

ERP APPLICATION QUICK CARDS

REFERENCE MODULE

Department of Information Communication
And Technology

Africa Reinsurance Corp.

TABLE OF CONTENTS

| | |
|--|-----------|
| REFERENCES | 2 |
| A. Profit centers | 2 |
| B. Expense category codes | 2 |
| C. Steps to Run Payroll..... | 2 |
| D. Defining Receivables Activities..... | 3 |
| E. How to resolve a stuck workflow | 4 |
| F. Default Username | 4 |
| G. Locked Account | 4 |
| H. Payroll..... | 4 |
| I. En dating | 5 |
| J. Standard Responsibilities for new staff | 5 |
| K. Standard mails to all new staffs | 6 |
| L. Unable to Authenticate or Login | 7 |
| M. Changing or Resetting Passwords..... | 7 |
| N. Work flow mailer troubleshooter Guide and Key Points..... | 7 |
| i. Workflow Mailer Notification via email | 7 |
| ii. Workflow Background process | 8 |
| iii. Notification Mailers..... | 10 |
| iv. Workflow Notifications not getting triggered:..... | 11 |
| v. Failed Notifications | 11 |
| vi. Debugging steps if Workflow errors out..... | 12 |
| vii. Check if the Workflow notification has been sent or not..... | 13 |
| viii. How to Resend OPEN, CANCELLED Workflow Notification mails | 13 |
| ix. Vacation Rules: | 14 |
| x. FYI Notifications are Autoclosed | 14 |
| xi. Metalink References | 14 |

REFERENCES

A. Profit centers

| | |
|-------|-----------------------------|
| EAR | East Africa (Nairobi) |
| NAR | North Africa (Casablanca) |
| ARSCA | South Africa (Johannesburg) |
| WES | West Africa (Lagos) |
| CAR | Central Africa (Abidjan) |
| EGY | Cairo |
| MAU | Mauritius |

B. I expense category codes

| CODES | I EXPENSE CATEGORY |
|--------------|---------------------------|
| 10040 | Education tertiary |
| 10063 | Education secondary |
| 10064 | Education primary |
| 10060 | Medical mat local |
| 10061 | Medical mat abroad |
| 10041 | Medical optical |
| 10240 | Medical dentist |
| 10241 | Medical general |
| 10451 | Optical general |
| 10452 | Medical mission |
| 10453 | Medical comp |

C. Steps to Run Payroll

| S.No | Detail | Reports |
|-------------|-------------------------|---|
| 1 | Payroll Run | Justification to confirm elements captured as expected. |
| 2. | Prepayments | Bank Summary |
| 3. | Direct Deposit | |
| 4. | Costing | Costing Detail and Costing Summary |
| 5. | Costing of Payment | |
| 6. | Transfer to GL | |
| 7. | Import Payroll Journals | GL Responsibility>> Import Journals>> choose source payroll |

| | | |
|---|----------------------------------|--|
| 8 | Review created journals and post | |
|---|----------------------------------|--|

D. Defining Receivables Activities

Receivable Activities are used when inputting miscellaneous receipts. They provide accounting information for monies received that don't relate to invoices or to account customers.

Responsibilities: AR Supervisor or AR Manager

Navigate: Set up → Receivable Activities

Enter the following values

Operating Unit: Cambridge University (defaults in).

Name: **Prefix** with your two letter department code followed by hyphen and name of the activity you are creating.

Description: Free text field, **enter** details of the activity you are creating.

Type: Click on the arrow and select **Miscellaneous Cash**.

GL Account Source: Activity GL Account defaults in. However, if you require the income to be split to more than one distribution code refer to guidance on Distribution set.

Activity GL Account: Populate the Distribution code you wish the income to go to by **clicking** on the list of values.

Asset Tax Rate Code: Select the appropriate tax code for the activity from the list of values.

Liability Tax Rate Code: Select the same code as the asset tax rate but it will appear as a credit.

Once all the details have been populated **save** your work and the activity is ready to be used with your miscellaneous receipts.

