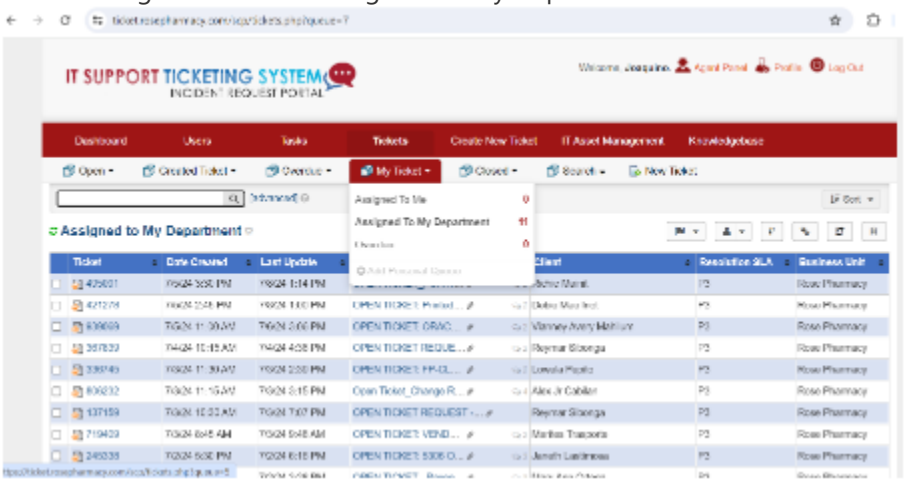
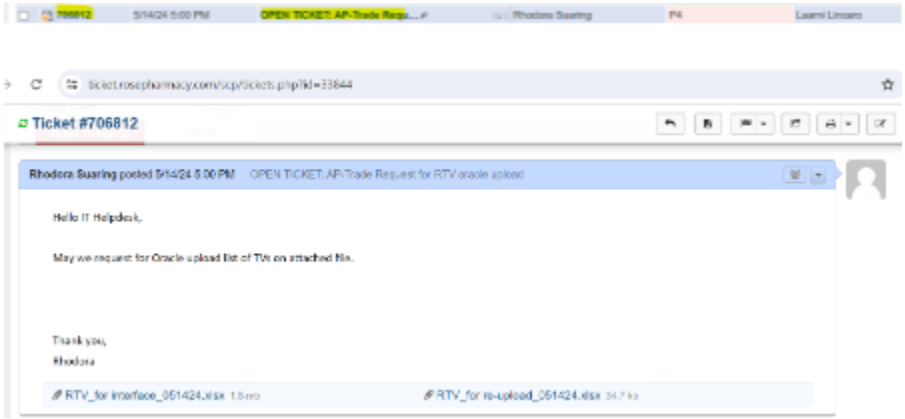
RTV Interface Process

1. **Purpose**
   - **1.1.** To have a standard navigational instruction to IT in the **RTV Interface Process.**
2. **Scope**
   - **2.1.** IT and AP Oracle users
3. **Implementing Guidelines**
   - **3.1.** Refer accounting manual for detailed policy.
4. **Navigation Procedures**

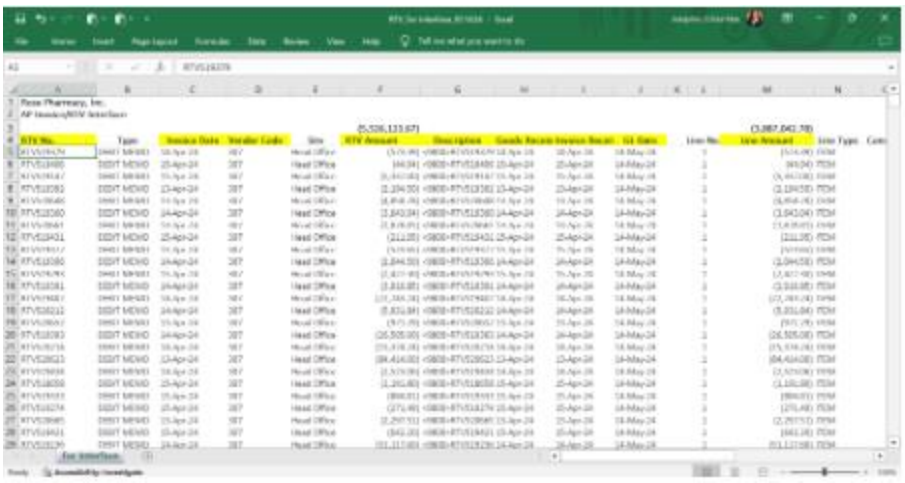
4.1. Go to IT Support Ticketing System Incident Request Portal for IT agents. Go to My Ticket > Assigned To Me or Assigned To My Department



4.2. AP department sends an open ticket to IT Helpdesk with the return-to-vendor (RTV) invoices file as attachment. Click Ticket number or Incident Description to open this ticket.



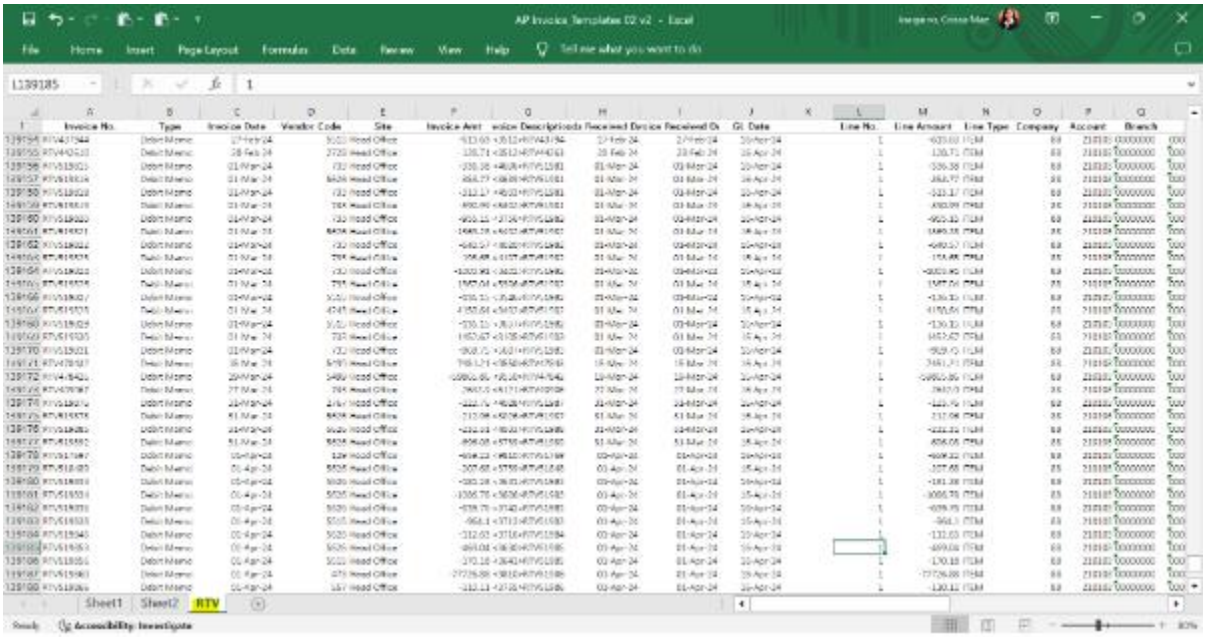
4.3. Download the Excel file, then open.

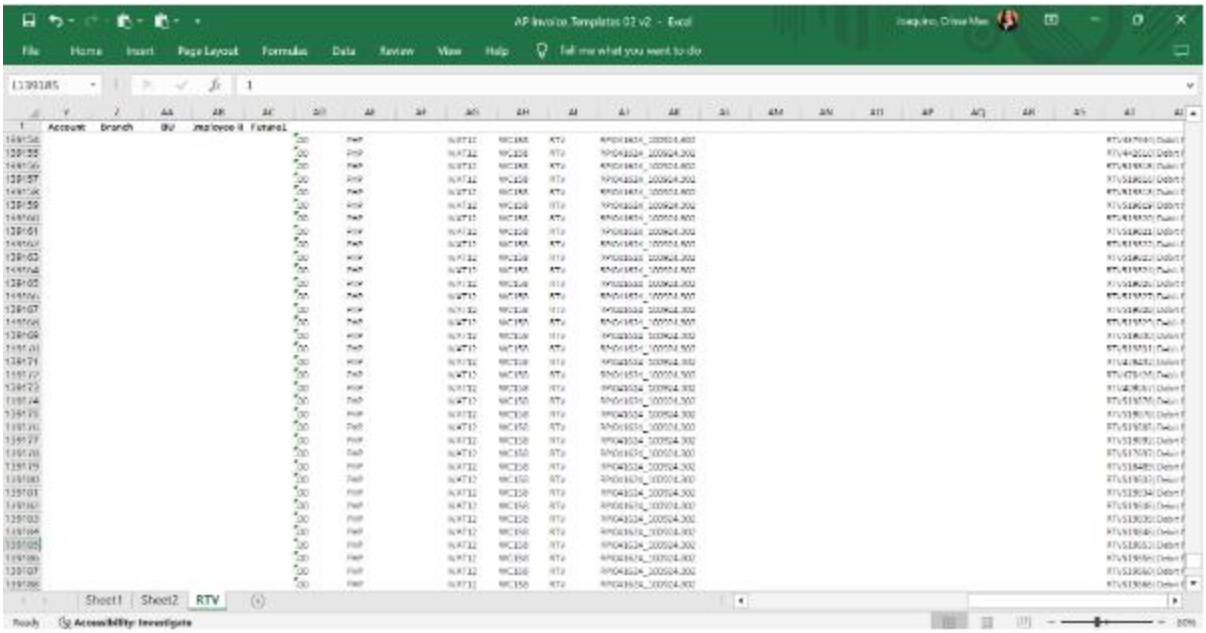


4.3.a. Validate file -

- Ensure that Invoice Date, Goods Received Date, Invoice Received Date and GL Date do not go beyond current open period; not future dated.
- Change DEBIT MEMO in Type to Debit Memo.
- Use =Trim() formula on the Header and Line Descriptions.
- Use =Round(amount,2) on the Header and Line Amounts (up to 2 decimal places only).
- Ensure that GL account combination is correct i.e. right amount of zeroes.
- Pay mode = RTV

