UVAFinance

Match Exception Investigation and Correction Overview

This Quick Reference Guide (QRG) is designed to walk a **Procurement Shopper** through the investigation of a supplier invoice match exception, determine the cause of the exception, and initiate the correction for the match exception. By the end of this QRG, you will be able to successfully find the supplier invoice that is in a match exception status, determine the cause of the match exception, and initiate the correction of the match exception.

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Locate Match Exception

On the **Workday Home** screen:

1. Type the supplier invoice number in the search field. This number begins with SI- and should be listed on the match exception notification that you received.
2. Select the supplier invoice from the Search Results.

> **HINT**
> You can also refer to Scenario 4 in the Initiate Match Exception Correction on how you can identify if you have any match exceptions for your Cost Center without knowing the supplier invoice number.

On the **View Supplier Invoice** screen:

3. Notice the "Exception" listed in the Match Status field.

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View Supplier Invoice

| Supplier Invoice 🔍 | Invoice Number SI-0000018312 | Status In Progress | Match Status Exception | Payment Status Unpaid |

˅ **Invoice Information**   ˅ **Terms and Taxes**

Company   The Rector & Visitors of the University of Virginia   Payment Terms   Net 45

4. On the **Invoice Lines** tab, see the reason for the match exception in the **Line Match Exception** field. Or on the **Matching Summary** tab, see the reason for the match exception on the **Header Match Exception** line.

| Invoice Lines | Matching Summary | Additional Fields | Attachments | Process History |

Invoice Lines 1 item

Invoice Line	Line Match Exception	Company	Line Item Description	Business Document	Spend Category
🔍	Invoice line amount vs corresponding PO line amount variance is >= 10% of PO line amount	The Rector & Visitors of the University of Virginia	Wrap playmaker XL	PO-0000271 - Line 5 \n\nMatching \n3	Supplies Merchandise for Resale (SC0263)

OR

| Invoice Lines | Matching Summary | Additional Fields | Attachments | Process History |

Header Match Exception	Total Amount Invoiced Exceeds Total PO Amount by 10% or More of the total PO amount
Number of Invoice Lines	1
Original Lines in Match Exception	0
Current Lines in Match Exception	0

5. You will see at least one of the following as reasons if your invoice is in match exception:
    - **Invoice line amount vs corresponding PO line amount variance is >=10% of PO line amount:** This indicates that the amount of the invoice line exceeds the amount of the purchase order line that it was applied to by more than 10%.
    - **Invoice Line Amount vs PO Line Amount Variance is >=$100:** This indicates that the amount of the invoice line exceeds the amount of the purchase order line that it was applied to by more than $100.
    - **Invoice Qty variance between Supplier Invoice line and the respective PO line is equal or over 10%:** This indicates that the quantity of the invoice line exceeds the qty of the purchase order line that it was applied to by more than 10%.
    - **Total Amount Invoiced Exceeds Total PO Amount by 10% or More of the total PO amount:**

This indicates that the total amount of this supplier invoice exceeded the PO total amount by 10% or more, either on its own or when summed with all the other invoices applied against that PO.

- **Amount of Total Supplier Invoice vs. Purchase Order Total Amount >= 100 USD:**
  This indicates that the total amount of this supplier invoice exceeded the PO total amount by 10% or more, either on its own or when summed with all the other invoices applied against that PO.
- **Items not originally stated on the PO are included on the invoice:**
  This indicates that a line was included on the invoice that was not matched to a PO line.

Initiate Match Exception Correction

Initiating a correction on a match exception often takes some investigation and may vary from case-to-case. This section is designed to provide you with some tips/insights on where to look for the best possible resolution.

Scenario 1: **There is a quantity variance, but the overall dollar amount matches the purchase order.**
Potential Cause #1: The structure of the PO and the structure of the invoice do not match.

