

Customer Setup

1. Purpose

1.1. To have a standard navigational instruction to IT in the ticketing for **Customer Set up**.

2. Scope

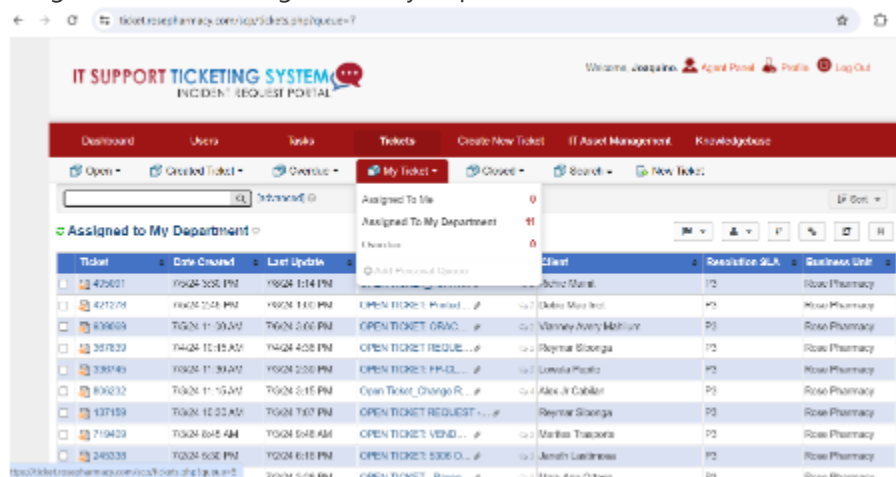
2.1. IT users

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.



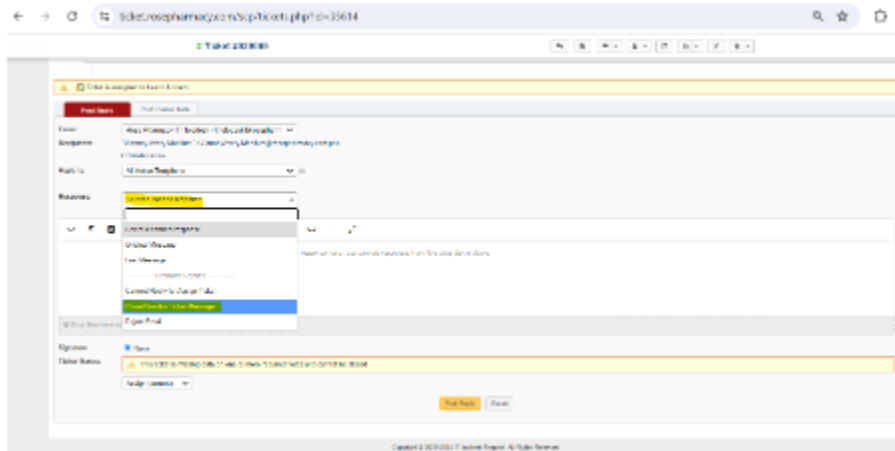
4.2. MFT or AR department sends an open ticket to IT Helpdesk with the vendor master maintenance form (VMMF), BIR 2303, and copy of service invoice (SI) or receipt as attachments. Click Ticket number or Incident Description to open this ticket.



*Ensure that VMMF includes signature of Tax and Finance Head.

