TECH TALKS With Frontier Customer Support

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Today's Topic: Process to do when GL is out of Balance

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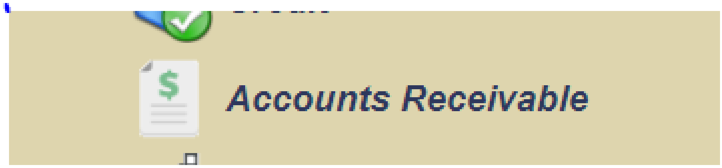
Process when GL is out of Balance

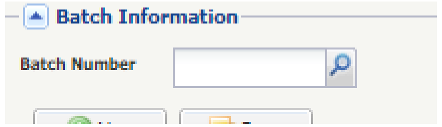
- Set up to do now
  - AR – Have the ARBACKUP file saved at the end of every fiscal period
  - AR – Save the AR aging ran at the end of the period either from the UI or the ARJ026P job/report, option 132 on ARMENU.
  - AP – Save the APJ110P job/report, option 210 on APMENU01.
  - AP – Save the AP aging ran at the end of the period from the UI.
  - NV001 does not match report
  - IC – Have the ISBACKUP file saved at the end of every fiscal period
    - CFP file save the CFBACKUP file
    - LCP file save the LCBACKUP file

Process when GL is out of Balance

- AR
  - Make sure all AR batches have been posted for the period.
    - Sign onto the UI click on Account Receivable



    - Click on Process Account Receivable
    - Click on the magnifying glass next to the batch number in the batch information box



Batch #	User	Status	Date	Amount	Balance	Di...	Lock User	Lock Date
124037	ECS040C	Locked	07/24/19	$0.00	$0.00	**	ECS040C	07/24/19
124047	HELPDESK	Open	07/30/19	$0.00	$0.00	**		
124082	ECS040C	Open	08/14/19	$0.00	$0.00	JC		
124083	ECS040C	Open	08/14/19	$0.00	$0.00	JC		
124099	ECS040C	Open	09/04/19	$0.00	$0.00	JC		

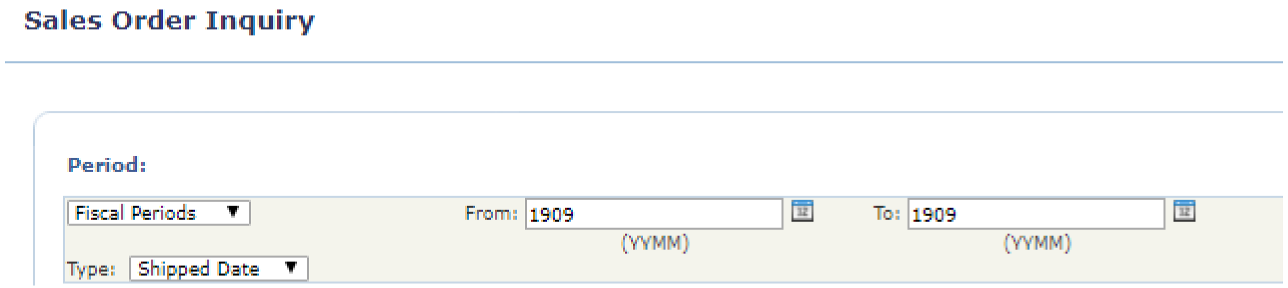
Process when GL is out of Balance

- In Green screen to conform all batches are posted
  - Go to AR60 and create a batch, you can use all 1's or any number as you will cancel this batch.
  - Type BU in the KW field and hit enter.
  - This will either bring up a list of batches that are NOT posted with their date or it will be blank. If it is blank you are good as that tells you there are no unposted batches.

- In both the UI and green screen if you find there are unposted batches from past periods that you have already closed DO NOT post these batches. You should open these batches to find out what is in them, write that down and then cancel the batches and re-enter in the current period if deemed necessary.

Process when GL is out of Balance

- Verify that all sales order the have been shipped have also been invoiced as the sales order will not hit the GL until it is invoiced.
  - In the UI go to Sales order Inquiry and inquiry by shipped date, all orders for period range; ex 1909 – 1909



  - In Green screen need to run either wrkqry or SQL query to query over O4P for orders that have a ship date but not invoice date or #.

Process when GL is out of Balance

- If all AR batches are posted and all sales orders have been invoiced
  - Go to MEMENU and run option 10 for your fiscal period and/or for the entire year
  - Then run option 50 on MEMENU for your fiscal period and/or for the entire year
  - These are both edits and will not update any files. Check the reports that are produced by these program and if there is anything in them this means those records have not yet hit the GL and you need to run the updates.
  - If nothing is on the reports this is when you will need to use the saved files and AR aging. You would get the ARBACKUP file or aging from your previous period then query over the CDP file for all payments made in the period and sort it by customer. Subtract this amount from each customer’s total from the previous period.
  - Then run a query over the SFYTD file for all invoices created this period and sort by customer and add it to each customer’s total.
  - This should narrow down which customer total is out of balance making it easier to find a mistake.

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Process when GL is out of Balance

- If AP is out of balance
  - Check to see that all AP batches have no been posted.
    - In the UI click on Account Payable, Process account payable
    - Click on magnifying glass next to the batch number
    - There should not be any open batches displaying for your period.
  - In green screen create a batch in AP65
    - Type BT in the KW field

Batch #	Batch amount	Batch balance	P	Batch dt	Maint by	BYM
6463			A	9/12/19	HELPDESK	1909
813981	18384.40	18384.40		8/13/19	APJ500	1908
6460	100.00		P	8/30/19	HELPDESK	1908
6456	100.00		P	8/30/19	HELPDESK	1908
6453	1500.00		X	8/29/19	HELPDESK	1908
6452	100.00		X	8/27/19	ECS040C	1908
6448	9750.00		X	8/26/19	ECS040C	1908
6446			X	8/19/19	ECS040C	1908

- There needs to be a X in the P column. If there is a P then option 100 on APMENU needs to be run BY DATE With a date from that period; example batch has P with 8/30/19 date enter 8/30/19 in option 100.

Process when GL is out of Balance

- Received not vouchered, NV001 journal
  - When the APJ180/APJ181 report does not match the GLJ800 report or total on the NV001 journal this typically means that the journal was run more than once for the same period without canceling the NV001 from the first run. This is only if AP18 is set to N.
  - To fix do a journal cancel on the NV001 for your period
  - Run option 230 on APMENU01 for your period.

Process when GL is out of Balance

- IC – Inventory
  - Query over the AFP records to check that each part for the period has the same cost in all transactions. If they don’t this could indicate a cost was done mid-month or could be a system issue.
  - Compare the AFTFPY (transaction fiscal period) to the AFAFPY (actual fiscal period) to see if anyone back/forward dated a transaction
  - Get the starting balance for the period (both qty and dollars) and then add/subtract all AFP transactions for the period, then compare to the end.
  - Run option 30 (Inventory Close Edit) on MEMENU for your fiscal period to see if transactions were done after the close was run.

Process when GL is out of Balance

QUESTIONS