- For example: You may have ordered 24 postcards to be printed and mailed for $64.40, so a quantity of 1 and a per unit cost of $64.40. The supplier sent in an invoice which separates the 24 postcards individually at a rate of 2.0833 each and $14.40 for shipping, thus billing us for a quantity of 24 cards for a total of $50 and shipping at $14.40, for a total of $64.40, which matches our PO amount. This will cause a match exception due to the invoice quantity variance. Both the PO and the invoice are correct, they are just structured differently. Filling out and submitting an Invoice Correction Form will instruct Accounts Payable to make an adjustment to how the invoice is input into the system to eliminate this match exception.

How to Investigate:

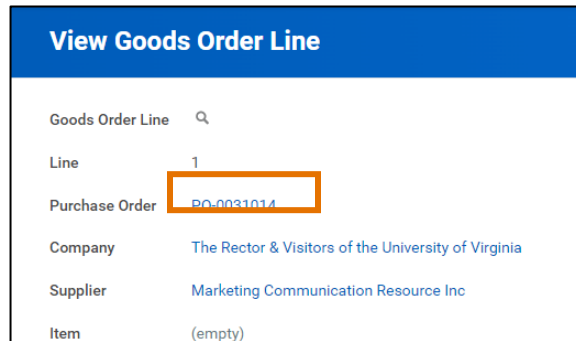1. Complete steps 1 & 2 in the Locate Match Exception section.

On the **View Supplier Invoice** screen:

2. On the Invoice Lines tab, click the **PO number** in the **Business Document** field.

On the **View Goods Order Line** screen:

3. Click the **PO number again** on the Purchase Order line.

View Goods Order Line

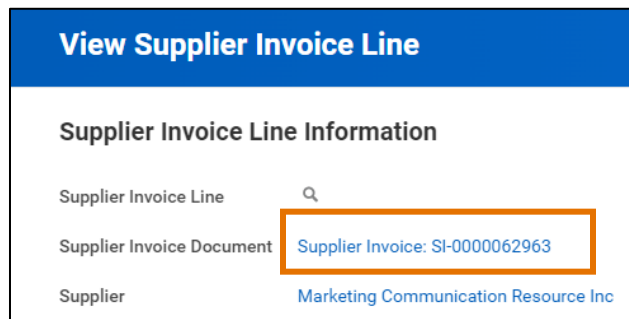|	
Goods Order Line	🔍
Line	1
Purchase Order	PO-0031014
Company	The Rector & Visitors of the University of Virginia
Supplier	Marketing Communication Resource Inc
Item	(empty)

On the **View Purchase Order** screen:

4. On the Good Lines tab, you will notice in the **Quantity** column the difference between the ordered quantity and the invoices quantity.

	Goods Lines	Process History	Integrations	Balances			
Goods Lines 1 item							
n and Category	Business Document Status	Tax	Tax Recoverability	Tax Option			Quantity
n	Invoicing Status	Tax Applicability					Ordered
	Fully Invoiced						1
n Description		Tax Code					Received
wardship postcard mailing iting and mailing services ...more							0
nmodity Code							Invoiced
nd Category ices Printing (SC0163)							25

5. Scroll to the right and click on the supplier invoice number under the **Business Document Lines** column.

On the **View Supplier Invoice Line** screen:

6. Click on the invoice number again on the Supplier Invoice Document line.

View Supplier Invoice Line

Supplier Invoice Line Information

Supplier Invoice Line	🔍
Supplier Invoice Document	Supplier Invoice: SI-0000062963
Supplier	Marketing Communication Resource Inc

7. Click on the **Attachments** tab and click on the attachment to view the invoice.

8. If by doing so you see that the variance was due to how the PO was structured versus how the invoice was structured (needing to add or delete lines or adjusting the price), submit an Invoice Correction Form.

   You have successfully completed this task.

Potential Cause #2: The invoice line/lines were all applied to one line of the PO instead of being spread out amongst multiple PO lines, or the invoice lines were applied to the wrong PO lines.

How to Investigate:

1. Follow the same steps in Potential Cause #1 section shown above.
2. When submitting the Invoice Correction Form, explain how the invoice line/lines need to be distributed/applied to the PO lines.

   You have successfully completed this task.

Scenario 2: There is a quantity variance due to the supplier shipping more quantity but the PO line is the correct unit price.

Potential Cause: The quantity on the Purchase Order line(s) is lower than the quantity on the Supplier invoice line(s) and needs to be adjusted.

