Workday Wednesday:
Understanding Match Exceptions

January 19th, 2022

RESOURCES AVAILABLE

Receipt of Goods and Services

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

Match Exception

- https://ubc.service-now.com/selfservice?id=kb_article&sys_id=d07817a41b8ae81047cfffbf034bcb00&table=kb_knowledge

Supplier Accounts Match Event for Related Supplier Invoices

- https://ubc.service-now.com/selfservice?id=kb_article&sys_id=c8c626d31b80e8d0b2eda8ecbc4bcbba
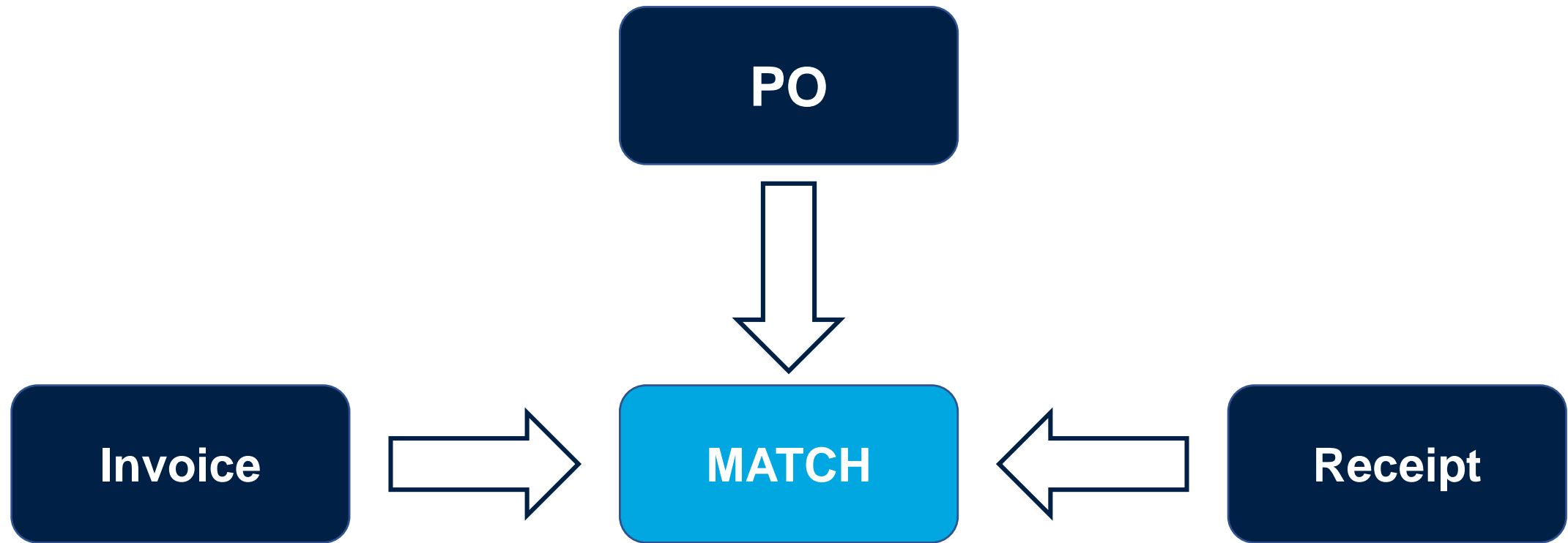
AGENDA

