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

<table>
<thead>
<tr>
<th>Status</th>
<th>G/L Code</th>
<th>Short text</th>
<th>D/C</th>
<th>Amount in doc curr.</th>
<th>Com.</th>
<th>Tax code</th>
<th>Business area</th>
<th>Cost center</th>
<th>Order</th>
<th>Funds center</th>
<th>Fund</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>825000</td>
<td>Supplies/general</td>
<td>Debit</td>
<td>100.00</td>
<td>UOFT J9</td>
<td>1000</td>
<td>13424</td>
<td></td>
<td>100654</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>835000</td>
<td>Services/general</td>
<td>Credit</td>
<td>100.00</td>
<td>UOFT J9</td>
<td>1000</td>
<td>13424</td>
<td></td>
<td>100654</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

![Annual budget almost exhausted for document item 00002]

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:

<table>
<thead>
<tr>
<th>Warning</th>
<th>Error</th>
</tr>
</thead>
</table>

### Common Warning or Error Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Cause</th>
<th>Action to be taken**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget consumption 6,717.00 CAD (FM P8 Availability Control) less than annual budget for document item 00002</td>
<td>Budget almost all spent</td>
<td>Proceed with transaction</td>
</tr>
<tr>
<td>Annual budget of FM P8 Availability Control exhausted for document item 00002</td>
<td>Budget now all spent</td>
<td>Proceed with transaction</td>
</tr>
<tr>
<td>Annual budget exceeded by 3,282.37 CAD (FM P8 Availability Control) for document item 00002</td>
<td>Insufficient funds</td>
<td>Select another Funds Center</td>
</tr>
<tr>
<td>Funds center 122222 does not exist in RM area UOFT and fiscal year 20.01.2020</td>
<td>Incorrect Funds Center</td>
<td>Select another Funds Center</td>
</tr>
<tr>
<td>Fund 455210 does not exist in RM area UOFT</td>
<td>Incorrect Fund</td>
<td>Select another Fund</td>
</tr>
</tbody>
</table>
| "HI: Postings" is not allowed (FM, 210246 /SERVICES /4S9145 /2020)       | Funds Center or FC/Fund blocked for posting | For a Fund:  
  - Contact Research or Trust Accounting  
  For a Fund Center:  
  - 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.  
If the charge must be posted call the Research or Trust accounting department, otherwise select another fund |
| Fund 413195 in RM area UOFT is not valid for 28.01.2020                  | Fund end date is in the past         |                                      |

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

<table>
<thead>
<tr>
<th>Name 1</th>
<th>Vendor</th>
<th>City</th>
<th>SearchTerm</th>
</tr>
</thead>
<tbody>
<tr>
<td>HELLMA (CANADA) LTD.</td>
<td>100413</td>
<td>CONCORD</td>
<td>PO ONLY</td>
</tr>
<tr>
<td>HELLMANN WORLDWIDE LOGIST</td>
<td>111877</td>
<td>MISSISSAUGA</td>
<td>A/P ONLY</td>
</tr>
<tr>
<td>HELLMA (CANADA) LTD.</td>
<td>102374</td>
<td>CONCORD</td>
<td>BLOCKED</td>
</tr>
<tr>
<td>HELLMA (CANADA) LTD.</td>
<td>116002</td>
<td>THORNHILL</td>
<td></td>
</tr>
<tr>
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<td>116002</td>
<td>THORNHILL</td>
<td></td>
</tr>
</tbody>
</table>

**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](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

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)
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](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](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

<table>
<thead>
<tr>
<th>Correcting Journal Entry</th>
<th>Reverse Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Does not provide automatic audit trail</td>
<td>• Provides automatic audit trail</td>
</tr>
<tr>
<td>• Must identify original document in either Text or Reference field.</td>
<td>• System creates “link” between the two documents</td>
</tr>
<tr>
<td></td>
<td>• Other document is referenced in the document header information</td>
</tr>
</tbody>
</table>
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.

**QRG:** Document Display
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.

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

“Clearing” date is date the cheque has been produced.
Displaying Cheque Information (cont’d)

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

**Display Check Information**

- Paying company code: UOFT
- Payment document no.: 2001886150
- **Check number:**
- **Date check was issued:** 12.02.2020
- **Date check was cashed:** 19.02.2020
- Bank details:
  - House Bank: CIBC
  - Account ID: 30132
  - Bank name: Canadian Imperial Bank of Commerce
  - City: Toronto, Ontario
- Check information:
  - Check Number: 6913040
  - Payment date: 12.02.2020
  - Amount paid: 118,548.77
  - Cash discount amount: 0.00
- **Check recipient**:
  - Name: Dell Canada Inc.
  - City: Toronto
  - Payee’s country: CA
  - Regional code: 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
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

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Contact Information</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Chris Dimitriadis</td>
<td><a href="mailto:chris.dimitriadis@utoronto.ca">chris.dimitriadis@utoronto.ca</a></td>
<td>946-3153</td>
</tr>
<tr>
<td>Senior Business Analyst</td>
<td>Maryanne McCormick</td>
<td><a href="mailto:m.mccormick@utoronto.ca">m.mccormick@utoronto.ca</a></td>
<td>946-3291</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>Nusrath Mohiuddin</td>
<td><a href="mailto:nusrath.mohiuddin@utoronto.ca">nusrath.mohiuddin@utoronto.ca</a></td>
<td>978-4042</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>Wah-Ming Wong</td>
<td><a href="mailto:wahming.wong@utoronto.ca">wahming.wong@utoronto.ca</a></td>
<td>978-1151</td>
</tr>
<tr>
<td>Senior Business Analyst (Training)</td>
<td>Rames Paramsothy</td>
<td><a href="mailto:rames.paramsothy@utoronto.ca">rames.paramsothy@utoronto.ca</a></td>
<td>978-4675</td>
</tr>
<tr>
<td>Business Analyst (Training)</td>
<td>Tasleem Hudani</td>
<td><a href="mailto:tas.hudani@utoronto.ca">tas.hudani@utoronto.ca</a></td>
<td>978-1229</td>
</tr>
</tbody>
</table>

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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/