ERP APPLICATION QUICK CARDS

REFERENCE MODULE

**Department of Information Communication
And Technology**

Africa Reinsurance Corp.

TABLE OF CONTENTS

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

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

i. Creation to reports   ii. 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.

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
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& Poor's : A- (Strong / Stable Outlook)
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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

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.

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

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)	☑
2	Minimum Threshold	Minimum cost activity to run	☑
3	Maximum Threshold	Maximum cost activity to run	☑
4	Process Deferred	Run deferred activities	☑

Validation

Value Set	FND_WF_ITEM_TYPES	Description	Workflow Item Types
Default Type		Default Value	
	☐ Required ☐ Enable Security	Range	▾

☑ Display

Display Size	30	Description Size	50

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

Parameters

Item Type	
Minimum Threshold	
Maximum Threshold	
Process Deferred	
Process Timeout	
Process Stuck	

[OK] [Cancel] [Clear] [Help]

[Help (C)]   [Submit]   [Cancel]

[Open]

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 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/Defferred
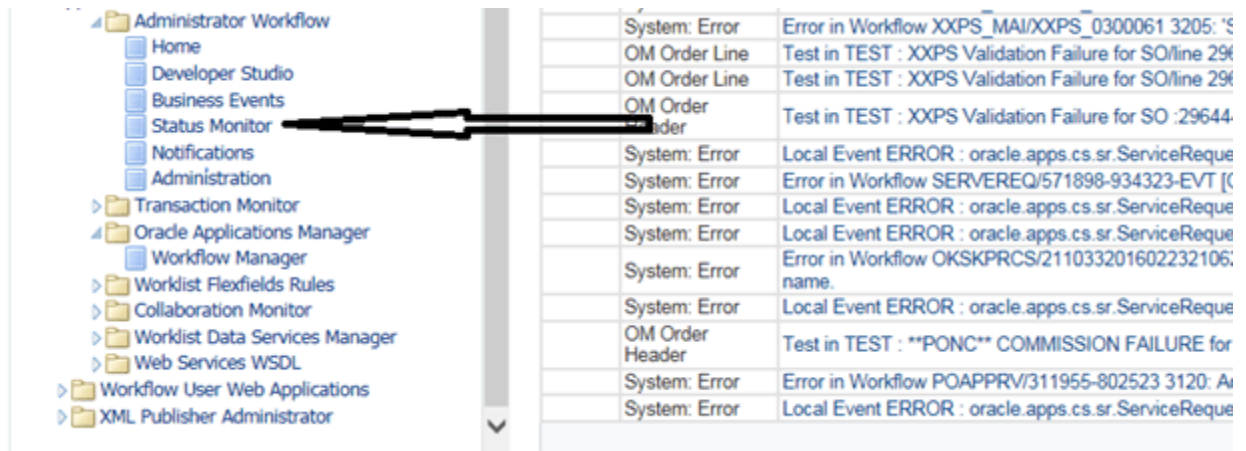
iv. **Workflow Notifications not getting triggered:**

    a. All the oracle workflow notifications are stored in the WF_NOTIFICATIONS table.

    b. **SELECT * FROM** WF_Notifications **WHERE** notification_id = :notification_id and item_key = :item_key(po_header_id or requisition_header_id);

    c. **Mail_status**:

        i. **Sent**: – Mails are successfully sent to the recipients.

        ii. **Error**: – Mails are not delivered to the recipient due to invalid email address.

    d. **Status:**

        i. **Open**: – Mails are sent to the recipient, but the user not read the email.

        ii. **Closed**: – Mail has been viewed by the recipient.

        iii. **Error**: – Mail server is not able to deliver the message.

        iv. **Cancelled** :- Workflow got cancelled

        v. **Timeout** :- Notification got timed out

v. Failed Notifications

    a. If notifications are not received, **check** if record exists in wf_notifications table.

    b. **SELECT * FROM** wf_notifications **WHERE** item_key = (Item key from status monitor windlow). **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

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**, its 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

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