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Match Exception Resolution Steps Overview

This Quick Reference Guide (QRG) is designed to walk a **Procurement Shopper** through the needed steps to resolve a supplier invoice match exception, based on the individual circumstances of the match exception.

NOTE: This QRG corresponds to the steps and examples as laid out in the "Understanding Match Exceptions and How to Resolve Them" training class. You can register for the class in your Workday Learning or by clicking this link: Understanding Match Exceptions and How to Address Them"

Steps to Resolving Match Exception

If the Supplier Invoice:	Then:
The overall dollar amount matches the purchase order. There is a quantity variance due to structure of the PO and the structure of the Supplier Invoice not matching. For example: PO Description: set of 24 postcards Quantity: 1 Amount: $64.40 Supplier Invoice Description: set of 24 postcards Quantity: 24 Unit Cost: $2.0833 Shipping: $14.40 Amount: $64.40	1. **Create a Change Order** on the PO, adjusting the structure of the PO to match the Supplier Invoice. For this example, adjust PO quantity from 1 to 24 and the unit cost from $64.40 to $2.0833.
The overall dollar amount matches the purchase order. There is a quantity variance due the invoice line/lines being applied to one line of the PO instead of being spread out amongst multiple PO lines. For example: PO	1. **Create a Change Order** on the PO, adjusting the structure of the PO to match the Supplier Invoice. For this example, adjust the purchase order line 1 description to Widgets A & B, line 1 quantity from 1 to 2, and the line 1 unit cost from $10 to $25. Line 2 would then be deleted.

Line 1: Description: Widget A Line 1: Quantity: 1 Line 1 Cost: $10 Line 2: Description: Widget B Line 2: Quantity: 1 Line 2 Cost: $15 Total Amount: $25 Supplier Invoice Description: Widgets A & B Quantity: 2 Amount: $25	OR 1. **Submit an invoice correction form**, asking Accounts Payable to adjust the Supplier Invoice. For this example, ask AP to put one of the invoice quantity on line 1 of the PO and one of the invoice quantity on line 2 of the PO.
The overall dollar amount matches the purchase order. There is a quantity variance due the invoice line/lines being applied to the wrong PO lines. For example: PO Line 1: Description: Lab Coats Line 1: Quantity: 2 Line 1 Cost: $75 each Line 2: Description: Safety Masks Line 2: Quantity: 3 Line 2 Cost: $50 each Total Amount: $300 Supplier Invoice Line 1: Description: Safety Masks Line 1: Quantity: 3 Line 1 Cost: $50 each Line 2: Description: Lab Coats Line 2: Quantity: 2 Line 2 Cost: $75 each Total Amount: $300	1. **Submit an invoice correction form**, asking Accounts Payable to adjust the entry of the supplier invoice to match the structure of the PO. For this example, ask AP to apply line 1 of the invoice onto line 2 of the PO, and line 2 of the invoice onto line 1 of the PO.
There is a quantity variance and a total amount variance due to the supplier shipping more quantity, but the PO line is the correct unit price.	If you verify that you received the higher quantity, and you plan on keeping the higher quantity: 1. **Complete a Change Order** on the PO.

For example: PO Line 1: Description: Electric Weed Eater Line 1: Quantity: 2 Line 1 Cost: $175 each Total Amount: $350 Supplier Invoice Line 1: Description: Electric Weed Eater Line 1: Quantity: 3 Line 1 Cost: $175 each Total Amount: $525	For this example, increase quantity on PO from 2 to 3. If you verify that you received the higher quantity, and you do not want the extra quantity: 1. **Arrange to return the extra item/items** to the supplier 2. **Ask the supplier to submit a corrected supplier invoice** 3. **Submit an invoice correction form** asking AP to cancel the initial invoice. If you did not receive the higher quantity, and the invoice is incorrect: 1. **Ask the supplier to submit a corrected invoice** 2. **Submit an invoice correction form** asking AP to cancel the initial invoice.
There is a price difference due to the supplier charging for a higher amount than what was on the initial purchase order. For example: PO Line 1: Description: Gas Powered Generator Line 1: Quantity: 1 Line 1 Cost: $3000 Total Amount: $3000 Supplier Invoice Line 1: Description: Gas Powered Generator Line 1: Quantity: 1 Line 1 Cost: $3500 Total Amount: $3500	If the price on the purchase order is what should be paid: 1. **Communicate to the supplier** that the invoice is incorrect. 2. **Ask the supplier to submit a corrected invoice.** 3. **Submit an invoice correction form** asking AP to cancel the initial invoice. If the price on the invoice is what should be paid: 1. **Complete a Change Order** on the PO to increase the unit price to match the invoice.