



# ENHANCEMENTS SOLUTION DESIGN - TRAVEL MANAGEMENT

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## 1 DOCUMENT CONTROL

### 1.1 CIRCULATION CONTROL

Named recipients, who will automatically receive copies of future versions, are as follows:

Name	Organisation	Project Role
Andreas Palfi	OSCE	ERP Enhancements Project Management Team
Dorota Pioro	OSCE	Travel Officer, Common Services
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### 1.2 LIST OF CHANGES

List of changes made to this document:

Version	Date	Description	Author(s)
01	01-Feb-2014	Document created	A Ross
02	01-Aug-2014	Finalised Design Recommendations	A Ross
03	15-Sep-2014	Incorporated business changes and finalised functional solution design.	A Ross
04	17-Sep-2014	Final Version released for sign off	A Ross

### 1.3 SIGN-OFF

This Solution Design Document has been reviewed and approved by the undersigned.

Name	Title	Signature
Dorota Pioro	Travel Officer, Common Services	
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	Enhancements Project	
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## 2 TERMS AND ABBREVIATIONS

Term / Abbreviation	Signification
CFA	Chief Fund Administration
DFF	Descriptive Flex Field
DSA	Daily Subsistence Allowance
EBS	Oracle E-Business Suite
eOTA	Electronic Official Travel Authorisation
ERP	Enterprise Resource Planning
iPROC	Oracle EBS i-Procurement
IRMA	Integrated Resource Management Application
ISU	Information Systems Unit
ODIHR	Office for Democratic Institutions and Human Rights
OTA	Official Travel Authorizations
PO	Purchase Order
PR	Purchase Requisition
PR/PO	Purchase Requisition/Purchase Order
SBT	Self-Booking Tool
TA	Terminal Allowance
TCO	Total Cost of Ownership
TEC	Travel Expense Claims
UAT	User Acceptance Testing
URL	Uniform Resource Locator

### 3 SCOPE

#### 3.1 PURPOSE

This document defines the proposed Travel and Expenses Management solution that is planned on being delivered during Phase 4 of the Enterprise Resource Planning (ERP) Upgrade and Enhancements Project.

It is not the intention of this document to detail setup steps, configurations or processes that are defined in any of the Oracle E-Business Suite (EBS) Implementation Guides or User Guides for R12 or 11i.

#### 3.2 RELATED DOCUMENT(S)

The following documentation should be read before or in conjunction with this document.

Title & Version	Description	Level aimed at:	Audience
ERP Upgrade and Enhancements Project Blueprint – MS Word	Defines what the upgrade will cover and why.	All approvers of the Asset Transfer Enhancements.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
ERP Upgrade Master Project Plan – MS Project	Defines what activities will be completed by which resources and the relationship and impact these activities have on each other.	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
ERP Upgrade Enhancements Solution Design Overview	Defines the enhancements that were part of the original scope of the ERP Upgrade and Enhancements Project.	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
Business Case Executive Summary – Travel and Expense Management	Defines the business case for a travel and expense management solution.	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
High Level Business Requirements – Travel and Expense Management	Defines the business requirements for travel and expense management solution.	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.

IRMA Custom Objects Library	Defines all the custom objects that exist in the current production EBS environment.	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
Oracle iProcurement Implementation and Administration Guide Release 12.1	Defines the functionality that exists in Oracle iProcurement that can be used to support the proposed solution design	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
Oracle Purchasing User's Guide Release 12.1	Defines the functionality that exists in Oracle Purchasing that can be used to support the proposed solution design	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project..
Oracle Payables Implementation Guide Release 12.1	Defines the functionality that exists in Oracle Payables that can be used to support the proposed solution design	All approvers of the Asset Transfer Enhancement.	All users involved in the Asset Transfer component of the ERP Upgrade and Enhancements Project.
Oracle Workflow Guides for Release 12.1	Defines the functionally and the development guidelines for amending/customising Oracle embedded workflows	All developers who will be involved in this enhancement.	All developers who will be involved in this enhancement.
Oracle E-Business Suite Developer's Guide Release 12.1	Defines the recommended best practises for the development of custom code objects in EBS	All developers who will be involved in this enhancement.	All developers who will be involved in this enhancement.

## 4 SOLUTION DESIGN

### 4.1 OBJECTIVE

This document defines the high level business requirements for Travel and Expenses Management and the proposed solution to deliver these requirements using Oracle E-Business Suite R12 functionality.

### 4.2 OVERVIEW

Official Travel Authorizations (OTA) and Travel Expense Claims (TEC) are currently prepared in Excel. While all expenses are transparent in the OTA & TEC forms for Programme Manager review and approval, purchase requisitions are only raised for travel tickets, and therefore funds are only reserved for the travel component of the cost. All miscellaneous expenses including DSA and Terminal Allowance are treated as direct payments upon settlement of the TEC Form by Finance, and there is no reservation funds prior to the expense being settled, resulting in incorrect financial information available to the Programme Managers. This is further exacerbated as TEC can be submitted up to 30 days after the travel event and only then will the Budget and Expenditure Reports be updated.

An online booking tool is available from the corporate window contract supplier, but it is not integrated with EBS. The current solution is very manual and does not provide accurate and timely financial information on travel expenditures to Programme Managers. The current solution does not provide management reporting information, which has to be manually derived from travel supplier's data and other non-EBS internal data sources .

The requirement is for an integrated travel booking solution which will allow for a traveller to record the OTA, generate a purchase requisition for the travel component of the OTA, and automatically generate a TEC for completion by the traveller on return. The OTA will reserve funds for the travel component, the DSA component, and other travel-related expenses, and thereby provide accurate and timely financial information.

The integrated travel booking solution should have an integrated approval workflow which will allow for on-line/electronic OTA's and TEC's and dependent upon the type of OTA/TEC will route the OTA/TEC to the correct approver/s. The integrated approval workflow should also record the approval history against the OTA and TEC.

The other alternative is to use a PR/PO based solution using existing functionality in EBS, which will not incur any additional license costs and/or support and maintenance costs, and which can be developed using existing system functionality. This is the lowest TCO solution.

### 4.3 REVISED TRAVEL AND EXPENSE MANAGEMENT PROCESS

The current business process for Travel and Expenses Management has undergone a review with the objective of streamlining the travel procedures to reduce the number of steps in the current travel approval process, to change the current process from a paper based to a system based process and to achieve better (budgetary) control. This review resulted in a

revised travel and expense management process which is detailed in the flow charts in Annexure 1 and is further elaborated in the document below.

**The revised travel business process can be described as follows:**

A Travel Requisition will be raised and the traveller, destination and date of travel will be recorded on the requisition header. There will be a list of preferred suppliers from which the requester can select.

Lines will be raised in the Travel Requisition to include the details of the flight ticket and the cost.

If the date of travel is for the next financial year then the Travel Requisition date must be set to the 1<sup>st</sup> day of the new financial year.

If the travel is to a location that is subject to travel advisory from the Secretary General, then a travel caution must be raised.

If the travel is for a self-booked ticket, then an additional line must be added to the PR/PO for Euro 6.80.

The Travel Requisition must then be sent for budgetary approval.

If the Travel Requisition has passed budgetary approval, then the travel must be sent for supervisory approval (PM and CFA approvals)

The approved Travel Requisition must then automatically generate a purchase order which must then be sent to the supplier, and depending upon various conditions notifications must be sent to Security, and/or Finance, and/or the Supplier, and/or the SBT Approver, and/or Traveller (if OSCE staff), and/or Preparer.

**The revised DSA business process can be described as follows:**

A DSA Requisition will be raised and the traveller, date of travel, and destination will be recorded on the requisition header.

Lines will be raised in the DSA Requisition for the number of days at each location, any incidentals that are required, any other travel related expense, and whether a DSA advance is required.

If the date of travel is for the next financial year then the DSA Requisition date must be set to the 1<sup>st</sup> day of the new financial year.

If the travel is to a location that is subject to travel advisory from the Secretary General, then a travel caution must be raised.

The DSA Requisition must then be sent for budgetary approval.

If the DSA Requisition has passed budgetary approval, then the travel must be sent for supervisory approval (PM and CFA approvals).

If an advance was requested then a pre-payment request must be generated with a due date 5 days before the trip.

Notifications must then be sent to Treasury/Finance informing them of the impending advance payment and to the Traveller (if OSCE staff) and to the Preparer advising of the approval.

**The revised Receiving and Invoicing Business Process can be described as follows:**

Travel Tickets are received against the purchase order when the traveller physically receives the ticket.

If the Travel Ticket is from the main supplier, then the supplier invoice is recorded in the system and is matched to the PO. There must be a system tolerance which will not allow an overmatch of 10% or 250 whichever is the lower. The payment in the system must be reconciled to the supplier credit card statement.

If the Travel Ticket is from another supplier, then the supplier invoice is recorded in the system and matched to the PO. The payment in the system is reconciled with the bank statement.

The DSA, TA and Incidentals Purchase Order is received after the actual stay has occurred. An invoice is automatically created from the information in the requisition and using the actual DSA rates as at the dates of the stay.

