Match Exceptions

Overview
The purpose of this document is to provide detailed instructions on how to clear a match exception.

Key Points
There are two ways to navigate to the Match Workbench to clear your match exceptions, - via the Exceptions hyperlink on the Voucher Summary page, or by going directly into Match Workbench

Navigation
Accounts Payable – Review Accounts Payable Info – Vouchers – Match Workbench or Accounts Payable – Vouchers – Add/Update – Regular Entry

Detailed Directions

Scenario 1  You are on the Voucher Summary Page and your voucher has a Match Exception

Step 1.  To go to the Voucher Summary page, Navigate to:
Accounts Payable – Vouchers – Add/Update – Regular Entry
Search for and select the voucher that contains the match exception

Expected Results
If Match Exceptions exist an hyperlink will appear next to the Match Status.
Step 2. Click on the Exceptions hyperlink

Expected Results

The Match Exception Workbench displays.

Note:

- If you navigate to the Match Workbench via the Voucher Summary page it will only bring up that voucher, not all vouchers with Match Exceptions for your Business Unit.
- **Match Exception Summary Link** – enables you to view all header level exceptions associated with the voucher
- **Document Details Link** – Associated Document Information page enables you to view voucher, purchase order and receiver attributes
- **Line Document Details** – Associated Document Information page enables you to view voucher, purchase order and receiver attributes. This link accesses the specific voucher line
Step 3.
The icon will indicate where there is a match exception.

To view more details of the match exception rule click on details.

Expected Results

Step 4.
Review the match exceptions and make changes to the voucher if necessary. If the voucher details are correct and you wish for the voucher to be processed further, override the match exceptions. You can either override the match exception at the header, line level or at match rule.

Note: Overriding the match exception at the header level will override all exceptions at header and line level.

To override all match exceptions (header level) select override from header level:

Expected Results
Step 5. If you return to the voucher, the match status will now display **Overridden** and be ready for the matching process to run over the voucher.

**Expected Results**

**Voucher summary page**
Scenario 2  You want to view and clear the match exceptions for your Business Unit

Step 1.  To go to the Match Manager, Navigate to: Accounts Payable – Review Accounts Payable Info – Vouchers – Match Workbench

Expected Results  The Match Workbench page displays

Step 2.  Enter the following:

Business Unit:  Your business unit
Match Status (equal to):  Match Exceptions Exist

Click on Search

Expected Results

All Match Exceptions for the Business Unit are displayed.
If it is a scanned invoice the page will display a ‘Scanned Invoice’ column. Click on the hyperlink in this column to be redirected to the scanned invoice workflow page, where comments that have been entered during the OCR process can be reviewed.
Step 3.

Click on match exception link for the voucher you would like to override.

Expected Results

The Match Exception Workbench Details page displays.
Step 4. Review the match exceptions and make changes to the voucher if necessary. If the voucher details are correct and you wish for the voucher to be processed further, override the match exceptions. You can either override the match exception at the header, line level or at match rule.

Note: Overriding the match exception at the header level will override all exceptions at header and line level.

To override all match exceptions (header level) select override from header level.

Expected Results

![Match Exception Workbench Details](image)

Step 5. To return to the Match Workbench click on Match Workbench window previously opened.

Expected Results The Match Workbench page displays.
**Step 6.** To refresh the list click on the button. **Expected Results** Displays uncleared Match Exceptions

**Step 7.** Repeat Steps 3, 4 and 5 of Scenario 2 for each voucher listed to clear the remaining match exceptions. **Expected Results** All Match Exceptions are cleared.