1 | Three-Way Matching System and Receiving in Workday

2 | Match Exceptions Explained

3 | Central IT Orders

4 | Q+A
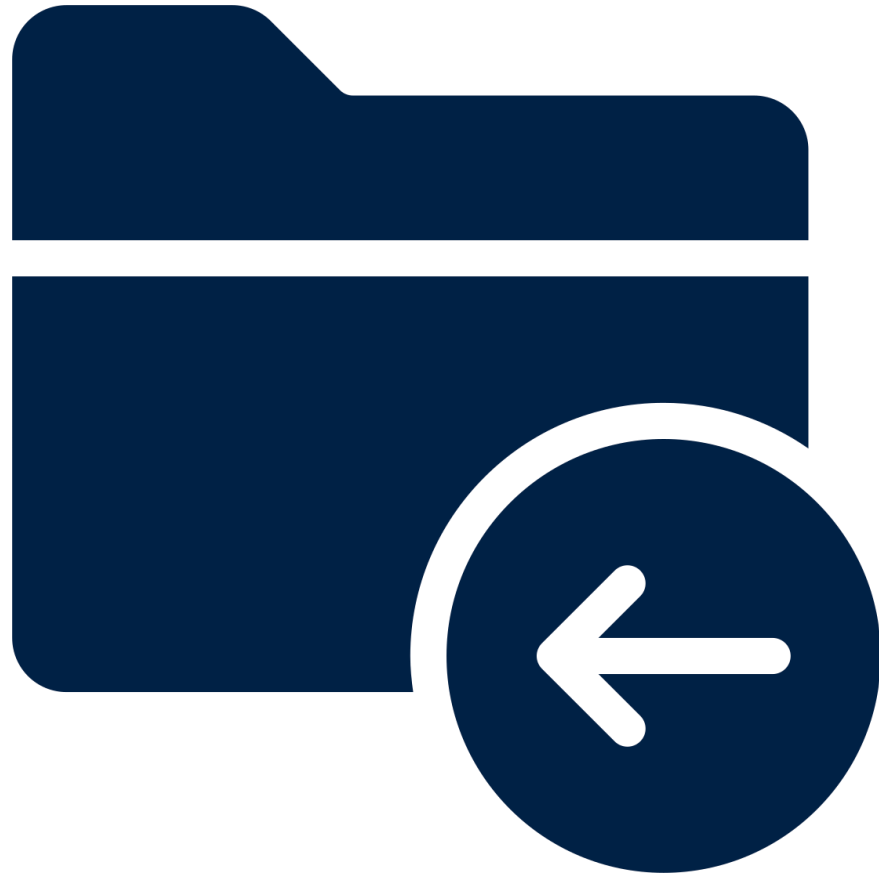
THREE-WAY MATCHING SYSTEM AND RECEIVING IN WORKDAY

