



THE UNIVERSITY OF BRITISH COLUMBIA

AVP Finance and Operations
Okanagan Campus

Workday Wednesday: Understanding Match Exceptions

January 19th, 2022



RESOURCES AVAILABLE

Receipt of Goods and Services

- https://ubc.servicenow.com/selfservice?id=kb_article&sys_id=224622df1b40e8d0b2eda8ecbc4bcb24&table=kb_knowledge

Match Exception

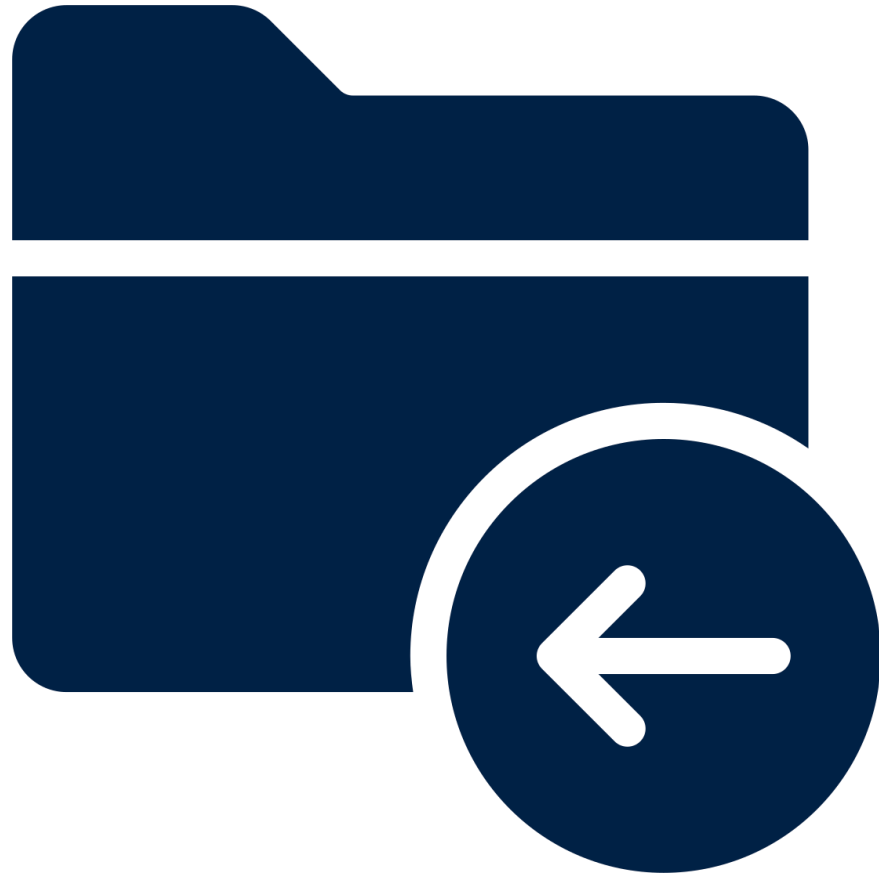
- https://ubc.servicenow.com/selfservice?id=kb_article&sys_id=d07817a41b8ae81047cffffb034bcb00&table=kb_knowledge

Supplier Accounts Match Event for Related Supplier Invoices

- https://ubc.servicenow.com/selfservice?id=kb_article&sys_id=c8c626d31b80e8d0b2eda8ecbc4bcbba

