

Standard Receipts Interface Process

1. Purpose

1.1. To have a standard navigational instruction to IT in the **Standard Receipts Interface Process**.

2. Scope

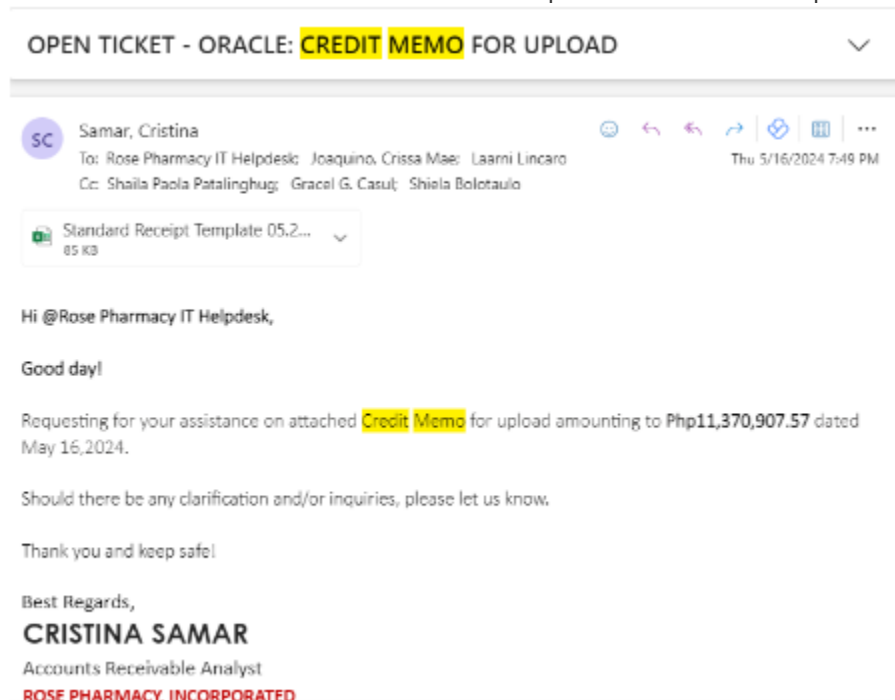
2.1. IT and AR Oracle users

3. Implementing Guidelines

3.1. Refer accounting manual for detailed policy.

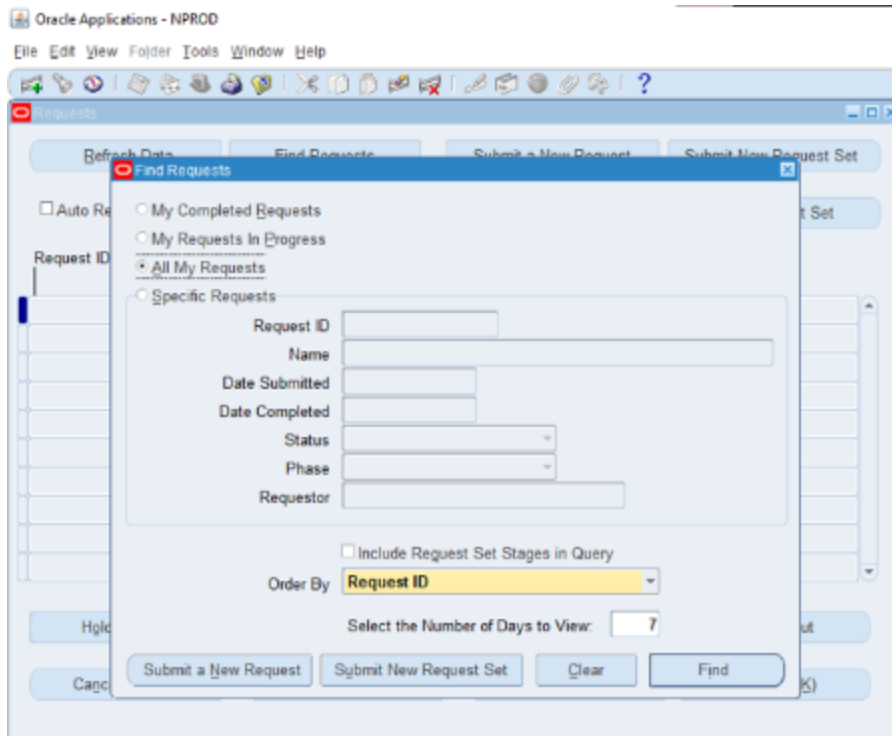
4. Navigation Procedures

4.1. AR team sends the standard receipts as credit memo request via open ticket to IT.