THREE-WAY MATCHING SYSTEM

PO
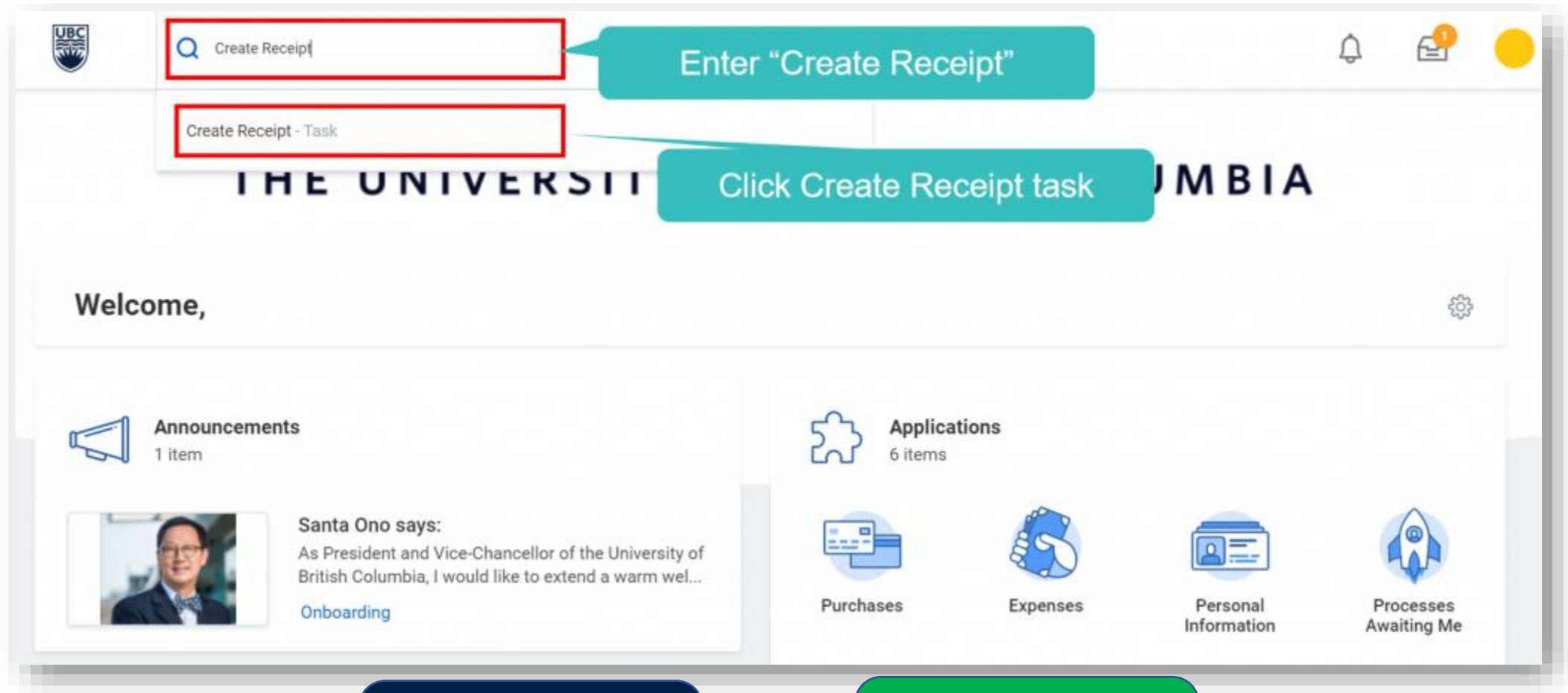
Invoice → **MATCH** ← **Receipt**

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**

RECEIVING IN WORKDAY

RECEIVING IN WORKDAY

RECEIVING IN WORKDAY

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

RECEIVING IN WORKDAY
