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
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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**

**Start**
- Invoice Matched to PO
- Match Exception?
  - Matching 10% or $500
    - YES
      - Org Node Match Exception Preparer
        - Review vouchers in Org Node Match Exception Preparer folder
        - Review Matching tab on voucher to determine the cause for Match Exception
        - Research cause for match exception and obtain backup
        - Must add comments and attach documentation to voucher as evidence to support resolution
      - NO
        - Forward Match Exception voucher to AP analyst with comments

**Notification of Match Exception**
- Check BearBuy system notifications
- Check BearBuy Action Items

**Research May Include**
- Complete Step and Approve Exception
- Add comment on voucher to Match Exception Preparer asking for additional documentation
- YES
  - End
- NO
  - Improve Match Exception Preparer documentation complete?
- Post audit monitor Cal Answers "Approved Match Exception Summary" report

**Org Node Match Approval**
- Research voucher issues to determine if the voucher should be paid
- Issue refund if needed
- Return to BearBuy Business Process (Step 10)

**Suppliers**
- Match Exception Approver
- Department
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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](http://procurement.berkeley.edu/bearbuy).

- BearBuy YouTube Channel - Short demos videos!
  - [youtube.com/user/BearBuyProcurement](http://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 (bearbuyhelp@berkeley.edu)
Questions and Answers!