



TIPS AND TRICKS

October 11, 2017

Did you know.....

..... [the CMSD Supplier Invoice Status report in Workday can help you understand why your invoice was not paid?](#) The CMSD Supplier Invoice Status report has been updated to include a **column at the end of the report** that explains why your invoice was not paid. **Click here** for instructions on running the report or review the **Supplier Status Report** quick tip on the CMSD Workday Website under Quick Links/Tips & Tricks.

In most cases, an invoice is not paid due to a match exception. A match exception occurs when there is an error or omission of information needed to accurately process the invoice for payment. Below are some examples and the steps you can take to provide the information needed to process payment for your invoice(s).

Reasons an Invoice May Not be Paid	What This Means	What You Need to Do
Supplier Invoice Line does not have PO Line	Line on PO does not match quantity of line on INV	Check that the quantity ordered matches the quantity invoiced. If it does not; create a change order for your PO or create a return to update the quantity accordingly.
No receipt	You have not created a receipt in Workday.	Find your PO using the search feature. Once your PO populates, go to related actions, select receipt and then create a receipt.
Fail (No Budget)	There are no budget funds available for this purchase.	OPTIONS: 1-Check your worktag to ensure you're choosing the right one, 2-create a budget amendment to move funds to cover your purchase, or 3-decrease the order quantity. (Work with your financial partner if you require assistance.)
Fail (Insufficient Budget)	Your budget does not have enough funds to cover this purchase.	You can create a budget amendment to move funds, or you can decrease the quantity you are ordering. <i>(Work with your financial partner to determine available funds.)</i>
Total Invoiced Quantity Exceeds Total Purchase Order Quantity	The supplier is billing for more line items than purchased on the PO.	If keeping the excess; create a change order to account for the additional items. If not keeping the excess, contact supplier to arrange a return of the excess.
Total Invoice exceeds Total Purchase Order Amount by more than \$500 up to \$10,000	The supplier invoice is greater than the purchase order.	If keeping the excess; create a change order to account for the additional items. If not keeping the excess, contact supplier to arrange a return of the excess and request a corrected invoice.

Do you need help with Workday Finance & Procurement? Send your questions to: wdfinance@clevelandmetroschools.org or contact the help desk at: 216.838.0440

