

Payment upload

1. Purpose

1.1. To have a standard navigational instruction to IT in the ticketing for **Payment Upload**.

2. Scope

2.1. IT users

3. Implementing Guidelines

3.1. Refer 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.

The screenshot shows the 'IT SUPPORT TICKETING SYSTEM INCIDENT REQUEST PORTAL' interface. The user is logged in as 'Joaquim'. The 'My Ticket' dropdown menu is open, showing 'Assigned To Me' (0) and 'Assigned To My Department' (11). The 'Assigned To My Department' view is selected, displaying a table of tickets.

Ticket	Date Created	Last Update	Subject	Resolution SLA	Business Unit
425021	7/26/24 3:05 PM	7/26/24 3:14 PM	OPEN TICKET: PHARMACY	P2	Rose Pharmacy
427274	7/26/24 3:05 PM	7/26/24 3:05 PM	OPEN TICKET: PHARMACY	P2	Rose Pharmacy
436699	7/26/24 11:30 AM	7/26/24 2:00 PM	OPEN TICKET: ORAC	P2	Rose Pharmacy
357823	7/26/24 10:15 AM	7/26/24 4:08 PM	OPEN TICKET: REQUEST	P2	Rose Pharmacy
338749	7/26/24 11:30 AM	7/26/24 3:05 PM	OPEN TICKET: PH-CL	P2	Rose Pharmacy
406232	7/26/24 11:15 AM	7/26/24 3:15 PM	Open Ticket_Change R...	P2	Rose Pharmacy
437159	7/26/24 10:22 AM	7/26/24 7:07 PM	OPEN TICKET REQUEST	P2	Rose Pharmacy
719423	7/26/24 6:45 AM	7/26/24 6:48 AM	OPEN TICKET: VEND...	P2	Rose Pharmacy
245335	7/26/24 5:08 PM	7/26/24 6:10 PM	OPEN TICKET: SDOO O...	P2	Rose Pharmacy

4.2. Treasury sends an open ticket to IT Helpdesk with the Excel file with the payments for updating. Click Ticket number or Incident Description to open this ticket.

The screenshot shows the details for 'Ticket #957951'. The incident description states: 'Edilyn Amaro posted 6/26/24 4:00 PM OPEN TICKET : CHECK RELEASED MONITORING as of June 25'. Below the description, there is a link to the released check: '# RELEASED CHECK JUNE 3-26, 2024.xlsx 280.5 kb'.

4.3. Open Excel file.

RELEASED CHECK JUNE 2-25, 2024 (1) - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW HELP Tell me what you want to do

