

Title	AP Check Process Troubleshooting
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Other Process Owners	Name and Addresses
Dept/Division	RIS/BOR
Get Help with This Process	RIS/BOR

Description:

These procedures are used to diagnose problems with AP Check postings.

Run Schedule:

Checks are run on a daily basis from AP Shared Services. Janet Peterson is main contact person. This Troubleshooting guide is only needed in the event of a problem.

Special Information for Technical:

Because AP check process involves numerous steps, there are a variety of possibilities for error. Here we can only address those issues that we have faced in the past and suggest areas to review for correction. In most cases it is best to open a case with UDC on any AP check issues.

Related Documents/Links:

1.) --When error occurs in FZPCHKR

```
SELECT * FROM FZBCHKR
WHERE FZBCHKR_FEED_DATE = '19-NOV-2009'
and fzbchkr_acct_feed_ind <> 'I';
```

```
SELECT * FROM FZBCHKR where fzbchkr_acct_feed_ind = 'Y'
```

```
SELECT * FROM FZBCHKR
WHERE FZBCHKR_FEED_DATE = '19-NOV-2009'
and FZBCHKR_FEED_DOC_CODE = 'RF000905' -- 1171 records
```

```
SELECT * FROM FZBCHKR
WHERE FZBCHKR_FEED_DOC_CODE = 'RF000905'
```

```
CREATE TABLE fzbchkr_20091116A_m4d
AS (SELECT * FROM FZBCHKR
WHERE FZBCHKR_FEED_DATE = '16-NOV-2009'
and fzbchkr_acct_feed_ind <> 'I');
```

```
Update FZBCHKR
Set FZBCHKR_ACCT_FEED_IND = 'I', FZBCHKR_FEED_DOC_CODE = null,
FZBCHKR_FEED_DATE = null,
FZBCHKR_FSI_SOURCE_DOC_SEQ = null, FZBCHKR_FSI_SOURCE_DOC_YEAR
= null
Where FZBCHKR_FEED_DOC_CODE = 'RF000905'
```

```
SELECT * FROM FZBCHKR
```

```

WHERE FZBCHKR_ACCT_FEED_IND = 'I' -- 1171 records

select * from gurfeed where gurfeed_doc_code = 'RF000905' -- 1172
records

CREATE TABLE gurfeed_20091116_m4d
  AS (select * from gurfeed where gurfeed_doc_code = 'RF000905');

delete from gurfeed where gurfeed_doc_code = 'RF000905'

select * from gurapay

select * from fzbchkr where fzbchkr_doc_code in
('J0052322','J0052335','J0052337')

select * from fzbchkr where fzbchkr_doc_code like '%J%'

UPDATE FZBCHKR f set f.fzbchkr_acct_feed_ind = 'F'
where f.fzbchkr_doc_code in ('J0052322','J0052335','J0052337')

```

2.) */*That is a check number. Now FZPCHKR is off by the amount of that check (11356820). I do not find an issue with the documents associated with that check (I0408136 & I0408142) I will look further. But can we get that document to post so it is picked up in FZPCHKR?*/*

ORA-01400: cannot insert NULL into ("FIMSMGR"."FGBTRNH"."FGBTRNH_RUCL_CODE")

*WRN-ORACERR: Error occurred in file "fgppdoc.pc" at line 1129
WRN-ERRSTMT: Following statement was last statement parsed:
insert into FGBTRNH
(FGBTRNH_RUCL_CODE,FGBTRNH_DOC_SEQ_CODE,FGBTRNH_DO
fgractg terminated with error
8 lines written to 27241.lis*

This error was cause by an invoice that was missing a valid rule code.

