Oracle Projects and Billing Using Setups and Transaction Import from Third Party Systems - A NSF Case Study

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Agenda

- Introduction
- NSF International's use of Projects.
- How NSF sets up Projects and feeds information to 3rd party system
- How Information is fed back to NSF and processed
- Learning's and Summary

Introduction to NSF

- Established in 1944, committed to public health and safety
- Not-for-profit organization which is a World leader in standards development and product certification, education.
- A Collaborating Center for the World Health Organization (WHO) for Food and Water Safety
- 8 subsidiaries and 50+ programs in different areas of food, water and environmental safety
- Global operations with offices in Asia, North America, South America, and Europe
- 40% of employees work at remote locations and on the field distributed all over the US and the world
- About 600+ contractors distributed all over the world

Challenges

- Centralized IT at headquarters in Ann Arbor, MI

- Custom applications to cater to separate business areas of the company.

- Each application needs to feed data to Financial system.

- Each client has a different needs that have to be managed centrally.

Why Projects?

- One place where work for a customer / facility is managed and tracked

- One place where billing and revenue are tracked.

- Help manage the different needs for the customer

- Help manage the recurring annual requirements for the customers

- We do about 20,000 projects annually.

Project Setup

- We have elaborate templates setup to ease project Creation
- Templates for each program and within that program for specific purposes
  - Agreement
  - Budget
  - Extensions
  - Tasks
  - Expenditure type both labor and non labor
- Standard Operating Procedures for each group detailing the template to use

Project Setup   (Cont..)

- Both Work/work and work/event projects are setup

- No work is truly managed/done in E-business suite

- It is recorded here after receiving feeds from other systems

- It is used for WIP, billing and revenue

- Revenue and billing managed through multiple extensions

Project information is sent to other 3rd party Systems

- Approved projects after they are setup are fed to other systems

- Information is sent to Laboratory system, Audit management and certification management system

- Custom Schema created for NSF

- Views created for project, Task and expenditure type using select only permissions on PA tables.