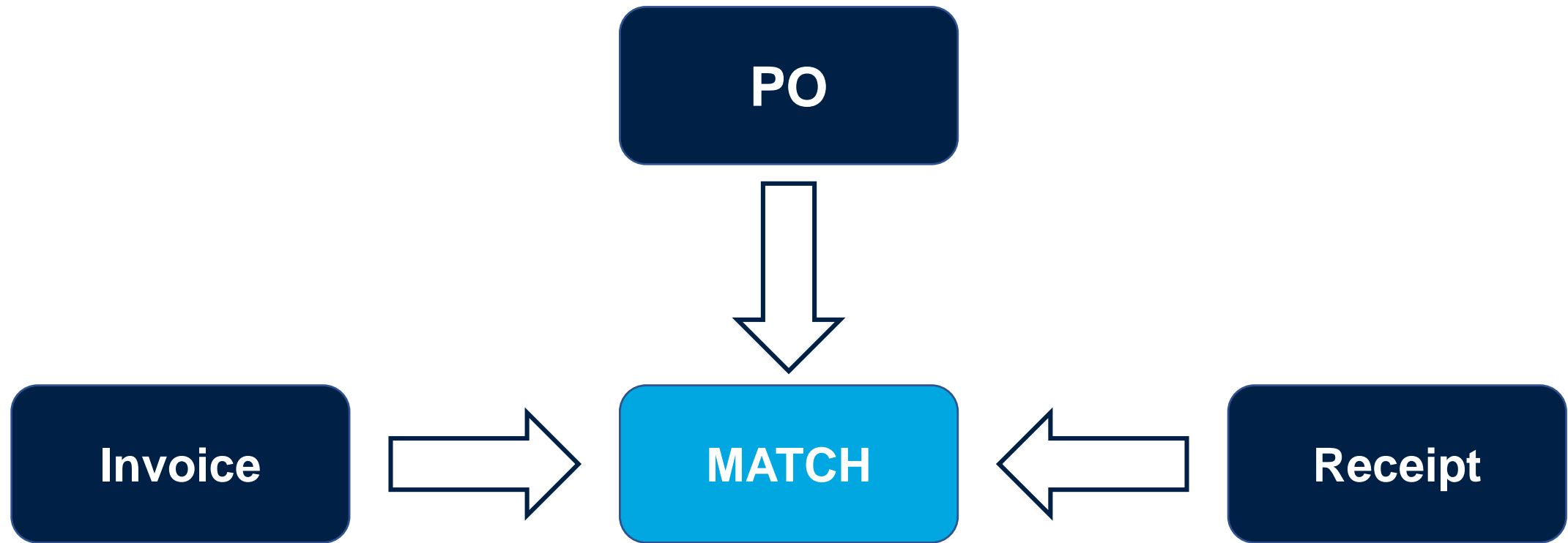
AGENDA

- 1 | Three-Way Matching System and Receiving in Workday
- 2 | Match Exceptions Explained
- 3 | Central IT Orders
- 4 | Q+A



THREE-WAY MATCHING SYSTEM AND RECEIVING IN WORKDAY

THREE-WAY MATCHING SYSTEM

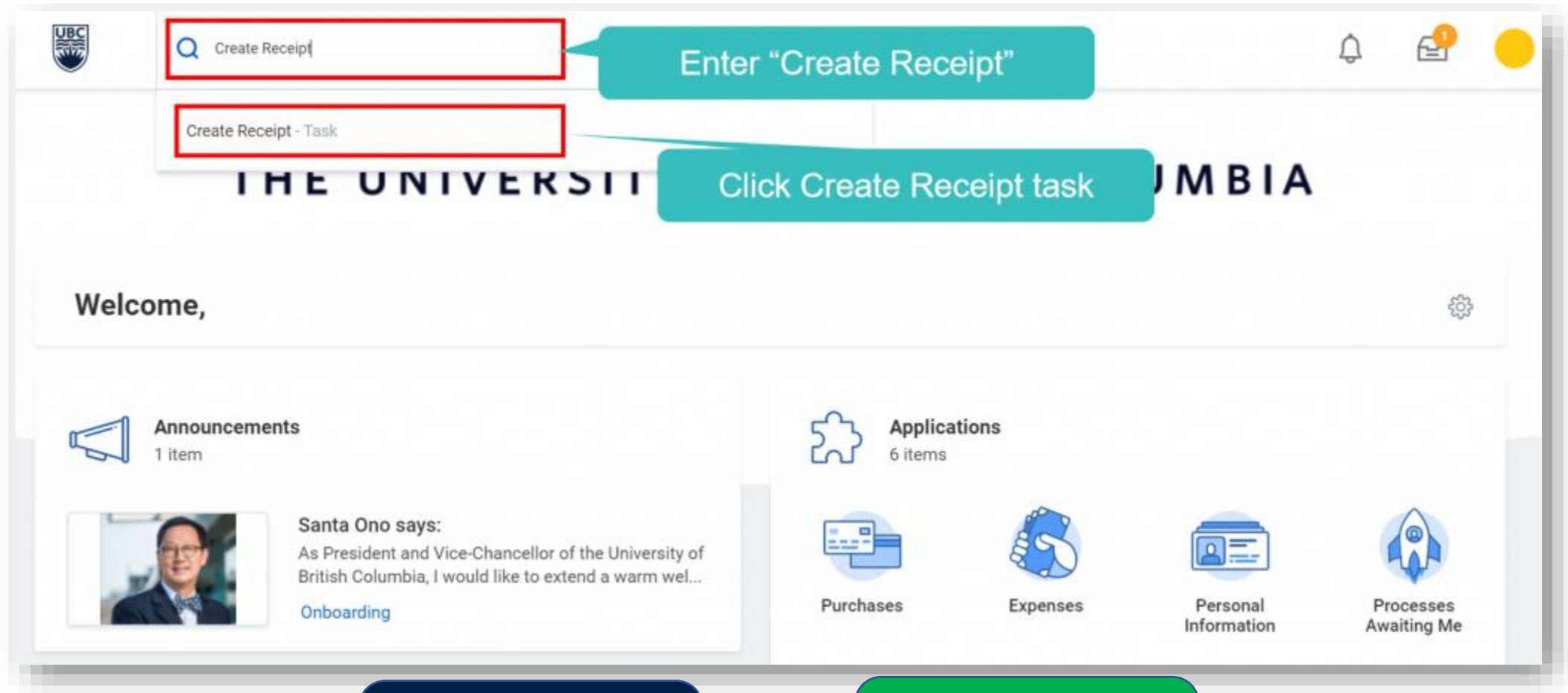


For POs, Workday requires both an invoice and a receipt to pay the supplier **(PO, Invoice and Receipt = three-way match)**