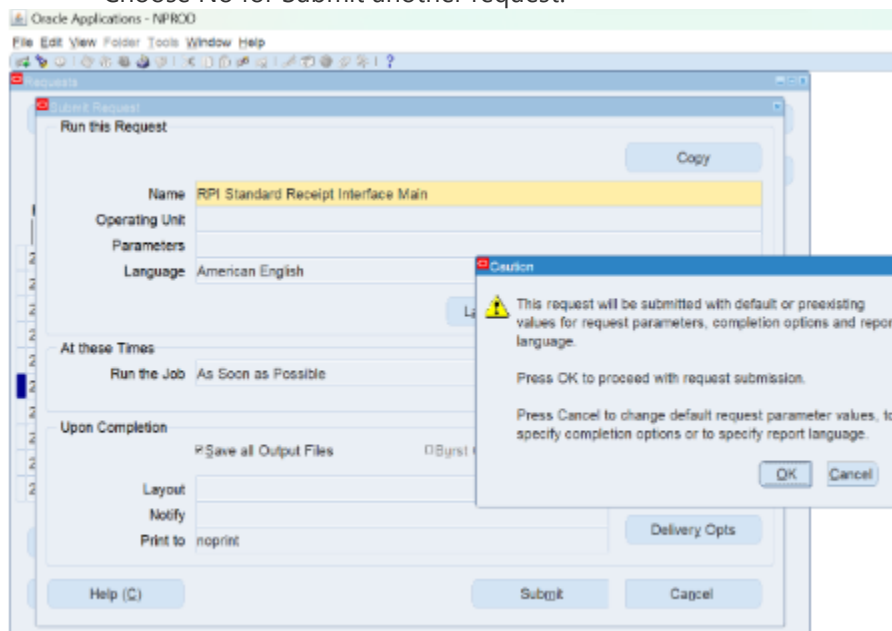


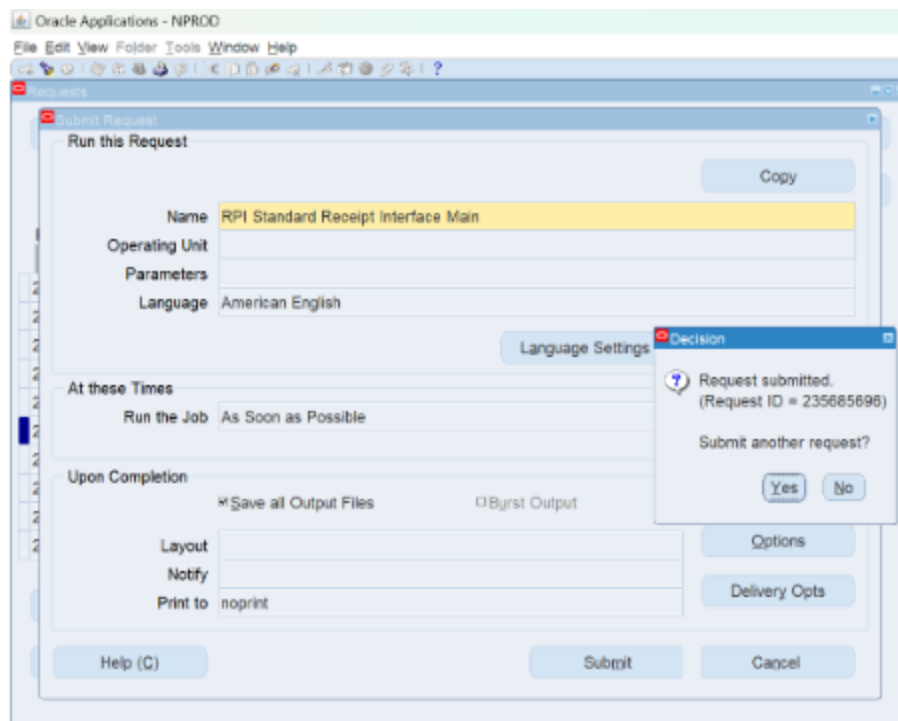
4.2. Validate file -

- HDR_RECEIPT_DATE, HDR_GL_DATE and HDR_MATURITY_CATE fall on the current open period and the same date.
- HDR_RECEIPT_AMOUNT and DTL_APPLIED_AMOUNT should be up to 2 decimal places only. Use =Round(amount,2) formula.
- HDR_INFLOW_CATEGORY = Invoice Deduction
- HDR_RECEIPT_METHOD_NAME = Netting Payments
- Ensure that the correct HDR_BANK_ACCOUNT_NUM is used.