Finance is notified to match the proof of travel and expenses to the pre-created invoice. Traveller is requested to provide proof of travel and expenditure to Finance.

If an advance was received the pre-created invoice must be matched to the pre-payment.

The invoice must be validated once proof of travel and expenditure has been received.

Reconcile payment with bank statement.

If the travel was without any budgetary impact, then the PO must be received after the travel has taken place.

#### **4.4 PROPOSED TRAVEL AND EXPENSE MANAGEMENT SOLUTION**

There are two custom developed solutions that are in use in the OSCE. The first is the eOTA solution that has been developed by ODIHR. Skopje, Bosnia and Herzegovina and Kosovo have a RATS based solution. Neither solution integrates directly and seamlessly with EBS and results in double entry of data. Both solutions will require considerable custom development to provide a solution that fully integrates with EBS and uses the EBS security and approval rules.

It is the intention to use the standard functionality provided by iProcurement, to create a store which will be used to place travel requisitions. The travel store will have a specific set of inventory items which will be used to hold the DSA items. These inventory items must be set up as non-stockable, and with historic pricing which will be used to hold the DSA rate changes. The Requisition Approval Workflow will need to be modified to include the approval logic that is defined in the process flow. Purchase Orders will be automatically created from the approved Travel Requisitions and where there are any advances required these Advance Requests will also be automatically generated.

#### **4.4.1 iProcurement Configuration**

**NOTE:** The configuration below has not been functionally tested and while it is per the Oracle documentation, there is a possibility that the configuration might need to be amended during testing to ensure required functionality is delivered. In the event that there is a change then the below configuration must be amended to reflect this.

The solution design consists of two parts, a functional and a technical component. The functional component proposing using standard iProcurement functionality to provide a means where by a user can purchase a certain type of ticket for a certain type of travel and also request the DSA for the period of travel. The functional component has a degree of complexity in the structuring of the catalogue that is used to provide the items which can be used in this solution, and this is a critical part of the design as it proposes to provide a logical path to obtain the item (DSA) being purchased, as well as providing a level of granularity which can be used for on-going improvement of the travel reporting.

The technical component of the solution is reliant upon the customisation of the associated iProcurement and Purchasing workflows to firstly validate the data that has been input by the travel requestor, secondly to provide the business logic with regards to the approval of the travel request, and thirdly to provide the automation to support the full travel and expense process.

The Travel and Expense organisational rules and business process is defined in the process flow document in Annexure 1.

##### **4.3.1.1 Create Custom iProcurement Responsibilities**

To provide a greater degree of control it is recommended to create a custom iProcurement Responsibility which will be used for Travel Requests.

This responsibility should be a copy of the standard user iProcurement responsibility and should be limited to creating, viewing and amending Travel Requests.

This Travel Request responsibility will have the Travel Store attached to it, and will be used to secure Catalogue Content.

Using a specific Travel Request responsibility also helps with the configuration and management of the associated workflows.

Assign the custom responsibility to all users who will be entitled to raise Travel Requisitions.

##### **4.3.1.2 Create New Purchasing Categories and Purchasing Items**

This is a critical part of the system configuration and setup as the solution design is based upon the premise that there will be an Internet Procurement Catalogue with the hierarchy described in Annexure 2.

It is anticipated that the catalog content will be initially created using the iProcurement Catalog Administrator. This will require that catalog authoring is enabled and that the catalog load is used to load the content into the catalog from the data contained in the DSA files.

A global purchase agreement will need to be setup to facilitate loading the content

The Categories and Item Categories in Annexure 2 must be setup in Core Purchasing and the imported into the iProcurement Catalogue as Local Content.

The Categories defined in Annexure 2 are parent categories that will be used in creating the Travel Catalogue.

The Item Categories defined in Annexure 2 consist of two types. Service Item Categories – used for the purchase of tickets, and Goods Item Categories – used to link the DSA and TA Purchase Items.

Annexure 2 also provides a listing of the two types Purchasing Items that need to be created. These are the Daily Subsistence Allowances (DSA) items and the Terminal Allowance (TA) items. Each DSA and TA item is linked to an Item Category and this will allow the user to navigate down a logical path to the desired rate when creating the travel request. The Purchasing Items must be setup to allow for price history tracking as this will assist in the validation of historic travel claims, but must still be setup as non-stockable as these items must not be controlled via inventory.

After the Categories, Item Categories and Purchase Items have been created in core Procurement, these must then be imported into the iProcurement Schema, after which the Category Hierarchy defined in Annexure 2 must be created.

#### **4.3.1.3 Maintaining Catalog Content**

The Oracle iProcurement Catalog Administration is not only used for getting the content information into the catalog, but is also used for the upkeep of the catalog.

Catalog authoring must be enabled to control who can update the catalog.

The functionality that is provided in iProcurement Catalog Administration must be used to upload the changes to the DSA rates as the Catalog administration provides better integration between the catalog, catalog items and the store. This is the preferred method to the DataLoad solution that was originally proposed.

#### **4.3.1.4 Create Catalogues (Content Zone)**

A Local Content Zone must be created for each of the following:

- Tickets
- Other Fees
- DSA
- Terminal Allowance

Each content zone must have the following enabled:

- Include items from all suppliers
- Include items without suppliers
- Include items from specific categories
  - add categories – category should be equal to content name

- Secure by responsibilities
  - add responsibility = responsibility must be equal to custom Travel Request responsibility

**NOTE:** Catalogues defined as local content zones allow for the maintenance of catalogue items using the iProcurement Catalogue Administration functionality. The update functionality should be explored as opposed to using the Dataload method that is currently employed. This functionality must be tested during the functional configuration and testing phase to ensure that it will be capable of making the changes to the data as required.

**NOTE:** The DSA Items must all have the same supplier "OSCE DSA". This is to ensure that the purchase order auto-create will create separate purchases orders, one for the DSA lines and one for the ticket lines

#### **4.3.1.5 Create Smart Forms**

Smart Forms must be created for the following:

- SBT Ticket + DSA - internal short name "SBT"
- Offline Ticket + DSA - internal short name "OFFLINE"
- Web Purchase + DSA - internal short name "WEB"
- No Ticket Travel - internal short name "NO\_TICKET"
- No Budget Impact Travel - internal short name "NO\_BUDGET"
- Reimbursement - internal short name "REIMBURSE"
- Operational Advance- internal short name "ADVANCE"

The following fields should be disabled from user editing:

- Item Description – this must be set to the name of the smart form
- Restrict categories to the above commodity – disabled
- RFQ Required
- Negotiated
- Restrict Suppliers – set to No dependent upon the smart form.
- Supplier Name – dependent upon the smart form
- Site – dependent upon the smart form
- Supplier Item

An Information Template must be created in core Procurement for each smart form using the names defined above. The Information Templates must be set with "Available In All Organisation" not enabled and "Attachment Category" set "to Supplier". Each template must have the following common information in it. There might be additional information that is required in each smart form, and this can be added in at a later stage.

TRAVELLER_TYPE	Traveller Type	Mandatory = Y	Enabled = Y
TRAVELLER_STAFF	Staff Traveller Name	Mandatory = N	Enabled = Y
TRAVELLER_APPLICANT	Applicant Traveller Name	Mandatory = N	Enabled = Y
TRAVELLER_NON_STAFF	Non-Staff Traveller Name	Mandatory = N	Enabled = Y
TRAVEL_DESTINATION	Destination	Mandatory = Y	Enabled = Y
START_DATE	Start Date	Mandatory = Y	Enabled = Y
TRAVEL_TYPE	Travel Type	Mandatory = Y	Enabled = Y
ADVANCE_REQUEST	Request to Have DSA Advance	Mandatory = N	Enabled = Y
REQUISITION_TYPE	Requisition Type	Mandatory = Y	hardcoded value

TRAVELLER\_TYPE must have default value = "Staff" and must have custom value set with the values Staff | Applicant | Non-OSCE Officials | SSA | JPO. To be used by the workflow to control the approval and processing flow.

TRAVELLER\_STAFF must have a custom value set that provides list of values of all current employed staff. To be used to for traveller approval and for traveller ticketing.

TRAVELLER\_APPLICANT must have a custom value set that provides a list of values of all active applicants. To be used to for traveller approval and for traveller ticketing.

TRAVELLER\_NON\_STAFF must have a custom value set that is of the type character and limited to 100 characters. To be used to for traveller approval and for traveller ticketing

TRAVEL\_DESTINATION must have a custom value set that provides a list of values of all the countries that the OSCE can travel to. To be used to for traveller security approval and for traveller ticketing. This custom value set must has a DFF flag enabled which will allow for desitinations to be flagged as requiring Travel Advisory.

START\_DATE must have a custom value set that is to the type date in the format that is used in this configuration. To be used to control budgetary impact and to determine the DSA rates to be applied.

TRAVEL\_TYPE must have a custom value set with the values Duty | Training | Recruitment | Entitlement | Home Leave | Appointment | Separation | Non-OSCE Officials. To be used by the workflow to control the approval and processing flow.

ADVANCE\_REQUEST is TRUE/FALSE value set. This must default to FALSE. Controls whether or not to generate an advance from the DSA.

