For supplier invoices to pay, they should have an Invoice Status = **Approved**, a Match Status = **Matched**, a Payment Status = **Unpaid**, and a **Due Date** on or before the current date.

Let's look at a few of invoices where the Invoice Status = Approved, Match Status = Matched, and Payment Status = Unpaid.

Why hasn't this invoice paid? This invoice was entered with an incorrect date, so it is showing as not due until 9/28/2023. The Invoice Date should be 9/28/2022.

What can be done to correct it? You would reach out to AP and ask for them to correct the date on the invoice.

Why hasn't this invoice paid? This invoice was entered with the correct date and the Payment Terms are Net 30. So, it is not due until 3/29/2023.

Should anything be done to correct it? Nothing is needed to correct this invoice. It should pay by its due date.

This screenshot was taken on 2/27/23

Why hasn't this invoice paid? There were 2 lines on this invoice, and one of the lines was in match exception due to a missing receipt. The receipt was submitted 02/27/2023 09:39:26 AM, and that receipt triggered invoice matching again. The match exception is now resolved.

Should anything be done to correct it? Nothing needs to be done to correct this invoice. As of yesterday, this invoice was in match exception. However, today this invoice is now approved and matched. It will pay tomorrow.

View Supplier Invoice

Supplier Invoice	Invoice Number	Status Approved	Match Status Matched	Payment Status Unpaid

Invoice Information

Company	University of Arkansas for Medical Sciences
Supplier	COVIDIEN LP-DBA COVIDIEN SALES ACCT # 542565
Remit-To Connection	COVIDIEN LP-DBA COVIDIEN SALES ACCT # 542565 - Remit-To: U AMS_60985_PO_BOX_848086_DALLAS-TX(40189)
Currency	USD
Invoice Date	12/12/2022
Invoice Received Date	12/13/2022
Total Invoice Amount	817.32
Amount Due	817.32

Terms and Taxes

Payment Terms	Net 30
Discount Date	(empty)
Due Date	01/11/2023
Default Payment Type	ACH | CTX Format
Default Tax Option	Calculate Tax Due to Supplier

Invoice Reference Information

Ship-To Address	800 Cottage Drive Little Rock, AR 72205 United States of America
On Hold	No
Supplier Document Received	Yes
Supplier's Invoice Number	
External PO Number	(empty)
Referenced Invoices	(empty)
Requisition Type	Par Replenishment

Invoice Lines   Matching Summary   Attachments   **Process History**

69 items

Process	Step	Status	Completed On	Due Date	Person (Up to 5)	All Persons	Comment
	the receipt vs invoice						
Supplier Accounts Match Event	Review Supplier Accounts Match Exceptions	Withdrawn		12/15/2022		0	
Supplier Accounts Match Event	Supplier Accounts Match Event	Step Completed	02/27/2023 09:39:26 AM			1	
Supplier Accounts Match Event	Batch/Job: Run Supplier Accounts Match Process	Step Completed	02/27/2023 09:39:28 AM			0	

Another reason invoices may be held up for payment could be that overall, we have a credit with the supplier. Below is an example of a supplier where we have a Balance Due of -$232,828.41. The credit invoices can hold up the debit invoices from paying. The system likes to have enough debit (amount due) to offset the credit.

Invoice Status: In Progress

An invoice with a status of In Progress means that it is awaiting an approval by someone at UAMS. Below is an example of a past due invoice that is Matched but still In Progress.

If your invoice is showing as In Progress, you can navigate to the Process History to see who it is waiting on.

| | Invoice Lines | Matching Summary | Attachments | **Process History** | | | |

54 items

Process	Step	Status	Completed On	Due Date	Person (Up to 5)	All Persons	Comment
Supplier Invoice Event	Approval by Buyer	Not Required				0	
Supplier Invoice Event	Approval by Buyer	Not Required				0	
Supplier Invoice Event	Approval by Tax Immigration Reviewer	Not Required				0	
Supplier Invoice Event	Approval by Accounts Payable Manager	Not Required				0	
Supplier Invoice Event	Approval by Accounts Payable Manager	Not Required				0	
Supplier Invoice Event	Approval by Senior Financial Executive (Approval on Supplier and Recurring Supplier Invoices Over Threshold - Level 2)	Not Required				0	
Supplier Invoice Event	Review Supplier Invoice	Not Required				0	
Supplier Invoice Event	Review Supplier Invoice	Not Required				0	
Supplier Invoice Event	Review Supplier Invoice	Not Required				0	
Supplier Invoice Event	Review Trackable Invoice Lines	Not Required				0	
Supplier Invoice Event	To Do: Adjust Asset Accounting due to change of operational transactions.	Not Required				0	
Supplier Invoice Event	Approval by Cost Center Manager	Awaiting Action		02/11/2023		1	

Next, let's talk about <u>match exceptions</u> and what can be done to resolve those. We will also cover a few of the common issues we see when trying to resolve match exceptions.

