If you are a departmental approver in BuyWays and there is a discrepancy between a purchase order and the invoice, called a “Match Exception,” you will receive an email notification that a comment has been added to a voucher. A sample of this email is included on page 5.

You will need to:
- Log into BuyWays and review the comment entered by Accounts Payable.
- Create and submit a Change Order Request
- Add a comment to the voucher indicating that you have submitted the Change Order Request.
- Approve the voucher.

When the Procurement Department receives the Change Order Request and updates the purchase order, the payment will be processed.

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| 1.   | **Log in to BuyWays**  
- Navigate to UMass BuyWays (www.umb.edu/it > Getting Services > Campus Administrative Systems)  
- Click on **BuyWays Production** in the center of the page.  
- Enter your **campus email user ID (firstname.lastname only)** and **password**.  
- Select the **Boston** campus.  
- Click **Login**. |

The BuyWays **Home/Shop** page will open.
2. Review the email you received from support@sciquest.com regarding the comment added to the voucher. You will also find the information under Notifications at the top right of every BuyWays page.

Click either the link in your email message or the link listed under Notifications in BuyWays.

This will take you to the Summary page of the voucher. Click on the Comments tab. Review the comments.
### Department Match Exception Process

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| 3.   | If the comment indicates that a change order request needs to be created, click on ![Home/Shop page icon](image) to return to the Home/Shop page.  
   Click on the **forms** link in the **Go to** line in the center of the page. |
| 4.   | The Forms page will open.  
The first time you do this you may need to click on ![Expand all](image) on the upper left side of the page to expand the Personal and Shared folders.  
Under the Shared folder, click on **Boston Forms**. |
| 5.   | Click on **Change Order Request**.  
The form will open in a new window. |
<p>| 6.   | Complete and submit the Change Order Request. Detailed instructions are provided in the job aid <em>Requesting a Change to a Purchase Order</em>. |</p>
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| 7.   | Once you have submitted the Change Order Request, point your mouse to the **Orders & Documents** icon in the menu on the left side of the page. 

Click on **Search Documents**. |

![Image](https://via.placeholder.com/150)

In the Search dropdown menu, select **Voucher**. |

8.   | Find the voucher number contained in either the email message or under Notifications in BuyWays and enter it in the **Voucher Number** field and click **Go**. |

9.   | In the search results, click on the Voucher No. link. 
The Voucher Summary will be displayed. |
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| 10.  | Click on the **Comments** tab.  
      Click on **Add Comment**.  
      In the Add Comment box, notice that an email concerning the comment will be sent by default to the person who entered the original comment. To include additional email recipients, click **add email recipient** and select the names.  
      In the text box, enter “Change Order Request submitted” and click Add Comment.  |
|      | ![Add Comment dialog](image) |
| 11.  | Click on the **Approvals** tab.  
      The Approval workflow for this voucher will be displayed.  
      Click on the **Available Actions** dropdown in the upper right and select **Approve and Complete**.  
      Click **Go**.  
      This will confirm that a change order was submitted and ends the process for the departmental approver.  |
| 12.  | Procurement will review the Change Order Request and update the purchase order in BuyWays.  
      The process is complete and payment is sourced.  |
Sample Match Exception Notification to Approver

From: support@sciquest.com
Sent: Tuesday, March 26, 2013 2:13 PM
To: Elizabeth Samedi
Subject: Comment added to Voucher 142717

Re: COMMENT ADDED TO VOUCHER #: 142717

Dear Elizabeth Samedi,

AP AP 23 has commented on Voucher null

Comment: check comment

To reply to this comment click on the following link


Support Team Contact Information:

Thank you,
University of Massachusetts