

# Incident: 868384 / 2023 - We are facing error at the time of performing F110 as item with a Debit balance still exist

|  |   |
|--|---|
| <b>ID</b>                                    | 002075129400008683842023                                    |
| <b>Customer</b>                              | 2497386 - Vishvaraj Environment Private Limit               |
| <b>Installation</b>                          | 0021237307 - SAP S/4HANA PRIV. CL. ED.                      |
| <b>System</b>                                | QS4 - QS4VHE  |
| <b>Component</b>                             | Payment Progam / Payment transfer (DE, JP, US) (FI-AP-AP-B) |
| <b>Status</b>                                | Customer Action   |
| <b>Priority</b>                              | Medium  |
| <b>Estimated Automatic Confirmation Date</b> | 01.11.2023  |

## Communication

**04.10.2023 07:29:17 CET - Problem Description: SAP PCE User (S0023764130)**

--- Product/Function ---

Predicted product: SAP S/4HANA

No predicted product function

User selected product function: SAP S/4HANA > Finance > Financial Operations > Bank Accounting > Payment Transactions (Recommended)

Predicted component: FI-BL-PT-FO (Product Function)

Component: FI-AP-AP-B (Support Assistant)

Product: SAP S/4HANA (Support Assistant)

Product function: SAP S/4HANA > Finance > Accounting and Financial Close > Accounts Payable > Payment Program (Support Assistant)

No predicted product function

--- Support Assistant ---

### Path Taken

Automatic Payments

F110

Error in proposal / payment log

### Questions Answered

Q: Please, provide with the Run date and Identification of the payment run.

A: 03.10.2023

Q: Please, provide the error message number and a step-by-step description of the incident.

A: 03101

--- TagID/ArealID ---

TagID: #3

ArealID:

--- Steps to Reproduce ---

\*Note To SAP:

I give approval for SAP Support to use these Steps to Reproduce, while connected to my impacted non-production environments, even if the steps result in a change being made and my approval remains valid until the issue is resolved, unless I inform SAP Support otherwise.

--- Description ---

We have created a MIRO invoice against Down payment but at the time of clearance in F110, system is not able

to set off amount of down payment and MIRO directly and We are facing error at the time of performing F110 as item with a Debit balance still exist. Please find attached document for your reference

#### **04.10.2023 10:09:58 CET - Info for SAP: SAP PCE User (S0023764130)**

Please Ignore Previous Comment

##### Problem Description

--- Product/Function ---

Predicted product: SAP S/4HANA

No predicted product function

User selected product function: SAP S/4HANA > Finance > Financial Operations > Bank Accounting > Payment Transactions (Recommended)

Predicted component: FI-BL-PT-FO (Product Function)

Component: FI-AP-AP-B (Support Assistant)

Product: SAP S/4HANA (Support Assistant)

Product function: SAP S/4HANA > Finance > Accounting and Financial Close > Accounts Payable > Payment Program (Support Assistant)

No predicted product function

--- Support Assistant ---

##### **Path Taken**

Automatic Payments

F110

Error in proposal / payment log

##### **Questions Answered**

Q: Please, provide with the Run date and Identification of the payment run.

A: 03.10.2023 and 03101

Q: Please, provide the error message number and a step-by-step description of the incident.

A: Message no. FZ311

--- TagID/AreaID ---

TagID: #3

AreaID:

--- Steps to Reproduce ---

\*Note To SAP:

I give approval for SAP Support to use these Steps to Reproduce, while connected to my impacted non-production environments, even if the steps result in a change being made and my approval remains valid until the issue is resolved, unless I inform SAP Support otherwise.

--- Description ---

We have created a MIRO invoice against Down payment but at the time of clearance in F110, system is not able to set off amount of down payment and MIRO directly and We are facing error at the time of performing F110 as item with a Debit balance still exist. Please find attached document for your reference

#### **05.10.2023 03:57:32 CET - Info for Customer: SAP**

Dear customer

Would you please look into the information in KBA

[1888866 - Credit/Debit balance exists FZ328](#)

**The error is common when credit memo and invoice are not grouped together:** please kindly check the notes [164835](#) and [305414](#) that explain how credit memos and invoices can be grouped.

