

Figuring out AMS Document Types and Number Ranges

Have you ever wondered **why AMS assigns a particular number to the document** you may have just **posted or parked**? Why do some documents start with '19' and others with '45'?

There is a system in place for assigning document numbers for the various document types. Those that know this system will have **a distinct advantage when filing, locating and reporting** on previously posted or parked documents.

Would you like to learn this system? Here it is. AMS assigns document numbers based on the document type. Each document type will fall within a certain range, and are assigned sequentially for that same document type.

Commonly Used Document Types: [Complete List](#)

Document Types for Use in FIS		
Document Type	Purpose	Document Number Range
SA: DM/Journal entry	Open for use for processing journal entry (debit memo) documents.	10XXXXXXXX
KF: Expense reimb.-DD	Open for use for departmental expense reimbursements for active appointed employees only, via Expense Reimbursement Direct Deposit transactions processed through the FIS ERDD screen or ERDD on the Web . Expense reimbursements for anyone other than an active appointed employee, should be processed using document type KE only, via the Enter Vendor Invoice screen.	235XXXXXXXX
KN: A/P Vendor invoic	Open for use for processing payments to external vendors including cheque requests.	19XXXXXXXX

So if you post a "KF" document (Expense Reimbursement Direct Deposit) in AMS, you know the document number will start with '235'. Similarly, if you are looking for an A/P vendor invoice payment posted in AMS, you know the document number will start with '19' and have document type 'KN' (which will help you narrow your search). document type may cause difficulties when reporting and searching for documents.

Note: Once a document is posted, **you cannot change the document type**.

Learn More:

- **Reference:** AMS and FIS Document Types
<http://finance.utoronto.ca/faqs/procctl-entries-and-document-types/>
- **GTFM:** Source Documents and the Audit Trail
<http://finance.utoronto.ca/policies/gtfm/financial-management/source-documents-and-the-audit-trail/>

How do I contact the FAST team for assistance?

There are a number of different ways of contacting the FAST Team;

1. **Email FAST.help**, this can be done using either of the following two methods:
 - a) **Email FAST Help direct** - Screen shots of errors and other “non-text” information can be included in emails sent directly to fast.help@utoronto.ca. To include screen shots use the “snipping tool” that may be available on the start menu  or through “all programs>accessories>snipping tool”.
 - b) **Use the AMS Help Form** <https://easi.its.utoronto.ca/ams-help-form/>

The AMS Help Form is a one stop shop for SAP system assistance. Make sure to review your choice of system assistance and select the correct radio button. Assistance can be delayed when the wrong support team is selected and the email request may be returned to you or forwarded to the correct department losing precious time.

Select FIS to reach the FAST team, complete the template and submit.

<input type="radio"/> ESS (Employee Self Service) Tax T4 and Pay slips online etc.	<input checked="" type="radio"/> FIS (Financial Information System: FAST TEAM)
<input type="radio"/> HRIS (Human Resources Information System), Payroll	<input type="radio"/> DIS (Development Information System)
<input type="radio"/> RIS/MROL (Research Information System/My Research On Line	<input type="radio"/> E-procurement (UShop)
<input type="radio"/> AMS General (AMS authorizations/access, access status)	

Reminder: The **FAST.Help email address** is **monitored Monday to Friday** during regular business hours and every attempt is made to respond to your enquiry by the end of the day. This email is monitored by members of the FAST Team on a rotating basis.

2. **Email or Phone your FAST Team Faculty/Division Rep** directly, find your FAST Team Representative and contact information at <http://www.finance.utoronto.ca/fast/contacts.htm> .
When leaving voice mail messages please remember to **speak slowly and clearly**.

It is recommended that if assistance is required on a time sensitive basis that requests should be sent to fast.help@utoronto.ca as there is always someone monitoring the email account. FAST Team members are regularly attending meetings and supporting training activities and therefore may be away from the office and unable to respond to emails quickly.

What information should I include when contacting the FAST Team?

Please include as much of the following information as possible, where applicable:

- Name, Department, Phone Number
- Detailed description of the situation
- Screen name or transaction code
- Document number(s)
- Error message (if any)
- FIS account number information (GL, FC, Fund, CC, IO)
- Screen shots (if possible), attach scanned copies of documents in question
- Other information you think to be helpful

The **more information provided** in the beginning the quicker the situation can be investigated and possibly resolved with fewer emails and/or phone calls.

Learn More:

- **Contacts:** FAST Team Contacts and Faculty Representatives
<http://finance.utoronto.ca/fast/fast-team-contacts-and-faculty-representatives/>
- **Form:** AMS Help
<https://easi.its.utoronto.ca/ams-help-form/>

New FAST Team members and Revised FAST Team Faculty Representatives

Things can change fast on the FAST team! We have recently hired **three new Business Analysts to join our team.** Please join us in welcoming **Neil Gonputh, Cheryl Rhind** and **Maryanne McCormick** to the **FAST team.**

Neil has worked in various Faculties and Departments at UofT including UTM Biology, Faculty of Law and Research Services. He brings a wide range of experience and knowledge to the team and the clients we support.

Cheryl Rhind joins the team having worked most recently as a Financial Officer working with the CAO at OISE. Cheryl brings with her, a wealth of knowledge and experience applying UofT's policies and procedures in a divisional setting.

Maryanne brings with her 10 years of experience working at Innis College in various roles, her most recent position being that of Business Services Coordinator. Maryanne brings to the team significant experience in an Ancillary environment along with her strong customer service skills.

With the addition of the new FAST team members we have updated our Faculty/Division FAST team representative assignments. Please review the list (see link below) to determine your primary and secondary FAST team representatives and find their respective contact information. All enquiries should be directed to your primary representative and in their absence, to the secondary. If your Faculty/Division is not listed or you are not sure who your representative is please contact Chris Dimitriadis at chris.dimitriadis@utoronto.ca or **(416) 946-3153**.

FAST Team Contacts and Faculty Representatives: <https://easi.its.utoronto.ca/ams-help-form/>

I would also like to take this opportunity to **thank both Brenda Cerilli and Elizabeth Zammit for their work on the FAST team over the past year** in their secondment roles. They have provided **excellent service to our clients** and we **wish them luck back in Psychiatry** and at **UTM respectively**.

ONE-ON-ONE WORK SUPPORT

Get HELP FAST - Biweekly lunch time AMS support sessions (FIS, HRIS, USHOP & RIS/MRA/MROL)

LOCATION: 256 McCaul St., Room 103 **OR** 109

Wednesday, August 5 ^h	Room 103	11:30am – 1pm
Tuesday, August 18 rd	Room 103	12:30pm – 2pm

TRAINING

- [FIS Training Calendar](#)
- [FAST Tips Newsletter - Archive](#)

FAST STAFF

- [Financial Advisory Services & Training \(FAST\)](#)
- [Subscribe to AMS Listserv](#)