

Dynamics 365 Finance troubleshooting

Welcome to Dynamics 365 Finance troubleshooting. These articles explain how to determine, diagnose, and fix issues that you might encounter when you use Dynamics 365 Finance. In the navigation pane on the left, browse through the article list or use the search box to find issues and solutions.

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Frequently asked questions about position budgeting

Article • 04/30/2024

This article provides answers to frequently asked questions related to position budgeting and how to create budget cost elements, compensation groups, and compensation grids.

Why can't I find the forecast position page in Human resources?

Forecast positions have been moved to Budgeting.

Why can't I delete a budget cost element?

You can't delete a budget cost element that's assigned to a forecast position or used as a calculation basis for another cost element. Before you can delete a budget cost element, remove the budget from all forecast positions.

Tip

To find the reference in other cost elements, select the other cost element, and then check the **Calculation basis** FastTab. To find all the positions that a budget cost element is assigned to, select the cost element on the **Budget cost elements** page, and then select **Update positions**. The positions that use the cost element are listed in the upper grid.

How can I remove a cost element from multiple forecast positions without opening each one?

You can't remove a cost element. However, if you change the start and end dates so that they are outside the budget planning cycle dates, the cost element will no longer be assigned to the forecast positions in that budget planning cycle. To make this change, open the budget cost element, and then, on the **Cost calculation** FastTab, select **Change dates**, and change the effective date or expiration date. Then, select **OK** to automatically update all forecast positions that the cost element is assigned to.

Tip

If you use this method, be aware that it removes the budget cost element from **all** forecast positions where the start and end dates are no longer within the appropriate range. If this effect isn't what you intend, you must open each forecast position that you want to remove the budget cost element from and manually make the change.

Why can't I enter an annual amount on the Cost calculation FastTab for the budget cost element?

You can't enter an annual amount if there are budget cost elements on the **Calculation basis** FastTab, because the system requires a percentage to calculate the value. To change the value, remove all budget cost elements from the **Calculation basis** FastTab.

If there are no budget cost elements on the **Calculation basis** FastTab and the **Percent** is 0.0, you can enter an annual amount.

Why can't I change the budget cost type from earning to another budget cost type?

Some budget cost elements use the earning cost element as a calculation basis. To change the **Budget cost type** field, remove the earning cost element from the **Calculation basis** FastTab of all budget cost elements.

Why can't I change the date on budget cost element lines for a budget cost element?

You can't change the date on the budget cost element line when a budget cost element is used by a forecast position. This limitation helps guarantee that the forecast positions are always within the guidelines of the budget cost element. To change the date, on the **Cost calculation** FastTab, select **Change dates**, and enter the new dates. Then select **OK** to update the positions that the cost element is assigned to.

Why can't I change the costs for a budget cost element on the Compensation group page?

You can create and change budget cost elements only on the **Budget cost elements** page.

Why do I receive an error message when I change the dates for a cost element on a forecast position?

The dates on the forecast position cost element line must be within the following ranges:

- The activation and retirement dates of the position.
- The activation and expiration dates of the budget cost element.
- The start and end dates of the budget cycle that is associated with the budget planning process of the forecast position.

Business performance analytics self-help

Article • 12/17/2024

To maintain the accuracy of report data, business performance analytics assesses the quality of the source data. If the assessments don't meet defined rules, business performance analytics logs information in the **Bpa self help logs** table in Microsoft Dataverse. This table provides insights into issues and helps you take appropriate action.

Access the business performance analytics self help logs table

To access the **Bpa self help logs** table, follow these steps.

1. Open the [Power Apps maker portal](#).
2. Go to **Tables** > All.
3. Search for **BPA\Self\Help\Logs**.

Understand the "Bpa self help logs" table

[] Expand table

Sno	Column name	Description
1	LogCode	The unique code of each error or warning.
2	LogName	The description of each error or warning.
3	LogType	This field can have two values: <ul style="list-style-type: none">• Error – Users must take action to fix the issue.• Warning – The information is for awareness only. No action is required.
4	LogDetails	Details about records that have errors or warnings. You can use this information to take appropriate action.
5	Microsoftdocsurl	Use this URL to go to public documentation that can help you troubleshoot the issue.
6	Createddate	The date when the record was logged in the table.

ⓘ Note

- Errors affect report accuracy and require immediate attention.
- Warnings aren't critical but can affect report accuracy. If they're aligned with a valid business context, consider adjusting reports for accurate data representation.

For information about specific errors or warnings, see the following articles:

- Missing fiscal calendar for general ledger: Error code: ERR00001 [Type: Error]
- Missing fiscal calendar for budget: Error code: ERR00002 [Type: Error]
- Missing main account in budget: Error code: ERR00003 [Type: Warning]
- Missing journal entries: Error code: ERR00004 - [Type: Warning]
- Mismatch between debits and credits: Error code: ERR00005 [Type: Warning]
- Missing budget data: Error code: ERR00006 [Type: Warning]
- Missing budget transaction header: Error code: ERR00007 [Type: Warning]
- Missing foreign key reference: Error code: ERR00008 [Type: Warning]
- Entity dataframe counts differ between prejoin and postjoin: Error code: ERR00009 [Type: Warning]
- Missing main account in general ledger: Error code: ERR00010 [Type: Warning]
- Decimal limit exceeded: Error code: ERR00011 [Type: Warning]
- Decimal auto rounding: Error code: ERR00012 [Type: Warning]
- Null check violation: Error code: ERR00013 [Type: Warning]
- Null join violation: Error code: ERR00014 [Type: Warning]
- Data quality error: Error code: ERR00015 [Type: Warning]
- Output table is empty: Error code: ERR00016 [Type: Info]

See also

- [Create and edit business performance analytics reports](#)
- [Business performance analytics FAQ](#)

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Data quality error: Error code: ERR00015

[Type: Warning]

Article • 12/17/2024

This article provides a resolution for the Data quality error (error code ERR00015) that occurs in [Business performance analytics](#) in Microsoft Dynamics 365 Finance.

Symptoms

When inputs are processed in the [dimensional data model](#), an unresolvable error occurs, and the *ERR00015* error code is logged in the **Bpa self help logs** table in Microsoft Dataverse. In this case, the output table is empty, and reports are missing data. The details of the unresolvable error are included in the log details.

Here's an example of a record:

One or more data quality issues found - Primary key constraint violated with 1 duplicate count for dmo_generalledgerfact.dmo_generalledgerfactid

Resolution

The following table lists the errors and the related resolutions.

 [Expand table](#)

Error	Example of the error	Resolution
Primary key violations	Here are examples of two messages that can be logged for primary key violations: - Primary key constraint violated with 1 duplicate count for dmo_budgetfact.dmo_budgetfactid. - Primary key constraint violated with 1 null count for dmo_budgetfact.dmo_budgetfactid.	Contact Microsoft Support for assistance.
Alternate key violation	Alternate key constraint AK1 violated with 1 duplicates and 1 null values for dmo_budgetkey.	Contact Microsoft Support for assistance.
Null guid violation	Not null guid constraint violated with 1 null values for dmo_budgetfact.dmo_budgetfactid.	Validate the source data exists in Dynamics 365 Finance. If the data exists but the issue persists, contact

Error	Example of the error	Resolution
		Microsoft Support for further assistance.
Null DateTime violation	Not Null DateTime constraint violated with 1 null values for dmo_budgetfact.dmo_budgetpostingtimestamputc.	Validate the source data exists in Dynamics 365 Finance. If the data exists but the issue persists, contact Microsoft Support for further assistance.
Empty string violation	Not empty string constraint violated with 1 empty values for dmo_generalledgerfact.dmo_generalledercurrency.	Validate the source data exists in Dynamics 365 Finance. If the data exists but the issue persists, contact Microsoft Support for further assistance.

See also

[Business performance analytics self-help](#)

Feedback

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Decimal auto rounding: Error code: ERR00012 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00012* is logged in the **Bpa self help logs** table in Microsoft Dataverse. This issue occurs when the decimal entries of certain columns in the final output of the dimensional model don't match the decimal limit of (19, 4), where 19 denotes the precision and 4 denotes the scale.

Resolution

No immediate action is needed. This warning is displayed because a mismatch in decimal entries has been detected. The rounding process ensures that values conform to the required format without significantly impacting data accuracy. This warning is for informational purposes only to make you aware of the automatic rounding adjustment.

Here's an example of a record:

This warning is displayed if the `GeneralLedgerAmount` has a value **922337203687.58097** and needs to be rounded to **922337203687.5810** to fit in DECIMAL (19,4) in the General Ledger Fact tables in the output dimensional model.

See also

[Business performance analytics self-help](#)

Feedback

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Decimal limit exceeded: Error code: ERR00011 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00011* is logged in the **Bpa self help logs** table in Microsoft Dataverse. This issue occurs when the entries in certain decimal data type columns in the dimensional model exceed the maximum (922337203685477.5807) and minimum (-922337203685477.5807) values supported by decimal (19, 4). This is the decimal precision and scale required by Power BI. For more information, see [Data types used in tabular models](#).

Resolution

No immediate action is needed. This warning highlights data in source tables that don't fit in the Power BI Decimal fields. Business performance analytics attempts to automatically round the value for such fields and might result in rounded values appearing in the output.

Here's an example of a record:

This warning is written if the `GeneralLedgerAmount` turns out to be **922337203685478** in the General Ledger Fact in the output dimensional model. In such cases, the `GeneralLedgerAmount` will be set to the maximum value for DECIMAL(19,4) = **922337203685477.5807**.

See also

[Business performance analytics self-help](#)

Feedback

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Entity dataframe counts differ between prejoin and postjoin: Error code: ERR00009 [Type: Warning]

Article • 11/21/2024

Symptoms

In the business performance analytics dimensional data model, the number of rows in any fact or dimension should match the number of rows in the Dynamics 365 Finance driving table. To ensure this, Business performance analytics internally performs multiple checks when joining multiple tables during transformation. In any of these joins, if the count of rows in the output is different from the source table, error code *ERR00009* is logged in the **Bpa self help logs** table in Microsoft Dataverse.

Resolution

No immediate action is required because this issue might be caused by data synchronization delays. We recommend observing the next two to three Business performance analytics runs to see if the error resolves itself.

If the issue persists and the error is still in the **Bpa self help logs** table, contact Microsoft Support for further assistance.

Here's an example of a record:

Output
BPA_COUNT_CHECKVIOLATION. There is a mismatch in the row count of tables used to generate the General Ledger Account Dim dimensional table. Details: mserp_ledgertransvoucherlinkbientity join violated count check. Prejoin count - 40550, Postjoin count - 40450

See also

[Business performance analytics self-help](#)

Feedback

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Missing fiscal calendar for GL: Error code: ERR00001 [Type: Error]

Article • 11/21/2024

Symptoms

Error code *ERR00001* is logged in the **Bpa self help logs** table in Microsoft Dataverse when the accounting dates in the General journal entries table in Dynamics 365 Finance aren't aligned with the corresponding fiscal calendar in the ledger. This misalignment causes transactions in `generalledgerfact` to be linked to an accounting date key of -1. Therefore, it affects the accuracy of your reports.

Resolution

To solve this error, include calendar years or periods from the `minAccountingDate` value through the `maxAccountingDate` value for the relevant fiscal calendars. You can find the fiscal calendar, the `minAccountingDate` value, and the `maxAccountingDate` value in the `LogDetails` column of the **Bpa self help logs** table.

Here's an example of a record:

```
1 records in GeneralJournalEntry have AccountingDate outside of the Fiscal  
Calendar - [Row(a67d3eda-1b93-48dd-b561-  
a87120983889_mserp_calendarid='Fiscal', fiscalCalendarStartDate='2014-01-01  
00:00:00', fiscalCalendarEndDate='2025-12-31 00:00:00', 76f242a5-15cf-416c-89ef-  
3c1590107d7d_mserp_name='USMF', minAccountingDate='2026-01-15 00:00:00',  
maxAccountingDate='2026-02-15 00:00:00')]
```

Follow these steps in Dynamics 365 Finance to add a new fiscal year.

1. Go to **General ledger > Calendars > Fiscal calendar**.
2. In the dropdown list, select the relevant calendar.
3. Select **New year** to create a new fiscal year.

Important

You can't add a new year in the past. You can add only future years. If transactions were posted in a year before the calendar's start year, you can't create a new year

in the existing fiscal calendar.

After you fix this issue, the transactions will be mapped to the appropriate accounting date key.

See also

[Business performance analytics self-help](#)

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Missing fiscal calendar for budget: Error code: ERR00002 [Type: Error]

Article • 11/21/2024

Symptoms

Error code *ERR00002* is logged in the **Bpa self help logs** table in Microsoft Dataverse when the transaction dates on budget transaction lines in Dynamics 365 Finance aren't aligned with the corresponding fiscal calendar in the ledger. This misalignment causes the transaction in the Budget fact to be linked to an accounting date key of -1.

Resolution

To solve this error, include calendar years or periods from the `minBudgetTransactionDate` value through the `maxBudgetTransactionDate` value for the relevant Fiscal calendars. You can find the fiscal calendar, the `minBudgetTransactionDate` value, and the `maxBudgetTransactionDate` value in the `LogDetails` column of the **Bpa self help logs** table.

Here's an example of a record:

```
1 records in BudgetTransactionLine have TransactionDate outside of the Fiscal  
Calendar - [Row(b9d140ec-7227-4942-b20f-  
b0e0a3012d41_mserp_calendarid='Fiscal', fiscalCalendarStartDate='2014-01-01  
00:00:00', fiscalCalendarEndDate='2025-12-31 00:00:00', cae61f4c-c088-4bc4-b600-  
c5bd07f1af3d_mserp_name='USMF', minBudgetTransactionDate='2026-01-01  
00:00:00', maxBudgetTransactionDate='2026-02-01 00:00:00')]
```

ⓘ Important

Before you fix this issue, confirm that you have the permissions to make changes to the fiscal calendar.

1. In Dynamics 365 Finance, go to **General ledger > Calendars > Fiscal calendar**.
2. In the dropdown list, select the fiscal calendar that requires the addition of a new year. This calendar should be the calendar that corresponds to the reported issue.
3. In the selected fiscal calendar, select **New year**.

4. Enter the relevant information for the new fiscal year, such as the start and end dates. For this example, confirm that the new fiscal year includes the months of January and February (as specified in `minBudgetTransactionDate` and `maxBudgetTransactionDate`).
5. Confirm that the date range for the new fiscal year accurately covers the required periods.
6. Save the new fiscal year entry.

Important

You can't add a new year in the past. You can add only future years. If transactions were posted in a year before the calendar's start year, you can't create a new year in the existing fiscal calendar.

There are two options for fixing fiscal calendar issues:

- Create a new calendar.
- Keep the current calendar.

Keeping the current calendar might lead to a situation where transactions don't match your reporting periods. Therefore, it might cause reporting issues and make historical comparisons difficult. You might have to make adjustments that can complicate audits. When the fix is successfully implemented, transactions that were previously misaligned will be mapped to the appropriate accounting date key, and will therefore ensure accurate financial processing and reporting.

After you complete these steps, a new fiscal year is added to the relevant calendar and fixes issues that are related to misaligned transaction dates.

See also

[Business performance analytics self-help](#)

Feedback

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Missing main account in budget: Error code: ERR00003 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00003* is logged in the **Bpa self help logs** table in Microsoft Dataverse when budget transaction lines in Dynamics 365 Finance are missing the main account in the ledger dimension column. Transactions in the budget are linked to a `generalledgeraccountkey` value of -1.

Resolution

If your transaction doesn't have to use the main account, this issue might not require immediate action. However, some Microsoft reports might show either fields that have no data or incomplete records. In these cases, you might have to create modified versions of the reports to address the gaps and ensure accurate reporting.

Here's an example of a record:

```
1 records in BudgetTransactionLine have missing MAINACCOUNT -  
[Row(BudgetTransactionLine_RECID=Decimal('5637145719'))]
```

ⓘ Note

No specific steps are required to address this scenario, and no correction is required.

See also

[Business performance analytics self-help](#)

Feedback

Was this page helpful?

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Missing main account in general ledger: Error code: ERR00010 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00010* is logged in the **Bpa self help logs** table in Microsoft Dataverse when general journal account entries in Dynamics 365 Finance are missing the corresponding main account entries in the ledger dimension column. To maintain data integrity, these records are excluded and aren't transferred to General Ledger Fact tables.

Resolution

To solve this problem, you should fix the source data and associate the main account with these transactions. After the source data is fixed, it will be picked up as part of the next scheduled business performance analytics run, and the filtered records will start to be reflected in reports.

Here's an example of a record:

```
< BPA_DECIMAL_LIMIT_EXCEEDED. 6 values for column dmo_budgetjournallinenumber  
in output entity dmo_budgetfact have exceeded allowed limits for decimal(19, 4) >
```

See also

[Business performance analytics self-help](#)

Feedback

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Missing journal entries: Error code: ERR00004 - [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00004* is logged in the **Bpa self help logs** table in Microsoft Dataverse when the `Recid` column of `generaljournalaccountentry.generaljournalentry` in Dynamics 365 Finance isn't found in the `Recid` column of the `generaljournalentry` table. These records are excluded and aren't transferred to fact tables. Some Microsoft reports might show empty or incomplete data. In these cases, you might have to create modified versions of the reports to address the gaps and ensure accurate reporting.

Resolution

No immediate action is required, because this issue might be caused by a delay in data synchronization. We recommend that you observe the next few Business performance analytics runs to see whether the issue is fixed.

If the issue persists, confirm that the entries are in the General journal entry table in Dynamics 365 Finance. If the records are in the table, contact Microsoft Support for further assistance.

Here's an example of a record:

```
Can't find GeneralJournalEntry for 4 records in GeneralJournalAccountEntry -  
[Row(GJAE_RECID=Decimal('5637144581')),  
 Row(GJAE_RECID=Decimal('5637144582')),  
 Row(GJAE_RECID=Decimal('5637144583')),  
 Row(GJAE_RECID=Decimal('5637144584'))]
```

See also

[Business performance analytics self-help](#)

Feedback

Was this page helpful?

 Yes

 No

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Mismatch between debits and credits: Error code: ERR00005 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00005* is logged in the **Bpa self help logs** table in Microsoft Dataverse when the following conditions are met:

- The total of values in the `accountingcurrencyamount` column of the `generaljournalaccountentry` table isn't 0 (zero) for a specific combination of `ledger.id` and `gje.journalnumber`.
- The total of values in the `reportingcurrencyamount` column of the `generaljournalaccountentry` table isn't 0 (zero) for the same combination of `ledger.id` and `gje.journalnumber`.

Resolution

This warning is for information only. No action is required.

The warning highlights instances where the total values in some columns don't balance to 0 (zero) for specific combinations of a ledger and a journal number. It might not indicate an error that requires immediate attention. Instead, consider this information as part of your overall financial data assessment.

See also

[Business performance analytics self-help](#)

Feedback

Was this page helpful?

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 No

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Missing budget data: Error code: ERR00006 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00006* is logged in the **Bpa self help logs** table in Microsoft Dataverse when no budget is created in Dynamics 365 Finance, and no budget data is available for reports.

Here's an example of a record:

BudgetFact is empty due to one or more missing inputs
['mserp_budgettransactionlinebentity', 'mserp_budgettransactionheaderbentity']

Resolution

This warning is for information only. No action is required.

The warning indicates that there's no budget in Dynamics 365 Finance, and no budget data is available for reports. This issue doesn't require immediate attention. Instead, consider this information as part of your overall financial data assessment.

See also

[Business performance analytics self-help](#)

Feedback

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Missing budget transaction header: Error code: ERR00007 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00007* is logged in the **Bpa self help logs** table in Microsoft Dataverse when there are budget transaction line entries that don't have corresponding budget transaction headers. These records are excluded and won't be transferred to fact tables. Some Microsoft reports might show either fields that have no data or incomplete records. In these cases, you might have to create modified versions of the reports to address the gaps and ensure accurate reporting.

Resolution

No immediate action is required, because this issue might be caused by data synchronization delays. We recommend that you observe the next few Business performance analytics runs to see whether the issue is fixed.

If the issue persists, confirm that the entries exist in the Budget transaction header table in Dynamics 365 Finance.

If the entries exist, contact Microsoft Support for further assistance.

See also

[Business performance analytics self-help](#)

Feedback

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Missing foreign key reference: Error code: ERR00008 [Type: Warning]

Article • 11/21/2024

Symptoms

Error code *ERR00008* is logged in the **Bpa self help logs** table in Microsoft Dataverse when certain foreign key references can't be found in the parent entity. In this scenario, records in the Fact table are mapped to "Unknown."

Resolution

No immediate action is required, because this issue might be caused by data synchronization delays. We recommend observing the next two to three Business performance analytics runs to see if the error resolves itself.

If the issue persists and the error is still in the **Bpa self help logs** table, contact Microsoft Support for further assistance.

Here's an example of a record:

```
Output

Foreign key constraint violated for
dmo_bankregisterfact.dmo_subledgernumberkey referring
dmo_subledgernumberdim.dmo_subledgernumberkey for 7 records.
Violation dmo_bankregistersourcekey - [Decimal('5637196796'),
Decimal('35637199580'), Decimal('5637196797'), Decimal('35637199581'),
Decimal('35637199579'), Decimal('35637199577'), Decimal('35637199576')]]
```

See also

[Business performance analytics self-help](#)

Feedback

Was this page helpful?

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Output table is empty: Error code: ERR00016 [Type: Info]

Article • 12/17/2024

This article provides a resolution for the Output table is empty error (error code `ERR00016`) that occurs in [Business performance analytics](#) in Microsoft Dynamics 365 Finance.

Symptoms

Error code `ERR00016` is logged in the **Bpa self help logs** table in Microsoft Dataverse. This error occurs when an output table is empty but no errors occur during processing.

Resolution

No immediate action is required. An output table is often empty because its corresponding input tables are empty. Therefore, the message is purely informational and doesn't indicate a problem. If the output table is incorrectly empty, it might be due to a delay in data synchronization. In such cases, we recommend observing the next few Business performance analytics runs to see if the issue resolves itself.

If the issue persists, confirm that the relevant data exists in Dynamics 365 Finance. If the data exists but the issue persists, contact Microsoft Support for further assistance.

Here's an example of a record:

```
One or more output entities empty - Output  
dmo_salescontractbillingschedulenumberdim in Transform  
SalesContractBillingScheduleNumberDimTransform is empty!
```

See also

[Business performance analytics self-help](#)

Feedback

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Null join violation: Error code: ERR00014

[Type: Warning]

Article • 12/17/2024

This article provides a resolution for the Null join violation error (error code ERR00014) that occurs in [Business performance analytics](#) in Microsoft Dynamics 365 Finance.

Symptoms

Error code *ERR00014* is logged in the **Bpa self help logs** table in Microsoft Dataverse. This error occurs when records are missing from an input table. The missing data can impact the accuracy of your reports.

Resolution

Validate that the source data exists in Dynamics 365 Finance. If the data exists but the issue persists, contact Microsoft support for further assistance.

Here's an example of a record:

```
mserp_mainaccountbentity join violated Null check. bf830f89-5736-4988-9a31-  
0caf982e9962_Id cannot be null in dmo_generalledgerfact.
```

See also

[Business performance analytics self-help](#)

Feedback

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Null check violation: Error code: ERR00013 [Type: Warning]

Article • 12/17/2024

This article provides a resolution for the Null check violation error (error code ERR00013) that occurs in [Business performance analytics](#) in Microsoft Dynamics 365 Finance.

Symptoms

Error code *ERR00013* is logged in the **Bpa self help logs** table in Microsoft Dataverse when a required field lacks data in the final output of a [dimensional data model](#). The missing required data will be replaced with the default value -1 and can impact the accuracy of your reports.

Resolution

Validate that the source data exists in Dynamics 365 Finance. If the data exists but the issue persists, contact Microsoft support for further assistance.

Here's an example of a record:

Not Null constraint violated with 1 null values for ExampleTable.ExampleColumn.
dmo_generalledgerfact.dmo_generalledgercurrency.

See also

[Business performance analytics self-help](#)

Feedback

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 No

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Troubleshoot issues with transactions that can't be settled

Article • 04/30/2024

This article provides a resolution for an issue where you can't settle transactions in Microsoft Dynamics 365 Finance.

Symptoms

Sometimes, you can't settle transactions because another activity is currently processing the document. If you try to settle the transactions, an error occurs because those transactions are being used.

Cause

Transactions are marked for settlement either when vendor invoices are being paid or when customers pay their open invoices. Occasionally, these invoices might already be marked for settlement. Therefore, users can't select them for payment. The invoices might be marked by another customer payment journal, sales order, vendor payment journal, or purchase order in the current legal entity or another legal entity.

Resolution

To fix this issue, you can use the **Marked transaction details** page to find transactions that are marked for settlement and identify any other processes that are accessing them.

Note

Before you can use this feature, it must be turned on in your system. Administrators can use the **Feature management** workspace to check the status of the feature and turn it on if it's required. There, the feature is listed in the following way:

- **Module:** Cash and bank management
- **Feature name:** Marked transaction detail form

- If a transaction is blocked for settlement when you enter a customer payment, go to **Accounts receivable > Periodic tasks > Customer marked transaction details** to open the **Customer marked transaction details** page.

To quickly identify where a transaction is blocked, you can set any of these selection parameters: **Customer account**, **Voucher**, **Date**, or **Invoice**. If you don't set any selection parameters, the system shows all blocked documents from the current company or another company that you select. After the transaction that has been blocked for settlement is identified, you can select it and then select **Unmark selected transactions**. The selected transaction is then removed from any journal that includes it. However, the document isn't removed from the other location. Only the marking information is removed from that journal.

- If a transaction is blocked for settlement when you enter a vendor payment, go to **Accounts payable > Periodic tasks > Vendor marked transaction details** to open the **Vendor marked transaction details** page.

