This QRC outlines the steps needed to reconcile Invoice Reconciliation Exceptions in Ariba. There are exceptions that require approval by Fiscal Approvers, Central AP, Tax Manager or a combination of those groups. There are 2 steps in resolving exceptions, reconciling and approving.

## Accessing an Invoice Reconciliation Exception

There are several types of invoice reconciliation exception types. The following steps will display the exception type.

<table>
<thead>
<tr>
<th>Access Ariba from the Employee Portal.</th>
<th><img src="http://www.purdue.edu/employeeportal/" alt="Ariba" /></th>
</tr>
</thead>
</table>

- Log in using Purdue career account ID and password.

## Reconcilers

Run Invoice Reconciliation Exception report.

- Find invoice number to view exception detail.
- Refer to QRC [Reports in Ariba](http://www.purdue.edu/employeeportal/) for detailed directions.

- Click **Search** and select **Invoice Reconciliation**.
Verify Invoice Date for appropriate time frame.

Enter invoice number in Supplier Invoice # field.

Click Search.

From results, click Invoice # link.

The Exceptions tab summarizes the data about the Invoice Reconciliation.

NOTE: Header level exceptions apply to the entire Invoice. Line item exceptions apply only to a specific line item.

Ensure that the Display is set for “Exceptions you have permissions to reconcile.”

The IR Exception type description is listed on each line item.

Clicking on the exception link on the line item will show you the details of the exception.
Level 1 Fiscal Approvers

An email notification will be sent when an Invoice Reconciliation (IR) requires review. The IR is also displayed in your To Do box.

Invoices in your To Do box containing Invoice Reconciliation Exceptions will have a status of “Reconciling” and require an action.

Click the Reconcile link to jump directly to viewing the invoice reconciliation exception.

NOTE: If there are more than 50 exceptions waiting for action they may not all display in the To Do on the home page. To view all IR Exceptions, click View List -> Reconcile Invoice.

The Exceptions tab summarizes the data about the Invoice Reconciliation.

NOTE: Header level exceptions apply to the entire Invoice. Line item exceptions apply only to a specific line item.

Ensure that the Display is set for “Exceptions you have permissions to reconcile.”

The IR Exception type description is listed on each line item.

Clicking on the exception link on the line item will show you the details of the exception.
## Reviewing Invoice Reconciliation Exceptions

Reconcilers will not have access to take action on exceptions; however, once an exception is resolved, reconcilers should enter a comment and notify the Level 1 Fiscal Approver.

Only Level 1 Fiscal Approvers will have the following action buttons:

- **Edit** – Used to modify the item prior to Accepting. Before utilizing this option, please consult the Procurement Services Helpdesk at [pshelpdesk@purdue.edu](mailto:pshelpdesk@purdue.edu) or 47279.
- **Accept** – Used to indicate that the value of the Invoice is acceptable.
- **Manual Match** – Do not use.
- **Cannot Resolve** – Routes the IR to another user for reconciliation. Before utilizing this option, please consult the Procurement Services Helpdesk at [pshelpdesk@purdue.edu](mailto:pshelpdesk@purdue.edu) or 47279.

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### PO Price Variance

This variance appears when the invoice line item price is 15% or $100 more than the purchase order line item price.

Click exception link to review the exception information.

<table>
<thead>
<tr>
<th>Exception</th>
<th>PO Price Variance</th>
</tr>
</thead>
</table>

*PO Price Variance - The price on the invoice line item, $120.00 USD, is different from the price on the PO configuration.*

Work with requester to determine if price difference should be accepted.

To accept variance, add comment to variance “Price variance was accepted by Requester Name.”

<table>
<thead>
<tr>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Comment</td>
</tr>
</tbody>
</table>

If price variance should not be accepted, work with vendor to resolve via credit memo. Once credit memo is received, add comment to variance and accept.

If issue cannot be resolved with vendor, contact a [Purdue Purchasing Agent](mailto:). Fiscal approval is required on all accepted exceptions. See [Step 2 Approval of Accepted/Cleared Exception](#) section in this QRC.
## PO Quantity Variance

This variance appears when the quantity on the invoice line item is more than the quantity on the purchase order line item.

Click on exception link review the exception information.

![Exception Screen](image)

Work with requester to determine if the extra item(s) are to be kept or returned.

To accept variance, add comment to variance "Quantity variance was accepted by Requester Name."

If returning the additional items, work with vendor to obtain a credit memo.

Once credit memo is received, receiver must process return. Then, add comment to variance and accept.

Fiscal approval is required on all accepted exceptions. See [Step 2 Approval of Accepted/Cleared Exception](#) section in this QRC.

## PO Received Quantity Variance

This variance appears when no items have been received in Ariba.

Click exception link to review the exception information.

