Troubleshooting Accounts Payable & General Ledger Transactions

Course 5 in Standard Curriculum

UNIVERSITY OF TORONTO | Financial Services

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Learning Objectives

- Understand how to interpret FIS error and warning messages
- Determine the status of a cheque, direct deposit or EFT
- Update FIS documents
- Correct A/P and G/L documents after they have been posted
- Reverse Internal Revenues/Internal Expense Recoveries

Link to Course Material

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Housekeeping – All FIS Courses and Workshops

Expectations for FIS Courses:

- Must be able to complete all assigned exercises in the SAP-QT1[HANA] training application.
  - If you are having technical issues, and cannot complete the exercises in class, you have 1 week to complete them. If extensions are necessary, please contact me.
  - The instructor will review all exercises.
- Must attend most of the class. If you miss 20 minutes or more of class you will not be eligible for course credit.

All FIS courses are recorded and will receive a copy of the recording for their record.

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Making Corrections to Accounts Payable & General Ledger Transactions

All Accounts Payable (e.g. invoices) and General Ledger transactions (e.g. journal entries) can be corrected in some form.

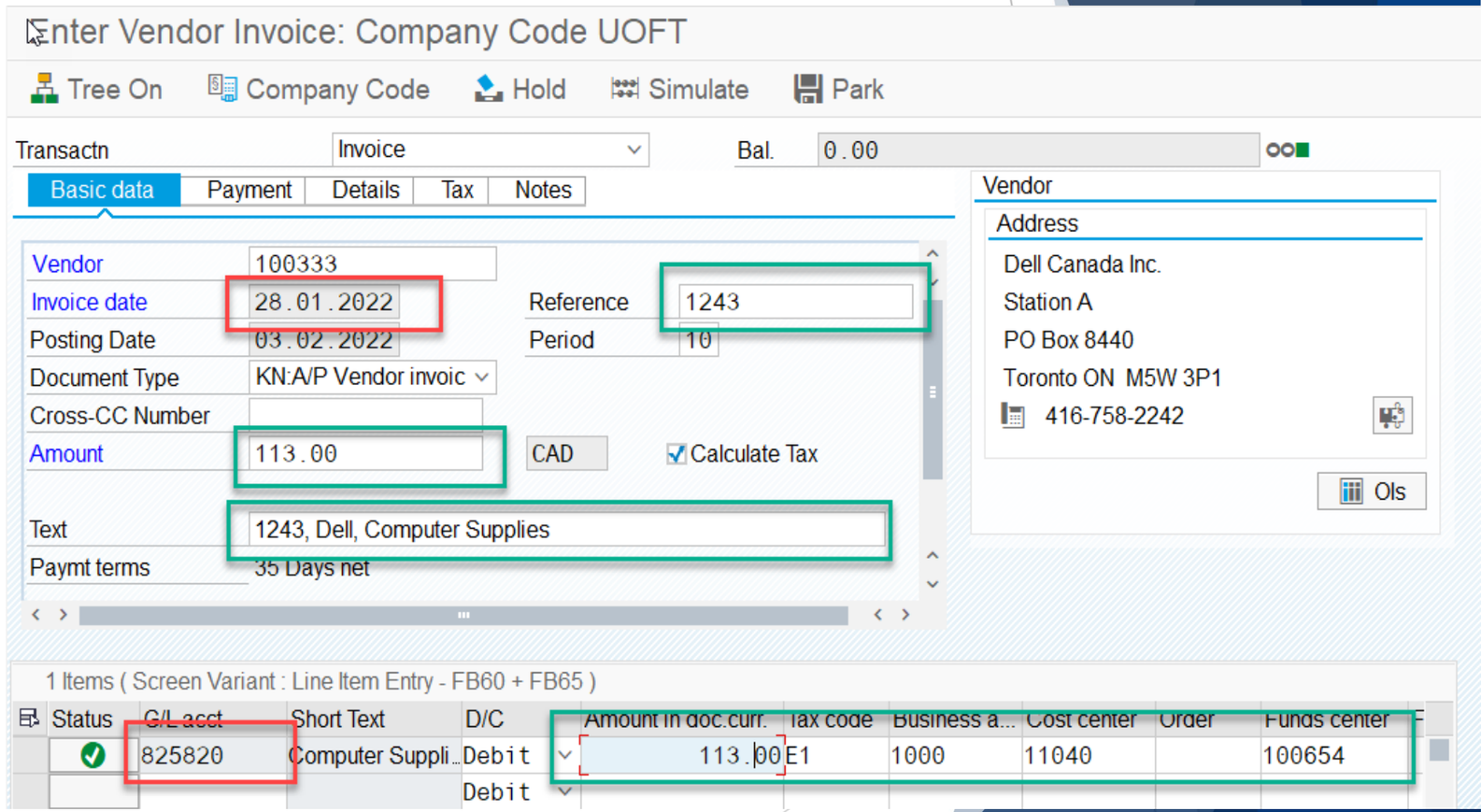
The approach to correcting these transactions depend on the **specific error message** OR **status of cheque, draft or electronic funds transfer.**

