Oracle® Applications

Upgrade Guide: Release 11*i* to Release 12

Release 12

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This guide describes how to upgrade a Release 11*i* Oracle Applications system to Release 12 and presents an overview of the business-related changes associated with the upgrade.

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Oracle Applications Upgrade Guide: Release 11*i* to Release 12, Release 12

Part No. B31566-03

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Preface

This book provides instructions for upgrading an existing Oracle Applications Release 11*i* system (11.5.7 and later) to Release 12. In prior upgrades of an 11*i* system — moving from one 11*i* release level to another — the upgrade was accomplished using the Oracle Applications Maintenance Pack driver, which was downloaded from Oracle*MetaLink*. In this upgrade, you run Rapid Install to prepare your 11*i* system for the upgrade. It delivers the unified driver that you use to upgrade the technology stack and products to Release 12.

> **Note:** The instructions in this book apply only to upgrading from Oracle Applications Release 11*i* (11.5.7 or later) to Release 12. If your system is earlier than 11.5.7, you must upgrade to Oracle Applications Release 11.5.10 CU2 before you begin the upgrade process.

Audience

This book is intended as a guide for the database administrator and the application specialists who are responsible for upgrading to Release 12 of Oracle Applications.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at

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Related Documents

This book was current as of the time it was initially published. It is included in the *Oracle Applications Document Library*, which is supplied in the Release 12 software bundle. Later versions of this and other documents that have changed sufficiently between releases to warrant re-publishing are made available at the following URL:

http://www.oracle.com/technology/documentation/applications.html

A full list of documentation resources is also published on Oracle*MetaLink*. See *Oracle Applications Documentation Resources, Release 12* (Doc ID: 394692.1). You should be familiar with a basic subset of references before you upgrade. They include:

If you are looking for information about...	Refer to these documents...
System setup and procedures	*Oracle Applications Concepts* *Oracle Applications System Administrator's Guide – Configuration* *Oracle Applications System Administrator's Guide – Maintenance* *Oracle Applications System Administrator's Guide – Security* *Oracle Workflow Administrator's Guide* *Oracle XML Gateway User's Guide*
Installation and upgrade	*Oracle Applications Installation Guide: Using Rapid Install* *Oracle Applications Upgrade Guide: Release 11i to Release 12* *Oracle Applications Installation Update Notes** *Oracle Applications Release Notes** *Oracle Applications NLS Release Notes**
Product-specific features	*Electronic Technical Reference Manual (eTRM)** Release Content Documents (RCDs)* Product-specific implementation and upgrade guides
Patching and other maintenance tasks	*Oracle Applications Maintenance Utilities* *Oracle Applications Maintenance Procedures* *Oracle Applications Patching Procedures*
RDBMS	Oracle10g Release 2 Documentation Set *Oracle 10gR2 Database Preparation Guidelines for Oracle E-Business Suite Release 12 Upgrade** I*nteroperability Notes: Oracle Applications Release 11i with Oracle Database 10g Release 2* (10.2.0)*

* Available only on Oracle*MetaLink*.

Patch readme files may also contain information about additional recommended documentation.

Conventions

The following text conventions are used in this document:

Convention	Meaning
UNIX: **Windows:**	Indicates platform-specific information. This guide contains information about both UNIX and Windows platforms. Instructions for UNIX also apply to Linux platforms, unless otherwise noted.
italic	Used for emphasis.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.
$ or C:\>	Represents the platform-specific command prompt. Your prompt may differ. There is no need to type any part of the prompt.
< >	Text enclosed in angle brackets represents a variable. Substitute a value for the variable text. Do not type the brackets.
[ ]	Encloses optional items or indicates a function key. Do not type the brackets.
|	Represents an *or* option among several options in a command line. You must enter only one of the options. Do not type the vertical bar.
\	In examples of commands you enter online, a backslash at the end of a line signifies that the text would not fit on a single line within the margins of this document. Do not enter the backslash.
Applies to 11*i* release level:	For upgrade steps, this refers to the release version of the system you are upgrading from. A notation of "All" means all releases that support an upgrade to Release 12 of Oracle Applications.
Special Notes	Alert you about information within the body of the text. These notes may include Additional Information, Note, and Caution.

1

Planning for an Upgrade

This chapter contains important overview information and system requirements for performing the Release 12 upgrade, including the following topics:

- Overview of the Release 12 Upgrade
- Installed Components and System Requirements
- Release 12 Architecture
- Scheduling Time for an Upgrade
- NLS Upgrade Considerations
- Customized Environments
- