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:
   o 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.
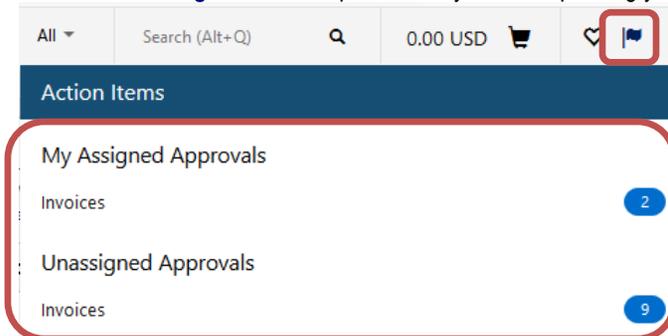
▸ **Invoices** under **My Assigned Approvals,** shows the number of vouchers currently assigned to you. These vouchers are pending your approval.

▸ **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.
   c.

My Approvals list

▸ Vouchers requiring review appear on a **My Approvals list**.

▸ The **My Approvals** list can be accessed through the **Action Items flag** or through 🏛

▸ **Accounts Payable > Approvals > Invoices to Approve**.
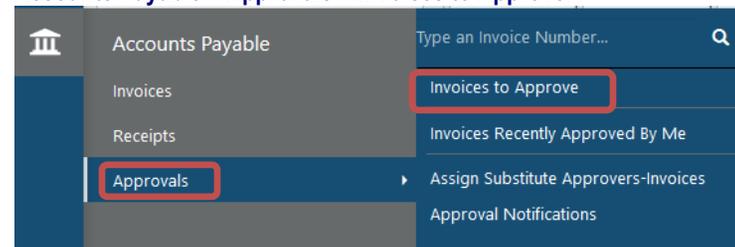
▸ The My Approvals list consists of two main sections, approval folders containing vouchers on the right and a filter panel on the left.
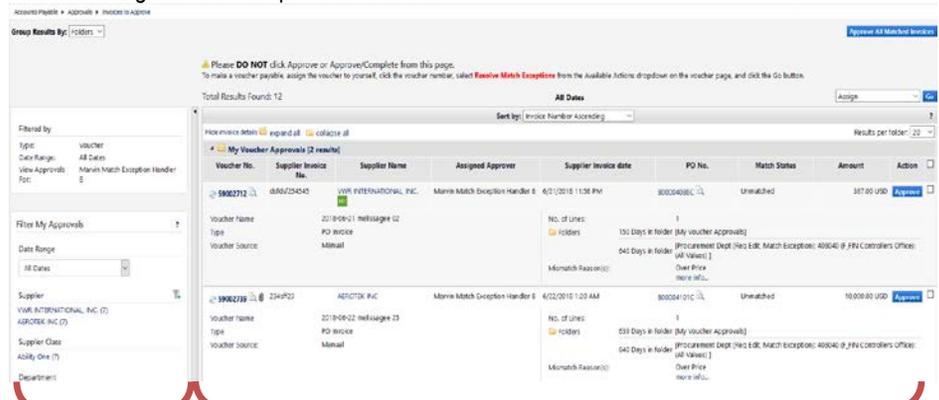
Filters Panel: Filters & Refinement Options

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.
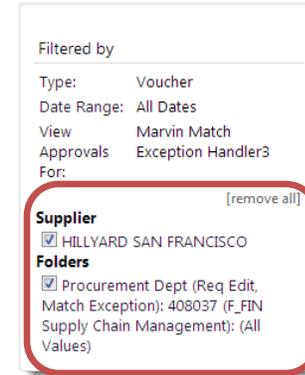
📁 Folders
[Procurement Dept (Req Edit, Match Exception):
3 Days in folder 408037 (F_FIN Supply Chain Management): (All Values)]

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.

Supplier ▾+

VWR INTERNATIONAL, INC. (4)
MILLENNIUM CONSULTING ASSOCIATES (1)

   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.