Records of all FIS transactions always remain in the system however the impact of the postings can be reversed/corrected.

Watch this simulation to learn how to **Determine the Status of a Cheque, Draft or Electronic Funds Transfer.**

Correcting Transactions Before they are Posted

Prior to posting a transaction, as a general rule **if a field is white it can be edited** and **if it is grey it is locked.**



Understanding Error and Warning Messages in FIS

During the entry process, you may see messages appear in the status bar at the bottom left of the FIS screen.

This includes:

- **Error** Messages
- **Warning** Messages
- **Enter/Complete**

If an **error or warning message seems incomplete** or you require more information to resolve it, **double-click on the message** to view a pop-up with more information.

If you are unsure of the cause of the message, contact your FAST Team representative or fast.help@utoronto.ca

Learn more about **what information FAST needs to help resolve your error/warning message.**

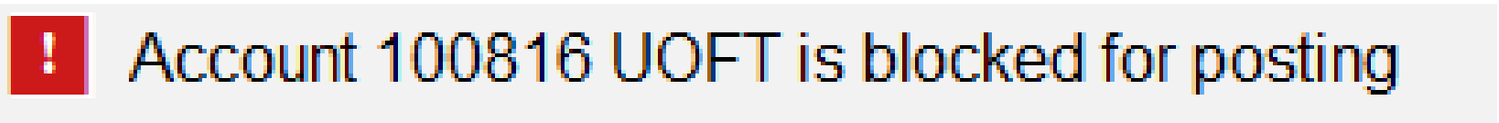
Common Error/Warning Messages

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: • 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.
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

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

Vendor Account Authorizations and Error Messages

Depending on the status (e.g., blocked) or type of vendor account (e.g. PO ONLY vs. AP ONLY), you may receive an error message such as this.



Procurement Services automatically blocks vendor accounts that have not been used in 24 months.

To unblock a vendor account that has not been used in this period of time, contact purchasing.help@utoronto.ca.

Browse these articles to learn more about searching for and common errors with vendor accounts.

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Methods of Correcting A/P and G/L Transactions

Transactions can be corrected using the following approaches:

- **Document Reverse** – reverses the financial impact of the transaction and ensures that there is link between the original and reversal for audit purposes.
- **Journal Entry** – IF the transaction cannot be reversed (i.e. cleared), can be used to correct/reallocate expenses/revenues
- **Document Change** – edit “text” fields, such as Assignment, Text, Payment Method, Payment Block and Reference.

Watch this simulation to learn more about **how to reverse A/P & G/L transactions.**

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Determining the Status of the Cheque, Draft or Electronic Funds Transfer

To determine the status of an Accounts Payable (A/P) document, use the FB03 – Document Display transaction and locate the:

- **Clearing** field/number – indicates that the payment has left UofT and it is too late to reverse the document
- **Encashment** date – for cheque, this indicates if and when the cheque has been cashed.

Watch this simulation to learn how to **Determine the Status of a Cheque, Draft or Electronic Funds Transfer.**

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Payment Status and Method of Correction

Let's examine the process of correcting A/P transactions based on the **status of the cheque, draft or EFT**:

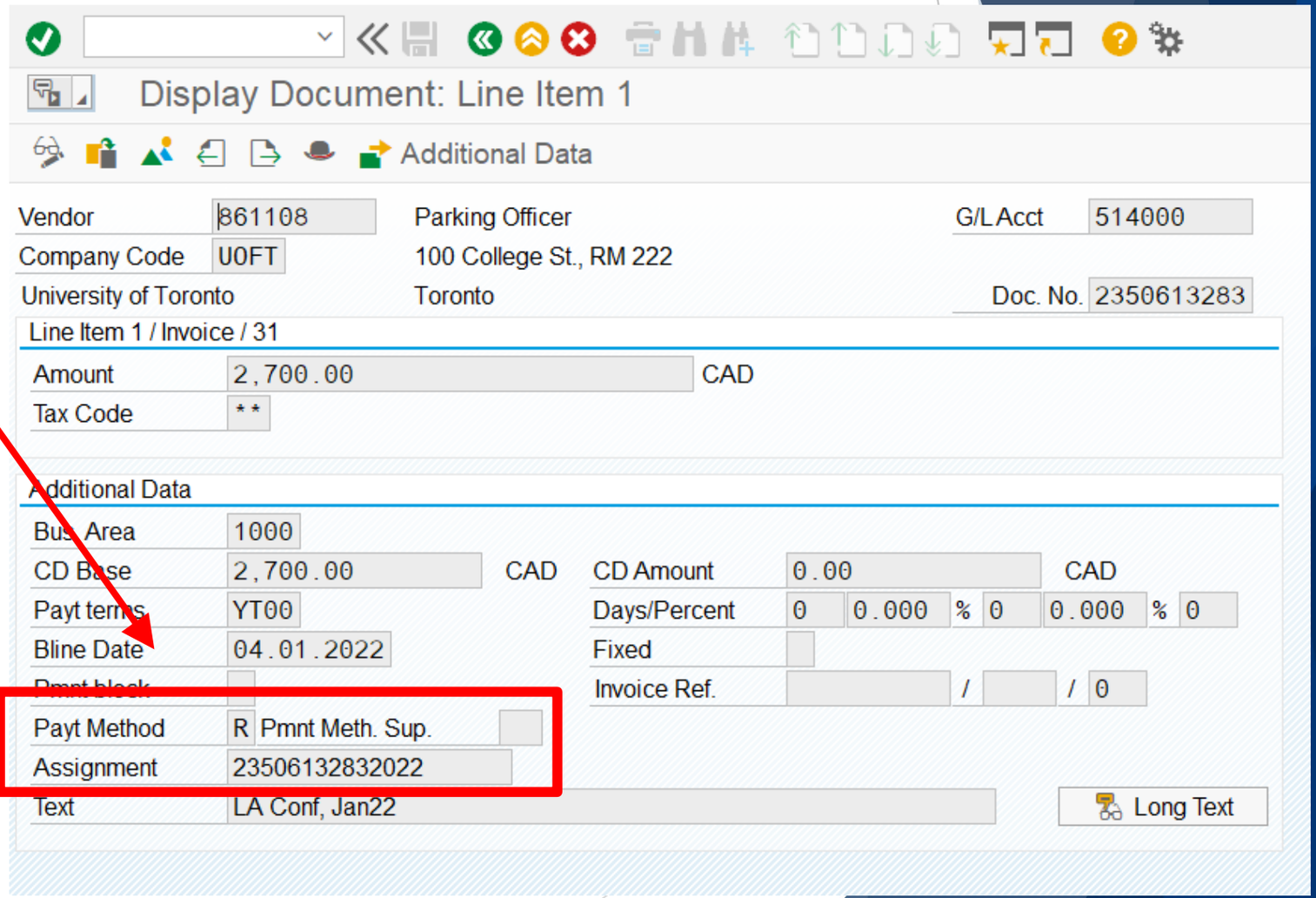
1. Payment has not been issued
2. Payment has been issued by not cashed
3. Payment has been cashed/transmitted

Scenario 1 – Payment has not been Issued

If the Clearing field is NOT populated between the Payment Method and Assignment field, it indicates the cheque, draft or EFT has not left UofT's accounts.

You can still:

- Reverse the document
- Change certain fields
- Process a Journal Entry



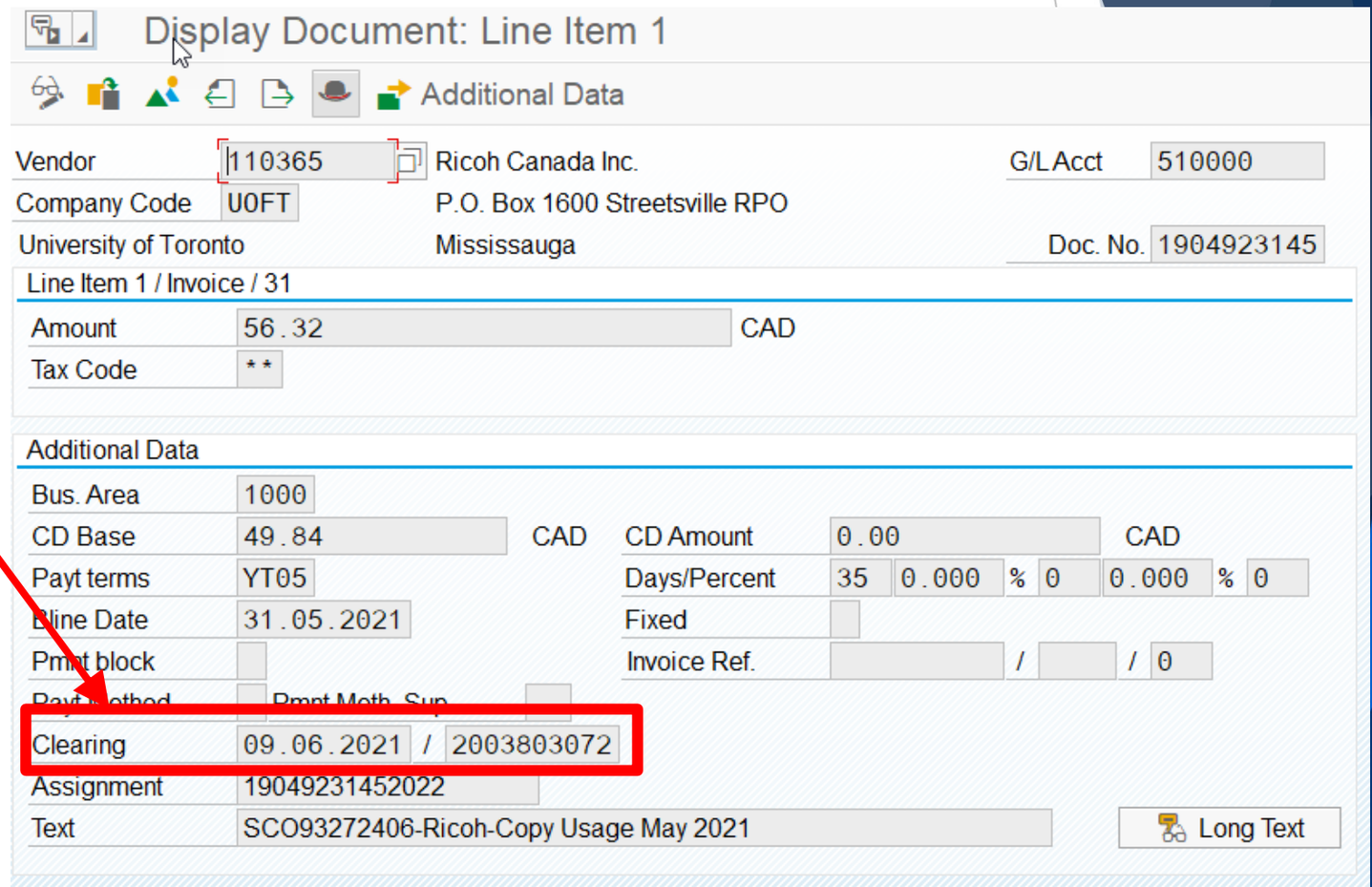
Scenario 2–
Payment has been Issued but not Cashed

Display the A/P document (e.g. invoice) within the FB03 – Document Display screen and drilldown into the vendor line to determine whether or not the cheque, draft or EFT has cleared UofT's accounts.

You can still:

- process a Journal Entry
- change certain fields

Proceed to Environment >> Check Information to learn more

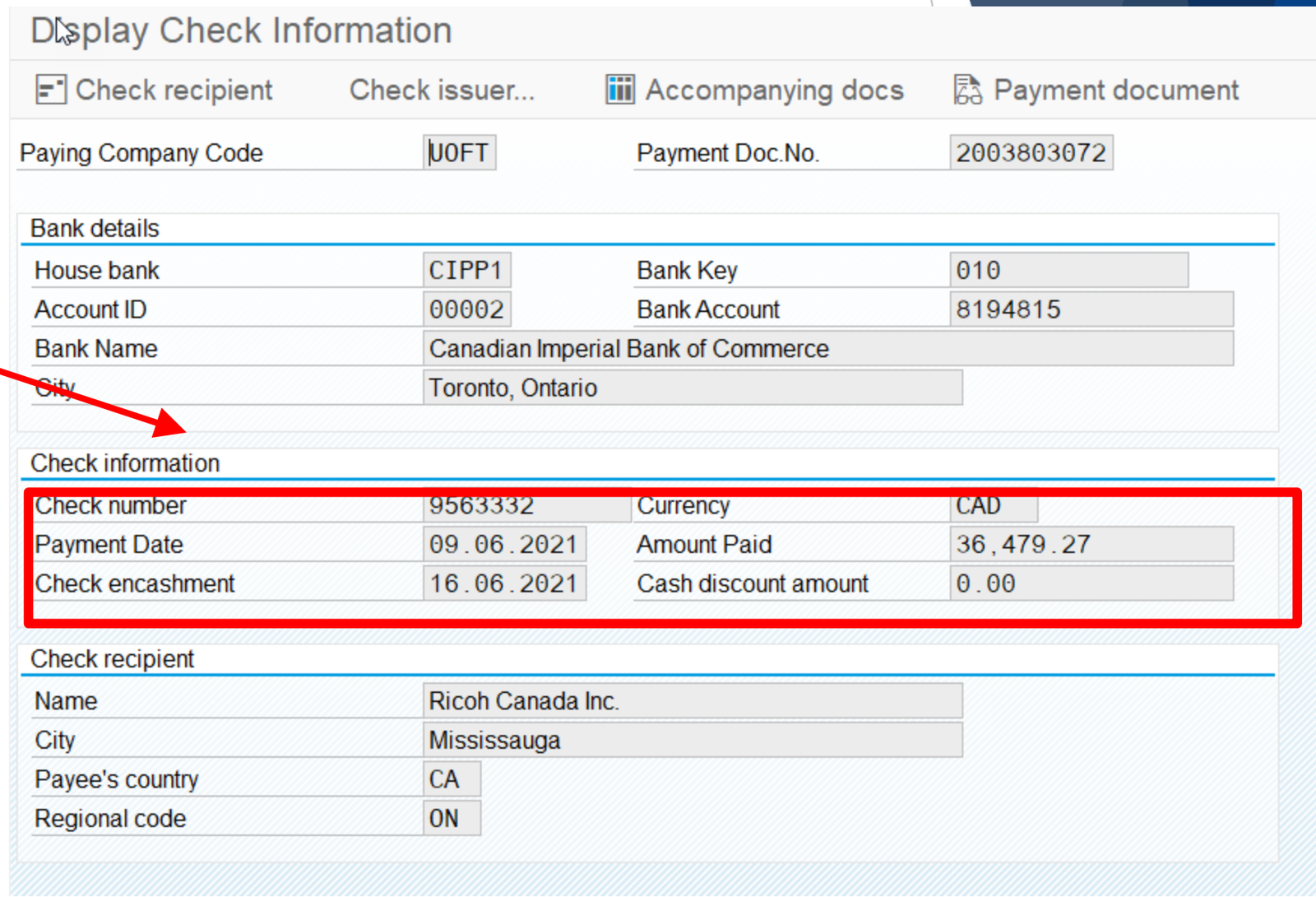


Scenario 3 – Payment has Issued and Cashed

If the **Check Encashment** is populated, the recipient has cashed the cheque.

The **Check Number** should be noted if it has not been cashed and needs to stopped.

NOTE: The **Amount Paid** is the total for the entire University against that vendor in the cheque run.



How to Place a Stop Payment on a Cheque

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***

Read this article to learn more.

