Match Exceptions Frequently Asked Questions (FAQ)

This FAQ contains frequently asked questions pertaining to Match Exceptions. Use the table of contents below (control + click) to go directly to that question and answer. For step-by-step guidance on how to find and address a match exception, review the Match Exception Investigation and Correction QRG. For details and updates on spend issues, refer to the Action Plan to Address Spend Issues page.

Table of Contents

Match Exceptions FAQ

➤ **What are match exceptions? What causes them to occur?**

Match exceptions are best described as when your Workday purchase order lines and corresponding supplier invoice lines do not have same price and/or quantity OR your purchase order totals and invoice(s) totals do not have the same price and/or quantity. As a result, the invoice will have the match status of "Exception" and will not be paid until it is corrected. You will see at least one of the following as reasons if your invoice is in match exception:

- **Invoice line amount vs corresponding PO line amount variance is >=10% of PO line amount:** This indicates that the amount of the invoice line exceeds the amount of the purchase order line that it was applied to by more than 10%.
- **Invoice Line Amount vs PO Line Amount Variance is >=$100:** This indicates that the amount of the invoice line exceeds the amount of the purchase order line that it was applied to by more than $100.
- **Invoice Qty variance between Supplier Invoice line and the respective PO line is equal or over 10%:** This indicates that the quantity of the invoice line is more than 10% over the quantity of the purchase order line that it was applied to.
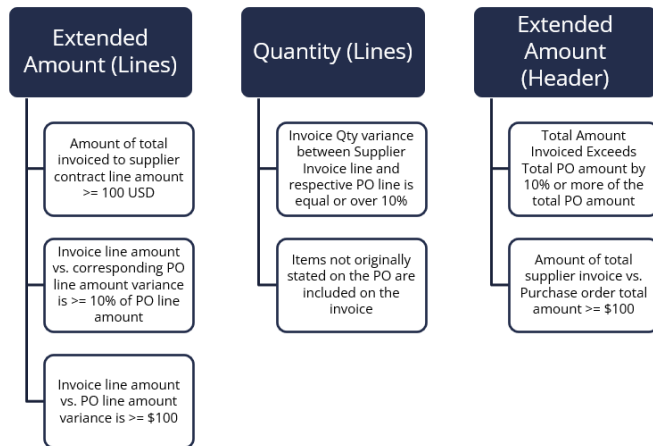
- **Total Amount Invoiced Exceeds Total PO Amount by 10% or More of the total PO amount:** This indicates that the total amount of this supplier invoice exceeded the PO total amount by 10% or more, either on its own or when summed up with all the other invoices applied against that PO.
- **Amount of Total Supplier Invoice vs. Purchase Order Total Amount >= 100 USD:** This indicates that the total amount of this supplier invoice exceeded the PO total amount by 100 USD or more, either on its own or when summed with all the other invoices applied against that PO.
- **Items not originally stated on the PO are included on the invoice:** This indicates that a line was included on the invoice that was not matched to a PO line.

Match Exceptions | What causes a match exception?

A **match exception** is an invoice status that occurs when there is a discrepancy between what is on the purchase order and what is on the invoice being matched against the purchase order.

Match exceptions can be simplified into three statements:

- Any extended amount discrepancy on the line or header level equal to or exceeding **10%** or **$100**, **whichever is lower**, will go into match exception.
- Any quantity discrepancy on the line level equal to or over **10%** will go into match exception.
- Any invoice item without a corresponding PO line to match to will go into match exception

Extended Amount (Lines)
- Amount of total invoiced to supplier contract line amount >= 100 USD
- Invoice line amount vs. corresponding PO line amount variance is >= 10% of PO line amount
- Invoice line amount vs. PO line amount variance is >= $100

Quantity (Lines)
- Invoice Qty variance between Supplier Invoice line and respective PO line is equal or over 10%
- Items not originally stated on the PO are included on the invoice

Extended Amount (Header)
- Total Amount Invoiced Exceeds Total PO amount by 10% or more of the total PO amount
- Amount of total supplier invoice vs. Purchase order total amount >= $100

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Match Exceptions | What causes a match exception?