E. How to resolve a stuck workflow

Responsibilities: System Administrator

Navigate: System Administrator → Administrator workflow → Workflow → Notification → Status Monitor

Workflow Search Results:

| Select | Status | Workflow Type | Item Key | Process Name | User Key | Owned By | Started | Completed | Child Workflows |
|----------------------------------|----------|------------------|--|---------------------------------------|------------|------------------|----------------------|----------------------|-----------------|
| <input type="radio"/> | Complete | HR | 20436 | Self Service Generic Approval Process | | PENDA, Alexandre | 17-Jan-2019 08:44:08 | 25-Jan-2019 17:43:39 | |
| <input checked="" type="radio"/> | Active | Expenses | 575304 | AP Standard Expense Report Process | OIE-575304 | PENDA, Alexandre | 14-Jan-2019 11:24:19 | | |
| <input type="radio"/> | Complete | Expense Receipts | 571312:receipts.aborted:14-JAN-2019 10:53:41 | Receipts Aborted Process | OIE-571312 | PENDA, Alexandre | 14-Jan-2019 10:53:41 | 14-Jan-2019 10:53:41 | |
| <input type="radio"/> | Complete | Expense Receipts | 571312:receipts.aborted:09-JAN-2019 02:25:26 | Receipts Aborted Process | OIE-571312 | PENDA, Alexandre | 09-Jan-2019 14:25:26 | 09-Jan-2019 14:25:26 | |
| <input checked="" type="radio"/> | Active | Expenses | 570299 | AP Standard Expense Report Process | OIE-570299 | PENDA, Alexandre | 03-Jan-2019 13:03:15 | | |

F. Default Username

The default user name of any user is the **(lastname.firstname)** of that user. This knowledge could be useful, when a user forgets his/her User name.

Example.

Abraham.charles

G. Locked Account

This occurs, when the user, repeatedly inputs the incorrect login details three (3) times. The accounts is automatically locked.

H. Payroll

Process for creating Reports

- Creation to reports
- Formula for elements to show up on reports

I. En dating

J. Standard Responsibilities for new staff

Please **note** the standard responsibilities for new staff. Kindly **correct** any you have done in the past.

The screenshot shows a 'Users' window with the following fields:

- User Name: MACHIRI.PAMELA
- Password: [Empty]
- Description: [Empty]
- Status: Active
- Password Expiration: ☒ Days (90), ☐ Accesses, ☐ None
- Person: MACHIRI, Mrs. Pamela Tafadzwa Simo
- Customer: [Empty]
- Supplier: [Empty]
- E-Mail: machiri.pamela@africa-re.com
- Fax: [Empty]
- Effective Dates: From 30-NOV-2018, To [Empty]

Below these fields are three tabs: Direct Responsibilities, Indirect Responsibilities, and Securing Attributes. The 'Direct Responsibilities' tab is active, showing a table of responsibilities.

| Responsibility | Application | Description | Security Group | Effective Dates From | Effective Dates To |
|----------------------------|---------------------|-------------|----------------|----------------------|--------------------|
| iRecruitment Employee Cand | Human Resources | | Standard | 17-JAN-2019 | 18-JAN-2019 |
| ARC Employee Self Service | Human Resources | | Standard | 17-JAN-2019 | |
| ARC Internet Expense MAU | Payables | | Standard | 18-JAN-2019 | |
| ARC Move Order MAU | Inventory | | Standard | 18-JAN-2019 | |
| ARC Learner Self-Service | Learning Management | | Standard | 18-JAN-2019 | |

K. Standard mails to all new staffs

Good afternoon Mr. Tennick,

Welcome to Africa Re.

Your login details for the ERP application are as follows:

Username: **TENNICK.ANDY**

Password: **oracle123** (all small caps)

Link: <http://lagerpapp.arc.local:8010>

You will be required to change your password immediately you login.

Please do not hesitate to contact Lincoln or Samantha if you require any assistance.

Regards,

Oluwatoyin AROWOLO | Manager ICT



African Reinsurance Corporation

Société Africaine de Réassurance

Plot 1679 Karimu Kotun Street, Victoria Island, P.M.B.12765 Lagos, Nigeria

M: + 234 (0) 807 717 4234 | **T:** + 234 (1) 280 09 24-5 / + 234 (1) 461 68 20/ + 234 (1) 461 68 28 | **F:** + 234 (1) 280 0074 | **Web Site:** www.africa-re.com

Financial Strength and Credit Ratings: **A.M. Best Company : A (Excellent / Stable Outlook) | Standard & Poor's : A- (Strong / Stable Outlook)**