Solution:/*

*/*First, identify the bad document, run the following script:*/*

```

select * from fobappd
order by fobappd_activity_date, fobappd_seq_code, fobappd_doc_num,
fobappd_seq_num;

```

*/*Second, remove the bad document from the FOBAPPD table, using the following script:*/
/*Before deleting check for additional rucl code missing (will be additional amount on record).
Add additional rucl code and then see if it goes thru. May not need to delete.*/*

```
delete from fobappd
where fobappd_doc_num = '11385307';
```

*/*Third, run this script:*/*

```
select farinva_rucl_code,
       farinva_disc_rucl_code,
       farinva_tax_rucl_code,
       farinva_addl_rucl_code
from fimsmgr.farinva
where farinva_invh_code in
('I0444489','I0444491','I0444492','I0444494','I0444496')
```

Verify that the rule code(s) pulled in a valid on FTMRUCL.

```
select * from FTMRUCL
```

```
select * from FGBTRNH where fgbtrnh_doc_code in
('I0444489','I0444491','I0444492','I0444494','I0444496')
```

```
select * from FGBTRND where fgbtrnd_doc_code in
('I0444489','I0444491','I0444492','I0444494','I0444496')
```

```
select * from FARINVA where farinva_invh_code in
('I0444489','I0444491','I0444492','I0444494','I0444496')
select * from FARINVA where farinva_invh_code = 'I0444494'
```

/--- BE SURE TO CHECK FARINVA_ADDL_CHRG_AMT !!! IF ANYTHING OTHER THEN ZERO SHOWS, RECORD MUST HAVE AN FARINVA_ADDL_RUCL_CODE ---*/*

```
select * from farinva where farinva_invh_code = 'I0444494' and
farinva_item = '4'
```

```
update FARINVA set FARINVA_ADDL_RUCL_CODE = 'ADEI' where
farinva_invh_code = 'I0444494' and farinva_item = '4';
```

--making an assumption on seq_code (1st column) and seq_num(3rd column) based on viewing what is already in table

```
insert into FOBAPPD
values ('8','11385307','0','SS', SYSDATE); -- these values are
for check Can can verify seq_code in table FTVDTYP
```

*/*values ('3','11385307','0',NULL, SYSDATE); -- these values are for invoices*/*

```
/*CREATE TABLE farinva_mzip_200900826_m4d
AS (select * from FARINVA where farinva_invh_code in ('I0444494'))*/
/*
select * from farinva_mzip_200900826_m4d*/
```

--Fourth, reset the fabinvh_complete_ind and fabinvh_appr_ind to N and reprocess the invoice.

```
update fabinvh
fabinvh_cancel_ind='N',
fabinvh_complete_ind='N',
where fabinvh_code = 'I0444494';
```

3.) --check not printing

```
select * from FATCKNO
```

```
DELETE FROM FATCKNO WHERE FATCKNO_CHECK_NUM = '11447704'
```

4.) */*This corrects fapdird when it has mistakenly been run twice. First .lis file will contain correct amounts. Second .lis file will be empty (has 9999999..... at record end). Check tables and removing record with zero hash total should correct.*/*

```
select * from fabinck where fabinck_activity_date >= '27-APR-2010'
```

```
select * from fatckin
```

```
select * from fardird where fardird_activity_date >= '26-APR-2010'
```

```
select * from fardird where fardird_hash_total = '0' and
fardird_activity_date >= '26-APR-2010'
```

```
CREATE TABLE fardird_20100427_m4d
AS (SELECT * FROM fardird);
```

```
delete from fardird where fardird_hash_total = '0' and
fardird_activity_date >= '26-APR-2010'
```

5.) */*I need to have you run the scripts to undo a cancelled check. Below are the instructions. We will be completing the JE portion but need you to update the check and invoice tables.*

It is for invoice document I0327536 and check # 11296983.

Please let me know if you have questions. Thanks.

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South Dakota State University
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janet.peterson@sdstate.edu*

