

Deactivate Employees

1. Purpose

1.1. To have a standard navigational instruction to IT in the ticketing for **Deactivate Employees**.

2. Scope

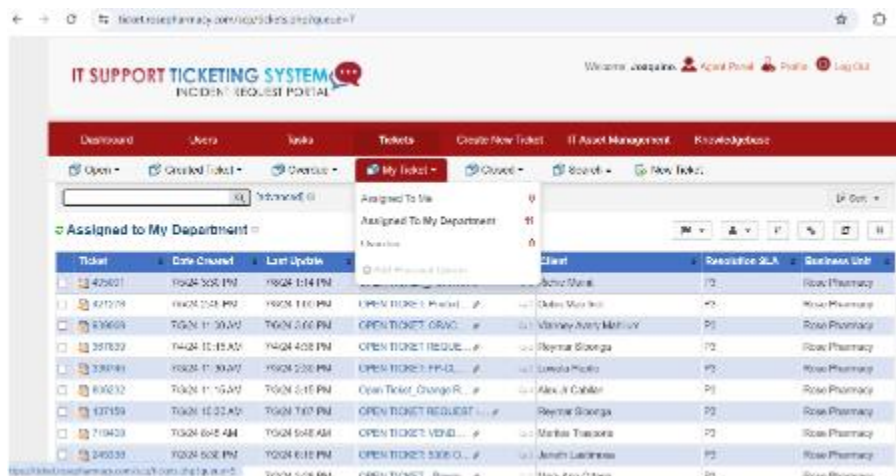
2.1. IT users

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. HR sends an open ticket to IT Helpdesk for deactivation of resigned employees. Click Ticket number or Incident Description to open this ticket.

OPEN TICKET: FP-REQUEST FOR DEACTIVATION: BATCH (7.09.2024)

Lowela T. Pepito
To: Rose Pharmacy IT Helpdesk: Laarni Lincaro: Joaquin, Crissa Mae
Cc: Shiela Bolotaulo: Aldrin Albarquez: Ma. Christina E. Atamosa: **+1 other**

Deactivation and APV-TRACKE...
14 MB

Hi Ms. Laarni,

Good morning!

I am humbly asking your kind assistance to please deactivate this new sets of resigned employee for us we can released their pay checks.

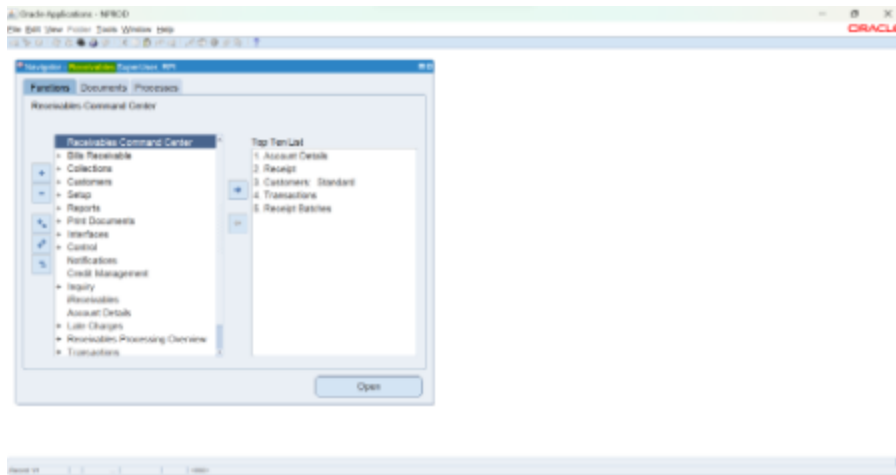
| ID NUMBER | NAME | DATE RESIGNED | Date requested for Deactivation | Remarks | Batch |
|-----------|---------------------------|---------------|---------------------------------|---------|-------|
| 157450 | SANDOLA LAURENCE LIMAYDO | 3/29/2024 | | | |
| 157360 | PAWNTAR RESUMABLE LIMAYDO | 4/5/2024 | | | |

4.3. Download Excel file with list of employees for deactivation from the ticket. Open Book7 FP template. Copy the HR list to Book7 FP template.

