In This Guide

This guide demonstrates how to approve match exceptions within CrimsonCorner. When a requisition is fully approved it becomes a Purchase Order in CrimsonCorner. A Purchase Oder must meet a two or three way match before the supplier can be paid. If the Purchase Order is created from an after the fact/payment form then the invoice for the order will be submitted with the requisition. As long as the Purchase Order (1) matches the invoice (2) submitted, then the supplier can be paid. This is an example of a two way match (invoice matches Purchase Order). A three way match occurs when a requisition is created from an order (either a punch-out supplier or an order form). This type of order can only be paid when the Purchase Order (1), matches the invoice (2) submitted by the supplier and when receiving (3) has been performed by the department. In the event that receiving has not been performed or the invoice from the supplier does not match the Purchase Order and falls outside of tolerance, a match exception will occur and the supplier cannot be paid until the issue is resolved and the match exception is approved. (Note that tolerance is the lesser amount of 5% of the total order or $100.) Match exception approvers are designated in FAMS.

You will receive an email notification from CrimsonCorner when a match exception occurs.

This guide discusses:

- ✓ Assigning invoices to yourself
- ✓ Rejecting match exceptions
- ✓ Investigating match exceptions
- ✓ Approving match exceptions

Procedure

1. From the CrimsonCorner home page, access pending invoices by navigating to the **Action Items** section and selecting **Unassigned Invoices Needing Approval** or from the main navigation bar click **Orders & Documents » Approvals » My Approvals**.
2. Assign the invoice to yourself. See **Assigning Requisitions and Invoices** for more information on how to assign a document to yourself.
3. Click on the invoice number to view the invoice summary page and then click on the Matching tab.
4. This tab will show the reason for the match exception error, such as the invoiced amount is greater than the ordered amount.
5. As the match exception approver, you will need to investigate the issue.
6. Please note the following:

a. If the invoice is related to a Purchase Order <u>over</u> $5,000 and the invoice is **correct**, a change order form will need to be submitted so that the Purchase Order can be altered to reflect the new amount. The match exception *should not* be approved until the change order has been approved and the matching tab on the invoice shows as matched.

b. If the invoice is related to a Purchase Order <u>under</u> $5,000 and the invoice is **correct**, then the invoice needs to have comments added to note why the higher amount is correct and then be approved.

c. If the invoice is related to a Purchase Order <u>under</u> $5,000 and the invoice is **incorrect**, then the invoice either needs to be rejected and the supplier will need to provide an updated invoice or the invoice needs to have comments added as to why the invoice is incorrect and note the correct amount to pay. Please note that if the invoice is incorrect and the department rejects the invoice, it is the department's responsibility to contact the supplier and obtain a corrected invoice.

d. If the invoice is causing a match exception error because the purchase order has not been received upon, the department will need to complete receiving in CrimsonCorner. The match exception *should not* be approved until the matching tab on the invoice shows as matched.

7. If the invoice should be rejected because the supplier is issuing a new invoice, select from the Available Actions dropdown menu **Reject/Cancel** and click the **Go** button. You will need to enter in a reason for the rejection which should reference a new invoice being submitted by the supplier.

8. If the invoice should be approved because the invoice amount is correct, select **Add Comment** from the Available Actions dropdown menu and detail why the higher amount is correct and note that the higher amount is approved. Click the **Add Comment** button. Then from the Available Actions dropdown menu, select the **Approve/Complete Step** and click the **Go** button.

9. If the invoice should be approved because matching has occurred since the invoice was assigned as a match exception error or because a Change Order has been processed and the matching status now shows as match, select from the Available Actions dropdown menu **Approve/Complete Step** and click the **Go** button.

10. The invoice will be moved out of your My Invoice Approvals folder.