4.4. Copy the RTV data to the RTV sheet in AP Invoices_Templates 02 v2. Follow the formatting of previous data.



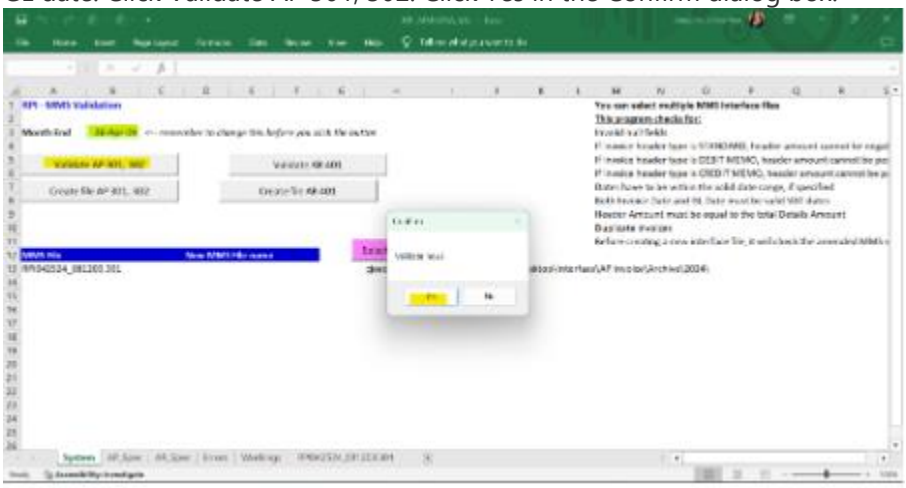


Create FILENAME based on RPI+date today (mmddyy)+ time (hrmnss).302. Copy concatenate formula from previous interface in the template.

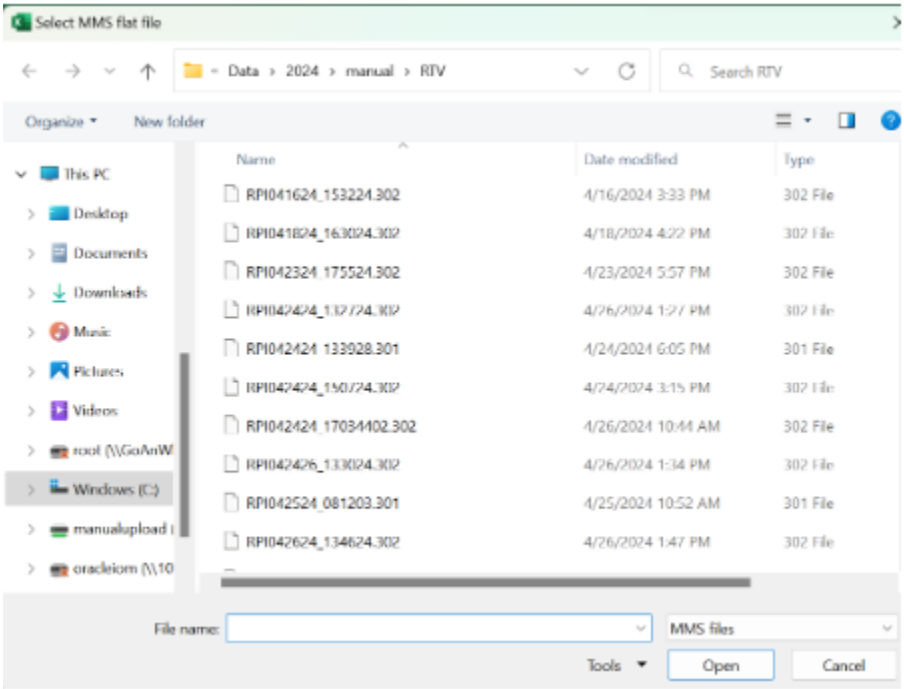
4.5. Copy the concatenated data from the Excel file to a .302 flat file in WinSCP. Save a copy in the local folder.

*Ensure that there are no special characters like Ñ, double space ( ), long dash (—), or space before vertical bar (|).

4.6. Validate .302 flat file using the RPI_MMSORA_VAL macro. Change date in Month End field to RTV GL date. Click Validate AP 301, 302. Click Yes in the Confirm dialog box.

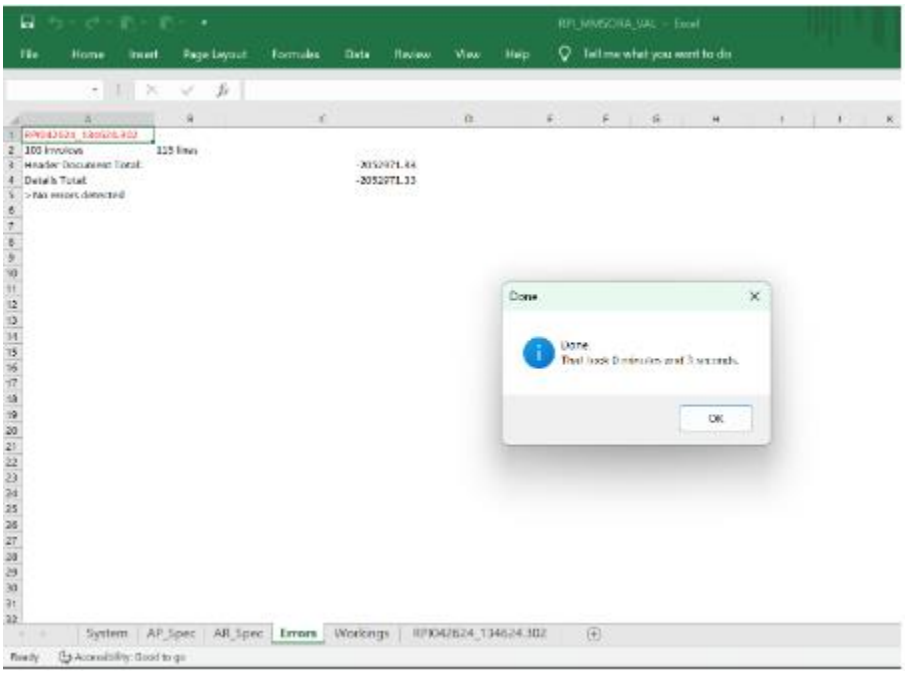


4.7. Find the .302 flat file in the local folders. Select the flat file and click Open.

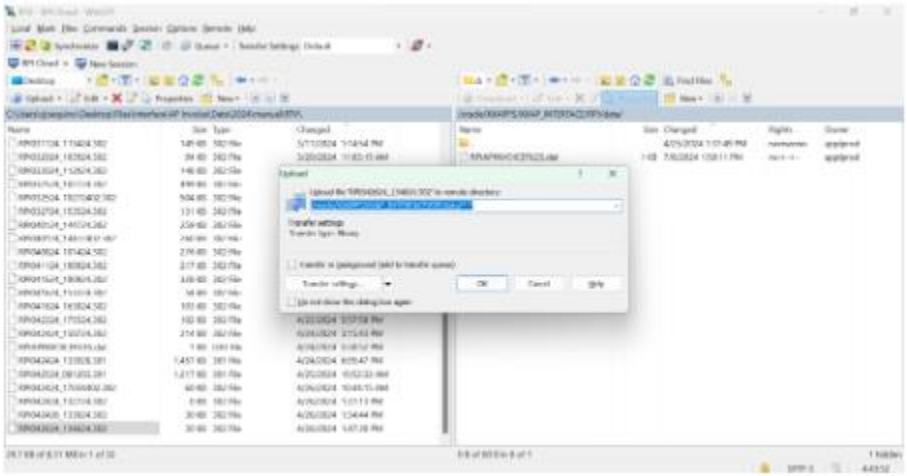


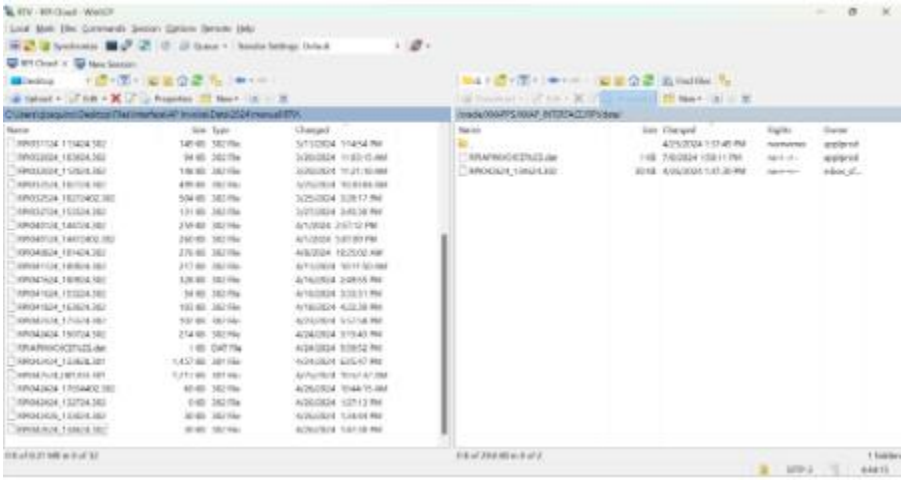
4.8. The Excel macro will run and validate the flat file for errors. Click OK.

- If there are errors like a difference in Header and Line amount, inform AP team so they could validate. Revise flat file data as needed.
- If there are no errors, proceed with AP interface.