4.4. Check if there are balances in AR and GL module.

4.4.a. Receivables

- In Oracle, go to Receivables SuperUser, RPI.



- Go to Account Details. **Click Open.**
- Input employee ID in Bill To Customer ID. **Click Find.**

Find Account Details (Rose Pharmacy, Incorporated)

| | | | |
|----------------|--|----------------|------|
| Operating Unit | | Sequence | |
| Trans Num | | Class | |
| Source | | | |
| Due Date | | | |
| Days Late | | | |
| Currency | | Status | Open |
| Sales Order | | Purchase Order | |

Bill To Customer

| | | | |
|----------|----------------------|--------|--------|
| Name | JOAQUINO, CRISSA MAE | Number | 154312 |
| Location | | | |

Amounts

| | | |
|-------------|--|--|
| Original | | |
| Balance Due | | |

Clear Find

- If there is no open transaction found, proceed with next module. If there are open transactions, note this in the Book7 FP template.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Account Details (Rose Pharmacy, Incorporated : PHP) - JOAQUINO, CRISSA MAE ALICAYA

| Operating Unit | Legal Entity | Number | Seq | Class | Days Late | Due Date |
|-----------------------|-----------------------|---------------|-----|--------------|-----------|------------|
| Rose Pharmacy, Incorp | Rose Pharmacy, Incorp | PAY0000009848 | 1 | Credit Me... | 38 | 08-JUN-202 |
| Rose Pharmacy, Incorp | Rose Pharmacy, Incorp | PAY0000009918 | 1 | Credit Me... | 38 | 08-JUN-202 |
| Rose Pharmacy, Incorp | Rose Pharmacy, Incorp | PAY0000010036 | 1 | Credit Me... | 38 | 08-JUN-202 |
| Rose Pharmacy, Incorp | Rose Pharmacy, Incorp | 00000098481 | 1 | Invoice | 38 | 08-JUN-202 |
| Rose Pharmacy, Incorp | Rose Pharmacy, Incorp | 00000099182 | 1 | Invoice | 38 | 08-JUN-202 |
| Rose Pharmacy, Incorp | Rose Pharmacy, Incorp | 00000100361 | 1 | Invoice | 38 | 08-JUN-202 |

Cumulative Balance Entered Functional

Total Balance 0.00 0.00

Balances Adjust Transaction Overview Details Activities

4.4.b. General Ledger

- In Oracle, go to General Ledger Super User, RPI.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Oracle Applications - NPROD

Enter Journals

1. Account Inquiry
2. GL Accounts
3. Enter Journals
4. Run Financial Reports
5. Key Financial Values
6. Open and Close Periods

Open

- Choose Account Inquiry. **Click Open.**
- Click on any field below Accounts.
- In Find Accounts, input employee ID. **Click OK.**

The screenshot shows the Oracle Applications - NPROD Account Inquiry (RPI) window. The 'Ledger/Ledger Set' section has 'Name' RPI and 'Currency' PHP. The 'Accounting Periods' section has 'From' JUL-24 and 'To' JUL-24. The 'Currency' section has 'Type' Total and 'Entered' blank. The 'Primary Balance Type' is set to 'Actual'. The 'Find Accounts' dialog box is open, showing search criteria: 'Company' blank, 'Account Code' blank, 'Location' blank, 'Department' blank, 'Employee ID' 154312, and 'Future2' blank. The dialog has 'OK', 'Cancel', 'Clear', and 'Help' buttons.

- Check if employee has pending balances for deduction. If there are no balances, proceed with deactivation. If there are open transactions, note this in the Book7 FP template.
 - **Click Show Balances.**

The screenshot shows the Oracle Applications - NPROD Account Inquiry (RPI) window. The 'Ledger/Ledger Set' section has 'Name' RPI and 'Currency' PHP. The 'Accounting Periods' section has 'From' JUL-24 and 'To' JUL-24. The 'Currency' section has 'Type' Total and 'Entered' blank. The 'Primary Balance Type' is set to 'Actual'. The 'Accounts' section shows a list of accounts with the following data:

| Account Code | Balance |
|-------------------------------------|---------|
| 88.110621.00000000.0000.154312.0000 | |
| 88.110622.00000000.0000.154312.0000 | |
| 88.110624.00000000.0000.154312.0000 | |
| 88.110627.00000000.0000.154312.0000 | |

The 'Description' section shows 'RPI ADV TO EMPL - PERSONAL.NONE.NONE.JOAQUINO, Ms\ CRISSA MAE .NONE'. The 'Show Balances' button is highlighted.

