

Business Enhancements SAP Tools Accounts Payable



Frequently Asked Questions

We have put together this list of FAQ's given that a number of our customers often have very similar challenges. We would like you to use this as your first reference guide to see if the query or situation you are faced with might have already been answered!

Here is some common questions and answers put together by the BEST team:

1. General.

Q: BEST System comes up with licence key as expired.

A: This will be a solution for the BEST support team and cannot be solved by yourself. It indicates that your licence for the forthcoming year has not been paid for. Contact whoever is responsible for IT licence payments and/ or the BEST support team at support@BESTsapcbi.com.

Q: I've deleted my BEST Menu from my favourites, how do I get to the system?

A: The transaction code for the BEST menu is "/bst1/ap". You can recreate your favourite entry by right clicking on the Favourites menu option in the SAP main menu and then click on "Add Transaction". Type the BEST transaction code as above in the box provided and click on the Green tick.

2. Statements.

Q: My recon does not balance.

A: There could be a number of reasons for this, but the most common is recon categories that have been excluded from the standard layout. This normally occurs when filters are

applied to the own category to produce a specific set of data and thus exclude what is required to produce a balancing recon.
Or the options to include items not normally included on the recon has been selected and this will affect the recon balance.

To resolve this, the user should revert to the standard layout defined for them that they would normally run the report for or to investigate what the filter settings is and remove any filter restrictions that is not applicable.

Q: My excel statement load fails.

A: There could be a number of reasons why the load fails. Most common is the integrity of the data. The system will validate on a number of fields ie. Document Type, Date and Amount. Ensure that these are valid and aligned with the format that your SAP environment is expecting i.e. decimals is reflected as commas instead of full stops.

Q: I can't load my new statement, a message says "Statement of DD.MM.YYYY already approved, please complete or reverse approval" (that was the date of last month's statement).

A: Before loading a new statement, your old statement's approval has to be finalised. Please speak to your supervisor/manager to complete the approval.

Q: I tried to unload/delete my statement to make changes to it, but a message says "Statement of DD.MM.YYYY already approved, please complete or reverse approval".

A: Once a statement has been approved you cannot delete or edit it, the approval must first be reversed. Run the "All Statement Fields" report with the "Include audit trail" option selected and the "Approval audit trail" layout selected. You can now confirm which approval was the last approval completed. You would then either need to reverse if you are currently still working on the current months statements or get their supervisor or manager to finalise if the recon is completed.

Q: I tried to load my statement, but a message pops up "Vendor excluded from statement processing".

A: You could be a trying to load a statement you've received from a one time vendor and the system is not configured to handle these. Please speak to your second level of support to configure this.

Q: I want to capture a statement manually by dragging entries from the right hand window (items available for matching), but the screen is blank or the relevant entries do not appear.

A: The relevant entries have been matched previously and will therefore not appear on the statement load screen. Unmatch the entries in question and then load the statement again.

Q: When I load the statement there is a pop up message that says (Document XXXXXXXX has a different value outside tolerance), what does that mean?

A: The difference between the statement amount and the open item amount exceeds the set tolerance limit and therefore notifies you that even though the system found a reference /document match, you will still have to take action to clear this specific entry off the recon.

This is a warning message alerting the user of a document that would require attention later.

Q: Reversed approvals but could not adjust the statement.

A: Even though you have reversed the approvals, you are still required to first unload the statement before making any adjustments.

Q: Unable to load new statement due to the following message "MULTIPLE incomplete statements, please complete before loading new statement"

A: This occurs when the vendor has been changed from BBF to OI. The user would need to run the "All Statement Fields" report to confirm all the statements loaded. Then go to transaction "Open item statement completion" to complete each of the BBF statements already loaded so that the new OI statement can be loaded.

Q: When loading new statement an error message refers to a different vendor number and not the vendor number they are trying to load the statement on.

A: This means that the vendor is set up as a SUB SAP vendor link (combining of SAP vendors for recon purposes). Therefore the main vendor number needs to be used in all instances for BEST.

Q: Issue loading sub statements after approving level 1 on 1st sub statement loaded.

A: As loading sub statements allows you to load multiple statements and creates a single recon for you, all your sub statements must be loaded before approving any approval level.

Q: For BBF statements, if unable to get what make ups the opening balance how do I load BBF statement?

A: Capture the opening balance amount as a line item under 'vendor statement lines'. By doing this this opening balance will, however, forever be on the recon as unreconciled.

