

# Create Accounting

## 1. Purpose

1.1. To have a standard navigational instruction to IT in the ticketing for **Create Accounting**.

## 2. Scope

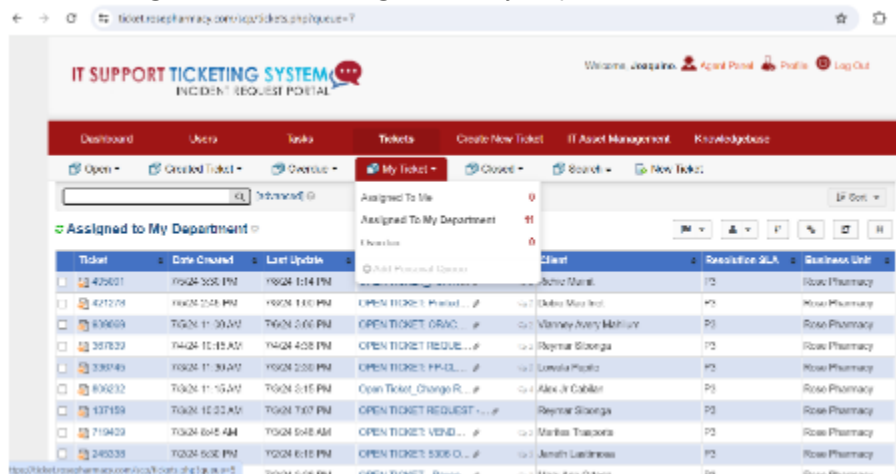
2.1. IT users

## 3. Implementing Guidelines

3.1. Refer manual for detailed policy.

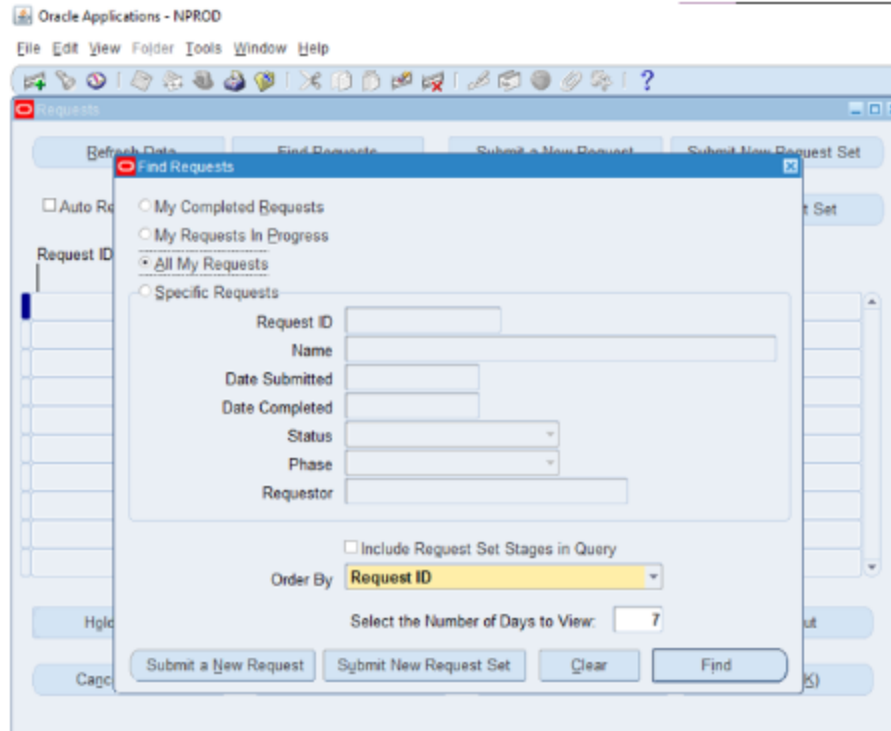
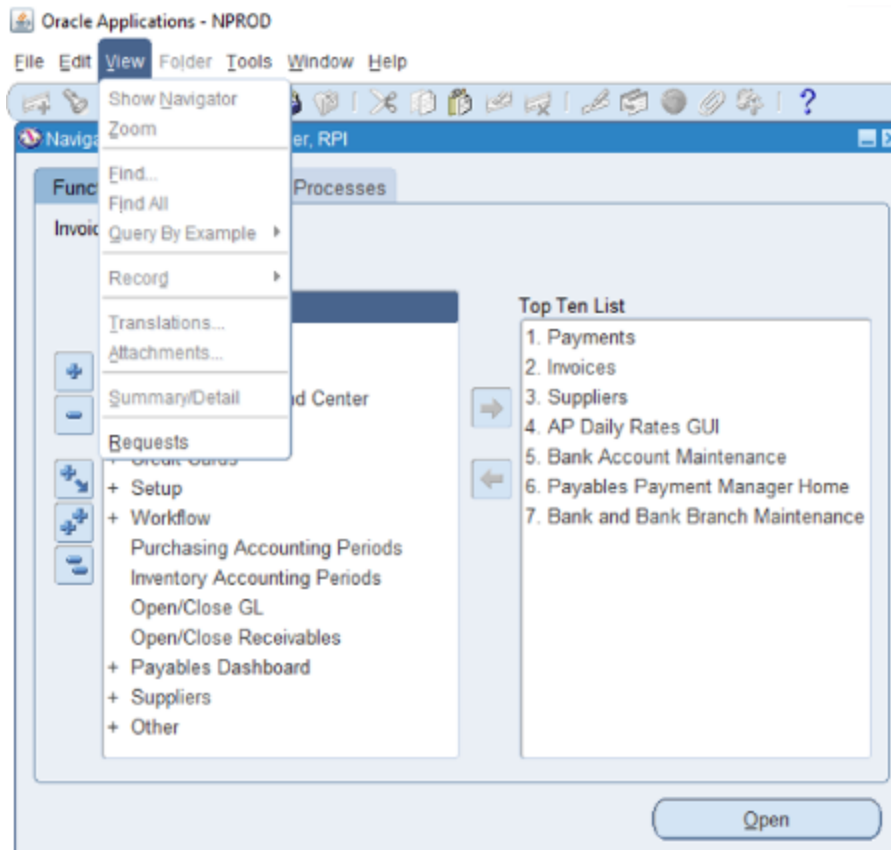
## 4. Navigation Procedures

