

**Oracle® Utilities Work and Asset  
Management**

System-Basics User Guide

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**Cue Cards ..... 220**

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# Chapter 1

## Overview

The system basics book provides a basic overview of the fundamental aspects of the Oracle Utilities Work and Asset Management system from logging in and navigation to a glossary of terms. The following topics are included at the beginning of the book to provide a general overview of system functionality:

- [Logging On and Off](#)
- [Subsystems and Modules](#)
- [Searching](#)
- [Customizing User Settings](#)
- [Attachments](#)
- [Glossary](#)
- [Basic Navigation](#)
- [Working with Records](#)
- [Lists of Values](#)
- [Notes](#)
- [Transaction Logs](#)

Following sections on the basics of the overall system are sections describing features of the Home Page:

- [Alerts](#)
- [Bookmarks](#)
- [Cost and Closeout](#)
- [Messaging \(Inbox\)](#)
- [Metrics](#)
- [Asset Navigator](#)
- [Charts](#)
- [Graph Viewer](#)
- [Links](#)
- [Work Planning Tool](#)

After the Home Page features are described, the final chapters in the System Basics book describe general processing applicable to the overall application.

- [Approvals](#)
- [Reports](#)
- [Stock and Purchase Types](#)
- [Accounting \(including Budgeting\)](#)
- [Depreciation](#)
- [PIN Processing](#)
- [Cost Types](#)
- [Hierarchies](#)
- [Vender Performance](#)

Once you have covered System Basics, you can refer to the books specific to each subsystem for a description of functionality by module.

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# Chapter 2

## Useful Terms

Oracle Utilities Work and Asset Management can save you time and effort by reducing the amount of paper in your work area, reducing mistakes, and automating many important business functions. The more you know about how to use the system the more efficiently it can work for you.

You will find the following terms repeated often throughout the User Guides and you should be familiar with them.

*Note:* Spend time reviewing these definitions to familiarize yourself with basic system concepts. More terminology is available in the [Glossary](#).

**Batch Processing** - A batch process is a task that the system runs automatically.

This functionality allows the system to make updates, purge obsolete data, generate schedules, or perform other automatic functions established by your organization without user intervention.

In many cases, once a record is processed it will be set to a status such as Posted or Finished, to indicate that the record is closed and will not undergo any further processing in the system.

Batch processing uses computer resources efficiently and facilitates off-hour completion of time consuming tasks that can slow down the system. When your system administrator or database administrator sets up the business rules for your system, they determine the periodic time and date that each process should run.

**Code Tables** - Code tables are used to keep track of codes that stand for names, titles, labels and other information that is used frequently. This is like using abbreviations to save time and space when you are writing notes to yourself. The difference is that codes are used by many users, so it is important to make sure that everyone uses the same code to mean the same thing. Code Tables help ensure consistency by storing the codes and a description of what they represent for everyone. In many cases, fields go one step further by validating or requiring you to use a code from the associated code table. For more on how to use the codes and their tables, see the User Guide section titled Codes Tables and Codes.

**DBA** - Database Administrator. This is the person who keeps the database running smoothly. Among other tasks, the DBA helps make sure codes are correct, handles problems, and installs new features as they become available.

**Drill-Down** - The ability to ‘drill-down’ from one place to another in the system is one of the many tricks that can save you time in the system. You drill-down by putting the cursor in a field and double-clicking. This signals the system to open the associated record or, if your system is so configured, to the Asset Navigator. For more on how drill-down works, please refer to the section titled Drill-Down in this User Guide.

**Fields** - The pieces of information that make up a record. Any given field can be used in several different kinds of records. For example a stock number may be used in a record for keeping track of inventory, and can also be used in a record about the service life and reliability of parts.

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**Header** - Once you have selected a specific record, it is presented in a Header window. The Header represents the basic information about the record. More information about each header can be found by selecting options from the Views list.

**Localization** - The application includes functionality that allows your organization to specify localized currency, telephone formats and, to some extent, languages. Configuration of the [Plant](#) module, the [Field Localization](#) view of the Modules Administration Forms module, currency codes in the [Currency Exchange Rates](#) module and the Unit of Measurement business rule control these localized settings.

**Module** - Each subsystem is divided into modules representing specific groups of tasks and information. For example, you can initiate, plan, and approve work in the Work Order module. Usually, if you are looking for a specific record you move to a module first. For more on searching for a record, see the section titled Search Options and Search Results. Modules are divided into a Header which shows basic information, and Views which provide additional information on each record.

**ODBC (Open DataBase Connectivity)** - ODBC is a programming interface language that allows database programs to communicate using a common set of SQL queries. The Oracle Utilities Work and Asset Management system can use ODBC to exchange information with MS Project, ArcView, and other programs. In order for you to use an ODBC interface, your system administrator must first install the appropriate ODBC driver on your computer.

**Records** - A database is organized into records of related information about individual items. Your address book is a kind of database, even though you might not keep it on a computer. A page in the address book is a record containing the name of a person, a home phone number, a work phone number, other contact information and possibly some notes about that person. Each of these smaller bits of information is called a field in a database.

**RunTime Processing** - Runtime processing refers to database processes that occur while you are entering or saving the information. Effectively, these processes happen immediately, as opposed to 'batch processing' which is reserved for certain times when batches of information are processed at one time.

**Subsystem** - The system is organized into subsystems based on the kind of work, and needed information that is involved. For example, inventory tracking is handled in the Inventory subsystem, while purchase order information is found in the Purchasing subsystem. Each subsystem is divided into modules.

**Search Options** - The Search Options screen is the first window you see when you open a module. When you are looking for a specific record, you generally begin at the Search Options window where you tell the system what to look for. For more on searching for records, see the section titled Search Options and Search Results.

**Search Results** - Once you enter search criteria on the Search Options screen, the system finds records that meet that criteria and displays the results. If there is only one record that meets your search criteria, the system opens that record. If there are more than one matching records, the system lists them in the Search Results window. You can select a record from the Search Results list and the system will open the Header window for that record. For more on searching for records, see the section titled Search Options and Search Results.

**Views** - Most modules include windows that contain tasks or additional information related to the module. These can be accessed by selecting options from the Views list. For more about the Views available within specific modules, see the documentation for the particular subsystem and module.

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# Chapter 3

## Logging On and Off

To maintain security in the system, each user is required to supply a username and password to obtain access. Once your system administrator sets you up with a username and password, you are ready to log on.

The steps below provide a general guide for logging in from your computer desktop, but your organization may have automated some of these steps for you. For example, you may have a desktop icon that starts your web browser and enters the URL address. If so, you should follow the sign on procedure provided by your DBA.

### Logging On

**1. Start your web browser program.**

Depending on how your computer is configured, you can do this by clicking a desktop icon or selecting Start>Programs>Internet Explorer from the Task Bar.

URL: \_\_\_\_\_

**2. Type the appropriate URL on the address line and press Enter.**

Contact your DBA for the path used by your organization. When the connection is made, the Login screen opens.

**3. Enter your username and password.**

If your password has expired the system will prompt you to create a new password.

Passwords are not case-sensitive and most special characters cannot be used.

**4. Click the 'Login' button.**

Your home page opens. From the home page, you can open modules using the application map, your favorites list, or the Go to Module command box.

If you have forgotten your password you can use the [Password Reset](#) function to retrieve it.

### Logging Off

During a typical work session, the system opens two windows, one for your home page and another for the modules you are working in. In order to end your session, do one of the following:

- Click the Logout link

Clicking the Logout link closes both windows and returns to the Logon screen where you can begin another session. If you don't want to begin another session, close this window by clicking the X in the upper right corner.

Clicking the Logout link exits the application quickly, but also discards your login information. If you want to retain your login information, use the following method instead.

- Click the X in the upper right corner of both windows.

It makes no difference which window you close first, as long as you close both windows to end the session.

If you have previously checked the “save my login information” box, this method closes the windows and retains your login information so that you will not have to enter your username and password when you sign on the next time. This method is not advisable, however, if you share your computer with other users.

## Password Reset

As with many online systems where users have to log-in with a secure username and password, the system has a function to allow users to click the Forgot Password link and have a temporary password sent to them via email. User's must enter their User ID and Employee ID to retrieve their password.

This link is only functional if your organization has configured the system to use it.

Your system administrator enters his or her email address in the Password Security business rule to indicate the contact information that appears in the email that is sent with the temporary password.

# Chapter 4

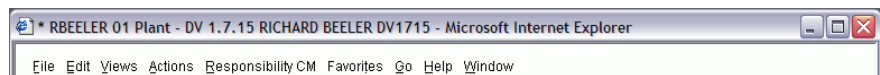
## Basic Navigation

The Oracle Utilities Work and Asset Management system is a hybrid of web pages viewable in Internet Explorer, and what we call the client application displayed in an Oracle Forms window. This section discusses some of the properties in the Oracle Forms side of the application.

The system contains several elements that make it easy to use and access the system. Keyboard shortcuts, navigation tools, and other features in the working windows help users to easily find the information that they need.

### Application Window

The application window is similar to the windows used by other programs such as Word, Excel or Internet Explorer. As with other programs, the window can be sized to fit your screen, and other programs can be opened while the window remains in the background.



#### Title and Menu Bars

When you select a module, the working window opens for that module. Working windows display in the work area, and each new module that you select opens a new working window. Working windows can be moved and resized within the work area, and there can be more than one working window open at one time.

Working windows are similar to application windows in that they contain a title bar with buttons for minimizing, resizing, and closing the working window. In addition, there are three main features of the working window that are the same for any module that you are in: the toolbar, the navigation panel, and the main panel. Each working window also includes a hint bar at the bottom which will tell you the available functionality when the cursor is positioned inside of a field.

### The Title Bar

The application title bar is the bar across the top of the application window. The personal information displayed in this bar is controlled by the MDI Window Title Business Rule. The application title bar has three window control buttons at the right end for minimizing, sizing, or closing the application window.

*Note:* Please review the discussion of the Module Navigation Business Rule to find out how system administrators can control the number of windows that can be open at one time in the system.

## The Menu Bar

Below the application title bar is the menu bar. The menu allows you to navigate to subsystems and modules (using the Go menu item), and to select useful tools. These menu selections change depending on where you are in the system. Click individual menu selections to display a drop-down menu with further actions. You can also hold the Alt key and press the underlined letter to make a selection.

## The Work Area

Below the menu bar is the work area window, which is a smaller window inside the larger application window.

The screenshot displays the Oracle Utilities Work and Asset Management application. The window title is "Benchmark Work Order B000339". The interface is divided into several sections:

- Search Options:** A panel on the left side of the work area window.
- Results:** A section below the search options, currently displaying "Benchmark Work Order".
- Views:** A list of available views including "Task (Summary)", "Task (Detail)", "Additional Data", "Notes", "Cost Summary", "Activity Log", and "Warranty".
- Actions:** A list of actions including "Create Bookmark" and "Audit Log (Header)".
- Main Data Entry Area:**
  - Work Order:** B000339
  - Description:** 23456789012345678901234567890
  - Class:** [Empty field]
  - Category:** [Empty field]
  - Approval Route:** ILB1
  - Defaults for Tasks:**
    - Asset ID:** ILB ASSET 2
    - Component ID:** [Empty field]
    - Process:** ILB PROCESS 5
    - Department:** ILB1
    - Area:** ILBA1
    - Account:** ILB1-Y-PROCESS-COMP-NONE-009
    - Priority:** [Empty field]
    - Planner:** GST
    - Crew:** [Empty field]
    - Deficiency Tag:** [Empty field]
  - Indicators from Tasks:**
    - Change Req Required
    - Safety
    - ISO Related
    - Health
    - Environmental
    - Run to Failure
  - Rough Est:** [Empty field]
  - Project:** [Empty field]
  - Inspection Required ?
  - Auto Close ?

Typical Work Area

The work area holds the various working panels where you perform most of your work within the system. The work area is similar to the application window in that it has a title bar, menu bar, and three buttons for minimizing, sizing and closing the work area window.

The work area is designed to provide fast access to the features that you use most frequently and to make it easy to know what actions are available as you use the system. Across the top of the work area window is a toolbar with buttons and icons for frequently used features. The buttons and icons on the toolbar change depending on where you are in the system. The Screen Title, which displays module and record ID information, appears on the toolbar next to the Previous and Next buttons.

Down the left side of the work area window is the navigation panel with buttons controlling the information displayed in the main panel and lists of available views and actions. The lists of views and actions change depending on the type of record displayed in the Main Panel. If more views or actions are available than can be displayed, a scroll bar appears which you can use to scroll down to additional items.

The Main Panel displays the Search Options, Results, Header, and View information as you work with the system. For more on searching for records, see the section titled Search Options and Search Results. For more information on Headers and Views and how to move between them, see the section titled Headers and Views.

The home page, the first screen that opens when you sign on, is a special type of work area showing alerts and messages sent to you, as well as your saved searches and other features you select. For more on using and customizing your home page see the section titled Home Page.



## The Hint Bar

Below the work area, at the bottom of the application window, is the hint bar. This bar offers hints about fields, problems, lists of values, and other useful information.

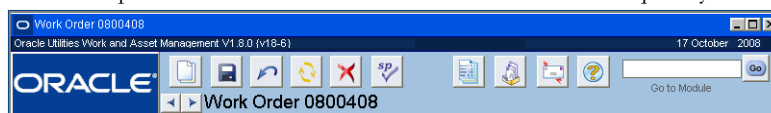
*Note:* It is often worthwhile to know how many records are in your search results **before** you started scrolling to find your record. Press Shift+F2 to display the number of records on the hints bar.

## Common Hints

- A comment indicating there is a list of values associated with the selected field.
- A two or three word description of the selected field.
- An advisory that the system is “working...,” opening a new screen, looking up records, saving, deleting, etc.
- An error indicating that a search did not return any results.
- A count of the records showing on screen.

## The Toolbar

The toolbar at the top of the work area holds buttons and icons for frequently used features.



**Toolbar**

Rest the cursor on an icon to see a description of the icon’s functionality in a pop-up text box.

These tools are available throughout the system, although some windows have their own special toolbars, as does the home page. If you let the mouse pointer rest on a button or icon without clicking, a brief description of the button or icon appears. There are also keyboard shortcuts and menu selections, which duplicate many the functions performed by the buttons and icons described below.



**Home** - Clicking the logo in the upper left corner of the work area opens your home page. Regardless of where you are in the system, the Home icon provides a quick way of returning to your home page.



**Previous and Next Record** - The arrow buttons under the Home button display the previous and next record. If you are viewing a record, clicking the < button will display the previous record in the search results list. clicking the > button will display the next record in the search results list.

If you are displaying a particular view on one record, use the Previous and Next arrow keys to display that same view on the previous and next records. This saves time since you don’t have to display the other records first, before displaying the views attached to them.



**New** - The New icon creates a blank record so that you can enter new information. You can also use the F6 key to insert a new record.



**Save** - The Save icon saves your work when you enter or update information. You must save any new information before you move onto a new record or conduct a new search. The system warns you to save your changes if you try to leave the current record without saving.



**Undo** - The Undo icon clears any new information that you have entered but have not yet saved.



**Refresh** - clicking the Refresh button updates the display. For example, if you make changes to a record that will affect some calculations, clicking Refresh will update those calculations.



**Delete** - The Delete icon allows you to remove a record. Your organization determines who is allowed to remove different kinds of records. The Delete key will also delete a record.



**Spelling** - Click the spelling icon to check the text in the field you are working in. If spell check finds a misspelled word, it opens a separate window with suggested alternative spellings and the standard replace, ignore, learn and stop buttons. The cursor must be in the field that you want to check.



**Reports** - The Report icon opens the Reports module where you can view or print any of the reports available to you in the system. Clicking this button will not open reports specific to the module or record you are currently viewing. Please review the User Guide entitled Reports for more information.



**Inbox** - Messages sent to you by other users and alerts sent to you by the system itself automatically appear on your Inbox message list.



**Message** - The Message icon opens a blank message window so that you can send a message to another user in the system. For more information on messages see the section entitled Inbox.



**Help** - The Help icon displays the online Help file. If online Help is not available for the window you are viewing the system may open a generic start page, or you will see a message that says the topic doesn't exist. To open the Help topic directly related to the screen you are viewing, select User Guide from the Help Menu. You also have access to process based Cue Cards from the Help Menu.

If you do not find the information you are looking for on the first try, you can use the Contents, Index and Find tabs at the top of the online Help window to search for the information you need. You can also launch online Help by selecting a Help option from the Help menu.



**Go To Module** - Type in the name of the module that you want to open in the Go To Module box. Like Favorites, Searches, and Links, the Go To Module command allows faster access to system tools. It is useful when you are unsure which subsystem contains the module that you need. If you do not have access to a module it will not be listed on the Go to Module list or on the menu bar.

### How to Open a Module Using Go To Module

**1. Type the name of the module that you want to open.**

You can also type in a partial name or the first letter of the module name.

**2. Click the Go button.**

If you entered the full and correct name of the module in the Go To Module command box, that module opens.

If you typed a partial or incorrect name, the system opens the Modules dialog box with a listing of the closest matches to the value you entered. If no modules are found matching the value, the system displays the full list of modules. Scroll through the list to find the appropriate module.

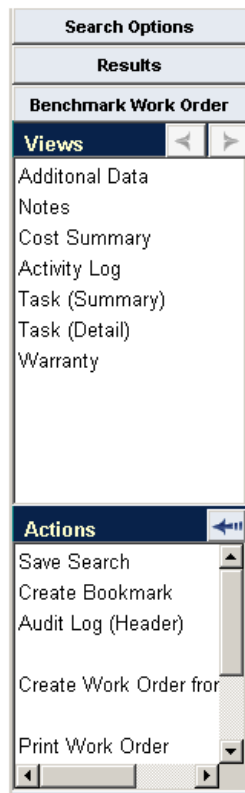
**3. Highlight the module that you want to open.**

Click the Ok button to open the module.

Once you are in the Modules dialog box you can change your search by entering your new search criteria in the Find field. Use a percent sign (%) to represent any unknown characters at the beginning of or within the word. Click the Find button to start your new search, then follow the steps to open the module.

## The Navigation Panel

The navigation panel on the left side of the work area has buttons controlling the information displayed in the main panel, along with lists of available actions and views. The navigation panel includes the Search Options button, the Results of Search button, the Header button, the Views list, and the Actions list.



**The View Buttons** - The arrow buttons to the right of the Views label take you to the previous or next view. If you are viewing a line item view, for example, the > button will take you to the next line item on the same header record. The buttons are not available until you select an option from the Views list.



**The Hide Button** - The left arrow button near the Action label hides the navigation panel by reducing it to a narrow bar. Click the right arrow on this bar to return the navigation panel to full size.

**Search Options Button** - The Search Options button displays the Search Options dialog box for the current module in the main panel. You can also display this panel by selecting Modify Search from the Actions list.

**Results of Search Button** - The Results button displays the current search results list in the main panel. The Results button is only active once you have performed a search by clicking the Search button or selecting Search from the Actions list.

**Record Header Button** - The button below the Results button displays the header information for the current record in the main panel. If you have not selected a record, this button functions the same as the New icon, displaying a blank record where you can save new information. The label on this button changes to indicate the module that you are using.

*Note:* The label on the Record Header button changes to indicate the module you are using.

**The Views List** - The box below the Header button lists additional views of the information available in the current module. The Views list changes from module to module and depending on the status of the record.

**The Actions List** - The Actions box lists actions available to you. Some actions are available throughout the system, while others are available only in certain modules, or for records in a

particular status. Some actions represent straightforward commands like Search or Save, while others are multiple-step dialog boxes that help you through complex procedures.

The actions available vary from one module to the next and depending on the status of the record. Once the status is changed the action man no longer be available.

The actions available also vary depending on your authority in the system. The system checks your authorities and responsibilities and then only lists the actions for which you have authority. For example, if you do not have approval authority for work requests, the Approve Request action will not be listed.

## Moving Between Windows

During a typical work session, the system opens two windows, one for your home page and another for the modules you are working in.

You should not close the module window each time you want to return to the home page as this can sometimes cause an error. Rather than closing the second window, you should click the Home icon to display the home page and move the other window to the background. You only need to close the windows when you are ending your work session.

If you find that your computer is opening more than two windows for a single work session, you can set your Internet Browser to correct this. From the Internet Explorer menu bar select Tools, then Internet Options, then the Advanced tab. Select “reuse windows for launching shortcuts” under Browsing. Remember that this change will not be limited to Oracle Utilities Work and Asset Management, it will affect all of your internet sessions.

## Maximizing All Windows

You can set the system to automatically maximize module windows when you initially open them so that you have a fuller view of the module contents without having to manually adjust the window. This setting does not control the overall module window, just the modules themselves as they open.

### How to Set the System to Maximize All Windows

1. **Open the User Profile module.**
2. **Locate “Maximize Window Size” in the Key Name column.**
3. **Enter “Y” in the Key Value column next to this setting.**
4. **Click Save.**

## Keyboard Shortcuts

Keystrokes can speed up your work by complementing the mouse, and allowing you to navigate through the program more quickly.

The following types of shortcuts are available for use throughout the system:

The standard windows editing key combinations such as Ctrl+X for cut, Ctrl+C for copy, and Ctrl+V for paste, also work but do not display on the menu.

## Function Keys

Many of the keystrokes are triggered by using one of the function keys lined up across the top of your keyboard and labeled F1 - F12.

F1 Field-Specific Oracle Help    F7 Return to Search Options Screen

F3 Duplicate Field	F8 Search
F4 Duplicate Record	F9 List of Values (LOV)
F5 Refresh Page	F10 Commit (Save) Record
F6 Insert Record	

## CTRL-Key Combinations

When using combinations of keys to perform actions you must hold both keys down at the same time to trigger the option. These combinations usually use the control key (the key marked 'Ctrl' at the bottom left corner of your keyboard) or the shift key (marked 'Shift' just above the control key). These combinations are indicated by 'Ctrl+' (or 'Shift+') and the letter of the second key. You can also use the 'Alt' key (next to the control key) to activate keyboard control of the application's menus.

<b>CTRL+D</b>	Duplicate Screen	<b>CTRL+E</b>	Open Editor
<b>CTRL+TAB</b>	Tab Out of Editor	<b>CTRL+L</b>	Show Last Error
<b>CTRL+F4</b>	Close Module	<b>CTRL+H</b>	Open Home Page
<b>CTRL+M</b>	Open Header Record	<b>CTRL+N</b>	Insert
<b>CTRL+O</b>	Open Search Options screen	<b>CTRL+P</b>	Print screen
<b>CTRL+Q</b>	Exit Application	<b>CTRL+R</b>	Open Results of
<b>CTRL+S</b>	Save Search Screen	<b>CTRL+U</b>	Today's Date
<b>CTRL+Y</b>	Help	<b>CTRL+Z</b>	Cancel
<b>CTRL+PgDn</b>	Next Block	<b>CTRL+PgUp</b>	Previous Block

## Other Shortcuts

Additional shortcuts are available when you use combinations of standard functions on the keyboard.

<b>SHIFT+TAB</b>	Previous Field	<b>ALT</b>	Go to Menu
<b>TAB</b>	Next Field	<b>UP ARROW</b>	Previous Record
<b>SHIFT+F2</b>	Results of Search Count	<b>DOWN ARROW</b>	Next Record
<b>SHIFT+F8</b>	Print	<b>DELETE</b>	Clear Field/Item
<b>SHIFT+5</b>	Wildcard (%)	<b>ALT</b>	Go to Menu

## Working with Menus using the Keyboard

You can also use the keyboard and the menu bar together to perform actions that you would normally complete with the mouse. You may want to use the following procedures because you find them convenient, or if your mouse ceases to function.

### How to Navigate the Menus Using the Cursor Keys

1. **Press and release the Alt key.**  
The label for the File menu will be highlighted.
2. **Press the left or right arrow keys.**

Each menu label will be highlighted in turn.

**3. Press the down arrow once.**

The highlighted menu opens with the top line highlighted.

**4. Press the down and up arrow keys.**

The line selected (indicated by the highlight) on the subsystem menu changes. If you highlight a line with subsidiary modules (indicated by the arrowhead) you can use the right cursor key to open the submenu choices.

**5. Select what you want and press the Enter key.**

The system opens the selected option.

### **How to Navigate the Menus Using Letter Keys**

**1. Press and release the Alt key.**

The label for the File menu will be highlighted. Note that each menu label has one letter that is underlined (ex. the 'G' in Go).

**2. Press the key that corresponds to the underlined letter of the selection that you want.**

For example the 'g' key for Go. The appropriate label becomes highlighted and the corresponding menu opens. Once again, each menu label has one letter that is underlined (ex. the 'r' in Resource).

**3. Press the key that corresponds to the underlined letter of the selection that you want.**

The next layer of menu will open. Follow this pattern until you reach the screen that you need.

### **How to Insert a New Record Using the F4 Key**

**1. Open the record you want to use as a template.**

**2. Insert a new, blank record.**

**3. Press the F4 key.**

The system will fill in the empty fields using the data from the template record.

**4. Make the changes you want.**

**5. Click Save.**

### **How to Insert Duplicate Information Using the F3 Key**

**1. Open the record you want to use as a template.**

**2. Insert a new, blank record and begin filling out the fields.**

**3. When you get to field you want to fill in with copied data, press the F3 key.**

The system will fill in the empty field using the data from the same field of the template record. You can do this for a number of fields as long as they are from the same template record.

**4. Make any changes that you need and finish the record.**

**5. Click Save.**

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# Chapter 5

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## System Browser Windows

The Oracle Utilities Work and Asset Management system is a hybrid of web pages viewable in Internet Explorer, and what we call the client application displayed in an Oracle Forms window. This section discusses some of the properties in the Internet Explorer side of the application.

As with other programs, the system windows can be sized to fit your screen, and other programs can be opened while the system remains in the background.

### General Module Functionality

In general, there are two types of components in the Oracle Utilities Work and Asset Management browser interface part of the application: Sections with input fields (data components), and tables that display information arranged in rows and columns (list components). Either type can include direct entry fields or display only information.

For example, the Daily Schedule screen consists of three sections, or components. The Schedule Information section is a data component with direct entry fields, the Summary of Schedule Hours section is a display only table, and the Task List is a table with direct entry fields.

In list components, each row is considered a record.

### Toolbar

On a page with multiple components, each section includes its own toolbar which must be used to commit any updates that you want to make to that particular section. When a function is not available for a component, such as when you cannot add a new record, the toolbar icon for that function is omitted from the toolbar.

### Adding New Records

The last row of every table with direct entry is a blank row with an Add column at the end. Once you begin entering new information into the blank fields, the value in the Add column changes to Yes indicating that this record should be saved. Changes to lines with the Add box set to Yes are committed when you Click Save. Any row that you have decided should not be saved should be set to No, and it will be disregarded then removed when you Click Save.

On data components, you simply click the New icon to create a new record.

### Tab Key Navigation

Pressing the Tab key on your keyboard moves the cursor between fields, sections, and toolbar icons. The tab order goes from left to right, top to bottom.

## Check Boxes

Every row in a direct entry table is preceded by a check box which can be used to select the row for deletion, or in some cases to be copied or used in some other way. Select the check box at the top of the row to select every row on the page. If, for example, there are more records than are being displayed, selecting the top check box only selects the visible records.

## Search Options

Most modules open to the Search Options screen. Here you can enter criteria to search for specific records. You can also search for all records by not entering any criteria at all. However, the more precise the search criteria you enter, the faster the system can locate possible records and the shorter the list of possible records will be.

For example, if you can ask the system to look for something unique - like an exact work order number - the system will return the one record that you want. If you ask the system to look for all work orders in Active status, which are for a specific crew, you will probably get a list of several work orders. If you ask the system to look for all work orders in Active status, the system will give you a longer list. If you leave all the Search Options screen fields blank you will get a list that includes all the records for that module.

The search options page includes many features that allow you to make your searching extremely fast and customized:

- **Add, remove, and reorder fields** - Select Options from the toolbar and use the arrows to move fields up and down. Moving a field up on the list moves it up and to the left on the screen, while moving it down moves it down and to the right. Use the Add and Remove buttons to add or remove fields to and from the screen. Click the Finish button to save the changes.  
  
Some fields, such as primary keys or input fields, are required and cannot be reordered or removed from the screen. These columns are not available when viewing options.
- **Filter field values** - Click the list of values button next to a field for help finding appropriate values for the field.
- **Access other modules** - If access to the record is available an icon is displayed to the right of the value. Click this icon to open the associated record.
- **Create a new record** - Click the New icon to start a new record.
- **Check Spelling** - Click the Spelling icon to have the system perform a spell check on the selected field. This is particularly useful if you are searching in a description field.
- **Custom SQL** - Select Custom SQL from the Actions list to enter customized search criteria using where clauses.
- **Clear Fields** - Select Clear Fields from the Actions list to clear all the fields on the screen and start over.
- **Save Default Fields** - Select Save Default Fields from the Actions list to save your search criteria. The next time that you open the module the same search criteria will already be entered, and all you have to do is select the Search icon to execute the search.
- **Restore Default Fields** - If at any time you change the search criteria and you want to go back to the last saved search criteria, select Restore Default Fields from the Actions list.



## Search Results

After executing a search, the system opens the results screen where you can use the links to open a specific record or view data for multiple records in one place.

The results page includes many features that allow you to obtain an optimal view of the information you need to access:

- **Add, remove, and reorder columns** - Select Options from the toolbar and use the arrows to move columns up and down. Moving a column up on the list moves it to the left on the screen, while moving it down moves it to the right. Use the Add and Remove buttons to add or remove columns to and from the screen. Click the Finish button to save the changes.

Some columns are required and cannot be reordered or removed from the screen. These columns are not available when viewing options.

- **Sort columns** - Click the column heading to change the sort order from ascending to descending or vice versa. You can also sort by up to three columns by clicking the column headings in the order you want to sort by. The system displays a Sort Order icon next to the column heading to indicate the sorting order.
- **Access other modules** - If access to the record is available an icon is displayed to the right of the value. Click this icon to open the associated record.
- **Create a new record** - Click the New icon to start a new record.
- **Export Data** - Select Export Data from the Actions list to make the results available as an Excel file, HTML, or as text.
- **View a printable version** - Select [Printable Version](#) from the Actions list to make the results available for printing.

## Export Data

Export Data is available on the Actions list when you are on a results of search or main record. Selecting this action opens a dialog box that allows you to determine how you would like to have the data on the screen exported. Options are to HTML, XML, Excel XML, or Delimited Text. You can also control the number of records and which columns to export, how to display the headings, whether to include or exclude the current date, and the title that will appear in the exported file.

Select Printable Version from the Actions list if you want a simple and quick way of printing the current screen. While the printable version produces a “what you see is what you get” result, export data allows you to specify the resulting output.

## Printable Version

Printable Version is available on the Actions list when you are on a results of search or main record. Selecting this action opens a version of the page that you are viewing that has the hyperlinks and toolbars removed.

This option can be valuable when used from the results screen to produce an “on the fly” report from a search. It can also be used from a main record to provide a clean printable version of the document that can be passed on.

The Printable Version action can be used instead of exporting the data. Both actions yield the same results, however the printable version is faster and easier, since there are no options to select. With the printable version what you see on the screen is what you get. Selecting Export Data allows you to specify the data and format that will be included in the resulting output.

*Note:* Under Options, you can determine the number of records to display on one page. Make sure that you set this appropriately to display the correct number of records in the printable version. For example, if you want to display all of the records that are available, select Options and enter a number that is greater than the total number of records in the Display \_\_\_\_ Items field. The system displays the number of records out of the total at the bottom of the screen.

## **Lists of Values (List of Values)**

Lists of values provide code numbers, names, locations, and other information that is required to fill in fields. The lists serve to help you locate information that you may not remember. They also ensure that the information entered into the database is both consistent and correct.

For example, an account number for Storeroom #1 might be 1034-6457-92345. It would probably be difficult for you to remember this number, or even if you did remember the number you could easily make a mistake when entering the digits manually. A list of values would help you to avoid both of these problems by associating the number to a description (e.g. “Storeroom #1”) and by enforcing the correct entry of the number.

If a field has an associated list of values, an indicator is displayed to the right of the field when you click in the field. Click this indicator button (or press F9) to display the list of values. Most fields with lists of values associated with them will not accept values that do not appear on the lists.

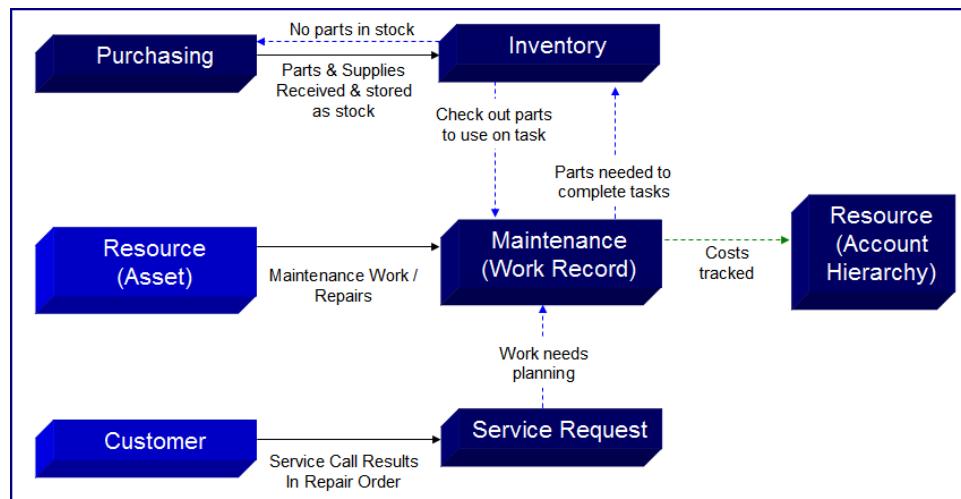
If you have the appropriate authorization and responsibilities, you can modify Lists of Values in the Code Table and Codes module of the Resource subsystem. Here you can create new codes, add to your lists, link the lists used by related fields, or complete other list-related enhancements.

# Chapter 6

## Subsystems and Modules

The Oracle Utilities Work and Asset Management system includes seven subsystems plus the home page, Help and various tools. The Application Map on the home page provides access to the subsystems: Resource, Maintenance, Purchasing, Inventory, Customer, Administration, and Enterprise. These subsystems represent the major work areas within the system. The menu items within each subsystem are called modules, and you must select a specific module to work within the system.

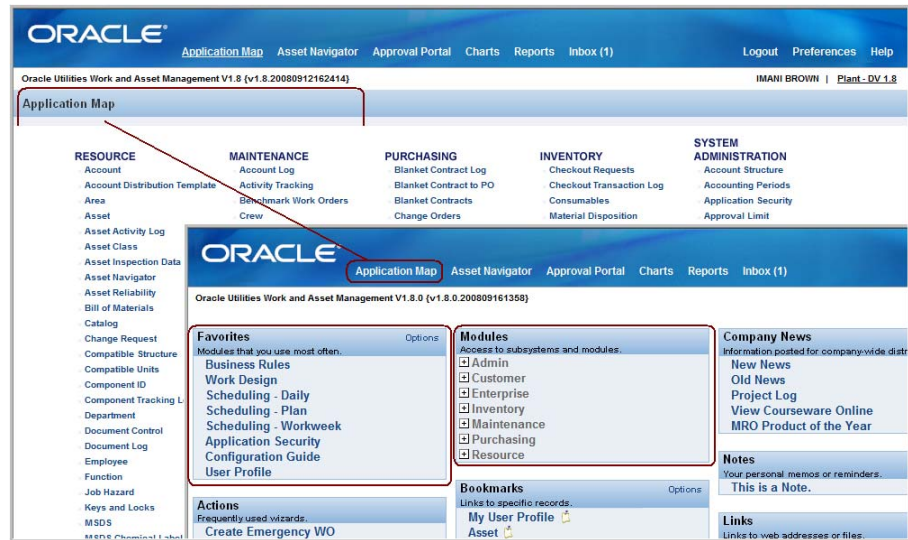
The following diagram shows a very high level overview of how the subsystems work together in a standard business process:



High Level System Process Overview

### Accessing Modules

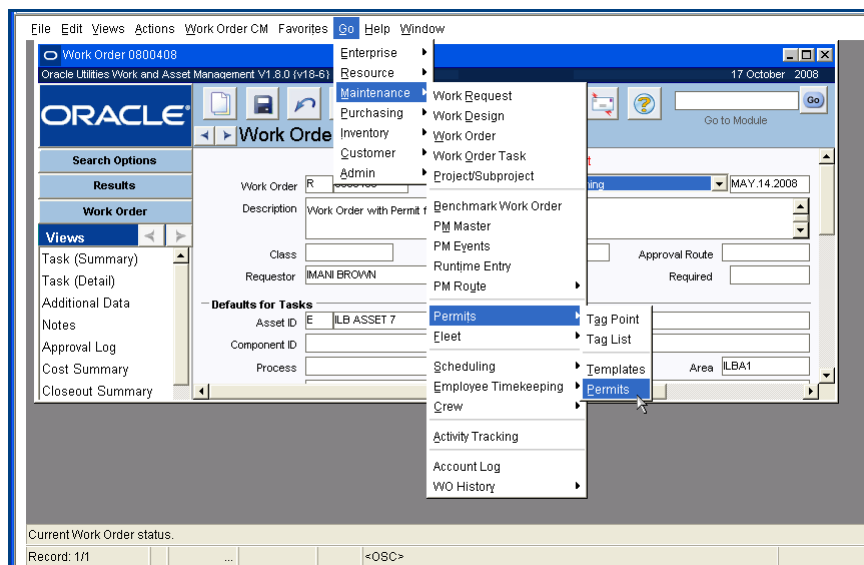
Subsystems and modules can be accessed from the home page by clicking the App Map icon or if you have Modules added as a component they can be selected from the list.



**Accessing Modules from the Home Page**

*Note:* Access modules by selecting from the Application Map, the Modules component, or Favorites on your home page.

You can access subsystems and modules from the Go menu item.



**Accessing Modules using the Go menu**

*Note:* Select Go from the main menu bar, then select the subsystem, then select the module. You can also type the module name directly into the Go to Module box and click the Go button.

The following sections describe the available subsystems. Please refer to the section on each individual subsystem for a detailed description of each module.

## Resource Subsystem

The Resource subsystem contains information that applies throughout the application. Accounts, Assets, Attachments, Catalog (basic stock information), Employee, and other data is set up and stored in this subsystem and then used on records in each of the other subsystems. Items attached to other records, such as bills of materials, specifications, procedures, documents, standard notes, and material safety data sheets are also found in the Resource

subsystem. Information from other subsystems is also written back to Resource and can later be used for data analysis.

## Maintenance Subsystem

Work is requested, entered, researched, planned, tracked and completed in the Maintenance subsystem. Use the subsystem at its most basic level to build and use work orders when work is needed, or to log time and request materials as needed. Use it at a more sophisticated level to plan work, schedule work, locate existing jobs, set up regular preventative maintenance work orders that cycle regularly, or a great many other organizational tasks. Other modules in the Maintenance subsystem allow you to research asset reliability and failure information and target preventive and predictive maintenance.

## Purchasing Subsystem

Plan, initiate and process purchases and purchasing contracts in the Purchasing subsystem. Information from the Purchasing subsystem is passed to other subsystems to track pricing trends, vendor performance and more.

The Purchasing subsystem processes all types of purchasing requirements including stores replenishment, direct purchase materials, and contractor services. Requisitions can be generated automatically through a work order, through review of storeroom stocked items, or directly through the Requisition module.

Following a typical procurement life cycle, a requested item or service is listed on a requisition as a line item. Once reviewed and approved, the requisition is copied into a purchase order. The purchase order is approved and issued to a vendor and the requested item may be received and invoiced.

## Inventory Subsystem

Inventory is tracked, received from vendors, and allocated to storage spaces in the Inventory subsystem. As inventory is allocated to work, the subsystem passes this information back to the Maintenance subsystem so that maintenance managers and crews know whether parts are available. As inventory quantities fall and it becomes necessary to reorder, the Inventory subsystem passes this information to the Purchasing subsystem so that purchases of new inventory can be carried out. The system can be configured to automatically reorder stock items (or notify a specified reviewer) when the quantities reach predetermined reorder points.

Each time inventory quantity is changed, the system generates a transaction log record. From the Inventory subsystem, you can access the Receiving Log and the Checkout Transaction log (as well as the Storeroom Transaction Log in the Resource subsystem).

## Customer Subsystem

The Customer subsystem is your organization's resource for storing and maintaining customer data. The Customer module stores customer contact information such as address, telephone, e-mail address, and web site. The module is equipped to hold an unlimited number of addresses for each customer, keep track of customer tax id number if necessary, and identify whether the address is a rented or owned property.

The Service Request module stores information related to service calls made by customers. The customer must already be entered in the Customer module so that when the name or customer ID is entered on a new Service Request record, the system can populate the remainder of the contact information automatically. If the customer does not exist in the customer database, they

can be added from the Service Request module by selecting Create New Customer from the Actions list.

The Service Request module references the data contained in the Customer module when a new record is created. The Customer module then keeps track of all of the service requests that have been entered for a particular customer.

## Administration Subsystem

Your organization's system administrator uses the Administration subsystem to establish system parameters and settings during implementation and to adjust and monitor these parameters as your organizational needs change. Modules such as Business Rule and Responsibility enable you to configure the application to meet the specific needs of your organization without requiring program modifications. Other modules are used for general maintenance of the application.

Access to the Administration subsystem modules is usually restricted to system and database administrators. However, even as a general user, you can access the Administration subsystem for updating your user profile, changing your password, and establishing workflow groups.

## Enterprise Subsystem

Executives can view cost enterprise-wide summaries spanning several plants and other organizational units in the Enterprise subsystem. Enterprise data can be used to compare maintenance and inventory costs between different divisions and to locate assets and inventory in other organizational units. Within the Enterprise subsystem, two additional corporate levels can be identified above the plant level. Company is the highest level and can consist of a number of organizations. Organizations are the second level and can consist of a number of plants. For each Company record, at least one Organization record and one Plant record must be defined.

# Chapter 7

## Working with Records

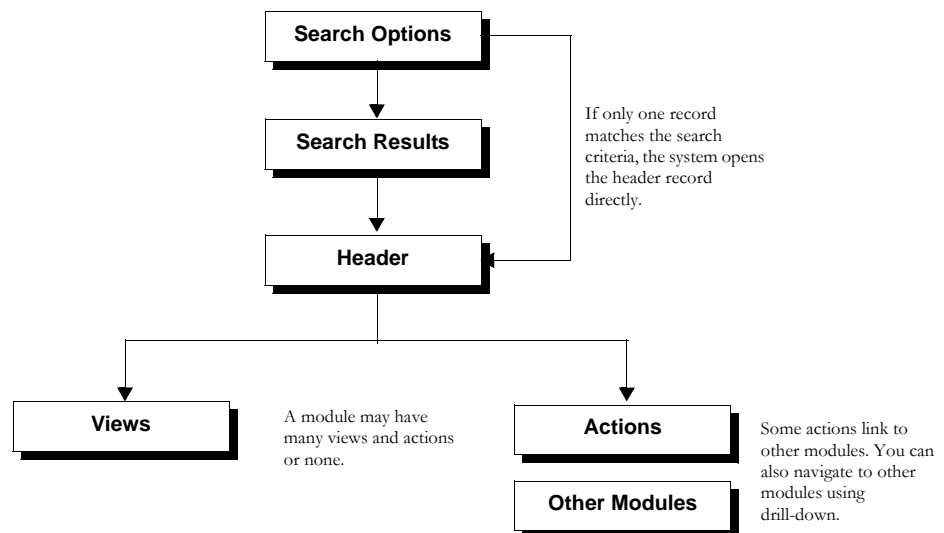
When working within modules, the search options, results, record and view information displays in the main panel of the working window according to a basic module structure common to all modules in the system. You use this basic module structure and search techniques to locate and display the necessary record information and work with records in the system. In addition, you can use the list of values and drill-down to help you conveniently locate and enter information in some fields.

*Note:* Most modules consist of a Search Options window, a Search Results window, and a Main Record Header window. The number of special views and drill-down options differs from module to module.

### The Basic Module Structure

When you open a module, the first screen is the Search Options window. From the Search Options window, you can execute a search for an existing record or create a new record. After you execute a search, if more than one record matches the search criteria, the Results of Search window opens displaying the matching records. In this Results of Search screen, you can select the record you want to view or create a new record. If only one record matches or if you create a new record or select an existing record, then the Record Header window displays for that record. From the Header window, you can select views to display additional information related to that record.

The following diagram illustrates the basic module structure within all modules:



Basic Module structure

## Record Header

The record header displays when you select a record from the Search Results window, or add a new record. Use the Previous and Next Record icons to scroll through the records one at a time.

Records can be very complex, comprising of many fields with several layers of dependent information. For example, a basic Work Order record has over twenty fields. Each record can also require other information such as cost summaries, the names of planners and managers authorized to make decisions about the work order, data on when the work order was closed and much more. Add to this the data that must be maintained for each task associated with the work order, and the work order record quickly becomes too large to present on one screen.

Sample Work Order Header record

Since records can be quite complex, each module is broken down into a Header window and View windows. The Header window covers basic information about the record, while the selections listed on the Views list display detailed information about the record.

When inserting new information on a blank header, you can either type in the information in the appropriate fields (boxes) or select values from the list of values when one is available. If a field has an associated list of values, an indicator button appears to the right of the field when you click in the field. Select this indicator button (or press F9) to display the list of values.

To see additional information related to the Header record, select one of the options on the Views list. Click the Record Header button on the navigation panel to return to the Record window from a View or the Search Results window.

### Header Button

The button below the Results button displays the Header information for the current record in the main panel. If you have not selected a record, this button functions the same as the New icon, displaying a blank record where you can enter new information. The label on this button changes to indicate the module that you are using.

## Records



You can create records from the Search Options screen, the Search Results screen, or from a record. You can only create, edit, and delete records if you have the corresponding privileges in your responsibility profile. Assuming you have the necessary authorization, follow these steps to create, delete, and edit records.

*Note:* To speed up data entry you can use duplicate processing to copy from an existing record. When creating a new record, open the record to copy from, click the New icon, and select




Duplicate Last Record from the Actions List. Make any changes you need to the copied record and Save.

### How to Create a New Record

1. Open a module.
2. Click the New  icon from the Search Options, Search Results, or Record Header window.
3. Enter information into the required (highlighted) fields.
4. Enter information into other fields as necessary.
5. Click the Save  icon.

### How to Modify a Record

**Editing a Record** - To edit the record, simply make the edits and save the updated record.

**Canceling Changes** - Click the Undo  icon if at any point before saving you need to cancel your changes to a record. If you were creating a new record, the system cancels the process and returns to the previous window. If you were making a change to an existing record, the system cancels all changes made since the last save, and returns all edited fields to their original value(s).

## Adding Records

The process of adding, or 'inserting' a record can be very basic, or rather complex, depending on the information needs of your organization. You can find specific details about each screen and field in each subsystem and module by referring to the appropriate section in the user guides and in the online Help.

## A Caution about Duplicating Records when Creating New Ones

Duplication occurs when the same information is entered twice on two records. This situation can have important consequences for operations. For example, if two people on different shifts notice a problem with a piece of equipment and each enters a work request without checking to see if the problem has already been reported, each request can initiate a work order, purchase orders, scheduling adjustments, asset reliability information and more.

You can help avoid duplication by checking to see if the record has already been added, by searching for records containing information that is unique to the record. Exactly which information this might be will vary from situation to situation, however, dates, asset numbers and specific words in the description are often good places to start.

## Required Fields

Each type of record that you add – from a new vendor to new purchase order – has different minimum requirements for which information you must enter. This minimum information must be entered in the 'required fields' before you will be able to save the new record. The system indicates these fields by highlighting them. If you try to save a record without populating the required fields, the system warns you and indicates the first field that remains to be completed. The fields that are required remain highlighted until they are populated.

## Additional Fields

Your organization may need more information than that which is given in the minimum required fields. Much of the best uses of the system come from information in these additional fields. Even if your organization only uses the minimum required fields now, as the system becomes better integrated into your operations, the additional information will become more useful. It may be worthwhile to enter as much detail as you can, even if it is not required. Check with your management if you have any doubts.

## Modifying Records

Usually you only modify a record to change one or two fields or to change the record status.

### How to Change a Record

1. **Find the record that you want to change.**  
For more on finding specific records, see the section titled Search Options and Search Results.
2. **Place your cursor in the field that you want to change.**
3. **Make the correction or add the extra information.**  
Remember that you can use Windows cut and paste features through the Edit menu.
4. **Click Save.**

## Deleting Records

Since deleting records can have serious impact on the database, only users with special authority can delete. Records interact with each other in many ways and deleting a record can remove information that other records depend on. Instead you can delete information from individual views without deleting the main record.


To avoid losing these important relationships, your organization has decided who can, and who cannot, delete various kinds of records. If you need to remove a record completely and you find that you cannot, contact the appropriate person in your organization.

Deleting a record also removes the views that depend on that record. For example, deleting a vendor at the header level also deletes any notes, attachments, evaluations and other information in the views for that vendor.

For example, the Vendor module provides information for fields and lists of values in other modules such as Catalog (Resource subsystem), Requisition (Purchasing subsystem) and Service Contracts (Purchasing subsystem). Removing a Vendor record can effect all the records in these other modules that refer to that vendor.

*Note:* Deleting a record with associated costs is not recommended since the paper trail can only be accessed in the transaction logs. Instead, consider changing the status of the record to inactive. This way all historical costs are maintained, while preventing any future charges.

### How to Delete a Record

1. **Open the record that you want to delete.**
2. **Click the Delete  icon on the tool bar.**  
You can also press the delete key on your keyboard or select Delete from the File menu.
3. **Click the Yes button when the system asks if you are certain that you want to delete the record.**

## Canceling Changes Before Saving

You can cancel information that you have entered on a record at any time before you Click Save. If you have saved information and then find that it is incorrect, you can update the record with the correct information.

*Note:* Any changes that you enter can be canceled until you save the record. After you save, you no longer have the option of canceling.

Canceling affects all of the changes that you made to the record since the last time it was saved. If you have added to or changed several fields, all of the new information is lost. In some cases, it may be better to save the record with all the changes, and then update the incorrect information.

There are three ways to cancel changes before they are saved. You can:

- Click the Undo icon on the tool bar, or
- Select Cancel from the File Menu, or
- Press ‘Ctrl+N’ on the keyboard.
- Close the record without saving and select No when the system asks if you want to save changes.

## Accessing a Module as an Action

In some cases, you have easy access to open other modules by selecting from the Actions list. For example, the Actions list of the Department module lists Area.

If only one associated record exists, that record opens. However, if more than one record from the second module is associated with the record from the first module, the Search Results window opens. If no records are associated with the first module, the Search Options window opens.

## Record Status

Records in the system often use status settings to help determine where the record is in the processing cycle. Not all subsystems or modules use the same status settings, however, since different types of records undergo different processing. A Purchase Order, for example, may be in Fully Received status, indicating that all items ordered has been received from the Vendor. This concept does not apply to Work Orders, so the Work Order module does not have a Fully Received status.

Sometimes you control Status settings manually, and in some cases the system changes status when some other event happens. Typically, you must have specific responsibilities in your User Profile before the system will permit you to change a record's status.

Some modules, such as Permits, rely heavily on record status for processing. Others use only a few basic status settings, which have little impact on processing. Please review the field descriptions for each module for specific information on how status changes are used in that module.

Typical status settings are:

**Created** - When you create a new record, the system often puts it in Created status while you gather the information necessary to complete the record. Once the record is complete you can change the status to a higher status, such as Pending Approval, or Active. Some modules create records in Planning status instead of Created.

**Active** - In some modules, system transactions cannot take place for records until the record status is set to Active.

**Inactive** - Rather than deleting a record, which may interfere with other processing within the system, some modules allow you to set the status to Inactive to exclude the record from current processing. Later, if necessary, you can reuse the record by setting the status back to Active.

**Pending Approval** - This status indicates that the record is waiting for approval. An approval route must be selected before the system allows you to change the record status to Pending Approval. Not all modules require approval and not all modules use approval routing.

**Approved** - This status indicates that the record has been reviewed by the necessary Approvers and is ready for processing.

**Closed** - This status indicates that processing has finished for the record. Typically records in Closed status cannot be modified.

### How to Change the Status of a Record

**1. Find the record that you want to change.**

For more on finding specific records, see the section titled Search Options and Search Results.

**2. Find the status field.**

**3. Click the down arrow at the right end of the status field.**

The menu shows all of the possible statuses.

**4. Select the appropriate status.**

The system displays an error message if you try to select a status that is not currently available.

**5. Click Save.**

## Copying Records

There are two ways to duplicate an existing record:

### Duplicate Last Record

First is to click the new icon, then to select Duplicate Last Record from the Actions list. This feature copies information from the last record viewed. Under normal circumstances the duplicate record function duplicates all of the fields from the originating record. The system can also be configured to suppress the copied information for specific fields. Settings must be established in the [Modules Administration - Forms](#) module to control duplication functionality. Please refer to the [Duplicate](#) topic in System Administration for more information.

If you use the duplicate function you should always check the record and all the details to make sure that information was copied properly.

### Copy Record

In some modules you can select Copy Record from the Actions list to copy the record. This functionality differs from duplicating the record in that it can copy all information from the original record, including line items, accounts, notes, attachments, and other details.

Once you select the action from the list, the system opens a wizard that walks you through the process of creating the new record. If record numbers for the module are generated by the system, this step is completed for you. Otherwise you will usually be prompted to enter the record number and any other required information.

In order for the Copy Record action to appear on the Actions list in any module you must have BOTH the Responsibility and at least one table added to the Copy Record view of the [Modules Administration - Forms](#) module.