To quickly identify where a transaction is blocked, you can set any of these selection parameters: **Vendor account**, **Voucher**, **Date**, or **Invoice**. If you don't set any selection parameters, the system shows all blocked documents from the current company or another company that you select. After the transaction is identified, you can select it and then select **Unmark selected transactions** to fix the blocking issue. The selected transaction is then removed from any other journal where it's selected. However, the document isn't removed from the other location. Only the marking information is removed from that journal.

- To identify all blocked documents, go to **Accounts receivable > Periodic tasks > All marked transaction details** or **Accounts payable > Periodic tasks > All marked transaction details** to open the **All marked transaction details** page.

To quickly identify where a transaction is blocked, you can set any of these selection parameters: **Customer account**, **Vendor account**, **Voucher**, **Date**, or **Invoice**. If you don't set any selection parameters, the system shows all blocked documents from the current company or another company that you select. After the transaction is identified, you can select it and then select **Unmark selected transactions** to fix the blocking issue. The selected transaction is then removed from any other journal where it's selected. However, the document isn't removed from the other location. Only the marking information is removed from that journal.

Feedback

Was this page helpful?

 Yes

 No

Provide product feedback ↗

Troubleshoot Finance insights setup issues

11/20/2024

This article lists common issues that can occur when you use Finance insights capabilities in Microsoft Dynamics 365 Finance. It also explains how to fix these issues.

Issue 1: Can't map the Customer payment insights Data Integration template destination column

Resolution

This issue could occur if you're using a template for an earlier version. Before the release of version 10.0.17, preview customers configured the **Customer payment insights results (CDS to Fin and Ops)** Data Integration (DI) template by using the **Payment prediction result (preview)** entity. After an upgrade to 10.0.17 and later, you should use the **Customer payment insights results (CDS to Fin and Ops 10.0.17 and later)** DI template to complete the mapping. You might not be able to map the DI template destination column until the data management entity list is refreshed and the **Payment prediction result** entity appears in it. To refresh the entity list and show the payment prediction result, you'll need to complete steps in both Microsoft Dynamics 365 Finance and Dataverse (previously known as the Common Data Service [CDS] admin portal).

In Finance

Follow these steps in Finance after upgrade.

1. Go to **System administration > Workspaces > Data management**.
2. In the **Data management** workspace, select the **Framework parameters** tile.
3. On the **Data import/export framework parameters** page, select **Entity settings**, and then select **Refresh entity list**.
4. Close the **Data import/export framework parameters** page.
5. In the **Data management** workspace, select the **Data entities** tile.
6. Search for "Payment prediction result." Verify that the **Payment prediction result** entity isn't the preview version. The name of the preview version ends in "(preview)." If you see only the preview version of the entity, contact Microsoft Support.

In Dataverse

Follow these steps in the [Power Platform admin center](#) to update your data integration projects.

1. If you're using a preview version of Finance insights, remove the DI project that is associated with the **Customer payment insights results (CDS to Fin and Ops)** template.
2. Follow the steps in [Create a data integrator project](#). Use the **Customer payment insights results (CDS to Fin and Ops 10.0.17 and later)** template.

Issue 2: "Sorry, there's been a disconnect" error occurs when opening AI Builder using the links on the Customer payment predictions setup page

Resolution

Dynamics 365 Finance users must have a Microsoft Power Apps user account for the environment, and that user account must have the System customizer role. The Microsoft Power Apps system administrator can create the user account and assign the role. You can then go to the [Power Apps maker portal](#), sign in by using that user account, and try the links again.

Issue 3: The Cash forecast tab in the Cash flow forecast workspace doesn't show any data

Resolution

The cash flow forecasting function in Cash and bank management and the Cash flow forecasts feature in Finance insights must be set up and enabled to correctly show data in the **Cash flow forecast** workspace.

First, set up and enable the cash flow forecasting and liquidity accounts. For more information, see [Cash flow forecasting](#). If this setup has been completed, but you don't see the results that you expect, see [Troubleshoot cash flow forecasting setup](#) for more information.

Next, confirm that the Cash flow forecasts feature in Finance insights (**Cash and bank management > Setup > Finance Insights > Cash flow forecasts**) has been enabled, and that training of the AI model has been completed. If the training hasn't been completed, select **Forecast now** to start the model training process.

Issue 4: The "Install a new add-in" button isn't visible in Microsoft Dynamics Lifecycle Services

Resolution

First, verify that the **Environment Manager** or **Project Owner** role is assigned to the signed-in user in the **Project security role** field in Microsoft Dynamics Lifecycle Services (LCS). To install new add-ins, you require one of these project security roles.

If the correct project security role is assigned to you, you might have to refresh your browser window to see the **Install a new add-in** button.

Issue 5: The Finance insights add-in doesn't seem to be installing

Resolution

Make sure the following steps have been completed.

- Verify that you have **System administrator** and **System Customizer** access in the Power Portal admin center.
- Verify that a Dynamics 365 Finance or equivalent license is applied to the user who is installing the add-in.
- Verify that the following Microsoft Entra application is registered in Microsoft Entra ID:

 Expand table

Application	App ID
Microsoft Dynamics ERP Microservices CDS	703e2651-d3fc-48f5-942c-74274233dba8

To verify the application is registered in Microsoft Entra ID, check the **All Applications** list. For more information, see [View enterprise applications](#).

If the application isn't registered in Microsoft Entra ID, contact Microsoft Support.

Issue 6: "We didn't find any data for the selected filter range. Please select a different filter range

and try again" error

Resolution

Check the data integrator setup to validate that it's functioning as expected and upserting the data from AI Builder back to Finance. For more information, see [Create a data integration project](#).

Issue 7: Customer payment prediction training fails and an AI Builder error occurs

The AI builder error states:

Prediction should have only 2 distinct outcome values to train the model. Map to two outcomes and retrain, Training report issue: IsNotMinRequiredDistinctNonNullValues

Resolution

This error indicates that there aren't enough historical transactions in the last year that represent each category described in the **On-time**, **Late**, and **Very late** categories. To resolve this error, adjust the **Very late** transaction period. If adjusting the **Very late** transaction period doesn't fix the error, **Customer payment predictions** isn't the best solution to use as it needs data in each category for training purposes.

For more information about how to adjust the **On-time**, **Late**, and **Very late** categories, see [Enable customer payment predictions](#).

Issue 8: Model training fails

Resolution

The **Cash flow forecast** model training requires data that contains 100 or more transactions that span more than a year. We recommend that you have at least two years of data with more than 1,000 transactions.

The **Customer payment predictions** feature requires more than 100 transactions in the previous six to nine months. The transactions can include free text invoices, sales orders, and customer payments. This data must be spread across the **On-time**, **Late**, and **Very late** settings defined on the **Configuration** page.

The **Budget proposal** feature requires a minimum of three years of budget or actual data. This solution uses three to ten years of data in the projections. More than three years will provide better results. The data works best when there's variation in the values. If the data contains all constant data, such as a lease expense, the training might fail because the lack of variation doesn't require AI to project the amounts.

Issue 9: "Table with name, 'msdyn_paypredpredictionresultentities' does not exist. The remote server returned an error: (404) Not Found..." error

Resolution

The environment has reached the Data Lake Services maximum table limit. For more information about the limit, see [Enable near real-time data changes](#).

Troubleshoot issues opening Report Designer

07/02/2025

This article provides a resolution for common issues that can cause problems when you open Report Designer in Microsoft Dynamics 365 Finance.

Issue 1 - Report Designer doesn't start when you select "New" or "Edit"

Resolution

To solve this issue, follow these steps:

- If you're using Internet Explorer:
 - Select **Settings > Internet Options > Security > Trusted Sites > Sites**. In the **Add this website to zone** field, enter `**.dynamics.com`, and then select **Add**.
 - Select **Settings > Internet Options > Security > Trusted Sites**. In the area labeled **Security level for this zone**, change the option to **Medium-Low**.
 - Disable the pop-up blocker in your browser.
 - Confirm that you have the latest .NET Framework version installed on workstations. For more information, see [Determine which .NET Framework versions are installed](#) and [.NET Framework versions and dependencies](#).
- If you're using the Chrome browser, you must install the **ClickOnce** extension to download the Report Designer client. If you're running Chrome in incognito mode, make sure the **ClickOnce** extension is enabled for incognito mode. For more information about the Chrome **ClickOnce** extension, see [System requirements for cloud deployments](#).
- If you're using Microsoft Edge with the Chrome browser, you don't need to install the **ClickOnce** extension for Microsoft Edge Chromium. However, you must enable the **ClickOnce** option to download the Report Designer client. If you're running incognito mode, make sure the **ClickOnce** extension is enabled for incognito mode.
 1. Open a new browser in Microsoft Edge.
 2. Enter `edge://flags` and select `Enter`.
 3. Search for the **ClickOnce Support** option or use this direct link: `edge://flags/#edge-click-once`.
 4. Set the drop-down menu option to **Enabled**.

5. Select **Restart Browser**.

Issue 2 - User receives "Connection attempt failed. User does not have appropriate permissions to connect to the server. Contact your system administrator." message when trying to use Financial reporting

Resolution

- To check if the issue is caused due to lack of permissions, select **Yes** when the error message "Unable to connect to the Financial reporting server. Select **Yes** if you want to continue and specify a different server address. Then, select **Test connection**. If you don't have permission, you'll see a message that says, "Connection attempt failed. User does not have appropriate permissions to connect to the server. Contact your system administrator."
- The required permissions are listed in [Granting security access to Financial reporting](#). Security in Financial reporting is based on these privileges. You won't have access unless these privileges (or another security role that includes these privileges) are assigned to you.
- The **Company Users Provider to Company** integration task (also responsible for and known as user integration) runs on a 5-minute interval. It might take up to 10 minutes for any permission changes to take effect in Financial reporting.

If another user can open Report Designer, select **Tools > Integration Status**. Verify that the **Company Users Provider to Company** integration map has run successfully because you were assigned permission to use Financial reporting.

- It might be possible that another error has prevented **Dynamics user to Financial reporting user integration** from finishing. Or it's possible that a data mart reset has been initiated and not yet completed, or that another system error has occurred. Try running the process again later. If the problem persists, contact your system administrator.

Issue 3 - Can't complete sign-in within Report Designer even if you can proceed with the "ClickOnce Report Designer" sign-in page

Resolution

- The time set on your local computer when you enter your sign-in credentials must be within five minutes of the time on the Financial reporting server. If there's a difference of more than five minutes, the system won't allow sign-in.
- If the time on your computer differs from the time on the Financial reporting server, we recommend enabling the Windows option to set your computer's time automatically.

See also

- [Troubleshoot report designer issues with Event Viewer](#)
- ["Unable to Connect to the Financial reporting server" error when connecting to Financial reporting](#)

Troubleshoot report design and data issues

Article • 02/17/2025

A practical way to troubleshoot design or missing data issues in [financial reporting](#) is to simplify the process and control variables. Focusing on a specific scope is often more manageable than diagnosing an entire report. Start by creating the smallest possible reproduction of the issue and make changes one at a time to help isolate the problem. In some cases, manually recreating a report or starting over with the design can help uncover design flaws or process bugs.

To troubleshoot report issues:

- [Check that your data mart integration is current and healthy.](#)
- [Create a minimal report.](#)

Check the data mart state

To check the state of your data mart, follow these steps:

1. In **Report designer**, go to **Tools > Integration status**.
2. Check that the **Status** isn't **Failed** and the **Last Runtime** date is after the creation of your data. Usually, the General Ledger transactions are tracked to **Fact map**. Occasionally, due to system load and data volume, data mart integration can take longer. You might need to wait more than one hour for larger data changes to complete integration into data mart.
3. To check more detailed statistics, go to **Tools > Reset data mart**, but don't reset the data mart.

If there are transactions with six or more attempts, there might be data integrity issues. It doesn't mean data is missing from your report, but it can be a source of missing data. Work with [Microsoft support](#) to determine the cause of the stuck data.

4. If there are [Misaligned main account categories](#), reports based on account categories might report incorrect amounts.

Create a minimal report

To create a minimal report to troubleshoot report issues, follow these steps:

1. Simplify the report as much as possible. The goal is to get to a single number.
2. Remove any [reporting tree](#) and dimension set.
3. Set the **Detail level** to **Financial, Account, and Transaction**. For more information, see [Report definitions](#).
4. Remove other special options.
5. In the [row definition](#), include a single row with a single account or dimension combination.
 - No wildcard or ranges.
 - No modifiers or calculations to start.
6. In the [column definition](#), include a single **DESC** and **FD** column for a specific period.
 - **Fiscal Year:** 2025 (specific year)
 - **Period:** 11 (specific period)
 - **Periods Covered:** PERIODIC
 - Remove all modifiers for the column.
7. This should display a report with a single cell of data.
8. Verify the report is working as expected.
9. If your issue includes specific design requirements, such as currency filter, attribute filter, year-to-date, or beginning balances, add these modifications one at a time.
10. If the issue still exists, contact [Microsoft support](#) and provide the following information:
 - The [.tdbx exported files](#) of the simplified and original reports.
 - Screenshots of the simplified report build block designs including rows and columns.
 - Excel export of the report output.
 - Reporting parameters: **Company**, **Reporting date**, and **Report name**.
 - Details about the incorrect amount and what the expected value is.

More information

[Best practices for optimizing financial reports](#)

Feedback

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 Yes

 No

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Troubleshoot report designer issues with Event Viewer

Article • 12/07/2023

You can use Event Viewer to analyze connection issues that occur when using Financial reporting in Microsoft Dynamics 365 Finance.

The following steps walk through the process of turning on Event Viewer messages for Financial reporting. If you need to contact Microsoft Support for help with Financial reporting issues, submit copies of the logs that Event Viewer generates as they will help support engineers identify the source of the connection issue quickly.

1. Copy the [RegisterETW.zip](#) file to the client workstation (preferably the Desktop) and extract the file.
2. Make sure Windows Event Viewer is closed.
3. Open a Windows PowerShell command prompt as an administrator and go to the directory where *RegisterETW.ps1* is located.
4. Run the `.\RegisterETW.ps1` command.

A successful output in PowerShell will be verified with the "Completed RegisterETW script" message.

Reopen Event Viewer and you'll see these logs under **Microsoft > Dynamics**:

- MR-Client
- MR-DVT
- MR-Integration
- MR-Logger
- MR-Reporting
- MR_SchedulerTasks
- MR-Sql
- MR-TraceManager

5. Reproduce the issue in the Report Designer.
6. Export the MR-Logger events using Event Viewer.

Feedback

Was this page helpful?

 Yes

 No

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"Unable to Connect to the Financial reporting server" error when connecting to Financial reporting

Article • 12/07/2023

This article provides a resolution for the connection error that occurs when you try to connect to Financial reporting in Microsoft Dynamics 365 Finance.

Symptoms

When you try to connect to [Financial reporting](#), you receive the following error message:

Unable to Connect to the Financial reporting server

Resolution

To solve this issue:

- Check if the issue occurs in Google Chrome and Microsoft Edge browsers.
- If the issue occurs only in one browser, it might be an issue with the [ClickOnce extension](#). For more information about the ClickOnce extension, see [Issue 1 - Report Designer doesn't start when you select "New" or "Edit"](#).
- When you receive the connection error message, select **Test** to test the connection to see what message appears.
- The issue might be caused by another user not having access to Financial reporting. If a user doesn't have access, they receive a message stating they don't have permission. To resolve the permission issue, see [Issue 2 - The user isn't assigned the required permissions to use Financial reporting](#).
- If the issue occurs in multiple browsers, make sure the time clock on your workstation is set to **Auto**.
- Work with a user that has security administrator rights in Dynamics 365 Finance, and admin rights to the network domain, to sign in to your workstation to see if they can connect. If they can connect, the issue might be related to network permissions.
- On the workstation, temporarily disable the firewall. If you can then connect to Report Designer, the issue is with your firewall. Work with your organization's IT department to resolve the issue.

More information

If you need to contact Microsoft Support for help with Financial reporting issues, see [Troubleshoot report designer issues with Event Viewer](#).

Feedback

Was this page helpful?

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A custom Excel template for financial journals isn't available on the menu

Article • 04/30/2024

This article describes issues that might occur when you [create custom financial journals by using a Microsoft Excel template](#) in Microsoft Dynamics 365 Finance.

Symptoms

You created a custom Excel template for financial journals, but it doesn't appear on the **Open lines in Excel** menu. Alternatively, it does appear on the menu, but a different template is opened when you select it.

Resolution

The default **Open in Excel** functionality uses the root data source (table) of the current page to determine which Office templates or data entities appear as options on the **Open in Excel** menu. This behavior isn't an ideal experience for financial journals, because financial journals use the same tables (`LedgerJournalTable` and `LedgerJournalTrans`) as the root data source of many other types of journals.

For financial journals, the **Open Lines in Excel** functionality is intended to show templates that are designed for the journal that you're currently working in the context of, such as the general journal or a payment journal. For example, a template that is intended to be used with a vendor payment journal will be designed to enforce your primary account as a vendor account.

If you want to promote a template so that it's available on the **Open lines in Excel** and **Open in Excel** menus, an easy developer experience is to implement the `LedgerIJournalExcelTemplate` interface and extend the `DocuTemplateRegistrationBase` class. Many examples of this approach are implemented in the system. One example that can be used for reference is the `LedgerDailyJournalExcelTemplate` interface that was created for the general journal (or daily journal).

When the `LedgerIJournalExcelTemplate` interface is implemented for your template, the **Open Lines in Excel** menu will filter templates by the journal type of your journal and will show only the templates that are available for that journal. The interface also provides a validation method that ensures that a template can't be opened for a journal

if it doesn't meet the account type requirements. For example, you can specify that the account type must be of the **Vendor** or **Ledger** type.

For more information about this functionality, see [Add templates to the Open lines in Excel menu](#).

Feedback

Was this page helpful?

 Yes

 No

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Can't reverse a transaction

Article • 04/30/2024

This article describes the different reasons why transactions can't be reversed in Microsoft Dynamics 365 Finance, and provides solutions to this issue. Although this article focuses on transactions in Microsoft Dynamics 365 Finance, some of the concepts and validation can be applied to other apps, such as Dynamics 365 Supply Chain Management. Also, this document isn't exhaustive. There are too many combinations of transactions that can be entered and reversed.

Symptoms

You may encounter a situation where a transaction that has been posted can't be reversed.

Resolution

Transactions must meet specific criteria before they can be reversed. The [More information](#) section of this article provides the validation for each module.

Additionally, the place where a transaction is reversed might affect whether it can be reversed. For example, a vendor payment that is posted as a check can be reversed only from the **Checks** section on the transaction page for the bank accounts. It can't be reversed from the **Voucher transactions** page in General ledger.

For some types of transactions, more than one transaction at a time can be selected and reversed from the journal that it was posted from, or from the **Voucher transactions** page.

Some subledger transactions can be reversed from the journal (general journal) or the **Voucher transactions** page. They don't have to be reversed from the subledger page. For example, a vendor invoice journal could previously be reversed only from the **Vendor transactions** page. However, it can also be reversed from the General ledger side, the journal, or the **Voucher transactions** page.

For more information about reversing an entire journal, see [Reverse journal posting](#).

More information

General ledger

General ledger adjustments are entered only by using ledger accounts. Therefore, they update only General ledger.

Most general ledger adjustments can be reversed individually from the **Transactions for <main account>** page for the ledger (**LedgerTransAccount**). (The exact title of the page varies, depending on the selected main account.) The page shows each transaction that has been posted to the main account. It's typically opened from the **Trial balance list** page, or by selecting **Transactions** on the **Voucher transactions** page.

One or more general ledger vouchers can be reversed from the **Voucher transactions** page, and from the journal that the transaction was posted from. The exceptions are General ledger foreign currency revaluation, consolidation, and year-end close transactions. Those transactions are reversed from the pages on which the process was run.

Reasons why transactions can't be reversed

Transactions can't be reversed for the following reasons:

- General journal:
 - The fiscal period is on hold or permanently closed:
 - If the reversing date is in a fiscal period that isn't open, the transaction can't be reversed.
 - If the transaction supports entry of a reversing date, the transaction can still be reversed by changing the reversal date to an open period.
 - The year-end close process has been run:
 - The transaction's accounting date is in a fiscal year that has been through a year-end close. Although a period in the fiscal year might still be open, the transaction can't be reversed if the year-end close process has been run for the fiscal year. The fiscal year has a different status than the periods in it.
 - The year-end close can be reversed, and then the transaction can be reversed. This approach might not be an option. It might be easier to manually enter a reversing transaction in an open period of either the closed fiscal year or the next fiscal year, depending on the status of the fiscal close process. If a new transaction is posted to an open period of the fiscal year that has been through the year-end close process, the year-end close must be run again.
 - Transaction reversal is already in process:
 - If the transaction is in the process of being reversed, that process must be completed. A separate reversal process can't be done.
 - After the reversal is completed, a reversed transaction can be reversed again (that is, the reversal can be reversed).
 - Ledger settlement:

- If one or more lines of the transaction have been ledger-settled by using the **Ledger settlements** periodic task (**General ledger > Periodic tasks > Ledger settlements**), so that the record exists in the `LedgerTransSettlement` table, the transaction can't be reversed.
 - The ledger settlement can be reversed, and then the voucher can be reversed.
- Intercompany:
 - If the transaction is an intercompany transaction, it can't be reversed.
 - The transaction is **not** an intercompany transaction, but is posted to a "due to" or "due from" main account that was defined on the **Intercompany setup** page.
- Accruals:
 - If the accrued general ledger voucher is reversed, the accrued entry and all the corresponding accrual sub-transactions will be reversed.
 - The individual accrual sub-transactions can't be reversed.
- Revenue recognition journal:
 - Revenue recognition transactions can't be reversed.
 - When revenue is recognized through the revenue recognition journal, the voucher is posted only to ledger accounts. Therefore, on pages such as **Voucher transactions**, the transactions appear as if they're only general ledger entries.
- Foreign currency revaluation:
 - Foreign currency revaluation transactions can be reversed, but only from the General ledger **Foreign currency revaluation** page that the revaluation was run from.
 - The reversal can be completed only if it's posted to an open fiscal period.
- Consolidation:
 - Consolidation transactions can be reversed, but only from the **Consolidation transactions** page.
 - The reversal can be completed only if it's posted to an open fiscal period.
- Year-end close:
 - Year-end close transactions (both closing and opening transactions) can be reversed in these ways:
 - If the General ledger parameter **Delete existing year-end entries when re-closing the year** is set to **Yes**, the opening and closing balances will be deleted when closing the fiscal year again. This also reruns the year-end close and will create new closing and opening balances.
 - If you want to delete the closing and opening balances without re-closing the year, select the company and fiscal year records that were created for the year-end close on the **Year-end close** page, and then select **Reverse year-end close**.

Note

The reversal of the year-end close actually deletes the closing and opening transactions. A reversing voucher is never posted. This is because the opening balance is simply a summarization of the balances from the previous year, and doesn't represent new business transactions.

Accounts payable

Multiple transaction types update the Accounts payable subledger. Examples include vendor invoices, vendor invoice journals, and expense reports.

Transactions can be reversed individually from either the **Vendor transactions** page for invoices or the **Bank account** page for check payments.

One or more Accounts payable transactions can also be reversed from the **Voucher transactions** page, and from the journal that the transactions were posted from. However, vendor payments can still be reversed only from the bank account. Additionally, vendor transactions can't be reversed from the **Transactions for <main account>** page for the ledger. They can be reversed only from the **Voucher transactions** page.

Note

Some transactions can't be reversed at all. Examples include purchase order vendor invoices and electronic vendor payments.

Reasons why vouchers can't be reversed

Vouchers can't be reversed for the following reasons:

- The fiscal period is on hold or closed:
 - If the reversing date is in a fiscal period that isn't open, the transaction can't be reversed.
 - If the transaction supports entry of a reversing date, the transaction can still be reversed by changing the reversal date to an open period.
- The General ledger year-end close process has been run:
 - The transaction's accounting date is in a fiscal year that has been closed in General ledger. Although a period in the fiscal year might still be open, the transaction can't be

reversed if the year-end close process has been run for the fiscal year. The fiscal year has a different status than the periods in it.

- The year-end close can be reversed, and then the transaction can be reversed. This approach might not be an option. It might be easier to manually enter a reversing transaction in an open period of either the closed fiscal year or the next fiscal year, depending on the status of the fiscal close process. If a new transaction is posted to an open period of the fiscal year that has been through the year-end close process, the year-end close must be run again.
- The subledger journal entry hasn't been transferred to General ledger:
 - This reason applies only to non-purchase order vendor invoices.
 - Use the **Subledger journal entries not yet transferred** page to transfer the entry to General ledger. The non-purchase order vendor invoice can then be reversed from the **Vendor transactions** page.
- Settlement:
 - The transaction (such as an invoice or payment) is settled or marked for settlement.
 - You can verify whether a transaction is settled or marked for settlement by selecting **View settlements or Settlement > Settlement history** on the **Vendor transactions** page.
 - You can also reverse a settlement from the **Vendor transactions** page (**Settlement > Undo settlement**) if one of the transactions must be reversed.
- The voucher contains more than one subledger transaction that was entered by using the same voucher number (One voucher issue).
- The invoice hasn't been approved:
 - If the **Approval** checkbox isn't selected on the invoice, the invoice can't be reversed.
 - In this case, approval doesn't refer to approvals in the workflow process but to the **Approval** option on the invoice. This option is used to prevent an invoice from being paid. It's typically used for vendor invoice register invoices.
- The transaction is in the invoice pool:
 - An invoice in the pool can't be reversed directly from the **Vendor transactions** page. Instead, it must be reversed through the cancellation process on the **Invoice approval journal** page.
- The transaction has a parent invoice that has been corrected (Indian localization).
- The transaction has a promissory status of **Invoice remitted**.
- The transaction is used for a partial tax settlement.

- The transaction contains a vendor account but is being reversed from an incorrect page, such as the **Transactions for <main account>** page:
 - As this reason suggests, even when the Mass reversals feature is turned on, some subledger transactions can be reversed only from specific pages.

