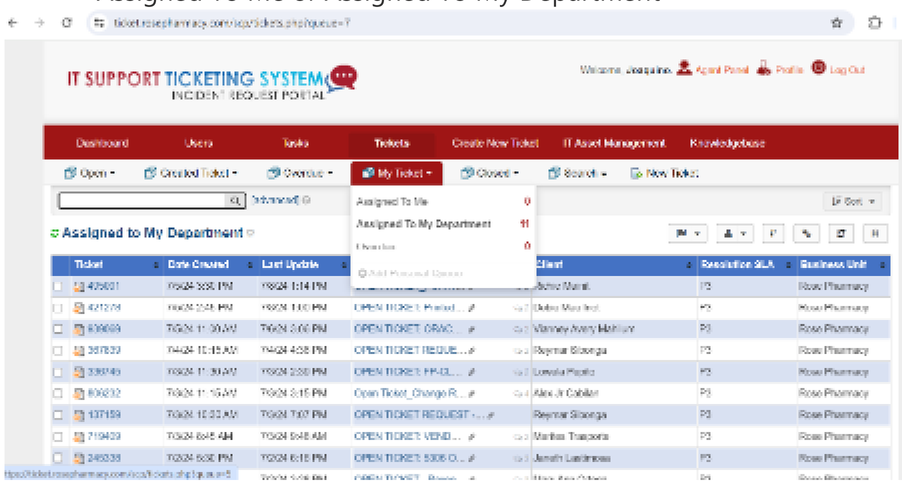
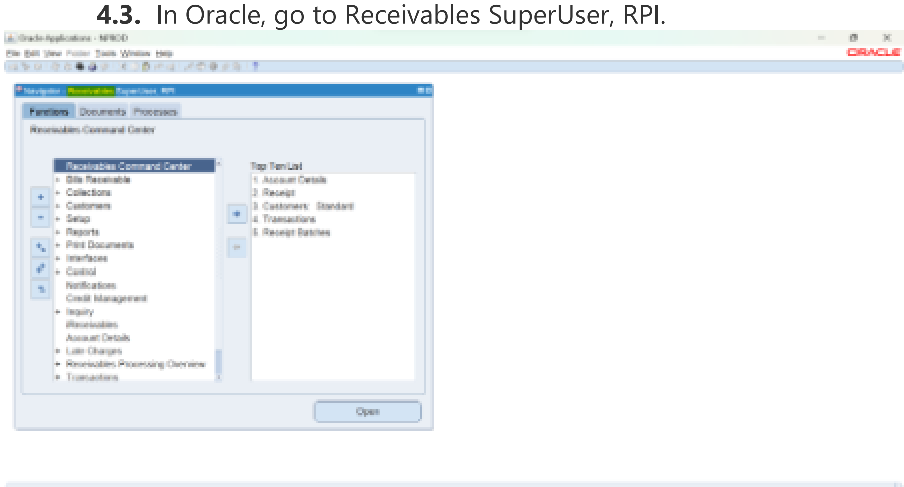
AR Transaction Type & Receipt Activity

1. **Purpose**
    1.1. To have a standard navigational instruction to IT in the ticketing for **AR Transaction Type & Receipt Activity 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. AR team or requestor sends an open ticket to IT Helpdesk for AR Transaction Type or Receipt Activity Set up with a Change Request Form. Click Ticket number or Incident Description to open this ticket.

4.3. In Oracle, go to Receivables SuperUser, RPI.



4.4. Press Ctrl + L.

TRANSACTION TYPE SET UP

New Sub Tender for Lazmall and Tiktok

Juana Libaton
To: Joaquino, Crissa Mae; Sheila Bolotaulo
Cc: Maria Jackelyn Botot; Heyrosa, Myrna; Nifia Mae A. Yacre; Krissel Ortega; +5 others

CRF Lazmall TikTok tender Kris... 405 KB
Lazmall and Tiktok for Oracle ... 17 KB

Hi Ms. Crissa,
Requesting for Oracle set up for Lazmall and Tiktok Sub Tender.
Please see attached CRF and file for your reference.

Reply | Reply all | Forward

V6-09201

RosePharmacy

CHANGE REQUEST FORM

SYSTEM: *(Select from dropdown)* 11-Others
JDA, RxPOS, ORACLE

NAME: Krissel L. Ortega
POSITION: E-commerce Specialist
DEPARTMENT: *(Select from dropdown)*

CRF No. : 05-11-091323
DATE REQUESTED: 09/13/2023
05-Marketing

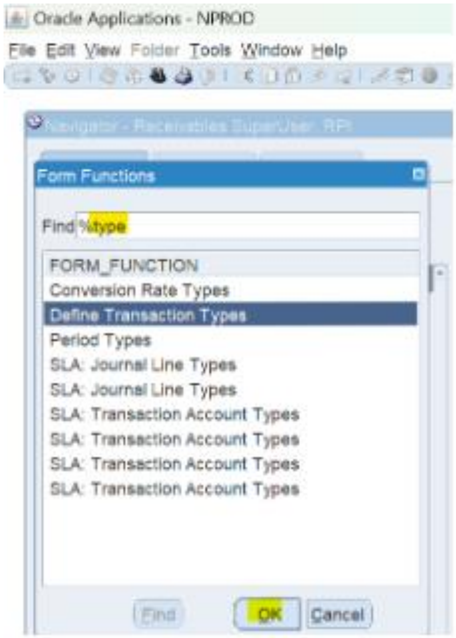
ENHANCEMENT:

Current Policy/Process Details:
No existing "LAZMALL and TIKTOK" as Sub Tender in RxPOS and Tender Code in JDA.