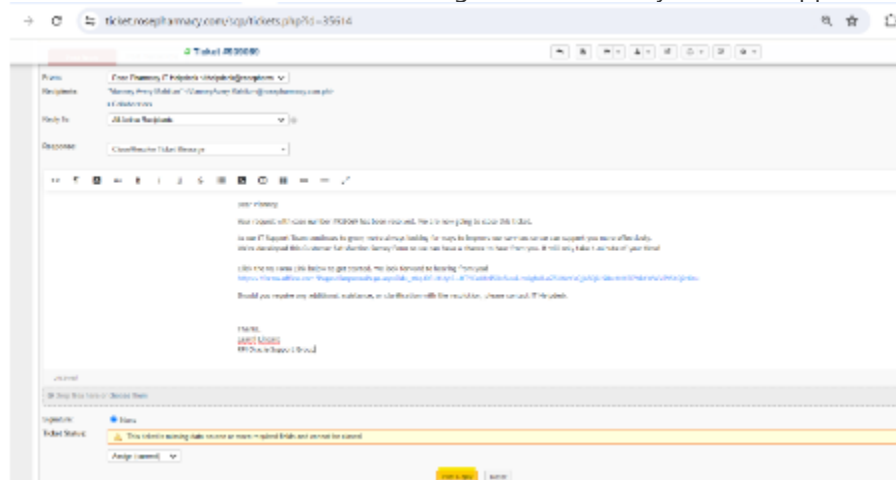
4.3. Refer **ORA-AR 000 CUSTOMER INTERFACE PROCESS.aspx** for Customer Interface process.

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

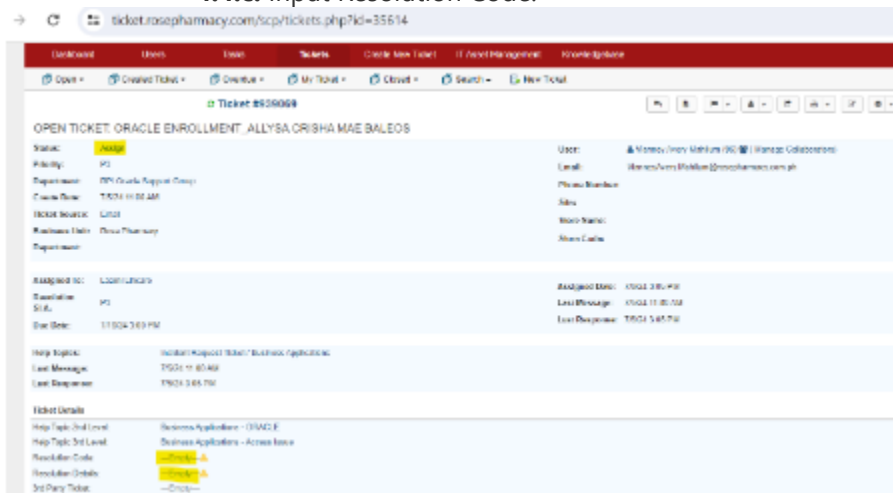


4.4.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.

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



4.4.c. Input Resolution Code.



Click Select Resolution Code.

This screenshot shows a dialog box titled "Ticket #939069: Update Resolution Code". It features a "Resolution Code:" label above a dropdown menu currently displaying "— Select Resolution Code —". Below the dropdown is a text input field with the placeholder "Optional reason for the update". At the bottom, there are "Cancel" and "Update" buttons.

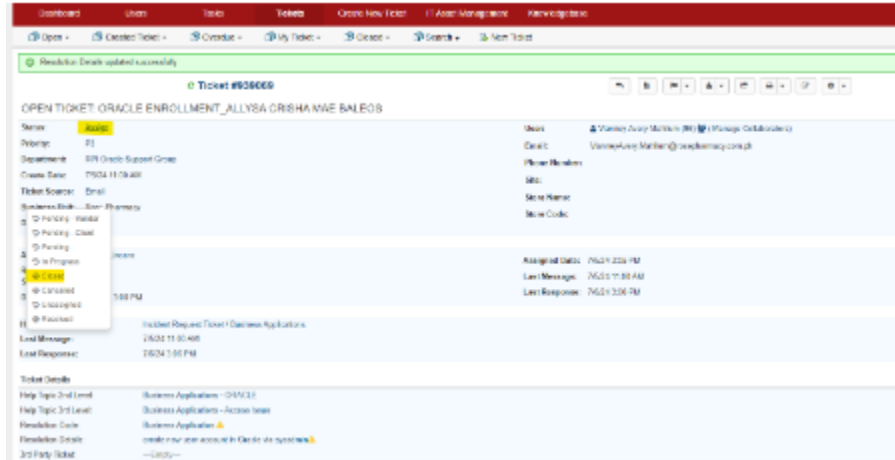
Choose Business Application. Click Update.