Types of transactions that can't be reversed

The following types of transactions can't be reversed:

- Foreign currency revaluation:
 - Unlike General ledger foreign currency revaluation, Accounts receivable and Accounts payable foreign currency revaluation can't be reversed. Instead, the revaluation must be run again by using the invoice date. In this case, the revaluation uses the exchange rate from the invoice's date, and essentially brings the unrealized gain or loss to 0 (zero). Therefore, the result resembles the result of reversing the previous revaluation. However, note that the same amount won't be reversed if the default exchange rate was changed on the invoice.
- Purchase order vendor invoice:
 - A credit note must be created to reverse the vendor invoice. For more information about how to create a reversing transaction, see [Create a purchase return order](#).
- Promissory note
- Bank letter of credit export shipment

Accounts receivable

Several transaction types update Accounts receivable subledgers. Examples include customer invoices from sales orders, customer invoices that are entered through the general journal, free text invoices, customer payments, and write-offs.

Transactions can be reversed individually from either the **Customer transactions** page for invoices or the **Bank accounts** page for deposits. For information about how to reverse a payment, see the [Cash and bank management](#) section later in this article.

One or more Accounts receivable transactions can also be reversed from the **Voucher transactions** page and the journal that it was posted from. However, deposits can still be reversed only from the bank account, and free text invoices can be reversed only from the originating page (if the feature that allows for corrections is turned on). Additionally, customer transactions still can't be reversed from the **Transactions for <main account>** page for the ledger. However, they can be reversed from the **Voucher transactions** page.

(!) Note

Some transactions can't be reversed. Examples include sales order customer invoices and write-offs.

Reasons why transactions can't be reversed

Transactions can't be reversed for the following reasons:

- The fiscal period is on hold or permanently closed:
 - If the reversing date is in a fiscal period that isn't open, the transaction can't be reversed.
 - If the transaction supports entry of a reversing date, the transaction can still be reversed by changing the reversal date to an open period.
- The General ledger year-end close process has been run:
 - The transaction's accounting date is in a fiscal year that has been through a General ledger year-end close. Although a period in the fiscal year might still be open, the transaction can't be reversed if the year-end close process has been run for the fiscal year. The fiscal year has a different status than the periods in it.
 - The year-end close can be reversed, and then the transaction can be reversed. This approach might not be an option. It might be easier to manually enter a reversing transaction in an open period of either the closed fiscal year or the next fiscal year, depending on the status of the fiscal close process. If a new transaction is posted to an open period of the fiscal year that has been through the year-end close process, the year-end close must be run again.
- The subledger journal entry hasn't been transferred to General ledger:
 - This reason applies only to free text invoices.
 - Use the **Subledger journal entries not yet transferred** page to transfer the entry to General ledger. The free text invoice can then be reversed or corrected if the corrections functionality is enabled.
- Settlement:
 - The transaction (such as an invoice or payment) is settled or marked for settlement.
 - You can verify whether a transaction is settled or marked for settlement by selecting **View settlements** or **Settlement > Settlement history** on the **Customer transactions** page.
 - You can also reverse a settlement from the **Customer transactions** page (**Settlement > Undo settlement**) if one of the transactions must be reversed.

- The transaction contains more than one subledger transaction that was entered by using the same voucher number (One voucher issue).
- The invoice hasn't been approved:
 - If the **Approval** checkbox isn't selected on the invoice, the invoice can't be reversed.
 - In this case, approval doesn't refer to approvals in the workflow process but to the **Approval** option on the voucher lines. This option is used to prevent an invoice from being paid. Although this option is typically used in Accounts payable, it's also available for Accounts receivable invoices that are entered through journals.
- The transaction has a parent invoice that has been corrected (Indian localization).
- The transaction contains a customer account but is being reversed from an incorrect page, such as the **Transactions for <main account>** page:

Types of transactions that can't be reversed

The following types of transactions can't be reversed:

- Foreign currency revaluation:
 - Unlike General ledger foreign currency revaluation, Accounts receivable and Accounts payable foreign currency revaluation can't be reversed. Instead, the revaluation must be run again by using the invoice date. In this case, the revaluation uses the exchange rate from the invoice's date, and essentially brings the unrealized gain or loss to 0 (zero). Therefore, the result resembles the result of reversing the previous revaluation. However, note that the same amount won't be reversed if the default exchange rate was changed on the invoice.
- A transaction that has adjusted tax withholding
- Sales order customer invoice:
 - A credit note or return must be created to reverse the transaction. For information about how to create the reversing transaction, see [Sales returns](#).
- Bill of exchange
- Cash register transaction
- Advanced adjustment
- Interest note
- Collections letter

- Bank letter of credit
- Export shipment
- Revenue recognition journal:
 - When you recognize revenue through the revenue recognition journal, the vouchers are posted to ledger accounts. Therefore, they appear as if they're only general ledger entries. These entries can't be reversed, because the revenue schedule won't be reopened to recognize the revenue again.

Cash and bank management

Several transaction types update the Bank subledger through the general journal. Examples include vendor payments, customer payments, and bank transfers.

Transactions can be reversed individually from the **Bank accounts** page for checks and deposits, or from the **Customer transactions** page for customer payments.

One or more payment transactions can also be reversed from the **Voucher transactions** page, and from the journal that the transactions were posted from. However, deposits can still be reversed only from the bank account. Additionally, bank transactions still can't be reversed from the ledger's **Transactions for <main account>** page. However, they can be reversed from the **Voucher transactions** page.

 **Note**

Some transactions can't be reversed. Examples include electronic vendor payments.

Reasons why transactions can't be reversed

Transactions can't be reversed for the following reasons:

- The fiscal period is on hold or permanently closed:
 - If the reversing date is in a fiscal period that isn't open, the transaction can't be reversed.
 - If the transaction supports entry of a reversing date, the transaction can still be reversed by changing the reversal date to an open period.
- The General ledger year-end close process has been run:
 - The transaction's accounting date is in a fiscal year that has been through a General ledger year-end close. Although a period in the fiscal year might still be open, the

transaction can't be reversed if the year-end close process has been run for the fiscal year. The fiscal year has a different status than the periods in it.

- The year-end close can be reversed, and then the transaction can be reversed. This approach might not be an option. It might be easier to manually enter a reversing transaction in an open period of either the closed fiscal year or the next fiscal year, depending on the status of the fiscal close process. If a new transaction is posted to an open period of the fiscal year that has been through the year-end close process, the year-end close must be run again.

- Settlement:

- The transaction (payment) is settled or marked for settlement.
 - You can verify whether a transaction is settled or marked for settlement by selecting **View settlements** or **Settlement** > **Settlement history** on the **Vendor transactions** or **Customer transactions** page.
 - You can also reverse a settlement from the **Vendor transactions** or **Customer transactions** page (**Settlement** > **Undo settlement**) if one of the transactions must be reversed.

- The transaction contains more than one subledger transaction that was entered by using the same voucher number (One voucher issue).

- Bridged transactions:

- If the transaction is related to a bridging payment, it can't be reversed.
- If the bridged payment must be reversed, the payment first has to be cleared from the bridging account to the bank. The payment can then be reversed, provided that it meets the other validation criteria.

- The transaction contains a bank account, but is being reversed from the **Transactions for <main account>** page or from an incorrect subledger, such as Accounts receivable or Accounts payable.

- Bank foreign currency revaluation:

- Bank foreign currency revaluation can be reversed. However, reversal might be prevented if you complete the reversal steps out of chronological order. For example, if you ran the revaluation in March and April, the March revaluation can't be reversed until the April revaluation is reversed.

Types of transactions that can't be reversed

The following types of transactions can't be reversed:

- Vendor payments that were made as electronic funds transfers (EFTs)

- Promissory notes
- Bills of exchange

Fixed assets

Several transaction types update the Fixed assets subledger. Examples include acquisitions and depreciation.

Transactions can be reversed individually from the **Vendor transactions** page, from the **Fixed asset transactions** page, or from Asset leasing, depending on the transaction type.

One or more Fixed asset transactions can also be reversed from the **Voucher transactions** page in the journal that the transactions were posted from.

Reasons why transactions can't be reversed

Transactions can't be reversed for the following reasons:

- The fiscal period is on hold or permanently closed:
 - If the reversing date is in a fiscal period that isn't open, the transaction can't be reversed.
 - If the transaction supports entry of a reversing date, the transaction can still be reversed by changing the reversal date to an open period.
- The General ledger year-end close process has been run:
 - The transaction's accounting date is in a fiscal year that has been closed in General ledger. Although a period in the fiscal year might still be open, the transaction can't be reversed if the year-end close process has been run for the fiscal year. The fiscal year has a different status than the periods in it.
 - The year-end close can be reversed, and then the transaction can be reversed. This approach might not be an option. It might be easier to manually enter a reversing transaction in an open period of either the closed fiscal year or the next fiscal year, depending on the status of the fiscal close process. If a new transaction is posted to an open period of the fiscal year that has been through the year-end close process, the year-end close must be run again.
- Acquisitions:
 - If the acquisition occurred on a purchase order vendor invoice, the reversal must be done by entering a vendor credit note. For information about how to enter the reversal transaction, see [Create a purchase return order](#).
 - The acquisition occurred on a project transaction.

- The acquisition can't be reversed after depreciation is posted for the asset. The depreciation must be reversed before the acquisition can be reversed.
 - If the status of the value model or depreciation book for a fixed asset isn't open, the transaction can't be reversed.
- Disposals:
 - The disposal is done through a free text invoice:
 - The correction of a free text invoice is blocked if it contains a fixed asset. However, if the asset is disposed of through a journal, the free text invoice can be reversed from the fixed asset record.
 - If the status of the value model or depreciation book for a fixed asset isn't open, the transaction can't be reversed.
- Depreciation:
 - The depreciation **can** be reversed if subsequent depreciation is also posted. However, you'll receive a warning, because this approach isn't a best practice.
 - If the status of the value model or depreciation book for a fixed asset isn't open, the transaction can't be reversed.
- Transactions (or reverse transactions) for a specific asset and asset book exist for the voucher's transaction date or later.
- The transaction contains an asset account, but is being reversed from the **Transactions for <main account>** page or from an incorrect subledger, such as Accounts receivable or Accounts payable:
 - If an acquisition occurs on a non-purchase order vendor invoice or a vendor invoice journal, it can be reversed only from the **Vendor transactions** page in Accounts payable.
 - If an asset is acquired from Asset leasing, it can be reversed from the **Liability transactions** page in Asset leasing.

Can't post a journal due to imbalance

Article • 04/30/2024

This article explains why debits and credits might not be balanced in voucher transactions, so that the transactions can't be posted in Microsoft Dynamics 365 Finance. The article also includes steps for fixing the issue.

Symptoms

In some cases, a journal can't be posted, and the following message is shown:

The transactions on a specific voucher don't balance as of a certain date (accounting currency: 0.01 - reporting currency: 0.06).

Resolution

During posting to General ledger, every voucher must be balanced in the transaction currency, accounting currency, and reporting currency, if those currencies are defined on the [Ledger setup](#) page. (Vouchers are balanced when the total debits equal the total credits.)

At the bottom of the journal lines page, totals are shown in the accounting currency and reporting currency. They aren't shown in the transaction currency for foreign currency transactions. Additionally, the error message that users receive during simulation or posting shows the differences only in the accounting currency and reporting currency. It doesn't show them in the transaction currency, because a single voucher can have more than one transaction currency, and the journal can include vouchers in different transaction currencies. Therefore, it's important that you manually verify that the transaction currency amounts for every voucher that has only one transaction currency are balanced.

Transaction currency

During simulation and posting, the system verifies that every voucher that has only one transaction currency is balanced in the transaction currency. For every voucher that is entered, there can be one or more currencies for the transaction currency. For example, a voucher that is entered in the general journal might have two transaction currencies when cash is transferred from a bank account that uses euros (EUR) to a bank account that uses Canadian dollars (CAD).

If a voucher has only one transaction currency, the total debits must equal the total credits in the transaction currency for that voucher. Customers have encountered the following scenarios where the posting correctly failed because the transaction currency amounts weren't balanced:

- The total debits and total credits weren't balanced in the transaction currency, but they were balanced for the accounting currency and reporting currency. A customer assumed that the voucher would still be posted. However, that assumption was incorrect.

Note

The transaction currency amounts on a voucher must always be balanced when all lines of the voucher have the same transaction currency.

- The voucher was imported with a data entity through the Data Management Framework (DMF), and the user thought that the transaction currency amounts were balanced. In the import file, some of the amounts had more than two decimal places, and more than two decimal places were included when the amounts were imported. Therefore, the debits didn't equal the credits, because they were off by a fraction of a penny. The journal didn't reflect this difference on the lines of the voucher, because the amounts that are shown have only two decimal places.
- The voucher was imported with a data entity through DMF, and the user thought that the transaction currency amounts were balanced. Although the **voucher** was balanced, some lines on the voucher had different transaction dates. If you added the total debits and total credits in the transaction currency per **voucher and transaction date**, they weren't balanced. This requirement is enforced when you enter a voucher through the general journal in the system. However, it isn't enforced when a voucher is imported with a data entity through DMF.

In one supported scenario, a voucher can have more than one transaction currency. In this case, the system doesn't verify that the debits equal the credits in the transaction currency, because the currencies don't match. Instead, the system verifies that the accounting currency and reporting currency amounts are balanced.

Accounting currency

If all the lines of a voucher have the same transaction currency, and if the transaction currency amounts are balanced, the system verifies that the accounting currency amounts are balanced. If the voucher is entered in a foreign currency, the exchange rate on the voucher lines is used to translate the transaction currency amounts to the accounting currency. First, each line of the voucher is translated and rounded to two decimal places. Then the lines are summed to determine the total debits and total credits. Because each line is translated, the total debits and total credits might not be balanced. Nevertheless, if the absolute value of the difference is within the **Maximum penny difference** value that is defined on the **General ledger parameters**

page, the voucher will be posted, and the difference will automatically be posted to the Penny difference account.

If the voucher has more than one transaction currency, each line of the voucher is translated to the accounting currency and rounded to two decimal places, and then the lines are summed to determine the total debits and total credits. To be considered balanced, the debits and credits must be balanced in the accounting currency. A penny difference account is never added to the voucher in the accounting currency to bring the debits and credits into balance.

Reporting currency

If all the lines of a voucher have the same transaction currency, and if the transaction currency amounts are balanced, the system verifies that the reporting currency amounts are balanced. If the voucher is entered in a foreign currency, the exchange rate on the voucher lines is used to translate the transaction currency amounts to the reporting currency. First, each line of the voucher is translated and rounded to two decimal places. Then the lines are summed to determine the total debits and total credits. Because each line is translated, the total debits and total credits might not be balanced. Nevertheless, if the difference is within the **Maximum penny-rounding in the reporting currency** value that is defined on the **General ledger parameters** page, the voucher will be posted, and the difference will automatically be posted to the Penny difference account.

If the voucher has more than one transaction currency, each line of the voucher is translated to the reporting currency and rounded to two decimal places, and then the lines are summed to determine the total debits and total credits. To be considered balanced, the debits and credits must be balanced in the reporting currency. A penny difference account is never added to the voucher in the reporting currency to bring the debits and credits into balance.

Example for an accounting currency imbalance

Note

The reporting currency amount is calculated from the transaction currency amount in the same way as the accounting currency amount.

Exchange rate: 1.5

 Expand table

Line	Voucher	Account	Currency	Debit (Transaction)	Credit (Transaction)	Debit (Accounting)	Credit (Accounting)
1	001	1101-01	EUR	3.33		5.00 (4.995)	
2	001	1101-02	EUR	3.33		5.00 (4.995)	
3	001	1101-03	EUR	3.34		5.01	
4	001	4101-	EUR		10.00		15.00
Total				10.00	10.00	15.01	15.00

The accounting currency is out of balance by 0.01. However, as long as the maximum penny rounding in the accounting currency is at least 0.01, the difference will automatically be posted to the Penny difference account, and the voucher will be successfully posted.

How to change the accounting or reporting currency

Article • 04/30/2024

This article explains how to change the accounting or reporting currency, or add a reporting currency to the setup of a ledger in Microsoft Dynamics 365 Finance.

Symptoms

You want to change the accounting or reporting currency, or add a reporting currency to the ledger setup. This typically occurs in the following scenarios:

- The wrong accounting or reporting currency was specified when a legal entity was set up. You now want to change that currency.
- A reporting currency was specified when a legal entity was set up, but the organization now wants to remove the reporting currency.
- The organization is upgrading or migrating to Microsoft Dynamics 365 Finance, and wants to change the accounting or reporting currency.

An organization that didn't previously use the Dual currency capability wants to start to use it. This issue typically occurs in the following scenario.

- No reporting currency was specified when a legal entity was set up. (A reporting currency is optional.) You now want to add a reporting currency.

Resolution

Note

The most important consideration is whether any transactions (actual or budget) have been posted in the legal entity for the ledger setup. You can't change the accounting or reporting currency, or add a reporting currency, if any transactions (actual or budget) have been posted in the legal entity.

Follow the steps in one of the following sections, depending on whether transactions have been posted.

No transactions have been posted

1. In the legal entity that you're updating currencies for, go to **General ledger > Ledger setup > Ledger**.
2. On the **Ledger** page, select **Edit**.
3. On the **Currency** FastTab, select the accounting currency and reporting currency to use for the legal entity.
4. Select **Save**.

If the fields for the accounting currency and the reporting currency aren't available on the **Ledger** page, one or more transactions (actual or budget) have been posted in the legal entity. Therefore, the currencies can't be changed. In this case, follow the steps in the next section.

Transactions have been posted

Note

If transactions have been posted in the legal entity, the only way to change or add accounting and reporting currencies is to create a new legal entity that has the correct currencies.

To help make this process easier, Data management in the system lets you copy setup records and master records from the current legal entity to a new legal entity.

Changes to the accounting and reporting currencies are pervasive. They affect not only General ledger but also every subledger (Accounts receivable, Accounts payable, Inventory, Project, and so on), every independent software vendor (ISV) solutions, and any extension that you've made that stores amounts.

The process of finding and translating each amount to a different currency is subject to error. Therefore, the engineering team won't approve a script that changes or adds accounting and reporting currencies. Additionally, although a tool that used to be available for Microsoft Dynamics AX 2012 let you change or add accounting and reporting currencies, that tool was deprecated for both Dynamics AX 2012 R3 and Finance.

Follow these steps to copy the setup and master data from the current legal entity to a new legal entity.

1. Go to **Workspaces > Data management**.
2. Select **Templates** under the **Import/Export** group.
3. Make sure that templates are available. If no templates are available, select **Load default templates**, and wait for the templates to be generated.

4. Return to the **Data management** workspace.
5. Select **Copy into legal entity**.
6. Enter a group name and description.
7. In the **Source legal entity** field, select the legal entity to copy data from.
8. In the **Destination legal entities** FastTab, select **Create legal entities** to create a new legal entity that you can copy the source legal entity data to. Select **Select existing** to copy data to an existing legal entity.
9. (Optional:) Set the **Copy number sequences** field to **Yes**. (This step is recommended when you copy data.)
10. In the **Selected entities** area, select **Add template**.
11. Select the templates to use. Suggested templates for a new legal entity include **025 - General Ledger and Financials**. We recommend that you review all the other available templates to determine whether any of them apply to your requirements.
12. Select **Copy into legal entity** to start a batch process that will create the selected entities and copy them into the destination legal entity.
13. After the process is completed, but before any transaction are posted, go to the ledger, and update the accounting and reporting currencies as described earlier in this article.

If you created a new legal entity so that you can change the accounting or reporting currency, verify that the beginning balances are translated from the currencies of the old legal entity to the new currencies.

Feedback

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Troubleshoot issues with the General ledger adjustments page

Article • 04/30/2024

Symptoms

Because of a serious system error that occurred in your environment, or a necessary data correction to the general ledger, Microsoft asked you to review possible ledger adjustments for your system.

Resolution

You may need to use the **General ledger adjustments** page to view possible corrections or adjustments to the general ledger.

Microsoft Support will direct you to use the **General ledger adjustments** page to view suggested general ledger adjustments and create a general journal to post adjustments accordingly. Use the suggested general ledger adjustments only when a catastrophic failure has occurred, and direct general ledger adjustments are required to bring the general ledger back into balance. The **General ledger adjustments** page is used when Microsoft internal checks have found inconsistencies and recorded them for review on this page.

After you've reviewed any adjustments that you intend to make to your general ledger, mark the appropriate adjustments, and then select **Create journal from marked records**. A daily journal is created for you to review before posting to your general ledger. Records can be copied or deleted from the page before a daily journal is created.

Frequently asked questions

1. Where do I find the General ledger adjustments page?

Go to **General Ledger > Periodic tasks > General ledger adjustments**.

2. Why can't I enter data on the General ledger adjustments page?

Data is created on the **General ledger adjustments** page only when a catastrophic event has occurred. In this case, Microsoft adds possible correction entries for your review.

3. Will I be notified if an issue has occurred and I must use the General ledger adjustments page?

The **General ledger adjustments** page is intended for assistance in technical support cases that you already have with Microsoft. Technical specialists will give you directions about when you should use this page to make a correction to your general ledger. The **General ledger adjustments** page provides an isolated mechanism for fixing issues aside from the general ledger journal.

Feedback

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Vouchers aren't reversed when you post a journal that has a reversing entry and date

Article • 04/30/2024

This article resolves an issue where a reversing entry that was entered on a general journal might not be included on the posted transaction in Microsoft Dynamics 365 Finance.

Symptoms

A general journal includes a reversing entry and reversing date on the journal. When you post the journal, none of the vouchers are reversed.

Resolution

When the journal is posted, the reversing process looks only at the **Revering entry** and **Reversing date** settings on the **Lines** section of the voucher. This approach allows a journal to include some vouchers that are marked for reversing, and others that aren't.

The values from the journal are only used as defaults when adding *new* lines. Changing the values on the journal doesn't affect existing lines. In this example, the voucher lines were entered first. When you enter the line detail before designating the journal as reversing, the designation as a reversing entry and date won't be applied to any existing lines.

Changing the reversing entry or reversing date on an existing line propagates that change to other lines in the same voucher. To optimize performance, the grid isn't refreshed after propagating changes to other Lines. You can display the updated values by refreshing the grid.

Feedback

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Year-end close missing opening balances

Article • 04/30/2024

This article explains why opening balances might be missing when you close a year, and how to rebuild those balances if they're missing in Microsoft Dynamics 365 Finance.

Symptoms

You have run a year-end close, but the opening balance doesn't show an amount for the next fiscal year.

Resolution

First, check the status of the batch job. Closing a year includes many separate tasks, but the most critical step is the batch task with the task description **Step 5.0.0**. Posting the opening transactions (and optionally the closing transactions) to General ledger takes place during this step.

Status	Task description	Reference	Executed by	Company ...	Has conditions	Session ID	Session login date/time	Runtime task
Ended	Run fiscal close	68719995166	Admin	usmf		5064	3/3/2021 06:13:14 PM	
Ended	Opening transactions	68719994819	Admin	usmf		5058	3/3/2021 09:01:01 PM	
Ended	Close for USMF	68719994820	Admin	usmf		5059	3/3/2021 06:13:14 PM	
Ended	Step 9.0.0	68719994821	Admin	usmf		5055	3/3/2021 07:07:25 PM	
Ended	Step 7.0.0	68719994823	Admin	usmf		5058	3/3/2021 09:01:01 PM	
Ended	Step 12.0	68719994822	Admin	usmf	✓	5055	3/3/2021 07:07:25 PM	
Ended	Step 2.1.0	68719994824	Admin	usmf	✓	5064	3/3/2021 06:13:14 PM	
Ended	Step 3.2.1	68719994830	Admin	usmf		5059	3/3/2021 06:13:14 PM	
Ended	Step 3.1.1	68719994828	Admin	usmf		5058	3/3/2021 09:01:01 PM	
Ended	Step 4.2.0	68719994829	Admin	usmf	✓	5064	3/3/2021 06:13:14 PM	
Ended	Step 4.1.0	68719994827	Admin	usmf	✓	5059	3/3/2021 06:13:14 PM	
Ended	Step 8.2.1	68719994831	Admin	usmf		5058	3/3/2021 09:01:01 PM	
Pending	Step 8.1.1	68719994833	Admin	usmf		5064	3/3/2021 06:13:14 PM	
Ended	Step 5.0.0	68719994825	Admin	usmf	✓	5059	3/3/2021 06:13:14 PM	
Ended	Step 6.0.0	68719994826	Admin	usmf	✓	5058	3/3/2021 09:01:01 PM	
Ended	Rebuild balances	68719994818	Admin	usmf	✓	5064	3/3/2021 06:13:14 PM	
Ended	Rebuild balances for USMF	68719994834	Admin	usmf		5059	3/3/2021 06:13:14 PM	

Alternatively, if the **Optimize year-end close** feature is enabled and you're viewing the **Year-end close** page, check the **Posting opening account balance transactions** and **Processing opening account balance transactions**.

If this step completes successfully but you don't see opening balances on the **Trial balance inquiry** page (**General ledger > Inquires and reports > Trial balance**), review the results of the year-end close batch job to see if the Rebuild balances step completed successfully.

Ended	Step 6.0	68719994826	Admin	usmf	✓	5058	3/3/2021 09:01:01 PM	✓
Ended	Rebuild balances	68719994818	Admin	usmf	✓	5064	3/3/2021 06:13:14 PM	✓
<input checked="" type="checkbox"/> Ended	Rebuild balances For USMF?	68719994834	Admin	usmf		5059	3/3/2021 06:13:14 PM	✓

If the Rebuild balances step fails, the opening (and optionally closing) transactions were likely posted successfully. You can verify if the General ledger transactions were posted successfully using the **Voucher transactions inquiry** page by specifying the voucher number and date provided in the year-end close dialog for the year that you closed (**General Ledger > Inquiries and reports > Voucher transactions**).

Inquiry

Select query

Range Sorting Joins

+ Add

✓	Table	Derived table	Field	Criteria
	General journal entry	General journal entry	Journal number	▼
	General journal entry	General journal entry	Voucher	
	General journal entry	General journal entry	Date	
	Main account	Main account	Main account	

If the opening (and optionally closing) vouchers are present, you don't need to run the year-end close again. You can run the process to rebuild the balances manually using the **Financial dimension sets** page (**General ledger > Chart of accounts > Dimensions > Financial dimension sets**).

