BearBuy Match Exception Handler recorded webinar training is required before obtaining the Match Exception Handler role. This guide serves only as a reference for Match Exception Handlers and does not satisfy the training requirement. The webinar training is available at: http://cc.readytalk.com/play?id=2phztP

### Match Exception Handler Concepts

#### Overview
- In BearBuy, invoice (voucher) line items are matched to Purchase Order line items. If there are differences in the invoice (voucher) quantity or price compared to what was specified on the PO, a match exception is generated and will require review by a Match Exception Handler.
- Match exceptions are generated based on the following tolerances:
  - Invoice (voucher) line quantity or price variance exceeds 10% or $500, whichever is less.
- Performing a Purchase Order revision (aka Change Order) will not resolve exceptions.
- For paper invoices, AP will enter the voucher and scan in a copy of the Invoice. Next, Auto-Matching of the PO and Invoice (voucher) is performed. After the Auto-Matching step, any match exceptions will be routed to the Procurement Dept Code’s Match Exception Handler. The basic Match Exception workflow is shown below.

#### Reviewing Action Items
- Click the Action Items flag at the top of BearBuy for items pending your review.
- Invoices under My Assigned Approvals, shows the number of vouchers currently assigned to you. These vouchers are pending your approval.
- Invoices under Unassigned Approvals, show the number of pending vouchers not assigned to any individual approver.
- Clicking the links will take you to your My Approvals lists, which list pending vouchers.
  a. The Invoices link under My Assigned Approvals will take you to view only vouchers assigned to you.
  b. The Invoices link under Unassigned Approvals will take you to view only unassigned vouchers in shared approval folders.

#### My Approvals list
- Vouchers requiring review appear on the My Approvals list.
- The My Approvals list can be accessed through the Action Items flag or through Documents > Approvals > My Approvals.

#### Approval Folders with Pending Requisitions: My PR Approvals folder and Shared Approval Folders
Approval Folders
- Approval folders list vouchers pending review.
- Each approval folder is indicated by the icon followed by the name of the folder and a count of pending vouchers in the folder.
- Vouchers are displayed with key information about each voucher such as suppliers, amounts, etc.
- Aging information showing the specific number of days the voucher has been pending in an approval folder is also listed for each voucher.

Filtering the My Approvals List
- The Refine Search Results section of the filter panel provides several filters to view only desired vouchers.
- The options include filtering by a Date Range, approval folders, custom fields, and more.
1. Under Refine Search Results in the left filter panel, click the filter links one at a time or select a value from the Date Range dropdown.
   a. To select multiple values from each filter section, click the icon.
   b. Selecting the Custom Fields such as Procurement Dept Code or Fund values will filter the My Approvals list to show only vouchers with those values.
2. Once a filter value is applied, the value appears in the Filtered By section of the filter panel.
3. To stop applying a filter value individually, uncheck the checkbox beside the filter value in the Filtered By section.
   a. To stop applying all filter values that have been applied, click the [remove all] link.

Sorting the My Approvals List
- By default, vouchers are sorted in the My Approvals list by the Create date newest first. However, you may want to sort all vouchers by other available criteria to bring important vouchers to the top of the My Approvals list.
1. Click the Sort by dropdown menu above the approval folders.
2. Select an option to sort by such as the Total high to low option to see higher-value vouchers at the top of the My Approvals list.

Folder & List My Approvals List Views
- Approvers can view the My Approvals list with vouchers separated by folders or shown in one list of vouchers. By default, the My Approvals list is shown in Folder view.
1. On the My Approvals list page, navigate to the Group results by dropdown menu in the upper left hand corner.
2. Choose Folders to view vouchers grouped by folder.
   a. This view is recommended for most Approvers.
3. Alternatively, choose List from the dropdown to view vouchers in a single listing.

Collapse & Expand Approval Folders
- All approval folders can be collapsed so only the folder heading is visible.
1. Click the collapse all link at the top of the My Approvals list to collapse all approval folders.
   a. Each approval folder can be collapsed individually by clicking on the specific approval folder icons or approval folder name.
2. To expand all Approval folders and show all vouchers pending in all approval folders, use the **expand all** link at the top of the My Approvals list.
   a. Expand a collapsed approval folder individually by clicking on the specific approval folder icons or approval folder name.

**Show or Hide Voucher Details**
- **Show voucher details** links can be used to expand or collapse approval folders.  
  1. On the My Approvals list page, click the **Show voucher details** link above all the approval folders.
  a. This is the default setting.
- **Hide voucher details** links can be used to hide or show voucher details.  
  1. On the My Approvals list page, click the **Hide voucher details** link above all the approval folders.
  a. This setting reduces the information displayed, making the voucher listing shorter.