RECEIVING IN WORKDAY

- ✓ Workday receipt confirms goods/services have been delivered.
- ✓ The **Create Receipt task** should be done once the good/service has been delivered. No need to wait for the invoice.
- ✓ Ensure you are receiving against the correct line or lines to avoid a Match Exception.
- ✓ You can **partially receive** goods if not all goods were received and initiate payment; however the invoice must be reflective of the goods you received to be paid.
- ✓ For Service POs, the pre-tax amount should be received.

RECEIVING IN WORKDAY



**Create
Receipt**



OK TO PAY

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RECEIVING IN WORKDAY

The screenshot displays the 'Create Receipt' form in the Workday system. The interface includes a top navigation bar with the UBC logo and a search field. The main form is divided into several sections:

- Document Selection:** Three radio buttons are present: 'Purchase Order' (selected), 'Supplier Contract', and 'Alternate Supplier Contract'. The 'Purchase Order' field contains the value 'PO-0000005643'. A callout bubble points to this field with the text 'Select Goods Receipt Reference document'.
- Fully Receive:** A checkbox labeled 'Fully Receive' is located below the document selection fields.
- Buttons:** At the bottom left, there are three buttons: 'Click OK' (a teal button with text), 'OK' (an orange button), and 'Cancel' (a grey button).
- Goods Lines:** A section titled 'Goods Lines' shows a single item: 'TUBE TEST VWR STURDY LIP BORO...' with a quantity of '0/5' and unit 'Case'.
- Line Information:** A detailed view for 'PO Line PO-0000005643 - Line 1' is shown on the right. It includes fields for 'Quantity to Receive' (set to '1'), 'Unit of Measure' (set to 'Case'), and a 'Fully Receive' checkbox. A callout bubble points to the 'Quantity to Receive' field with the text 'Enter Quantity Received'. Another callout bubble points to the 'Fully Receive' checkbox with the text 'Select Fully Receive checkbox if applies'. Below these are fields for 'Quantity Ordered' (5), 'Quantity Already Received' (0), 'Quantity Invoiced' (5), 'Manufacturer Part #' (097.415.03), 'Supplier Item Identifier' (10545-918), and a 'Memo' field.

RECEIVING IN WORKDAY

In the case of a **Services PO**, enter the pre-tax amount to receive.

Create Receipt

REC-0000000004 for PO-0000002224 [Actions](#)

Purchase Order
PO-0000002224

Supplier
Leaders International Executive Search

Status
Draft

Total Amount
\$0.00

Currency
CAD

Information

Attachments

Lines

1 item

Service Lines

Consulting Services 0/15068.84 CAD

Line Information

Item Description

Consulting Services

PO Line

PO-0000002224 - Line 1

Amount to Receive

15,068.84

Fully Receive

☒

Amount Ordered

15,068.84

Ordered Amount Invoiced

0.00

Total Amount Already Received

0.00

Memo

Hiring of the new Director Integrated Service Centre
As per Letter of Engagement dated January 3, 2020

Additional Information

Submit

Save for Later

Cancel

Enter the pre-tax amount to receive

RECEIVING IN WORKDAY

Additional Information

Spend Category	Research Supplies
Unit Cost	527.33
Extended Amount	527.33
Deliver-To	FERIC-Room-105
Ship-To Address	2755 Laurel Street Vancouver, BC V5Z 1M9 Canada
Ship-To Contact	
Worktags	Cost Center: CC01256 Faculty of Medicine Departments and Schools Department of Medicine Other Funds Function: FN900 Research Fund: FD210 Tri-Agency Grant: NLKP GR005646 CIHR 2017 Carlsen