Clipboard Font Paragraph Alignment Number Styles Cells Editing Add-ins

A1 RELEASED CHECK JUNE 2024

	Account Number	CV NUMBER	Check Number	Check Amount	CV NUMBER	RELEASED DATE	Vendor Name
3	0417041512659 ROSE PHARMACY INC	1353341	418286137	614,669.07	1353341	6/3/2024	EVER DYNAMIC DISTRIBUTION NETWORK (EDDN) INC
4	0417041512659 ROSE PHARMACY INC	1355869	418286814	118,186.89	1355869	6/3/2024	EVER DYNAMIC DISTRIBUTION NETWORK (EDDN) INC
5	0417041512659 ROSE PHARMACY INC	1355939	418286810	29,347.12	1355939	6/3/2024	COTABATO ELECTRIC COOPERATIVE INC.
6	0417041512659 ROSE PHARMACY INC	1355940	418286811	5,208.26	1355940	6/3/2024	COTABATO ELECTRIC COOPERATIVE INC.
7	0417041512659 ROSE PHARMACY INC	1355941	418286849	26,595.71	1355941	6/3/2024	ZAMBOANGA CITY ELECTRIC COOPERATIVE, INC
8	0417041512659 ROSE PHARMACY INC	1355943	418286844	39,743.00	1355943	6/3/2024	MANNYLAR REALTY, INC.
9	0417041512659 ROSE PHARMACY INC	1355944	418286851	121,587.69	1355944	6/3/2024	UNIPACE CORP
10	0417041512659 ROSE PHARMACY INC	1356005	418286788	36,103.29	1356005	6/3/2024	AKLAN ELECTRIC COOPERATIVE, INC.
11	0417041512659 ROSE PHARMACY INC	1356007	418286800	47,936.50	1356007	6/3/2024	CAGAYAN ELECTRIC POWER & LIGHT CO., INC.
12	0417041512659 ROSE PHARMACY INC	1356009	418286801	37,486.13	1356009	6/3/2024	CAGAYAN ELECTRIC POWER & LIGHT CO., INC.
13	0417041512659 ROSE PHARMACY INC	1356013	418286840	564.83	1356013	6/3/2024	LEYTE IV ELECTRIC COOPERATIVE, INC.
14	0417041512659 ROSE PHARMACY INC	1356014	418286798	7,057.87	1356014	6/3/2024	BOHOL ELECTRIC COOPERATIVE, INC.
15	0417041512659 ROSE PHARMACY INC	1355884	418286845	81,652.49	1355884	6/4/2024	MEDHAUS PHARMA, INC.
16	0417041512659 ROSE PHARMACY INC	1355909	418286832	15,592.03	1355909	6/4/2024	HEALTH CHANNELS INNOVATORS, INC.
17	0417041512659 ROSE PHARMACY INC	1355913	418286848	195,151.59	1355913	6/4/2024	RED OZTRICH TRADING CORPORATION
18	0417041512659 ROSE PHARMACY INC	1355915	418286812	2,365,995.75	1355915	6/4/2024	DKSH MARKET EXPANSION SERVICES PHILIPPINES, INC
19	0417041512659 ROSE PHARMACY INC	1355923	418286803	35,167.16	1355923	6/4/2024	CEBU II ELECTRIC COOPERATIVE INC
20	0417041512659 ROSE PHARMACY INC	1355924	418286804	10,877.76	1355924	6/4/2024	CEBU II ELECTRIC COOPERATIVE INC
21	0417041512659 ROSE PHARMACY INC	1355925	418286805	77,049.84	1355925	6/4/2024	CEBU II ELECTRIC COOPERATIVE INC

Ready Accessibility Investigate

- Copy a Template sheet from a previous working file (previous released checks request).
- Delete data from column A to D. Retain formula.
- Copy data from Sheet1 (Treasury data) to Template sheet.
 - CV number
 - Released date
 - Receipt number
 - Receipt date

RELEASED CHECK JUNE 2-25, 2024 (1) - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW HELP Tell me what you want to do

Clipboard Font Paragraph Alignment Number Styles Cells Editing Add-ins

E2 =A2&" "&TEXT(B2,"MM/DD/YYYY")&" "&C2&" "&IF(D2<>,"TEXT(D2,"MM/DD/YYYY"),")

