Supplier Invoice in Match Exception: New Approval Process
Todays Presenters

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Agenda

New Approval Workflow Summary

Awarded SunRISE Catalog Order vs Other Orders

Requester and Manager Approval Process

Benefits

Training Resources

Questions
Supplier Invoices in Match Exception for Billing Discrepancies: Workflow Summary

- Invoices in Match Exception for **Billing Discrepancies** will route to the appropriate Requester for review, and then the Cost Center, Grant, or Project Manager for budget approval if acceptable.

**NOTE:** The requester is currently providing an approval via email. This approval step is moving to Workday, and a budget approval step is being added.
Supplier Invoices in Match Exception for Unit Cost Price Discrepancies

Awarded SunRISE Catalog Orders

- Suppliers in the Awarded Suppliers section in SunRISE are under an agreement/contract
  - Price increases should occur annually, only accepted upon agreement/contract renewal
  - Potential reasons for mid-agreement/contract increases:
    - Manufacturer price increases passed on to the distributor
    - Fuel Shortage may result in a fuel surcharge from the supplier

- The Procurement Buyer will select the Match Override Reason of Awarded SunRISE Supplier if:
  - The price discrepancy is warranted
  - The supplier has issued a credit memo to offset the billing overage
Supplier Invoices in Match Exception for Billing Discrepancies

All Other Orders

• Billing discrepancies related to the following do not require review by a Procurement Buyer:
  • Orders created from a supplier catalog in the Awarded Suppliers section in SunRISE that are not unit price related
  • Orders created from a supplier catalog in the Non-Awarded Suppliers section in SunRISE
  • Non-catalog orders

• The Procurement Buyer will select the Match Override Reason of Department Review and Approval Required.
Match Exception for Billing Discrepancies

Requester

Inbox

Example

### Supplier Accounts Match Exception Override Event for Supplier Invoice: SI-00000745293
24 seconds ago - Due 08/24/2023

**This invoice is in match exception due to one of the following reasons:**

- The cumulative invoice total exceeds the PO total by 8% or $1,000.
- The invoice service line amount exceeds 10% of the PO service line amount.
- The invoice unit cost exceeds 8% of the PO goods line unit cost.
- The invoice freight line amount exceeds the PO freight line amount.

The Match Exception Override requires approval by the Requisition Requester.

**You may take the following actions:**

- Approve: The task will route to the Cost Center, Grant or Project Manager for approval.
- Deny: The business process will terminate. Create an FMS Service Now Ticket with a Request Type of Procurement-Match Exception. Reference the supplier invoice and provide the reason why the override is denied.

**Work Instruction - Supplier Invoice Match Exception**

<table>
<thead>
<tr>
<th>Line Match Exception</th>
<th>Company</th>
<th>Items</th>
<th>Business Document Lines</th>
<th>Speed Category</th>
<th>Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extended Line Amount Variance for Services is more than 10%</td>
<td>Arizona State University</td>
<td>Display case Installation</td>
<td>PO-22-00055288 - Line 1</td>
<td></td>
<td>Tax Applicability Non-UCC Services</td>
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</tr>
</tbody>
</table>

**Matching Summary**

- **Header Match Exception:** Variance between invoice total and PO total exceeds tolerance of 0% or $1000 (excluding freight, taxes, and other charges)
- **Number of Invoice Lines:** 2
- **Original Lines in Match Exception:** 2
- **Current Lines in Match Exception:** 2
- **Match Override In Progress:** 
- **Match Override Reason:** Department Review and Approval Required
- **Lines in Match Exception:** 2 lines

**Actions:**

- Approve
- Deny
- Cancel
Match Exception for Billing Discrepancies

Manager Inbox Example

**Note:** If the requester is also a Cost Center, Grant or Project Manager, this approval step will not be triggered.
Benefits to End Users

- Better control over your budget - Departments will have **final** approval on all invoices in match exception due to billing discrepancies.

- Creates efficiencies by allowing departments to approve a billing discrepancy instead of creating a change order.

- Invoices in match exception due to a billing discrepancy will route to the requester, and then to the manager for review and approval.

- Reduces the “non-value add” back and forth emails that currently occur outside of Workday with the Requester.
Training Resource 1:

Work Instructions: ASU_FMS_WI_Clear_Match_Exception WI’s
Training Resource 2:

CareerEDGE: FMS Supplier Invoice Match Exceptions
Question 1: Can a match exception on a grant account be routed to the PI for approval of an increased cost or can we attach a pdf of PI approval to match the exception?

Response 1: We will look to see if there is functionality in Workday to add a PI approver or an attachment. We are unsure at this point.

Question 2: Are we able to add attachments before approval?

Response 2: We will look to see if there is functionality in Workday to add an attachment. We are unsure at this point. However, you can enter a comment in the “enter your comment” section at the bottom of the document and reference something like “PI approval was obtained from XXXX on mm/dd/yyyy”.

Question 3: What happens if the match is for a line split between two cost centers? Does it go to both grant or cost center managers?

Response 3: The supplier invoice in match exception routes to the buyer, the requester, and then all related managers for the “Review Supplier Accounts Match Exceptions” approval step. However, approval by only one manager is currently required. We will make an adjustment to Workday which will require the “Review Supplier Accounts Match Exceptions” approval be completed by a manager associated to each unique Cost Center, Grant, or Project within the split.

Question 4: The business office enters a requisition and enters a VP as the requester, but the VP’s don’t go into Workday, what are the options for the business office to act as the requester since the VP is not in Workday???

Response 4: We will work with the Workday FMS team to see what options are available.

Question 5: Can you confirm that change order WILL have to be done if freight is higher even by one cent because of the zero tolerance?

Response 5: We tested this scenario and a change order does not need to be done if the freight line on the invoice is higher than what was on the freight line of the purchase order. You can approve the override and the Supplier Invoice in Match Exception will clear.