

New Store Location

1. Purpose

1.1. To have a standard navigational instruction to IT in the ticketing for **New Store Location 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.

Ticket	Date Created	Last Update	Incident Description	Status	Assigned To	Resolution SLA	Business Unit
425001	7/9/24 3:05 PM	7/9/24 1:14 PM	New Store Location Set up	Open	John Doe	72	Rose Pharmacy
427278	7/9/24 1:04 PM	7/9/24 1:04 PM	OPEN TICKET: New Store Location Set up	Open	John Doe	72	Rose Pharmacy
830669	7/9/24 11:30 AM	7/9/24 2:04 PM	OPEN TICKET: Change Request	Open	John Doe	72	Rose Pharmacy
357833	7/9/24 11:15 AM	7/9/24 4:08 PM	OPEN TICKET: Request for Information	Open	John Doe	72	Rose Pharmacy
338946	7/9/24 11:30 AM	7/9/24 2:08 PM	OPEN TICKET: Request for Information	Open	John Doe	72	Rose Pharmacy
803232	7/9/24 11:15 AM	7/9/24 3:15 PM	Open Ticket: Change Request	Open	John Doe	72	Rose Pharmacy
137159	7/9/24 11:30 AM	7/9/24 7:07 PM	OPEN TICKET: Request for Information	Open	John Doe	72	Rose Pharmacy
719433	7/9/24 8:45 AM	7/9/24 5:45 AM	OPEN TICKET: Vendor Request	Open	John Doe	72	Rose Pharmacy
240235	7/9/24 6:06 PM	7/9/24 6:11 PM	OPEN TICKET: Service Request	Open	John Doe	72	Rose Pharmacy

4.2. GL team sends an open ticket to IT Helpdesk for new store location set up with a New Location Form. Click Ticket number or Incident Description to open this ticket.

OPEN TICKET: **NEW STORES REQUEST - 5707**

RV Venales

To: Rose Pharmacy IT Helpdesk; Joaquin, Crissa Mae; Laarni Lincaro; Elsie Balagot
Cc: Shiela Bolotaulo; Geraldine F. Libradilla; Coroses, Angelrita; +22 others

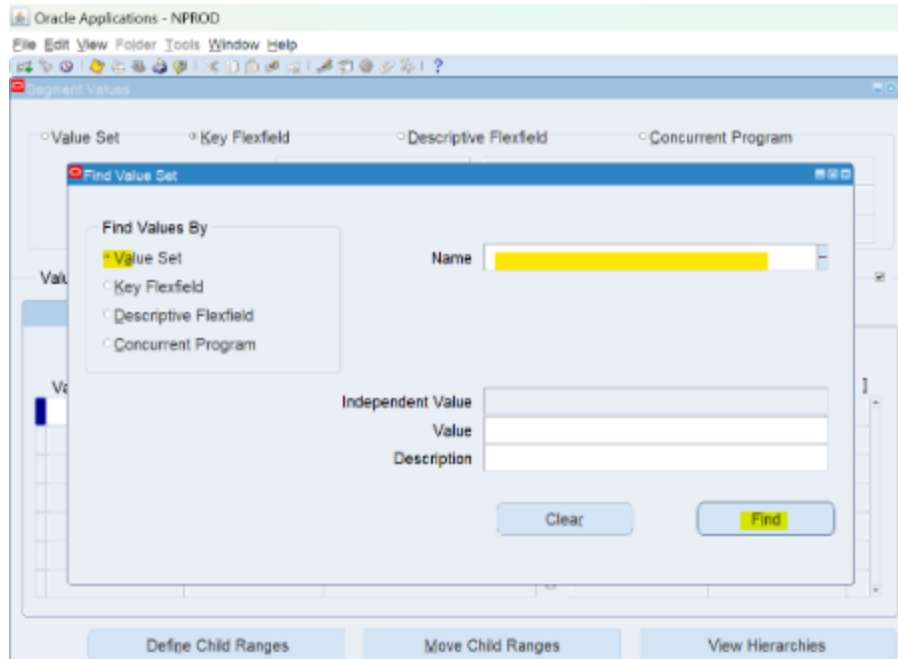
5707 NEW STORE FORM.pdf
405 KB

Hi IT Helpdesk,

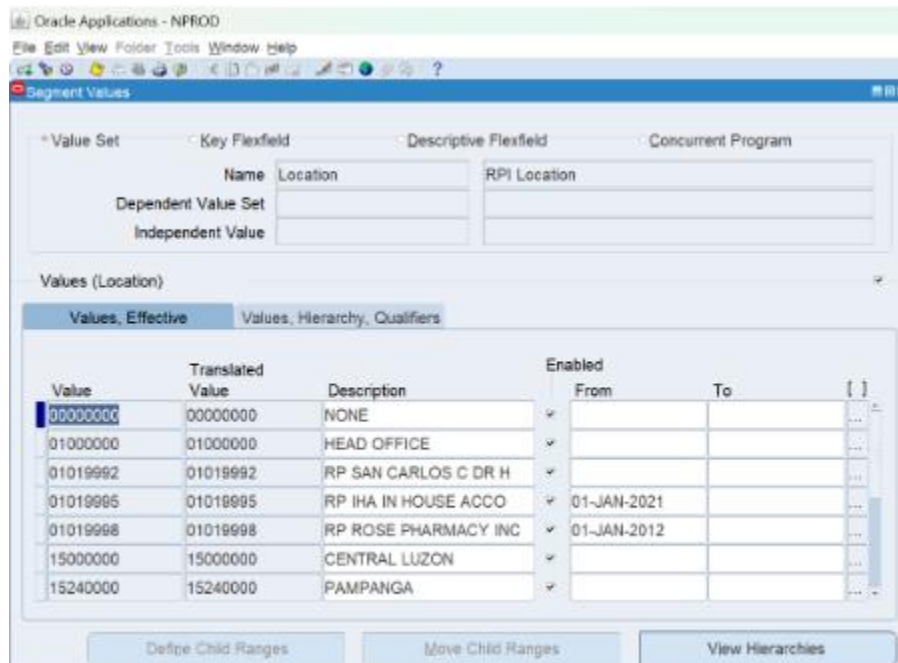
Requesting to upload **new store** code in the Oracle system. Kindly refer to the **new location** form for reference.