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. Requestor sends an open ticket to IT Helpdesk for Create accounting request. Click Ticket number or Incident Description to open this ticket.

4.3. In Oracle, go to Payables SuperUser, RPI. Click View, then Requests. Click Submit a New Request.



**Note:** The same process is used for Create Accounting and Transfer Journal Entries to other modules or responsibilities.

**4.4.** Under Submit Request, type Create Accounting.

- In the Parameters, click the 3 dots in the Ledger field to populate data.

Oracle Applications - NFR00

File Edit View Folder Tools Window Help

Run this Request

Name: Create Accounting

Operating Unit:

Parameters:

Language: American English

At these Times

Run the Job: As Soon as Possible

Upon Completion

Save all Output Files: ☒

Layout: Create Accounting Progi

Notify:

Print to: noprint

Parameters

Ledger:

Process Category:

End Date:

Mode:

Errors Only: No

Report:

Transfer to General Ledger:

Post in General Ledger:

General Ledger Batch Name:

Include User Transaction Identifiers: No

OK Cancel Clear Help

- Input End Date = date today

Oracle Applications - NFR00

File Edit View Folder Tools Window Help

Run this Request

Name: Create Accounting

Operating Unit:

Parameters:

Language: American English

At these Times

Run the Job: As Soon as Possible

Upon Completion

Save all Output Files: ☒

Layout: Create Accounting Progi

Notify:

Print to: noprint

Parameters

Ledger: RPI

Process Category:

End Date:

Mode: Final

Errors Only: No

Report: Detail

Transfer to General Ledger: Yes

Post in General Ledger: No

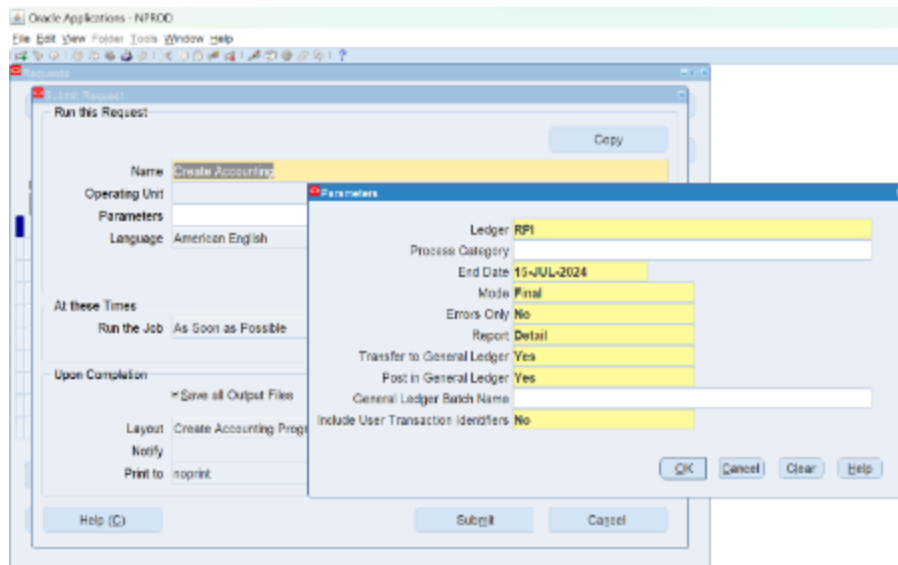
General Ledger Batch Name:

Include User Transaction Identifiers: No

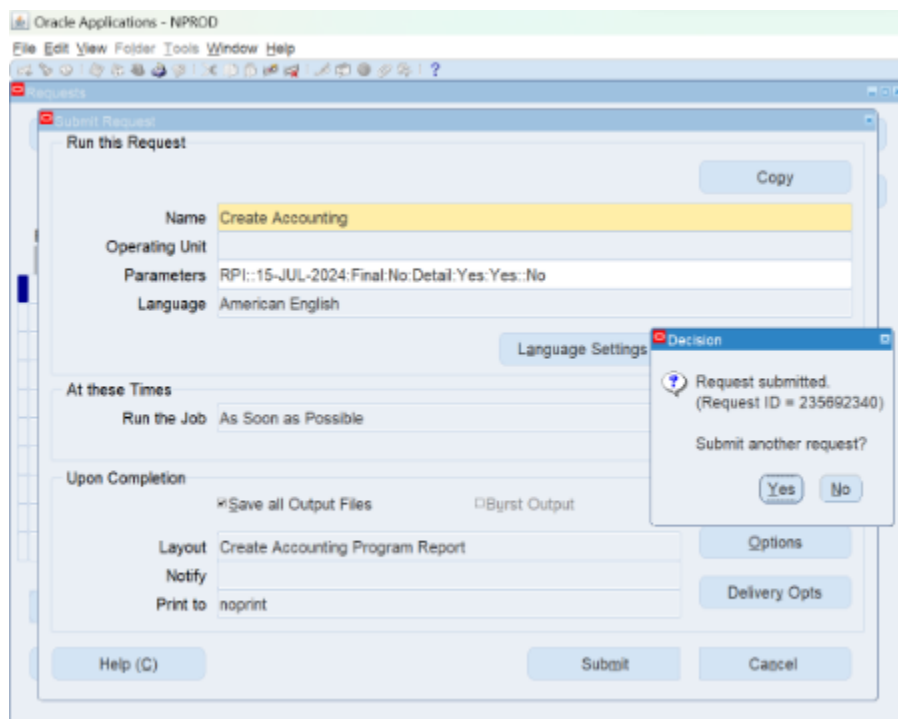
OK Cancel Clear Help

Help (C) Submit Cancel

- Change Post in General Ledger from No to Yes



- Click OK.



Click Submit. Choose No for Submit another request.