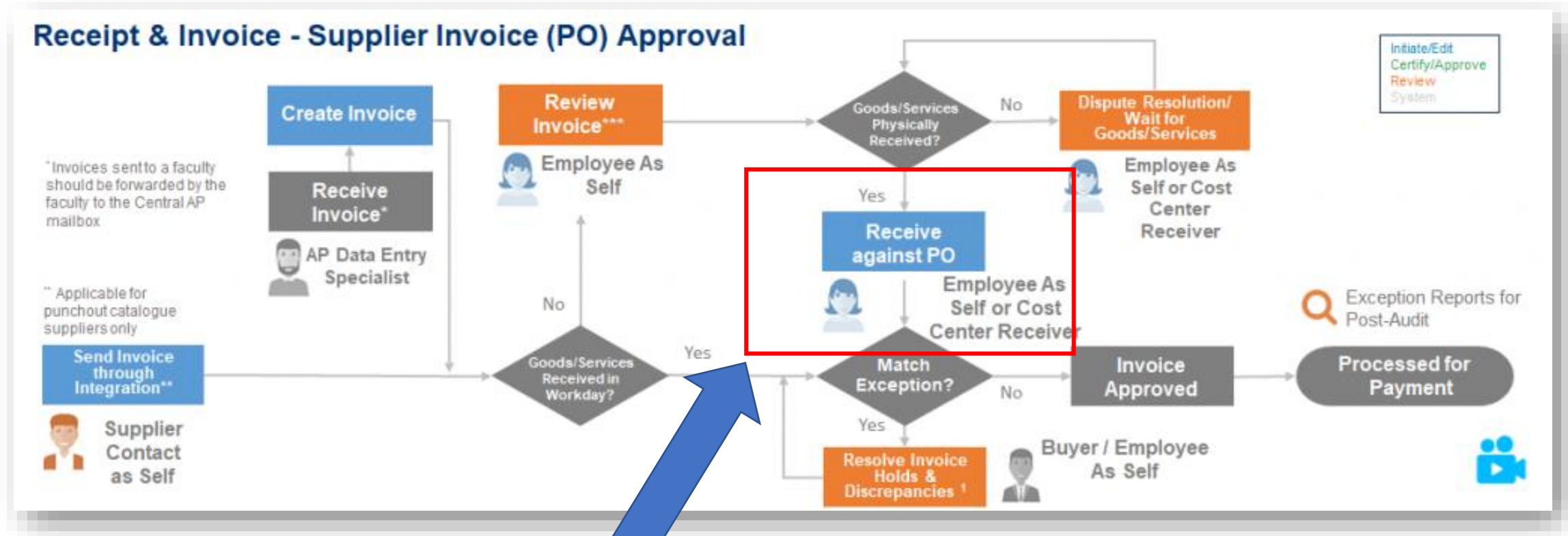

Read any additional information regarding the PO to ensure it's correct. Attach any supporting documentation, add your comments if necessary, then click Submit.

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

PO

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