**Number of Vouchers per Page**
- You can set the maximum number of vouchers that appear in approval folders at one time.
  1. On the My Approvals list, navigate to the **Results per folder** dropdown in the upper right of the My Approvals list screen, above all the approval folders.
  2. Change the value to how many vouchers you would like to view. This setting applies to all approval folders.

  ![Results per folder dropdown](image)

- When the **Results per folder** is set to a low value and there are many vouchers in the approval folders, the Approver will need to navigate to the next page to view all vouchers in the approval folder.
  1. To navigate between pages, use the page arrows or dropdown found in the far right hand side of each approval folder heading.

**Resolve Match Exceptions**

**Assign a Voucher to Yourself**

1. Go to **Action Items** or **Documents > Approvals > My Approvals**.
2. Locate the voucher you wish to assign.
3. Assign the voucher to yourself by clicking the **Assign** button in the Action column.

**Return a Voucher to the Shared Approval Folder**

- Returning a voucher to the shared approval folder un-assigns the voucher from you and allows other Match Exception Handlers with access to the shared approval folder to review the voucher.
  1. In the **My Voucher Approvals** folder, locate the **Voucher** you want to return to the shared approval folder.
  2. Select **Return to Shared Folder** from the dropdown on the upper right above the above the folders.
  3. Click the **Go** button.

**Review a Voucher Match Exception**

1. In the voucher, go to the **Summary** tab. Under the **General** section, the **Match Status** field will show 'unmatched'.
2. Browse to the voucher line items. The **line item details** will outline the current match status for the particular line.

3. Click the **Matching** tab to show the details of the exception. In the **Matching Summary** table the highlighted area shows the issue causing the match exception, either the Net Invoiced Qty or Unit Price.
4. The Match Exception handler is expected to research the variance and take the necessary actions to resolve the Match Exception.
   a. If the exception is unacceptable, you may need to request a re-bill from the supplier, and then reject the voucher (see Reject/Cancel a Voucher below).
   b. If the invoice lines were misapplied to the PO during voucher entry, the voucher may need correction. The Match Exception Handler is advised to notify AP by providing comments on the voucher. (see Send Comments Related to the Voucher below).
   c. If the exception is acceptable, the match can be resolved by going to the Available Actions menu on the voucher page and selecting Resolve Match Exception.

Resolve a Voucher Match Exception
- **Always** open the voucher to Resolve the Match Exception.
- **Do not** select Approve/Complete Step from the My Approvals list.
1. From the My Approvals list, assign the voucher to yourself (if the voucher is not already in your My Voucher Approvals folder).
2. Click the Voucher No. to open the voucher, and then Review the voucher for accuracy and compliance. Click the Invoice Image link (if available) to the scan of the original invoice on the Summary tab (Voucher ⇒ Summary ⇒ External Attachments).
3. Select Resolve Match Exception from the Available Actions list.
4. Click the Go button.
5. The Match/Force Match & Approve Complete pop-up box is displayed. Enter the appropriate details that back up your activities in the box.
6. Click the Approve/Complete Step button when complete.
7. This completes the voucher workflow and no additional approvals are necessary for payment to occur.

Send Comments Related to the Voucher
1. From the My Approvals list page, click on the Voucher No. in the My Voucher Approvals folder to open the voucher.
2. Click the Comments tab and then the Add Comment button.
3. Enter your comments, then check the Email notification(s) box next to the appropriate user name or search to add a recipient.
   - Add matchexceptions@ucsf.edu (search for last name of ‘Group’) if the voucher varies from the invoice to notify the AP QA Group to correct the voucher.
4. Click the Add Comment button.

Reject/Cancel a Voucher
- Only reject vouchers if the invoice should never to be paid. **Do not** reject if the invoice is expected to be paid in the future. **No partial line rejects are allowed.**
- If you are rejecting a voucher, add comments on why the voucher is being rejected.
- Contact AP QA Group at matchexceptions@ucsf.edu if the voucher varies from the invoice. Follow the steps outlined above in Send Comments Related to the Voucher.
1. From the My Approvals list assign the voucher to yourself (if the voucher is not already in your My Voucher Approvals folder).
2. Click the Voucher No. to open the voucher.
3. Review the voucher for accuracy and compliance.
4. Select Reject/Cancel from the Available Actions list. Click the Go button.
5. Enter a reject reason in the Add Note pop-up box. Click the Reject/Cancel button.