Thanks and regards

Raining

SAP Product Support FIN

**09.10.2023 12:38:02 CET - Info for SAP: SAP PCE User (S0023764130)**

Dear Team

As mentioned in your reply, you have reverted assuming that we are clearing credit note and invoice.

But in our scenario we want to clear invoice(MIRO) with Down payment.

Invoice is of RS 57850 and Down Payment is of RS 10000.

We want to clear this both amount and Pay net amount i.e 47850

**10.10.2023 01:10:28 CET - Info for Customer: SAP**

Dear customer

I would like to logon to your system to check this issue. Please maintain the logon data.

Would you please provide a new payment proposal in F110?

Please tell me the document numbers you want to group in F110.

Thanks and regards

Raining

**11.10.2023 07:08:42 CET - Info for SAP: SAP PCE User (S0023764130)**

Dear Team

Connections have been maintained.

Further new payment proposal has been created

Run date - 10.10.2023 & IDentification- 10101

Document Numbers required to be grouped- 1500000284 & 5100000192

**11.10.2023 08:48:40 CET - Info for Customer: SAP**

Dear customer

When I tried to logon to QS4-100 system with User SAPSUPPORT, I got:

Name or password is incorrect.

Would you please check it with your basis team?

Thanks and regards

Raining

**11.10.2023 10:55:09 CET - Info for SAP: SAP PCE User (S0023764130)**

Dear Team,

Credentials are reupdated, kindly check.

Regards

Vivek

**12.10.2023 01:18:40 CET - Info for Customer: SAP**

Dear customer

Thanks for your connection.

You can look into table BSEG with SE16:

Client Company Code Document Number Fiscal Year Line item **Business place**

|     |      |            |      |     |             |
|-----|------|------------|------|-----|-------------|
| 100 | 3000 | 1500000284 | 2023 | 002 | <b>UP01</b> |
| 100 | 3000 | 5100000192 | 2022 | 001 | <b>MH01</b> |

Please still look into notes [164835](#) and [30541](#)

You can pay open items together using the automatic payment transactions, but only if certain fields are identical.

- Whenever invoices and credit memos are in different payment groups, you cannot clear them together, even if the credit memo contains an invoice reference. If you set a payment group for a business partner (grouping key in the master record), then this is saved in structure ZHLG1 (field PAYGR). This way the invoice reference in the credit memo is overridden if they do not belong to the same payment group.

The different **Business place** caused they cannot be grouped .

Thanks and regards

Raining

## Contacts

| Role          | Name                          | Time Zone | Primary Phone | Secondary Phone | E-Mail                         |
|---------------|-------------------------------|-----------|---------------|-----------------|--------------------------------|
| SECONDARY     |                               | UTC+00    |               |                 |                                |
| 24h Contact   |                               | UTC+00    |               |                 |                                |
| Reporter      | SAP PCE User<br>(S0023764130) | Centra    |               | 9860742791      | vivek.chopade@v<br>ilindia.com |
| System Opener |                               | UTC+00    |               |                 |                                |

## Attachments

| File Name      | Description                                | File Type | File Size | Created By                    | Created On                 |
|----------------|--|-----------|-----------|-------------------------------|----------------------------|
| Test Case.docx | S0023764130 -<br>10/4/2023,<br>11:12:32 AM | DOCX      | 627.7 KB  | SAP PCE User<br>(S0023764130) | 04.10.2023<br>07:42:33 CET |

## KBA/SAP Notes

| KBA/SAP Note Number | Note Text                                  |
|---------------------|--|
| 305414              | F110: Unintelligible grouping of documents |
| 164835              | F110: Clearing credit memos and invoices   |
| 1888866             | Credit/Debit balance exists FZ328          |