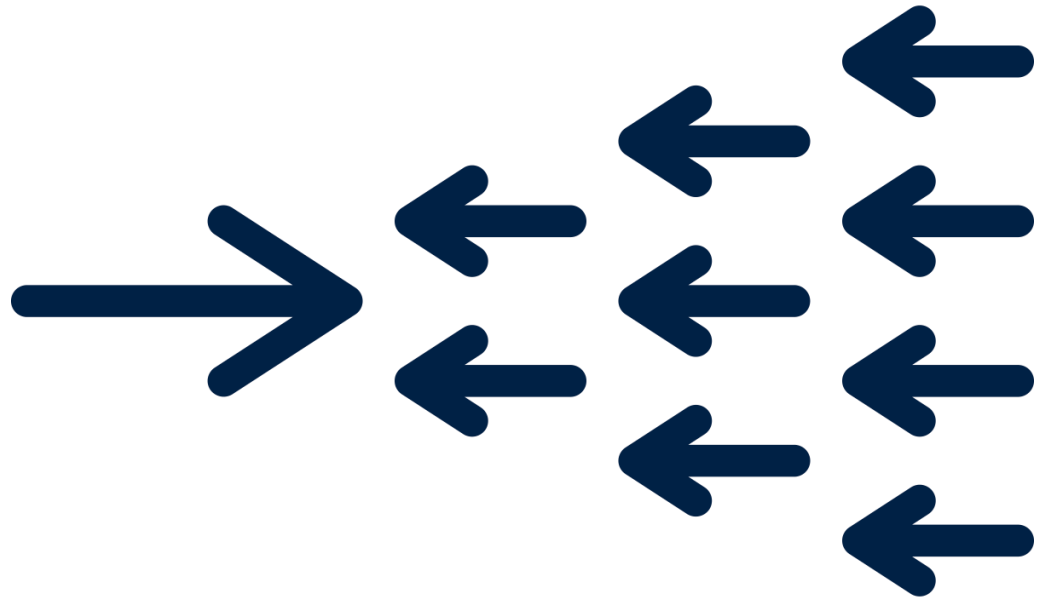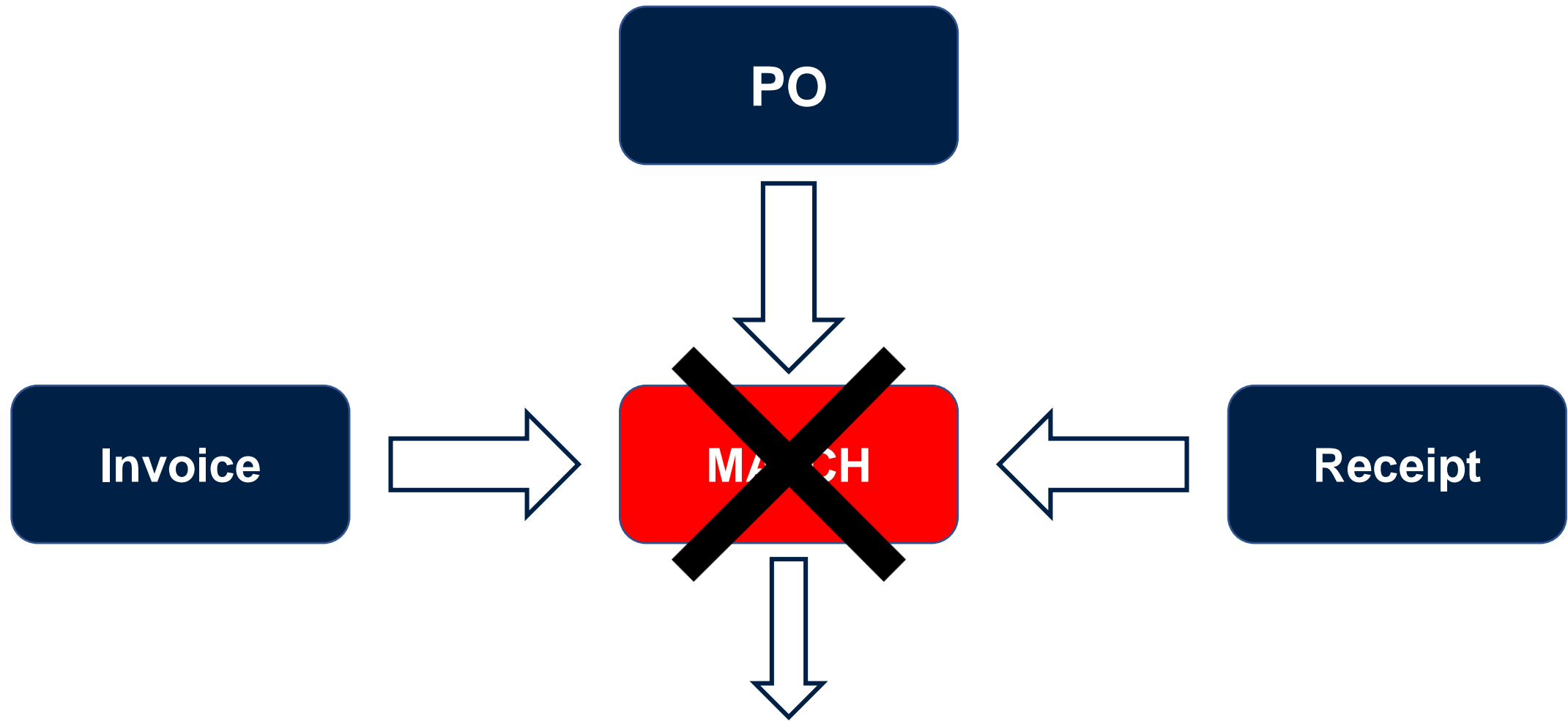
Invoices that are successfully matched will be automatically paid. If there are any discrepancies in the matching process **it will trigger a match exception and will be routed to the proper role(s) for evaluation and processing (typically the initiator).**