Read Additional Information

Attachments



New Text Document.txt

Comment

Enter Comment

Upload

enter your comment

Click Submit

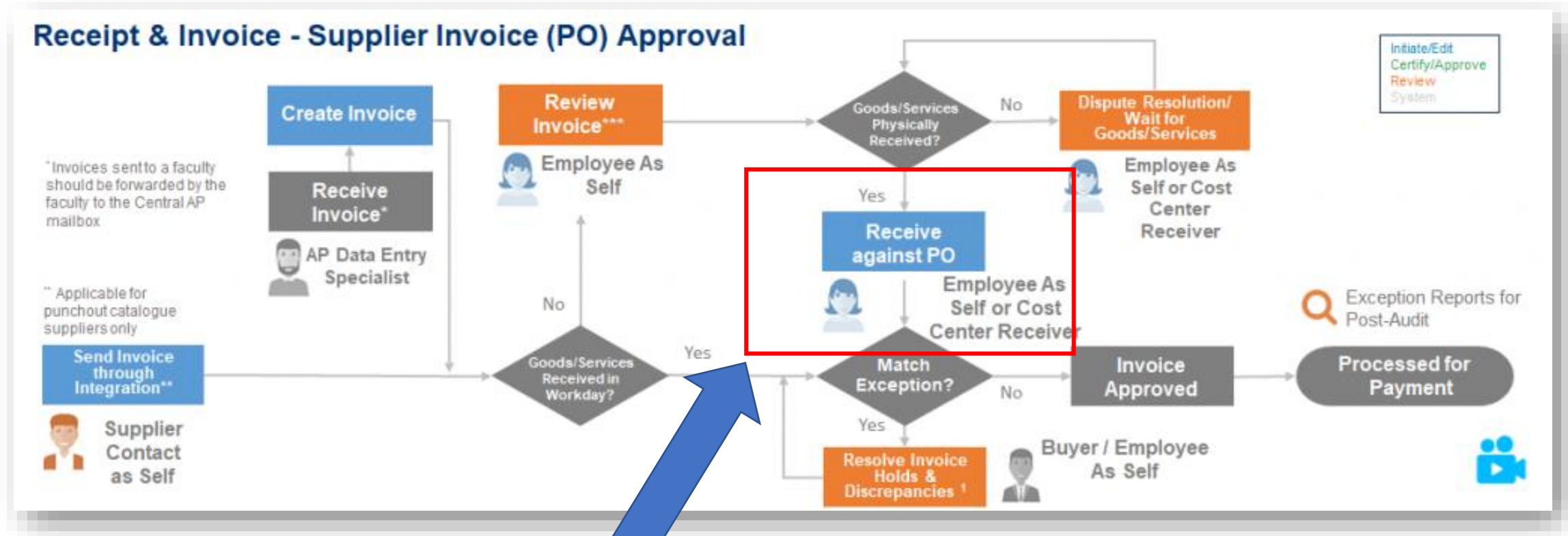
Submit

Save for Later

Close

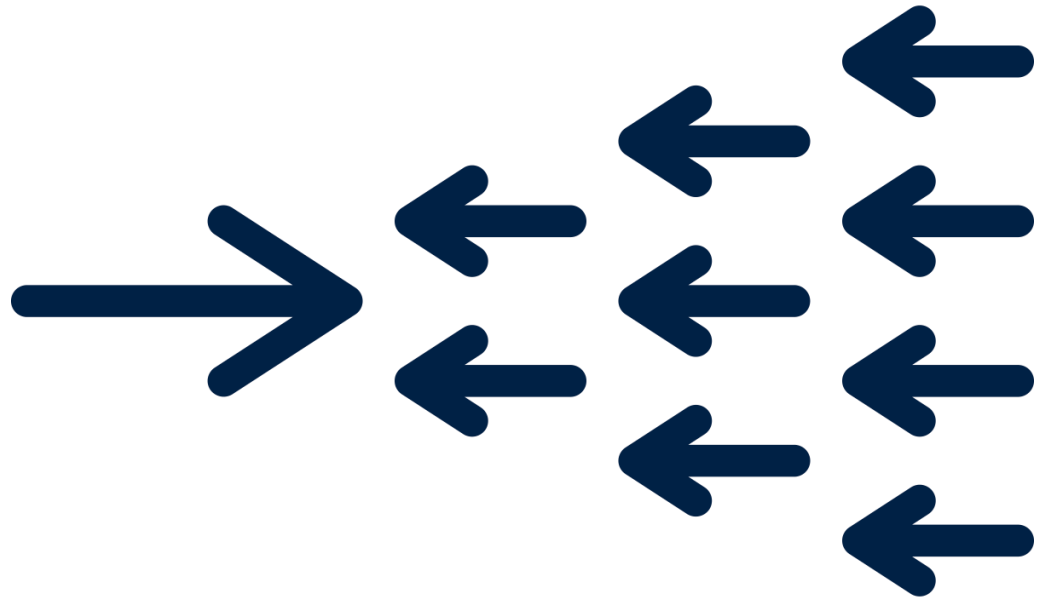
Read any additional information regarding the PO to ensure it's correct. Attach any supporting documentation, add your comments if necessary, then click Submit.

