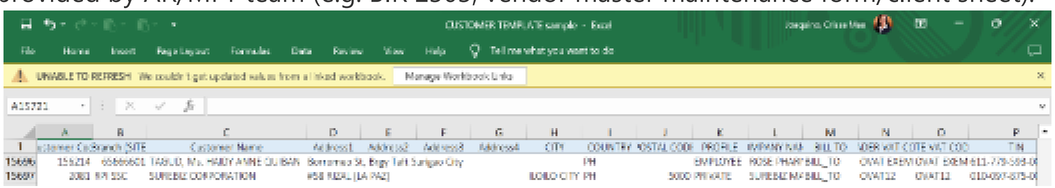
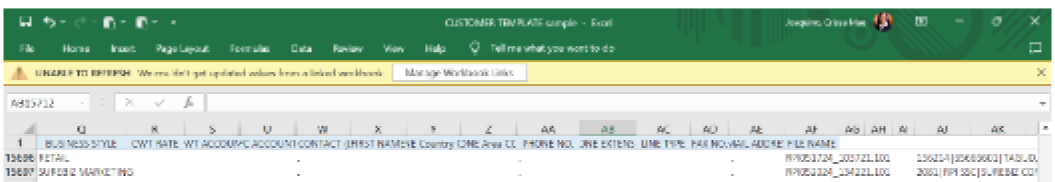
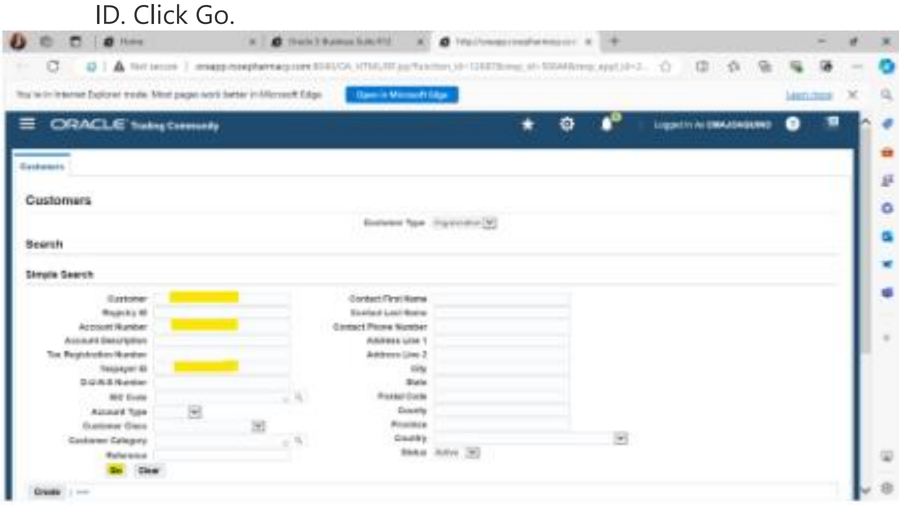
Customer Interface Process

1. **Purpose**
    - **1.1.** To have a standard navigational instruction to IT in the **Customer 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.** In the customer template Excel file, input customer details following the documents provided by AR/MFT team (e.g. BIR 2303, vendor master maintenance form/client sheet).





4.1.a. Ensure that the requested customer has not been set up in Oracle yet. Check in RPI Customer Listing or query in Receivables SuperUser, RPI > Customers: Standard. Query customer name in Customer, customer number in Account Number and Taxpayer ID. Click Go.



*If customer is existing, same TIN with new customer, then inform requestor of the existing customer and do not interface or set up the new c.customer

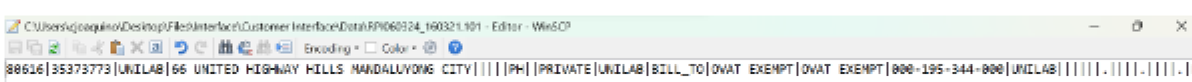
**If customer is existing, but different TIN with new customer, then inform requestor, and ask them to verify with AR team if there are active transactions with the existing customer. If none, then request for vendor update form from MFT/AR team for deactivation of existing customer, and then set up the new customer.