REQUISITION\_TYPE must be hardcoded with a default value on each smart form with a value that is equal to the smart form. These values are SBT | OFFLINE | WEB | NO\_TICKET | NO\_BUDGET | REIMBURSE | ADVANCE , and are used to control the approval and processing flow.

The following personalisations must be made on the web page:

“Page: Oracle iProcurement: Shop”

/oracle/apps/icx/icatalog/shopping/webui/NonCatalogRequestPG

These personalisations must be made at the responsibility level for the custom “Travel Request” responsibility

Hide:

- RFQ Required
- Negotiated
- Supplier Item/Part Number

Rename

- Category = Travel Type

The View Object - `#{oa.NonCatalogRequestVO.IsCategoryReadOnly}` - that support the Category field must be amended to provide a list of values that relates to the parent category “Tickets”

There might be additional personalisation that will be required to be made to these web pages, and these will most likely be identified during the configuration and/or testing of the proposed solution. In this event the document will be amended to include these additional personalisations.

#### **4.3.1.6 Create a Store**

A Travel Store must be created in iProcurement using the iProcurement Catalog Administration functionality.

The Store Name should be “TRAVEL”

The Store Description should be “OSCE Travel Store”

The Travel Store must be assigned the local content zones defined above:

- Other Fees
- DSA
- Terminal Allowance

The Travel Store must be assigned the smart forms defined above.

The store needs to be set in the correct sequences to ensure that it will be the first store to display on the custom responsibility.

Local content must allow be set to display first.

#### **4.3.1.7 Assign an Image to the new Store (Optional)**

If required an image can be created and added to the store using the Stores tab in iProcurement Catalog Administration.

This image can either be stored internally and accessed via a file name or stored remotely and accessed via a URL.

If the image is a file then this should be in the directory specified in the Profile Option "POR: Hosted Images Directory".

#### **4.3.1.8 Assign Profile Option Values**

The Profile Option "POR: My Favourite Store" must be set to the new Travel Store at the new Travel Responsibility level. This will ensure that the new responsibility will always default to the new Travel Store.

Dependant on the level of the charge account customizations that are carried out and whether values defined are defaulted from attributes on requisition header/requisition line /requisition distribution, the following profile options will need to be enabled to control whether to invoke the corresponding custom procedures. This can be achieved using the package "POF\_CUSTOM\_PKG", a seeded package that provides a hook to include custom defaulting and validation logic in the iProcurement requisition creation.

Set the corresponding profile option to Yes to invoke the customized procedure dependent upon the level of customization required.

- POR: Enable Req Header Customization
- POR: Enable Requisition Line Customization
- POR: Enable Req Distribution Customization

There might be specific profile options that should be assigned. At this point this is unclear and further testing of the above configuration will determine whether this will be necessary or not.

There are some custom profile option that must be created to support the workflow, and these at set a site level are therefore are not include here.

#### **4.4.2 Travel Approval Workflow Customisation**

It is not the intention of this solution design to provide a detailed functional specification for the changes that are required to be carried out to the procurement workflows. This document uses certain functional constructs to provide information which will be used by the Functional Consultant and the Technical Consultant in finalising the detailed functional and technical specifications for the required changes.

Due to lack of system access and in particular Oracle Workflow Builder and the associated workflows, this section is a high level functional specification of the changes that need to be made to the procurement workflows to deliver the desired functionality

##### **4.4.2.1 Custom Profile Options**

The following custom profile options must be created to provide values to be used by the attributes in the notification workflow:

- 1) OSCE Travel Timeout 1 – this profile option will hold numeric value and will be used to control the timeout delay in minutes for the First Timeout on the notifications that are sent. Set at site level, not visible to users and neither user updateable. This value is initially set to 180 minutes.
- 2) OSCE Travel Timeout 2 – this profile option will hold numeric value and will be used to control the timeout delay in minutes for the Second Timeout on the notifications

that are sent. Set at site level, not visible to users and neither user updateable. This value is initially set to 180 minutes.

- 3) OSCE Travel Timeout 3 – this profile option will hold numeric value and will be used to control the timeout delay in minutes for the Third Timeout on the notifications that are sent. Set at site level, not visible to users and neither user updateable. This value is initially set to 180 minutes.
- 4) OSCE Travel Security Timeout 1 – this profile option will hold numeric value and will be used to control the timeout delay in minutes for the Fourth Timeout on the notifications that are sent. Set at site level, not visible to users and neither user updateable. This value is initially set to 540 minutes.
- 5) OSCE Travel Approval Manager – this profile option will hold a numeric value equal to the employee ID. The profile option must display the Employee name. The list of values from which this profile option can be populated must be limited to active employees only.
- 6) OSCE Travel Controller – this profile option will hold a numeric value equal to the employee ID. The profile option must display the Employee name. The list of values from which this profile option can be populated must be limited to active employees only. This value is set at site level.
- 7) OSCE HR Travel Approver – this profile option will hold a numeric value equal to the employee ID. The profile option must display the Employee name. The list of values from which this profile option can be populated must be limited to active employees only. This value is set at responsibility level.
- 8) OSCE Travel Security Approver – this profile option will hold a numeric value equal to the employee ID. The profile option must display the Employee name. The list of values from which this profile option can be populated must be limited to active employees only. This value is set a site level.
- 9) OSCE Finance Approver – this profile option will hold a numeric value equal to the employee ID. The profile option must display the Employee name. The list of values from which this profile option can be populated must be limited to active employees only. This value is set a site level.
- 10) OSCE Treasury Approver– this profile option will hold a numeric value equal to the employee ID. The profile option must display the Employee name. The list of values from which this profile option can be populated must be limited to active employees only. This value is set a site level.

**NOTE:** Please adhere to defined OSCE naming conventions and Oracle Standards when creating custom profile options

#### **4.4.2.2 iProcurement Workflows**

The following workflow processes will need to be amended to include the attributes defined below and to take into the account the travel and expenditure process that has been defined in this document:

- 1) PO Requisition Approval - poxwfrqa.wft
  - a. This workflow manages all requisition approvals and is initiated when a requisition is submitted in Oracle iProcurement.
  - b. This workflow process must be customised to reflect the logic that is in the process flow that is defined in Annexure 1 and the logic that is provided is the section below.
- 2) PO Create Documents – powwfatc.wft
  - a. This workflow manages the automatic creation of purchasing documents.
  - b. This workflow must be customised to automatically create a purchase order from the approved Travel Requisition.
  - c. In addition, where the approved Travel Requisition has both a Travel and a DSA component the workflow must automatically create two separate purchase orders, one for the travel component and one for the DSA component. This is achieved as the suppliers are different for Travel and DSA.
- 3) Requestor Change Order Approval – poreqcha.wft
  - a. This workflow handles changes that requestors make to a requisition after one of the requisition lines appears on an approved purchase order.
  - b. This workflow must be modified to NOT send an approval notification to the Buyer, but to automatically process a buyer approval.
  - c. This workflow must follow the same approval logic that is defined for the PO Requisition Approval workflow.
- 4) PO Change Request Tolerance Check – poxrcoa.wft
  - a. This workflow is called after a requestor makes a change to a requisition after one of the requisition lines appear on an approved purchase order.
  - b. This workflow needs to be validated to make sure that the tolerance levels applicable to Travel Requisition changes are followed.

The following workflow processes will need to be reviewed in light of the above process change and if necessary amendments made to them to accommodate the new travel process:

- 1) PO Send Notifications for Purchasing Documents – poxwfarm.wfft
  - a. This workflow sends notifications for documents that are incomplete, rejected or in need of re-approval.
  - b. The messages in this workflow will need to be reviewed to ensure that the correct information is being sent.

The following workflows should not be impacted by the solution design, and have been included here for completeness. In the event that any of these workflows require to be amended as a result of implementing this solution design, then the solution design must be amended to include these design changes:

- 1) Account Generator – poxwfpag.wft
  - a. It is anticipated that the account code combination will still be generated in the same manner as before.
- 2) Confirm Receipts – poxwfrcv.wf
  - a. Sends notifications to requestors to confirm receipts that meet prescribed criteria, of which one is “Destination Type is Inventory”, and therefore as the items purchased are not stockable, the workflow should not trigger for Travel Requisitions.
- 3) PO Change Approval for Requestor – porpocha.wft
  - a. This workflow is initiated when a buyer accepts a change order request, and starts processes in the PO Approval workflow (poxwfpoa.wft).
  - b. This workflow is bypassed as the PO's are automatically approved.

