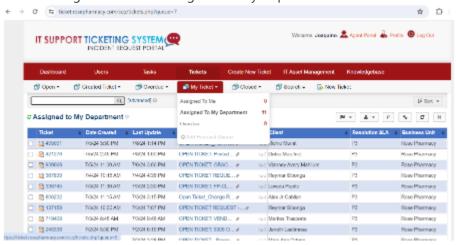
Item Code Set up

- 1. Purpose
 - **1.1.** To have a standard navigational instruction to IT in the ticketing for **Item Code Set up.**
- 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.

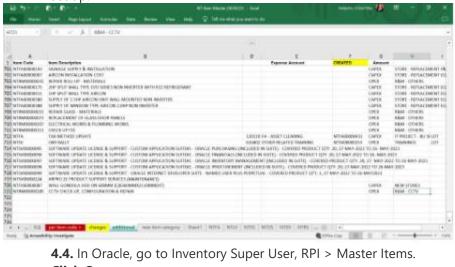


4.2. Purchase requestors sends an open ticket to IT Helpdesk with the Item Code Request Form. Click Ticket number or Incident Description to open this ticket.

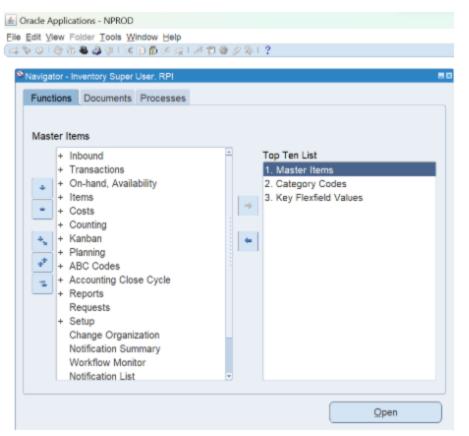




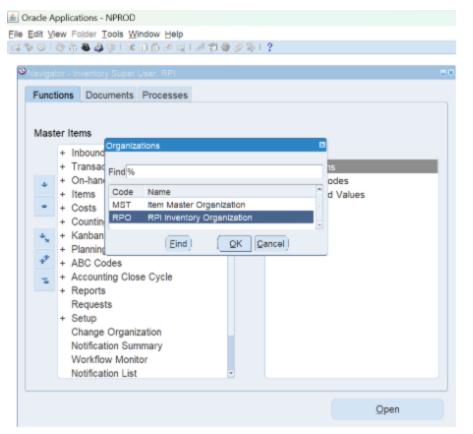
4.3. Open NT Item Master file. Copy provided data in template. Use this as reference for Oracle set up.



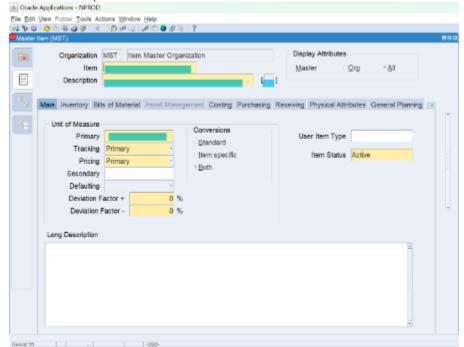
4.4. In Oracle, go to Inventory Super User, RPI > Master Items. Click Open.



4.5. Choose RPO - RPI Inventory Organization. **Click OK.**

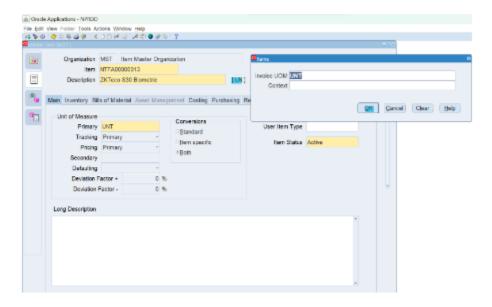


4.6. Input data.



4.6.a. Header -

- Item from item code class (NTFA, NTSS, NTSV, NTOS, NTLV, NTRM, NTRS) assigned by GL team; number value is determined by IT based on the last item code created for that item code class.
- Description copy from description provided by GL
- DFF input unit of measure (UNT, LOT, PCS, RLL, etc) in Invoice UOM; click OK