4.1.b. Input data -

- Customer code - Based on code provided by MFT or AR team. If provided by MFT, code series usually start with 1 or 2, and 4 digits (Non Trade customers). If provided by AR team, then code series usually start with 2 or 8, and 5 digits (Trade customers). If an employee, code series start with 1, and 6 digits.
- Branch (SITE) - Refers to RPI SSC (for Non Trade Customers or rbank loan) or 8-digit store locations (for Trade customers or medvale)
- Customer name - Refer to BIR 2303's Name of Taxpayer or employee name
- Address1, Address2, Address3, Address4 - Refer to BIR 2303 address or employee address; If there is a comma (,) in the address in the 2303, this serves as reference to break the address to Address1, Address2, etc.
- City - Refer to BIR 2303 city
- Country - PH
- Postal Code - Refer to BIR 2303 postal code
- Profile - If a business, regardless if sole proprietor or corporation, use PRIVATE. If employee, input EMPLOYEE.
- Company name - Refer to BIR 2303 Trade Name or ROSE PHARMACY, INC. if employee
- Bill to - BILL_TO
- Header VAT code - If internal transactions like employee medvale or corporate transactions generated via JDA, use OVAT EXEMPT. If Non Trade customers, refer BIR 2303 for tax information; usually OVAT12.
- Site VAT code - Same as Header VAT code
- TIN - Refer BIR 2303 Taxpayer ID or employee TIN in employee masterfile
- Business style - Refer to BIR 2303 Trade Name or RETAIL if employee
- CWT rate, CWT account, FC rate, FC account, Terms code - leave as BLANK
- Customer contact Last Name, First Name - Refer data provided by requestor; input a period (.) if none
- Phone country code, Phone area code - leave as BLANK
- Phone No. - Refer data provided by requestor; input a period (.) if none
- Phone extension, Line type, Fax No. - leave as BLANK
- Email address - Refer data provided by requestor; input a period (.) if none
- File name - Create FILENAME based on RPI+date today (mmddyy)+ time (hrmnss).101

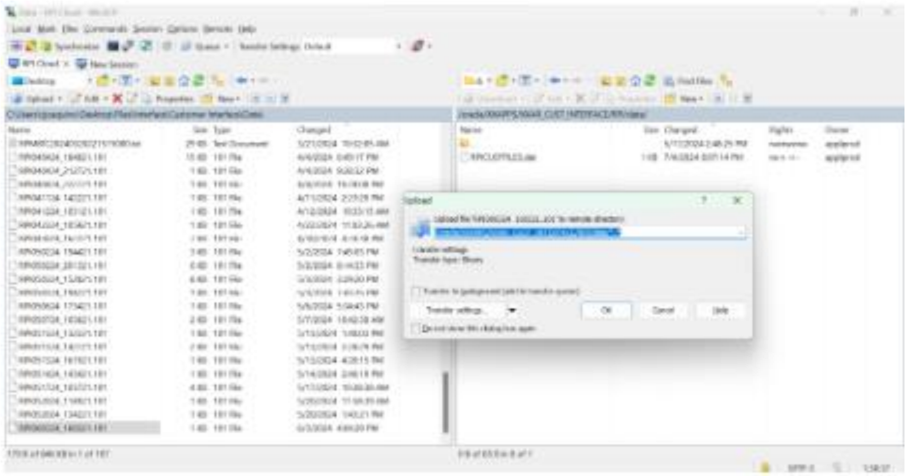
*For easy reference, check previous customer set ups in the customer template to guide in the new customer set up.

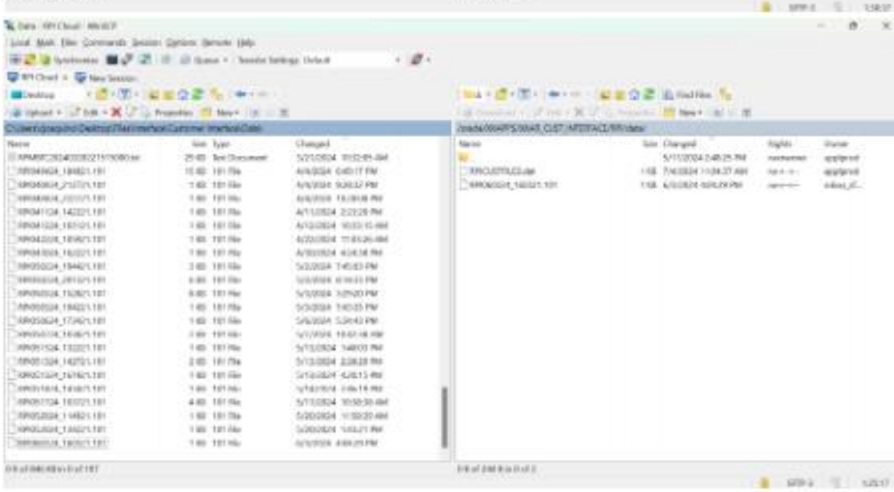
4.2. Copy the concatenated data from the Excel file to a .101 flat file in WinSCP. Save a copy in the local folder.