This screenshot shows the same dialog box as before, but with the dropdown menu open. The menu lists various resolution codes, with "Business Application" highlighted at the top. Other visible options include "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", and "Virtual Machine". The "Update" button is visible to the right of the dropdown. At the bottom of the dialog, it says "Last Response: 7/6/24 3:06 PM".

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

This screenshot shows a dialog box titled "Ticket #939069: Update Resolution Details". It features a "Resolution Details:" label above a text input field with the placeholder "Please write here why this ticket you want to closed". Below this is another text input field with the placeholder "Optional reason for the update". At the bottom, there are "Cancel" and "Update" buttons.

4.4.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.

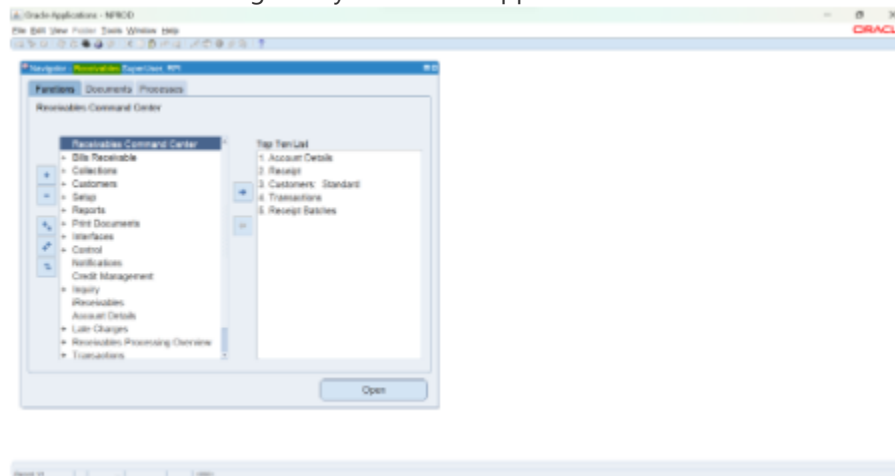
**The ticket is transferred to Closed tickets.

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 Receivables SuperUser, RPI responsibility to be able to interface customer. This is assigned by IT - Oracle Applications team.



6. File Structure

6.1. .101 flat file

| No | Column Name | Req? |
|----|------------------------------|------|
| 1 | Customer Code | Y |
| 2 | Branch (SITE) | Y |
| 3 | Customer Name | Y |
| 4 | Address1 | Y |
| 5 | Address2 | N |
| 6 | Address3 | N |
| 7 | Address4 | N |
| 8 | CITY | N |
| 9 | COUNTRY | Y |
| 10 | POSTAL CODE | N |
| 11 | PROFILE | Y |
| 12 | COMPANY NAME | Y |
| 13 | BILL TO | Y |
| 14 | HEADER VAT CODE | Y |
| 15 | SITE VAT CODE | Y |
| 16 | TIN | Y |
| 17 | BUSINESS STYLE | Y |
| 18 | CWT RATE | N |
| 19 | CWT ACCOUNT | N |
| 20 | FC RATE | N |
| 21 | FC ACCOUNT | N |
| 22 | TERMS CODE | N |
| 23 | CUSTOMER CONTACT (LAST NAME) | Y |
| 24 | FIRST NAME | N |
| 25 | PHONE Country CODE | N |
| 26 | PHONE Area CODE | N |
| 27 | PHONE NO. | Y |
| 28 | PHONE EXTENSION | N |
| 29 | LINE TYPE | N |
| 30 | FAX NO. | N |
| 31 | EMAIL ADDRESS | Y |
| 32 | FILE NAME | Y |

Y = required field

7. Schedule

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

7.2. After receiving ticket from AR/MFT team, IT uploads the .101 flat file. Email notification of successful upload on the same day. SLA = P3 (turnaround time = within 3 days)

8. Troubleshooting

8.1. For issues like the RPI Customer 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>