RECEIVING IN WORKDAY



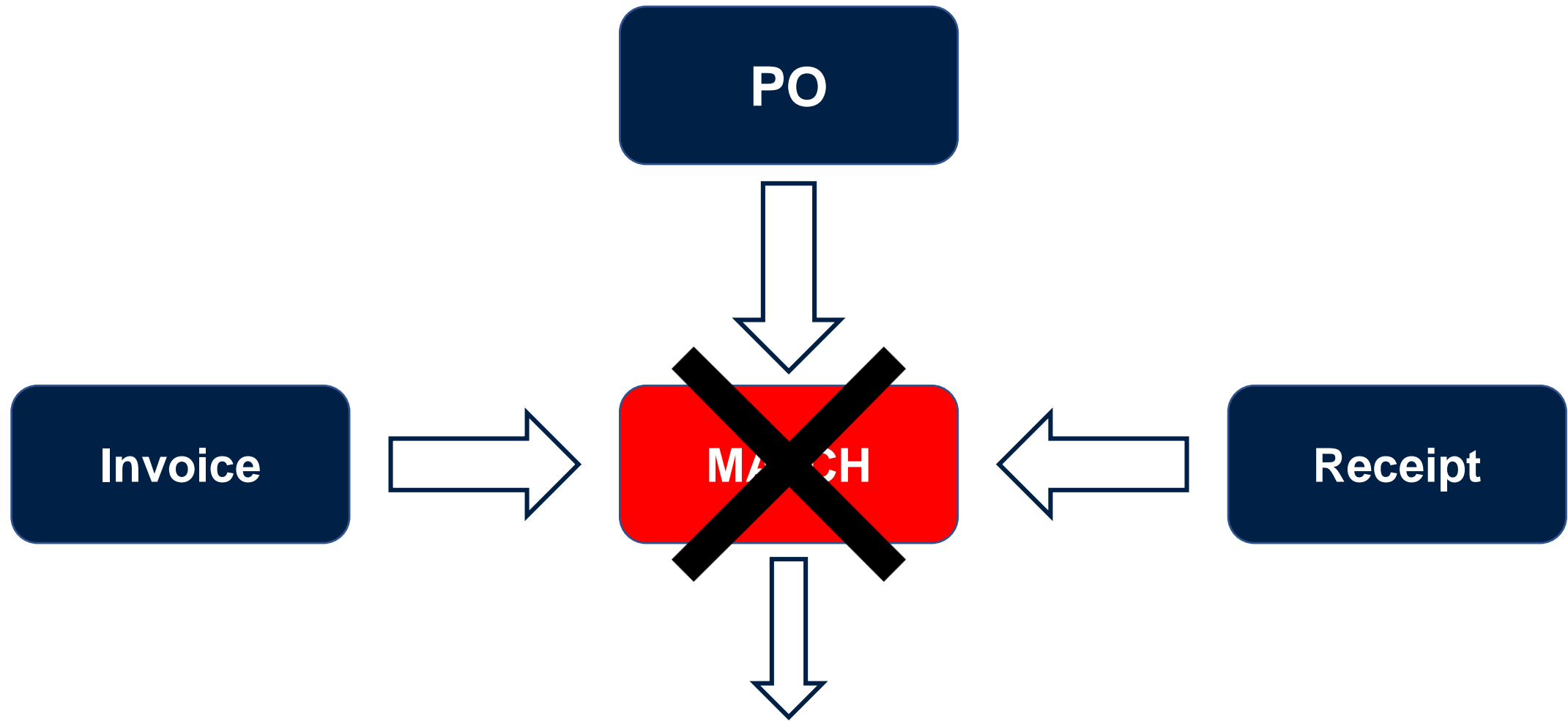
RECEIVING IN WORKDAY

- ✓ Invoices created against a Purchase Order will be sent centrally to the Finance Operations team who will enter it directly to Workday.
- ✓ If there is a receipt in the system for the items being invoiced then Workday will automatically match the invoice and the receipt with the Purchase Order and the invoice is automatically paid without being routed to the requestor or budget owner for approvals.
- ✓ If the system, or Finance Operations, is not able to locate a receipt for a supplier invoice, a Supplier Match Event notification will be routed to the requestor with a Match Exception of Missing Receipt.



MATCH EXCEPTIONS EXPLAINED

MATCH EXCEPTIONS EXPLAINED



Invoices that are successfully matched will be automatically paid. If there are any discrepancies in the matching process **it will trigger a match exception and will be routed to the proper role(s) for evaluation and processing (typically the initiator).**

MATCH EXCEPTIONS EXPLAINED

- ✓ Occur if there is a mismatch between the PO values or quantities, the invoice, and / or the receipt.
- ✓ The supplier **will not be paid** until the Match Exception is resolved.
- ✓ If there are any foreseeable issues, the requester should follow up with the Buyer to try and resolve any issues prior to encountering the Match Exception.
- ✓ If items for goods and services differ from the actual PO price, a change order is required and should be completed by the requester.