MATCH EXCEPTIONS EXPLAINED

✓ Occur if there is a mismatch between the PO values or quantities, the invoice, and / or the receipt.

✓ The supplier <mark>will not be paid</mark> 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	• Create receipt in the system
Receipt Quantity Variance	Invoice Quantity > Received Quantity	Requestor	• 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	• 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	• 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	• 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	• Initiate Change Order

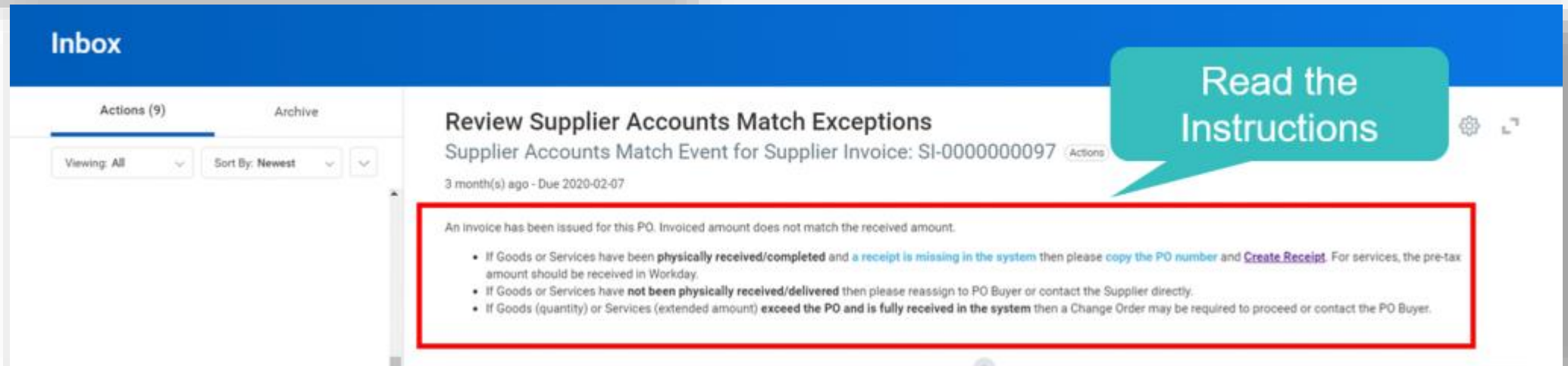# MATCH EXCEPTIONS EXPLAINED

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

MATCH EXCEPTIONS EXPLAINED

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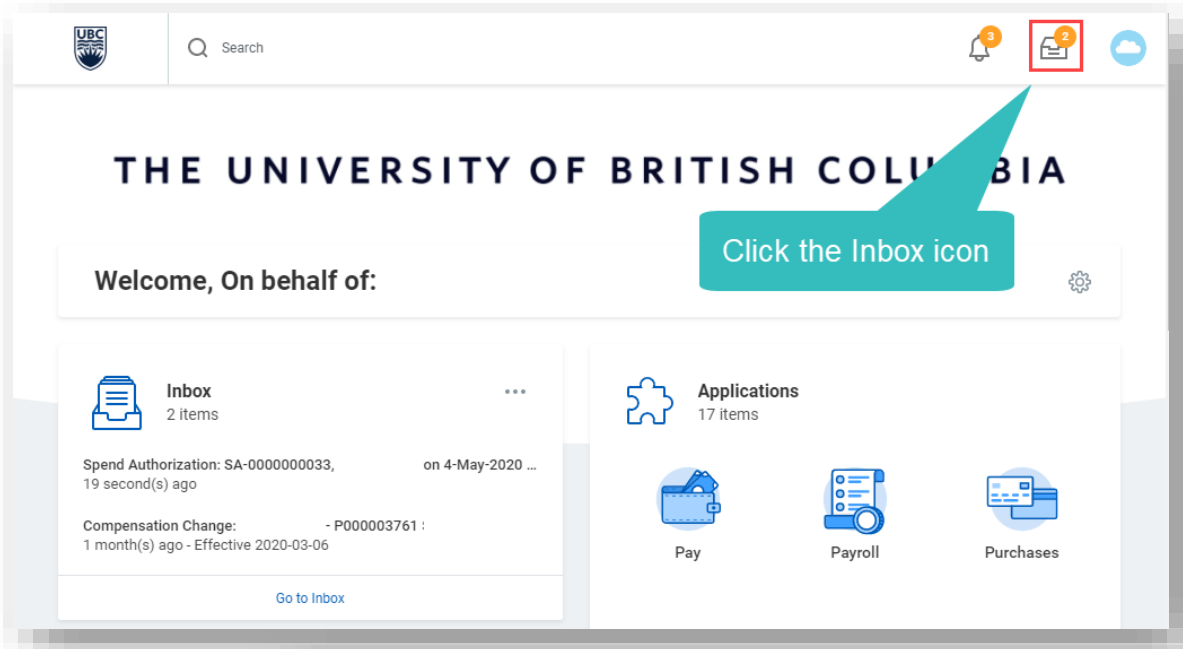
Review the instructions provided within the Match Exceptions inbox item. Simply submitting this/clicking 'Done' will not resolve the issue nor will it remove the task from your Inbox!

Read the Instructions

MATCH EXCEPTIONS EXPLAINED

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

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.

MATCH EXCEPTIONS EXPLAINED

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

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.

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		Microserve Business Computer Services		Connect

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](#)