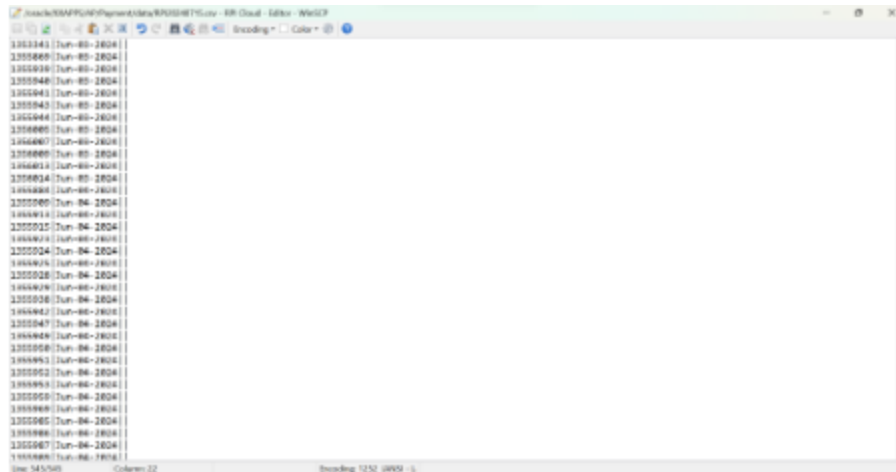
A B C D E F G H I J K L M N O P Q R

1 CV Number Released Date Receipt Number Date

2	1351341	03 Jun 24		1351341	03 Jun 24
3	1351849	03 Jun 24		1351849	03 Jun 24
4	1351939	03 Jun 24		1351939	03 Jun 24
5	1351440	03 Jun 24		1351440	03 Jun 24
6	1351441	03 Jun 24		1351441	03 Jun 24
7	1351443	03 Jun 24		1351443	03 Jun 24
8	1351444	03 Jun 24		1351444	03 Jun 24
9	1351016	03 Jun 24		1351016	03 Jun 24
10	1351019	03 Jun 24		1351019	03 Jun 24
11	1351013	03 Jun 24		1351013	03 Jun 24
12	1351014	03 Jun 24		1351014	03 Jun 24
13	1351884	04 Jun 24		1351884	04 Jun 24
14	1351909	04 Jun 24		1351909	04 Jun 24
15	1351913	04 Jun 24		1351913	04 Jun 24
16	1351915	04 Jun 24		1351915	04 Jun 24
17	1351923	04 Jun 24		1351923	04 Jun 24
18	1351924	04 Jun 24		1351924	04 Jun 24
19	1351925	04 Jun 24		1351925	04 Jun 24
20	1351928	04 Jun 24		1351928	04 Jun 24
21	1351929	04 Jun 24		1351929	04 Jun 24
22	1351938	04 Jun 24		1351938	04 Jun 24
23	1351942	04 Jun 24		1351942	04 Jun 24