*Ensure that there are no special characters like Ñ, double space ( ), long dash (—), or space before vertical bar (|).

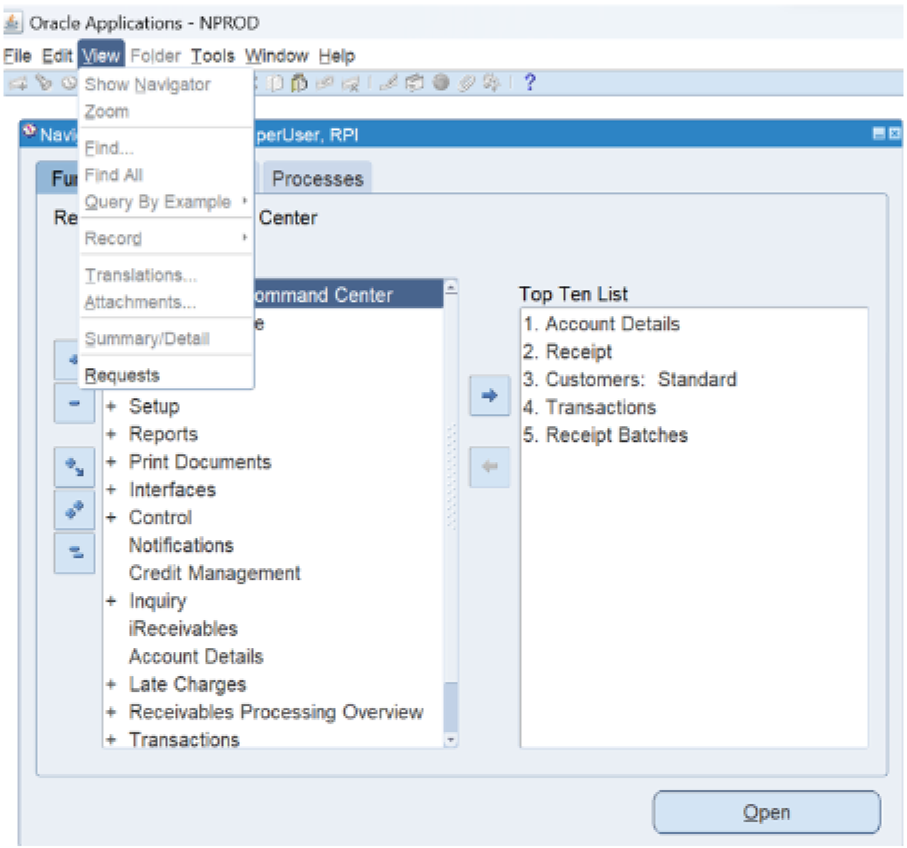
4.3. Transfer .101 flat file to file path /oracle/XXAPPS/XXAR_CUST_INTERFACE/RPI/data/ by clicking F5 in keyboard. Click OK.

