

Supplier Invoice in Match Exception: New Approval Process

Today's Presenters

Patty Taylor

Assistant Director, Supply Chain Systems
Supply Chain: Procurement

Tami Scanlon

Supply Chain Systems Specialist Sr.
Supply Chain: Procurement



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

Effective 09/12/2023

- 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

Inbox

Actions Archive

Viewing: ▼ Sort By: Newest ▼

Supplier Accounts Match Exception Override Event for Supplier Invoice: SI-0000745293 ☆

24 second(s) ago - Due 08/24/2023

Review Supplier Accounts Match Exception Override Event for Supplier Invoice: SI-0000745293 ⋮ ☆

24 second(s) 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

Purchase Orders PO-23-00053688

▼ **Matching Summary**

Header Match Exception Variance between Invoice total and PO total exceeds tolerance of 8% 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 Items

Line Match Exception	Company	Item	Line Item Description	Business Document Lines	Spend Category	Tax
Extended Line Amount Variance for Services by more than 10%	Arizona State University		Display case installation	PO-23-00053688 - Line 1 Matched Documents 4	Furniture, Fixtures and Equipment - FFE Installation	Tax Applicability Non-taxable Services Tax Code

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.

Inbox

Actions Archive

Viewing: All Sort By: Newest

Supplier Accounts Match Exception Override Event for Supplier Invoice: SI-0000745288
4 day(s) ago - Due 08/20/2023

Review

Supplier Accounts Match Exception Override Event for Supplier Invoice: SI-0000745288

4 day(s) ago - Due 08/20/2023

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 has been approved by the Requisition Requester and is now awaiting approval from the Cost Center, Grant or Project Manager.

Scroll down to view the Match Override Reason to determine the review process:

Awarded SunRISE Supplier: An ASU buyer has reviewed the match exception and department manager approval is required for the cost overage. You have two options:

- Approve the cost override.
- Deny the cost override and submit 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.

Department Review and Approval Required: You have three options:

- Approve the cost override.
- Dispute the cost overage by contacting the supplier and request the supplier create a Credit Memo and email it to AccountsPayable@asu.edu.
- Deny the override task if you believe the invoice should not be paid, select the Deny button and submit 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

Purchase Orders PO-23-00060661

Matching Summary

Header Match Exception Variance between Invoice total and PO total exceeds tolerance of 8% or \$1000 (excluding freight, taxes, and other charges)

Number of Invoice Lines 2

Original Lines in Match Exception 1

Current Lines in Match Exception 1

Match Override In Progress

Match Override Reason Department Review and Approval Required

Lines In Match Exception 1 item

Line Match Exception	Company	Item	Line Item Description	Business Document Lines	Spend Category	Tax
Unit Cost Variance Exceeds 8%	Arizona State University		FOCUS CUSHION - REPLACEMENT CUSHION FOR FOCUS HIGH BACK TASK	PO-23-00060661 - Line 1 Matched Documents 4	Workstations, Panel Systems and Office Configurations	Tax Applicability Taxable Goods Tax Code

Approve Deny Cancel








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

Work Instructions - Departmental

Functional Area	Task	Task Description	Work Instructions
Banking & Deposits	↑ Sort Ascending ↓ Sort Descending	Department Entry task in PeopleSoft ke departmental deposits.	 ASU_FMS_WI_Department_Cas h_Receipt.pdf
	Filter Condition * contains	This form to Treasury@ASU.EDU to Speed Type for Deposits. Utilizing a pe on a deposit transaction will auto- the deposit transaction.	 Speed_Type_Request_Deposit.d ocx
	Value * Match	Worklets to add, or remove worklets Workday homepage.	 ASU_FMS_WI_Configure Worklets.pdf
	Filter	Request to create or modify a Cost rogram, Project, Recurring Invoice or g Values.	 ASU_FMS_WI_Create a Request.pdf
		Delete Favorites to save tasks, reports business objects you use most often	 ASU_FMS_WI_Favorites.pdf

Your Top Apps

-  Purchases
-  **Work Instructions and Information**
-  [View All Apps](#)

Training Resource 2:

CareerEDGE: FMS Supplier Invoice Match Exceptions

The screenshot displays the ASU CareerEDGE training portal. At the top left is the ASU Arizona State University logo. A navigation bar includes links for Home, FAQs and Resources, Learning, Reports, ILT, and Admin. A search bar at the top right contains the text 'FMS Supplier Invoice Match'. Below the navigation is a yellow banner with a system update notice: 'On Friday, August 25, 2023 from 9:00 PM MST to 10:30 PM MST, your portal will be briefly unavailable due to a software update.' The main content area features a course card for 'FMS Supplier Invoice Match Exceptions' with a 'Launch' button. A 'Training' sidebar on the right shows a search result for the same course. A 'Show More' link is located below the course details.

ASU Arizona State University

Home FAQs and Resources Learning Reports ILT Admin

On Friday, August 25, 2023 from 9:00 PM MST to 10:30 PM MST, your portal will be briefly unavailable due to a software update.

ONLINE CLASS
FMS Supplier Invoice Match Exceptions
Last Updated 08/22/2023 Duration 20 minutes

Details

In this course, you will learn how to clear supplier invoice match exceptions in Workday.

[Show More](#)

ONLINE CLASS
FMS Supplier Invoice Match Exceptions

Launch ▼

or

Assign

Training

FMS Supplier Invoice Match

FMS Supplier Invoice Match Except...



Supplier Invoice in Match Exception Presentation Questions (Dept)

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.