#### **4.4.2.3 Custom Workflow Item Attributes**

The following custom workflow item attributes must be created within the appropriate workflows and will be used by the asset transfer workflows in controlling the process flow and in notifications:

- 1) OSCE Travel Timeout 1 – this item attribute will hold numeric value in minutes and will be used to control the timeout delay for the First Timeout on the notifications that are sent. The value in this item attribute will be derived from the custom profile option “OSCE Travel Timeout 1”. This will be used to dynamically alter the approval timeout in the workflow process without having to recompile the workflow process.
- 2) OSCE Travel Timeout 2 – this item attribute will hold numeric value in minutes and will be used to control the timeout delay for the Second Timeout on the notifications that are sent. The value in this item attribute will be derived from the custom profile option “OSCE Travel Timeout 2”. This will be used to dynamically alter the approval timeout in the workflow process without having to recompile the workflow process.
- 3) OSCE Travel Timeout 3 – this item attribute will hold numeric value in minutes and will be used to control the timeout delay for the Third Timeout on the notifications that are sent. The value in this item attribute will be derived from the custom profile option “OSCE Travel Timeout 3”. This will be used to dynamically alter the approval timeout in the workflow process without having to recompile the workflow process.
- 4) OSCE Travel Security Timeout 1 – this item attribute will hold numeric value in minutes and will be used to control the timeout delay for the First Timeout on the notifications that are sent if the notification is sent for security clearance. The value in this item attribute will be derived from the custom profile option “OSCE Travel Security Timeout 1”. This will be used to dynamically alter the approval timeout in the workflow process without having to recompile the workflow process.
- 5) OSCE Travel Controller – to hold the value of the custom profile option “OSCE Travel Controller”. This will be used to provide the overall travel controller who will be contacted in the event of processing errors or exceptions and is populated

dynamically when the workflow process is run. The use of a dynamically populated attribute allows for the Travel Controller to be change without having to recompile the workflow process.

- 6) OSCE Travel Preparer – to hold the person who is defined as the requisition preparer or requisition creator.
- 7) OSCE HR Travel Approver – to hold the value of the custom profile option “OSCE HR Travel Approver”. This will be used to provide the approver who will approve all Entitlement Travel and will be populated dynamically when the approval process is run. The use of a dynamically populated attribute allows for the HR Travel Approver to be change without having to recompile the workflow process.
- 8) OSCE Travel Security Approver – to hold the value of the custom profile option “OSCE Travel Security Approver”. This will be used to provide the approver who will approve all travel requisitions to regions that are under Travel Advisory and will be populated dynamically when the approval process is run. The use of a dynamically populated attribute allows for the Travel Security Approver to be change without having to recompile the workflow process.
- 9) OSCE Programme Manager – to hold the value of the Programme Manager. This is the person who will approve travel at a programme level and is automatically derived from the Programme using the same method that is used to determine the Programme Manager for existing Purchase Requisitions approval process.
- 10) OSCE CFA – to hold the value of the CFA. This is the person who will approve travel at a fund level and is automatically derived from the Fund using the same method that is used to determine the CFA for existing Purchase Requisitions approval process.
- 11) OSCE Travel Approval Manager – this will be equal to the value in item attribute “OSCE CFA”. This value is used as the administrative head in timeout notifications.
- 12) OSCE Traveller Type – to hold the value of the type of traveller. This value will be populated on initiation of the workflow and is derived from the value held in the information template “TRAVELLER\_TYPE” field.
- 13) OSCE Traveller – to hold the value of the person who will be travelling. This value will be populated on initiation of the workflow and is derived from the value held in the information template in either “TRAVELLER\_STAFF” or “TRAVELLER\_APPLICANT” or “TRAVELLER\_NON\_STAFF” field based upon the value held in the “TRAVELLER\_TYPE” field.
- 14) OSCE Travel Destination – to hold the value of the travel destination. This value will be populated on initiation of the workflow and is derived from the value held in the information template “TRAVEL\_DESTINATION” field.
- 15) OSCE Travel Start Date – to hold the value of the travel start date. This value will be populated on initiation of the workflow and is derived from the value held in the information template “START\_DATE” field.

- 16) OSCE Travel Type – to hold the value of the travel type. This value will be populated on initiation of the workflow and is derived from the value held in the information template “TRAVEL\_TYPE” field.
- 17) OSCE Travel Approver Supervisor – to hold the value of the supervisor of the approver and is used in the timeout handling process. This value will be populated when the timeout process is triggered. If the approver does not have a supervisor then this value must default to the value in the profile option “OSCE Travel Controller”.
- 18) OSCE Defined Approver – used to hold the value of the approver who will be approving at the point in the workflow approval process. This value will be populated during run time with a value from either “OSCE Travel Approval Manager” or “OSCE HR Travel Approver” or “OSCE Travel Security Approver” or “OSCE Programme Manager” or “OSCE CFA” or “OSCE Approver Supervisor”.
- 19) OSCE Initial Approver – used to hold the value of the initial approver at that point in the workflow approval process. This value will be populated during run time from the value in “OSCE Defined Approver”.
- 20) OSCE Finance – to hold the value of the custom profile option “OSCE Finance Approver”. This will be used to provide the approver in Finance for Travel related transactions and will be populated dynamically when the approval process is run.
- 21) OSCE Treasury – to hold the value of the custom profile option “OSCE Treasury Approver”. This will be used to provide the approver in Treasury for Travel related transactions and will be populated dynamically when the approval process is run.
- 22) OSCE Travel Requisition Type – used to hold the value of the travel requisition type as defined by the Smart Form that was used. This will be populated when the workflow process is initiated.
- 23) OSCE Travel Approval Notification Header – used to hold text that is displayed in the notification header and is populated at various points in the workflow process.
- 24) OSCE Travel Approval Notification Body – used to hold text that is displayed in the notification body and is populated at various points in the workflow process.
- 25) OSCE Travel Approval Stage – used to hold text to indicate the point in the Travel Requisition Approval Process that the requisition as rejected and is populated at various points in the workflow process.
- 26) OSCE Travel Advisory Required – used to hold a “TRUE” or “FALSE” value. If the travel destination is found in the Travel Advisory list of values then this will have a value of “TRUE” otherwise the value must be “FALSE. This value will be populated when the workflow process is initiated.
- 27) OSCE Travel Rejection Reason – used to hold text that is displayed in the notification body and is populated at various points in the workflow process.

28) OSCE Travel Process Error Message – used to hold the error message that is generated during the workflow process and is populated at various points in the workflow process.

29) OSCE Travel Advance Request – used to hold a “TRUE” or “FALSE” value. This is populated from the Smart Form value “ADVANCE\_REQUEST”. This value will have a default of “FALSE” and will be populated when the workflow process is initiated.

**NOTE:** The above item attributes will require the creation a custom PL/SQL package “OSCE\_TRAVEL” to retrieve the values and populated the attributes. The custom PL/SQL package “OSCE\_TRAVEL” must have has a minimum two procedures “OSCE\_TRAVEL.INITIAL\_VALUES” – to populate the item attributes with initial values, and “OSCE\_TRAVEL.TIMEOUT\_VALUES” – to populate the item attributes that will be used in the timeout management process with the values that will be used at that point in the workflow process.

**NOTE:** The code objects must be recorded in the IRMA Change Control Log. Please adhere to defined OSCE naming conventions and Oracle Standards when creating custom profile options

#### **4.4.2.4 Custom Logic in the Requisition Approval Workflow**

The requisition approval workflow process for Travel Requisitions must follow separate branch logic for all Travel Requisitions approvals.

The approval workflow must determine whether the requisition is a Travel Requisition workflow or not. This can be done either by using the Travel Store as the identifier of by using an attribute on the requisition header descriptive Flexfield to hold an identifier. This will require either a personalisation of the Travel Requisition responsibility to have the DFF value hardcoded and automatically populated when the requisition is raised, or to use the “PR\_CUSTOM\_PKG” to automatically populate the required DFF attribute with a value that can be used to identify the requisition as a Travel Requisition. The choice of solution is left up to the functional and technical consultants to define method of Travel Requisition identification that is future proof.

If the requisition is a Travel Requisition, then the requisition must follow the following approval logic.

##### **1. Initialisation**

Call the custom package “OSCE\_TRAVEL.INITIAL\_VALUES” and populate the following item attributes:

- 1) OSCE Travel Timeout 1
- 2) OSCE Travel Timeout 2
- 3) OSCE Travel Timeout 3
- 4) OSCE Travel Security Timeout 1
- 5) OSCE Travel Approval Manager
- 6) OSCE Travel Controller

- 7) OSCE Travel Preparer
- 8) OSCE HR Travel Approver
- 9) OSCE Travel Security Approver
- 10) OSCE Programme Manager
- 11) OSCE CFA
- 12) OSCE Finance
- 13) OSCE Treasury
- 14) OSCE Traveller Type
- 15) OSCE Traveller
- 16) OSCE Travel Destination
- 17) OSCE Travel Start Date
- 18) OSCE Travel Type
- 19) OSCE Travel Requisition Type
- 20) OSCE Travel Advisory Required
- 21) OSCE Travel Advance Request

## **2. SBT Validation**

If the value in item attribute "OSCE Travel Requisition Type" = "SBT" then an additional line item "SBT Cost" must be in the Travel Requisition. If this item is not in Travel Requisition, then update item attribute "OSCE Travel Approval Stage" with the value "SBT Cost Validation".

Update item attribute "OSCE Travel Rejection Reason" with the value "This is a SBT Travel Requisition; please add the item "SBT Cost" into the Travel Requisition".

Reject the Travel Requisition.

Send the "Travel Rejection FYI Notification" to the "OSCE Travel Preparer".

## **3. Budget Year Validation**

If the Travel Requisition passed SBT Validation, then check whether the value in the item attribute "OSCE Travel Start Date" is within the current financial year or not. The purchase requisition date and the travel date must be in the same financial year.