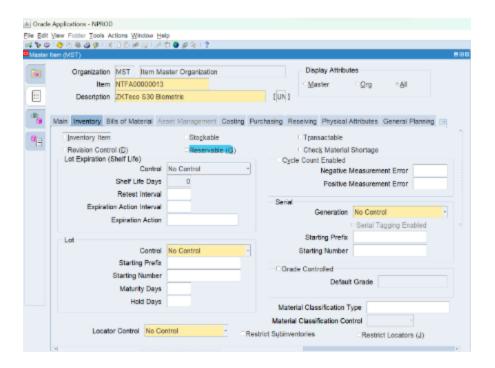


4.6.b. Main tab -

- Unit of Measure input unit of measure (UNT, LOT, PCS, RLL, etc); should be the same UOM as the DFF
- o Item Status = Active

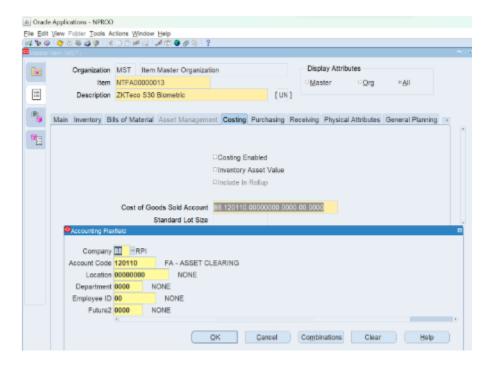
4.6.c. Inventory tab -

Reservable - uncheck this



4.6.d. Costing tab -

Change Account Code to the account code provided by GL team.



4.6.e. Purchasing tab -

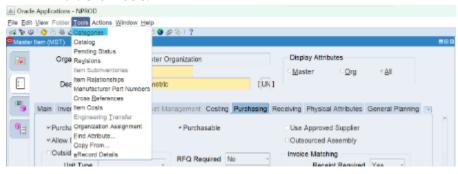
- o Check Purchased.
- o Change Expense Account to the account code provided by GL team.

o If there is Asset Category (Major and Minor) provided by GL, input.

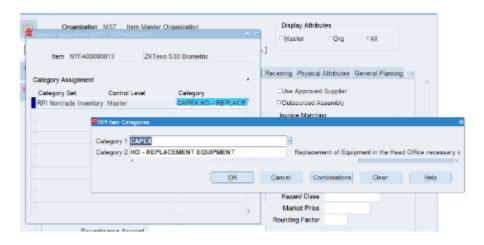


*If the expense account is a clearing account like 120110 FA - ASSET CLEARING, then there should be an asset category. Any other expense account would not have an asset category; leave as BLANK.



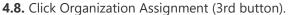


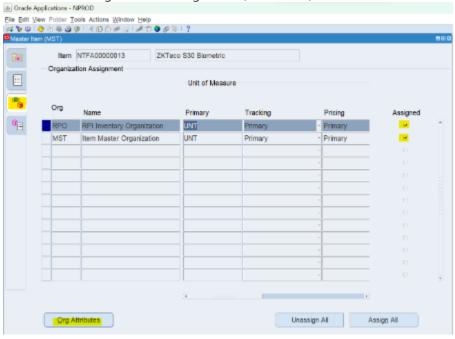
Choose Categories.



- Input Item Categories provided by GL team
- Click OK.
- Click save.

Close Categories window.

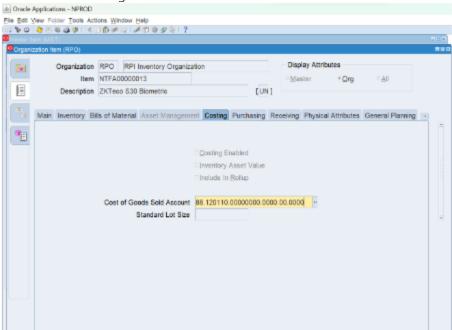




- o Ensure that the Assigned boxes are all checked.
- o Click Org Attributes.