In many cases, the Match Exception is simply the result that the goods/services are not received in Workday.

MATCH EXCEPTIONS EXPLAINED

MATCH RULES & THRESHOLDS

Match Rule Name	Match Rule	Route to Resolve	Proposed Actions
Missing Receipt	No Receipt	Requestor	<ul style="list-style-type: none"> Create receipt in the system
Receipt Quantity Variance	Invoice Quantity > Received Quantity	Requestor	<ul style="list-style-type: none"> Create receipt for the remainder goods that are invoiced Follow up with Supplier to get invoice adjustment (Requestor) Buyer will assist if escalated
Receipt Amount Variance	Invoice Amount > Received Amount	Requestor	<ul style="list-style-type: none"> Create receipt for the remainder services that are invoiced Follow up with Supplier to get invoice adjustment (Requestor) Buyer will assist if escalated
Unit Cost Variance (PO vs Invoice)	Invoice Unit Cost Amount greater or lesser than PO Unit Cost Amount (Outside of +/- 5%)	Buyer	<ul style="list-style-type: none"> Contact Supplier to follow up and/or get invoice adjustment Initiate Change Order (Requestor)
Additional Invoice Line (Non-PO Lines such as Freight)	>10% or >\$1000 whichever is less*	Buyer	<ul style="list-style-type: none"> Contact Supplier to follow up and/or get invoice adjustment Initiate Change Order (Requestor) Initiate Match Exception Override (Freight only)
Total Amount Variance (PO vs Invoice)	>10% or >\$1000 whichever is less*	Buyer	<ul style="list-style-type: none"> Initiate Change Order

MATCH EXCEPTIONS EXPLAINED

View Supplier Invoice

Supplier Invoice

Invoice Number

SI-0000000140

Status

In Progress

Match Status

Exception

Payment Status

Unpaid

Invoice Information

Company

UBC The University of British Columbia

Supplier

Remit-To Connection

Currency

CAD

Invoice Date

2020-07-21

Invoice Received Date

2020-07-21

Total Invoice Amount

1,506.45

Amount Due

1,506.45

Terms and Taxes

Payment Terms

Net 30

Discount Date

(empty)

Due Date

2020-08-20

Default Payment Type

Cheque

Default Tax Option

Calculate Tax Due to Supplier

Tax Amount

161.40

Invoice Reference Information

Ship-To Address

On Hold

No

Supplier Document Received

No

Supplier's Invoice Number

20200721-01

External PO Number

(empty)

Referenced Invoices

(empty)

Supplier Contract

(empty)

Total Contract Amount

0.00

Requisition Type

* Purchase Requisition

Invoice Lines

Invoice Line Details

Tax

Matching Summary

Attachments

Process History

Invoice Lines 1 item

Invoice Line	Line Match Exception	Company	Line Item Description	Supplier Item Identifier	Business Document	Spend Category	Ship-To Address	Ship-To Contact	Ta
	Missing Receipt	UBC The University of British Columbia	Mid-Back Office Task Chair	MVL2806F-2	PO-0000003449 - Line 1	Furniture			T: ^ G R T: C W

Activity (1)

Type "@" to tag someone.