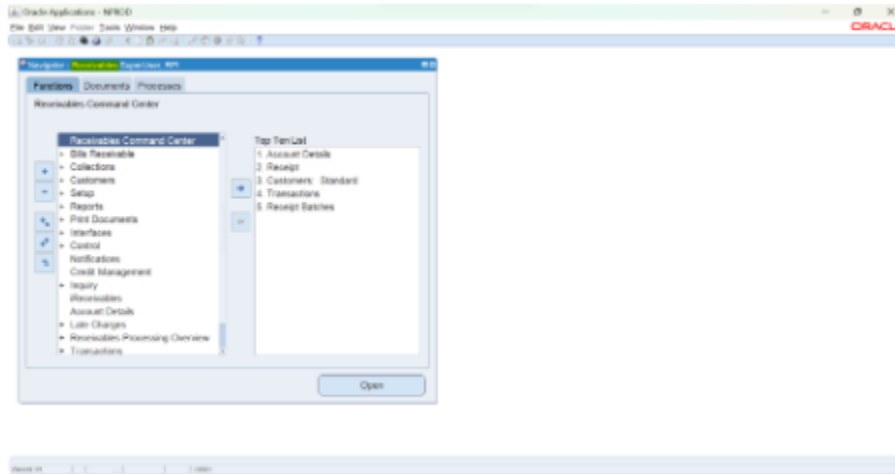
- Check if YTD amount is zero (0).
- Close window.
- Do the same for the other accounts.

Note: Do not deactivate employee accounts if they have pending balances.

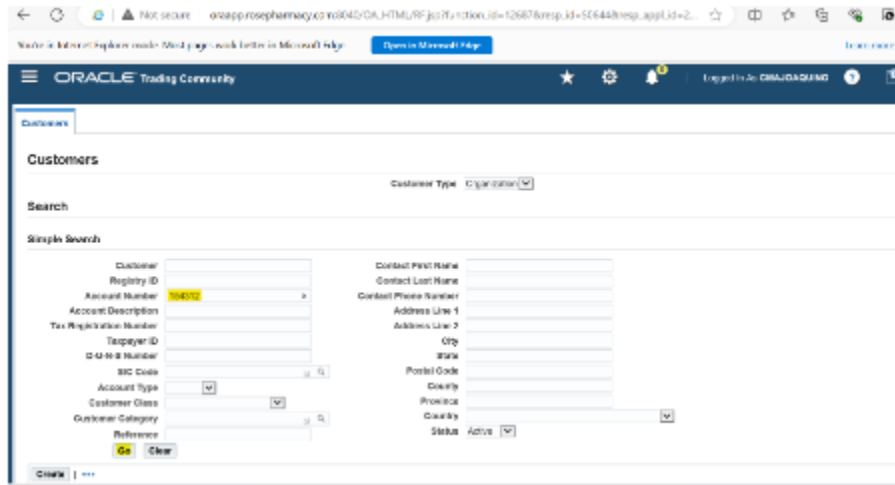
4.5. Deactivate employee accounts.

4.5.a. Receivables

- Go back to Receivables SuperUser, RPI.



- Choose Customers: Standard. **Click Open.**
- In Customers, input employee ID in Account Number. **Click Go.**



- Under Accounts, click Details.

- Choose Inactive in Status. **Click Save.**

4.5.b. Payables

- In Oracle, go to Payables SuperUser, RPI.

- Choose Suppliers. **Click Open.**
- Input N+employee ID in Number e.g. N154312. **Click Go.**

Supplier Search

Simple Search

At least one search criteria is required. Including part of a supplier's name or full names will improve the search performance. Fields are case insensitive.