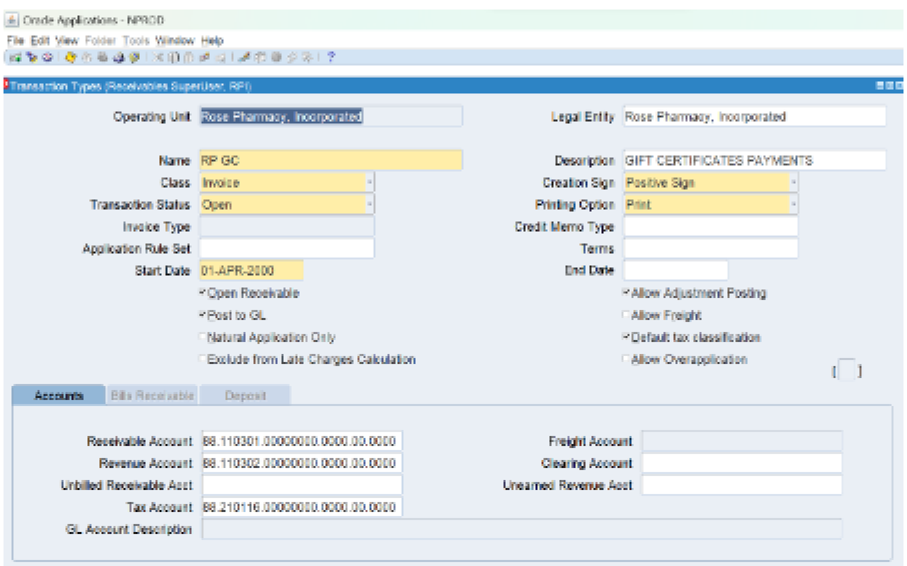
New Requirement Details:
1) Create Sub Tender (RxPOS),Trans Code and Report Line(JDA).
2) Assign GL Account for Oracle mapping
3) To add paymode in Oracle
4) To setup under receipts in AR module
5) Create customer setup in Oracle
6) Add Lazmall and Tiktok Payments in Treasurys' E-Recon (Import, Match, Reverse and Reconcile Payments)

Add Paymode:	
T7	**LAZMALL**
Transaction Type:	RP LAZMALL
Receivable Account:	88.110332.00000000.0000.00
Revenue Account:	88.110302.00000000.0000.00
Tax Account	88.210116.00000000.0000.00
T8	**TIKTOK**
Transaction Type:	RP TIKTOK
Receivable Account:	88.110333.00000000.0000.00
Revenue Account:	88.110302.00000000.0000.00
Tax Account	88.210116.00000000.0000.00

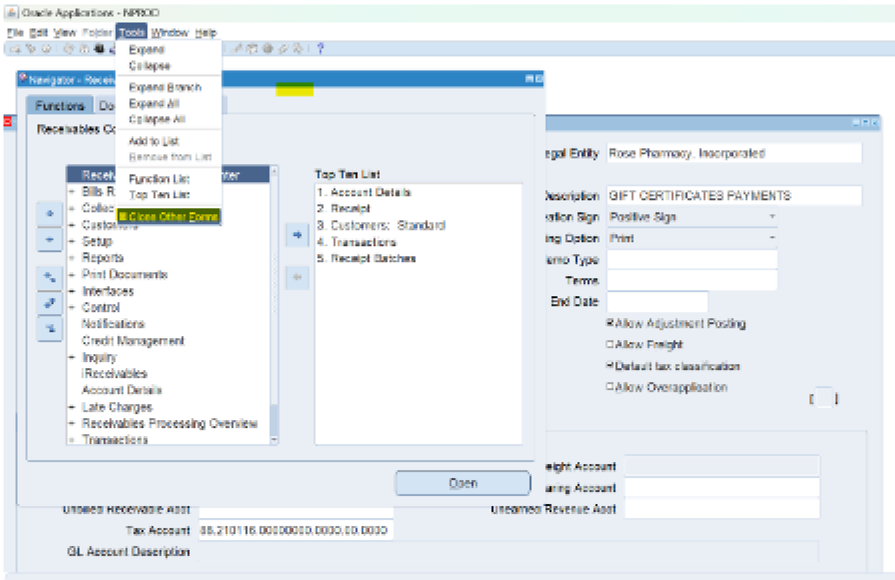
4.4.a. Input %Type%. Click Find. Choose **Define Transaction Types**. Click OK.



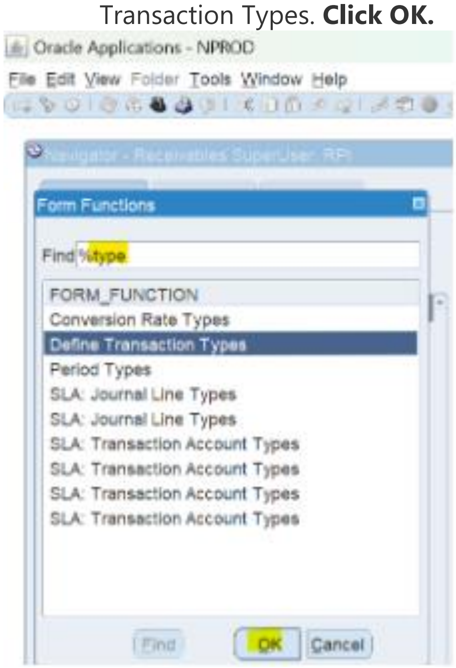
- In Transaction Types window, press F11, then Ctrl + F11 to show previous set ups. Use as reference for the new transaction type set up.