## Drill-Down

Drill-Down means to double-click a field to access additional information or open another module. There is no visual indicator that you can drill-down on a field. You must double-click to find out. There are several places where drill-down can be used:

**Long Text/Description Fields** - The description is a ‘free-form’ text field where you can enter up to 2,000 characters (about 400 words). In many modules you can search the description field to help locate specific records, and the first several words will appear in the results of search. Make sure that your descriptions begin with meaningful text and that they include keywords to help in these searches. Double click on most long text or description fields to open a Text Editor window that makes it easier for you to enter and edit text. The Editor window can be resized as necessary. The Editor window also includes a Search button that can be useful for finding specific text in a long description.

**Date Fields** - The system displays a pop-up calendar in the Date Selection window. See the section regarding dates below for more information. For more information on this tool, see the section titled [Dates](#).

- **Related Records** - With drill-down, you can easily navigate to related records throughout the system just by double-clicking key fields. On most records you can double-click fields to access the module referenced in that field. The system opens the related module, finds the referenced record, and displays the record window automatically.

If the record cannot be found, the system displays the Search Options window of the related module so that you can enter other search criteria. If the system cannot determine which module to open, it opens the Quick List window where you can select the appropriate module from a list of modules that use the field as a prime key.

- **Search Options Screens** - If you want to fill in a field, but do not know the right data to use, you can drill-down to the Selection screen of the related module. Then you can enter selection criteria and search for the right record and bring that information back to the field you wanted to fill in.

For example, if you are initiating a work request and want to supply the department related to the asset (for charge purposes) but you do not know the correct department, you can drill-down on the Department field to open the Department module Selection screen.

### How to Fill in an Empty Field by Using Drill-Down to Open a Search Options screen

- 1. Place the cursor in the empty field that you want to fill in.**
- 2. Double-click the field.**

The system opens the Search Options screen for the related module.
- 3. Enter your selection criteria.**

The more specific your search criteria, the fewer possible records will show on your search results.
- 4. Click the Search button.**

The system performs the search and returns the results in the Search Results screen.
- 5. Select the record that you want.**

The record opens. You can then write down the information that you need or you can copy the information pressing Ctrl-C.
- 6. Return to the record that you were working on.**

You can do this using the window menu, by closing the open module or by moving screens around until you can select the screen you want.
- 7. Fill in the field.**

You can do this manually or, if you copied the information directly from the other record, you can paste the information pressing Ctrl-V.

### How to Use Drill-Down to Open a Related Record

This is a useful technique for checking on information in a field.

- 1. Place the cursor in the field you want to check.**
- 2. Double-click the field.**

The system will open the specific record identified by the information in the field.
- 3. Verify the information.**

You can also update the open record if necessary.
- 4. Return to the record you were working on.**

You can do this using the Window menu, by closing the open module or by moving screens around until you can select the screen you want.

## Entering Numbers

Throughout the system, in fields where you can enter quantities, you can enter fractional quantities using up to 5 decimal places.

Since some fractions, such as 1/3, cannot be written accurately in decimal format, you may have to adjust some numbers to avoid errors caused by rounding. For example, if you receive three shipments of 1/3 of the total ordered, the system will still show a small quantity remaining to be received. You can adjust the amounts manually or, in the case of Receiving, use the “Receive All Pending Items” action to receive the final shipment.

## Dates

The system saves dates in a specific way throughout the database. However, you can control your date formats by selecting Date from the Personalize list on the home page. Once you have determined the date format, all saved dates will follow that format.

If you enter the date in an alternate format the system will sometimes reformat it for you. However, the system only recognizes specific alternate formats, so it is best to get in the habit of entering the correct format.

You can enter dates in almost any way you want as long as the system can tell the difference between the month, day and year. For example, if you wanted to enter the date for the 13th of December 2001, the system would save it as (for example) DEC-13-2001 but you could enter it as any of the following:

Month, day and year 121301, 12/13/01, 12-13-01 or DEC1301

Day, month, and year 131201

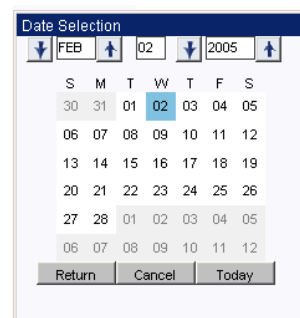
However, note that in each of these cases the system can tell which numbers have to represent the year, which must represent the day and which the month. '12' has to be December because there is no thirteenth or ninety-eighth month, and '98' has to be the year because no month has more than thirty-one days.

When the system cannot tell which number is which, it assumes that you entered the date in the same order that it will be saved: month, day and year. For example if you enter 100300, the system assumes you mean October 3, 2000. If all the numbers you enter are outside the month or day range, the system displays the warning: Error: Invalid date format MM-DD-YYYY. For example 142699 would produce this message because none of the numbers can represent a possible month.

## The Calendar Tool

The system offers a convenient graphic way to see and enter dates:

- Place the cursor in any date field and press CTRL + U to enter the current date.
- Double-click any date field to open a calendar.
- Double-click the desired day to exit the calendar tool and fill in the field with that date. You can also click the Return button once the date is highlighted to fill in the field.
- Click the Cancel button to close the calendar tool without filling in the date field.
- Click the Today button to set the date to the current date, then click the Return button to fill in the date on the record.



You can only select a day that is in the white (highlighted) area of the calendar. Days in the purple areas are from another month, so you must use the Plus or Minus buttons to make that month active before selecting the day.

## Printing

There are several ways to print from Oracle Utilities Work and Asset Management, and the method you choose will depend on what you are printing.

### Printing a Single Window

The easiest way to print a screen image is to select Print Window from the File menu. The system then opens a print dialog box where you can verify the printer, the number of copies, and other printing details. Click the OK button to print the window.

*Note:* You can also press Alt+Print Screen capture a screen image that you can then paste into another application, such as a word processor, and print from that application.

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## Printing Search Results

In order to print search results and other documents that may span several screens (such as transaction logs), select **Export Search Results** from the **Actions** list. After verifying that the preview copy contains the required information, you can use your browser's controls to print the document.

*Note:* See the **Searching** chapter for more information on printing search results.

## Printing Records

Modules often have print actions that are useful for printing individual records. Both the **Purchase Order** and the **Work Order** modules, for example, include actions to print records with or without the attachments associated with those records. When you select one of these actions, the system opens either a print dialog box or a print preview, depending on how your organization has configured the **Web Configuration Business Rule**. If a preview opens, you can use your browser's controls to print the record.

## Printing Reports

When you run a report, the settings in the **Web Configuration Business Rule** determine if the report previews first in a separate browser window, or if the **Report Options** dialog box opens where you can select from various output formats. If the preview opens, you can click your browser's print icon to print the report. If the option box opens, you can select a printer to print the report and click the **OK** button.

*Note:* See the **Administration** book for more information on setting **Business Rules** and printing **Reports**.



# Chapter 8

## Searching

A search is the process of finding a record or set of records by using the Search Options and Search Results windows.

The system also allows you to save your searches so that you can easily return to the same set of records. Like favorites, saved searches are great time savers because they provide quick and easy access to frequently needed records. When you save a search, the system creates a link to it in the Saved Searches list on your home page.

### Search Options

Almost every module has a Search Options window where you can describe the records that you want to find in that module. Display the Search Options window from any point in the module by clicking the Search Options button on the navigation bar or by selecting Modify Search from the Actions list. You have the option of entering very precise search criteria, or vague search criteria. However, the more accurate you are, the faster the system can locate possible records and the shorter that list of possibilities will be.

The screenshot shows the 'Search Options' window for the 'Work Order' module. The window has a blue header with the Oracle logo and the text 'Oracle Utilities Work and Asset Management V1 8.0 (v18-6)'. Below the header, there is a navigation bar with 'Search for Work Order' and a 'Go to Module' button. The main content area is titled 'Search for Work Order' and contains a 'Search for' field, a 'Search' button, and a 'Refine your search' section. The 'Refine your search' section has a heading 'Refine your search. Include specific items in your search:' and contains various input fields for search criteria, including 'Work Order', 'Work Status', 'Work Request (2)/Requestor', 'Class/Category', 'Asset ID (1)', 'Component ID (1)', 'Dept/Area (1)', 'Crew', 'Process (1)', 'Approval Route', 'Account No. (1)', 'Work Description', 'Phase (2)', 'Change Request (2)', 'Job (2)', 'Vehicle Codes (2)', 'Safety (2)', 'Work Priority >= <=', 'Required Date <= >=', 'Work Type', 'Deficiency Tag (1)', 'Benchmark', 'PM Master', 'Planner (1)', 'Project/Subproject', 'Building (1)', 'Location (1)', 'Assign to (2)', 'Held For Parts (2)', 'Shop (2)', 'Renewal/Work (2)', 'Service Request (2)', 'Reason (2)', 'Action (2)', 'Created >= <=', 'ISO Related (2)', 'Health (2)', 'Environmental (2)', and 'Run to Failure (2)'. There are also checkboxes for 'Exact Match' and 'Search Task?' and a dropdown for 'Order By' set to 'Created Date (Descending)'. The left sidebar contains a 'Views' list and an 'Actions' list with options like 'Search', 'Save Search', 'Clear Fields', 'Save Default Fields', and 'Restore Default Fields'.

Search Options window for the Work Order module

For example, if you search for something unique - like an exact work order number - the system returns the one record that you want. If you search for all work orders in Active status, which are

for a specific crew, you will probably get a list of only a few Work Order records. If you tell the system to look for all Work Order records in Active status, the system returns a longer list. If you leave all of the Search Options window fields blank the system returns a list that includes all of the records in that module.

In most cases, you enter selection criteria by typing information in the appropriate fields. However, you can also use the lists of values associated to some fields.

*Note:* For detailed information on using lists of values, please refer to the [Lists of Values](#).

You can enter new search criteria each time you search for records or, if you find that you need to repeat the same search often, you can save searches and execute them as needed. Once you have your personalized searches available, you can select them from the pull down list under “Select from your list of personalized searches” on the Search Options page. The pull down list only shows the saved searches that relate to the module that you are in. You can also execute searches directly from your home page.

*Note:* If you are [searching for work records](#) (Work Order, Fleet Work Order, etc.) there are additional tools used to search at multiple levels of the record.

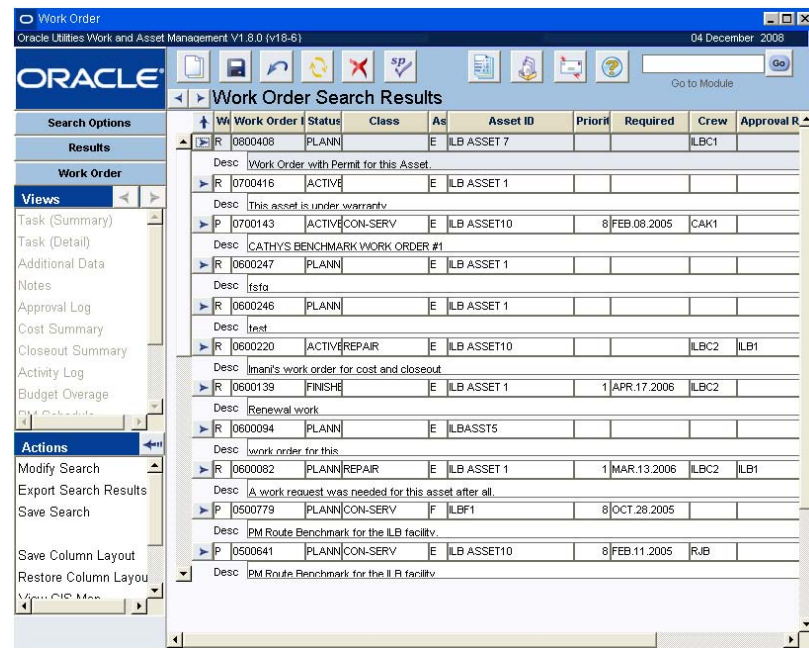
## Building Basic Searches

While on the Search Options screen, you can enter selection criteria using one of following methods:

- **Enter text** - To search for records with an exact match to a particular text string, do not use a wildcard. Entering SMITH in the Assign To field will return only those records with SMITH as the first six characters in the Assign To field.
- **Use the “%” wildcard alone** - The “%” sign is used as a wildcard in searches. To search for records with any value in a particular field, use the “%” wildcard alone.
- **Use the “%” wildcard before a text string** - To search for records with a particular text string anywhere in a given field, use the “%” wildcard before the text string. For example, with “%”SMITH in the Assign To field, the system will search for all Work Orders assigned to names containing the letters SMITH anywhere in the field regardless of additional text or spaces (i.e. E. SMITH, SMITHERS, etc.).
- **Click the list of values indicator** to select from a list of valid entries for a field. When a list of values is available, the list of values indicator appears to the right of the field when you place the cursor in the field.
- **Select Clear Fields** from the Actions list to clear the selection criteria.

## Search Results

After you enter your search criteria and click the Search button, the system displays the results in the Search Results window.



**Search Results screen**

The Search Results panel shows a few key fields of summary information about the records that match your criteria. The Search Results panel usually shows one record per line, but in a few cases, two or three lines are needed for the key fields.

Unlike some other summary displays, such as various log screens, you cannot change the sort order for the records by clicking the column labels. Instead, you must remember to set the search order on the Search Options panel before clicking the Search button.

The Search Results panel includes a scroll-bar immediately to the left of the search list. You can use this scroll-bar to scan up and down through the list. However, the scroll area indicator changes size as you move down through the list. This is especially confusing when you have a long list. For this reason, you may want to try using the Next Record and Previous Record buttons at the top of the work area, or the scroll up and scroll down keys on the keyboard to move through the records. For more on using the keyboard, see the section titled [Keyboard Shortcuts](#).

In some cases, the information on the Search Results panel changes to reflect the type of search you perform. For example, if you search the Catalog module for vendor information, the Search Results panel includes columns for vendor name and vendor part number. If you do not include vendor information in your search, the vendor columns are not included on the Search Results panel.

### How to Search for Records

#### 1. Open the module where you want to locate records.

If you do not enter any search criteria the system will return all of the records in the module.

#### 2. Enter search criteria, or select a saved search from the pull down menu.

If you are entering search criteria, remember to use the lists of values, where available, to select your search terms quickly. If you are selecting a saved search, be sure that the appropriate Search In radio button is selected.

If you are unsure of the first characters use a percent sign (%) to represent any unknown characters at the beginning of the word.

**3. Select an option in the Order By field.**

Choosing the correct 'order by' method can save you some effort, especially if you expect to have a long list of possible records. Sometimes it may be useful to order using an identification number, other times ordering by date or some other method may be more useful. Only experience with the system can help you to determine which method works best for you.

The system will usually present the list of possible records in ascending order. For example, if you tell the system to order possible asset records by asset number, it will show the asset with lowest identification number at the top of the list, and the one with the highest number at the bottom of the list. In some cases, the system offers an option of using a descending order, which will put the 'highest' at the top of the list.

**4. Click the Search button or select Search from the Actions list.**

Press F2 to find out the number of records returned by the search. This information is shown in the lower left corner of the window.

#### **How to Save a Search from the Search Options Screen**

**1. Create a Search.**

For help on how to create a Search see Search Options. The Search can end at a specific record or at the Search Results panel. Remember that it is the Search criteria not the actual record that will be saved, so if you want to save a specific record save it as a Bookmark.

Make sure to verify that the Search has produced the results that you want to save.

**2. Click the Search Options button.**

**3. Select Save Search from the Actions List.**

The Save Search dialog box opens.

**4. Enter a Subject and a brief description.**

The Subject will display in the My Searches window on your home page. If you want the description to display before you execute the saved search, check the Show Description Screen check box.

**5. Click the Important check box if you want to flag the search as important.**

**6. Click the Finish button.**

#### **How to Save a Search from a Record Header Screen**

**1. Create a Search.**

For help on how to create a Search see Search Options. The Search can end at a specific record or at the Search Results panel. Remember that it is the Search criteria not the actual record that will be saved, so if you want to save a specific record save it as a Bookmark.

Make sure to verify that the Search has produced the results that you want to save.

**2. From the Search Results window, click the Header button or double-click a specific record.**

**3. Select New Link/Search from the Actions List.**

The New Link/Search Dialog Box opens.

**4. Enter a Subject and a brief description.**

The Subject will display in the My Searches window on your home page. If you want the description to display before you execute the saved search, check the Show Description Screen check box.

5. **Click the Important check box if you want to flag the search as important.**
6. **Click the Current Search radio button below the description box.**

If you don't select the Current Search radio button, the search will be saved as a link and will appear in the My Links section of your home page.

7. **Click Save.**

## Exporting Search Results

### Field Descriptions

From search results windows, transaction logs, and various cost summary pages in the application you can select export actions to export the displayed information to a file. Exporting is particularly useful if you want to print or email more than one screen of data.

You can choose whether you want the data to be exported in HTML, text, or Excel XLS format. If you click the radio button to select an HTML or text file, the export results appear in a browser window where you can save or print the data. If you select an XLS file, a File Download dialog box opens where you can select to view or save the file.

*Note:* You can select Export Search Results from the Actions list on any Results of Search screen to create a “report” based on your search. An export will include all of the information that you can see in the Results of Search window.

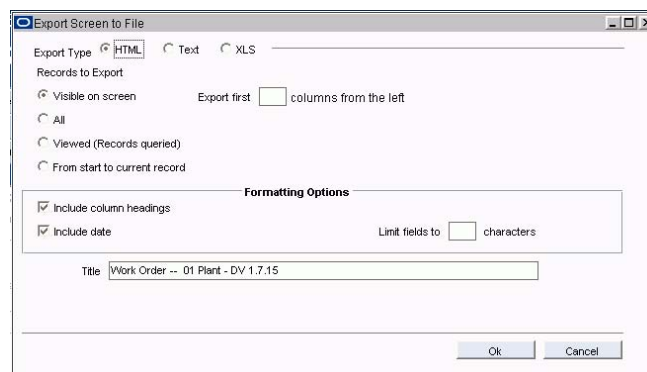
Select html as the export option, then open the resulting file with Excel to produce formatted output that can also be modified.

The type of export file you choose depends on what you need to do with the data once it is exported. Selecting HTML provides the advantage of having the information presented in a relatively attractive format, but once it is in this form it cannot be manipulated. Selecting Text produces a less attractive unformatted output, but leaves the data in a form that can be modified. Text format also allows use of delimiter to create import files for other applications. Selecting XLS results in a file that can be opened directly in Excel and other spreadsheet programs.

### How to Export Search Results

1. **Enter search criteria on the Search Options screen.**
2. **Select Export Search Results from the Actions list in the Results of Search window.**

The Export Screen to File window opens.



3. **Select the Export type.**

Choose one of the following options:

**HTML** - the export opens in a new browser window with the data formatted in a table.

**Text** - the export opens a new browser window with data presented as raw text. There are two features, Separator Character and Align columns, that only apply when you choose to Export to Text file.

**XLS** - the export opens a file download dialog box where you can select to view or save the file in Excel.

#### 4. Select which records to export.

Choose one of the following options:

**Visible on Screen** – Prints the records that are visible on the screen. This option allows you to open or scroll to the records that you want and only print that section of records.

**All** – Prints all of the results.

**Viewed (records queried)** – Exports the data for all of the records that you have looked at on the list. For example if you have a long list of records that has to be scrolled through but you only scroll down for two records past the first set, the export results will show all of the records from the first screen plus the first two that you scrolled down to.

**From start to current record** – Exports the first record to the record that is highlighted.

**Export first \_\_ columns from the left** – Controls the number of columns that you export. Enter the number of columns from the left that you want to export. You can also leave this field blank to export all of the columns.

#### 5. Select other desired formatting and output options.

If you leave the **Limit fields to \_\_ characters** option blank the data from each field will be printed in its entirety.

#### 6. Enter a title that you want to have printed as a header on the final document.

The system offers standard default title based on the module and plant description.

#### 7. Click the OK button to export the results or on the Cancel button to cancel.

A new browser window opens with the export results. You can print or save the document using your web browser's Print or Save functions.

A pop-up blocker might prevent the export from opening. Press and hold the Ctrl key until the html window opens showing the export results.

## Saving Searches

Once you have created a useful search, using the Search Options and Search Results windows, you might decide that you will want to save it to use again. Saved searches are listed on your home page under Saved Searches. You can select a list item to execute that search right from the home page window. Saved searches are most useful for finding records that require your attention on a regular basis.

### Save Default Fields

You can also select Save Default Fields from the Actions list after entering search criteria in the Search Options screen. This retains your current search criteria as the default criteria every time you open the module.

### Accessing Saved Searches

When you save a Search you are saving the settings that you used to find the records that you wanted - not pointers to those records. For example, if you select radio buttons on a selection screen and then save the Search, your saved Search will retain radio button information along with your other Search criteria. Since this is a link to a search, not to a specific record, these searches change depending on how records change to meet or not meet the search criteria. In order to link to a specific record, create a bookmark.

### Managing Saved Searches

Click the Options link next to Saved Searches on your home page to manage your searches including routing them to other users, or removing them from your home page. You can also click the small note icon next to a saved search to open a description of the search terms associated with the search.

## Methods of Saving Searches

There are two ways to save a search. The method that you use determines who will have access to the search and where on the home page the search can be found.

- Select Save Search from the Actions list

When you save a search the system adds a link under Saved Searches on your home page.

- Attach a search to a message

A search attached to a message will be received in the recipient's inbox. Use this method to share searches with other users.

You can also export your search to print should you need a paper copy of the search results. Please refer to [Exporting Search Results](#) for more information.

### How to Save a Search on Your Home Page

You can use saved searches to assist with your work tasks, for example, create a search to find all of the Purchase Order records that require your approval.

#### 1. Create a search.

You can save the search from the Search Options, Results of Search, or main record windows.

The search can end at a specific record or at the Search Results window. Remember that it is the search criteria - not the actual record - that will be saved, so if you want to save a specific record save it as a bookmark. Make sure to verify that the search has produced the results that you want to save.

#### 2. Select Save Search from the Actions list.

The Save Search dialog box opens.

#### 3. Enter a descriptive title for the search and a description of the search if desired.

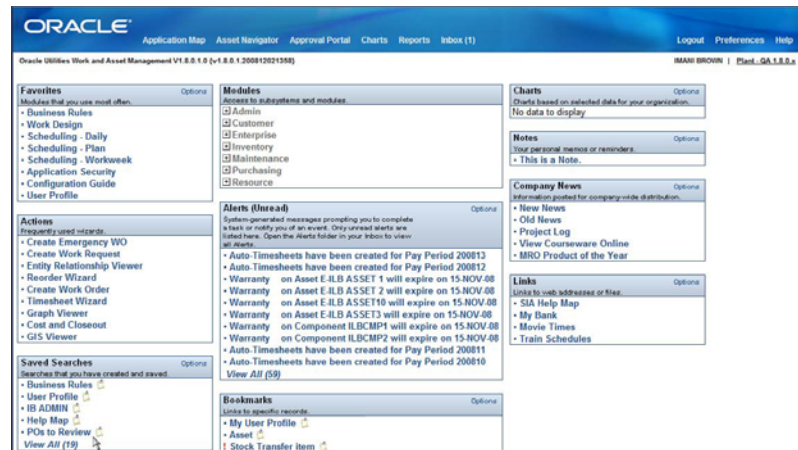
The title will display in the Saved Searches section of your home page. The description displays on the Edit Search window and can help remind you of the purpose of the search if you need to edit the search later.

#### 4. Click the Important check box if you want to flag the search as important.

#### 5. Click the Finish button.

The system saves the search and adds a link on your home page under Saved Searches with the text that you entered in the Title field appearing as the link to the search.

Press Shift-F2 to display in the hint bar the total number of records found by your search.



Home Screen with Saved Search added

### How to Save a Search as an Attachment to a Message

If you receive a search as an attachment to a message, you can save it to your Saved Searches list by opening the search and then selecting Save Search from the Actions list.

1. **Create a search.**  
Make sure to verify that the search has produced the results that you want to save.
2. **Click the Message icon.**  
The New Message window opens.
3. **Select the Current Search radio button at the bottom of the window.**
4. **Fill out the necessary fields to address the message.**  
See the section on How to Create New Messages for more information.
5. **Click the Important check box if you want to flag the message as important.**
6. **Select the Read Receipt check box if you would like to receive a confirmation once the message is read.**
7. **Click the Finish button.**

The system saves the message and sends it to the recipient's home page.

### How to Add a Search Received as an Attachment to Your List of Searches

1. **Open the message with the attachment.**
2. **Open the Search.**
3. **From the Results of Search screen, click the Search Options button.**
4. **Select Save Search from the Actions List.**  
A Save New Search Dialog Box opens.
5. **Complete the steps to save the search.**
6. **Click the Finish button.**

## Exact Match

Select Exact Match box to prompt the system to look for exactly what you have typed in.

General searches always end with a wild card, so regardless of what you type into a field the system looks for that value plus anything ending in that value. Selecting the Exact Match box removes that wild card. This is especially helpful for searching Description fields when you know the exact text you are looking for.

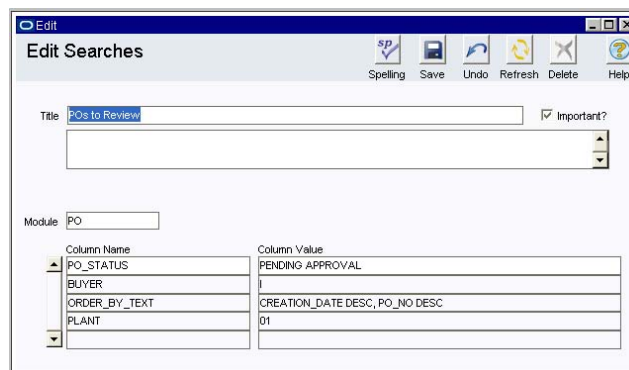


## Search from Your of Personal Lists

From the drop-down list at the top of every Search Options screen you can select saved searches that you have related to that module. This feature allows you access to your saved searches without requiring that you return to your home page each time. Use the radio buttons to search in your saved searches, your bookmarks, or your alerts from the Search Options screen.

## Editing Saved Searches

If you have saved a custom search on your home page and you need to change the SQL statement, you can either edit the existing search or delete it and create a new one. To edit the existing search, open your home page and click the Options link next to Saved Searches. In panel that opens, click the Advanced Edit button. In the Edit List window that appears, select the search you want to change and click the Edit button.



**The Edit Search Window**

*Note:* Click the Edit button to modify the highlighted search.

The Edit Search window opens where you can change the search details. If an Custom SQL text was used to build the search a column named CUSTOM\_QUERY is included along with the text of the query. You can edit this text as necessary and save the search for future use.

## Creating Advanced Searches

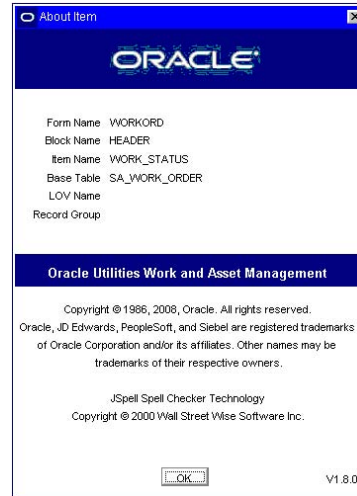
Create a custom SQL to search for records if the Search Options window does not have the field that you need to search for. The Custom SQL action allows you to add to the **where clause** of the SQL statement executed for your search.

*Note:* Custom SQL searches can be used to find any criteria. However, using them is an advanced function. Please consult your system administrator or DBA for more information.

Searches have three segments. The **select** portion of the query is hard-coded into the system and cannot be modified. The **order by** is controlled via “Order By” options displayed on the Selection window. The **where clause** is constructed when the statement is executed, using information on the Search Options window plus any text in the Custom Query Text window.

Custom SQL searches can be used to find any criteria. However, using them is an advanced function. Please consult your system administrator or DBA for more information.

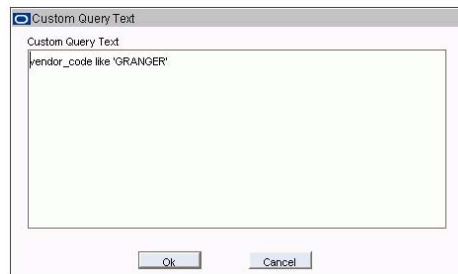
To use Custom SQL, you must be aware of the base table or view name and the field name(s) you want to use. In order to identify the base table or view name, execute a query in the module where you are working to get to the Results of Search window. Put the cursor in the field you want to search for and choose About Item from the Help pull-down menu. The system displays the base table name and the field name (item name) in the About Item window.



**The About Item window**

Once you have built and executed the search, you save it on your home page and, if appropriate, forward it to other users.

Once you have the information you need, open the Search Options window and enter any information in the regular Search Options fields that you want to be part of your search. Select Custom SQL from the Actions list. The Custom Query Text dialog box opens where you can add your additional *where clause*.



**Custom Query Text window**

When entering custom query text, you do not need a leading “and”.

After you have entered your custom query, click the OK button to return to the Search Options window. Notice there is now an asterisk (\*) next to the words Custom SQL on the Actions list. Select Search from the Actions list to execute your custom search.

System Administrators can disable users’ ability to use Custom SQL by adding the DISABLE CUSTOM SQL Responsibility to the user’s profile. This special responsibility is designed to only include the function needed to disable Custom SQL.

#### **How to Disable Use of Custom SQL**

1. **Open the Responsibility module.**
2. **Search for the Responsibility named “DISABLE CUSTOM SQL”.**
3. **Select the Assigned Users view.**
4. **Add the user to the list.**

#### **Even More Advanced Searches...**

If you want to search for information not stored in the base table or view, you can write a “join”. Make sure you remember to use a complete prime key - including Plant. If you need assistance, contact your system administrator.

## Searching for Work Records

Work Orders are structured in such a way that the Search Options screen needs to include multiple layers to account for whether you are searching at the work order level or at the task level.

Some searchable fields, such as Asset ID and Account Number appear on both the work order header and on the work order task. These fields are identified on the Search Options windows by a (1) after the field label. If you want to search these fields at the Task level, enter your search values and check the Search Task? box in the lower right corner of the Search Options window. If you want to search for information on the main header record, do not check the Search Task? box.

Other searchable fields, such as Service Request number, exist only at the Task level. These fields are identified on the Search Options screen by a (2) after the field label. If you enter a search value in these fields, your search will be executed at the Task level without additional action on your part.

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# Chapter 9

## Lists of Values

Lists of values provide code numbers, names, locations, and other information to fill in fields. The lists serve to help you locate information that you may not remember. They also ensure that the information entered is both consistent and correct.

For example, an account number for Storeroom #1 might be 1034-6457-92345. It would probably be difficult for you to remember this number, or even if you did remember the number you could easily make a mistake when entering the digits manually. A list of values would help you to avoid both of these problems by associating the number to a description (e.g. “Storeroom #1”) and by enforcing the correct entry of the number.

If a field has an associated list of values, an indicator button appears to the right of the field when you click in the field. Click this indicator button (or press F9) to display the list of values. Select one of the values to populate the current field. You can also enter a partial value in the field and then, when you tab out, the system returns the list of values dialog box with all values beginning with the partial value entered.

Most fields with lists of values associated with them will not accept values that do not appear on the lists.

The list associated to a field may get its values from other modules, business rules, or code tables. If you have the appropriate authorization and responsibilities, you can modify the values for a list by changing the source. You can create new codes, add to your lists, link the lists used by related fields, or complete other list-related enhancements.

*Note:* Administrators can also create custom lists of values if more options are needed to suit your business needs. You can find more information on custom lists in the Administration User Guide.

### Narrowing the List of Values

Some lists of values are long and difficult to search. You can use several options to speed up a list of values search.

- **Use Partial Data** - Enter part of the value into the field before pressing the list of values button. This shortens the list retrieved, and you only see the values that start with or contain (depending on what you enter) the partial value entered. For example, if you enter “502” in a Stock Code field and then pressing the list of values button or F9, the system only returns the stock codes with “502” as the first three digits.
- **Just Start Typing** - When in a list of values, if you know what the value you're looking for starts with, simply start typing! As you type, the system shortens the list to only present the records starting with what you type. For example, when in a list of values for a Username field, you see that all usernames are presented last name then first

initial such as SMITHJ for John Smith. If you are looking for Bob Thompson's username, type "T". The system removes any usernames that don't start with "T" from the list. As you continue to type, the list continues to shorten so you can easily select the value you want.

- **Use the Find Feature** - You can use the find feature on a list of values, to search across the entire line displayed. Place the cursor in the Find field. Type the character string you want to search for. You can use the "%" wildcard if you are unsure about how the value begins. Click the Find button. The system returns only those values matching your criteria in the list of values dialog box. The Find feature searches all fields included in the list of values, not just the primary field.

## Searching a List of Values

You can often limit the length of a list of values by entering part of the code or number that you need. However, at other times you may not know anything about the code or number. In these cases you only have the description to work from; this is where the ability to search a list of values is very useful.

### How to Use a List of Values

If there is already a value in the field and you want to change it, you must first clear the field of the value that is already there before you click the list of values button. If you do not clear the field first, the system will assume that the value that is already in the field is the one that you want and it will not open the list.

#### 1. Place the cursor in a field.

If the field has an associated list of values a list of values button will appear to the right of the field.

#### 2. If you know part of the code or number you need, enter that data.

Entering partial data will help limit the list by excluding any items that do not include the data that you enter.

In order to represent the portion of the word or number that you do not know, use a percent sign (%) before the characters that you enter. The "%" acts as a wild card, representing any combination of characters.

For example, if you were trying to use a list of values to get the account number mentioned above (1034-6457-92345), you could look through the whole list of values for account numbers, or you could enter "%64" to retrieve a list of all account numbers that contain the number "64". You could also enter multiple "%" signs if you know portions of the number or word that you are looking for. Entering "%64%34" in the field, would return a shorter list which would include the number "1034-6457-92345". The list would also include 1000-6400-00023, 1640-2300-00000, and any other valid account number that contains a 64 followed by a 23. If 1034-6457-92345 were the only valid account number that matched these criteria, the system would automatically return to the record that you are working on and put the number in the field.

#### 3. Click the list of values button.

The list window opens.

The list window usually presents two columns; the code or identification number and part of the description associated with that code or number. Scroll through the list of names or numbers until you find the list item that you need.

The list window also includes the ability to search the list of values. For more information on searching lists of values, see the section titled Searching Lists of Values.

**4. Double-click the item that you need.**

The system returns you to the record that you are working on and fills in the field with the information that you selected.

You can also select the item by selecting the item in the list of values and then clicking OK.

**How to Search a List of Values**

**1. Click the list of values button or press the F9 button to call up the list window.**

The list window usually presents two columns; the code or identification number and part of the description associated with that code or number.

**2. Enter the combination of characters that you want to find in the Find field.**

The Find field is at the top of the list of values window. The combination of characters can be part of the code or number, or a word or phrase. The “%” is already in the field to represent any characters that you do not know.

**3. Click the Find button.**

*Note:* You can also double-click a line in the list of values and the system will fill in the field using data from that line.

The system returns all of the items on the list that match the values that you enter. If you type in an exact value or the only value that matches your criteria, the system returns to the record and fills in the field with the selected value. If there are multiple matches to your search criteria, the system will return a short list containing all of the items that match your criteria. Highlight the list item that you want and click the OK button to return to the record and fill in the field.

## **When to Use Drill-Down Rather Than a List of Values**

If you are in a field with a list of values, but the list is too long to scan or requires partial entry that you are unable to supply, use drill-down instead. Leave the field empty and double-click. If drill-down is available the system opens the Search Options window in the associated module where you can use a variety of search criteria to locate the correct record. Once you have found it, highlight the value and copy it by pressing CTRL-C (or selecting Edit/Copy from the menu bar). Use the window’s menu to return to your original module, and press CTRL-V to paste the copied value into the original field.

# Chapter 10

## Customizing User Settings

When the system is initially installed, your system administrator configures the application to match the business needs of your organization. The system administrator sets up information about employees in the User Profile module, assigns access and duties to each employee in the Responsibilities module, sets up any user defined fields required by your organization, and determines how the system works specific to your organization in the Business Rules module.

In addition to the configuration done by your system administrator, you can customize certain options in your user profile to make your interaction within the system more efficient and specific to your needs. You can set up functions using key values, change your password, define your default printer, set up a reports list, set date formats, specify document file types for local applications, and [set up your transaction logs](#).

### Understanding User Profiles

The User Profile module, located in the Administration subsystem under System Configuration, contains information about specific users. Each time you sign on to the application, the system checks the settings in your User Profile record and applies them to your log-in session. Since this information is specific to the application, not any certain computer, your settings are in place whenever and wherever you log onto the system. For a detailed description of the fields on the User Profile record, please refer to the system user guides.

The screenshot shows the Oracle User Profile record form. The window title is "User Profile" and the application is "Oracle Utilities Work and Asset Management V1.8.0 (v18-10)". The date is "04 December 2008". The form is titled "User Profile" and contains the following sections:

- Search Options:** Username (text field), Status (dropdown menu, set to "Active"), E-Mail Address (text field).
- Messages & Alert Options:** Four checkboxes: "Receive Alerts as Email", "Receive Alerts in Inbox: Alerts Folder", "Turn off Alerts for WEB reports", "Receive Messages as Email", and "Receive Messages in Inbox: Folder".
- Employee Information:** Number (text field), Title (text field), Name (text field), Phone (text field).
- Default Information:** Name (text field), Printer (text field), Plant (text field).
- Key Value Table:** A table with columns: Key Name, Key Value, Key Value 2, and Key Value 3. The table is currently empty.
- Key Description:** A text area for describing the key values.

On the left side, there is a navigation pane with "Views" and "Actions" sections. The "Views" section includes: Credit Card Info, Approval Title, Default Approval Route, Password Administration, PIN Administration, Change Password, Change PIN, Responsibility, FGA Responsibility, and Responsibility Change. The "Actions" section includes: Duplicate Last Record.

User Profile Record

## Message and Alert Options

You can receive messages and alerts as regular e-mail, rather than, or in addition to, receiving them on your home page. To do this, enter an e-mail Address in your User Profile and check as many of the Receive As check boxes as apply. If you do not mark any of the boxes, you will not receive messages.

In order for the system to send e-mail, a Web server is required, along with access to an e-mail server. The Email Configuration Business Rule must be set to define the URL for the Oracle Utilities Work and Asset Management e-mail server and other e-mail options. Your organization can configure the system to use either standard or enhanced e-mail integration. If the standard option is selected, and you receive an alert requiring an action on your part, such as an approval, you have to enter the system to complete that action. If the enhanced option is selected, and you receive an alert requiring you to review Requisition or Purchase Order, you can follow a link to the Approval Portal where you can approve the record without having to open the individual record.

If you do not want to receive an alert when a report is printed, select Turn Off Alerts for WEB Reports. If you print many reports, you may want to do this to keep the print alerts from obscuring more meaningful alerts that require your attention.

## Setting Key Values

The Key Name and Key Values fields in the bottom of the User Profile window allow you to configure the system to respond to certain situations according to your specifications.

### How to Set Key Values

1. **Open the User Profile module under System Configuration in the Administration subsystem.**
2. **Search for your username on the Search Options screen and select Search from the Actions list.**
3. **Select a Key Name in the lower section of the screen.**

For example, select Error Messages. According to this setting, when you receive an error message you can set the system to respond in one of two ways.

To define your own default printer, select a printer from the list of values in your User Profile Printer field.

4. **Select the Key Value from the list of values and click the OK button.**  
When you click the list of values button next to the first Key Value field, you find out that you can have the system send an alert pop up menu, or a message at the bottom of the screen.
5. **Click Save.**

Now you have set the system to display an alert pop up screen whenever this user receives an error message.

There are many settings beyond what is described in this chapter that can be applied through key values in the User Profile module. Work with your system administrator to understand what each of the settings means and how its configuration will affect your work.

## Building Your Reports List

Create a personalized list of reports by choosing report numbers in the Key Name fields of your User Profile record. The reports that you choose will appear in the My Reports group in the



Reports List that you can access from any module. You can also access these reports from your home page if you add the Favorite Reports component.

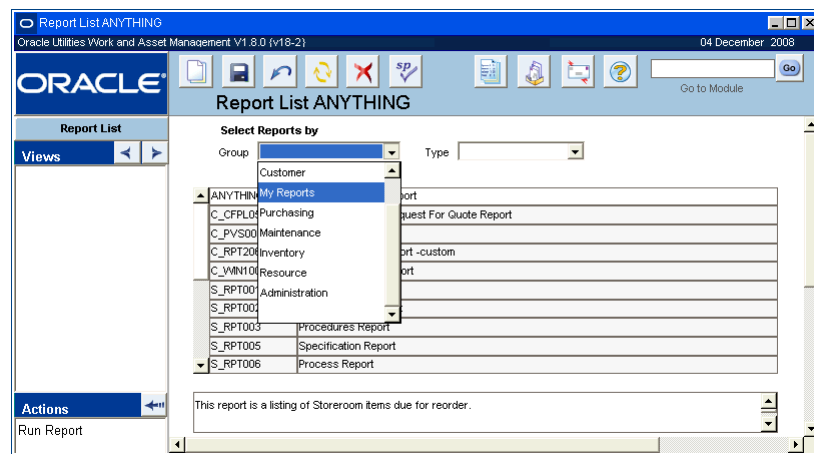
Reports are sorted by Groups: Subsystems and My Reports. The My Reports grouping is a collection of reports which you have placed on your personal reports list.

### How to Build Your Reports List

1. **Open your User Profile record.**
2. **Place the cursor in a Key Name field.**
3. **Click New.**
4. **Click the list of values button.**
5. **Select the desired Report ID.**  
If you know it, you can also enter the Report ID directly.
6. **Click OK.**
7. **Click Save.**

The system adds the report selected to your user profile. It also adds the report to the My Reports group in the Reports List and to your home page under Favorite Reports.

When you open Reports List by clicking the Reports icon on your home page, you can select a report group from the drop-down list to narrow your choices of reports. My Reports is one of the groups on the list.



Reports List

### How to Select a Report Group to Show on the Report List

1. **Open the appropriate User Profile record.**
2. **Select the first blank Key Name field.**  
If no blank rows are available, click an existing Key Name and then click the new icon to create a new row.
3. **Select Default Report Group from the list of values and click OK.**
4. **Click in the Key Value field.**
5. **Select the Report Group from list of values and click the OK button.**
6. **Click the Save icon.**

The Report Group you have selected will appear the next time you view the Report List.

## Maximizing All Windows

You can set the system to automatically maximize module windows by closing all open modules then placing setting your option to Maximize All Windows. This setting does not control the overall module window, just the modules themselves as they open.

### How to Set the System to Maximize All Windows

1. **Open the User Profile module.**
2. **Locate “Maximize Window Size” in the Key Name column.**
3. **Enter “Y” in the Key Value column next to this setting.**
4. **Click Save.**

## Specifying Document File Types

The Document File Type Association Business Rule defines the global location (usually a shared network drive) and name of application executables needed for viewing external documents. These documents are referenced in and accessed through the Document Control module. If you have applications that reside on a different drive than the default listed in the Document File Type Association Business Rule, you might want to specify that drive in your User Profile record. This functionality allows you the flexibility to run third party applications locally instead of across a network.

*Note:* If you have applications that reside on a different drive than the default listed in the Document File Type Association Business Rule, you might want to specify that drive in your User Profile record.

### How to Define the File Path of Local Applications

1. **Enter “Document File Type XXX” in the Key Name field.**  
XXX is the three-character file extension or file type.
2. **Enter the program path in the first Key Value field.**
3. **Click Save.**

## Changing Your Password or PIN

After your user profile has been set up, you have the option to change your application password or your PIN if applicable.

### How to Change Your Password

1. **Open the User Profile module under System Configuration in the Administration subsystem.**
2. **Search for your username on the Search Options screen and select Search from the Actions list.**
3. **Select Change Password or Change PIN from the Views list once your User Profile screen opens.**

If you choose Change Password, the system displays a warning message indicating that you will need to exit the application after changing your password. Click the Yes button to open the Change Password window.

4. **Type your new password in the New Password field, then type the new password again in the Confirm field.**  
Passwords are not case-sensitive and most special characters cannot be used.
5. **When you are ready to continue, press the OK button.**

To discard the new password and keep the old one, click the Undo button. Otherwise click the Save button to save the change.

After you click Save, the system displays a message box stating that your password has been successfully changed and reminds you to log out and to log back in.

## Assigning Default Approval Routes

You can set the system to enter a default approval route whenever you set a record to Pending Approval status. This function ensures that the employee will enter the correct approval route.

Generally, default routes are established when new users are entered in the system or during system configuration, and basic users might not have the authority to make these modifications. However, it is important that you become familiar with the availability of this functionality.

### How to Assign a Default Approval Route to an Employee

If you specify a default routing list on your User Profile record, the system automatically enters that route when you create documents. You can specify a different default for each type of document that uses approval routes. If necessary, you can also change the route that is defaulted on the document before you save it.

1. **Open the employee's User Profile record under System Configuration in the Administration subsystem.**
2. **Select Default Approval Routes from the Views list.**
3. **Select a Document Type from the associated list of values.**

The document type indicates the type of record the user must be working on for the system to offer the associated approval title.

4. **Select a Default Route from the list of values for each Document Type row.**
5. **Repeat Steps 3 and 4 for each document type.**

Even if you want to use the same approval route for each document type, you must create a separate entry for each document type.

6. **Click Save.**

## Responsibilities

User specific responsibilities are set by your organization and should be carefully planned before the system is configured. They can only be modified by the system administrator. If you find that your responsibilities are not set correctly, or you need to add or remove responsibilities, contact your system administrator.

# Chapter 11

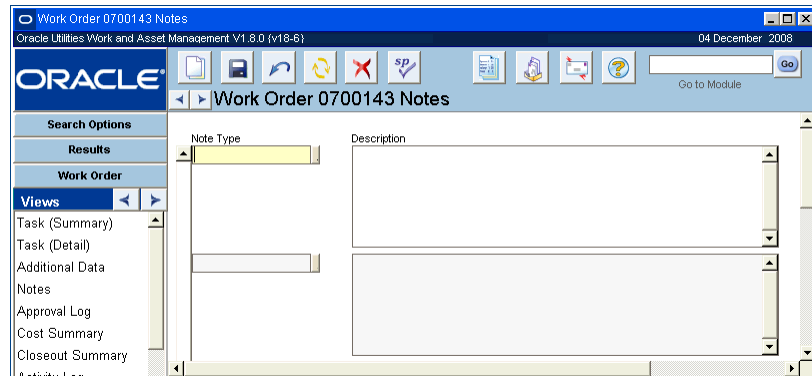
## Notes

*Note:* Many modules and views include a Notes view where you can enter and maintain notes or comments about the record. All Notes views look alike and function in the same way. *Note:* When a record has an associated note, an asterisk appears after Notes in the Views list on the Navigation Bar.

In most modules, the notes that you enter are carried over to new records that are created as a result of the existing record. For example, notes entered on a Requisition or Vendor record are transferred to the Purchase Order record that is created from the requisition. If you create a work record that requires that parts are ordered, any notes entered on the work record are transferred to the requisitions or purchase orders that result from the work record. Likewise, if there are notes included on the records for the catalog item or the storeroom record for the item, notes are carried over to work and purchasing records.

### Notes Views

Select Notes from the Views list to attach a note to a record. Each Notes window has two fields: Note Type and Description.



**Note View**

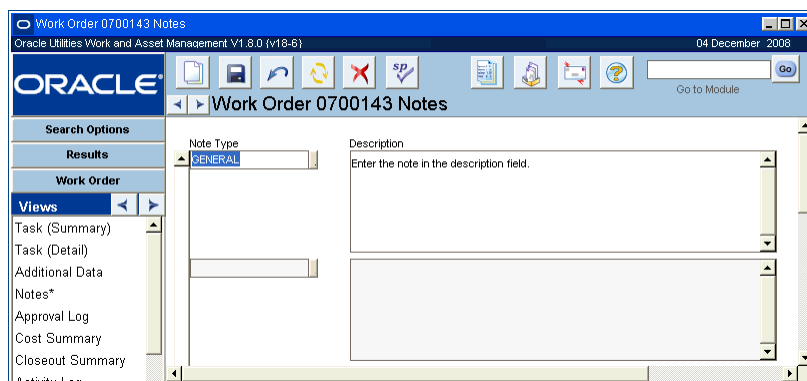
**Note Type** - The note type classifies the note to allow the system to find it quickly.

The system only allows one note per note type. You can add one note to another of the same type in the Description field – in effect, maintaining a running log. The field has an associated list of values, which is controlled by Table 54 in the Code Table and Codes module of the Administration subsystem.

If you select a note type that has already been associated with the record, the system waits until you try to save the record, then advises you that the record has already been inserted – meaning that a note of that type already exists. This can be frustrating if you are entering a long note, so it

may be worth doing a search before you insert a new note. If you want to enter a note that is the same type as an existing note, add your text to the end of the existing note.

You can also use Standard Notes which allow you to generate and maintain standard text that may be attached to any item in the application where Attachments are available.



### Sample Safety Note

Note: The asterisk (\*) in the Views list indicates that a note is attached to this record

**Description** - The Description field contains the note text. You can enter as much text as you need. You can edit existing records by adding and deleting text, etc. You can also copy and paste text from other sources.

If you need a larger description area, or need a wider area to get columns of text to align, you can double-click the Description field to open the Editor window, which can be sized to meet your needs. The Editor window also includes a Search button that can be useful for finding specific text in a long note.

### How to Add a Note to a Record

1. **Select Notes from the Views list.**
2. **Click New.**

The system opens a blank record.

3. **Select a Note Type from the list of values.**
4. **Enter the note text in the Description field.**

Remember that you can open the Editor window by double-clicking in the field.

5. **Click Save.**

You can scroll through the notes for a particular record by using the Previous and Next buttons at the top of the panel.

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# Chapter 12

## Attachments

Attachments are documents that are independent of, yet give information about, a record. For example, you may want to attach an installation guide update to a component ID record, a safety data sheet to a stock item record, a CAD drawing to a work order, or a letter of recommendation to an employee record.

Attachments can be associated with most records except for logs, schedules, and administrative records. Each module that supports attachments includes an attachment view.

### Types of Attachments

The advantage to attachments is that one attachment can be associated with more than one record. You can then update the attachment in one place and the new changes are associated with all of those records. While the system recognizes many types of attachments, they all can be classified into two general categories:

- [Internal Attachments](#)
- [External \(Document\) Attachments](#)
- [BLOBs](#)

Attachments can be associated with most records except for logs, schedules and administrative records. Each module that supports attachments includes an Attachment view you can use to attach documents to records.

Attachments must be stored in a location, such as a network drive, that is shared by all users that will want open the attachment.

### Internal Attachments

Internal attachments are part of the regular Oracle Utilities Work and Asset Management database and are maintained as a separate record attached to the parent record.

The system maintains the following types of internal attachments:

- [Procedure](#)
- [Standard Notes](#)
- [MSDS](#)
- [Specification](#)

Internal attachments can be viewed on the screen, but do not print when the parent record prints. If printing is a concern, you use a document attachment instead.

## External (Document) Attachments

External attachments can be hard copy documents, but more typically are computer files created by another application, such as a word processing or graphics program. In order to view and print external attachments you must have access to the computer program used to create the document. All external attachments are Document type attachments and information about the file location and file type must be entered in the [Document Control](#) module.

Be sure to store these documents in a location, such as a network drive, that is shared by all users that will want to access the information. The file extension used when you saved the document will be referenced in the File Type field in the application.

*Note:* In order to make sure that the system recognizes that a document is an external attachment, the value in the Attachment Type field must be set to “Document” when the attachment is created in the Document Control module. For example, if you have attached a MSDS document that was not created in Oracle Utilities Work and Asset Management, select Document rather than MSDS from the pull down list.

## BLOBs

You can also store document type attachments within the database. These files are stored within the database as BLOBs (binary large objects) and can also be viewed and printed if you have access to an application that can read the document. While BLOBs are stored within the database, they are external attachments because they were created by applications other than Oracle Utilities Work and Asset Management.

## Why Use Attachments?

With attachments, you build and maintain one version of a record, and reference that record throughout the system. You can then update the original attachment and the changes will be updated at each place in the system where it is referenced. This functionality can save hours of work and ensure that the most current version of your MSDS, Procedures, Specifications, etc. are always available when you need them.

## Attachment Modules

This section discusses the different attachment modules that you can create and how to build them. Each of these special attachments can be accessed by selecting Attachments and then the attachment type from the Resource subsystem.

<b>Document Control</b>	Cross references to documents created outside of Oracle Utilities Work and Asset Management, this can include both electronic files and printed materials (or even other forms of materials)
<b>Procedures</b>	Sets of step-by-step instructions
<b>Standard Notes</b>	Boilerplate text
<b>MSDS</b>	Material safety data sheets
<b>Specifications</b>	Detailed information about a piece of equipment

Once you are on the Search Options screen of the attachment type that you want to work on, click the New icon or press the F10 key to start a new record. Enter the information for required fields and any additional information that you need. When you are finished updating the record, press the F10 key or click the Save icon to save the record.

Please refer to the individual chapters related to each attachment type in the Resource User Guide for more details on these attachments.

## Creating Attachments

There are three basic steps to creating an attachment:

**1. Create and store the attachment.**

External document attachments must be created in a separate program such as Word or Excel. It is important to establish where documents that are not part of the system will be maintained. Since an attachment points to the location of the document, if you change this location, the link will be broken.

**2. Register the attachment in the system.**

Internal attachments are registered automatically.