Thank you.

Store Name: RP LUPON POBLACION MARKET AVE
System Name: RP LUPON POB MKT AVE
Address: Market Avenue Brgy. Poblacion, Davao Oriental
Oracle and Asset Code: 55575707
Tentative opening date: October 01,2024
FA Description: RP LUPON POB MKT AVE
FA Region: DAVAO



- **Click Value Set.**
- In Name field, input Location.
- **Click Find.**



- Check if location for set up is existing. Make sure cursor is on Value or Description fields. Press F11.
- Input %location code% in Value or %location name% in Description.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Segment Values

Value Set Key Flexfield Descriptive Flexfield Concurrent Program

Name Location RPI Location

Dependent Value Set

Independent Value

Values (Location)

Values, Effective Values, Hierarchy, Qualifiers

Value	Translated Value	Description	Enabled	From	To	[]
%30313107%			<input checked="" type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			

Define Child Ranges Move Child Ranges View Hierarchies

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Segment Values

Value Set Key Flexfield Descriptive Flexfield Concurrent Program

Name Location RPI Location

Dependent Value Set

Independent Value

Values (Location)

Values, Effective Values, Hierarchy, Qualifiers

Value	Translated Value	Description	Enabled	From	To	[]
		%RP SIPALAY BRGY 2%	<input checked="" type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			

Define Child Ranges Move Child Ranges View Hierarchies

- **Press Ctrl + F11.** If not existing, proceed with set up.
- **Press F4.**
- Input location code in Value, system name in Description, and date approved in Enable From.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Segment Values

* Value Set Key Flexfield Descriptive Flexfield Concurrent Program

Name Location RPI Location

Dependent Value Set

Independent Value

Values (Location)

Values, Effective Values, Hierarchy, Qualifiers

Value	Translated Value	Description	Enabled	From	To	[]
30313107	30313107	RP SIPALAY BRGY 2	<input checked="" type="checkbox"/>	25-MAR-2024		
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			

Define Child Ranges Move Child Ranges View Hierarchies

Note: Maximum characters for Description is up to 20 characters only. Date Approved is from the New Location Form.

- Click Save.

4.5. Go to Fixed Assets, RPI > Key Flexfield Values. **Click Open.**

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Navigator - General Ledger Super User, RPI

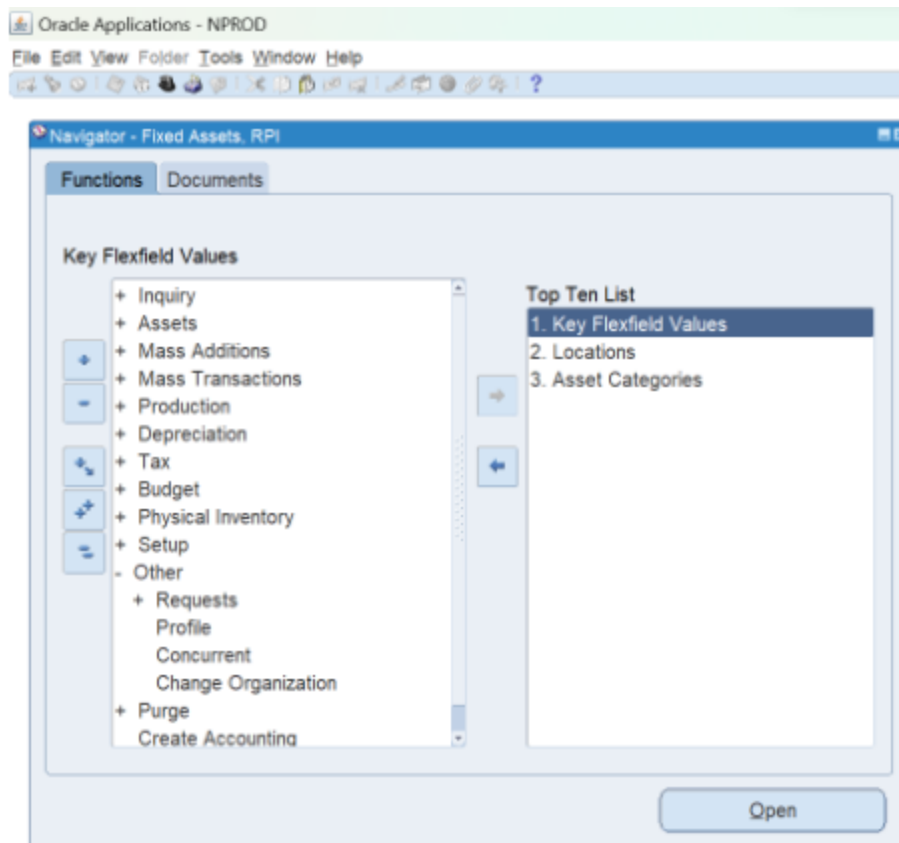
Functions Documents Processes

Responsibilities

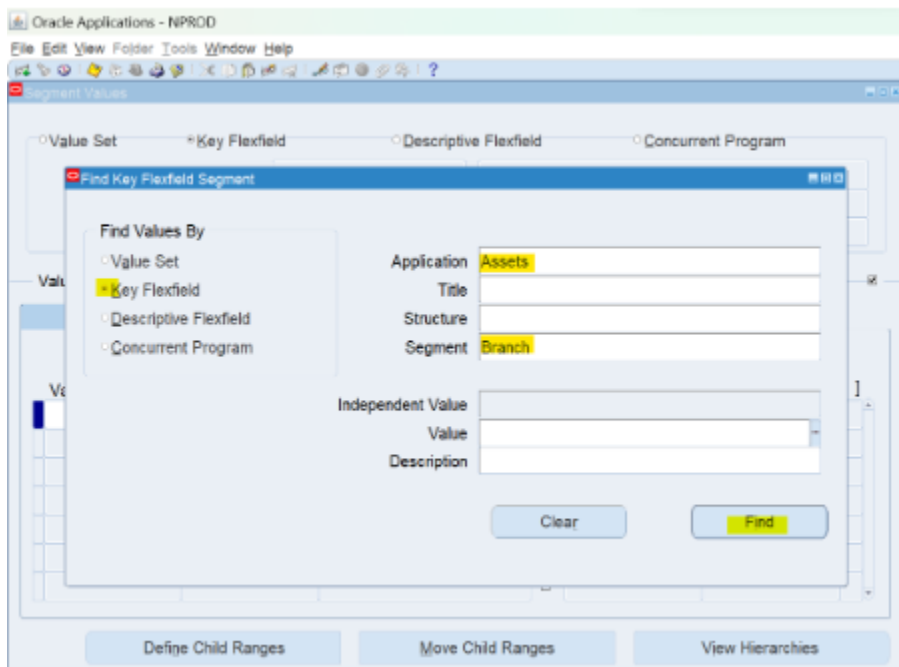
Find %

- Responsibility
- Application Diagnostics
- Cash Management Superuser, RPI
- Fixed Assets, RPI**
- General Ledger Super User, RPI
- Global HRMS Manager
- Internet Expenses Audit Manager
- Inventory Super User, RPI
- Payables SuperUser, RPI

Find OK Cancel



4.5.a. In the Find Key Flexfield Segment –



- Ensure that Key Flexfield is chosen.
- In Application field, input Assets.

- In Segment field, input Branch.
- Click Find.

4.5.b. In Segment Values window > Values, Effective –

Value	Translated Value	Description	Enabled	From	To	[]
35353537	35353537	P. DEL ROSARIO JUNQUER	<input checked="" type="checkbox"/>			<input type="checkbox"/>
AGU SUR BAYUG/AGU SUR BAYUG/AGU SUR BAYUGAN			<input checked="" type="checkbox"/>			<input type="checkbox"/>
AGUNR CBORN PFAGUNR CDRN PFAGU NTR CABADBARAN PR			<input checked="" type="checkbox"/>			<input type="checkbox"/>
ALABANG - SHOP ALABANG - SHOP ALABANG - SHOPWISE			<input checked="" type="checkbox"/>	01-JUN-2017		<input type="checkbox"/>
ALBNG STARMAL ALBNG STARMAL ALABANG STARMALL			<input checked="" type="checkbox"/>			<input type="checkbox"/>
ANDALUSIA SN FFANDALUSIA SN FFANDALUSIA SN FRNDO			<input checked="" type="checkbox"/>			<input type="checkbox"/>
ANTIPOLO	ANTIPOLO	ANTIPOLO	<input checked="" type="checkbox"/>			<input type="checkbox"/>

- Check if location for set up is existing. Make sure cursor is on Value field. Press F11.
- Input %location name% in Value.

Value	Translated Value	Description	Enabled	From	To	[]
%RP SIPALAY BR			<input checked="" type="checkbox"/>			<input type="checkbox"/>
			<input type="checkbox"/>			<input type="checkbox"/>
			<input type="checkbox"/>			<input type="checkbox"/>
			<input type="checkbox"/>			<input type="checkbox"/>
			<input type="checkbox"/>			<input type="checkbox"/>
			<input type="checkbox"/>			<input type="checkbox"/>

- **Press Ctrl + F11.** If not existing, proceed with set up.

- **Press F4.**
- Input system name in Value, store name in Description, and date approved in Enable From.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Segment Values

Value Set Key Flexfield Descriptive Flexfield Concurrent Program

Title Location Flexfield Structure Location Flexfield

Independent Segment Branch Dependent Segment

Independent Value Value Description

Values (Branch)

Values, Effective Values, Hierarchy, Qualifiers

Value	Translated Value	Description	Enabled	From	To	
RP SIPALAY BRG	RP SIPALAY BRG	RP SIPALAY BRGY 2	<input checked="" type="checkbox"/>	25-MAR-2024		
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			
			<input type="checkbox"/>			

Define Child Ranges Move Child Ranges View Hierarchies

Refer to data provided via email by GL team.