***** Scripts run to "uncancel" a check that was mistakenly cancelled**** */*

Select * from fabinvh where fabinvh_code = 'I0327536'

```

B4 - 1      I0327536      84965 O      2/10/2009 8:00:01 AM
JMPETERSON WIESS122208 12/22/2008 11:59:59 PM 1/5/2009
1/5/2009 10:19:59 AM N N N Y 2/10/2009
Y Y N N N Y 2/10/2009
SR 1 M SS N N 1 D
N SR 1 Y Y
N N
U KJWERMERS
1/5/2009 10:19:59 AM KJWERMERS 1/5/2009 10:24:20 AM
Banner Banner JMPETERSON 2/10/2009 7:59:21 AM
    
```

```

After - 1      I0327536      84965 P      2/10/2009 8:00:01 AM
JMPETERSON WIESS122208 12/22/2008 11:59:59 PM 1/5/2009
1/5/2009 10:19:59 AM N N N N Y
Y Y N N N N
SR 1 M SS N N 1 D
N SR 1 Y Y
N N
U KJWERMERS
1/5/2009 10:19:59 AM KJWERMERS 1/5/2009 10:24:20 AM
Banner Banner JMPETERSON 2/10/2009 7:59:21 AM
    
```

```

update fabinvh
set fabinvh_open_paid_ind = 'P',
fabinvh_cancel_ind='N',
fabinvh_complete_ind='Y',
fabinvh_appr_ind='Y',
fabinvh_cancel_date=NULL
where fabinvh_code = 'I0327536'; --invoice number
    
```

select * from farinva where farinva_invh_code = 'I0327536'

```

B4 - 1      I0327536      0      1      2/10/2009 7:59:21 AM
JMPETERSON 09 07 INNI S 83RRF
838075 872720 500657 09 SS
0.00 0.00 0.00 50.00 0.00 N N N T
N O 100.0000 100.0000
100.0000 100.0000 KJWERMERS 1/5/2009 10:24:15 AM
Banner
    
```

```

After - 1      I0327536      0      1      2/10/2009 7:59:21 AM
JMPETERSON 09 07 INNI S 83RRF
838075 872720 500657 09 SS
0.00 0.00 0.00 50.00 0.00 N N N T
Y P 100.0000 100.0000
100.0000 100.0000 KJWERMERS 1/5/2009 10:24:15 AM
Banner
    
```

```

update farinva
set farinva_open_paid_ind = 'P',
farinva_appr_ind='Y'
where farinva_invh_code = 'I0327536'; --invoice number
    
```

select * from farinvc where farinvc_invh_code = 'I0327536'

```

B4 - 1      I0327536      1      O      2/10/2009 7:59:21 AM
      JMPETERSON 70500      0.00
      0.00 0.00 1.00 50.0000      N      N
      0.00      N      WIESS122208 1/5/2009
10:21:04 AM 1      N      Banner      KJWERMERS
      1/5/2009 10:21:04 AM
    
```

```

After - 1    I0327536      1      P      2/10/2009 7:59:21 AM
      JMPETERSON 70500      0.00
      0.00 0.00 1.00 50.0000      N      N
      0.00      N      WIESS122208 1/5/2009
10:21:04 AM 1      N      Banner      KJWERMERS
      1/5/2009 10:21:04 AM
    
```

```

update farinvc
set farinvc_open_paid_ind = 'P'
where farinvc_invh_code = 'I0327536'; --invoice number
    
```

```

select * from fabchks where fabchks_check_num = '11296983'
    
```

```

B4 - 1      11296983      SS      2/10/2009      JMPETERSON 50.00 1/8/2009
      Y      2/10/2009      B      N
    
```

```

After - 1    11296983      SS      2/10/2009      JMPETERSON 50.00 1/8/2009
      N      B      N
    
```

```

update fabchks
set fabchks_cancel_date = NULL,
fabchks_cancel_ind='N'
where fabchks_check_num = '11296983'; --check number
    
```

```

select * from fabchka where fabchka_check_num = '11296983'
    
```

```

B4 - 1      11296983      1/8/2009 11:19:20 AM      SS      I0327536      0
      1      09      08      50.00      N      B
      2/10/2009      N
    
```

```

After - 1    11296983      1/8/2009 11:19:20 AM      SS      I0327536      0
      1      09      08      50.00      N      B
      N
    
```

```

update fabchka
set fabchka_cancel_date = NULL
where fabchka_check_num = '11296983'; --check number
    
```

```

select * from fabinck where fabinck_invh_code = 'I0327536'
    
```

```

B4 - 1      I0327536      11296983      SS      1/8/2009 10:02:35 AM
      JMPETERSON B      1/8/2009      50.00 Y      2/10/2009      N
      1/5/2009 10:19:59 AM      0
    
```

```
After - 1 I0327536 11296983 SS 1/8/2009 10:02:35 AM
        JMPETERSON B 1/8/2009 50.00 N N 1/5/2009
10:19:59 AM 0
```

```
update fabinck
set fabinck_cancel_ind = 'N',
fabinck_cancel_date=NULL
where fabinck_invh_code = 'I0327536'; --invoice number
```