Financial dimension sets

Financial dimension set Name

Agreement Agreement

Financial dimensions

AVAILABLE FINANCIAL DIMENSIONS	SELECTED FINANCIAL DIMENSIONS
MainAccount	Agreement
ItemGroup	
Project	
Store	
Terminal	

If this step takes a long time to process, see [Best practices for updating Financial dimension sets](#).

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Error 400 or 401 when you set Dataverse virtual table visibility

Article • 11/21/2024

Error code: SYS81183

This article describes the error codes (400 and 401) that can occur when you set Microsoft Dataverse virtual table visibility for Tax calculation service in a Regulatory Configuration Service (RCS) environment. It also explains what causes the issues and how to fix them.

ⓘ Note

This article is applicable to version 10.0.38 or earlier.

Error 400 with "InternalServerError"

Symptoms

When you set virtual table visibility or do master data lookup in the tax feature setup, you receive the following error message:

Connection to Microsoft Dataverse failed. Details: The remote server returned an error: (400) Bad Request. 0x80048d0b: A token was obtained to call Finance and Operations, but Finance and Operations returned an error of type InternalServerError.

Cause

This issue occurs if the finance and operations service is down, or if the finance and operations target URL is incorrectly set.

Resolution

1. Confirm that you can sign in to finance and operations apps by using the same account that you use to sign in to Dataverse.
2. Go to **Dataverse > Advanced settings > Administration > Virtual Entity Data Sources**, and select the data source that is named **finance and operations**.

3. Confirm that the target URL can be opened directly in the browser. For more information, see [Configure the virtual entity data source](#).

Error 400 with "The remote name could not be resolved"

Symptoms

When you set virtual table visibility or do master data lookup in the tax feature setup, you receive the following error message:

```
Connection to Microsoft Dataverse failed. Details: The remote server returned an error: (400) Bad Request. 0x80040224: TokenProvider.AcquireTokenAsync(ClientId '{ApplicationId}', Authority '{IncorrectURL}', Resource '00000015-0000-0000-c000-000000000000'): unhandled exception:  
Microsoft.IdentityModel.Clients.ActiveDirectory.AdalServiceException: Service returned error. Check InnerException for more details --->  
System.Net.WebException: The remote name could not be resolved:...
```

Cause

This issue occurs if the Open Authorization (OAuth) URL or tenant ID is incorrect. For more information, see [Configure the virtual entity data source](#).

Resolution

1. Go to **Dataverse > Advanced settings > Administration > Virtual Entity Data Sources**, and select the data source that is named **finance and operations**.
2. Confirm that the OAuth URL and tenant ID are correct. For more information, see [Configure the virtual entity data source](#).
 - The OAuth URL is a hard-coded value: `https://login.windows.net/`.
 - To find the correct tenant ID, sign in to the [Azure portal](#) by using the same account that you use to sign in to Dataverse and RCS. Select **Microsoft Entra ID**, and then select your instance of Microsoft Entra ID. The tenant ID or primary domain appears in the **Tenant** field.

Error 400 with "Application with identifier {ApplicationId} not found"

Symptoms

When you set virtual table visibility or do master data lookup in the tax feature setup, you receive the following error message:

```
Connection to Microsoft Dataverse failed. Details: The remote server returned an error: (400) Bad Request. 0x80040224: TokenProvider.AcquireTokenAsync(Clientid '{IncorrectApplicationId}', Authority '<https://login.windows.net/microsoft.com>', Resource '00000015-0000-0000-c000-000000000000'): unhandled exception: Microsoft.IdentityModel.Clients.ActiveDirectory.AdalServiceException: AADSTS700016: Application with identifier '{IncorrectApplicationId}' was not found in the directory 'Microsoft'. This can happen if the application has not been installed by the administrator of the tenant or consented to by any user in the tenant. You may have sent your authentication request to the wrong tenant.
```

Cause

This issue occurs if the application ID is incorrect. For more information, see [Configure the virtual entity data source](#).

Resolution

1. Go to **Dataverse > Advanced settings > Administration > Virtual Entity Data Sources**, and select the data source that is named **finance and operations**.
2. Confirm that the application ID is correct. For more information, see [Configure the virtual entity data source](#).

You should get the application ID during the [Register the app in the Azure portal](#) step. Make sure that you entered the correct application ID.

Error 401

Symptoms

When you set virtual table visibility, do master data lookup in the tax feature setup, or do model mapping validation, you receive one of the following error messages:

Connection to Microsoft Dataverse failed. Details: The remote server returned an error: (401) Unauthorized.

Filtered warehouse entity Warehouse entity Connection to Microsoft Dataverse failed. Details: The remote server returned an error: (401) Unauthorized.

Cause

The 401 "Unauthorized" error occurs if the "Check connection" process for connected applications in RCS is unsuccessful, or if the "Check connection" process isn't run after changes are made to the settings of connected applications in RCS.

ⓘ Note

The account that is used to sign in to RCS should also be able to sign in to the Dataverse instance.

Resolution

1. In the RCS environment, go to **Electronic reporting > Connected applications > Dataverse application record**.
2. The **Application** field shows the URL of the database instance. Confirm that you can sign in to that Dataverse instance by using the same account that you use to sign in to the RCS environment.
3. Confirm that the **Tenant** field is set to your account's tenant ID (for example, `d335a570-a05b-4bc5-8eb3-c42c65f9560d`) or tenant URL (for example, `taxserviceint.onmicrosoft.com`).
4. Select **Check connection**. The process should be successful.

ⓘ Important

If the "Check connection" process isn't successful, the Dataverse setup isn't correct. See [Enable master data lookup for tax calculation configuration](#), and make sure that steps 1, 2, and 3 are all done correctly.

Feedback

Was this page helpful?

 Yes

 No

Provide product feedback 

How to enable debug mode in Tax Calculation

Article • 11/22/2024

To enable the debug mode in [Tax Calculation](#) in Dynamics 365 Finance, take the following steps:

1. Add `&debug=vs%2CconfirmExit&` to the URL of the Application Object Server (AOS), and then refresh the page.
2. When you select **Sales tax** to calculate the sale tax, a text file that is named `TaxServiceTroubleshootingLog.txt` is opened. The `TaxServiceTroubleshootingLog.txt` file contains `TaxableDocument` and the calculation parameter. These results are returned from the tax calculation and exception information for troubleshooting.

Sample

```
jsonc
=====
Tax calculation input
JSON=====
{
  "TaxableDocument": {
    "Header": [
      {
        "Lines": [
          {
            "Transaction Line ID": "5816,68719677391",
            ...
          }
        ],
        "Transaction Header ID": "2022,68719506302",
        ...
      }
    ],
    "Parameter": {
      "ContinueOnErrors": true,
      ...
    },
    "Adjustment": {
      "Lines": {}
    }
  }
=====Tax calculation result
JSON=====
{
  "taxDocument": {
    "Header": [
```

```
{  
  "Lines": [  
    {  
      "Tax Codes": {  
        ...  
      }  
    ],  
    "Measures": {  
      "List Code": "EUTrade"  
    },  
    "Tax Registration ID": null,  
    "Transaction Header ID": "2022,68719506302",  
    "Errors": null  
  }  
]  
},  
"solutionId": "b51e0025-cbbe-4d37-bf0b-90d7be4f214d|1",  
"isPartialSuccess": false  
}  
=====CorrelationId=====  
"21f3a8a1-ee9a-477b-b44e-b8ec79e74d16"
```

"No matching result could be found" error in the Tax Calculation

Article • 11/22/2024

This article explains the troubleshooting steps that you can take if you receive the "No matching result could be found" error in [Tax Calculation](#) in Dynamics 365 Finance.

Symptoms

You receive the following error message:

Header/Lines - 1, Tax group applicability, no matching result could be found.

```
jsonc
=====
{
    "taxDocument": {
        "Header": [
            {
                "Lines": [
                    {
                        ...
                        "Errors": [
                            {
                                "Code": "TaxSetup20000",
                                "Message": "Header/Lines - 1, Tax group
applicability, no matching result could be found."
                            }
                        ],
                        "Adjustment": null
                    }
                ],
                "Measures": {
                    ...
                },
                ...
            }
        ],
        ...
    },
    ...
}
```

Cause

The issue occurs when the feature setup in [Globalization Studio](#) is incorrect.

Resolution

1. Download the troubleshooting file. For more information, see [How to enable debug mode for troubleshooting](#).
2. Compare the Tax calculation input with the feature setup to fix the setup issue.

The following example shows the Tax calculation input.

```
jsonc  
=====Tax calculation input  
JSON:=====  
{  
    "TaxableDocument": {  
        "Header": [  
            {  
                "Lines": [  
                    {  
                        ...  
                    }  
                ],  
                "Business Process": "Sales",  
                "Ship From Zip Code": "30159",  
            }  
        ]  
    },  
    "Parameter": {  
        ...  
    },  
    "Adjustment": {  
        "Lines": {}  
    }  
}
```

The following table lists the tax group applicability in [Globalization Studio](#).

 Expand table

Header.Business process	Lines.Business Unit	Header.Ship From Zip Code	Tax Group
Journal			Group A
Sales		30160	Group B

According to the Tax calculation input, the **Business Process** value on the header is **Sales**, and the **Ship From Zip Code** value on the header is **30159**. This input is based on the setup of the applicability rules in Globalization Studio. Because there's no matching line, the error message occurs.

 **Note**

If the value in the applicability rule is blank, the rule is applicable to any value.

Mitigation

Follow these steps to mitigate the error.

1. In Globalization Studio, go to **Globalization features > Tax calculation**.
2. Create a new version of the feature.
3. Add a line for the corresponding information.

 Expand table

Header.Business process	Lines.Business Unit	Header.Ship From Zip Code	Tax Group
Journal			Group A
Sales		30160	Group B
Sales		30159	Group B

4. Publish the feature setup version.
5. In Dynamics 365 Finance, go to **Tax > Setup > Tax configuration > Tax calculation parameters**, and then select the new version.

The tax features list is empty on the Tax calculation parameters page

Article • 11/22/2024

This article provides a resolution for an issue where the list of tax features on the **Tax calculation parameters** page is empty in Dynamics 365 Finance.

Symptoms

In Dynamics 365 Finance, when you try to select a value in the **Name** field under **FEATURE** on the **Tax calculation parameters** page, the list of values is empty.

Cause

The tax feature isn't created in [Globalization Studio](#).

Resolution

To solve this issue, create the tax feature in Globalization Studio.

For more information, see [Configure the Tax Calculation feature](#).

"Tax code cannot be determined" error in Tax Calculation

Article • 11/22/2024

This article explains the troubleshooting steps that you can take if you receive a "Tax code cannot be determined" error in [Tax Calculation](#) in Dynamics 365 Finance.

Symptoms

You receive the following error message:

Header/Lines - 1, tax code cannot be determined.

Alternatively, you find the error message in the troubleshooting file, as shown in the following example. For more information, see [How to enable debug mode for troubleshooting](#).

```
jsonc  
=====Tax calculation result JSON=====  
{  
    "taxDocument": {  
        "Header": [  
            {  
                "Lines": [  
                    {  
                        ...  
                        "Errors": [  
                            {  
                                "Code": "TaxSetup20001",  
                                "Message": "Header/Lines - 1, tax code cannot be  
determined."  
                            }  
                        ],  
                        "Adjustment": null  
                    }  
                ],  
                "Measures": {  
                    ...  
                },  
                ...  
            }  
        ]  
    },  
    ...  
}
```

Cause

The issue is probably occurring because the tax group and the item tax group don't intersect.

Resolution

To solve the issue:

1. In the troubleshooting file, verify that tax group and item tax group are determined. If the values for **Tax Group** and **Item Tax Group** are blank, the tax group and item tax group aren't determined. If they're determined, the results might be incorrect.

Here's an example of a troubleshooting file:

jsonc

```
=====Tax calculation result JSON=====
{
    "taxDocument": {
        "Header": [
            {
                "Lines": [
                    {
                        "Tax Codes": {},
                        "Measures": {
                            "Tax Group": "Group A",
                            "Item Tax Group": "Group B"
                        },
                        "Adjustment": null
                    }
                ],
                "Measures": {
                    ...
                },
                ...
            }
        ],
        ...
    },
    ...
}
```

2. Verify that the **Override sales tax** option on the **Setup** tab of the sales order line details is enabled.
 - If it's enabled, tax codes are determined by the **Tax group** and **Item tax group** values that you enter on the transaction line. Verify that these values are entered correctly.

- If it isn't enabled, verify that correct values are set for the **Tax group applicability** and **Item tax group applicability** fields. For more information, see "["No matching result could be found" error in the Tax Calculation.](#)

3. If the tax group and item tax group are determined correctly, determine whether there's any intersection for them.

a. In [Globalization Studio](#), go to **Tax features > Tax codes and groups > Tax group**.

 [Expand table](#)

Line.Tax Group	Tax Codes
Group A	A

b. Go to **Tax features > Tax codes and groups > Item tax group**.

 [Expand table](#)

Line.Item Tax Group	Tax Codes
Group B	B

If there's no intersection for the tax group and the item tax group, the tax code won't be determined.

Mitigation

1. Go through each step in the [Resolution](#) section of this article, and fix the setup as required. If the tax group and item tax group aren't determined correctly, see "["No matching result could be found" error in Tax Calculation.](#)
2. If there's no intersection for the tax group and the item tax group, create a new feature version in Globalization Studio, and then fix the setup.
 - Go to **Tax features > Tax codes and groups > Item tax group**.

 [Expand table](#)

Line.Item Tax Group	Tax codes
Group B	A;B

The tax code will be determined as **A**.

Field value is incorrect in TaxTrans

Article • 04/30/2024

If a field value in **TaxTrans** is incorrect, use the information in this article to try to resolve the issue.

Overview of values

The following list shows how **TaxTrans**, **TaxUncommitted**, and **TmpTaxWorkTrans** are similar data sets, but in work differently.

- **TaxTrans** is the final posted tax transaction result persisted in the database.
- **TaxUncommitted** is the intermediate calculated tax result persisted in the database (if applicable), which will be used later in posting.
- **TmpTaxWorkTrans** is the temporary calculated tax result in the in-memory table (Table Type = InMemory).

If you find the root cause of an incorrect **TaxTrans** column, you've also found the root cause of an incorrect **TaxUncommitted** or **TmpTaxWorkTrans** column as the three columns are copied from each other.

Typically, during tax calculation, **TmpTaxWorkTrans** is generated, and then, if applicable, **TaxUncommitted** is generated. During tax posting, **TaxTrans** is generated.

Add breakpoints

To add breakpoints, complete the following steps:

1. Add extensions and breakpoints in `insert()` and `update()` in the extensions as shown below.

- **TaxTrans**

```
x++  
  
[ExtensionOf(tableStr(TaxTrans))]  
public final class TaxTrans_Extension  
{  
    public void insert()  
    {  
        next insert();  
    }  
  
    public void update()  
    {
```

```
        next update();
    }

}
```

- **TaxUncommitted**

```
x++  
  
[ExtensionOf(tableStr(TaxUncommitted))]  
public final class TaxUncommitted_Extension  
{  
    public void insert()  
    {  
        next insert();  
    }  
  
    public void update()  
    {  
        next update();  
    }  
  
}
```

- **TmpTaxWorkTrans**

```
x++  
  
[ExtensionOf(tableStr(TmpTaxWorkTrans))]  
public final class TmpTaxWorkTrans_Extension  
{  
    public void insert(boolean _ignoreCalculatedSalesTax)  
    {  
        next insert(_ignoreCalculatedSalesTax);  
    }  
  
    public void update(boolean _ignoreCalculatedSalesTax)  
    {  
        next update(_ignoreCalculatedSalesTax);  
    }  
  
}
```

2. Alternatively, you can add breakpoints directly when **TaxUncommitted** isn't included.

- `TaxTrans.insert()`, `TaxTrans.update()`
- `TmpTaxWorkTrans.insert()`, `TmpTaxWorkTrans.update()`

Reproduce and debug

After the breakpoints are set, every data persistency change is visible during debugging. To find the root cause of an incorrect column of **TaxTrans**, **TaxUncommitted**, or **TmpTaxWorkTrans**, review and note the following items:

- The last breakpoint where the column is correct.
- The first breakpoint where the column is incorrect.
- What happens in between those two points.

Determine whether customization exists

If you've completed the steps in the previous sections but haven't been able to resolve the issue, determine whether customization exists. If no customization exists, contact Microsoft Support for assistance.

Tax isn't calculated or the tax amount is zero

Article • 04/30/2024

A transaction might have a line amount that isn't 0 (zero), but either tax isn't calculated or the calculated tax amount is 0. To solve this issue, follow the steps in the following sections as required.

Verify that tax codes are correctly selected by the transaction

If the transaction doesn't select the correct tax codes, or if it doesn't select any tax codes, taxes won't be calculated on it. Follow these steps to verify that tax codes are correctly selected by the transaction.

1. On the transaction line, on the **Line details** FastTab, on the **Setup** tab, in the **Sales tax** section, verify that the correct tax groups are selected in the **Item sales tax group** and **Sales tax group** fields. If the correct tax groups aren't selected, select them.
2. Go to **Tax > Indirect taxes > Sales tax > Sales tax groups**.
3. Select the appropriate sales tax group, and then, on the **Setup** FastTab, make a note of the tax code in the **Sales tax code** field.
4. Go to **Tax > Indirect taxes > Sales tax > Item sales tax groups**.
5. Select the appropriate item sales tax group, and then, on the **Setup** FastTab, verify that the tax code in the **Sales tax code** field matches the tax code of the sales tax group.
6. If the tax codes don't match, update the sales tax code for one of the groups.

Verify that the selected tax codes aren't exempt and that they have the correct tax rate value

If the tax codes are exempt, or if the tax rate is 0 (zero), the tax calculation result will be 0. Follow these steps to determine whether the selected tax codes are exempt and to verify that the correct tax rate is applied to them.

1. Go to **Tax > Indirect taxes > Sales tax > Sales tax groups**.
2. Select the appropriate sales tax group, and then, on the **Setup** FastTab, verify that the **Exempt** check box is cleared. If it's selected, clear it.
3. Go to **Tax > Indirect taxes > Sales tax > Sales tax codes**.
4. Select the appropriate sales tax code, and then verify that the tax rate value in the **Value** field isn't 0 (zero). If it's 0, update the field so that it's set to the correct tax rate.

Determine whether zero is the correct tax amount

In some scenarios, a tax amount of 0 (zero) is correct. Follow these steps to determine whether 0 is the correct tax amount for your transaction.

1. Go to **General ledger > Ledger setup > General ledger parameters**.
2. On the **Sales tax** tab, in the **Calculation method** field, verify that **Total** is selected.
3. Go to **Tax > Indirect taxes > Sales tax > Sales tax codes**.
4. Select the appropriate sales tax code, select **Calculation > Marginal base**, and verify that the marginal base is set to **Net amount of invoice balance or Invoice total incl. other sales tax amounts**. For more information, see the [Invoice total incl. other sales tax amounts](#).
5. If the correct values are set in steps 2 and 4, determine whether the total amount of the transaction is 0 (zero). If the total amount is 0, a tax amount of 0 is the expected result. Because the tax calculation is based on the total amount of the invoice balance, and that amount isn't line by line, the tax amount of 0 will be allocated to each line after the tax calculation.

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Tax calculation performance affects transactions

Article • 04/30/2024

Sometimes, a transaction is affected by performance issues that tax calculation is having. To solve this issue, follow the steps in the following sections as required.

Review the transaction line count

Determine whether the transaction has a large number of lines (for example, more than several hundred). If it doesn't, move on to the next section. If the transaction does have several hundred lines, delay the tax calculation. For more information, see [Enable delayed tax calculation on journals](#).

Next, you can determine whether any of the following conditions are met:

- There are import transactions from large files.
- Multiple sessions process the same transaction tax calculation at the same time.
- The transaction has multiple lines, and the views are updated in real time. For example, the **Calculated sales tax amount** field on the **General journal** page is updated in real time when a line's fields are changed.

If any of these conditions are met, delay the tax calculation.

Review the call stack

Review the call stack to determine whether tax calculation is called multiple times. If it isn't, move on to the next section. If the call stack is called multiple times, follow these steps to help reduce the tax calculation times.

1. If the journal has considered the transaction, delay the tax calculation. For more information, see [Enable delayed tax calculation on journals](#).
2. If the transaction is a purchase order, and the application version is later than 10.0.15, you can delay the tax calculation until the final calculation by enabling the flighting for `PurchTableChangeMgmtDistributionUpdateOnToggle_KillSwitch`.

Review the call stack timeline

Review the call stack timeline to determine whether the following issues exist. If they do, enable the flighting for `TaxUncommittedDoIsolateScopeFlighting` to fix the issue.

- The transaction causes the system to stop responding until the session ends. Therefore, the transaction can't calculate the tax result.
- The `TaxUncommitted` methods take more time than other methods. For example, the `TaxUncommitted::updateTaxUncommitted()` method could take 43,347.42 seconds, but other methods take 0.09 seconds.

Customize and call tax calculation

When you customize, don't call tax calculation at the `insert()` or `update()` method for each line. Tax calculation should be called at the transaction level.

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

TaxTrans record isn't generated

Article • 04/30/2024

If you select **Posted sales tax** for a transaction, but the **Posted sales tax** page either shows no tax lines or is missing a tax line, the **TaxTrans** record might not have been generated.

To solve this issue, complete the steps in the following sections as required.

Check the sales tax before you post the transaction

1. Before you post the transaction, on the **Posting invoice** page, on the **Overview** FastTab, select **Sales tax** to check the calculation.
2. On the **Temporary sales tax transactions** page, review the result of the calculation. If no tax is calculated, see [Tax isn't calculated or the tax amount is zero](#).

Find the TaxTrans record in all posted sales tax

1. Go to **Tax > Inquiries and reports > Sales tax inquiries > Posted sales tax**.
2. In the **Voucher** column heading, select the filter symbol to find the **TaxTrans** record.
3. If you find the sales tax records that you're looking for, check the date. If the date differs from the date of the journal header, create a Microsoft service request for additional support.

Debug to check details

1. For information about how to debug and determine whether **TmpTaxWorkTrans** and **TaxUncommitted** are correctly generated, see [Field value in TaxTrans is incorrect](#).
2. If **TaxTmpWorkTrans** or **TaxUncommitted** is correctly generated, add a breakpoint at `TaxPost::SaveAndPost()` and `Tax::SaveAndPost` to debug the reason why **TaxTrans** isn't inserted. Here are the screenshots of this step:

```

1209     /// @param
1210     /// @return
1211     public void saveAndPost(LedgerPostingController _ledgerPostingController, SelectableDataArea _companyToPost = curext())
1212     {
1213         this.calcTaxableDocumentLineCount();
1214
1215         TaxEventSource taxEventSourceLog = TaxEventSource::Log;
1216         guid identifier = newguid();
1217         taxEventSourceLog.PostTaxStart(identifier);
1218
1219         System.Diagnostics.Stopwatch stopWatch = new System.Diagnostics.Stopwatch();
1220         stopWatch.Start();
1221
1222         this.initLedgerPosting(_ledgerPostingController);
1223
1224         select count(RecId) from taxWorkTrans;
1225
1226         if (taxWorkTrans.RecId > 0 && !this.useSubLedgerJournalLines())
1227         {
1228             this.saveAndPostFromTmpTaxWorkTrans(_ledgerPostingController, _companyToPost);
1229         }
1230         else
1231         {
1232             if (this.useSubLedgerJournalLines())
1233             {
1234                 this.saveAndPostSubLedgerJournalLines(_ledgerPostingController, _companyToPost);
1235             }
1236             else
1237             {
1238                 this.saveAndPostFromTaxUncommitted(_ledgerPostingController, _companyToPost);
1239             }
1240         }
1241     }

```

```

15812     ///@summary
15813     ///Saves and posts the tax transaction.
15814     ///@summary
15815     ///<param name = "LedgerPostingController">The instance of <c>LedgerPostingController</c>.</param>
15816     public void saveAndPost(LedgerPostingController _ledgerPostingController)
15817     {
15818         TaxTrans taxTrans;
15819         TaxAmountCur taxAmountCur;
15820         TaxAmountCur taxInCostPrice;
15821         boolean vatBookEnabled;
15822         CurrencyExchangeHelper exchangeRateHelper;
15823         RecordInsertList insertList;
15824         TaxTable taxTable;
15825         List<String> codesList = new List<Types>;
15826
15827         //<GLIN>
15828         TaxTrans taxTrans;
15829         SalesPurchJournalLine salesPurchJournalLine;
15830         TaxTable taxTable;
15831         InventTransferLine inventTransferLine;
15832         InventTransId inventTransId = ;
15833         DimensionDefault dimensionDefault;
15834         InventTransferTable inventTransferTable;
15835         TaxAmountCur deferredTaxAmountCur;
15836         SalesLine_IN salesLine_IN;
15837         TaxTrans_W taxTrans_W;
15838         TaxTrans_W taxTransOffset_W;
15839         TransTaxInformation transTaxInformation;
15840         TransTaxInformation toTransTaxInformation;
15841         //</GLIN>
15842
15843         #ISOCountryRegionCodes
15844         //<GLIN>
15845         boolean countryRegion_RU = SysCountryRegionCode::isLegalEntityInCountryRegion([#isoRU]);
15846         usePostingLog = CustVendTransPostingLog_RU::usePostingLog();
15847         //</GLIN>
15848         //<CZECH>
15849         boolean countryRegion_CZ = SysCountryRegionCode::isLegalEntityInCountryRegion([#isoCZ]);
15850         //</CZECH>

```

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Tax is posted to the wrong ledger account in the voucher

Article • 04/30/2024

During posting, tax might be posted to the wrong ledger account in the voucher. To solve this issue, follow the steps in the following sections as required. The examples in this article use a sales order as the business document.