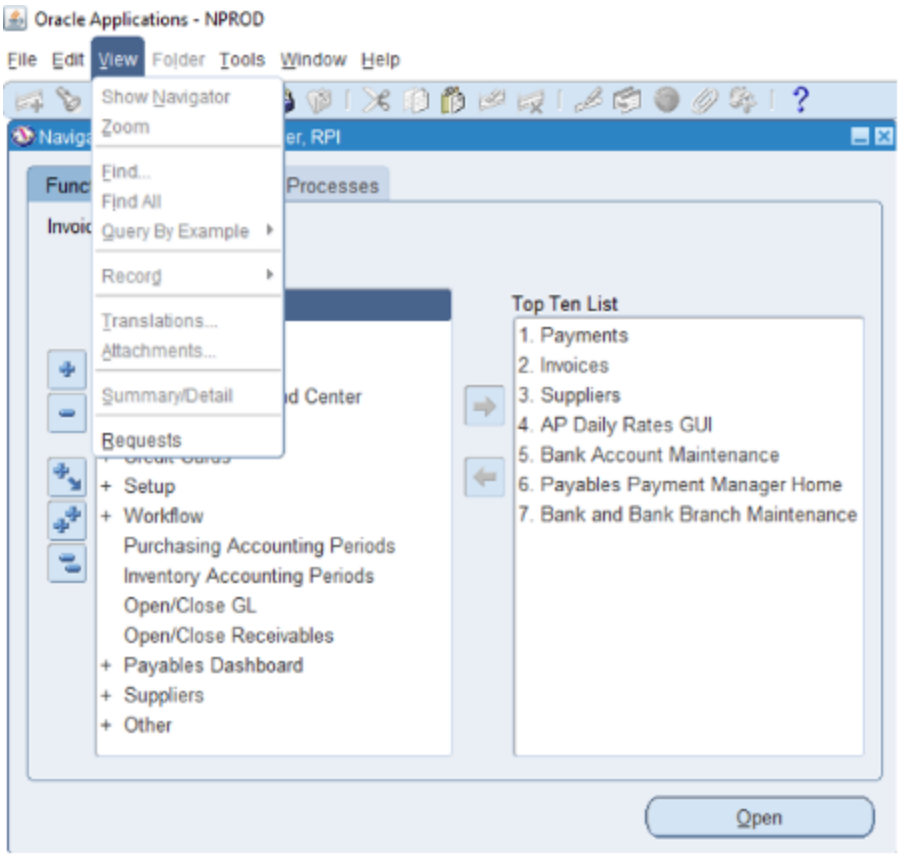
4.9. In WinSCP, transfer .302 flat file to file path /oracle/XXAPPS/XXAP_INTERFACE/RPI/data/ by clicking F5 in keyboard. Click OK.

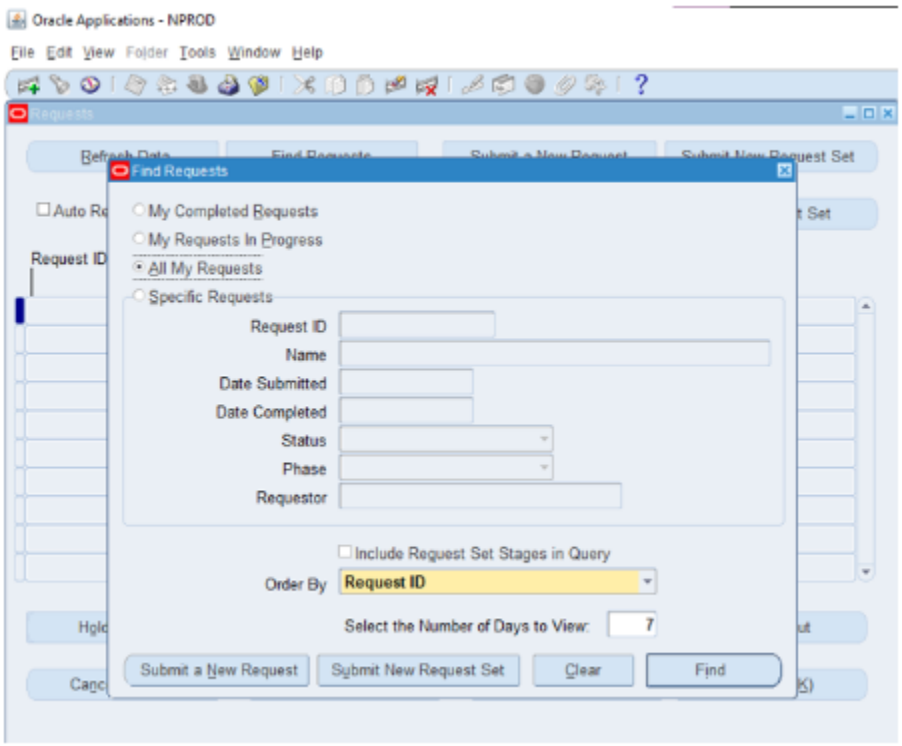




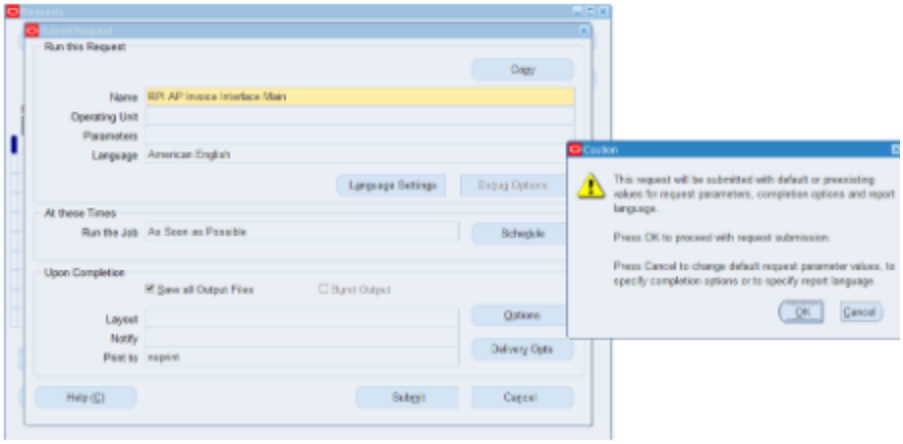
4.10. Click the Refresh button.

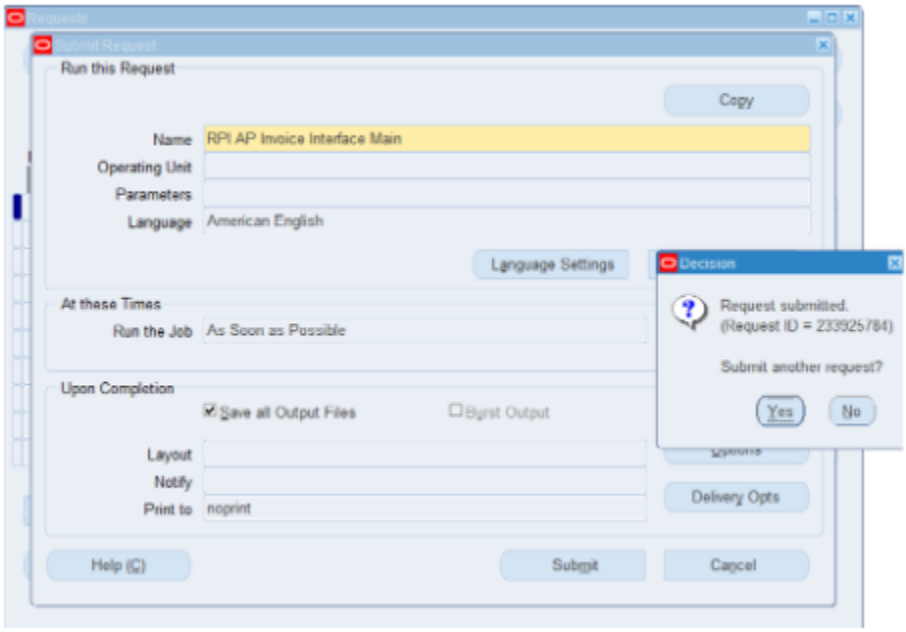
4.11. In Oracle, under the Payables module, click View, then Requests. Click Submit a New Request.



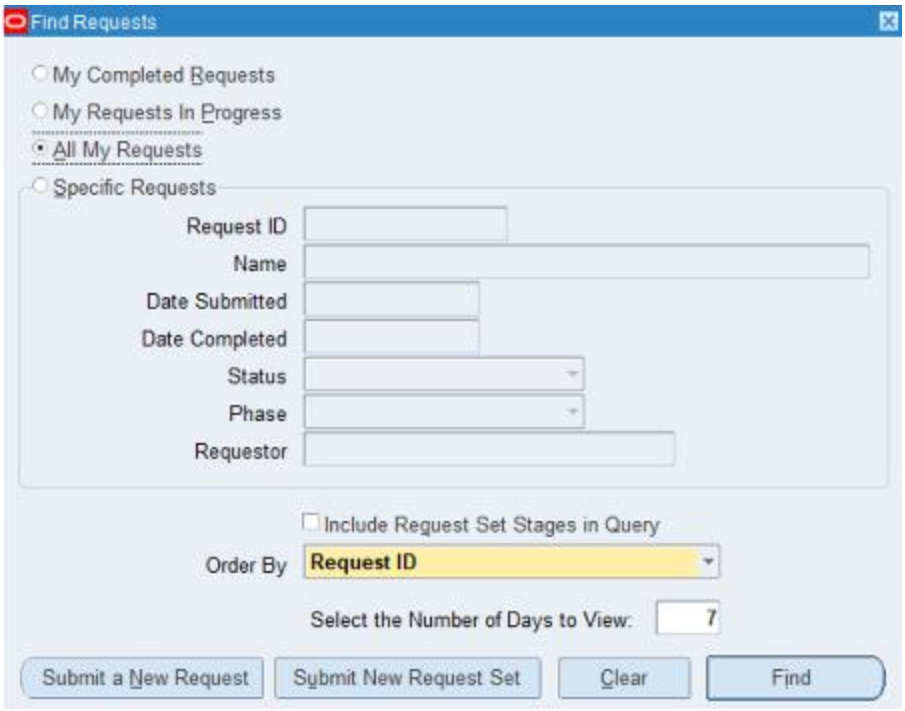


4.12. Under Submit Request, type RPI AP Invoice Interface Main. Click Submit and OK. Choose No for Submit another request.

