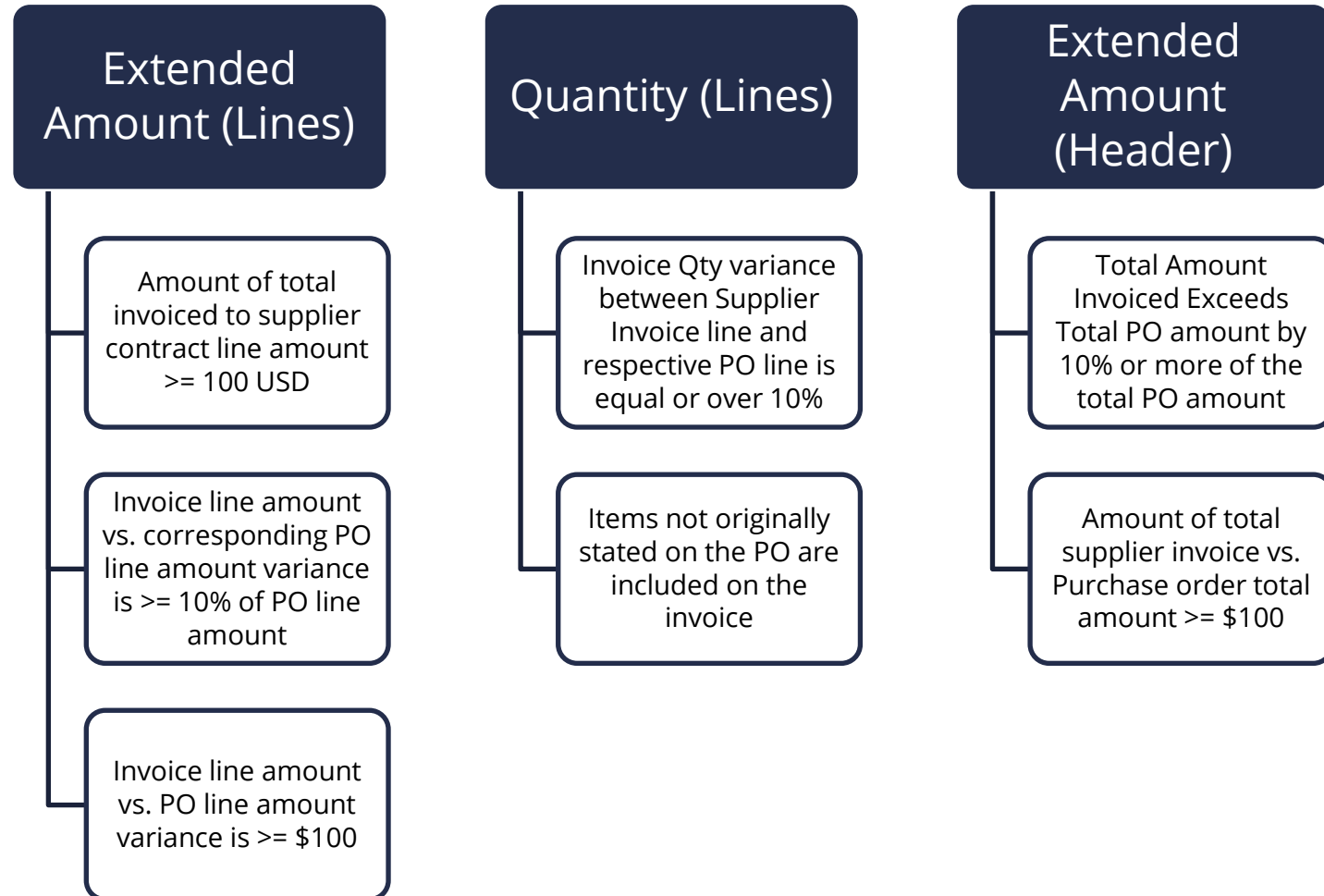
Overview

Match Exceptions | What causes a match exception?

A **match exception** is an invoice status that occurs when there is a discrepancy between the purchase order and what is on the invoice being matched against the purchase order.

