

FINANCIAL INFORMATION SYSTEM

FIS Standard Curriculum

**A/P and G/L Account Postings:
Troubleshooting**



Course Objectives



This course will help you:

- Identify and troubleshoot FIS error messages
- Identify whether a cheque has been issued or cashed
- Correct Accounts Payable and General Ledger documents after they have been posted
- Process Journal Entries when incorrect account assignments are used
- Process Internal Revenues/Expense Recoveries

Course Map



- Troubleshooting Errors **During** the Document Entry Process
 - Incorrect Account Coding
 - Warning and Error Messages
 - NSF Account(s)
- Making Corrections **After** the Document is Posted
 - A/P Document - Cheque **NOT** Issued
 - A/P Document - Cheque **ISSUED** but **NOT CASHED**
 - A/P Document - Cheque **CASHED**
- A/P Cheque Delayed or Not Produced: Common Reasons

Troubleshooting Errors DURING the Document Entry Process



As a general rule, any field that is not “**greyed out**” can be edited/corrected **during** the document entry process by **typing over the field contents**.

This applies to:

- vendor number
- document type
- g/l account
- incorrect debit/credit entry
- amount
- tax code
- funds center or fund
- cost center or internal order
- commitment item
- text

Troubleshooting Incorrect Account Coding During Entry




G/L 825000 was accidentally keyed instead of G/L 825010

2 Items (Screen variant : Line Item Entry - FB50)

Status	G/L Account	Short text	D/C	Amount in doc.curr.	Com...	Tax code	Business area	Cost center	Order	Funds center	Fund
✓	825000	Suppl:general	Debit	100.00	UOFT	J9	1000	13424		100654	
✓	835000	Services:general	Credit	100.00	UOFT	J9	1000	13424		100654	
					UOFT						
					UOFT						
					UOFT						
					UOFT						

Any field, not "greyed out" can be changed by typing over the contents


To delete the line :


- Selecting the box to the far left of the line item - line will now be highlighted
- Click on the **Delete line** icon 

Troubleshooting Warning and Error Messages



 **Error message** - a system generated message that will not allow the transaction to post until the issue mentioned in the message is corrected.

 **Warning message** - the system will allow (most transactions) you to either post the transaction OR cancel the transaction and resolve the issue mentioned in the message.

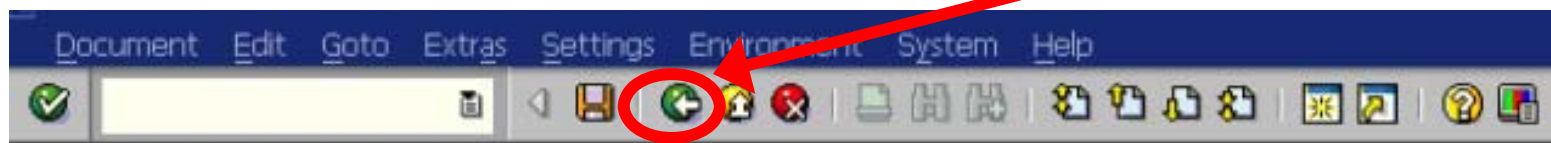
EXAMPLE: A transaction is entered and the "post"  icon is clicked. The following "warning" message appears at the bottom of the screen.



The user can acknowledge the warning by clicking "enter" which will allow the transaction to post

OR

Cancel the transaction completely by clicking on the "back" arrow.



Troubleshooting Warning and Error Messages (cont'd)



System generated warning and error messages appear at the **bottom** of the screen:



Warning



Error

Common Warning or Error Messages	Cause	Action to be taken**
Budget consumption 6,717.00 CAD (FM PB Availability Control) less than annual budget for document item 00002	Budget almost all spent	Proceed with transaction
Annual budget of FM PB Availability Control exhausted for document item 00002	Budget now all spent	Proceed with transaction
Annual budget exceeded by 3,282.37 CAD (FM PB Availability Control) for document item 00002	Insufficient funds	Select another Funds Center
Funds center 122222 does not exist in FM area UOFT and fiscal year 20.01.2020	Incorrect Funds Center	Select another Funds Center
Fund 455210 does not exist in FM area UOFT	Incorrect Fund	Select another Fund
"FI: Postings" is not allowed (FM 210246 /SERVICES /458145 /2020)	Funds Center or FC/Fund blocked for posting	For a Fund: <ul style="list-style-type: none"> • Contact Research or Trust Accounting For a Fund Center: <ul style="list-style-type: none"> • Contact F.A.S.T
You have no authorization for posting to this account	For G/L acct , account set up for automatic posting only. For Departmental Exp. Reimbur. Vendor Account wrong Vendor number was chosen for the transaction.	G/L Account: Select another G/L acct. Departmental Exp. Reimbursement Vendor Account: Select departmental OTA if available or use generic OTA 990004
Account 801120 UOFT is blocked for posting	You are not authorized to post using this G/L account	Select another G/L account.
Fund 413195 in FM area UOFT is not valid for 28.01.2020	Fund end date is in the past	If the charge must be posted call the Research or Trust accounting department, otherwise select another fund

Note: Double check the entry for any **typos**. If another account is needed, get appropriate authorization to change account information.