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
235692341	Accounting Program		Running	Normal	200, 2021, 2024/07/15, F, N, <
235692340	Create Accounting		Running	Normal	200, 200, Y, 2021, , 2024/07/1
235692071	RPI (AR Invoice Interface -		Completed	Normal	RPIARFILES.txt, /oracle/XXAF
235692070	RPI (AR Invoice Interface)		Completed	Error	2762, 81,
235692069	RPI (AR Invoice Interface -		Completed	Normal	RPIARFILES.txt, \$AR_TOP/bi
235692068	RPI (AR Invoice - upload te		Completed	Normal	/oracle/XXAPPS/XXAR_INTEF
235692067	RPI (AR Invoice - Get Files		Completed	Normal	/oracle/XXAPPS/XXAR_INTEF
235692065	RPI AR Invoice Interface I/		Completed	Error	2762, 81
235691890	RPI (RPI Payment upload -		Completed	Error	RPIPAYMENTUPLOADFILES.
235691889	RPI (RPI Payment upload -		Completed	Normal	/oracle/XXAPPS/AP/Payment/

Hold Request View Details Rerun Request View Output

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

4.5. Once the program has finished running (Completed – Normal), **click Submit a New Request.**

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

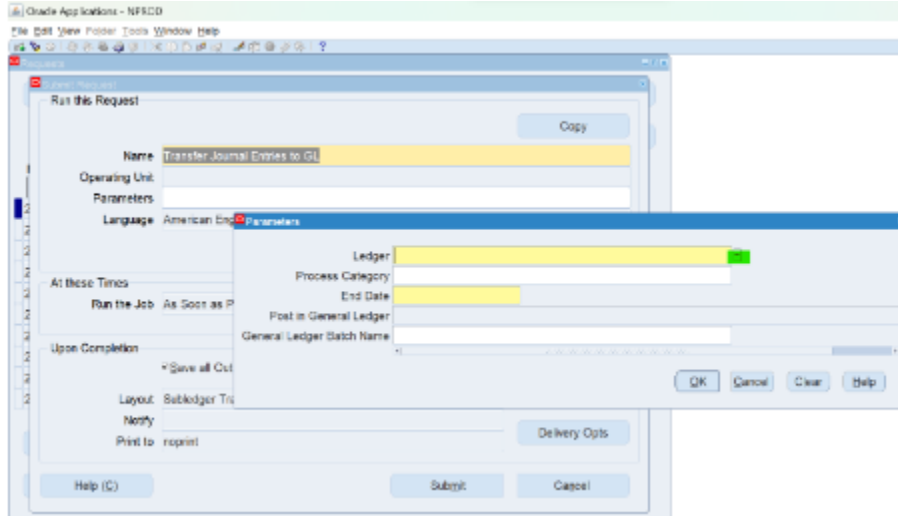
Request ID	Name	Parent	Phase	Status	Parameters
235692350	Update Subledger Accounti		Completed	Normal	200, 2021, 463243, A
235692349	TB Worker 1 (Open Accou		Completed	Normal	2021, 881051, , 235692347, F
235692347	Open Account Balances De		Completed	Normal	, 2021, 881051, , Payables,
235692346	Posting: Single Ledger		Completed	Normal	2021, 1000, 101, 426536
235692344	Journal Import		Completed	Normal	159438, -602, N, , N, N, Y
235692343	Accounting Program		Completed	Normal	200, 2021, 2024/07/15, F, N, <
235692342	Create Accounting		Completed	Normal	200, 200, Y, 2021, , 2024/07/1
235692341	Accounting Program		Completed	Normal	200, 2021, 2024/07/15, F, N, <
235692340	Create Accounting		Completed	Normal	200, 200, Y, 2021, , 2024/07/1
235692071	RPI (AR Invoice Interface -		Completed	Normal	RPIARFILES.txt, /oracle/XXAF