If the dates are not in the same financial year, then update item attribute "OSCE Travel Approval Stage" with the value "Current Budget Year Validation".

Update item attribute "OSCE Travel Rejection Reason" with the value "This Travel Requisition is not in the correct Budget Year, please either correct the Travel Start Date or the Travel Requisition Date."

Reject the Travel Requisition.

Send the "Travel Rejection FYI Notification" to the "OSCE Travel Preparer".

#### **4. Travel Advisory Validation**

If the Travel Requisition passed Budget Year Validation, then check if item attribute "OSCE Travel Advisory Required" value is "True".

If the value is "True" then set the value in item attribute "OSCE Travel Approval Stage" to "Travel Advisory Validation".

Call the "Travel Advisory Process".

If the value returned by the "Travel Advisory Process" is "REJECTED" then send the Send the "Travel Rejection FYI Notification" to the "OSCE Travel Preparer".

Reject the Travel Requisition.

#### **5. Entitlement Travel Approval**

If the value returned by the "Travel Advisory Process" is "APPROVED", then evaluate the value held in item attribute "OSCE Travel Type".

If the value is "Recruitment" or "Entitlement" or "Home Leave" or "Appointment" or "Separation", then the Travel Requisition requires HR Approval

If the Travel Requisition requires HR Approval then update the value in item attribute "OSCE Travel Approval Stage" to "HR Travel Approval".

Update the value of item attribute "OSCE Defined Approver" with the value in the item attribute "OSCE HR Travel Approver".

Update the Update the value of item attribute "OSCE Travel Approval Notification Header" with the following text "The Travel Requisition below requires your approval".

Update the value of item attribute "OSCE Travel Approval Notification Body" with the following text "Please review and APPROVE or REJECT the following Travel Requisition. If REJECTING, please provide a reason in the comments box".

Call the "Timeout Management Process".

If the "Timeout Management Process" returns a value of "REJECTED" then update the value in the item attribute "OSCE Travel Rejection Reason" with the text "The type of travel "{item attribute "OSCE Travel Type"} has been rejected By HR.".

Send the "Travel Rejection FYI Notification" to the "OSCE Travel Preparer".

Reject the Travel Requisition.

#### **6. Programme Manager Approval**

If the Travel Requisition requires does not required HR Approval then update the value in item attribute "OSCE Travel Approval Stage" to "Programme Manager Approval".

Update the value of item attribute "OSCE Defined Approver" with the value in the item attribute "OSCE Programme Manager".

Update the value of item attribute "OSCE Travel Approval Notification Header" with the following text "The Travel Requisition below requires your approval".

Update the value of item attribute "OSCE Travel Approval Notification Body" with the following text "[{item attribute "OSCE Travel Rejection Stage" - Please review and APPROVE or REJECT the following Travel Requisition. If REJECTING, please provide a reason in the comments box}]."

Call the "Timeout Management Process".

If the "Timeout Management Process" returns a value of "REJECTED" then update the value in the item attribute "OSCE Travel Rejection Reason" with the text "Rejected by the Programme Manager".

Send the "Travel Rejection FYI Notification" to the "OSCE Travel Preparer".

Reject the Travel Requisition.

## **7. CFA Approval**

If the "Timeout Management Process" returns a value of "APPROVED" from the Entitlement Travel Approval or from the Programme Manager Approval, then update the value in the item attribute "OSCE Travel Approval Stage" with the text "CFA Approval".

Update the value of item attribute "OSCE Defined Approver" with the value in the item attribute "OSCE CFA".

Update the value of item attribute "OSCE Travel Approval Notification Header" with the following text "The Travel Requisition below requires your approval".

Update the value of item attribute "OSCE Travel Approval Notification Body" with the following text "[{item attribute "OSCE Travel Rejection Stage" - Please review and APPROVE or REJECT the following Travel Requisition. If REJECTING, please provide a reason in the comments box}]."

Call the "Timeout Management Process".

If the "Timeout Management Process" returns a value of "REJECTED" then update the value in the item attribute "OSCE Travel Rejection Reason" with the text "Rejected by the CFA".

Send the "Travel Rejection FYI Notification" to the "OSCE Travel Preparer".

Reject the Travel Requisition.

If the "Timeout Management Process" returns a value of "APPROVED" from the CFA Approval, then update the item attribute "OSCE Travel Approval Stage" to "Generate PO".

## **8. Generate PO for SBT Tickets**

If the value in item attribute "OSCE Travel Requisition Type" = "SBT" then update the item attribute "OSCE Travel Approval Stage" with the value "SBT PO Creation Stage".

Then auto-create and approve a purchase order for the SBT ticket lines (separate supplier) and send the purchase order notification to the SBT Supplier.

Then auto-create and approve a purchase order for the DSA lines (separate supplier).

If the item attribute "OSCE Travel Advance Request" = "True", then create a pre-payment invoice in the supplier invoice open interface based upon the information on the Travel Requisition. The pre-payment invoice must be for a single line equal to the total of the DSA

Purchase Order Amount, with the supplier equal to the Traveller. The pre-payment due date must be 5 days before the travel date.

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please approve the pre-payment for the following DSA Advance " and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Approval" and then send the "DSA Approval Notification" to "OSCE Finance".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please make the following DSA Advance Payment at least 5 days before the travel date" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Payment" and then send the "DSA Payment Notification and to "OSCE Treasury".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "A DSA Advance Payment has been raised for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Notification" and then send the "DSA FYI Notification" to "OSCE Travel Preparer".

## **9. Generate PO for Offline Tickets**

If the value in item attribute "OSCE Travel Requisition Type" = "OFFLINE" then update the item attribute "OSCE Travel Approval Stage" with the value "Offline PO Creation Stage".

Then auto-create and approve a purchase order for the Offline ticket lines (separate supplier) and send the purchase order notification to the Offline Ticket Supplier.

Then auto-create and approve a purchase order for the DSA lines (separate supplier).

If the item attribute "OSCE Travel Advance Request" = "True", then create a pre-payment invoice in the supplier invoice open interface based upon the information on the Travel Requisition. The pre-payment invoice must be for a single line equal to the total of the DSA Purchase Order Amount, with the supplier equal to the Traveller. The pre-payment due date must be 5 days before the travel date.

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please approve the pre-payment for the following DSA Advance " and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Approval" and then send the "DSA Approval Notification" to "OSCE Finance".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please make the following DSA Advance Payment at least 5 days before the travel date" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Payment" and then send the "DSA Payment Notification and to "OSCE Treasury".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "A DSA Advance Payment has been raised for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Notification" and then send the "DSA FYI Notification" to "OSCE Travel Preparer".

## 10. Generate PO for Web Purchases

If the value in item attribute "OSCE Travel Requisition Type" = "WEB" then update the item attribute "OSCE Travel Approval Stage" with the value "Web Purchase PO Creation Stage".

Then auto-create and approve a purchase order for the Web Purchase ticket lines (separate supplier) and send the purchase order notification to the "OSCE Finance".

Then auto-create and approve a purchase order for the DSA lines (separate supplier).

If the item attribute "OSCE Travel Advance Request" = "True", then create a pre-payment invoice in the supplier invoice open interface based upon the information on the Travel Requisition. The pre-payment invoice must be for a single line equal to the total of the DSA Purchase Order Amount, with the supplier equal to the Traveller. The pre-payment due date must be 5 days before the travel date.

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please approve the pre-payment for the following DSA Advance " and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Approval" and then send the "DSA Approval Notification" to "OSCE Finance".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please make the following DSA Advance Payment at least 5 days before the travel date" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Payment" and then send the "DSA Payment Notification and to "OSCE Treasury".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "A DSA Advance Payment has been raised for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance Notification" and then send the "DSA FYI Notification" to "OSCE Travel Preparer".

## 11. Generate PO for Travel without budgetary impact

If the value in item attribute "OSCE Travel Requisition Type" = "NO\_BUDGET" then update the item attribute "OSCE Travel Approval Stage" with the value "No Budget Impact PO Creation Stage".

Then auto-create and approve a purchase order for the No Budgetary Impact ticket lines (separate supplier).

Do not send any notifications.

## 12. Generate PO for Travel Reimbursement

If the value in item attribute "OSCE Travel Requisition Type" = "REIMBURSE" then update the item attribute "OSCE Travel Approval Stage" with the value "Reimbursement PO Creation Stage".

Then auto-create and approve a purchase order for the DSA lines (separate supplier).

Then insert invoice lines into supplier invoice open interface. Each line on the purchase order must be a line in the interface. The supplier must be the Traveller.

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please approve the reimbursement of the travel expenses for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "Travel Expenses Reimbursement Approval" and then send the "DSA Approval Notification" to "OSCE Finance".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please process the payment for the reimbursement of travel expenses for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "Travel Expenses Reimbursement Payment" and then send the "DSA Payment Notification and to "OSCE Treasury".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Reimbursement has been raised for the travel expenses on the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "Reimbursement of Travel Expenses Notification" and then send the "DSA FYI Notification" to "OSCE Travel Preparer".