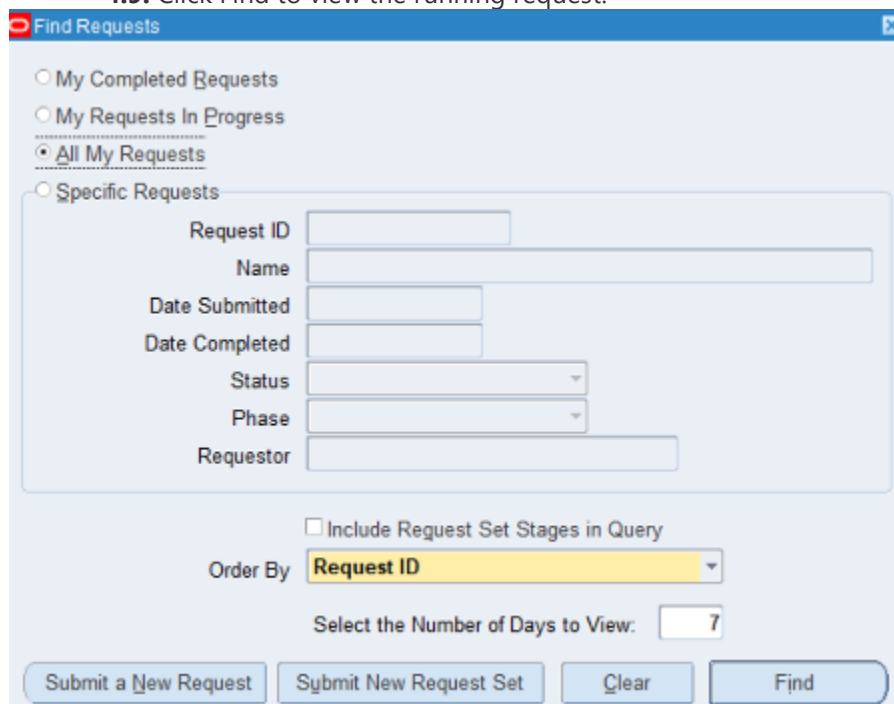


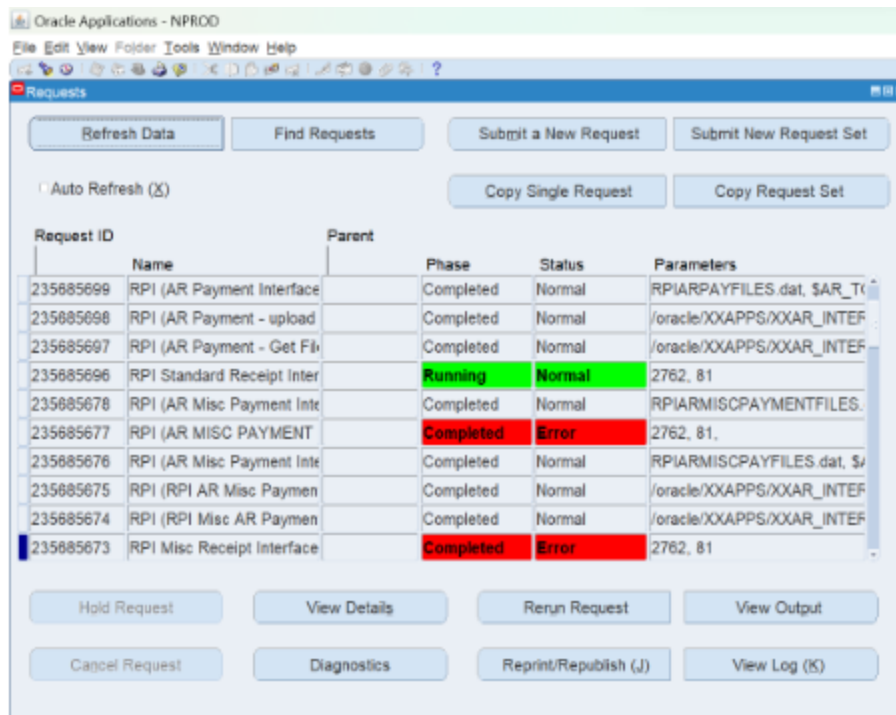
4.8. Under Submit Request, type RPI Standard Receipt Interface Main. Click Submit and OK. Choose No for Submit another request.





4.9. Click Find to view the running request.

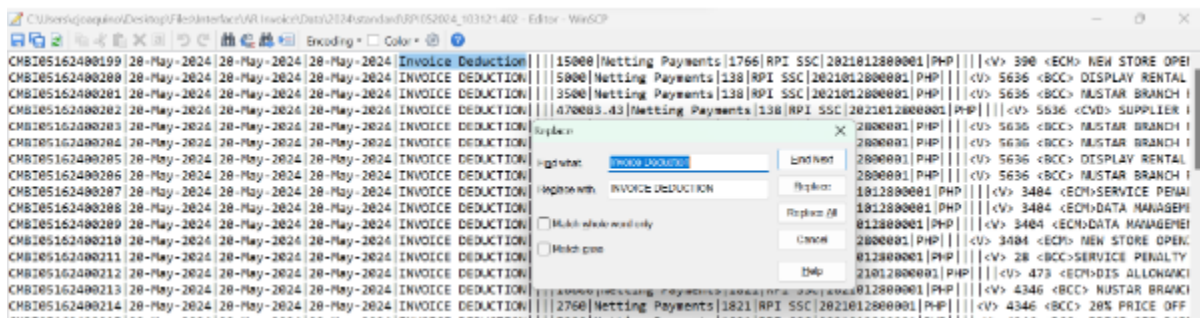




4.10. If the program has finished running...

4.10.a. Status = Completed - Normal -

- Go to WinSCP. Open .402 flat file.
- Press Ctrl + H to Find Invoice Deduction and replace INVOICE DEDUCTION. Save.



4.10.b. Status = Completed - Error/Warning -

- Click View Output to check errors in browser.
- Get the receipt numbers for those with errors and separate from the receipts with no error.
- Upload first the receipts with no error. These receipts are uploaded and applied to invoice.
- Upload next the receipts with error. These receipts are uploaded but unapplied.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Requests

Refresh Data Find Requests Submit a New Request Submit New Request Set

Auto Refresh (X) Copy Single Request Copy Request Set

Request ID	Name	Parent	Phase	Status	Parameters
235685703	RPI (RPI AR Payment Inter		Completed	Normal	RPIARPAYMENTFILES.dat, /r
235685701	RPI (AR Receipt apply to A		Completed	Warning	2762, 81
235685700	RPI (AR Receipt Validation		Completed	Warning	2762, 81,
235685699	RPI (AR Payment Interface		Completed	Normal	RPIARPAYFILES.dat, \$AR_T
235685698	RPI (AR Payment - upload		Completed	Normal	/oracle/XXAPPS/XXAR_INTER
235685697	RPI (AR Payment - Get Fil		Completed	Normal	/oracle/XXAPPS/XXAR_INTER
235685696	RPI Standard Receipt Inter		Completed	Error	2762, 81
235685678	RPI (AR Misc Payment Inte		Completed	Normal	RPIARMISCPAYMENTFILES.
235685677	RPI (AR MISC PAYMENT		Completed	Error	2762, 81,
235685676	RPI (AR Misc Payment Inte		Completed	Normal	RPIARMISCPAYFILES.dat, \$/