Hold Request View Details Rerun Request View Output

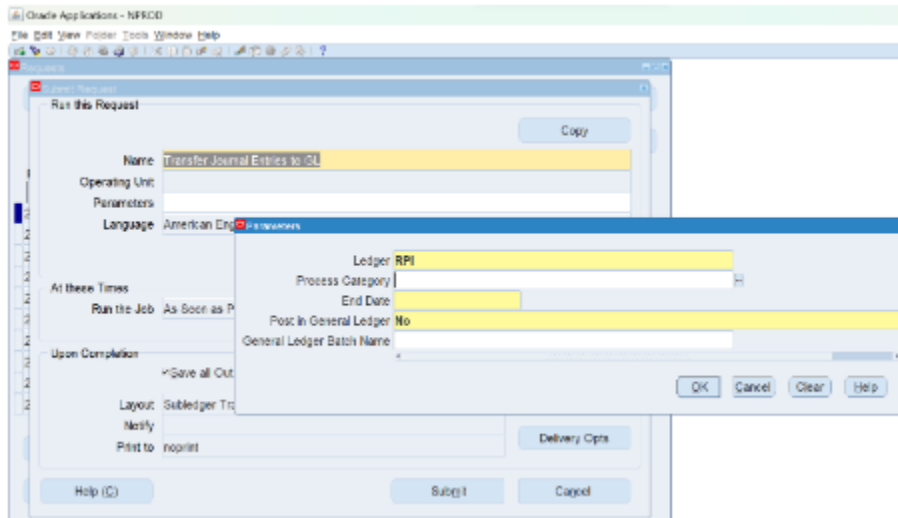
Cancel Request Diagnostics Reprint/Republish (J) View Log (K)

4.6. Under Submit Request, type Transfer Journal Entries to GL.

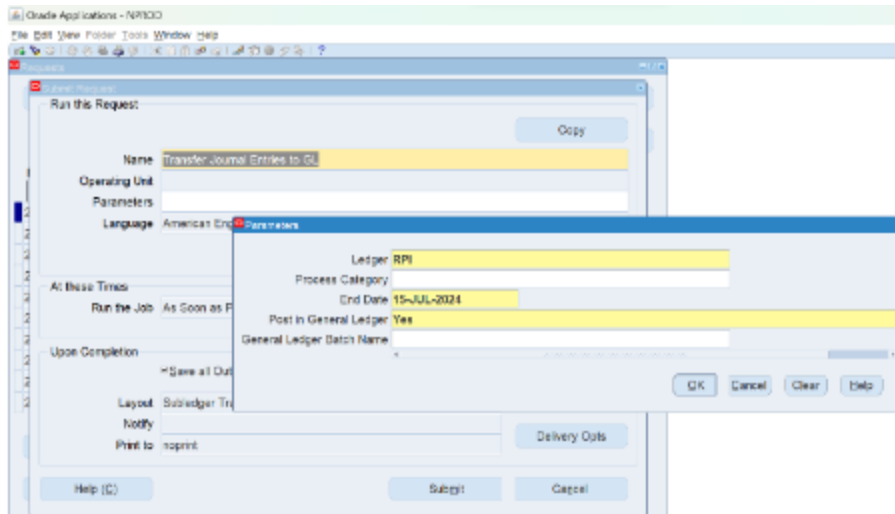
- In the Parameters, click the 3 dots in the Ledger field to populate data.