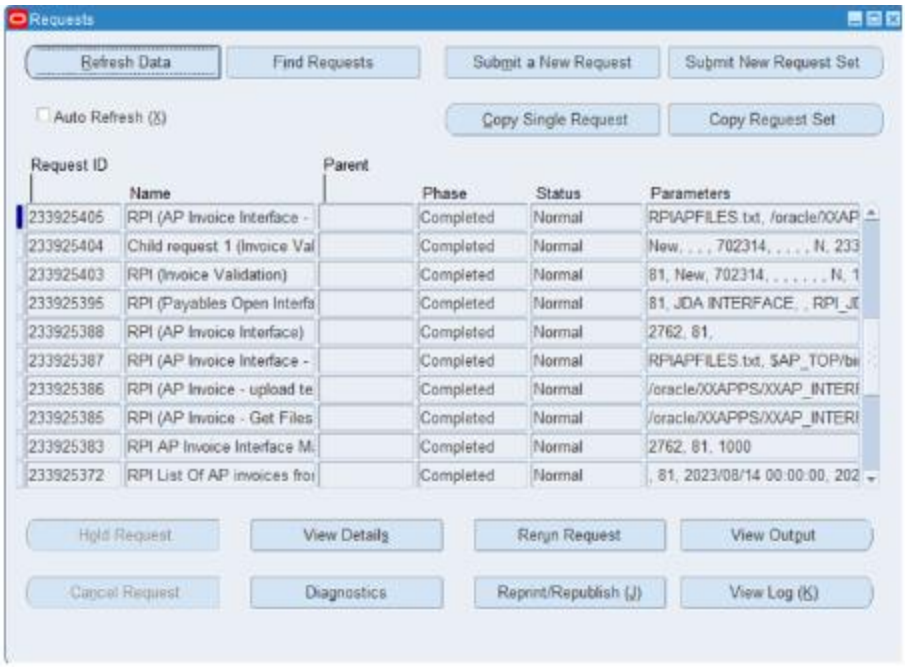




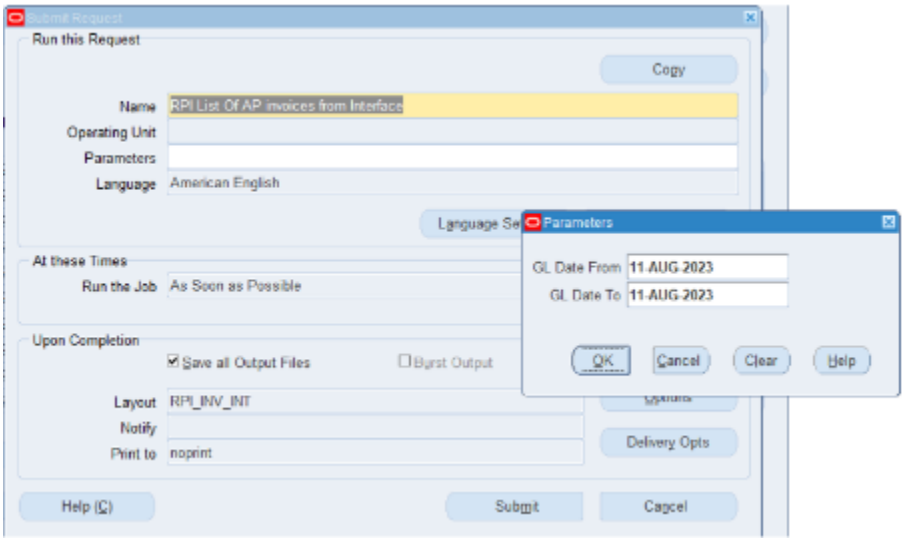
4.13. Click Find to view the running request.

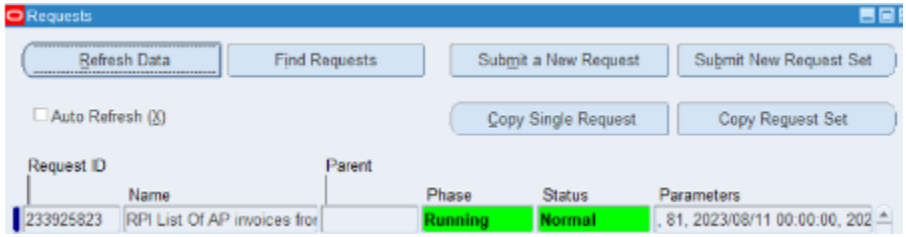


4.14. Once the program has finished running (Completed – Normal), click Submit a New Request to extract the uploaded data.

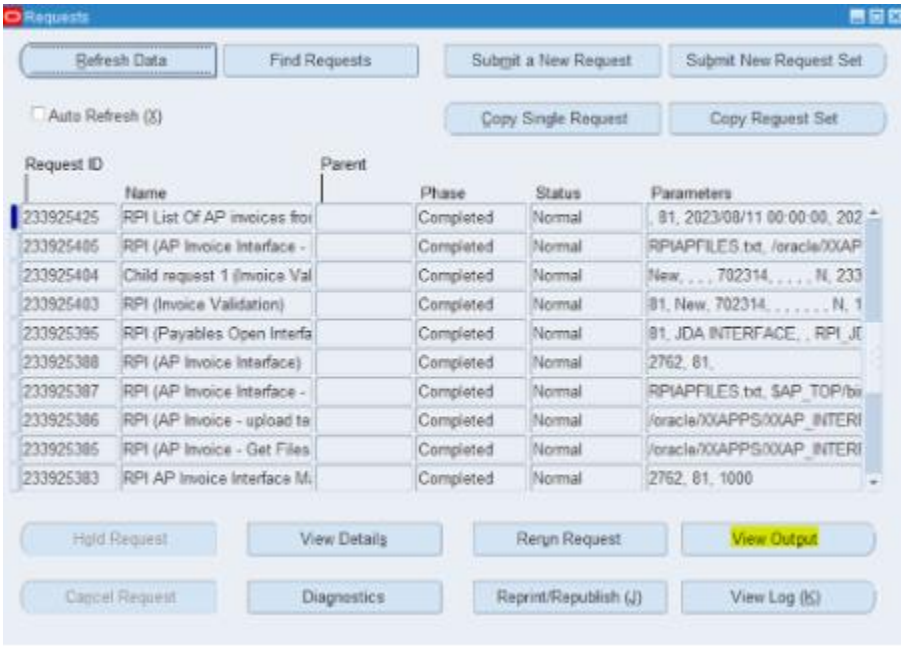


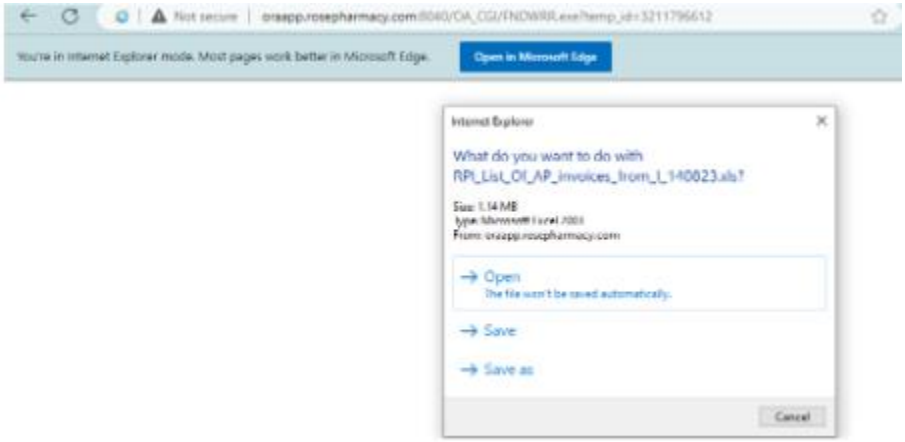
4.15. Submit request for RPI List Of AP invoices from Interface. Input GL date of uploaded data. Click OK, then Submit.