External document attachments must be entered in the Document Control module of the Resource subsystem. Please refer to the user guide for the Document Control module for specific instructions on how to register an attachment in the system.

**3. Associate the attachment to the record.**

This is done in the Attachment view for the record. This is also where you determine whether the attachment will be printed out when the parent record is printed.

*Note:* Steps 2 and 3 can be combined by selecting Create a Document Record from the Actions list of any Attachments view.

## Create Document Record Action

As mentioned earlier, documents must be registered in the system before they can be attached to records. However, from within a module, you can select Create Document Record from the Actions list to complete the registration step without completely exiting your task and opening the Document Control module.

The Create Document action creates a document record in the Document Control module of the Resources subsystem. Any type of file can be attached and, as long as the file extension (for example.DOC) is properly associated with the correct application, you can then open the file from within Oracle Utilities Work and Asset Management. You can establish file associations for either a single user, or for all users in a plant.

When you select the Create Document Record Action, the system opens the Create Document Record window.

**Create Document Record window**

**Document ID** - Depending on how your options are set in the Sequence Numbers module of the Administration subsystem, you can enter a Document ID or let the system do it for you. An ID you enter can be any combination of letters and numbers.

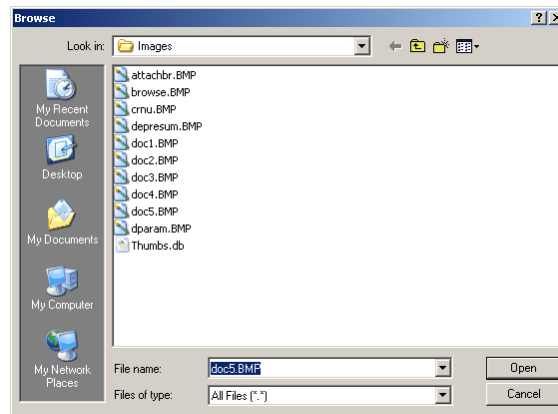


**Document Description** - The Document Description field is a standard description field. You can use the editor by double-clicking within this field.

**File Type, File Path and File Name** - The File Type, File Path and File Name are required. If you use the browse button to find the file, the system automatically populates these fields. Your computer must have a windows file association for the file type in order to display the file in your browser program correctly.

You can enter a file path as a standard drive location, a UNC machine name, or as a URL. However, you can browse only to files in standard drive locations.

**The Browse Button** - This button connects to the Windows browse function and allows you to find files quickly and easily.



**Browse window**

Since the action is designed for use with files that may refer to only a single record, you may want to delete the files once the work is done. The system creates the document record in Temporary status, which identifies it as a record created by the action. By using Temporary as one of your selection criteria, you can periodically review the Document Control module and delete records that no longer apply. If you decide the record may apply to future Work Request records, etc., you can change the status to Active.

### **How to Attach a Document Using the Create Document Record Action**

It is a good idea to verify that the Document ID that you want to use does not already exist in the system. You can do this by opening the Search Options screen of the Document Control module, and conducting a search for the ID that you intend to use.

**1. Open the appropriate record.**

This is the record that you want to add the attachment to.

**2. Select Attachments or Line Attachments from the Views list.**

Select Line Attachments if you want to associate the attachment to a line item only, not to the parent record.

3. **Select Create Document Record from the Actions list.**

4. **Enter a unique Document ID if appropriate.**

---

**Caution:** The system verifies that the Document ID is unique when you save the record. If it is not, the system disregards the record that you have attempted to create and uses the pre-existing record in its place without warning you. However, if the existing record was created using the Document Control module, the system may ignore it – potentially producing duplicate records in the Document Control module. Since this anomaly exists, it is a good idea to verify that the Document ID that you want to use does not already exist in the system.

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5. **Enter a Description.**

Since only the first few words of the description are shown elsewhere in the system (for example the Search Results panel in the Document Control module of the Resource subsystem), it is a good idea to make sure the first few words are actually descriptive. Do not begin your description with a phrase such as, “This document was created to...” as that would not be helpful in identifying the document.

6. **Select a File Type from the list of values, and enter the file name and file path.**

If you are attaching a file on a standard drive you do not have to complete this step if you click the Browse button. However, you can enter a document type to limit the types of files that you will see when you begin to browse.

**OR**

7. **Click the Browse button.**

The system opens the Browse for Document window. You can then browse to the file that you want in the standard Windows manner.

You can also fill in the File Name and File Path fields manually instead of using the Browse button.

8. **Double-click the file name in the Browse window.**

The file name and path copy to the Create Document Record window.

9. **Click the Save button.**

The system saves the record in Temporary status in the Document Control module of the Resource subsystem and adds it to the list of attachments on the current record.

### **How to Delete a Record Created by the Create Document Record Action**

When you want to delete an attachment you must delete it in the Attachments view and in the Document Control module.

1. **Open the Document Control module in the Resource subsystem.**

**TIP:** If you double-click the appropriate ID field in the Attachments view, the system opens that Document Control record for you.

2. **Open the appropriate record.**
3. **Click the Delete icon.**  
The system displays a message asking you to verify the deletion of the record.
4. **Click the Yes button.**
5. **Open the record that the document was attached to.**
6. **Select Attachments from the Views list.**
7. **Highlight the attachment and click the Delete icon.**

### **How to Associate an Attachment to a Record**

As mentioned previously, attachments can be used in several modules throughout the system. Follow the procedure below to reference an attachment that you have created.

1. **Open the record that you want to add the attachment to.**
2. **Select Attachments or Line Attachments from the Views list.**  
Use the line attachments option if you want to associate the attachment only to a line item, not the entire record. The Attachments view opens.
3. **Select an Attachment Type from the drop-down list .**
4. **Select and ID from the list of values.**  
This list will only show attachments of the type that you selected in the Attachment Type field. You determine the type when you create your attachment in the Document Control module.
5. **Click the Print? check box if you want to be able to print the attachment when you print the parent record.**  
Only Document type attachments (including Procedure Document type attachments) will print when you print the parent record.
6. **Click Save.**  
The system enters the associated Revision Number, Type, and Description information from the Attachment record and inserts it on the record. An asterisk is also added end of the word Attachments on the Views list to indicate that there is an attachment available for that record.

### **How to Set Up Sequence Numbering for Document IDs**

1. **Locate the SA\_DOCUMENT table in the Sequence Numbers module.**  
The Sequence Number module is in the Administration subsystem.
2. **Enter the sequence number starting point.**
3. **Enter a prefix, if desired.**
4. **Enter the length of the ID.**  
The maximum number of characters is thirty.
5. **Check the System check box, if you want to force system numbers.**  
If you do not check this box, the system will still supply a sequence number, but only when the user does not.
6. **Click Save.**

## **Printing Attachments**

Attachments can only be printed from select records. Once you attach a file to one of these types of records and check the Print? check box, for the item, there are usually four print options:

- Print the record by itself,

- Print the attachments associated to the record,
- Print the record and the attachments together, or
- Print one attachment that is associated to the record.

*Note:* Depending on how your system is configured, you may have the option of printing attachments directly to the printer, rather than viewing them on an interim screen first. Contact your system administrator for more information.

You can indicate which option you want to use by selecting it from the Actions list while viewing the appropriate record. Settings in the Attachment Print Configuration business rule determine how the printed output is handled once the action is selected.

There are two types of attachments that can be attached to a record: external attachments and internal attachments. As long as there is a check in the Print? box on the Attachment view, external attachments will print with the record where it is attached.

Internal attachments are intended to be viewed with the record and, with few exceptions, cannot be printed. Specifications are internal attachments but they can be printed with Purchase Order, Requisition, and Work Order Task records. Internal step procedures can also be printed with Work Order Task records.

External attachments are created in the Document Control module or using the Create a Document Record Action from any Attachment view window. When creating the attachment for this type of document, be sure to set the Attachment Type to Document so that it will be recognized as an outside file. For example, if you have attached a MSDS document that was not created in the system, select Document rather than MSDS from the pull down list so that the system will recognize that the document is not from an internal source.

If you are working with work order tasks, you can select the WO check box to have the attachment copied into the work order and printed automatically when a task references a record with the attachment.

Depending where you are in the application, you can also see two additional check boxes: PO? and Prt PO? which allow you to have the attachment automatically copied (when referenced) to a requisition/purchase order and printed on the printed purchase order document.

## Setting Default Attachment Types

The Attachment Types Business Rule determines what types of attachments are available throughout the application. Enter ALLOW or DISALLOW for each line item in the business rule depending on whether or not you want the attachment type to be available. The option status determines whether or not the attachment type listed can be used in any module.

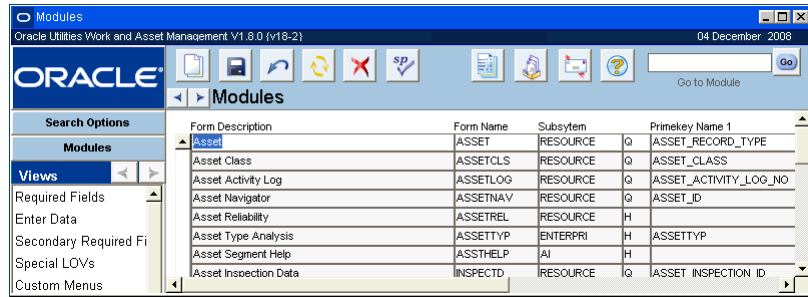
Options selected apply to all modules throughout the system.

## Setting Default Attachment Types by Module

You can also designate default attachment types by module so that when you open the Attachments view in a module, the system automatically lists the default attachment first. You are not required to specify a default attachment type, but doing so can save time if your organization routinely uses a particular type of attachment in a particular module. Once you have established a default attachment type, you can still change to another type by selecting from the drop-down list when you are creating the attachment. Also, you can specify different default attachment types for different modules.

**How to Set Default Attachment Types by Module**

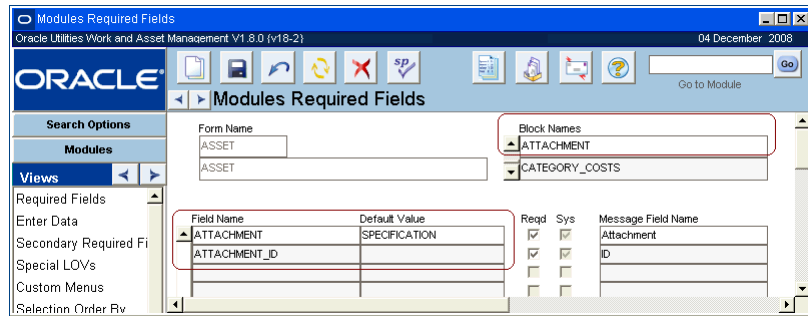
1. Open the Modules Administration - Forms module in the Administration subsystem.
2. Search for or select the module that you want to modify.



**Modules Administration - Forms module Results of Search screen**

Select the module that you want to modify here, or you can search for it on the Search Options screen.

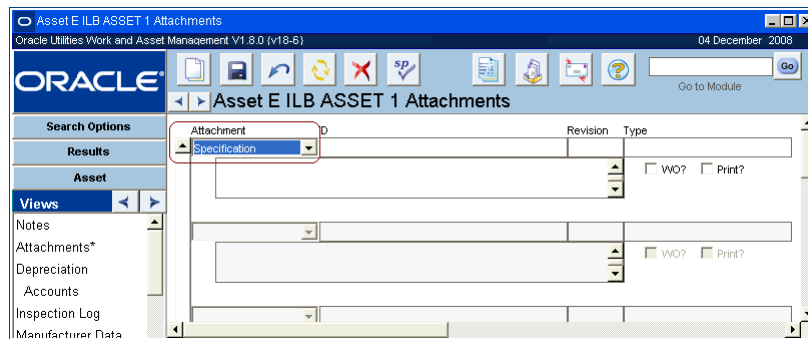
3. Double click the module name.  
The form blocks window opens.



You must first select the Block that you want to modify, then find the appropriate Field Name and enter a Default Value. The Default Value field does not have a list of values, so be sure to type in the attachment type correctly.

4. Select Attachment under block name.
5. Under Default Value next to the Field Name "Attachment" type in the attachment type that you want to set as the default.
6. Click Save.

The system designates the attachment type that you enter under Default Value as the primary attachment type on any new customer attachments that you create.



## Attachment Check Boxes

In some modules, the Attachments view includes check boxes which indicate how the attachments should be printed or carried over to other modules. For example, in the Asset module Attachments view, the following check boxes are included:

**WO** - The attachments will be carried over to work orders where the asset is referenced

**PM WO** - The attachment will be carried over to work orders that are automatically created from PM Masters that reference the asset

**Print** - The attachment will print with the attachment record when it is printed

The Asset module Attachments view is used as an example here, however these types of check boxes appear in various modules that include an Attachments view.

# Chapter 13

## Transaction Logs

The system records summary transaction information for many modules in transaction logs. Transaction Logs can provide a tracking tool that is useful in finding out when charges, status changes, or other changes to information in a particular module. You can also search for log entries for particular criteria such as changes made within a specified date range or by a specific user.

Search Options	Year	Mon	Trans Date	Typ	Trans. Amt	Account	Expense	Work No
Account Log	2009	01	JAN.01.2009 00.00	LR	404.00	ATC01-Y-NONE-NONE-NONE-001	00007	
Views	2008	12	DEC.31.2008 00.00	LR	404.00	ATC01-Y-NONE-NONE-NONE-001	00007	
	2008	12	DEC.04.2008 19.09	PC	.00	CFF-Y-DEBIT-COMP-DIRECT PO-001	00001	
	2008	12	DEC.04.2008 00.00	AC	-1,500.00	JEB-N-NONE-NONE-NONE-001	DEP001	
	2008	12	DEC.04.2008 00.00	AC	4,000.00	JEB-N-NONE-NONE-NONE-001	DEP001	
	2008	12	DEC.02.2008 00.00	DC	13,200.00	JEB-N-NONE-NONE-NONE-001	00010	0800489
	2008	12	DEC.02.2008 00.00	AC	4,892.00	JEB-N-NONE-NONE-NONE-001	00001	
	2008	12	DEC.02.2008 00.00	DC	232.50	JEB-N-NONE-NONE-NONE-001	00003	0800489
	2008	12	DEC.02.2008 00.00	DC	4,620.00	JEB-N-NONE-NONE-NONE-001	00008	0800489
	2008	12	DEC.02.2008 00.00	LR	4,400.00	JEB-N-NONE-NONE-NONE-001	00001	0800489
	2008	12	DEC.02.2008 00.00	AW	-573.33	JEB-N-NONE-NONE-NONE-001	00001	
	2008	12	DEC.02.2008 00.00	DC	840.00	JEB-N-NONE-NONE-NONE-001	00020	0800489
	2008	11	NOV.30.2008 00.00	DP	147.38	GBP-N-DEP-NONE-NONE-001	DEP002	

Transaction log features apply to all available transaction logs.

You cannot change any of the information presented in a transaction log, however you can order data by any column in either ascending or descending order. You can also rearrange the layout of the columns to meet your specific needs.

Please refer to the [Transaction Codes Guide](#) for a listing of transaction codes and their definitions.

## Printing Transaction Log Data

You can select Export Search Results from the Actions list to print or save the information from a Transaction log. Refer to the section entitled [Exporting Search Results](#) for more information.

### How to Change the Order of Transaction Log Data

1. **Click the column heading of the column you would like to sort by.**  
The heading will be highlighted blue once it is selected. The system orders the selected data by that column in ascending or descending order. The button directly above the scroll bar on the left displays either an up arrow indicating data is in ascending order or a down arrow indicates descending order.
2. **Click the up or down arrow located above the scroll bar on the left.**

The arrow changes according to how the records are displayed. Each time you click a column heading that was previously selected, it changes the order of the data from ascending to descending or vice versa.

### How to Rearrange the Columns of a Transaction Log

The columns of a Transaction Log can be rearranged so that you can view them in any order.

1. **Click and hold on the column heading.**
2. **Drag the column to the desired location (left or right).**
3. **Release the mouse.**  
The column remains where you released it.
4. **Select Save Column Layout from the Actions list if you want the columns to appear in this new order when you next view the report.**
5. **Select Restore Column Layout from the Actions list to return the columns to the previously saved layout.**

### How to Save Your New Format

Select Save Column Layout from the Actions list.

The system saves the column layout for the displayed transaction log to your user profile. If you rearrange the columns again and want the system to reset them back to your default format, select Restore Column Layout from the Actions list. You can also reset and re-save your default column format if desired.

## Modules with Transaction Logs

### Resource Subsystem

Account Log  
Component Tracking Log  
Document Log  
  
Function Account Log  
Keys and Locks Log  
Procedure Transaction Log  
Process Account Log  
Storeroom Transaction Log

### Maintenance Subsystem

Crew Activity Log  
Direct Charges Log  
Payroll Log  
Permits Log  
Timekeeping Log  
WO History module (Asset Failure History  
Analysis log under Failure History)

### Purchasing Subsystem

Blanket Contract Blanket Contract Log  
Cost Adjustment Account Log  
Purchase Order Account Log and Purchasing  
Log  
Service Contract Timesheet Log  
Inventory Subsystem  
Stock Checkout Transaction Log  
Property Management Property Log  
Receiving and Multi-Step Receiving Log

### Customer Subsystem

Service Request module Activity Log

### Administration Subsystem

Auditing Log  
Job Manager Log



# Chapter 14

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## Home Page

The home page is a personal webpage which you can configure to show the components you use most frequently. From the home page you can launch modules, receive alerts and company news, review records needing your approval, and view charts and other performance metrics that you select. You can personalize both the content and arrangement of the items on your home page.

### Home Page Toolbar

The toolbar at the top of your home page contains the following icons and links:

 **Home** - Clicking the Oracle logo returns to the home page. If you are already on the home page, clicking here refreshes the display.

**Application Map** - Opens the Application Map window containing links to all modules, grouped by subsystem. The App Map provides a quick way of navigating to modules that you have not added to your Favorites list. As with the subsystem menu, modules are listed alphabetically and only those modules you have in your Responsibilities appear on the Application Map.

**Asset Navigator** - Opens the Asset Navigator where you can move between records on different levels of the asset hierarchy.

**Approval Portal** - Opens the approval portal.

**Charts** - Opens an administrative page where charts can be added, deleted, or searched.

**Reports** - Opens the Reports List. A Search Results screen opens showing all available reports. When you select an individual report the system displays a brief description of that report in a box below the list.

**Inbox** - Opens your Inbox. Messages are passed between users within the system. Messages are automatically received and appear on your Inbox. message list.

**Logout** - Ends your session and returns to the Logon screen where you can begin another session.

**Preferences** - Select and arrange the elements on your home page, and/or set your date format preferences.

**Help** - Opens content sensitive online Help. Online User Guides include detailed descriptions of concepts, how the various pieces of the system fit together, what important fields mean and more.

**Plant** - Opens the Change Plant window where you can change plant information if you have access to multiple organizational plants.

*Note:* Your system administrator can also configure the system to display your company logo in the Toolbar.

## Favorites Toolbar

The toolbar at the top of many of the screens you can access from your home page provides links to the home page, the App Map, the Approval Portal and the first five items on your Favorites list.

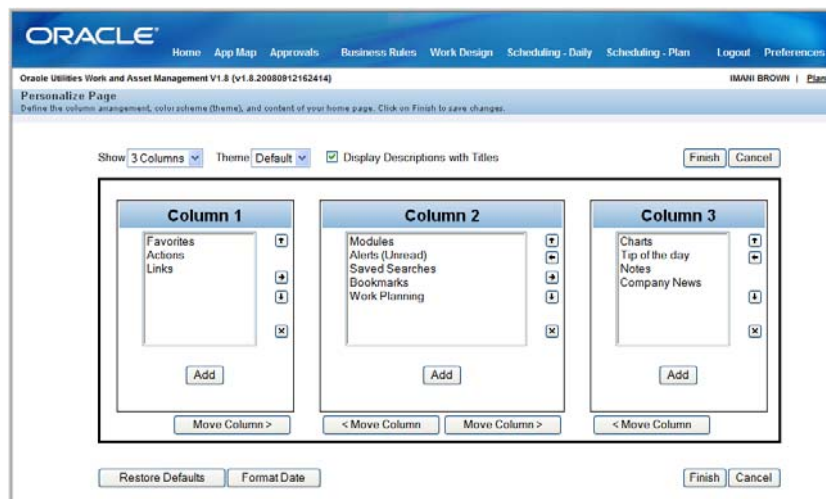


### Favorites Toolbar

The Options link opens the Favorites Preference window, where you can edit your favorites to add, remove, or reorganize the items that appear on the toolbar.

## Personalize Page

Select the Preferences link on the home page to access a page where you can select and arrange various components on your home page. This includes configuration of the content, order, and color scheme of the home page.



### Personalize Page screen

**Defining Page Arrangement** - You can determine the order and arrangement of the columns and content on your home page by selecting items and clicking the buttons that correspond to what you want to do.

**To rearrange columns:** click the Move Column buttons.

**To move components from one column to the next:** select the component and click the arrow buttons.

**To delete a component:** select the component and click the button.

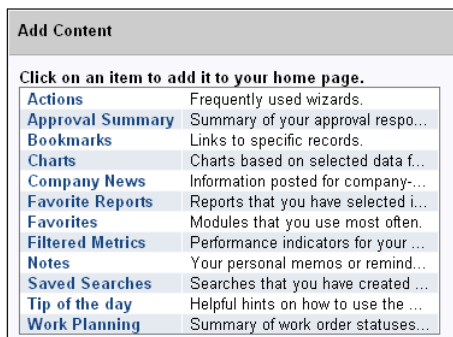
**Select one, two, or three columns** in the drop-down box next to Show to determine the number of columns to show on your home page.

**Number of Columns** - You can select one, two, or three columns.

**Theme** - You can select from several predetermined color schemes for your home page.

**Display Descriptions with Titles** - Select this box if you want to display a description of each element on your home page.

**Adding Components** - Click the Add button in each column to select the components to display in the column. The Add Content list opens containing all available components, excluding those already selected for your home page.



**Add Components**

Select the item that you want to add and the system returns you to the Personalize Page screen. If there are options available for the item, the system opens the screen to select those options.

For Favorites, Charts, and Metrics you can select which modules, charts, or metrics you want to display on your home page.

You can enter a maximum number of items to display. The default is 10.

Click the Finish button when you are when you are done configuring the component.

**Personalize Date Format** - The system allows you to determine how to display dates that appear in non-editable display oriented pages such as e-mails, and dates that appear in logs and timestamp fields. You can also determine whether to use standard or military time. Click the Format Date button on the Preferences screen to make your selections.



**Personalize Date Format**

Each column (Short Date, Long Date, and Time) can be modified separately. The date separator that you can choose only applies to the short date, and the time separator only applies to the displayed time.

**Restore Defaults** - Click the Restore Defaults button to quickly return your home page to the default three column display with the standard components selection. This change cannot be undone and removes all of your personalized home page settings.

**Finish** - Click the Finish button to commit all of your changes and return to the home page or click the cancel button to discard your changes and return to the home page.

## Home Page Elements

The following section describes each of the components that can be added to your home page. Please refer to [How to Add an Element to Your Home Page](#) for information on how to add components to your home page.

**Actions** - A list of frequently used actions including: creating regular and emergency work orders, work requests, timesheets, access to data entry in Cost and Closeout, and the GIS and Graph viewers. ([more information](#))

**Alerts** - System-generated messages that prompt you to complete a task or notify you of an event appear on your home page as alerts. Alerts differ from inbox messages in that they are produced by the system when particular situations arise that need a response. For example, approvers receive alerts when a record status change that requires approval is made. ([more information](#))

**Approval Summary** - A table showing the number of records requiring your approval. The approval summary also appears on the Approval Portal page. ([more information](#))

**Bookmarks** - Links to specific records. You can bookmark a record by opening that record and selecting Create Bookmark from the Actions list. Refer to the section on page 25 for more information on bookmarks. ([more information](#))

**Charts** - A list of charts that are predetermined by your organization. Selecting an item from the charts list opens the corresponding chart. ([more information](#))

**Favorites** - Save time by setting quick access to the modules that you use most frequently. You can rearrange, add, or remove Favorites by clicking Options. Once your Favorites list reflects all of the items that you need, select the desired module from the Favorites list to open that module.

**Favorite Reports** - A list of reports that you have added in your user profile. The reports displayed here can only be added or edited in the User Profile module. Click the Options link to specify the number of reports that should be listed.

**Links** - Documents or web links that you need to use frequently or would like to have special access to from your home page. While alerts are system generated, messages are sent by other users, and bookmarks are created to link to specific records, links are created by the user for the user to provide easy access to information. Select Edit to add, remove, route or modify your links.

**Filtered Metrics** - Performance indicators that are predetermined by your organization. Refer to the Administration guide chapters on Charts and Metrics for more information. ([more information](#))

**Modules** - Another way to access subsystems and modules. This list displays all of the available subsystems. Click the arrow next to a subsystem to view a listing of the modules in that subsystem. Select a module to open it. You also can use Favorites and the AppMap to access the modules you want to use.

**News** - The News section gives you a list of company events, postings, and links. News items can only added or changed by authorized users. If you have this authority you can create new news items by following the same process used to create a new link. Select the desired news item to read the contents. Some news items may contain links which you can click from within the Edit window. The link then opens directly into the application and file that it was created in.

**Notes** - Text only memos or reminders that you have created. Access your notes by clicking the note link that the system adds to your home page. Create a new note by clicking the Options link next to the Notes title, clicking the Advanced Edit button, then selecting the Add button in the Edit list window.

**Saved Searches** - Access to searches that you have saved from the search options screens of system modules. You can access your searches from both your home page and from the Search Options screen of the appropriate module. ([more information](#))

**Tips**- General tips about using the system. This section displays new tips each time you log on.

**Work Planning** - Summary of work order statuses and phases. ([more information](#))

## View All

Most of the home page components display a “View All” link if there are more items available than are shown on the home page screen. Click the link to view the complete list. To always display more items as default, can click the Options link and enter a higher number next to “Display \_\_\_\_ Items.”

### How to Add an Element to Your Home Page

1. Select the **Preferences** link from the home page.
2. Click the **Add Item** button in each column to select the components to display in the column.

The Add Content list opens containing all available components, excluding those already selected for your home page.

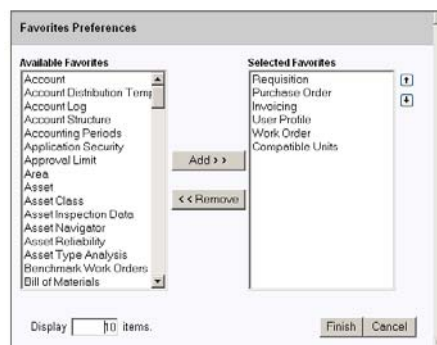
3. Select an item.

When you select an item from the Add Content list, the Preferences window opens where you can select the options related to that component. For instance, if you select Favorites, Charts, or Metrics the preferences pages for these will open where you can choose which items you want to see on your home page and determine the number of items to show. Make your selections then click the Finish button.

4. Click the **Finish** button.

## Editing Your Home Page Favorites, Charts, and Metrics Display

Click the Options link next to Favorites, Charts, or Metrics to select the options that you want to appear in these sections.



### Edit Favorites, Charts, and Metrics

*Note:* The Preference screens for Favorites, Charts, and Metrics are the same except for the specific items that are available. Click the appropriate arrow buttons to make your selections or to arrange items you have chosen.

You can add and remove the items that you want to have appear on your home page by highlighting the item then clicking the Add or Remove button. You can also double-click an item to move it between columns.

Enter the number of items that you want to display on your home page, then click Finish to save your changes and return to the home page.

The charts and metrics that are available for you to choose are determined by your responsibility settings and are plant specific. If you change plant, your list of available charts and metrics changes to reflect your responsibilities in the new plant.

The Work Planning edit screen is similar, however you also have the option to choose which statuses to display as well as whether or not to show the number of work orders where there is no planner assigned or where there are no crews assigned.

Work Planning Preferences

## Editing Your Lists of Bookmarks, Links, News, Notes, and Searches

Click the Options link next to a component title to determine the number of records to display for each of these home page components. If you want to rearrange, add, delete, or route one of these elements, click the Advanced Search link. The system opens the Preferences screen for the chosen element where you can click the button corresponding to the action you want to perform.

You can select the Link radio button and enter a file name or web link in the Link box to attach a link to the item. The link will then be accessible when the item is chosen from the home page.

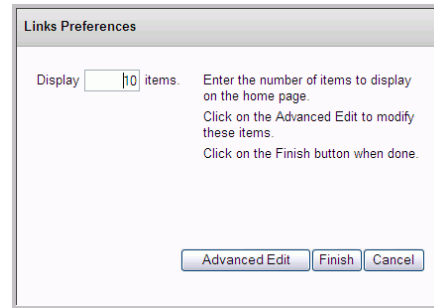
You cannot manually add alerts, they are sent by the system.

### How to Edit Home Page Components

#### 1. Click the Options link next to the component.

This process only applies to bookmarks, links, news, notes, and searches.

The Preferences window opens.



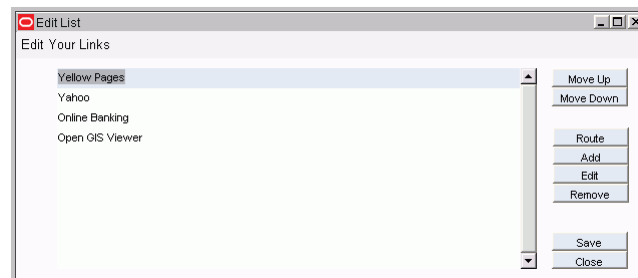
**Preferences window**

*Note:* The Preferences and Edit List windows are the same for Bookmarks, Links, News, Notes, and Searches.

From here you can choose the number of items to display under this component or you can click the Advanced Edit button to make more changes.

## 2. Click the Advanced Edit button.

The Edit List window opens.



**Edit List window**

The following buttons are available to help you manage your items:

**Move Up/ Move Down** - Prioritize or re-order your items by moving them up or down on the list.

**Route** - Forward a search or a link to another user directly from the home page. Routing is not available for news or favorites.

**Add** - You can add a new note or link here. If you have the needed authority you can also add news. You cannot add bookmarks or searches as these actions have to be completed from the record or search that they apply to.

**Edit** - Review or change the details about a search, link, or news item. This window gives access to the fields associated with the item so that you can make changes without completely regenerating the search or link.

**Remove** - Click the Remove button to purge the highlighted item from the list.

**Save** - Commit your changes. If you do not click the Save button before exiting the Edit window you will be asked if you want to save your changes. If you do not save, all changes will be lost.

**Close** - Click the Close button to exit the dialog box to return to the home page.

## Home Page Actions

The Actions list on the home page provides links to useful tasks. Click any item to perform the action described.

Throughout the system there are standard actions available such as Search, Save Search, Create Bookmark, and Print. The system takes into account the following factors to determine which additional actions are available for you:

- 1. Where you are in the application**

For example, if you are currently in the Work Order module, the available actions only include those that are related to work orders.

- 2. The status of the record you are viewing**

For example, if you have a Work Order record in Created status, one available action is to route the request for approvals. Once the record has been approved this action is no longer available.

- 3. Who you are (authority, responsibilities, and limits)**

The system checks your authorities and responsibilities and only lists the actions that you are authorized to perform. If you do not have the authority to approve Work Order records, Approve Request is not listed as an available action.

Some actions represent straightforward commands such as 'search' or 'save', while others are multiple-step dialog boxes that help you through complex procedures.

## GIS Viewer

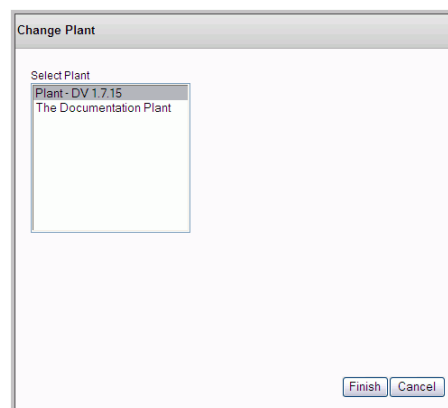
The Oracle GIS Viewer provides a means of navigating between the Oracle Utilities Work and Asset Management application and external GIS data. Using the map viewer you can view and manipulate asset and maintenance information based on geographic location.

Before the map viewer can be used, your system administrator must load a GIS map, configure the GIS Setup business rule, and assign user responsibilities. Please refer to the [Oracle GIS Viewer User Guide](#) for more information.

## Change Plant

If you have access to multiple plants, you can click the Plant link on your home page to change the plant information you are viewing. The Plant link is located left of the Logout link.

When the Change Plant window opens, select the plant you want to change to from the drop-down list and click the Finish button.





When you logon you are connected to the default plant listed in your user profile. When you change to another plant, most of the components on your home page, including alerts, the approval portal, and your saved searches, change to show the correct selections for the new plant. Your Links, Notes, News, and Tip of the Day components, however, do not change as they are the same across all plants.

# Chapter 15

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## Alerts

Alerts are system-generated messages that prompt you to complete a task or notify you of an event. They differ from inbox messages in that they are produced by the system when particular situations arise that need a response. For example, approvers receive alerts when a record status change that requires approval is made.

*Note:* Respond to alerts by double-clicking the alert and reviewing the record that opens making changes where needed or changing the status as appropriate.

Alerts that appear on the home page are new and have not been opened yet. They are sent as unread “mail” when they are initially created.

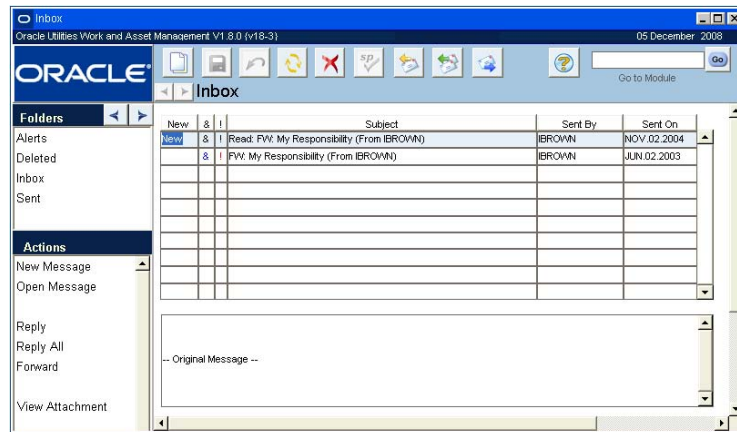
### Managing Unprocessed Alerts

After you open an alert from the home page, the system removes it from the Alerts (Unread) section even if you have not yet processed it. Once opened, all alerts that are not processed remain in the Inbox Alerts folder. From here you can select View Attachment from the Actions list to open the record that the alert refers to, select Forward to pass the alert on to another user, or highlight the alert and click Delete to remove it from your inbox when you no longer need it for reference.

Make sure that the “Receive Alerts in Alerts Inbox folder” check box is checked in your user profile if you want to receive alerts. You can also choose to have alerts sent to your regular e-mail account if you select “Receive Alerts as Email”.

*Note:* Unprocessed alerts are stored in your Inbox Alerts folder. From this window you can open the record that the alert refers to by selecting View Attachment.

Since alerts are system generated, you cannot create them yourself or reply to them as you would a message. However, as described above, they are handled very similarly by the system in most other respects. Once approval alerts have been fully processed the system removes the alert from the folder. Other alerts must be manually deleted from the folder.



Alert Edit window

*Note:* When you select an alert from the home page the system opens the screen associated with that alert. From there you can complete the task required or view information. Only the items marked new appear on the home page in the Alerts list.

In this view, alerts are handled in the same way as messages. Please refer to the User Guide entitled Working with Messages for more information. To review Alerts that you have already seen, click the View All link below your Alerts. This opens your Inbox to the Alerts folder. You can also select Inbox from the toolbar and open the Alerts folder.

### How to Respond to an Alert

**1. Select the alert from the Alerts list.**

The system opens the record associated with the alert.

**2. Take the appropriate action for the record.**

Please see the section associated with the specific record for more information on using that record.

**3. Click Save.**

## Configuring Alerts

The following is a sampling of alerts and how they are configured within the system. In general, alerts are set by responsibilities, business rules, or by configuring options in certain modules.

Any user that wants to receive alerts must have “Receive Alerts in Alerts Inbox folder” checked in their user profile.

**Approval Alerts** - Set in the Approval Limit and Approval Routing modules.

**Asset Activity Log** - Set by entering the name of the person who should receive the alert in the Log Reviewer field of the Asset Activity Log record. When the record is set to Pending Review status, the system sends the alert.

**Auto Stock Reorder** - Set in the Alert Addressee Name rule key in the Batch Stock Reorder Business Rule.

**Auto Timesheets Created** - Set in the Auto Timesheet Schedule view of the Employee module.

**Backordered Items Arrived** - Set in the Alerts Business Rule.

**Budget Overrun** - Set in the Budget Checking By Document Business Rule. Additional users to receive the alert are entered in the Notification view of the Account module.

**Default E-Mail Address For** - The system requires a default e-mail address for alerts that are sent from users who do not have an e-mail address in their user profile. This is set in the Default Sender rule key of the E-Mail Configuration Business Rule.

**Insufficient Quantities for Stock Checkout** - Check this box if there was not enough of the stock item was available to fill the request. When you save the record, the storeroom supervisor will receive an alert that the storeroom has been unable to fill the request and can investigate there was no stock available to meet demand. The Stock Out? Indication and the comments you enter are also written to the Inventory Transaction Log and to the Storeroom Transaction Log.

**Issue Quantity Exceeds Work Order Estimate** - Set in the Stock Checkout Warning rule key of the Optional Message Presentation Business Rule.

**Metric Values Out of Range** - Set in the Metric Edit window on the home page.

**Multiple Blanket Contract Revisions** - Set in the Multiple Active Contracts Business Rule.

**Out of Range Asset Data** - Operating limits for assets are set in the Operational Tolerances module. During validation, data readings that fall outside of expected limits cause alerts to be sent to the person responsible for the assets. In order to enable the alerts process, a username must be entered in the Alert User field of the Operational Tolerances module and the Validation? check box must be checked for the asset on the Associated Assets view.

**Parts Arrived** - Set in the Alerts Business Rule.

**Physical Inventory Count** - If the Physical Inventory Tolerances business rule is set issue an alert, the system notifies you if the physical count and the inventory count differ.

**Planners to Receive Alerts** - Set in the Planner Business Rule.

**PO Created** - Set by entering the name of the person who should receive the alert in the Buyer field of the Reorder Review record. When the system sets the record to PO Created status, the buyer receives an alert. If no buyer has been assigned for the item, the system alerts the buyer identified in the Batch Stock Reorder business rule.

**PO Fully Received** - When the CHECK RECEIVED PO ITEM (sdbp\_chk\_issd\_po\_item) batch process runs, it sends an alert to the any PO item requestor with fully received POs. This procedure looks for all issued PO records. For each PO line item with the field Receipts-Fully Received = Y, an alert will be sent to the requestor via internal system mail. If the requestor is invalid or null, a message will go to the job manager. The field Sent Alert Indicator on the PO item is set to Y after an alert or job log message is sent. The alert will only be sent once.

**PO Item Received** - Set in the Alerts Business Rule.

**Project Exceeds % Tolerance** - Set whether or not to validate and send an alert in the Alert Percent Tolerance rule key of the Project Budget Options Business Rule. If the rule key is set and costs on the budget reach the tolerance, an alert is sent to the person indicated in the Supervisor field of the subproject.

**Project Exceeds Budget Tolerance** - Set whether or not to validate and send an alert in the Alert Dollar Tolerance rule key of the Project Budget Options Business Rule. If the rule key is set and costs on the budget reach the tolerance, an alert is sent to the person indicated in the Supervisor field of the subproject.

**Requisition Created** - Set by entering the name of the person who should receive the alert in the Buyer field of the Reorder Review record. When the system sets the record to Requisition status, the buyer receives an alert. If no buyer has been assigned for the item, the system alerts the buyer identified in the Batch Stock Reorder business rule.

**RFQ Created** - Set by entering the name of the person who should receive the alert in the Buyer field of the Reorder Review record. When the system sets the record to RFQ Created status, the buyer receives an alert. If no buyer has been assigned for the item, the system alerts the buyer identified in the Batch Stock Reorder business rule.

**System-Wide Settings** - Set in the Optional Message Presentation Business Rule.

**Unused Demand** - When demand is released from a stock item the system checks to see if an over-stock condition exists in the storeroom. If it finds that the inventory quantity of the item exceeds the maximum quantity, an alert is sent to the supervisor indicated on the Storeroom Setup record. The alert navigates the supervisor to the associated storeroom record to review Pending Demand and Pending Orders as well as to the Unused Demand view where he or she can identify which work records may have caused the over-stock. The system also displays an alert to the user when he or she completes a work record with unused quantities that will put the storeroom quantities over the maximum.

**Work Request Rejected** - The system sends an alert to the initiator on a Work Request if the record is rejected by the approver.

# Chapter 16

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## Bookmarks

Bookmarks can be used to mark records for easy reference. Similar to using bookmarks in a typical web browser, when you create a bookmark the system places a link to the record on your home page. Access your home page to manage your bookmarks, route them to other users, or to remove them from your home page.

If you receive a bookmark as an attachment to a message, open the bookmarked record and select Create Bookmark from the Actions list to save it to your own home page.

### How to Bookmark a Record

1. **Open the record that you want to bookmark.**
2. **Select Create Bookmark from the Actions list.**
3. **Enter a descriptive title.**  
This text appears as a link under Bookmarks on your home page.
4. **Enter a description if necessary.**
5. **Click the Important check box if you want to flag this bookmark.**
6. **Click Finish.**

### How to Route a Bookmark to Another User

You can also use this process to route searches, links, and notes to other users.

1. **Click the Options link next to Bookmarks on your home page.**
2. **Click the Advanced Edit button.**
3. **Select the bookmark that you want to route.**
4. **Click the Route button.**
5. **Address the message.**
6. **Click Finish.**

The bookmark is sent to the user or users indicated in the To: box as an attachment to a message.

### How to Add a Bookmark That You Received as an Attachment to Your List of Bookmarks

1. **Open the message with the attachment.**
2. **Open the Bookmark.**
3. **Select Create Bookmark from the Actions list.**
4. **Complete the steps to create the bookmark.**

The bookmark should now appear under Bookmarks on your home page.

# Chapter 17

## Links

Create links for any documents, or web pages that you need to use frequently or would like to have special access to. For example, if you are a buyer you might want to have the web sites of your most frequently used vendors easily accessible on your home page. As a buyer you might also then benefit from having a bookmark to a specific Purchase Order record while you are negotiating terms with the vendor. If you need go back to the purchase order each day, it is a good idea to have one-click access to it, rather than having to go through the process of looking it up each time.

### How to Link to a Web Page or Document

1. Click the Options link next to Links on your home page.



The Options window opens.

2. Click the Advanced Edit button.

The Advanced Edit window opens.

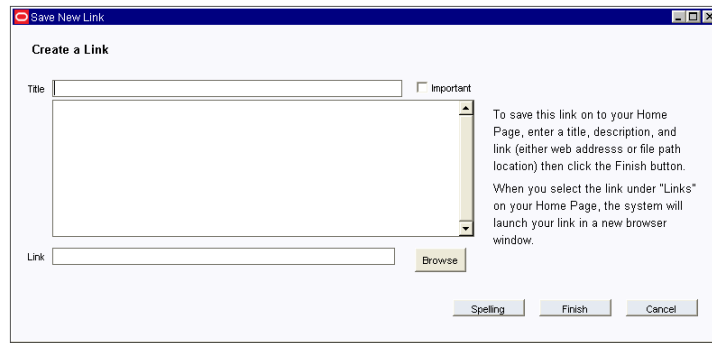


3. Click the Add button.

You can also rearrange, route, edit, or delete links by selecting other options in this window. Also, this process can be used with notes, bookmarks and saved searches.

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The Create Link window opens.



**4. Enter a Title.**

If desired, you can also enter a description in the space below the title.

**5. Enter the path for the link.**

For example, if you are linking to a web page enter `www.webpage.com`, or if you are entering a document, enter the file path.

**6. Click Finish.**

The system saves the link and adds it to your home page.



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# Chapter 18

## Graph Viewer

The Graph Viewer allows users to display pre-configured graphs or standard graphs delivered with the product. Users can modify graphs displayed in the Graph Viewer, but the changes cannot be saved.

*Note:* While the Oracle Utilities Work and Asset Management charts functionality requires Microsoft Excel, graphs allow you to represent information without relying on the Excel product. All of the graphing functionality is handled within the Oracle Utilities Work and Asset Management application.

The base graph is created and stored in the Graphs Administration module. When you open the Graph Viewer select the type of graph to view, and then the actual graph from the drop-down. At this point you also have the opportunity to modify filters, labels, graph color and layout for the displayed graph. The settings that appear in the Graph Viewer tabs, including defaults, are also defined in the Graphs Administration module when the graph is created. Any setting can be modified with the options available in the value lists. You can also enter your own values. You can choose the Printable Version action to render the graph in a screen where it is easy to print and view.

*Note:* Please refer to the guide for the [Graphs Administration](#) module for information on how to configure graphs.

### Graph Type

Select either Site Graph or System Graph from the Views list to choose the type of graph you would like to view.

**Site Graph** - Site Graphs are the graphs that were created on-site by someone within your organization. These graphs are likely to be tailored to your organization and the type of information that you typically use on a regular basis. Both lists may contain the same graphs because the application is installed with system graphs copied as site graphs so that they can be used as a starting point.

**System Graphs** - System Graphs are the graphs that were delivered in the application and cannot be modified by anyone within your organization. These can be useful for reviewing sample graphs or to determine the types of filters you can apply to your own graphs.

## Viewer Tabs

The following sections describe the functionality that can be accessed via the tabs.

### Data Selection

On the Data Selection tab, select the name of the graph that you want to view then click the Prepare button to display filters that can be applied to the graph, if available. Adjust filters as needed then click the Graph It button to update the graph.

The screenshot shows the 'Data Selection' tab selected. It features a 'Graph Name' dropdown menu set to 'VEHICLE COST YRLY' with a description 'Yearly vehicle costs broken down by category. Fil...'. Below this are two filter fields: 'Asset LIKE' (empty) and 'Period Year BETWEEN' set to '1999'. There are 'Prepare' and 'Graph It' buttons on the right side.

#### Data Selection Tab

You can also modify the titles that appear on the graph in the Titles tab, modify the labels in the Labels tab, or adjust the colors, borders, effects and the size of the graph in the Appearance and Dimensions tabs.

### Titles

Select the Titles tab to modify the overall graph title, label for the left axis of the graph, and title appearing at the bottom of the graph.

The screenshot shows the 'Titles' tab selected. It contains three text input fields: 'Graph Title' with 'Yearly Vehicle Cost', 'Left Title' with 'Dollar Amount', and 'Bottom Title' with 'Year'. A 'Redraw' button is located at the bottom right.

#### Titles Tab

You may want to modify the title to reflect any changes to filters especially if the graph will be printed or presented.

### Labels

In the Labels tab you can modify the labels appearing under the graph bars, the legend labels, and determine where value labels should appear.

The screenshot shows the 'Labels' tab selected. It features two text input fields: 'Category Labels (comma delimited):' with '(default)' and 'Legend Labels (comma delimited):' with 'Labor Amount, Parts Amount, Total (per Mile)'. A 'Value Labels:' dropdown menu is set to 'Axis Only'. A 'Redraw' button is at the bottom right.

#### Labels Tab

## Appearance

Use the Appearance tab to modify the physical characteristics of the graph. Colors can be represented by any recognized HTML color. For example, both the words “red” and “green” are valid entries, as are their hexed counterparts, “FF0000” and “00FF00” (the quotes should not be entered).

Appearance Tab

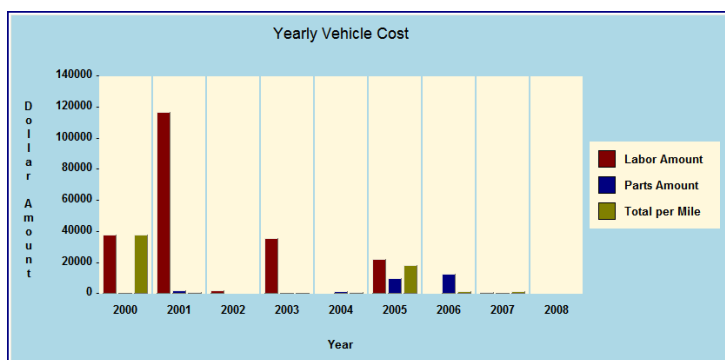
## Dimensions

You can define the graph width, graph height or set the number of pixels wide each bar should be. If you enter a graph width the system ignores the bar thickness setting.

Dimensions Tab

## Graph Display

Once your modifications are complete, click the Redraw button to see your changes.



The settings in the screen shots above render this graph

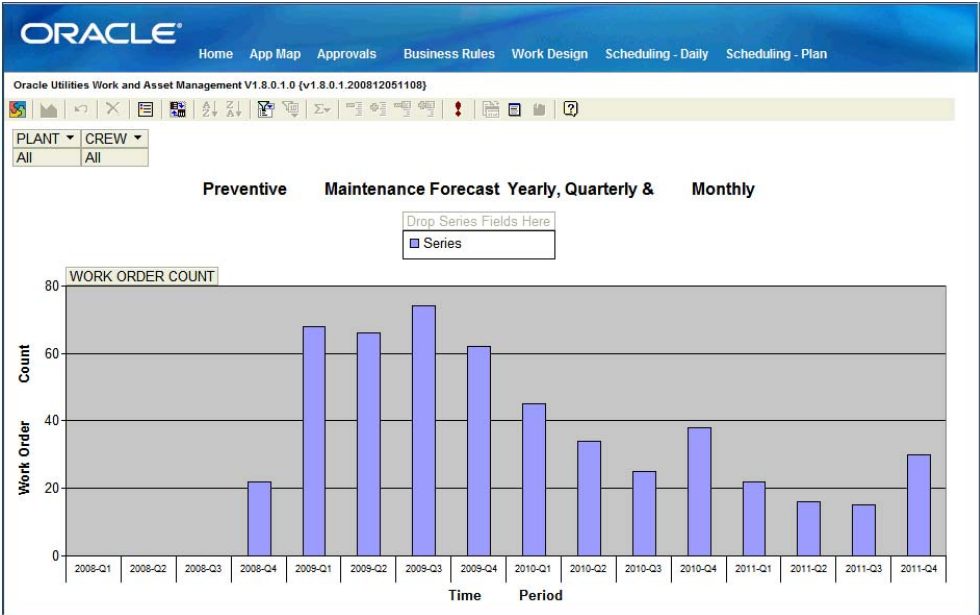
## Graph Data

The table below the graph displays the raw data used to derive the bar graph. It can also be used by the administrator to troubleshoot while creating graphs. Administrators can use the Graph Data to troubleshoot while creating graphs. You can also copy and paste this raw data into another location such as Microsoft Excel.

# Chapter 19

## Charts

Charts provide a snapshot of your organization's performance over time. If you have the appropriate responsibilities in your user profile, you can view and manipulate real-time charts based on your data. You can also add charts to your home page to provide a quick visual gauge of the performance factors you select.



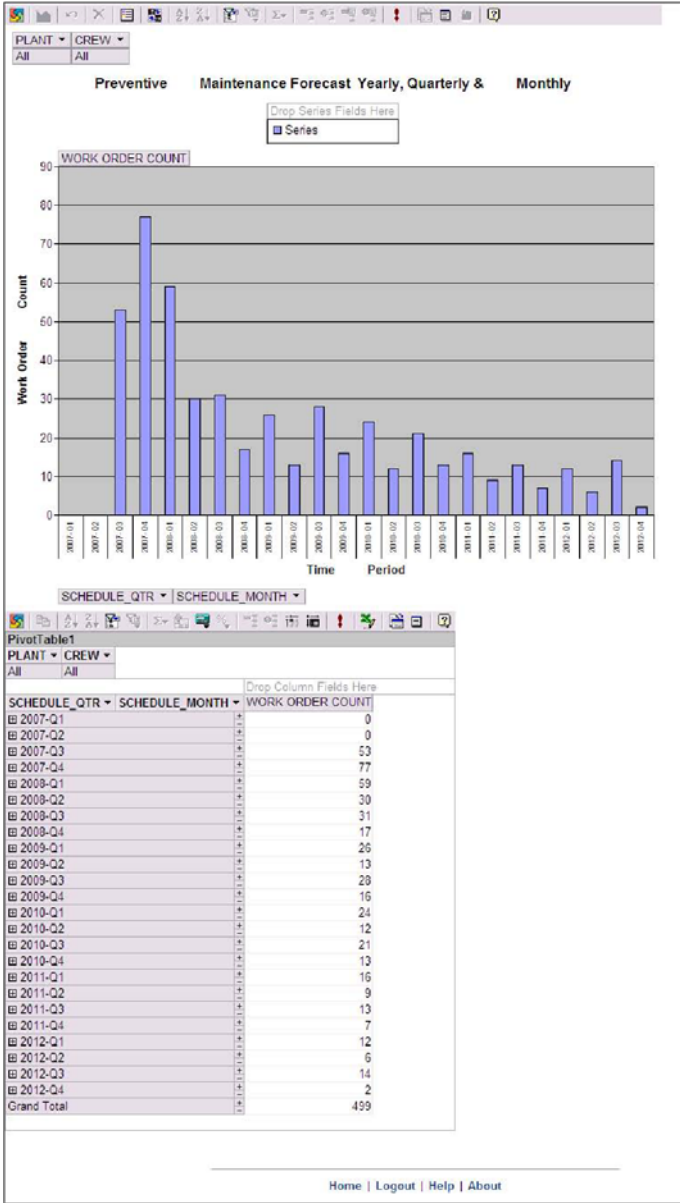
### Charts

*Note:* Select the Charts icon on your home page to open full screen interactive charts (above) or display charts directly on your home page (below).