### **13. Generate PO for Operational Advance**

If the value in item attribute "OSCE Travel Requisition Type" = "ADVANCE" then update the item attribute "OSCE Travel Approval Stage" with the value "Operational Advance PO Creation Stage".

Then auto-create and approve a purchase order for the DSA lines (separate supplier).

Then insert pre-payment invoice line into supplier invoice open interface. The pre-payment invoice line must be equal to the total of the DSA purchase order. The supplier must be the Traveller.

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please approve the operational advance for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "Operational Advance Approval" and then send the "DSA Approval Notification" to "OSCE Finance".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please pay the operational advance for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "Operational Advance Payment" and then send the "DSA Payment Notification and to "OSCE Treasury".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "An Operational Advance has been raised for the following Travel Requisition" and update item attribute "OSCE Travel Approval Notification Header" with the text "Operation Advance Notification" and then send the "DSA FYI Notification" to "OSCE Travel Preparer".

### **14. Generate PO for No Ticket Travel**

If the value in item attribute "OSCE Travel Requisition Type" = "NO\_TICKET" then update the item attribute "OSCE Travel Approval Stage" with the value "No Ticket DSA PO Creation Stage".

Then auto-create and approve a purchase order for the DSA lines (separate supplier).

If the item attribute "OSCE Travel Advance Request" = "True", then create a pre-payment invoice in the supplier invoice open interface based upon the information on the Travel Requisition. The pre-payment invoice must be for a single line equal to the total of the DSA Purchase Order Amount, with the supplier equal to the Traveller. The pre-payment due date must be 5 days before the travel date.

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please approve the pre-payment for the following DSA Advance " and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance" and then send the "DSA Approval Notification" to "OSCE Finance".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "Please make the following DSA Advance Payment at least 5 days before the travel date" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance" and then send the "DSA Payment Notification and to "OSCE Treasury".

Then update item attribute item attribute "OSCE Travel Approval Notification Body" with the text "A DSA Advance Payment has been raised for the following Travel" and update item attribute "OSCE Travel Approval Notification Header" with the text "DSA Advance has been raised" and then send the "DSA FYI Notification" to "OSCE Travel Preparer".

#### **4.4.2.5 Workflow Notifications**

Each notification has a specific set of data that must be sent. This data is defined below as a minimum.

1. First Approval Action Notification sent to {item attribute "OSCE Defined Approver"}.
  - a. Header
    - i. {item attribute "OSCE Travel Approval Notification Header"}
  - b. Body
    - i. {item attribute "OSCE Travel Approval Notification Body"}
    - ii. "Travel Requisition Number = "{seeded purchase requisition number}"
    - iii. "Type of Travel = "{item attribute "OSCE Travel Type"}
    - iv. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
    - v. "Traveller = "{item attribute "OSCE Traveller"}
    - vi. "Travel Location = "{item attribute "OSCE Travel Destination"}
    - vii. "Travel Date = "{item attribute "OSCE Travel Start Date"}
    - viii. "Travel Cost = "{seeded value of requisition}"
2. Second Approval Action Notification sent to {item attribute "OSCE Defined Approver"}.
  - a. Header
    - i. {item attribute "OSCE Travel Approval Notification Header"}
  - b. Body
    - i. "This is the second notification regarding the approval of this Travel Requisition please action"
    - ii. {item attribute "OSCE Travel Approval Notification Body"}

- iii. "Travel Requisition Number = "{seeded purchase requisition number}"
  - iv. "Type of Travel = "{item attribute "OSCE Travel Type"}
  - v. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
  - vi. "Traveller = "{item attribute "OSCE Traveller"}
  - vii. "Travel Location = "{item attribute "OSCE Travel Destination"}
  - viii. "Travel Date = "{item attribute "OSCE Travel Start Date"}
  - ix. "Travel Cost = "{seeded value of requisition}"
3. Third Approval Action Notification sent to {item attribute "OSCE Defined Approver"}.
- a. Header
    - i. {item attribute "OSCE Travel Approval Notification Header"}
  - b. Body
    - i. "This is the third notification regarding the approval of this Travel Requisition please action"
    - ii. {item attribute "OSCE Travel Approval Notification Body"}
    - iii. "Travel Requisition Number = "{seeded purchase requisition number}"
    - iv. "Type of Travel = "{item attribute "OSCE Travel Type"}
    - v. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
    - vi. "Traveller = "{item attribute "OSCE Traveller"}
    - vii. "Travel Location = "{item attribute "OSCE Travel Destination"}
    - viii. "Travel Date = "{item attribute "OSCE Travel Start Date"}
    - ix. "Travel Cost = "{seeded value of requisition}"
4. FYI Timeout Notification sent to {item attribute "OSCE Travel Approver Supervisor"}.
- a. Header
    - i. "FYI - The Travel Requisition Approval below has not been responded to"
  - b. Body
    - i. "A third notification has been sent to "{item attribute "OSCE Initial Approver"}" for action"
    - ii. "For Your Information Only – No Response required"
    - iii. "{item attribute "OSCE Travel Approval Notification Body"}
    - iv. "Travel Requisition Number = "{seeded purchase requisition number}"
    - v. "Type of Travel = "{item attribute "OSCE Travel Type"}
    - vi. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
    - vii. "Traveller = "{item attribute "OSCE Traveller"}
    - viii. "Travel Location = "{item attribute "OSCE Travel Destination"}
    - ix. "Travel Date = "{item attribute "OSCE Travel Start Date"}
    - x. "Travel Cost = "{seeded value of requisition}"
5. FYI Timeout Notification sent to {item attribute "OSCE Travel Approver Manager"}.
- a. Header

- i. "FYI – The Travel Requisition Approval below has not been responded to"
    - b. Body
      - i. "A third notification has been sent to "{item attribute "OSCE Defined Approver"}" for action"
      - ii. "For Your Information Only – No Response required"
      - iii. "{item attribute "OSCE Travel Approval Notification Body"}"
      - iv. "Travel Requisition Number = "{seeded purchase requisition number}"
      - v. "Type of Travel = "{item attribute "OSCE Travel Type"}"
      - vi. "Type of Traveller = "{item attribute "OSCE Traveller Type"}"
      - vii. "Traveller = "{item attribute "OSCE Traveller"}"
      - viii. "Travel Location = "{item attribute "OSCE Travel Destination"}"
      - ix. "Travel Date = "{item attribute "OSCE Travel Start Date"}"
      - x. "Travel Cost = "{seeded value of requisition}"
6. Timeout FYI Notification sent to {item attribute "OSCE Travel Preparer"}.
- a. Header
    - i. "FYI – The Travel Requisition Approval has Timed Out."
  - b. Body
    - i. "The Travel Requisition Approval process has timed out and the Travel Requisition has been REJECTED in the "{item attribute "OSCE Travel Approval Stage"}"
    - ii. "Please review the approvers and resubmit the Travel Requisition for approval"
    - iii. "Travel Requisition Number = "{seeded purchase requisition number}"
    - iv. "Type of Travel = "{item attribute "OSCE Travel Type"}"
    - v. "Type of Traveller = "{item attribute "OSCE Traveller Type"}"
    - vi. "Traveller = "{item attribute "OSCE Traveller"}"
    - vii. "Travel Location = "{item attribute "OSCE Travel Destination"}"
    - viii. "Travel Date = "{item attribute "OSCE Travel Start Date"}"
    - ix. "Travel Cost = "{seeded value of requisition}"
7. Travel Advisory FYI Notification sent to {item attribute "OSCE Travel Preparer"}.
- a. Header
    - i. "FYI – The Travel Requisition below is subject to a Travel Advisory Review."
  - b. Body
    - i. "For Your Information Only – No Response required"
    - ii. "Travel Requisition Number = "{seeded purchase requisition number}"
    - iii. "Type of Travel = "{item attribute "OSCE Travel Type"}"
    - iv. "Type of Traveller = "{item attribute "OSCE Traveller Type"}"
    - v. "Traveller = "{item attribute "OSCE Traveller"}"
    - vi. "Travel Location = "{item attribute "OSCE Travel Destination"}"

- vii. "Travel Date = "{item attribute "OSCE Travel Start Date"}"
- viii. "Travel Cost = "{seeded value of requisition}"

8. Travel Rejection FYI Notification sent to {item attribute "OSCE Travel Preparer"}.

- a. Header
  - i. "The Travel Requisition below has been REJECTED"
- b. Body
  - i. "The Travel Requisition was rejected in "{item attribute "OSCE Travel Approval Stage"}"
  - ii. "Rejection Reason = "{item attribute "OSCE Travel Rejection Reason}"
  - iii. "Please review the Travel Requisition and either resubmit after making corrections or delete if no longer required"
  - iv. "Travel Requisition Number = "{seeded purchase requisition number}"
  - v. "Type of Travel = "{item attribute "OSCE Travel Type}"
  - vi. "Type of Traveller = "{item attribute "OSCE Traveller Type}"
  - vii. "Traveller = "{item attribute "OSCE Traveller}"
  - viii. "Travel Location = "{item attribute "OSCE Travel Destination}"
  - ix. "Travel Date = "{item attribute "OSCE Travel Start Date}"
  - x. "Travel Cost = "{seeded value of requisition}"