Oracle Objects for Project Info

- Oracle tables accessed for this are
    - Pa_Project_Customers_v
    - Pa_Projects_All
    - Pa_Tasks
    - Pa_Project_Classes
    - Hz_Cust_Site_Uses_all
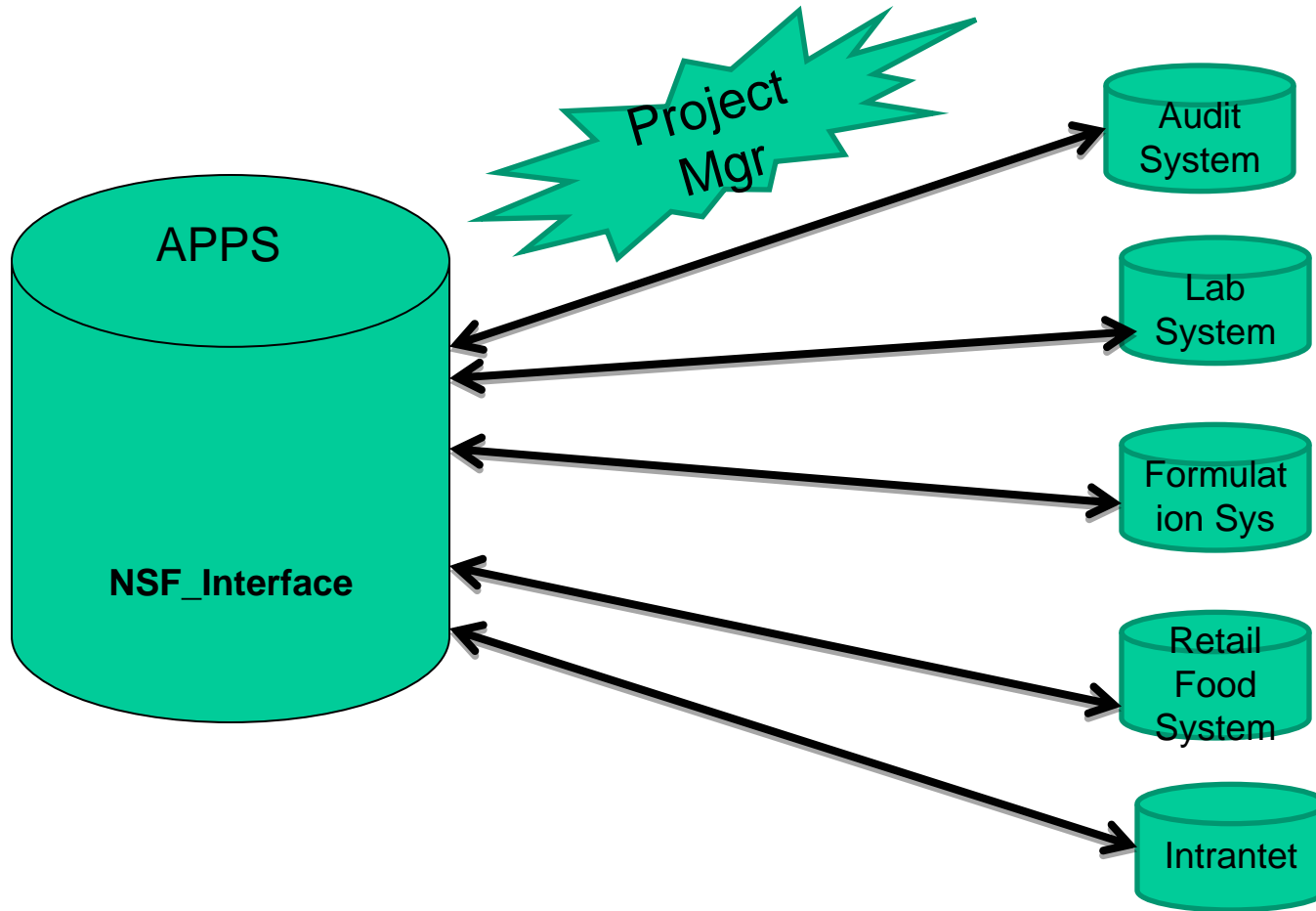
Transaction Import

- Custom program written to get the information from 3rd party systems.
- The data is formatted/massaged and put in the PA_Transaction_Interface_All table.
- These are set up as Concurrent programs one per application to get the data from 3rd party systems
- Oracle PRC: Transaction import concurrent process setup also once per transaction source to import this data.

Transaction Sources

- Separate transaction sources setup - One per system that feeds work done (Transactions).

- Setup →Expenditures →Transaction Sources

Transaction Import

- Transaction import is done nightly.
- Soon after that – Concurrent process scheduled to run
  - distribute usage and miscellaneous costs
  - Generate draft Revenue
  - Generate invoices
- Revenue is recognized right away and invoice available to approve when the project key member come in the next day

Error Correction

- PRC: Transaction Import marks transaction with Rejected status if there is an error on a transaction
- Custom Concurrent program Loops through all rejected transaction and groups them by key member – Project manager
- Sends an e-mail to the key-member with the list and the custom error messages for the failure.
- To get the error message a Custom table is created mapping the Rejection code with our error message.
- It also then removes the error status so that it can be picked up for processing again that night
- Project Mgrs can correct the errors and the transactions are processed again overnight.

Limitations

- Only the first error is shown when a transaction fails.

- Only Usage type transactions are exchanged between systems.

- The process is set up such that the corrections made during the day are processed again that night.

- Rely heavily on Transaction control when oracle tracks at the task level

Our Learning's along the way…

- Change management is important.

- Oracle Projects module is not very intuitive – So, training the Project Mangers is key.

- Requesting people to follow the right template for project creation.

- Getting people to not delete data but end-date it after the project is approved.

Questions and Comments

Thank You

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