

Match Exception

The job aid below provides step-by-step instructions for completing this business process. For more comprehensive Workday instruction, including videos, please visit UBC's [Workplace Learning Ecosystem](#) (WPL). To submit feedback on this knowledge base article, submit a ticket by clicking the get help button.

Overview

Workday functions on a three-way matching system for processing supplier invoices to ensure that payment is prompt, complete, and accurate. This involves the matching of an existing Purchase Order (PO), Supplier Invoice, and a Receipt which is created by a UBC requestor indicating that the goods/services have been received.

Select the following link for more information on the [Receipt of Goods & Services \(Desktop\)](#)

Invoices that are successfully matched will be automatically paid, however, should there be 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.

The following demonstrates the step by step instructions for the Requestor on how a match exception notification will appear and the steps required to resolve the match exception.

Workday Step-by-Step Instructions

Step 1: Navigate to your Inbox

1a. Click on the Inbox icon to navigate to the notification received in your Inbox



Search

THE UNIVERSITY OF BRITISH CO

Welcome,



Inbox
5 items



- Review Receipt Match Exceptions: Supplier Invoice: SI-0000001344
16 hour(s) ago - Due 2020-05-29
- Review Receipt Match Exceptions: Supplier Invoice: SI-0000001341
16 hour(s) ago - Due 2020-05-29
- Expense Report: EXP-0000000641, Albus Dumbledore on 13-May-2020 for \$95.00
14 day(s) ago - Effective 2020-05-13

[Go to Inbox](#)



Applications
17 items



Pay



Payroll



Personal Information



Processes Awaiting Me



1b. Click on the action item to open it

Inbox

Actions (11) Archive

Viewing: All Sort By: Newest

Expense Report: EXP-000000712, Patrick Kavanagh [C] on 28-May-2020 for \$9.99
1 month(s) ago - Effective 2020-05-28

Review Receipt Match Exceptions: Supplier Invoice: SI-0000001344
Requires your attention as information has been changed
1 month(s) ago - Due 2020-05-30

Review Receipt Match Exceptions: Supplier Invoice: SI-0000001343
1 month(s) ago - Due 2020-05-30

Review Supplier Accounts Match Exceptions

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343

1 month(s) ago - Due 2020-05-30

An invoice has been issued for this PO. Invoiced amount does not match the received amount.

- If Goods or Services have been **physically received/completed** and **a receipt is missing in the system** then please contact the Supplier to provide a receipt in Workday.
- If Goods or Services have **not been physically received/delivered** then please reassign to PO Buyer or contact the Supplier to provide a receipt in Workday.
- If Goods or Services (extended amount) **exceed the PO and is fully received in the system** then a Change Order is required.

Supplier Invoice Document Invoice Number SI-0000001343 Status Draft Match Status

Invoice Information

Company	UBC The University of British Columbia
Supplier	Annex Consulting Group Inc.
Currency	CAD
Invoice Date	2020-05-27
Control Total Amount	21.00
Total Invoice Amount	21.00
Amount Due	21.00
Freight Amount	0.00

Submit Save for Later Cancel

Step 2: Review the Match Event details

2a. Read the instructions on the top of the page carefully.

The Match Status shows as Exception at this point.

Review Supplier Accounts Match Exceptions

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343 [Actions](#)

1 month(s) ago - Due 2020-05-30

An invoice has been issued for this PO. Invoiced amount does not match the received amount.

- If Goods or Services have been **physically received/completed** and **a receipt is missing in the system** then please **copy the PO number** and **Create Receipt**. For services, the pre-tax amount should be received.
- If Goods or Services have **not been physically received/delivered** then please reassign to PO Buyer or contact the Supplier directly.
- If Goods (quantity) or Services (extended amount) **exceed the PO and is fully received in the system** then a Change Order may be required to proceed or contact the PO Buyer.

Supplier Invoice Document 🔍

Invoice Number SI-0000001343 Status Draft **Match Status** Exception

Invoice Information

Company	UBC The University of British Columbia
Supplier	Annex Consulting Group Inc.
Currency	CAD
Invoice Date	2020-05-27
Control Total Amount	21.00
Total Invoice Amount	21.00
Amount Due	21.00
Freight Amount	0.00
Other Charges	0.00

Matching Summary

Terms and Taxes

Payment Terms	Net 30
Discount Date	(empty)
Due Date	2020-06-26
Default Tax Option	Calculate Tax Due to Supplier
Tax Amount	1.00

Match Status shows Exception

2b. Scroll down to review the Lines in Match Exception.

2c. Review the Extended Amount.