3. Matching issues.

Q: I tried to match two documents manually / accept a suggested match, but a message says "Statement of 31.04.2014 already approved, please complete or reverse approval".

A: Once a statement has been approved you cannot delete or edit it, the approval must first be reversed. Running the "All statement fields" report will show you to what level your reconciliation has been approved. Please ask your supervisor/manager to reject the approval and you will then need to reject your own level before being able to edit or delete the statement.

Q: I tried to delete a matching document, but a message says "Statement of DD.MM.YYYY already approved, please complete or reverse approval".

A: Once a statement has been approved you cannot delete or edit it, the approval must first be reversed. Running the "All statement fields" report will show you to what level your reconciliation has been approved. Please ask your supervisor/manager to reject the approval and you will then need to reject your own level before being able to edit or delete the statement.

Q: Sometimes really old lines items appear on the recon from months before

A: The old items still appearing on the recon can be removed by either changing the overall start date, bringing the start date forward it excluded items before that date. Alternatively the match can be undone and then re-matched and they will no longer show on the recon.

4. Payment issues.

Q: Invoices not being paid due to "S" block.

A: As the invoices are not on the statement but in SAP these invoices will be blocked for payment with an "S" block. If you wish to pay these invoices, then you will have to manually select these items through the manually pay documents transaction.

Q: Invoices does not appear on my payment run:

A: Check on the matching status of the relevant documents and id they are blocked. (EF:id?)
Solutions

- Check if the items are not blocked. If so, and you still need to pay them, then go to the manually pay the documents for them to appear in the payment run.
- Ensure that the difference is not related to discounts being allocated to you by the supplier.

Q: How to carry out a weekly payment on a statement that has already been loaded but invoices are only due weekly and not monthly.

A: If the statement dated 31.03.2014 is the statement that contains the invoices and as this statement date has already been used and finalised. User should reload the same statement but use statement date 01.04.2014 for example if this is an OI vendor. If it is a BBF vendor

then a dummy statement must be loaded also for the date 01.04.2014 for example but no new items needs to be included as they are already on previous statements he should insert the opening balance as the closing balance and load the statement.

5. Output issues.

Q: My reconciliation does not produce any output?

A: This is normally due to no statement that has been loaded for that Vendor / Currency or there is no recon data that qualifies. Run the "All Statement Fields" reports to verify that a statements has been loaded. Another possibility is that you could have selected a restrictive layout that filters on a specific category of which these is not criteria to fulfil that selection.

Q: The output report does not reach the destined email.

A: Verify that the e-mail address is correct. Try and email the reconciliation to yourself by specifying your own email and if this fails then contact your helpdesk for basis support to ensure that the SAP email service is active.

6. Missing statements report.

7. Reconciliations.

Q: Open items statements have matches between Statement payment lines and AP payment lines and these remain on the recon.

A: The solution to this is to match the statement payments to the statement invoices (although open item statements should not have payments reflected in the statement).

Q: Can I reconcile one statement to two vendors?

A: Yes, this can be managed through the BEST master data maintenance using transaction /BST1/SUBSP or click on the Sub SAP vendor button on the master maintenance screen.

Q: My recon does not show the payment, instead it shows "No payment linked". (If your recon balances to the payment and a background payment runs to create the payment).

A: Some of the possible cause could be the following:

- Invoices could be blocked and therefore no payment to be made. Solution is to unblock invoices that needs to be paid.
- Changes to the vendor has not been confirmed. Solution is to speak to the staff responsible for the vendor maintenance and ensure that all changes has been confirmed
- An existing proposal is in existence that is omitting invoice you expect to be due. Although the background will create a proposal when required, it will use an existing

proposal that takes precedence. Solution is to ensure that existing proposals is up to date.

Q: A consolidation is done, but the entries still appear on the recon.

A: The reason for the entries still appearing on the recon is possible that the consolidation consists of paid (cleared) and uncleared (not paid) items therefore on the recon the entries will still appear. These entries drop off the recon once the uncleared entries are paid. Matching the entries on the recon does not mean that the entries will fall off the recon until it is paid.

Q: I can't see my entries on SAP when I am capturing an Open Item Statement.

A: The entry could be prior to the number of days that the recon system will take open items into account for statement loads. This is based on the configuration setting on BEST master data of how far back you allow open items to match when capturing a statement, the number days must be moved, either in configuration or at vendor level.

Q: Items on statement but not on the recon.

When items are not reflected on the recon, they normally have been matched and are reconciled as per the payment proposal. Items that have been reconciled is excluded from the recon.