Established in 1976 by 36 member States of the African Union and the African Development Bank Group (AfDB), The African Reinsurance Corporation (AFRICA RE), the leading reinsurance company in Africa and the Middle East, is a pan-African financial institution whose shareholding is split between African (75%) and Non-African (25%) investors. African shareholding comprises 41 African states, the AfDB and more than 100 African insurance/reinsurance companies from the 41 member countries. Headquartered in Lagos (Nigeria), Africa Re has a continental network of regional and local offices in Lagos (Nigeria), Casablanca (Morocco), Nairobi (Kenya), Abidjan (Côte d'Ivoire), Ebène (Mauritius), Cairo (Egypt) and Addis Ababa (Ethiopia) as well as two subsidiaries: Africa Re (South Africa) Ltd in Johannesburg and Africa Retakaful Ltd in Cairo (Egypt).

L. Unable to Authenticate or Login

Clear the cache and **restart** the ERP.

M. Changing or Resetting Passwords

Navigation: Home

Once logged in, at the top right corner of the screen, **select 'Preferences'**.

Scroll down to **'Change Password'**.

Then **fill** in the necessary details

The screenshot shows the 'General Preferences' window with the 'Change Password' section active. The 'Known As' field contains 'ICT Intern'. The 'Old Password', 'New Password', and 'Repeat Password' fields are empty. A tip at the bottom states: 'Please enter your old and new passwords. Passwords are case sensitive.' The window also shows other sections: 'Languages' (Current and Default Session Language set to American English), 'Accessibility' (Accessibility Features set to None), and 'Regional' (Territory set to United States, Date Format set to dd-MMM-yyyy (08-Feb-2019), Timezone, Number Format set to 10,000.00, Currency, and Client Character Encoding set to Western European (Windows)). Buttons for 'Cancel', 'Reset to Default', and 'Apply' are in the top right corner.

Click on the **Apply** button

N. Work flow mailer troubleshooter Guide and Key Points

Oracle Workflow

- Oracle workflow is used to integrate ERP business processes into Oracle applications.
- Oracle workflow is a solution for integrating complete end-to-end business process in ERP.
- Oracle workflow allows people send/receive emails or notifications for approval.

i. Workflow Mailer Notification via email

The following are the **key points** that need to be taken care of if workflow emails are not received for the particular notification:

1. A valid email address should be set for the recipient, for whom the email notification has to be received.
2. The notification preference of the recipient must be '**MAILHTML**' i.e '**HTML Mail with attachments**', you can set the same from preferences section once the user login.

The screenshot displays a user's account settings interface. At the top, there are several configuration options: Date Format (dd-MMM-yyyy), Timezone, Number Format (10,000.00), Currency, and Client Character Encoding (Western European (Windows)). Below this is the 'Change Password' section, which includes a 'Known As' field (Nalini.Balakrishnamurthy) and three password fields (Old Password, New Password, Repeat Password). A tip indicates that passwords are case sensitive. The 'Start Page' section features a 'Responsibility' dropdown menu. The 'Notifications' section shows the 'Email Style' set to 'Disabled', with a yellow arrow pointing to it. A note below states that notifications will be sent in the user's current default language, American English. The bottom section is titled 'Single Sign-On Account Settings' and contains an 'Account Settings' button.

3. You can check the notification preference and email address details from wf_local_roles/wf_roles tables.
4. The workflow notification Mailer should be up and running (Outbound thread count should ≥ 1 and Inbound thread count = 1)

ii. Workflow Background process

- Workflow Background process is the standard concurrent program which should be scheduled for every 10 minutes with the following parameters:
- Y,N,N
- N,Y,N
- N,N,Y

File Edit View Folder Tools Window Help

Concurrent Programs

Program Workflow Background Process ☒ Enabled

Short Name FNDWFBG

Application Application Object Library

Description Workflow background process for deferred and timeout activities

Executable

Name FNDWFBG Options

Method PL/SQL Stored Procedure

Concurrent Program Parameters

Program Workflow Background Process

Application Application Object Library

Conflicts Domain Security Group

| Seq | Parameter | Description | Enabled |
|-----|-------------------|---|-------------------------------------|
| 1 | Item Type | Item type to process (blank for all item types) | <input checked="" type="checkbox"/> |
| 2 | Minimum Threshold | Minimum cost activity to run | <input checked="" type="checkbox"/> |
| 3 | Maximum Threshold | Maximum cost activity to run | <input checked="" type="checkbox"/> |
| 4 | Process Deferred | Run deferred activities | <input checked="" type="checkbox"/> |

Validation

Value Set FND_WF_ITEM_TYPES Description Workflow Item Types

Default Type

☐ Required ☐ Enable Security

Default Value

Range

☒ Display

Display Size 30 Description Size 50

File Edit View Folder Tools Window Help

Submit Request

Run this Request...