2d. Click on the Attachment to open the attached invoice copy for reference.

Lines in Match Exception 1 Item

	Tax	Quantity	Unit Cost	Extended Amount
Services	Tax Applicability GST Purchase of Services & Intangibles - GST Rebate eligible	Quantity Invoiced 0		0.00
	Tax Code CAN GST 5% (5%)			
				Amount Invoiced 20.00
				Amount Ordered 25,000.00
				Gross Amount Received 3,200.00
				Total Amount Invoiced 3,270.00

Review the
Extended
Amount

Click to open
attached
invoice

Attachments

 000 Life Labs Invoice .pdf
Uploaded by Andrew Kenny

Comment (empty)

2e. Under Invoice Reference Information, right-click on the PO number and click on Copy as Text

Invoice Reference Information

Ship-To Address 6190 Agronomy Road Vancouver, B

Supplier Document Received

Supplier Reference Number PK999999

External PO Number (empty)

Supplier Contract (empty)

Purchase Orders PO-000000457^

Right click and
copy PO
number

- See in New Tab
- Copy URL
- Copy Text
- View Printable Version
- Export to Excel

2f. Scroll to the top of the page, click on the Create Receipt hyperlink to navigate to the Create Receipt task.

Review Supplier Accounts Match Exceptions

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343

1 month(s) ago - Due 2020-05-30

Click Create
Receipt
hyperlink

An invoice has been issued for this PO. Invoiced amount does not match the received amount.

- If Goods or Services have been **physically received/completed** and **a receipt is missing in the system** then please **copy the PO number** and **Create Receipt** for Workday.
- If Goods or Services have **not been physically received/delivered** then please reassign to PO Buyer or contact the Supplier directly.
- If Goods (quantity) or Services (extended amount) **exceed the PO and is fully received in the system** then a Change Order may be required to proceed or continue.

Step 3: Create Receipt against the Purchase Order

3a. Paste the Purchase Order number and click on OK to continue



Search

Create Receipt

Paste PO number

Purchase Order

Supplier Contract

Alternate Supplier Contract

Fully Receive

Click OK

OK

Cancel

3b. On the Create Receipt page, all the Line Details are automatically pulled in from the PO.

Enter the Amount to be Received.

3c. Then click on Submit.

Create Receipt

REC-000000204 for PO-0000004579 [Actions](#)

Purchase Order
PO-0000004579

Supplier
Annex Consulting Gro

Information Attachments **Lines**

1 item

Search

Service Lines

Engagement of Rory Le Chien as Pr...	3200/25000 CAD
--------------------------------------	-------------------

Line Information

Item Description Engagement of Rory Le Chien as Project Manager

PO Line [PO-0000004579 - Line 1](#)

Amount to Receive **21,800.00**

Fully Receive

Amount Ordered 25,000.00

Ordered Amount Invoiced 3,270.00

Total Amount Already Received 3,200.00

Start Date 2020-03-30

End Date 2020-06-26

Memo

Click Submit

Enter Amount Received

Submit Save for Later Cancel

3d. The Receipt against PO is now successfully created. Click on Done to finish and exit the process.



Q Search

You have submitted

REC-000000204 for PO-0000004579 [Actions](#)



Process Successfully Completed

> **Details and Process**

Click
Done

Done

Step 4: View Status of the PO and Match Event

4a. Click on the Inbox icon from your Workday homepage to navigate to your Inbox



Search

THE UNIVERSITY OF BRITISH CO

Welcome,



Inbox
5 items



- Review Receipt Match Exceptions: Supplier Invoice: SI-0000001344
16 hour(s) ago - Due 2020-05-29
- Review Receipt Match Exceptions: Supplier Invoice: SI-0000001341
16 hour(s) ago - Due 2020-05-29
- Expense Report: EXP-0000000641, Albus Dumbledore on 13-May-2020 for \$95.00
14 day(s) ago - Effective 2020-05-13

[Go to Inbox](#)



Applications
17 items



Pay



Payroll



Personal Information



Processes Awaiting Me



4b. Click on the Archive tab and then select the notification item to open.

4c. View the status of the Receipt against PO. This should show as Approved.

