

## WORKDAY WORKSHOP:

## MATCH EXCEPTIONS AND RECEIVING

DURATION: 30 MINUTES

- —
- — Topics for today's workshop include:
- —
- Procure to Pay Workflow
- Roles and reminders within the Procure to Pay Process
  - Requestors
  - Cost Center Managers
  - Receivers
- Capture Goods Delivery
- Match Exception Scenarios
- Looking up PO's and Invoices
- Receipt Adjustments

## WORKSHOP TOPICS

# Always access Workday through the VUMC Network or VPN

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To access all the features and functionality of Workday, you must be on a VUMC network – either by being onsite or by using VPN (BIG-IP Edge Client)



Workday timeout 1 hour

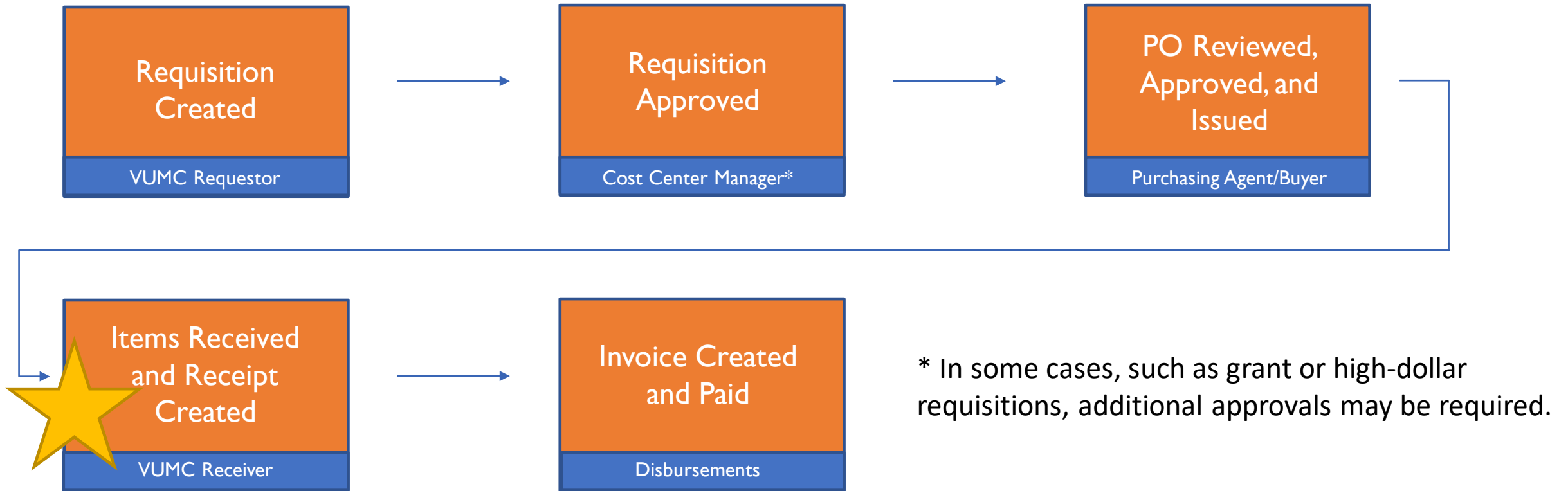
# IMPORTANCE OF ADDRESSING MATCH EXCEPTIONS

Addressing match exceptions results in the following:

- Ensures timely payments to suppliers
- Avoids interruptions in service due to credit holds
- Posts financials automatically instead of needing manual accrual at the end of the month
- Immediate identification of any issues with the suppliers

For any questions or issues regarding match exceptions, email [VUMCAPExceptions@vumc.org](mailto:VUMCAPExceptions@vumc.org).