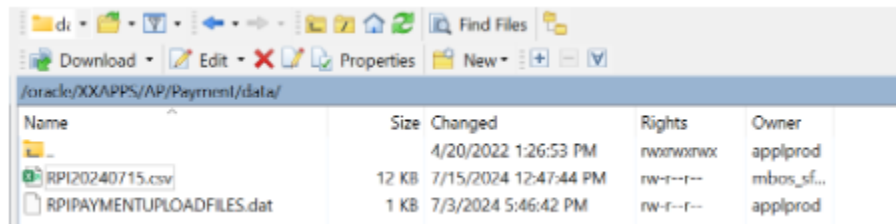
Ready Accessibility Investigate

4.4. Copy the concatenated data from the Excel file to a .csv file in WinSCP.



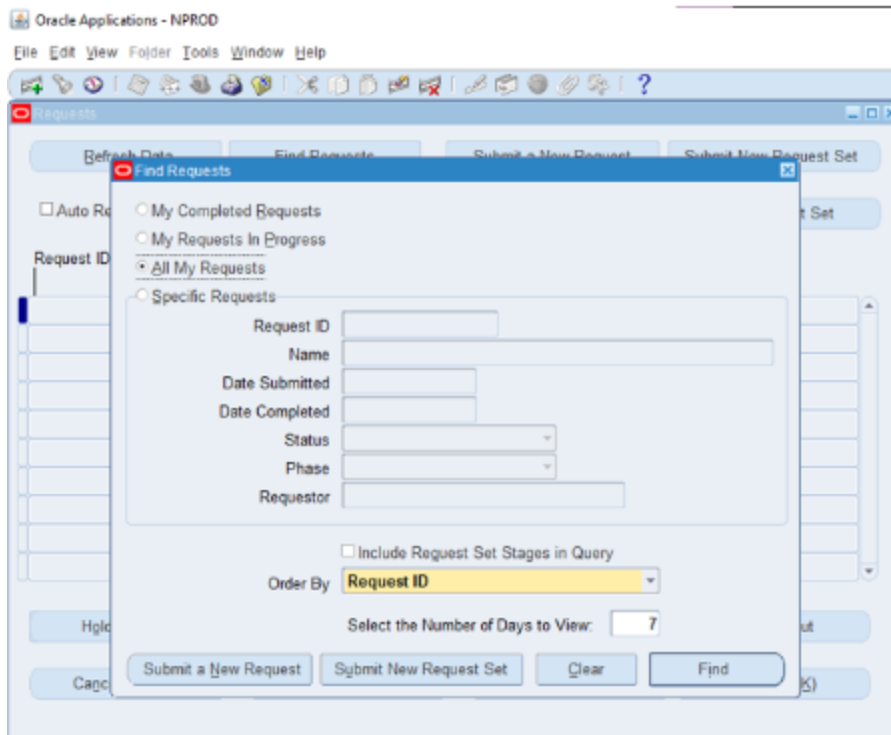
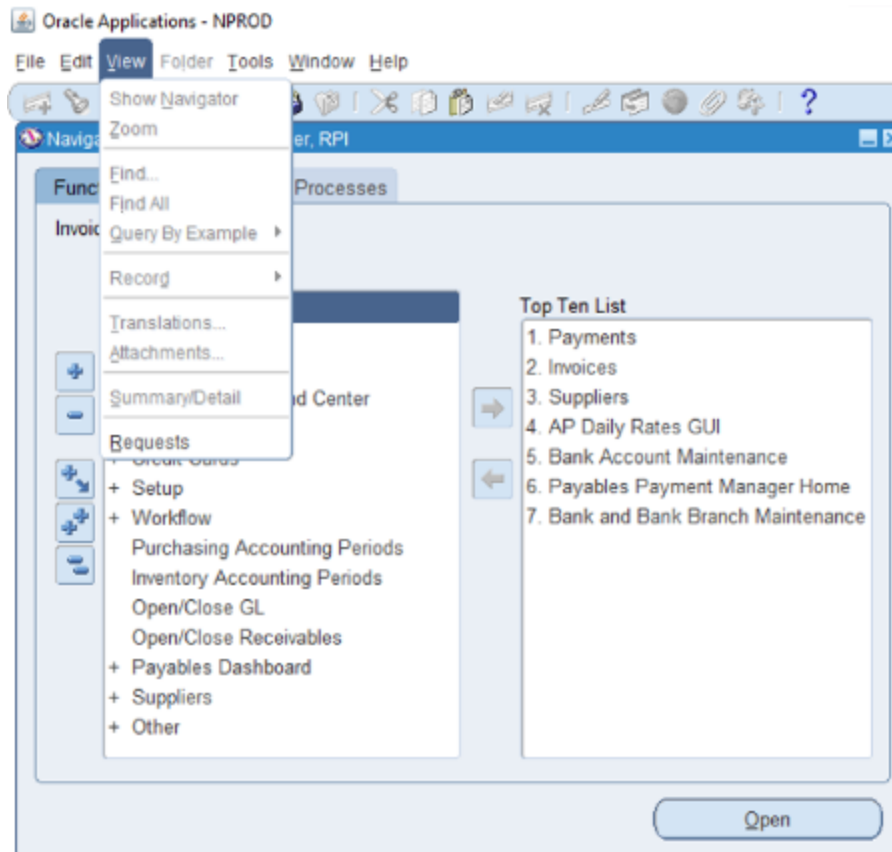
4.5. Rename csv file name to RPI+yyyymmdd.csv

Transfer .csv file to file path /oracle/XXAPPS/AP/Payment/data/ by clicking F5 in keyboard.
Click OK.