- Input End Date = date today

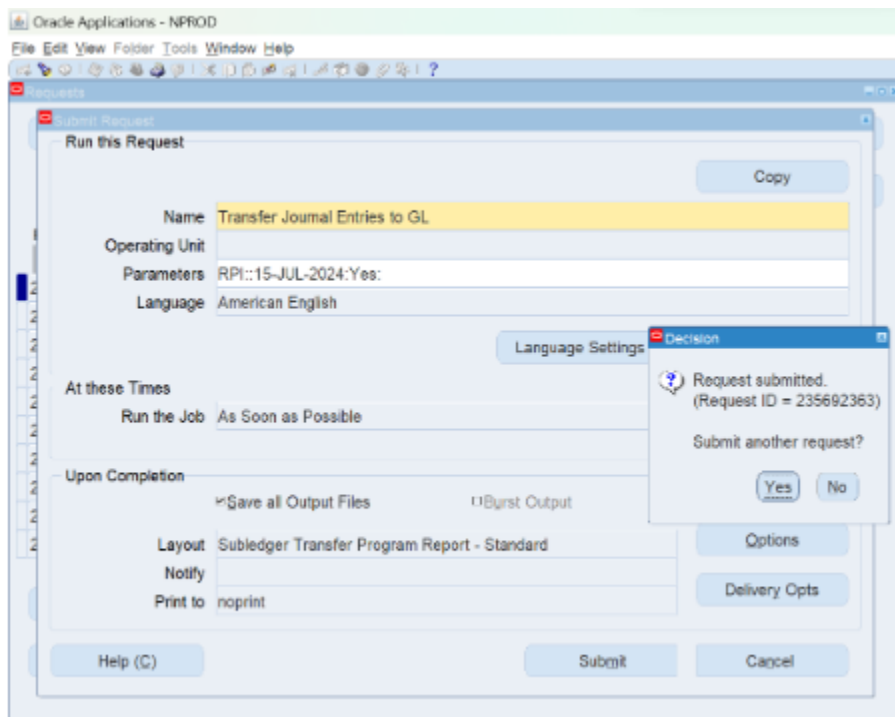


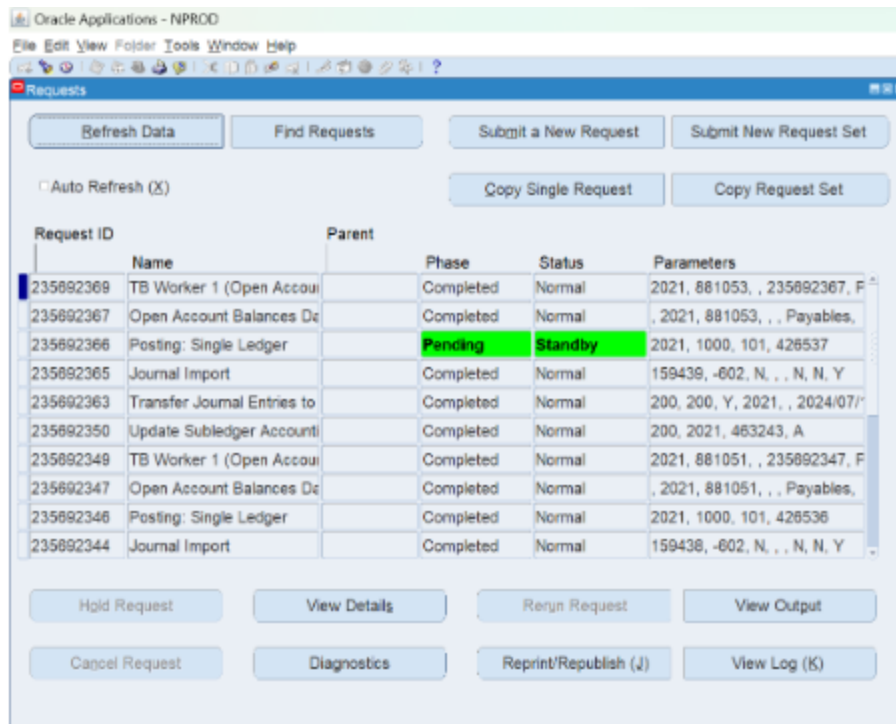
- Change Post in General Ledger from No to Yes



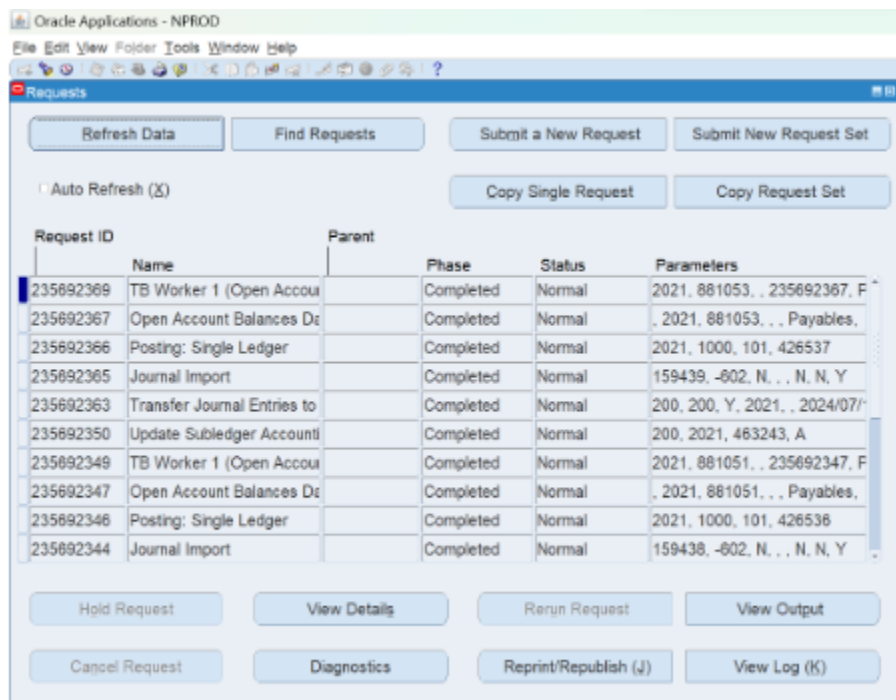
- Click OK.

