

SAP-AmpliFund Integration

Error Resolution Guide



User support guide



Overview

The purpose of this guide is to provide a list of common errors faced by users when performing grants management activities involving the AmpliFund/SAP integration. This guide provides common reasons to these errors and the appropriate next steps.



Ticket resolution process

The guide also provides support resources from both AmpliFund and ERP teams. The below high level process should be followed as the default for all questions or issues.



Common errors related to AmpliFund-ERP integration and next steps

Functional area	Error description	Error occurred in	Common reasons for error	First contact
Procurement	Sum of Fiscal year amounts exceeds Contract target value	AmpliFund	<ul style="list-style-type: none"> Sum of all Fiscal year amounts exceeds the header target value of the contract 	Super user, agency fiscal office
Budget	Error while accessing ERP API. Annual budget exceeded by \$X (FM PB AVC-Budget or GM PB AVC-Budget) for document item	AmpliFund	<ul style="list-style-type: none"> Sufficient budget does not exist in SAP for the account assignment chosen 	Super user, agency fiscal office
Procurement	Contract cannot be created. Old Contract No already exists.	AmpliFund	<ul style="list-style-type: none"> contract with an old contract number which is already used for another contract (Creation of contract) 	Super user, agency fiscal office
Cross-functional	There as an error while accessing the ERP API. No data available	AmpliFund	<ul style="list-style-type: none"> Could be a connection issue between the 2 systems This error is also displayed if the user tries to pick funding information for another agency 	AmpliFund Super user, agency fiscal office
Procurement	Sum of FY20XX line obligation amount exceeds FY header amounts	AmpliFund	<ul style="list-style-type: none"> If for FY20XX,budget year amount is greater than the fiscal year amount 	Super user, agency fiscal office

Common errors and next steps continued...

Functional area	Error description	Error occurred in	Common reasons for error	First contact
AP	Object/Legal Status is Invalid	AmpliFund	<ul style="list-style-type: none"> Certain expense GLs can only be used with vendors with specific legal statuses per IOC 	Super user, agency fiscal office
AP	Baseline Date must be within Budget Validity Dates	AmpliFund	<ul style="list-style-type: none"> Baseline Date must fall within Budget Validity dates 	Super user, agency fiscal office
Procurement	Contract is a multi-year contract, please enter data for all relevant fiscal years	AmpliFund	<ul style="list-style-type: none"> If any fiscal year is missing in the fiscal data tab for multi-year contracts 	Super user, agency fiscal office
AP	Multiple appropriations found in invoice	AmpliFund	<ul style="list-style-type: none"> Only one approp line/funded program per invoice 	Super user, agency fiscal office
AP	Vendor is flagged for deletion/blocked for posting	AmpliFund	<ul style="list-style-type: none"> Vendor hadn't been used for extended period of time in SAP 	Super user, agency fiscal office
Procurement	Supplier ##### is locked for organizational unit	AmpliFund	<ul style="list-style-type: none"> Vendor hadn't been used for extended period of time in SAP 	Super user, agency fiscal office

If the error you are facing is not listed above, please reach out to your super user as your first line of support before logging a ticket

Helpful SAP Transaction Codes (t-codes) for researching SAP related errors

SAP t-codes for looking up budget

FMAVCH01 – FM budget errors



ZGM_BDGT_VISIBLE – GM budget errors



Other frequently used t-codes to ensure WBS or Internal Order is setup correctly

CJ20N to check WBS grant derivation



KO03 to check IO grant derivation



GMGRANT to check award dates for GM – if dates of service fall outside of the Grant Award dates established on the Grant Master record an error will occur.



If ticket cannot be resolved by super user or agency fiscal staff, please reach out to the appropriate support resource below

AmpliFund support

How to receive support

Visit the support portal:

<https://il-amplifund.zendesk.com>

-Click the **Sign-Up** link if not previously registered

Submit a support ticket via email:

support@il-amplifund.zendesk.com

From AmpliFund System:

Top right corner > Click on your name > Help and Support

ERP support

How to receive ERP support

How to receive support

Online helpdesk ticket entry (super users only):

[Report A Problem \(illinois.gov\)](https://illinois.gov)

AmpliFund support ticket entry

What is needed in a ticket?

- Provide the subject pertaining to the issue experienced
- Clearly explain the problem that is happening
- Attach any necessary screenshots/ files to assist in the resolution of error/issue

Help and Support

Need some help? Visit our support site at <https://il-amplifund.zendesk.com/> for access to chat and phone support, documentation and more!

Name *

AmpliFund User

Email *

Subject *

Description *

Attach Files +

Submit

Cancel

ERP support portal ticket entry

Super users will continue to enter all tickets tracked through mailbox from all end users.

What is needed in a ticket?

- Clearly explain the problem that is happening
- Provide your agency and the functional area for faster routing to the Go-live support team

[Report A Problem \(illinois.gov\)](#)

Submit your problem online using one of the links below:

I have an Illinois.gov
account

I don't have an Illinois.gov
account

- Enter Name and Agency Details
- For *Problem Type*, select **Software/Application**
- For *Specific Application*, select **ERP**
- Under *ERP Application Area*, select the appropriate ERP Group for where the issue exists, **for example**:
 - **ERP Finance** for SAP Finance issues
- Under *ERP Application Problem Area*, select appropriate functional area or group, **for example**:
 - **Procurement (Contract Creation)**
 - **Accounts Payable (Invoice submissions)**
- Enter Description of Problem and Identify any Error Messages (as applicable)
- Add Attachment (as applicable)

Appendix



Additional ERP
error messages