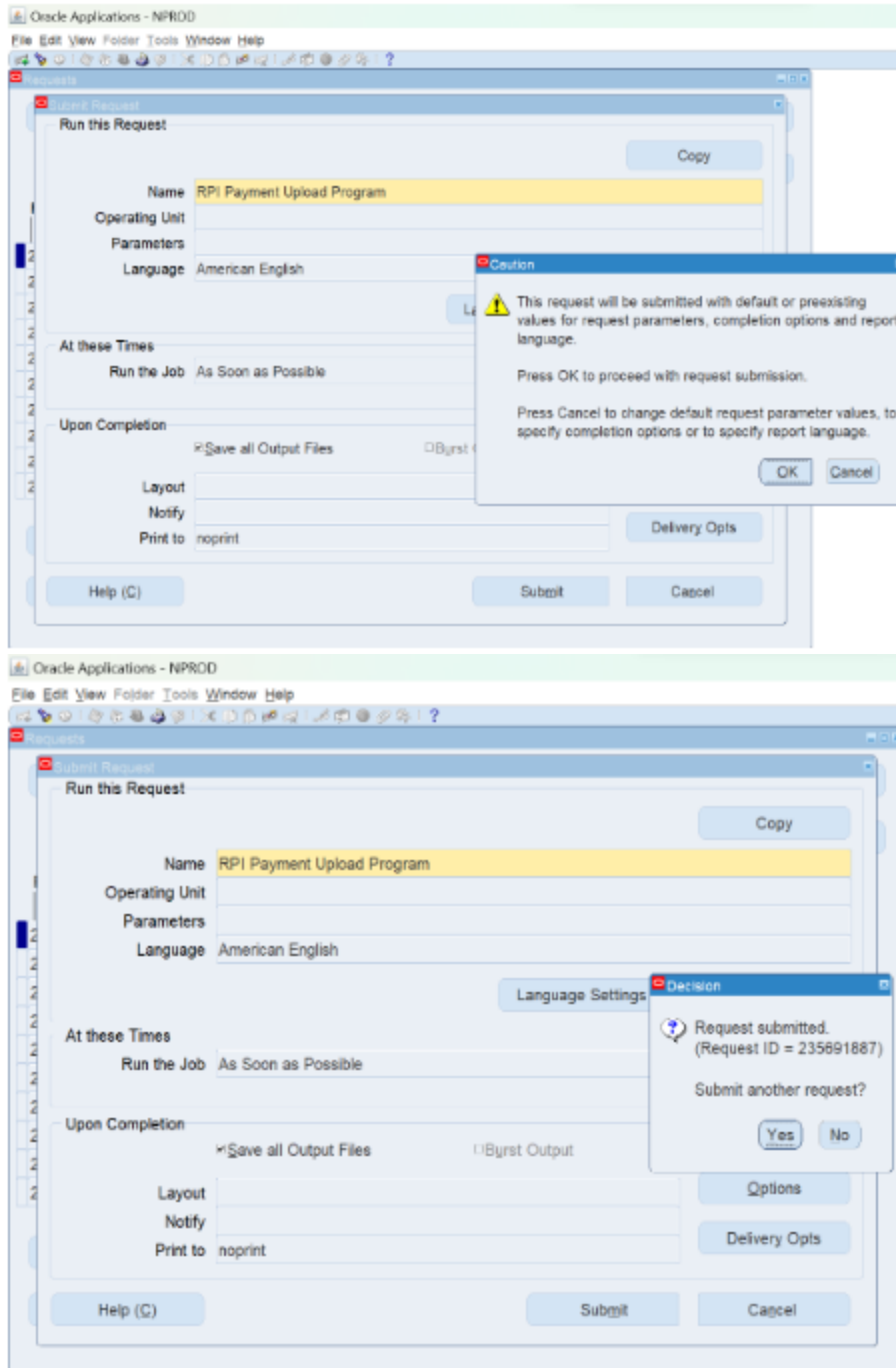


4.6. Click the Refresh  button.

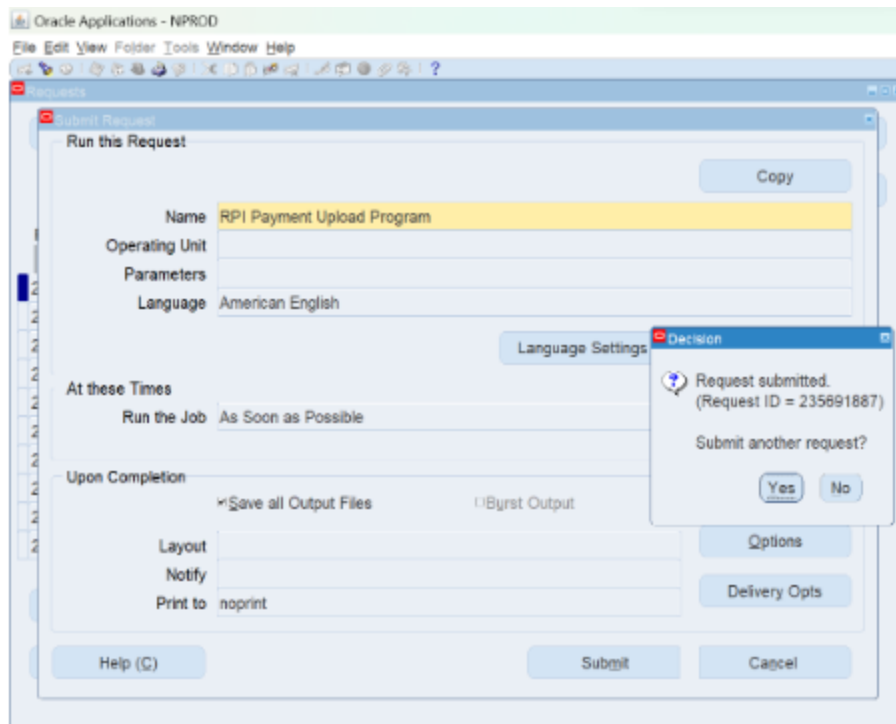
4.7. In Oracle, go to Payables SuperUser, RPI. Click View, then Requests. Click Submit a New Request.