SIPALAY _New Location Form.pdf
440 KB

Hi IT Helpdesk

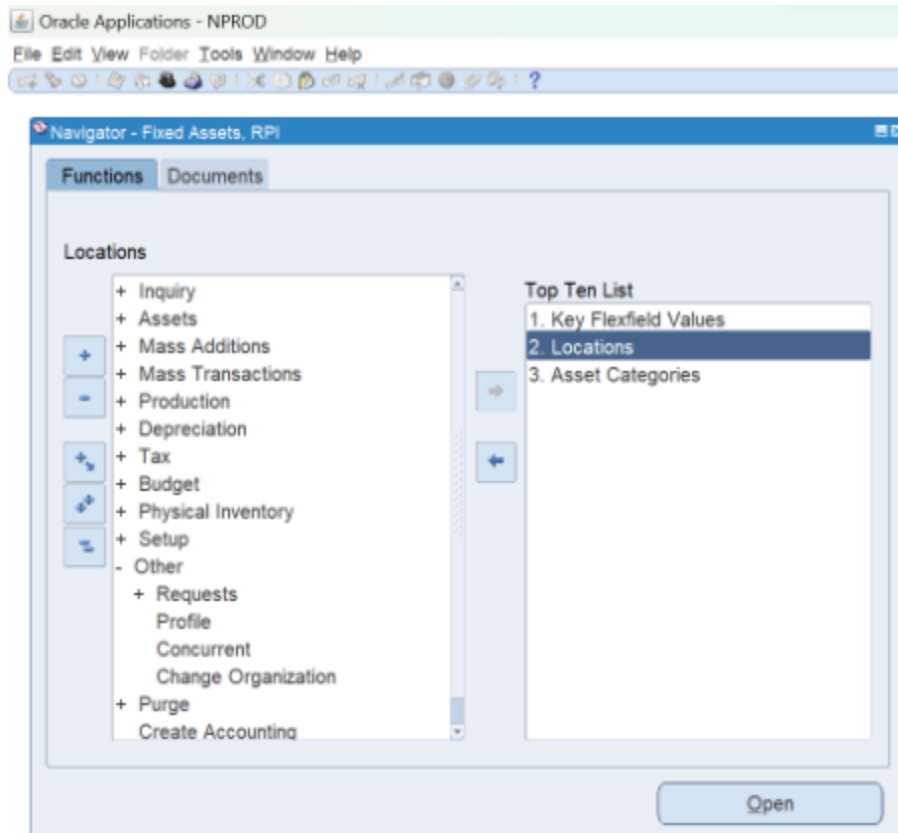
Requesting to upload new store codes in the Oracle system. Kindly refer to the new location form for reference.

Thank you.

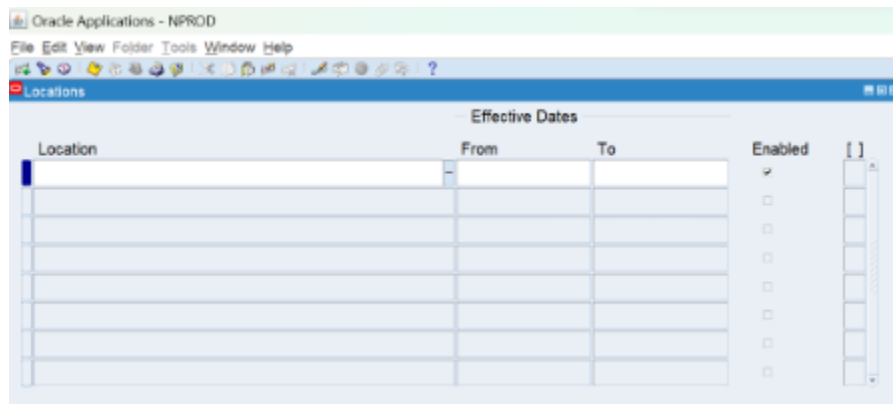
Store Name: RP SIPALAY BRGY 2
System Name: RP SIPALAY BRGY 2
Address: Barangay Poblacion 1 Sipalay City
Oracle and Asset Code: 30313107
Tentative opening date: June 01, 2024
FA Description: RP SIPALAY BRGY 2
FA Region: WESTVIS
FA Province: NEGROS OCCIDENTAL

- **Click Save.**

4.6. Go to Locations. Click Open.



4.6.a. In the Locations window –



- Press F11.
- Press Ctrl + F11 to show all location set ups.
- Click New, then click the 3 dots (...)