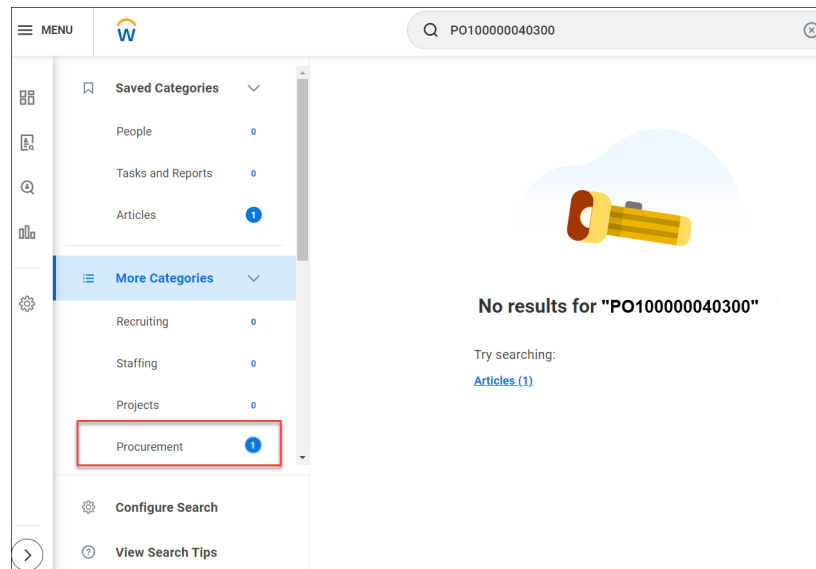
# PROCURE TO PAY WORKFLOW



\* In some cases, such as grant or high-dollar requisitions, additional approvals may be required.

# VUMC REQUESTORS

- All VUMC Employees have this role for the company they are assigned to. Requisitioning for other companies requires the **VUMC Requestor** role.
  - Choose Deliver-to first when creating a requisition
- Search for PO's, Invoices, Requisitions
  - Configure Search to move the "Procurement" category
- Currently, notifications (e.g. reminders of required receipt) are going to Cost Center Managers

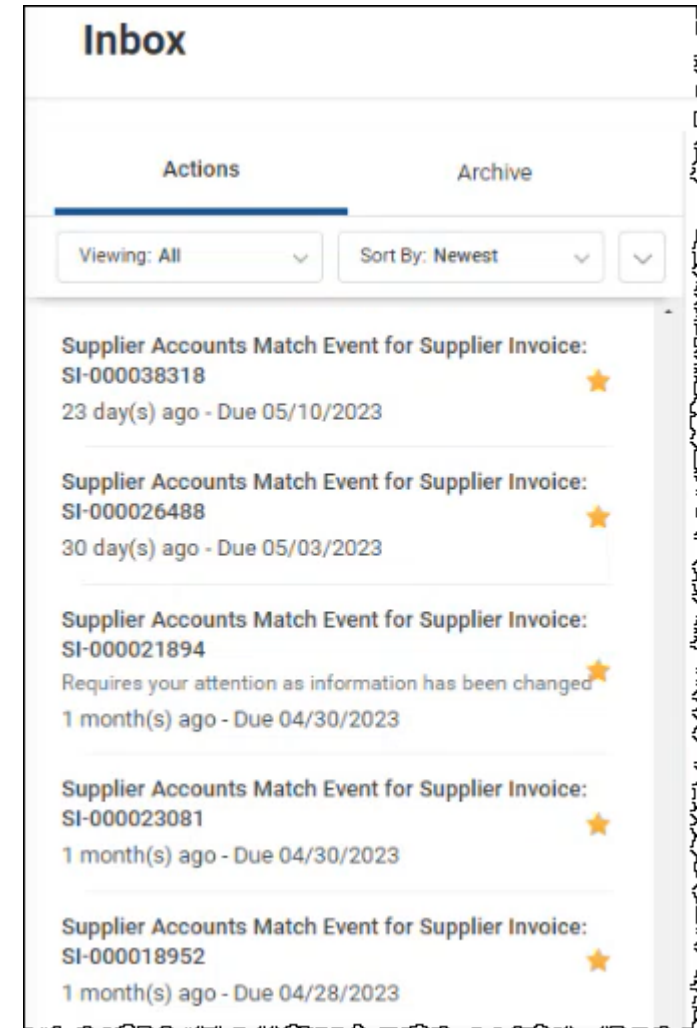
A screenshot of the 'Requisition Details' form in the Workday application. The form is titled 'Requisition Details' and has a close button (X) in the top right corner. It contains several fields for requisition information:

- Location:** A dropdown menu showing 'Location: 2525 WEST END AVE (LOC00248)'.
- Additional Worktags:** A dropdown menu showing 'Function Code: FC23023 Institutional Support - General Administration'.
- Deliver-To Location\*:** A dropdown menu showing 'CRYSTAL TERRACE (LOC00260) > CRYSTAL TERRACE CWI STE 650 (LOC16062)'. This field is highlighted with a red box.
- Ship-To Address\*:** A dropdown menu showing '3319 WEST END AVE, NASHVILLE, TN 37203, United States of America'.
- Currency\*:** A dropdown menu showing 'USD'.

At the bottom of the form, there are two buttons: 'Save' (a blue button) and 'Cancel' (a white button with a grey border).

# COST CENTER MANAGERS

- Some areas have one Cost Center Manager
  - These individuals cannot create a requisition and approve it (segregation of duties is required)
  - In these areas, if a requisition is submitted by the one Cost Center Manager, it will continue to work up the flow of the approval chain
- Notifications let the Cost Center Manager know that the Requestor needs to take action
  - These notifications do not go to the Requestor
    - Individuals should not select "Send Back"
    - This sends back to Disbursements, puts Invoice into Draft status, then Disbursements has to send back out



# COST CENTER MANAGERS (CONTINUED)

- Pull up a specific receipt to see the user who created it
- Many receipts are being left in a “draft” status
- Cost Center Managers can edit the receipt if they have knowledge about the goods and services being received, or contact the person listed as the creator of the receipt (“Created By”) to submit the receipt

**View Receipt** RCT1021865 for PO100000019260

Purchase Orders	Supplier	Status	Total Amount	Currency
PO100000019260	W W GRAINGER INC	Approved	\$10.10	USD

Information Attachments Process History Lines

**Summary**

Company	Vanderbilt University Medical Center
Supplier	W W GRAINGER INC
Receipt Date	04/28/2023
Memo	Ship to Nick Markham, 10415-F, MRB IV 2213 Garland Ave (Langford) Nashville, TN 37232-0441

