
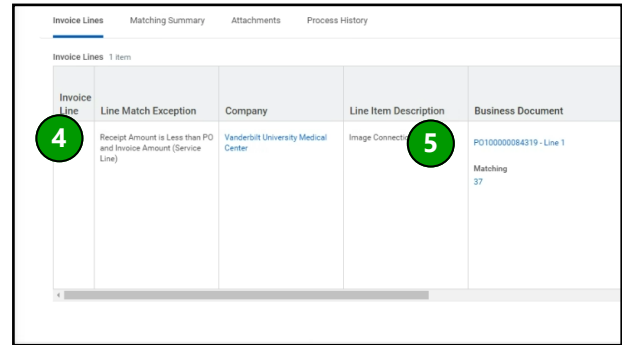
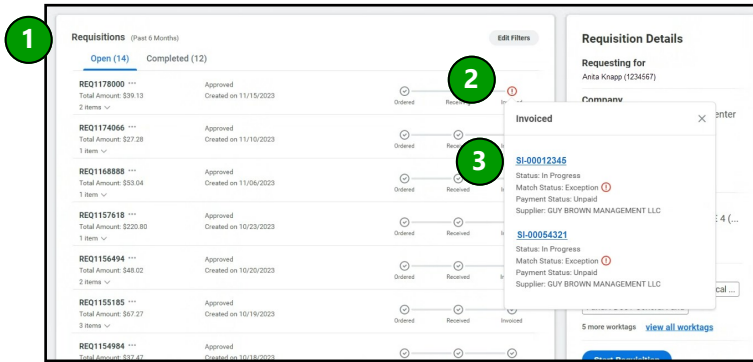




Match exceptions occur when aspects of the Purchase Order, Supplier Invoice, and Receipt do not match within Workday. For requestors, the status of a requisition can be viewed within the requisition application within Workday. For Cost Center Managers the “Match Exception Invoice Lines by Cost Center” Report can be used to find match exceptions. See the guide below for steps to find and resolve match exceptions, as a requestor, along with a list of common reasons they occur.

Finding Match Exception

1. From the **Requisitions** application, go to the **Open** requisitions.
2. Find a requisition with the  symbol on **Invoicing**, noting a match exception. Hover over this symbol to see the supplier invoices with a match.
3. Select the **Supplier Invoice** attached to the match.
4. Within the supplier invoice, find the **Line Match Exception** column at the line item level to see the reason for match. Use one of the solutions above to resolve the exception.
5. Necessary documents (REQ, SI, PO, etc) can be found at the **Business Document** column.



Reason for Match Exception	Solution
No Receipt Found for PO-Based Invoice Line(s)	Create receipt if able or contact receiver to create receipt. Be sure goods/services have been delivered /fulfilled before receiving.
Receipt Quantity is Less Than Invoice Quantity	Create a new receipt if additional goods/services have been delivered after the original receipt was created OR create a receipt adjustment if the quantity/value on the original receipt is too low. Note that invoices cannot be partially paid, but POs can be.
Receipt Amount is Less than PO and Invoice Amount (Service Line)	
Invoice Line(s) Quantity Exceeds PO Line Quantity	
Invoice Line Unit Cost Exceeds PO Line Unit Cost	
Invoice Extended Amount Exceeds PO Extended Amount	
Supplier Invoice UOM is different from PO UOM	
Supplier Invoice has other charges	
Additional Invoice Line(s) not on PO	
Total Invoice Amount That Exceeds Supplier Contract Amount	
	<p>Contact Buyer.</p> <p>From here the Buyer will be required to process a change order.</p>



Match Exception Examples

Below are some examples of common scenarios that cause match exceptions and ways to resolve them in Workday.

Receipt Amount is Less Than PO and Invoice Amount

1. You have a \$10M **Blanket PO** in which \$200K of receipts have been created and \$200K of invoices have been applied.
2. An additional invoice for \$300K comes in to be applied against the Blanket PO, and you receive a match exception.
3. The match exception is being triggered because you have \$500K total in invoices but only \$200K in receipts.

Solution: Create an additional receipt for the new \$300K invoice to resolve the match exception. Do not create receipts for the full open amount of the Blanket PO. Receipts should only be created for goods and services actually received.

No Receipt Found for PO-Based Invoice Line(s)

1. You have a \$500K **Capital PO** in which no receipts have been created.
2. An invoice for \$500K comes in to be applied against my Capital PO, and you receive a match exception.
3. The match exception is being triggered because you have \$500K in invoices but no receipts.

Solution: Create a receipt for the \$500K invoice to resolve the match exception. Only create this receipt once the item has been delivered.

Note: Capital is a 4 way receipt match. For clinical capital equipment, after the initial receipt confirming delivery, a second receipt is required from Clinical Engineering. The CE receipt confirms the equipment has been installed and meets the requirements for use on/with patient. If it is non-clinical equipment, the confirmation of installation/working as expected, will be completed by the requester. The second receipt must be completed or the invoice will not release for payment.

Invoice Line(s) Quantity Exceeds PO Line Quantity

1. You have a **Supplies PO** in which you have ordered 5 boxes of goods.
2. Delivery occurs and the supplier actually sends 7 boxes of goods, so you create a receipt for 7 boxes of goods.
3. An invoice comes in for the 7 boxes of goods, and you receive a match exception.
4. The match exception is being triggered because the invoice has a quantity of 7 but the PO was only issued for a quantity of 5.

Solution: Once an over-receipt has been created, a To-Do step will appear in your inbox that will ask you to enter a reason for the over-receipt in the Comments field. This will require approval from your supervisory org manager.

Invoice Extended Amount Exceeds PO Extended Amount

1. You have a **Purchased Services PO** in which you have requisitioned \$300K of services to be performed over a three-month period.
2. You create a receipt for \$100K for each of these three months as the work is spread evenly over the term of the agreement.
3. An invoice comes in at the end of the three-month period for \$325K, and you receive a match exception.
4. The match exception is being triggered because the invoice total is \$325K but the PO was only issued for \$300K.

Solution: Contact the buyer and request a change order be processed to increase the PO amount to \$325K to resolve the match exception.

Note: an additional receipt of \$25K will also need to be created in this scenario in order for the invoice to fully match and pay.