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Locations

Location	Effective Dates	Enabled
	From To	
BARMM.MAGUINDANAO DELNORTE RP DATU ODIN SINK	08-JAN-2024	<input checked="" type="checkbox"/>
CARAGA.AGUSAN DEL NORTE AGUNR CBORN PRNCE		<input checked="" type="checkbox"/>
CARAGA.AGUSAN DEL NORTE RP BUENAVISTA PRINCE	01-JUN-2021	<input checked="" type="checkbox"/>
CARAGA.AGUSAN DEL SUR AGU SUR BAYUGAN		<input checked="" type="checkbox"/>
CARAGA.AGUSAN DEL SUR AGUNR CBORN PRNCE		<input checked="" type="checkbox"/>
CARAGA.AGUSAN DEL SUR ASUR SANFRN GMALL		<input checked="" type="checkbox"/>
CARAGA.AGUSAN DEL SUR ASUR SNFRN GAIS CAP		<input checked="" type="checkbox"/>

- Input region, province, and branch (system name). **Click OK.**

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Locations

Location	Effective Dates	Enabled
	From To	
WESTVIS.ILOILO.RP POTOTAN POBLACION	10-JUL-2021	<input checked="" type="checkbox"/>
WESTVIS.ILOILO.RP SAN MIGUEL ROXAS	02-DEC-2021	<input checked="" type="checkbox"/>
WESTVIS.ILOILO.SARA POBLACION	12-NOV-2019	<input checked="" type="checkbox"/>
WESTVIS.KALIBO.KALIBO GAISANO		<input checked="" type="checkbox"/>
WESTVIS.KALIBO.KALIBO JULIES		<input checked="" type="checkbox"/>
WESTVIS.KALIBO.RP KALIBO AND		<input checked="" type="checkbox"/>
WESTVIS.KALIBO.RP KALIBO POK		<input checked="" type="checkbox"/>

Location Fields

Region:

Province:

Branch:

OK Cancel Clear Help

- Click Save.

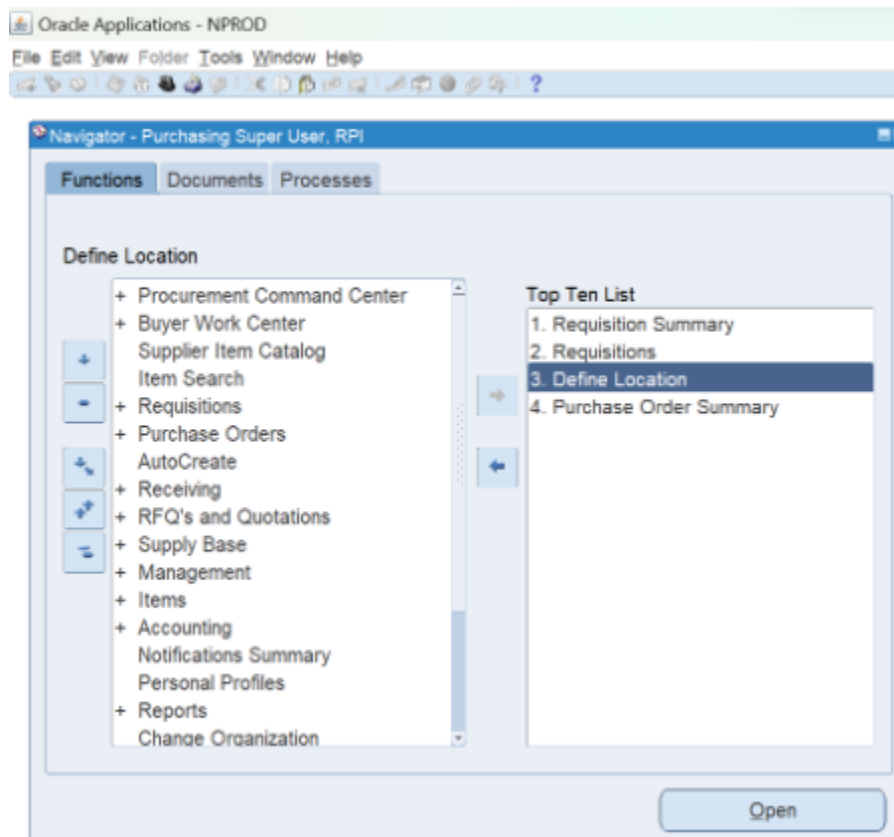
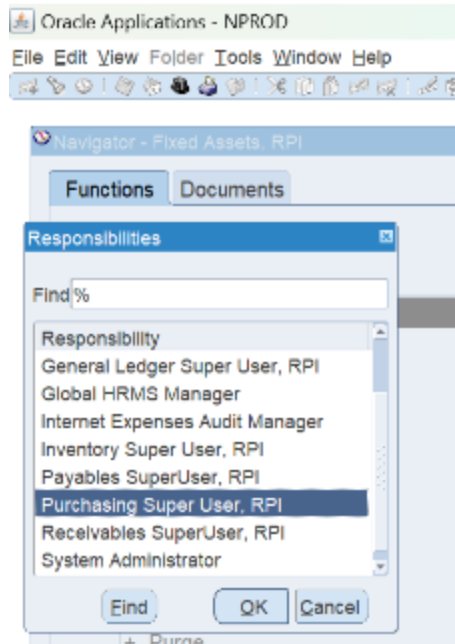
Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Locations

Location	Effective Dates	Enabled
	From To	
WESTVIS.KALIBO.RP KALIBO POB ROXAS	25-JUL-2022	<input checked="" type="checkbox"/>
WESTVIS.KALIBO.RP MALAY RS BORA BAL	04-AUG-2022	<input checked="" type="checkbox"/>
WESTVIS.NEGROS OCCIDENTAL.RP CALATRAVA MING	16-MAY-2024	<input checked="" type="checkbox"/>
WESTVIS.NEGROS OCCIDENTAL.RP SIPALAY BRGY 2	25-MAR-2024	<input checked="" type="checkbox"/>
WESTVIS.NEGROS ORL.RP CUAYAN NOC PRINCE	23-OCT-2023	<input checked="" type="checkbox"/>
WESTVIS.ROXAS PONTEVEDRA	06-APR-2021	<input checked="" type="checkbox"/>
WESTVIS.ROXAS.ROXAS GAIS DS		<input checked="" type="checkbox"/>
WESTVIS.ROXAS.ROXAS GAIS MARKT		<input checked="" type="checkbox"/>

4.7. Go to Purchasing Super User, RPI > Define Location. Click Open.



4.7.a. In the Find Key Flexfield Segment –

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Location

Scope
☒ Global ☐ Local

Name

Description

Inactive Date Legal Address ☐

Address Details Shipping Details Other Details

Address Style

Address

Timezone

[☐]

Extra Informa...