9. Travel Process Error Notification sent to {item attribute "OSCE Travel Controller"}.

- a. Header
  - i. "The Travel Requisition Process is in ERROR"
- b. Body
  - i. "The Travel Approval Stage = "{item attribute "OSCE Travel Approval Stage}"
  - ii. "Error Message = "{item attribute "OSCE Travel Error Message}"
  - iii. "Please review the Travel Requisition and either resolve errors and reinitiate the process or reject the process and arrange for the Preparer to resubmit."
  - iv. "Travel Requisition Number = "{seeded purchase requisition number}"
  - v. "Type of Travel = "{item attribute "OSCE Travel Type}"
  - vi. "Type of Traveller = "{item attribute "OSCE Traveller Type}"
  - vii. "Traveller = "{item attribute "OSCE Traveller}"
  - viii. "Travel Location = "{item attribute "OSCE Travel Destination}"
  - ix. "Travel Date = "{item attribute "OSCE Travel Start Date}"
  - x. "Travel Cost = "{seeded value of requisition}"

10. DSA Approval Notification sent to {item attribute "OSCE Finance"}.

- a. Header
  - i. {item attribute "OSCE Travel Approval Notification Header"}
- b. Body
  - i. {item attribute "OSCE Travel Approval Notification Body"}

- ii. "Type of Travel = "{item attribute "OSCE Travel Type"}
- iii. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
- iv. "Traveller = "{item attribute "OSCE Traveller"}
- v. "Travel Location = "{item attribute "OSCE Travel Destination"}
- vi. "Travel Date = "{item attribute "OSCE Travel Start Date"}
- vii. "Purchase Order Number = "{seeded purchase order number}
- viii. "DSA Advance Value = "{seeded value of purchase order}

11. DSA Payment Notification sent to {item attribute "OSCE Treasury"}.

- a. Header
  - i. {item attribute "OSCE Travel Approval Notification Header"}
- b. Body
  - i. {item attribute "OSCE Travel Approval Notification Body"}
  - ii. "Type of Travel = "{item attribute "OSCE Travel Type"}
  - iii. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
  - iv. "Traveller = "{item attribute "OSCE Traveller"}
  - v. "Travel Location = "{item attribute "OSCE Travel Destination"}
  - vi. "Travel Date = "{item attribute "OSCE Travel Start Date"}
  - vii. "Purchase Order Number = "{seeded purchase order number}
  - viii. "DSA Advance Value = "{seeded value of purchase order}

12. DSA FYI Notification sent to {item attribute "OSCE Travel Preparer"}.

- a. Header
  - i. {item attribute "OSCE Travel Approval Notification Header"}
- b. Body
  - i. {item attribute "OSCE Travel Approval Notification Body"}
  - ii. "Type of Travel = "{item attribute "OSCE Travel Type"}
  - iii. "Type of Traveller = "{item attribute "OSCE Traveller Type"}
  - iv. "Traveller = "{item attribute "OSCE Traveller"}
  - v. "Travel Location = "{item attribute "OSCE Travel Destination"}
  - vi. "Travel Date = "{item attribute "OSCE Travel Start Date"}
  - vii. "Travel Requisition Number = "{seeded purchase requisition number}
  - viii. "Purchase Order Number = "{seeded purchase order number}
  - ix. "DSA Advance Value = "{seeded value of purchase order}

#### **4.4.2.6 Travel Advisory Process**

This process will be called when the item attribute "OSCE Travel Destination" is in the Travel Advisory List.

Send a "Travel Advisory FYI Notification" to the person in the item attribute "OSCE Travel Preparer".

Update the item attribute "OSCE Defined Approver" with the value in the item attribute "OSCE Travel Security Approver".

Update the item attribute "OSCE Travel Approval Notification Header" with the following text "The Travel Requisition below is subject to a Travel Advisory Approval"

Update the item attribute "OSCE Travel Approval Notification Body" with the following text "Please note that the Travel Requisition below is subject to a Travel Advisory and requires APPROVAL. Please APPROVE or REJECT this Travel Requisition, and if REJECTING, please provide a reason in the comments box"

Call the "Timeout Management Process" to process the approval and timeout management.

The "Timeout Management Process" will return a value of either "APPROVED" or "REJECTED"

If the requisition has been "REJECTED" then update the item attribute "OSCE Travel Rejection Reason" with the text "The travel is to a destination that is not currently authorised"

The Travel Advisory Process will return a value of "APPROVED" or "REJECTED" depending upon the value returned by the "Timeout Management Process".

#### **4.4.2.7 Timeout Management Process**

All approval notifications must be subject to timeout handling within the workflow process.

The timeout handling is defined in Annexure 1, and the timeout process is the same for approvals all notifications. The "approver" that is referred to in the process below will be either the "OSCE Travel Security Approver", or the "OSCE HR Travel Approver", or the "OSCE Programme Manager", or the "OSCE CFA", depending upon where the timeout process is triggered in the workflow process and will be dynamically populated at run time.

The timeout handling is a three level control.

Each timeout level is controlled by a custom workflow item attribute which must be populated from the custom profile options at run time. This will allow for dynamic changing to the timeout cycle without the need to redevelop and compile the workflow process. A custom PL/SQL package must be developed to populate the custom item attributes with the relevant custom profile options. This custom package must be developed according to Oracle Recommended Best Practises and the code object must be recorded in the IRMA Change Control Log.

When the Timeout Management Process is called it must first populate the following item attributes by calling the custom PL/S "OSCE\_TRAVEL.TIMEOUT\_VALUES" :

- 1) OSCE Travel Approver Supervisor
- 2) OSCE Initial Approver

An initial or first approval action notification is sent to the "OSCE Defined Approver".

If the value in the item attribute "OSCE Travel Approval Stage" = "Travel Advisory", then use item attribute "OSCE Travel Security Timeout 1" else use item attribute "OSCE Travel Timeout 1" to control the timeout in the first timeout loop.

##### **1. First Timeout**

If the "OSCE Defined Approver" does not respond to the initial or first approval notification in the time limit defined in the item attribute "OSCE Travel Timeout 1" or the

time limit defined in item attribute "OSCE Travel Security Timeout 1", then a second reminder approval action notification is sent to the "OSCE Defined Approver".

If the "OSCE Defined Approver" does respond to the notification then the time out process ends and the workflow continues.

## 2. Second Timeout

If the "OSCE Defined Approver" does not respond to the second reminder in the time limit defined in the item attribute "OSCE Travel Timeout 2", then a third reminder approval action notification is sent to the "OSCE Defined Approver". A FYI notification is sent to the person in the attribute "OSCE Travel Approval Supervisor". A FYI notification is sent to the person in the attribute "OSCE Travel Approval Manager".

If the "OSCE Defined Approver" does respond to the second reminder then the time out process ends and the workflow continues.

## 3. Third Timeout

If the "OSCE Defined Approver" does not respond to the third reminder in the time limit defined in the item attribute "OSCE Travel Timeout 3", then the Travel Requisition must be "REJECTED" and a FYI Notification is sent to the "OSCE Travel Preparer".

If the "OSCE Defined Approver" does respond to the third reminder then the time out process ends and the workflow continues.

The Timeout Management Process will return a value of "APPROVED" or "REJECTED" depending upon the action taken by the approver or a value of "REJECTED" if the process reached a full timeout.

### **4.4.2.8 Custom Invoice Creation Concurrent Request.**

This concurrent request is used to auto create invoice in the supplier invoice open interface.

This concurrent process can be scheduled to run once a day or can be run on an ad-hoc basis.

The concurrent process must review all received Travel Requisition lines that have not yet been matched to an Invoice.

These received and unmatched requisition lines must be used to create invoice lines in the open interface with a status of matched and must be matched to the source requisition line.

The receipt date must be used for the invoice date.

The supplier for ticket lines can be derived from the ticket purchase order.

For ticket lines, the value that is on the receipt can be used for the invoice line

The supplier for DSA lines must be the traveller.

For DSA lines the travel date must be used to determine the latest DSA rate for that line and the latest DSA rate must be used to calculate the invoice line value.

The concurrent process must also submit the invoice import process and send a notification to OSCE Finance that the Travel Invoices have been created.

## 4.5 UNIT TESTS AND UAT

The Unit Tests already defined as part of the redevelopment of the custom objects during the R12 Upgrade will be used to test the custom objects. Additional Unit Tests will have to be created to cover the functionality delivered in this solution.

The Test Scripts already defined as part of the R12 Upgrade UAT test scripts will be used to test the existing functionality. These test scripts will be evaluated against the new business processes arising from this enhancement, and if additional test scripts are required, these will be developed by the business as part of the development of the training material required to support the business functionality.

## 5 ASSUMPTIONS & RISKS

### 5.1 ASSUMPTIONS

The following assumptions are made with regards to the solution design:

The approval process has assumed that only single approvers will be used at each approval point. In the event that multiple approvers are required at each approval point, then the solution design will need to be reviewed to take into account either use a parallel approval process for multiple simultaneous approvals or to use a group approval process.

