



# Exception Management

## Ensuring Accuracy

### Collaborate Across Teams to Investigate Exceptions

## Your Challenge

In today’s fast-paced accounting environment—marked by increased workload, talent shortages, and globally distributed teams—poor communication and outdated processes cause critical exceptions to fall through the cracks. For organizations prioritizing compliance and financial integrity, the need for secure, auditable exception resolution is more important than ever.

## Our Solution

Adra Matcher’s Exception Management feature empowers accounting teams with a centralized system to assign, track, and resolve exceptions efficiently. It replaces siloed emails and spreadsheets with a structured digital workflow.

With Adra Matcher, automate up to 90% of reconciliations and focus on complex exception handling.

Assign investigations to anyone in the system—or use “limited access” profiles for external stakeholders. Investigators get email links to view and resolve exceptions, add documentation, and close out tasks—all while maintaining security.

Transactions to investigate

LAST UPDATED ON ≥05/07/2025

Assigned to me Created by me

Drag and drop here to group

Legal entity	Reconciliation G...	Status	Transaction status	Assigned to	Created by	Actions
G002-ACME GmbH - Germany	10200 - Op. GER vs BofA	Awaiting investigation	Unmatched	Ed Venture	Ed Venture	[Icons]
G002-ACME GmbH - Germany	10200 - Op. GER vs BofA	Awaiting investigation	Unmatched	Ed Venture	Ed Venture	[Icons]
G002-ACME GmbH - Germany	10200 - Op. GER vs BofA	Awaiting investigation	Unmatched	Nathan Stabenfeldt	Nathan Stabenfeldt	[Icons]

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Create a clear path of ownership, reduce delays, and enhance compliance. Strengthen audit readiness and financial control with Adra Matcher: Exception Management.

## Key Benefits

- **Limited Access User Functionality** – Assign exceptions to members outside the accounting team (e.g., store or procurement managers) with restricted access. All communications stay within Adra, maintaining a secure audit trail of who had access and when.
- **Clear Ownership and Workflow** – Each exception has an assigned owner, ensuring timely resolution and reducing delays.
- **Built-In Audit Trail** – Users can leave comments, upload documentation, and track resolution steps. For example, an incorrectly assigned vendor invoice can be annotated and corrected in-system, with a journal entry created for the discrepancy—all traceable for audit purposes.

## Use Cases

1. Intercompany imbalances
2. Open aging vendor invoices
3. Duplicate transactions
4. Mispaid transactions and chargebacks
5. Incorrect cost center
6. Out-of-balance journal entries
7. Timing differences and delays
8. Missing supporting documentation

## Trintech gives people time back for what matters most.

Our cloud-based platform and solutions enable thousands of clients worldwide to lead productivity transformation across their finance and accounting organizations — driving efficiencies, ensuring accuracy to mitigate risk, and empowering strategic decision-making.

### Make time count with Trintech.

As the leader in Financial Close Management, Trintech is headquartered in Plano, Texas with offices and strategic resellers across United States, Europe, Australia, South America, Africa, and Asia Pacific. With a strong partner ecosystem, Trintech collaborates with over 100 companies to create a network of interconnected businesses.

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