Change Organization

Open

- Press F11.
- Press Ctrl + F11 to show all location set ups. Press Dn in keyboard to check other locations.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Location

Scope
☒ Global ☐ Local

Name 30303002

Description RP ILOILO C POB GUAN

Inactive Date Legal Address ☐

Address Details Shipping Details Other Details

Address Style Malaysia (International)

Address 30303002.....Philippines...

Timezone

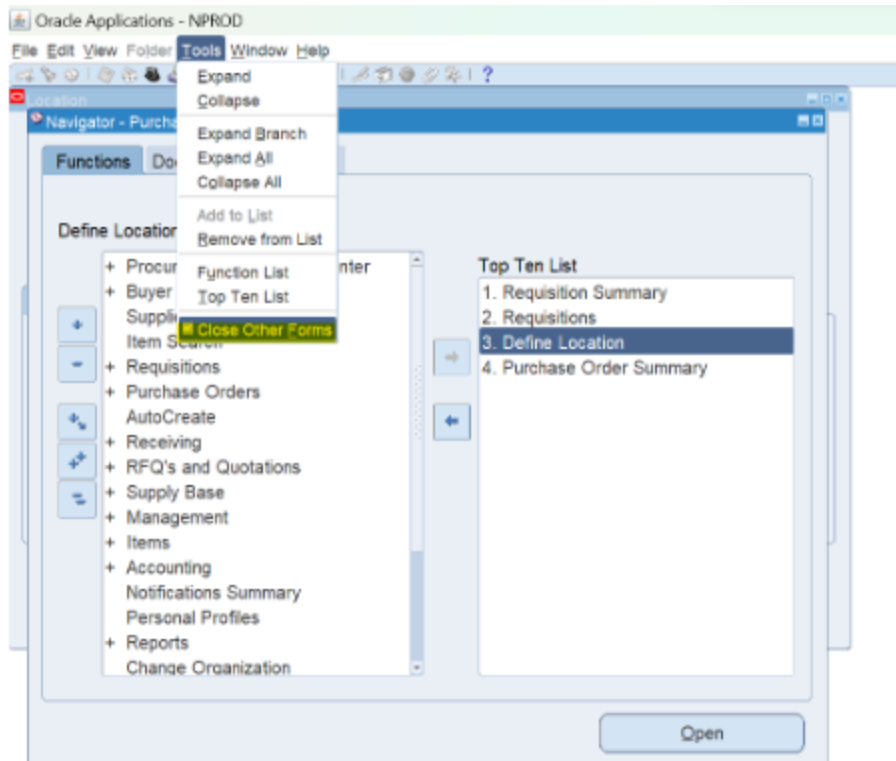
[]

Extra Informa...

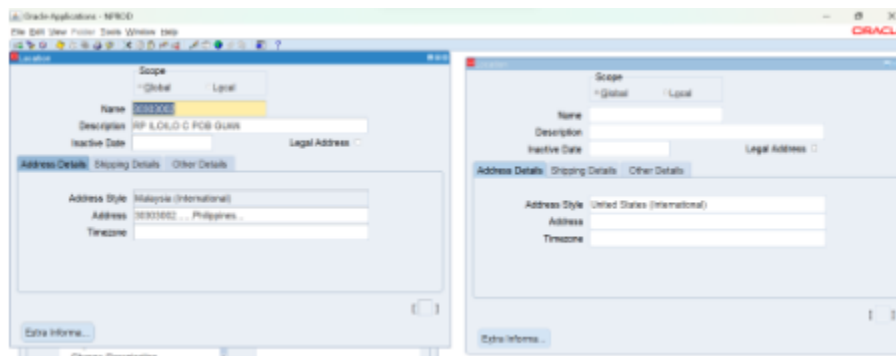
Change Organization

Open

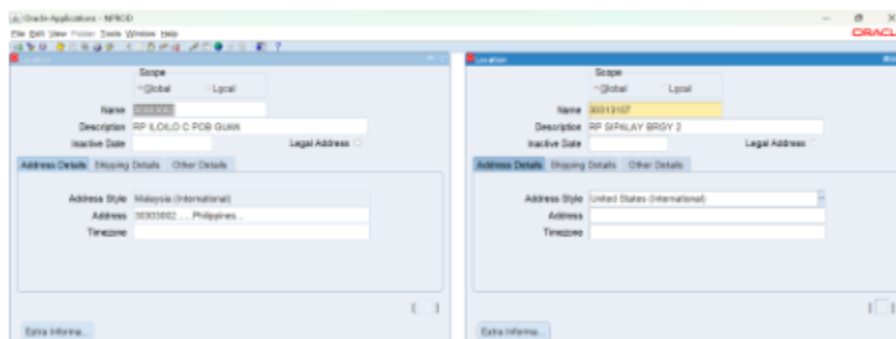
- To use the existing store location as reference, click at any part of the Navigator window. The Location window will be hidden at the back. Click Tools > uncheck Close Other Forms.