Click **Submit**. Choose No for Submit another request.





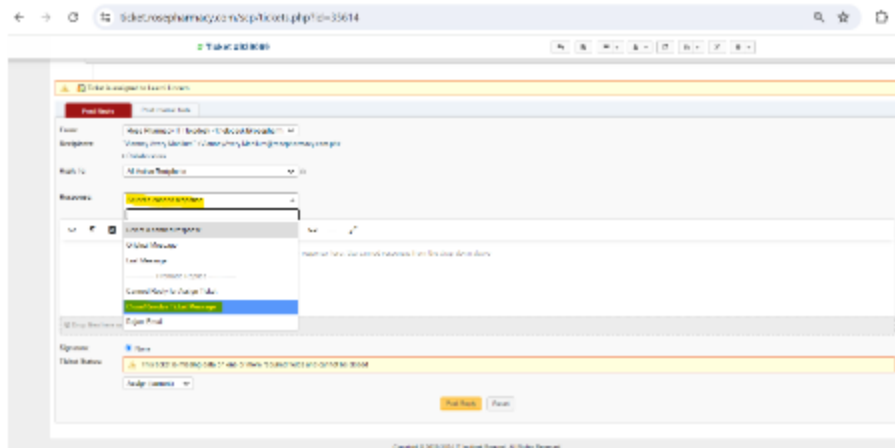
4.7. Once the program has finished running (Completed – Normal)



4.8. Notify requestor that request is done.

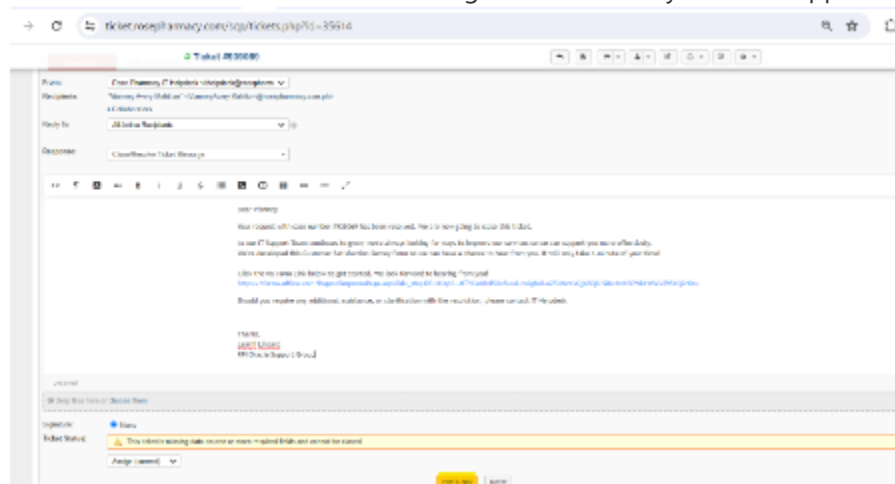
4.9. Go to IT Support Ticketing System Incident Request Portal > Ticket. Close the ticket.



