

## Frequently Asked Questions

1. **Question:** What does date received mean on the search page?

**Answer:** This is the date that PGE A/P loaded the invoice from email or A/P received in the U.S. mail. This is when we start the terms. It is usually the same day as sent but can be the next day if sent after 3pm Pacific Time.

2. **Question:** What is a Match Exception in the status of your invoice?

**Answer:** Match Exception occurs when the voucher (invoice), receipt of goods or service, and/or Purchase Order conflict with each other.

- a. All three pieces need to align with each other to match and pay and will require us to intervene and fix.
- b. Match Exceptions generally occur when:
  - i. No receipt exists internal to PGE's system
  - ii. Incorrect quantity or unit price from invoice to PO
  - iii. PO is out of funds
  - iv. PO is being modified

3. **Question:** Who do I contact if status of invoice says 'Match Exceptions'?

**Answer:** For a quicker response, please use the "Contact Us" in the left tab and attach a file which contains a screenshot.

4. **Question:** What if it is past the date it says it should have paid out?

**Answer:** If you look to the right, it is likely in Match Exception, please see above for what to do.

5. **Question:** What if I get no results in my search?

**Answer:** This likely means A/P does not have the invoice in our system. Please upload the invoice using the "Upload Invoice" tab in the left menu.