Supplier Name
Supplier Number
Taxpayer ID
Tax Registration Number
D-U-N-S Number
Employee Number

Search Results

| Supplier Name | Supplier Number | Parent Supplier Name | Taxpayer ID | Tax Registration Number | D-U-N-S Number | Employee Number | Update |
|----------------------------|-----------------|----------------------|-------------|-------------------------|----------------|-----------------|--------|
| S23 HEALTH AND BEAUTY INC. | 4080 | | 006-774-291 | | | | |
| 154312-006-774-291 | 4080 | | 006-774-291 | | | | |
| 154312-006-774-291 | 4080 | | 006-774-291 | | | | |

- **Go to Purchasing** > Freight. Ensure that Freight Terms is TBD or not blank.

Supplier Sites

Site Name
Address
Site Number

Supplier Sites

| Site Name | Operating Unit | FOB | Freight Terms | Transportation Arranged | Country of Origin |
|-------------|----------------|-----|---------------|-------------------------|-------------------|
| HEAD OFFICE | HEAD OFFICE | | TBD | | |

- **Go to Address Book** > Manage Sites.

Address Book

Address Name
Address Details
Site Number

Address Book

| Address Name | Address | Country | Communication | Purpose | Status | Update | Manage Sites | Remove |
|--------------|---------|-------------|---------------|-----------------|---------|--------|--------------|--------|
| HEAD OFFICE | CEBU | Philippines | | Rep. Purchasing | Current | | | |

- Input Inactive Date = date today
- Uncheck Purchasing and Pay
- Click Apply

ORACLE Payables

Suppliers > Update JOAQUINO, CRISSA MAE ALICAYA - N154312 Address Book

Manage Sites

Address Name: HEAD OFFICE
Address Detail: CAGU, PR
Purpose: Payment/Purchasing

Supplier Name: JOAQUINO, CRISSA MAE ALICAYA
Supplier Number: N154312

Supplier Sites

Grid:

| Site Name | Operating Unit | Inactive Date | Purchasing | Pay | Primary Pay | RFQ Only | Procurement Card | Description Fields | Global Description Fields |
|-------------|-------------------------------|---------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------|---------------------------|
| HEAD OFFICE | Base Purchasing, Incorporated | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

- **Go to Address Book > Update**
 - Change Status to Inactive.
 - Uncheck Purchasing and Payment
 - **Click Apply**

ORACLE Payables

Suppliers Address Book > Update Address

Supplier Name: JOAQUINO, CRISSA MAE ALICAYA Supplier Number: N154312

Address Details

Site Number: 574351
Country: Philippines
Address Line 1: CAGU
Address Line 2:
Address Line 3:
Address Line 4:
City:
County:
State:
Province:
Postal Code:
Address Name: HEAD OFFICE
Address:
Status: **Inactive**
Language: **English**
Contact Value:
Billing Customer Type:

Contact Details and Purpose

Communication Details ☐ Update to all sites using this address

Phone Area Code:
Phone Number:
Fax Area Code:
Fax Number:
Email Address:
Address Purpose: ☒ Purchasing
☒ Payment
☐ RFQ Only

- Go to Organization. Input date today as Inactive Date. **Click Save.**

ORACLE Payables

Suppliers

Quick Update

Company Profile

Organization

Tax Details

Address Book

Contact Directory

Business Classification

Products & Services

Update JOAQUINO, CRISSA MAE ALICAYA - N154312: Organization

Supplier Name: JOAQUINO, CRISSA MAE
Supplier Number: N154312
Alternate Supplier Name:
RFC:
National Insurance Number:
Type: Corporate

Parent Supplier Name:
Parent Supplier Number:
Customer Number:
Inactive Date: **12/30/2024**