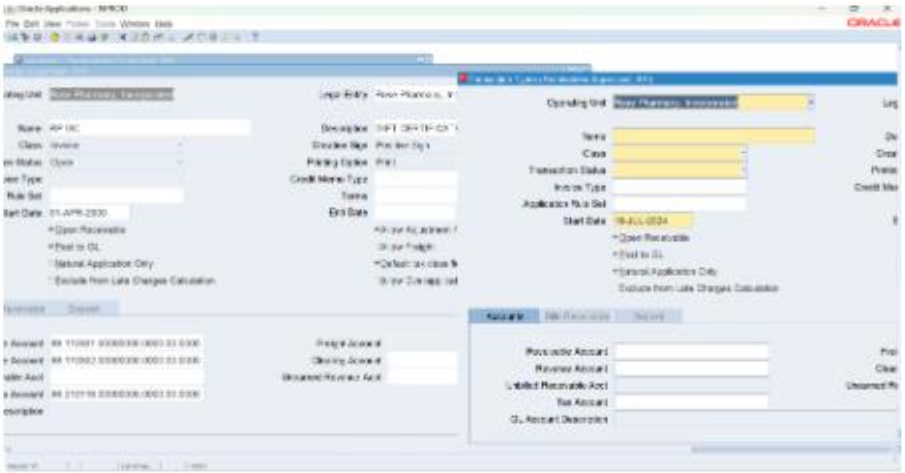
- Drag down the window. Click on any part of the Navigator window. Then, go to Tools > uncheck Close Other Forms.



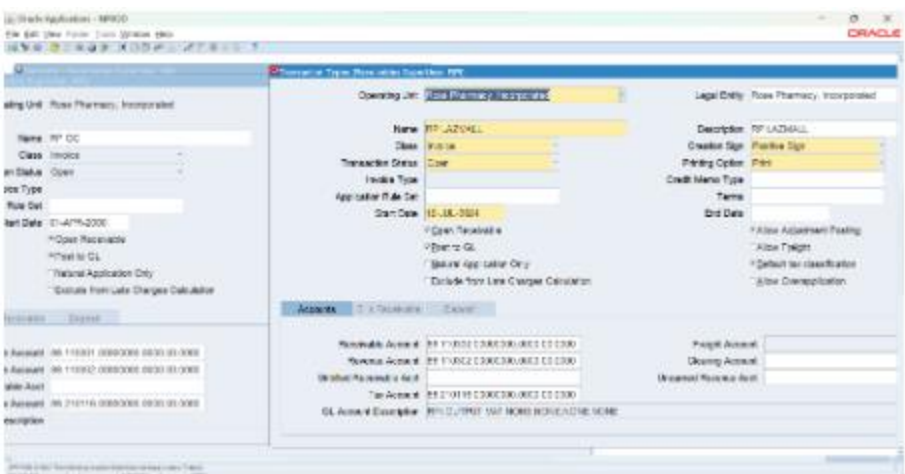
- Open another Transaction Types window. **Press Ctrl + L**. Input %Type%. Click Find. Choose Define Transaction Types. **Click OK.**



- Drag the new Transaction Types window to the right. Click on the old window so it is visible.