Find the tax code of the incorrectly posted tax transaction

1. On the **Voucher transactions** page, select the transaction that you want to work with, and then select **Posted sales tax**.
2. Review the value on the **Overview** tab in the **Sales tax code** field.

Check the ledger posting group of the tax code

1. Go to **Tax > Indirect taxes > Sales tax > Sales tax codes**.
2. Find and select the tax code, and on the **General** FastTab, review the value in the **Ledger posting group** field.
3. The value in the **Ledger posting group** field is a link. To view the details of the group's configuration, select the link. Alternatively, select and hold (or right-click) in the field, and then select **View details**.
4. In the **Sales tax payable** field, verify that the account number is correct, according to the transaction type. If it isn't, select the correct account to post to.

The following table provides information about each field on the **Ledger posting groups** page.

 Expand table

Field	Description
Sales tax payable	The main account for outgoing sales taxes that are payable to the tax authority.
Sales tax receivable	The main account for incoming taxes that are received from the tax authority.

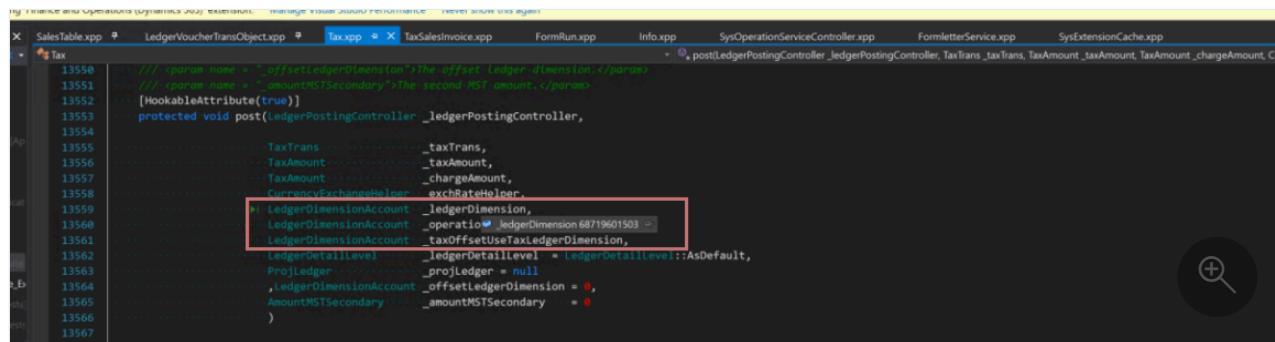
Field	Description
Use tax expense	The main account that is used to post deductible use taxes that vendors don't claim or report to the tax authority as part of European Union (EU) reverse charge Goods and Services Tax (GST)/Harmonized Sales Tax (HST). Use tax must be selected for the sales tax code in the sales tax group that is used in the transaction. This field isn't available if Apply sales tax taxation rules is selected on the General ledger parameters page.
Use tax payable	The main account that is used to post incoming use taxes that are payable to tax authorities.
Settlement account	The main account that is used to post the net balance of the ledger accounts that are specified in the Use tax payable and Sales tax receivable fields.
Vendor cash discount	The main account that is used to post a cash discount for sales tax codes that are associated with this ledger posting group.
Customer case discount	The main account that is used to post a cash discount for sales tax codes that are associated with this ledger posting group.

For more information, see [Set up Ledger posting groups for sales tax](#).

Debug in code to check ledger dimensions

In the code, the posting account is determined by the ledger dimension. The ledger dimension saves the record ID of an account in the database.

1. For a sales order, add a breakpoint at the `Tax:::saveAndPost()` and `Tax:::post()` methods. Pay attention to the value of `_ledgerDimension`.



For a purchase order, add a breakpoint at the `TaxPost:::saveAndPost()` and `TaxPost:::postToTaxTrans()` methods. Pay attention to the value of `_ledgerDimension`.

```

1844 // The TaxOffsetUseTaxLedgerDimensions is used for Posting Log - Optimal .
1845 // references | 31 references by 77 customers
1846 protected void postToTaxTrans(LedgerPostingController _taxTrans,
1847     TaxTrans _taxTrans,
1848     CurrencyExchangeHelper _exchangeRateHelper,
1849     Voucher _voucher
1850     {
1851         LedgerDimensionAccount _ledgerDimension = 0;
1852         LedgerDimensionAccount _operationLedgerDimension = 0;
1853         LedgerDimensionAccount _taxOffsetUseTaxLedgerDimension = 0;
1854     }
1855     {
1856         TaxAmountCur taxAmountCur;
1857         TaxAmountCur taxInCostPrice;
1858         VAT;
1859         TaxAccount vatPayableAmount;
1860         LedgerDimensionAccount vatAccount;
1861         VATGoodsType_IN goodsType;
1862         TaxTrans_M taxTrans_M;
1863         // vQIN
1864         taxTrans.euroTriangulation = triangulation;
1865         taxTrans.JournalNum = this.journalNum();
1866         if (this.overrideVoucherOnPost())
1867         {
1868             _taxTrans.Voucher = voucher;
1869         }
1870     }

```

2. Run the following SQL query to find the display value of the account in the database, based on the record ID that is saved by the ledger dimension.

SQL

```
select * from DIMENSIONATTRIBUTEVALUECOMBINATION where recid={the value of
_ledgerDimension}
```

select * from DIMENSIONATTRIBUTEVALUECOMBINATION where recid=68719601503							
	ACCOUNTSTRUCTUREID	DISPLAYVALUE	HASH	LEDGERDIMENSIONTYPEID	DATAAREAFORECREATE	MAINACCOUNT	MAINACCOUNTVAL
1	5637144826	222200-001-	0x07FD30100000078FB3549F28455CCBD49707BF0AE94E5...	0		22565421484	22220

3. Examine the callstack to find where the `_ledgerDimension` value is assigned. Usually, the value is from `TmpTaxWorkTrans`. In this case, you should add a breakpoint at `TmpTaxWorkTrans::insert()` and `TmpTaxWorkTrans::update()` to find where the value assigned.

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Voucher isn't generated on the Voucher transactions page

Article • 04/30/2024

If a voucher should be generated, but the **Voucher transactions** page doesn't show any vouchers, follow the steps in the following sections as required to solve this issue.

Check the tax applicability

1. Go to **Tax > Periodic tasks > Subledger journal entries not yet transferred**.
2. If there's a journal record, select it, and then select **Transfer now**.
3. Open the **Voucher transactions** page again to see whether the voucher was generated.

Determine whether customization exists

If you've completed the steps in the previous section but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Activating the setoff rule takes longer time than expected

Article • 04/30/2024

When you select **Activate** to activate the setoff hierarchy profile, it may take longer time than expected. The delay usually happens when activating a profile for a long period, such as one year.

To solve this issue, take the following steps:

1. Go to **Workspaces > Feature management** and in the list, find the feature, **Activate setoff hierarchy profile in batch**.
2. Select **Enable now**.
3. Activate the setoff hierarchy profile in batch mode.
4. On the **Batch jobs** page, find the job in the list and check the status.
5. If the issue can't be resolved, determine whether customization exists. If no customization exists, contact Microsoft Support for further assistance.

Assessable value is incorrect

Article • 09/13/2024

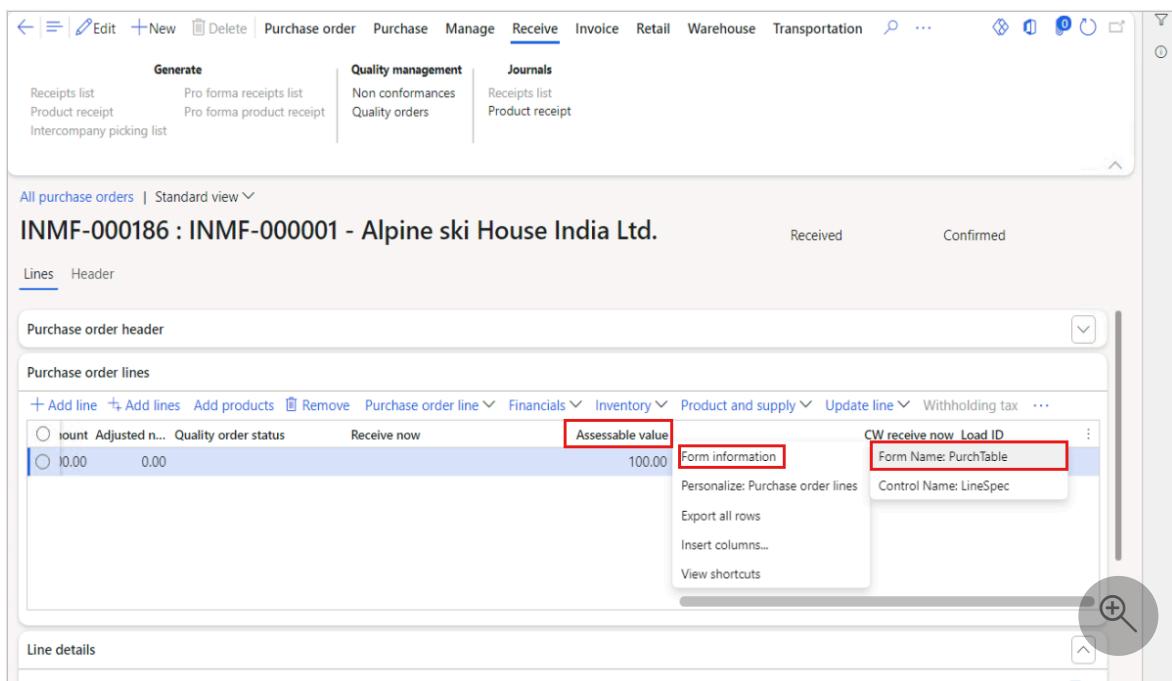
The assessable value is typically updated automatically based on the transaction value. If the value doesn't appear as expected, you can manually update the assessable value on the UI form. If this method isn't feasible (for example, the control isn't editable, there's no such UI, or it's too tedious to update many lines), you can follow the following mitigation steps together with a code extension to resolve the issue.

Mitigation with a code extension

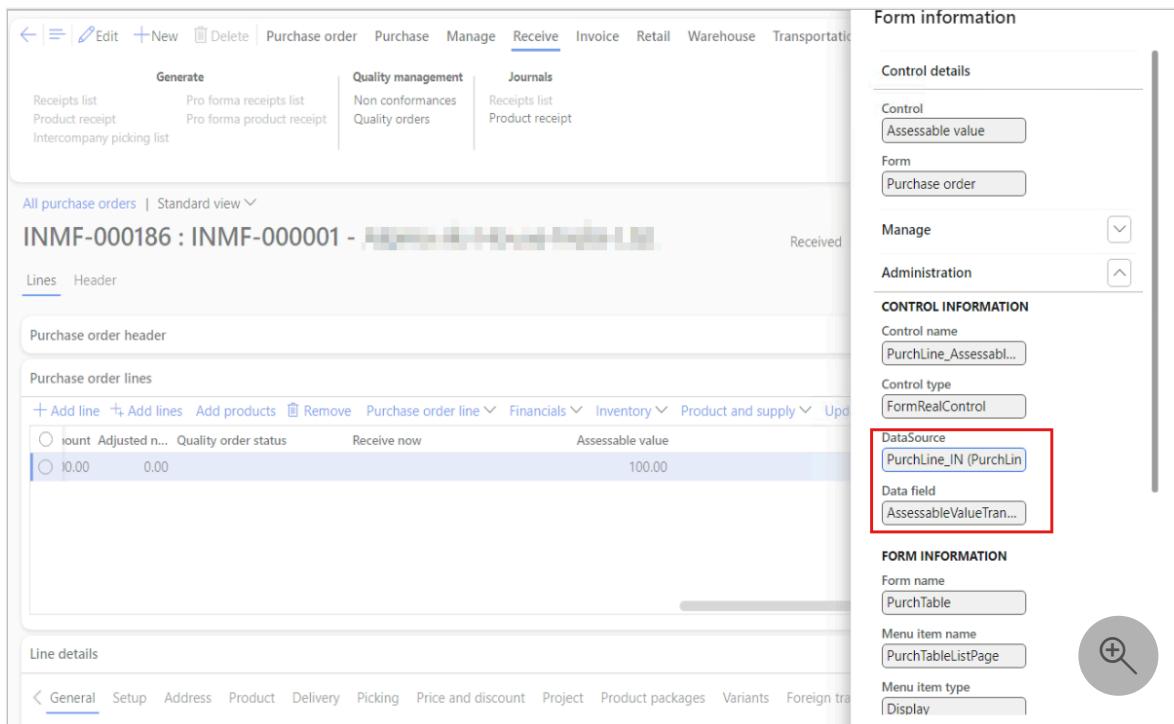
This section provides guidance on investigating the root cause and adding a [code extension](#), using a purchase order as an example.

1. Get the table field of the assessable value from UI:

Go to Accounts payable > Purchase order > All purchase orders. Right-click the **Assessable value** column. Then, go to **Form information** > **Form Name**: **PurchTable**.



The table field is the **AssessableValueTransactionCurrency** of the **PurchLine_IN** table that's extended from the main table **PurchLine** via [table extension framework](#).



2. Use the [Development tools](#) to check the following methods of the main table (the **PurchLine** table for the purchase order) to ensure they update the assessable value accordingly. You can set breakpoints and debug the process. If an issue occurs, add a code extension to solve the issue.

- `update`
- `insert`
- `modifiedField`

For example, in `PurchLine.modifiedField`, there's code logic to update the assessable value. Review and update the code as needed to update the assessable value.

```

PurchLine
7541     case fieldNum(PurchLine, PurchReceivedNow):
7542         this.setInventReceivedNow();
7543         this.Tax1099Amount = 0;
7544         this.Tax1099StateAmount = 0;
7545         break;
7546
7547     case fieldNum(PurchLine, PriceUnit):
7548         this.setPriceDiscChangePolicy(PriceDiscSystemSource::ManualEntry, _fieldId);
7549         this.LineAmount = this.calLineAmountInteraction(_fieldId);
7550         if (TaxParameters::checkTaxParameters_IN())
7551         {
7552             this.purchLine_IN().assessableValue();
7553         }
7554         break;
7555
7556     case fieldNum(PurchLine, PurchPrice):
7557         this.LineAmount = this.calLineAmountForcedInteraction(_fieldId);
7558         this.setPriceDiscChangePolicy(PriceDiscSystemSource::ManualEntry, _fieldId);
7559         if (TaxParameters::checkTaxParameters_IN())
7560         {
7561             this.purchLine_IN().assessableValue();
7562         }

```

Feedback

Was this page helpful?

 Yes

 No

Provide product feedback ↗

The default value in the tax information fields isn't as expected

Article • 09/13/2024

If the default value of one of the following tax information fields isn't what you expect, use the information in this article to troubleshoot and fix the issue:

- Company location
- HSN/SAC
- Price inclusive

(!) Note

If the value of any other tax information field isn't what you expect, you can apply a general debug point.

Each scenario in this article lists the fields that the default value of the tax information field is derived from. The [appendix](#) explains where you can find those fields.

Company location

The way that the default company location is determined varies, depending on the scenario. For some scenarios, only one location is listed, and it's used as the default company location. For other scenarios, there's a sequential list of all possible locations that can be used as the default company location. Check the locations in the order that they're listed in, until you find a location that exists in your system. That location is then used as the default company location.

Scenario: Project contract

Set a breakpoint at the company primary address location, and start debugging.



```
TransTaxInformationHelper_IN_Extension.xpp TransTaxInformationHelper_IN_Extension TransTaxInformation TransTaxInformationHelper.xpp TransTaxInformationHelper TaxModelDocLineProcessorImpl_IN.xpp TaxModelDocLineProcessor
```

```
1416 3 references | 8 references by 15 customers
1417 protected void initFromNonProjTable(
1418     TransTaxInformation transTaxInformation,
1419     Common _sourceTable,
1420     TransTaxInformationType_IN _type:
1421     ItemId _itemId:
1422     TaxModelTaxable _taxModelTaxable:
1423 {
1424     CustVendTable custVendTable:
1425     transTaxInformation.CompanyLocation = _taxModelTaxable.getTaxLogisticsPostalAddress(_type).Location;
1426     this.initTaxInformation(_transTaxInformation, custVendTable, _taxModelTaxable);
1427     boolean defaultCustomerLocationOfTaxInformationFeatureEnable = TaxPartyAddrOfTaxInfoTakeFromCustVendPrimaryAddrFeatureExposure::isEnabled(_taxLogisticsPostalAddress);
1428     if (_sourceTable.TableId == tableNum(LedgerJournalTrans))
1429     {
1430         TransTaxInformation transTaxInformation:
1431         transTaxInformation.CompanyLocation = _taxModelTaxable.getTaxLogisticsPostalAddress(_type).Location;
1432     }
1433 }
```

Scenario: Project

Set a breakpoint at the project contract company location, and start debugging.

Scenario: Project-related transactions

For transactions that don't have inventory dimensions, set a breakpoint at the company location, and start debugging. These types of transactions include hour journals, expense journals, fee journals, projects on account, and subscriptions.



```
TransTaxInformationHelper
203     .....
204     projTableTransTaxInfo = TransTaxInformationHelper::newHelper().findTransTaxInformationByRecord(projTable, _TransTaxInformationType_IN::Normal);
205     .....
206     if( projTableTransTaxInfo )
207     {
208         isTransTaxInformationFromProjTable -= true;
209         .....
210         buf2Buf( projTableTransTaxInfo, _transTaxInformation );
211         .....
212         _transTaxInformation.InclTax -= TransTaxInformationHelper::determineInclTaxForProj(
213             _transTaxInformation,
214             projTable,
```

The following transactions *do* have inventory dimensions. These types of transactions include item journals and project sales orders.

- Warehouse default location for delivery purpose
- Warehouse primary address location
- Site default location for delivery purpose
- Site primary address location
- Company default location for delivery purpose
- Company primary address location

For these transactions that have inventory dimensions, set a breakpoint at `locationFetchedBasedOnInventDim`, and start debugging.



```
TransTaxInformationHelper
254     .....
255
256     if( inventDimId
257         && FeatureStateProvider::isFeatureEnabled( TaxFetchCompanyLocationBasedOnInventDimFlighting::instance() )
258     {
259         InventDim::inventDim -= InventDim::find( inventDimId );
260
261         LogisticsLocationRecId::locaitonFetchedBasedOnInventDim -= TaxLogisticsLocationControllerHelper_IN::getDefaultLogisticsLocation( inventDim.InventLocationId, inventDim.InventSiteId );
262
263         if( _transTaxInformation.CompanyLocation != locaitonFetchedBasedOnInventDim )
264         {
265             TaxEngineEventSource::log = TaxEngineEventSource::Get_Log();
266
267             log.TrackMetric(
268                 "FetchCompanyLocationBasedOnInventDim",
269                 strFormat("Original value: %1, New value: %2", _transTaxInformation.CompanyLocation, locaitonFetchedBasedOnInventDim),
270                 Microsoft.Dynamics.BusinessPlatform.ProductInformation.Provider.ProductInfoProvider::Provider.ApplicationBuildVersion,
271                 _sourceTable.TableId,
272                 _sourceTable.RecId);
```

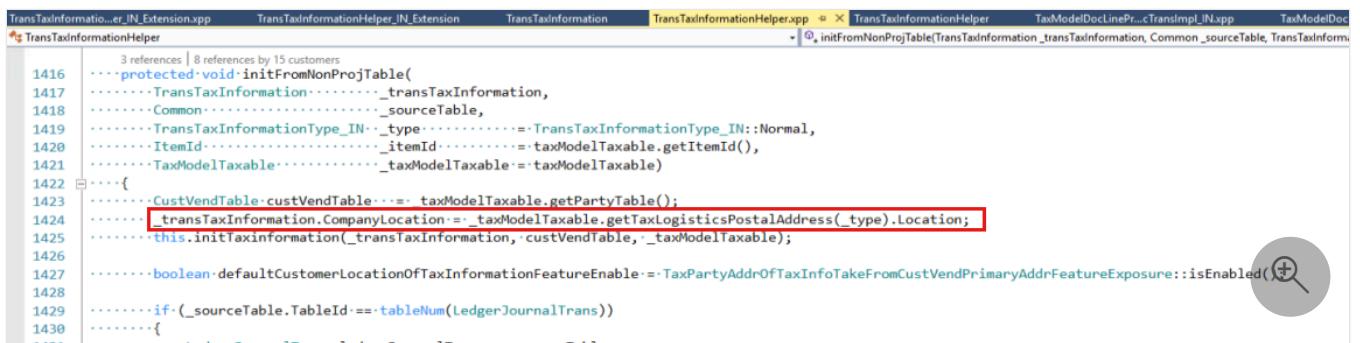
Scenario: Transactions that aren't related to a project

The following transactions aren't related to a project. For each, the corresponding company location fields are listed.

- Free text invoice/general journal:
 - Company primary address location

- Other transactions:
 - Warehouse default location for delivery purpose
 - Warehouse primary address location
 - Site default location for delivery purpose
 - Site primary address location
 - Company default location for delivery purpose
 - Company primary address location

Set a breakpoint at `transTaxInformation.CompanyLocation`, and start debugging.



```

TransTaxInformation_IN_Extension.cpp      TransTaxInformationHelper_IN_Extension      TransTaxInformation      TransTaxInformationHelperapp      ✎ TransTaxInformationHelper      TaxModelDeclLinePr...cTransImpl_IN.cpp      TaxModelDoc...
TransTaxInformationHelper
1416     3 references | 8 references by 15 customers
1417     .protected void initFromNonProjTable(
1418     ..... TransTaxInformation ..... _transTaxInformation,
1419     ..... Common ..... _sourceTable,
1420     ..... TransTaxInformationType_IN ..... _type ..... = TransTaxInformationType_IN::Normal,
1421     ..... ItemId ..... _itemId ..... = taxModelTaxable.getItemId(),
1422     ..... TaxModelTaxable ..... _taxModelTaxable = taxModelTaxable)
1423     {
1424     ..... CustVendTable custVendTable ..... taxModelTaxable.getPartyTable();
1425     ..... transTaxInformation.CompanyLocation = _taxModelTaxable.getTaxLogisticsPostalAddress(_type).Location;
1426     ..... this.initTaxInformation(_transTaxInformation, custVendTable, _taxModelTaxable);
1427     ..... boolean defaultCustomerLocationOfTaxInformationFeatureEnable = TaxPartyAddrOfTaxInfoTakeFromCustVendPrimaryAddrFeatureExposure::isEnabled();
1428
1429     if (_sourceTable.TableId == tableNum(LedgerJournalTrans))
1430     {
1431     ..... ledgerJournalTrans ledgerJournalTrans _sourceTable;

```

HSN/SAC/Exempt/NonGST

The way that the default Harmonized System of Nomenclature (HSN) code/Service Accounting Code (SAC) is determined varies, depending on the scenario. For some scenarios, only one value is listed. This value is used as the default HSN/SAC/Exempt/NonGST. For other scenarios, there's a sequential list of all possible values that can be used as the default HSN/SAC/Exempt/NonGST. Check the values in the order that they're listed in, until you find a value that exists in your system. That value is then used as the default HSN/SAC/Exempt/NonGST in the tax information.

Scenario: Non-project transactions related to an inventory item or a released product

When the HSN/SAC/Exempt/NonGST is an inventory item or a released product, set a breakpoint there, and start debugging to find the default HSN/SAC/Exempt/NonGST.



```

TransTaxInformationHelper_IN
387     if (!_transTaxInformation.HSNCodeTable && !_transTaxInformation.ServiceAccountingCodeTable)
388     {
389     ..... _transTaxInformation.HSNCodeTable = inventTable.HSNCodeTable_IN;
390     }
391
392     if (_transTaxInformation.Exempt == NoYes::No)
393     {
394     ..... _transTaxInformation.Exempt = inventTable.Exempt_IN;
395     }
396
397     if (_transTaxInformation.NonGST == NoYes::No)
398     {
399     ..... _transTaxInformation.NonGST = inventTable.NonGST_IN;
400     }
401
402     if (!_transTaxInformation.ServiceAccountingCodeTable && !_transTaxInformation.HSNCodeTable)
403     {
404     ..... _transTaxInformation.ServiceAccountingCodeTable = inventTable.ServiceAccountingCodeTable_IN;
405     }

```

Scenario: Non-project transactions related to a procurement category

When the HSN/SAC/Exempt/NonGST is a procurement category, set a breakpoint there, and start debugging to find the default HSN/SAC/Exempt/NonGST.



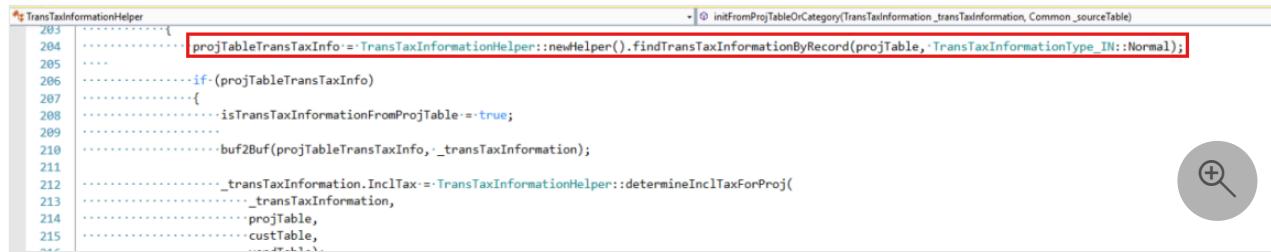
```
TransTaxInformationHelper_IN_Extension
0 references | 0 references by 0 customers
138     .protected static void initFromEcoResCategory(TransTaxInformation _transTaxInformation, EcoResCategoryId _categoryRecId)
139     {
140         .next.initFromEcoResCategory(_transTaxInformation, _categoryRecId);
141
142         if (_categoryRecId && SysCountryRegionCode::isLegalEntityInCountryRegion([#isoIN]))
143         {
144             EcoResCategory ecoResCategory = EcoResCategory::find(_categoryRecId);
145             EcoResCategoryTax ecoResCategoryTax = EcoResCategoryTax::findByEcoResCategoryId(ecoResCategory.RecId);
146
147             if (_transTaxInformation.Exempt == NoYes::No)
148             {
149                 _transTaxInformation.Exempt = ecoResCategoryTax.Exempt_IN;
150             }
151
152             if (_transTaxInformation.NonGST == NoYes::No)
153             {
154                 _transTaxInformation.NonGST = ecoResCategoryTax.NonGST_IN;
155             }
156
157             if (!_transTaxInformation.HSNCodeTable && !_transTaxInformation.ServiceAccountingCodeTable)
158             {
159                 // If HSN or SAC code is defined in parent node but not in child node, HSN/SAC will default from parent node.
160                 while (!ecoResCategoryTax.HSNCodeTable_IN && !ecoResCategoryTax.ServiceAccountingCodeTable_IN && ecoResCategory.ParentCategory)
161                 {
162                     ecoResCategory = EcoResCategory::find(ecoResCategory.ParentCategory);
163                     ecoResCategoryTax = EcoResCategoryTax::findByEcoResCategoryId(ecoResCategory.RecId);
164                 }
165
166                 _transTaxInformation.HSNCodeTable = ecoResCategoryTax.HSNCodeTable_IN;
167
168                 if (!_transTaxInformation.HSNCodeTable)
169                 {
170                     _transTaxInformation.ServiceAccountingCodeTable = ecoResCategoryTax.ServiceAccountingCodeTable_IN;
171                 }
172             }
173         }
174     }
175 }
```

Scenario: Project transactions

HSN/SAC/Exempt/NonGST field

For project transactions, the HSN/SAC/Exempt/NonGST is assigned differently.