How to Investigate: Follow the steps 1-6 in Potential Cause #1 section, as needed. In this case, the PO needs adjusted to increase the amount of quantity or extended amount to cover the invoice quantities. This is done through the change order process.

1. Navigate to the Purchase Order by running the **Find Purchase Orders** report or typing the **PO number** directly in the search. You can also follow steps 1-2 in the Potential Cause #1 section.

On the **View Purchase Order** screen:

2. Hover over the purchase order number in the upper left.
3. Click on the related actions button and select Purchase Order > Create Change Order.
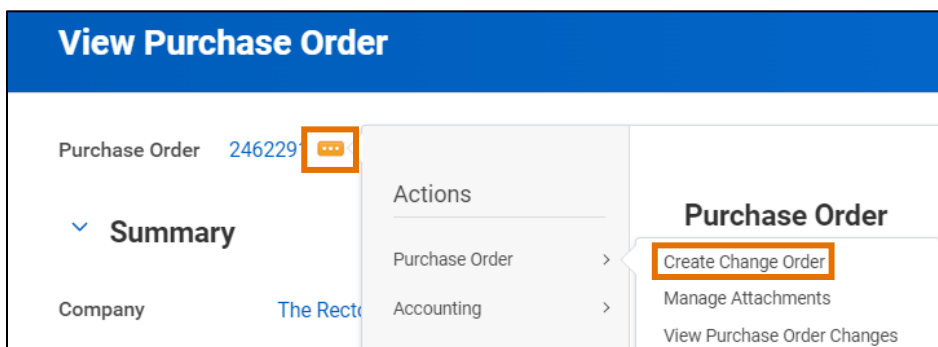
On the **Create Change Order** screen:

4. Select the reason for changing the purchase order in the Reason field from the list of options.

5. Type your comments in the Comments field. While not required, it is highly recommended as it will help the approvers know what has changed.
6. All other information on the screen under each section and tab auto-populates from the selected purchase order. Edit information as needed to change the purchase order
7. Verify that the Issue Option field says XML Auto. Change if needed.
8. From the Goods Line tab and/or the Service Lines tab, make the appropriate changes to the quantity field.
9. Click the **Submit** button to submit the change order.

> **NOTE**
> For more details on submitting change orders, review the [Change Purchase Order QRG](). Please note if the PO already has an invoice applied to it or the PO line has already been paid, you cannot change the worktags or unit price, only the quantity. If you need to make these changes, submit an [Invoice Correction Form]().

You have successfully completed this task.

Scenario 3: There is a price difference due to the supplier charging for a higher amount than what was on the initial PO and you want to pay the PO price.

Potential Cause: The price on the Purchase Order line(s) is lower than the quantity on the Supplier invoice line(s) due to the supplier overbilling.

How to Investigate:

1. Follow the steps 1-6 in Potential Cause #1 section, as needed. In this case, the invoice needs to be adjusted down to match the PO price.
2. Communicate to the supplier that the invoice will be short paid as the price will align with the Purchase Order.
3. Submit the [Invoice Correction Form]() to indicate to Accounts Payable that the invoice line(s) price needs to be matched down.

Scenario 4: You do not have a specific supplier invoice in question, but you wish to see if there are any supplier invoices for your cost center, or for a specific supplier, that may be under a match exception in order to investigate and correct them.

How to Investigate:

On the **Workday Home** screen:

1. Type **Find Supplier Invoice** and select the report.

On the **Find Supplier Invoice** prompt:

2. Complete the following fields to narrow your search:
   - **Cost Center** – Enter your cost center.
   - **Supplier** – Provide the supplier's name.

- **Match Status** – Select Exception.
- Fill out the remaining fields as needed.

3. Click **OK**.

4. Listed are all the supplier invoices for this Cost Center/Supplier that are currently under a match exception. To view them individually, click on the **magnifying glass** in the Supplier Invoice column next to the desired supplier invoice number.
5. Proceed with investigating and addressing the match exception and follow the same processes outlined in Scenario 1, 2, & 3.

You have successfully completed this task.