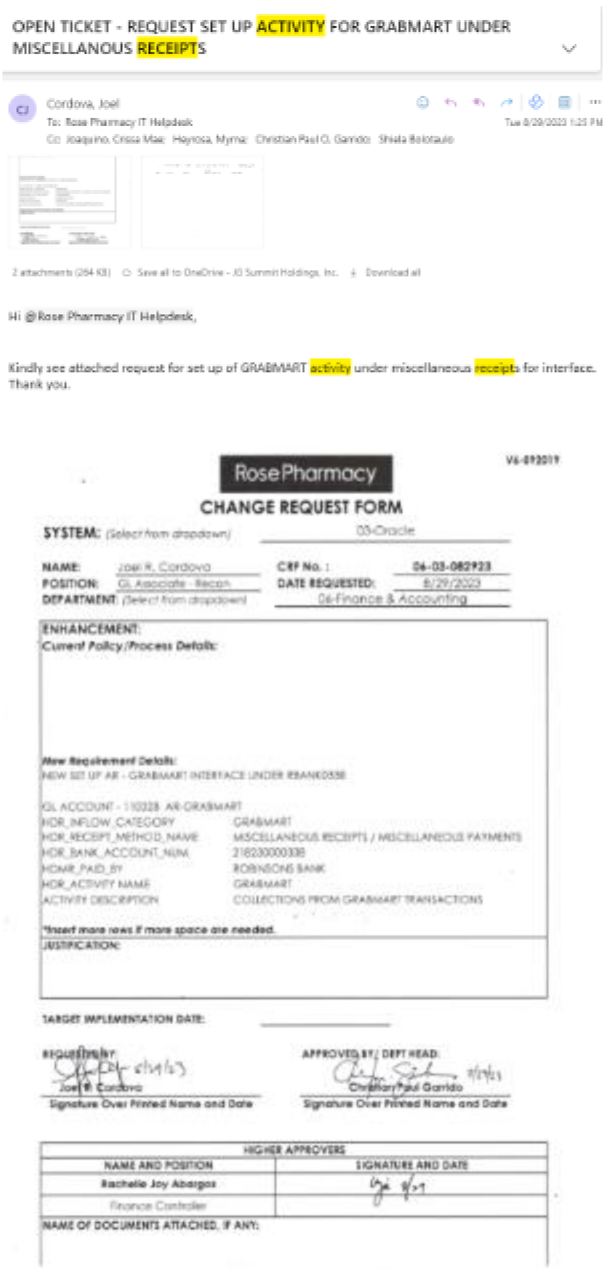


- Fill in information based on request.
    - Name - Transaction type name
    - Description - could be the same as Name or short description of what the transaction type is about
    - Class - depending on type (Invoice, Debit Memo, Credit Memo, etc)
    - Transaction Status - Open
    - Start Date - effective date based on request
    - Creation Sign - if Invoice, choose Positive Sign; if Credit Memo, choose Negative Sign; choose Any Sign if transactions could be either positive or negative
    - Check Open Receivable, Post to GL, Allow Adjustment Posting, Default Tax Classification
    - Uncheck Natural Application Only
    - Receivable Account, Revenue Account, Tax Account - based on requested GL account combination
- **Click Save**.



Note: Account code must be set up and active in GL Flexfields so it could be used in the account set up in AR.

RECEIPT ACTIVITY SET UP



OPEN TICKET - REQUEST SET UP ACTIVITY FOR GRABMART UNDER MISCELLANOUS RECEIPTS

Cordova, Joel
To: Rose Pharmacy IT Helpdesk
Cc: Joaquino, Crissa Mae; Heyrosa, Myrna; Christian Paul O. Garrido; Shiela Belotaulo

Tue 8/29/2023 1:25 PM

2 attachments (284 KB) Save all to OneDrive - JG Summit Holdings, Inc. Download all

Hi @Rose Pharmacy IT Helpdesk,

Kindly see attached request for set up of GRABMART activity under miscellaneous receipts for interface.
Thank you.

V6-092019

Rose Pharmacy

CHANGE REQUEST FORM

SYSTEM: *(Select from dropdown)* 03-Oracle

NAME: Joel R. Cordova **CRF No.:** 06-03-082923
POSITION: GL Associate - Recon **DATE REQUESTED:** 8/29/2023
DEPARTMENT: (Select from dropdown) 06-Finance & Accounting

ENHANCEMENT:
Current Policy/Process Details:

New Requirement Details:
NEW SET UP AR - GRABMART INTERFACE UNDER RBANK0338

GL ACCOUNT - 110328 AR-GRABMART

HDR_INFLOW_CATEGORY	GRABMART
HDR_RECEIPT_METHOD_NAME	MISCELLANEOUS RECEIPTS / MISCELLANEOUS PAYMENTS
HDR_BANK_ACCOUNT_NUM	218230000338
HDMR_PAID_BY	ROBINSONS BANK
HDR_ACTIVITY NAME	GRABMART
ACTIVITY DESCRIPTION	COLLECTIONS FROM GRABMART TRANSACTIONS

***Insert more rows if more space are needed.**

JUSTIFICATION:

TARGET IMPLEMENTATION DATE:

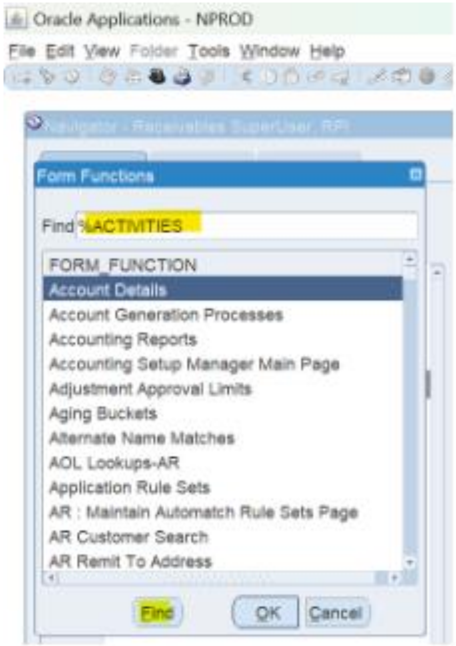
REQUESTED BY: Joel R. Cordova 8/29/23
Signature Over Printed Name and Date

APPROVED BY / DEPT HEAD: Christian Paul Garrido 8/29/23
Signature Over Printed Name and Date