When you click the Charts icon on your home page, the system opens a list of the available charts. Select a chart title to open the full-screen, interactive chart. As the chart opens, you may see a message saying you are accessing data on another domain. Click Yes to continue loading the page. You can avoid this message in the future by adding the site to Trusted Sites in your Internet options settings of your web browser.

*Note:* Your system administrator can use the Chart Administration module in the Administration subsystem to modify the charts included with the application. In addition, you can contact Oracle Utilities for information on how to add additional charts.

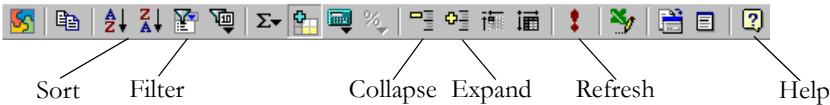
After the chart opens, you can manipulate the pivot table to change the information displayed. For example, you can remove some of the data elements, change the time period represented, modify labels, and do other sorts of modifications.



Pivot Table

## Using Pivot Tables to Modify Charts

When you open a chart from your home page or the list of available charts, the page that opens includes the chart in the upper section of the screen and an interactive pivot table in the lower section. Both the chart and the pivot table areas have toolbars providing commands for working with the display.



Pivot Table Toolbar

You can manipulate both the chart and the pivot table to change how the information is presented. For example, you can remove some of the data elements, change the time period represented, and do other sorts of modifications. You can look for specific data, display larger or smaller amounts of detail, or move the rows and columns to different areas to calculate the data differently. Both sections contain views of the same data, so a change made to the chart is reflected in the pivot table and a change made to the pivot table is reflected in the chart.

Any changes you make to the chart and pivot table are temporary. The next time you open the chart, it will display data according to the default information controlled by the Chart Administration pages.

**Adding or Removing Fields** - Click the Field List icon on the Chart toolbar to open a listing of the fields that can be added to the chart.

You can drag these fields to either the Series Field section to the right of the chart or the Column Field section in the pivot table. For example, if you are viewing the PO by Buyer - Count of POs chart you can drag the Vendor Code field to the Series Field section on the chart where you see the words “Drop Series Fields Here”. When you do, the chart changes to show the different vendors used for the POs shown and the pivot table changes to contain the new column. You can undo this change by dragging the Vendor Code back to the field list.

The system does not prevent you from making changes that are not meaningful, but there is no harm in experimenting with the display. You can always undo your changes directly or close the chart and reopen it to return to the original configuration.

**Expanding or Collapse Items in Fields** - You can expand or collapse items in series or category fields to show or hide more detailed information for a particular item. For example, in the PO by Buyer chart, you may want to expand the chart to show months as well as quarters. In order to view the months, click the ISSUE\_QTR field. Then click the Expand (plus) icon. In order to collapse the months data, click the ISSUE\_QTR field and click the Collapse (minus) icon.

**Filtering** - The pivot table does not have a find or search command, but you can use the filter feature to find a specific value or all data that matches a value. When you filter a field, you select one or more items of data in the field that you want to view, and hide the other items. For example, in the PO by Buyer chart, you may want to display only the POs for particular buyers.

Click the down arrow next to buyer in the Filter Field area. Click the top check box labeled “All” to remove the checks from all the check boxes on the list. Now, click the check boxes for the fields you want to display and click OK. If you want to toggle back and forth between your filtered selection and all the data, click the AutoFilter button on the toolbar. This will display all the available data. Click it again to display only your filtered data.

*Note:* Settings in the Charts and Metrics Settings business rule determine the default time frame shown in a chart.

### How to Add a Field to a Chart

#### 1. Open the PO by Buyer - Count of POs chart

If you added this chart on your home page, you can double click it there to open the full screen chart. If not, click the Charts Icon and select the chart from the list of available charts.

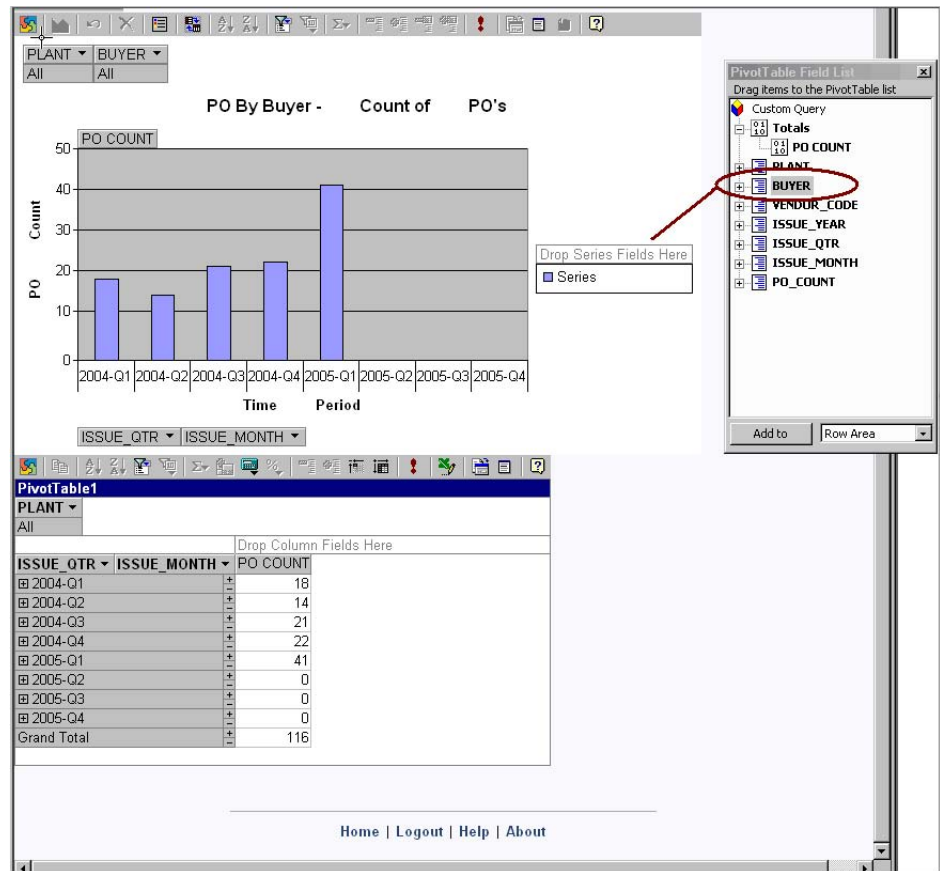
Click the Yes button if you receive a message about accessing data on another domain.

#### 2. Click the Field List icon on the Chart toolbar.



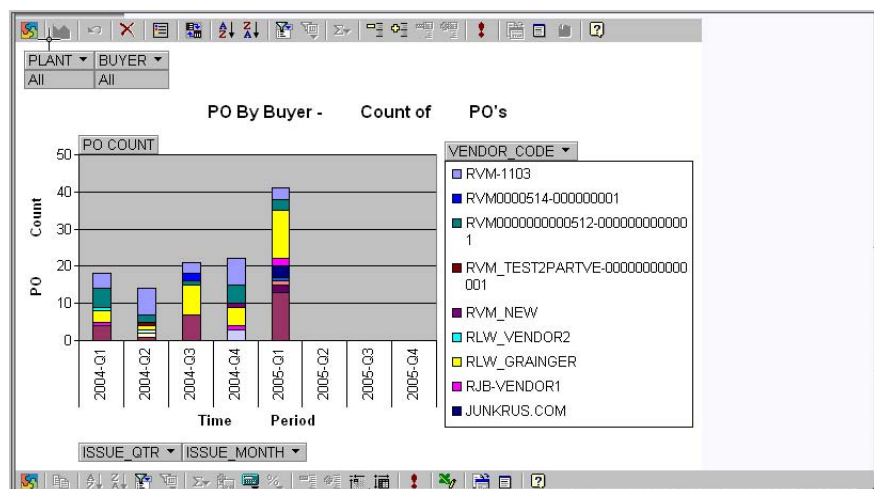
A list of the fields that can be added to the chart opens in a separate window.

You can drag these fields to either the Series Field section to the right of the chart or the Column Field section in the pivot table.



3. Drag the Vendor Code field to the Series Field section on the chart labeled “Drop Series Fields Here”.

When you release the mouse button, the chart changes to show the different Vendors used for the POs shown and the pivot table changes to contain the new column.



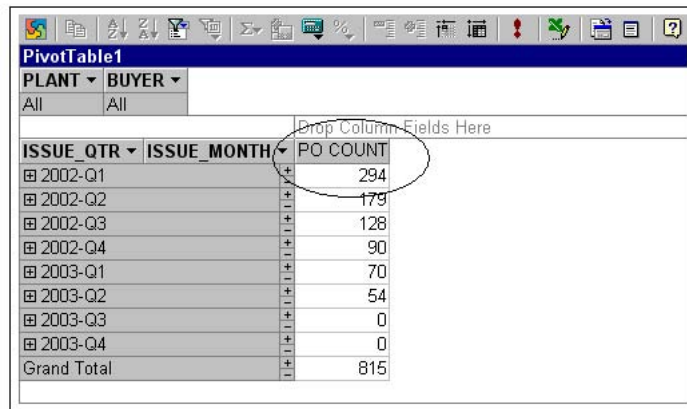
4. Drag the Vendor Code back to the field list to undo the change.
5. Leave the chart open and continue to the next section.



## How to Expand Data in Charts

Follow these steps to expand the PO by Buyer chart to show months as well as quarters.

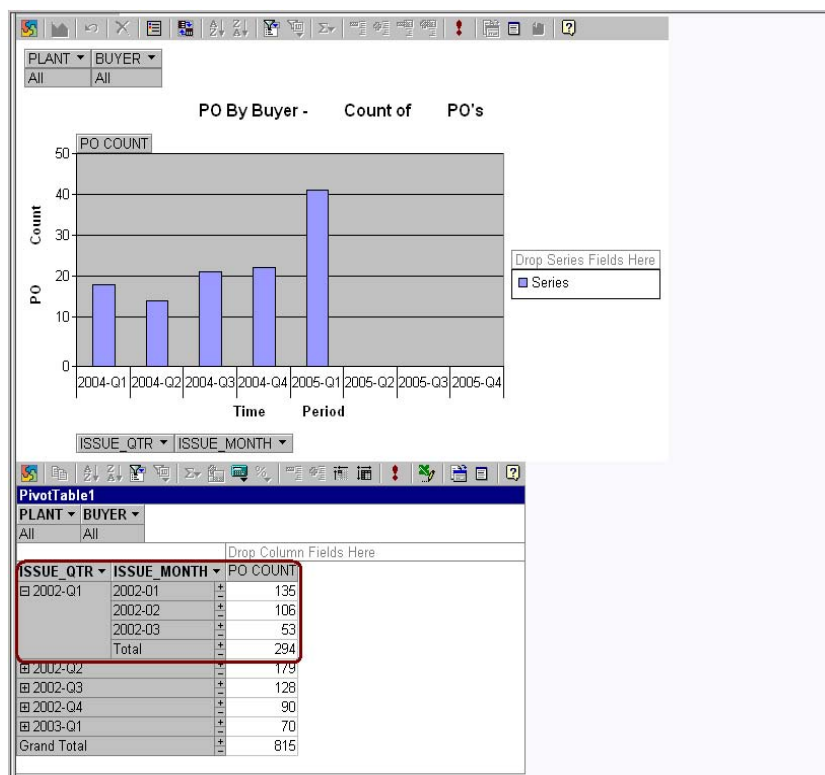
1. Locate the **ISSUE\_QTR** column in the pivot table.



ISSUE_QTR	ISSUE_MONTH	PO COUNT
2002-Q1		294
2002-Q2		179
2002-Q3		128
2002-Q4		90
2003-Q1		70
2003-Q2		54
2003-Q3		0
2003-Q4		0
Grand Total		815

2. Click the **Expand (plus)** icon for the first quarter.

Both the pivot table and the chart change to display monthly values for the quarter.



3. Click the **Expand (plus)** icon for the other quarters.

All of the quarters expand to display monthly data.

If you want, you can also experiment with clicking on the Collapse (minus) icon for some of the quarters to return to them to the original display.

4. Leave the chart open and continue to the next section.

The pivot table does not have a find or search command, but you can use the filter feature to find a specific value or all data that matches a value. When you filter a field, you select one or more items of data in the field that you want to view, and hide the other item.

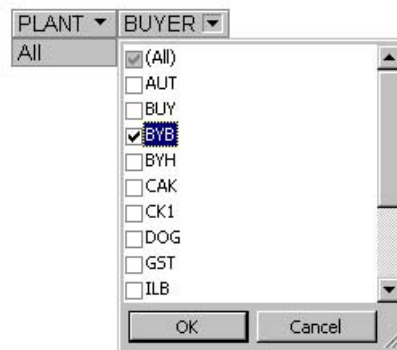


### How to Filter Data in Charts

Follow these steps to display only the POs for the BYB Buyer.

1. Click the down arrow next to Buyer in the Filter Field area of the pivot table or the chart.
2. Click the top check box labeled "All".

The system removes the checks from all the check boxes on the list



3. Click the check boxes for the BYB buyer and click OK.

The chart and the pivot table change to show data only for the BYB Buyer.



If you want to toggle back and forth between the filtered BYB selection and all the data, click the Filter icon on the toolbar.

All the available data displays. Click the AutoFilter icon again and the system displays only the filtered data for the BYB Buyer.

4. Click the Home icon to close the chart and return to your home page.

**Sorting** - In order to sort a column in ascending order or descending order, click the label of the column or item you want to sort. Then click either the ascending order or descending order icons on the Pivot Table toolbar.

**Refreshing** - Data is automatically refreshed every time you open the chart. However, if at anytime you would like to refresh the data while viewing the chart, click the Refresh icon on the toolbar.

**Additional Help** - Obtain detailed help on working with chart tools and pivot tables by clicking on the Help icons on the Chart and Pivot Table toolbars. Be aware, however, that the help system that opens is generic and contains discussions of features that may not be available on a given chart.

## Home Page Charts

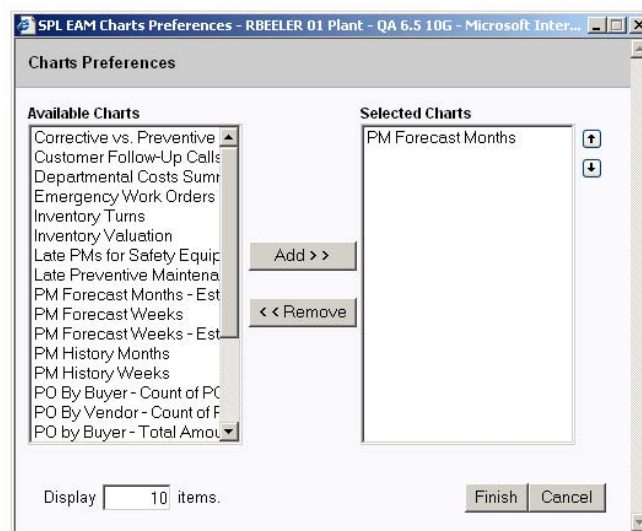
The small charts that display on your home page reflect data gathered by batch processing and are not as current as the larger charts. However, you can double-click a chart on your home page to open the larger, real-time chart showing the most current information.

The timestamp on each thumbnail chart indicates when the image was generated and serves as a guide to the currency of the data presented. The timestamp changes when the image is updated by batch processing or the system administrator.

## Editing Your Home Page Charts Display

Click the options link in the charts component to open a preferences screen where you can select the charts you want to appear on your home page.

The Edit screens for Favorites, Charts, and Metrics are the same except for the specific items that are available. Click the appropriate arrow buttons to make your selections or to arrange items you have chosen.




**Edit Favorites, Charts, and Metrics**

You can add and remove the items that you want to have appear on your home page by highlighting the item then clicking on the Add or Remove button. Enter the number of items that you want to display on your home page, then click Finish to save your changes and return to the home page.

The charts that are available for you to choose are determined by your responsibility settings and are plant specific. If you change plant, your list of available charts changes to reflect your responsibilities in the new plant.

## Interactive Charts

If you want one time access to charts that you did not add to your home page you can click the Charts icon  in the home page toolbar to open the list of all available charts. These is the same list that was presented on the Charts Preferences screen. Click a chart title to open the full-screen, interactive chart with OLAP capabilities.

When you try to open an interactive chart you may encounter an error message about accessing data on another domain. You can avoid this error by adding the server as a trusted site in your web browser. Consult with your system administrator for more information.

# Chapter 20

## Metrics

Metrics are indicators of your organization's performance against specific criteria and goals. Unlike charts, which show performance over time, metrics measure performance at a particular point in time. A metric, however, may include an associated chart and you can customize your home page to display both. In addition to showing the indicator's current value, metrics also show the change since the last reading, whether that change reflects a favorable or unfavorable trend, and whether the performance meets the goals set by your organization.

By adding several metrics on your home page, you can see at a glance how your organization is performing against a variety of criteria. This information can be invaluable if you are an executive or manager responsible for monitoring performance across a number of key areas.

You must have the appropriate responsibilities in your user profile to view metrics. Your system administrator can use the Metrics Administration module to modify the standard metrics included with the application to make them applicable to your organization. These modified metrics, called filtered metrics, are the metrics you can view on your home page.

When you add filtered metrics to your home page, the system displays the title of the metric, the current value, the change since the last reading, and the goal your organization has established for the metric. You can only access filtered metrics created in the plant you are currently using.

Filtered Metrics					Options
Performance indicators for your organization.					
Title	Current	Goal	Change		
• More PM Work	0.00		[ ]	0.00 <a href="#">Edit</a>	
• Late PMs in RJB Dept	63.00		[50]	<a href="#">Edit</a>	
• Callbacks Ready in RVM Dept	157.00		[150]	<a href="#">Edit</a>	
• PO Leadtime for CAK Buyers	110.00		[111]	110.00 <a href="#">Edit</a>	

### Home Page Metrics

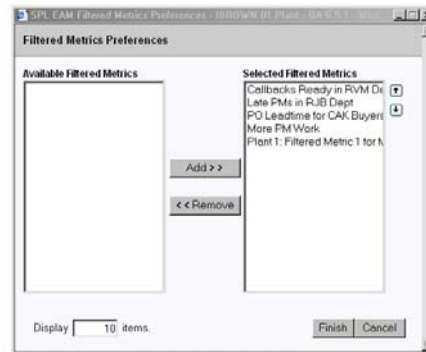
A green marker next to the goal indicates the goal established for the metric has been reached or exceeded. A red marker indicates the goal has not been reached.

If the title of the metric is in bold text, the metric includes an associated chart. Click the metric title to view the full screen, interactive chart.

### How to Add Filtered Metrics to your Home Page

1. **Open your home page.**
2. **Select Page on the Personalize list and click the Go button.**  
The Personalize list is located in the upper right hand corner of the home page.
3. **Click the Add button in the column where you want to add metrics.**  
The Add Content window opens.
4. **Click Metrics.**

The Metrics Preferences window opens.



5. **Select the metric you want to add and click the Add button.**  
The metrics that are available for you to choose from are determined by the responsibilities in your user profile.
6. **Enter the number of metrics that you want to display on your home page.**
7. **Click the Finish button to save your changes and return to your home page.**

## Customizing Metrics

You can customize how individual metrics work on your home page. For example, you can set your own high or low value for the metric and how frequently you want to receive alerts if these values are exceeded. If the metric has an associated chart, you can customize the metric to display the chart on your home page.

In the Metric Preferences section in the lower portion of the page that opens, you can indicate a high or low value for the metric and set the system to send you an alert when these values are exceeded. You can also enter an Alert Interval to specify how frequently you want to receive alerts. If the metric has an associated chart, you can have the chart displayed with the metric on your home page by checking the Display Thumbnail Image box.

The other information on the page is primarily descriptive and cannot be modified. The Filtered Metric section shows the settings supplied when the metric was created, including whether the desired trend is up or down and the expected value. The Chart Title and Chart ID fields identify any chart associated with the metric.

When you customize a metric, the values you enter only change how the metric works for you, and do not impact other users. Only your system administrator can set new goals for the metric and make other system-wide changes.

### How to Change Metric Alerts

1. **Click the Edit link next to the Metric name on your home page.**  
The My Metric page for the selected metric opens.

The information in the upper part of the page is descriptive and cannot be modified. The Filtered Metric section shows the settings supplied when the metric was created, including whether the desired trend is up or down and what the expected value is. The Chart Title and Chart ID fields identify any chart associated with the metric. You can only change the information in the Metric Preference section.

**2. Check the Send Alert When boxes and enter a corresponding value.**

You can have an alert sent either when the value exceeds or falls below the value you select. Check both boxes if you want to be alerted in either case. For example, you might want to be alerted when a minimum safety criteria is in jeopardy or when an important departmental goal is achieved.

**3. Enter the number of days between alerts.**

The number you enter should reflect both how many alerts you want to receive and the frequency of the event measured by the metric. For example, if the metric is recording a value that only changes monthly, there is no need to receive alerts every 5 days.

**4. Click the Save button.**

The system records your alert preferences and returns to the home page.

### How to Display a Chart Associated with a Metric

As with the thumbnail charts discussed earlier, you can click a charts in the Metrics component to open the corresponding interactive chart.

**1. Open the My Metric page for a metric that has an associated chart.**

Metrics that appear in bold text on your home page have associated charts.

**2. Check the Display Thumbnail Image box.**

**3. Click the Save button.**

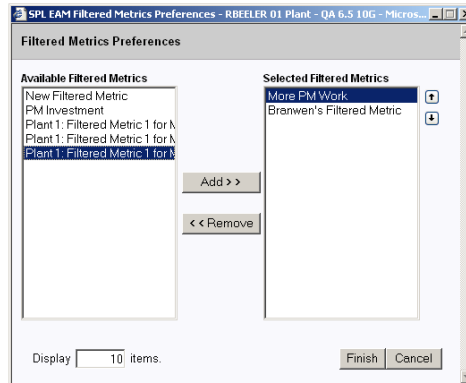
Your home page displays showing the chart below the appropriate metric.

## Editing Your Home Page Metrics Display

Click the Options link on the Filtered Metrics title bar to select the metrics you want to appear on your home page.

The Edit screens for Favorites, Charts, and Metrics are the same except for the specific items that are available. Click the appropriate arrow buttons to make your selections or to arrange items you have chosen.

You can add and remove the metrics that you want to have appear on your home page by highlighting the item then clicking the Add or Remove button. Enter the number of items that you want to display on your home page, then click Finish to save your changes and return to the home page.



### Edit Favorites, Charts, and Metrics

The available metrics are determined by your responsibility settings and are plant specific. If you change plant, the list of filtered metrics changes to reflect the new plant.

# Chapter 21

## Messaging

Messaging encompasses the use of :

- Inbox - Correspondence sent to and from other users.
- Alerts – Notes sent from the system to notify you of activity or situations that require your attention.

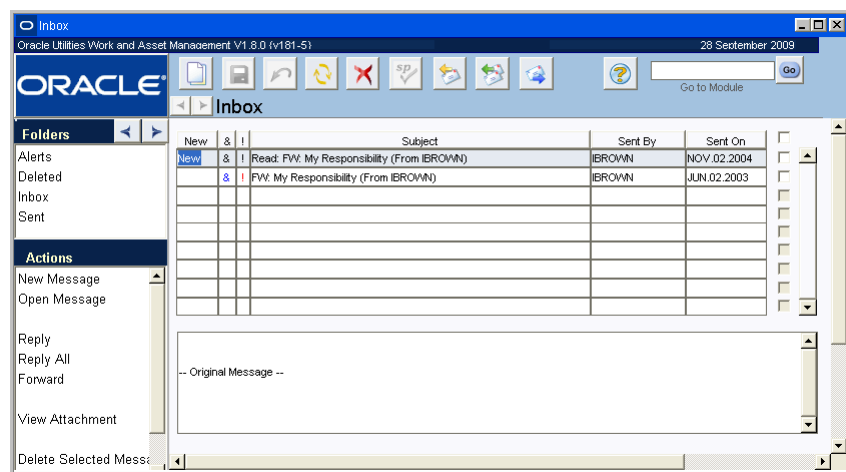
Each of these types of messages appear in your inbox.

Messaging functionality also includes the use of workflow groups to simplify message routing to a group of predetermined users rather than single individuals.

### Inbox

Selecting the inbox icon opens your messages screen. Messages are passed between users within the system. Messages are automatically received and appear on your Inbox message list. To sort messages, click the title of the column that you want to sort by and the system orders the selected data by that column in ascending order.

The navigation panel on the left-hand side of the screen shows your folders and the actions that you can perform within the message system. The toolbar across the top provides access to standard tools used throughout the system and to some of the actions that are available on the Actions list.



**Inbox**

The Workflow Group module in the Administration Subsystem allows you to create user mailing lists that can facilitate easier distribution of messages and information to specific groups of



people. Once the groups are set up in the Workflow Group module, group names appear in the Address Message Window where you can select them for addressing messages.

## Inbox Field Descriptions

**Folders** - The Folders list shows alerts, deleted messages, messages in your Inbox, and messages that have been sent.

**Actions** - Select an item on the Actions list to Create a New Message, open the highlighted message, to Reply To a message, to Forward a message, View an attachment, or to Empty a Deleted Folder.

**Columns** - The inbox includes the following columns which give you information about the message:

**Status** - The word New indicates a status of unread in the first column of all unread records in the Alerts, Inbox message, Deleted, and Sent windows.

**Flag** - An exclamation point (!) in the third column informs the reader that an message is “important”.

**Attachment Indicated** - The Attachment Indicated icon (&) is displayed in the second column if there is a record or processing link associated with the item. To view an attachment, select View Attachment from the Actions list. The system opens the record that the attachment points to or the application and file that the attachment was created in.

**New** - The word “New” appears in the New column if a message is new. The column is clear if the message has already been read.

*Note:* You can sort your messages by clicking the column title of the column that you want to sort by. The system orders the selected data by that column in ascending order.

**Bookmark (&) and Priority (!)** - Icons appear in these columns if there is an attachment included with the message or if the message was flagged as Important when sent. If there is no attachment or priority the column remains blank.

**Subject** - Shows the title of the message or a brief description of the message contents.

**Sent By** - Shows the name of the sender.

**Sent On** - Shows the date that the message was sent.

**Text Box** - The message body is shown at the bottom of the window in a text box. Use the scroll bar at the right hand side of the box to view all of the text or select Open Message from the Actions list to open the message.

### How to Create New Messages

You can compose new messages from the home page or from within your inbox.

You can also share searches, links, and bookmarks with other users by using the route function.

- 1. Click the Inbox icon.**

The Inbox icon is available on the home page and within most modules.

- 2. Select New Message from the Actions list.**

You can also click the New button on the toolbar from within the inbox.

New Message dialog box opens.

- 3. Address the message.**

See “[How to Address a Message using the Address Message Window](#)” for more details.

Remember, when you are addressing a message, you must select Workflow Groups from the Group box in the address message window, group names do not appear in the general list of possible recipients.

**4. Fill in a descriptive subject line in the Subject field.**

**5. Check the appropriate check boxes according to the following descriptions.**

**Important** - Check the Important check box to flag the message as important. When the message is sent to the recipient's home page, an exclamation mark (!) displays next to the subject.

**Return Receipt** - When you check the Return Receipt check box, the system sends you a confirmation that the message has been sent.

**6. Select the appropriate radio button according to the following descriptions.**

Radio buttons at the bottom of the window allow you to attach a bookmark, a saved search, or a link. If you are creating the message from the home page the buttons for bookmark and for current search are grayed out since you are not on a record to reference.

**Bookmark or Current Search** - To add a bookmark or search as an attachment, you have to initiate the message by clicking the Message icon from the record or search that you want to attach.

**Document or Web Link** - If you originated your new message from the home page, you can only add a document or web link as an attachment.

**No Attachment** - Select the No Attachment radio button if you do not want to send an attachment.

**7. Click the Finish button to send the message.**

The system sends the message to the recipients inbox. Users can have settings configured in their user profile to also have system messages sent to their regular email accounts. Please refer to the User Profile user guide for more information on this setting.

### How to Reply to or Forward Messages

When you receive bookmarks, links, or searches as attachments to messages, you have to open the attachment and create a new search, bookmark or link as if it were new if you want it to appear in your home page rather than in your inbox.

**1. Open your Inbox.**

**2. Highlight the message that you want to Reply To or Forward.**

**3. Select Reply, Reply To all, or Forward from the Actions list.**

A New Message dialog box opens with the text of the original message in the message body.

**Reply** replies to the original sender only.

**Reply To All** sends your reply to everyone that received the original message.

**Forward** sends the original message to new recipients along with any text or attachments that you add.

Once you make the selection, a New Message dialog box opens. The system automatically populates the To field with the username of the sender and defaults the Subject field to the original message subject. The text of the original message displays in the comments area of the reply, and if the original message has a bookmark attached, the reply attaches the bookmark as well.

**4. Address the message and assign a flag or an attachment if necessary.**

**5. If you want to receive a confirmation message once the recipient has received and opened the message click the check box next to Read Receipt.**

**6. Click the Send button.**

### How to View an Attachment to a Message

1. **Open your Inbox.**
2. **Highlight the message that contains the attachment that you want to view.**
3. **Select View Attachment from the Actions list.**

The system opens the record that the attachment points to or the application and file that the attachment was created in.

### How to Sort Messages

Click the column title of the column that you want to sort by. The system orders the selected data by that column in ascending order.

### How to Attach a Bookmark to a Message

1. **Open the record that you want to bookmark.**
2. **Click the Message button.**
3. **Select the Bookmark radio button at the bottom of the window.**
4. **Address the message and assign a flag if necessary.**
5. **If you want to receive a confirmation message once the recipient has received and opened the message click the check box next to Read Receipt.**
6. **Click the Finish button.**

The message is sent to the recipients Inbox with the attachment. You can also share searches, links, and bookmarks with other users by using the Route function from within the Link or Search edit boxes on the home page.

### How to Attach a Search to a Message

1. **Create a search.**
2. **Click the Message button.**
3. **Select the Search radio button at the bottom of the window.**
4. **Address the message and assign a flag if necessary.**
5. **If you want to receive a confirmation message once the recipient has received and opened the message click the check box next to Read Receipt.**
6. **Click the Send button.**

The message is sent to the recipients inbox with the attachment. You can also share searches, links, and bookmarks with other users by using the Route function from within the Link or Search edit boxes on the home page.

### How to Flag a Message

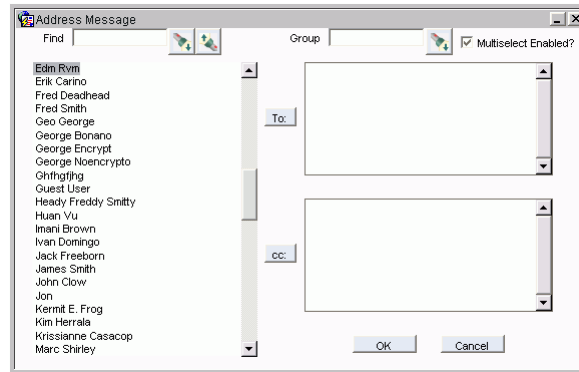
Flagging a message is a quick way to either mark a message for your own use, or to mark a message with a request for someone else.

1. **Create a new message, reply, or forward.**
2. **Click the Important check box to flag the message as important.**
3. **Fill in the other fields. (For more information see the section on How to Create New Messages)**
4. **Click the Finish button.**

The message is sent with a red exclamation mark (!) in the priority field indicating that the message has been flagged.

## Address Message Window

Access message addresses of other users through the Address Message window. You can open the Address Message window by clicking the To: or cc: button from the New Message window.



Address Message window

If Multiselect Enabled is checked you can add multiple names to the To and cc: lists. Hold down the Shift key while selecting names to select several names in succession. If you want to select multiple names that are not next to each other on the list, hold down then Ctrl key while clicking the desired names. If Multiselect Enabled is not checked the system only accepts one name.

### How to Address a Message using the Address Message Window

From the New Message Window

1. Click the **To:** or **cc:** button to open the Address Message window.
2. Select the names of the intended recipients from the list.

The name is highlighted.

If Multiselect Enabled is checked you can add multiple names to the To and cc: lists. Hold down the Shift key while selecting names to select several names in succession. If you want to select multiple names that are not next to each other on the list, hold down then Ctrl key while clicking the desired names. If Multiselect Enabled is not checked the system only accepts one name.

If necessary you can use the Find box to locate a name.

3. Click the **To:** or **cc:** button depending on if the name is the main recipient or is to be copied on the message.

The name is transferred to the To: or cc: box.

You can also select names from a workflow group by entering the group name in the Group box and clicking the Search icon.

If you know the correct names of the recipients you can manually enter names into the To: or cc: fields in the New Message window without opening the Address Message window. Names MUST be entered exactly as they appear in the address book. If you enter an invalid or misspelled name a dialog box will open which asks you to correct or clear the name.

4. Repeat Steps 3 & 4 until all recipients have been chosen and are listed under To: or cc:.
5. Click the **OK** button to accept and close or on the **Cancel** button to abort.

### Finding Names

Enter a full name or a partial spelling of the name in the Find box and click the Search icon. The Search icon on the left searches downward on the list, and the Search icon on the right searches upward on the list. Use a percent sign (%) to represent unknown characters before the characters that you enter. For example, if you enter "%ler" a list of any names that contain the letters "ler" will be returned.

## Deleting Messages

Delete messages one at a time by selecting the message and clicking the Delete icon.

Delete several messages at once by selecting the boxes next to each message then selecting Delete Selected Messages from the Actions list. You can also select the box at the top of the column to select all messages.

If you change your mind and do not want to delete a particular item, select the item in the Deleted window and choose Restore Deleted Item from the Actions list.

The Deleted folder displays all manually deleted messages and alerts. These records will be purged by the system after a predefined time period as specified in the Batch Purge Parameters Business Rule.

Select Empty Deleted folder from the Actions list within your inbox to purge all deleted messages from your Deleted folder. A warning message opens to confirm whether or not to delete all of the items in the Deleted folder. Select Yes, No, or Help to perform the desired action.

## Creating Workflow Groups

The Workflow Group module allows you to create workflow groups that can facilitate easier distribution of messages and information to specific groups of people. Once the groups are set up in the Workflow Group module, group names appear in the Address Message window where you can select them for addressing messages. You create a workflow group in the Workflow Groups module of the Administration subsystem. Please refer to the User Guide for this module for details on creating workflow groups.

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# Chapter 22

## Asset Navigator

The Asset Navigator allows you to move between Asset records at different levels of the asset hierarchy.

### Asset Navigator Records

Click the Navigator icon on the home page to open a listing of assets or departments at the top level of a hierarchy.

The setting of the Asset Navigator business rule determines whether the top level of the hierarchy is an asset or a department.

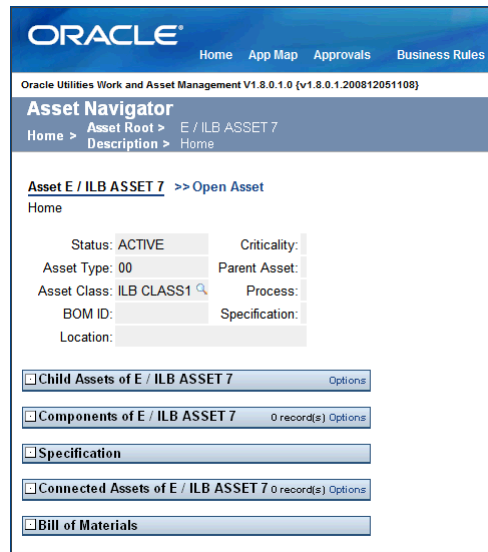
Assets are grouped by Asset type then listed alphabetically. This listing also shows the number of child records associated to the asset or department, and a description. If the business rule is set to show assets at the top level, the system also shows the asset location, the number of open work records that reference the asset, or a variety of other information that you can configure for display.

Click the Options link to configure the screen to show additional information. You can also determine the number of items to display on one screen.

Click an asset to open a summary of the asset that includes a listing of any associated child assets, components, related specifications, connected assets, and any bill of materials available.

**Filter Assets** - Select the “Filter Assets” link to add inactive and/or fleet assets to the listing in addition to the regular active assets included on the regular lists.

If you select an asset, the system displays a summary of the asset that includes a listing of any associated child assets, components, related specifications, connected assets, and any bill of materials available.



**Asset Summary window with all elements collapsed**

Each of these items will have either a plus +, a minus -, or a dot  next to them. Click the plus to expand the list of items. The minus will collapse the list, and the dot means that there are no items on the list.

You can then click any of the items related to the asset to open a summary page (if it is another asset) or the module related to that item. Click the Open Asset link to open the Asset record in the Asset module of the Resource subsystem.

When the Asset Navigator rule is set to department, the navigator becomes the “Department Navigator” showing a hierarchy of departments with a listing of child areas and assets under the departments included. Assets listed under a department and area are not displayed unless they are a parent asset. Clicking a parent asset, then, displays all of its children and other information pertinent to the Asset ID.

## Asset Navigator Graphs

As applicable, the system shows a graphical representation of yearly maintenance costs for any asset that you select. Select the link below the graph to open the [Graph Viewer](#). Here you can modify the selection criteria or other details to change the graph rendering. Modifications are not permanent and cannot be saved.

## Connected Assets

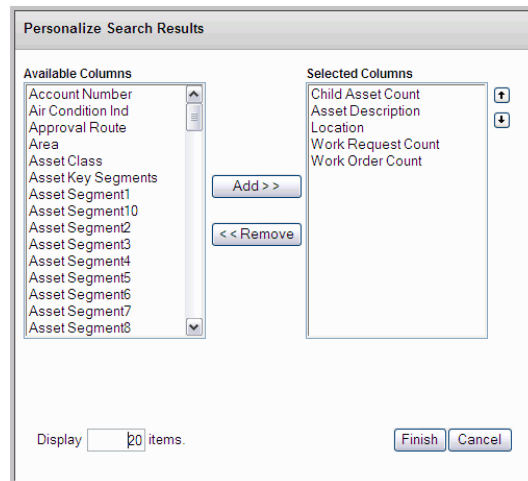
An asset may be discrete, such as a building, a vehicle or an equipment item, or it may be linear, such as a sewer line, a road or a power line. If the location basis of the asset is defined as an Address with Nodes, a From Asset ID and a To Asset ID can be entered on the Asset record. These fields show the Asset IDs for the connections between assets. In the Asset Navigator, the system displays any assets that are connected to the primary asset by these nodes. Using this functionality you can create a network of connected assets and review those connections in the Asset Navigator. For more information on connected assets please refer to [Setting Up Connected Assets](#).

**Conn column** - This column shows the number corresponding to the location of the node in relationship to the primary asset. For example, if the value in this column is -3, the node asset is 3 connections away from the primary asset. The negative indicates that the connection is made in the From Asset ID direction, whereas a positive number would indicate that the connection is made in the To Asset ID direction.

Click the Options link next to Connected Assets to enter the number of levels (the number of connections away from the primary) of connections you would like to display. If nothing is entered, the default is 3 levels.

## Configuring the Asset Navigator

Click the Options link next to Root Assets or Child Assets the Asset Navigator to select the columns that you want to display on the navigator screen.



**Asset Navigator configuration**

You can choose to display anything from the associated account numbers to the warranty expiration date on the asset. Highlight the item that you want to add and click the Add button. Click the Finished button to save your changes and return to the navigator window.

Click the Options link next to Connected Assets to enter the number of levels (the number of connections away from the primary) of connections you would like to display. If nothing is entered, the default is 3 levels.

On either Edit screen you can also control the number of items to display.

By setting the Drill-Down Configuration Business Rule, you can also determine whether the system opens the Asset module or the Asset Navigator when a user double clicks on an empty Asset ID field.



# Chapter 23

## Work Planning Tool

The Work Order Planning Tool provides a summary, on your home page, of progress on Work Order records where you are the assigned planner.

Click the box next to each status to see the number of work order tasks that are in each phase.

### Work Planning Records

When you click a phase under a status the system opens the Work Planning Search Results screen which lists the specific work order numbers, a description, the phase, asset and crew information, priority, and required date. You can configure this window to display the columns you want to see and the number of records to display by clicking the Options link and using the Add and Remove buttons to select and arrange the columns as you choose.

**Work Planning** Options  
Summary of work order statuses and phases.

- PLANNING (5)**
  - WAITING ON PLANNING (1)
  - MATERIAL PLANNING (2)
  - RESOURCE PLANNING (1)
  - PHASE 1 (1)
- APPROVED (1)**
  - WAITING MATERIALS (1)
- ACTIVE (7)**
  - INITIAL REVIEW (PHASE 1)(5)
  - WAITING ON PLANNING (1)
  - SCHEDULED (1)

*No Planner Assigned (1513)*  
*No Crew Assigned (1818)*

**ORACLE** Home App Map Approvals Business Rules Work Design Scheduling - Daily Scheduling - Plan Logout Preferences

Oracle Utilities Work and Asset Management V1.8.0.1.0 (v1.8.0.1.200812051108) IMANI BROWN | Plant - GA 1

### Work Planning

Home > Results

Work Order Tasks in PLANNING Status

1 - 20 of 105 Options

Work Order / Task	Task Desc	Task Phase	Asset Record Type	Asset Id	Crew	Task Priority Total
0100180 / 01	This car needs a paint job.		V	ILB-V-001	ILBC2	
0100245 / 01	Work Request for Fleet Asset.		V	ILB-V-001	ILBC2	25
0101257 / 01	Another Work Order for the Res...				ILBC2	0
0101306 / 03	A task to check this crew assign...		E	RJB-ASSET#1	ILBC2	0
0200498 / 01					ILBC2	
0200498 / 02					ILBC2	
0200895 / 01	Problem 2.	PHASE 1				
0300381 / 01	new work order	INITIAL REVIEW (PHASE 1)	E	ILB ASSET10		0
0300381 / 02	Task number two.	INITIAL REVIEW (PHASE 1)	E	ILB ASSET10		0
0300383 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300384 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300385 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300386 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300387 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300388 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300389 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300390 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300391 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300392 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0
0300393 / 01	2nd work process on Asset 4 in ...	INITIAL REVIEW (PHASE 1)	E	RVM_NAVIGATOR	ILBC2	0

Work Planning Results of Search

You can then select one of the work order numbers to open a summary screen with detailed information about the individual work order. This screen contains a link to open the actual Work Order record.

**Editing Work Planning Options** - Select the Options link on the Work Planning home page component to select the options that you want to appear in this section. You can add and remove the crews for whom you want to view planning data. You can also select the check boxes next to the statuses that you want to display on your home page.

*Note:* The sections in the lower part of the detailed Work Planning screen vary depending on the information available and the status of the record. The Closeout Information and Asset Failure sections, for example, only display when the Work Order is in Active or Finished status.

**Editing Work Planning Options**

If you select Display “No Planner Assigned” or “No Crew Assigned” the system displays a count of the number of records for which there is no planner or no crew assigned. Click this link to see a list of the specific work orders. This list shows ALL records that do not have a planner assigned. For example, if Planner Bob and Planner Jill each clicked on the No Planner Assigned link from their home page, both lists would show the same work orders.

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# Chapter 24

## Cost and Closeout

As work is performed, you may need to enter a variety of information into the system about the amount of time worked, equipment used, and the nature of the work performed against service requests and work orders. Cost and Closeout provides a single location where you can enter this information quickly, without switching between subsystems, modules, and views. Since everything is in one place, Cost and Closeout can be used by data clerks who may not be familiar with the application or with the type work being recorded.

*Note:* The Cost and Closeout module provides a single location where you can enter this information quickly, without switching between subsystems, modules, and views.

Changes to cost and closeout information do not update the related records until the system runs batch processing. Entries are considered “unprocessed” until the batch jobs run and commit the changes to the appropriate records. This can be an important lapse, as system validation and processing occurs only when the actual records are updated. Also, other users may not see recently entered Cost and Closeout information when they view work or timekeeping records.

### Cost and Closeout Records

Select Cost and Closeout from the Actions list on your Home Page to begin a Cost and Closeout session. You must have the appropriate function in your responsibility profile to access the Cost and Closeout action.

As the records are updated, costs roll up to the appropriate accounts, functions, areas and departments. When work records are set to a status other than Active or Finished, they can no longer be selected when entering Cost and Closeout information.

### Searching for Records

The Cost and Closeout Search page opens with work order selected as the Charge To record type. If you change this selection to service requests, the page changes to display search fields for service requests. The quickest way to locate a single record in Cost and Closeout is to search by the record ID number, but you can also search by crew, date, customer, problem code and other identifiers if that is more convenient. If, for example, you are entering data for all the work orders a particular crew worked on for a week, it may be easier to search for the crew, rather than several work orders. You can search for work records in either Active or Finished status.

**Different search options for Work Orders and Service Requests**

## Viewing a Record Summary

When you click a record from the Results page, the summary view opens showing cost and closeout information associated with that record, either in the database or in the temporary transaction table. The summary page is separated into sections for each type of transaction that can be entered on the Cost and Closeout pages.

*Note:* While the system does not prevent you from entering duplicate cost and closeout information, the summary page provides a quick way to recognize duplicate entries. You can then navigate to the appropriate detail page to remove the duplicates.

It is a good idea to review the summary for duplicate information. While the system does not prevent you from entering duplicate cost and closeout information, the summary page provides a quick way to spot duplicate entries. You can then navigate to the appropriate view and remove the duplicates.

### How to View a Work Record in the Summary Page

**1. Select Cost and Closeout from the Actions list on the Home Page.**

You must have the appropriate function in your responsibility profile to access the Cost and Closeout action.

*Note:* You can search for work records in either Active or Finished status.

**2. Select a charge type.**

Work Order is already selected in the Charge To box. If you change this selection to Service Request, the display changes to contain the Service Request search fields.

**3. Enter your search criteria and click the Search link.**

The Results page opens showing the records matching your search. For Work Orders, records are shown at the Task level.

**4. Select a record from the results list.**

The summary page opens showing cost and closeout information currently associated with the selected record.

Note: All Information on the Summary view is read-only and cannot be updated on this screen.

**Cost and Closeout**  
 Home > Search Work Order > Results Work Order > Summary

**Work Order Information**  
 Work Order: 0600148 / 02  
 Description: Branwen's Work Order to test Cost & Closeout - Task 2

Timekeeping | Direct Charges | **Materials Used** | Service History | Task Progress | Activity Tracking

**Timekeeping Summary**  
 14 of 1-10 of 10 >>>

Date	Employee No.	Employee Name	Status	Reg Shift	Reg Type	Reg Hrs	Prem Shift	Prem Type	Prem Hrs	Employee Name	Status
06 Jun 2006	00056	Burgess, Branwen	Created	1	SCHED	12.00				Burgess, Branwen	Created
19 May 2006	00056	Burgess, Branwen	Created	1	SCHED	10.00				Burgess, Branwen	Created
27 May 2006	00056	Burgess, Branwen	Created	1	SCHED	3.00				Burgess, Branwen	Created
04 May 2006	00090	BYB_USER_1	Created	1	SCHED	8.00				BYB_USER_1	Created
16 May 2006	00090	BYB_USER_1	Created	1	UNSCH	5.00				BYB_USER_1	Created
25 May 2006	00090	BYB_USER_1	Created	1	SCHED	5.00				BYB_USER_1	Created
26 May 2006	00090	BYB_USER_1	Created	1	SCHED	4.00				BYB_USER_1	Created
04 Jun 2006	003	Caldwell, Patrick	Created	1	SCHED	3.25				Caldwell, Patrick	Created
07 Jun 2006	00060	Henry, Yvonne	Created	1	SCHED	6.00				Henry, Yvonne	Created
27 May 2006	00060	Henry, Yvonne	Created	1	SCHED	2.00				Henry, Yvonne	Created

14 of 1-10 of 10 >>>

**Direct Charges Summary**  
 14 of 1-12 of 15 >>>

Transaction Date	DC No.	Employee No.	Status	Type	Unit	Qty	Std Price	Total Amt	Vendor Code	Vendor
20 Jun 2006	0600000075	00056	Created	COMPRESSOR	HOURS	2.00	35.0000	70.00		
09 Jun 2006	0600000066	00060	Created	COMPRESSOR	HOURS	10.00	35.0000	350.00		
09 Jun 2006	0600000065	00060	Created	COMPRESSOR	HOURS	10.00	35.0000	350.00		
07 Jun 2006	0600000063	00056	Created	CREDIT	DAY	1.00				
06 Jun 2006	0600000061	00056	Created	COMPRESSOR	HOURS	1.00				
04 Jun 2006	0600000057	00056	Created	CREDIT	DAY		10.0000			
31 May 2006	0600000051	00060	Created	COMPRESSOR	HOURS	10.00	35.0000	350.00		
31 May 2006	0600000056	00060	Created	COMPRESSOR	HOURS	10.00	35.0000	350.00		
27 May 2006	0600000049	00056	Created	COMPRESSOR	HOURS	10.00	2.2600	22.60	BYB-VENDOR:2PRT-000000001	Bran
27 May 2006	0600000050	00060	Created	OPEN	NONE	100.00				
26 May 2006	0600000046	00056	Created	CREDIT	DAY	2.25	10.0000	22.60		
26 May 2006	0600000045	00060	Created	COMPRESSOR	HOURS	10.00	2.2600	22.60		
25 May 2006	0600000041	00060	Created	COMPRESSOR	HOURS	10.00	35.0000	350.00		
25 May 2006	0600000039	00060	Created	COMPRESSOR	HOURS	10.00	35.0000	350.00		
04 May 2006	0600000028	00056	Created	MEALS	DAYS	5.00	50.0000	250.00	BYB-VENDOR:2PRT-000000001	Bran

14 of 1-15 of 15 >>>

**Materials Used Summary**  
 14 of 1-6 of 6 >>>

Stock Code	Storeroom	Description	Quantity Used
BYB-DIRECT-03	BYB	Branwen's Direct Stock	
BYB-IRVEN-01	PFB	Branwen's Inventory Stock Code	
BYB-IRVEN-PQ	BYB	Branwen's Inventory Stock Code	
BYB-LOT-01	BYB	Branwen's Inventory Lot Stock	
BYB-STOCK	BYB	Branwen's Stock - DO NOT USE	
BYB-STOCK	PFB	Branwen's Stock - DO NOT USE	

14 of 1-6 of 6 >>>

**Service History Summary**  
 14 of 1-12 of 12 >>>

Specification Type	Spec Category	Attribute	Attribute Desc	Attribute Value
ENG	BLAST	1		test test
ROOM_DATA	123456789012345	1001	Spec Attribute 1	12345678901234567890123456
ROOM_DATA	123456789012345	1002	Spec Attribute 2	NORMALWEAR
ROOM_DATA	123456789012345	1003	Spec Attribute 3	
ROOM_DATA	123456789012345	1004	Spec Attribute 4	test
ROOM_DATA	123456789012345	1005	Spec Attribute 5	
SERV_HIST	BLAST	5	spec attribute 1	test
SERV_HIST	BLAST	10	spec attribute 2	
SERV_HIST	BLAST	15	spec attribute 3	
SERV_HIST	BLAST	20	spec attribute 4	
SERV_HIST	BLAST	25	spec attribute 5	
SERV_HIST	BLAST	30	spec attribute 5	

14 of 1-12 of 12 >>>

**Task Progress Summary**  
 14 of 1-1 of 1 >>>

Work Status	Failure Code	Failure Mode	Component Code	Repair Code	Next Action
ACTIVE		FREEZING			

14 of 1-1 of 1 >>>

**Activity Tracking Summary**  
 14 of 1-4 of 4 >>>

Date	Activity Tracking No.	Amount	Units	Activity	Hours	ART	Asset ID	Crew	Employee No.	Employee Name
	00000000006442	100	WORKUNITS0			E	BYB-ASSET		BYH	
	000000000013877	100	WORKUNITS0			E	BYB-ASSET		BYH	
	000000000021552	100	WORKUNITS0			E	BYB-ASSET		BYH	
	000000000029292	100	WORKUNITS0			E	BYB-ASSET		BYH	

14 of 1-4 of 4 >>>

Summary view

## Entering Cost and Closeout Data

Enter data by clicking one of the buttons at the top of the summary page, or select from the Views list, to open a detail view where you can enter cost information.

The Materials Used and Service History selections do not apply to Service Request records and are not available when you select Service Request as the charge type.

During a Cost and Closeout session, you can switch between cost categories for the selected record by clicking a different button at the top of the page. The system will prompt you to save any new entries you have made and then display the new data entry page.

When entering data, you can press the Tab key to move to the next field. This is helpful as not all columns may be visible on your monitor. For most fields, you can either select data from a list of values or enter the information directly.

On the Timekeeping, Direct Charges and Materials Used pages, when you have completed a line of data, enter “Y” in the last column. This sets the Add box to Yes and displays a new line where you can add more information. Lines with the Add box set to Yes are added to the transaction table when you click the Save icon.

If you need to delete a line of data, mark the box at the beginning of the line and click the Delete Checked Item link.

### How to Enter Cost and Closeout Information

1. **Select Cost and Closeout from the Actions list on the Home Page.**
2. **Select a charge type.**  
Work Order is already selected in the Charge To box. If you change this selection to Service Request, the display changes to contain the Service Request search fields.
3. **Enter your search criteria and click the Search link.**  
The Results page opens showing the records matching your search.
4. **Select the appropriate record from the results list.**  
The summary page opens showing cost and closeout information currently associated with the record selected.
5. **Select one of the buttons below the record description.**  
A detail view opens where you can enter cost or other information for Timekeeping, Direct Charges, Materials Used, Service History, or Task Progress.
6. **Enter the cost or closeout information for the record.**  
If you are entering Timekeeping, Direct Charge or Materials Used information, enter “Y” in the Add box at the end of the line to open a new line where you can enter additional information.
7. **When you have finished entering data for this category, click the Save icon.**  
The system updates the temporary transaction table with the information you have entered.  
  