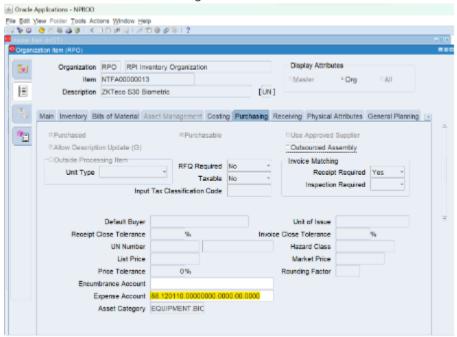
4.9. In Organization Item (RPO)

4.9.a. Costing tab –

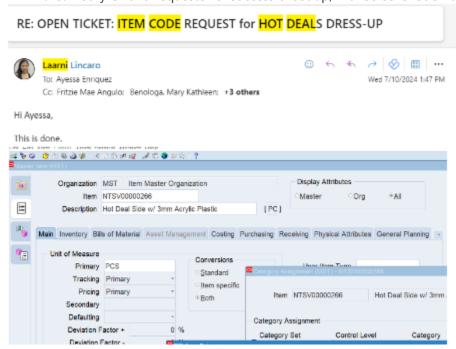


o Change Account Code to the account code provided by GL team.

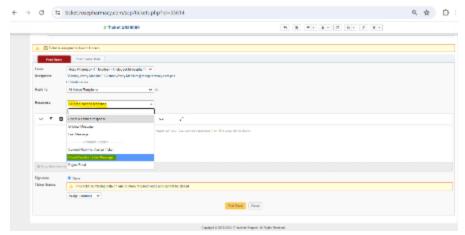
4.9.b. Purchasing tab -



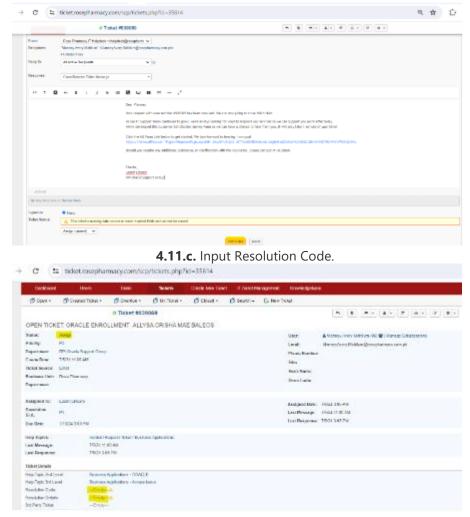
- o Change Account Code to the account code provided by GL team.
- o Click save.
- 4.10. Notify GL and requestor of successful set up, with screenshot of item code created.



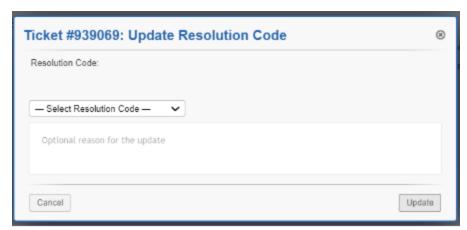
4.11. Go to IT Support Ticketing System Incident Request Portal > Ticket. Close the ticket.



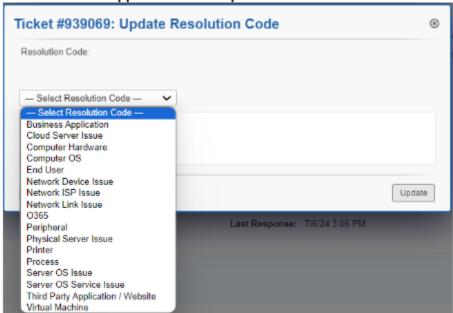
- **4.11.a.** In Response, Select a canned response. Choose Close/Resolve Ticket Message.
- **4.11.b.** The close message with the survey link shall appear. Post Reply.



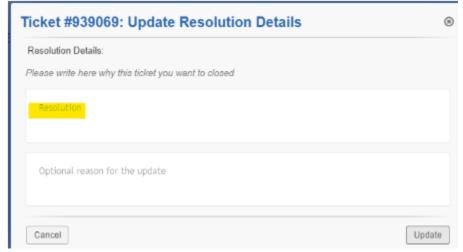
Click Select Resolution Code.



Choose Business Application. Click Update.



