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 Workplace Learning Ecosystem (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
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.
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
2f. Scroll to the top of the page, click on the Create Receipt hyperlink to navigate to the Create Receipt task.
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.
3d. The Receipt against PO is now successfully created. Click on Done to finish and exit the 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
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.
4e. Click on the Supplier Accounts Match Event notification to open it

4f. The Status should now show as Matched.