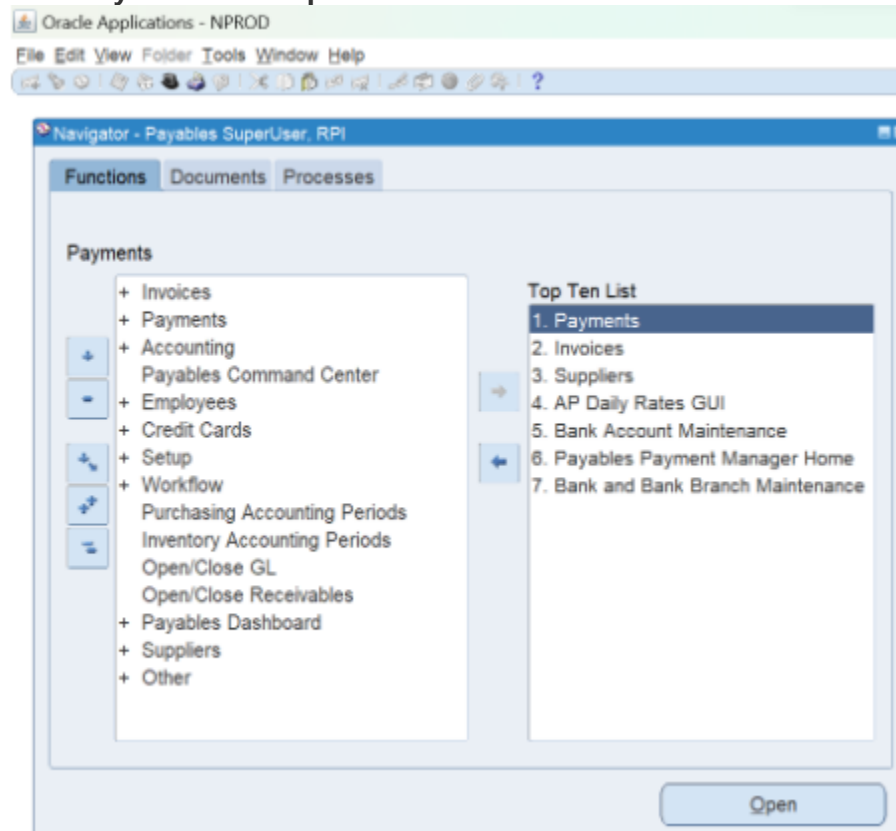
4.8. Under Submit Request, type RPI Payment Upload Program. Click Submit and OK. Choose No for Submit another request.



4.9. Once the program has finished running (Completed – Normal), check the updated released check data in Oracle. Exit Requests window.



Go to Payments. Click Open.