## Action Log

| Changed On               | Changed At   | Changed By                    | Action               | Old Value              | New Value                        |
|--------------------------|--------------|-------------------------------|----------------------|------------------------|----------------------------------|
| Wednesday 04.1<br>0.2023 | 07:29:17 CET | SAP PCE User<br>(S0023764130) | Incident created     |                        | 0020751294<br>0000868384<br>2023 |
|                          | 07:29:17 CET | SAP PCE User<br>(S0023764130) | Component            |                        | FI-BL-PT-FO                      |
|                          | 07:29:27 CET | SAP PCE User<br>(S0023764130) | Memo/Text<br>changed | Problem<br>Description | Problem<br>Description           |
|                          | 07:29:30 CET | SAP PCE User<br>(S0023764130) | Memo/Text<br>changed | Problem<br>Description | Problem<br>Description           |
|                          | 07:29:38 CET | SAP PCE User                  | Memo/Text            | Problem                | Problem                          |

|                      |              | (S0023764130)              | changed            | Description          | Description          |
|----------------------|--------------|----------------------------|--------------------|----------------------|----------------------|
|                      | 07:29:38 CET | SAP PCE User (S0023764130) | Component          | FI-BL-PT-FO          | FI-AP-AP-B           |
|                      | 07:30:35 CET | SAP PCE User (S0023764130) | Memo/Text changed  | Problem Description  | Problem Description  |
|                      | 07:31:07 CET | SAP PCE User (S0023764130) | Memo/Text changed  | Problem Description  | Problem Description  |
|                      | 07:42:33 CET | SAP PCE User (S0023764130) | Memo/Text changed  | Problem Description  | Problem Description  |
|                      | 07:42:33 CET | SAP PCE User (S0023764130) | Status             | Not Sent to SAP      | Sent to SAP          |
|                      | 10:09:58 CET | SAP PCE User (S0023764130) | Memo/Text changed  |                      | Info for SAP         |
| Thursday 05.10.2023  | 03:54:38 CET | SAP                        | Status             | Sent to SAP          | In Processing by SAP |
|                      | 03:58:16 CET | SAP                        | Memo/Text changed  |                      | Info for Customer    |
|                      | 03:58:16 CET | SAP                        | SAP Note add./rem. |                      | 1888866              |
|                      | 03:58:16 CET | SAP                        | SAP Note add./rem. |                      | 305414               |
|                      | 03:58:16 CET | SAP                        | SAP Note add./rem. |                      | 164835               |
|                      | 03:58:16 CET | SAP                        | Status             | In Processing by SAP | Customer Action      |
| Monday 09.10.2023    | 12:38:03 CET | SAP PCE User (S0023764130) | Status             | Customer Action      | Sent to SAP          |
|                      | 12:38:07 CET | SAP                        | Memo/Text changed  |                      | Info for SAP         |
|                      | 12:38:07 CET | SAP                        | Status             | Customer Action      | In Processing by SAP |
| Tuesday 10.10.2023   | 01:10:30 CET | SAP                        | Memo/Text changed  |                      | Info for Customer    |
|                      | 01:10:30 CET | SAP                        | Status             | Sent to SAP          | Customer Action      |
| Wednesday 11.10.2023 | 07:08:43 CET | SAP PCE User (S0023764130) | Status             | Customer Action      | Sent to SAP          |
|                      | 07:08:45 CET | SAP                        | Memo/Text changed  |                      | Info for SAP         |
|                      | 07:08:45 CET | SAP                        | Status             | Sent to SAP          | In Processing by SAP |

|                     |              |                            |                   |                      |                      |
|---------------------|--------------|----------------------------|-------------------|----------------------|----------------------|
|                     | 08:48:44 CET | SAP                        | Memo/Text changed |                      | Info for Customer    |
|                     | 08:48:44 CET | SAP                        | Status            | In Processing by SAP | Customer Action      |
|                     | 10:55:12 CET | SAP PCE User (S0023764130) | Status            | Customer Action      | Sent to SAP          |
|                     | 10:55:14 CET | SAP                        | Memo/Text changed |                      | Info for SAP         |
|                     | 10:55:14 CET | SAP                        | Status            | Customer Action      | In Processing by SAP |
| Thursday 12.10.2023 | 01:18:43 CET | SAP                        | Memo/Text changed |                      | Info for Customer    |
|                     | 01:18:43 CET | SAP                        | Status            | Sent to SAP          | Customer Action      |

12.10.2023 07:47:32 CET