Competent Functional and Technical EBS resources are made available for the prototyping and configuration of the application and for development of the workflow process to support the solution design.

Internal Functional and Technical resources are made available to analyse and correct the custom objects that could be affected by the proposed solution.

Environments are made available as per the ERP Upgrade Master Plan for developing and testing the proposed solution.

A detailed Custom Objects Library of all custom objects in the current Production Environment to enable easy identification of custom objects that could be impacted by the proposed solution.

### 5.2 RISKS

Any change to an Oracle E-Business Suite Production Instance carries risks, and these risks have both system and user impacts.

System impacts are normally mitigated through comprehensive user testing of the configured functionality and any custom objects, paying particular attention to testing points of integration with existing functionality.

User impacts are mitigated through Change Management and User Training, both of which require applied effort by the business. Change Management will be critical especially in those areas of the organisation that have some form of custom solution that is already in use and will be superseded by the new solution.

The most significant risk is the approval of the new Travel and Expense Management Business Process and the associated changes to the Regulations that will endorse and support this process. Any delays in the approval of these will result in delays to the delivery of the solution. Also any changes to the proposed business process and underlying regulations during the approval process could have an impact on the designed solution which could result in a solution re-design and an associated delay in delivery.

There is a risk that during the solution build process there may be more efficient means of achieving the desired functionality or that the proposed configuration does not deliver the desired functionality and an alternative configuration is used, in either case this will result in a change to the solution design and this document will be amended accordingly. These changes could result in an extended build and testing process while the changes are implemented and tested, which could delay the ultimate roll out of the solution.

## **6 TRAVEL AND EXPENSE MANAGEMENT CHANGE PROCESS**

The following steps describe the process to be followed in implementing the change to the Travel and Expense Management process:

1. Finalise changes to Travel and Expense Management process.
2. Obtain Executive Approval of the change to the Travel and Expense Management process and authorisation to proceed with implementation.
3. Develop and test functionality in EBS to support the new Travel and Expense Management process.
4. Communicate to all users of the upcoming changes to the existing Travel and Expense Management process.
5. Conduct User Workshops to familiarise and train users in the new Travel and Expense Management process.
6. Define business Superusers who will be the go-to-point in non-Secretariat locations
7. Conduct staggered roll out of new Travel and Expense Management process across the organisation
8. Communicate status of roll out to all users and provide statistics of usage

The timing of the above steps, resource requirements, milestones and impact on other related activities can be found in the ERP Upgrade Master Plan. In addition, any new steps that are identified as required during the first iteration will be added and maintained in the ERP Upgrade Master Plan.

## **7 GAPS, ISSUES, ACTIONS**

### **7.1 PROCESS GAPS**

The proposed Travel Solution is based upon standard Oracle iProcurement functionality as well as standard Oracle Payables functionality. While all attempts have been made to ensure as complete a solution designs as possible, the functional configuration of the solution design is still be completed and it is possible that there might be process gaps. If and when these arise, then the solution design will be amended to take these into account and the change record updated accordingly.

The use of iProcurement Catalog Administration must be explored as the mechanism by which the DSA rates changes are uploaded to the system.

There might be a requirement to enable the Confirm Receipts Workflow (poxwfrcv.wf) to remind Preparers/Travellers that the Travel Requisition must be received. The driver for this could be that the Travel Expense Payables Invoice is created from received Travel Requisitions.

## 7.2 ISSUES

The proposed Travel and Expense Management process has been approved and this solution design is based upon this proposed process.

The approved design will be subject to a prototyping process to ensure the system configuration can deliver the designed functionality. In the event that the system configuration significantly differs to the solution design but still delivers the designed functionality, then the solution design will be amended to take these changes into account.

## 7.3 ACTIONS

The EBS functional configuration will be carried out by competent Oracle EBS Functional resources to prototype and conceptually confirm the solution design.

The EBS Functional resource must prototype the solution specifically with regards to the set up and usage of iProcurement Catalog Administration and the use of specific Stores.

The EBS workflow development will be carried out by competent Oracle EBS Technical resources.

The review and possible re-development of all existing custom objects as per the Custom Object Library will be carried out by Internal Functional and Technical resources.

User Acceptance Testing will be carried out by selected business users.

## 8 DATA STANDARDS AND NAMING CONVENTIONS

The naming convention defined in the IRMA Naming Convention document must be adhered to.

## 9 TECHNICAL REQUIREMENTS

### 9.1 TECHNICAL DEVELOPMENT PROCESS

All technical developments will follow the process and protocols that have been redefined as part of the ERP Upgrade and Enhancements Project. To this end it is expected that each custom object will be included in the Custom Objects Library, and each custom object will have as a minimum the following supporting documentation: Functional Specification, Technical Specification, Test Scripts, and Install Script.

## 9.2 INTERFACES

There are no additional interfaces that are required to be developed as part of this solution.

In the event of the iProcurement Catalog Administration not being able to deliver the required functionality, there exists the possibility to develop a solution to extract and automatically upload the changed DSA rates into EBS, and this can be developed internally as and if required.

It is not anticipated that any existing custom external data extracts will be impacted by this solution. In any event all custom external data extracts as per the Custom Objects Library and will be reviewed and redeveloped if necessary.

## 9.3 WORKFLOW/ACCOUNT GENERATOR

The workflows related to this process have been identified and recorded in the above in this document. All attempts have been made to record the possible changes that need to be made to these workflows apart from actually carrying out a prototype.

It is not anticipated that any other workflows and/or account generators will be impacted by the solution. In any event all workflows and/or account generators customisations as per the Custom Objects Library and will be reviewed and redeveloped if necessary.

## 9.4 REPORTS

While there might be certain reports that will be required to be developed to support this solution it is not considered necessary to define these requirements as the proposed Operation and Management Reporting Solution will provide a level of self-service reporting which will satisfy these requirements.

It is not anticipated that any existing custom reports will be impacted by this solution. In any event all custom reports as per the Custom Objects Library will be reviewed and redeveloped in the Operational and Management Reporting Solution if necessary.

## 9.5 CUSTOMISATIONS

It is not anticipated that any existing custom objects will be impacted by this solution. In any event all custom objects as per the Custom Objects Library will be reviewed and redeveloped if necessary.

## 10 DATA UPLOAD

## 10.1 METHOD

The new Inventory Items will need to be created for holding the DSA rates that will be used in the solution and these can be created manually or by means of Dataload.

The DSA rates will need to be updated on each of the Inventory Items and it is recommended that Professional Dataload be used to update these values, as the runtime of Professional Dataload script are much reduced and does not require user monitoring. Once the Professional Dataload script has been developed, this can be used for subsequent DSA monthly updates

Alternatively, a custom solution can be developed which can be used to firstly extract the revised DSA rates from the UN site and format and upload this data onto the DSA Items. While this would be the ideal solution as this would reduce manual effort and remove the risk of data errors, this does add a level of cost onto the solution and the development can be withheld until a future date.

## 10.2 DATA TO BE UPLOADED

Data				
Data Type	Manual/ Auto	Volume	Comments	Data Owner
DSA Item	Semi-Auto – Dataload Possibly even use the standard Purchasing Catalog functionality to load these items	+15,000	Requires the creation of a Dataload script to create inventory items.	
DSA Rate	Auto – Professional Dataload Possibly even use the standard Purchasing Catalog functionality to update these items	+1500/month	Requires the creation of a Professional Dataload script to upload the change rate against the existing inventory items.	

## 11 ANNEXURES

### 11.1 TRAVEL AND EXPENSE PROCESS FLOW

This Visio document details the revised Travel and Expense process and covers recording of Travel Requisitions and the approval thereof, the automatic creation of Travel Purchase Orders, the generation of a Travel Advance, and the reimbursement/matching of Travel

Expenses against the Travel Invoices. The business processes described in these process flows provides the logic that is used in the customising the Purchase Requisition and Purchase Order AME rules and associated Purchase Requisition and Purchase Order Workflows.

## 11.2 TRAVEL CATALOGUE

This spreadsheet describes the proposed Travel Catalogue Hierarchy to be used to support the travel request. The spreadsheet includes the Categories and Item Categories that need to be created for this catalogue hierarchy and the Purchasing Items for the DSA Rates and TA Rates that need to be created and will need to be added to each of the defined Item Categories.

## 12 DOCUMENT ISSUES

Issue #	Description	Owner	Resolution Date	Resolution Description	Status
1	Approval of revised Travel and Expense Business Process	Travel Management Unit		Revised Travel and Expenses Business Process has been defined and this is in Annexure 1.	Closed
2	Design Travel and Expense Management solution in EBS	A Ross	Dependent upon Issue 1	Included in Version 02 of this solution design.	Closed
3	Design a custom loading mechanism to upload changed DSA rates on a regular basis into the proposed solution.	Functional Consultant	Dependent upon Issue 1	Review the use of iProcurement Catalog Administration functionality before developing a custom solution. Professional Dataload can be used if this does not work. ICT to design loader	Open
4	Design the changes to the Requisition and Purchase Order Approval Workflows to support the revised Travel and Expense Business Process	A Ross	Dependent upon Issue 1	Included in Version 02 of this solution design. ICT to design loader.	Closed