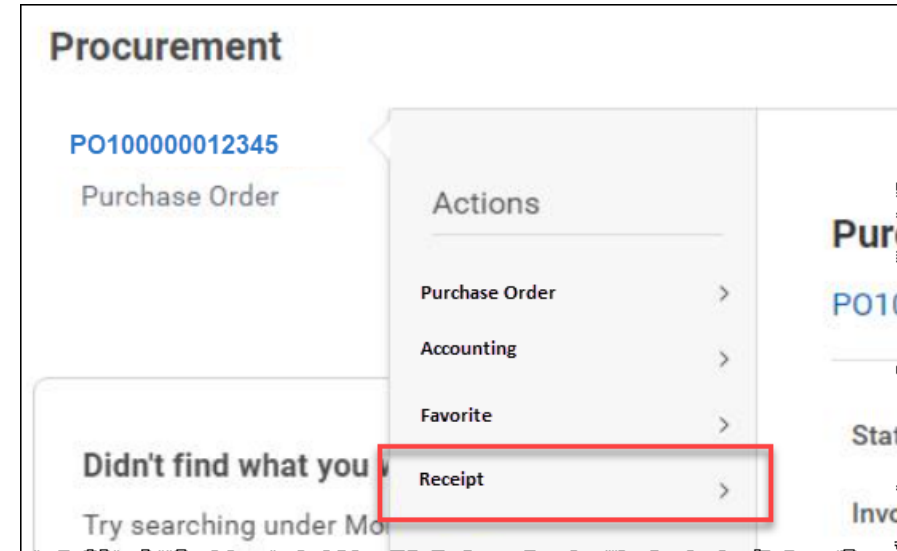
**Additional Information**

Requester	Nicholas Markham (0082580)
Requisition	REQ1018642
Requisition Type	Supplies
Purchase Order	PO100000019260
Purchase Order Type	Supplies
Currency	USD
Created by	Tina See
Tracking Number	(empty)





# VUMC RECEIVER

- eProcurement Creators (Legacy) were given the **VUMC Receiver – Non-Central** role at Go-live
  - Request this security role assignment by submitting a [Pegasus Ticket](#)
- **If a PO was created for Goods or Services, creating a receipt is required**
  - Don't wait for invoice – create the receipt once received
  - For Goods:
    - Use quantity
  - For Services:
    - Use dollar amount (estimate amount received)
  - Disbursements needs to know it is ok to pay supplier – creating a receipt triggers the payment
  - Receipt Adjustments should be utilized to make changes to a receipt already processed



# RECEIVING NOTES

- Invoices should ideally be sent directly from Supplier to Disbursements
  - Invoices that are sent to Departments can continue to be sent to [vumc\\_electronic\\_invoices@vumc.org](mailto:vumc_electronic_invoices@vumc.org)
- Month and Year End Close
  - For received goods or services within timeframe of a month or year, Workday will do an automatic accrual for departments regardless of Accounts Payable processing it in time
- Quick Reference Guide
  - [WDSC-503-Q1 Create a Receipt](#)

 |  **Create a Receipt**

Central and Non-Central VUMC Receivers are required to create a receipt in Workday when receiving items. This step is required for goods and/or services invoices to be scheduled for payment. After creating a receipt, continue to send the invoice to [vumc\\_electronic\\_invoices@vumc.org](mailto:vumc_electronic_invoices@vumc.org) for the invoice to be processed for payment. Follow the steps below to Create a Receipt in Workday.

**From the Workday Homepage:**

1. Select the **Menu** button.
2. Choose the **Receiving App**.

**Note:** If the receiving app is not automatically listed for you, select **Add Apps** at the bottom of the list.

3. Select **Create Receipt**.
4. You can enter the **Document Number**, which could be a **Purchase Order** number, or type in the **supplier name** to filter for the Purchase Order. Select the **Appropriate Option**.
5. Select **OK**.

**From Create Receipt:**

1. In the Create Receipt Task, you must input the **Quantity to Receive**.

**Note:** the **Quantity to Receive** cannot exceed the **Quantity Ordered** or the **Ordered Quantity Invoiced**. You can review the Total Quantity already received if the order is arriving in multiple shipments.

2. Choose **Select Files** under **Attachments** to upload a packing slip. You can also drag and drop the file into this space.

**Note:** review additional information about the order as needed before submitting.

3. Select **Submit**.
4. Email the invoice to [vumc\\_electronic\\_invoices@vumc.org](mailto:vumc_electronic_invoices@vumc.org) for the invoice to be processed for payment.

**QUESTIONS?**  
Please email [BusinessEducation@vumc.org](mailto:BusinessEducation@vumc.org).

VANDERBILT UNIVERSITY MEDICAL CENTER 03-15-2023

## CANCELLATIONS, BACK ORDERS, RE-ORDERS ETC.

- For any of these reasons, if you want to cancel a PO, you should reach out to the Buyer directly via email or [vumcprocurement@vumc.org](mailto:vumcprocurement@vumc.org) to tell them you want a PO to be cancelled
- Actions to take in these scenarios is based on the way the Supplier is going to react to what I do
  - **Example:** Goods were never received by VUMC and Supplier agrees goods were never shipped

If Supplier has already invoiced and is giving VUMC a credit for the invoice:

- A new PO should be created for what was expected on the original order.

