

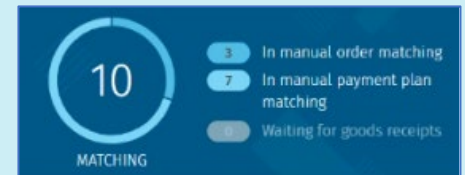
RESOLVING WORKFLOW EXCEPTIONS: MATCHING QUEUE

Match Orders automates the handling of purchase order invoices and removes or minimizes routine tasks related to invoice handling.

Note: The Matching page is only visible if Basware Match Orders is in use.

Basware Match Orders does the following:

- Matches invoices with purchase orders within relevant tolerances at header level.
- Copies the coding and approval information from a purchase order to the invoice.
- Builds and maintains a full audit trail from purchase request creation to payment.
- Engages the relevant persons to handle a given discrepancy.



If the automatic matching fails to create a correct coding because the association rules are not met, manual matching makes it possible to override or adjust these rules and create the correct coding. The Matching page provides AP users with a dedicated view to manage those invoices that have not been automatically matched to purchase orders.

In Manual Order Matching / In Manual Payment Plan Matching

Invoices in either of these statuses have failed automatic matching and require a manual action from the user. These invoices have a matching error status which shows a short error message. In Manual Order Matching, invoices with many errors show the text "Many" as the error message and more information on the different errors can be seen in the Invoice Status Details view.

What to do:

- Click the invoice > Click the **Header data** tab > Header data fields that have an **Incorrect Validation of the Supplier Code, Plan reference / Project Code, Invoice Amount**, etc. warning, data is missing for the invoice.
- Reprocess invoices by clicking the down arrow > Click **Edit process** > Check the **Cancel invoice process** and provide comment of cancellation > Click **Cancel process**
- Go to the AP Pro main page and click the **Returned** status > Select the invoice > Click **Send to Validation**.

Waiting for Good Receipts

This status is assigned to invoices that have failed in automatic matching because of a missing goods receipt and are currently waiting to be retried by automatic matching. Although these invoices are visible in manual matching, users do not need to do any actions on them.