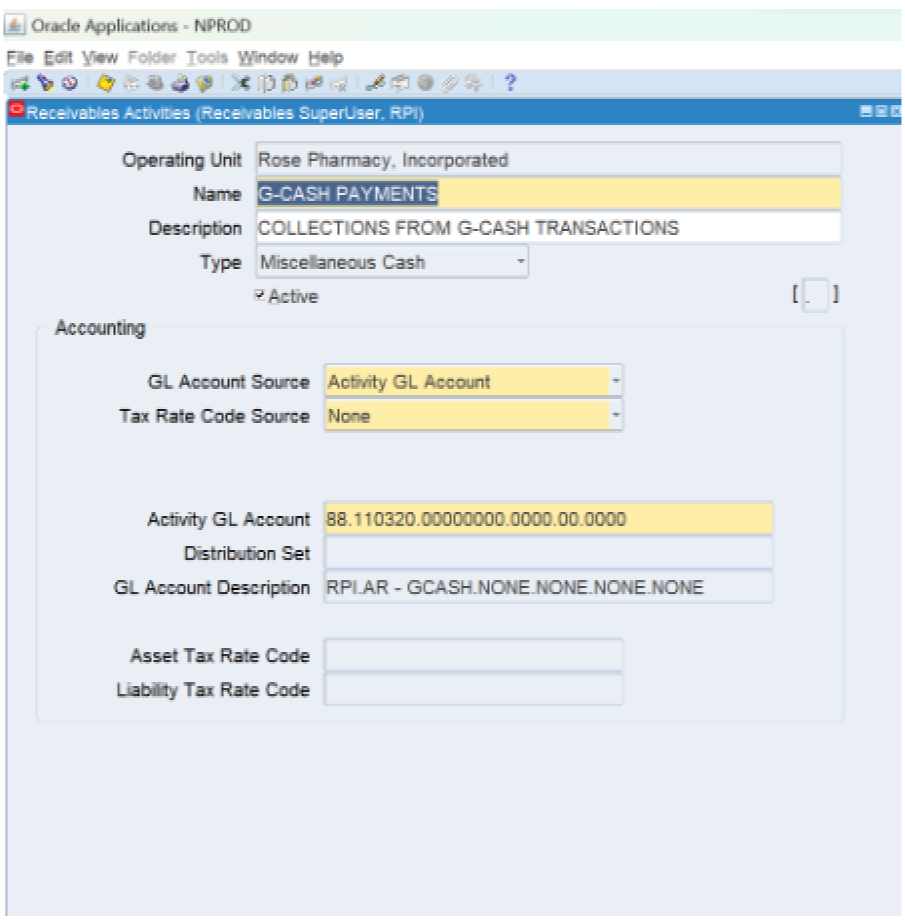
HIGHER APPROVERS	
NAME AND POSITION	SIGNATURE AND DATE
Rachelle Joy Abargos	8/29
Finance Controller	

NAME OF DOCUMENTS ATTACHED, IF ANY:

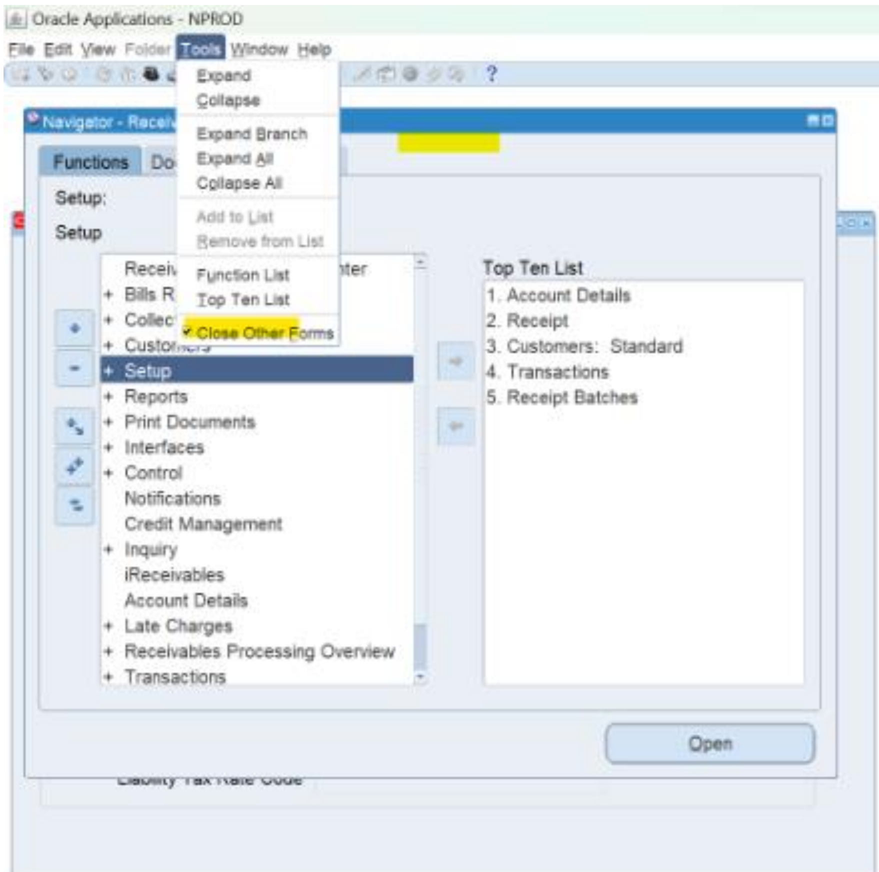
4.4.b. Input %**Activities**%. Click Find.



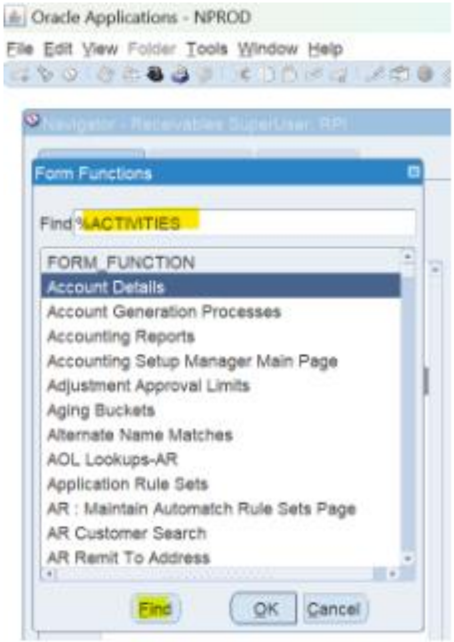
- In Receivable Activities window, press F11, then Ctrl + F11 to show previous set ups. Use as reference for the new receipt activity set up.