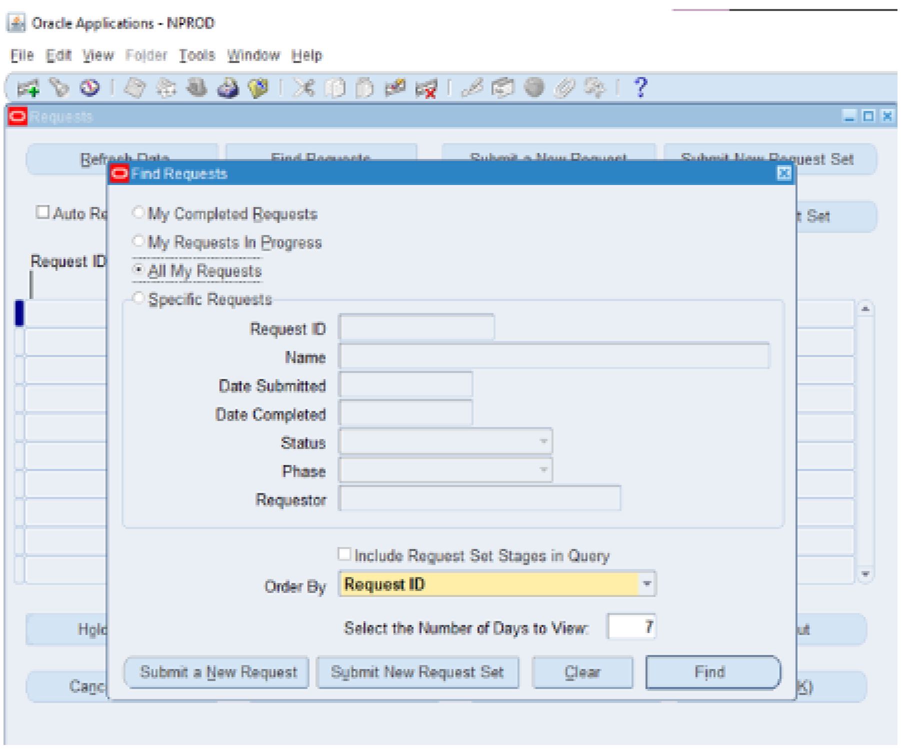




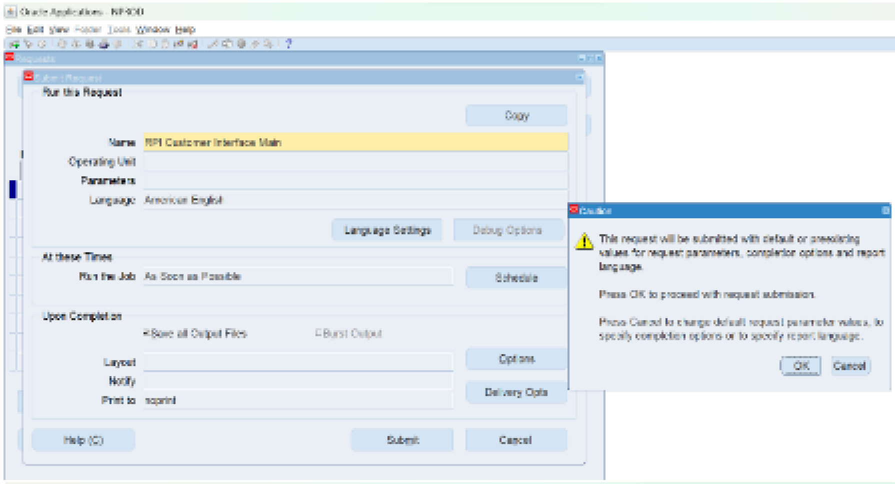
4.4. Click the Refresh button.

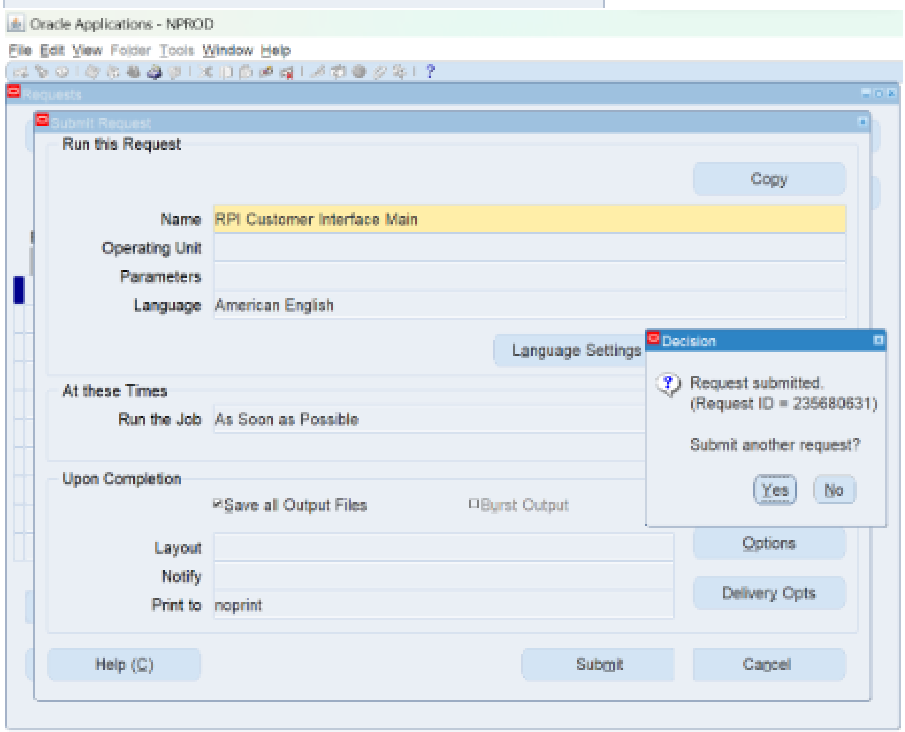
4.5. In Oracle, under the Receivables module, click View, then Requests. Click Submit a New Request.