![Exception Screen](image)

Only processing a receipt will clear this exception.

Review to see if the item(s) have been received
- PO’s $250 or less – will be auto received.
- PO’s over $250 – check with the requester to see if the order is ready to be received; once the item(s) have been received the exception is ready to be approved.

Status of exception will be **Cleared** after receipt is processed.

NOTE: This exception may only be cleared once the receipt has been processed.

Fiscal approval is required on all accepted exceptions. See [Step 2 Approval of Accepted/Cleared Exception](#) section in this QRC.
### Shipping Variance

This variance appears when the shipping amount on the invoice is $100 more than what is on the purchase order.

<table>
<thead>
<tr>
<th>Exception</th>
<th>Shipping Variance</th>
</tr>
</thead>
</table>

Click on exception link review the exception information.

Work with requester to determine if shipping cost is acceptable.

To accept variance, add comment to variance “Shipping variance was accepted by Requester Name.”

Fiscal approval is required on all accepted exceptions. See Step 2 Approval of Accepted/Cleared Exception section in this QRC.

### Special Handling Variance

This variance appears when the special handling amount on the invoice is $100 more than what is on the purchase order.

<table>
<thead>
<tr>
<th>Exception</th>
<th>Special Handling Variance</th>
</tr>
</thead>
</table>

Click on exception link review the exception information.

Work with requester to determine if special handling cost is acceptable.

To accept variance, add comment to variance “Special handling variance was accepted by Requester Name.”

Fiscal approval is required on all accepted exceptions. See Step 2 Approval of Accepted/Cleared Exception section in this QRC.

### PO Received Line Amount Variance

This variance appears when the line amount on the invoice is 15% or $100 more than what is on the purchase order.
Click on exception link review the exception information.

Work with requester to determine if the item price increase is acceptable.

To accept variance, add comment to variance “PO Received Line Amount variance was accepted by Requester Name.”

If variance is not acceptable, work with vendor to obtain a credit memo. Once credit memo is received, add comment to variance and accept.

Fiscal approval is required on all accepted exceptions. See Step 2 Approval of Accepted/Cleared Exception section in this QRC.

Step 1 Accepting Reconciled Exceptions – Level 1 Fiscal Approvers Only

If the difference is approved, Click Accept. Then click OK. If just viewing, click Done to exit.

Status of exception will be Accepted once accepted button is selected.

NOTE: If the exception is not correct work with the vendor to correct the invoice (credit memo) or ship replacement items. Do not accept the exception until ready to pay the vendor.

If the exception is PO Received Quantity Variance, a receipt must be processed to clear the exception. Once the exception has a cleared status then move to Approving the exception.

If some line exceptions have been accepted, and some are not, click Exit.

Click Save.

The exception will still appear in To Do until fully reconciled.
Quick Reference Card
Invoice Reconciliation Exceptions in Ariba

Submitting Reconciled PO

After all exceptions have been cleared or accepted, Click Submit.

Submit – Submit the IR for approval.

Reject – Reject the entire IR. If the supplier is an electronic supplier, they will receive a rejection notice electronically. If they are not an electronic supplier, the user must notify the vendor. Only certain groups have this option.

Refer – Direct the IR to another user for reconciliation. Do NOT use this option.

Manual Match – Manually match the Invoice to the correct PO, if the Invoice is not matched correctly. Do NOT use this option.

Print – Opens a new browser window showing the Invoice Reconciliation in a printable format.

Step 2 Approval of Accepted/Cleared Exception – Fiscal Approvers based on Invoiced Amount

Fiscal approval is required on all accepted/cleared exceptions.

To Do Section, on Home Tab Click View List - > Reconcile Invoice

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Page 8 of 9
## Invoice Reconciliation Exceptions in Ariba

<table>
<thead>
<tr>
<th>Click Reconcile Invoice</th>
<th><img src="image" alt="Reconcile Invoice" /></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Click Actions -&gt; Approve</strong></td>
<td><img src="image" alt="Status → Order" /></td>
</tr>
<tr>
<td><strong>Click Approve</strong></td>
<td><img src="image" alt="Approve" /></td>
</tr>
<tr>
<td><strong>Click Submit</strong></td>
<td><img src="image" alt="Submit Cancel" /></td>
</tr>
<tr>
<td>If approve additional exceptions, click <strong>Continue</strong></td>
<td>IRXJ8WD7N17-54512 has been approved.</td>
</tr>
<tr>
<td></td>
<td>• Print a copy of this request</td>
</tr>
<tr>
<td></td>
<td>• View the status of your request</td>
</tr>
<tr>
<td></td>
<td>• Continue working on other invoice reconciliations.</td>
</tr>
<tr>
<td></td>
<td>• Return to the Ariba Buyer Home Page</td>
</tr>
</tbody>
</table>

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Page 9 of 9