

Incident: 522461 / 2021 - Missing offetting line in accounting doc for a multiple line of non-valuated goods movement

ID	002075129500005224612021
Customer	1522376 - Walailak University
Installation	0021108862 - T-HDB
System	PRD - WLU Production System (T-HDB)
Component	Basic Functions (FI-GL-GL)
Status	Customer Action
Priority	Medium
Estimated Automatic Confirmation Date	15.09.2021

Communication

22.07.2021 12:41:07 CET - Problem Description: Punnee Eamsukmongkol (S0020988530)

Product Area selected: SAP S/4HANA > Finance

Component selected (Manual Selection): SRD-FIN-GL

--- Steps to Reproduce ---

Note to SAP SUPPORT: I consent to SAP Support reproducing the described issue while connected remotely to my non-production environments, using any steps provided by me in the description below. If it is necessary to do this in a production environment, SAP Support will contact me specifically before proceeding.

--- Description ---

Dear sir,

when positng migo GR non-value, accounting doc have 2 line of debit and credit zero amount with the same GL(stock account)

But when posting GR non-value more than 1 line, accounting doc have only debit stock account.

Could you please help check that FI document for non-valued goods movement for multiple line should have both debit line and credit line.

Screen is attatched for you.

Best regards,

Parueda

23.07.2021 04:18:06 CET - Info for SAP: Punnee Eamsukmongkol (S0020988530)

Dear sir,

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system connection is opened at DEV (SAP S/4HANA 1809) for 10 days.

Regards,
Parueda

29.07.2021 15:28:24 CET - Info for Customer: SAP

Dear Customer,

Thank you for contacting SAP Product Support.

My name is SaiCharith and I have been assigned to your case for further processing.

Kindly provide me with the reproducible test case to replicate the issue in your system from my end in your lower environment.

Would you please send the incident back to me with your system connection open and test case in your system and maintain the login data in the incident secure area as per the reference note [2436508](#).

Many Thanks!

Best Regards,
SaiCharith S
External
On behalf of SAP product support

02.08.2021 04:02:09 CET - Info for SAP: Punnee Eamsukmongkol (S0020988530)

Dear sir,

Development system, client 210 is opened.

Regards,
Parueda

02.08.2021 14:57:15 CET - Info for Customer: SAP

Dear Parueda,

Thank you for the update.

I can now login to DEV / 200 system successfully.

Kindly provide me with the reproducible test case to replicate the issue in your system or further analysis.

Best Regards,
SaiCharith S
External
On behalf of SAP product support

03.08.2021 15:02:49 CET - Info for SAP: Punnee Eamsukmongkol (S0020988530)

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Dear Sir,

The step is attached. you can reproduce case in dev 210.

Regards,
Parueda

05.08.2021 10:06:06 CET - Info for Customer: SAP

Dear customer,

I'd like to inform you that I have forwarded your incident to the another support team FI-GL-GL component after our prior analysis and a colleague from that team will be contacting you as soon as possible.

Best regards,

SAP Product Support

10.08.2021 12:42:20 CET - Info for Customer: SAP

Dear Customer,

Your incident has reached FI-GL-GL-J. I'd like to inform you that after checking your issue I have forwarded it to next level support for further analysis. A colleague will be contacting you as soon as possible. Please make sure connection stays open.

Thank you and regrads,

Judit

16.08.2021 15:06:50 CET - Info for Customer: SAP

Dear Parueda,

My colleagues have asked my to look into the issue you have addressed from the prospective of the g/l update.

The system behavior you have described is currently the correct one. In ECC releases non-valuated good movements did not update FI/GL at all. In S/4 releases, some of the non-valuated line items are required to be updated in the universal journal if these are ML or CO relevant and carry a quantity.

This new logic have resulted in creation of single-line-documents that do have a balance of zero, which are not necessarily wrong, but still are not common in FI/GL. Therefore, with the note [##2977680](#) a logic has

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been introduced to create an offsetting line on the same g/l account in case the document contains only one line.

This logic however does not apply to documents which contain several lines even if these have the same debit/credit indicator as the balance in all currencies is zero.

Since these kind of documents are only relevant for CO or ML reporting, the creation of an offsetting line is currently not considered as necessary.

I hope I could clarify your query and help you to understand the reported system behavior.