What does invoice matching mean? Workday is comparing the supplier invoices with our supporting documents (purchase orders and receipts) to verify that the information is correct prior to issuing payment to a supplier for that invoice.

When does an invoice go through matching? The Supplier Accounts Match Process is initiated if the invoice is procurement-related and does not have a Match Status of Override. So, any invoice that is created against a purchase order will run through the matching process.

What causes match exceptions? A match exception occurs when:
1. The quantity or price on a supplier invoice line is higher than the quantity ordered on the purchase order line
2. The quantity on a supplier invoice line is greater than the quantity received on the purchase order line
3. There is an additional line on a supplier invoice that is not found on the purchase order

What match exceptions could we expect to see at UAMS and what is needed to resolve each of those? There are 5 main match exceptions you could expect to potentially see on our invoices at UAMS. Below you will see the different match exceptions, who those are routed to in Workday for resolution, and what is needed to resolve those match exceptions. *Please note:* If UAMS had the correct pricing on the purchase order but the supplier got it wrong on the invoice, then you will need to contact your UAMS procurement specialist (buyer) and ask for them to work with the supplier to dispute the pricing and obtain a credit memo or adjusted invoice.

Supplier Accounts Match Rule (as they are written in Workday)	Who the match exception routes to for resolution	What is needed to resolve the match exception if the supplier was correct on quantity or price
Supplier Invoice Line Missing a Receipt	Requisition Requester	Create a receipt for the goods that were physically received/invoiced by the supplier
Total Invoiced Quantity is greater than the Total Receipt Quantity	Requisition Requester	Create a receipt for the additional goods that were physically received/invoiced by the supplier
Additional Invoice Lines Not on PO	Purchase Order Buyer (Procurement Specialist)	Change order to add the additional line
Amount Variance between Invoice Extended Amount and PO Amount exceeds $100 OR if UAMS and dollar amount exceeds $1	Purchase Order Buyer (Procurement Specialist)	Change order to adjust the PO line unit cost / line extended amount
Percent Variance between Sum of Invoice Line and PO Line Extended Amounts is greater than 10%	Purchase Order Buyer (Procurement Specialist)	Change order to adjust the PO line unit cost / line extended amount. This will very rarely ever trigger for UAMS since we already have match exception for anything over $1.

Let's look at a few invoice match exceptions together and issues you may encounter when trying to get those resolved.

Match exception reason: Supplier Invoice Line Missing a Receipt

Below is an example of an invoice that has a match exception of Supplier Invoice Line is Missing a Receipt. You can see that this invoice is for PO-1000157183 - Line 1. So, we need to create a receipt for this purchase order using the task Create Receipt.

Invoice Lines	Matching Summary	Attachments	Process History

Invoice Lines 1 item

Invoice Line	Line Match Exception	Company	Item	Line Item Description	Supplier Item Identifier	Business Document
🔍	Supplier Invoice Line is Missing a Receipt	University of Arkansas for Medical Sciences	OEM, Lexmark MS310 Black Toner Cartridge (50F1H00), High Yie	OEM, Lexmark MS310 Black Toner Cartridge (50F1H00), High Yie	50F1H00	PO-1000157183 - Line 1 Matching 3

Create Receipt

⦿ Purchase Order | PO-1000157183   ✕

     No matches found

○ Supplier Contract

○ Alternate Supplier   Purchase Orders by Supplier   ›

     Goods POs   ›

○ Advanced Ship Not   Service POs   ›

Fully Receive ☐

OK   Cancel

It is not pulling up this PO as being eligible to create a receipt. Let's go view the PO and see what could be going on.

You can type this purchase order number into the Workday search bar at the top of the page, or you can use the task Find Purchase Orders. Click on the blue PO-1000157183 hyperlink to View Purchase Order.

Managing Procurement: Supplier Invoices

Initially it appears at the header level that this purchase order is fully received. However, our invoice shows that we are missing a receipt.

Let's look at line 1. You can see here that the Received Quantity is actually 0. This PO has a receipt in draft status. From here we can navigate to the receipt by clicking on the blue hyperlink RC-0000230147 for PO-1000157183 - Line 1 – Draft

This will take you into the receipt *line*, but you need to again click on the receipt header hyperlink to take you to view the actual receipt.

We need to either cancel this draft receipt so that we can begin a new one, or we can edit this draft receipt and finish submitting it. Use the Related Action (…) to the right of the receipt hyperlink to either Edit or Cancel. Once a receipt for this line has been submitted, that match exception will clear, and the invoice will be ready to pay!

We also see Receipts with an <u>Adjustment In Progress</u> that are also causing users issues when trying to resolve match exceptions.

