Match Exceptions Frequently Asked Questions (FAQ)

This FAQ contains frequently asked questions pertaining to Match Exceptions. Use the table of contents below to control + click to go directly to that question and answer. For step-by-step guidance on how to find and address a match exception, review the [Match Exception Investigation and Correction QRG](#). For details and updates on spend issues, refer to the [Action Plan to Address Spend Issues page](#).

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Match Exceptions FAQ

➢ **What are match exceptions? What causes them to occur?**

Match exceptions are best described as when your Workday purchase order lines and corresponding supplier invoice lines do not have same price and/or quantity OR your purchase order totals and invoice(s) totals do not have the same price and/or quantity. As a result, the invoice will have the match status of "Exception" and will not be paid until it is corrected. 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 is more than 10% over the quantity of the purchase order line that it was applied to.
- **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 100 USD 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.

➢ **How do I know if I have a match exception? Is there a way to check this in Workday?**

There are several ways you can identify if your supplier invoice is in match exception:

1. Receiving a notification from Workday that indicates your supplier invoice has a match status of "Exception."
2. Typing the supplier invoice number in the search field and selecting it from the search results. The number begins with SI- and should be listed on the match exception notification you received.
3. Running the Find Supplier Invoice report and filter it by Cost Center. Once the report is run, you can then click on the Match Status header and filter "Exception" to find the correct invoice.

➢ **Why should I care about match exceptions? Is there a reason to investigate if my supplier invoice has the "Exception" status?**

Yes, it is important to be proactive on match exceptions. If you receive a notification indicating that an invoice on one of your purchase orders is under match exception, do not ignore it. Do not assume that someone in accounts payable will take care of it. An invoice under a match exception cannot be paid, meaning that the suppliers that you use and rely on are not receiving their expected payment. Ignoring the match exception notifications may result in delayed payments and jeopardize our customer-supplier relationship. Each exception requires review and manual intervention to facilitate payment.
If you are not sure if your invoice is in match exception, you can run the Find Supplier Invoice report and filter by Cost Center and Match Status as Exception. If you are aware or discover that you have a match exception, please act on it as soon as possible; the invoice cannot be paid until the match exception is addressed.

➢ **What should I do if I have a match exception?**

If you have a match exception, you will need to:

- Determine the cause of the exception
- And initiate the correction for the match exception

To determine the cause of the exception:

You will need to investigate the reason behind why the match exception occurred. This essential step helps you determine how to proceed in addressing the exception and capture any pertinent details that can be shared with Central Finance to expedite the correction. *For step-by-step guidance and scenarios please review the Match Exception Investigation and Correction QRG.*

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1. From viewing the supplier invoice in Workday, you can see the reason for the match exception on the Invoice Lines tab in the Line Match Exception field.

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	Co Co
🔍	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 Matching 3	Supplies Merchandise for Resale (SC0263)	

2. Once you identified the specific exception, take the time to drill into the invoice lines such as clicking the PO number to identify the quantity and/or price difference as well as reviewing business documentation to view the original invoice. In doing so, you can better determine the cause of the variance.

To initiate the correction of the exception:

Once investigated, you will need to initiate a correction. Addressing match exceptions may vary from case-to-case as each situation may merit a different plan of action. *For step-by-step guidance and scenarios please review the Match Exception Investigation and Correction QRG.*

Initiate Change Order: If you need to increase the quantity of the Purchase Order, you can submit a Change Order request.

- To do this, navigate to the related actions button next to the Purchase Order and select Purchase Order > Create Change Order. If needed, you can find the purchase order from the Supplier Invoice lines. *For step-by-step guidance review the Change Purchase Order QRG.*

OR

Initiate Invoice Correction: If you need to make significant changes such as changing the structure of the invoice or Purchase Order (needing to add or delete lines or adjusting the price), you will need to submit an Invoice Correction Form.

- To do this, navigate to the Invoice Correction Form and provide as much detail as possible on what needs to be changed.

➤ Are there any tips that will help me to avoid match exceptions as I'm creating my requisition?

Often match exceptions occur because the quantity listed on the purchase order is less than the quantity on the invoice. For example, you create a purchase order with a quantity of 1 for one box of paper, which consists of 10 reams of paper. The vendor invoices for a quantity of 10 for the ten reams of paper. Even though the overall dollar amount may match, the invoice quantity being higher than the purchase order quantity will create a match exception.

- If you are creating a non-catalog order for a service, make sure to select the Request Service radio button on the Workday Request Non-Catalog Items form. A service request does not require a entered quantity, thus eliminating the match exception due to a quantity error.

- If you are creating a non-catalog order for a good, choose the Request Goods radio button on the Workday Request Non-Catalog Items form. You will be required to enter a quantity. When entering the quantity, consider how the vendor will list the items on their invoice. For instance, using the above example of the paper order, if you know from past vendor invoices, or from communication with the vendor, that they will invoice you for 10 reams rather than 1 box, then create the purchase order with a quantity of 10 and a unit price of the price of a ream rather than the price of a whole box. This way the quantities of the purchase order and the vendor invoice will match. It is understandable if you do not know how the vendor will structure their invoice, especially if it is a new vendor, but it is something to keep in mind while creating your requisition.

Match exceptions will occur when the number of submitted invoices exceeds the quantity on a purchase order. For example, if you have a quantity of 1 then the number of submitted invoices is limited to 1. So if you were to order 1 truckload of mulch, and vendor delivers two separate half loads, and submits two separate invoices for those half loads, a match exception will occur because the number of invoices exceeded the quantity on the purchase order.

- For a non-catalog order for a service, this will not be an issue because, like stated above, there is not an entered quantity for a Request Service requisition. Available funds is the only limitation on how many invoices can be submitted.
- For a non-catalog order for a good, keep in mind that the number of submitted invoices cannot exceed the quantity on the purchase order. So, using the above example, if you know that the vendor will invoice for 2 half loads, make sure that the quantity on the purchase order is at least 2.