20-30 Webinar Series:
#3 How To Resolve A Match Exception
Agenda

1. About this Session
2. Match Exception Resolution
   • Why voucher did not match.
   • Who to contact when.
   • How to document finding.
3. Resources & Support
4. Question and Answer
About this Session

- Intended for Match Exception Preparers/Approvers
- 30 Minutes
- Match Exceptions
- Question and Answer

Recommendations on researching Match Exceptions

15 min

Q&A

15 min
20-30 Webinar Series

Match Exception Resolution
Why Voucher Did Not Match

*In BearBuy navigate to the voucher and select the Matching tab*

- Provides detail on where the voucher failed to match
- View any associated BearBuy documents (receipt and PO)
- Questions to ask
  - How much did the invoice exceed the quantity by?
  - How much did the invoice exceed the amount by?
  - Who should I follow up with?
NAVIGATING IN BB
Who to Contact When

Who should I follow up with? $\leftarrow$ CRITICAL THINKING

- If the match exception is less than $5, contact the original shopper
  - Substitute items may have been shipped

- If match exception is >$5, determine who to go to next
  - Shopper?
  - Requisition Creator/Approver?
  - Receiver?
  - Supplier?

- Once you’ve determined if voucher should be paid or not, make sure to document it all!!
NAVIGATING IN BB
How To Document Findings

Add comments

• On the voucher in BearBuy navigate to the comments tab to add a comment
  • This voucher <should/should not> be paid. After speaking with <shopper/requisition creator/Org Node Approver/Receiver/Supplier> it was determined that <cause of the match exception> resulted in this failed match. Since <shopper/requisition creator/Org Node Approver/Receiver/Supplier> stated that it is <ok/not ok> to pay the invoiced amount I am <force matching/forward> this voucher.

Attach any supporting documents

• Attaching any correspondence to/from the supplier and department users support the commented added.
• In BearBuy, when adding a comment you can also attach a document
  • Word,
  • Excel,
  • PDF,
  • Outlook email, etc.
NAVIGATING IN BB
Training Resources

• The BearBuy website is the source for the most up to date news, announcements and training resources
  – procurement.berkeley.edu/bearbuy

• BearBuy YouTube Channel
  – youtube.com/user/BearBuyProcurement

• Need more assistance? Contact the BearBuy help desk!
  – (510) 664-9000 Option 1, Option 2, Option 1
  – Mon-Fri 8 AM to 5PM
  – Email BearBuy Help (bearbuyhelp@berkeley.edu)
Thanks For Watching!