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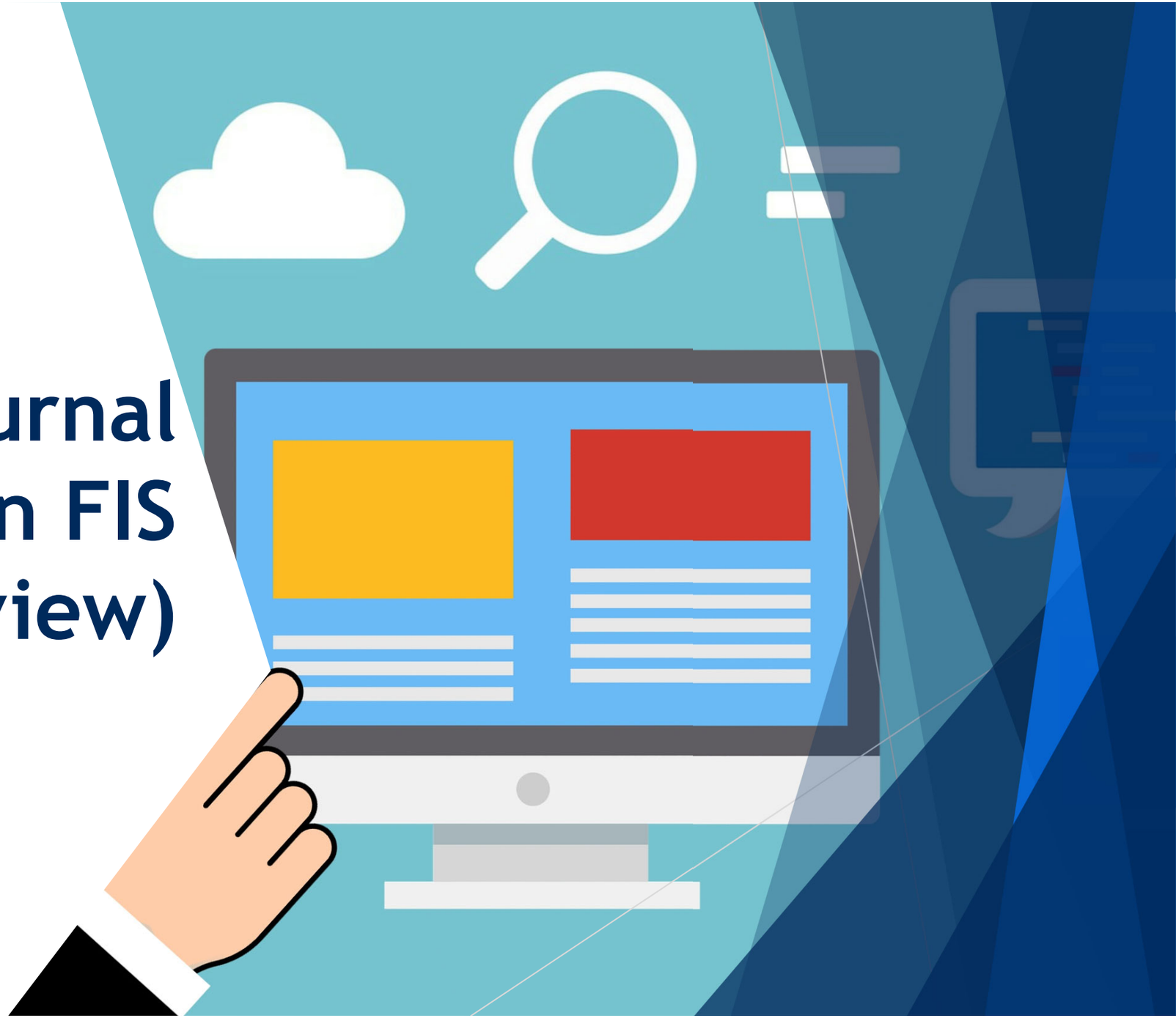
Processing Journal Entries in FIS (Review)



REVIEW: What are Journal Entries & Internal Revenues/Recoveries?

Definitions:

1. **Journal Entries**: Processed to correct posted FIS transactions where one of the following is missing or incorrect
   - G/L Account
   - Funds Center/Fund
   - Commitment Item
   - Cost Centers/Internal Orders
   - Tax Codes
   - Earmarked Funds

2. **Internal Revenues**: Departments (centrally or at the divisional/departmental level) provide specialized services to other departments **within the University** for which they charge a fee, **but cash is not generated**.
3. **Internal Expense Recoveries:** Recovery of expenses already paid and then shared/reallocated between departments.

Exercise 1 – Process a Journal Entry

Instructions (approx. 10 - 15 minutes)

Process a Journal Entry to reallocate the cost of airfare to the correct Funds Center and Cost Center.

Reference Guide for the exercise

Exercise 2 – Update the Assignment field in a Posted Document

Instructions (approx. 5 minutes)

Use the FB02 – Change Document function to update the Assignment field in the posted Journal Entry.

Reference Guide for the exercise

Exercise 3 – Reverse the Journal Entry

Instructions (approx. 5 minutes)

Use the FB03 – Display Document function to reverse the posted Journal Entry.

Reference Guide for the exercise

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Contact Information & Additional Resources

- **FAST General Mailbox** – fast.help@utoronto.ca
- Faculty FAST Team Representatives List

- **Knowledge Centre**
- **Documentation & Support**
- **Financial Forms**

We are always looking for ways to improve.

Click here and take a moment to complete our course evaluation.