Inbox

Actions (8) **Archive**

Sort By: Newest From Last 30 Days

Supplier Accounts Match Event for Supplier Invoice: SI-0000001342 32 second(s) ago - Revised

Supplier Accounts Match Event for Supplier Invoice: SI-0000001344 32 second(s) ago - Revised

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343 32 second(s) ago - Successfully Completed

REC-000000204 for PO-0000004579 32 second(s) ago - Successfully Completed

Expense Report: EXP-0000000955, Sea Soy (ECM) on 21-Jul-2020 for \$3.33 8 hour(s) ago - Successfully Completed

Supplier Invoice: SI-0000002080, Victory VPA Vacuums on 16-Jul-2020 for \$224.00 5 day(s) ago - Successfully Completed

Expense Report: EXP-0000000944, Sea Soy (ECM) on 15-Jul-2020 for \$20.00 6 day(s) ago - Successfully Completed

Expense Report: EXP-0000000936, Ingeborg Brown on 9-Jul-2020 for \$80.00 12 day(s) ago - Successfully Completed

Click Archive

Click to open item

View Status

View Event
REC-000000204 for PO-0000004579 (Actions)
 32 second(s) ago - Successfully Completed

For REC-000000204 for PO-0000004579
 Overall Process REC-000000204 for PO-0000004579
 Overall Status Successfully Completed
 2020-07-29

Process

Receipt **REC-000000204** Status Approved

Summary

Company UBC The University of British Columbia
 Supplier Annex Consulting Group Inc.
 Document Date 2020-07-22
 Memo (empty)
 Requisition Type * Purchase Requisition

Additional

Requester Chris
 Requisition REQ-0000000000
 Purchase Order PO-0000000000
 Currency CAD
 Created by Chris

Service Lines 1 item

Service Line	Item and Category	Extended Amount	Purchase Order Line Details	Date
Q	Item	21,800.00	Amount Ordered 25,000.00	Start Date 2020-03-30

4d. You can see the Process History by scrolling down the page

Summary

Company [UBC The University of British Columbia](#)
 Supplier [Annex Consulting Group Inc.](#)
 Document Date 2020-07-22
 Memo (empty)
 Requisition Type * Purchase Requisition

Additional Information

Requester [Chris Costing](#)
 Requisition [REQ-0000000298](#)
 Purchase Order [PO-0000004579](#)
 Currency [CAD](#)
 Created by [Chris Costing](#)

Service Lines 1 item

Service Line	Item and Category	Extended Amount	Purchase Order Line Details	Date
Q	Item Description Engagement of Rory Le Chien as Project Manager Spend Category Project Management Services	21,800.00	Amount Ordered 25,000.00 Amount Received 25,000.00 Amount Invoiced 3,270.00	Start Date 2020-03-30 End Date 2020-06-26

Process History 2 items

Process	Step	Status	Completed On	Due Date	Person
Receipt	Receipt	Step Completed	2020-07-22 12:39:17 AM	2020-07-29	Chr
Receipt	Service: Initiate Supplier Accounts Match Event for related Supplier Invoices	Step Completed	2020-07-22 12:39:17 AM	2020-07-29	Wo

4e. Click on the Supplier Accounts Match Event notification to open it

4f. The Status should now show as Matched.

Inbox

Actions (8)

Archive

Sort By: Newest

From Last 30 Days

Supplier Accounts Match Event for Supplier Invoice: SI-0000001342

32 second(s) ago - Revised

Supplier Accounts Match Event for Supplier Invoice: SI-0000001344

32 second(s) ago - Revised

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343

32 second(s) ago - Successfully Completed

REC-0000000204 for PO-0000004579

32 second(s) ago - Successfully Completed

Expense Report: EXP-0000000955, Sea Soy (ECM) on 21-Jul-2020 for \$3.33

8 hour(s) ago - Successfully Completed

Supplier Invoice: SI-0000002080, Victory VPA Vacuums on 16-Jul-2020 for \$224.00

5 day(s) ago - Successfully Completed

Expense Report: EXP-0000000944, Sea Soy (ECM) on 15-Jul-2020 for \$20.00

6 day(s) ago - Successfully Completed

Expense Report: EXP-0000000936, Ingeborg Brown on 9-Jul-2020 for \$80.00

12 day(s) ago - Successfully Completed

View Event

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343 Actions

32 second(s) ago - Successfully Completed

Supplier Invoice: SI-0000001343

Process Supplier Accounts Match Event for Supplier Invoice: SI-0000001343

Status Successfully Completed

2020-05-30

Calendars In Use Consecutive Days (No Calendars Selected)

Details Process

Supplier Invoice Document

Invoice Number

SI-0000001343

Status

Draft

Match Status

Match

Invoice Information

Company UBC The University of British Columbia

Supplier Annex Consulting Group Inc.

Currency CAD

Invoice Date 2020-05-27

Control Total Amount 21.00

Total Invoice Amount 21.00

Amount Due 21.00

Freight Amount 0.00

Click to open Match Event