Filtered by

Type: Voucher
Date Range: All Dates
View   Marvin Match
Approvals   Exception Handler3
For:
                        [remove all]
Supplier
☑ HILLYARD SAN FRANCISCO
Folders
☑ Procurement Dept (Req Edit, Match Exception): 408037 (F_FIN Supply Chain Management): (All Values)

- ▸ The entire filter panel can be collapsed and hidden to the left side of the screen if you would like to have a wider view of only the approval folders.
1. Click the vertical grey bar separating the filters panel from the approval folders to hide and expand the filter panel.

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.

Sort by: Total high to low ▾

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. **Group Results By:** Folders ▾
3. Alternatively, choose **List f**rom 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
▶ Approvers can see additional voucher details in the My Approvals list such as voucher name, the number of line items, aging information, etc.
1. On the My Approvals list page, click the **Show voucher details** link above all the approval folders.
   a. This is the default setting.
▶ Approvers can see fewer voucher details, a setting which displays basic information such as the voucher number, suppliers, assigned approver, etc.
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: 20 ▼
10
20
30
40
50
100
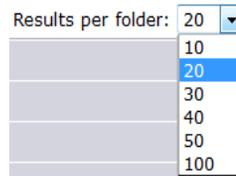
▶ When the **Results per folder** is set to a low value and there are many vouchers in the approval folders, the Approver will need to navigate to the next page to view all vouchers in the approval folder.

◀ Page 1 ▼ of 5 ▶

1
2
3
4
5

1. To navigate between pages, use the page arrows or dropdown found in the far right hand side of each approval folder heading.
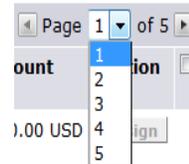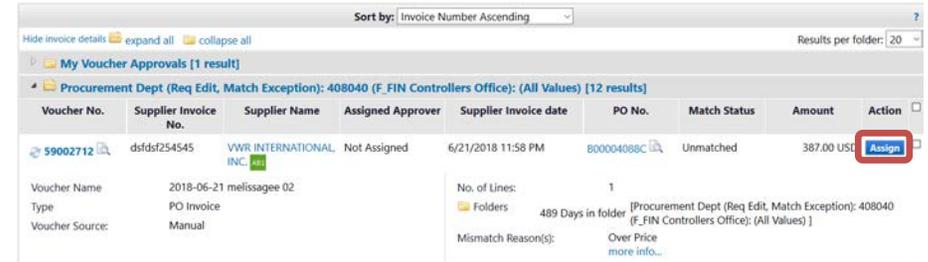
Resolve Match Exceptions

Assign a Voucher to Yourself
1. Go to **Action Items** 🚩 or 🏛 **Accounts Payable > Approvals > Invoices to Approve**.
2. Locate the voucher you wish to assign.

3. Assign the voucher to yourself by clicking the **Assign** button in the Action column.
   a. The voucher now appears in the **My Voucher Approvals** folder to indicate that the voucher is assigned to you.

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.
1. Click the **Select** ☑ checkbox far right of the voucher listing.
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.
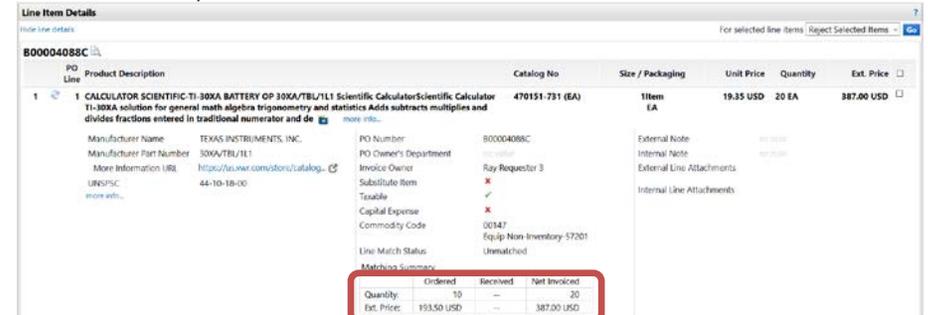
3. Click the **Matching** tab to show the details of the exception. In the **Matching Summary** table the highlighted area shows the issue causing the match exception, either the Net Invoiced Qty or Unit Price.