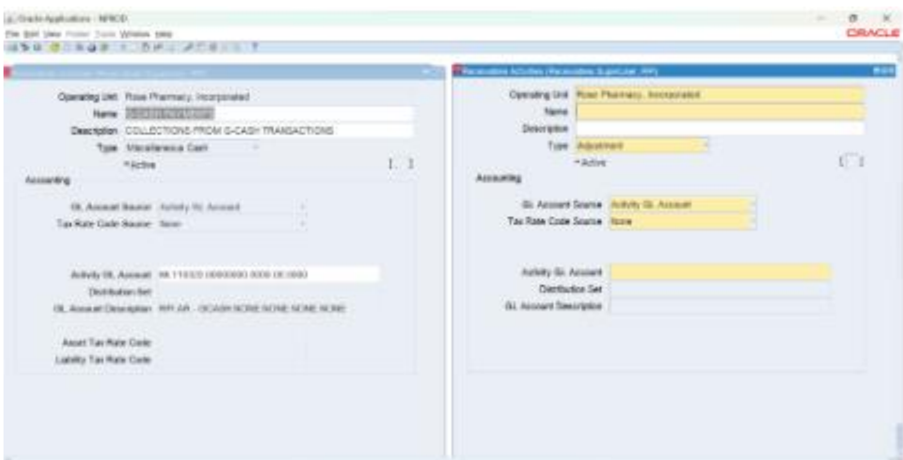
- Drag down the window. Click on any part of the Navigator window. Then, go to Tools > uncheck Close Other Forms.



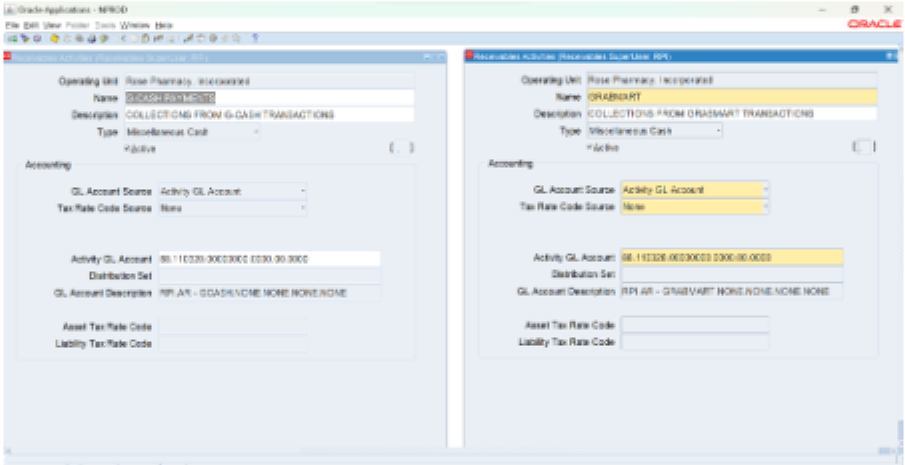
- Open another Transaction Types window. **Press Ctrl + L**. Input %Activities%. **Click Find**.



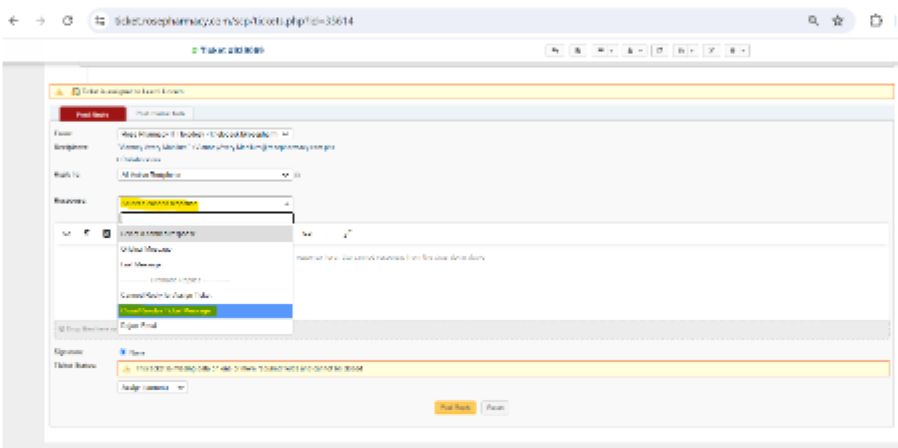
- Drag the new Receivable Activities window to the right. Click on the old window so it is visible.



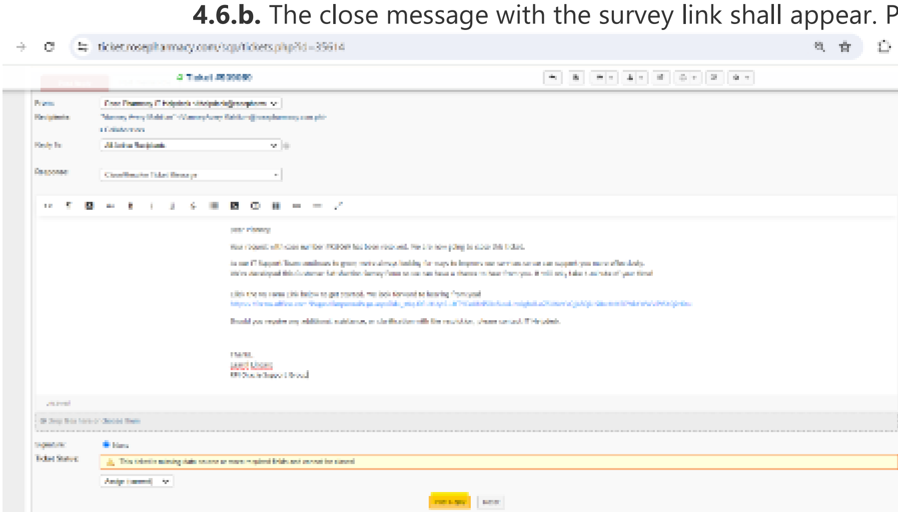
- Fill in information based on request.
  - Name - Receipt activity name
  - Description - could be the same as Name or short description of what the activity is about
  - Type - depending on activity type (Miscellaneous Cash, Adjustment, etc)
  - Activity GL Account - based on requested GL account combination
- **Click Save**.