- When the HSN/SAC/Exempt/NonGST is a project transaction, set the breakpoint there, and start debugging.



```
TransTaxInformationHelper
203     {
204         projTableTransTaxInfo = TransTaxInformationHelper::newHelper().findTransTaxInformationByRecord(projTable, TransTaxInformationType_IN::Normal);
205
206         if (projTableTransTaxInfo)
207         {
208             isTransTaxInformationFromProjTable = true;
209
210             buf2Buf(projTableTransTaxInfo, _transTaxInformation);
211
212             _transTaxInformation.InclTax = TransTaxInformationHelper::determineInclTaxForProj(
213                 _transTaxInformation,
214                 projTable,
215                 custTable,
216             );
217     }
218 }
```

- When the HSN/SAC/Exempt/NonGST is a project inventory item, such as an item journal or a project sales order, set a breakpoint there, and start debugging.



```

TransTaxInformationHelper.IN
387     .....if-({_transTaxInformation.HSNCodeTable-&&-!_transTaxInformation.ServiceAccountingCodeTable})
388     ....{
389     ....._transTaxInformation.HSNCodeTable-::inventTable.HSNCodeTable_IN;
390     ....}
391     ....if-({_transTaxInformation.Exempt-==NoYes::No})
392     ....{
393     ....._transTaxInformation.Exempt-::inventTable.Exempt_IN;
394     ....}
395     ....if-({_transTaxInformation.NonGST-==NoYes::No})
396     ....{
397     ....._transTaxInformation.NonGST-::inventTable.NonGST_IN;
398     ....}
399     ....if-({_transTaxInformation.ServiceAccountingCodeTable-&&-!_transTaxInformation.HSNCodeTable})
400     ....{
401     ....._transTaxInformation.ServiceAccountingCodeTable-::inventTable.ServiceAccountingCodeTable_IN;
402     ....}
403     ....
404     ....
405     ....

```

SAC field

- When the SAC is a project transaction, set the breakpoint there, and start debugging.



```

TransTaxInformationHelper
283     ....{
284     .....projTableTransTaxInfo-::TransTaxInformationHelper::newHelper().findTransTaxInformationByRecord(projTable,-TransTaxInformationType_IN::Normal);
285     ....
286     ....if-((projTableTransTaxInfo)
287     ....{
288     .....isTransTaxInformationFromProjTable-::true;
289     ....
290     ....buf2Buf(projTableTransTaxInfo,-_transTaxInformation);
291     ....
292     ...._transTaxInformation.InclTax-::TransTaxInformationHelper::determineInclTaxForProj(
293     ...._transTaxInformation,
294     ....projTable,
295     ....custTable,
296     ....
297     ....
298     ....
299     ....
300     ....
301     ....
302     ....
303     ....
304     ....
305     ....
306     ....
307     ....
308     ....
309     ....
310     ....
311     ....
312     ....
313     ....
314     ....
315     ....

```

- When the SAC is a project inventory item, such as an item journal or a project sales order, set a breakpoint there, and start debugging.



```

TransTaxInformationHelper.IN
387     .....if-({_transTaxInformation.HSNCodeTable-&&-!_transTaxInformation.ServiceAccountingCodeTable})
388     ....{
389     ....._transTaxInformation.HSNCodeTable-::inventTable.HSNCodeTable_IN;
390     ....}
391     ....if-({_transTaxInformation.Exempt-==NoYes::No})
392     ....{
393     ....._transTaxInformation.Exempt-::inventTable.Exempt_IN;
394     ....}
395     ....if-({_transTaxInformation.NonGST-==NoYes::No})
396     ....{
397     ....._transTaxInformation.NonGST-::inventTable.NonGST_IN;
398     ....}
399     ....if-({_transTaxInformation.ServiceAccountingCodeTable-&&-!_transTaxInformation.HSNCodeTable})
400     ....{
401     ....._transTaxInformation.ServiceAccountingCodeTable-::inventTable.ServiceAccountingCodeTable_IN;
402     ....}
403     ....
404     ....
405     ....

```

- When the SAC is a project category, set a breakpoint there, and start debugging.



```

TransTaxInformationHelper.IN_Extension
68     .....//</param>
69     ....0 references | 0 references by 0 customers
70     ....protected static void initFromCategory(TransTaxInformation-_transTaxInformation,Common_sourceTable,-ProjCategory-category)
71     ....{
72     .....next.initFromCategory(_transTaxInformation,-sourceTable,-category);
73     ....
74     ....if-((SysCountryRegionCode::isLegalEntityInCountryRegion([#isoIN])-&&-category.ServiceAccountingCodeTable_IN-&&-!_transTaxInformation.ServiceAccountingCodeTable)
75     ....+ + {
76     ....._transTaxInformation.ServiceAccountingCodeTable-::category.ServiceAccountingCodeTable_IN;
77     ....+ + }
78     ....}

```

Price inclusive

The Price inclusive field is set for the transaction line if a specific condition is met.

Scenario: Transactions that aren't related to a project

In the general ledger journal, the journal header is marked as price inclusive. The customer or vendor account that is used on the journal line is marked as the default account for the **Price inclusive** field.

For other transactions that aren't related to a project, the transaction header is marked as price inclusive.

Scenario: Project-related transactions

The general ledger journal header is marked as price inclusive. The customer or vendor account that is used on the journal line is marked as the default account for the **Price inclusive** field.

Any tax information for the project and the account that is used in the project is also marked as price inclusive.

For other project-related transactions, the transaction header, the project tax information, and the account that is used in the project are marked as price inclusive.

Other fields

To check the default value for a specific field in the tax information, debug in the following methods.

Scenario: Transactions that aren't related to a project

For transactions that aren't related to a project, set breakpoints at the following places, and then start debugging:

- `TransTaxInformationHelper.initFromNonProjTable()`
- `TransTaxInformationHelper_IN_Extension.initFromNonProjTable()`

Scenario: Project-related transactions

For project-related transactions, set the breakpoint at `TransTaxInformationHelper::initFromProjTableOrCategory()`, and then start debugging.

Appendix: Find the fields related to default values in the tax information

Fields that the company location is derived from

- Company default location for delivery purpose:

Go to **Organization administration > Organizations > Legal entities > Addresses**, and then select **More options > Set defaults**.

For the default address, **Delivery** is selected in the **Purpose** field.

- Company primary address location:

Go to **Organization administration > Organizations > Legal entities > Addresses**. Notice that the **Primary** field is set to **Yes**.

- Site default location for the Delivery purpose:

Go to **Inventory management > Setup > Inventory breakdown > Sites > Addresses**, and then select **Set defaults**.

For the default address, **Delivery** is selected in the **Purpose** field.

- Site primary address location:

Go to **Inventory management > Setup > Inventory breakdown > Sites > Addresses**. Notice that the **Primary** field is set to **Yes**.

- Warehouse default location for delivery purpose:

Go to **Inventory management > Setup > Inventory breakdown > Warehouses > Addresses**, and then select **Set defaults**.

For the default address, **Delivery** is selected in the **Purpose** field.

- Warehouse primary address location:

Go to **Inventory management > Setup > Inventory breakdown > Warehouses > Addresses**. Notice that the **Primary** field is set to **Yes**.

- Project contract tax information company location:

Go to **Project management and accounting > Projects > Project contracts**. Select the project contract, and then, on the Action Pane, on the **Project contract** tab, in the **Attachments** group, select **Tax information**.

The company location that is used is specified in the **Location** field on the **Tax information** page.

- Project tax information company location:

Go to **Project management and accounting > Projects > All projects**. Open the project, and then, on the Action Pane, on the **Project** tab, in the **Setup** group, select **Tax information**.

The company location that is used is specified in the **Location** field on the **Tax information** page.

Fields that HSN/SAC/Exempt/NonGST is derived from

- Inventory item:

Go to **Product information management > Products > Released products**. Open the released product record, and then, in the **GST** section, notice the values of the **HSN codes** and **Service accounting codes** fields, and the settings of the **Exempt** and **Non-GST** options.

- Procurement category:

Go to **Procurement and sourcing > Consignment > Procurement categories**. Open the category, and then, on the **Tax information** FastTab, notice the values of the **HSN codes** and **Service accounting codes** fields, and the settings of the **Exempt** and **Non-GST** options.

- Project tax information:

Go to **Project management and accounting > Projects > Project contracts**. Select the project contract, and then, on the Action Pane, on the **Project contract** tab, in the **Attachments** group, select **Tax information**.

- Project category:

Go to **Project management and accounting > Setup > Categories > Project categories**. Open the project category, and then, on the **Projects** FastTab, in the **GST** section, notice the value of the **Service accounting code** field.

Fields that Price inclusive is derived from

- Customer:

Go to **Accounts receivable > Customers > All customers**. Open the customer record, and then, on the **Invoice and delivery** FastTab, notice the setting of the **Prices include sales tax** option.

- Vendor:

Go to Accounts payable > Vendors > All vendors. Open the vendor record, and then, on the Invoice and delivery FastTab, notice the setting of the Prices include sales tax option.

How to investigate the root cause and resolve the issue with a code extension

If the tax information is incorrect, you can debug using the [Development tools](#) with the `TransTaxInformationHelper` class to identify the root cause. Typically, initialization starts from the `initTransTaxInformation` method. For specific information, you can refer to:

- `initFromCompanyLocation` for the company location
- `initFromTaxInformation` for the tax information
- `initFromVendorLocation` for the vendor location

Once the root cause is identified, you can add a code extension to `TransTaxInformationHelper` to resolve the issue.

Field values are incorrect on the GSTR report

Article • 04/30/2024

When the GSTR report is generated, some of the field values might be incorrect. In this case, follow the steps in the sections of this article to try to fix the issue.

This article uses the **State of supply** value of the **Invoice and bill of supply** field in the GSTR-1 legal entity as an example.

Determine whether the issue is related to Excel

To determine whether the issue is related to Microsoft Excel, see [Details for issue 459982 \(dynamics.com\)](#). If the issue is related to Excel, use the information in Microsoft Dynamics Lifecycle Services (LCS) to fix it, or remove the quotation marks ("") in the data. If the issue isn't related to Excel, move on to the next section.

Review the report controller setup

1. Go to **Tax > Setup > Tax configuration > Tax setup > Configurations**.
2. On the **Report configurations** tab, verify that the correct report controller is selected.
3. If the incorrect controller is selected, select the correct controller. If the correct controller is already selected, move on to the next section.

Review the **TaxDocumentRowTransaction** value

1. Run the following SQL query to verify that the value of **TaxDocumentRowTransaction** is correct.

SQL

```
select * from TaxDocumentRowTransaction T1
    inner join TaxDocumentRowTransaction_IN T2
on T1.RecId = T2.TaxDocumentRowTransactionRecId
    inner join TaxDocumentExtension_IN T3
on T2.TaxDocumentExtension = T3.RecId
    where T3.TaxTransactionId = 'xx';
```

ⓘ Note

In the last line of the query, replace **xx** with the invoice number from your GSTR report.

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Invoice Date	Invoice Number	Customer	Customer State	Place	Is the item	Item Desc	HSN or SA	Item Quar	Item Unit	Item Rate	Total Item	Item Tax	GST
1/2/2021	INMF-0000000001	Wingtip Toys India Ltd.	S		996414	10 Nos		120	0	1200	0	1200	0
1/2/2021	INMF-0000000002	Wingtip Toys India Ltd.	S		996414	10 Nos		120	0	1200	0	1200	0
1/2/2021	INMF-0000000003	Wingtip Toys India Ltd.	S		996414	10 Nos		120	0	1200	0	1200	0
1/2/2021	INMF-0000000004	Wingtip Toys India Ltd.	S		996414	10 Nos		120	0	1200	0	1200	10

- If the value is incorrect, the issue is related to posting. To fix the issue, see [Field value is incorrect in an invoice journal or voucher](#). If the value is correct, move on to the next section.

Verify that the field value was transferred to the GSTR report

- Go to **Workspaces > Electronic reporting > Reporting configurations**.
- Select the configuration, and then select **Format designer**.
- On the **Format designer** page, select the **Mapping** tab.

The screenshot shows the 'Format designer' interface for 'GSTR-1 CSV : 29'. The 'Mapping' tab is highlighted. On the left, a tree view shows categories like 'Folder', 'Advance Receipt', 'Credit Debit Note', and 'Invoice and bill of supply'. Under 'Invoice and bill of supply', there's a 'Sequence' node with a script block containing code for mapping fields like 'Invoice_Number' and 'Customer_Billing_GSTIN'. On the right, a sidebar lists filters and a search icon.

- In the tree, find the report name, expand **<Report name> > Sequence > Lines > Sequence**, and verify that the field mapping is correct. In this example, the field mapping should be `parmPlaceOfSupply`.

The screenshot shows the 'Format designer' interface for 'GSTR-1 CSV : 29'. The 'Mapping' tab is selected. The tree view has expanded the 'Sequence' node under 'Lines' in the 'Invoice and bill of supply' sequence. A specific line of code in the script block is highlighted with a red box, showing the correct mapping for 'State_Place_of_Supply' to 'parmPlaceOfSupply'.

5. Go to the `TaxGSTRReportContract_IN` class, and search in the report configuration to determine whether the field mapping exists. In this example, search for `parmPlaceOfSupply` in the `TaxGSTRReportContract_IN` class.

```

TmpTaxGSTRReportTaxLineDetail_IN  TaxGSTRReportDPHelper_IN.cpp  TaxGSTRReportContractLine_IN.cpp
@ TaxGSTRReportContractLine_IN
2583     .....return originalTransactionID;
2584     ....}
2585
2586     0 references | 0 references by 0 customers
2587     public TransDate parmPaymentDate(TransDate _paymentDate = paymentDate)
2588     {
2589         .....paymentDate = _paymentDate;
2590         .....return paymentDate;
2591     }
2592
2593     LogisticsAddressStateId parmPlaceOfSupply(LogisticsAddressStateId _placeOfSupply = placeOfSupply)
2594     {
2595         .....placeOfSupply = _placeOfSupply;
2596         .....return placeOfSupply;
2597     }

```

6. If the field mapping doesn't exist, report the issue to Microsoft. If the field mapping exists, move on to the next section.

Debug code to analyze the field logic

1. Find references of the method as explained earlier in the article.
2. Set breakpoints in the places where the method is called, and then debug it.

```

TmpTaxGSTRReportTaxLineDetail_IN  TaxGSTRReportDPHelper_IN.cpp  TaxGSTRReportContractLine_IN.cpp
@ TaxGSTRReportDPHelper_IN
403     .....taxGSTRReportContractLine.parmInvoiceNumber(taxDocumentRowTransactionLocal.InvoiceId);
404     .....taxGSTRReportContractLine.parmVoucher(taxDocumentRowTransactionLocal.Voucher);
405     .....taxGSTRReportContractLine.parmInvoiceDate(taxDocumentExtensionInLocal.TaxTransactionDate);
406     .....taxGSTRReportContractLine.parmCompanyRegNumber(taxDocumentRowTransactionInLocal.RegistrationNumber);
407     .....taxGSTRReportContractLine.parmReasonComment(ReasonTableRef::find(tmpLineDetail.ReasonTableRef).ReasonComment);
408     .....taxGSTRReportContractLine.parmIsSupplierCompositionDealer(taxDocumentRowTransactionInLocal.VendGSTCompositionScheme);
409     .....taxGSTRReportContractLine.parmCustVendAddress(partyPostalAddress.Address);
410     .....taxGSTRReportContractLine.parmCustVendISOCode(logisticsAddressCountryRegionISOCode);
411     .....taxGSTRReportContractLine.parmCustVendCity(partyPostalAddress.City);
412     .....taxGSTRReportContractLine.parmCustVendState(partyPostalAddress.State);
413     .....taxGSTRReportContractLine.parmEPZCode(taxDocumentRowTransactionInLocal.TaxGSTEPZCode_IN);
414
415     .....if((tmpLineDetail.TaxDirection == TaxDirection::IncomingTax && !this.isCreditNote(tmpLineDetail, taxDocumentRowTransactionLocal)) ||
416     .....(tmpLineDetail.TaxDirection == TaxDirection::OutgoingTax && this.isCreditNote(tmpLineDetail, taxDocumentRowTransactionLocal)))
417     .....{
418         .....taxGSTRReportContractLine.parmPlaceOfSupply(companyPostalAddress.State);
419     .....}
420     .....else
421     .....{
422         .....taxGSTRReportContractLine.parmPlaceOfSupply(partyPostalAddress.State);
423     .....}

```

Determine whether customization exists

If you've completed the steps in the previous section but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Field value is incorrect in an invoice journal or voucher

Article • 04/30/2024

When you work with an invoice journal or a voucher, you might find an incorrect field value in the following places:

- Posted sales tax (**TaxTrans** table)
- **TaxDocumentRowTransaction** table
- **TaxDocumentComponentTransaction** table
- Voucher (**GeneralJournalAccountEntry** table)

If this issue occurs, follow the steps in the sections of this article to try to fix it.

This article uses a free text invoice as an example.

Review the tax document

You should first review the tax document to determine whether the tax calculation issue also occurs there.

Follow these steps to determine whether the tax amount in the tax document is correct.

1. On the **Tax document** page, on the **Tax details** FastTab, review the field values on the **Overview** and **Details** tabs.
2. In the **Lines** view, select **View tax input** to review the values of other fields, such as **Transaction date**, **Invoice date**, and **Tax direction**.
3. If the tax document is incorrect, see [Tax amount is wrong after calculation](#). If it's correct, move on to the next section.

Review the voucher

In the tax document, select **Voucher** to determine whether the amount is posted to another account. If the amount is posted to another account, see [The ledger account in the voucher is incorrect](#). If it isn't posted to another account, move on to the next section.

Debug the code to analyze the logic

- If the field in the voucher (**GeneralJournalAccountEntry** table) is incorrect, report the issue to Microsoft.

- If field in the posted sales tax (**TaxTrans** table) is incorrect, set breakpoints, and review the logic:

1. Set a breakpoint in **TaxAccountingPostTaxTransHandlerBase**.

The screenshot shows the **TaxAccountingPostTaxTransHandlerBase** class in a code editor. A red circle marks a breakpoint at line 216. A red box highlights the entire **setData()** method. The code within the method initializes data, sets basic data, measures data, sets attribute data, and updates data.

```

11 references | 0 references by 0 customers
209     ....protected void setBasicData()
210     ....{
211     ....}
212
213     ....///<summary>
214     ....Sets the data to the TaxTrans.
215     ....</summary>
216     ....protected void setData()
217     ....{
218     ....    this.initData();
219     ....    this.setBasicData();
220     ....    this.setMeasureData();
221     ....    this.setAttributeData();
222     ....    this.updateData();
223     ....}

```

2. In **TaxAccountingPostTaxTransHandler**, set breakpoints where the incorrect value is assigned. For example, set breakpoints for **taxTrans.TaxAmount**.

The screenshot shows the **TaxAccountingPostTaxTransHandler** class in a code editor. A red circle marks a breakpoint at line 539. A red box highlights the assignment of **taxTrans.TaxAmount**. The code checks if the currency codes match before assigning the value.

```

530     .....taxTrans.CurrencyCode = currencyCode;
531     ....}
532
533     .....taxTrans.Source = taxModelTaxable.getTaxModuleType();
534     .....taxTrans.TaxAccountType = accountProviderRule.parmTaxAccountType();
535     .....taxTrans.TaxDirection = taxModelTaxable.getTaxDirection();
536     .....taxTrans.TaxBaseQty = taxModelTaxable.getQuantity();
537     // TaxAmount is the amount in accounting currency
538     ITaxDocumentMeasureValue measureValue = accountProviderRule.parmValue();
539     taxTrans.TaxAmount = measureValue.amountAccountingCurrency();
540     // TaxAmountCur is the amount in tax currency
541     if (taxTrans.CurrencyCode != currencyCode)
542     {
543     .....taxTrans.TaxAmountCur = accountProviderRule.parmValueTaxCurrency().amountTaxCurrency();
544     }
545     else
546     {
547     .....taxTrans.TaxAmountCur = taxTrans.TaxAmount;
548     }

```

- If the field in **TaxDocumentRowTransaction** is incorrect, set breakpoints, and review the logic:

1. Set a breakpoint in **TaxAccountingPostTaxTransHandlerBase**.

```

11 references | 0 references by 0 customers
209     ...protected void setBasicData()
210     ...
211     ...
212
213     ....///<summary>
214     ....///Sets the data to the TaxTrans.
215     ....///</summary>
216     ...
217     ...
218     ...
219     ...
220     ...
221     ...
222     ...
223     ...

```

2. In `TaxAccountingPostTaxRowTransHandler`, set breakpoints where the incorrect value is assigned. For example, set breakpoints for `taxDocumentRowTransaction.BaseAmountCur`.

```

8 references | 1 reference by 1 customer
441     ...
442     ...
443     ...
444     ...
445     ...
446     ...
447     ...
448     ...
449     ...
450     ...
451     ...
452     ...
453     ...
454     ...
455     ...
456     ...

```

- If the field in `TaxDocumentComponentTransaction` is incorrect, set breakpoints, and review the logic:

- Set a breakpoint in `TaxAccountingPostTaxTransHandlerBase`.

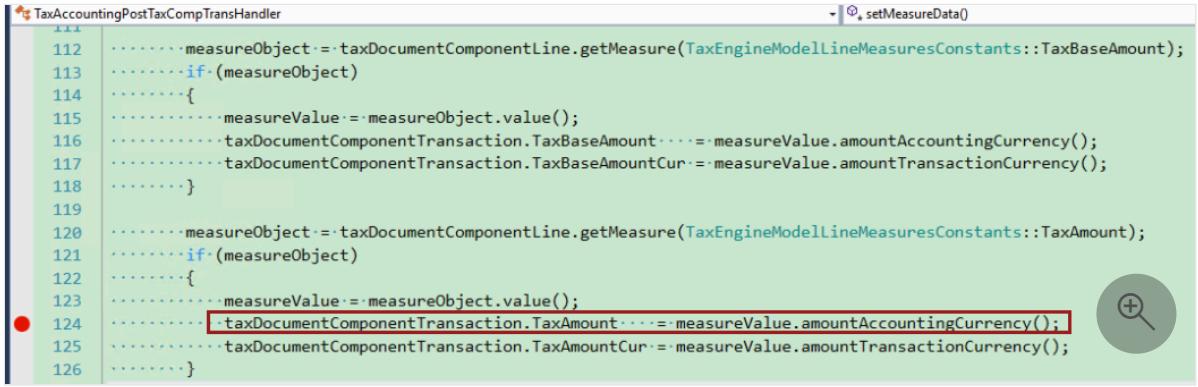
```

11 references | 0 references by 0 customers
209     ...
210     ...
211     ...
212
213     ....///<summary>
214     ....///Sets the data to the TaxTrans.
215     ....///</summary>
216     ...
217     ...
218     ...
219     ...
220     ...
221     ...
222     ...
223     ...

