

# **FINANCIAL INFORMATION SYSTEM**

**FIS Standard Curriculum**

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



# Course Objectives

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This course will help you:

- Identify and troubleshoot FIS error messages
- Identify whether a cheque has been issued or cashed
- Process Journal Entries to correct postings
- Process Internal Revenues/Expense Recoveries
- Reverse Accounts Payable and General Ledger documents after they have been posted

# Course Map

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## Troubleshooting Errors **During** the Document Entry Process

- Warning and Error Messages
- Incorrect Account Coding
- 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**

# Troubleshooting Errors DURING the Document Entry Process

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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 Object	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 that is not "greyed out" can be changed by typing over the contents

Users can delete a line if a field has been greyed out.

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 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 a “BLOCKED” vendor account, notify Procurement Services, via General Inquiries at:  
<http://www.procurement.utoronto.ca/about-procurement/contact-us>

# Troubleshooting NSF Accounts

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Error messages will appear if the 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 messa  
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**

1 Items ( Screen Variant : Line Item Er

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						

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)



# 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.

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"> <li>Contact Research or Trust Accounting</li> </ul> For a Fund Center: <ul style="list-style-type: none"> <li>Contact F.A.S.T</li> </ul>
You have no authorization for posting to this account	For <b>G/L acct</b> , account set up for automatic posting only.  For <b>Departmental Exp. Reimbur. Vendor Account</b> wrong Vendor number was chosen for the transaction.	<b>G/L Account:</b> Select another G/L acct.  <b>Departmental Exp. Reimbursement Vendor Account:</b> Select departmental OTA if available or use generic OTA <b>990004</b>
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.

# Making Corrections AFTER Document is Posted: Correcting G/L Documents

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## Common errors to G/L account documents:

- Wrong account numbers were used
- Wrong dollar amount was used (after tax amount)
- Debit and credit fields were incorrectly selected
- Wrong document type was used
- Wrong tax code was used
- Wrong G/L was used
- Wrong Commitment item, or CI was omitted

# Making Corrections AFTER Document is Posted: Correcting G/L Documents

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

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

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

# Making Corrections AFTER Document is Posted: Correcting A/P Documents

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## Common errors to Invoice payments:

- Wrong account numbers were used
- Wrong tax code and/or G/L was used
- Invoice was over/under paid
- Wrong Commitment item, CI was omitted

## Common errors to ER/ERDD payments:

- Wrong account numbers were used
- Wrong tax code and/or G/L was used
- Claimant was over/under paid
- Claimant was reimbursed twice for the same reimbursement

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

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

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**Irrespective of the cheque status**, the following changes/corrections can be made to posted A/P or G/L documents:

- **Line item text**
- **Assignment field**

**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>

# Reversing a JE & AP Invoice



- Document
  - FB02 - Change
  - FB09 - Change line items
  - FB03 - Display
  - FB04 - Display changes

Display Document: Data Entry View

Taxes Display Currency General Ledger View

Data Entry View

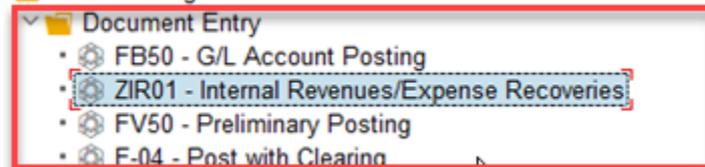
Document type	KN	KN: A/P Vendor invoice			
Document Number	1904813229	Company Code	U0FT	Fiscal Year	2021
Document Date	01.10.2020	Posting Date	02.10.2020	Period	6
Reference	21223	Cross-Comp.No.			
Currency	CAD	Calculate tax	<input checked="" type="checkbox"/>		
Doc.Header Text		Reversal doc.		/	

Reverse Document

Company Code	U0FT
Document Number	1904813229
Fiscal Year	2021
Reversal Reason	
Posting Date	
Period	
Void reason	

Item	Account Description	Key	Text
1	127842 Paper Plus	31	1 2122:
2	825810 Photocopier Supplies	40	2122:
3	260011 HST (PVAT) Rec & Pay	40	
4	260001 HST (GST) Receivable	40	

# Reversing an ER/IR



Double-click **ZIR01 - Internal Revenues/Expense Recoveries**.

*Internal Revenues/Expense Recoveries: Data entry screen*

Internal Revenues/Expense Recoveries: Data entry screen

Get Held Doc. Hold Doc. Get Parked Doc. Park Doc. Post with Ref. Clear Screen **Reverse Doc.**

Document Date			
Posting Date	08.10.2020		
Document type	SI	Debit Amount	0.00
Reference		Credit Amount	0.00
Currency	CAD		
Doc. Header Text		Document Bal.	0.00
Company Code	UOFT		OO

# Making Corrections AFTER Document is Posted: A/P Documents

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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

# A/P Cheque Delayed or Not Produced: Common Reasons

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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

# 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	<input checked="" type="checkbox"/>				
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	33.58	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. The 'Clearing' field contains the date '12.02.2020' and the reference '2001886150'. The 'Check Information' menu item is greyed out.

Additional Data	
Bus. Area	1000
Disc. base	79.00 CAD
Payt Terms	YT05
Blinc 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. invoice amount was \$90.06).

# 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](mailto: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 are 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 - **Reverse the document**
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

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

- cheque\* **or** credit memo if a **“regular” vendor** number (e.g., Vendor Number on the Master Records vendor list) was 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 Document – ER cheque **CASHED** or ERDD deposit **CLEARED**

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If the ER payment has been **cash**ed/cleared, request a **refund** in the form of:

- cheque\* if an **employee vendor** number was used to process payment
- cheque\*; if a **generic or departmental vendor** number was used to process the payment.

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

# Course Objectives

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Review:

This course will help you:

- Identify and troubleshoot FIS error messages
- Identify whether a cheque has been issued or cashed
- Process Journal Entries to correct postings
- Process Internal Revenues/Expense Recoveries
- Reverse Accounts Payable and General Ledger documents after they have been posted



# WEB Documentation

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- **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?

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<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

**[fast.help@utoronto.ca](mailto:fast.help@utoronto.ca)**

**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/>