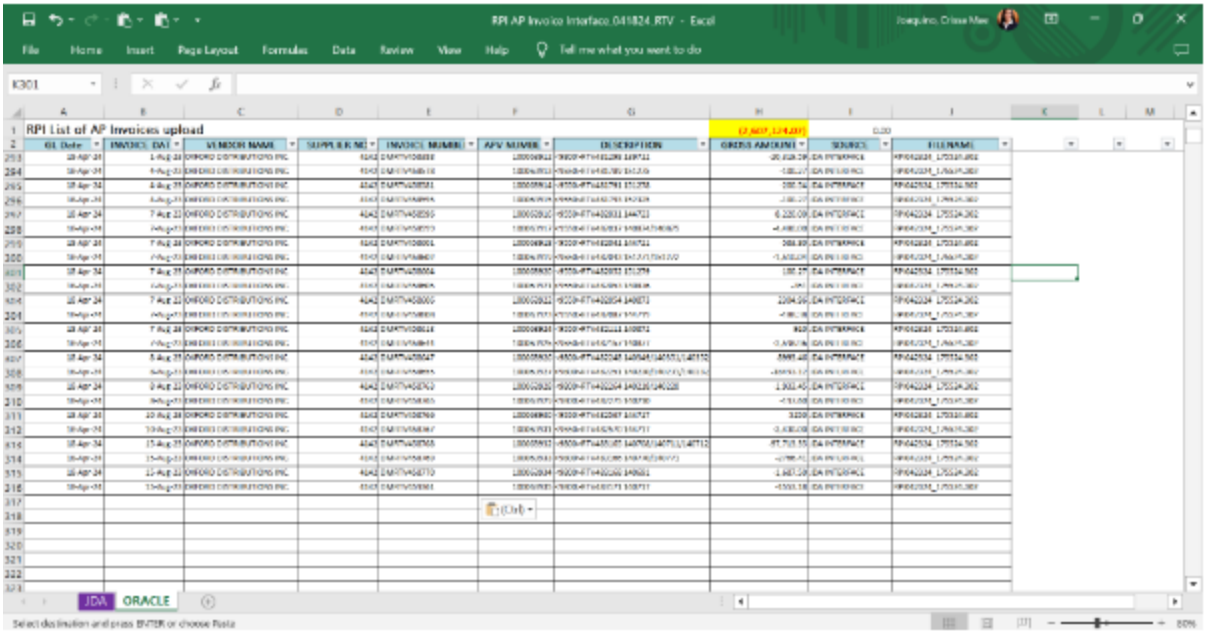


4.16. Click View Output. Redirected to browser, click Open.



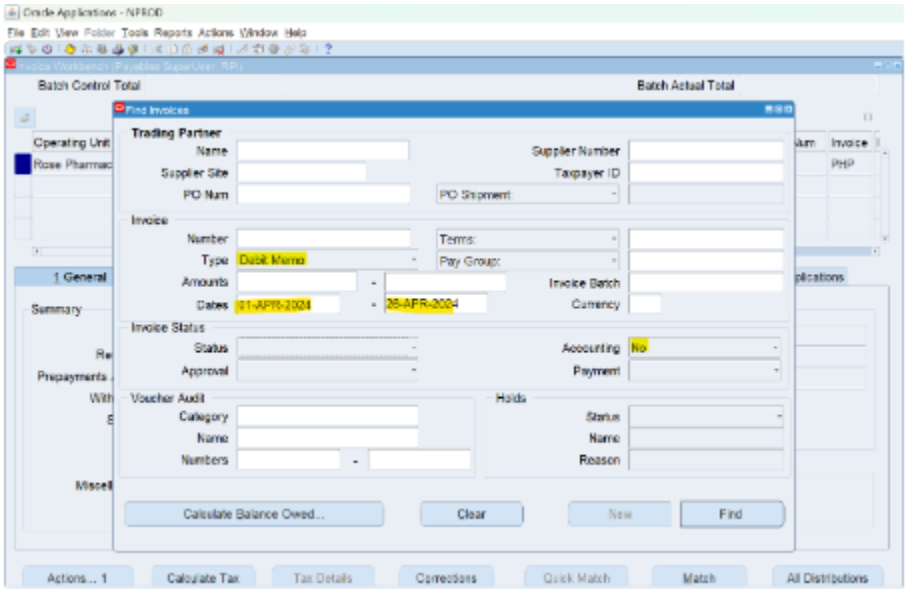


4.17. Check the uploaded data in the report and transfer to validation file to confirm if the data in the .302 flat file has been completely interfaced.

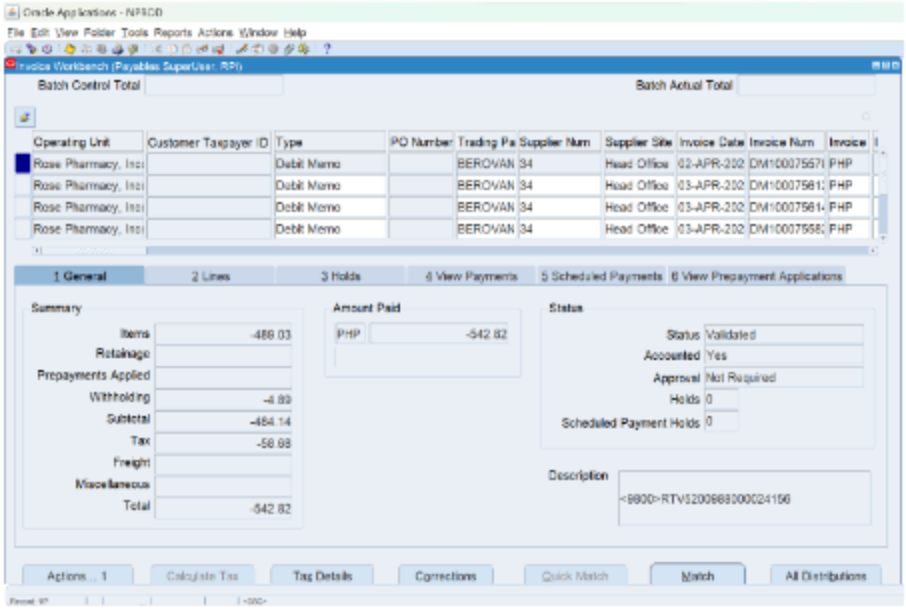


*JDA sheet = .302 flat file data
**Oracle sheet = uploaded data in Oracle
***JDA sheet amount = Oracle sheet amount

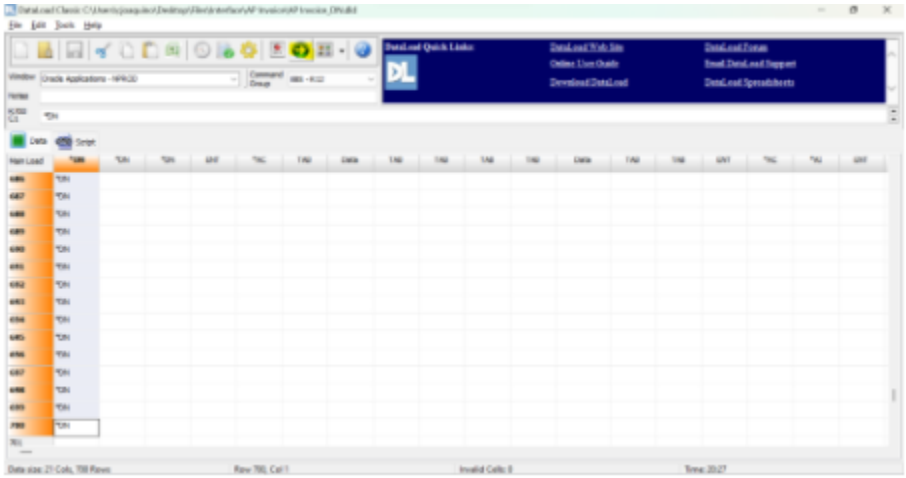
4.18. Change invoice number to CAS series. Go to Oracle > Payables SuperUser, RPI > Invoices. Query Type = Debit Memo, Dates = RTV GL dates, Accounting = No
Click Find.



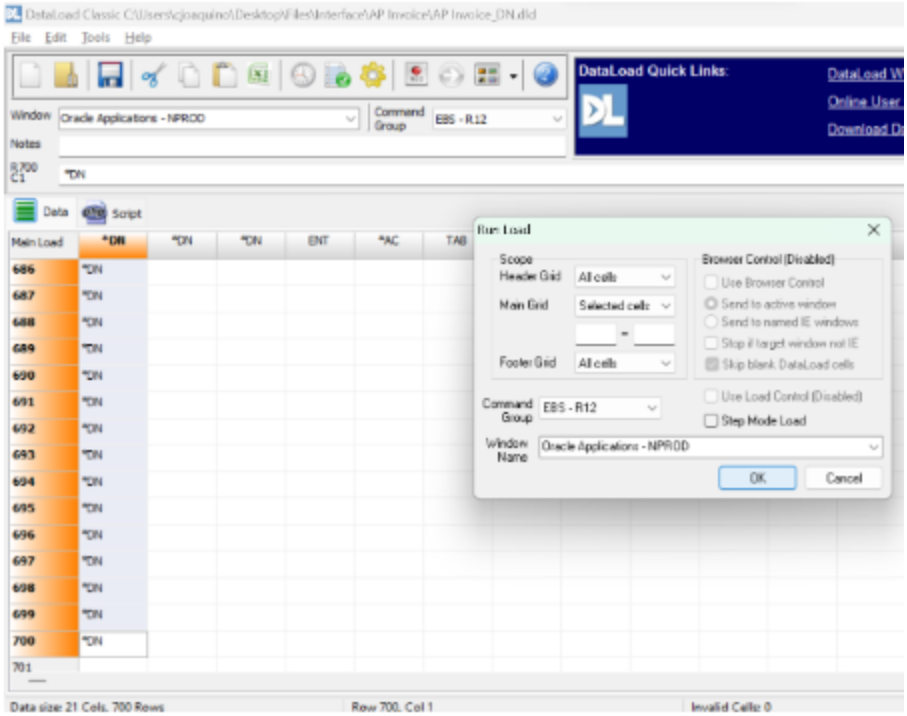
4.19. In the keyboard, press Down button, then click Save.



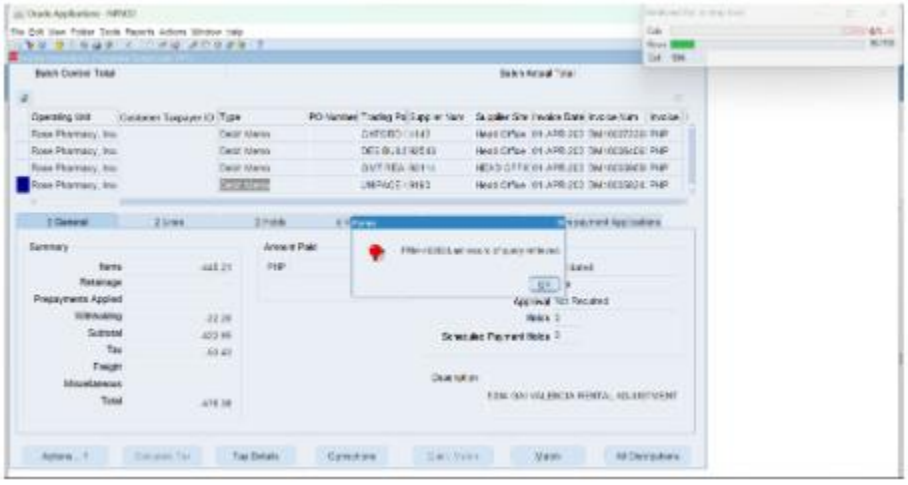
4.20. Open Data Loader (AP Invoice_DN). Highlight *DN command. Click arrow for Start Load.