```

2. In `TaxAccountingPostTaxCompTransHandler`, set breakpoints where the incorrect value is assigned. For example, set breakpoints for

`taxDocumentComponentTransaction.TaxAmount.`



```
112     .....measureObject = taxDocumentComponentLine.getMeasure(TaxEngineModellLineMeasuresConstants::TaxBaseAmount);
113     .....if(measureObject)
114     ....{
115     .....measureValue = measureObject.value();
116     .....taxDocumentComponentTransaction.TaxBaseAmount = measureValue.amountAccountingCurrency();
117     .....taxDocumentComponentTransaction.TaxBaseAmountCur = measureValue.amountTransactionCurrency();
118     ....}
119
120     .....measureObject = taxDocumentComponentLine.getMeasure(TaxEngineModellLineMeasuresConstants::TaxAmount);
121     .....if(measureObject)
122     ....{
123     .....measureValue = measureObject.value();
124     .....taxDocumentComponentTransaction.TaxAmount = measureValue.amountAccountingCurrency(); ●
125     .....taxDocumentComponentTransaction.TaxAmountCur = measureValue.amountTransactionCurrency();
126     ....}
```

Determine whether customization exists

If you've completed the steps in the previous section but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

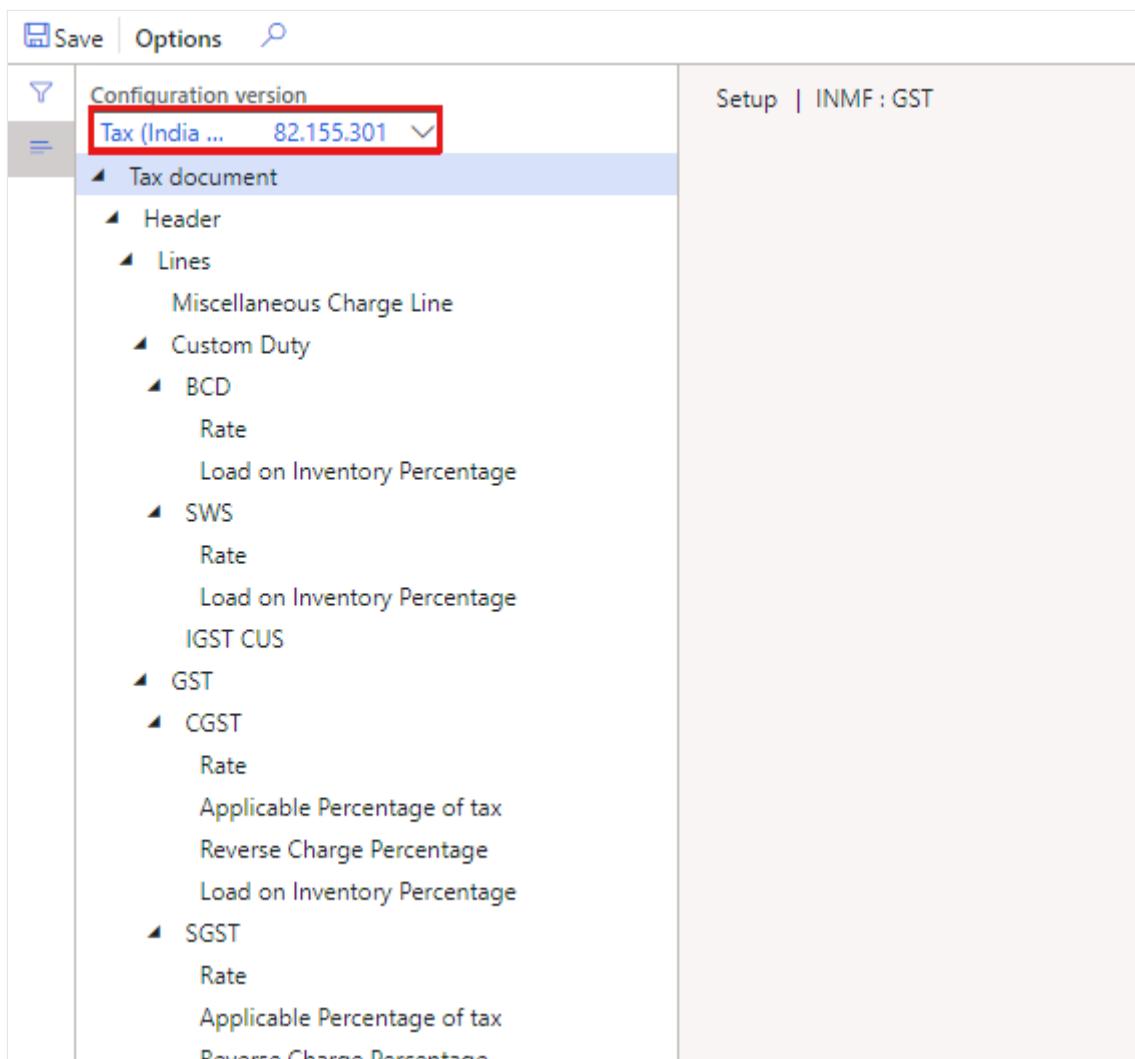
How to open the designer for the current tax configuration

Article • 04/30/2024

This article explains how to open the designer for the tax configuration that is currently used. It uses the tax setup in a standard environment as an example.

Find the version of the currently used tax configuration

1. Go to Tax > Setup > Tax configuration > Tax setup.
2. On the Companies FastTab, select the related company, and then select **Setup**.
3. Make a note of the configuration version that is shown in the tree. You'll need this information later.



Open the designer for the currently used tax configuration

1. Go to **Workspaces > Electronic reporting > Tax configurations**.
2. Expand the **Taxable Document** node, and then expand **Taxable Document (India) > Tax (India GST)**.
3. Select the tax configuration version that you made a note of earlier.
4. Select **Designer**.

Determine whether customization exists

If you've completed the steps in the previous section but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

The ledger account in the voucher is incorrect

Article • 04/30/2024

If you find that the ledger account in the voucher is incorrect, follow the steps in the sections of this article to try to fix the issue.

This article uses the IGST interim recoverable amount as an example.

Verify that the amount was posted correctly

Review the voucher, and verify that the posted amount is correct. If it's correct, move on to the next section. If it's incorrect, see [Tax amount is wrong after calculation](#).

Review the tax configuration

1. Follow the steps in [How to open the designer for the current tax configuration](#).
2. Expand the Tax document node to Tax document > Header > Lines > GST > IGST, and then select IGST.
3. On the Postings tab, on the Details FastTab, find the account for **Interim Recoverable Amount**. Make a note of the debit and credit information. You'll need this information later.
4. Select Condition to open the formula.
5. Review the formula to determine whether your settings match the condition of the correct account. If they match, move on to the next section. If they don't match, correct your settings, or modify the tax configuration in the extension.

Review the tax setup

1. Go to Tax > Setup > Tax configuration > Tax setup.
2. On the Companies FastTab, select the related company, and then select Setup.
3. Go to Tax document > Header > Lines > GST or Tax document > Header > Lines > GST > IGST, and then review the tax values. If both values are empty, modify the tax configuration in the extension.
4. Verify that the account is correct. If it's correct, move on to the next section. If it's incorrect, modify it.

Debug the code to analyze the logic

- Set a breakpoint in the `TaxAccountingPostFacade::post()` class, and try to debug it to find the root cause. If you find it difficult to debug the class, report the issue to Microsoft.

Determine whether customization exists

If you've completed the steps in the previous section but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Records and fields don't appear on the GSTR report

Article • 04/30/2024

Follow the steps in the sections of this article if some records or fields don't appear on the GSTR report, or if the filter for registration numbers in government office tools isn't working.

Determine whether the issue is related to Excel

To determine whether the issue is related to Microsoft Excel, see [Details for issue 459982 \(dynamics.com\)](#). If the issue is related to Excel, use the information in Microsoft Dynamics Lifecycle Services (LCS) to fix it. If the issue isn't related to Excel, move on to the next section.

Review the report controller setup

1. Go to **Tax > Setup > Tax configuration > Tax setup\ > Configurations**.
2. On the **Report configurations** tab, in the **Report controller** field, verify that the correct report controller is selected.
3. If the selected controller is incorrect, select the correct one. If the correct is already selected, move to the next section.

If fields are missing from the report, review the field mapping

If fields are missing from the report, review the field mapping in the report configuration.

1. Go to **Workspaces > Electronic reporting > Reporting configurations**.
2. Select the report configuration, and then open the format designer.
3. In the tree, find the report name, expand **<Report name> > Sequence > Header > Sequence**, and verify that the field exists.

If lines are missing from the report, review the filter formula in the report format configuration

1. Go to **Workspaces > Electronic reporting > Reporting configurations**.
2. Select the format configuration that you want to work with, and then open the format designer.
3. On the **Mapping** tab, select **Edit**.

4. Select **Edit formula**.
5. Review the formula. If it's incorrect, modify it in your extension.

Determine whether the record exists in the TaxDocumentRowTransaction table

Follow these steps to determine whether the record exists in the **TaxDocumentRowTransaction** table. If the record doesn't exist, the issue is related to posting. In that case, report the issue to Microsoft.

This procedure uses the example of free text invoice lines that are missing records in the **TaxDocumentRowTransaction** table.

1. Open the free text invoice that you want to work with.
2. Select and hold (or right-click) in a blank area of the **Invoice lines** grid, and then select **Form Name: CustFreInvoice**.
3. Make a note of the value in the **DataSource** field. In this example, it's **CustInvoiceLine**.
4. Close the dialog box.
5. On the **Free text invoice** page, on the header, make a note of the invoice ID in the **Invoice** field.
6. Run the following SQL query to determine whether the **TaxDocumentRowTransaction** table is missing records.

SQL

```
select * from TaxDocumentRowTransaction
inner join TableIdTable on TaxDocumentRowTransaction.TransactionLineTableId =
TableIdTable.ID
and TableIdTable.Name = 'CustInvoiceLine'
and TaxDocumentRowTransaction.InvoiceId = 'INMF-000004'
```

Debug code to analyze the logic of the missing record

1. Set a breakpoint to determine whether **TaxGSTRReportDPHelper_IN::queryTrans** gets the missing record in **tmpLineDetail**. If there appears to be an issue, report it to Microsoft.

TaxGSTRReportDPHelper_IN.cpp

```

597
598     insert_recordset->tmpLineDetail(
599         .TaxDocumentRowTransactionRecId, CustVendAC, ItemId, Quantity, InventQuantity,
600         .UnitOfMeasure, UnitPrice, TransactionCurrency, TransactionDate, Voucher, TaxDirection, ReasonTableRef,
601         .PartyPostalAddress, CompanyPostalAddress, DiscountAmount, BaseAmountMST, Source, InvoiceId, TaxExemptTax, BaseAmountCur,
602         .TransactionHeaderTableId, TransactionHeaderRecId, TransactionLineTableId, TransactionLineRecId,
603         .TransactionJourHeaderTableId, TransactionJourHeaderRecId, TransactionJourLineTableId, TransactionJourLineRecId,
604         .TaxDocumentRowTransactionINRecId, TransCategory, ServiceCategory, IsInterState, PartyRegistrationNumber, CustomsExportOrder,
605         .CustomsImportOrder, WithIGSTPayment_IN, HSNCode, SAC, RefPartyRegistrationNumber, VendGSTCompositionScheme,
606         .RegistrationNumber, ECommerceOperatorGSTIN, TaxDocumentExtensionRecId, NonGST,
607         .ECommerceSale_IN, ECommerceOperator_IN, WouldYouClaimRefund_IN, TaxGSTEPZCode_IN)
608     select_forcliterals(RecId, CustVendAC, ItemId, Qty, InventQty,
609         .UnitOfMeasureSymbol, UnitPrice, TransactionCurrency, TransactionDate, Voucher, TaxDirection, ReasonTableRef,
610         .PartyPostalAddress, CompanyPostalAddress, DiscountAmount, BaseAmountMST, Source, InvoiceId, TaxExemptTax, BaseAmountCur,
611         .TransactionHeaderTableId, TransactionHeaderRecId, TransactionLineTableId, TransactionLineRecId,
612         .TransactionJourHeaderTableId, TransactionJourHeaderRecId, TransactionJourLineTableId, TransactionJourLineRecId
613     from taxDocumentRowTransaction
614     where taxDocumentRowTransaction.TransactionDate >= _fromDate
615         && taxDocumentRowTransaction.TransactionDate <= _toDate
616         && taxDocumentRowTransaction.TaxDocumentStatus != TaxDocumentStatus::Reversed
617         && taxDocumentRowTransaction.TaxDocumentStatus != TaxDocumentStatus::Transferred
618         && (taxDocumentRowTransaction.TransactionHeaderTableId != tableNum(TaxEngineTaxJournal)
619             || taxDocumentRowTransaction.TransactionLineTableId != tableNum(TaxEngineTaxJournalLine))
620         && (isAnx1 == true
621             || (_taxDirection == TaxDirection::OutgoingTax
622                 && ((taxDocumentRowTransaction.TaxDirection == TaxDirection::OutgoingTax
623                     && taxDocumentRowTransaction.Source != TaxModuleType::PurchInvoice)
624                     || (taxDocumentRowTransaction.TaxDirection == TaxDirection::IncomingTax
625                         && taxDocumentRowTransaction.Source == TaxModuleType::SalesInvoice)))
626             || (_taxDirection == TaxDirection::IncomingTax
627                 && ((taxDocumentRowTransaction.TaxDirection == TaxDirection::IncomingTax
628                     && taxDocumentRowTransaction.Source != TaxModuleType::SalesInvoice)
629                     || (taxDocumentRowTransaction.TaxDirection == TaxDirection::OutgoingTax
630                         && taxDocumentRowTransaction.Source == TaxModuleType::PurchInvoice)))
631         .join(RecId, TransCategory, ServiceCategory, IsInterState, PartyRegistrationNumber, CustomsExportOrder,
632             CustomsImportOrder, WithIGSTPayment_IN, HSNCode, SAC, RefPartyRegistrationNumber, VendGSTCompositionScheme,
633             RegistrationNumber, ECommerceOperatorGSTIN, TaxDocumentExtension, NonGST,
634             ECommerceSale_IN, ECommerceOperator_IN, WouldYouClaimRefund_IN, TaxGSTEPZCode_IN
635     from taxDocumentRowTransactionIn
636     where taxDocumentRowTransactionIn.TaxDocumentRowTransactionRecId == taxDocumentRowTransaction.RecId
637         && (!_regNum || taxDocumentRowTransactionIn.RegistrationNumber == _regNum);
638

```

- Set a breakpoint to determine whether **TaxGSTRReportDPHelper_IN::filterTrans** filters the missing record. If there appears to be an issue, report it to Microsoft.

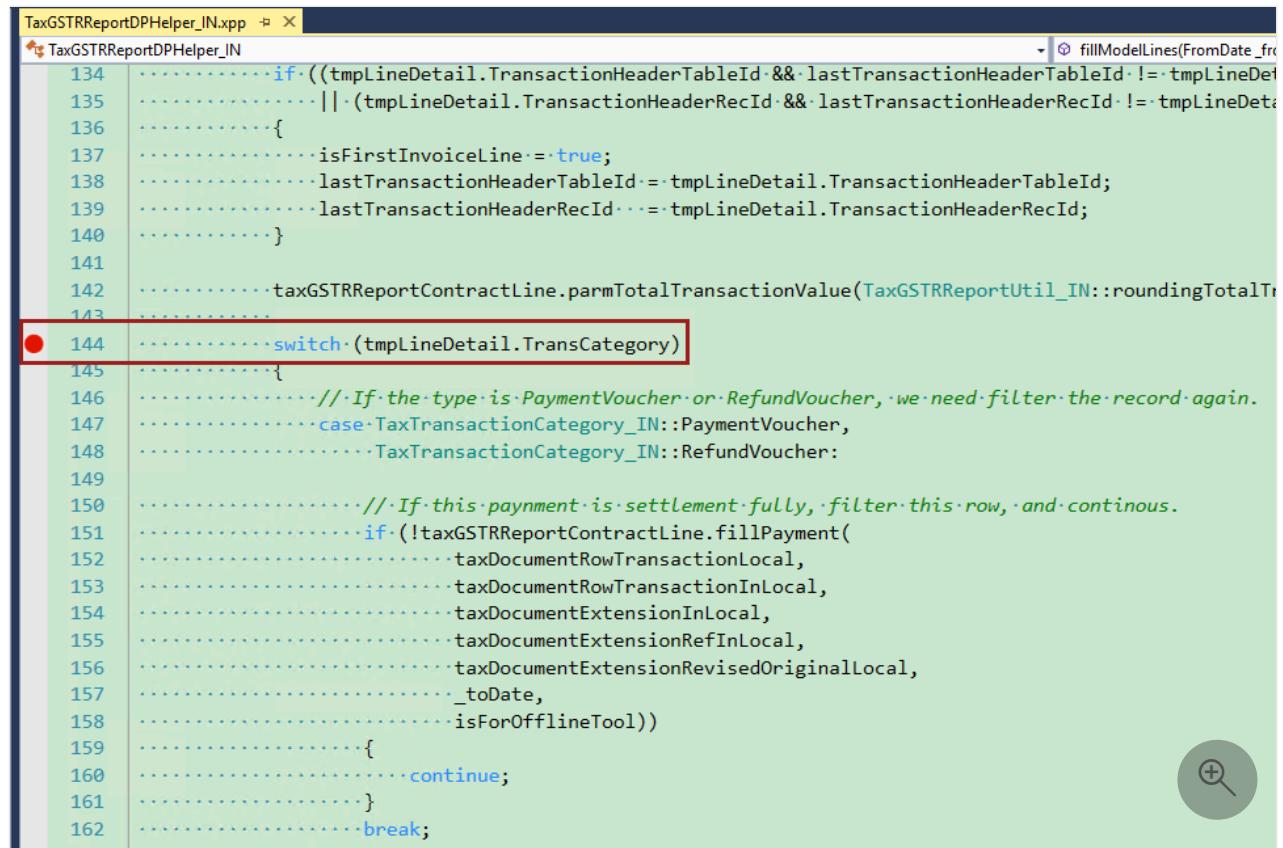
TaxGSTRReportDPHelper_IN.cpp

```

567
568
569     ///<summary>
570     ///<Filters transactions
571     ///</summary>
572     protected void filterTrans()
573     {
574         this.filterLedgerJournalTransInvoiceApproval();
575         this.filterTaxJournalTrans();
576         this.filterShouldSkipForGSTRReporting();
577         this.filterTransferOrderCancellation();
578     }
579

```

- Set a breakpoint to determine whether the **TransCategory** field of the missing record is correct, or whether the record is filtered again. If there appears to be an issue, report it to Microsoft.



```
134 .....if((tmpLineDetail.TransactionHeaderTableId && lastTransactionHeaderTableId != tmpLineDetail.TransactionHeaderTableId) || (tmpLineDetail.TransactionHeaderRecId && lastTransactionHeaderRecId != tmpLineDetail.TransactionHeaderRecId))
135 .....{
136 .....    isFirstInvoiceLine = true;
137 .....    lastTransactionHeaderTableId = tmpLineDetail.TransactionHeaderTableId;
138 .....    lastTransactionHeaderRecId = tmpLineDetail.TransactionHeaderRecId;
139 .....}
140 .....taxGSTRReportContractLine.parmTotalTransactionValue(TaxGSTRReportUtil_IN::roundingTotalTax);
141 .....}
142 .....}
143 .....}
144 .....switch(tmpLineDetail.TransCategory)
145 .....{
146 .....    // If the type is PaymentVoucher or RefundVoucher, we need filter the record again.
147 .....    case TaxTransactionCategory_IN::PaymentVoucher,
148 .....        TaxTransactionCategory_IN::RefundVoucher:
149 .....            // If this payment is settlement fully, filter this row, and continuous.
150 .....            if(!taxGSTRReportContractLine.fillPayment(
151 .....                taxDocumentRowTransactionLocal,
152 .....                taxDocumentRowTransactionInLocal,
153 .....                taxDocumentExtensionInLocal,
154 .....                taxDocumentExtensionRefInLocal,
155 .....                taxDocumentExtensionRevisedOriginalLocal,
156 .....                _toDate,
157 .....                isForOfflineTool))
158 .....            {
159 .....                continue;
160 .....            }
161 .....        break;
162 .....}
```

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Setoff rule error when a tax settlement is run

Article • 04/30/2024

When you run a tax settlement, you might receive an error message. Follow the steps in the sections of this article to fix the error.

Find the version of the setoff rule that is currently used

1. Go to **Tax > Setup > Sales tax > Maintain setoff hierarchy profiles**.
2. Use the values in the **Effective date** column to find the version of the setoff rule that is currently used.

Review the settings of the setoff rule

1. Go to **Tax > Setup > Sales tax > Sales tax hierarchies**.
2. Select the setoff rule that is currently used.
3. On the **Versions** FastTab, select **View** to determine which sales tax hierarchies are used.
4. Select **Setoff rules for sales tax hierarchies**.
5. Determine whether the **Recoverable** and **Payable** nodes are selected according to the setoff. If the nodes aren't marked as defined, there might be a posting issue. In this case, contact Microsoft.

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Troubleshoot issues with tax engine (GTE)

Article • 04/30/2024

The tax engine (also referred to as GTE) is a highly configurable engine that handles tax applicability, calculation, posting, and settlement in Microsoft Dynamics 365. This article lists issues that users typically encounter while they use the tax engine, and it explains how to fix those issues.

! Note

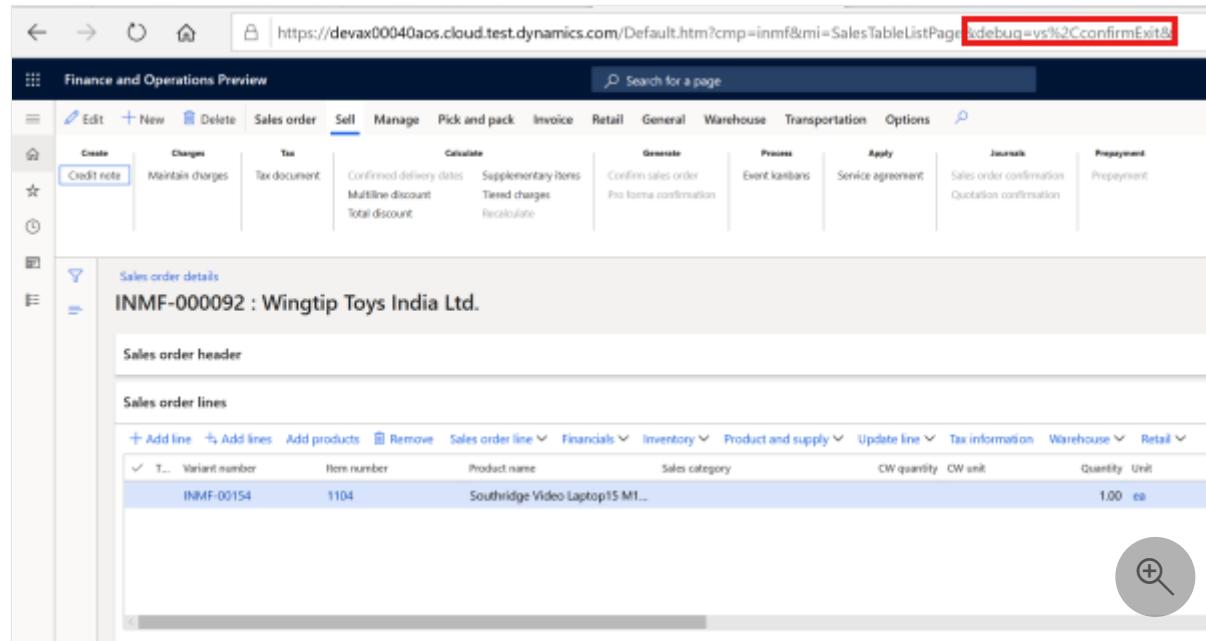
The tax engine functionality is available only for legal entities that have their primary address in India.

For a quick overview of the tax engine, see [Tax engine overview \(YouTube video\)](#).

Debug mode

Familiarity with the tax engine's debug mode can help you to identify the root causes of issues that are related to the tax engine.

To turn on debug mode, add `&debug=vs%2CconfirmExit&` to the end of the URL for Microsoft Dynamics 365 Finance.



The screenshot shows the Microsoft Dynamics 365 Finance interface. The browser address bar displays the URL `https://devax00040aos.cloud.test.dynamics.com/Default.htm?cmp=INMF&mi=SalesTableListPage&debug=vs%2CconfirmExit&`. The main navigation bar includes links for Edit, New, Delete, Sales order, Sell, Manage, Pick and pack, Invoice, Retail, General, Warehouse, Transportation, Options, and a search bar. Below the navigation bar, there are several tabs: Credit note, Charges, Tax document, Calculate, Generate, Process, Apply, Journals, and Prepayment. Under the Sales order tab, there are sub-links for Confirmed delivery dates, Multiline discount, Total discount, Supplementary lines, Tiered charges, Recalculate, Confirm sales order, Pro forma confirmation, Event kickoffs, Service agreement, Sales order confirmation, and Quotation confirmation. The main content area shows a sales order details section for INMF-000092 : Wingtip Toys India Ltd. It includes sections for Sales order header and Sales order lines. The Sales order lines section contains a table with columns: Variant number, Item number, Product name, Sales category, CW quantity, CW unit, Quantity, and Unit. A single row is shown with Variant number INMF-00154, Item number 1104, Product name Southridge Video Laptop 15 M1..., Sales category, CW quantity 1.00, CW unit ea, and Quantity 1.00. Unit. A magnifying glass icon is located in the bottom right corner of the table.

After debug mode is turned on, when you open the tax document, the system generates a dump file that contains runtime details.

The structure of the dump file is shown here. The **Data model mapping mismatch** section is available only if the **Check model mapping discrepancies** option is set to **Yes**.

Output

```
=====Tax engine calculation parameter=====  
...  
=====Taxable document JSON=====  
...  
=====Tax engine runtime posting profiles=====  
...  
=====Data model mapping mismatch=====  
Unmatched data provider fields  
...  
Unmatched taxable document fields  
...  
  
=====Tax engine runtime posting profiles=====  
Header - TaxDocLine: TableId=6791 RecId=68719507754:  
Line - TaxDocLine: TableId=13307 RecId=68719685245:  
Path of the tax component 1:  
- "Posting profile 1 description(Hit)"  
- "Posting profile 2 description"  
...  
Path of the tax component 2:  
- "Posting profile 1 description(Hit)"  
- "Posting profile 2 description"  
...  
Line - TaxDocLine: TableId=13307 RecId=68719685245:  
...
```

Possible issues

Imbalanced voucher with GST

This issue can occur after you extend the GST configuration by adding or modifying the posting profile.

In the current design, each tax component has a set of posting profiles to handle all possible tax postings. At runtime, the tax engine picks up the first matched posting profile.

Sometimes, if you add or modify posting profiles without carefully handling the condition of each, unexpected posting profiles might be picked up at runtime.

When debug mode is turned on, you can find the selected posting profiles in the **Tax engine runtime posting profiles** section of the dump file.

Incorrect tax rate or tax component

To work correctly, the tax engine relies on input from taxable documents, such as sales and purchase invoices. If you extend the configuration by adding new fields, fields might be incorrectly mapped, or the writing to the data provider might be incorrect. To identify the issue, set the **Check model mapping discrepancies** option to **Yes**. You can view another section to show the discrepancies.

Incorrect tax component

If you don't see the expected tax components, the transaction can't satisfy the [applicability](#) rules of the tax component or the tax type. If you extended the configuration, verify that there are no discrepancies, and then compare the field value in the **Taxable document JSON** section of the dump file with the applicability rules of the tax component.

