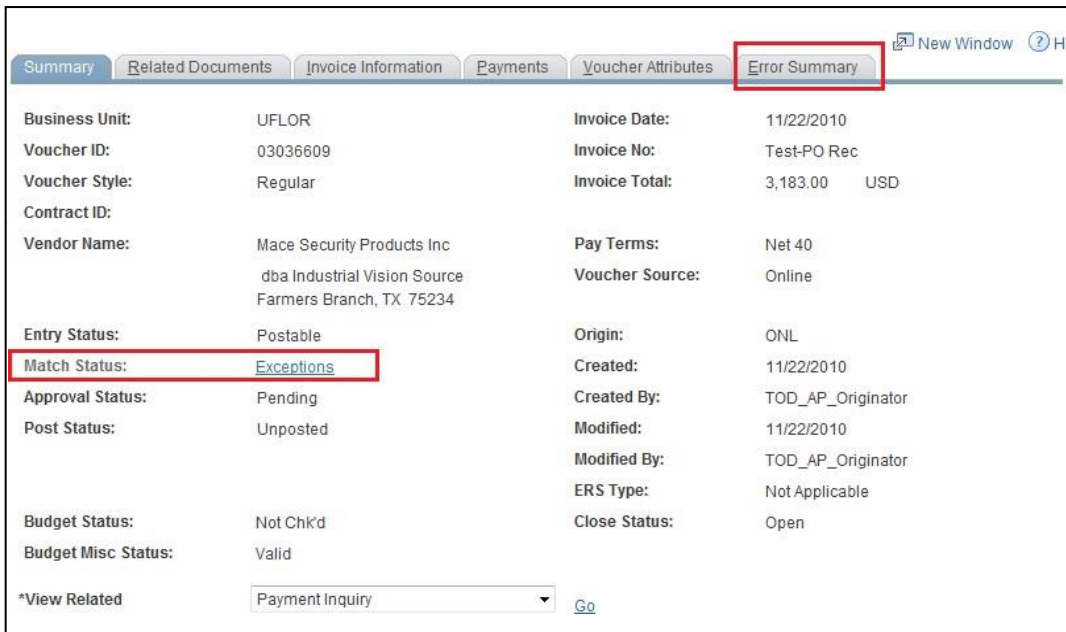


Vouchers must be free of submission errors before payment can be made. The system finds two kinds of errors - those found immediately after saving and those found by overnight processes. Common submission errors:

- Incomplete or wrong ChartField string
- Duplicate invoice number
- Gross Amount under the Payments tab is not the same as the Total on the front panel
- Leaving Total as 0.00 for encumbered/unencumbered vouchers
- Paying more than one line on a multiline PO with one voucher line instead of paying each PO line with a separate voucher line
- Changing the Pay Terms on the voucher
- Changing the Vendor or Vendor address
- Vouchering a PO that have receipts not matching the vouchered qty
- Vouchering a PO for more than the PO's amount

**STEPS**

1. Retrieve your voucher by using the **Find an Existing Voucher** search page that will display the original voucher page. **To navigate,**
  - Open **the Nav Bar**
  - Click **Main Menu**
  - Click **Financials**
  - Click **Accounts Payable**
  - Click **Vouchers**
  - Click **Add/Update**
  - Click **Regular Entry, and then**
  - Click **the Find an Existing Value tab**
    - a. Enter your Voucher ID number and click Search
    - b. The voucher will display the Summary tab page first
    - c. If there is an "Exceptions" link next to **Match Status** then the voucher has errors, known as "exceptions". To troubleshoot, click the **Exceptions** link or the **Error Summary** tab.



2. If you click the **Exceptions** link,
  - a. You may view the errors in the **Match Rules** section of the page at the bottom. (You may also view these errors in the **Error Summary** Tab.)

Gross Amt: 3183.00    USD    Control Group:    Match Type:

Match Exception Summary

Document Details    Voucher Match Action: Apply

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Line Details Find | View All | First

Voucher Line Number: 1    Voucher Line Match Action: Apply

PO Business Unit: 1902    PO Number: 1100076559

Line Number: 1    Schedule Number: 1

View Document: Purchase Order

Line Document Details    Document Id: 1902 1100076559    Go

**Match Rules** Customize | [icon]

Rules    Override Options [icon]

	Details	Match Rule	Voucher	Purchase Order	Receiver
ⓘ		Pay terms does not equal PO pay terms	40	30	
		Life to date voucher amount is greater than PO amt	3183.00	3183.00	

- b. This screen also displays the **Purchase Order ID** number and the **Business Unit**.
3. If you click the **Error Summary** tab you will also be able to view the Match Rules that are broken and become errors.

**Match Exception Rule List that Become Errors:**

**Error: The Pay Terms on the PO do not match the Pay Terms on the Voucher.**

**How to Correct**

- Change terms back to match those on purchase order.
- Click on the icon under Purchase Orders on the Match Manager screen to see the terms on the PO.

**How to Prevent**

- Don't change Pay Terms on the voucher - terms default in from vendor.
- Contact Purchasing & Disbursement Services for assistance.

**Error: Unmatched receipts exist within the system but could not be matched to the Voucher, or the Receipts have been assigned to another Voucher being matched in this same matching run control.**

### **How to Correct**

- Check that items ordered came in and were received.
- Receive them if needed, or if they did not come in, call the vendor to inquire. If items are received, find and complete voucher.

### **How to Prevent**

- Make sure items ordered are received before vouchering.
- Check to see if there is a receipt for the PO before vouchering.

**Error: Life to date total invoiced amount for PO schedule is greater than the total PO schedule amount.**

### **How to Correct**

- Check that the Total on the Invoice Information tab matches the Gross Amount on the Payments Tab.
- Contact the vendor if there is an error on the invoice.
- Reject the invoice and request new one or if no error, or create a change request to increase the price.
- Check that each line on the PO was vouchered with a separate line on the voucher, and not with one voucher line for several PO lines.

### **How to Prevent**

- Pay each PO line with a separate voucher line - myUFL matches line by line.
- Check that the Total on the Invoice Information tab and the Gross Total on the Payments Tab match.
- Contact vendor for error on invoice. Reject invoice and request new one, or, if no error, create change request to increase the price.
- Do not pay for more than the amount on the PO.

There are more match rules that when broken cause errors.

For further assistance, please contact University Disbursements at 392-1241 or our [contact form](#).