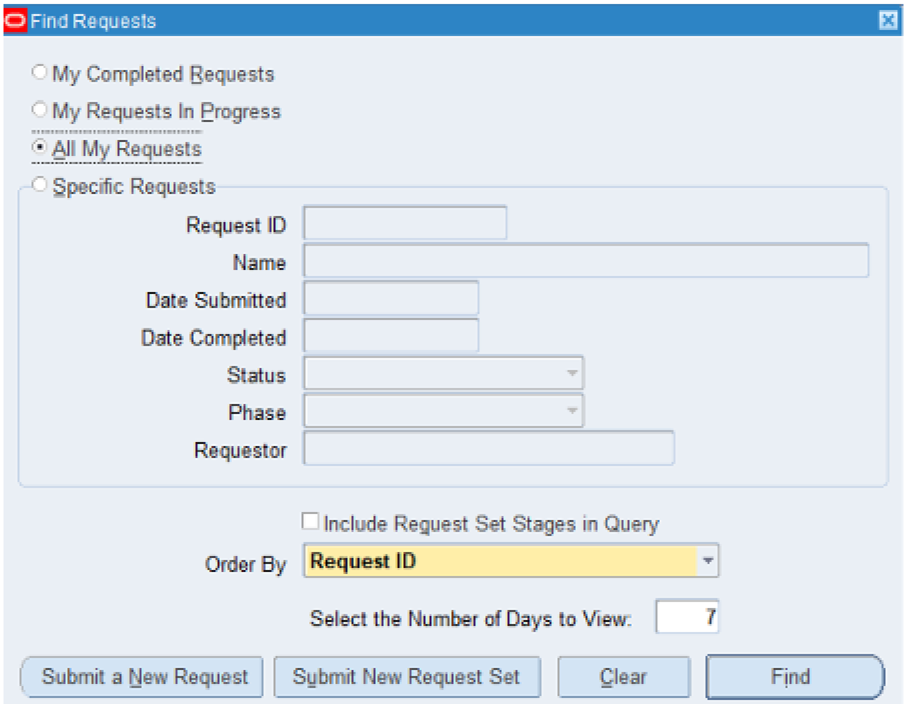


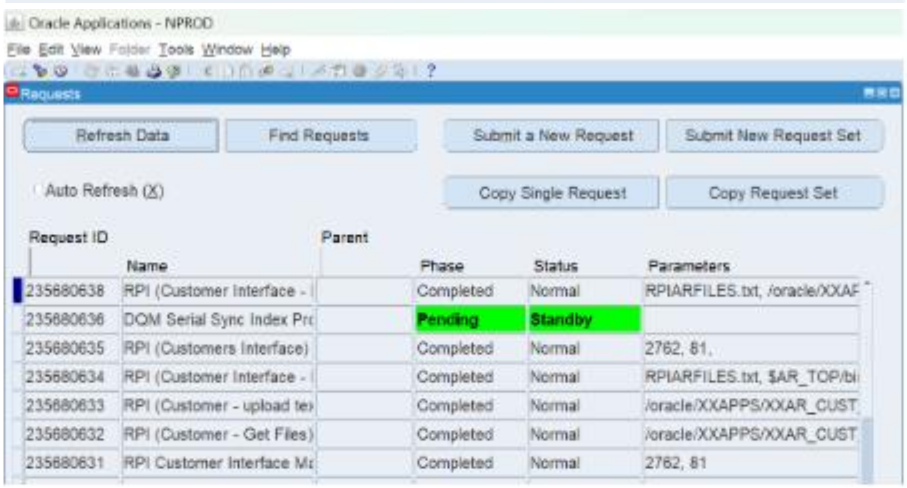
4.18. Under Submit Request, type RPI Customer Interface Main. Click Submit and OK. Choose No for Submit another request.



