

Step-by-Step Guide

Approving Match Exceptions within CU Marketplace

In This Guide

When an invoice is entered into CU Marketplace, it becomes a voucher and a process called “matching” begins. Matching is where the system compares the voucher to the Purchase Order (PO)/Standing Purchase Order (SPO) and identifies whether the amounts and quantities match (referred to as 2-way match). For POs over \$5,000, matching also verifies whether the required receiving has been done (referred to as 3-way match). When 2- or 3-way match can’t happen, it is referred to as a “match exception.”

Vouchers cannot pay until the issues are resolved and the match exceptions are approved. An email notification from CU Marketplace will be sent to the Requestor and the appropriate Approver(s) when a match exception occurs.

This guide discusses the match exception approval process. Topics covered are:

- ✓ Some possible match exceptions and corresponding resolutions
- ✓ Locating vouchers pending approval
- ✓ Approving match exceptions on PO/SPO vouchers **once the exceptions have been resolved**

Approval of match exceptions should only be given AFTER the issue(s) has/have been resolved.

Approving match exceptions before resolution will route the voucher to PSC Payable Services for them to follow-up on resolution of the match exceptions. This will cause delay of payment to the supplier.

Who can approve match exceptions on vouchers?

Those with the Invoice/Match Exception Approver role can approve match exceptions on vouchers. (This role also approves SPO vouchers, as detailed in the Step-by-Step Guide [Approving SPO Vouchers](#).) An Invoice/Match Exception Approver is an individual with a fiscal role on the SpeedType (except Officer) who also has been granted CU Marketplace Approver Invoice access by his or her department.

Match Exception #1: Receiving hasn't been entered and is required

Receiving is required when the PO total is over \$5,000, regardless of the amount of each invoice.

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Solution: Receiving should be entered by someone with knowledge that the goods/services were received, who also has Requestor or Receiver access within CU Marketplace... or, if receiving should not be done, investigate why and work on a resolution. Once receiving is done, an Invoice/Match Exception Approver for each SpeedType must approve the voucher. Be sure the receiving is done **prior to** voucher approval, otherwise the voucher will route to PSC Payable Services for follow-up and payment will be delayed. Receiving step-by-step instructions are available on the [PSC website](#).

Match Exception #2: Invoice quantity/amount greater than PO (or SPO) quantity/amount

The quantity and/or amount on the invoice can be greater than that on the PO (or SPO) for two reasons:

1. The PO needs to be revised (or the SPO increased), or
2. The supplier invoice issued is incorrect.

Solution: Depends on the reason:

- If the PO (or SPO) needs to be updated, submit a change order request to changeorder@cu.edu. Include in your request the PO (or SPO) number and description of the change. The Requestor will receive an email notification from CU Marketplace once the change order is processed.
- If the supplier's invoice is incorrect, contact the supplier for a credit memo.

Once the change order request is processed or the credit memo is entered by Payable Services, an Invoice/Match Exception Approver for each SpeedType must approve the voucher. Be sure the change order is processed **prior to** voucher approval, otherwise the voucher will route to PSC Payable Services for follow-up and payment will be delayed.

Match Exception #3: Supplier substitutes item

A match exception occurs when the supplier substitutes an item so that approval of the substitution is documented.

Solution: First, verify the substitution is acceptable. If there are other match exceptions involved – such as receiving if the PO total is over \$5,000 – those must also

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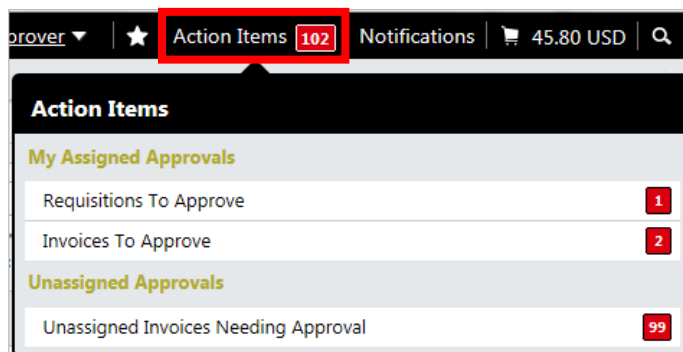
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be resolved following the appropriate guidance, above. Once all match exceptions are resolved, an Invoice/Match Exception Approver for each SpeedType must approve the voucher. Be sure all exceptions are resolved **prior to** voucher approval.