You can now select another button to add information to the record in another category, or click the Selection links to search for another Work Order or Service Request record.

## Cost and Closeout Timekeeping

Click the Timekeeping button or select the view to open the Timekeeping entry page. The page opens showing any unprocessed timesheet entries. If there are no unprocessed entries, the system automatically fills in the current date, crew, employee number and name on a new line for each member of the crew specified on the work record. You can change, delete or ignore any of these automatic entries as necessary. Depending on how your organization has configured the Restrict Emp by Crew on C&C rule key in the Timekeeping Editchecks business rule, the list of values for employees may be limited to only employees on the crew.

**Date** - Enter the date the work was performed. You can click the calendar icon to select a date using the calendar tool.

**Employee Number and Name** - When you enter or select an employee number, the system supplies the name of the employee. Only employees in Active status can be selected. Depending on how your organization has configured the Restrict Emp by Crew on C&C rule key in the Timekeeping Editchecks business rule, the list of values for employees may be limited to only employees on the crew.

**Crew and Craft** - Enter the unique crew identification code for the crew performing the work and the applicable craft code. When you see the corresponding timekeeping record created from this entry, it is possible that the craft for the line will differ from the craft in the Timekeeping

header. This is because the header always populates to the employee's default craft, whereas this line can have whichever craft the employee actually performed while doing the work.

**Regular / Premium Shift** - Timesheet charges are broken down into two categories: Regular and Premium. Each category contains three fields: Shift, Type, and Hours. If one of these fields is filled in for Regular time, then the other two must also be completed for Regular time. Similarly, if one is filled in for Premium time, then the other two must be completed for Premium time.

The Shift field contains the shift worked for the charge time. The field has an associated list of values that is controlled by the Shift Differential Rates business rule.

**Regular / Premium Type** - The Type field indicates the Earnings Code Type for the time charged. Earnings Codes are defined by your organization in the Timekeeping Labor Earning Type business rule and can include both multipliers and adders to the base wage rate.

**Regular / Premium Hours** - The Hours field contains the number of hours to be charged. If the Regular Hours field is populated, the Regular Type field is required. Likewise, if the Premium Hours field is populated, the Premium Type field is required.

**Add** - Set the Add box to Yes to mark the line for addition to the transaction table and display a new line where you can add more information.

## Cost and Closeout Direct Charges

Click the Direct Charges button or select the view to open the Direct Charges entry page. The page opens showing any unprocessed direct charge entries. If there are no unprocessed entries, the system automatically fills in any direct charges that were pre-planned for the work order on a new line for each charge. You can change, delete or ignore any of these automatic entries as necessary.

*Note:* Service Requests do not have pre-planned direct charges.

**Transaction Date** - Each direct charge must have a transaction date. You can click the calendar icon to select a date using the calendar tool. If no records are found in the transaction table, the system enters the current date in this field, but you can change that date if necessary.

**Employee Number** - Select an employee number from the list of values, or enter the number directly.

**Charge Type and Units** - Select a Charge Type from the list of values, which contains a description of the Direct Charge types defined by your organization. When you select a Charge Type, the system supplies the Units.

**Quantity** - Enter the Quantity of the Direct Charge type used. This might be the number of miles a vehicle was driven or the number of days a piece of rental equipment was used.

**Standard Price and Amount** - When you select a Charge Type, the system supplies the Standard Price and calculates the dollar Amount based on the Quantity entered. You can change the standard price if necessary and the system will recalculate the amount.

**Reference Number** - You can enter any reference number supplied by the Vendor to help identify this item. For example, you could enter the number of a hotel receipt for nights lodging.

**Vendor Code and Vendor Name** - You can select from all Vendor Codes in Active status. When you select the Vendor Code, the system supplies the Vendor Name associated with that code.

**Add** - Set the Add box to Yes to mark the line for addition to the transaction table and display a new line where you can add more information.

## Cost and Closeout Materials Used

Click the Materials Used button or select the view to open the Materials Used entry page. The page opens showing any unprocessed material entries. If there are no unprocessed entries, the system automatically fills in any materials that were pre-planned for the work order task on a new line for each material. You can change, delete or ignore any of these automatic entries as necessary.

*Note:* Materials Used is not an available option when you are entering data for a Service Request.

**Stock Code and Storeroom** - Enter the stock code for the item used. The system populates the list of values for Storeroom with a listing of the storerooms where that item can be found. The system supplies the description of the stock item as it appears on the Catalog record.

**Quantity Used** - Indicate how much of the item was used.

**Add** - Set the Add box to Yes to mark the line for addition to the transaction table and display a new line where you can add more information.

## Cost and Closeout Service History

The Service History view contains a row for each Specification Type on the work order task. This page only allows update of the Attribute Value for planned Service History records. Any information currently stored in the temporary transaction table is shown, but can be updated. Depending on how your organization has setup the Specification Template, the Attribute Value field may use a list of values or may allow you to enter any appropriate text.

*Note:* Service History is not an available option when you are entering data for a Service Request.

## Cost and Closeout Task Progress

The Task Progress view is different from the other Cost and Closeout data entry views in that you cannot add multiple records for the Work Order Task or Service Request selected. You can only enter or edit data in the fields displayed.

If the work record has been set to Finished status, all fields on the Task Progress page are disabled. In order to make changes to a record in Finished status, you must update the record in the Work Order Task or Service Request module.

**Work Status** - If the work order task or service request is in Finished status, you cannot update any fields on this page. Instead, you must open the Work Order Task or Service Request record, and make the necessary changes to the Task Progress view.

**Failure Code** - Use the Failure code to record the type of problem that required the work on the asset. An example might be: "Hydraulic" for a leak in the hydraulic system of a piece of equipment. The field has an associated list of values that is controlled by a code table.

**Failure Mode** - Use of this field varies from organization to organization.

**Component Code** - If the work was done on a component of the asset, you can use this field to record a code from the list of values to describe the component. An example might be "Motor" for a motor in a hydraulic pump.

**Repair Code** - Use the Repair Code field to record the type of work done on the asset. You must select a code from the list of values. An example might be: "Resealed" for replacement of the seals in the hydraulic system of the equipment mentioned above.

**Next Action** - If there is further action needed - for example an inspection after some period of operation - you can enter a code from the list of values to represent that action. When you select



from the list, the system enters the associated description in the Description field immediately below the Further Action and Required fields.

**Comments** - Enter any additional comments about the work here.

**Create Follow-up Work Request, Required Date, and Description** - If follow-up work is needed, select the Create Follow-up Work Request box, enter a required date, and a description of the follow-up work which needs to be performed.

## Cost and Closeout Activity Tracking

Enter and maintain work activity information in the Activity Tracking module. There are some businesses where tracking the volume of work performed on one task is as important as planning the entire body of work. The Activity Tracking module can be used to break down tasks, or other work, into units of activity so that the amount of time or space (such as acres mowed or words typed) is accounted for and tracked. Planners and supervisors can then use this information to establish goals, plan future workloads, or quantify expenditures and budgets.

Use the designated fields to enter the Date work was performed, the amount of work, the units, hours, and any comments. You can also reference an asset or crew and note the employee number of the person doing the work.

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# Chapter 25

## Approvals

One of the ways that the system simplifies and speeds up your work is by routing records when they need approval. Most purchasing and work records require approval before orders can be placed or work can begin.

New records are usually generated in Created or Planning status. When the needed information has been completed, the record is ready to be routed for approval.

There are a few ways to approve records, and the way you choose will depend largely on your own preference:

- Use the Approval Wizard to respond to an alert requesting your approval,
- Open the Approval Portal to review all the records requiring your approval in a single listing.
- Enter your approval directly on the record requiring approval.

### About Approval Processing

Some records require more than one Approval Title to make an approval decision. For these records, the system uses [Approval Routing](#) to notify a list of approvers who must review records before they are approved. This approval process begins when an approval route is indicated on the record and the record status is changed to Pending Approval. The system then sends an alert to each person on the route in order until the route is complete.

For other records, [Basic Approval Processing](#) applies. In basic processing, the approval process is initiated when a Next Approver is indicated on the record and the record status is changed to Pending Approval. The system then sends an alert to everyone with the Approval Title indicated in the Next Approver field. Approvers respond to alerts and approve records according to the organization's business practices. Approvers can also use the system to easily route records along for further approval if necessary.

Regardless of the method used, once the record is approved the system logs the approval in the Approval Log to keep track of activity with the record.

Additional topics describe [Approval Routing](#) and [Basic Approval Processing](#) in further detail.

### Approval Alerts

Approvers must make sure that they have the appropriate settings in their user profile to receive alerts. Open the User Profile module and select your own User Profile record. Place checks in the appropriate boxes to indicate whether you want alerts to be sent to your Oracle Utilities Work and Asset Management home page, as e-mail, or both. Approvers can also configure their home page to show a list of records requiring their approval.

The system sends an alert to the requestor for rejected work requests. On purchasing records, the approver can enter comments when he or she approves or denies the request. For all other

record types the approver can use messaging to inform the requestor that the record has been approved or rejected.

Settings in the Approval Routing business rule determine whether an approval alert opens the approval wizard or the record that needs to be approved. The system can also be set to allow users to approve records even when they weren't on the original route.

### How to Approve Records Manually

You can change status to Approved directly on the record if your approval title is on the approval route, you have been sent an alert requesting approval, and the approval limit on your approval title is sufficient to cover the cost of the record.

If you are not on the approval route, but have sufficient approval limit, you can also approve a record by setting the status back to Created and then to Approved,

1. **Open the record.**
2. **Set the status to Approved.**

This action will insert a record into the Approval view of the record automatically.

3. **Click Save.**

The record status is saved and it is now ready for continued processing. When you change the status of a record to Approved, the system inserts a record into the approval log to track the activity with the record.

## Setting Default Approval Routes

If you know that you will use the same approval route on most of your work records, you can save time by setting up default approval routes in your user profile.

### How to Assign a Default Approval Route

1. **Open your User Profile record under System Configuration in the Administration subsystem.**
2. **Select Default Approval Routes from the Views list.**
3. **Select a Document Type from the list of values.**
4. **Select a Default Route from the list of values for each document type.**
5. **Repeat Steps 3 and 4 for each document type.**

Even if you want to use the same approval route for each document type, you must create a separate entry for each document type.

6. **Click Save.**

The system will automatically enter the Route ID entered here when you create a record of the corresponding type. You can change the Route ID on the record later, if necessary.

# Chapter 26

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## Basic Approval Processing

In basic processing, the approval process is initiated when a Next Approver is indicated on the record and the record status is changed to Pending Approval. The system then sends an alert to everyone with the Approval Title indicated in the Next Approver field. Approvers respond to alerts and approve records according to the organization's business practices. Approvers can also use the system to easily route records along for further approval if necessary.

### Approval Alerts

Approvers must make sure that they have the appropriate settings in their user profile to receive alerts. Open the User Profile module and select your own User Profile record. Place checks in the appropriate boxes to indicate whether you want alerts to be sent to your Oracle Utilities Work and Asset Management home page, as e-mail, or both.

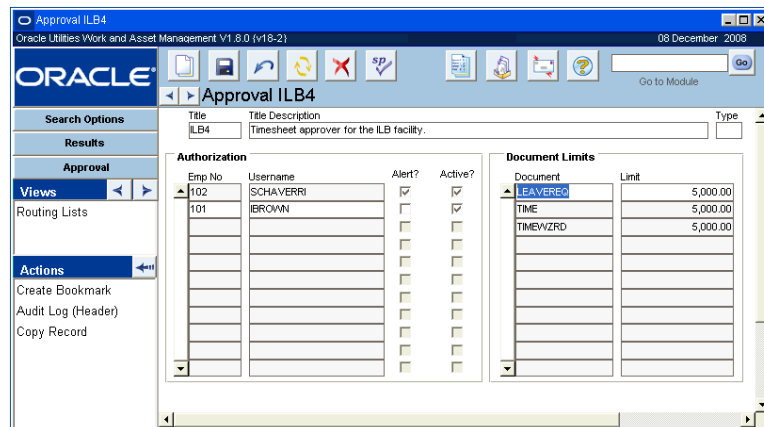
*Note:* For a description of the approval routing process please refer to the document entitled [Basic Approval Processing](#).

### Approval Titles

Approval titles are created in the Approval Limit module located under Approvals and Routes in the System Administration subsystem. Each approval title has a title, a description, a title type, a list of authorized users, a list of documents that can be approved, and dollar limits for each document.

Please refer to the System Administration guide chapter on [Approval Limit](#) for more on establishing and maintaining approval titles.

Approval titles are created to identify the person or people authorized to approve a record. One user can have more than one approval title and any approval title can have more than one user. Each approval title can also have one or several types of documents that it is authorized to approve with dollar limits for each of those documents.



**The Approval Limit Window**

the approval title has two users, and is authorized to approve three types of documents. Each type of document can only be approved up to \$5000. If this approval title were indicated on a record, the alert would go to the two example users, RBEELEER and IBROWN. If it were included on an approval route it would go to these users as well as to the users indicated on any of the other approval titles indicated on the route.

The approval title entered in the Next Approver field represents who is authorized to approve the record. This can vary from record type to record type, record to record, and even depend on the stage the record is at in the approval process.

One person, or several people, can have an approval title. The people holding approval titles vary by organization – some companies prefer to have only one person per title, while other organizations may want to have several people share an approval title so that there are alternate approvers in case a primary approver is not available.

*Note:* If an approval title is shared, everyone who has that title, and is marked to be alerted, is notified when a record needs approval. Which of these people will actually be responsible for handling the approval will depend on how your organization structures work.

Each approval title has an associated maximum cost that can be approved, so the approval title that you put in the Next Approver field may also depend on the cost or importance of the record. If a potential approver has more than one approval title, the system looks for the highest limit allowed by all of the person's approval titles and uses that number to check against the cost of the record.

For example: You and a coworker each have Approver 1, with a service request limit of \$500, as an approval title. You also have Approver 2, with a limit of \$1,000, as a second approval title. The system would allow you both to approve any service request up to \$500. Only you would be able to authorize service requests up to \$1,000, but you would have to route any work order above \$1,000 on to an approval title with a higher limit.

In this example, if a \$600 service request was sent to approval title Approver 1, your coworker could respond to the approval alert by routing the work request to Approver 2. The system would clear the alert for Approver 1 out of your Alerts box and replace it with the alert for Approver 2.

*Note:* Approvers must make sure that the "Receive Alerts" check box is checked in their user profile if they want to receive approval alerts.

For more on establishing and assigning approval titles, see the section titled Creating Approval Titles in the System Administration User Guide.

### How to Route a Record for Approval

1. **Open the appropriate record.**
2. **Enter the appropriate approval title in the Next Approver field.**
3. **Change the record status to Pending Approval.**
4. **Click Save.**

The system automatically generates alerts and sends them to each person assigned to the approval title.

### How to Approve a Record

1. **Open the record.**

The easiest way to open a record in need of approval is to click the alert requesting the approval. You can also select the alert for the approval from your home page.

*Note:* You can create saved searches that will find all records that require your approval. Please refer to the section entitled Searching for more information.

2. **Review the record.**

You also have the option of passing the record on to another approval title, waiting while you check for details about the record, or rejecting the record.

3. **Change the status to Approved.**

The system notifies you that you have made changes and asks if you want to save them.

If you do not have an approval title with an appropriate approval limit, the system warns you that you have an insufficient Approval Limit to give final approval. In this case you should route the record for higher approval.

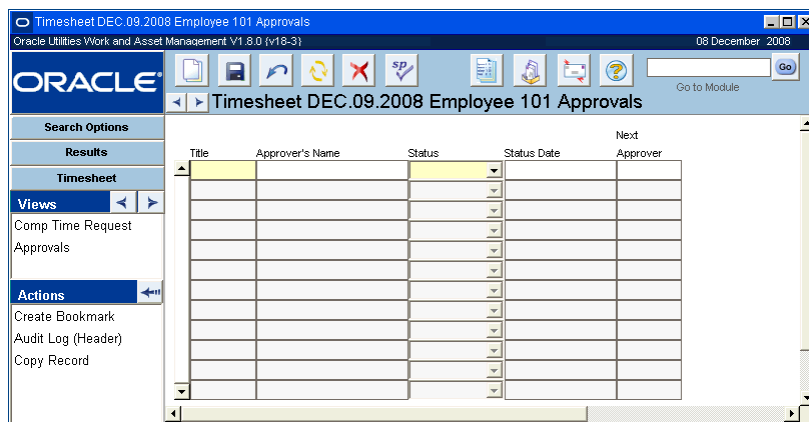
4. **Click Save.**

When you change the status of a record to Approved, the system inserts a record into the Approval View to log the activity with the record.

The system does not send an alert to the requestor to inform them that the record has been approved or rejected.

## Approvals View

All modules that use basic approval processing include an Approvals view. This view lists the approvers on the approval title that have responded, tracks the approval status, and allows you to route the record for additional approval if necessary.



**Approvals view**

*Note:* In order to enter information in the Approvals view, you need to have an active Approval Title set up in the Approval Limits module and appropriate authority in the Timekeeping Authority Business Rule.

### How to Approve a Record in the Approvals View

Select your Approval Title from the list of values in the Title field. The system supplies the Approver's Name, Status Date, and sets the status to Final. Once final approval is entered the system sets the record status to Approved.

### How to Route a Record for Higher or Additional Approval

**1. Open the record.**

The easiest way to open a record in need of approval is to click the alert requesting the approval.

**2. Determine that you want the record to be reviewed by another approval title.**

**3. Open the Approvals view.**

**4. Enter your approval title.**

You can use the associated list of values. The system supplies the Approver Name, Status, Date and Approval Amount.

**5. Change the status to Agree.**

**6. Indicate the Next Approver.**

You can use the associated list of values.

**7. Click Save.**

### How to Find Records That Require Your Approval

**1. Open the Search Options window of the module.**

For example if you are the approver for timesheets you would open the Timekeeping module in the Maintenance subsystem.

**2. Enter search criteria that would open the records that you need to approve.**

For timesheets orders that need approval you would enter a status of Pending Approval and your approval title in the Next Approver field. This sets the system to look for all of the records with the status of Pending Approval and with your approval title.

For records that use approval routing, the system sends an alert to your home page to notify you that your approval is needed. However, you can set saved searches for these types of records as well.

*Note:* Press Shift-F2 to display in the hint bar the total number of records found by your search.

**3. Select Save Search from the Actions list.**

A Save Search window opens.

**4. Enter a descriptive title for the search and a description of the search if desired.**

**5. Select the Important box if you want to flag this search as Important.**

**6. Click Save.**

The system saves the search and adds a link on your home page under Saved Searches.

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# Chapter 27

## Approval Routing

Some records require a group of people to make an approval decision. For these records, the system uses approval routing to notify a list of approvers who must review records before they are approved. For these records, the approval process begins when an approval route is indicated on the record and the record status is changed to Pending Approval.

*Note:* For a description of basic approval processing please refer to the document entitled [Approval Routing](#).

Settings in the Approval Routing business rule determine whether an approval alert opens the approval wizard or the record that needs to be approved. The system can also be set to allow users to approve records even when they weren't on the original route.

Routing lists are created and maintained in the Routing List module in the Administration subsystem.

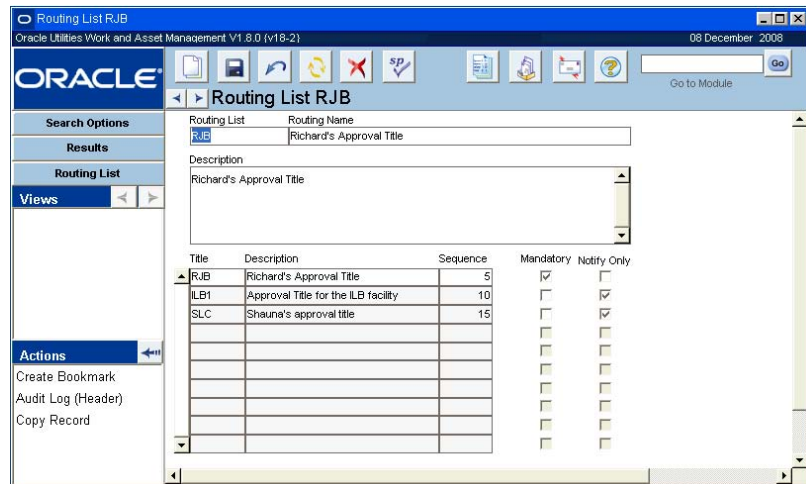
Approvers must make sure that they have configured settings to receive alerts. Open the [User Profile](#) module and select your own User Profile record. Place checks in the boxes to indicate whether you want alerts to be sent to your Oracle Utilities Work and Asset Management home page, as e-mail, or both.

### Routing Lists

A routing list is a grouping of approval titles that must review the record for approval. The approval titles are listed in a specific order as the system sends alerts to the approval title in the order that they are listed on the route.

Approval routing lists are maintained in the [Routing List](#) module located under Approvals and Routes in the Administration subsystem. Each routing list contains a group of approval titles that must review records for approval.





Routing List record

As shown in the sample screen above, this routing list contains four approval titles: RJB, ILB1, and SLC. If this approval title were indicated on a record, the alert would go to all of the users listed in each of these approval titles, and the document types and approval limits defined for each of the approval titles would apply.

When a record citing the routing list is set to Pending Approval, the system sends alerts to the approval titles in the order that they are listed on the routing list. The second approval title does not receive an alert until the first approval title has responded, and so on. The system continues to process the route and record decisions in the Approval Log until:

- An approver authorized to approve the dollar amount approves the record and all mandatory approvers have agreed or approved, or
- No approval titles remain on the route. In this case, the system sends an alert to the initiator who can select another route to approve the record.

Some approval titles might be checked as mandatory, in which case they must respond before the record can be approved. Other approval titles can be checked as notify only, in which case they are alerted that the document is under review but no response is required.

Approvers can use the [Approval Wizard](#) to respond to alerts from their home page. They can also receive alerts by e-mail and follow a link to the [Approval Portal](#) where they can record their approval decision without having to log in to the system.

Records that use [Basic Approval Processing](#) do not require an approval routing list.

## Routing Records for Approval

Once a record is complete, it is time to route it for approval. While how you will do this depends on whether the record requires a single next approver or an approval routing list, the process is similar in both cases.

### How to Route a Record for Approval using an Approval Routing List

This process applies to records with an Approval Route field. Please refer to [Basic Approval Processing](#) for instructions on using records with a Next Approver field.

#### 1. Open the appropriate record.

The record should be complete and ready for further processing.

**2. Enter a Route ID in the Approval Route field.**

The system allows you to select any routing list from the list of values, but only the ones with a Y in the Approval Limit Available column have sufficient approval limits to approve the record.

If you want to use the default approval route that is indicated in your user profile for this document type, you can skip this step. The system will automatically enter your default Route ID when you change the status to Pending Approval.

**3. Change the status to Pending Approval.****4. Save the record when prompted.**

The system sends approval alerts to everyone having the first approval title on the routing list you have selected. During the routing process, decisions of the approvers are recorded in the Approval Log.

## Approval Decisions

All approvers on the routing list can agree or disagree with records being considered for approval, but only approvers with a sufficient dollar limit in their approval title can approve records. The impact of these decisions depends on the approval titles remaining on the route and the decisions previously recorded.

### Approve

If there are no remaining mandatory approval titles on the route, a decision to approve completes the process. The record status is set to Approved and the person responsible for the document receives an alert saying that it has been approved. If there are mandatory approval titles remaining on the route, a decision to approve is recorded in the Approval Log and the routing continues until all mandatory approvers have approved or agreed.

### Agree

A decision to agree continues routing to the next approval title on the route. If all approval titles agree, but none approves, the record remains in Pending Approval status until a new route is specified or an approver with sufficient dollar limit approves the record. If no approval title has approved the document, the person responsible for the document receives an alert saying the approval process has stopped.

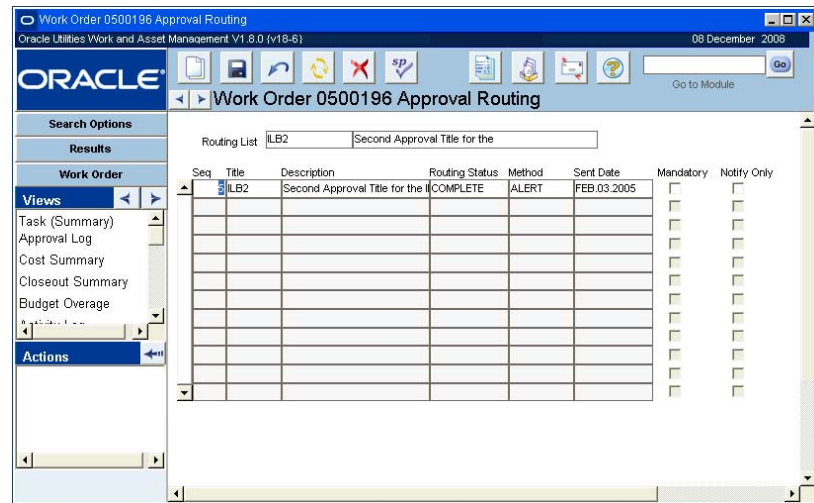
*Note:* If you have the authority to approve a record, you should select Approve rather than Agree. This will prevent records from going all the way through the route without actually getting approved.

### Disagree

If a mandatory approval title disagrees with a document, the approval process stops and an alert is sent to the person responsible for the record, who can review the Approval Log to see the reason given for the decision to disagree. If an approver who is not mandatory disagrees, the routing continues if there are remaining approval titles on the route.

## Approval Routing View

Records that use approval routing include the Approval Routing view and an Approval log. The Approval Routing view shows the progress of the approval process for the record, including which Approval Titles have been contacted and which remain to be contacted. The Approval Routing view is only available when the record is in Pending Approval status.



Approval Routing view

Additional titles added to this view will be used for the current document only. If you want make a permanent change to the Approval Route, you must open Routing List module and make the change to the route itself.

If the record needs to be updated after the Approval Routing process has begun, you must change the status from Pending Approval to Created. This removes all outstanding approval alerts and clears the Approval Routing view. However, decisions previously recorded by approvers remain in the Approval Log and are not cleared by the status change.

## Approval Routing Field Descriptions

**Routing List** - The Routing List ID and Routing Name identify the Routing List used for this record.

**Sequence** - The sequence number indicates the order in which approval titles will be receive approval alerts.

**Title** - Approval titles are created and saved in the Approval Limits module. If you are adding an additional approval title to this document, select a title from the list of values, which also shows the Title Description and the Title's Approval Limit for this document type.

**Description** - The system enters the Title Description when you select the approval title.

**Routing Status** - The system enters the current routing status for the approval title. Routing statuses are:

**Pending** - Alerts have not yet been sent to approvers with this approval title. If the approval process has stopped for this document, the approval titles in Pending status will not receive alerts.

**Sent** - Alerts have been sent, but no approver with this approval title has responded.

**Complete** - Alerts have been sent and an approver with this approval title has responded. The response is recorded in the Approval Log. When the status changes to Complete, alerts are sent to the next approval title in the sequence. If all approval titles are Complete, the route is finished.

**Method** - The system enters the method used to deliver the alert. The delivery methods are:

**Alert** - The alert was delivered to the approver's home page.

**E-mail** - The alert was delivered by e-mail

**Both** - The alert was delivered both to the approver's home page and by e-mail. This can mean that an individual user received the alert by both methods, or that one approver on the approval title received the alert by e-mail and another received it on the home page.

**Sent Date** - The system enters the date the alerts were sent to this approval title.

**Mandatory** - mandatory approval titles must agree with a document before it can be approved. If a mandatory approval title disagrees with a document, the approval process stops and the document is not approved.

**Notify Only** - Notify Only approval titles are alerted that the document is under review but no response is necessary. All Notify Only reviewers receive their alerts when the routing process begins. If you add an approval title after the process has begun and mark that approver as Notify Only, no alert will be sent.

## Adding Approval Titles

The system copies Approval Titles and sequence information from the Routing List module to the Approval Routing view when a document's status is set to Pending Approval. While the displayed titles and sequencing cannot be changed, you can add additional approvers if you want the document to be reviewed by an approver not currently listed.

If you find that you need to add another approval title to the approval route, you can do so in this window.

### How to Add an Approval Title to an In Progress Route

This process shows how to add a title through the Approval Routing view. Approvers can also add approval titles to a route in progress from the approval wizard when they are recording their own approval decision.

- 1. Open the record that needs to be approved.**

The record must be in Pending Approval status.

- 2. Select Approval Routing from the Views list.**

- 3. Enter a sequence number on the next available line.**

Since you can only add to future processing, the sequence number you enter must be higher than the sequence numbers that have already been sent. You can indicate that the new approval title is a mandatory approver by checking the Mandatory check box. You cannot add Notify Only approvers to a route already in progress.

Users that were not on the original routing list can also approve a record without being added to the route if they have the needed approval authority.

- 4. Select an Approval Title from the drop-down list.**

If necessary, you can also indicate that the new approval title is a mandatory approver by checking the Mandatory check box.

- 5. Click the Save icon when you have finished adding each new approval title.**

Additional titles added to this view will be used for the current document only. If you want make a permanent change to the approval route, you must open the Routing List module and make the change to the route itself.

Remember, an approval title is one or many people who can approve a record. Even if there are only two approval titles on the route, it is possible that there could be many more individual approvers. The system sends an alert to ALL of the users that share the approval title listed on the route.

## Record Response

The Record Response action on the Approval Routing view provides a quick method for agreeing to the Purchase Order directly from the document without needing to respond to an approval alert.



**Approve** - Only approvers with sufficient Approval Limits can approve a document. Other approvers can only Agree or Disagree.

**Agree** - A decision to Agree continues the routing to the next approval title on the route. If there are no other approval titles remaining on the route, and a previous approver has Approved the record, the record status is set to Approved.

**Disagree** - If a mandatory approval title disagrees with a document, the approval process stops and an alert is sent to the Requestor, who can review the Approval Log to see the reason given for the decision to disagree.

**Status Date** - The system enters the date the approval decision was recorded.

**Approved Amount** - The approved amount is the total amount for the record, if applicable.

**Comments** - Comments are optional, but if an approver adds a comment it will appear here. Click an approver in the upper grid to display comments added by that approver in the Comments box.

## Finishing a Route

If an approval route cannot be completed for some reason, such as no one approving the document or a mandatory approver being unavailable to record approval, you can change the record from Pending Approval to Created status. This removes all outstanding approval alerts and clears the Approval Routing List view. Decisions already recorded are not deleted and remain in the Approval Log. You can then enter another approval route and set the status to Pending Approval, restarting the process.

If you have an approval title with a sufficient limit to approve the document, you can set the status to Created status and then directly to Approved without specifying a route. If a document is in Pending Approval status however, you can only change the record status to Approved if your approval title is on the route and you have been sent an approval alert.

## Approval Wizard

The Approval Wizard provides a quick way of responding to approval alerts without needing to open the record being considered for approval.

Depending on settings in the Approval Routing business rule, the Approval Wizard opens automatically when you select an approval alert from your home page. The wizard provides summary information for the document being reviewed and a decision box, where you can approve, agree, or disagree with the document. See the section on [Approval Decisions](#) for an explanation of these options.

You can also review the decisions made by other approvers and enter comments. As you click different lines to move the highlight in the upper grid, the text in the Approver's Comments field changes to show any comments left by that approver. Enter your own comments in the optional Your Comments field. You may want to explain why you are disagreeing with the record so that the requestor can correct specific problems. Comments you enter here can be viewed in the Approval Log.

**Viewing More Information** - If you feel that the Approval Wizard does not contain enough information for you to make an approval decision, you can click the Account Information button on the first screen of the Wizard to see a listing of the Accounts referenced on the document, along with year-to-date budget and cost information.

If you want to review the entire document, click on the View Record button to open the record being considered for approval. Once you open the record, you can enter your approval directly

on the record by changing the document status to Approved or you can reopen the wizard and enter your decision and comments there.

If you need to reopen the wizard, return to the home page, select the original alert in the Alerts list, and the Approval Wizard reopens.

If you want to see account information, but not the full record, click the Account Information button.

### How to Approve a Record using the Approval Wizard

#### 1. Select the alert from the Alerts list on your home page.

The first window of the wizard opens containing summary information about the record you are asked to review.

The screenshot shows the 'Approval Wizard' window titled 'Approval Request for Purchase Order 07000104'. It contains the following fields:

- Description: Needed for big project
- Vendor: SAM'S BUILDING WAREHOUSE
- Total Amount: 503.85
- Required Date: 27 AUG 2007
- Requestor: [Empty field]
- Dept./Phone: [Empty field]
- Decision: Approve (selected in a dropdown menu)

At the bottom, there are buttons for 'View Record', 'Account Info', 'Next >', and 'Cancel'.

#### 2. Select your decision from the drop-down list.

You can select Approve, Agree or Disagree. The Approve option is only available if you have a sufficient dollar limit on your approval title to approve the record.

#### 3. Click the Next button.

A confirmation window opens showing the approval route and any comments other approvers have entered.

If your organization uses PIN processing to verify approvers, the system opens a window where you can enter your PIN. After you enter your PIN and click the next button, a confirmation window opens showing the approval route and any comments other approvers have entered.

The screenshot shows the 'Approval Results' window titled 'Please confirm the decision to APPROVE with Purchase Order 07000104'. It features a routing table and comment fields.

Seq	Title	Routing Status	Route Date	Approver's Name	Approval Status	Status Date	Mandatory	Notify Only
1	RuB	SENT	27 JUL 2007				<input checked="" type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>

Below the table, there is a text box for 'Approver's Comments' and a larger text box for 'Your Comments'. At the bottom, there are buttons for 'Add', '< Back', 'OK', and 'Cancel'.

You can [add additional approvers](#) if you want the document to be reviewed by an approver not currently listed. Click the Add button to open a new window where you can specify the new approval title and sequence number. Titles that you add from the Approval Wizard will be used for the current document only. If you want make a permanent change to the approval route, you must open Routing List module and make the change to the route itself.

Users that were not on the original routing list can also approve the record if they have the needed approval authority.

#### 4. Enter a comment in the Your Comments box if necessary.

You may want to explain why you are disagreeing with the record so that the requestor can correct specific problems. Comments you enter here can be viewed in the Approval Log.

**5. Click the OK button.**

The system writes your decision and comments to the Approval Log and sends an alert to the next approval title on the approval route. If there are no remaining approval titles on the list, and no mandatory approver has disagreed, the system sets the record status to Approved. If a mandatory approver has disagreed, or if none of the approval titles have sufficient dollar limit to approve the record, the system alerts the requestor that the approval process has stopped and the record remains in Pending Approval status.

**How to Add an Approval Title from the Approval Wizard**

**1. Select the alert from the Alerts list on your home page.**

On the Approval Wizard screen that opens, you can enter your approval decision or continue to the next step without entering a decision.

**2. Click the Next button.**

The confirmation window opens showing the approval route and any comments other approvers have entered.

**3. Click the Add button.**

The Add Approval Title window opens.

**4. Enter a sequence number for the title you want to add.**

Since you can only add to future processing, the approval title you add must have a sequence number higher than those already sent. You can click the Cancel button to return to the previous window where you can see the sequence numbers assigned to the titles that have already received alerts. Click the Add button when you are ready to return to this step.

**5. Select the approval title you want to add.**

The associated list of values shows only those approval titles appropriate for the type of document being routed for approval.

You can also add a description if necessary.

**6. Check the Mandatory or Notify Only box as appropriate.**

If you check the Notify Only box, the system sends an alert to the approval titles as soon as you click the OK button. If not, the new approval title will receive alerts in sequence number order.

**7. Click the OK button.**

The system adds the new approval title and returns to the confirmation window.

**8. Click the OK button or the Cancel button.**

Click OK to record your decision. Click the Cancel button to exit the wizard without recording a decision. If you cancel, the alert remains on your home page.



You can also agree with the document by selecting the Respond with Agree action on the Approval Routing view.

## Viewing Additional Information

If you feel that the Approval wizard does not contain enough information for you to make an approval decision, you can click the Account Information button on the first screen of the wizard to see a listing of the accounts referenced on the document, along with year-to-date budget and cost information.

If you want to review the entire document, click the View Record button to open the record being considered for approval. Once you open the record, you can enter your approval directly on the record by changing the document status to Approved or you can reopen the wizard and enter your decision and comments there.

If you need to reopen the wizard, return to your home page, click the original alert, and the Approval wizard will reopen.

## Other Records

These processes only apply to records that use a next approver rather than an approval route.

If the document you are asked to approve does not use an approval route, the Approval wizard does not open when you click the alert. Instead, the record opens, which you can approve by changing its status to Approved. The system verifies that you have both the authority and the dollar limit to approve the document before changing the status. If you do not have sufficient dollar limit, you can route the record to another approval title for their review.

## PIN Processing

As a further security check in the approval routing process, your organization can require approvers to enter a PIN (personal identification number) whenever they enter an approval decision. When PIN processing is activated for a module, approvers must enter their PIN when entering approve, agree, or disagree decisions through the Approval Portal and Approval Wizard, and also when entering an approval directly on the record or through the Record Response action.

The PIN Processing Administration Rule turns PIN Processing on and off by module, and sets features for all users. PINs for individual users are managed in the User Profile module, where users can establish their own PINs. When a PIN is about to expire, users receive a warning message when they logon to the system, together with a dialog box where the new PIN can be entered.

If a user's PIN is locked because the allowed number of incorrect entries is exceeded, the system administrator can select the Activate PIN action in the User Profile module to enter a new PIN for that user. PINs are automatically deactivated by the system when they reach the expiration date indicated in the PIN Administration view of the User Profile module.

## Locating Records Requiring Review

Only new alerts that have not yet been opened show on the home page. Older alerts are stored in your message inbox in a folder called Alerts.

Approvers can check the alerts that are sent by the system under Alerts on the home page to find out which records require review. Each of these records has been placed in Pending Approval status prompting the system to send the alert. Each person with an approval title listed on the approval route indicated on the record receives an alert.

From either the home page or the Alerts folder in your inbox, click the Alert to open the Approval wizard where you can review and approve the record. After you enter your decision, the system logs your response, clears the alert from your home page, and sends the record on to the next approver on the route.

For more information select User Guides from the Help menu and search for Approval Portal in the index.

The Approval Portal on the home page is another useful way for an approver to keep track of the records requiring attention.

Approvers can also set up saved searches in each of the modules they are responsible for. A saved search for records in Pending Approval status would provide an ongoing list of records requiring their attention.

## Approval Portal

When you select the Approval Portal link on the home page, the system opens the Approval Portal, a web page that displays records requiring your approval. The Approval Portal is an excellent time saver in that it groups all of the records needing attention by record type, allows the approver to navigate through the records, view supporting information on the records, and submit approval or rejection of the approval request in a web browser. With this tool the entire approval process can take place without the user needing to open the system and view each record individually as you would if you were using the Alerts list to manage approval responsibilities.

Oracle Utilities Work and Asset Management V1.8.0.1.0 (v1.8.0.1.200812051108)

**Approval Portal**  
This page lists all the records that require your attention. Click on the record number to view further details and to approve, agree, or disagree with the request. Click on the column heading that you want to sort on.

Document Type	Past Due	Due	Total
Purchase Orders	3	0	3
Requisitions	2	1	3
Work Orders	0	1	1
<b>Total</b>	<b>5</b>	<b>2</b>	<b>7</b>

Lookahead  
No data to display

**Current Documents Waiting for Approval**

Doc.	Record	Description	Total(\$)	Created	Required	Requestor
PO	04000123		20.00	Dec.30.2004	Dec.30.2004	
PO	06000130	new po	5.00	Apr.14.2006	Apr.14.2006	
PO	07000004	This is a Purchase Order for a S...		Mar.29.2007	Dec.09.2008	IMANI BROWN
REQ	03000004	Purchase Request for Work Ord...	15.00	Jan.03.2003	Mar.16.2003	IMANI BROWN
REQ	0300114	Purchase Request for Work Ord...	25.00	Apr.04.2003	Feb.15.2002	IMANI BROWN

Home | Logout | Help | About

### Approval Portal

Only records that use approval routing appear on the Approval Portal. The system notifies you of other records needing your approval by sending alerts to your home page.

Each document listed in the Approval Portal is identified by document type and record number. The record numbers for past due items are highlighted in red. The Approval Portal also displays a brief description of the item showing the total amount, created and required dates and the requestor. You can change the sort order of the records by clicking the column heading that you want to sort on.

Select a record number from the Approval Portal listing to open a summary page for that record containing additional information that can help you make your approval decision. From that page you can then select links to Approve, Agree, or Disagree or to View Related Approvals. If your organization uses PIN Processing for the module, you must also enter your PIN before you can record your approval decision.

**Purchase Order Approval Request**  
for Purchase Order 07000004 requested by IMANI BROWN for \$

**Purchase Order 07000004** >> [Open Purchase Order](#)  
This is a Purchase Order for a Stock Reorder.

Requested By: IMANI BROWN      Total Amount: \_\_\_\_\_  
 Department: \_\_\_\_\_      Blanket No.: \_\_\_\_\_  
 Phone: (925) 935-7670      Blanket Rev.: \_\_\_\_\_  
 Initiator: BATCH STORES REORDER      Requested Date: Mar.29.2007  
    Required Date: Dec.09.2008

**Vendor Information**

Vendor: Pumps - R - Us  
 Contact: Sponge Bob  
 Phone: \_\_\_\_\_  
 Division: \_\_\_\_\_  
 Address: 2265 Euclid Ave.  
 City, State, Postal Code: San Bruno, CA 94587

**Item Summary**

Item	Stock Code	Storeroom	Description	Qty	Unit Price(\$)	Item Total(\$)
001	ILBSC002	ILB	Direct Stock item for the ILB faci...	10	EA	

>> [View related Approvals, Accounts, and Work Orders](#)  
 >> [Approve, Agree, or Disagree with this Purchase Order](#)

**Approval Portal Detail Page**

Response for Purchase Order 06000272

Please enter your PIN for authentication

Enter comments to support your response (optional).

Select one of the following options to respond to the approval request.

Approve the request.  
 Route the request for further approval indicating that you would like to have it approved.  
 Route the request for further approval indicating that you do not want it approved.

Depending on your approval authority, you are required to Agree or Disagree with the request and send it through the rest of the route, or approve the request and send it through the rest of the route. Click the Approve, Agree, or Disapprove link to open a decision box where you can record your decision and enter option comments.

If your approval is no longer required, the Approve, Agree, or Disagree link does not display.

**Approval Summary**

The Approval Summary box near the top of the Approval Portal window lists the number of records, by type, that are due and past due for your approval.

Document Type	Past Due	Due	Total
<a href="#">Invoices</a>	1	0	1
<a href="#">Purchase Orders</a>	0	1	1
<a href="#">Work Orders</a>	0	1	1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>

You can limit the main display by document type. For example to only view purchase orders, click the document type name in the Approval Summary box. You can then return to the full display by clicking the Approval icon or your browser's Refresh icon.

Click any record number to open a summary detail screen for the record that needs approval. This view shows information related to the requestor, the dollar amount involved if applicable, and any comments or additional information. You can also select the link to view records related to the approval request.

You can use the Approve, Agree, or Disagree link at the bottom of the page to enter your approval decision. If your approval is not longer required, the Approve, Agree, or Disagree link does not display.

## Look Ahead

The Look Ahead box lists records that will require your approval after other approvers have recorded their decisions. Records listed in the Look Ahead box are in Pending Approval status and reference an approval route that includes your approval title. The route, however, has not yet reached the sequence number for your approval title. This information can help you plan for time when you may be out of the office or unable to respond to approval requests.

A screenshot of a software interface element. It consists of a rectangular box with a double-line border. Inside the box, the word "Lookahead" is written in a dark blue, sans-serif font. Below it, the text "Purchase Orders 1" is written in a lighter blue, sans-serif font.

Select a Document Type in the Look Ahead box to change the main display to show the records requiring future approval. After reviewing the look ahead items, refresh the screen to return to the listing of current documents waiting for your approval.

If you select a record number from this view you will not see the Agree, Disagree or Approve link because you cannot record an approval decision from Look Ahead.

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# Chapter 28

## PIN Processing

As a further security check in the approval routing process, you can require that approvers enter a PIN (personal identification number) whenever they enter an approval decision. When PIN processing is activated, approvers must enter their PIN when entering approve, agree, or disagree decisions through the Approval Portal and Approval Wizard, and also when entering an approval directly on the record or through the Respond with Agree action.

The PIN Processing Administration Rule turns PIN Processing on and off by module, and sets features for all users. PINs for individual users are managed in the User Profile module, where users can establish their own PINs. When a PIN is about to expire, users receive a warning message with a dialog box where the new PIN can be entered.

If a user's PIN is locked because the allowed number of incorrect entries is exceeded, the system administrator can select the Activate PIN action in the User Profile module to enter a new PIN for that user.

Approvers can continue entering their PIN numbers for as many days as specified in the PIN Processing Administration Business rule. Settings in the business rule determine how often a PIN can be reused. If a PIN is forgotten or disabled because of too many incorrect entries, the administrator can activate the PIN and the user can enter a new PIN.

## Configuring PIN Processing

The PIN Processing Administration rule turns PIN processing on and off and determines a number of system-wide PIN characteristics.

### How to Configure the PIN Processing Business Rule

1. **Open the Business Rule module.**
2. **Open the PIN Processing Business Rule record.**
3. **Set the options as described below.**

**Alpha and Numeric** - Set this parameter to ON if you want to require personal identification numbers to contain both alpha and numeric characters.

**Check Expiration** - PIN expiration checking is invoked by setting the Option Status to ON. When an Approver logs on, the system checks their PIN against the expiration date stored in the User Profile module. If the Option Status column is set to OFF, the system does not check the expiration date and does not prompt for a new PIN once the current PIN expires.

**Lockout Pin** - If this option is set ON, the system disables a PIN after the number of failed attempts to enter the PIN specified in the Retries Allowed parameter. Once a PIN is locked, Administrative intervention is required to activate.

**Minimum PIN Length** - The minimum number of characters required for all personal identification numbers.

**PIN Duration** - The number of days personal identification numbers can be used by Approvers before they expire.

**PIN Reuse Cache** - This parameter stipulates the size of the cache of PINs to maintain to ensure a PIN is not reused. If set to five, for example, a user cannot enter a new PIN that is the same as any of the user's five previous PINs.

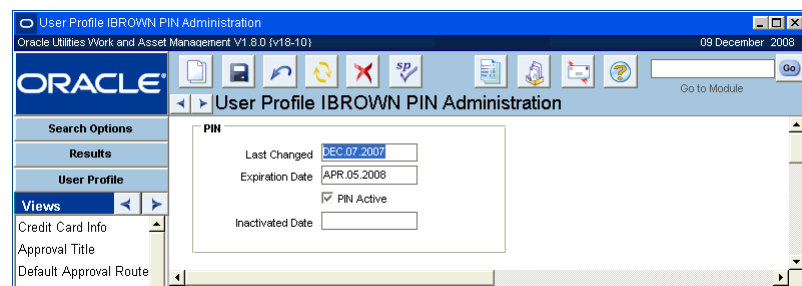
**Retries Allowed** - This parameter specifies the number of incorrect attempts you are allowed before your PIN is disabled.

**Use PIN - [Module]** - Set this value to ON for all of the modules where you want PIN Processing functionality to be used.

#### 4. Click Save.

## Managing PIN Processing

Select PIN Administration from the User Profile Views list to see when a user's personal identification number was last changed and when it will expire. When PIN processing is activated in the business rule, the system will require a PIN be entered to approve Work Orders, Purchase Orders and other record records needing approval...



**PIN Administration view in the User Profile module**

A check in the PIN Active box indicates that an Active PIN is assigned to the user. If a PIN is locked because the number of failed entries specified in the business rule has been exceeded, the Active Pin box is unchecked and the date the PIN was inactivated appears in the date field below. Only users with the Activate PINs function responsibility can activate a user's PIN once it is locked. None of the information on this view can be updated directly.

## Changing a PIN

You can enter a new PIN by selecting Change PIN from your User Profile Views list. No one can change another user's PIN.

Settings in the PIN Processing Administration Rule determine how long your PIN must be, whether or not you must use a mix of alpha and numeric characters, and how often you can reuse the same PIN.

### How to Change a PIN

1. **Open the appropriate User Profile record.**
2. **Select Change PIN from the Views list.**
3. **Enter the old PIN.**

If you are entering your PIN for the first time, or changing your PIN because your old PIN was locked, you do not have to enter the old PIN.

4. Enter the new PIN.
5. Enter the new PIN again to confirm the first entry.
6. Click the OK button.

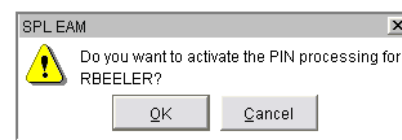
## Unlocking a PIN

As a security measure, if a user enters an incorrect PIN more times than allowed in the PIN Processing Administration rule, the system locks the PIN, preventing the user from approving records. When this happens, only an administrator with the appropriate responsibility can activate (unlock) PIN processing for the user.

### How to Activate a PIN

1. Open the appropriate User Profile record.
2. Select Activate Users PIN from the Actions list.

The system asks you to confirm that you want to activate PIN processing for the user.



3. Click the OK button.

The system checks the PIN Active box in the PIN Administration view and removes the old PIN. The user must now open the Change PIN view and enter a new PIN.

## Approving Records

There are several ways to approve records, and the way you choose will depend largely on your own preference. You can use the Approval Wizard to respond to an alert requesting your approval, or you can open the Approval Portal to review all the records requiring your approval in a single listing. In some cases, you can also enter your approval directly on the record requiring approval.

*Note:* See the System Basics guide chapter on Approvals for a complete discussion of the approval process.

When PIN processing is active, the system requires that you enter your PIN before continuing. Type your PIN in the box provided and then click on the Approve Agree or Disagree button.

**Approval Wizard Decision window**

# Chapter 29

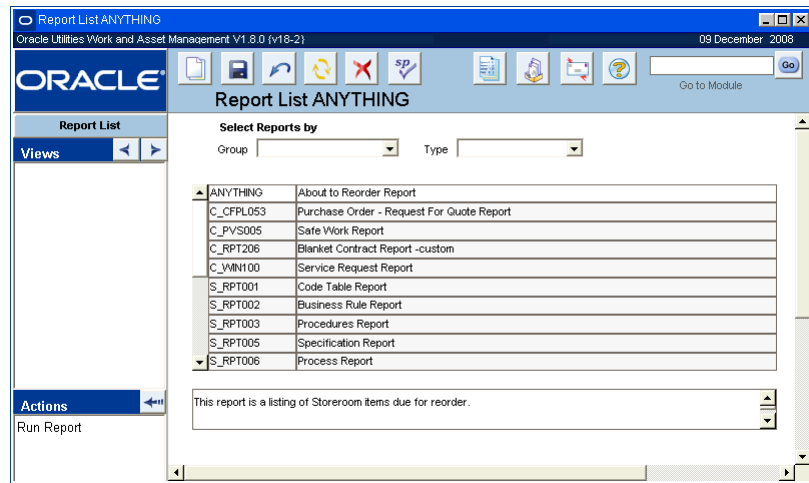
## Reports

Further ad hoc reporting capabilities are included in saved searches, exportable search results, and transaction logs.

The Oracle Utilities Work and Asset Management system provides reports that organize information across modules. Over one hundred standard reports come packaged with the system. These reports cover most aspects of business that would require reporting. You can access standard reports by clicking the Reports icon on the toolbar. You can also create a listing of standard reports on your home page by adding the reports that interest you most in your user profile.

This list opens when you click the Reports icon on your home page or select Reports from the File menu. The Results window in the Report Administration module is similar.

Reports can be accessed by clicking the Reports icon on the home page toolbar, by selecting Reports from the File menu in any module, or by opening the Report Administration module.



Reports List



## Running Reports

The fields on the Selection window change depending on the report you are running.

When you highlight a report and select Run Report from the Actions list, the system opens a Selection window for the report where you can enter criteria to limit the report output.

**Report Selection window**

If you have a very large database, it is important to enter selection criteria to avoid creating extremely long reports that can overload your computer's resources.

If you want to e-mail the report, select Send from the File menu. You can also print or save the report.

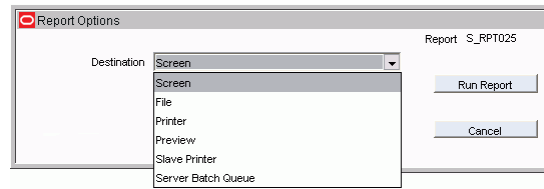
After you have entered your criteria, click the Run Report button. If your organization has set the Web Configuration Business Rule to always preview reports, the system opens a preview of the report in \*.PDF format. From the preview you can print, save, or e-mail the report by selecting the appropriate options from your browser's toolbar.

Item	Stock Type / Storeroom / Code	UOP	PO Quantity	Trans. Type	Received	Return/Credit
001	INVENTORY / RJB / RJB-007	EA	4	Received	1	
Trackable component						
Mtr.:		Mtr. Part #:				
Bins:						
001	INVENTORY / RJB / RJB-007	EA	4	Received	1	
Trackable component						
Mtr.:		Mtr. Part #:				
Bins:						

**PDF Preview of a Report**

## Other Report Output Options

If the Web Configuration Business Rule is not set to always preview reports, an options window opens when you click the Run Report button.