Post

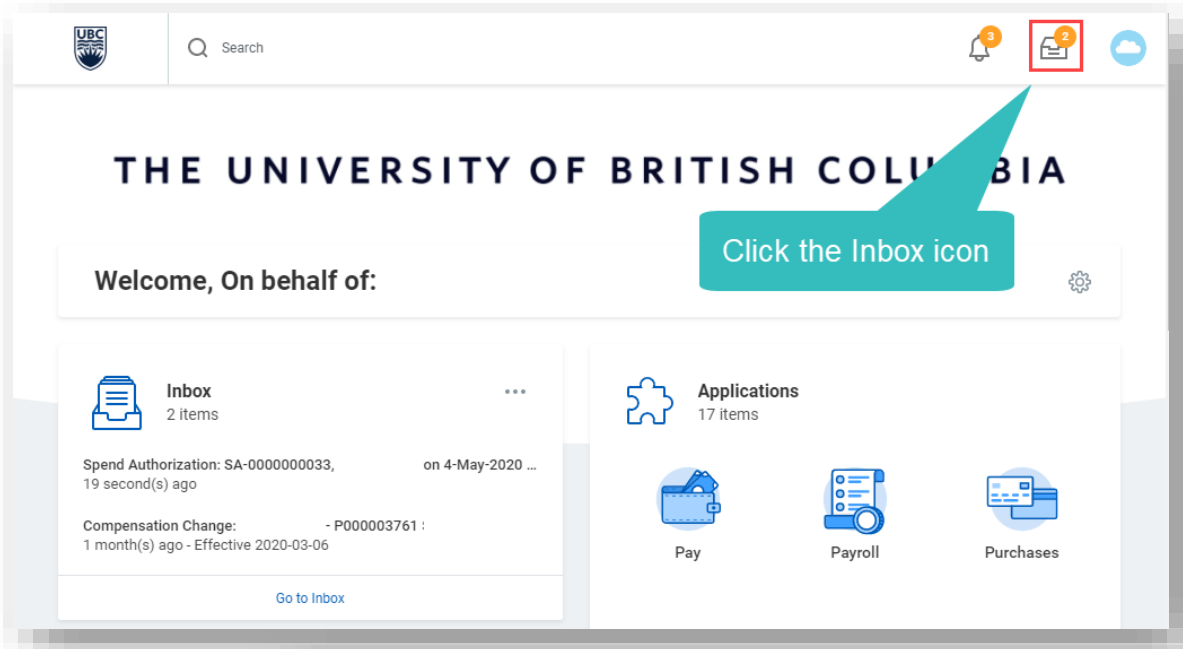
Supplier Invoice Event: Step Completed

2 Weeks ago

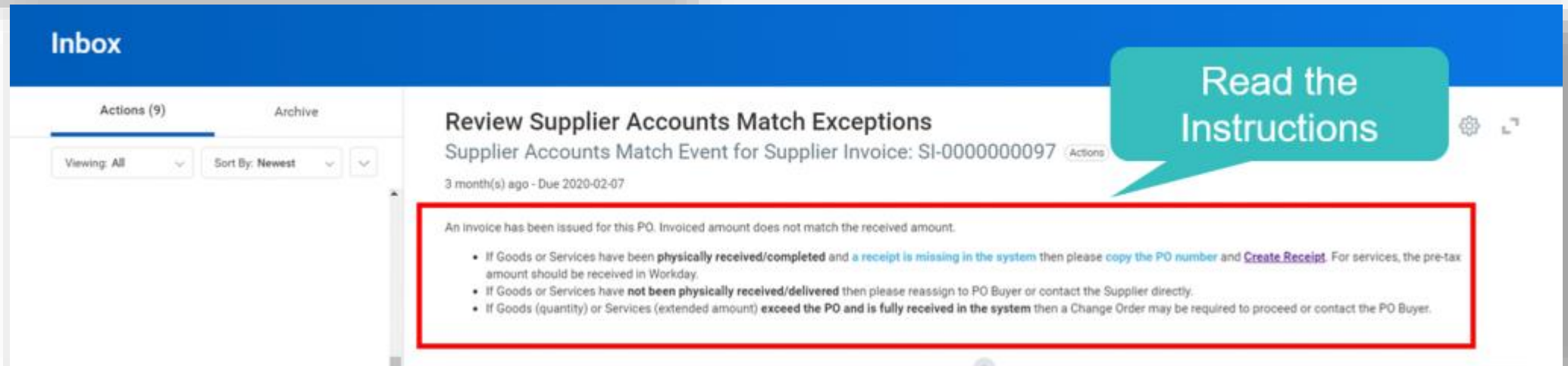
You can see the Match Exception reason/details by navigating to the Invoice Lines within the Supplier Invoice.

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MATCH EXCEPTIONS EXPLAINED



Review the instructions provided within the Match Exceptions inbox item. Simply submitting this/clicking 'Done' will not resolve the issue nor will it remove the task from your Inbox!



MATCH EXCEPTIONS EXPLAINED

Supplier Invoice Document Invoice Number SI-0000000097 Status In Progress Match Status Exception

▼ Invoice Information

Company	UBC The University of British Columbia
Supplier	Hewlett Packard Enterprise Canada Company
Currency	CAD
Invoice Date	2020-02-05
Control Total Amount	5,600.00
Total Invoice Amount	5,600.00
Amount Due	5,600.00
Freight Amount	0.00
Other Charges	0.00

▼ Terms and Taxes

Payment Terms	Net 30
Discount Date	(empty)
Due Date	2020-03-06
Default Tax Option	Calculate Tax Due to Supplier
Tax Amount	600.00

▼ Invoice Reference Information

Ship-To Address	6190 Agronomy Road Vancouver, BC V6T 1Z3 Canada
Supplier Document Received	<input type="checkbox"/>
Supplier Reference Number	005832_SM
External PO Number	(empty)
Supplier Contract	(empty)
Purchase Orders	PO-0000004191

Verify Supplier /
Control Total
Amount / PO

Verify the following fields on the
'Invoice Information' section against
the details on the Invoice attachment:

- ✓ Supplier
- ✓ Control Total Amount
- ✓ Purchase Orders
- ✓ Invoice Line Details

MATCH EXCEPTIONS EXPLAINED

Matching Summary

Header Match Exception (empty)

Number of Invoice Lines 1

Original Lines in Match Exception 1

Current Lines in Match Exception 1

Lines in Match Exception 1 item

Line Match Exception	Company	Item	Line Item Description	Business Document Lines	Spend Category	Tax
Missing Receipt	UBC The University of British Columbia		Printer	PO-0000004191 - Line 1 Matched Documents 3	Computer Hardware	Tax Applicabilit GST/PST Purch Rebate eligible Tax Code CAN British Col

Review the Match Summary section, which shows the total number of invoice lines and the line that is in match exception. You can also see the exception reason listed. In this example, it is Missing Receipt.

