Verifying and Taking Action on Match Exceptions

EFS requisition preparers (requesters) will receive an email from EFS titled “You have match exception(s).” Requesters are ultimately responsible for resolving the “no receipt found” match exception errors. **Match exceptions must be resolved or the supplier will not get paid.**

1. The requester can click on the link within the email to learn more information about which PO line(s) still need to be received in EFS.

```plaintext
You have match exception(s)

EFS-no-reply@umn.edu

Please note that voucher(s) with supplier SQ-EPPENDORF NORTH AMERICA INC at their SQ-EPPENDORF NORTH AMERICA location have been placed on the Match Exception page requiring your review:

https://fa.myu.umn.edu/pspfsp/EMPLOYEE/ERP/c/ENTER_VOUCHER_INFORMATION.AP_MTCX_WB_EXCPTN.GBL?
Action=U&BUSINESS_UNIT=UMN01&VOUCHER_ID=03706517

Please take the appropriate action. These voucher(s) cannot be scheduled for payment until the exceptions are reviewed and addressed.

Business Unit: UMN01
Voucher Id: 03706517
Match Rule Id: 100
```

2. If the individual is not logged into the MyU portal, he/she must login to Duo first.

---

**What is Two-factor authentication?**

Two-factor authentication is stronger than just a password, and requires two factors to authenticate: something you have, and something you know.

**Sign In Using Duo**

Duo Security is the University’s new cloud-based two-factor authentication solution providing easier access to enterprise-level applications. Users can choose to authenticate with various methods and devices.

To use Duo, select a device and authentication method from the list. If you have a passcode from the Service Desk, a token, the Duo Mobile client or a
3. It’s important to note: simply accessing this page will not resolve the error! The reason why the requester is being taken to this page is to identify which match exception applies to the order.

4. When the Match Rule is No receipts found, verify which voucher line(s) does not contain a receipt. Be advised that this page is collapsed by default and will only display one line. Click <View All> if there is more than one match exception.
5. Don’t assume which line(s) have the match exception. Verify which lines on the PO were NOT received and have the error by selecting voucher, then <Go>.

6. The voucher inquiry page will appear, with the voucher ID populated. Click <Search>.
7. The Summary tab will appear by default. Click <Invoice Information> to view which item(s) have the match exception. For our example, it was line 1 of the voucher. Reminder: the caution icon will be displayed where the error exists. PeopleSoft collapses voucher information so only one line will appear at a time. If multiple lines exist, click <View All> to verify all lines.

8. Once the lines with the “no receipt found” error have been identified, ensure the items or services were delivered as expected. To view the invoice associated to the voucher, users with the appropriate access may view it via WebNow at: [https://imagenow.umn.edu/webnow/](https://imagenow.umn.edu/webnow/). Click <F AP Voucher> then search by voucher ID to find the associated images.
9. Once the order or service is delivered as expected, receive it in EFS via the receiving business process (e.g. eProcurement>Manage Requisitions or eProcurement>Receive Items).