Best regards,

Alla Becker

Application Innovation Services – AIS, Customer Solution Support and Innovation / Financials
SAP Development Support

Contacts

Role	Name	Time Zone	Primary Phone	Secondary Phone	E-Mail
System Opener	Punnee Eamsukmongkol (S0020988530)	Centra		+66-	punnee.e@portalnet.co.th
Reporter	Punnee Eamsukmongkol (S0020988530)	Centra		+66-	punnee.e@portalnet.co.th

Attachments

File Name	Description	File Type	File Size	Created By	Created On
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GR non value.docx	GR Screen	DOCX	218.6 KB	Punnee Eamsukmongkol (S0020988530)	22.07.2021 12:41:07 CET
MIGO_GR_511_S.docx	MIGO_GR_511_S.docx	APPLICATION/VN OPENXMLFORMA O FFICEDOCUMENT RDPROCESSING	299.1 KB	(system)	03.08.2021 15:02:58 CET

KBA/SAP Notes

KBA/SAP Note Number	Note Text
2436508	How to access Customer Remote Logon Depot to maintain system logon credentials - SAP ONE Support Launchpad

Action Log

Changed On	Changed At	Changed By	Action	Old Value	New Value
Thursday 22.07.2021	12:41:07 CET	Punnee Eamsukmongkol (S0020988530)	Status	Not Sent to SAP	Sent to SAP
	12:41:07 CET	Punnee Eamsukmongkol (S0020988530)	Incident created		0020751295 0000522461 2021
	12:41:07 CET	Punnee Eamsukmongkol (S0020988530)	Component		SRD-FIN-GL
	14:23:25 CET	SAP	Component	SRD-FIN-GL	FI-AA-AA-A
	17:54:21 CET	SAP	Status	Sent to SAP	In Processing by SAP
	18:27:54 CET	SAP	Component	FI-AA-AA-A	MM-IM-GF
Friday 23.07.2021	04:18:06 CET	Punnee Eamsukmongkol (S0020988530)	Memo/Text changed		Info for SAP
	08:47:32 CET	SAP	Component	MM-IM-GF	MM-IM-GF-VAL
Thursday 29.07.2021	15:30:11 CET	SAP	Memo/Text changed		Info for Customer
	15:30:11 CET	SAP	Status	In Processing by SAP	Customer Action

Monday 02.08.2021	04:02:12 CET	Punnee Eamsukmongkol (S0020988530)	Status	Customer Action	Sent to SAP
	04:02:45 CET	SAP	Memo/Text changed		Info for SAP
	04:02:45 CET	SAP	SAP Note add./rem.		2436508
	04:02:45 CET	SAP	Status	Customer Action	In Processing by SAP
	14:57:50 CET	SAP	Memo/Text changed		Info for Customer
	14:57:50 CET	SAP	SAP Note add./rem.		2436508
	14:57:50 CET	SAP	Status	Sent to SAP	Customer Action
Tuesday 03.08.2021	15:02:51 CET	Punnee Eamsukmongkol (S0020988530)	Status	Customer Action	Sent to SAP
	15:03:20 CET	SAP	Memo/Text changed		Info for SAP
	15:03:20 CET	SAP	Status	Customer Action	In Processing by SAP
Thursday 05.08.2021	10:04:49 CET	SAP	Status	Sent to SAP	In Processing by SAP
	10:04:49 CET	SAP	Component	MM-IM-GF-VAL	FI-GL-GL
	10:06:06 CET	SAP	Memo/Text changed		Info for Customer
Friday 06.08.2021	08:50:12 CET	SAP	Component	FI-GL-GL	FI-GL-GL-J
Tuesday 10.08.2021	12:42:20 CET	SAP	Memo/Text changed		Info for Customer
	14:16:43 CET	SAP	Component	FI-GL-GL-J	MM-IM-GR- MIGO
	14:20:05 CET	SAP	Component	MM-IM-GR- MIGO	MM-IM-GF-VAL
	17:18:47 CET	SAP	Component	MM-IM-GF-VAL	FI-GL-GL-J
	17:23:30 CET	SAP	Component	FI-GL-GL-J	FI-GL-GL
Monday 16.08.2021	15:13:39 CET	SAP	Memo/Text changed		Info for Customer

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	15:13:39 CET	SAP	Status	In Processing by SAP	Customer Action
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