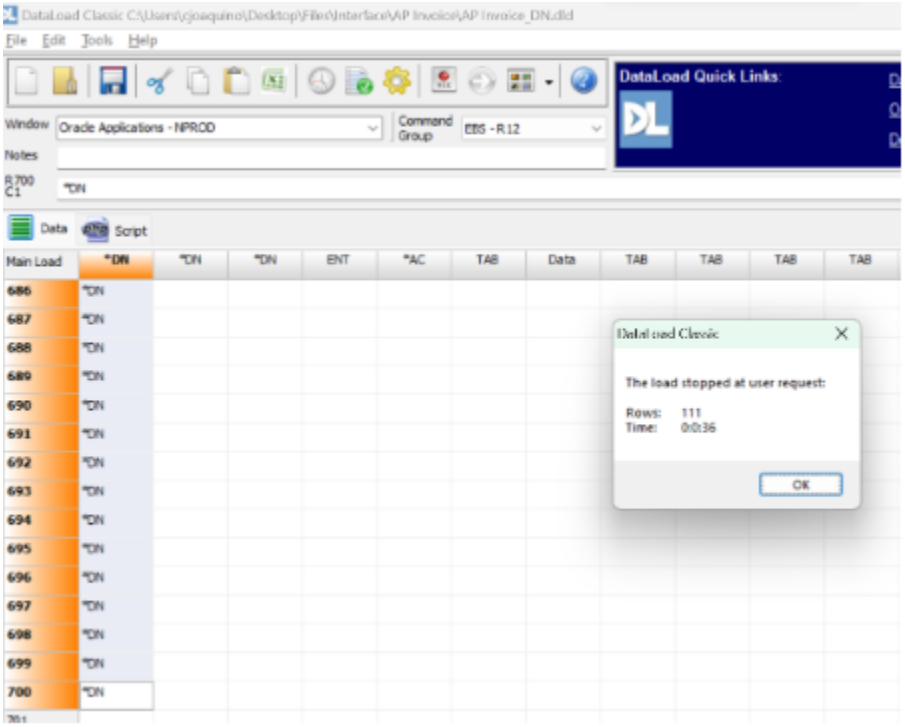
- **Click OK.**



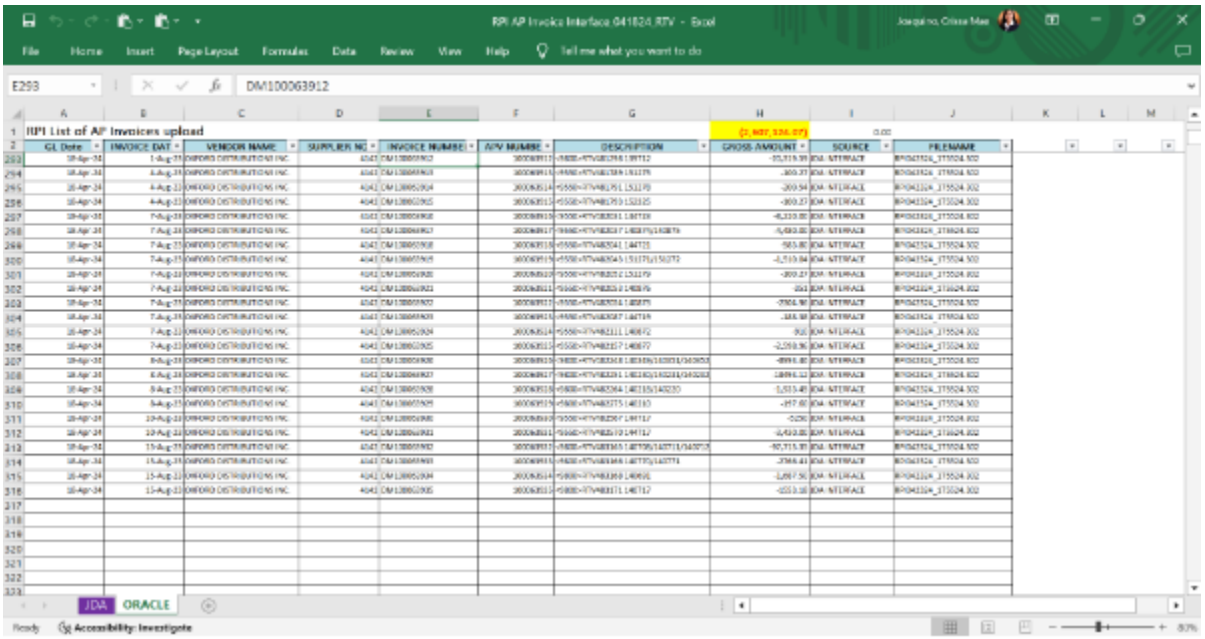
4.21. The data loader will run until the last record of query retrieved. Click Esc in keyboard. Click Save button.



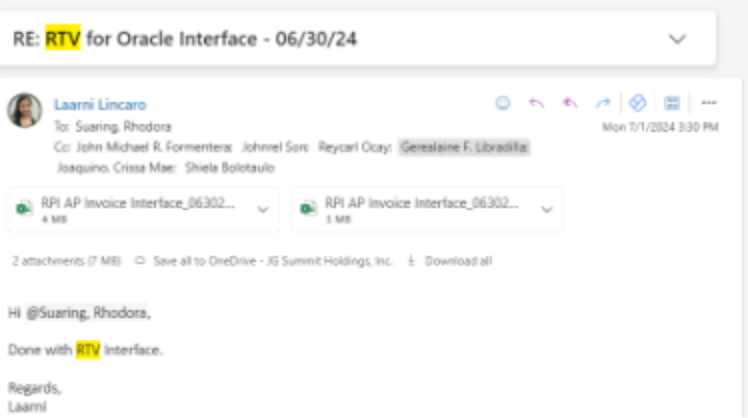
- **In Data loader, click OK.**



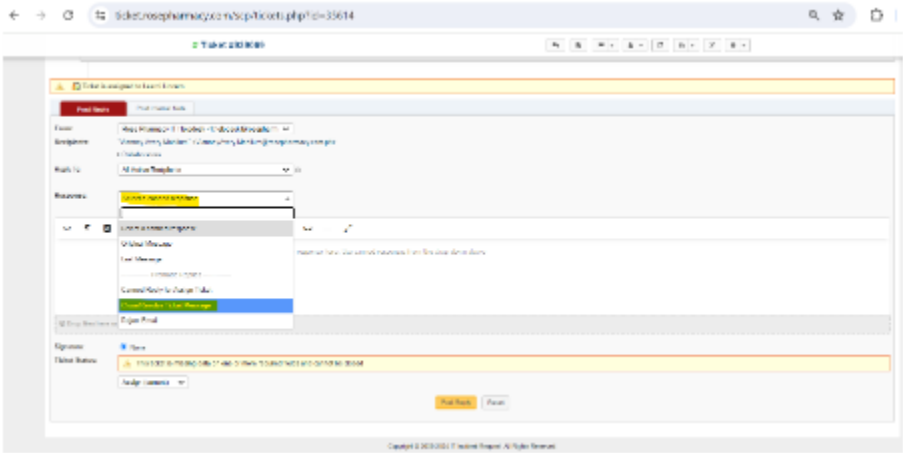
4.22. Generate RPI List Of AP invoices from Interface. Replace data in Excel validation file with the data from the report. Ensure that the invoice number follow CAS series.



4.23. Send email to AP team to notify of successful upload.

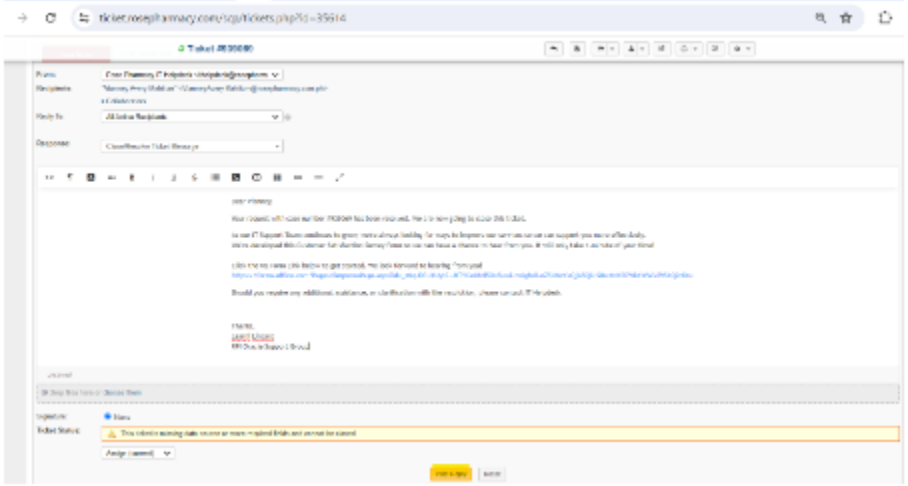


4.24. Go to IT Support Ticketing System Incident Request Portal > Ticket. Close the ticket.

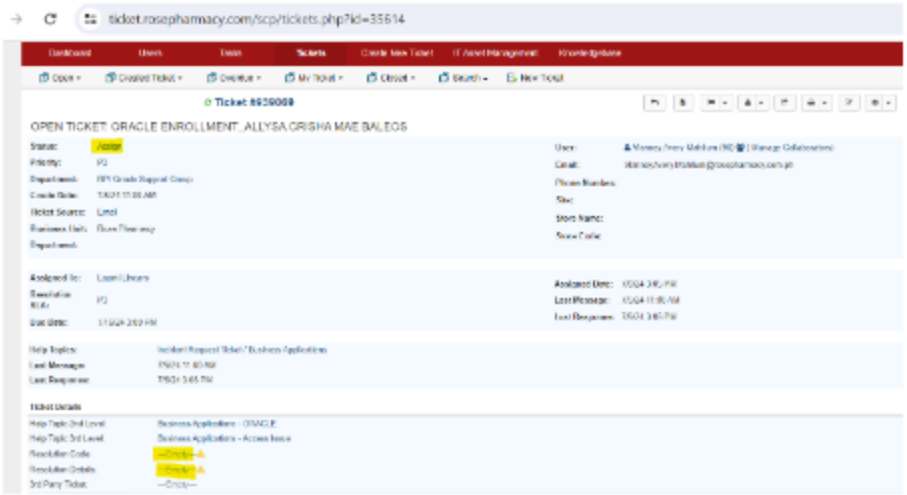


4.24.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.

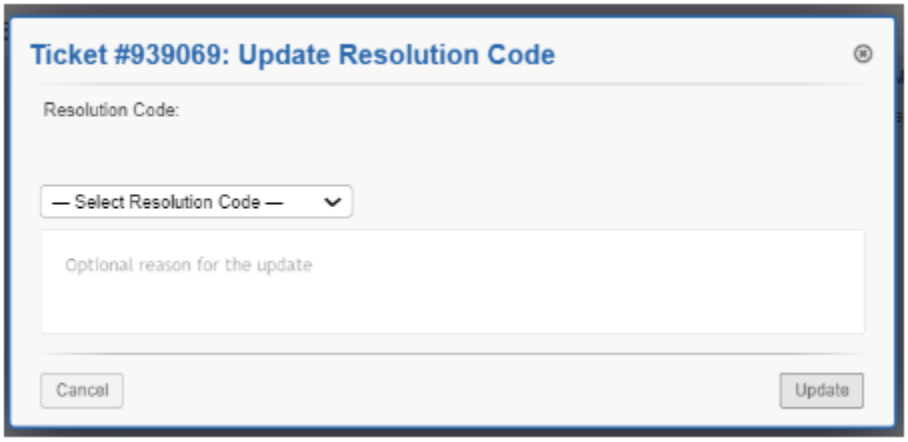
4.24.b. The close message with the survey link shall appear. Post Reply.