If Supplier ships against the original PO, but does not invoice VUMC:

- Receiver should create a receipt against original PO to clear the original invoice.

# CAPTURE GOODS DELIVERY

Received by Central Receiving  
(Supply Chain)



Label created indicating final Deliver-to Location  
(Supply Chain)



Delivered to Requestor  
(Supply Chain)



Requestor captures the delivery in Workday,  
acknowledging the delivery  
(Requestor)



Requestor sees goods have been delivered  
(Requestor)


**Capture Proof**

Received By

Deliver-To

Signee

Memo

 pexels-rodnae-productions-7363116.jpg  
✓ Successfully Uploaded!

Confirm Delivery

Goods Delivery Run GDT0000033-1 Open

# PURCHASE ORDER STATUS

- Within a PO you can see the following statuses:
  - PO Payment
    - Documented as **Status**
  - Invoice
  - Receiving
  - Tracking
- The **Business Documents** column at the goods/services line level will show any attached invoices/documents for that line.

**View Purchase Order**

Purchase Order: PO10000040300

Status: Issued Invoice Status: Partially Invoiced Receiving Status: Partially Received Tracking Status: **Accepted**

**Summary**

Company: Vanderbilt University Medical Center  
Purchase Order Type: Tecsys External Replenishment  
Supplier: ARGON MEDICAL DEVICES INC  
Currency: USD  
Document Date: 05/19/2023  
Line Total Amount: 336.74  
Requisition Type: Tecsys External Replenishment  
Auto Sourced: Yes  
Acknowledgements: 1

**Terms and Taxes**

Payment Terms: Net 45  
Due Date: (empty)  
Default Payment Type: Payment Plus US Bank  
Override Payment Type: (empty)  
Credit Card: (empty)  
Shipping Terms: (empty)  
Shipping Method: FEDEX STAN  
Shipping Instructions: (empty)  
Default Tax Option: Calculate Tax Due to Supplier

**Contact Information**

Issue Option: EDI  
Buyer: (empty)  
Bill-To Contact: (empty)  
Bill-To Address: 60 Athletes Way N, Suite 200 Mt. Juliet, TN 37122 United States of America  
Ship-To Contact: Tecsys Requisition User (0101182)[C]  
Ship-To Address: 2200 CHILDRENS WAY NASHVILLE, TN 37232 United States of America  
Memo: (empty)  
Internal Memo: 25838

**Goods Lines**

Packaging String	Memo	Location	Business Document Lines	Project	Grant	Gift	Program	*Cost Center	*Fund	*Operating Entity	Work Order	Additional Worktags	Splits
EA/1		VCH3 PROC CATH OWNED2 RM 3220 (LOC11503)	POA1036838 - for PO10000040300 - Line 1 (Accepted) REQ1038906					CC00319 MCJCHV Cath / EP Lab	FD001 General Fund	OBMC_JCHV Monroe Carell Jr Children's Hospital at Vanderbilt		Function Code: FC23023 Institutional Support - General Administration	

## PARTIAL PAYMENTS

Invoices **CANNOT** be partially paid  
Purchase Orders **CAN** be partially paid

- These partially paid orders are listed as such in the **Status** field in a PO header.
- For example, imagine there is a blanket order with \$10,000 worth of goods.
  - There have been two invoices created, one for \$500 and another for \$600.
  - The \$500 invoice has been paid and has been received against the \$10,000 PO (which is now in partially paid status)
  - The \$600 invoice has not yet been paid so it is currently a match exception because it is still pending a receipt.