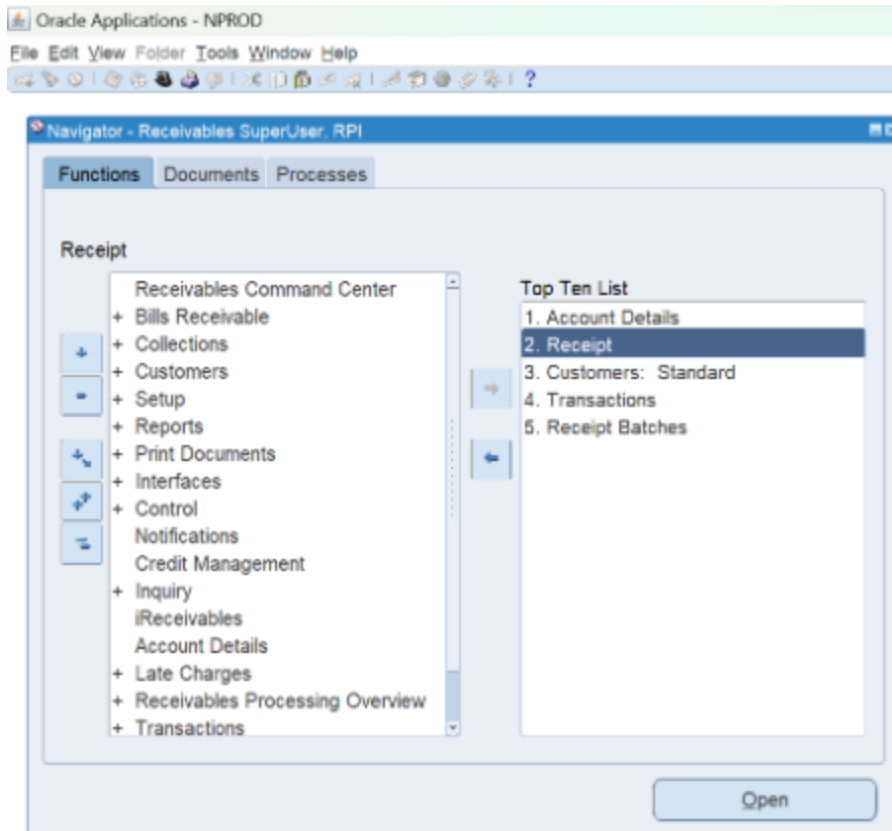
Hold Request View Details Rerun Request View Output

Cancel Request Diagnostics Reprint/Republish (J) View Log (K)

4.11. Transfer the .402 flat file to file path

/oracle/XXAPPS/XXAR_INTERFACE/receipt_standard/RPI/data/ by clicking F5 in keyboard. Click OK. Re run RPI Standard Receipt Interface Main.

4.12. Once the program has finished running (Completed – Normal), check if receipts have been uploaded. Go to Receipt. Click Open.



4.13. In Receipts workbench, press F11. Input Receipt Number. Press Ctrl + F11 to query.

The screenshot shows the Oracle Applications - NPROD Receipts (Rose Pharmacy, Incorporated - PNP) workbench. The form displays various fields for receipt information, including Receipt Method, Receipt Number, Receipt Date, Receipt Amount, Receipt Type, State, Receipt Date, GL Date, Maturity Date, Functional Amount, Balances, Customer Bank, and Remarks. The 'Receipt' tab is selected, and the 'Main' sub-tab is active. The 'Receipt Number' field contains the value 'CMB105152400022'. The 'Receipt Date' field is empty. The 'Receipt Amount' field is empty. The 'Receipt Type' field is empty. The 'State' field is empty. The 'Receipt Date' field is empty. The 'GL Date' field is empty. The 'Maturity Date' field is empty. The 'Functional Amount' field is empty. The 'Balances' section shows 'Unidentified' as 1, 'Applied' as 0, 'On Account' as 0, 'Unapplied' as 0, 'Cash Claims' as 0, and 'Prepayments' as 0. The 'Customer Bank' section shows 'Name' as 'Rose Pharmacy, Incorporated', 'Account' as '1000', and 'PSON' as '1000'. The 'Remarks' section is empty. The 'Reference' field is empty. The 'Postmark Date' field is empty. The 'Confirm' button is highlighted.