The line is showing as Fully received and there is a Received quantity of 1. However, this receipt with an Adjustment In Progress is still holding up the invoice. Click on the blue hyperlink for the Receipt in the Business Document Lines column to drill into this receipt.

This will take you into the receipt *line*, but you need to again click on the receipt header hyperlink to take you to view the actual receipt.

Under the Information tab you can find the Receipt Adjustment. Use the related actions (...) to Edit this Adjustment In Progress and finish submitting it. Submitting the receipt adjustment, even if you are not adjusting/changing any of the quantities from the original receipt, will kick off invoice matching again.

Match exception reason: Total Invoiced Quantity is greater than the Total Receipt Quantity

Below is an example of an invoice that is in match exception due to the total invoice quantity on the PO being higher than the total quantity received.

If you click on the number 7 under Matching, it will expand a window to show you all of the procurement documents related to that PO line.

It appears that we ordered 15 boxes, we received 15 boxes, yet we were invoiced twice for a total of 30 boxes.

Business Document Line	Document Type	Status	Document Date	Quantity	Unit of Measure	Unit Cost	Extended Amount	Currency	Memo
ASN-0000025013	Advanced Ship Notice	Approved	02/27/2023	15	Box	$104.23	$1,563.45	USD	
PO-1000158234 - Line 2	Purchase Order	Issued	02/27/2023	15	Box	$104.23	$1,563.45	USD	
POA-0000034507	Purchase Order Acknowledgement	Approved	02/27/2023	15	Box	$104.23	$1,563.45	USD	EDI Sta...more
RC-0000228327	Receipt	Approved	03/01/2023	15	Box	$104.23	$1,563.45	USD	
RQ-0000161085	Requisition	Successfully Completed	02/27/2023	15	Box	$104.23	$1,563.45	USD	
SI-1000433386	Supplier Invoice	In Progress	03/01/2023	15	Box	$104.23	$1,563.45	USD	
SI-1000433424	Supplier Invoice	In Progress	03/01/2023	15	Box	$104.23	$1,563.45	USD	

There are a few different things that could be happening here.

- The supplier could have over charged/double invoiced us. Someone will need to reach out to the supplier or our rep to request a credit for one of the invoices, if it was a duplicate sent in error.
- We could have received product that was damaged, and the supplier sent us replacements. The supplier should issue a credit for the damaged items. If that credit memo has not yet been received, then someone will need to reach out to the supplier to request it. The credit will offset the original quantity invoiced.
- A UAMS employee could have called or emailed requesting an additional 15 boxes. This should not be happening. If additional items are needed on an order, you should communicate that to your buyer. If that was the case, you would need to
    1. Request for the buyer to do a change order to add an additional 15 boxes to that line and
    2. After the change order has been approved and issued, you will need to then create a receipt for the additional 15 boxes.

| | Goods Lines | Process History | Printing Runs | Balances | | | | |

Goods Lines 5 items

Goods Order Line	Line	Item and Category	Supplier Item Identifier	Business Document Status	Quantity	Cost	Business Document Lines
🔍	2	Item Item Description Markers: TomoSPOT Mole Marker, 1 mmTomoSPOT for Marking Moles 782 Spend Category SC0734 Supplies | Other General Medical	BKY782	Invoicing Status Fully Invoiced Receiving Status Fully Received Tracking Status Accepted	Ordered 15 Shipped 15 Received 15 Invoiced 30	Unit of Measure Box Unit Cost 104.23 Extended Amount 1,563.45	ASN-0000025013 for PO-1000158234 - Line 2 POA-0000034507 - for PO-1000158234 - Line 2 (Accepted) RC-0000228327 for PO-1000158234 - Line 2 - Approved RQ-0000161085 Supplier Invoice: SI-1000433386 - 1563.45 Supplier Invoice: SI-1000433424 - 1563.45

Match exception reason: Additional Supplier Invoice Line is not on PO

If you have a purchase order where we were invoiced for an additional line not on the original PO, a change order to add a second line is needed.

Below you can see that this is a 2-line invoice that was created against a 1-line purchase order. The purchase order is a blanket PO that is used for the entire year, and each time the supplier invoices us it will be a 2-line invoice. We need to do a change order on this blanket PO to add the second line for the TheraSphere standard delivery fee.

| | Invoice Lines | Matching Summary | Attachments | Process History | | | |

Invoice Lines 2 items

Invoice Line	Line Match Exception	Company	Line Item Description	Business Document	Supplier Contract	Spend Category
🔍		University of Arkansas for Medical Sciences	Y-90 THERASPHERE (7 GBQ) US COMM	S233803691 - Line 1 Matching 55		SC0159 Lab Testing & Services
🔍	Additional Supplier Invoice Line is not on PO	University of Arkansas for Medical Sciences	Standard Delivery - TheraSphere			SC0159 Lab Testing & Services