Troubleshooting Incorrect Account Coding During Entry: Vendor Number



The most common **A/P data entry** error message is:

“Account xxxxxx UofT is blocked for posting”

This error message indicates that the Vendor exists **but** A/P postings are not allowed because:

- a) **PO ONLY**: Vendor account should be used for **PO** transactions only **or**
- b) **BLOCKED**: Vendor account is no longer active

Example:

Name 1	Name 2	Vendor	Postal ...	City	SearchTerm
HELLMA (CANADA) LTD.		100413	L4K 2C8	CONCORD	PO ONLY
HELLMA (CANADA) LTD.		116002	L4J 8G7	THORNHILL	A/P ONLY
HELLMA (CANADA) LTD.		102374	L4K 4H5	CONCORD	BLOCKED
HELLMANN WORLDWIDE LOGIST		111877	L5G 1R1	MISSISSAUGA	A/P AND PO

Required action:

- Do a **Match Code** search to find vendor’s account number indicating “AP ONLY” or “AP & PO”.
- For an “INACTIVE” vendor account, notify Procurement Services, via General Inquiries at: <http://www.procurement.utoronto.ca/about-procurement/contact-us>

Troubleshooting NSF Accounts



Error messages will appear if Funds Center or FC/Fund has insufficient funds available:

When? Click  “post” icon to check for funds availability

How? Warning/error message appears at the bottom of the screen

- Double click message to view details

What? Message contains:

- Line (item) number
- Funds Center or FC/Fund
- Commitment Item where insufficient budget
- Specific error message

Troubleshooting NSF Accounts: Example



Enter Vendor Invoice: Company Code UOFT

Tree On | Company Code | Hold | Simulate | Park | Editing Options

Transactn | Invoice | Performance Assistant

Basic data | Payment | Details

Vendor: 100333
 Invoice date: 21.01.2020
 Posting Date: 28.01.2020
 Document type: KN:A/P Vendor inv
 Cross-CC no.:
 Amount: 9,000,000.00
 Text: testing NSF messag
 Paymt terms: 25 Days net
 Baseline date: 21.01.2008
 Company Code: UOFT University of

Annual budget exceeded by 703,284.37 CAD (FM PB Availability Control) for document item 00002

Message no. FMAVC005

Diagnosis

The annual budget is exceeded by 703,284.37 CAD (FM PB Availability Control) for the document item 00002. Budget control on outgoing amounts (**ceiling type Expenditures**) raised this message for the following combination of availability control ledger, fiscal year (and if applicable, year of cash effectivity) and control object:

9H/2020/-/100818/EXPENSE-S

Status	G/L acct	Short text	D/C	Amount in doc.curr.	Cost center	Order	Funds center	Fund	Comm
✓	825000	Suppl:general	Debit	9,000,000.00	11040		100818		SUPP
			Debit						
			Debit						
			Debit						
			Debit						
			Debit						
			Debit						
			Debit						

1 Items (Screen Variant : Line Item Er

Annual budget exceeded by 703,284.37 CAD (FM PB Availability Control) for document item 00002

Double click warning/error message for message details.

The detailed message indicates that system checked for Funds Available at the **CI=EXPENSE-S** and found that the annual budget would be **exceeded by \$703,284.37 CAD** if transaction posted.

Message refers to line 2 of document (the vendor information is line 1)

Making Corrections AFTER Document is Posted: Correcting G/L & A/P Documents



Found an error?

It *can* be fixed ...

Correct G/L account documents (e.g., Journal Entries, Internal Revenues/Expense Recoveries) by:

- **reversing** the initial transaction *or*
- creating a **correcting** Journal Entry

Reversal instructions for:

- **Journal Entries:**
<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.2406?mode=EU>
- **Internal Revenues/Expense Recoveries:**
<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.4562?mode=EU>

Making Corrections AFTER Document is Posted: Correcting G/L & A/P Documents (cont'd)



Corrections to A/P documents (e.g., Invoices and Expense Reimbursements) are possible if the cheque has **NOT** been issued or cashed.