From this window you can select from the following options:

**Screen** - Displays the report in \*.PDF format as discussed above. Screen and Preview options are the same.

**File** - Writes the report to a file on disk so that it can be accessed at a later time outside of the system. If you select this option the window changes to display fields where you can enter the file name and the file format.

You should enter the complete file path for the location where you want the system to save the report as well as the file extension for the file format that you want the report saved as. For example, if you want the report saved on your hard drive in a particular folder as a \*.PDF file, you might enter: c:\my documents\report1.pdf.

The only options for file format are \*.PDF (Adobe postscript file) or \*.HTML (web enabled format). However, memory limitations and the potential size of HTML documents may cause your browser may crash when running long HTML reports. In order to prevent problems, it is recommended that you use Adobe PDF format for long reports.

**Printer** - The printer option sends the report directly to the printer designated in your user profile. If there is no printer specified in your user profile, the report prints on the printer specified as your Windows default printer.

**Preview** - Displays the report in \*.PDF format. Once the preview opens, you can use your browser's controls to print or save the report.

**Slave Printer** - This option is no longer used.

**Server Batch Queue** - This option requires custom operating system oriented coding to queue the report to print on a particular date in the future. If you select this option the window changes to display fields where you can select the printer from the List of Values and enter a date and time for the report to print.

## Report Administration Module

In order to run each report must have a Report Administration record with a unique Report ID. The Report Administration record includes fields to describe and classify the report, and locate the report's executable files.

The screenshot shows the Oracle Report Administration window for report S\_RPT028. The window title is "Report Administration S\_RPT028" and the Oracle logo is visible. The interface includes a search bar, a "Results" section, and a "Report Administration" section. The "Report Administration" section contains fields for Report ID (S\_RPT028), Title (About to Reorder Report), Select Block (RPT\_S\_RPT028), Location (RPTINVEN), Type (LISTING), and Group (INVENTORY). A Description field contains text about the report's purpose and selection criteria.

**Report ID** - The Report ID is the unique identifier for the report. All Report IDs that begin with “S\_” are reports built and maintained by Oracle Utilities Work and Asset Management.

**Title** - The text in this field is displayed on the report as the title.

**Select Block and Location** - Block and location are technical information used to point the application to the correct code when running the report. Location indicates the report form that the report draws its information from, and Select Block indicates the block within that form.

If this information is modified incorrectly, the report may not run properly.

**Type and Group** - Type and Group classify the report for easy user retrieval.

**Description** - In the Description field you can note details about the report such as selection criteria, which modules the report takes data from, the type of information the report includes, and any other important information.

## Modifying Existing Reports

Improper changes may cause a report not to work.

When updating existing information, you can only change the Title, Group and Description. Changing any other field could cause the report not to work. When you are finished making changes, Click the Save icon to commit your changes or the Undo icon to prevent your changes from being saved.

If you want to make significant modifications to a report, you should duplicate the information in another record and duplicate the actual report executable (.RDF or .REP files located in the Oracle Utilities Work and Asset Management directory). Once duplicated, you can modify the duplicated report and the Report Administration record. Otherwise, future updates will overwrite your modifications.

### How to Duplicate a Report

1. **Open the report that you want to duplicate.**
2. **Click New.**
3. **Select Duplicate Last Record from the Actions list.**

The system transfers all information to a new record including the Report ID. Make sure to change the Report ID to a value that does not begin with an “S” so that you can know that this is not a Oracle Utilities Work and Asset Management report.

4. **Make any necessary modifications.**
5. **Click Save.**

**How to Create a New Report**

1. **Open the Search Options window of the Report Administration module.**  
The Report Administration module is located in the Administration subsystem.
2. **Click New.**
3. **Enter a Unique Report ID.**
4. **Enter Select Block, Location, Type, Group, and Description information.**
5. **Mark the “Restrict from Upgrade” indicator if you want to prevent this record from being modified by subsequent releases.**
6. **Click Save.**  
You can now check the report runs by selecting Run Report from the Actions list.

**How to Run a Report**

1. **Open the Reports List.**  
You can open the Reports list by selecting Reports from the File menu.  
  
You can also select Reports List from the Actions list on your home page.
2. **Highlight the report and select Run Report from the Actions list.**  
If the report has a Selection window associated with it, that Selection window opens. If this window does not open, go to step 4.
3. **Enter search criteria for the report.**
4. **Click Run Report.**  
Either a PDF preview of the report or a options window opens, depending on settings in the Web Configuration Business Rule.  
  
If a PDF preview opens, you can print, save or e-mail the report from the browser window.  
  
If the options window opens, select the desired output and click the Run Report button. If you choose not to run the report, click the Cancel button.

**Reports List**

Please refer to the Reports Appendix for more detailed information on individual reports.

When you select the Reports icon from the home page toolbar, a Search Results screen opens showing all available reports. When you select an individual report the system displays a brief description of that report in a box below the list.

Double-click any report or highlight a report and select Run Report from the Actions list to open a dialog box where you can set report criteria then run the report according to that criteria.

The drop-down list next to Group on the Report List header includes a group called My Reports. You can add a listing of reports that you use often or that are particularly relevant to your job function to this group by updating your user profile. The system adds any reports that you include in your user profile to the My Reports Group, as well as to your home page.

**How to Add a Report to My Reports**

1. **Open your user profile in the User Profile module.**
2. **Click in the first blank Key Name field.**
3. **Select the report you want from the list of values.**  
You can only select reports that are in your Responsibility profile.
4. **Assign a sequence number in the Key Value field.**  
This determines the order in which the reports will show when you call for My Reports.
5. **Click Save.**  
The system saves the record and adds the report to the list under My Reports in the Reports List.

You can also access these reports from your home page by selecting Page from the Personalize list on your home page and then adding the Favorite Reports component.

You can also access these reports from your home page by adding Favorite Reports as a component in Personalize Page.

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# Chapter 30

## Cost Types

The Oracle Utilities Work and Asset Management system maintains several different types of costs associated to work. Primarily, these costs develop from the work order tasks and are tracked in the system in various stages.

The system maintains the following types of costs throughout the work order lifecycle:

### Estimates

- User-Entered
- Estimates can be entered into the system during planning of work.
- Original estimates are frozen after the work order status is changed to Active.
- Revised estimates continue to grow as parts and labor estimates change.

### Commitments

- System-Maintained
- Represent internal costs associated with Active Work orders that place demand in the storeroom, agreements with vendors to pay on Active purchase orders, and obligations to pay wages to employees for approved timesheet charges.

### Accruals

- System-Maintained
- Unpaid invoices. The total increases as items are received and decreases by commitment amounts as actuals are posted.

### Actuals

- System-Maintained
- The actual costs paid. These costs are associated with approved and posted invoices, timesheets, cost adjustments, and stock items checked-out or returned to stores.

Each cost type is displayed on the Work Order and Work Order Task Cost Summary windows.

## Associating Costs

To understand estimates, commitments, accruals, and actuals, let's look at the costs associated with a planned work order task and how they are applied as the work order processing evolves.

Assume that a work order is in Planning status and several labor, stock item, and direct purchase requirements have been identified as required to complete the task. From the Work Order Task record, select Cost Summary from the Views list. The cost summary information only includes original estimates and revised estimates for the corresponding expense codes (categories). For example, the Cost Summary window pictured below indicates the corresponding task has planned \$375.00 in labor, \$210 in direct purchases, and \$90 in inventory stock items.

Category	Original Estimate	Revised Estimate	Committed	Accrued	Actual	Ext.
Voucher Expense	.00	.00	351.24	.00	351.25	
Premium Labor	.00	.00	.00	.00	.00	
Regular Labor	747.64	747.64	.00	.00	.00	
Labor Premium Burden	.00	.00	128.18	.00	128.19	
Labor Regular Burden	.00	.00	9.49	.00	9.49	
<b>Total</b>	<b>747.64</b>	<b>747.64</b>	<b>488.91</b>	<b>.00</b>	<b>488.92</b>	

**Work Order Task Cost Summary for Work Order in Planning Status**

The original estimates equal the revised estimates through the Pending Approval and Approved, Waiting Activation status changes.

Now, let's assume that the work order status has been changed to Active. At this point the system freezes the original estimates to maintain the planned costs at the time that the work order was activated. In addition, the system automatically places demand on the storeroom for the planned stock items and generates a purchase requisition for the direct purchase items. Committed costs begin to appear as the requisitions are migrated to approved purchase orders and labor charges have been logged and approved in the Timekeeping module.

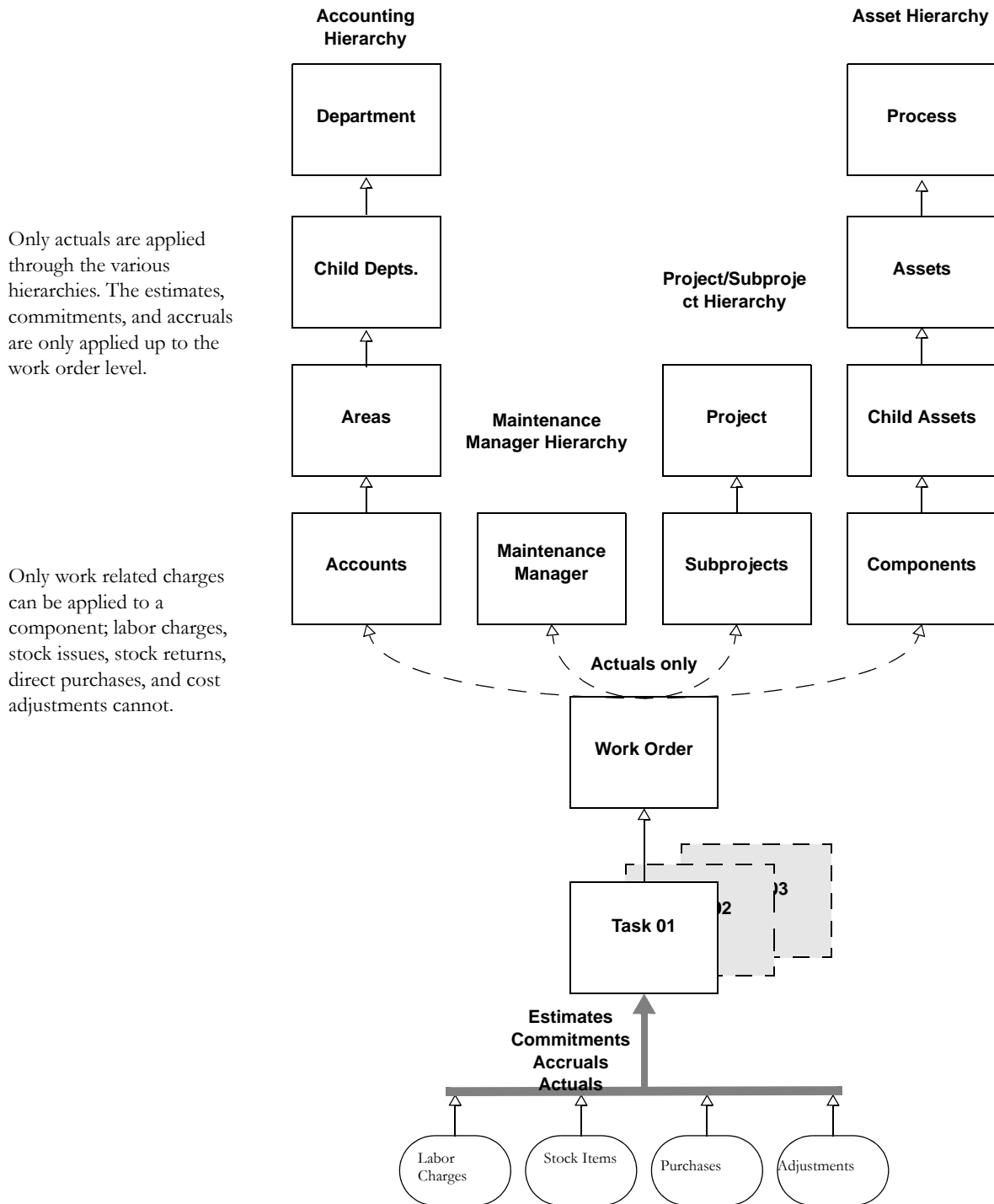
Typically, direct purchase items are received into the system via the Receiving module before the vendor invoice arrives and is processed. The system then displays the costs as Accrued, indicating the costs are associated with unpaid receipts. The system constantly adjusts accruals as commitments change and actuals are processed.

As the work continues, invoices are received and logged into the system, and stock items are checked-out from the storeroom. Approved invoices, and timesheets, as well as stock checkouts get posted by the system during regular batch processing procedures. The costs are applied throughout the system as actuals. As the actuals increase, the accruals decrease, indicating that the unpaid receipts are being processed and paid.

## Reviewing Cost Roll-Ups

The structure of your organization's hierarchies is determined during system implementation and is based on your business requirements.

Once actuals are incurred against work order tasks, dollar charges are applied to the appropriate hierarchy. The hierarchies show costs at varying levels. The diagram below illustrates a basic hierarchal structure and how costs are applied throughout the structure.



## Viewing Costs

You can view actual dollar charges sorted by expense code or by accounting Period using the Cost Summary views of each related record in each hierarchy. From the appropriate record, select Cost Summary or Period Costs from the Views list. The following example is from the Department module.



Period	Expense Category	Budget Amount	Committed Amount	Budget Balance	Actual A
2008	04 Inventory Stock	.00	28.00	-28.00	
2008	03 Direct Stock	.00	1,338.50	-1,338.50	
2008	02 Direct Stock	.00	61.00	-61.00	
2008	02 Trash Expense	.00	373.29	-373.29	
2008	01 Labor Regular Burden	.00	300.60	-300.60	
2008	01 SC Code 04	.00	609.18	-609.18	
2008	01 SC Code 09	.00	609.18	-609.18	
2008	01 SC Code 10	.00	609.18	-609.18	
2008	01 Trash Expense	.00	168.00	-168.00	
2007	11 Trash Expense	.00	367.50	-367.50	

Period Costs View in the Department Module

## Costs Associated with Other Items in the System

All charges do not have to be associated with a work order task. direct labor, stock issues and returns, direct purchases, and cost adjustments can be charged to accounts, functions, processes or assets, allowing the costs to be applied to the accounting hierarchy and the asset hierarchy.

## Interfaced Costs from Other Systems

Interfaced costs cannot be applied directly to a component.

Labor transactions, vouchers, offset charges (for double-entry accounting), and other charges can be passed from another application (for example, a payroll program or a general ledger application) to Oracle Utilities Work and Asset Management. These costs are then applied to the appropriate hierarchies.

All costs incurred in the system are automatically logged into various transaction logs. These logs are used to feed interfaces that then transfer the information to external programs such as general ledgers, accounts payable applications, etc.

During the implementation phase interface requirements are defined and scheduled for incorporation into the application processing.

## Summary

Different members of your organization use cost information to complete and plan their work.

Accounting personnel and management typically use the cost summaries available through the accounting hierarchy when answering questions such as: Which account is paying for that? and How much has this department spent? Accounting personnel and managers also track the actual costs to the budgeted costs at the account, area and department levels.

Maintenance personnel and management typically use the cost summaries presented through the asset hierarchy and Work Order records. These types of users are interested in tracking the costs required to maintain a component, asset and/or process.

Finally, maintenance managers generally use the costs applied to the maintenance manager hierarchy to track the costs associated with the assets for which they are responsible.

# Chapter 31

## Stock and Purchase Types

When working with Oracle Utilities Work and Asset Management, you will encounter a number of “type” fields. The system uses the information in these fields to determine how a transaction is processed and where information is stored. Two important type classifications used in the Inventory and Purchasing modules are stock type codes and purchase type codes. While the two classifications have similarities (both, for example, have a way of specifying direct purchases) they are distinct. Stock types are primarily inventory concepts, while purchase types and PO Line types are essentially purchasing concepts.

### Stock Types

There are five stock types available: inventory, expense, direct purchase, phantom, and consignment.

The stock type assigned to an item determines how the system processes the stock item, including allocating costs, tracking inventories, etc. An item’s stock type code is stored in the Master Catalog record and on any Storeroom records. When you create records in the Storeroom module, the system automatically copies the code from the Catalog module to the Storeroom module but you can modify the code to represent how the item is classified in the individual storeroom.

A stock item may have various stock type classifications in various storerooms. For example, it is possible to classify a stock item as an inventory type item in one storeroom and an expense type item in another.

The Invoice Setup Criteria business rule includes settings that determine how stock items are handled in the storeroom. For more information on how to configure these settings refer to the Business Rules User Guide.

**Inventory** - Inventory items are the only items that affect the value of a storeroom’s inventory. Inventory stock items are stock items tracked by storeroom. They are issued from, and returned to, storerooms using the Checkout module in the Inventory subsystem. If your organization uses automatic stock reordering, the system can include inventory items for automatic reorder and reorder review. Examples of inventory items would be gaskets, pumps, paint and other physical items.

**Expense** - Expense stock items are bought in bulk and charged to an ‘overhead’ account that spreads the costs throughout the organization. They are issued from a storeroom without charging the user’s account.

As with inventory items, you can use the Checkout module to plan, issue and return these items, or you can choose to check quantities and reorder periodically without requiring a more formal checkout process. The method that you use is likely to depend on the item. For example, you might want to track storeroom issues of work gloves, but probably would use the second method for reordering pushpins.

Since expense type stock items are issued at no cost to work orders or accounts, they appear on storeroom log transaction records (which track changes in quantity) but not on account log records (which track changes in value).

**Direct Purchase** - Direct purchase items are listed in the Catalog module but are not kept on hand. An example would be a high-cost or limited-life item that you do not want to keep in inventory, but which is an important part listed on a bill of materials.

The system does not maintain an inventory quantity or average unit price for direct purchase items. These items are also not included in the automatic stock reorder process or in demand calculations.

In most cases, when direct purchases are received, the storeroom inventory is not updated because the system assumes they will be issued immediately.

Direct stock types are not subject to Automatic Reorder or Reorder Review.

**Phantom** - Phantom items are “non-existent” items. They are assigned a stock code for the purpose of including another level in a bill of materials. These are items that have no quantities, prices, or history maintained. Kits, such as a collection of seals, fuses, nuts and bolts used to do preventative maintenance on an asset, are common examples of ‘phantom’ stock items. Each element that makes up the kit must be ordered separately – possibly as direct purchase items – then added to the kit which is then stored in the storeroom as a phantom item. Since phantom items don’t actually exist, they can’t be checked out, relocated, counted or tracked in the storeroom.

Phantom stock types are not subject to Automatic Reorder or Reorder Review.

**Consignment** - Consignment items are stocked and maintained by an outside source, usually the supplying vendor. These items can be reserved on Work Order records just as if they were inventory items. They can be issued and returned using the Checkout module, but they are inventoried and replenished by the supplier and your organization is only charged for those items that are used.

Consignment stock types are not subject to Automatic Reorder or Reorder Review.

## Other Forms of Stock Items

In addition to the [five stock types discussed above](#), there are two other concepts used to determine how a stock item is processed.

**Courtesy Stores** - Courtesy stores items are direct purchase type items that do not belong to a storeroom but are kept there as a courtesy. Often, they are purchased as direct stock items, with the understanding that they will never be in inventory. Or they belong to one storeroom but are held in another storeroom pending use on a specific project. In either case, they are not charged to an account number in the storeroom where they are kept.

If one storeroom agrees to store a stock item belonging to another storeroom as a courtesy stores item, this arrangement could be handled as a stock transfer, rather than a courtesy stores. A stock transfer, however, impacts the inventory value and cost responsibilities of the two storerooms. A courtesy stores arrangement does not impact inventory value or cost responsibilities.

**Temporary Stock** - When a stock item is ordered without a stock code, the system, under certain conditions, assigns a temporary stock number based on the PO. Although these items are referred to as ‘temporary stock’, it is the stock code number, not the stock, that is ‘temporary.’ These are typically new direct purchase items for which no stock number exists in the catalog, and which are not intended to be kept in inventory. However, since it is possible to make an item that has a stock code into a direct purchase type, not all direct purchase items are temporary stock items.

## Stock Type Changes

You can change the stock type designation for an item in the master catalog. You might want to do this if an item was ordered as a direct purchase but you decide that you now want to keep it in the storeroom as an inventory item.

The following stock type changes are allowed:

- Expense to Inventory, Direct, or Consignment
- Inventory to Expense, Direct, or Consignment
- Direct to Expense, Direct, or Consignment
- Phantom to Expense, Inventory, or Consignment

## Commodity Codes

Commodity codes are an alternate way to describe stock items. An item's commodity code is stored with other information on the item in the Master Catalog record.

Commodity codes can be helpful when you need to locate a specific stock code because they form a 'logical' segmented code for a stock item. Each succeeding segment describes the item more specifically.

Commodity codes are built using the following segments:

CATEGORY + NAME + TYPE + COMPOSITION + SIZE

The advantage to a segment-based system is that the list of possibilities for each segment is limited compared to the list of all possible items. For example, there are over fifty modules, but by classifying each module under one of five subsystems, the list of possible modules for each subsystem becomes shorter and can be viewed at a glance. By using the commodity code system, each segment list becomes short enough to be conveniently represented by a list of values.

For each of the first four segments, your organization can define codes and build lists of values that best meet your needs.

**Category** - The category is the most general description of the item and is one character long. A sample category code might be "M" for a piece of mechanical equipment. The list of values for this segment is defined in a code table, which can be adjusted by your organization to fit your needs. If you know the code, you can enter it without using the list of values.

**Name** - For each category, there is a unique list of names. The name code can be up to five characters long. A sample commodity name for an item with an "M" category code might be "CV" for a check valve. When you select a category, the system consults another table and creates a list of values that contains only the commodity names associated with the chosen category.

**Type** - For each category/name, there is a unique list of types. The type code can be up to five characters long. A sample commodity type for an item with an "M" category code and a "CV" name code might be "HP-P" for a high-pressure pneumatic check valve. When you select a name, the system consults another table and creates another list of values that contains only the commodity types associated with the chosen name.

**Composition** - For each category/name/type, there is a unique list of composition codes. The composition code can be up to ten characters long. The composition code is used to indicate the primary material in the item. For example a composition code of "T-Alloy" might be used for a titanium alloy.

**Size** - The fifth unlabeled field comprising the code can be used to record the size. This is a free form text field where you can enter any text up to thirty-four characters.

## ABC Inventory Processing

ABC classification represents a way of prioritizing how items are stocked, inventoried and reordered, by ranking total value usage of each item. Total value usage is calculated by multiplying the item value by the total usage over a time period.

Using ABC processing features requires some preparation using several areas of the system. Since the calculations are based on usage history, you should make sure there is a sufficient history before running ABC processing.

### How to Set Up ABC Inventory Processing

#### 1. Set up the ABC Inventory Business Rule.

The parameters for calculating an item's ABC classification are defined in the ABC Inventory Business Rule.

For each class you can define:

**% of Items** - percentage breaking point for the stock type listed in the ABC Class column.

**% Over Safe** - percentage over the safety level (minimum quantity) to set the reorder point quantity for the stock type listed in the ABC Class column.

**# of Months** - desired reorder frequency (in number of months) used to determine the maximum quantity.

Once you have set the parameters and marked the Storeroom records that are to be included in the calculations, you can run ABC processing.

#### 2. Review and set the ABC options for all stock items in the storeroom.

Using the ABC Inventory Processing view of the Storeroom Setup module, you can configure the system to automatically reorder items based on this ABC processing information. For each unique combination of a storeroom and a stock item in the storeroom's catalog, use the check boxes in the ABC Processing Options view to specify how you want the system to process the item in relation to its ABC classification.

**Set ABC Class from Analysis** - If you check this option, the stock item will be included in the ABC analysis when you collect or update ABC information in the Storeroom Setup module.

**Set Reorder Point for ABC Class** - If you check this option, the stock item's reorder point will be reset by the ABC analysis when you update ABC reorder quantities in the Storeroom Setup module.

**Set Maximum Quantity for ABC Class** - If you check this option, the stock item's reorder point quantity will be reset by the ABC analysis when you update ABC reorder quantities in the Storeroom Setup module.

## Purchase Types

The Type field on purchasing documents refers to the purchase, not the stock item. The system requires you to select a purchase type when you create purchasing documents. The list of available purchase types for Requisition and Purchase Order records is controlled by Code Tables 149 and 155, respectively.

Some common purchase types are listed here and your organization can add others. The system recognizes some of these common types and initiates special processing when these types are selected. Any types that your organization adds are not likely to be supported by special processing without prior arrangement.

The most common purchase types include:

**B (Blanket)** - B-type purchase orders are created by the system using a blanket contract as a template. The system assigns this type to assist in identifying purchases made against blanket contracts.

**P (Purchase)** - Used for purchasing direct type items that are not normally kept in inventory as specific stock items. Purchases to restock regular storeroom inventory items are S-type orders.

**V (Services)** - Purchase for services.

**S (Stores Replenishment)** - Used for purchasing items to replace stock checked out from the storeroom. If purchasing restrictions are turned on, a user must be an authorized Buyer, defined in the Buyer's module, to create a purchase order with this type.

**W (Work Order Generated)** - Purchases generated to meet the needs of a work order. This type is automatically assigned when the system creates the purchasing document from the work order.

The way that stock types, purchase types, and PO Line item types combine depends on your organization's settings in the Purchasing Options Business Rule.

### Restricting Purchase Types

If your organization has set the Purchasing Options Business Rule to restrict items by purchase type, then you can combine stock types, purchase types, and PO Line types in the following ways:

Purchase Type	Blanket	Purchase	Services	Stores Replenishment	Work Order Generated
Stock Types Allowed by Purchase Type	Expense Inventory Direct	Direct	Direct	Expense Inventory	Direct
Stock Types Not Allowed by Purchase Type	Phantom Consignment	Phantom Consignment Inventory	Phantom Consignment Inventory Expense	Phantom Consignment Direct	Phantom Consignment Inventory Expense
PO Line Types Allowed by Purchase Type	Materials Services Misc.	Materials Services Misc.	Materials Services Misc.	Materials	Materials Services Misc.

When the Purchasing Options Business Rule is set to restrict items by purchase type, the system only allows stock codes to be entered with the Materials PO Line type.

If your organization has turned off restrictions in the Purchasing Options Business Rule, then you can combine the stock types (direct, inventory, and expense), purchase types (B, P, S, V, and W), and PO line types (materials, services, and misc.) without restrictions.

### Item Types

There is also a item type for each line item on a purchase order. The three PO line types are:

- M** Materials
- S** Services
- X** Misc. Costs

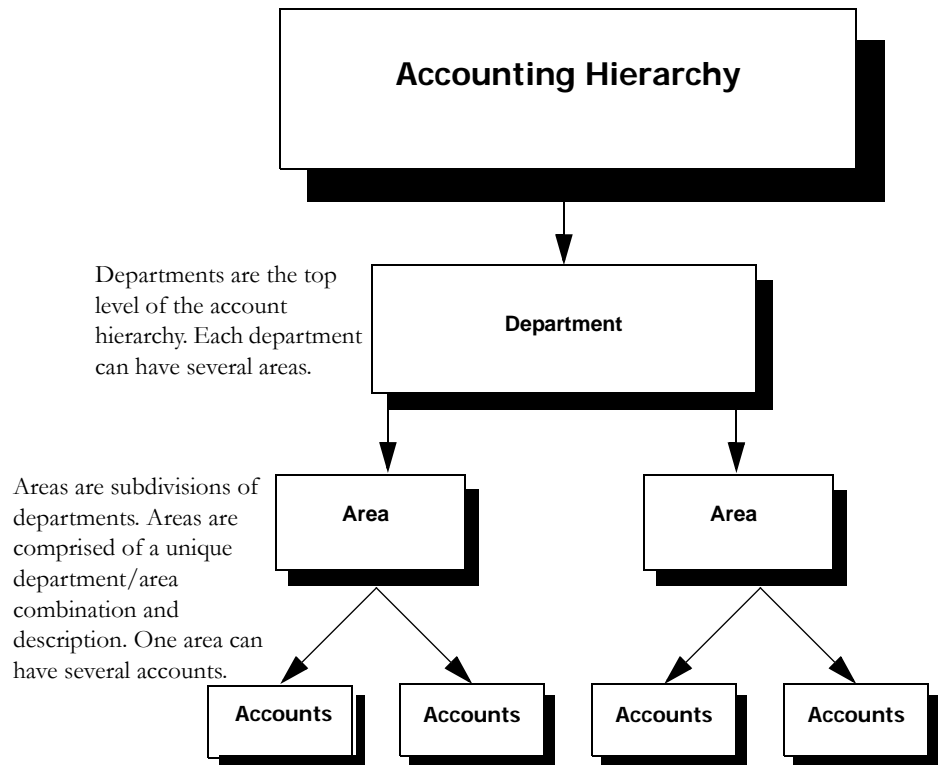
# Chapter 32

## Hierarchies

When work related costs are incurred they are applied one of three hierarchies. The accounting hierarchy, the asset hierarchy and the maintenance manager allow users to track costs at different organizational levels.

### Account Hierarchy

The account hierarchy manages accounts designated by your organization. The following diagram illustrates the structure.



At the lowest level of the hierarchy, accounts reference a department/area combination. Costs charged to a particular account are then also applied to that account's area and then to that area's department. An account number can only reference one area and department.

## Using the Account Hierarchy

Your organization's departments, areas, and accounts are determined during system configuration.

For a more details on your organization's account hierarchy please contact your system administrator.

The costs applied are usually from work order tasks, inventory, direct purchases, cost adjustments, and labor.

The account hierarchy is a structure used to build “levels” at which operational costs can be collected and monitored. All incurred costs are applied to an account then budgets and costs are summed to the associated area, then to the area's department.

From within the Department module you build and see the parent/child relationships. Cost details present costs applied directly to the listed department and an option to see the sum of all related child departments.

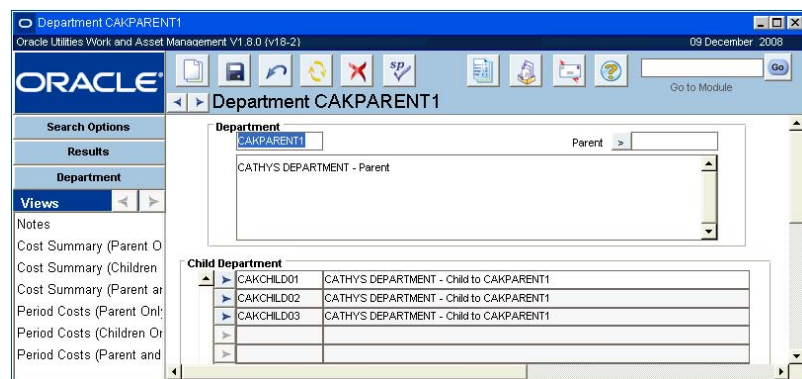
Starting at the lowest level of the account hierarchy (accounts), you begin by establishing budgets. If the listed account references a department/area, budget information is automatically summed to the area, then from areas to department.

As costs are incurred and processed by batch processing, actuals are applied against the referenced accounts. If the account references a department/area, actual costs are automatically summed to the area, then from areas to department.

### Department

Departments are at the top level of the account hierarchy. Within a department, you can establish an unlimited number of parent/child department relationships. A given department might be the child of another department or it may have an unlimited number of children.

Costs applied to a child department are summed to its parent department, and so on until a top-level parent department is reached.



**A Department with Three Child Departments**

Costs viewed at the department level consist of the summed totals of all child departments, areas and accounts associated with the department.

From within the Department module, you may access all “child” departments as well as related areas (for the listed department); from within area, you can access all accounts that are associated with that area.

### Area

Areas are the next level of the account hierarchy. Areas are defined by their Area IDs and their department. An area can only belong to one department, but it can have one or many accounts associated with it.



Department CAKPARENT1 Area CAKFAMILY1  
Oracle Utilities Work and Asset Management V1.8.0 (v18-3) 09 December 2008

Department: CAKPARENT1  
CATHYS DEPARTMENT - Parent

Area: CAKFAMILY1  
CATHYS AREA - used for Parent/Child Departments

**Area Record Related to the Department Above**

By selecting Process, Asset, or Accounting from the Actions list, you can open the Process, Asset, or Account record related to the area.

Costs viewed at the area level consist of the summed totals from all accounts associated with the area.

## Account

An account number can only reference one department and area.

The lowest level of the account hierarchy is the account number. All costs incurred in the system are charged to an account listed in the Account module. Accounts are referenced to a department / area combination by listing the Department and Area IDs on the Account record. If the account is associated with a department/area, the budgets and costs identified at the account level are automatically summed upward. However, accounts are not required to be associated to these other records.

Account ILB1-Y-BUDGET-NONE-NONE-009  
Oracle Utilities Work and Asset Management V1.8.0 (v18-2) 09 December 2008

Account No. ILB1-Y-BUDGET-NONE-NONE-009

Personal ID: ILB1 Flex: 009  
Area/Dept?: Y  
High Level: BUDGET  
Mid Level: NONE  
Low Level: NONE

Status: Active Department: ILB1  
Reference ID: ILBDEP Area: ILB&1  
Work Request Route: ILB1 Budget Type: ANNUAL  
Description: Depreciation Account for ILB Assets.

**Account Record Associated to the Area and Department Above**

When a cost is incurred in the system, it must be related to an active account number. For any account to incur charges, the Account record status must be Active.

*Note:* Your organization's account structure is defined during implementation, and is set up in the Account Structure module in the Administration subsystem.

If your organization uses compatible units and is required to collect and report financial and operational information in conformance with a uniform system of accounts you might also set up regulatory accounts in the Regulatory Account module. This module supports the compatible units process by providing a way of directly distributing costs against regulatory accounts, without having to derive them from the regular business accounts defined in the Account module. Please refer to the Compatible Units guide on Regulatory Accounting for more information on how to use this module.

## Establishing an Account Hierarchy

After learning about the concept of account hierarchy, the implementation team works in conjunction with Oracle Utilities Work and Asset Management to discover the best way to define departments, areas, and accounts in your system. This process is achieved in workshops held during the implementation phase where potential solutions are offered and evaluated.

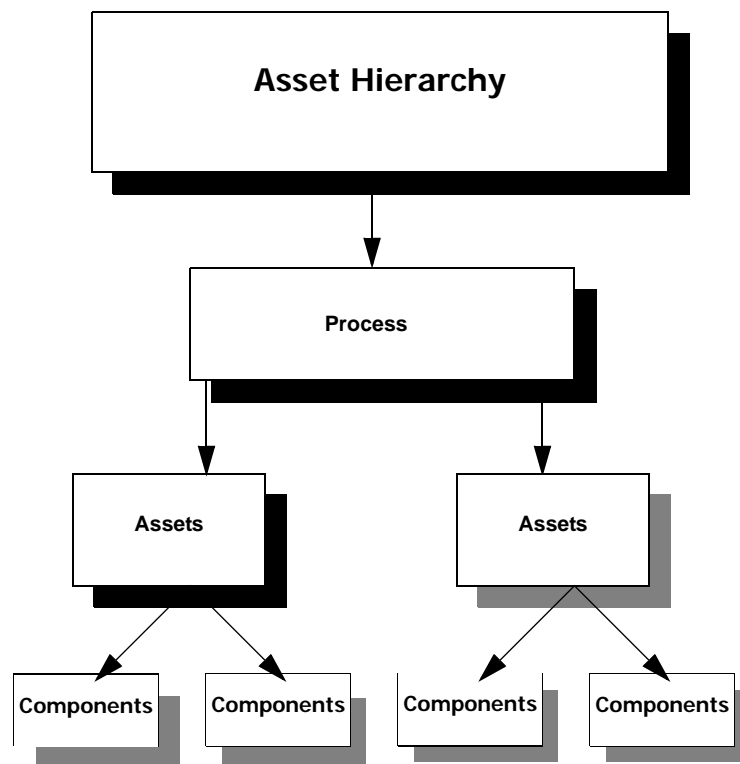
## Asset Hierarchy

The costs applied are usually from work order tasks, inventory, direct purchases, cost adjustments, and labor.

The asset hierarchy is a structure used to establish relationships among processes, assets, and components. Once established, costs incurred at any level within the hierarchy are automatically summed upward. The asset hierarchy establishes relationships among processes, assets and components capturing work costs at an “object” level. The following diagram illustrates the structure.

Processes are at the top level of the asset hierarchy. Each Process is a grouping of assets that perform a Work Process when put together.

Assets are any objects that your organization owns and maintains from a piece of equipment, or a motor vehicle, to a room within a building or office furniture. Several assets make up a Process, and one asset can have zero or several Components.



The applied definitions of processes, parent assets, and child assets are determined as part of the configuration of the system.

## Using the Asset Hierarchy

Your organization has the option of creating a unique structure of processes that contain assets which have installed components. When set up and used properly, often in conjunction with maintenance, purchasing, and inventory functionality, the asset hierarchy can help your organization to establish the most efficient asset management processes which include a

stream-lined regimen for preventive and predictive as well as reactive maintenance on your assets.

## Process

In the section of the record labeled Accounting Information, the department, area, and account related to the process can also be referenced.

A process is a collection of assets that perform a larger function together. It is the top level of the asset hierarchy.

**Active Process Record**

From within the Process module, you can access all related assets by selecting Asset from the Actions list. You also have easy access to creating a new work order or work request related to the process from the Actions list.

For costs to be incurred at the process level, both the Process record status and the associated Account record status must be set to Active. Costs viewed at the process level consist of the summed totals of all assets associated with the process as well as costs charged directly to the process.

## Asset

An asset does not necessarily have to reference a process.

An asset can be anything from a piece of equipment to a motor vehicle to a room within a building. Typically, an asset sits below a process (which is a grouping of assets) in the asset hierarchy and cost roll-up. Components are below assets in the hierarchy.

**Active Asset Record**

Costs can be applied directly against assets. An asset can be comprised of other assets; therefore, as in the case of departments, the system allows the establishment of asset parent / child relationships. This way, the costs associated with a child asset roll-up the asset hierarchy, along with other child asset costs, to the parent asset.

For costs to be incurred at the asset level, the Asset record status must be Active. Asset records can have more than one active account associated with it; however, when a work order task references the asset, a single account number must be selected.

## Components

Select Components from the Actions list on the Asset record to view all of the components installed on the asset.

Components are stock items that may be installed into and removed from assets. They represent the lowest level of the asset hierarchy. Components are only considered part of the asset hierarchy when they are installed in assets. Normally they are stocked items that are tracked at an individual level and identified by a Component ID number. This is the lowest level of the asset hierarchy.

The screenshot displays the Oracle Utilities Work and Asset Management V1.9.0 (v18-4) interface. The main window is titled 'Component ID ILBCMP2'. The 'Search Options' section shows 'Component ID' as 'ILBCMP2'. The 'Results' section shows 'Component ID' as 'ILBCMP2'. The 'Current Location' section is highlighted with a red box and contains the following information:

Status	installed	Storeroom	
Asset ID	E ILB ASSET 1	Pumps in the ILB facility.	
Process	ILB PROCESS 5	Department	ILB1
Area	ILBA1		

Other fields visible in the form include: Description: Replacement component for ILBCMP1; Stock Code: ILBSC008; Type: IN; Weight: ; Serial No.: ; Tagged: ; Spec. No.: ; BOM ID: ; Property ID: ; Original Install: ; Last Install: ; Average Repair Costs: This Component: .00; Related Components: .00.

**Component Record Installed in the Asset Above**

When a work order task is written against an installed component, costs are applied starting at the component level. To apply costs you must enter the asset and component IDs on the work order task.

Assets can have an unlimited number of components installed; however, a single component can only be installed in one asset at a time. For costs to be incurred at the component level, the Component ID record status must be Installed.

*Note:* Since components are stock items, you must fill in the Stock Code field on the Component record.

Labor charges, stock issues and returns, direct purchases, adjustments, and interfaced costs cannot be applied directly to a component. Component costs are incurred through work orders only.

## Establishing an Asset Hierarchy

After learning about the concept of asset hierarchy, your organization's implementation team works in conjunction with Oracle Utilities Work and Asset Management to discover how best to determine what will be defined as processes, assets, and components in your system.

This process is achieved in workshops held during the implementation phase where potential solutions are offered and evaluated.

## Using the Asset Hierarchy Once it is Established

The asset hierarchy serves two main purposes:

For a more detailed look into how the asset hierarchy can be established for your system, please contact your system administrator or implementation team.

1. **Cost monitoring and analysis** - As someone interested in seeing applied costs from a perspective other than via accounts or work orders, you can access cost information at any level within the asset hierarchy.

The asset hierarchy can be used to answer questions such as:

“How much in parts, labor, etc. have been spent against Turbine 07?”

To find out you can open the Asset record and view cost information by Period or by Expense. The Process, Asset, and Component modules each provide access to cost summaries.

2. **Hierarchy Relationships** - The relationships established between processes, assets, and components improve your ability to track and plan work, evaluating impact within the hierarchy. For example, before working on a motor currently installed in Turbine 07, you need to determine the overall system impact and then decide how best to accomplish the work.

## Maintenance Manager

For more information on using maintenance managers, please refer to the Maintenance Manager module chapter in the Resource book.

Unlike the other hierarchies discussed, the maintenance manager only consists of one level. A maintenance manager is an individual within your organization who is in charge of a work project. The Maintenance Manager module creates a relationship between maintenance managers and a collection of assets. As work is performed against assets, the cost of work is applied to the account and asset hierarchies, and also posted to the associated Maintenance Manager record for easy access to the information.

If appropriate, the same dollar charge is applied through the accounting, asset, and maintenance manager hierarchies.

Work costs are summed from Work Order records referencing a specified maintenance manager title, allowing maintenance managers to monitor work costs as they are applied. After establishing a maintenance manager title you can locate all of the Asset records for which the maintenance manager is responsible and enter the maintenance manager title on the Asset record. From that point forward, when the asset is listed on a Work Request or Work Order record, the maintenance manager title is copied over, allowing the system to apply work costs to the listed title.

## Functions

For more information on using functions, please refer to the Functions module chapter in the Resource book.

Like the maintenance manager, a function can serve as an additional place to track costs. Use the Function module to define functions and, as costs are incurred against a function, view the charges. You may want to use functions to define miscellaneous or special cost areas that do not fall into one of the other cost categories.

Depending on your system settings the Function ID may be system generated, or user entered. The system verifies that the number is unique when the record is saved.

Functions are stored with an Asset Record Type of “F” so that they can be referenced in the Asset field on a Work Order record.

Function record

Use the Criticality field to indicate the work or safety impact and help determine the overall work priority. The field has an associated List of Values controlled by Code Table 40. Values from “1” to “9” represent 'little or no impact' to 'severe production or safety impact'. This value will be carried over when the Function is referenced on a work record.

The information entered in the Work Order Data fields and the Accounting Information fields is carried over to work records when the function is referenced. The system only allows account numbers that are associated to the department and area that are entered. If the Department and Area fields are left blank, the system only allows accounts that are not associated to any department or area.

## Project / Subproject Hierarchy

Though not an official hierarchy, costs are applied to the project and subprojects as well. In the system, a project is simply something that encompasses more work than a single work order. Each project may be comprised of one or more subprojects, which are comprised of one or more work orders.

If a project and subproject are identified on a work order, all costs associated with the work order are applied to the subproject and then on to the project.

## Parent/Child Relationships

For Child records to have costs applied to them, the Parent ID must be included on each Child record.

Since assets and departments can be comprised of other assets or departments, the system allows the establishment of Parent/Child relationships. This way, the costs associated with a child asset or department are applied to both the child and parent assets or departments.

### How to Establish a Parent Child Relationship

1. **Open the Asset or Department module.**
2. **Click New.**  
A new Asset or Department record opens.
3. **Fill in the required fields according to the following descriptions.**

#### Department record

**Department** - Enter a unique Department Code.

**Description** - Enter a detailed description of the department. It is helpful to note that this record is a child and reference the Department ID of the parent.

**Asset record**

**Asset ID** - Select a type code from the list of values for the first Asset ID field. Enter a unique code for the second Asset ID field.

**Asset Type** - Select the type of asset from the list of values.

**Description** - Enter a detailed description of the asset. It is helpful to note that this record is a child and reference the Asset ID of the parent.

**Status** - The system automatically sets the status to Active when a new record is created.

**4. Fill in the Parent field with the Department or Asset ID of the record that you want to designate as parent.**

On each record, the Parent field allows you to indicate the parent asset or department for the child record that you are creating.

**5. Click Save.**

The next time that you look at the Parent record that you entered in the Parent field, the new record that you created will be listed as a child.

You can establish unlimited levels of Parent/Child relationships, therefore the same asset or department can be both a parent and a child.

## Period Costs and Cost Summaries

For all records described in this chapter, the Views list includes Period Costs and Cost Summaries. From any record you can select one of these options from the Views list to see summary information regarding the costs that have been applied.

For cost by expense category, choose Cost Summary from the Views list. For costs by accounting period, choose Period Costs.

## Summary

Members of your organization use cost information to complete and plan their work. Accounting personnel and management typically use the cost summaries in the account hierarchy when answering questions such as: Which account pays for that? and How much has this department spent? Accounting personnel and managers also track the actual costs to the budgeted costs at the account, area and department levels.

Maintenance personnel and management typically use the cost summaries presented in the asset hierarchy records. These types of users are interested in tracking the costs required to maintain a component, asset and/or process.

Finally, the cost summary information presented in the Maintenance Manager module is typically only used by maintenance managers as a way to track all costs associated with the assets for which they are responsible.

# Chapter 33

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## Accounting

Oracle Utilities Work and Asset Management is equipped to manage several different types of costs. Costs are input in several ways:

- When employees fill out their time sheets in the Timekeeping module of the Maintenance subsystem;
- When contract time and services are logged into the Service Contract module of the Purchasing subsystem;
- When vendors' invoices are entered into the Invoicing module of the Purchasing subsystem;
- During the process of adjusting costs in the Cost Adjustments module of the Purchasing subsystem; or
- When stock is checked out or returned in the Stock Checkout module of the Inventory subsystem.

Costs can be charged to many types of records in the system. As costs are incurred, the system tracks them and accumulates them at different levels or cost centers within your organization. This process is called “cost rollup” and serves two purposes:

- It allows managers to analyze costs associated with each department, area, asset etc. for cost analysis; and
- It applies costs appropriately in the accounting hierarchy and applies additional processing so that costs can be translated by a software interface and applied properly when they are passed to the general ledger.

The distinction between these two purposes is important since the system does not force you to structure your operational analysis structure (the Asset Hierarchy) to match the accounting structure. A Department or Area does not have to reflect the General Ledger. In the system, these terms are generic labels that can reflect any hierarchical structure your organization wants; a Department could be a Division, an Area could be a Building - your organization can define these terms in any way that is useful for analyzing costs at an operational level.

### Account Processing

The system does not require that you build your operational analysis structure to match the accounting structure. Also, departments and areas do not have to reflect the general ledger. These terms are generic labels that can reflect any hierarchical structure that your organization wants; a department could be a division, an area could be a building – your organization can define these terms in any way that is useful for analyzing costs at an operational level.

Since the cost rollup process is used for analyzing and placing actual costs, commitments, which the system also tracks for work orders, are not included.



## Example

If you check out a part from a storeroom to complete a work order task to fix an asset, the checkout results in a charge for the cost of the part. The system assigns that cost to the work order task. Then, as the cost roll-up process matures, the cost is added to other work order tasks and totaled against the work order. Since the part was used to repair an asset, the system would also assign the cost to the asset. If the asset were the child of another asset, the system would roll the cost up the asset hierarchy to the parent asset – and on up to the process, area and department. At each level the system adds the cost in with other costs.

If the work order is part of a subproject, the system also rolls the cost up through the subproject and project, and if a maintenance manager had been assigned, the system would reflect the cost there as well. Finally, the system rolls the cost up through the accounting hierarchy so that the cost is assigned to the proper general ledger account.

## Account Help

If you know the account reference number you can use it for searching. Reference IDs are usually found on purchasing records and work like a short nickname for an account. Alternatively, you can also use part of the description for the account.

If your organization has a complex structure of accounts and you can't easily find an account from a list of values for an Account field, you can use the Account Help feature to find an account. Place the cursor in any Account field and press the F1 key to open a window where you can search for the account number. You can also use the window to find the account number one segment at a time.

### How to Find the Account Number by Reference ID or Description

1. Place the cursor in an Account field.
2. Press the F1 key on the keyboard.

The system opens the Account Number Entry Help window.

Account Number Sequence Help window

3. Select the Account Reference ID from the list of values or enter part of the account description.
4. Click the OK button.

The system closes the window and enters the account number on the record.

### How to Find the Account Number by Segments

Depending on how your organization has configured the system, you may have to enter the Account Number Segments in order because the Lists of Values are linked (what you select for the first segment determines your options for the second segment, etc.).

1. Place the cursor in the Account field.
2. Press the F1 key.

The system opens the Account Number Entry Help window.

**3. Select the account segments from the lists of values.**

As you select account segments, the system shows you the account number that you are building in the Account field at the bottom of the window.

**4. Repeat Step 4 for as many segments as you can.**

**5. Click the OK button.**

The system closes the window and enters the partial account number on the record that you are working with. You can now use the list of values for the Account number field to view the account numbers with the segments you have selected.

**6. Select the full account number from the list of values.**

If you completed the account number, you don't need to select from the list of values.

## Set Up Accounting Modules

Generally your financial officer, controller, or other accounting personnel would be involved in setting up accounts and budgets within the application. In order to use the accounting functionality to its fullest, the following must be set up appropriately:

1. [Account Structure](#)
2. [Accounting Periods](#)
3. [Accounts](#)
4. [Expense Codes](#)
5. [Budget Checking](#) (if used by your organization)

### Account Structure

Use the Account Structure module to define the look and content of your organization's account structure. Once you have defined the account structure, the system displays any Account Number fields using the defined structure. It also uses this structure to support the Account Help window, which can be used to assist in finding a particular account by building it segment by segment.

The system allows you to define Segment names for each account number, the length, and other criteria to determine the look and structure of account numbers in the system.

*Note:* Please refer to the chapter on the Account Structure module in the Administration subsystem for more information.

#### How to Create an Account Structure

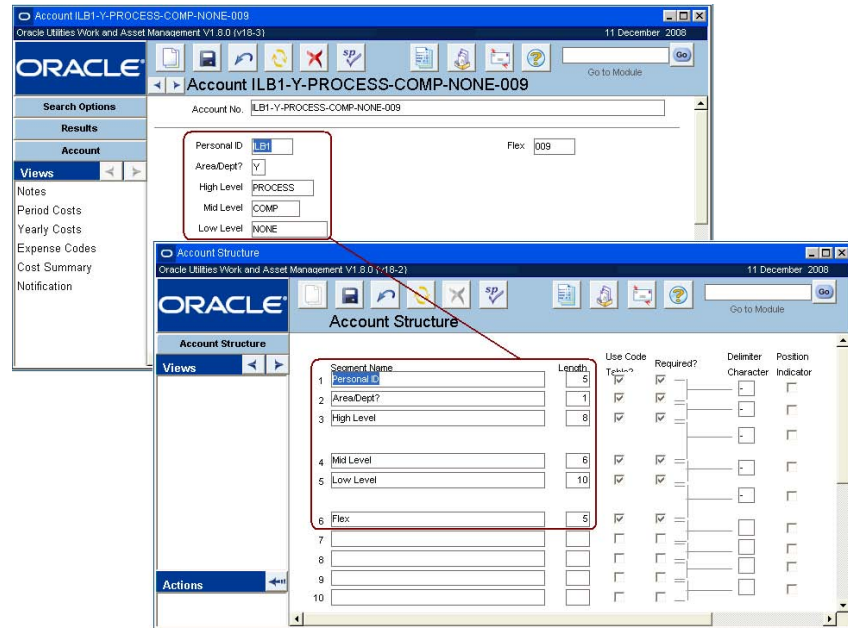
The Account module in the Resource subsystem contains fields for account segments as they are defined in the Account Structure module.

1. **Open the Account Structure module under System Configuration in the Administration subsystem.**
2. **Set the parameters according to the following field descriptions:**  
**Segment Name**

Each part of an Account Number is broken down into sections, or segments, so that users can obtain information about the account number according to what they know about each part.

The Segment Name fields in the Account Structure module indicates the label that the system will show on the Account record for that segment in the Account module of the Resource subsystem.

The example below shows how the segments were defined in the Account Structure module, and how they appear as a result in the Account module.



**Account Module Fields as Configured in the Account Structure Module**

**Length** - The Length field indicates how many characters will be in the segment. This is the maximum number of characters, but if a user enters less than the maximum, the system still displays the positions for the other characters as blanks.

**Required** - Checking the Required check box indicates that the segment must be entered.

**Delimiter Character check box** - You can use the Delimiter field to determine what kind of character the system will show between segments of the account number. Selecting the box indicates that the delimiter is to be shown whether or not the preceding segment contains a value. For example, with a three-segment account number using dashes as the delimiter characters, the system would show 1- -3 if there was no data in the second segment and both check boxes were checked. The system would show 1 - 3 if there was no data in the second segment and only the second check box was checked.

### 3. Click Save.

## Accounting Periods

After the account structure is defined, accounting periods must be entered into the system to indicate how the fiscal year should be divided and, if desired, to match the accounting periods used by your general ledger application. An account period is the time period during which costs accumulate. Costs accumulate until the system sets the period to Closed status. Accounting periods also affect calculations for period to date summaries shown in various modules throughout the system.

## How to Set Accounting Periods

### 1. Open the Accounting Periods module.

The Accounting Periods module is in the Administration subsystem.

### 2. Click New.

The system opens the results of search screen, and inserts a new line with the required fields highlighted.