Review the Quantity and Extended Amount columns by scrolling to the right under the Matching Summary section. This provides a breakdown of what has been invoiced, received, and ordered.

Lines in Match Exception 1 item

Quantity	Unit Cost	Extended Amount	Worktags	Splits
Ordered 5	Unit Cost 1,000.00	Amount Invoiced 5,000.00	Cost Center: CC00667 VP Finance and Operations Financial Operations Admin Services Function: FN400 General Administration Fund: FD000 General Purpose Operating	
Received 5	Ordered Unit Cost 1,000.00	Amount Ordered 5,000.00		
		Gross Amount Received 0.00		
		Total Amount Invoiced 5,000.00		

Review Quantity,
Unit Cost and
Amount

MATCH EXCEPTIONS EXPLAINED

Lines in Match Exception 1 item

Line Match Exception	Company	Item	Line Item Description	Business Document Lines	Spend Category	Tax
Missing Receipt	UBC The University of British Columbia		Printer	PO-0000004191 - Line 1 <div>Matched Documents 3</div>	Computer Hardware	<div>Tax Applicabilit</div> <div>GST/PST Purch</div> <div>Rebate eligible</div> <div>Tax Code</div> <div>CAN British Col</div>

Review Matched Documents

Under the Matched Documents line within the Business Document Lines column, this lists all receipts and invoices for this particular invoice line.

MATCH EXCEPTIONS EXPLAINED

✓ Invoice Reference Information

Ship-To Address  6190 Agronomy Road Vancouver, BC V6T 1Z3 Canada

Supplier Document Received ☐

Supplier Reference Number 005832_SM

External PO Number (empty)

Supplier Contract (empty)

Purchase Orders PO-0000004191

Copy PO Number

Once you're ready to advance to the **Create Receipt** task, make sure you copy the PO number for future reference.

MATCH EXCEPTIONS EXPLAINED

Inbox

Actions (9) **Archive**

Sort By: **Newest**

From Last 30 Days

Supplier Accounts Match Event for Supplier Invoice: SI-0000000097
21 day(s) ago - Successfully Completed

Click Archive

Click on Supplier Invoice number

Supplier Invoice: SI-0000000097

For Supplier Invoice: SI-0000000097

Overall Process Supplier Invoice: SI-0000000097, Hewlett Packard Enterprise Canada Company on 5-Feb-2020 for \$5,600.00

Due Date 2020-02-12

Calendars In Use Consecutive Days (No Calendars Selected)

Details Process

Supplier Invoice Document	Invoice Number	Status	Approved	Match Status
	SI-0000000097	Matched		

Invoice Information

Company UBC The University of British Columbia

Supplier Hewlett Packard Enterprise Canada

To verify the status of the match event, navigate to your archive in Workday, click on the corresponding Supplier Invoice Number, and review the overall status.

View Event

Supplier Accounts Match Event for Supplier Invoice: SI-0000000097 Actions

21 day(s) ago - Successfully Completed

For Supplier Invoice: SI-0000000097

Overall Process Supplier Invoice: SI-0000000097, Hewlett Packard Enterprise Canada Company on 5-Feb-2020 for \$5,600.00

Overall Status Successfully Completed

Due Date 2020-02-12

Calendars In Use Consecutive Days (No Calendars Selected)

Status changed to Successfully Completed

TROUBLESHOOTING



Applications
15 items



Pay



Purchases



Expenses

If there is an existing receipt when you attempt to create a receipt for your match exception, try 'edit receipt' instead.

Actions

Create Requisition

Create Receipt

Create Supplier Request

Create Template

Edit Receipt



CENTRAL IT ORDERS

CENTRAL IT ORDERS

Connect to Supplier Website

Company
UBC The University of British Columbia

Requester

Currency
CAD

Requisition Type
1. Purchase Requisition

Supplier Websites 6 items

Logo	Supplier Link Name	Multi-Supplier	Supplier	Description	
	Microserve		Microserve Business Computer Services		<button>Connect</button>

For Central IT orders, including through the Microserve catalogue, **receipting is done centrally**. There is nothing the requestor can do to move the inbox task along. The requestor will have to essentially ignore the task in their inbox until it has been completed by the IT Procurement team.



Next Workday Wednesday: January 26th | 11:00am – 12:00pm

Topic: HR and Finance Q+A

[Registration link](#)