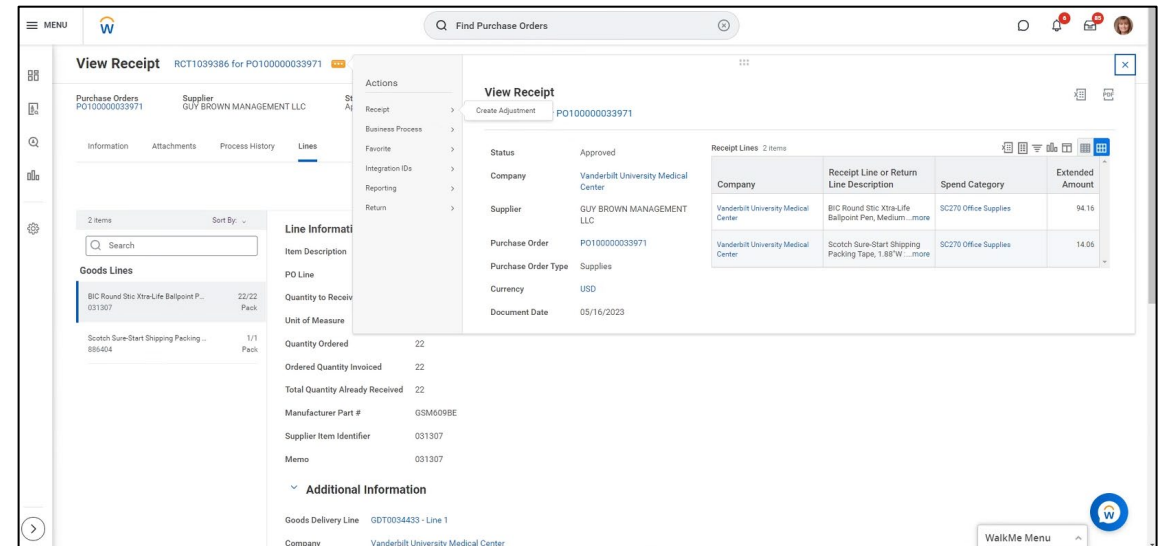
## PARTIAL RECEIPTS

**Only goods/services that have been delivered to the appropriate location should be received in Workday.**

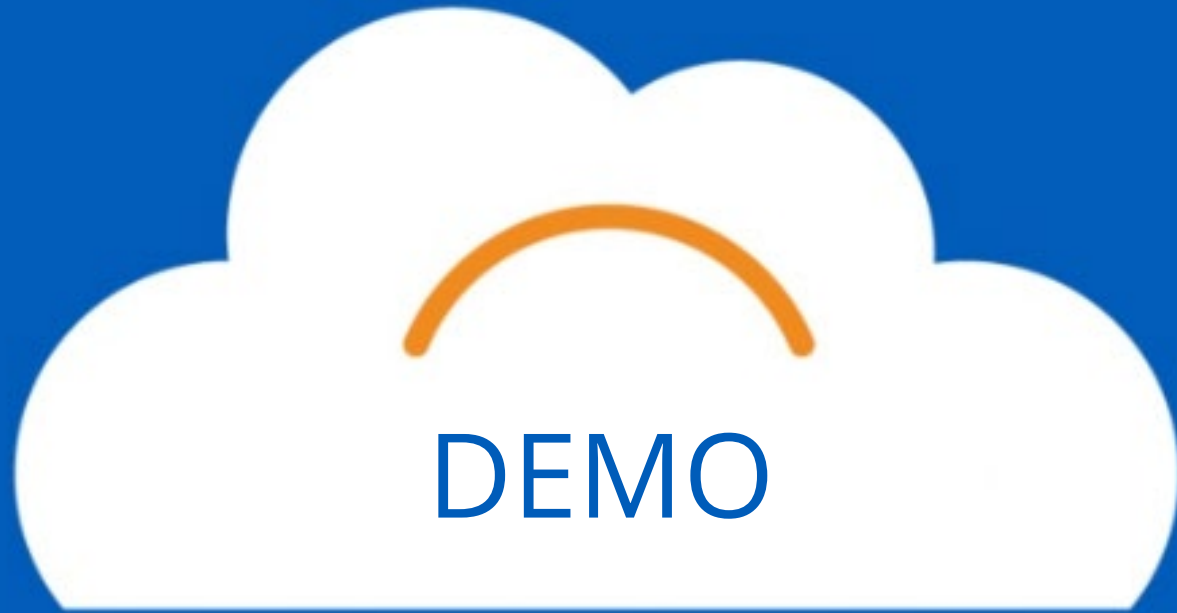
- If a blanket PO is created, the entire PO should not be received (unless it has been fully delivered)
- Each time goods/services are delivered to the appropriate location they need to be received at the individual line item level within the PO.
- Goods/Services **SHOULD NOT** be received based on the invoice.