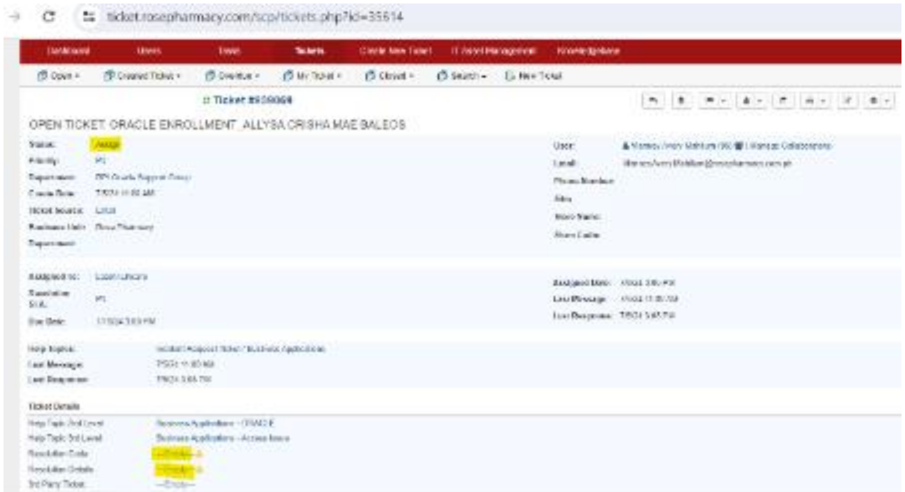
4.5. Notify AR team or requestor that request is done with screenshot of successful set up.
4.6. Go to IT Support Ticketing System Incident Request Portal > Ticket. Close the ticket.



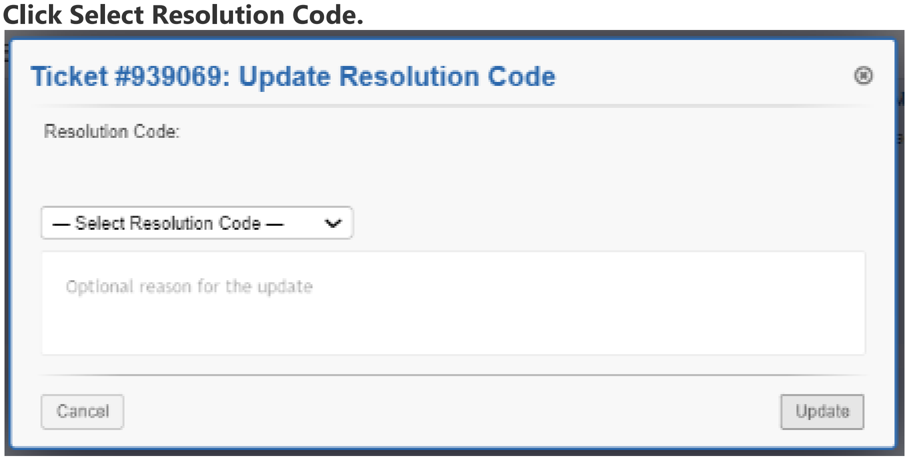
4.6.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.
4.6.b. The close message with the survey link shall appear. Post Reply.



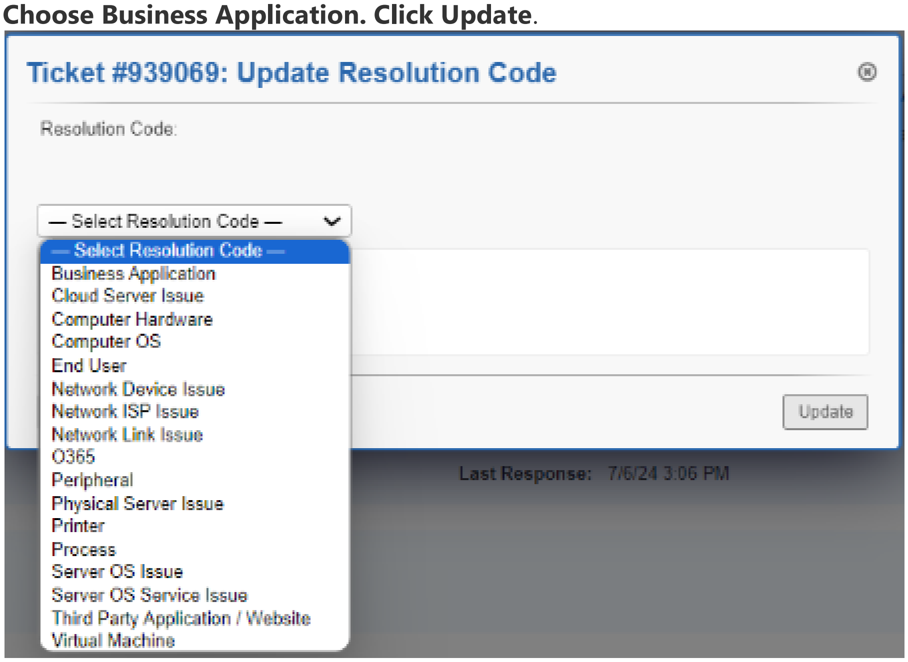
4.6.c. Input Resolution Code.



