Invoice Matching

Matching is the process of comparing the purchase order, receipt, and invoice before releasing an invoice for payment.

Invoice Hold for Match and Resolution

Hold for Match occurs when one or more of three scenarios below apply. Shoppers and requesters should take action in B2P to resolve all Hold for Match situations.

1. **Receiving:** All purchase orders greater than or equal to $2,500 require a receipt to be processed in the B2P system to release payment. If there is no receipt in this situation, the invoice will go on Hold for Receipt.
   1. **Resolve:** Complete the receiving process in B2P

2. **Quantity:** If an invoice is matched to a PO where the quantity of a line item on the invoice is greater than that of the PO (e.g. PO ordered 5, invoiced for 7), then the invoice will go on Hold for Quantity.
   1. **Resolve:** Create a change order to adjust the quantity of the PO accordingly (Please see the second page for catalog and punchout orders) or contact the supplier to obtain a credit memo if appropriate.

3. **Price:** If an invoice is matched to a PO where the price of a line item on the invoice is greater than that of the PO (e.g. PO item is $25, invoiced item is $32), then the invoice will go on Hold for Price.
   1. **Resolve:** Create a change order to adjust the price of the PO accordingly (Please see the second page for catalog and punchout orders) or contact the supplier to obtain a credit memo if appropriate.
   2. Note: There is a $9.99 tolerance on non-catalog PO line items, so only differences of $10 or greater will cause the invoice to go on hold.
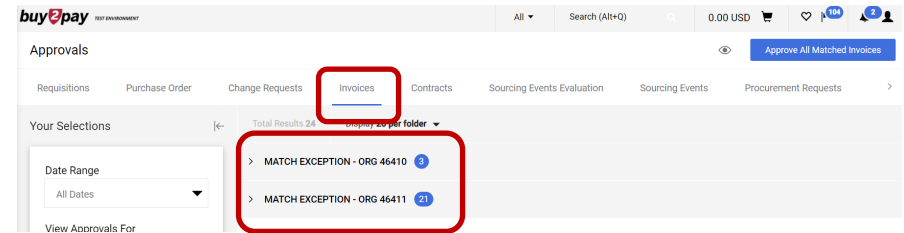
Notification of Hold for Match

1. The PO Owner will receive an email notifying them of an invoice that is in a Hold for Match status.
2. The PO Owner on a PO is the Prepared For user on the original Requisition. (E.g. if a shopper assigns a cart to a requester, the Shopper becomes the PO owner. If a requester creates and submits a requisition without a shopper, the requester is the PO Owner. Etc.)
3. Only the PO Owner will receive the notification. Other users investigating Hold for Match invoices should use the reporting options listed below.

Invoice Holds Report

Users can also research all invoices that may be in any Hold for Match status by using the Invoice Holds report in the Manage Searches > B2P Reports section of Document Search.

Match Exception

A Match Exception occurs when a shopper/requester does not take action to resolve a Hold for Match before six days prior to the due date of the invoice (based on supplier payment terms). The hold is escalated via the Match Exception process to notify the Level 3 or 4 approver (depending upon the local hierarchy) that action needs to be taken to resolve.

Resolving Match Exceptions

Approvers notified of a Match Exception can:

- Instruct the shopper/requester to take the actions previously mentioned for resolving the Hold for Match
- Take these same actions themselves to resolve the issue
- Or they can "approve" the Match Exception, which overrides the issue and releases the invoice for payment (recommended only when the previously mentioned actions to solve the issue are not available).

buy2pay

Marketplace Exceptions: Catalog and Punchout

Match exceptions resulting from invoices related to suppliers where a PO was created using a Punchout or Catalog item are treated differently than the regular match exception process. They will stop in a workflow step called Marketplace Exceptions, which is managed by the AP team.


Marketplace Exceptions
Active

1. **Price:**
   1. If the invoice does not require receiving, AP will create a debit memo to short pay the invoice at the original price of the PO.
   2. If the invoice does require receiving, and is past the due date, AP will not create a debit memo.

2. **Quantity:** AP will send a comment to the end user (Requestor, requisition Approver, and the Approver(s) in the Matching Exemptions), and then escalate to the department's Matching Exception.

3. **Receiving (PO>=$2500):** See previous receiving rules and actions.

When researching holds, you can filter on the workflow step, such as Marketplace Exceptions.

Current Workflow Step: Marketplace Ex... ▼ ✕

Search...

✓ Marketplace Exceptions

Or filter on the item type for Punchout and/or Hosted Catalog

Item Type: PunchOut prod... ▼ ✕

Clear selecte

✓ Hosted Catalog Item
✓ PunchOut product
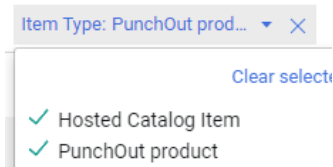
Manual Invoice Hold Process

How do I put an invoice on hold?
In rare or emergency circumstances if a hold is required on the payment of an invoice that does not require receiving, send an email to ap_customerservice@harvard.edu indicating the PO#, invoice #, and reason for the hold.

General Guidance on Researching Match Exceptions

To find out if you or your department has any invoices that have matching issues, you can run the Invoice Holds Report from: **User Icon → Manage Searches → Shared → B2P Reports → Invoice Holds.**
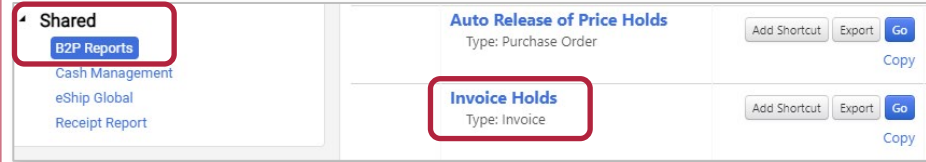
Filter by tub/org to get to your department specific match exceptions.

When looking at an invoice that needs to be addressed, you can find the reason for the match exception by going to the Matching tab of the invoice. Red arrows will note an unmatched line, and the highlighted area will indicate the reason.