Additional Information

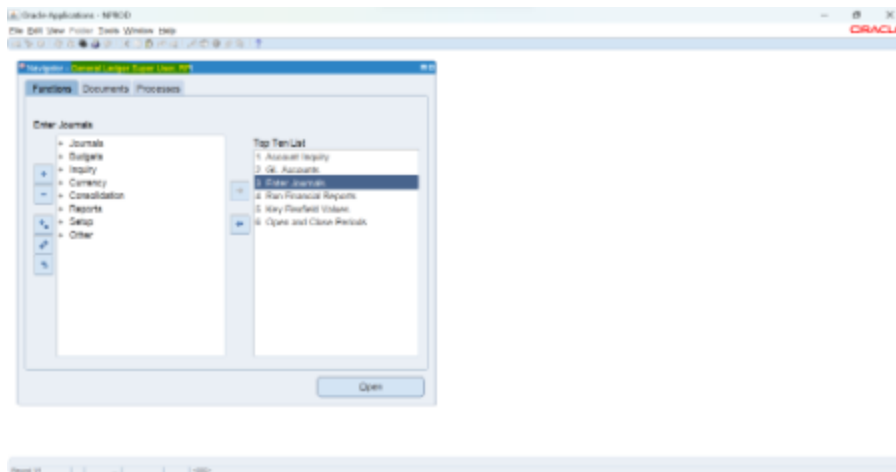
Contact: **Contract**

Contract Number for Credit:

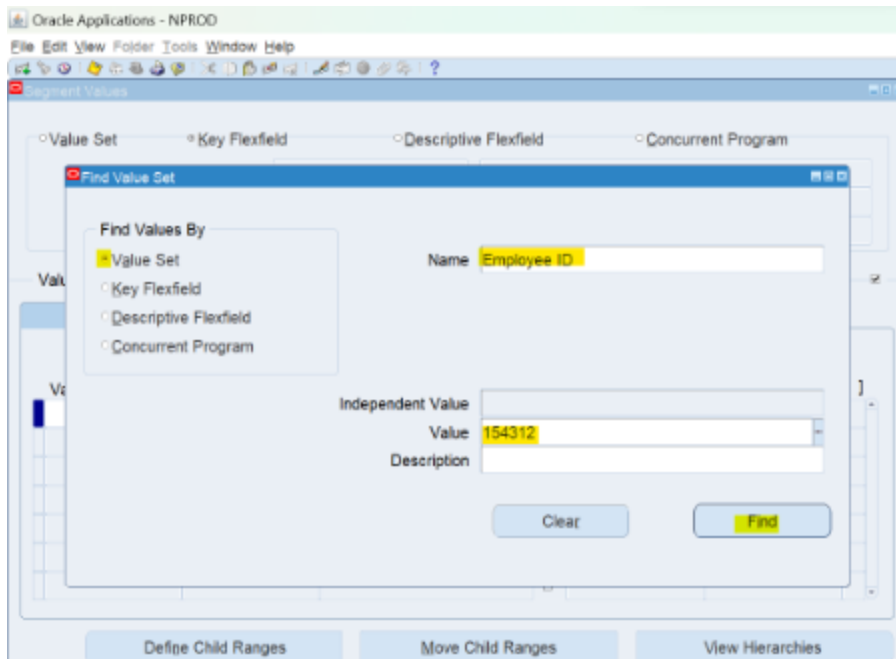
* Additional information for the Supplier segment Contract does not exist in the value set MLCM_SF_CONTRACTS.

4.5.c. General Ledger

- In Oracle, go to General Ledger Super User, RPI.



- Go to Key Flexfield Values. Click Open.
- Choose Value Set.
- Input Employee ID in Name
- Input employee id in Value
- Click Find.



- Input date today on Enabled To date.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Segment Values

Value Set Key Flexfield Descriptive Flexfield Concurrent Program

Name Employee ID RPI Employee ID segment

Dependent Value Set

Independent Value

Values (Employee ID)

Values, Effective Values, Hierarchy, Qualifiers

| Value | Translated Value | Description | Enabled | From | To | [] |
|--------|------------------|-------------------------|-------------------------------------|-------------|-------------|-----|
| 154312 | 154312 | JOAQUINO, Ms. CRISSA MA | <input checked="" type="checkbox"/> | 01-NOV-2018 | 16-JUL-2024 | [] |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |

Define Child Ranges Move Child Ranges View Hierarchies

- Click Save.