Match exceptions can be simplified into three statements:

- Any extended amount discrepancy on the line or header level equal to or exceeding **10%** or **\$100**, **whichever is lower**, will go into match exception.
- Any quantity discrepancy on the line level equal to or over **10%** will go into match exception.
- Any invoice item without a corresponding PO line to match to will go into match exception



Match Exceptions | What causes a match exception?

Match Exceptions can occur for many reasons, some of which can be avoided:

Price / Quantity Flip (aka Blanket Orders)

The Price/Quantity flip is an outdated practice from our Oracle System, carried into initial Workday use. It involves reversing price and quantity on purchase order lines to allow multiple invoices to match against a single line. However, suppliers typically don't invoice this way, leading to manual intervention to avoid match exceptions.

Unknown Costs / Change in Scope

Sometimes, unexpected costs or increases to scope happen. Once you are aware that new costs are likely coming for your order, ask for a proforma invoice from the supplier and use that to update or add these new costs to the purchase order.

Quote / PO Mismatch

When you receive a quote from the supplier, try to enter the PO lines in a way that matches the quote exactly. Their invoice will likely match their quotation exactly.

Mistakes

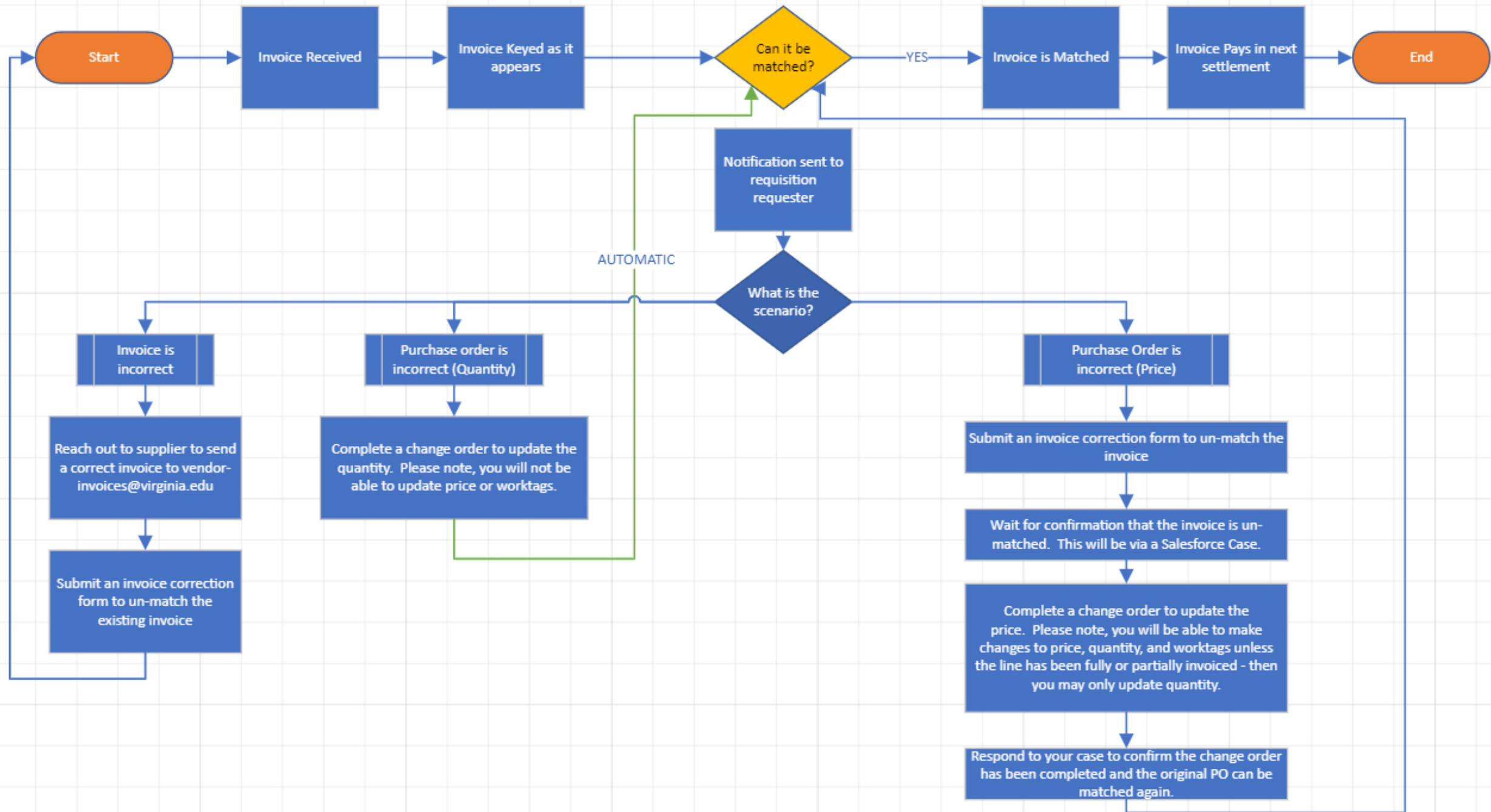
Mistakes happen – both on our side and the supplier's side. If you find that a supplier continues to make the same mistakes, even after a discussion, escalating this to AskFinance attn: Invoice Processors is the next step.