The screenshot shows the Oracle Accounting Periods screen. The window title is 'Accounting Periods' and the application is 'Oracle Utilities Work and Asset Management V1.8.0 (v18-2)'. The date is '11 December 2008'. The screen displays a table of accounting periods for the year 2008. The table has columns for Year, Period Start Date, End Date, Status, Updated, and Updated By. The data is as follows:

Year	Period Start Date	End Date	Status	Updated	Updated By
2008	01 JAN.01.2008	JAN.31.2008	Open	AUG.23.2007 16.21.49	RAY
2008	02 FEB.01.2008	FEB.29.2008	Open	MAR.26.2008 10.21.16	RAY
2008	03 MAR.01.2008	MAR.31.2008	Open	APR.11.2008 10.09.36	RVEKSLER
2008	04 APR.01.2008	APR.30.2008	Open	APR.03.2008 18.00.48	RVEKSLER
2008	05 MAY.01.2008	MAY.31.2008	Open	MAR.13.2008 13.38.55	RVEKSLER
2008	06 JUN.01.2008	JUN.30.2008	Open	AUG.23.2007 16.22.29	RAY
2008	07 JUL.01.2008	JUL.31.2008	Open	AUG.23.2007 16.22.35	RAY
2008	08 AUG.01.2008	AUG.31.2008	Open	AUG.23.2007 16.22.40	RAY
2008	09 SEP.01.2008	SEP.30.2008	Open	AUG.23.2007 16.22.45	RAY
2008	10 OCT.01.2008	OCT.31.2008	Open	AUG.23.2007 16.22.51	RAY
2008	11 NOV.01.2008	NOV.30.2008	Open	AUG.23.2007 16.22.56	RAY
2008	12 DEC.01.2008	DEC.31.2008	Open	AUG.23.2007 16.23.02	RAY

**Accounting Periods screen**

This module does not have individual records, the results of search screen simply lists all of the periods that are set. The list is ordered by year and cannot be resorted.

### 3. Enter the information according to the following field descriptions:

**Year and Period** - The year and period numbers uniquely identify each period. You cannot enter any overlapping periods.

**Start Date and End Date** - The start date and end date define the period.

The system is flexible and can reflect any accounting period scheme that you use for your general ledger. Years do not have to begin on January first and they do not have to be 365 days long. Periods do not have to be months, nor does one period have to be as long as another.

The system does not allow you to enter overlapping periods. However, you can enter periods with gaps between them. For example, you might forget to include February 29th for leap years. The system does not identify this error until the batch processing attempts to pass the transaction record to the general ledger interface. If this occurs the batch process will result in an error message and you will have to modify the appropriate account period and re-run the batch process.

**Status** - There are two possible statuses:

**Open** - Adjustments and postings can be made to open periods. Typically only the current period should be open, since a status of Closed indicates that all charges and credits have been posted and resolved.

**Closed** - Adjustments and postings cannot be made to closed periods. Typically all periods but the current one should be closed.

**Updated and Updated By** - These fields contain information about the last user to make changes to the period, and the date that the changes were made.

### 4. Click Save.

## Accounts

Next, accounts must be set up to “capture” costs as they are applied to different cost centers within your organization. The system uses these account numbers to monitor costs as they are incurred throughout the various modules that incur costs. For example, you would want to establish accounts for different types of purchasing transactions as well as for work costs that would be tracked in modules such as Work Order, Purchase Order, Stock Checkout, etc.

### How to Enter Accounts

1. **Open the Account module in the Resource subsystem.**
2. **Click New.**
3. **For each account segment field, select the segment from the list of values.**  
As mentioned earlier, the segments are determined by your organization in the Account Structure module. The lists of values are controlled by the Account Segment Code Tables 251 - 256. These code tables can be customized by your organization to show the appropriate segment codes.
4. **Enter a short explanation of the account in the Description field.**
5. **Enter any other information your organization requires.**  
**Reference ID** - A Reference ID allows you to associate the account number with an ID which you can use elsewhere in the system to retrieve the entire account number. Generally this number is easier to remember and can be input faster than the entire account number. The Reference ID code must be unique to the account.

If this account will be used for employees to charge time against in the Timekeeping module of the Maintenance subsystem, the account must have a Reference ID number.

**Department and Area** - Enter a Department and Area in the fields if the account is to be associated with only one department and area. The same department and area may have more than one account number associated with them, however, an account number can only refer to one department and area combination. Referencing a department and area is not required. The lists of values for both fields are built in the Department and Area modules in the Resource subsystem.

**Budget Type** - The Budget Type field indicates how budget values will be calculated for this account number. Select Annual to use costs incurred within the current calendar year to calculate the budget and committed costs for the account. Select Lifetime to use all costs ever incurred against the account to calculate the budget and committed costs for the account.

6. **Set the status to Active.**  
To make the account available for use, set the status to Active. Otherwise, you can wait to change the status until you are ready to use the account in general operations. If you want to disable the account number, set the status to Inactive.
7. **Click Save.**  
Once you have established the segments of the account number, and have attached it to a department and/or area (if necessary), you can begin using the account number throughout the application by setting its status to Active. You can also add additional functionality to the account number by attaching it to expense codes, and establishing budget amounts.

Expense codes entered here are only used with special lists of values. Please refer to the Administration guide chapter on [User-Defined Fields](#) for more information.

## Expense Codes

Expense codes are used within the system to classify types of charges. They are required for cost transactions and are usually included in interfaces to external applications such as general ledger and account payable packages. Entries in this view should attach expense codes to the account number in question. The actual codes are established in the Expense Codes Business Rule. When an expense code is attached to an account in this manner, and a Special LOV is

established for a module, the system only shows the expense codes listed here on the list of values for the Expense Code field when the account number is entered.

## Budget Checking

The system can be set to limit the possible budget overrun for accounts throughout the application by monitoring budget balances, tracking where costs are applied to certain accounts, and providing users with warnings when costs are being approved that may result in budget overruns. The system also shows committed costs in the Period Cost and Cost Summaries for the Department, Area, and Account module to calculate budget balances based on the original budget amount minus the committed amounts. The budget balances are then checked when approvals for records that would impact the budget are approved, and users are provided with a message showing account budget information so that the approver can decide whether to proceed and go over-budget, or to defer approval.

The following steps are required to set up and use budget checking functionality:

1. [Set Up Accounting Modules](#)

Create your accounting structure and accounts in the Account Structure, Accounting Periods, and Account modules.

2. [Enter Budget Amounts for Accounts](#)

Establish your account budgets by account or expense codes over periods in the Account module Period costs view.

3. [Configure Budget Checking Business Rules](#)

The Budget Checking and Budget Checking By Document Business Rules must be configured to enable or disable budget functionality.

4. [Monitoring Budgets and Accounts](#)

Use the Period Costs, Cost Summary, and Budget Overruns views in various modules to monitor the accounts and budgets. The system updates budget balances, committed costs, and actual costs in the Period Cost and Cost Summary views of related records.

Budget amounts are entered in the Period Costs view of the Account module. The system uses the period/year combination indicated in this view to determine the accounting period used when validating budget amounts.

All modules that are related to budget amounts include a view that displays all of the account/expense code combinations that have been caused to go over budget by the approval or processing of the current record.

Budget amounts are entered in the Period Costs view of the Account module.

You must set the Budget Checking and the Budget Checking By Document Business Rules to control this functionality. Using these business rules you can decide to enable or disable budget checking, determine which types of records use budget checking, and set the action with which the system will respond to budget issues.

## Enter Budget Amounts for Accounts

By entering budget amounts in the Account module and setting the appropriate business rules, the system can be set to limit the possible budget overrun for accounts throughout the application by monitoring budget balances, tracking where costs are applied to certain accounts, and providing users with warnings when costs are being approved that may result in budget overruns. The system also uses committed costs in the period costs and cost summary is for the Department, Area, and Account module to calculate budget balances based on the original budget amount minus the committed amounts. The budget balances are then checked when approvals for records that would impact the budget are approved, and users are provided with a

message showing account budget information so that the approver can decide whether to proceed and go over-budget, or to defer approval.

You must set the Budget Checking and the Budget Checking By Document Business Rules to control this functionality.

The alert is sent at various stages of the document's life depending on the module that contains the budget overrun. Some modules prompt the system to send the alert when the record is posted by batch, where others send the alert when the record is approved.

The system checks any budget by taking the year-to-date sum of the budget and subtracting the existing commitments for the same time period for the same account or expense code to determine the budget balance.

### How to Enter Budget Information

1. **Open the Account module in the Resource subsystem.**
2. **Find the account that you want to establish a budget for using the Search Options screen.**
3. **Select Period Costs from the Views list.**
4. **Click New.**

If costs have already been posted for the period that you want to enter the budget for, you are allowed to enter a budget amount for the existing period cost item.

5. **Select an expense code.**
6. **Select the accounting period that the budget applies to from the list of values in the Period fields.**

Accounting periods are set in the Accounting Periods module of the Administration subsystem.

7. **Enter the budget amount.**
8. **Click Save.**

Repeat steps 4 - 8 to enter budget amounts for the remaining accounting periods.

### Notification

Use this view to enter the usernames of the people who should receive an alert when the system encounters a budget overrun. One user can be entered in the Budget Checking By Document Business Rule, but you can enter additional users here.

### Configure Budget Checking Business Rules

Set values in this rule to determine whether or not the system should check against budgets when processing cost related records. You can also determine whether budget checking will be based on accounts, on expense codes, or on both.

The system checks any budget by taking the year-to-date sum of the budget and subtracting the existing commitments for the same time period for the same account or expense code to determine the budget balance. If the record being processed will cause the account or expense code to go over budget the system will proceed with the action indicated in the Budget Checking by Document Business Rule.

The account/expense code combination can be represented in the following manner:

#### Budget Checking By and Option Status

##### **ACCOUNT - OFF EXPENSE CODE - OFF**

The system does not check budgets when processing cost related records.

##### **ACCOUNT - ON EXPENSE CODE - OFF**

The system verifies that approval of the record being processed will not cause the account(s) indicated on the record to go over budget. With this setting, individual expense codes can go over budget, as long as they do not cause the overall account to go over budget (i.e., one expense code can "borrow" budget dollars from another expense code).

##### **ACCOUNT - OFF EXPENSE CODE - ON**

The system verifies that approval of the record being processed will not cause the expense code (s) indicated on the record to go over budget. With this setting the overall account will

not be allowed to go over budget because all of the expense codes that make up the account will be kept at or under budget.

**ACCOUNT - ON  
EXPENSE CODE - ON**

The system checks both the overall budget amount for the account and the overall budget amount for the expense code to make sure that neither goes over budget. This setting is appropriate if you plan to allow budget overrides in normal processing so that if one expense code is allowed to go over budget and the approval of another expense code would cause the entire account to go over budget (even if the expense code itself would remain under budget), the system would catch the budget overrun on the account.

For each document, you can establish how the system notifies users when budgets are exceeded and options on how to proceed in the case of a budget overage.

Set this rule to identify unique processing for the budget checks performed during approvals for certain documents. For each document, you can establish how the system notifies users when budgets are exceeded and options on how to proceed in the case of a budget overage. For each document, a user can be identified to receive an alert that a document has been approved or charges posted by batch that result in budget overruns.

**Document** - Select the document type to apply budget checking settings to from the list of values.

**Action**

**IGNORE** - The system will not take any action if the budget amount will be exceeded when the record is approved.

**STOP** - The system will stop processing on the document indicated if the budget amount is exceeded.

**WARN** - The system will display a warning message to the approver if the budget amount will be exceeded when the record is approved.

**Alert User** - Enter the username of the person that should receive an alert when the document type indicated exceeds the budget. If you leave this field blank, the system will still display a warning message on the screen during processing of the record (if the Action field is set to WARN), but will not send a system alert to anyone.



## Monitoring Budgets and Accounts

Every module that uses accounts and checks against budgets includes the Budget Overage view, and Cost related views so that users can monitor costs related to those modules as well as identify accounts that have gone over budget when an overage occurs. If the approval or processing of a record will cause an account/expense code combination to go over budget, the system displays a warning to the current user on the record and sends an alert to the users identified in the Budget Checking by Document Business Rule and the Notification view in the Account module.

### Budget Overage View

The Budget Overage View displays any account/expense code combinations that have been caused to go over budget by the approval or processing of the current record.

Account Number	Expense Code	Document Amt	Budget Amt	Budget Balance
ILBT-Y-PROCESS-COMP-NONE-008	00002	250.00	.00	-1,338.50
ILBT-Y-PROCESS-COMP-NONE-009		250.00	.00	-4,007.93

**Budget Overage View**

This view is currently available in all of the following modules: Requisition, Purchase Order, Change Order, Blanket Contract to Purchase Order, Checkout Request, Cost Adjustment, Direct Charges, and Work Order.

### Cost Summary and Period Cost Views

You can review the costs applied to a particular account by selecting Cost Summary or Period Costs from the Views list in the Account module. These views summarize budget activity and actual costs by expense category or period. Expenses accrue against their accounts and at the end of each day the system processes expenses and applies them to the appropriate Account, Area, Department, and other records, posting summary information for each account in this view.

You can also review the account transaction log to see how costs have been applied for your organization.

Expense Category	MTD Budget	MTD Budget Balance	MTD Actual Costs	Ext. MTD Actual Costs	Ext. MTD Budget Bal.
Direct Stock	.00	.00	.00	.00	.0
Labor Regular Burden	.00	.00	.00	.00	.0
SC Code 04	.00	.00	.00	.00	.0
SC Code 09	.00	.00	.00	.00	.0
SC Code 10	.00	.00	.00	.00	.0
Trash Expense	.00	.00	.00	.00	.0

Expense Category	YTD Budget	YTD Committed Costs	YTD Budget Balance	YTD Actual Costs	Ext. YTD Actual Costs
Direct Stock	.00	1,338.50	-1,338.50	.00	.0
Labor Regular Burden	.00	300.60	-300.60	300.60	.0
SC Code 04	.00	609.18	-609.18	609.18	.0
SC Code 09	.00	609.18	-609.18	609.18	.0
SC Code 10	.00	609.18	-609.18	609.18	.0
Trash Expense	.00	541.29	-541.29	541.29	.0

Cost Summary View

Cost Summary and Period Cost Views are for review purposes only, you cannot change the information presented here.

## Costs Views

Modules that manage account related transactions, such as Work Order or Purchase Order, include a Costs view that summarizes the accounts and costs affected by activity on the record.

Purchase Order Total	28.00	Currency	U
Exchange Rate *	1.00000000		
Converted Total =	28.00		
State Tax +	.00		
Federal Tax +	.00		
Provincial +	.00		
Grand Total =	28.00		

Purchase Order Costs View

Usually the module will include a Costs view for the overall record as well as for individual line items. If needed, you can refer to these summaries to see a break down of costs at further levels than what is shown in the Account Cost Summary view in the Account module.

## Pay Periods

You can define and maintain pay periods in the Pay Periods module. Pay periods affect timesheet costs, which roll up to a pay period until the period is set to Closed status. Each period is identified by the year and period number. Pay periods cannot overlap.

### How to Determine a Pay Period

#### 1. Open the Pay Periods module.

The Pay Periods module is in the Administration subsystem.

#### 2. Click New.

The system opens the results of search screen, and inserts a new line with the required fields highlighted.

This module does not have individual records, the results of search screen simply lists all of the periods that are set.

3. **Enter a unique Year and Period number combination in the corresponding columns.**
4. **Enter start and end Dates that do not overlap existing pay period dates.**
5. **Enter the pay date to indicate the date for the period that employees are to be paid.**
6. **Enter any additional comments in the Comments field.**
7. **Click Save.**

The status is set to Open and remains so until you set it to Closed. Once the period is Closed, no charges can be applied to it.

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# Chapter 34

## Depreciation

Depreciation functionality allows your organization to track depreciation information for both fleet and regular assets. The system creates depreciation forecasts and schedules where applicable, tracks accounting, and makes automatic adjustments when asset changes that affect depreciation calculations are entered into the system. Your organization defines the settings that determine how often depreciation expenses are posted.

### Initial Configuration Settings

The following sections describe, in further detail, how to complete these configuration steps.

Before you begin to use depreciation functionality, you must configure the Asset Depreciation business rule, define codes for several code tables, and set up asset classes and property units in the Asset Class module. Make sure that you have asset cost, depreciation, accumulated depreciation, and disposal gain/loss expense codes defined in the Expense Codes business rule. Also, assign the Change Request Asset responsibility function to users who will be authorized to apply changes to assets that are requested in the Change Request module.

Set up depreciation tracking for newly created assets or existing assets by opening the Asset Depreciation view in the Asset or Fleet Asset module and filling in, at a minimum, the In Service Date and Depreciation Method fields. Depreciation accounts must also be designated in the Asset Depreciation Accounts view of the Asset and/or Fleet Asset modules.

### Asset Depreciation Business Rule

Configure the Asset depreciation business rule to determine how the system processes depreciation costs and posts them to the account log.

**CONVENTION** - Select either Full-Month or Half-Year. The convention is used to determine how much depreciation can be claimed in the year the asset is placed in service.

**FREQUENCY** - The value entered here determines how often the depreciation for all asset will be written to the account log. For example, if the Last Processed Date is '01 2003' and the frequency is monthly, the account log will have entries of '01 2003' and in the future will show the following months (i.e. 02 2003, 03 2003). Valid frequencies are monthly, quarterly or annually.

**LAST PERIOD PROCESSED** - The administrator should enter an initial date in this field when the rule is configured. Once the date is set the system updates the date when the account depreciation batch process runs. Do not modify this rule key after initial configuration.

The proper date format is YYYYMM.

**LAST RUNTIME DATE** - Last Run Date will be updated by the system whenever the batch procedure runs.

## Depreciation Code Tables

This section gives a short overview of the code tables that are specifically needed for depreciation functionality. If you are configuring the entire system for the first time, refer to your configuration guide for detailed information on system-wide configuration.

Configure code tables 136, 141, 162, and 163 to define the change request transaction types available for each kind of requested change (i.e. new asset, change asset information, dispose of asset, etc.). Code table 107 defines valid units that can be selected in the useful life units field in the Asset Class and Asset modules. Finally, code table 601 defines asset class types used on the Asset Class module header.

## Asset Classes

Asset classes are used to create categorizations for assets with common characteristics. In particular, asset classes are tied to the property units that are defined in the Depreciation Parameters view of the Asset Class module. When you set up depreciation tracking for an asset you are required to enter a property unit so that the system can transfer the depreciation information from the Asset Class record to the Asset record. This configuration saves time because your initial setup will determine which kinds of assets use which kind of depreciation parameters, then you simply enter this as the property unit on the Asset record.

## Depreciation Parameters

Use the Asset Class module to define depreciation parameters and charge accounts for individual property units within the asset class. Later the system uses these parameters to calculate depreciation for assets that have an asset class and property number on record.

Property units are groups of assets with similar depreciation characteristics, such as transmission poles, high tension cables, or water mains. Your organization may be required by a regulatory authority to report depreciation by property unit groupings. Property units defined here can be cited elsewhere in the system, including on the Asset Depreciation view in the Asset module and the Accounting view in the Compatible Units module.

Within a plant, property unit numbers must be unique across all asset classes. If you enter a number that already exists on another asset class record, the system displays a warning message.

Define property units in the column at the upper portion of the screen then enter the depreciation parameters, accounts and expense codes to be used as defaults for the property unit in the lower section. Accounts and expense codes are copied to new Asset records that reference the property unit, but can be changed on the Asset record if necessary. As asset records are created and depreciation accumulates, you can review depreciation for the asset class by selecting Depreciation Summary from the View list.

The screenshot shows the 'Depreciation Parameters' configuration window. The table below represents the 'Property Unit No.' and 'Description' columns from the interface:

Property Unit No.	Description
BYB-PROP-UNIT-1	BYB-ASSET-CLASS-0001 Property Unit 1 Straight Line
BYB-PROP-UNIT-2	BYB-ASSET-CLASS-0001 Property Unit 2 Double Decline
BYB-PROP-UNIT-3	BYB-ASSET-CLASS-0001 Property Unit 3 No Dep
BYB-PROP-UNIT-6	BYB-ASSET-CLASS-0001 Property Unit 6 Units of Production
DDb1	

Below the table, the 'Depreciation Parameters for Property Unit BYB-PROP-UNIT-1' are shown:

- Depreciation Method: Straight Line
- Useful Life / Units: 1 YEARS
- Salvage Value: 100.00
- Group Rate: %

The 'Accounts' and 'Expense Codes' section is as follows:

Accounts	Expense Codes
Asset Cost: BYB1-N-ASSET-NONE-NONE-001	DEP001
Depreciation Expense: BYB1-N-ASSET-NONE-NONE-002	DEP002
Accum Depreciation: BYB1-N-ASSET-NONE-NONE-003	DEP003
Disposal Gain/Loss: BYB1-N-ASSET-NONE-NONE-004	DEP004

Depreciation Parameters view

**Property Unit No and Description** - Define property units with meaningful codes and enter a description. Save and fill in the fields in the bottom sections of the screen to define default depreciation parameters and accounting information for the property unit.

**Depreciation Method** - Select one of the following depreciation methods:

**Straight Line** - The depreciation is calculated assuming that the asset will lose an equal amount of value each year.

**Double Declining Balance** - Depreciation is calculated in an accelerated manner where double the straight-line depreciation amount is taken in the first year, and then the same percentage is applied to the undepreciated amount in subsequent years.

**Units of Production** - Depreciation is calculated based on the number of units, for example, the number of miles driven.

**Group** - Depreciation is calculated with the group of assets considered as a whole regardless of the different useful life values of each unit.

**No Depreciation** - No calculations are made for assets in the class.

Leave the Method field empty if you want to begin entering partial data for the asset, such as acquisition cost and date, but don't want to begin calculating depreciation. When the asset is put in service and you want the depreciation calculations to start, select a depreciation method.

**Useful Life** - Expressed in years, miles or hours, the useful life represents the amount of time assets in this class are expected to function. If the depreciation method is Straight Line, Double Declining Balance, Units of Production or No Depreciation, the Useful Life Units default to YEARS and the field cannot be updated.

**Salvage Value** - This field represents the dollar amount that the assets in this class are expected to be worth if they are sold.

**Group Rate** - Indicates the rate of depreciation for a group asset when the Depreciation method is Group.

**Accounts and Expense Codes** - You can enter account and expense codes to be used as defaults for depreciation information. These codes will be copied to new Asset records that reference the property unit, but can be changed on the Asset record if necessary.

**Asset Cost** - Record asset costs. You can select the account number from a list of values containing all active accounts. Expense codes are defined in the Expense Code Business Rule.

**Depreciation Expense** - Record depreciation expense for the current period.

**Accumulated Depreciation** - Record cumulated depreciation expense over all periods.

**Disposal Gain/Loss** - Record gain or loss from the sale of the asset.

### How to Define Depreciation Parameters

**1. Open the appropriate Asset Class record.**

The Asset Class module is located under Asset Condition in the Resource subsystem.

**2. Select Depreciation Parameters from the Views list**

The values entered in this view, such as useful life, salvage value, the depreciation method, the accounts and expense codes are copied to new Asset records that reference the property unit. These values can be changed on the Asset record if necessary.

**3. Enter a Property Unit Number and Description.**

The Property Unit Number must be unique across all asset classes. If you enter a number that already exists on another Asset Class record, the system alerts you with a warning message.

**4. Enter a Useful Life and a Salvage Value.**

**5. Select a Depreciation method from the list of values.**

**6. Select Accounts and Expense Codes in the lower section of the view.**

You can enter account and expense codes to be used as defaults for depreciation information. These codes will be copied to new Asset records that reference the property unit, but can be changed on the Asset record if necessary.

**7. Click Save.**

**8. Repeat steps 3 -7 until you have finished adding property units and defining depreciation parameters.**

### Depreciation Summary

The Depreciation Summary view is a display only view showing accumulated depreciation information for all assets in the asset class by year and property unit. The upper portion of the view shows the total acquisition cost, depreciation expense, accumulated depreciation and total asset book value for the asset class by year. When you highlight a year by clicking it in the upper portion of the view, the information in the lower portion changes to show depreciation information for each property unit in the asset class for that year.

Year	Total Asset Cost	Depreciation Expense	Accum Depreciation	Total Assets Book Value
2003	5,000.00	980.00	980.00	4,020.00
2004	5,000.00	980.00	1,960.00	3,040.00
2005	10,000.00	5,880.00	7,840.00	2,160.00
2006	5,000.00	980.00	3,920.00	1,080.00
2007	5,000.00	980.00	4,900.00	100.00

Breakdown for 2003				
Property Unit No.	Asset Cost	Depreciation Expense	Accum Depreciation	Net Assets Book Value
BYB-PROP-UNIT-1	5,000.00	980.00	980.00	4,020.00

Depreciation Summary view

## Assets

Once the business rule, the code tables, and the Asset Class module have been populated with the appropriate codes and settings, you can begin entering new assets or adding depreciation information to existing assets. Any asset that uses depreciation must have an asset class entered on the header then the Depreciation and Depreciation Accounts views can be populated accordingly.

The screenshot displays the Oracle Utilities Work and Asset Management V1.8.0 (v18-7) interface. The main window shows the 'Asset E ILB ASSET 1' record. The 'Views' sidebar on the left includes 'Notes', 'Attachments\*', 'Depreciation', 'Accounts', 'Inspection Log', and 'Manufacturer Data'. The 'Depreciation' and 'Accounts' views are highlighted with red boxes. The main record fields are as follows:

Field	Value
Asset ID	E ILB ASSET 1
Description	Pumps in the ILB facility.
Asset Type	D3
Asset Class	DOCUMENTATION
Asset Class Type	CODE 1
Log Reviewer	IMANI BROWN
Location	
Basis	Facility
Building	0001
Process	ILB PROCESS 5
Specification	ILB01
BOM ID	FVM-EM
Point ID	1234567890123456789012345678

Asset record

## Asset Depreciation View

Use the Asset Depreciation view in the Asset and Fleet Asset modules to determine how the system tracks depreciation for the asset.

The appropriate depreciation parameters and property units must first be defined in the Asset Class module. Then, on the Asset Depreciation view, when you select a Property Unit defined for the Asset Class, the system enters the Useful Life, Salvage Value, Deprecation Method and the Depreciation Accounts associated with the Property Unit. You can change these default values if necessary.

When you enter the Acquisition Cost, In Service Date and Replacement Value and save the record, the system calculates the additional values required and displays the depreciation forecast. Year and period references in the forecast reflect the fiscal year definitions your organization has set up in the Accounting Period module.

If a change request results in modifications to the Asset record that affect the depreciation forecast, the system updates the Asset Depreciation view. Year and period references in the forecast reflect the fiscal year definitions your organization has set up in the Accounting Period module.

## Asset Depreciation View Field Descriptions

**Property Unit Number** - Select a property unit number from the list of values based on the Asset Class specified on the Asset record header. When you select a property unit, the system enters the Useful Life, Salvage Value, Deprecation Method and the Depreciation Accounts associated with the property unit. These values can be changed if needed.

**Useful Life/Units and Method** - The useful life and depreciation method are carried over from the Asset Class module when the property unit is entered. These values can be modified until the Asset record is in Active status. After the asset is active, the useful life can only be updated via a change request. If a change request results in a modification in the useful life, the system inserts a useful life adjustment factor in the depreciation forecast.

Leave the Method field empty if you want to begin entering partial data for the asset, such as acquisition cost and date, but don't want to begin calculating depreciation. When the asset is put in service and you want the depreciation calculations to start, select a depreciation method.



The method can only be set to Group if the Asset status is Depreciation Only. Also, useful life is not used for group assets. The value indicated is informational only, but it does not contribute to the values calculated for the depreciation forecast. The forecast shows periods until the net book value is equal to the salvage value.

**Acquisition Reading, Acquisition Cost and Acquisition Date** - These fields represent the purchase date and the reading on the asset (such as a meter reading) at the time of purchase. The system inserts the Acquisition Reading into the Runtime Log if the Units of Production depreciation method is used. The Acquisition Cost field represents the purchase price of the Asset.

**Contributed Indicator** - Check this box to indicate that the asset was constructed by an outside contractor and turned over to your organization upon completion.

**Salvage Value** - This field represents the dollar amount that the asset is expected to be worth if it is sold.

**In Service Date** - This field represents the date the Asset was placed in Service. The system defaults this date to be the same as the Acquisition Date but you can change that value if necessary.

**Replacement Value** - This field represents the price of a comparable asset in the current market. The replacement value is the only field on the Asset Depreciation view that can be updated when the Asset record is in Active status.

**Retirement Date and Retired Indicator** - Assets with depreciation forecast information must be retired through the Change Request module. They cannot be retired by changing the status on the Asset record. After the change request has been created, approved and processed the system checks the Retired check box in the Depreciation view of the Asset module and on the Change Request record and enters the retirement date. The Retirement Date field can also just be used to record the date that the asset should be retired. Using it in this way, however, will not trigger the system to retire the asset automatically. The system does not provide notification when the asset is retired.

Retired assets are not available for reference on other records and they cannot be updated.

**Number of Units and Group Rate** - Number of Units and Group Rate only apply to assets where the depreciation method is Group. Enter the number of units in the group asset being depreciated. The Group Rate value is carried over from the Asset Class module when the property unit is entered, but can be modified until the ASset record is in Active status.

#### How to Enter Depreciation Information for an Individual Asset

1. **Open the Asset or Fleet Asset module and select Depreciation from the views list.**
2. **Select a property unit number from the list of values.**  
The property units that are available are based on the Asset Class specified on the Asset record header.
3. **Verify the Useful Life, Salvage Value, Depreciation Method and the Depreciation Accounts.**  
These values are carried over from the property unit. They can be modified if needed.
4. **Enter the Acquisition Reading, Acquisition Cost, and the Acquisition Date.**  
These fields represent the date, cost, and reading on the asset (such as a meter reading) at the time of purchase. The system inserts the Acquisition Reading into the Runtime Log if the Units of Production depreciation method is used.
5. **Enter the In Service Date and Replacement Value.**

These values can be modified until the Asset record is in Active status. After the asset is active, the useful life can only be updated via a change request. If a change request results in a modification in the useful life, the system inserts a useful life adjustment factor in the depreciation forecast.

The system makes the appropriate calculations and displays the results at the bottom portion of the screen.

**6. Check the Contributed indicator if necessary.**

Check this box to indicate that the asset was constructed by an outside contractor and turned over to your organization upon completion.

**7. Click Save.**

Once you enter all of the acquisition values and additional information and save the record the system calculates the additional values required and displays the depreciation forecast. Year and period references in the forecast reflect the fiscal year definitions your organization has set up in the Accounting Period module.

Year	Dep. Expense	Accumulated Dep.	Value Adj.	Useful Life Adj.	Net Book Value	Posted
2005	37,516.68	37,516.68	.00	0	414,483.32	✓
2006	50,022.24	87,538.92	.00	0	364,461.08	✓
2007	50,022.24	137,561.16	.00	0	314,438.84	✓
2008	50,022.24	187,583.40	.00	0	264,416.60	✓
2009	50,022.24	237,605.64	.00	0	214,394.36	✓
2010	50,022.24	287,627.88	.00	0	164,372.12	✓
2011	50,022.24	337,650.12	.00	0	114,349.88	✓

Period	Dep. Expense	Accumulated Dep.	Value Adj.	Useful Life Adj.	Net Book Value	Posted
06	12,505.56	12,505.56	.00	0	439,494.44	✓
09	12,505.56	25,011.12	.00	0	426,988.88	✓
12	12,505.56	37,516.68	.00	0	414,483.32	✓

Asset Module Depreciation view with Calculated values

## Depreciation Calculations

The lower section of the Asset Depreciation screen includes the following fields which are calculated as described:

**Asset Cost** - The system calculates the asset cost as the asset's acquisition cost adjusted for any valuation changes made through change requests.

**Unit Cost** - The unit cost is the acquisition cost divided by the number of units. This only applies when the depreciation method is Group.

**Rate** - This field represents the rate at which the asset is expected to depreciate. This value is usually calculated according to the following:

Straight Line - 1/Useful Life

Double Declining - 2/Useful Life

If the Group depreciation method is in use, the rate is the same as the group rate.

**Depreciation Expense** -  $(\text{Asset Cost} - \text{Salvage Value}) \times \text{Rate}$

**Accumulated Depreciation** - The Accumulated Depreciation value is calculated as a running total of the Depreciation Expense from one period to the next.

$\sum$  Depreciation Expense

**Net Book Value** - The system calculates the net book value as the difference between the asset cost and the accumulated depreciation. Net book value equals salvage value when asset is fully depreciated. If the group depreciation method is used the net book value is always equal to the acquisition cost.

*Note:* Sometimes, when group depreciation is being used and a change is applied, the last net book value does not cleanly reduce to the salvage value. This may result in a negative book value. When the net book value is calculated and the result shows a value less than the salvage value, the system overrides the calculation of the depreciation expense equation with the following equation:

$$\text{Depreciation Expense} = \text{Last Net Book Value} - \text{Salvage Value.}$$

**Remaining Life** - The system calculates the remaining life as the difference between the asset age and the useful life. Remaining life is expressed in the number of years and periods remaining.

**Asset Age** - The system calculates the asset age based on the acquisition date and the current date. Asset age is expressed in years and periods.

**Posted** - The system checks this box once the accounting period has been posted.

## Depreciation Accounts

When you enter the property unit number for the asset the system copies the depreciation accounts and expense codes from the Depreciation Parameters view of the Asset Class module. These accounts can be changed if needed. For assets using the group depreciation method, all accounts and expense codes except disposal gain/loss are required.

Accounts		Expense Codes
Asset Cost	RJB1-Y-ASSET P-ASSETC-WORK ORDER-004	00001
Depreciation Expense	RJB1-Y-ASSET P-ASSETC-WORK ORDER-004	00001
Accum Depreciation	RJB1-Y-ASSET P-ASSETC-WORK ORDER-004	00001
Disposal Gain/Loss	RJB1-Y-ASSET P-ASSETC-WORK ORDER-004	00001

**Depreciation Accounts view**

**Asset Cost** - The account and expense code used to record asset costs. You can select the account number from a list of values containing all active accounts. Expense codes are defined in the Expense Code business rule.

**Depreciation Expense** - The account and expense code used to record depreciation expense for the current period.

**Accumulated Depreciation** - The account and expense code used to record cumulated depreciation expense over all periods.

**Disposal Gain/Loss** - The account and expense code used to record gain or loss from the sale of the asset.

**Fixed Asset** - You can use this field to associate the asset with a fixed asset defined in another system, such as a financial system, used by your organization.

## Retiring Assets

Assets with depreciation forecast information must be retired through the Change Request module. They cannot be retired by changing the status on the Asset record. After the change

request has been created, approved and processed the system checks the Retired check box in the Depreciation view of the Asset module and on the Change Request record and enters the retirement date. The Retirement Date field can also just be used to record the date that the asset should be retired. Using it in this way, however, will not trigger the system to retire the asset automatically. The system does not provide notification when the asset is retired.

Retired assets are not available for reference on other records and they cannot be updated.

## Accounting for Depreciation

Depreciation entries are written to the Account Log by batch processing using settings in the Asset Depreciation business rule. Changes to a depreciation schedule can result in depreciation expenses that apply to accounting periods that have already been processed. When the next batch job is run, the system “catches up” by creating account log transactions for all prior depreciation periods up to and including the current month being processed. Each unposted depreciation period has a separate account log transaction. The Effective Date for each transaction is the last day of the appropriate accounting period.

## Valid Asset Status Changes

When your organization uses depreciation functionality, most status changes are not allowed after values have been established in the Asset module Depreciation view. Otherwise, the following status changes are valid:

- Planned to Active
- Planned to Depreciation Only
- Active to Depreciation Only
- Active to Inactive
- Active to Retired if there are no depreciation data
- Depreciation Only to Active if not a group asset
- Depreciation Only to Inactive
- Depreciation Only to Retired if are no depreciation data
- Inactive to Active if not a group asset
- Inactive to Depreciation Only
- Inactive to Retired if there are no depreciation data

## Group Assets (Continuing Property Record Asset)

You can also define a special class of asset called a Continuing Property Record Asset or Group Asset. A group asset consists of units which may be similar or dissimilar in nature. Examples of units are utility poles, components of transmission and distribution systems, and components and parts of electrical generating stations. These components may be too numerous to track and/or too small in relative value to the asset to depreciate individually. Thus, they are classified as a unit of a group asset and the asset is depreciated as a whole regardless of the different useful life of each unit. While the asset is in service, work is done to add units to or retire units from the group asset via work orders. Because of this, the asset usually does not fully depreciate and is a “Continuing Property Record” asset.

It is not required that you have an individual Asset ID for each of the assets in the group, although your business practices may dictate that you set them up this way. Generally accounting does not need to know which assets are connected or how each is depreciated individually. Assets may have their own Asset ID for work records, but this Asset ID would not be associated or connected to the Asset ID for the group. Depreciation costs go against the group, and regular costs go against the individual asset.

Several important details about depreciating group assets:

- The depreciation rate is usually entered. The rate changes only if the rate itself is modified.
- As units leave and new ones enter, the depreciation rate stays the same, but the depreciation expense is recalculated going forward.
- When retiring units, a transaction is made to offset the Accumulated Depreciation account.
- No gain or loss is recognized on the retirement of units.

## Setting Up Group Assets

Before you begin to create group asset records, make sure that you have appropriate asset classes set up to reflect the properties unique to the group. Every group asset must reference an asset class with a depreciation method of Group. Once asset classes are configured, create a new asset record with Depreciation Only as the status, enter the appropriate asset class, then enter Depreciation parameters in the Depreciation view on the Asset record.

## Changing Group Assets

To make a direct change to the number of units in a group asset, to retire assets, or to make other changes to the asset group, you must create a change request. A section of the Asset Change screen is dedicated for specific changes to group assets. Enter the number of units to add or retire and the system calculates totals accordingly.

### How to Define a Group Asset

In order to use Group Assets the Convention rule key in the Asset Depreciation business rule must be set to FULL-MONTH and the Frequency should be set to MONTHLY. You must also have an applicable Asset Class configured with Property Units set up including a depreciation rate value.

1. **Create a new asset and save.**
2. **Set the status to Depreciation Only.**
3. **Select an Asset Class that uses Group as the Depreciation method.**
4. **Select Depreciation from the Views list.**
5. **Select a property unit.**

The system retrieves the default depreciation method, useful life, useful life units, group rate, accounts and corresponding expense codes from the property unit of the asset class entered in the asset header.

6. **Review the default values and modify where necessary.**  
Verify that the depreciation method is Group.
7. **Enter the number of units.**
8. **Click Save.**

The system calculates and displays a depreciation schedule. After the depreciation batch job runs the system will post the periods based on the Last Period Processed parameter set in the Asset Depreciation business rule. The system will eventually write an AN transaction in

the account log for the acquisition cost applied to the asset cost account if this is the first time the asset is being depreciated. A DP transaction is written in the account log for the depreciation expense applied to the depreciation expense account. And a DA transaction is written to equal to the negative of the depreciation expense, but applied to the accumulated depreciation account.

*Note:* Use the Construction Assets view in the Work Order Task module to retire group assets.

## Additions/Retirements

This view is only displayed if the asset uses the Group depreciation method. It shows a display only listing of the changes that affect the cost of the asset. The changes recorded in this view are a result of processing change requests in the Asset (Change) view. The following types of changes are recorded:

- Change in Asset Cost - Recorded as an Adjustment
- Increase in Asset Cost and Number of Units - Recorded as an Addition
- Decrease in Number of Units - Recorded as a Retirement

### How to Perform Value Adjustment on a Group Asset

Users must have the Change Request Asset responsibility function in their user profile to complete this task.

1. **Create a new change request, enter Asset as the type, and save.**
2. **Select Asset (Change) from the Views list.**
3. **Select a valid group asset for the adjustment.**
4. **In the Group Asset Update section, enter in "0" for the additions quantity.**
5. **Enter in the value adjustment amount in the Additions Amount field.**  
This field must be filled in to complete the adjustment, and the value must be greater than zero. The system adds the adjustment amount to the current asset cost to obtain and display the requested asset cost change.
6. **Verify the new asset cost value and save the record.**
7. **Select the Change Request button.**
8. **Set the status to Pending Approval.**  
After the change request is approved, the appropriate person can select Apply Changes from the actions list to execute the change. The system writes an AC transaction for the value adjustment into the Account Log, and the change is applied to the cost account for the asset. The cost values are also updated in the Asset module. A new unit cost and depreciation schedule are also calculated for the asset and displayed on the Asset record in the Depreciation view. The changes are applied to the first un-posted period and only affects periods going forward. The system also makes entries in the Additions/Retirement view on the Asset record.

### How to Add Units to and Retire Units from a Group Asset via Work Order

Units are added or retired via work order after all work is complete and the work order has been set to Finished status. The process described here starts from the creation of the work order, showing where the compatible units must be entered on the CU Worksheet and in the Construction Assets view before the work begins. To complete this task the user must have SHOW CU ON WO and CHANGE REQUEST ASSET responsibility functions.

1. **Create a new work order by entering the required fields and saving.**  
After the work order is created, verify the first task.
2. **Select CU Worksheet from the Views list.**
3. **Enter compatible units associated with capital accounts and save.**

The system inserts a construction asset line item for each capital compatible unit. The property unit from the compatible unit is also included.

4. **Select Construction Assets from the Views list.**
5. **Associate each line item to an asset that has already been designated as a group asset. Enter a date, select whether to retire or create the construction asset, and save.**

Determine whether to retire or create the construction asset by setting the Action field with the appropriate value.

6. **Set the work order status to ACTIVE.**

After work is performed against the work order, charges have been applied (such as labor, materials, and direct charges), and the work order task is set to Finished status, standard batch procedures set the overall work order to Finished status then another process runs to set the work order to closed status (this is standard processing). Another batch procedure runs to create a new change request in Created status for the construction assets with the asset value calculated for each asset that is created on the task, and unit cost calculated for each asset that is *retired* on the task. One line item is created for each unique asset marked created or retired on the Work Order Task Construction Assets view. For each unique asset the system determines a value and number of units to be created or retired then populates the change request line item with the appropriate values and information.

These steps are repeated for every task on the work order where construction assets were entered. Depending on the setting of the APPLY CHANGE REQ CREATED FR WO rule key in the Work Order Processing business rule the change requests are created in either Approved or Created status. If they are in Created status, users must review them and complete standard approval processing to move on.

Once the change requests are completed, then approved, and changes are applied, the account log is updated with an AC transaction for the Asset Cost Account for every unit added to the group asset, an AW transaction for every retired unit in the group asset, and a DA transaction for the Accumulated Depreciation Account for the retirement of units. The appropriate adjustments are made to values and number of units on the Asset record Depreciation view.

The changes are applied to the first un-posted period and only affect periods going forward. The system also makes entries in the Additions/Retirement view on the Asset record.

Once all of the appropriate changes and updates are complete, the system sets the Change Request record to Complete status.

### **How to Change the Useful Life of a Group Asset**

To complete this task the user must have SHOW CU ON WO and CHANGE REQUEST ASSET responsibility functions.

1. **Create a new change request, enter Asset as the type, and save.**
2. **Select Asset (Change) from the Views list.**
3. **Select a group asset to modify its useful life.**
4. **Enter the new useful life.**
5. **Select the Change Request button.**
6. **Set the status to Pending Approval.**

After the change request is approved, the appropriate person can select Apply Changes from the actions list to execute the change. A new useful life and depreciation schedule are calculated for the asset and displayed on the Asset record in the Depreciation view. The changes are applied to the first un-posted period and only affects periods going forward.

After the appropriate batch process runs the system updates the depreciation rate based on the new useful life. It also updates the Account Log with a DP transaction to the

depreciation expense account for any depreciation expense and a DA transaction to the depreciation account for the negative of the expense

## Asset Change Requests

Changes to assets using depreciation functionality **MUST** be processed through the Change Request module if the change will affect depreciation calculations. Once the change is approved and applied the system updates the Asset Depreciation view with modified forecast information.

Please refer to the document entitled “Change Request” in the Resource User Guide for more detailed information on using Change requests.

When you select Asset as the record type on a change request and click the Save icon, several Asset Change options become available on the Views list. You can use these Asset Detail views to enter requested changes for Asset records. Depending on option you select, the fields on the Asset Change views change to hold information appropriate to the change you are requesting. The fields displayed on the Asset Detail views correspond to similar fields in the Asset module.

The following Asset Change options are available:

**Asset Change (New)** - Use this option to request that a new asset be created. You can use this view to enter all of the primary asset information and depreciation information with the request. Once the change request record is approved and changes are applied, the information is transferred to the Asset module automatically.

**Asset Change (Change)** - Use this option to request a change in the recorded information for the asset. The system posts adjustments for any changes that affect depreciation calculations.

**Asset Change (Dispose)** - Use this option to request that an asset be retired and to record proceeds received from the sale of the asset. Once the retirement of the asset is complete the system checks the Retired check box and enters the retirement date on the Asset record. The system does not provide notification when the asset is retired.

**Asset Change (Configure)** - Use this option to request other changes in the Asset record, including location changes and the components installed on the asset.

**Asset Change (Revaluation)** - Use this option to request a mass revaluation of a group of assets using either a percentage of fixed amount.

You can select View Change Request from the Actions list in the Asset module to open the Change Request module.

You can combine a number of asset changes on one change request. For example, if you are requesting to dispose of one asset and replace it with a new asset, you can enter change information for a current asset and create a new asset on the same change request.

## Changes to Depreciation Information

As mentioned, any changes to an asset that will affect depreciation calculations, accounting related to depreciation, or depreciation forecasts must be requested through an asset change request. All of the Asset Change views include an Effect Date field as well as a Post to Prior Year check box. These two elements influence how costs and adjustments are posted to the accounting log once the change is approved and applied to the asset. Asset type change requests resulting in depreciation transactions are the only Change Request records which post to the account log.



**Change Request module Asset (Change) view - Depreciation changes**

**Effective Date** - The effective date represents the date when the change is made or planned for the asset. If you leave the field empty and save the record, the system enters the current date. This can be changed if necessary.

You can enter retroactive effective dates or dates in the future. For example, if a change to the asset will affect accounting or depreciation calculations that have already been posted, entering a past effective date causes the system to make the necessary recalculations and adjustments to depreciation values and forecasts to reflect the true value of the asset. Any offsets created by these adjustments are recorded in the account log.

**Post to Prior Year** - This check box controls how the system applies asset changes that affect accounting transactions. If the accounting transactions for the asset change need to be applied to the previous period year, checking this box will cause the system to apply the changes to the last period month of the prior period year. The Effective Date must be entered with a date that falls within the prior period year.

If the box is NOT checked, the recorded date in the account log reflects the Change Request record Approval Date, regardless of the of the Effective Date.

## Depreciation Fields

The following Depreciation fields are valid when the Asset (New) or Asset (Change) views are selected. You are limited in some of the changes that you can make to information that will affect depreciation calculations.

**Property Unit No.** - A change to the property unit may also result in a change to the expense codes and accounts that are related to the old and new property unit. The system prompts you to make a decision if you enter a property unit that has accounts and expense codes that differ from those existing on the asset.

**Asset Cost** - Adjust the original cost of the asset. This field cannot be modified if you are requesting changes on a group asset. Changes to the cost on a group asset must be completed in the Group Asset Update section. The Record Loss indicator is also not available for a group asset because gains and losses are not recognized for these types of assets.

**Salvage Value** - Adjust the dollar amount that your organization would receive to sell the asset whole or for parts.

**Replacement Value** - Adjust the dollar amount it would cost to replace the asset.

**Number of Units** - This only applies to group assets. This field is populated by the system when values are entered in the Group Asset Update section.

**Useful Life** - enter a whole number to indicate the number of years the asset is expected to be of use.

**Additions** - Enter a whole number to indicate the number of assets to add to a group asset. The Additions Total Amount field cannot be updated unless a there is a value in the Additions Quantity field. To do a value adjustment only (without change in number of units), you must enter a zero as the Additions Quantity.

**Retirements** - Enter a whole number to indicate the number of assets to retire from a group asset. When a retirement quantity is entered the system calculates the Total Amount by multiplying the unit cost of the asset by the Retirement Quantity.

**Adjustment** - This represents the difference between the addition and retirement quantity. When the adjustment quantity is calculated, the system populates the Number of Units field with the corresponding value. This must result in a positive number (IE, you cannot have more retirements than there are units in the group.) The Asset Cost field is also populated with the overall adjustment Total Amount.

*Note:* The asset cost and retirement amount for group assets only represent the values when the change request is created. The actual values (asset cost and unit cost) may already differ once the change is applied (i.e. other change requests with earlier effective date may have been applied for the asset).

### Depreciation Forecasts for Construction Assets

The system can be configured to automatically generate change requests to create depreciation forecasts for construction assets; streamlining the process to ensure that all new construction assets are properly valued and their depreciation is posted in a uniform and timely manner.

When construction assets are built using compatible units on a work order task, the value of the new assets is calculated not only from the direct construction costs associated to the work order task but also from direct and indirect overhead costs from regulatory accounts. Direct overhead costs are dispersed at the time of incurrence. Indirect overhead costs are accrued and then dispersed based on the schedule established in the Regulatory Account Options business rule.

Under most circumstances, the valuation of construction assets should be delayed until all costs have been distributed. Once the value has been calculated, the depreciation forecast for the new assets can be created based on the in-service date, salvage value and useful life.

*Note:* Although the process is entirely automated, change requests are generated in created status then approved so that there exists an auditable record of the transactions.

#### Configuration

Once this functionality is configured properly, very little user intervention is needed to complete the process. Configure the following accordingly:

Configuration		Key Value	Setting
Business Rules	Work Order Processing	Delay Construction Asset Value	ON
		Apply Change Req Created Fr WO	ON
	Regulatory Account Options	Indirect Overhead Allocations	ON Monthly or Yearly frequency

Configuration		Key Value	Setting
Responsibility Functions	Change Request Asset	n/a	Enabled
	Show CU on WO	n/a	Enabled

As long as active compatible units associated with property units and capital accounts are referenced on the work order task with the appropriate action to perform indicated in the Construction Assets view, the system will automatically complete the forecasting.

### Processing

After work is performed against the work order, charges have been applied (such as labor, materials, and direct charges), and the work order task is set to Finished status, standard batch procedures set the overall work order to Finished status then another process runs to set the work order to closed status (this is standard processing). Another batch procedure runs to create a new change request in Created status for the construction assets with the asset value calculated for each asset that is created on the task, and unit cost calculated for each asset that is retired on the task. One line item is created for each unique asset marked created or retired on the Work Order Task Construction Assets view. For each unique asset the system determines a value and number of units to be created or retired then populates the change request line item with the appropriate values and information.

These steps are repeated for every task on the work order where construction assets were entered. Depending on the setting of the APPLY CHANGE REQ CREATED FR WO rule key in the Work Order Processing business rule the change requests are created in either Approved or Created status. If they are in Created status, users must review them and complete standard approval processing to move on.

At this point the Work Order record displays the Pending Asset Valuation indicator until all direct and indirect overhead costs have been distributed. Since these costs are processed based on the schedule set in the Regulatory Account Options business rule (monthly or yearly), there could be a significant amount of time between the day that the work order is closed and the day that the costs are distributed. The closed work order is not moved to history until the costs are processed and the indicator is cleared.

Once these costs are processed, batch processing calculates the value for the construction assets and removes the indicator from the Work Order header. At this point, a change request for the assets on the work order is automatically generated in Created status with one line item to create the depreciation forecast of each asset with the action of Create in Construction Assets. The Change Request is also automatically approved and applied once all of the forecasting is set. For each construction asset the system sets the asset cost, salvage value, in-service date, and creates the depreciation forecast. At the end of the process the status of the change request is set to Complete.

The account log is updated with an AC transaction for the Asset Cost Account for every unit added to the group asset, an AW transaction for every retired unit in the group asset, and a DA transaction for the Accumulated Depreciation Account for the retirement of units. The appropriate adjustments are made to values and number of units on the Asset record Depreciation view.

The changes are applied to the first un-posted period and only affect periods going forward. The system also makes entries in the Additions/Retirement view on the Asset record.

Once all of the appropriate changes and updates are complete, the system sets the Change Request record to Complete status.

*Note:* System generated sequence numbering must be enabled for the Change Request module in order for the system to automatically create change requests as part of this processing.

### **How to Add Units to and Retire Units from a Group Asset via Work Order**

Units are added or retired via work order after all work is complete and the work order has been set to Finished status. The process described here starts from the creation of the work order, showing where the compatible units must be entered on the CU Worksheet and in the Construction Assets view before the work begins. To complete this task the user must have SHOW CU ON WO and CHANGE REQUEST ASSET responsibility functions.

- 1. Create a new work order by entering the required fields and saving.**  
After the work order is created, verify the first task.
- 2. Select CU Worksheet from the Views list.**
- 3. Enter compatible units associated with capital accounts and save.**  
The system inserts a construction asset line item for each capital compatible unit. The property unit from the compatible unit is also included.
- 4. Select Construction Assets from the Views list.**
- 5. Associate each line item to an asset that has already been designated as a group asset. Enter a date, select whether to retire or create the construction asset, and save.**  
Determine whether to retire or create the construction asset by setting the Action field with the appropriate value.
- 6. Set the work order status to ACTIVE.**  
After the work order record is set to Active status, regular processing continues to apply valuation for the construction assets as described in the previous section.

# Chapter 35

## Vendor Performance Rating

You can rate vendors based on delivery and quality.