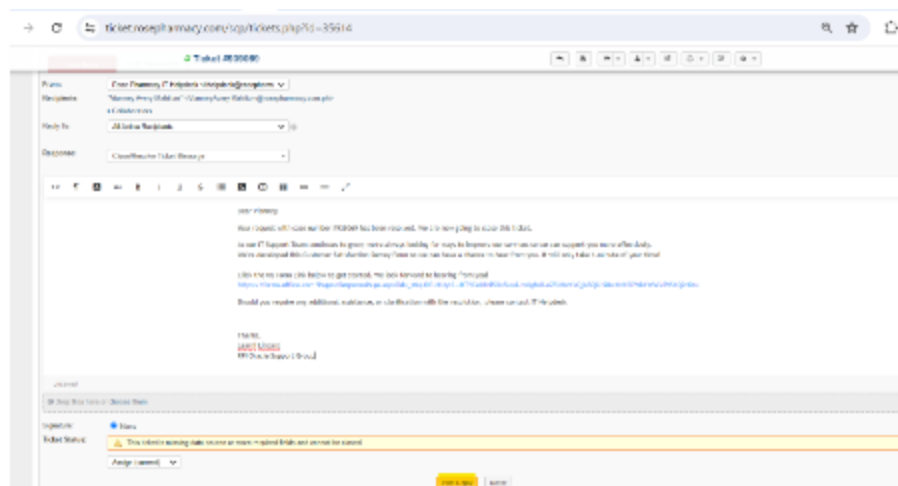
Check if receipt has been correctly uploaded. This is under CAS series so if closing the receipt workbench, do not click save (so AR team can still search and validate the receipts).

4.14. For uploaded but unapplied receipts, indicate that the receipt is Unapplied in the REMARKS in the Excel file.

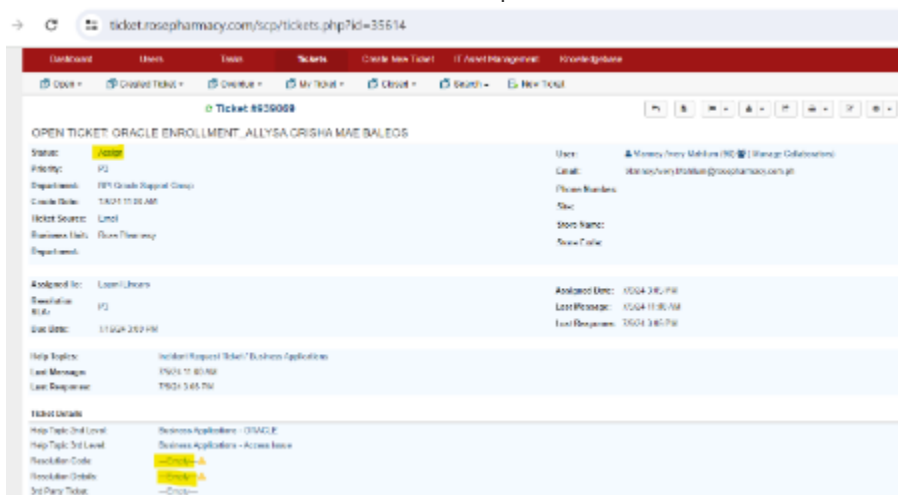
4.15. Send email to AR team to notify of successful upload. Attach the Excel file with the remarks.