Match Exceptions can occur for many reasons, some of which can be avoided:

Price / Quantity Flip (aka Blanket Orders)	The Price/Quantity flip is an outdated practice from our Oracle System, carried into initial Workday use. It involves reversing price and quantity on purchase order lines to allow multiple invoices to match against a single line. However, suppliers typically don't invoice this way, leading to manual intervention to avoid match exceptions.	**Utilize Service Lines in Workday (for services)**
Unknown Costs / Change in Scope	Sometimes, unexpected costs or increases to scope happen. Once you are aware that new costs are likely coming for your order, ask for a proforma invoice from the supplier and use that to update or add these new costs to the purchase order.	**Proactive PO Updates**
Quote / PO Mismatch	When you receive a quote from the supplier, try to enter the PO lines in a way that matches the quote exactly. Their invoice will likely match their quotation exactly.	**Enter the PO so that it matches the supplier quote exactly**
Mistakes	Mistakes happen – both on our side and the supplier's side. If you find that a supplier continues to make the same mistakes, even after a discussion, escalating this to AskFinance attn: Invoice Processors is the next step.	

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➢ **How do I know if I have a match exception? Is there a way to check this in Workday?**

There are several ways you can identify if your supplier invoice is in match exception:

1. Receiving a notification from Workday that indicates your supplier invoice has a match status of "Exception."
2. Typing the supplier invoice number in the search field and selecting it from the search results. The number begins with SI- and should be listed on the match exception notification you received.
3. Running the Find Supplier Invoice report and filtering it by Cost Center. Once the report is run, you can then click on the Match Status header and filter "Exception" to find the correct invoice.
4. Running the Match Exception on Supplier Invoice report and entering the supplier, cost center, and/or date range information.

➢ **Why should I care about match exceptions? Is there a reason to investigate if my supplier invoice has the "Exception" status?**

It is important to be proactive on match exceptions. Each exception requires review and manual intervention to facilitate payment.

If you are not sure if your invoice is in match exception, you can run the Find Supplier Invoice report and filter by Cost Center and Match Status as Exception. If you are aware of or discover that you have a match exception, please act on it as soon as possible; the invoice cannot be paid until the match exception is addressed.

➢ **What should I do if I have a match exception?**

If you have a match exception, you will need to:

- Determine the cause of the exception.
- Initiate the correction for the match exception.

Match Exceptions | Procedure

The business process has been designed to notify the requisition requester that a match exception has occurred and prompt them to act accordingly. However, the following action depends on the requisitioner understanding the nature of the exception.

Is the Invoice Incorrect?	Is the PO Incorrect? (Quantity)	Is the PO Incorrect (Extended Amount)
• Reach out to the supplier • Request a new Invoice • Submit an Invoice Correction Form to remove the already matched invoice	• Initiate a Change Order in Workday • Submit the change Order • The match rules will run again and, if the change order is accurate, release the match exception	• Submit an invoice correct form asking to un-match the invoice from the purchase order • Initiate and submit a change order • Respond back to your salesforce case asking to rematch the invoice

Central Finance does not override match exceptions.

Addressing match exceptions is the responsibility of the department and requisitioner. We are always happy to help navigate any necessary changes but cannot make decisions on behalf of the requisitioner.

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To determine the cause of the exception:

You will **need to investigate** the reason behind why the match exception occurred. This essential step helps you determine how to proceed in addressing the exception and capture any pertinent details that can be shared with Central Finance to expedite the correction. *For step-by-step guidance and scenarios please review the* Match Exception Investigation and Correction QRG.

1. From viewing the supplier invoice in Workday, you can see the reason for the match exception on the **Invoice Lines tab** in the **Line Match Exception field**.