Navigating between Vouchers within an Approval Folder
- When viewing a voucher from your My Approvals list, you can navigate to other vouchers within an approval folder without returning to the My Approvals list.
1. From your My Approvals list, click on a voucher number in an approval folder.
2. Text and buttons appear at the top of the voucher.
3. Click the arrows next to the number of results or the down arrow to open a dropdown menu. Then click on a voucher number to view the document.

This example shows the Net Invoiced Unit Price highlighted to show the exception.
d. To return to your My Approvals list, click the **Back to Approvals** link at the far left side of the bar.

**Navigating between different My Approvals List Types**

- A Match Exception Handler may also review requisitions as a Requisition Approver.
- The Match Exception Handler would need to navigate to the requisition My Approvals list to see pending requisitions.
  1. In the My Approvals list's **Refine Search Results** section of the filter panel, navigate to the **Type** dropdown menu.
  2. Select **Requisition** to view the requisition My Approvals list with pending requisitions for review.

a. To return to the voucher approval My Approvals list, select **Voucher** from the **Type** dropdown menu.

b. The **Type** dropdown menu only appears for Approvers who approve both requisitions and vouchers.

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**My Recent Approvals**

- The **My Recent Approvals** page lists all documents (requisitions and vouchers) an Approver has approved (i.e., resolved the match exception), rejected, or returned in the last 30 days (by default).
  1. Go to **Documents > Approvals > My Recent Approvals**.
  2. Vouchers approved in the last 30 days appear by default.
     a. This listing can be filtered and sorted in the same way as the approval folders.
     b. If an Approver also approves requisitions, this page also has a **Type** dropdown to view requisitions and vouchers previously acted upon.

**Assign a Substitute Approver**

- If a Match Exception Handler will be absent, he/she can grant another Match Exception Handler access to the approval folders to approve on his/her behalf during the absence.
6. If this is a future substitution, you will see the future icon. Once the substitution is in progress, you will see the active icon.

7. Repeat these steps for any other folders you would like to assign substitutes.

**Assign a Substitute Approver to All Folders**

- If you need to assign approvers for all your approval folders, you may do so in one step.
  1. Click the **Assign Substitute to All Voucher Folders** button at top of the My Approvals list. The Assign Substitute window appears.
  2. In the **Substitute Name** field, enter the approver’s name. Matching results will appear in a dropdown. Select the appropriate Approver.
  3. If you would like the substitution to immediately begin, click the **Assign** button.
    a. The substitution is now complete. Skip step 5.
    b. NOTE: You will need to end the substitution manually. See **Removing Substitute Approvers** instructions in the next section of this document for details.
  4. If you would like to set a date range for the substitution to begin and end, click the **Include Date Range for Substitution** checkbox.
    a. The **Start Date** and **End Date** fields appear. Choose a start and end date and time in the fields provided.
    b. Once complete, click the **Assign** button to set the substitution.

- The system will automatically start and end the substitution on the dates and times you specify. You do not need to take further action to set or end the substitution.
- You will see the approver’s name under the **Substitute** heading for every approval folder with the begin and end date and time specified.
- If this is a future substitution, you will see the future icon. Once the substitution is in progress, you will see the active icon.

**Removing Substitute Approvers**

- If you specified a substitution date range, you do **NOT** need to manually remove the substitute. The system will automatically remove the substitution at the specified end date and time. You may follow the steps below to remove a substitution early.
- If you did not specify a substitution date range, you **DO** need to manually remove the substitute upon your return following the steps below.

  1. Go to **Documents > Approvals > Assign Substitute Approvers**
  2. Determine the folder(s) from which you would like to remove the substitute Approver.
    a. Click the **Remove** button next to each folder.
  3. Alternatively, end the substitution for all folders by clicking the **End Substitution for All Voucher Folders** button at the top of the page.

**Navigating to Requisition Approval Folders List to assign or remove Substitute Approvers**

- If an Approver is also a Requisition Approver, the Approver will see a Type dropdown list. Choose **Requisition** from the dropdown menu to view requisition approval folders and assign/remove substitute Approvers.
- For requisition approval folders, the designated substitute must have the same role as the Approver (i.e., Requisition Approver can only select users with the Requisition Approver role as substitutes).

**Voucher History**

All vouchers and Purchase Orders are permanently stored within BearBuy.

  1. Go to **Document Search to search for vouchers by navigating to Documents > Document Search > Search Documents**.
  2. Select **Voucher** from the Search dropdown menu.
  3. Search **by Voucher** or **by PO**. For a voucher you can also search by the **Supplier Invoice No**.
  4. Search **by Voucher** or **by PO**. For a voucher, you can also search by the **Supplier Invoice Number**.
5. Click the Go button.
6. Click the Voucher No. to view summary, detail, and approval history.

Click the Summary tab. Scroll down to the Payment Information section to view payment details.