Original PO:

| | Service Lines | Retention Terms | | | | |

Service Lines 1 item

Line	Company	Item	Description	Spend Category	Extended Amount	Date
1	University of Arkansas for Medical Sciences		THERASPHERE DOSE	SC0159 Lab Testing & Services	2,000,000.00	Due Date Start Date 07/01/2022 End Date 06/30/2023

PO after change order is below. Once the change order has been completed, **you will need to reach out to Accounts Payable to have them edit the invoice and apply invoice line 2 against PO line 2.**

Service Lines 2 items

Service Order Line	Line	Company	Item and Category	Business Document Status
🔍	1	University of Arkansas for Medical Sciences	Item Description THERASPHERE DOSE Spend Category SC0159 Lab Testing & Services	Invoicing Status Partially Paid
🔍	2	University of Arkansas for Medical Sciences	Item Description standard delivery fee Spend Category SC0159 Lab Testing & Services	Invoicing Status Partially Paid

Match exception reason: Amount Variance between Invoice Extended Amount and PO Amount exceeds $100 OR if UAMS and dollar amount exceeds $1

We have a $1 tolerance on the difference between invoice line extended amount and purchase order line extended amount at UAMS. Below is an example of an invoice where the unit cost and extended amount on the invoice is higher than that on the purchase order.

Invoice Lines | Invoice Line Details | Matching Summary | Process History

Invoice Lines 2 items

Invoice Line	Line Match Exception	Company	Item	Line Item Description	Supplier Item Identifier	Business Document
🔍	Amount Variance between Invoice Extended Amount and PO Amount exceeds $100	University of Arkansas for Medical Sciences	20332 | OVERTUBE ESCP 25CM 19.5MM 8.6-10MM 16.7	GUARDUS OVERTUBE - ESOPHAGEAL	BX00711146	PO-1000158878 - Line 2 Matching 5
🔍	Amount Variance between Invoice Extended Amount and PO Amount exceeds $100	University of Arkansas for Medical Sciences	20333 | OVERTUBE ESCP 50CM 19.5MM 8.6-10MM 16.7 3/BX	GUARDUS OVERTUBE - GASTRIC	BX00711148	PO-1000158878 - Line 1 Matching 5

If the supplier had the correct price and UAMS had it wrong, to resolve this match exception, a change order is needed. The purchase order buyer would need to change the unit cost on line 1 to $742.50 and the unit cost on line 2 to $643.55. These are purchase items that are in our item master, and they could be tied to a GPO (Group Purchasing Organization) contract where we get special pricing. So, it is important to include Item Master in this process so that they can verify the price on the invoice is correct as well as change the unit cost of our purchase item to prevent match exceptions from happening on invoices for future orders.

5 items

Business Document Line	Document Type	Status	Document Date	Quantity	Unit of Measure	Unit Cost	Extended Amount	Currency	Memo
PO-1000158878 - Line 1	Purchase Order	Issued	02/28/2023	2	Box	$675.00	$1,350.00	USD	
POA-0000034805	Purchase Order Acknowledgement	Approved	03/01/2023	2	Box	$742.50	$1,485.00	USD	EDI S...more
RC-0000229815	Receipt	Approved	03/03/2023	2	Box	$675.00	$1,350.00	USD	
RQ-0000158579	Requisition	Successfully Completed	02/21/2023	2	Box	$675.00	$1,350.00	USD	
SI-1000434775	Supplier Invoice	In Progress	03/01/2023	2	Box	$742.50	$1,485.00	USD	

5 items

Business Document Line	Document Type	Status	Document Date	Quantity	Unit of Measure	Unit Cost	Extended Amount	Currency	Memo
PO-1000158878 - Line 2	Purchase Order	Issued	02/28/2023	2	Box	$585.00	$1,170.00	USD	
POA-0000034805	Purchase Order Acknowledgement	Approved	03/01/2023	2	Box	$643.35	$1,286.70	USD	EDI S...more
RC-0000229815	Receipt	Approved	03/03/2023	2	Box	$585.00	$1,170.00	USD	
RQ-0000158579	Requisition	Successfully Completed	02/21/2023	2	Box	$585.00	$1,170.00	USD	
SI-1000434775	Supplier Invoice	In Progress	03/01/2023	2	Box	$643.35	$1,286.70	USD	

Please note: If UAMS had the correct price on our purchase order and the supplier had the wrong price on the invoice, you will need to work with your procurement specialist to get a credit memo (invoice) from the supplier.

Supplier Invoice Reports:

- Find Supplier Invoices
- RPT - Find Supplier Invoices (UAMS)
- RPT - Find Supplier Invoice Lines (UAMS)
- RPT - Supplier Invoice Lines in Match Exception (UAMS)