



ACon
AbhiTrix Consultancy

SUPPORT PROJECT TICKETS

SAP S/4HANA FICO

1. General Ledger (GL) Issues

- **Incorrect GL Account Posting:** Transactions are posted to the wrong GL account.
- **Document Splitting Error:** Errors in document splitting configuration.
- **Reversal of Wrong Entries:** Requirement to reverse incorrect journal entries (FB08).
- **GL Account Not Found:** Missing GL account in account determination.
- **Foreign Currency Valuation Issue:** Incorrect exchange rate applied during valuation (F.05).

2. Accounts Payable (AP) Issues

- **Vendor Payment Blocked:** Payment proposal is not picking invoices (F110).
- **Duplicate Vendor Invoice Posting:** Need to reverse duplicate invoice posting.
- **Withholding Tax Calculation Issue:** Incorrect tax amount calculated for vendors.
- **Bank Payment File Not Generated:** Issue in the automatic payment program.
- **Error in TDS Deduction (India Localization):** Incorrect TDS amount deducted.

3. Accounts Receivable (AR) Issues

- **Customer Invoice Not Posting:** Error in billing document to FI posting.
- **Dunning Letter Not Generated:** Issue in the dunning process configuration.

- **Incoming Payment Not Cleared:** Auto clearing rule not working (F.13).
- **Credit Management Issue:** Customer credit limit exceeded incorrectly.

4. Asset Accounting (AA) Issues

- **Asset Depreciation Not Posted:** Error in AFAB while executing depreciation.
- **Asset Transfer Issue:** Errors in transferring assets from one cost center to another.
- **Incorrect Asset Retirement Posting:** Asset retirement booked with the wrong account.

5. Controlling (CO) Issues

- **Cost Center Not Found:** Cost center missing in cost element posting.
- **Internal Order Settlement Error:** IO settlement (KO88) not working correctly.
- **Profit Center Posting Issue:** FI document missing profit center assignment.
- **CO-PA Not Updated:** Profitability Analysis (CO-PA) is not receiving data.

6. Integration Issues (MM, SD, PP, etc.)

- **MM-FI Integration Issue:** Invoice receipt (MIRO) not posting to FI correctly.
- **SD-FI Integration Issue:** Billing document (VF01) is not generating accounting entry.
- **Price Difference Not Posting to FI:** Differences in the standard and actual price calculation.

7. Bank & Treasury Issues

- **Bank Reconciliation Issue:** Incorrect bank statement posting (FF67).
- **EBS (Electronic Bank Statement) Not Posting Automatically:** Error in MT940 format mapping.
- **House Bank Configuration Issue:** Payment run is not picking the correct house bank

Solutions for some common SAP S/4HANA FICO support tickets

1. General Ledger (GL) Issues

Issue: Incorrect GL Account Posting

Solution:

1. Check the document (FB03) to identify the incorrect GL account.
2. Reverse the incorrect document using **FB08** (individual reversal) or **F.80** (mass reversal).
3. Post the correct entry using **FB50, FB60, or F-02** as required.
4. If the error is due to incorrect configuration, check **OBYC** (for automatic postings) or **OKB9** (for default cost center assignment).

Issue: Foreign Currency Valuation Issue

Solution:

1. Verify the exchange rate in **OB08**.
2. Run foreign currency valuation via **FAGL_FCV** and check the valuation differences.
3. Ensure valuation account determination is correctly configured in **OB09**.

2. Accounts Payable (AP) Issues

Issue: Vendor Payment Blocked in F110

Solution:

1. Check if the vendor has a payment block in **FK02**.
2. Ensure open invoices are due for payment using **FBL1N**.
3. Verify payment terms in the vendor master.
4. If the proposal is not picking up invoices, check settings in **FBZP** (payment methods, company codes, bank determination).

Issue: Withholding Tax Calculation Issue

Solution:

1. Verify the withholding tax codes in **OBYZ**.
2. Check if the vendor master has correct withholding tax settings in **FK02**.
3. Recalculate withholding tax using **FB08** (reverse) and repost with the correct tax code.

3. Accounts Receivable (AR) Issues

Issue: Customer Invoice Not Posting (Billing Document Issue)

Solution:

1. Check **VF02** for billing document status.
2. Use **VFX3** to release the billing document for accounting.
3. Ensure revenue account determination in **VKOA** is set correctly.
4. Verify customer master account settings in **XD02**.

Issue: Credit Limit Exceeded for Customer

Solution:

1. Check customer credit exposure in **FD32**.
2. If credit exposure is incorrect, update the credit limit manually or adjust the risk category.
3. Run **UKM_COMMITMENTS** to update commitment data.
4. Use **F.28** to manually clear open payments.

4. Asset Accounting (AA) Issues

Issue: Asset Depreciation Not Posted (AFAB Error)

Solution:

1. Check **OAAQ** for depreciation area settings.
2. Ensure depreciation run (**AFAB**) is executed for the correct fiscal period.
3. Verify account determination settings in **AO90**.
4. If errors exist, run **AW01N** to check asset value calculation.

Issue: Asset Transfer Issue

Solution:

1. Use **ABUMN** for intra-company asset transfer.
2. Use **ABT1N** for inter-company asset transfer and ensure correct configuration in **OABB**.
3. Run **AS02** to check if the asset class allows transfer.

5. Controlling (CO) Issues

Issue: Cost Center Not Found

Solution:

1. Verify the cost center assignment in **KS03**.
2. Ensure the correct cost element category is assigned in **KA03**.
3. Check the controlling area settings in **OKKP**.
4. Run **KSB1** to analyze the cost center postings.

Issue: Internal Order Settlement Error

Solution:

1. Run **KO88** and check settlement parameters.
2. Verify cost elements in **KA03**.

3. Ensure correct allocation structure is maintained in **OKO7**.
4. If an error occurs, run **KOB1** to check posted costs.

6. Integration Issues (MM, SD, PP)

Issue: Invoice Receipt (MIRO) Not Posting to FI

Solution:

1. Check the purchase order (ME23N) and ensure the GR/IR account is cleared.
2. Verify automatic account determination in **OBYC** (WRX, BSX).
3. Run **MRBR** to check blocked invoices.

Issue: Billing Document (VF01) Not Creating an Accounting Entry

Solution:

1. Check **VFX3** for blocked billing documents.
2. Verify account determination in **VKOA**.
3. Ensure correct revenue recognition settings are in place.

7. Bank & Treasury Issues

Issue: Bank Reconciliation Not Posting Correctly (FF67 Issue)

Solution:

1. Verify the bank GL mapping in **OT83**.
2. Ensure bank statement format is correctly set in **FF_5**.
3. Run **FEBAN** to manually process bank statements.

Issue: Payment Run Not Picking House Bank

Solution:

1. Check **FBZP** (bank determination settings).

2. Verify house bank setup in **FI12**.
3. Check vendor payment terms in **FBL1N**.