Vendor performance rating functionality allows you to rate a vendor's performance based on delivery and quality criteria. With this feature you are equipped to assess the vendor's ability to deliver items or services on time and in satisfactory condition. The system collects and calculates two ratings:

- **Delivery Performance** - The vendors ability to deliver items by the promise date indicated on the purchasing documents. When the delivery date is entered on the Multi-Step Receiving record the system verifies whether or not the date falls within the range necessary to be considered on time.
- **Quality Performance** - This value is based on information such as condition, cleanliness, PO compliance, etc., and can be entered on the Shipment Attributes View of the Multi-Step Receiving module during the receiving process.

You can define a grace period so that the vendor has a specified number of days after the promise date to deliver the goods.

The two ratings are then averaged to derive the total vendor performance rating.

When items are received from a vendor in the Multi-Step Receiving module, the receiving agent has the option of entering discrepancy information as well as delivery information. Only items with a promise date entered on the purchase order line items can be rated.

It is recommended that promised date field be made a required field on new purchasing records if your organization uses vendor performance rating functionality.

The system gathers performance data in the Multi-Step Receiving module, calculates the vendor's statistics during regular batch processing procedures, and displays the results of the calculations in the Performance View of the Vendor module. You can also revise the vendor's performance ratings based on corrections for receiving and/or inspection errors using the Multi-Step Receiving module. Performance reports are also available.

Vendor performance information can then be used with the bid multiplier in the Request for Quotes module. This function allows you to add weight to a vendor's bid based on their total performance rating. You can apply the multiplier on a case by case basis for each RFQ by setting the indicator on the Request for Quotes record.

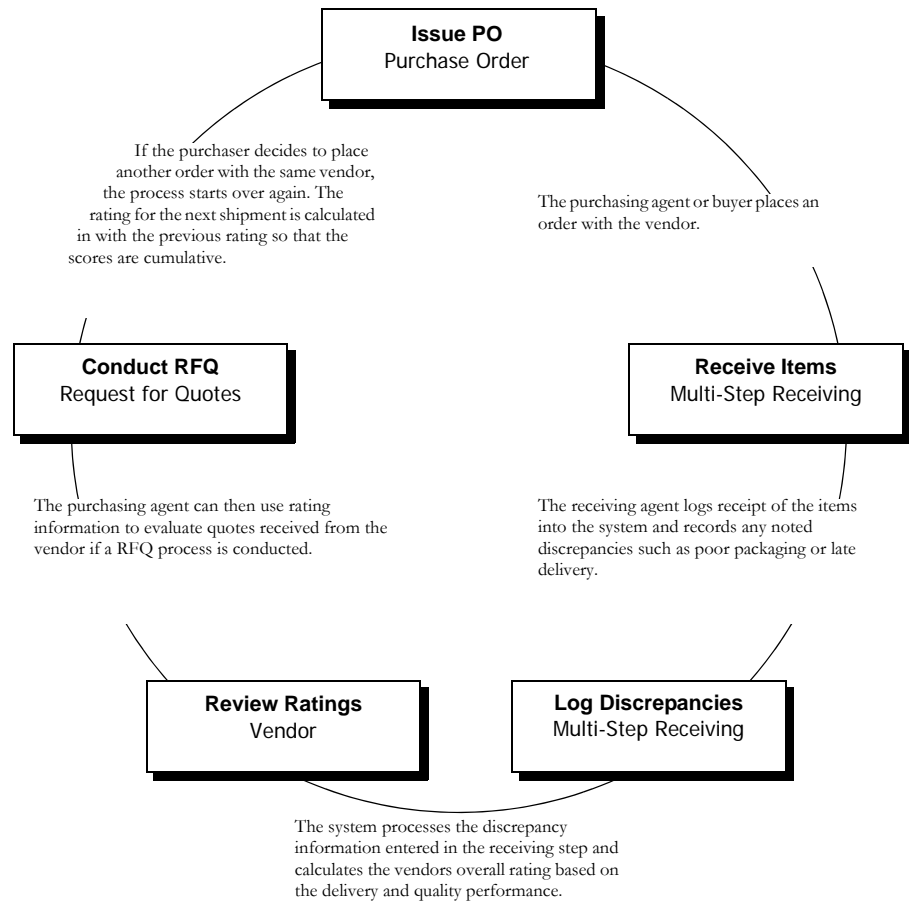
For a complete overview of the modules mentioned in this chapter you should review the chapters entitled Business Rules, Multi-Step Receiving, Vendors, and Requests for Quotes.

This chapter will provide you with an complete overview of vendor performance rating functionality. As mentioned, the function involves several modules in the system, and each part will most likely be used by a different person in your organization. The table below summarizes which employees might be involved in which parts of the vendor performance functionality.

Employee	Job Function	Related Module
System Administrator	Set up Business Rules	Business Rule Admin subsystem
Receiving personnel	Enter shipment discrepancies	Multi-Step Receiving Inventory subsystem
Purchasing personnel (buyers)	Use ratings information to select vendors.	Vendor Request for Quotes Purchasing subsystem.

The following diagram illustrates how vendor rating is used at each stage:

The process is circular because purchase orders are placed based on previous ratings, ratings are made based on receipt of those orders, and the next order can be based on cumulative ratings. As time passes and the relationship between your organization and the vendor grows, the amount of data that the system has to draw from for ratings grows as well.



## Setting Business Rules

System administrators are typically responsible for the configuration and maintenance of business rule settings. Most users do not have access to the module at all.

There are three business rules that control the vendor performance rating functionality:

- Vendor Options Business Rule
- Vendor Performance Attributes Business Rule
- Vendor Performance Ranges Business Rule

### Vendor Options Business Rule

The Vendor Options Rule defines parameters used by the vendor module.

**Performance Current Rating** - This rule key controls the number of months prior to the current month that are to be used for performance evaluation. Enter 'ON' in the Status column to enable all vendor performance calculations. Enter the number of months to be used in the Value column. If this rule key is set to OFF the system will not use the vendor performance rating functionality. This means that Performance is not offered as an option on the Vendor module Views list.

**Performance Grace Period** - The number of grace days to be given to the vendor before a delivery is considered to be late. For example, if the grace period is set at 2 days, the shipment is not considered late until 2 days after the promise date. You can only set one standard grace period for all shipments. Enter "ON" in the Status column to enable Grace Periods. Enter the number of days to be used in the Value column.

**Performance Quality Attributes** - This rule key determines whether or not the system will use the attributes and point values defined in the Vendor Performance Attributes Business Rule.

When the rule key is ON, the system displays Shipment Attributes as an option on the Views list in the Multi-Step Receiving module. This View lists the attributes defined in the Vendor Performance Attributes Business Rule along with the attribute's corresponding point value.

When this rule key is set to OFF, Shipment Attributes is not offered as an option on the Multi-Step Receiving Views list. Instead the system displays a Discrepant Shipment? indicator on the PO Line Items (Detail) screen that the user can check to indicate that the shipment had a discrepancy. If any shipment of a line item is noted as discrepant the entire shipment is counted against the rating.

### Vendor Performance Attributes Business Rule

This rule contains the attributes and associated point values used for vendor performance rating.

*Note:* When a new Multi-Step Receiving record is created the shipment attributes are transferred from the Vendor Performance Attributes business rule and stored on the new record. This way, if the attributes are changed after a record has been created the old attributes remain on the Shipment Attributes view of the old record, but any new records will reflect newer attributes.

Attributes such as packaging damage, PO compliance, cleanliness, and other criteria that an organization would use to determine whether or not a vendor has delivered items or services properly are assigned a point value in this business rule. The system then uses the attributes and point values to determine the vendor's overall performance rating.

### Vendor Performance Ranges Business Rule

The Vendor Performance Ranges Rule is used to specify the Best Price Multiplier for given performance ranges.

You can establish as many ranges as you want, but you must be sure that the ranges do not overlap. Ranges should be whole numbers only.

You should also make sure that the Accept Quality Items responsibility is properly set for receiving personnel in the Responsibility module.

You can add as many ranges as are required by your organization.

**Range** - Ranges should be named Range1, Range2, Range3, up to the total number of ranges you wish to define.

**Lower %** - Enter the lower percentage value for the total vendor performance for the range. Do not use decimal values.

**Higher %** - Enter the higher percentage value for the total vendor performance for the range. Do not use decimal values. Since this is a 'less than' value, you must use 101% to include vendor performance rating of 100% within the range.

**Multiplier** - Enter the multiplier value for the range. You can define multiplier values to increase bids from vendors with lower vendor performance ranges. This concept is discussed in more depth in the section titled [Using Ratings in the RFQ Process](#).

## Recording Discrepancies

All of the vendor performance information is recorded when a shipment is received. The first point of review is the delivery schedule. Once the delivery date is entered on the Multi-Step Receiving record, the system compares that date to the promise date. An item is considered to have been delivered on time if the delivery date is less than or equal to the promise date, or if it falls within the defined grace period. The system then calculates the delivery performance rating:

$$\frac{\text{Total Shipments Delivered On Time}}{\text{Total Shipments Delivered}} = \text{Delivery Performance Rating}$$

The second point of review is the quality of the shipment. The person receiving the items should use the Shipment Attributes View in the Multi-Step receiving module to enter discrepancies that were noted on the shipment such as damage or poor packaging. The system deducts the points associated to the attribute with the noted discrepancy from the maximum possible score then uses the scores for every item to derive the quality performance rating.

*Note:* A line item is considered fully received when the delivered quantity equals the ordered quantity. For instance, if you ordered 6 of an item and have only received 4, the line item is not included in calculations until the other 2 items come in unless you force completion of the order. The line item is not included in calculations until this criteria is met even if a discrepancy was recorded.

If you enter discrepancies in the Shipment Attributes View the system automatically enters the Non-Conforming Material (NCM) Completed date and checks the Discrepant Shipment? check box on the item record. This is the date that the discrepancy was initially identified.

If the Performance Quality Attributes rule key in the Vendor Options Business Rule is set to OFF you can still note a discrepancy by manually checking the Discrepant Shipment? check box on the PO Items (Detail). Checking the box indicates to the system that there is a noted discrepancy. With the rule off you can only enter specific discrepancy information in the comments field. Rather than using a scoring system to calculate the quality performance rating, the system simply notes that this was a discrepant shipment and calculates the rating as a percentage based on the number of non-discrepant shipments divided by the number of total shipments from this vendor:

The system calculates quality performance based on this formula when the Performance Quality Attributes rule key in the Vendor Options Business Rule is set to OFF.



Total Shipments Received Without  
Discrepancies

\_\_\_\_\_ = Quality Performance  
Rating

Total Shipments Received

Each of the scores can be reviewed in the Performance view of the Vendor module. If the Business Rule key is set to off, the NCM Completed field does not appear on the PO Items (Detail) screen.

### How to Record a Discrepant Shipment

The steps below only apply if the Performance Quality Attributes rule key is set to ON. This procedure is only used if there are discrepancies to enter for the received item. If you simply count and receive all of the items without entering discrepancies, the system assigns the maximum score to the shipment and adds the items to the storeroom.

*Note:* You do not have to resolve discrepancies before the item can be accepted in the system and moved to the storeroom.

If the Performance Quantity Attributes rule key in the Vendor Options Business Rule is set to OFF, select Discrepant Shipment<sup>2</sup> check box for the PO Items (Detail) record for the item that was delivered with a discrepancy.

1. **Open the appropriate Multi-Step Receiving record.**
2. **Select PO Items (List) from the Views list.**  
Items must be selected from the picklist before they will show up on the PO Items (List). Please refer to the Multi-Step Receiving chapter for more information.
3. **Place the cursor on the item number for the Item with the discrepancy.**
4. **Select PO Items (Detail) from the Views list.**
5. **Select Shipment Attributes from the Views list.**

The Shipment Attributes View opens.

Oracle Utilities Work and Asset Management V1.9.0 (v19-3) 11 December 2008

Multi-Step Receiving 0100070 Shipment Attributes

Search Options: PO No 01000521 001 Delivery ID 0100070 AUG 27 2001

Results: Stock Code ILB Description new one

Shipment Quality Attribute	Point Value	Discrepancy Noted
R01 PACKAGING	5	
R02 NO PO	10	
R03 DAMAGE	10	
R04 BUY AMERICAN ACT	10	
R05 PO COMPLIANCE	10	
R06 SHELF LIFE EXPIRED	10	
R07 CLEANLINESS	5	

Shipment Total 115

NCM Initiation Date NCM Completion Date NCM Disposition

The system enters the PO number, Item number (unlabeled field next to PO), Stock Code, Delivery ID, and Description of the item from the records associated to the item. These fields cannot be modified.

**6. Select the check box next to the attribute(s) that are discrepant for shipment of that item.**

The system deducts the corresponding point value from the overall score from the score for that item. Attributes and scores can only be modified in the Vendor Performance Attributes Business Rule.

The vendor receives 0 points for any attribute with a noted discrepancy. If no discrepancy is noted the vendor receives the full point value (the sum of the point values for all of the attributes). Partial points cannot be awarded.

Maximum score is always the same and is determined in the Vendor Performance Attributes Business Rule. The sum of the point values awarded to the vendor for this shipment is noted in the Shipment Score field at the bottom of the screen.

*Note:* Some organizations require review of noted discrepancies. After the discrepancy has been reviewed and verified you should return to this record and enter a date in the Non-Conforming Material (NCM) Completion Date field. This is the date that the discrepancy is officially accepted. If there was any action taken that should be recorded you can select a code from the NCM Disposition field and/or enter comments in the Comments field.

The quality performance rating is finally derived as:

$$\frac{\text{Total Shipment Score for all Items Received}}{\text{Maximum Possible Score for all Shipments}} = \text{Quality Performance Rating}$$

**7. Click Save.**

The system calculates the final score, and enters a non-conforming material (NCM) initiation date. This is the date that the discrepancy was initially identified. The information can be reviewed in the Performance View of the Vendor module.

## Reversing Discrepancy Records

Normally you can check or un-check boxes to record discrepancies at any time. Special circumstances are described below:

*Note:* An advantage of using the Not Vendor Caused action is that you can retain the record of the discrepancy while still awarding the vendor the maximum possible score.

- If you have entered discrepancies on the Shipment Attributes view, but later find that the discrepancies were not due to an error on the vendor's part, you can select Not Vendor Caused from the Actions list. The system shows a prompt asking if you want to give the vendor the maximum possible score for the delivery. Select OK to have the system reset the score to the maximum for this item.
- If you decide to return an item because of a vendor caused discrepancy for a shipment that has been scored 0, the Shipment Attributes record for that item cannot be modified after the return is made except to perform the Not Vendor Caused action. The only circumstance where you can update a returned item's discrepancy information is if you make the decision to back-out the 0 score and grant the maximum score to the vendor for that shipment. After a return you do not have the option of modifying some discrepancies while leaving others unmodified.

- If a returned item has already been included in quality performance calculations, the system will remove that item from all calculations once it is returned. Receipt of replacement items from a return should be rated as a new shipment.

## Reviewing Vendor Ratings

Vendor Performance is only presented as an option on the Vendor view list when the Performance Current Rating rule key in the Vendor Options business rule is set to ON. If this rule key is set to ON but the Performance Quality Attributes rule key is set to OFF the screen appears with the fields associated to Shipment Quality Attributes omitted.

Month	Year	Delivered By Promise Date	Delivered without Discrepancies	Total Delivered Items
08	2001	6	6	6

### Performance view with the Performance Quality Attributes rule key set to OFF

Assume that the all of the business rules and rule keys are set to ON for this discussion.

Once business rules are properly set, the receiver has entered delivery data in the Multi-Step Receiving module, and the system has calculated the vendor's statistics during regular batch processing procedures, all of the results are displayed in the Performance View of the Vendor module.

Month	Year	Delivered By Promise Date	Total Delivered Items	Total Item Scores	Max Item Scores
08	2001	6	6	690	690

### Performance view with the Performance Quality Attributes rule key set to ON

You can only modify the Month, Year, From, and To fields.

**Month/Year/From/To** - Specify a date range. Shipments made in the current month are not included in calculations.

**Performance Button** - Click the Performance button to update the information based on the date range entered. Each time the user clicks on the Performance button the system recalculates the vendor performance ranges based on the selected date range.

**Delivery Performance** - The percentage of items delivered on time.

**Quality Performance** - Depending on the business rule settings, this field shows either the percentage of items delivered without discrepancies, or the overall performance score based on the points awarded for non-discrepant items.

**Total Vendor Performance** - The average of the delivery performance and the quality performance ratings over the specified date range.

**Best Price Multiplier** - The value determined in the Vendor Performance Ranges Business Rule that is used to determine the best price vendor on a RFQ based on the vendor's overall rating.

**Month/Year** - These fields indicate the specific month and year for the rating. Ratings are accumulated and stored in month/year increments starting with the month prior to the current month (i.e., shipments within the current month are not included in the calculations). The number of months prior to the current month that should be used can be defined in the Vendor Options Business Rule.

**Delivered By Promise Date** - This field shows the number of items delivered on time.

**Total Delivered Items** - This field shows the total number of items delivered.

**Total Item Scores** - This field shows the sum of the point values that were applied to each PO line item for the month/year period. If there are multiple deliveries for a PO line item, the delivery scores will be summed. For example, if each delivery has a maximum possible score of 120 points and there were two deliveries for a PO line item – one with no discrepancies (120 points) and one with a single discrepancy (110 points), then the PO line item would count as 230 points out of 240. If there were 5 additional PO line items (for that vendor) that were delivered in the same month and they all received the maximum scores, then the data would look like the following screen shot:

Month	Year	Delivered By Promise Date	Total Delivered Items	Total Item Scores	Max Item Scores
08	2001	6	6	690	690

**Performance View**

**Max Item Scores** - This field shows the maximum possible score that could have been awarded for all shipments in the given date range.

## Using Ratings in the RFQ Process

Now that the ratings are in the system they are available for the purchasing agent to use in the RFQ process if desired. The bid multiplier in the Request for Quotes module allows you to add weight to a vendor's bid based on their total performance rating. You can apply the multiplier on a case by case bases for each RFQ by setting the indicator on the Request for Quotes record.

*Note:* The bid multiplier is only used by the system to determine the best price vendor. It does not modify the actual bid received. The buyer or other user can use his or her discretion in making the vendor selection.

Request For Quotes 02000030

Oracle Utilities Work and Asset Management V1.8.0 (v18-4) 11 December 2008

**Request For Quotes 02000030**

Quote: 02000030 Status: Awarded FEB.19.2002 09.43.39

Initiator: BROWN Next Approver:

Record Type: Price

Buyer: ILB | MANI BROWN (925) 935-7670

Commodity: PUMPS

Description: RFQ for Training Facility supplies.

Required Date: FEB.20.2002

Total Vendors: 2 Total Items: 3

Received: 0 Awarded: 3

Issued: 0

Bid Multiplier Indicator

Quality Item

RFQ Record with Bid Multiplier Indicator Checked

Vendors that perform poorly cost your organization money. Extra work or delays in productivity caused by late deliveries can be very expensive for your company depending on the magnitude. The multiplier allows you to adjust a vendor's bid to compensate for poor performance. Vendors in the high range of scores do not require adjustments. The multiplier for these vendors would be 1.0. Whereas vendors with low scores would need a considerable adjustment, so any bid that they submit would be multiplied by a value such as 1.05 or 1.1 to apply the appropriate compensation for poor performance.

For example, an RFQ was issued for one item to two vendors. Vendor A had a poor performance rating over the past 3 months. Vendor B's performance rating is good. Vendor A bids 20.00 for the item and Vendor B bids 20.75.

Request For Quotes 02000030 Item 00001 Vendor Bid Details for Items

Oracle Utilities Work and Asset Management V1.8.0 (v18-4) 11 December 2008

**Request For Quotes 02000030 Item 00001 Vendor Bid Details for Items**

Quote: 02000030 | 00001 Order by: Quote Price (Ascending)

Stock Code: ILB

Description: Main Stock Code for ILB facility

Quantity: 5

Unit Price: 20.0000

Vendor Name	Quote Price	Lead Time	Status
Pump Depot	20.00	3	Awarded
CATHYS VENDOR 08	20.75	2	Canceled

Vendor Code: ILB001

Status Date: FEB.19.2002 09.38.23

RFQ Vendor Bid Details View

If the Bid Multiplier box were not checked the best price would go to Vendor A because they made the lower bid. However if the Bid Multiplier box is checked, the system multiplies the bid by a value that correlates to 3 months of poor ratings (1.05 for the purposes of discussion). Vendor A's weighted bid goes up to \$21.00 and the best price goes to Vendor B.

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# Cue Cards

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How to Record a Discrepant Shipment

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# Glossary

**ABC Classification** - A system used to classify stock items based on their frequency of use and value. Class A items have the highest dollar usage value and are the most often counted while Class C items have the lowest dollar usage value and are the least often counted. Classifications are set in the ABC Inventory business rule.

**ABC Inventory** - Items in inventory that are classified using the ABC classification system.

**Account Number** - The unique identifier that describes where charges should be applied.

**Account Distribution Template** - A tool that allows you to allocate the cost of purchases to several accounts, and reuse these account splits on several purchasing documents.

**Account Hierarchy** - Manages accounts designated by an organization. The structure consists of departments, areas, and accounts. Costs start at the department level then roll to areas and then to accounts as applicable.

**Account Structure** - An organization's structure for accounting. The account structure determines which Account Number fields displayed and maintained in throughout the system. Determining an account structure is one of the primary methods of customizing the system to suit a particular organization.

**Account Transaction Log** - A system maintained listing of all transactions involving account numbers; includes stock issues and returns, time charges, invoice payment, cost adjustments, etc.

**Accruals** - System-maintained costs associated with items received but not yet paid for; adjusted as Commitments change, decreased by commitment amounts as actuals are posted.

**Actions** - Links and commands available to simplify work tasks and functions throughout the system.

**Activate** - In order to change the status of record to Active to begin work. In order to change the status of record to Active to make it available for use in the system. For example, catalog items that are not in Active status cannot be referenced on other records.

**Actuals** - System-maintained costs associated with stock issues and returns, posted invoices, posted labor charges, cost adjustments, etc.

**Alert** - A system-generated message that requires further action or notifies you of an event.

**Approvable Documents** - Items within the system that go through an approval process (such as work requests and requisitions).

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**Approval Limit** - The maximum dollar amount that an approver can authorize for documents that affect costs.

**Approval Portal** - A work management tool that displays all of the purchasing records requiring a specific approver's attention in a web browser. The Approval Portal can be accessed from the home page or from e-mails that are sent to approvers alerting them that their approval is required on a record. The Approval Portal requires a special licensing agreement.

**Approval Route** - A predefined list of approval titles needed to either review or approve a purchasing record.

**Approval Title** - A title assigned to one or many users giving them authorization to approve specific items up to a certain dollar limit.

**Approve** - In order to agree that work needs to be done; to authorize.

**Approver** - The user with the authority to authorize a purchase. The approver must have the necessary approval title assigned and be referenced in the Next Approver field to approve a record.

**Area** - A collection of accounts; a subset of a department.

**Asset** - Anything defined in the Asset module, from a piece of equipment to a vehicle to a room. For the purposes of capturing work costs, assets are considered above components and below processes in the overall system accounting hierarchy.

**Asset Class** - Assets with common failure characteristics and effects on the service being provided.

**Asset Class Type** - An Asset Class Type can include a number of Asset Classes, for example an Asset Class Type called "Infrastructure" might include individual Asset Classes such as highways, bridges, water and electrical utilities.

**Asset Hierarchy** - Manages assets designated by an organization. The structure consists of processes, assets, and components capturing work costs at an "object" level. Costs start at the process level then roll to assets and then to components as applicable.

**Asset Interface** - Assets that are physically related. These assets will generally work as a unit to perform a function. If one asset goes off line it is important to be able to track how it is related to the other assets in the interface so that the appropriate replacements can be made.

**Asset Reading** - Periodic readings (cycle-hours, kilowatt-hours, miles, etc.) taken from various types of equipment.

**Associated Service Request** - Service requests that are related to the same problem, customer, or that share any other common information.

**Attachment** - Documents that are independent of, yet give information about, a record. For example, you may wish to attach an installation guide update to a Component ID record, or attach a safety data sheet to a stock item record.

**Audit Trail** - Transaction information automatically generated by the system each time storeroom inventory quantity or dollar value is impacted. This information is stored in one of several transaction logs.

**Auto Pay Indicator** - A check box that appears on many purchasing and receiving records indicating whether or not the items on the purchasing record can be invoiced automatically by the system.

**Auto Pay Vendor** - A vendor that has authorized an organization to issue invoices from the system (rather than waiting for them to be mailed from the vendor).

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**Automatic Reorder** - The system can be set to automatically reorder stock items when stores quantity reach a certain point. Reorder points and reorder documents are managed in the Storeroom and the Reorder Review modules.

**Automatically Installed / De-Installed** - As components are issued against a work order task, the Component ID which is currently listed as being installed in the asset is set to “Pending Disposition” (de-installed) and the issued component is set to “Installed” in the listed asset.

**Available Quantity** - A field on the storeroom record for a stock item calculated as the inventory quantity plus on hand minus on hold and on demand.

**Average Unit Price** - The average cost per item. It is calculated by the system based upon price adjustments, purchase order receipts, and invoices. The settings in the Receiving Configuration business rule determines whether or not this price factors in taxes when it is calculated. The setting of the Average Unit Price Calculation rule key in the Invoice Setup Criteria business rule determines how the average unit price is calculated.

**Backlog** - Work needing to be performed.

**Backorder** - Inventory type stock items that have insufficient quantities in the storeroom and are needed for a work order or checkout request (internal backorder). The system can be set to display a message and gives you the option of opening a picklist window to view where the items are needed and print reports if necessary when such items are received in the Stock Transfer, Receiving, or Multi-Step Receiving modules.

**Batch Process** - A task that the system runs automatically. This functionality allows the system to make updates, purge obsolete data, generate schedules, or perform other automatic functions established by your organization without user intervention.

**Benchmark** - A template work order that is repeatedly used to create new work orders.

**Bid** - The process through which a list of items is reviewed and priced by vendors. Same as Request for Quote (RFQ).

**Bill of Material (BOM)** - A listing of parts for assets and components. These lists help to speed up the process of ordering parts because they only show stock codes for the parts related to a specific asset or component.

**Blanket Contract** - A contract established with a vendor, containing negotiated purchasing information such as total value of the contract, individual item, prices, terms, etc. The blanket contract is also often called a “standing purchase order” from which “releases” are cut.

**“Blind Count” Physical Inventory** - An inventory list that does not show current storeroom inventory quantities.

**Block** - A set of related fields in a module. Blocks do not necessarily correspond directly with windows. While one block typically represents one screen (Header, one of the Views, etc.), this is not always the case. Some windows use two or more blocks. In other cases, a view will share the same block as the Header. In order to check the name of a Block associated with a portion of a window, place the cursor in a field and select About Item from the Help menu.

**Bookmark** - A link that points to a specific record in the system.

**Business Rule** - Processing functionality settings that can be configured to meet your business requirements. Rules vary in their nature, some control how the system processes information, others store default information and parameters.

**Buyer** - The person responsible for generating purchase orders from requisitions and then issuing approved purchase orders to vendors.

**Capability** - An attribute of a vendor. Vendors will indicate the products or services that they are “capable” of providing to an organization. These capabilities can then be entered into the

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Capability view of the Vendor record to help buyers identify which vendors can supply them with what they need.

**Carrier** - A vendor responsible for delivery of items. (UPS, Federal Express, DHL, etc.).

**Change Order** - The process document, usually an exact copy of an issued purchase order, used to modify orders or request changes to a purchase order that has already been issued to a vendor and is in Issued status.

**Change Request** - A record used to request changes in the master catalog, to vendors, to storerooms, and to assets.

**Characteristic** - An attribute of a vendor. You might use characteristics to indicate whether a vendor is an independent contractor, a manufacturer, or a large distributor. This information is used elsewhere in the system to help buyers determine which vendors to use.

**Charge Number** - The specific number being charged; i.e. work order / task Number, Asset ID, account number, etc.

**Charge Type** - The type of charge number being charged; i.e. work order, asset, vacation, sick leave, etc.

**Checkout Request** - A list of parts requested from stores, allowing planning of parts without having to use a work order task.

**Code Table** - Code tables are used to keep track of codes that stand for names, titles, labels and other information that is used frequently.

**Commitments** - System-maintained costs associated with active work orders placing demand in the storeroom, approved purchase orders and approved labor charges.

**Commodity Code** - A way to categorize stock items based on the nature of the item.

**Compatible Structure** - A group of compatible units.

**Compatible Unit** - A group of material items, with associated labor and equipment estimates, used to plan work for capital improvements and the maintenance of existing assets.

**Component** - A trackable stock item that must have a unique Component ID. It may be installed in and removed from an asset, and may or may not be defined as repairable. Components can only be tracked as single units.

**Consignment** - An item stocked and maintained by an outside source and expensed at the time of issue or replenishment.

**Consumable** - An item issued or dispensed to assets that will not be recovered for return such as oil, gas, etc.

**Contract Limit** - The accumulated purchase order total (dollar) value. This value cannot be exceeded.

**Converted Total** - (Item Total) x (Vendor's Currency). The total number of items multiplied by the vendor's currency rate.

**Cost Summary** - A summary of budget and actual costs per expense category.

**Courtesy Stores Item** - Direct purchase stock items that do not belong to a storeroom but are kept there as a courtesy. They may belong to one storeroom but are held in another pending use on a specific project. Checking the Courtesy Stores check box on a work or purchasing record ensures that the item will be tracked in the storeroom, otherwise direct items are not tracked.

**Craft** - The labor classification of an employee.

**Credit** - A (negative) cost charge applied to increase available dollars.

**Crew** - A logical grouping of crafts.

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**Crew Activity Log** - A log containing information related to a crew, backlog group, and event that may be tied to a work order task; tracks all Work Order record and status changes.

**Critical Number** - A system-maintained number indicating the relative lateness of work; a critical number of 100 indicates that the work is due today.

**Custom Menu** - A user-defined menu in the system. The menu items that users create can open reports or custom API calls that are developed using SQL. Once the fields in this form are completed, the system adds a menu item to the menu bar of the selected module. In order to users, the added menu items look like the standard options, while adding greater accessibility and functionality specific to an organization.

**Custom SQL** - Manual commands that can be entered by a user to perform searches based on criteria that are not available on the standard search screens.

**Customer ID** - The unique identifier for customers in the Customer subsystem. This number is used when customers call to pull up their Customer record from the Service Request module.

**Customize** - In order to modify according to individual specifications.

**Cyclical Work** - Tasks and work performed on a regular/repeating or periodic basis.

**Data Dictionary** - A read-only set of tables that provides information about the database's associated database.

**DBA (Database Administrator)** - The person who keeps the database running smoothly. Among other tasks, the DBA helps make sure codes are correct, handles problems and installs new features as they become available.

**Debit** - A (positive) cost charge applied to reduce available dollars.

**Default Accounts** - The account charged to if no other account information is entered on the line item.

**Default Values** - Values that are automatically entered by the system. Sometimes the value can be changed, sometimes it cannot be changed.

**Demand** - The unfilled need for an inventoried item. The quantity of a stock item estimated to be needed for active work orders but not yet issued.

**Department** - The highest level of the account hierarchy – used to collect costs of areas and other departments.

**Description Field** - These fields are all ‘free-form’ text fields where you can enter up to 2,000 characters (about 400 words). In many modules you can search the description field to help locate specific records, and the first several words will appear in the results of search. Make sure that your descriptions begin with meaningful text and that they include keywords to help in these searches.

Double click most long text or description fields to open a Text Editor window that makes it easier for you to enter and edit text. The Editor window can be resized as necessary. The Editor window also includes a Search button that can be useful for finding specific text in a long description.

**Detail** - Additional breakdown of information related to the displayed Header. Usually referred to as a view.

**Direct Charge** - Charges or other expenses incurred while completing work. For example, if equipment is rented to complete a work order a direct charge would be applied back to the work order to account for the cost. These are not charges that are generally incurred in the system such as labor or materials costs.

**Direct Purchase** - Ordering materials and/or services not available in a storeroom.

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**Direct Purchase Item** - A stock item that is listed in the master catalog but not kept on hand. Examples are high cost, or limited life items that are not kept in inventory but are still need to be listed on bills of materials. Direct items do not have to be created in a storeroom in order to be used.

**Discrepant Invoice** - Line items that do not match against purchase order line items on an invoice.

**Dispositioning** - The process of reviewing the state of a component, handling it accordingly, then setting the component status to match. Items are typically dispositioned by being sold, reused, repaired, scrapped or returned to the vendor.

**Distribution Template** - A timesaving tool that allows you to allocate the cost of purchases to several accounts, and reuse these account splits on several purchasing documents.

**Downtime** - Time when an asset and/or component is out of service.

**Drill-Down** - Double-clicking a field that takes you elsewhere in the application, opens an editor, or retrieves the calendar.

**Entity Relationship Viewer** - Access the Entity Relationship Viewer from the Home Page Actions list. The viewer includes a visual representation of the database showing the relationships between parent and child tables, prime keys, foreign keys, database table names, and interface tables.

**Event Queue** - The event queue manages e-mails generated by the system. For example, e-mails sent to vendors and approvers are queued until they are successfully delivered. Item statuses can then be checked to see if there were any errors that prevented successful completion.

**Expedite** - The process of improving or managing delivery of ordered terms; to speed up the progress of a purchase acquisition.

**Expense** - An item or expenditure that incurs a cost in the system.

**Expense Code** - A code assigned to an expenditure indicating which payment category the cost falls into.

**External Attachment** - External Attachments can be either hard copy documents or computer files created by another application, such as a word processing or graphics program. To view and print external attachments you must have access to the computer program that was originally used to create the document. All external attachments are Document type attachments, and are created in the Document Control module. These are the only types of attachments that will print with a Purchasing or Work Order record.

**Favorites** - Personalized links to modules. These links are located on the home page.

**Field** - A space allocated for a particular item of information on a record. Fields are grouped into records and any given field may be used in several different kinds of records. For example a stock number may be used in a record for keeping track of inventory, and also be used in a record about the service life and reliability of parts.

**Find (List of Values)** - A feature available in a list of values that enables you to search the list by any column displayed.

**Fleet Asset** - A vehicle defined in the Fleet Asset module.

**Fleet Benchmark Work Order** - A template fleet work order that is used again and again to create new fleet work orders.

**Fleet Work Order** - A record created in the system that requests work on vehicles and provides a means to manage and plan that work.

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**FOB (Freight on Board or Free on Board)** - The physical location to which the vendor agrees to pay for the products freight delivery charges.

**Follow-up Work Order** - A work order created to expand on work for a service request. The information on these work orders is basically a duplication of the originating service requests. If the work required for the service request requires extensive planning or scheduling, it may be best to create a follow-up work order so that the functionality in the Work Order module can be used to perform functions such as breaking the work up into tasks, assigning the tasks, and/or scheduling the work.

**Forced Complete** - In order to accept partial receipt of items or services as fully received.

**Foreign Key** - A field that identifies a specific record in a different module.

**Function** - Responsibilities are grouped into three types: Modules, Functions, and Reports. Functions refer to a user's ability to perform certain actions, and be added to or removed from a user's overall responsibility according to how an organization wants to grant authorities to system users.

**Go To Module** - Command box on the home page that opens system modules.

**Header** - The main information window in a module.

**Hierarchy** - An organizational level used to track costs. The system manages an accounting hierarchy, an asset hierarchy, and the maintenance manager to allow users to track costs at different organizational levels.

**Hint Bar** - Text that appears below the work area, at the bottom of the application window, offering hints about fields, problems, lists of values, and other useful information.

**History Work Order** - A closed work order that has been moved by the system to the History Work Order module.

**Home Page** - The first screen that opens when you log on to the system. Helps you to manage your system work.

**In Transfer** - The quantity of items issued but not yet received.

**Initiator** - The person who fills out the purchase order for goods or services.

**Internal Attachment** - Attachments that are part of the regular database and are maintained as a separate record attached to the parent record. The system maintains the following types of internal attachments: Procedures, Standard Notes, Material Safety Data Sheets (MSDS) and Specifications. Internal attachments can be viewed on the screen, but generally do not print when the parent record prints. Specifications, however, can be printed with some record types. Please refer to the section entitled Printing Attachments for more information.

**Inventoried Item** - A stock item kept in a storeroom.

**Inventory** - Items stocked in the storeroom, issued and returned via the Stock Checkout module, and replenished by automatic stock reorder processing.

**Inventory Quantity** - The total number of items physically located on storeroom shelves.

**Invoice** - The process where the vendor bill is entered into the system, reviewed, and approved for final payment.

**Issue (a purchase order)** - In order to send a purchase order to a vendor.

**Issue Price** - The price used for issuing and returning stock.

**Issue Ticket** - A system-maintained list of all transactions processed in a session.

**Issuing Storeroom** - The storeroom where demand is placed and from where the items are issued.



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**Item Type** - A code that indicates the category that an item falls into. Purchase order items can be materials, services, or other.

**Join** - A SQL function that allows you to search by information located in a different table.

**Key Configuration** - Custom lists of values that are attached to Business Rule key columns to control information. This information is maintained by Oracle Utilities Work and Asset Management unless specifically noted otherwise.

**KPI (Key Performance Indicator)** - Algorithms used to help determine performance measurements to high priority objectives.

**Labor Requirement** - Estimates entered on the Work Order record regarding the amount of labor hours needed to complete the work.

**Line Items** - Individual items or services listed underneath a purchase order or requisition.

**List of Values (LOV)** - A predetermined list of possible values that can fill in a field. The lists serve to help you locate information that you may not remember. They also ensure that the information entered into the database is both consistent and correct.

**Load Leveling** - Comparing scheduled work to available hours.

**Localization** - The application includes functionality that allows your organization to specify localized currency, telephone formats and, to some extent, languages. Configuration of the [Plant](#) module, the [Field Localization](#) view of the Modules Administration Forms module, currency codes in the [Currency Exchange Rates](#) module and the Unit of Measurement business rule control these localized settings.

**Lockout/Tagout** - A tagging system used to manage assets that have been shut down for repairs.

**Lot** - An identified group (subset) of a stocked item. The system maintains quantities by Lot number (Lot ID). Typically, all items in a lot are manufactured in the same production.

**Maintenance Approver** - Users assigned with the approval title that allows them to approve maintenance related records. In the Approver field the type may be set to “M” (maintenance approver), “P” (production approver), or “B” (maintenance or production).

**Maintenance Manager** - An individual who is responsible for a certain collection of assets; referenced on the Asset record as a way of capturing all costs associated with the maintenance of the asset.

**Master Catalog** - The “master” listing of stock items. The master catalog does not contain quantity or pricing information.

**Material Safety Data Sheets (MSDS)** - Documents delivered from vendors with goods that are hazardous or contain hazardous materials.

**Maximum Quantity** - The highest allowable inventory level. Used during automatic stock reorder processing, to determine the level to which to order.

**Merging** - The process of taking an approved change order and making it the (new) current purchase order.

**Metrics** - Algorithms used to help determine performance measurements.

**Minimum Quantity** - The lowest allowable inventory level. Also called the “safety point” or minimum safe quantity.

**Module** - Each subsystem is divided into modules representing specific groups of tasks and information. Modules are divided into a header which shows basic information, and views which provide additional information for each record.

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**Motorpool** - The vehicles maintained for use in an organization. The system can be used to reserve and issue these vehicles.

**MSDS** - Material Safety Data Sheet.

**MTBF (Mean Time Between Failure)** - A measure of reliability. For most components, MTBF is typically in thousands or even tens of thousands hours between failures. The manufacturer may provide MTBF as an index of a product's reliability.

**Navigation Panel** - The left side of the work area has buttons controlling the information displayed in the main panel, along with lists of available views and actions. The distinct parts of the Navigation Panel are the Search Options button, the Results of Search button, the Header button, the Views list, and the Actions list.

**Net Received Quantity** - The total received quantity against a purchase order to date.

**Next Approver** - A field that appears on many records where users can enter the approval title of the person responsible for approving the record.

**ODBC (Open DataBase Connectivity)** - ODBC is a programming interface language that allows database programs to communicate using a common set of SQL queries. The system can use ODBC to exchange information other programs. In order for you to use an ODBC interface, your system administrator must first install the appropriate ODBC driver on your computer.

**Offsetting Transaction** - A charge applied to a different charge number to balance the total (to a zero dollar level).

**On Demand Quantity** - The required quantity estimated and not yet issued for work orders in active status.

**On Order Quantity** - The quantity not yet received for issued purchase orders.

**Operational Data** - Operating limits for assets that the system validates data against. During validation, data readings that fall outside of expected limits are marked with an out of range indicator. The person responsible for the asset can then review the reading and, if necessary, initiate a Work Request to repair the measurement device or asset.

**Operational Tolerance** - A particular asset measurement record defined in the Operational Tolerances module. Measurement types, units, and the valid range of values for the measurement are indicated here.

**Order By** - The way in which results of search are sorted when a query is run. For example, if you search for purchase orders you can have the system order them by purchase order number or date.

**Original Estimate** - The total dollars planned before a work order is set to Active; copied over from the revised estimates and frozen at Active status change; maintained by the system.

**Over Committed** - More craft hours scheduled than available.

**Overtime Standings** - Used by the system to calculate overtime rankings based on time worked and seniority for crews.

**Parent / Child** - The relationship between departments or assets which identifies one as "belonging to" another; also used for cost roll-ups.

**Pay Period** - A time period set in the system to which timesheet costs are applied. Costs can be applied to this block of time until the period is set to "Closed" status. Pay periods are set in the Pay Period module of the Administration subsystem.

**Payables** - Obligations to pay for materials and/or services received.

**Performance** - A work value rating.

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**Permit** - A document required by regulations that call for the creation of an audit trail to show that proper procedures were followed. For example, working with hazardous materials typically requires permits indicating that the person doing the work has been trained and certified, that isolation procedures were followed, etc.

**Permit Template** - A master template of a permit that can be used to create work order specific permits. Permit templates are associated with Asset records in the Required Permits view of the Asset module in the Resource subsystem. Once a permit template has been associated with an asset any work order that references the asset will be flagged with the word PERMIT in red letters.

**Phantom Stock Item** - A nonexistent stock item that was assigned a stock code strictly for the purpose of grouping other related stock items such as a kit.

**Physical Inventory** - The process of physically counting items in inventory.

**Pick List** - A listing items related to a record. For example, the Multi-Step Receiving module contains a pick list of purchase order items so that user's can pick which PO items to receive on the receiving record.

**Planner** - The person who determines the labor requirements, material requirements, permits, etc. to complete a work order task.

**PM Event** - An event that causes a PM Master to cycle. In the PM Events module, you can specify that PM Masters only cycle when a certain event, such as a plant shutdown, occurs.

**PM Group** - PM Masters assigned to the same asset.

**PM Group Delay** - If the current PM Master is a lesser PM within a PM Group, it may be superseded by higher level PMs encompassing the same work. When the lower PM is ready to cycle, the system checks to see if a higher PM is due to cycle within the specified delay tolerance. If so, the lower PM does not cycle as forecast, but "delays" and waits to be superseded. The group delay factor works the opposite of the tolerance shown on the PM Group view. Where group tolerance looks down the group hierarchy for lesser PMs to supersede; the group delay looks up the hierarchy for higher PMs that can supersede the current record. Together, group delay and group tolerance can keep your maintenance schedule from drifting too far from the original forecast.

**PM Master** - A record in the PM Master module that contains cycling information that determines how often a preventive maintenance work order is automatically generated by the system.

**PM Route** - Predefined work paths where simple/small-scale work is performed without the use of a fleet work order on specified assets or stops along the way.

**PO Quantity** - The quantity of material the buyer requested from a vendor.

**Posting Costs** - A process which automatically distributes costs throughout the system.

**Preventive Maintenance** - Maintenance performed on a routine basis to help prevent equipment failure; typically performed via PM Routes for small-scale work and PM Masters for large-scale work.

**Primary Contact** - The main contact information for a customer. If a customer has multiple contact information records indicated in the Customer module, the primary contact is the information used when creating new Service Request records for the customer.

**Procedure** - A list of step by step directions.

**Process** - A logical collection of assets which together perform a function or work process. It is the top level of the asset hierarchy.

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**Production Approver** - Users assigned with the approval title that allows them to approve production related records. In the Approver field the type may be set to “M” (maintenance approver), “P” (production approver), or “B” (maintenance or production).

**Project** - A grouping of subprojects, work orders, and tasks.

**Property Unit** - A group of assets with similar depreciation characteristics, such as transmission poles, high tension cables, or water mains. Your organization may be required by a regulatory authority to report depreciation by property unit groupings.

**Purchase Order** - A document used to secure purchases of materials and/or services. Purchase orders are sent to vendors and serve as a contract which designates information such as shipping arrangements, purchasing terms, items for purchase, and a PO# to track the purchase.

**Purchasing Terms** - Payment and delivery conditions that are agreed upon by both the vendor and the purchaser.

**Quality Item** - An item that requires special processing when it is received. This processing may include an inspection, special storage, handling, or other care. The system often requires that users have a specific authority level in order to process records with a Quality Item indicator checked.

**Receipts** - Items that have been received.

**Receiving Storeroom** - The storeroom requesting and receiving the stock items.

**Record** - An organized group of related fields. If you think of an address book as a kind of database you can make some associations to better understand the structure of a database. A page in the address book is a record containing the name of a person, a home phone number, a work phone number, other contact information and possibly some notes about that person. Each of these smaller bits of information is called a field in a database.

**Reference ID** - A shortcut for an account number.

**Refresh** - Update the a record with the most recent information posted on the system. For instance, if a new alert or a new news item is posted after you have logged on to the system, clicking the Refresh button will add these new items to your home page.

**Reliability** - The level of confidence that an asset will perform as expected.

**Renewal Work** - Work that was completed to restore or replace an asset towards its original size, condition, or capacity. The system separately calculates costs for work on work order tasks where the Renewal Work field was checked in the Renewal Work columns of the Asset Cost Summary screen. Renewal work is also tracked in the Asset Work History view. You can designate a job as “Renewal Work” by selecting the Renewal Work field on the Work Order Task [Asset Data](#) record.

**Reorder Point** - The inventory level at which stock reorder processing should begin; The “trigger” point for automated reorder processing. (Inventory quantity plus on order quantity minus demand equals the reorder point).

**Reorder Processing** - The process by which stock items are replenished when they reach specified minimum levels. You can configure the system to automatically generate an order when the reorder point is reached.

**Reorder Quantity** - The number of items to reorder. If not entered, the system defaults to a reorder quantity of 1.

**Reorder Review** - A record created by the system that allows users to review items that have been picked for automatic reorder.

**Repair Quantity** - The number of items in repair.

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**Repairable** - A component that can be repaired if it is broken or damaged. These components have an indicator checked on the Component record to indicate that they are repairable.

**Request for Quotes (RFQ)** - The process through which a list of items is reviewed and priced by vendors. Same as a bid.

**Requestor** - The person who requests items or services on a purchase order.

**Required Field** - A field that must be filled in on a record before the record can be saved.

**Requisition** - The document needed to request materials or services to be purchased.

**Responsibility** - Privileges set in the system that allow users to perform certain actions, to view records, to create records, and to perform other tasks in the system.

**Results of Search** - The screen displayed after a search is executed. It shows a listing of all records that were returned by the search.

**Return** - Items received but needing to be returned to vendor for replacement.

**Return for Credit** - Items received but needing to be returned to vendor for credit (no replacement items needed).

**Revised Estimate** - The current total dollars planned for a work order; continues to grow even after the work order is active in order to capture current estimates; maintained by the system.

**Revision** - The number of times the blanket contract has been revised.

**Routing for Approval** - Sending a document for review and approval.

**Rule** - See Business Rule.

**RunTime Entry** - A reading taken from a particular asset.

**RunTime Processing** - Database processes that occur while you are entering or saving the information. Effectively, these processes happen immediately, as opposed to 'batch processing' which is reserved for certain times when batches of information are processed at one time.

**Saved Search** - A link on the home page to a frequently used search in the system.

**Scheduler** - The person who schedules when the work order task will be completed using craft resources.

**Search Agent** - Custom macros that you create to perform reusable queries on searches that you do often.

**Search Options Window** - The first window presented when you open a module. It enables you to either execute a search to retrieve existing records (with or without selection criteria) or to enter a new record.

**Search Results Window** - The window that displays all records matching the search criteria entered on the Search Options window.

**Secondary Required Field** - A field that is required based on whether or not another field has been populated.

**Selection Window** - A screen designed for users to input search criteria to find records.

**Sequence Numbers** - A system generated numbering system for records. Many record must have a unique number that serves to identify the record. In many cases the system will generate these numbers for you, in a sequence, to ensure the uniqueness of each number.

**Server Batch Queue** - Batch process that prints designated reports at a specified date and time.

**Service Contract** - A record used to set up contracts for professional services performed for an organization and track incurred costs.

**Service Invoice** - A record used to invoice contracts for service.

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**Service Request** - A record used to request work for customer service performed by an organization and track incurred costs.

**Shift** - The time shift worked by an employee.

**Shift Differential** - The value added to the wage rate based on the shift worked by an employee.

**Shipment Attribute** - Criteria set in the Vendor Performance Attributes Business Rule used to rate the condition and quality of items received in a shipment. Each attribute is given a point value. If an item does not meet the criteria set in an attribute the vendor can lose points based on the discrepancy.

**Shipping Memo** - A record of shipments leaving a plant, including stock items being returned to vendors for credit or replacement and items being repaired at an offsite facility. Shipping memos can also track the return of rented equipment and other miscellaneous shipments. Shipping memos can contain a description of the items shipped and information about quantities, shipment value, and expected return date.

**Slave Printer** - A printer directly connected to the terminal / computer. Only used with character mode terminals.

**Status Required Field** - A field that is required based on the status of the record.

**Stock Code** - A unique stock identifier.

**Stock Item** - Any item that a business wants to keep an inventory of. Each item is assigned a unique "stock code," a "stock type," and a description and is managed in the Catalog module.

**Stocking** - The process of placing stock items "on the shelf." Stocking means increasing the storeroom inventory quantity without performing receiving or stock return processing.

**Storeroom** - A physical or virtual place where catalog items are "stored" in the system.

**Storeroom Catalog** - The catalog used to maintain item-specific stock information such as pricing, quantities, and accounts.

**Stores Lookahead** - A system maintained projection of the supply and demand for stock items. The system uses transactions such as purchase orders, work orders, checkouts and return requests, etc. to determine how much of an item is in supply or in demand.

**Stores Replenishment** - Orders used to increase inventory quantities or re-stock inventory items.

**Structured Query Language (SQL)** - A simple yet powerful database access language that is the standard language for relational database management systems.

**Subproject** - A breakdown of a project; may be comprised of several work orders.

**Subset** - A key or lock that belongs to a key set or a lock set respectively.

**Subsystem** - A working part of a whole system. Oracle Utilities Work and Asset Management is comprised of seven Subsystems: Enterprise, Resource, Maintenance, Purchasing, Inventory, Customer, and Administration.

**Tag Point** - Areas of an asset that need attention before work can be performed on the asset. For example, if a valve needs to be closed, a breaker needs to be shut off, and a panel needs to be locked on the asset, the valve, breaker, and lock would be defined tag points.

**Task** - A specific job that needs to be completed as part of a work order. A work order can include any number of tasks. Tasks can then be planned and scheduled independently of the work order. Tasks allow planners to break up work for more efficient planning and management.

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**Task Backlog Selection** - A section at the bottom of the Scheduling window where you can enter work order task selection criteria used to control the list of values attached to the Work Order / Task fields.

**Text Editor Window** - Double click most long text or description fields to open a Text Editor window that makes it easier for you to enter and edit text. The Editor window can be resized as necessary. The Editor window also includes a Search button that can be useful for finding specific text in a long description.

**Tool Tips** - The description of what an icon does that appears when the cursor rests on the icon in the toolbar.

**Total Value** - The dollar value of items currently in inventory.

**Trackable Stock** - Items in inventory that merit being individually identified and followed from initial receipt on-site through complete usage.

**Transaction Log** - A log containing detailed information for each item/cost transaction processed. Transaction logs are compiled and maintained by the system.

**Transfer Quantity** - The quantity issued from one storeroom, not yet received by the receiving storeroom.

**UOP, UOI and PI Ratio** - The system uses the Unit of Purchase, Unit of Issue, and Purchase to Issue Ratio information to maintain quantities as parts are issued and new parts are received. You may, for instance, issue in individual items but order the items by the box where one box would contain 10 individual items. The Unit of Purchase would then be BOX, the Unit of Issue would be EA, and the P/I Ratio would be 10. The system pulls this information from the Master Catalog record for stock items.

**Unused Demand** - Demand placed on stock items that is not used after work documents have been completed. When the items are not used the over-demand causes inventory quantities to be increased over the maximum level.

**Update** - The process of modifying existing records.

**Used Amount** - The total dollar value (across purchase orders) which has been spent to date against the blanket contract.

**User-Defined Fields (UDF)** - Fields defined by an organization to customize the system.

**User Limit** - The maximum dollar amount a user has available for each purchase order release.

**Vendor** - The supplier or carrier of items or services.

**Vendor Performance Rating** - Rating of a vendor's performance based on delivery and quality criteria. The system calculates a score for vendors which buyers and other purchasing personnel can use to assess a vendor's ability to deliver items or services on time and in satisfactory condition. Ratings are based on information entered in the Multi-Step Receiving module.

**Vendor's Currency** - The currency that each vendor is to be paid in is indicated by the currency code on the Vendor record in the Purchasing module.

**View** - Additional breakdown of information related to the displayed Header.

**Work Order** - A record used to manage work in need of completion.

**Work Order Task** - The part of a work order where the work is done, parts are planned, costs are charged, etc.

**Work Request** - A request for work or services to be performed; often the first step of performing work.

**Workflow Group** - Listing of usernames used for routing messages to a group of users at once, rather than a single individual.

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