BearBUY User Training:
Match Exception Preparer & Voucher Approver
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BearBUY User Training

INTRODUCTION
BearBUY User Training

CONCEPTS & PROCESS OVERVIEW
Voucher Approval
Voucher Approver Role

- Role is requested through the System Access Request Application (SARA) based on Org Node.
- Approves vouchers to release payment to the vendor based on the vendor’s payment terms
- Approves vouchers after the match exception is cleared
- If corrections to the voucher are needed, Voucher Approvers will need to comment on the voucher to the AP analyst who processed the voucher
BearBUY Terminology – Voucher Types

• Electronic Voucher
  - cXML and EDI invoices sent directly from the Catalog Supplier’s system to BearBUY.
  - Information visible in BearBUY is the Supplier’s invoice. No paper invoice will be attached.

• Manual Voucher
  - Vouchers manually entered by Accounts Payable.
  - These are vouchers created on invoices sent to AP via campus mail or email.
  - ImageNow link of paper invoice visible via attachments

• Automated Voucher
  - Vouchers auto-generated in BearBUY
  - These are only After The Fact and Payment Request related vouchers
BearBUY Terminology – Voucher Source

• Vouchered By
  – AP processor who manually entered voucher in BearBUY.
  – Only individual who can reject/cancel vouchers.
  – Can edit voucher.

• Voucher Owner
  – Individual who’s name was listed as the ‘prepared for’ on the original Cart.

• Voucher Approver
  – Individual who holds the role.
  – Can review and approve voucher.
  – Can review and approve vouchers that had a Match Exception but were cleared by the Match Exception Preparer
  – Cannot edit voucher

• Match Exception Preparer
  – Individual who reviews voucher in match exception.
  – Must review all documents associated to the transaction to determine if voucher should be paid. If so, force matches voucher.
  – Cannot edit voucher
Worklist/Approvals Terminology

• **Assign to myself**
  – Assigns the selected document(s) to the Approver's personal approval folder.
  – Once assigned, the managing approver has "reserved" the document(s) for review.

• **Approve/Complete & Show Next**
  – Only available if you assigned the transaction to yourself
  – Approves the transaction you are reviewing and automatically pulls up the next transaction in your folder.

• **Return to Shared Folder**
  – Only available if you assigned the transaction to yourself
  – Returns the transaction to the shared folder(s) so another Approver can review and approve.

• **Add Comment**
  – Allows you to add a comment to the transaction without having to navigate to the comments tab.
BearBUY Terminology – Available Actions

• Reject/Cancel
  – Only available if you assigned the transaction to yourself.
  – Rejects the entire transaction.
  – Users cannot edit rejected voucher
  – Users cannot re-submit rejected voucher

• Return Invoice
  – Only available if you assigned the transaction to yourself
  – This will return the invoice to the invoice owner or invoice creator (AP Processor). If you select a user they will receive an email indicating that an invoice has been returned.
  – This should only be selected when edits are needed on the voucher.

• Forward
  – Only available if you assigned the transaction to yourself.
  – Allows you to forward this transaction to another Approver or the AP Processor who entered the voucher.
  – This should only be selected when you need a voucher deleted/rejected.
Two Way and Three Way Match

Future 2 Way Match
Contracted Orders < 5K and Non-Contracted Orders < 1K

Future 3 Way Match
Contracted Orders > 5K and Non-Contracted Orders > 1K

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Three Way Match

Requisition
- Auto Approve
  - Catalog <$5K (Skips PR and Org)
  - Non-Catalog <$1K (Skips PR and Org)
  - Service Forms <$1K (Skips PR and Org)
  - Amount Only
  - Service Form
  - Independent Contract Form
- Approver Required (PR and Org)
  - Catalog >$5K
  - Non-Catalog >$1K
  - Service Forms >$1K
  - Non-Procurement
  - Payment Requests/After The Fact/Subawards

Receipt
- Receipt Not Required
  - Catalog <$5K
  - Non-Catalog <$1K
  - Service Forms <$1K
  - Non-Procurement
  - Payment Requests/After The Fact/Subawards
- Receipt Required
  - Catalog >$5K
  - Non-Catalog >$1K

Voucher
- Auto Approve (If Matching)
  - Catalog <$5K
  - Non-Catalog <$1K
  - *Auto Approve (if within 10% Tolerance Level and <$1K)
- Approver Required (All <$ Amount)
  - Service Forms
  - Amount Only
  - Service Form
  - Independent Contract Form
  - Non-Procurement
  - Payment Requests/After The Fact/Subawards
Invoice Processing

Supplier:
• Provide invoices for all goods and services.
• Some Suppliers, typically enabled vendors with catalogs, will send electronic invoices to BearBUY.

