

### ***Troubleshooting Match Exceptions***

**(Q) In the scenario demonstrated in the video, whose role is it to resolve the dispute with the vendor? Isn't the vendor still going to be expecting payment for those extra 50 pieces?**

(A) The individual responsible for contacting the vendor is the Match Exception Preparer. In this example, we did not reach out to the vendor. But it is highly recommended that you update the vendor on why this new invoice will be paid. If they respond with a confirmation via email, make sure to also attach it as supporting documentation.

**(Q) Is this the only way to research and resolve a match exception?**

(A) No. There are various ways in researching and resolving a match exception. This is just our recommendation on going about resolving these issues. Every Match Exception Preparer has their own unique way of approaching Match Exceptions.

**(Q) If a Match Exception is a duplicate voucher, do I always have to provide the correctly paid voucher number?**

(A) No. It is highly recommended that you do. That way, when the Accounts Payable takes action they have the associated transaction numbers. It may be that they may need it for their own resolution, so it's better to provide it up front. It also helps if these vouchers are ever pulled out by audit to have as much information already documented.

**(Q) What are the steps for resolving Match Exceptions when the issue was that the Vendor is charging more for the items we ordered?**

(A) We suggest the Match Exception Preparer reaching out to the supplier to identify why the price changed. It may be that the price increase was not updated by Supply Chain Management in the BearBuy catalog. In this case, we should pay the new catalog price. But in other cases, the supplier may have just billed incorrectly. In those cases, the supplier should not overbill us. If you are having difficulty with the supplier, please contact the help desk at [bearbuyhelp@berkeley.edu](mailto:bearbuyhelp@berkeley.edu) so we can involve the Strategic Sourcing team to troubleshoot.

**(Q) Do we always have to follow the \$5 threshold mentioned in the webinar for when we should definitely contact the shopper?**

(A) No. You can set your own threshold, but we do recommend if the dollar difference is \$5 or less that you contact the shopper first. If other issues arise after speaking with the shopper then you may need to contact other individuals.

### ***Match Exception Notifications***

**(Q) If I only have a Requisition Creator role, how can I see the associated match exceptions to the requisitions I approved?**

(A) You will not be notified in BearBuy that there are match exceptions associated to the requisitions you processed. You can create a document search with custom filters that can pull up those specific match exception vouchers.

### ***20-30 Webinar Series***

**(Q) Where will this presentation be posted?**

(A) The presentation, recording and all FAQ's will be posted on the BearBuy webpage *20-30 Webinar Training Series* section. That URL is <http://procurement.berkeley.edu/bearbuy/20-30-webinar-series>