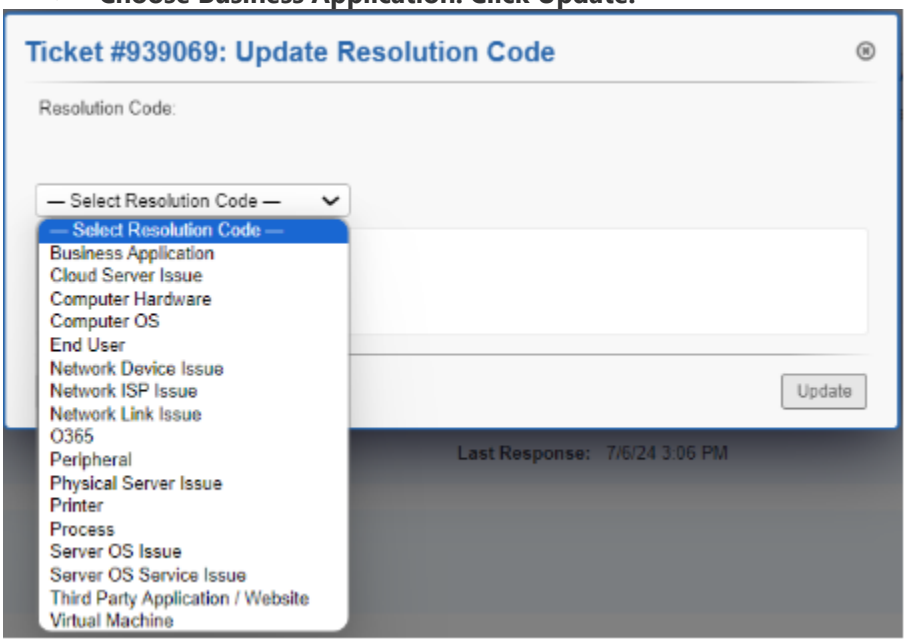
4.24.c. Input Resolution Code.



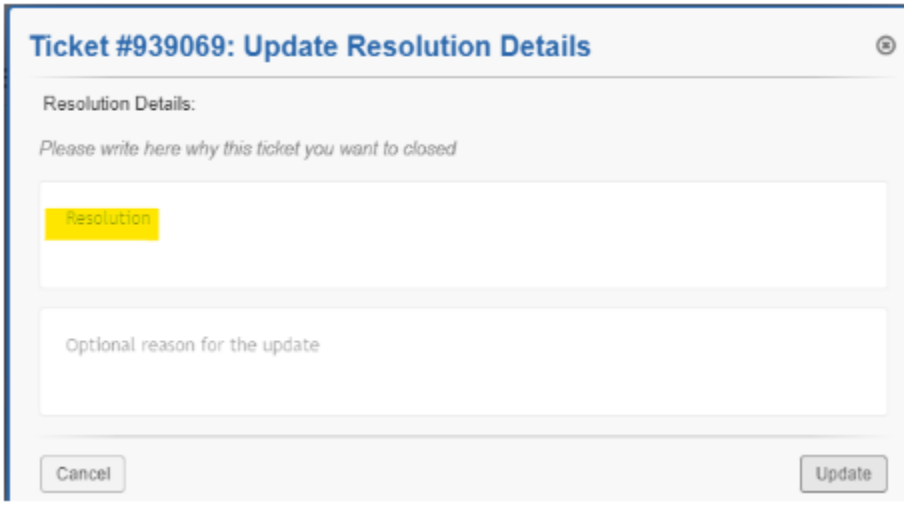
- **Click Select Resolution Code.**



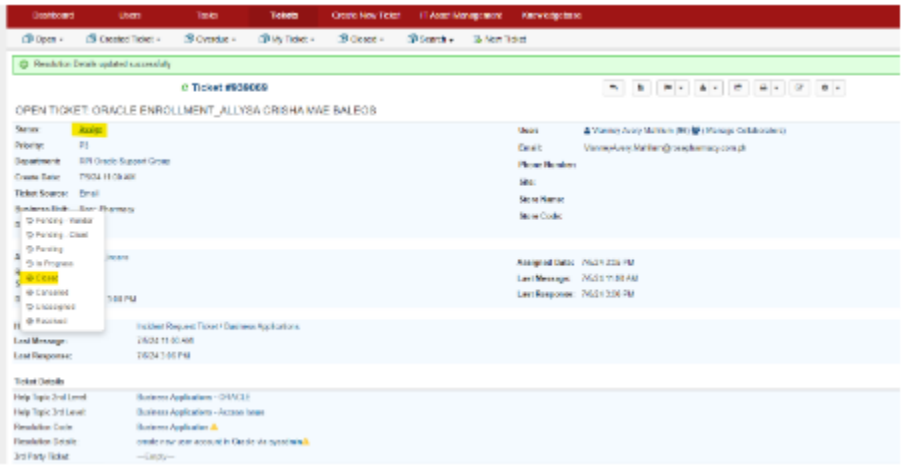
- **Choose Business Application. Click Update.**



4.24.d. Input Resolution Details - the steps to close/fulfill the user request



4.24.e. Change Status. Click Assign. Choose Closed (if no user feedback needed)/ Resolved (if user may provide feedback).



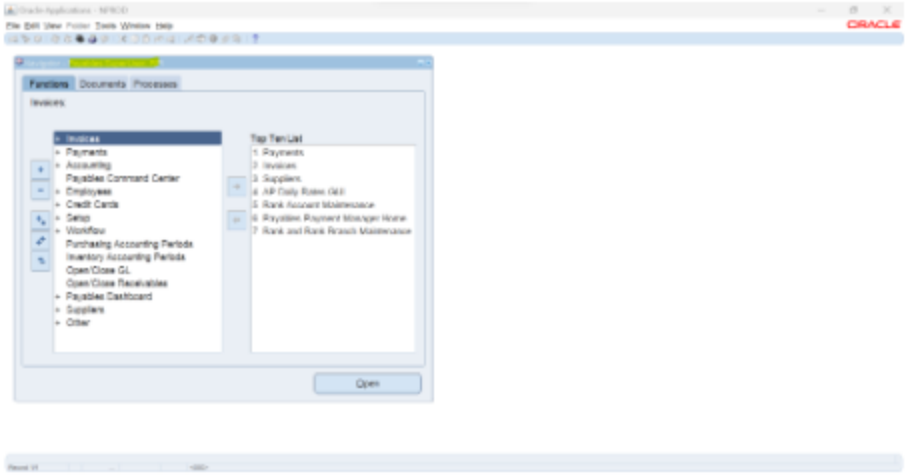
*The emailed response to the ticket is added to the thread in the ticket in the portal.
**The ticket is transferred to Closed tickets.

5. Access Permissions

5.1. IT Support Ticketing System Incident Request Portal user credentials are provided by Rey Castro (IT Manager).

5.2. Oracle credentials (user and password) are provided by IT - Oracle Applications team via email.

5.3. User must have access to the Payables SuperUser, RPI responsibility to be able to interface the .302 flat file. This is assigned by IT - Oracle Applications team.



6. File Structure

6.1. .302 flat file

No	Field	Description	Data Type	Req
1	HDR_INVOICE_NUM	Header Invoice Number	VARCHAR2(20)	Y
2	HDR_INVOICE_TYPE_LOOKUP_CODE	Header Invoice Type Lookup code (Standard, Debit Memo, Credit Memo)	VARCHAR2(20)	Y
3	HDR_INVOICE_DATE	Header Invoice Date	DATE	Y
4	HDR_VENDOR_NUM	Header Vendor Number	VARCHAR2(30)	Y
5	HDR_VENDOR_SITE_CODE	Header Vendor Site Code	VARCHAR2(30)	Y
6	HDR_INVOICE_AMOUNT	Header Invoice Amount	NUMBER	Y
7	HDR_DESCRIPTION	Header Description	VARCHAR2(200)	Y
8	HDR_GOODS_RECEIVED_DATE	Header Goods Received Date	DATE	Y
9	HDR_INVOICE_RECEIVED_DATE	Header Invoice Received Date	DATE	Y
10	HDR_GL_DATE	Header GL Date	DATE	Y
11	HDR_SOURCE	Header Source = JDA MMS	VARCHAR2(20)	N
12	DTL_LINE_NUMBER	Detail Line Number	NUMBER	Y
13	DTL_AMOUNT	Detail Amount	NUMBER	Y
14	DTL_LINE_TYPE_LOOKUP_CODE	Detail Line Type Lookup Code ("Item")	VARCHAR2(20)	Y
15	DTL_DR_COMPANY	Debit Company	VARCHAR2(25)	N
16	DTL_DR_ACCOUNT	Debit Account	VARCHAR2(25)	N
17	DTL_DR_LOCATION	Debit Location	VARCHAR2(25)	N
18	DTL_DR_DEPARTMENT	Debit Department	VARCHAR2(25)	N
19	DTL_DR_SECTION	Debit Section	VARCHAR2(25)	N
20	DTL_DR_FUTURE	Debit Future	VARCHAR2(25)	N
21	DTL_DR_AMOUNT	Debit Amount	NUMBER	N
22	DTL_REFERENCE_NUMBER	Reference Number (PO/RCR)	VARCHAR2(100)	N
23	DTL_RCR_AMOUNT	RCR Amount	NUMBER	N
24	DTL_CR_COMPANY	Credit Company	VARCHAR2(25)	N
25	DTL_CR_ACCOUNT	Credit Account	VARCHAR2(25)	N
26	DTL_CR_LOCATION	Credit Location	VARCHAR2(25)	N
27	DTL_CR_DEPARTMENT	Credit Department	VARCHAR2(25)	N
28	DTL_CR_SECTION	Credit Section	VARCHAR2(25)	N
29	DTL_CR_FUTURE	Credit Future	VARCHAR2(25)	N
30	DTL_CR_AMOUNT	Credit Amount	NUMBER	N
31	HDR_CURR_CODE	Currency Code	VARCHAR2(3)	Y
32	DUE DATE	Due Date	DATE/VARCHAR	N
33	VAT CODE	Value Added tax code	VARCHAR	N
34	WITHHOLDING TAX CODE	Withholding tax code	VARCHAR	N
35	HDR_DISTRIBUTION SET	Distribution set	VARCHAR	N
36	FILENAME	This column will identify the grouping of data or source text file of data.	VARCHAR2(100)	Y