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



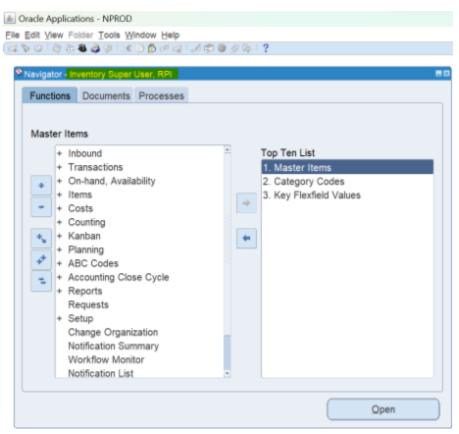
4.11.e. Change Status. Click Assign. Choose Closed (if no user feedback needed)/ Resolved (if user may provide feedback).



- *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 Inventory Super User, RPI responsibility to be able to set up item code. This is assigned by IT Oracle Applications team.



6. File Structure

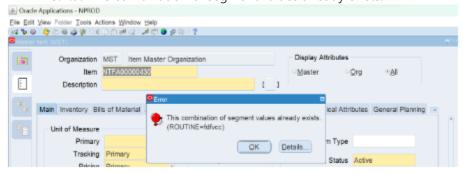
6.1. N/A

7. Schedule

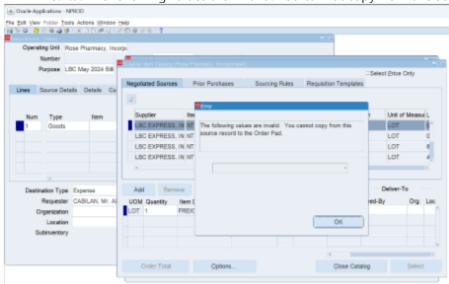
- 7.1. Item code set up is performed per request (open ticket).
- **7.2.** Item code set up is done by IT after receiving ticket from PR requestor or GL team. Email notification of successful upload on the same day. SLA = P3 (turnaround time = within 3 days)

8. Troubleshooting

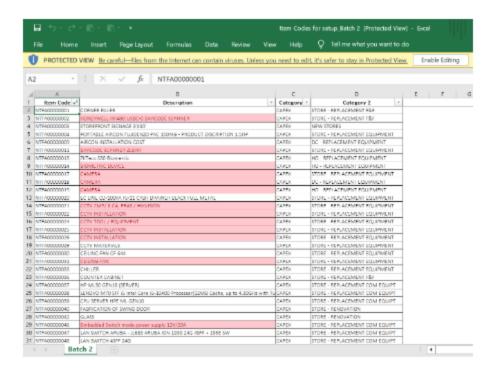
- 8.1. If there are errors in item code set up -
- **8.1.a.** This combination of segment values already exists.



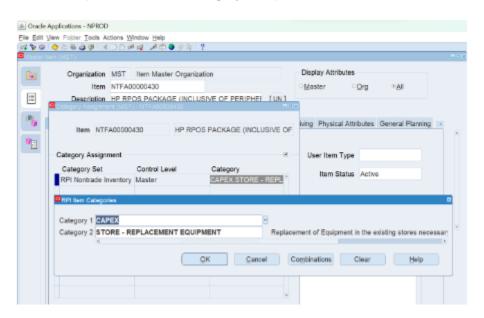
- o Change item code to next number in the series e.g. NTFA00000430 -> NTFA00000431
- **8.2.** If purchase requestor cannot use an item code when choosing from catalog in PR creation **8.2.a.** The following values are invalid. You cannot copy from this source record to the Order Pad.



- Requestor must coordinate with GL team for new item code category assignment.
- GL sends an open ticket to IT to change item category set up.



IT updates item code category set up.



- In Oracle, go to Inventory Super User, RPI > Master Items
- Choose RPO RPI Inventory Organization.
- Press F11 in keyboard. Input item code for update. Press Ctrl + F11
- Go to Tools > Categories.
- Input Item Categories provided by GL team. Click save, then OK.
- o IT notifies GL and requestor of successful item code update with screenshot of updated category.
- o Requestor must coordinate with Non-trade procurement team for new quotation set up.

- o NT procurement must close old quotation (using old item categories), and create new quotation with the item codes (using new item categories).
- o Requestor can now create a new purchase request (PR).
- **8.3.** For 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>