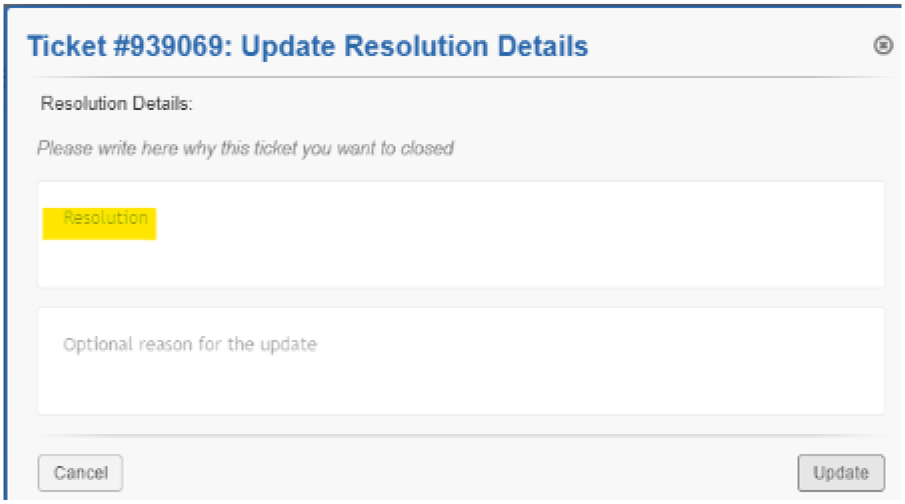
Click Select Resolution Code.



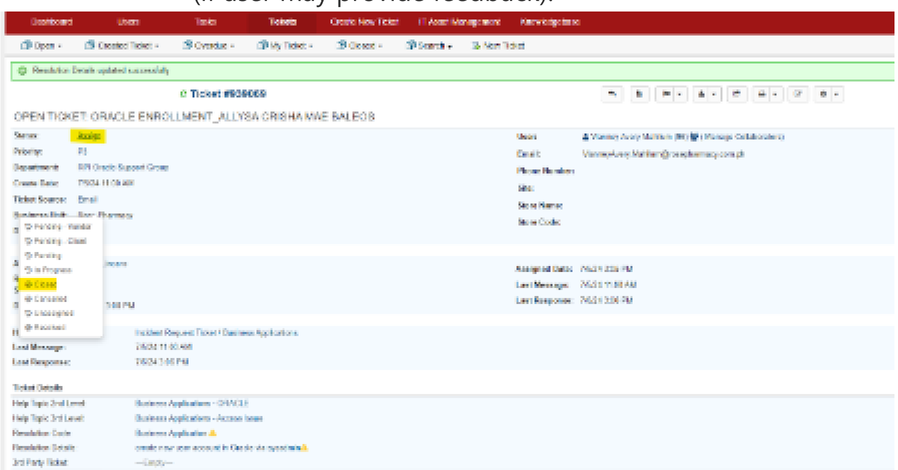
Choose Business Application. Click Update.



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



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



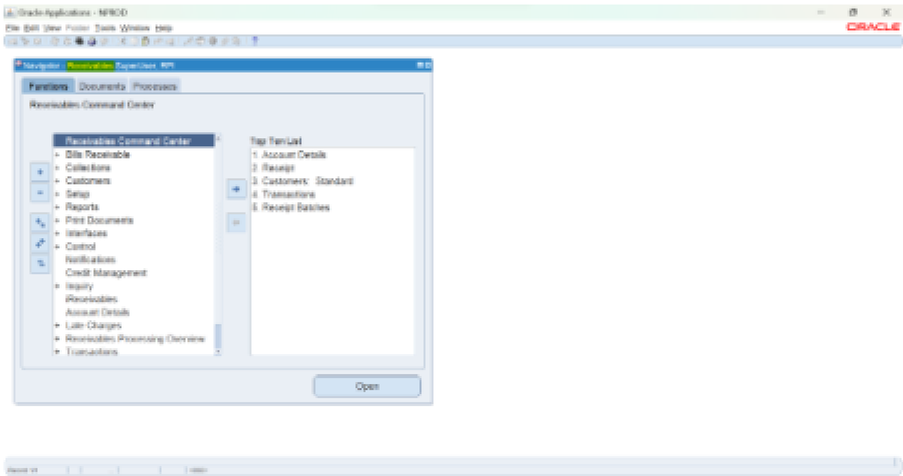
*The emailed response to the ticket is added to the thread in the ticket in the portal.
**The ticket is transferred to Closed tickets.

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 set up request. This is assigned by IT - Oracle Applications team.



6. File Structure

6.1. N/A

Y = required field

7. Schedule

7.1. Transaction type or receipt activity set up is performed **per request (open ticket).**

7.2. Transaction type or receipt activity set up is done by IT after receiving ticket. A change request form must be signed by two level approvers 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>