

Bowling Green State University
BG@100 Action Item
ESC Submission: March 8, 2007

Identification Information:

<i>Reference Number</i>	FMS-A012
<i>Functional Area</i>	Accounts Payable
<i>Title</i>	Clarify Voucher Matching Email Content
<i>ESC Submission</i>	March 8, 2007
<i>ESC Decision Requested By</i>	March 12, 2007

Issue Description:

The Voucher Matching process sends emails to Requestors for matching errors caused by missing or insufficient receipts. The email message includes the Voucher ID and the Match Rule ID, but no description of the matching error. Thus the Requestor does not have enough information to effectively deal with the issue.

Background Information:

The PeopleSoft matching process compares vendor invoice information with original PO requirements for pricing information and electronic receipts for quantity information. In the event that the matching process discovers that either the Requestor has not yet created a receipt, or any existing receipts for the PO in question are insufficient to validate the invoice quantity, a subsequent process sends email messages to the Requestor informing him/her that a matching error condition exists and to proceed to the Matching Workbench inquiry to find more information. A link to the inquiry is provided.

The email received looks like the following:

```
>Date: Tue, 27 Feb 2007 10:17:50 -0500 (EST)
>From: fmsadmin@bgsu.edu
>To: MIRELAN@bgnet.bgsu.edu
>Subject: You have match exception(s)
>
>Content-type: text/plain;
>
>Please note that voucher(s) with supplier The Hubbard Company at their
>Main Location location have been placed on the Match Exception page
>requiring your review:
>
>https://fms.bgsu.edu/psp/fin89prd/EMPLOYEE/ERP/c/ENTER_VOUCHER_INFORMAT
>ION.AP_MTCH_WB_EXCPTN.GBL?Action=U&BUSINESS_UNIT=BGSUN&VOUCHER_ID=00003
>858
>
>Please take the appropriate action. These voucher(s) cannot be
```

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>scheduled for payment until the exceptions are reviewed and addressed.
>
>Business Unit : BGSUN
>Voucher Id : 00003858
>Match Rule ID: BG_P400

Alternatives:

Alternative #1: Instruct the Requestors to click on the link in the current email message that takes them to the Matching Exceptions page where all errors, including descriptions, are displayed for a specific voucher.

Alternative #2: Update the program that creates the email message to include the description of the matching error. This would appear directly underneath the Match Rule ID portion of the existing email.

The following table shows the pros and cons for the alternatives identified above.

#	Alternative	Pros	Cons	Notes
1	Expect Requestors to use the link in the email to access the Match Exception inquiry, and determine the reason form the error.	<ul style="list-style-type: none"> No programming changes required 	<ul style="list-style-type: none"> The Matching Exception inquiry, to which the Requestor is directed via the email link, lists all matching rules and can be overwhelming for the Requestor to deal with. 	
2	Add the Matching Rule test to the email issued to the Requestor.	<ul style="list-style-type: none"> Gives the Requestor a clear understanding of the matching error on the email text and simplifies the actions required to resolve the issue. 	<ul style="list-style-type: none"> Requires a programming change 	

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Costs - Alternative #1: None

Costs - Alternative #2:

Estimated Hours for Original Implementation	20 Hours	
Estimated Cost for Original Implementation	\$3,000	Use \$150 times hours
Estimated Hours per Each Upgrade	20 Hours	
Estimated Cost per Each Upgrade	\$1,000	Use \$50 times hours

Schedule Considerations:

None to note for either alternative

Recommendation:

Alternative # 2 – Update the program that creates the email message to include the description of the matching error. This would appear directly underneath the Match Rule ID portion of the existing email.

Recommendation Supported By:

Name	Project Role
Trish Jenkins	FMS Functional Lead
Maureen Ireland	FMS Functional Lead
Linda Gray	FMS Functional Lead

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ESC Decision:

Vote:

Chris Dalton – For alternative #1
Linda Dobb – absent
Ron Lancaster - For alternative #1
Bruce Petryshak - For alternative #1
Gaylyn Finn - For alternative #1
Melissa Hudson-Nowak - For alternative #1
Chris Cox – absent
Mark Gromko – For alternative #1
Ed Whipple – For alternative #1

ESC Decision Date: March 12, 2007