There may be multiple match exceptions involved, such as missing receiving for a PO over \$5,000 **and** invoice quantity/amount greater than PO quantity/amount. Be sure **all** exceptions are resolved **prior to** voucher approval to avoid payment delay!

Approving Match Exceptions

1. Begin by accessing CU Marketplace via [your campus portal](#). Locate your **CU Resources** section and, under the **Business Applications** area, select the **CU Marketplace** link.
2. Access your pending invoice approvals by using your Action Items list. Click **Action Items** at the top of your screen and select the appropriate list.



Alternately, you can use the navigation bar on the left side of your screen and go to **Orders & Documents > Approvals > My Approvals**.

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- If you have roles that allow you to approve both requisitions (requisition Approver role) and vouchers (Invoice/Match Exception Approver role), use the **Type** dropdown (left side of your screen) to select *Invoice*.

- Use the Current Workflow Step filter to only see those with **Match Exceptions**.

- Vouchers pending approval are

organized into folders. Each folder is a SpeedType on which you have a fiscal role other than Officer. If a single voucher uses multiple SpeedTypes, it will appear in each applicable SpeedType folder for which you are an Approver.

You can work within the Folder view, or you can use the **Group Results By** dropdown (upper left corner of your screen) to instead view a list of all vouchers pending approval.

- To further narrow the list of vouchers pending approval that is currently visible to you, use the filters on the left side of your screen.
- To let other Approvers know you are working on this voucher, assign the voucher to yourself by clicking the **Assign** button. If the **Assign** button doesn't appear, the voucher has already been assigned to someone for approval. (When working within the Folder view, the voucher will now appear in your **My Invoice Approvals** folder.)

S101862	Match2_11042012	CD Biosciences Inc - Creative Diagnostics/Creative BioMart	Not Assigned	11/4/2012 4:44 PM	1100001219	Unmatched	1,000.00	USD	Assign
Due Date	12/1/2012	No. of Lines:	1						
Invoice Name	2012-11-04 H00961 02	Folders	0 Days in folder	[Speedtype: 41023334 (Gas): (All Values)]					
Type	PO Invoice								
Invoice Source:	Manual								

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8. Click the voucher number to begin the review.
9. Within the voucher, go to the **Matching** tab to determine the reason for the match exceptions.

Buyer Invoice | Approval: **Matching** | Comments | Attachments | History

Please see the highlighted items below for any matching exceptions.

Show Related Documents Expanded

PO Number : 1100001218

Match Status	Matching Method	Invoice Line No.	PO Line No.	Catalog No.	Description	Size/Pack
Unmatched	2 Way PO/Invoices	1	1		test	EA

Matching Exceptions:

- Invoice quantity exceeds PO by: 5
- Invoice extended price exceeds PO by: 750.00 USD

Matching Summary

	Ordered	Received	Net Invoiced
Quantity:	5	--	10
Unit Price	150.00 USD	--	150.00 USD
Ext. Price:	750.00 USD	--	1,500.00 USD
Document TS&H:	0.00 USD	--	0.00 USD

Green arrows = line matched

Red arrows = line has match

For lines with match exceptions:

The **Matching Summary** highlights, in yellow, the match exception(s). The exceptions are also listed under the line.

This example has two match exceptions: invoice quantity and amount are greater than on PO.

10. Verify the match exception has been resolved...and, if not, work with the appropriate individual(s) in your department to research and resolve the exception.
11. After verifying the invoice match exception has been resolved, use the **Available Actions** dropdown (located in the upper right corner of the page) to select *Approve/Complete*.
12. Click the **Go** button.

Kyle Approver | Action Items 101 | Notifications | 45.80 USD

(Doc. No. S100783)

Invoice Number(s) S100783

Available Actions | Approve/Complete & Show Next | Go