Irrespective of the A/P cheque status, the following changes/corrections can be made:

- Changes to **line item text** or **Assignment field** via Document Change
- Changes to the **G/L account, Funds Center, Fund, Cost Center, Internal Order, Commitment Item, and Tax Code** via Journal Entry

QRG: Document Change

<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.3039?mode=EU>

QRG: Journal Entry Create

<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.2406?mode=EU>

Making Corrections AFTER Document is Posted: Reversing Documents



Document Reversal can be performed if the original document has no “cleared” items.

Examples:

- cheque has **not** been issued for an A/P transaction
- ERDD has **not** been deposited into individuals’ bank account

Correcting Journal Entries vs. Reverse Document

Correcting Journal Entry	Reverse Document
<ul style="list-style-type: none">• Does not provide automatic audit trail• Must identify original document in either Text or Reference field.	<ul style="list-style-type: none">• Provides automatic audit trail• System creates “link” between the two documents• Other document is referenced in the document header information

Making Corrections AFTER Document is Posted: A/P Documents



The process for correcting a **posted A/P document** depends on the **cheque payment status**.

Three possible scenarios:

- 1) Cheque not issued
- 2) Cheque issued, but not cashed
- 3) Cheque is cashed



Displaying Cheque Information

SAP Menu Path: Accounting >> Financial Accounting >> General Ledger >> Document >> Display

Transaction Code: FB03

Display the posted document to determine the cheque payment status.

Double click
line item 1
(Vendor Line) to
display vendor
line item
information

Document Overview - Display

Doc. type : KN (KN:A/P Vendor invoic) Normal document

Doc. Number 1902200000 Company code UOFT Fiscal year 2021
Doc. date 13.01.2020 Posting date 13.01.2020 Period 09
Calculate Tax
Ref. doc. 707010000276240
Doc. currency CAD

Itm	Account	Account short text	PK	Amount	CoCd	Tx	BusA	Cost Ctr	Order	Funds C
1	100333	Dell Canada Inc.	31	90.06	UOFT	**	1000			
2	821110	Equip:Comput:Purch	40	33.33	UOFT	E1	1000	11190		206221
3	260001	GST:Receiv & Payable	40	3.18	UOFT	E1	1000			101286

QRG: Document Display

<http://finance.utoronto.ca/wp-content/uploads/2015/11/docdisplayje.pdf>



Displaying Cheque Information (cont'd)

- If “Clearing” field is available, cheque has been produced.

“Clearing” date is date the cheque has been produced

The screenshot shows the SAP 'Display Document' window. The 'Environment' menu is open, with 'Check Information' highlighted. The 'Clearing' field in the 'Additional Data' section is highlighted with a red box and contains the date '12.02.2020' and the reference '2001886150'. Other fields include Vendor (100333), Company Code (U0FT), and Amount (90.06).

Additional Data	
Bus. Area	1000
Disc. base	79.00 CAD
Payt Terms	YT05
Bline Date	13.01.2020
Pmnt Block	
Pmnt Method	Pmnt meth.supl.
Clearing	12.02.2020 / 2001886150
Assignment	19022000002020
Text	707010000276240 Dell (TB05671)

NOTE: With ERDDs, the “Clearing” date is the date the payment was made to the employee’s bank account and “Check Information” will always be greyed out.

Displaying Cheque Information (cont'd)



To view cheque information click: **Environment (tab) > Check information**

Check number

Date check was issued

Date check was cashed

Display Check Information

Check recipient | Check issuer... | Accompanying docs | Payment document

Paying company code: Payment document no.:

Bank details

House Bank	<input type="text" value="CIBC1"/>	Bank Key	<input type="text" value="010"/>
Account ID	<input type="text" value="30132"/>	Bank Account Number	<input type="text" value="0010707"/>
Bank name	<input type="text" value="Canadian Imperial Bank of Commerce"/>		
City	<input type="text" value="Toronto, Ontario"/>		

Check information

Check Number	<input type="text" value="6913040"/>	Currency	<input type="text" value="CAD"/>
Payment date	<input type="text" value="12.02.2020"/>	Amount paid	<input type="text" value="118,548.77"/>
Check encashment	<input type="text" value="19.02.2020"/>	Cash discount amount	<input type="text" value="0.00"/>

Check recipient

Name	<input type="text" value="Dell Canada Inc."/>
City	<input type="text" value="Toronto"/>
Payee's country	<input type="text" value="CA"/>
Regional code	<input type="text" value="ON"/>

Total amount of the cheque to vendor, but not necessarily the amount of your invoice. (e.g., slide 15 shows invoice amount as \$90.06).