# RECEIPT ADJUSTMENT

- The quantity of goods/services received can be edited via a **Receipt Adjustment**
- For example, a blanket order of \$50,000 has been made and all \$50,000 of goods were received accidentally instead of just the \$5,000 of goods that have actually been delivered.
  - This creates an additional \$45,000 expense to your cost center and an additional \$45,000 liability instead of \$5,000.
  - Create a receipt adjustment for \$45,000 so that the received value is reduced to \$5,000.



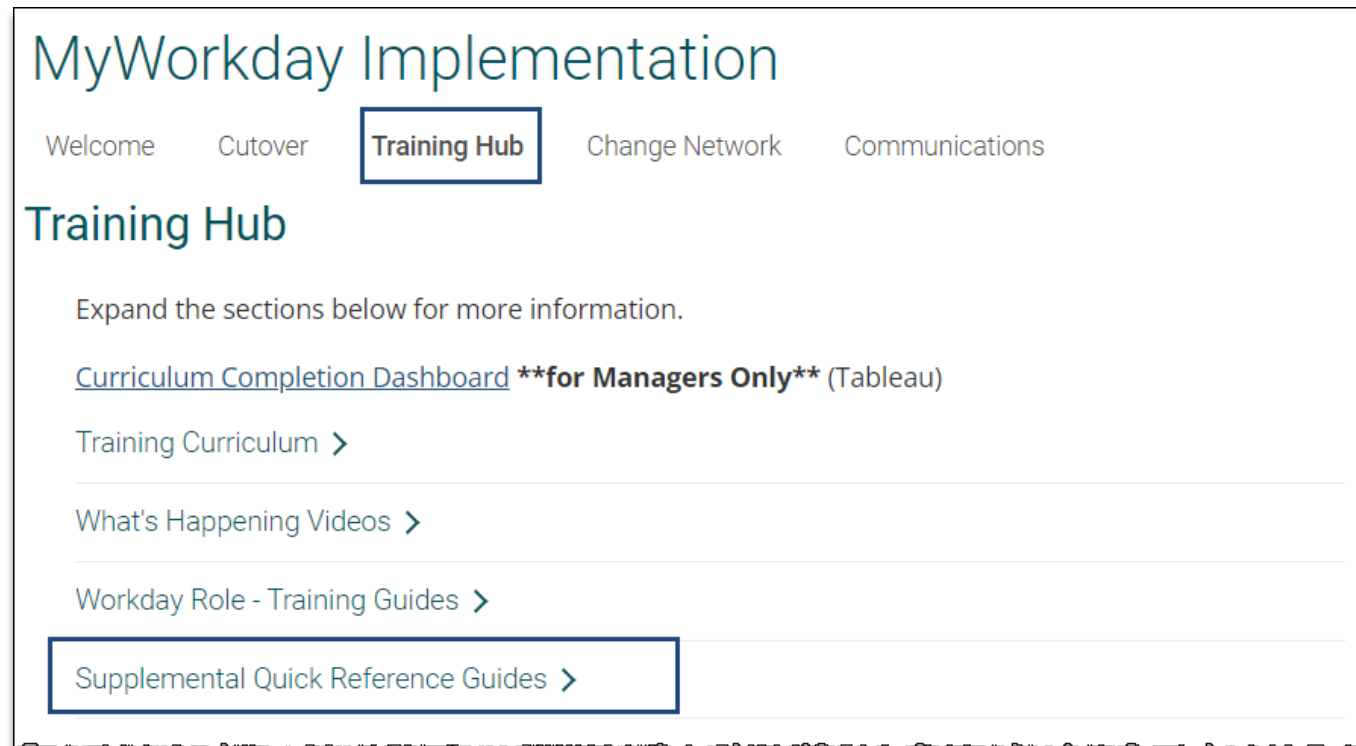




DEMO

# Training Update

- Leaders should check the MyWorkday dashboard to ensure their teams have completed required training
  - [Workbook: MyWorkday Curriculum Dashboard](#)
- Quick Reference Guides can be found on the [MyWorkday Training Hub](#)



The screenshot shows the 'MyWorkday Implementation' page with a navigation menu. The 'Training Hub' menu item is highlighted with a blue box. Below the navigation, the 'Training Hub' section is titled, followed by the instruction 'Expand the sections below for more information.' A list of links is provided, with 'Supplemental Quick Reference Guides >' highlighted by a blue box.

MyWorkday Implementation

Welcome Cutover **Training Hub** Change Network Communications

## Training Hub

Expand the sections below for more information.

[Curriculum Completion Dashboard \*\*\\*\\*for Managers Only\\*\\*\*\* \(Tableau\)](#)

[Training Curriculum >](#)

[What's Happening Videos >](#)

[Workday Role - Training Guides >](#)

[Supplemental Quick Reference Guides >](#)