Invoice Lines	Matching Summary	Additional Fields	Attachments	Process History		

Invoice Lines 1 item

Invoice Line	Line Match Exception	Company	Line Item Description	Business Document	Spend Category	Co Co
🔍	Invoice line amount vs corresponding PO line amount variance is >= 10% of PO line amount	The Rector & Visitors of the University of Virginia	Wrap playmaker XL	PO-0000271 - Line 5 Matching 3	Supplies Merchandise for Resale (SC0263)	

2. Once you have identified the exception, drill into the invoice lines, such as clicking the PO number to identify the quantity and/or price difference and reviewing business documentation to view the original invoice. In doing so, you can better determine the cause of the variance.

To initiate the correction of the exception:

Once investigated, you will need to initiate a correction. Addressing match exceptions may vary from case-to-case as each situation may merit a different plan of action. *For step-by-step guidance and scenarios please review the Match Exception Investigation and Correction QRG.*

Initiate Change Order: If you need to increase the quantity of the Purchase Order, you can submit a Change Order request.

- To do this, navigate to the related actions button next to the Purchase Order and select Purchase Order > Create Change Order. If needed, you can find the purchase order from the Supplier Invoice lines. *For step-by-step guidance review the Change Purchase Order QRG.*

OR

Initiate Invoice Correction: If you need to make significant changes such as changing the structure of the invoice or Purchase Order (needing to add or delete lines or adjusting the price), you will need to submit an Invoice Correction Form.

- To do this, navigate to the Invoice Correction Form and provide as much detail as possible on what needs to be changed.

➢ **Strategies for Avoiding Match Exceptions: Goods Lines vs Service Lines**

Match Exceptions | Goods Lines vs. Service Lines

What are "Goods"

Goods are tangible items that are typically manufactured or produced. This can range from raw materials all the way to products such as office supplies or equipment. Goods are something that you could keep inventory on. Goods can be counted.

Examples of Goods
- Office supplies
- Computer Hardware
- Machinery
- Raw Materials
- Manufactured Parts

What are "Services"

Unlike goods, services are intangible and involve the performance of work or the provision of expertise by one party for another. Services can include professional advice, maintenance, consulting, or other types of work where the outcome is not a physical product. When purchasing services, there will typically be terms, conditions, schedules, timelines, scope of work, deliverables, and performance standards. Services are usually not counted.

Sometimes, **services** can be counted if they are billed in measured quantities, such as "hours".

Examples of Services
- Consulting
- Maintenance Contracts
- Software Support
- Training Sessions
- Legal or Financial Advisory Services

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Match Exceptions | Goods Lines vs. Service Lines

What is the difference between a goods **line and a** service **line?**

Goods lines include fields where you must put both a quantity **and a** unit price. **Invoices matched against goods lines will look at** both of these **fields to determine if the PO has sufficient funds to satisfy the invoice.**

Match Exceptions | Goods Lines vs. Service Lines

What is the difference between a goods **line and a** service **line?**

Service lines only have an amount **field. This is where you will enter the total amount of money you intend to spend. You may have more than one service line if needed.**

When an invoice is matched against a service line, Workday will only look at the total amount remaining on that service line and match it against the invoice. If the service line has enough money, the invoice will pay.

Service lines will never trigger QTY match exceptions.

Match Exceptions | Goods Lines vs. Service Lines

When to use a goods line

The item can be counted and inventoried – it is physical
The item can be shipped – it is physical
The item is a purchase that has no obligation for ongoing maintenance by the seller
      IE// Software provided as a one-time download that is installed directly on your computer (MS Office)

When to use a service line

The "item" cannot be counted or inventoried – it is not physical
The "item" cannot be shipped – it is not physical
The "item" is a purchase that has an ongoing obligation for maintenance by the seller
      IE// Cloud-based software

Flexibility
We understand that some flexibility is required when creating purchase orders. There will be no compliance checks to ensure goods lines and service lines are being used exclusively as described above. Please note that the way your PO is set up will affect invoicing by influencing how match exceptions are applied and how receiving is triggered.

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