Disbursements (AP):
• Scans invoice and enters voucher in BearBUY.
• ImageNow system, not BearBUY, will have the scanned image reference for paper invoices. Electronic invoice information from the supplier, when available, is in the BearBUY Invoice/Voucher.

Voucher Approver:
• Voucher Approval provides an electronic record of “okay to pay.”
• If corrections are need add a comment to voucher and select AP processor.
• If voucher needs to be rejected/cancelled, forward voucher back to AP Processor.
Voucher Approver Notification

- The following pictures below is an example of an email that you will receive if a voucher needs to be approved by you.

By Clicking on this link the user will go directly to the voucher in BearBUY.
Available Action Items

• Another way to look up a voucher that needs approval would be to navigate to Accounts Payable > Invoices > Invoices to Approve
• You will be able to see your list along with your Org Node list of vouchers waiting to be approved

- The user has the ability to approve all the vouchers in the list
- User has the ability to choose various other action items for the voucher

All of the available vouchers will appear here either for the user or for the User’s Org Node
Match Exception
Match Exception Responsibilities

The Match Exception Preparer will research and process the clearing of exceptions when the Invoice and Purchase Order do not match. A PO Change Order will not resolve Match Exceptions.

• Research may include reviewing receipts, PO and Requisition Comments/Notes, supplier feedback and the Invoice.

• When appropriate, the Match Exception Preparer will work with the vendor to correct/address erroneous invoices.
Responsibilities Continued

- Research voucher issues with departments to determine if the voucher should be paid.
  - Did the department order additional items?
  - Did the Supplier speak with the Shopper and offered a substitute item?
- Research voucher issues if necessary and when applicable, request supplier or Accounts Payable to correct errors
  - If this this this is an invoice issue; follow up with supplier
  - Voucher issue; follow up with Accounts Payable
- Add comments and attach documentation to voucher to support resolution
- Must force match the voucher to clear a Match Exception
- If the voucher *should not* be paid – Forward back to Accounts Payable with comments to reject/cancel the voucher. Include detailed reasons for requesting cancellation of a voucher:
  - Duplicate invoice,
  - Incorrect invoice,
  - Incorrect invoice line,
  - Order Cancelled,
  - Etc.
- No partial match exceptions.
  - If there are multiple lines on the voucher and one of the lines has an exception, either the whole voucher is acceptable or unacceptable.
- In rare cases, if voucher needs correction, select the return invoice option, and add a comment detailing what needs to be corrected (dollar amount, qty, etc).
  - Selecting return invoice will return the invoice to the invoice owner or invoice creator.
  - If you select a user they will receive an email indicating that an invoice has been returned. Some names may be auto-selected.
  - Attach any supporting documents (email from dept shopper, vendor, etc).
Match Exceptions

<table>
<thead>
<tr>
<th>Goods Tolerances</th>
<th>Service / Amount-only Tolerances</th>
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| • Invoice line Unit Price exceeds PO Unit Price: the lower of 10% of Total or $500.  
• Invoice line Quantity exceeds PO Quantity: 10% of Total.  
• If there are 3 way matching and a receipt is not created with a specific timeframe (usually 10 days). Individuals will be sent reminders to create a receipt.  
•  Make sure notifications are turned on | • Invoice line Unit Price exceeds PO Unit Price: the lower of 10% of Total or $500.  
• Quantity is not taken into consideration for Invoice / PO matching. |
Notification

- The following pictures below is an example of an email that you will receive if there is a Match Exception that needs to be approved by you.

By Clicking on this link the user will go directly to the voucher in BearBUY.
Available Actions

- The following pictures below show you the available actions you can take with an Match Exception

User has the ability to assign the voucher to themselves

Once the user clicks on the “Approve & Match” the next screen will ask for a reason and then a final “Approve/Complete Step” button

User can return the voucher that is in Match Exception back to a group folder that can be worked on by another Match Exception Preparer
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RESOURCES & SUPPORT
Help Desk & Additional Links

- BearBUY Website
- BearBUY Help Desk
  - **Contact Information:**
    - Phone: (510) 664-9000 option 1, then option 2
    - Email: bearbuyhelp@berkeley.edu (Link sends email)
      - You can also submit a ticket to https://berkeley.service-now.com/ess/(link is external) after you enter in your CalNet ID and Passphrase.
      - Contacting the BearBUY Help Desk will generate a support ticket which will be routed based on ticket information.
  - For questions related to your Regional Group Purchasing, you can contact your team directly. If you are uncertain about your regional support team and the Regional Support Reorganization, you can learn more on the Regional Services website at: https://regionalservices.berkeley.edu/home(link is external)
  - For questions related to payment of invoices, please email disburse@berkeley.edu (link sends email).
  - For questions related to the purchase of high value goods and services over $10,000, please visit our webpage: Find Your Buyer.