A/P Document – Cheque NOT Issued



- Use "**Change Document**" function for an A/P document to :
 - change **Payment Method** for an OTA Expense Reimbursement Vendor Group
 - update **address** if you used an OTA vendor or the Individual payee functionality
- Reverse document using "**Document Reverse**" depending on document type (e.g., ERDD, Invoice, Journal Entry or Internal Revenue)

QRG: Document Reverse (used for Invoices, Non-ERDD Expense Reimbursements and Journal Entries)

<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.3030?mode=EU>

QRG: Expense Reimbursement Direct Deposit (Reverse)

<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.3027?mode=EU>

QRG: Internal Revenues/Expense Recoveries

<https://sapdocs.easi.utoronto.ca/gm/folder-1.11.3014?mode=EU>

A/P Document – Cheque ISSUED but NOT CASHED



Complete the “[Cheque/Draft Re-issue or Cancel Request Form](#)” and send to **Accounts Payable in Financial Services** at ap.fsd@utoronto.ca to request stop payment.

Indicate:

- the cheque number
- the document number
- the reason for the stop payment and
- Whether or not cheque will be reissued

If **NO changes required to the cheque** it can be reissued by Accounts Payable in the next cheque run (e.g., the original cheque was lost in the mail).

If the cheque will either be ‘**Not Re-issued**’ or ‘**Changes Required – Re-issued**’ (e.g., updates to **Address** or **Pmt Method**), Accounts Payable will notify the department when the original cheque has been cancelled.

Then the department will have to:

1. For ‘**Not Re-issued**’ cheques:
 - A/P Invoices: **Reverse the document**
 - Logistics Invoice: **Cancel Invoice Receipt**
2. For ‘**Changes Required – Re-issued**’ – perform a Document Change, populate the **Address** and **Pmt Method** fields then remove **Payment Block**

A/P Document - Cheque CASHED



If cheque **cashed**, **request refund** in the form of:

- cheque* **or** credit memo if a “**regular**” **vendor** number (e.g., Vendor Number on the Master Records vendor list) used to process payment
- cheque*; if a **one-time-only** account vendor number or an **individual (alternate) payee** address was used to process the payment.

* All cheques are made **payable** to the **University of Toronto**.

A/P Cheque Delayed or Not Produced: Common Reasons



1. The payment method was not selected for an **OTA Expense Reimbursement Vendor**.
 - **Correction:** [Document Change](#) and populate the “*Pmt Method*” field
2. A OTA Trade Payable/Departmental Expense Reimbursement OTA Vendor or Alternate Payee function was used and the “**Street**” field on the address window was not populated.
 - **Correction:** [Document Change](#) Enter correct address in the street field
3. The Invoice date was entered incorrectly
 - **Correction:** [Reverse document](#) and reprocess
4. An OTA Trade Payable Vendor Account (e.g., 990001) was used instead of an OTA Departmental Expense Reimbursement, thus delaying the cheque production. Payment terms for OTA Trade Payable Vendors are 35 days, instead of immediately for an OTA Expense Reimbursement Vendor.
 - **Correction:** [Reverse document](#) and reprocess
5. The transaction was processed using the incorrect Vendor Group (e.g., request in US\$ on OTA 990001)
 - **Correction:** [Reverse document](#) and reprocess

Course Objectives



Review:

- Identify and troubleshoot FIS error messages
- Identify whether a cheque has been issued or cashed
- Correct Accounts Payable and General Ledger documents after they have been posted
- Process Journal Entries when the incorrect account assignment is used
- Process Internal Revenues/Expense Recoveries

WEB Documentation



- **Documentation & Support**

<http://finance.utoronto.ca/fast/support-documentation/>

- **Financial Forms**

<http://finance.utoronto.ca/forms/processing/>

- **GTFM Policy**

<http://finance.utoronto.ca/policies/gtfm/>

- **Glossary of Terms**

<http://finance.utoronto.ca/fast/fis-glossary/>

- **Cheque Production FAQs**

<http://finance.utoronto.ca/faqs/cheque-production/>

NEED HELP?



<https://easi.its.utoronto.ca/ams-help-form/>

Help is a facility for all AMS subsystems:

- Use the WEB form found at the above address
- Select the appropriate AMS module
(e.g., FIS: FAST Team)
- Complete all the information required on the form
- Click on the **Send it!** button

**Mail box is monitored Monday to Friday
9:00 a.m. - 5:00 p.m.**

FAST Team Contacts



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FIS Standard Curriculum Evaluation:

<http://finance.utoronto.ca/fast/fis-training/course-evaluation-fis-training/>

FAST website:

<http://finance.utoronto.ca/fast/>