6.) CORRECTING FZBCHKR ERRORS:

Normally you might receive the following error:

ORA-01400: cannot insert NULL into ("FIMSMGR"."FGBTRNH"."FGBTRNH_RUCL_CODE")

WRN-ORACERR: Error occurred in file "fgppdoc.pc" at line 1129

WRN-ERRSTMT: Following statement was last statement parsed:

```
insert into FGBTRNH
(FGBTRNH_RUCL_CODE,FGBTRNH_DOC_SEQ_CODE,FGBTRNH_DO
fgractg terminated with error
8 lines written to 27241.lis
```

This error was caused by an invoice that was missing a valid rule code.

Solution:

1. First, identify the bad document, by running the following script:*/

```
select * from fobappd
order by fobappd_activity_date, fobappd_seq_code, fobappd_doc_num,
fobappd_seq_num;
```

2. Remove the bad document from the FOBAPPD table, using the following script:

Be sure to write down all column information.

```
delete from fobappd
where fobappd_doc_num = '11385307';
```

NOTE: Before deleting check for additional rucl code missing (will be additional amount on record). Add additional rucl code and then see if it goes thru. May not need to delete.

2a. Can check FGIDOCR for document info and to see if it posted.

3. Run this script:

```
select farinva_rucl_code,
```



```
farinva_disc_rucl_code,  
farinva_tax_rucl_code,  
farinva_addl_rucl_code  
from fimsmgr.farinva  
where farinva_invh_code in  
( 'I0444489', 'I0444491', 'I0444492', 'I0444494', 'I0444496' )
```

4. Verify that the rule code(s) pulled in a valid on FTMRUCL.

5. Run the following scripts to verify information:

```
select * from FGBTRNH where fgbtrnh_doc_code in  
( 'I0444489', 'I0444491', 'I0444492', 'I0444494', 'I0444496' );
```

```
select * from FGBTRND where fgbtrnD_doc_code in  
( 'I0444489', 'I0444491', 'I0444492', 'I0444494', 'I0444496' );
```

```
select * from FARINVA where farinva_invh_code in  
( 'I0444489', 'I0444491', 'I0444492', 'I0444494', 'I0444496' );
```

```
select * from FARINVA where farinva_invh_code = 'I0444494';
```

NOTE: BE SURE TO CHECK FARINVA_ADDL_CHRG_AMT !!! IF ANYTHING OTHER THEN ZERO SHOWS, RECORD MUST HAVE AN FARINVA_ADDL_RUCL_CODE !

6. If RUCL code is missing you will need to run following scripts:

Make a backup first:

```
CREATE TABLE farinva_mzip_200900826_m4d  
AS (select * from FARINVA where farinva_invh_code in ('I0444494'));
```

Verify backup:

```
select * from farinva_mzip_200900826_m4d*/
```

Check and update:

```
select * from farinva where farinva_invh_code = 'I0444494' and  
farinva_item = '4'
```

```
update FARINVA set FARINVA_ADDL_RUCL_CODE = 'ADEI' where  
farinva_invh_code = 'I0444494' and farinva_item = '4';
```

7. Values may need to be re-entered into FOBAPPD. See #2 above. Make sure you have a copy of record from FOBAPPD before it was deleted. You will need this info to re-enter. You can verify codes in table FTVDTYP

```
insert into FOBAPPD  
values ('8', '11385307', '0', 'SS', SYSDATE); -- these values are  
for checks  
values ('3', '11385307', '0', NULL, SYSDATE); -- these values are  
for invoices
```

8. In some cases you will need to reset the fabinvh_complete_ind and fabinvh_appr_ind to N and reprocess the invoice.

```
update fabinvh
fabinvh_cancel_ind='N',
fabinvh_complete_ind='N',
where fabinvh_code = 'I0444494';
```