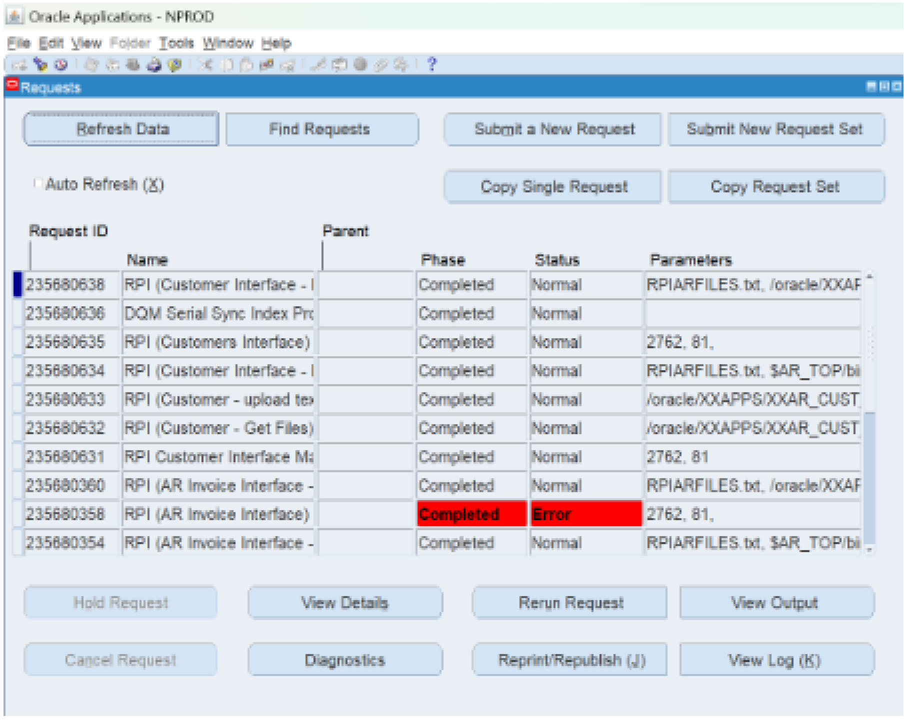


4.19. Click Find to view the running request.

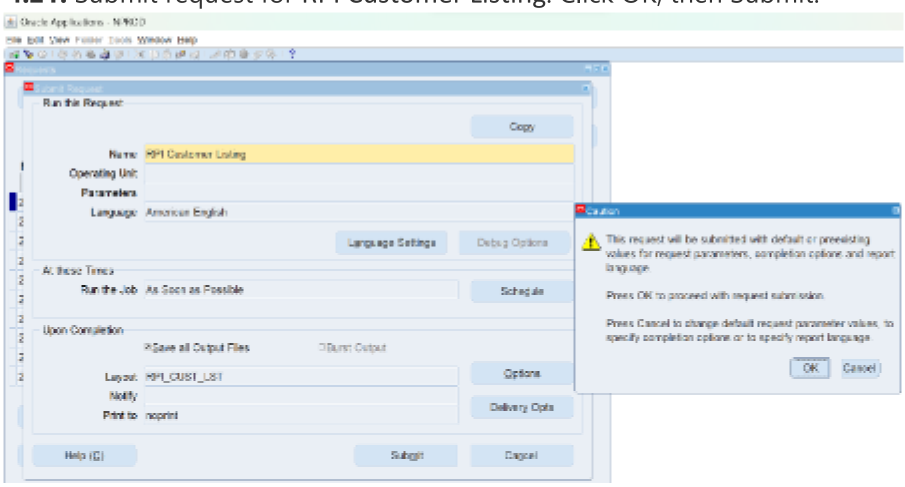


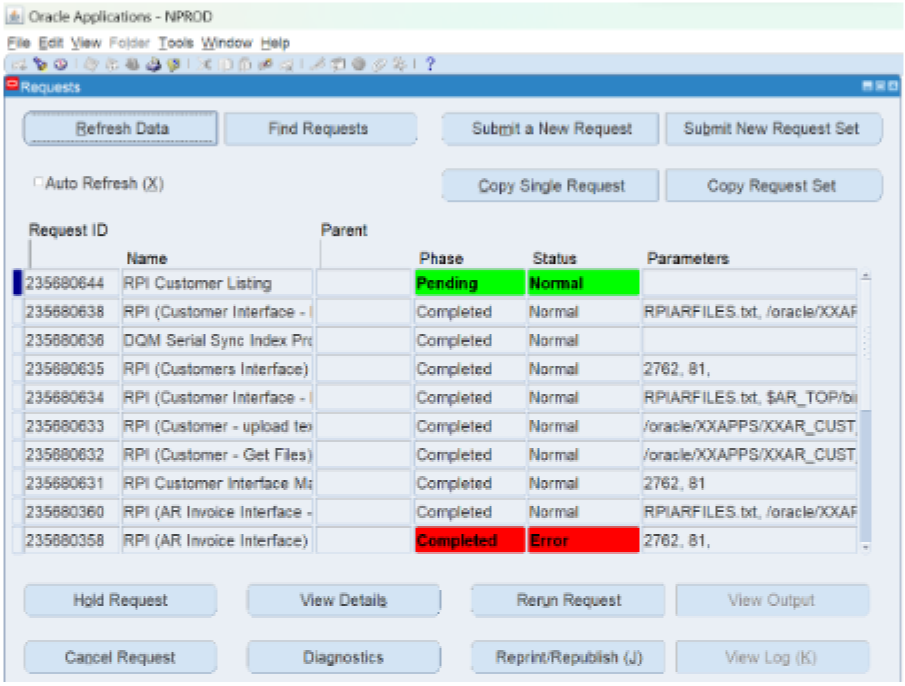


4.20. Once the program has finished running (Completed – Normal), click Submit a New Request to extract the uploaded data.