Y = required field

7. Schedule

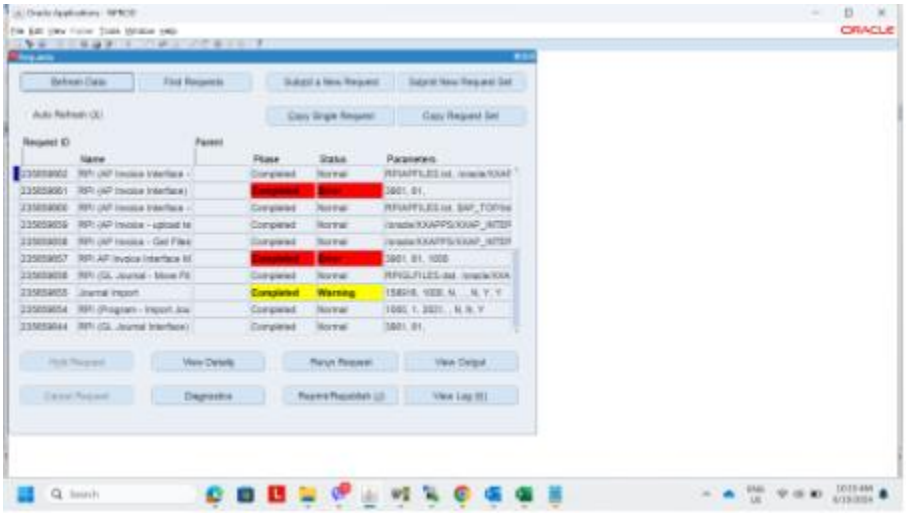
7.1. RTV Interface is performed **per request (open ticket).**

7.2. RTV data is provided by AP team **every Tuesday**. If provided before 2 PM, it is interfaced by IT within the same day. If provided after 2 PM, it is interfaced the next day. For RTV exceptions, this is provided to AP team for validation. AP may or may not provide revisions the same day. Email notification of successful upload on the same day. SLA = P2 (turnaround time = 1 day)

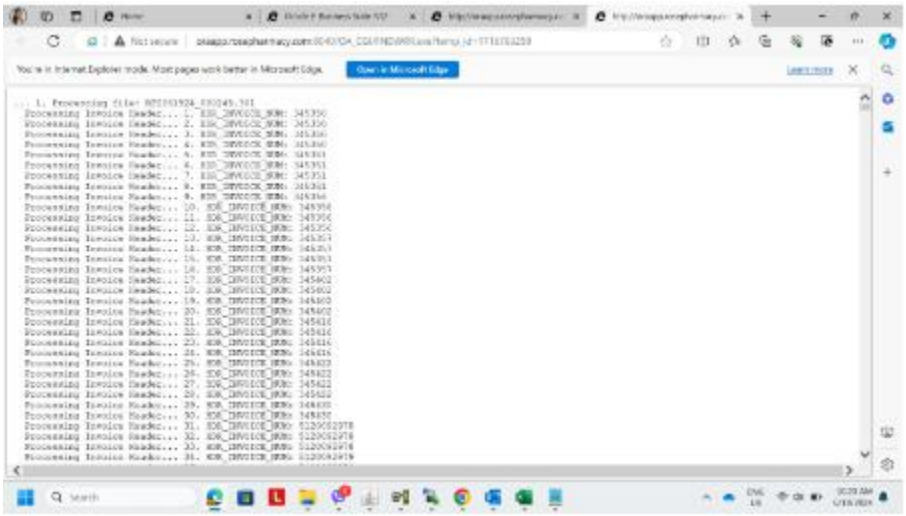
8. Troubleshooting

8.1. If running the RPI AP Invoice Interface Main, the program returns **Completed - Error:**

8.2.a. Highlight the line with the error, then click View Output.

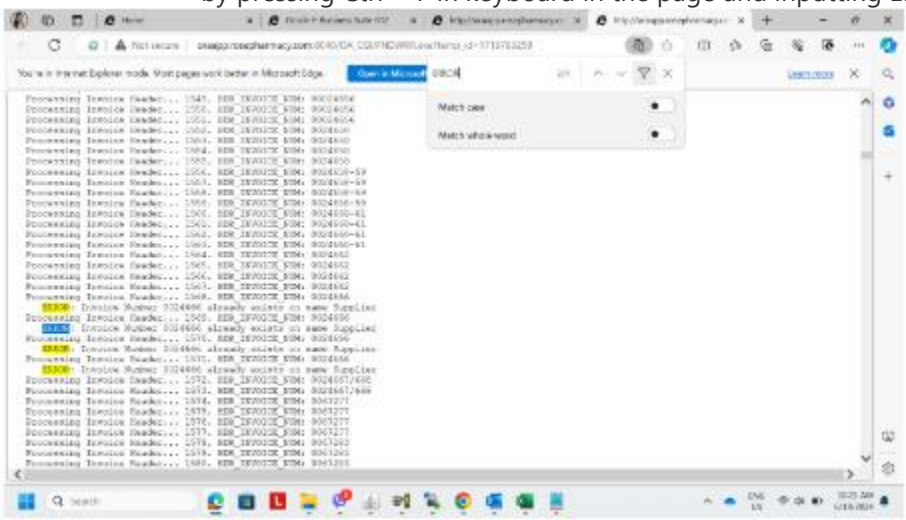


8.2.b. Go to browser. The AP transactions with error can be found there.

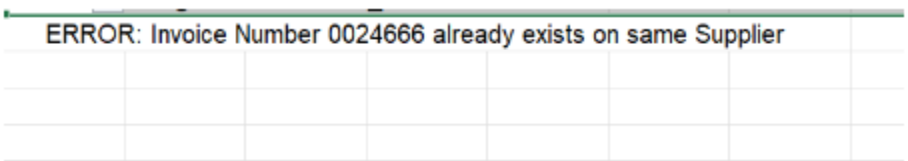


8.2.c. Find the errors:

-by pressing Ctrl + F in keyboard in the page and inputting ERROR



-or copying the data to an Excel file and filtering ERROR



8.2.d. If the error is –

-**Invoice Number already exists on same Supplier**:

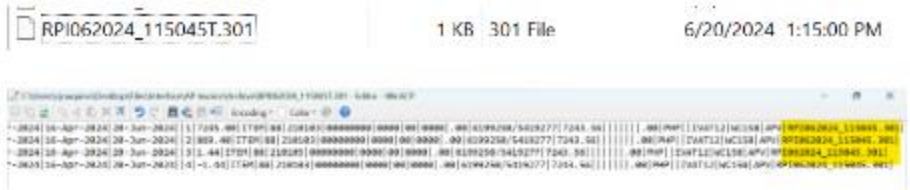
```
Processing Invoice Header... 1568. HDR_INVOICE_NUM: 0024666
   ERROR: Invoice Number 0024666 already exists on same Supplier
Processing Invoice Header... 1569. HDR_INVOICE_NUM: 0024666
   ERROR: Invoice Number 0024666 already exists on same Supplier
Processing Invoice Header... 1570. HDR_INVOICE_NUM: 0024666
   ERROR: Invoice Number 0024666 already exists on same Supplier
Processing Invoice Header... 1571. HDR_INVOICE_NUM: 0024666
   ERROR: Invoice Number 0024666 already exists on same Supplier
```

Send the errors to AP team for validation. Revise RTV transaction as needed in template (create new .302 flat file) or remove the transaction and add to Excluded sheet in the AP validation file, per AP instruction. Proceed with AP interface.

-**Provided data does not match with the uploaded data...**

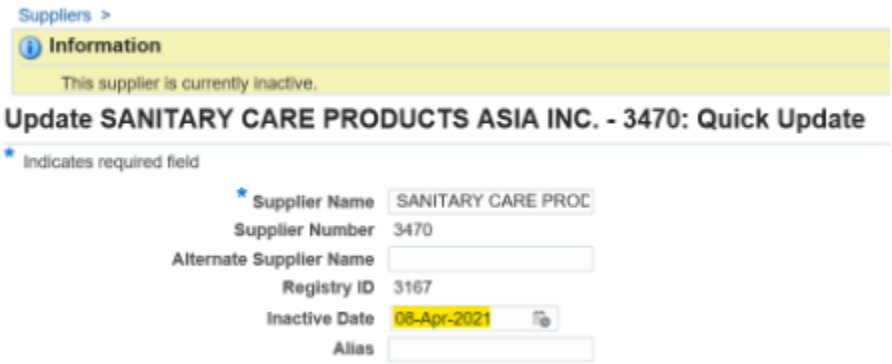
```
<-- AP INVOICE AUDIT LOG REPORT -->

-- Filename: RPI062024_115045.301
-- Processing Date: 06/20/2024 01:14:51

   Number of invoice Records provided: 1
   Number of invoice Records uploaded:
   Total hash invoice amount provided: 8,114.40
   Total hash invoice amount uploaded:

      ERROR: Provided data does not match with the uploaded data... Check all logs...
```

1st probable cause: File name does not match the data's file name



Ensure that the file name is the same before uploading. Once done, run the RPI AP Invoice Interface Main again.

2nd probable cause: There are AP transactions with a supplier that is already inactive.



Since the AP transactions with active vendor code are already uploaded, remove the transactions with the inactive vendor code from the JDA sheet in the AP validation file and copy to the Excluded sheet. AP team will verify these transactions and may request for manual uploading from IT.

8.2.e. For issues like the RPI AP Invoice Interface Main program taking time to upload (>1 hr) and other technical issues, contact IOM for support by submitting a ticket to iOM Help in https://support.iomphilippines.com/help/135183837 and sending an email to Oracle EBS Support <ebs.support@iomphilippines.com>