# Future Workshops

Topic	Date	Time (CDT)	Link	Recording	Q&A
Purchasing & Receiving	Thursday, 4/27	11-11:30am	<a href="#">Slides</a>	<a href="#">View Here</a>	
Journal Entries	Friday, 4/28	10-10:30am	<a href="#">Slides</a>	<a href="#">View Here</a>	
Expense Reports & Payment Cards	Tuesday, 5/2	10-10:30am	<a href="#">Slides</a>		<a href="#">Q&amp;A</a>
Contingent Workers	Wednesday, 5/10	10-10:30am	<a href="#">Slides</a>	<a href="#">View Here</a>	<a href="#">Q&amp;A</a>
One-time Payments	Tuesday, 5/16	9-9:30am	<a href="#">Slides</a>	<a href="#">View Here</a>	<a href="#">Q&amp;A</a>
Transfers & Job Changes	Wednesday, 5/17	12-12:30pm	<a href="#">Slides</a>	<a href="#">View Here</a>	
Locations	Tuesday, 5/23	2-2:30pm	<a href="#">Slides</a>	<a href="#">View Here</a>	<a href="#">Q&amp;A</a>
Deliver-To and Ship-To Locations	Tuesday, 5/23	9.5 minutes	a subset of the Location Workshop	<a href="#">View Here</a>	<a href="#">ORG</a>
Leaves of Absence Processing	Thursday, 5/25	2-2:30pm	<a href="#">Slides</a>	<a href="#">View Here</a>	<a href="#">Q&amp;A</a>
Inbox Management	Tuesday, 5/30	9-9:30am	<a href="#">Slides</a>	<a href="#">View Here</a>	<a href="#">Q&amp;A</a>
Training and other Workday Resources	Thursday, 6/1	9-9:30am	<a href="#">Slides</a>	<a href="#">View Here</a>	<a href="#">Q&amp;A</a>
Match Exceptions and Receiving	Wednesday, 6/21	11-11:30 am		<a href="#">View Here</a>	
Performance Management (Annual Evaluations & End of Orientation)	TBD	TBD	Coming Soon!		
License & Certification	TBD	TBD	N/A	<a href="#">View Here</a>	
Recruitment & Onboarding	TBD	TBD			
More coming soon!	TBD	TBD			



Questions?

**Thank you!**