The job aid below provides step-by-step instructions for completing this business process. For more comprehensive Workday instruction, including videos, please visit UBC's <u>Workplace Learning Ecosystem</u> (WPL). To submit feedback on this knowledge base article, submit a ticket by clicking the get help button.

Overview

Workday functions on a three-way matching system for processing supplier invoices to ensure that payment is prompt, complete, and accurate. This involves the matching of an existing Purchase Order (PO), Supplier Invoice, and a Receipt which is created by a UBC requestor indicating that the goods/services have been received.

Select the following link for more information on the Receipt of Goods & Services (Desktop)

Invoices that are successfully matched will be automatically paid, however, should there be any discrepancies in the matching process it will trigger a match exception and will be routed to the proper role(s) for evaluation and processing.

The following demonstrates the step by step instructions for the Requestor on how a match exception notification will appear and the steps required to resolve the match exception.

Workday Step-by-Step Instructions

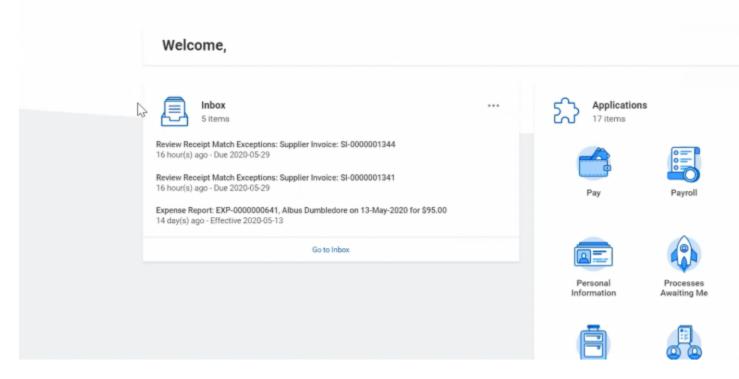
Step 1: Navigate to your Inbox

1a. Click on the Inbox icon to navigate to the notification received in your Inbox

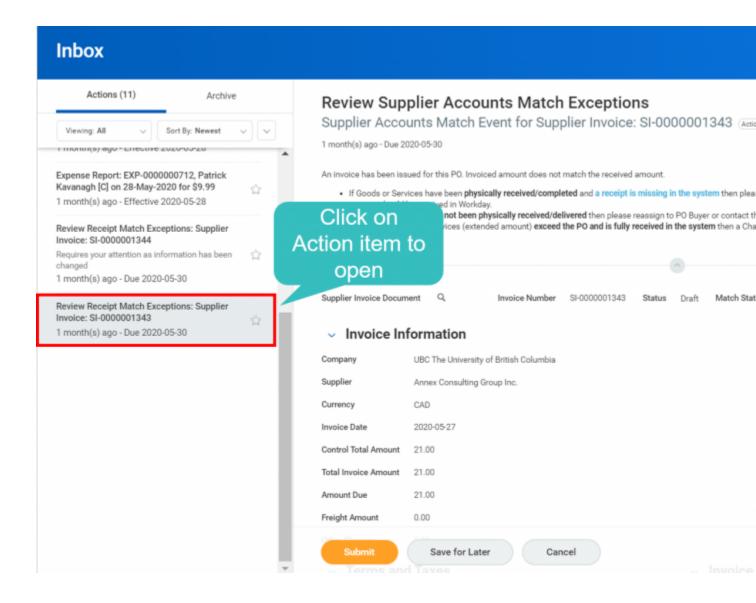




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1b. Click on the action item to open it



Step 2: Review the Match Event details

2a. Read the instructions on the top of the page carefully.

The Match Status shows as Exception at this point.

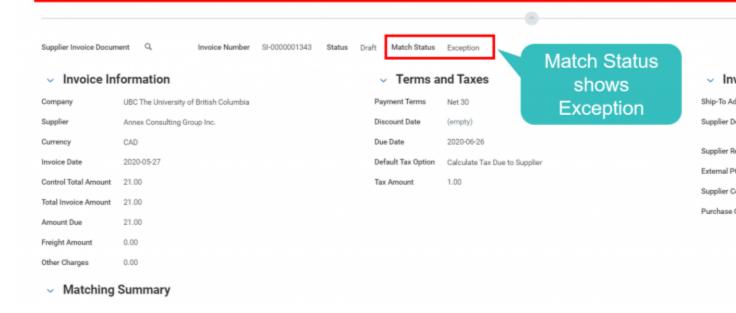
Review Supplier Accounts Match Exceptions

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343 Actions

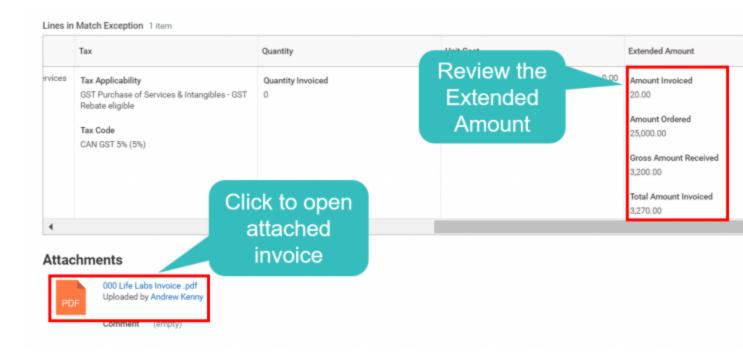
1 month(s) ago - Due 2020-05-30

An invoice has been issued for this PO. Invoiced amount does not match the received amount.