4.5.d. Global

- In Oracle, go to Global HRMS Manager, RPI.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Global HRMS Manager

People

Enter personal and assignment information

People

- People
- FastPath
- Recruitment
- Career Management
- Work Structures
- Payroll
- Total Compensation
- View
- Processes and Reports
- Transaction Maintenance
- Mass Information Exchange: MEX
- Other Definitions
- Security
- Setup
- Define Employment History Periods

Top Item List

1. Combined Person & Assignment Form

Open

- Choose Combined Person & Assignment Form. Click Open.
- Input employee ID in Number. Click Find.

Terminate(JOQUINO, Ms. CRISSA MAE ALICAYA)

Length of Service

Date Start: 17-SEP-2018

Leaving Reason: Retirement

This Service: Years 5, Months 10

Total Service: Years 5, Months 10

Termination Dates

Notified: 15-JUL-2024

Projected:

Actual: 16-JUL-2024

Last Standard Process: 16-JUL-2024

Final Process:

Person Type and Assignment Status for Terminated Employee

Type: Ex-employee

Status: Terminate Assignm

Termination Accepted By

Date: 16-JUL-2024

Name: LINCARO, Ms. LAARNI ROS

Number: 157631

Terminate Reverse Termination

- Click Save.

4.6. Notify HR team that resigned employees have been deactivated as well as if there are employees not deactivated due to pending balances via email.

RE: OPEN TICKET: FP-REQUEST FOR **DEACTIVATION**: BATCH (7.09.2024)



Laarni Lincaro

To: Lowela T. Pepito: Rose Pharmacy IT Helpdesk

Wed 7/10/2024 5:41 PM

Cc: Shiela Bolotaulo; Aldrin Abarquez; Ma. Christina E. Atamosa; +2 others



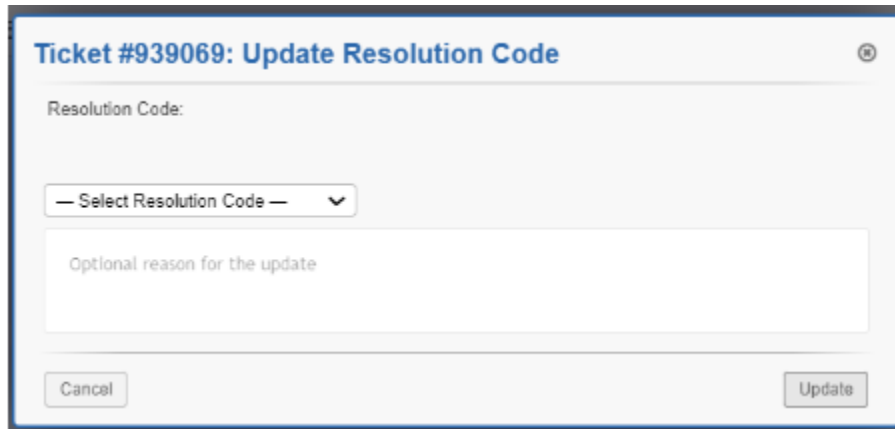
Hi Lowela,

Please refer below for remarks. Please coordinate with AP, AR and GL for the pending balances.
We will close this ticket now.

| NAME | NUMBER | DATE RESIGNED | CV DATE | DEACT DATE | REMARKS | ACCOUNT |
|---------------------------------|--------|---------------|---------|------------|-----------------|---------|
| BAGALAY, RIZAL OON | 156713 | 23-Apr-24 | | 9-Jul-24 | deactivated | |
| BANDOLA, LAURENCE LUMAYOG | 157450 | 29-Feb-24 | | 10-Jul-24 | deactivated | |
| PARANTAR, ROSEMARIE LIKAOCAMPO | 157380 | 14-Apr-24 | | 10-Jul-24 | deactivated | |
| BANTILAN, HARRAH MAECAÑAS | 156851 | 24-Feb-24 | | 10-Jul-24 | deactivated | |
| CASANE, ANNA MARIE CRUZADA | 157264 | 16-Mar-24 | | 10-Jul-24 | deactivated | |
| CASIO, IAN NINO ZOZOBRAO | 156728 | 10-Mar-24 | | 10-Jul-24 | deactivated | |
| SOLEDAD, JOSHUA CLARO | 156847 | 29-Apr-24 | | | for AR clearing | 21! |
| DUMAGUIT, JERFEL MARIE ALGADIPE | 156943 | 4-May-24 | | 10-Jul-24 | deactivated | |
| UNAT, CHERIE ALBERCA | 157078 | 27-Feb-24 | | 10-Jul-24 | deactivated | |

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

Click Select Resolution Code.