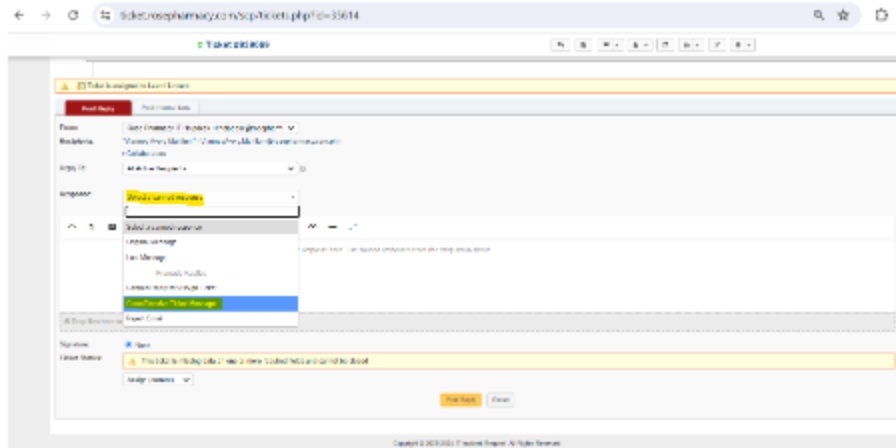
4.10. In Payment workbench, click flash light icon to Find Payments. Copy check voucher number in Voucher Audit Number From - Number To. Click Find.

4.11. Go to Payment DFF. The released date, receipt number and/or receipt date should be the same as the provided data in the Excel file provided by Treasury.

4.12. Notify Treasury of successful set up. Attach working file.

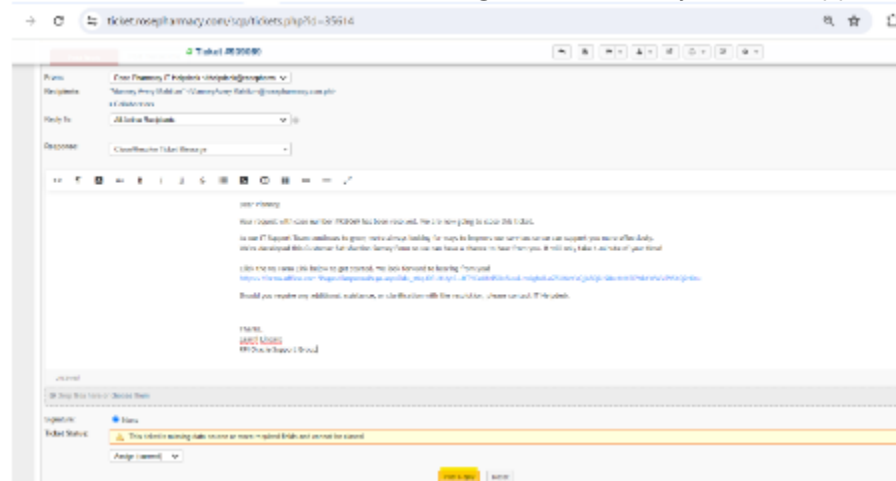
RE: OPEN TICKET : **CHECK RELEASED MONITORING** as of June 25

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

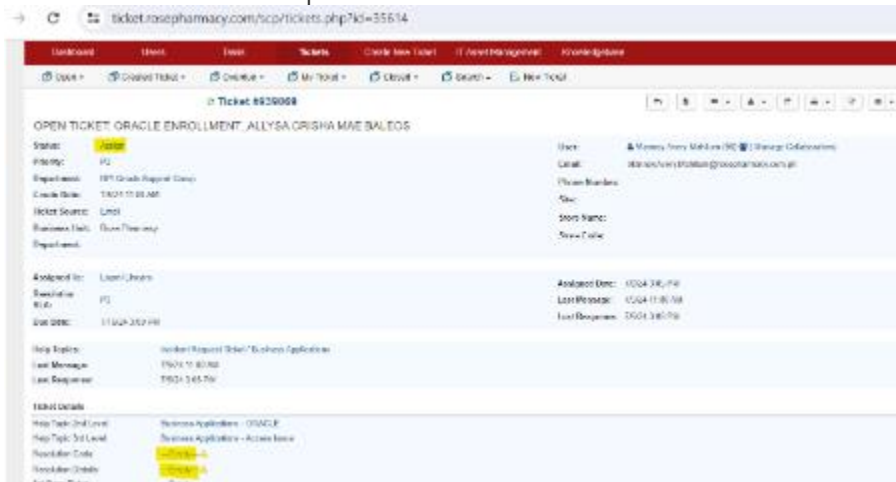


4.13.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.

