



University of California
Berkeley



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? ←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.

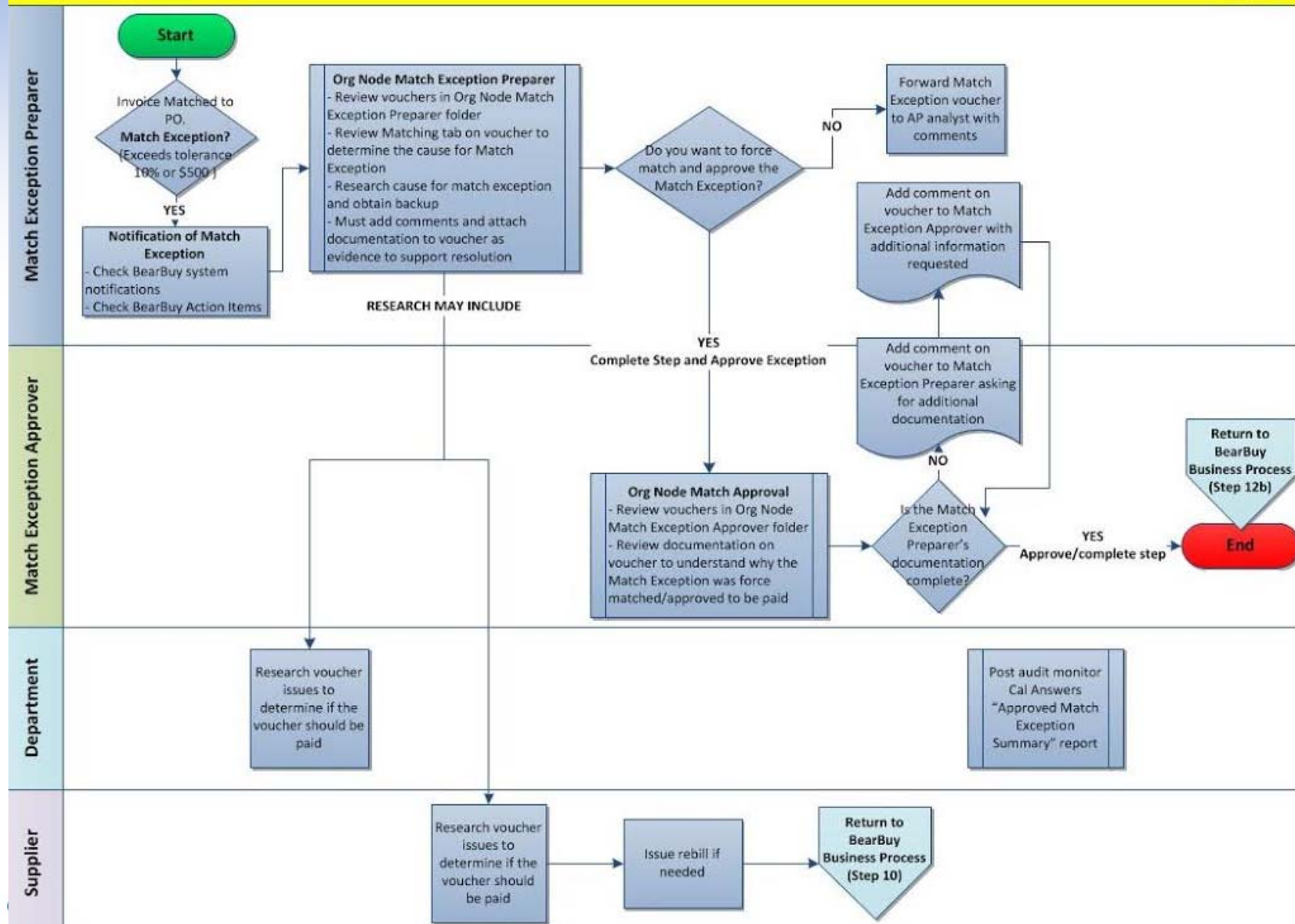
Attach any supporting documents

- 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

BearBuy Match Exception Process

Workflow



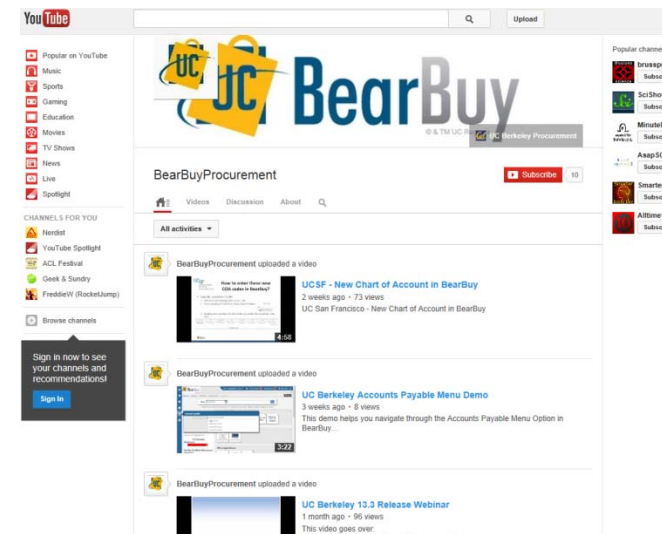
20-30 Webinar Series

RESOURCES & SUPPORT



Online 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 - Short demos videos!
 - youtube.com/user/BearBuyProcurement.
 - Subscribe to receive notifications when new videos are posted.



Help Desk

- BearBuy Help Desk #1 place to stop for help:
 - o BearBuy information (about BearBuy),
 - o Recommended best practices,
 - o Technical assistance,
 - o Policy related questions, and
 - o Much more!
- Contact the BearBuy help desk!
 - (510) 664-9000 Option 1, Option 2, Option 1
 - Mon-Fri 8 AM to 5PM
 - [Email BearBuy Help](mailto:bearbuyhelp@berkeley.edu) (bearbuyhelp@berkeley.edu)



Questions and Answers!

