Match Exceptions

Match exceptions will be escalated to a department Approver if the Shopper and Requestor are unable to initially resolve the match exception. Note: the escalation is time sensitive, and any exception that is 6 days away from the due date of the invoice will be escalated to a level 3 Approver. This document will outline the process to access, approve, and resolve match exceptions.

1. Access Accounts Payable > Approvals > Invoices to Approve

2. Unresolved match exceptions will appear and will be categorized in folders by the org used on the invoice.

A My Invoice Approvals folder may appear, which contains all invoices assigned to you.

3. Select the arrow icon highlighted above to open each folder. A list of invoices within that folder will appear. To take action on an invoice, select Assign.

4. The mismatch reason can be seen from the invoice approval queue. Open the invoice by selecting the invoice number.

5. Actions taken to resolve an invoice can include entering a receipt, creating a change request, or overriding the match exception and approving the invoice for payment. See the quick reference guides titled Receiving and Creating a Change Order for more on how to create those documents.

6. To override a match exception and approve an invoice for payment, select Approve/Complete Step from the available actions.