Ticket #939069: Update Resolution Code

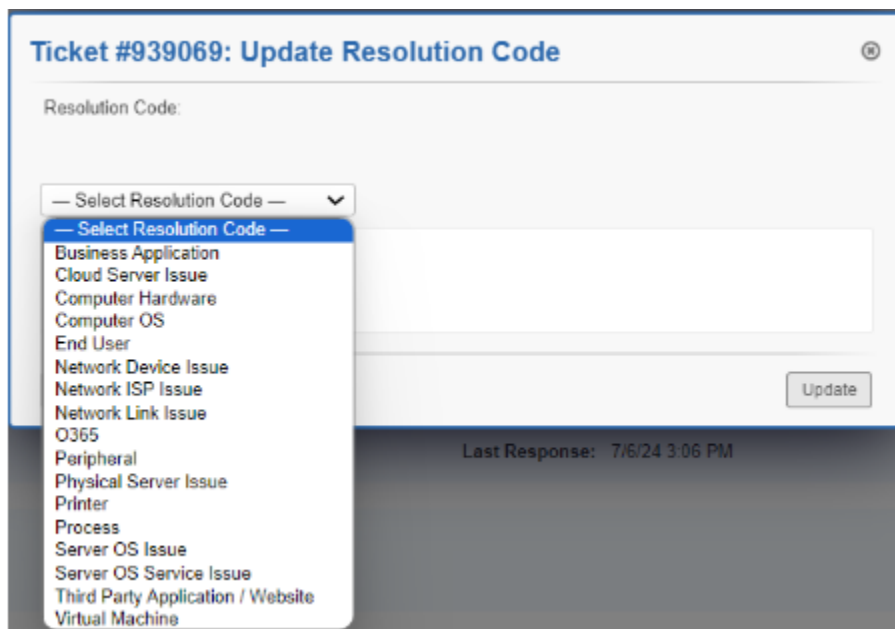
Resolution Code:

— 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

4.7.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

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

Dashboard Users Tickets Ticket #939069 Create New Ticket IT Asset Management Knowledge Base

Open Closed Tickets Overdue My Tickets Closed Search New Ticket

Resolution Details updated successfully

Ticket #939069

OPEN TICKET ORACLE ENROLLMENT_ALLYSA GRISHANAE BALEOB

| | |
|---|--|
| <p>Status: Assign</p> <p>Priority: P1</p> <p>Department: SR Oracle Support Group</p> <p>Create Date: 7/6/24 11:09 AM</p> <p>Ticket Source: Email</p> <p>System: Oracle - User Pharmacy</p> <p>Category: IT - Pharmacy - Oracle</p> <p>Sub-category: IT - Pharmacy - Oracle</p> <p>Assigned To: [User]</p> <p>Assigned Date: 7/6/24 11:09 AM</p> <p>Last Message: 7/6/24 11:09 AM</p> <p>Last Response: 7/6/24 11:09 AM</p> | <p>Owner: [User]</p> <p>Email: [Email]</p> <p>Phone Number: [Phone Number]</p> <p>SSN: [SSN]</p> <p>Street Name: [Street Name]</p> <p>Street Code: [Street Code]</p> |
|---|--|

Ticket Details

Help Topic 3rd Level: Business Applications - (SAP) [Link]

Help Topic 3rd Level: Business Applications - Access Issue [Link]

Resolution Code: Business Applications [Link]

Resolution Detail: create a new user account in Oracle via system [Link]

3rd Party Ticket: [Link]

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

5.2. User must have access to the Payables SuperUser, RPI responsibility and other modules to be able to deactivate employee accounts. This is assigned by IT - Oracle Applications team.

6. File Structure

6.1. N/A

Y = required field

7. Schedule

7.1. Deactivation of employees is performed **per request (open ticket)**.

7.2. List of resigned employees for deactivation is provided by HR. IT performs checking of balances and deactivation, then notifies HR once done. SLA = P4 (turnaround time = 5 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>