Thanks,
Crissa

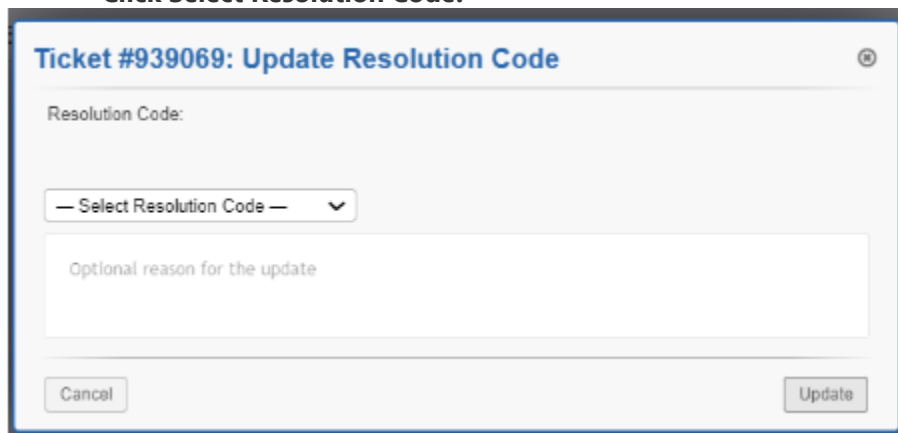
4.16.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.
4.16.b. The close message with the survey link shall appear. Post Reply.



4.16.c. Input Resolution Code.



- Click Select Resolution Code.



- Choose Business Application. Click Update.

Ticket #939069: Update Resolution Code

Resolution Code:

— Select 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

4.16.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

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

Unassigned Tickets
Assigned Tickets
Overdue Tickets
My Tickets
Create New Ticket
IT Asset Management
Knowledgebase

Resolution Details updated successfully

Ticket #939069

OPEN TICKET: ORACLE ENROLLMENT_ALLYSA CRISHANAE BALES

Status: Pending
Priority: P1
Department: BIR Credit Support Group
Create Date: 7/6/24 11:08 AM
Ticket Source: Email

Assign To: Vanden Aary, Marleen (BIR)
Email: VandenAary.Marleen@cedkarmag.com
Phone Number:
Alt:
Service Name:
Service Code:

Assigned Date: 7/6/24 3:23 PM
Last Message: 7/6/24 11:08 AM
Last Response: 7/6/24 3:06 PM

Ticket Details
Help Topic 2nd Level: Business Applications - CRM/CE
Help Topic 3rd Level: Business Applications - Access Issues
Resolution Code: Business Application
Resolution Details: create a new account in Oracle via system
3rd Party Ticket: ---

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

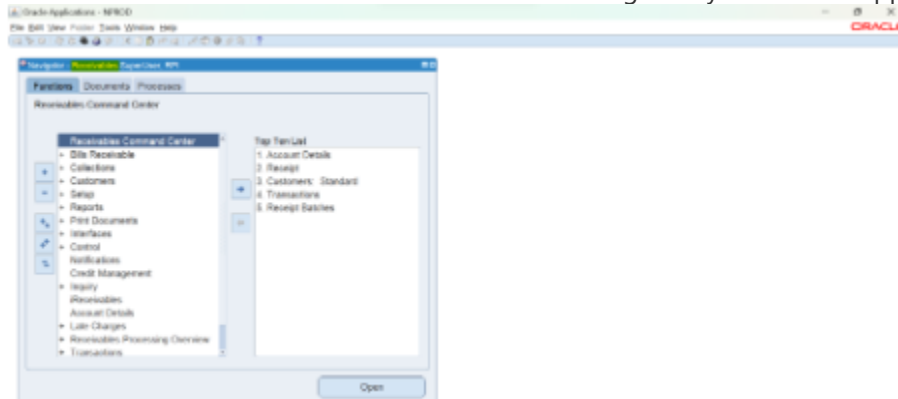
**The ticket is transferred to Closed tickets.

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 Receivables SuperUser, RPI responsibility to be able to interface the .402 flat file. This is assigned by IT - Oracle Applications team.