- Click Define Location again. Another Location window will open. Drag to the right. Click on the first Location window to show it.



- In the 2nd Location window, input location code in Name and system name in Description.



- In Address Details -
 - Address Style - change to Malaysia (International)
 - Address -
 - Address Line 1 - Input location code
 - Country - change from Malaysia to Philippines
 - **Click OK.**

- In Other Details -
 - Inventory Organization - input RPO-RPI Inventory Organization

- **Click Save.**

4.8. Notify GL team and other departments like MFT that request is done by responding to GL's email.

Re: OPEN TICKET: NEW STORE REQUESTS - 3107



Joaquino, Crissa Mae

To: RV Venales: Rose Pharmacy IT Helpdesk: Elsie Balagot

Mon 4/22/2024 4:00 PM

Cc: Shiela Bolotaulo: Genealaine F. Libradilla: Coreses, Angelrita: +22 others

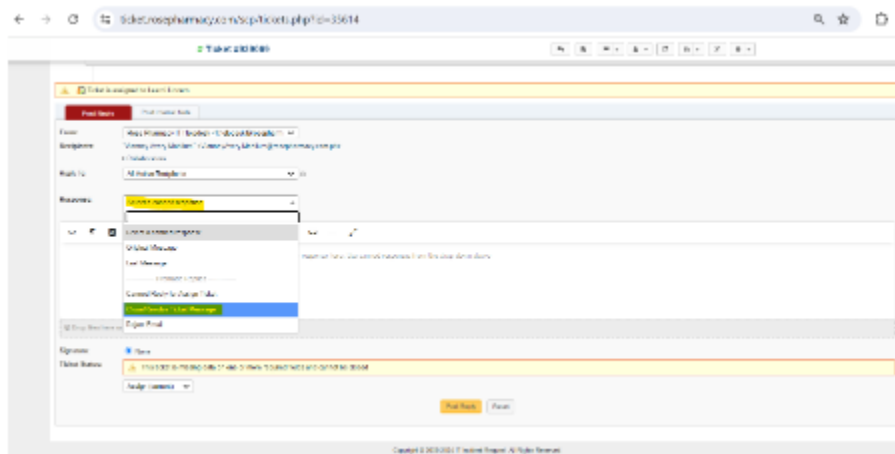
Hi Team,

Location below is now available in Finance system, both in GL and FA.

Location Code	Location Name	Effective date
30313107	RP SIPALAY BRGY 2	25-Mar-24

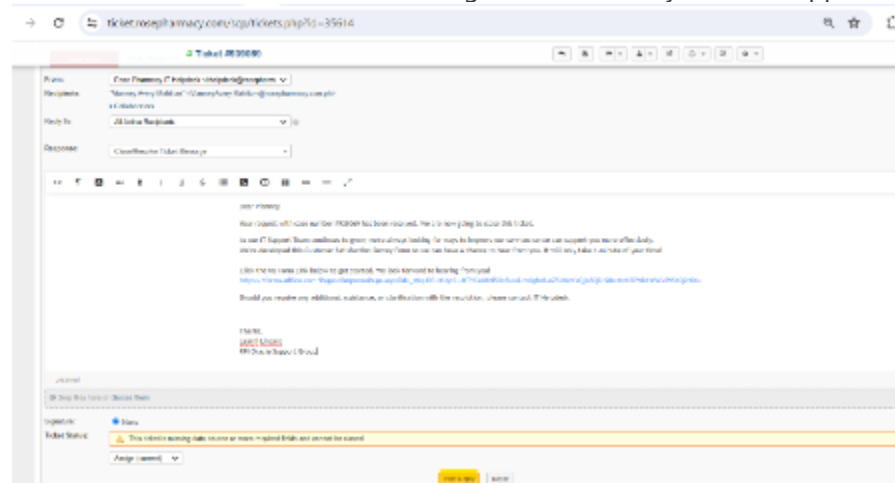
Thanks,
Crissa

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



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

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



4.9.c. Input Resolution Code.

ticket.josepharmacy.com/scp/tickets.php?id=35614

Dashboard Users Cases Tickets Create New Ticket IT Asset Management Service Updates

Open + Create Ticket + Overview + My Ticket + Closed + Search + My Ticket

Ticket #939069

OPEN TICKET: ORACLE ENROLLMENT: ALLYSA ORISHA MAE BALEOS

Status: Open	Queue: IT Services / New Molecules (SC) / Strategic Collaborators
Priority: High	Email: Allysa.Orishma.Baleos@josepharmacy.com
Department: IT Services Support Group	Phone Number:
Created Date: 7/6/24 11:02 AM	Address:
Ticket Number: 939069	Work Item:
Business Unit: Pharmaceutical	Work Center:
Department:	

Assigned To: LSM/LSM/LSM	Assigned Date: 7/6/24 11:02 AM
Assigned To: IT	Last Message: 7/6/24 11:02 AM
Due Date: 7/6/24 3:00 PM	Last Response: 7/6/24 3:00 PM