**Utilize Service Lines
in Workday (for
services)**

Proactive PO Updates

**Match the Supplier
Quote**

Releasing Match Exceptions



Match Exceptions | Procedure

The business process has been designed to notify the requisition requester that a match exception has occurred and prompt them to act accordingly. However, the following action is dependent on the requisitioner understanding the nature of the exception.

Is the Invoice Incorrect?

- Reach out to the supplier
- Request a new Invoice
- Submit an Invoice Correction Form to remove the already matched invoice

Is the PO Incorrect? (Quantity)

- Initiate a Change Order in Workday
- Submit the change Order
- The match rules will run again and, if the change order is accurate, release the match exception

Is the PO Incorrect (Extended Amount)

- Submit an invoice correct form asking to un-match the invoice from the purchase order
- Initiate and submit a change order
- Respond back to your salesforce case asking to rematch the invoice

Central Finance does not override match exceptions.

Addressing match exceptions is the responsibility of the department and requisitioner. We are always happy to help navigate any necessary changes but cannot make decisions on the behalf of the requisitioner.

Match Exceptions | Current State & Looking Forward

Available Reports

Match Exceptions on Supplier Invoices

1. Run an unfiltered report
2. Export the Report into Excel
3. Find **Column T**, called "Cost Center"
4. Using the Filter Function in excel, filter on only the cost centers you are responsible for
5. These are all of the pending match exceptions in those cost centers
6. Look at **column W** to see who the requisitioner is on the purchase order; this person is responsible for releasing the match exception.

R	S	T	U	V	W	X
Supplier Invoice Lines		Cost Center	Purchase Order Line	Has Requisition	Supplier Invoice Requisitions Requested By	Supplier Invoice Lines P2P Approver
146.51	Invoice Qty variance between Supplier Invoice line and the respective PO line is equal or over 10%	The cost center used on the line that triggered the match exception will be listed in this column	PO-0136277 - Line 3	Yes	The requisitioner's name will be listed in this column	The P2P Approver(s) for the cost center used on the line will be listed in this column
14.89	Invoice line amount vs corresponding PO line amount variance is >= 10% of PO line amount		PO-0082181 - Line 1	Yes		
33.76	Invoice Qty variance between Supplier Invoice line and the respective PO line is equal or over 10%		PO-0138448 - Line 1	Yes		
287.62	Invoice line amount vs corresponding PO line amount variance is >= 10% of PO line amount		PO-0137545 - Line 16	Yes		
	Invoice Line Amount vs PO Line Amount Variance is >= \$100 Invoice Qty variance between Supplier Invoice line and the respective PO line is equal or over 10%					

Match Exceptions | Current State & Looking Forward

Requested Updates

- We have requested a report enhancement to allow you to filter by cost center(s) in Workday, eliminating the need to export to excel and filter.

New Process

The Invoice Processing Team will start concerted efforts to reach out to requisition requesters to ask and assist them in resolving open match exceptions that are significantly aged.