6. File Structure

6.1. .402 flat file

No	Column Name	Req?
1	HDR_RECEIPT_NUMBER	Y
2	HDR_RECEIPT_DATE	Y
3	HDR_GL_DATE	Y
4	HDR_MATURITY_DATE	N
5	HDR_INFLOW_CATEGORY	Y
6	HDR_BANK	N
7	HDR_CHECK_NUMBER	N
8	HDR_CHECK_DATE	N
9	HDR_RECEIPT_AMOUNT	Y
10	HDR_RECEIPT_METHOD_NAME	Y
11	HDR_CUSTOMER_NUMBER	N
12	HDR_LOCATION	N
13	HDR_BANK_ACCOUNT_NUMBER	Y
14	HDR_CURRENCY_CODE	Y
15	HDR_RATE_DATE	N
16	HDR_RATE_TYPE	N
17	HDR_RATE	N
18	HDR_COMMENTS	N
19	DTL_CUSTOMER_NUMBER	N
20	DTL_INVOICE_NUMBER	N
21	DTL_APPLY_DATE	N
22	DTL_APPLIED_AMOUNT	N
23	DTL_GL_DATE	N
24	DTL_INVOICE_LOCATION	N
25	DTL_INVOICE_GL_DATE	N
26	FILENAME	Y

Y = required field

7. Schedule

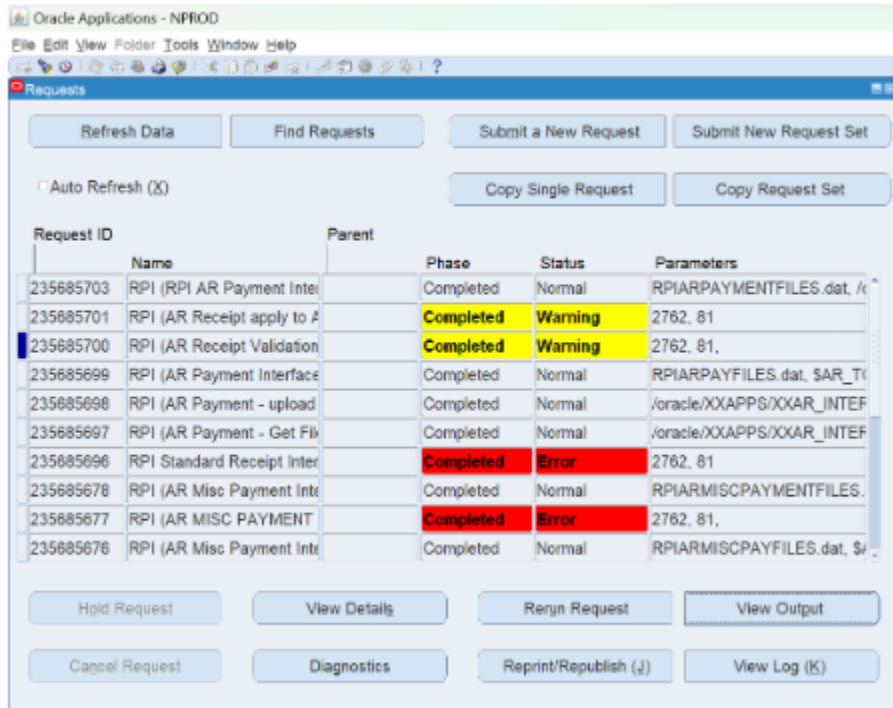
7.1. Standard receipts interface is performed **per request**.

7.2. Standard receipts data is provided by AR team. Interface is done by IT per request. Email notification of successful upload on the same day. SLA = P3 (turnaround time = 3 days)

8. Troubleshooting

8.1. If running the RPI Standard Receipt Interface Main, the program returns **Completed - Error/Warning**:

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



8.2.b. Go to browser. The receipts 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 -

-Applied amount () is greater than Invoice balance (0).

Check in Receipts workbench if uploaded. Receipt is uploaded but unapplied. Program cannot find the open invoice which causes it to be unapplied.

-The supplied gl date is not in open period

The provided GL date for the receipt is not the current open period. Inform AR team so they could advise if GL date should be revised. Run RPI Standard Receipt Interface Main again.

8.2.e. For issues like the RPI Standard Receipt Interface Main 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>