Help Topics: **Product Support / Ticket / Business Applications**

Last Message: **7/6/24 11:02 AM**

Last Response: **7/6/24 3:00 PM**

Ticket Details

Help Topic: **IT Services / New Molecules (SC) / Strategic Collaborators**

Help Topic: **IT Services / New Molecules (SC) / Strategic Collaborators**

Resolution Code: **Business Application**

Resolution Code: **Business Application**

3rd Party Ticket:

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

4.9.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

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

Updated | Open | Ticket | Ticket | Create New Ticket | IT Asset Management | Knowledge Base

Open > Closed Ticket > Create > My Ticket > Close > Search > New Ticket

Resolution Details updated successfully

Ticket #939069

OPEN TICKET: ORACLE ENROLLMENT_ALLYSA CRISHANNE BAILEY

Series: Assign

Priority: P1

Department: CRM Credit Support Group

Create Date: 7/24/11 10:40

Ticket Source: Email

System Role: User Phoenix

Category: Pending - Initial

Subcategory: Pending - Close

Status: Pending

Assigned To: User

Assigned Date: 7/24/11 2:24 PM

Last Message: 7/24/11 11:00 AM

Last Response: 7/24/11 10:00 PM

Incident Request Ticket: Business Applications

Last Message: 7/24/11 10:40

Last Response: 7/24/11 10:00 PM

Ticket Details

Help Topic 2nd Level: Business Applications - CHANGING

Help Topic 3rd Level: Business Applications - Access Issues

Resolution Code: Business Applications

Resolution Detail: create a new user account in Oracle Applications

3rd Party Ticket: ---CLOSE---

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

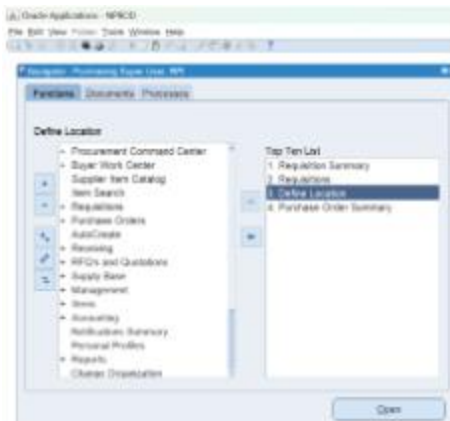
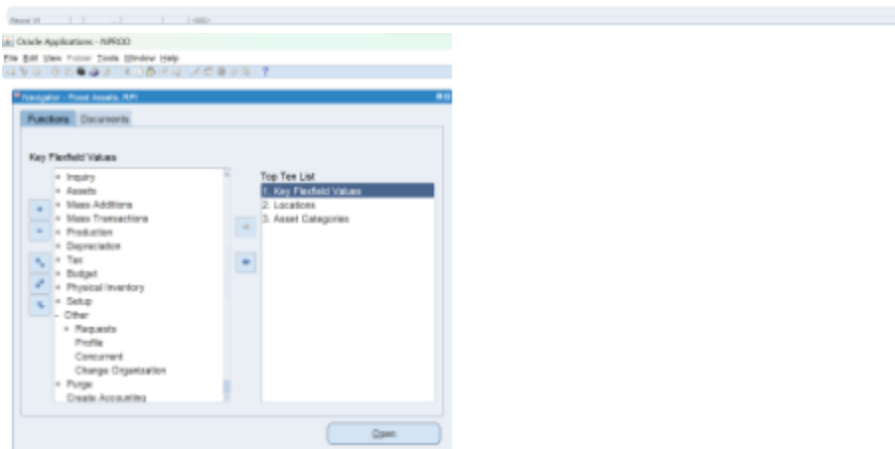
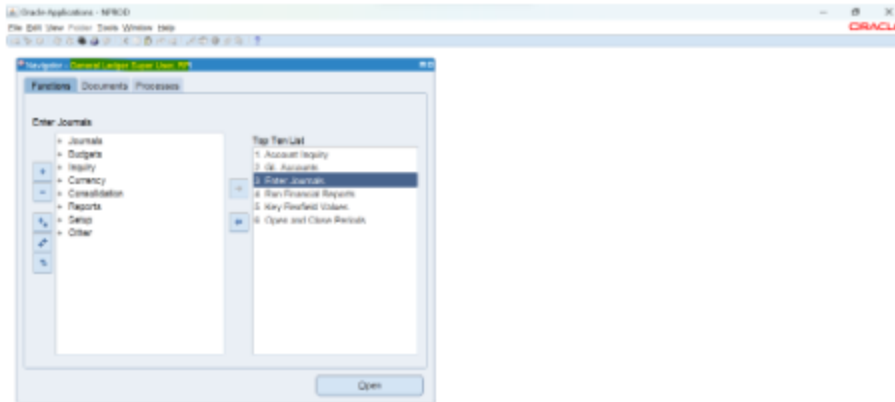
**The ticket is transferred to Closed tickets.

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 General Ledger Super User, RPI, Fixed Assets, RPI and Purchasing Super User, RPI responsibilities to be able to set up new store location. This is assigned by IT - Oracle Applications team.



6. File Structure

6.1. N/A

Y = required field

7. Schedule

7.1. New store location set up is performed **per request (open ticket)**.

7.2. New store location set up is done by IT after receiving ticket from GL team. A new location form must be signed and attached in ticket. Email notification of successful upload on the same day. SLA = P3 (turnaround time = 3 days)

8. Troubleshooting

8.1. 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>