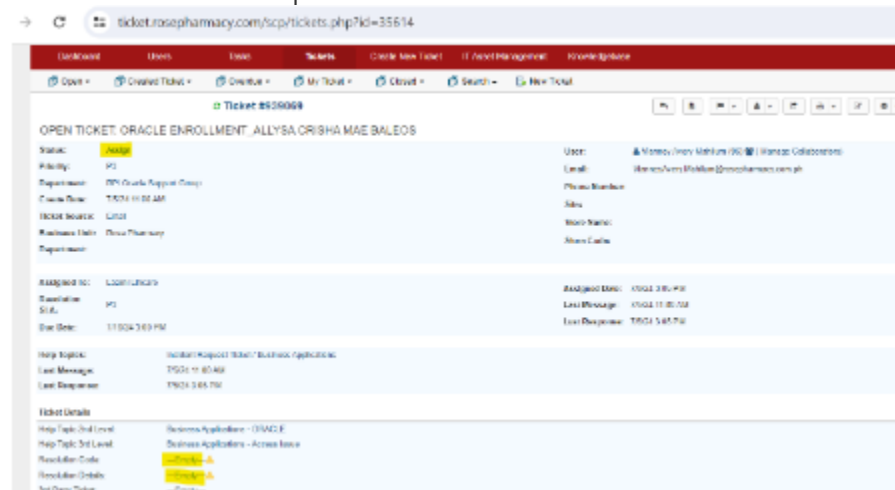


4.9.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.

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



4.9.c. Input Resolution Code.



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:

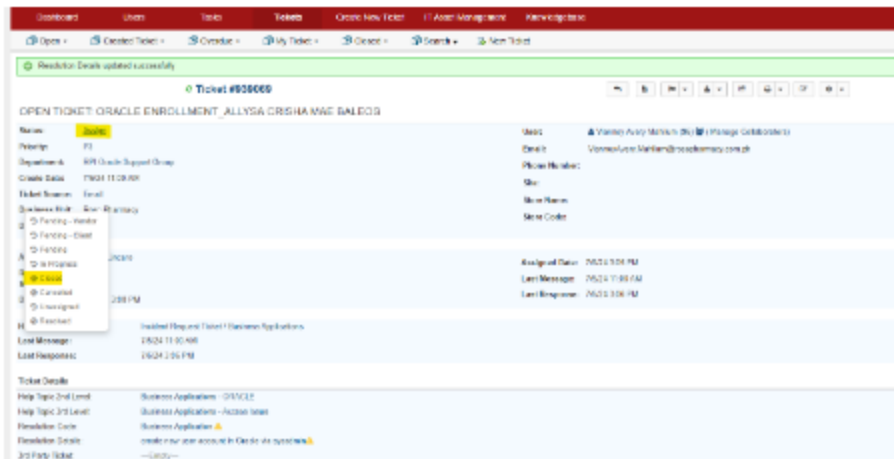
Please write here why this ticket you want to closed

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).



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

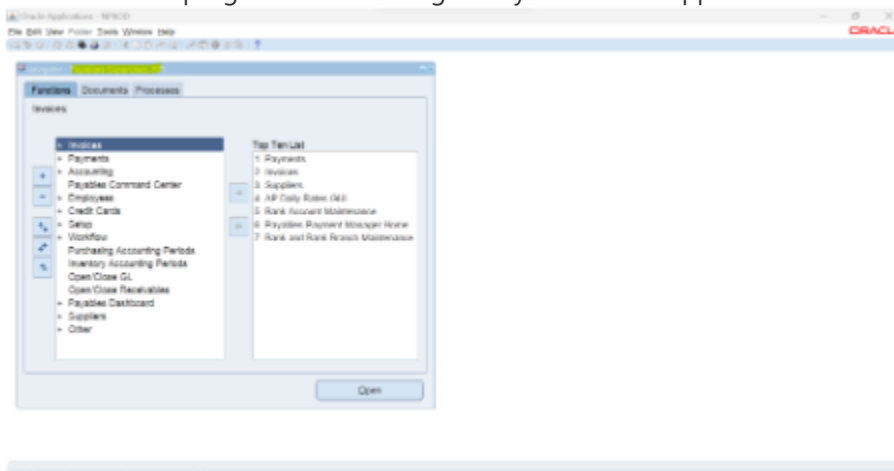
\*\*The ticket is transferred to Closed tickets.

## 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 Payables SuperUser, RPI responsibility and other modules to be able to run the programs. This is assigned by IT - Oracle Applications team.



## 6. File Structure

### 6.1. N/A

Y = required field

## 7. Schedule

**7.1.** Create accounting is performed **per request (open ticket)**.

**7.2.** Create accounting is done by IT after receiving ticket. Email notification of successful upload on the same day. SLA = P2 (turnaround time = 1 day)

## **8. Troubleshooting**

**8.1.** For technical issues like the program taking time to finish (>1 hr) , 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](mailto:ebs.support@iomphilippines.com)>