- If Goods or Services have been physically received/completed and a receipt is missing in the system then please copy the PO number and <u>Create Receipt</u>. For services, the pre-tax amount should be received.
 If Goods or Services have not been physically received/delivered then please reassign to PO Buyer or contact the Supplier directly.
 If Goods (quantity) or Services (extended amount) exceed the PO and is fully received in the system then a Change Order may be required to proceed or contact the PO Buyer.

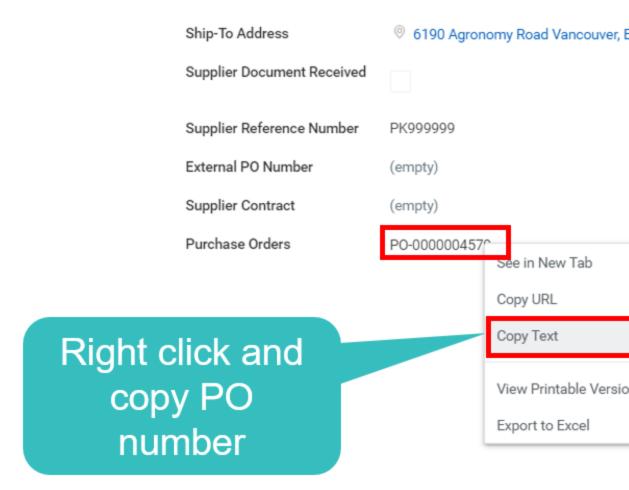


- 2b. Scroll down to review the Lines in Match Exception.
- 2c. Review the Extended Amount.
- 2d. Click on the Attachment to open the attached invoice copy for reference.



2e. Under Invoice Reference Information, right-click on the PO number and click on Copy as Text

Invoice Reference Information



2f. Scroll to the top of the page, click on the Create Receipt hyperlink to navigate to the Create Receipt task.

Review Supplier Accounts Match Exceptions

Supplier Accounts Match Event for Supplier Invoice: SI-0000001343

1 month(s) ago - Due 2020-05-30

An invoice has been issued for this PO. Invoiced amount does not match the received amount.

 If Goods or Services have been physically received/completed and a receipt is missing in the system then please copy the PO number and Workday.

Create Receipt.

Click Create

Receipt

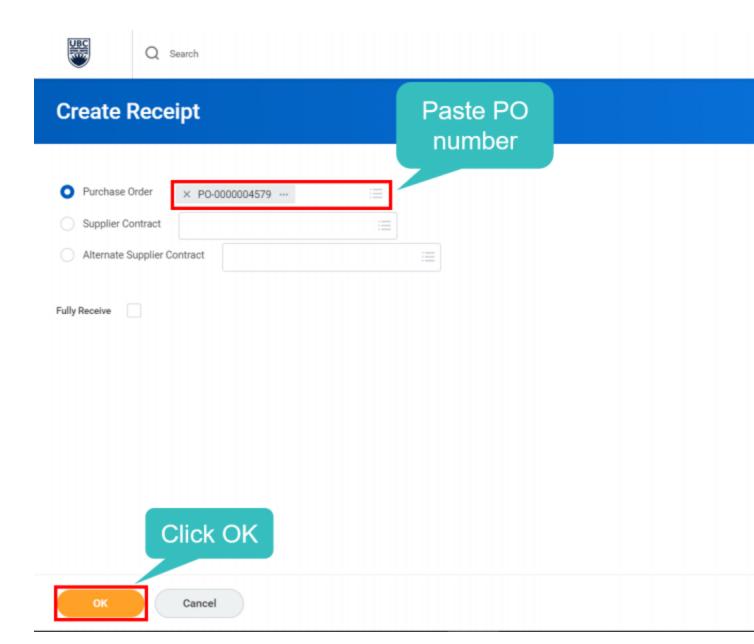
hyperlink

- . If Goods or Services have not been physically received/delivered then please reassign to PO Buyer or contact the Supplier directly.
- If Goods (quantity) or Services (extended amount) exceed the PO and is fully received in the system then a Change Order may be required to proceed or cont

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Step 3: Create Receipt against the Purchase Order

3a. Paste the Purchase Order number and click on OK to continue



3b. On the Create Receipt page, all the Line Details are automatically pulled in from the PO.