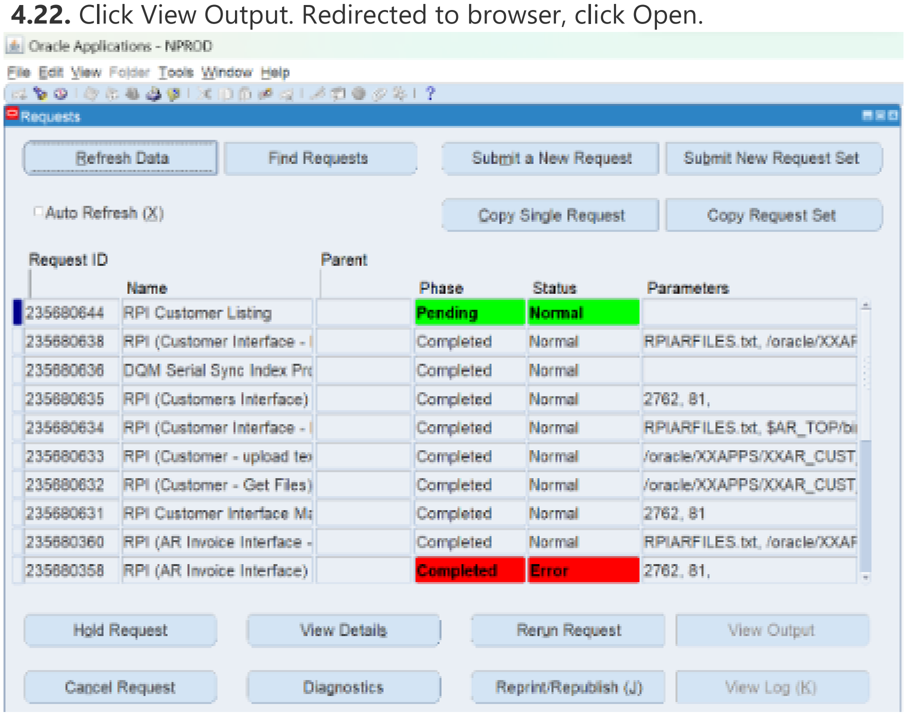


4.21. Submit request for RPI Customer Listing. Click OK, then Submit.

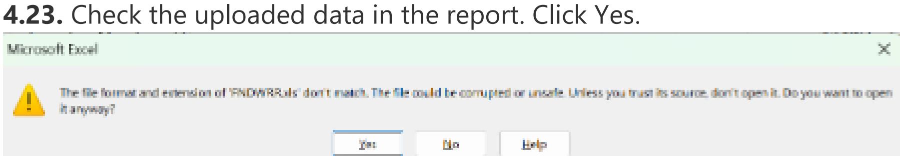




4.22. Click View Output. Redirected to browser, click Open.

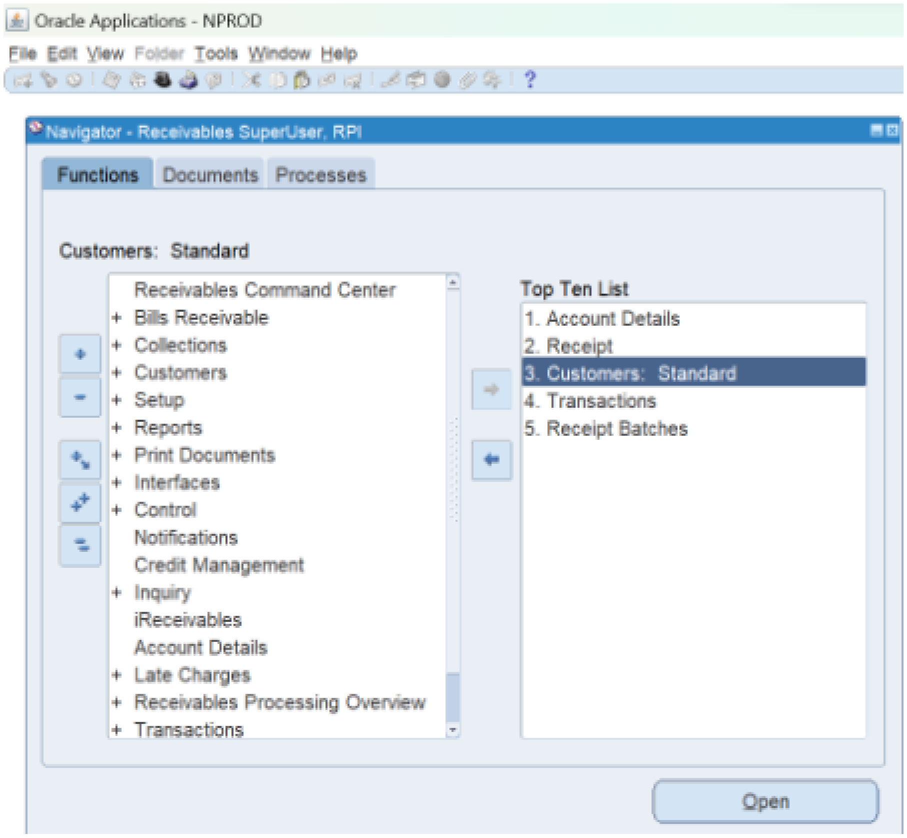


4.23. Check the uploaded data in the report. Click Yes.

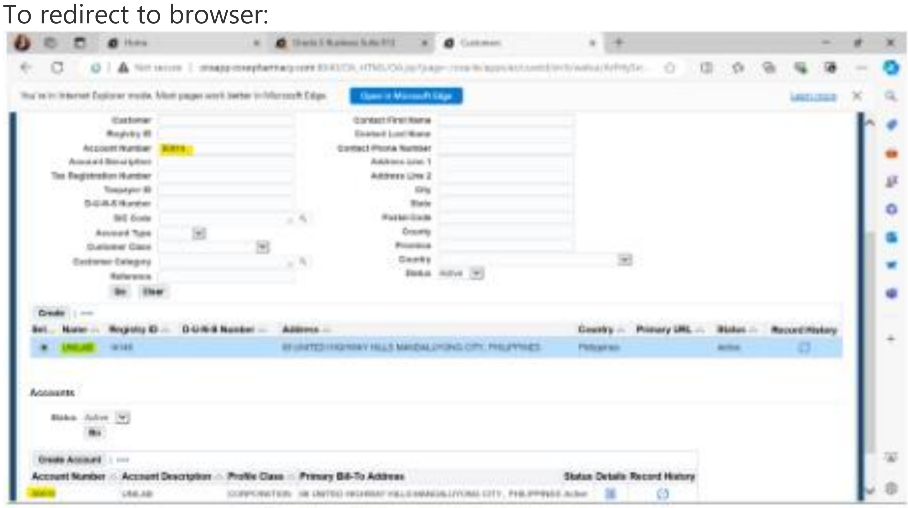


To find the data uploaded, filter by customer name or code.

4.24. Aside from checking on the RPI Customer Listing, new customer can be verified by going to Customers: Standard. Click Open.



To redirect to browser:



Enter data either on Customer or Account Number. Click Go.

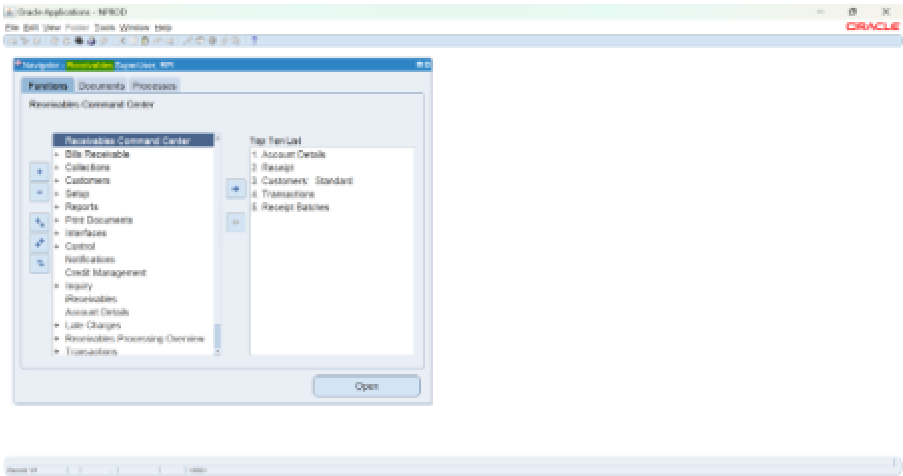
4.25. Send email to requestor (AR or MFT) to notify of successful upload. Include screenshot of the new customer.

Note: Requestor sends customer set up request via open ticket. Reply to ticket to notify them.

5. Access Permissions

5.1. Oracle credentials (user and password) are provided by IT - Oracle Applications team via email.

5.2. User must have access to the Receivables SuperUser, RPI responsibility to be able to interface the .101 flat file. 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>