Copy...

Name Workflow Background Process

Operating Unit

Parameters

Language American English

At these Times...

Run the Job As Soon as Possible

Upon Completion...

☒ Save all Output Files

Layout

Notify

Print to noprint

Help (C)

Submit Cancel Open

Parameters

Item Type

Minimum Threshold

Maximum Threshold

Process Deferred

Process Timeout

Process Stuck

OK Cancel Clear Help

iii. Notification Mailers

- **Check** if all the agent listeners are up and running as shown below:
- **Navigation Path:**
 - **Go to 'Workflow Administrator Web Applications'** responsibility and **click on 'Workflow Manager'** as shown below.

Notification Mailers, Agent Listeners, Background Engines etc., should be up and running

The screenshot displays the 'Workflow System: DEV' dashboard. At the top, it shows 'Last Updated: 07-Mar-2016 03:39:13'. Below this, there are status indicators for 'Notification Mailers' (Unavailable), 'Agent Listeners' (Up), and 'Service Components' (Up). To the right, 'Background Engines' are listed as 'Up', 'Purge' as 'Up', and 'Control Queue Cleanup' as 'Up'. A 'Submit Request F' button is visible. Below the status indicators is a section for 'Related Database Parameters' with a table listing parameters like 'job_queue_processes' and 'aq_tm_processes'. At the bottom, there is a 'Workflow Metrics' section.

| Parameter Name | Parameter Value | Recommended Value | Description |
|---------------------|-----------------|-------------------|---|
| job_queue_processes | 2 | 10 | maximum number of job queue slave processes |
| aq_tm_processes | 1 | >= 1 | number of AQ Time Managers to start |

The cause of the workflow issue can be workflow not running or Notifications not being fired.

- If the workflow process is not getting initiated, get the **workflow name** and **item key**. Item key is a key to identify the workflow instances
- Eg: item key examples

1. PO Approval Workflow

- **SELECT** wf_item_key **FROM** po_headers_all
- **WHERE** segment1 = :po_number
- **AND** org_id = :organization_id ;

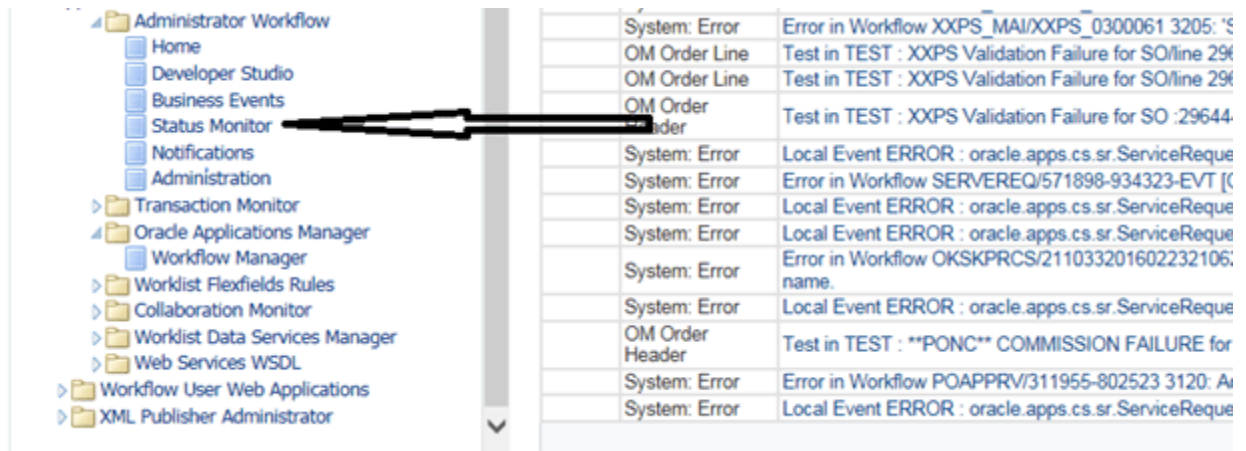
2. Requisition Workflow –

- **SELECT** wf_item_key **FROM** po_requisition_headers_all
- **WHERE** segment1 = :requisition_number
- **AND** org_id = :organization_id
- With the workflow name and the item key for the workflow which is failed, follow the below steps:

Go to workflow status monitor

Enter the Workflow type and Item key of the workflow

- Status of each workflow can be of Active/Error/Complete/Deferred



iv. Workflow Notifications not getting triggered:

- All the oracle workflow notifications are stored in the WF_NOTIFICATIONS table.
 - SELECT * FROM WF_Notifications WHERE** notification_id = :notification_id and item_key = :item_key(po_header_id or requisition_header_id);
 - Mail_status:**
 - Sent:** – Mails are successfully sent to the recipients.
 - Error:** – Mails are not delivered to the recipient due to invalid email address.
 - Status:**
 - Open:** – Mails are sent to the recipient, but the user not read the email.
 - Closed:** – Mail has been viewed by the recipient.
 - Error:** – Mail server is not able to deliver the message.
 - Cancelled** :- Workflow got cancelled
 - Timeout** :- Notification got timed out
- v. Failed Notifications
- If notifications are not received, **check** if record exists in wf_notifications table.
 - SELECT * FROM wf_notifications WHERE** item_key = (Item key from status monitor window). **Check** the status and recipient_role values.

- c. Mail_status of the notifications should be '**SENT**' for all open notifications. If notification is closed, Mail_Status will be **null**.
- d. Recipient_role should be approver name.
- e. To update the notification_preference from backend.
- f. **UPDATE** wf_local_roles set notification_preference = '**MAILHTML**' **WHERE** name = '**ASECO.DAVID**'

Tips:

- g. **Clear** the cache always if the notifications listed in the notification work list were not able to open.
- h. **Set** the workflow Administrator privilege to **"**"** from sys admin login to view all the workflow status diagrams of all the workflows owned by other users.

vi. Debugging steps if Workflow errors out

- **Login** a User (with Workflow Administrator responsibility)
- Workflow Administrator -> Administrator Workflow -> Status Monitor-> Enter Type Internal Name (**,POAPPRV, REQAPPRV, XXEFTPYM**)-> Go
- List of workflows will be displayed. **Select** the workflow with respective to Payment batch id.
- **Click** status diagram/Activity History button. Errors can be listed out on the particular activity if any

Monitor Search

Workflows

Search

Personalize "Search"
Select "Show More Search Options" to search for workflows by activity characteristics.

Workflow Type Item Key

Type Internal Name User Key

Workflow Owned By * Workflow Status

* Workflow Started

> Show More Search Options

Results: Workflows

Personalize "Workflow Monitor Results Text"
To view or administer a workflow, select "Activity History". Select "Participant Responses" to view comments and other information gathered for closed, response-required notifications.

☒ TIP Workflow histories are periodically purged from the system and may no longer be available for review.

Select Workflow and View... **Activity History** Status Diagram Participant Responses Workflow Details

| Select | Status | Workflow Type | Item Key | Process Name | User Key | Owned By | Started | Completed | Child Workflows |
|----------------------------------|-----------|---------------|----------------|---------------------------|----------|------------------------|----------------------|----------------------|-----------------|
| <input checked="" type="radio"/> | Complete | Requisition | 360778-786607 | Main Requisition Approval | 332320 | THORPE, MICHAEL | 11-Sep-2015 16:18:01 | 11-Sep-2015 21:18:36 | ... |
| <input type="radio"/> | Cancelled | Requisition | 344315-655350 | Main Requisition Approval | 315982 | ROSALLES, RODOLFO | 28-Apr-2015 14:56:40 | 19-Aug-2015 14:40:12 | ... |
| <input type="radio"/> | Error | Requisition | 274423-621485 | Main Requisition Approval | 246558 | RODRIGUEZ, CHRISTOPHER | 20-Mar-2015 12:58:11 | | ... |
| <input type="radio"/> | Cancelled | Requisition | 323605-490110 | Main Requisition Approval | 295425 | GARCIA, ALLEN | 22-Oct-2014 20:31:53 | 23-Oct-2014 14:22:13 | ... |
| <input type="radio"/> | Cancelled | Requisition | 323603-490109 | Main Requisition Approval | 295423 | CHAPA, RICHARD | 22-Oct-2014 20:31:20 | 22-Oct-2014 20:39:15 | ... |
| <input type="radio"/> | Cancelled | Requisition | 323604-490108 | Main Requisition Approval | 295424 | LAUGHLIN, TERRI | 22-Oct-2014 20:28:47 | 22-Oct-2014 20:49:50 | ... |
| <input type="radio"/> | Active | Requisition | 365441-5435515 | Main Requisition Approval | 332685 | WAMPTON, DAVID | 13-Mar-2013 19:05:36 | | ... |