This example shows the Net Invoiced Unit Price highlighted to show the exception.

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**). Invoice Image ⬀
1. Select **Resolve Match Exception** from the Available Actions list.
2. Click the **Go** button.
3. The **Match/Force Match & Approve Complete** pop-up box is displayed. Enter the appropriate details that back up your activities in the box.
4. Click the **Approve/Complete Step** button when complete.
5. 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. **Add Comment**
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. **Reject/Cancel**
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.

a. The number of vouchers in the approval folder displays. Click the arrows next to the numbers and navigate to the previous ⟨ or next ⟩ voucher in the approval folder.

b. The name of the current approval folder is displayed next to the arrow buttons.

c. To skip between vouchers in the approval folder, click on the number of results or the down arrow ▼ to open a dropdown menu. Then click on a voucher number to view the document.

1 of 2 Results ▼ ⟨ ⟩
- 59001890
- 59001889

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.

Filter My Approvals **?**

Type

Requisitions ▼
Requisitions
Voucher
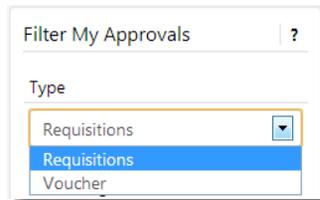
Invoices Approved By Me

▶ The **Invoices Recently Approved By Me** 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 🏛 through **Accounts Payable > Approvals > Invoices Recently Approved By Me.**

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 Voucher Approver will be absent, he/she can grant another Voucher Approver access to the Approval Folders to approve on his/her behalf during the absence.

▶ A user must have the role of 'Voucher Approver' to be a substitute Voucher Approver.

▶ Go to 🏛 **Accounts Payable > Approvals > Assign Substitute Approvers-Invoices.**
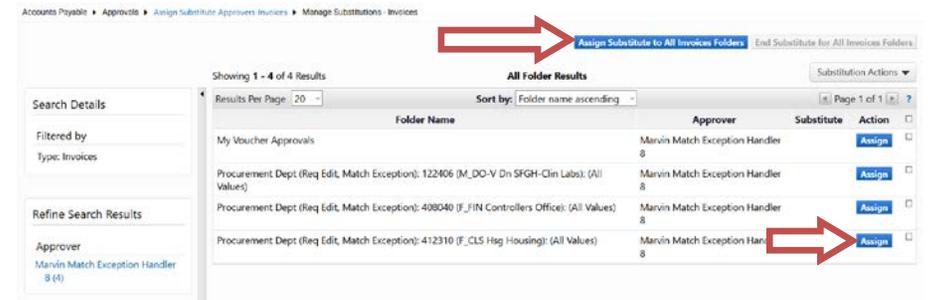
Assign a Substitute Approver to One Folder

1. Determine the approval folder you would like to set up a substitute.

2. Click the folder's corresponding **Assign** button to assign a substitute to a single folder. The Assign Substitute window appears.

3. In the **Substitute Name** field, enter the approver's name. Matching results will appear in a dropdown. Select the appropriate Approver.

4. If you would like the substitution to immediately begin, click the **Assign** button.
   a. The substitution is now complete. You will see the approver's name under the **Substitute** heading of the corresponding approval folder. Skip step 6.

   b. NOTE: You will need to end the substitution manually. See **Removing Substitute Approvers** instructions in the next section of this document for details.

5. 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.

c. 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.

d. You will see the approver's name under the **Substitute** heading of the corresponding approval folder with the begin and end date and time specified.

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.

c. 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.

d. You will see the approver's name under the **Substitute** heading for every approval folder with the begin and end date and time specified.

e. 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.

▶ Go to 🏛 **Accounts Payable > Approvals > Assign Substitute Approvers-Invoices.**

1. Determine the folder(s) from which you would like to remove the substitute Approver.
   a. Click the **Remove** button next to each folder. **Remove**

2. 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 🕐 **Orders > 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.