

# Resolving Match Exceptions – Quick Reference Guide

## What is a Match Exception?

A Match Exception is a warning indicator that occurs during the daily Matching Process that identifies when the voucher and the Purchase Order are in conflict with each other, thus preventing payment to the supplier (until resolved).

Match exceptions generally occur when:

- Supplier ID doesn't match
- Incorrect quantity or unit price
- Insufficient funds on PO
- PO is in an invalid status

## What is the Matching Process?

The Matching Process is an automated process which runs every evening in the Financials system. The process applies the matching rules against the voucher and its associated purchase order. When system matching fails, a match exception occurs and manual intervention is required before the voucher will be paid.

## Why do we use the Matching Process?

The benefit of the Matching Process is to permit timely and accurate payments to suppliers, resulting in financial savings for the university.

The Matching process also:

- Helps limit payment to the quoted price.
- Limits payment to the quantity ordered.
- Maintains controls to verify and approve any discrepancies before paying Suppliers.

## Why resolve a Match Exception?

- Pay supplier in a timely fashion
- Prevent impact to other departments
- Take advantage of contract discounts
- Limit payments to the quoted price/quantity ordered

## Department Responsibilities

- Verify that goods/services ordered from supplier match what is received.
- Ensure invoices are approved for amount received.
- Communicate with Supplier and/or Expediting to timely resolve match exceptions. Match Exceptions over 120 days old will be deleted.
- Monitor your area's PO lifecycle in the Financials system (see Activity Summary)
- Routinely run/review **Match Exception Report (eReports)** to identify match exception(s).
- Issue Change Order when necessary.
- Contact [Expediting](#) for assistance.

## Accounts Payable Responsibilities

- Enter invoice detail into the Financials system creating a voucher.
- Enter credit vouchers into the Financials system.
- Issue payment (according to payment terms) after the voucher is approved.

## Expediting Responsibilities

- Resolves eStores match exceptions
- Oversee resolution of all match exceptions.
- Enter corrections to vouchers in order to resolve outstanding match exception issues and encumbrance problems in the Financials system.
- Notify department of aged match exceptions.
- Advise appropriate resolution steps between department and applicable parties.

## Where to get help

**Purchasing** <http://purchasing.osu.edu>  
614/688-8200

- Assistance with Purchase Orders
- Change order status

**Accounts Payable** <http://controller.osu.edu>  
614/292-6831

- Invoice (voucher) status
- Payment status

**Expediting** <http://controller.osu.edu>  
614/688-8653

- Assistance with match exception resolution
- Vendor override

**University Goal**  
Match Exception  
resolution within 30  
days of voucher entry