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



4.13.c. Input Resolution Code.



Click Select Resolution Code.

Ticket #939069: Update Resolution Code

Resolution Code:

— Select Resolution Code —

Optional reason for the update

Cancel Update

Choose Business Application. Click Update.

Ticket #939069: Update Resolution Code

Resolution Code:

— Select Resolution Code —

- Business Application
- Cloud Server Issue
- Computer Hardware
- Computer OS
- End User
- Network Device Issue
- Network ISP Issue
- Network Link Issue
- O365
- Peripheral
- Physical Server Issue
- Printer
- Process
- Server OS Issue
- Server OS Service Issue
- Third Party Application / Website
- Virtual Machine

Update

Last Response: 7/6/24 3:06 PM

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

Ticket #939069: Update Resolution Details

Resolution Details:

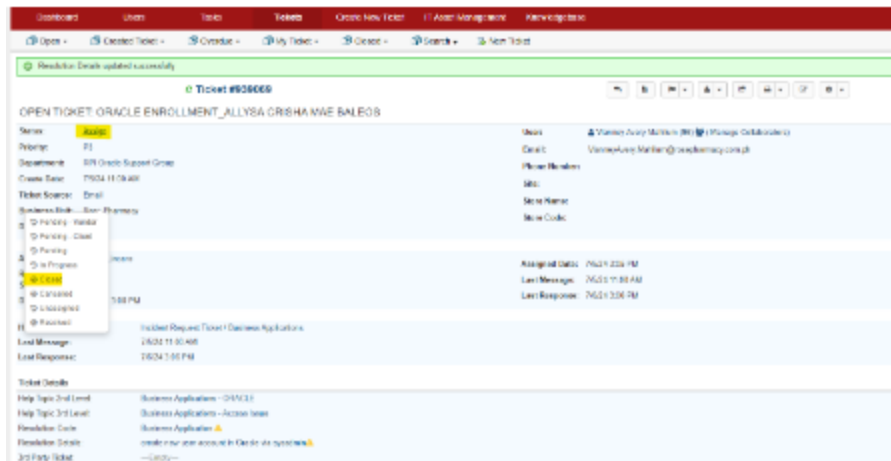
Please write here why this ticket you want to closed

Resolution

Optional reason for the update

Cancel Update

4.13.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.

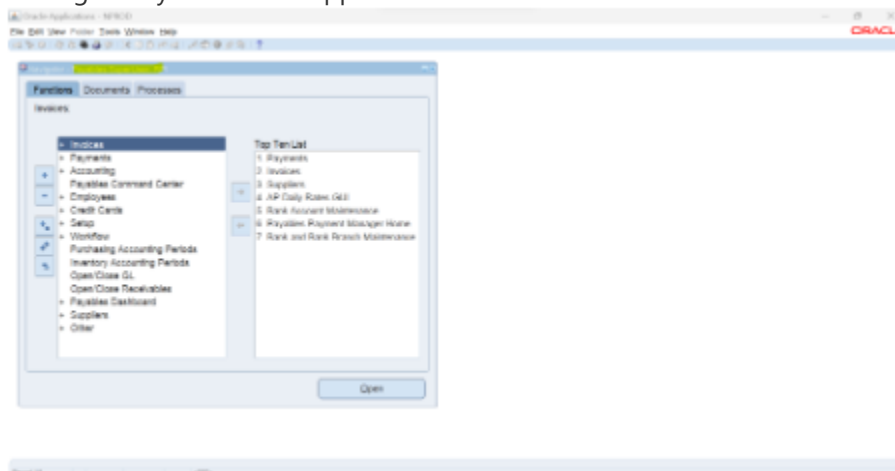
**The ticket is transferred to Closed tickets.

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. This is assigned by IT - Oracle Applications team.



6. File Structure

6.1. N/A

Y = required field

7. Schedule

7.1. Payment upload is performed **per request (open ticket)**.

7.2. Payment upload is done by IT after receiving ticket from Treasury. Email notification of successful upload on the same day. SLA = P2 (turnaround time = 1 day)

8. Troubleshooting

8.1. For technical issues like the program taking time to upload (> 1 hr) , 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>