Incorrect tax rate

If you don't see the expected tax rate, check the field values that are used in the [tax setup](#), and compare them with the field value in the **Taxable document JSON** section of the dump file.

You can't post the voucher with GST

You might receive an error message that resembles the following message:

Unable to find ## in the setoff hierarchy ## version ##, check and try again.

Typically, this error occurs because the configuration was extended by adding a new tax component or modifying the credit pool.

To work around this issue, follow these steps.

1. Add a newer version to the current sales tax hierarchies, select **Synchronize**, and then activate the new version.
2. On the **Maintain setoff hierarchy profiles** page, make the new version available by following the steps in [Set up a sales tax hierarchy](#).

Tax amount is incorrect after calculation

Article • 04/30/2024

If the calculated tax on a business document is incorrect, follow the steps in this article to solve the issue. The procedures use a purchase order as an example.

Verify that the tax rate is correct

1. Go to **Tax > Setup > Tax configuration > Tax setup**.
2. On the **Tax setup** page, select the company that you're working in, and then select **Setup**.
3. In the tax document, go to the **Header > Lines > GST > CGST > Rate** to find the corresponding rate node.
4. Based on the conditions, determine whether your transaction uses the correct rate. You can view the transaction details in the tax document by selecting **View tax input**. For more information, see [Tax isn't calculated on tax documents](#).

Verify that the tax base is correct

Follow these steps to verify that the tax base is correct.

1. Verify that the number of tax document lines matches the number of transaction lines. If the number of lines doesn't match, determine whether any lines don't match the condition that is defined in the tax configuration. For more information, see [Tax isn't calculated on tax documents](#).
2. Verify that the tax information is correctly set for all the lines. Some settings might affect the calculation of the tax base. Here are some examples:
 - **Prices include sales tax** – If this option is set to **Yes**, Goods and Services Tax (GST) will be included in the price.
 - **Exempt** – If this option is set to **Yes**, GST won't be calculated.
 - **Non-GST** – If this option is set to **Yes**, tax that has a tax type other than GST, such as value-added tax (VAT), will be calculated.
3. Verify that the information on the **Price and discount** tab on the **Line details** FastTab meets your requirements.

Verify that the adjustment was applied

Open the tax document, and then, on the **Total** FastTab, compare the values in the **Total of Tax Amount** and **Adjusted total of Tax Amount** fields. If they differ, the adjustment was applied.

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

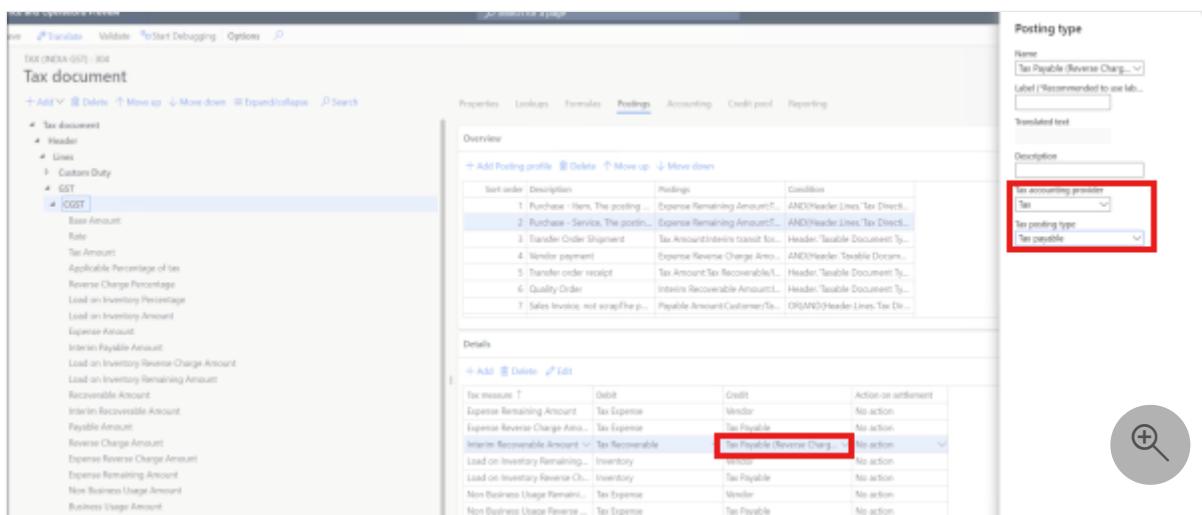
Tax configuration errors

Article • 04/30/2024

RCM transactions

Reverse charge mechanism (RCM) transactions are posted for a vendor that is marked as a goods transport agency (GTA). Additionally, the transactions are marked to indicate that the reverse charge percentage was updated to 100 percent in the tax document. However, the value of the **Is reverse charge applicable** field isn't updated to **Yes** on the GSTR 2 report.

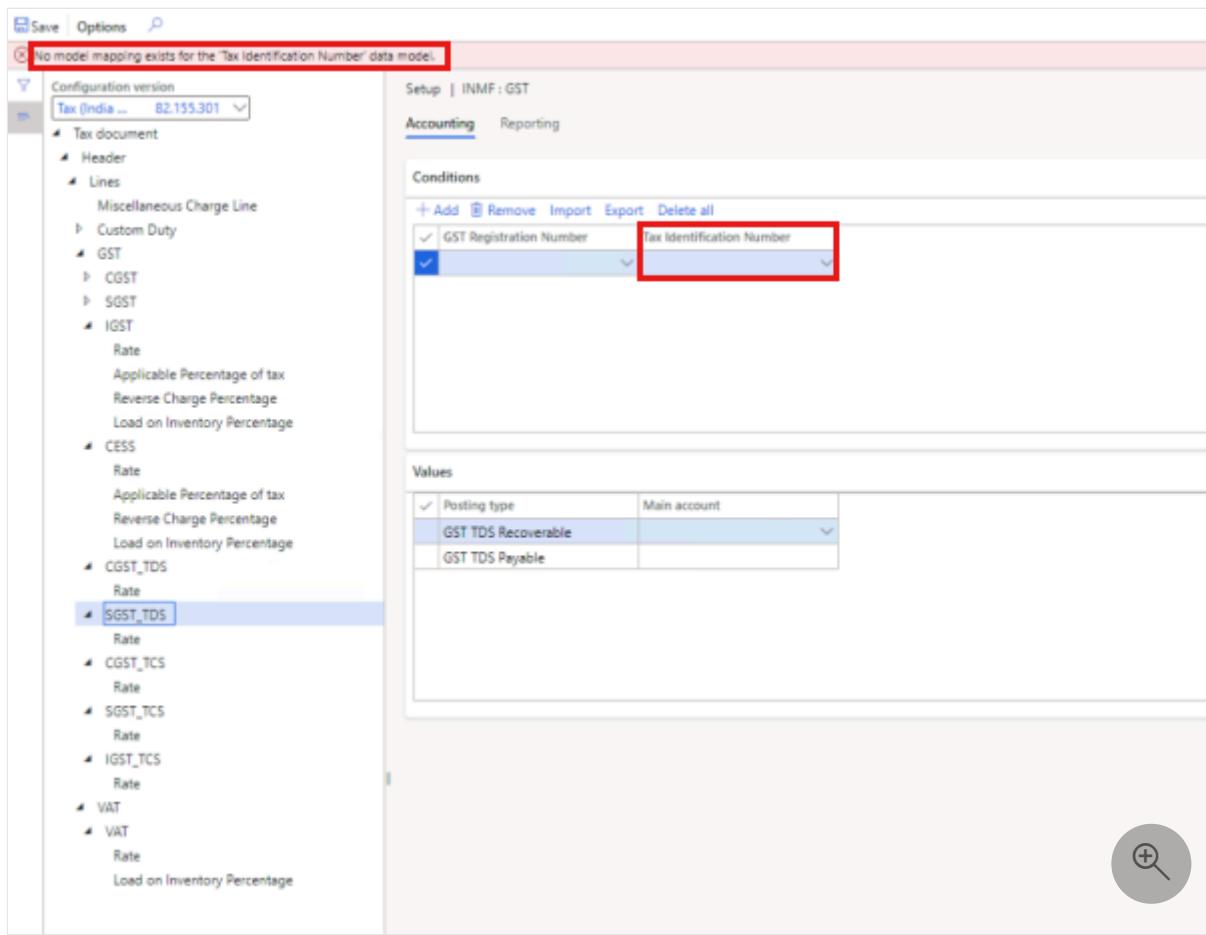
To fix this issue, when you create a new posting type for a tax payable in a tax configuration, select **Tax** in the **Tax accounting provider** field and **Tax payable** in the **Tax posting type** field.



For more information, see [RCM transaction for GTA vendor does not show as "Y" in RCM column in GSTR2 report](#).

Model mapping error when CGST_TDS is configured

When you're configuring **CGST_TDS**, a model mapping error might occur. The error message states that no model mapping exists for the **TDS TCS Registration Number** data model. To fix this issue, see [While configuring CGST_TDS facing model mapping error](#).



If you receive similar error messages, in the form "No model mapping exists for the 'xxx' data model," follow these steps:

1. Go to **Workspaces > Electronic reporting > Tax configurations**.
2. Select **Taxable Document**, select **Taxable Document (India)**, and then select **Designer** to open the designer for **Taxable Document (India)**.
3. Go to the **Taxable Document** node, expand **Header > Lines > Tax Identification Number**, and verify that the reference model is selected in the **Natural key** field.

Data model | TAXABLE DOCUMENT (INDIA) : 156

+ New Delete Taxable document

SEARCH

(*)Prepayment
Price includes tax
(*)Prices include sales tax
Product Category
(*)Product Type
(*)Purpose
Quantity
RecId
(*)Residency Status
(*)Return
SAC
(*)Section Code
(*)Service Category
Service Code
Service Tax Registration Number
(*)SEZ Party
Skipped
State of Origin
TableId
Tax Account Number(TAN)
Tax amount included in price
Tax Component RecId
Tax Direction
(*)Tax Document Purpose
Tax Identification Number

Tax Measure
Tax Posting Type
Tax Rate Type
Transaction Currency
Transaction Date
Unit
VAT Commodity Code

Taxable Document (India)

Data model

GENERAL

Name

Description

Node

Select reference model Parameters

GENERAL

Type

Name

Label (*Recommended to use lab...

Description

Natural key

4. Select **Map model to datasource**, and verify that the model mapping for the reference model exists.

Save Create model Compare Options

Personalize Page options Edit Share

Always open for editing Personalize this page Security diagnostics Record info Revert Create a custom alert Manage my alerts

Data model | TAXABLE DOCUMENT (INDIA) : 156

+ New Delete

SEARCH

▪ Taxable Document
▪ Header
Customer account
(*)Customer Type

Taxable Document (India)

Data model

GENERAL

Name

Description

5. Define a model mapping for the tax identification number that refers to the model mapping of **GST registration number**. For more information, see [Extend tax engine configurations](#).

Error when GST is calculated

When you use division in a formula, pay close attention when the divisor is 0 (zero), because this value might cause an error when Goods and Services Tax (GST) is calculated. The error message is in the following form:

Attempted to divide by zero. Please check the formula of mapping field 'xxx' for taxable document mapping 'xxx' in active taxable document, it encounters an unhandled exception.

In the following procedure, the formula **Net price = @.'Net Amount'/@.Quantity** that is defined on the **PurchParmTable** model mapping is used as an example.

1. Go to **Workspaces > Electronic reporting > Tax configurations**.
2. Select **Taxable Document > Taxable Document (India)**, and then select **Designer** to open the designer for **Taxable Document (India)**.
3. Select **Map model to datasource**.
4. Find and select the **Bundler.PurchOrderParm** model mapping, and then select **Designer** to open the model mapping designer.
5. In the **Data model** section, expand **Header > Lines**, and find **Net price**.

The screenshot shows the 'Model mapping designer' interface for 'TAXABLE DOCUMENT (INDIA) TAXABLE DOCUMENT (INDIA) : PURCHASE'. The left sidebar has a 'Mapping' tab and a 'Validations' tab. Under 'DATA SOURCE TYPES', 'Data model' is selected, showing options like 'Enumeration', 'Enumeration User input parameter', 'Dynamics 365 for Operations', 'Dynamics 365 for Retail', 'Format', 'Functions', and 'Tax'. The 'DATA SOURCES' section shows 'CustomerTypeModel' selected, with other options like 'CustomerType_IM', 'DispositionAction', 'DispositionActionModel', 'ITCCategoryModel', 'ITCCategory_IN', 'UserType', 'UserTypeModel', 'NatureOfAssessment_IN', 'NatureOfAssessmentModel', 'PurchParmTable', 'Header', 'ServiceCategoryModel', 'ServiceCategory_IM', 'Tax Division', and 'YesNo_Global'. The 'DATA MODEL' section on the right shows the formula 'Net price = @.'Net Amount'/@.Quantity' highlighted. Other visible formulas include 'Exempt = @.Exempt', 'Export Customs Tariff Code = @.'Export Customs Tariff Code', 'Form Type', 'GST Registration Number = @.'GST Registration Number', 'HSN Code = @.'HSN Code', 'ITC Number = @.'ITC Number', 'Import Customs Tariff Code = @.'Import Customs Tariff Code', 'Inter State = @.'Inter State', 'Invoice Date = @.'Invoice Date', 'Is Scrap = @.'Is Scrap', 'ITC Category = @.'ITC Category', 'ITC Category_IN', 'Capital Goods', 'ITC Category Model', 'Capital Goods', 'ITC Category Model Input', 'ITC Category Model Input', 'ITC Category Model Input', 'Item ID = @.'Item ID', 'Ledger Dimension Record', 'Line tax amount', 'Line Type = @.'Line Type', 'Maximum Retail Price = @.'Maximum Retail Price', 'Miscellaneous Charge Line = @.'Miscellaneous Charge Line', 'Nature of Goods and Service', 'Net Amount = @.'Net Amount', 'Non Business Usage Percentage = @.'Non Business Usage Percentage', 'Non-GST = @.'Non-GST', 'Non-recoverable Percentage', 'Offset Account Type', 'Offset Ledger Dimension Record', 'Offset Tax Posting Type Record', 'Offset Tax Component Record', 'Party GST Registration Number = @.'Party GST Registration Number', 'Party Tax Registration Number = @.'Party Tax Registration Number', 'Post To Ledger = @.'Post To Ledger', and 'Prepayment'.

6. Notice that the formula for the **Net price** field is **@.'Net Amount'/@.Quantity**.
7. Contact the business department, and confirm that a quantity of 0 (zero) is allowed. If it isn't allowed, correct the transaction, and then perform the operation again. If it's allowed, change the formula to a format such as **IF(@.Quantity = 0, @.'Net Amount', @.'Net Amount'/@.Quantity)**.

Tax isn't calculated on tax documents

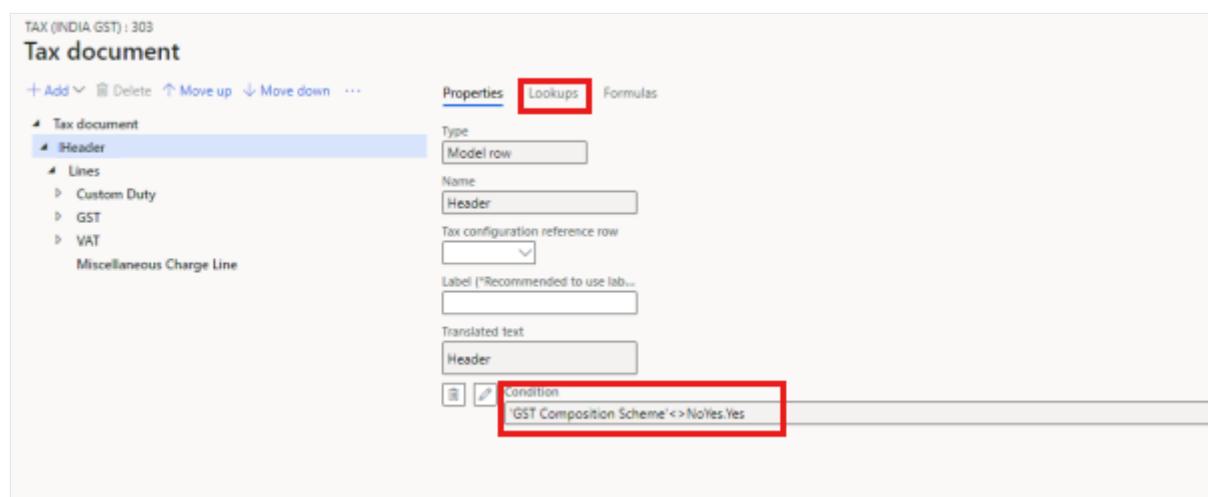
Article • 04/30/2024

If you discover that tax component lines or tax document lines are missing from a tax document, follow the steps in this article to solve the issue. The procedures use a purchase order as an example to show the troubleshooting process.

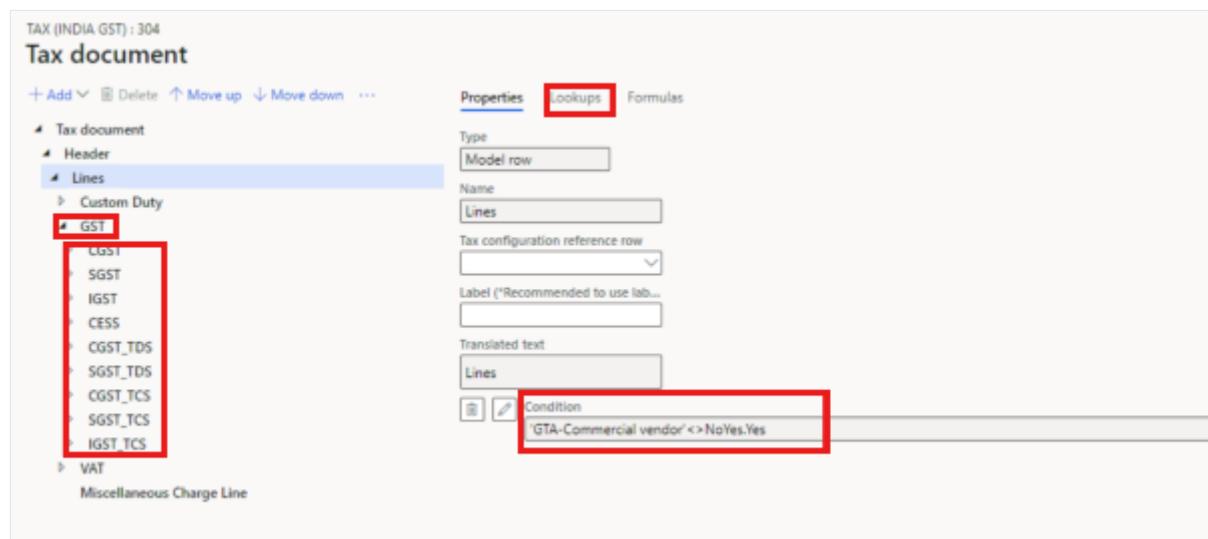
For more information about the Tax engine (also referred to as GTE) or components, see [Tax engine overview](#).

Check the tax applicability in the tax configuration

1. Open the designer for the current tax configuration.
2. If there are no tax document lines, select the **Header** node, and then, on the **Lookups** tab, verify that the condition is correct.



3. If there are no tax component lines, verify that the condition is correct on the **Lookups** tab for the **Lines**, **Tax type**, and **Tax component** nodes.



Compare transaction details with other conditions

1. Select **Tax document**, and then select the **Header** node.
2. Select **View tax input** to view the transaction header details.
3. Verify that all the fields are correctly set for tax calculation.
4. Select the **Line** node, and then select **View tax input** to view the transaction line details.
5. Verify that all the fields are correctly set for tax calculation.
6. Compare the transaction fields at **Tax document > View tax input** with the conditions that you found in the previous section.
7. Verify that all the fields match the corresponding conditions or lookups.

Determine whether customization exists

If you've completed the steps in the previous sections but have found no issue, determine whether customization exists. If no customization exists, create a Microsoft service request for further support.

Prevent transactions from being posted if GST hasn't been calculated

To prevent a transaction from being posted if GST hasn't been calculated, follow these steps to turn on and set up the **[India] GTE calculation validation** feature.

1. Go to **Workspaces > Feature management**.
2. Find the **[India] GTE calculation validation** feature, and then select **Enable now**.
3. Go to **Tax > Setup > Tax configuration > Tax setup**.
4. Select the company to enable the validation for, and then select **Parameters**.
5. In the **Tax setup parameters** dialog box, in the **Validation** section, in the **Empty tax component** and **Zero tax** fields, select one of the following values. Then select **OK** to complete the setup.
 - **None** – No validation is done.
 - **Warning** – A warning message is shown, but the posting operation isn't blocked.
 - **Error** – An error message is shown, and the posting operation is blocked.

For this example, both fields are set to **Error**. Therefore, if someone tries to post a transaction, but GST hasn't been calculated, one of the following error messages is shown:

- **No tax lines exist:** "No tax document lines are found in tax document. If it isn't expected, contact your system administrator, check the tax configuration, and try again."
- **No tax component lines exist:** "No tax component is applicable for line %1, please contact your system administrator, check the tax setup, and try again."
- **The tax amount is 0 (zero):** "The tax amount is 0 for line %1, please contact your system administrator, check the tax setup, and try again."

 **Note**

If you enable the validation, some typical scenarios might be blocked, such as exempt or zero-rate scenarios. You must decide how to set up the validation, based on your business.

TaxTrans or voucher isn't generated

Article • 04/30/2024

Complete the steps in this article if after posting tax there are records missing when you check the voucher and posted sales tax.

Check if the subledger journal transferred

1. Go to **General ledger > Periodic tasks > Subledger journal entries not yet transferred**.
2. Transfer any record in the list, and then check the voucher and posted sales tax again.

Check tax configuration

1. Check the posting profile of the expected measure. Select the posting type in the **Debit/Credit** column, and then select **Edit**.
2. In the **Posting type** page that opens, check the value in the **Tax accounting provider** field.

The following table lists the rule for posting tax transactions and vouchers that are decided by the tax accounting provider. Correct the configuration if it's not working as expected.

More Expand table

Tax accounting provider	Posting tax transaction	Posting voucher
Tax	Yes	Yes
Ledger	No	Yes
Other	No	No

Check the formula

1. Select **Condition** to open the formula.
2. Check the condition, and correct the tax configuration if it's not working as expected.

+ Add Edit

Tax measure ↑	Debit	Credit	Action on settlement
Expense Remaining Amount	Tax Expense	Vendor	No action
Expense Reverse Charge Amount	Tax Expense	Tax Payable	No action
Interim Recoverable Amount	Interim Recoverable	Tax Payable	No action
Load on Inventory Remaining Amount	Inventory	Vendor	No action
Load on Inventory Reverse Charge Amount	Inventory	Tax Payable	No action
Non Business Usage Remaining Amount	Tax Expense	Vendor	No action
Non Business Usage Reverse Charge Amount	Tax Expense	Tax Payable	No action

Condition
AND(Header.'Import Order'='NoYes.No, Header.Lines.'Tax Direction'='Sales tax receivable', Header.Lines.'Enable Accounting'='YesNo Global')

Description
Domestic Purchase - Item, The posting profile is used for Purchases transactions except a transfer order and vendor payment from registered dealers
The profile takes care of all the reverse charge scenarios

Save Show details Group view Test Options

Formula designer - Tax document/Header/Lines/GST/IGST/Postings/Domestic Purchase - Item, The posting profile is used for Purchases transactions except a transfer order and vendor payment from registered dealers

DATA SOURCE
+ Add data source ...

FORMULA
Customer Type
AND(Header.'Import Order'='NoYes.No, Header.Lines.'Tax Direction'='Sales tax receivable', Header.Lines.'Enable Accounting'='YesNo Global', Header.'Taxable Document Type' <> 'Invent transfer order receive', Header.'Taxable Document Type' <> 'General ledger - vendor payment', NOT(Header.'Taxable Document Type'='General ledger - customer payment'), NOT(Header.'Taxable Document Type'='Tax journal - vendor settlement'), NOT(Header.'Taxable Document Type'='Tax journal - customer settlement'), NOT(Header.'Taxable Document Type'='Quality order - vendor invoice'), NOT(Header.Lines.'HSN Code'=''), Header.Lines.'SAC'='')

Check the posting code logic

Set a breakpoint in `TaxAccountingPostFacade::post()`, and debug for the logic of generating tax transaction and voucher.

TaxAccountingPostFacade.xpp # X

```

96 // The post method for tax trans and tax trans general journal posting
97 //--</summary>
98 protected void post()
99 {
100     ITaxDocumentLineEnumerator lineEnumerator;
101     ITaxDocumentLine lineObject;
102     ITaxableDocumentLine taxableDocumentLine;
103     ITaxDocumentComponentLineEnumerator componentLineEnumerator;
104     ITaxDocumentComponentLine componentLineObject;
105     ITaxDocumentMeasureEnumerator measureEnumerator;
106     ITaxDocumentMeasure measureObject;
107     TaxDocumentComponentTransaction taxDocumentComponentTransaction;
108     TaxDocumentRowTransaction taxDocumentRowTransaction;
109     ITaxDocumentMeasure taxReverseChargeMeasureObject;
110     SysGlobalCache cache = classFactory.globalCache();
111
112     if (taxDocumentObject)
113     {
114         ttsbegin;

```

Determine whether customization exists

If you've completed the steps in the previous section but have found no issue, determine whether customization exists. If no customization exists, contact Microsoft Support for further assistance.

Tax transaction ID is incorrect

Article • 04/30/2024

You can take the following steps to correct the tax transaction ID:

1. The code logic to generate transaction ID is in

`TaxGSTInvoiceHelper_IN::generateGSTTransID()`. Set a breakpoint there, and start debugging.

2. If the issue isn't resolved after completing step 1, determine whether customization exists.

If no customization exists, contact Microsoft Support for further assistance. If possible, provide the trace file for the posting step.