



MATCH EXCEPTIONS WORKDAY WEDNESDAY

23 NOVEMBER 2022

PRESENTER: REBECCA WAY

TODAY'S AGENDA

- What is a Match Exception?
- Procurement Exceptions
- Department / Faculty Exceptions
- Demonstration
- Send backs
- Tips and Tricks



MATCH EXCEPTIONS – WHAT IS IT?

- Part of the Payment Process
 - 3 way match – Purchase Order, Receiving and Invoice
 - When all 3 documents match payment is automatic
- Match Exception will ALWAYS be triggered when they don't match
 - No payment can be made unless resolved
- Procurement responsibility to monitor Match Exceptions and provide assistance to the Department where needed.



PROCUREMENT MATCH EXCEPTIONS

- Price Variance
 - Unit cost – individual item pricing is different
- Price Variance
 - Total – overall cost is different
- Discounts
 - CFI – EDU – not listed on the PO but itemized on the invoice, or in different amounts
- Additional Lines
 - Items on the invoice NOT on the PO - including freight charges



DEPARTMENT / FACULTY MATCH EXCEPTIONS

- Missing Receipt
 - Waiting for goods to arrive or services to be delivered
 - Warranty claims – damaged in transit
- Receipt Quantity Variance
 - Goods Purchase
 - Receipt entered but not as many items received as invoiced - i.e. backorder
- Receipt Amount Variance
 - Service Purchase
 - Receipt entered but not enough \$ received as invoiced



DEMONSTRATION



WHEN TO SEND BACK AN M.E.?

- When you do not intend to pay this invoice – ever
- Accounts Payable function is not to help resolve Match Exceptions
- If you have a concern or need help reach out to your Procurement Buyer
- It is ok for a Match Exception to stay in your inbox until resolved!



GENERAL INFORMATION

- Some invoices might have more than one ME events
 - Missing receipt AND a Price/QTY variance
 - Both will need to be resolved before payment
- [Workday - Match Exception \(service-now.com\)](https://service-now.com)
- Knowledge article with step by step instructions and pictures
- or contact a Buyer for help



RECEIVING TIPS AND TRICKS

- If the original requestor leaves UBC or moves to a different position Procurement can change the requestor so the new person responsible can take over receiving duties and receive any ME notifications.
- Receiving should NOT be done IF there is a dispute over payment. Only receive if you are happy with the goods received or services rendered and are ok to pay invoices.
- Do NOT Receive the Taxes on service PO's – creates an “over receipt” and can lead to cumulative receiving's that lead to automatic payment of invoices you are not ready to pay
- Workday CAN NOT apply receipts to particular invoices for service line (\$) PO's. It will apply the receiving to the oldest invoice. Please contact Procurement for help in putting disputed invoices “on hold” with AP.



PROCUREMENT TEAM – UBCO.PROCUREMENT@UBC.CA

Strategic buying advice and management support:

Rebecca Way, Manager, Procurement
250.807.9552

Large Purchases >\$75k all categories:

Ryan Chernoff, Procurement Officer
250.807.8613

IT hardware, software and/or services & Furniture Purchases:

Stacey Broderick, Buyer
250.807.9149

General Purchases – all categories (ex. IT and Furniture)

Chrystal Matthews, Buyer
250.807.8517



ALL
OKANAGAN
BASED
TEAM!



QUESTIONS?