vii. Check if the Workflow notification has been sent or not

- **SELECT** mail_status, status **FROM** wf_notifications **WHERE** notification_id= :notification_id
- If mail_status is **MAIL**, it means the email delivery is pending for workflow mailer to send the email notification
- If mail_status is **SENT**, it means workflow mailer has sent email
- If mail_status is **Null** and status is **OPEN**, then no need to send email as notification preference of user is **"Don't send email"**
- Notification preference of user can be set by user by logging in application -> **click** on preference -> the notification preference

viii. How to Resend OPEN, CANCELLED Workflow Notification mails

- Many notification mailers stuck in the mailer queue (status=**'OPEN'** and mail_status=**'MAIL'**)
- SQL> **SELECT COUNT(*) FROM** wf_notifications **WHERE** status=**'OPEN'** and mail_status=**'MAIL'**;
- **SELECT** notification_id, status, mail_status, subject, **FROM** user, begin_date **FROM** WF_NOTIFICATIONS **WHERE** status = **'OPEN'** and mail_status = **'MAIL'**;
- Oracle Workflows notifications cannot be sent due to mail server problems, network problems
- We can resend the notifications by doing the following:

1) Stop workflow mailer

2) Cd \$FND_TOP/patch/115/sql

3) Sqlplus APPS/<pwd> @wfntfqup.sql APPS <pwd> APPLSYS

4) Start workflow mailer and monitor the queue

```
appldev@sta-oas-0005:/appl/dev/fs2/EBApps/appl/fnd/12.0.0/patch/115/sql
login as: appldev
appldev@sta-oas-0005.puffer.com's password:
Last login: Mon Apr  4 05:52:47 2016 from 10.211.192.10

*****
          Authorized Use Only.
Use of This System Constitutes Consent of Security
Testing And Monitoring, Unauthorized Use Could
Result In Criminal Prosecution.
*****

E-Business Suite Environment Information
-----
RUN File System       : /appl/dev/fs2/EBApps/appl
PATCH File System    : /appl/dev/fs1/EBApps/appl
Non-Edited File System : /appl/dev/fs_ne

DB Host: sta-oas-0004.puffer.com  Service/SID: DEV

Sourcing the RUN File System ...

A VNC server is already running as :0
DISPLAY is set to sta-oas-0005:0.0
access control disabled, clients can connect from any host
[appldev@sta-oas-0005 ~]$ cd $FND_TOP/patch/115/sqlcd $FND_TOP/patch/115/sql^C
[appldev@sta-oas-0005 ~]$ cd $FND_TOP/patch/115/sql
[appldev@sta-oas-0005 sql]$ sqlplus APPS/apps @wntfqup.sql APPS apps APPLSYS
```

ix. Vacation Rules:

- Vacation rules handle notifications automatically when the users are not available or on vacation/leave to manage their notifications personally. These rules are defined by the user according to the item type for the particular notification. In Oracle Applications, we can control what item types are available for vacation rules using the WF: Routing Rule Item Types lookup type and the WF: Vacation Rules – Allow All profile option.

Note – If the reassign button is hidden from the notifications tab, then vacation rule will not function.

x. FYI Notifications are Auto closed

- If FYI notifications for Approve/Reject has been autoclosed, then Auto close FYI Flag in workflow notification mailer should be set to “N”

xi. Metalink References

Note: 1054215.1 – How to Check if the Workflow Mailer is running

Note: 415516.1 – How to Check Whether Notification Mailer is Working or Not

Note: 831982.1 – 11i/R12 – A guide for troubleshooting Workflow Notification Emails – Inbound and Outbound

Note: 1012344.7 – Notifications Not Being Sent In Workflow

Note: 560472.1 – Workflow Mailers Not Sending Notifications