Enter the Amount to be Received.

3c. Then click on Submit.

REC-0000000204 for PO-0000004579 (Actions) Purchase Order PO-0000004579 Annex Consulting Gro Attachments Information Lines Ente 1 item Line Information Amoun Q Search Item Description Engagement of Rory Le Chien as Project Manager Receiv PO-0000004579 - Line 1 PO Line Service Lines Engagement of Rory Le Chien as Pr.. 3200/25000 21,800.00 Amount to Receive Fully Receive Amount Ordered 25,000.00 Ordered Amount Invoiced 3,270.00 Total Amount Already Received 3,200.00 Click Start Date 2020-03-30 Submit End Date 2020-06-26 Memo Save for Later Cancel

3d. The Receipt against PO is now successfully created. Click on Done to finish and exit the process.

Create Receipt





You have submitted

REC-0000000204 for PO-0000004579 (Actions)



Process Successfully Completed

> Details and Process



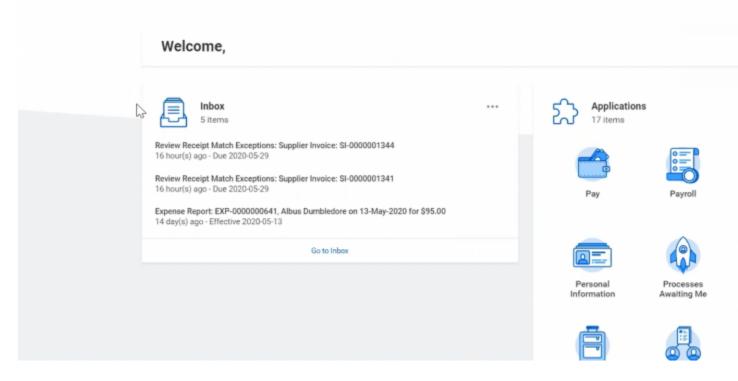
Step 4: View Status of the PO and Match Event

4a. Click on the Inbox icon from your Workday homepage to navigate to your Inbox

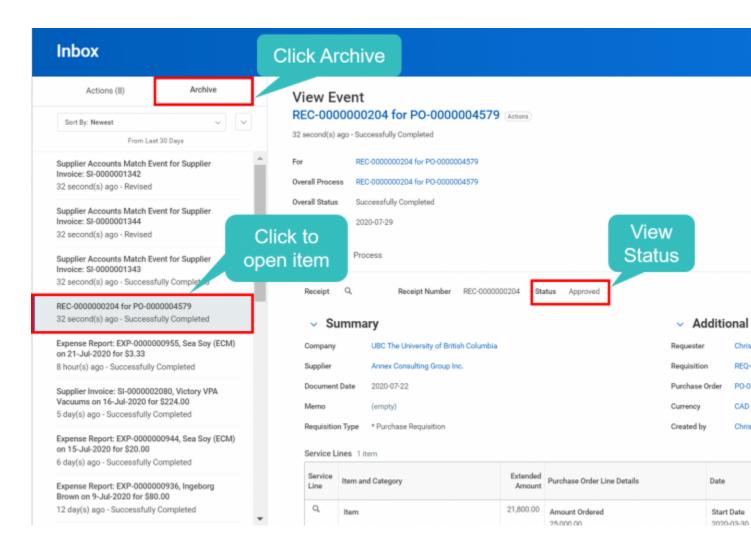




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- 4b. Click on the Archive tab and then select the notification item to open.
- 4c. View the status of the Receipt against PO. This should show as Approved.



4d. You can see the Process History by scrolling down the page

Summary

Additional Information

Company UBC The University of British Columbia

Requester Chris Costing

Supplier Annex Consulting Group Inc.

Requisition REQ-0000000298

Document Date 2020-07-22

Purchase Order PO-0000004579

Memo (empty)

Currency CAD

Requisition Type * Purchase Requisition

Created by Chris Costing

Service Lines 1 item

Service Line	Item and Category	Extended Amount	Purchase Order Line Details	Date
Q	Description Engagement of Rory Le Chien as Project Manager Spend Category Project Management Services	21,800.00	Amount Ordered 25,000.00 Amount Received 25,000.00 Amount Invoiced 3,270.00	Start Date 2020-03-30 End Date 2020-06-26
4				

Process History 2 items

Process	Step	Status	Completed On	Due Date	Per					
Receipt	Receipt	Step Completed	2020-07-22 12:39:17 AM	2020-07-29	Ch					
Receipt	Service: Initiate Supplier Accounts Match Event for related Supplier Invoices	Step Completed	2020-07-22 12:39:17 AM	2020-07-29	Wo					

- 4e. Click on the Supplier Accounts Match Event notification to open it
- 4f. The Status should now show as Matched.

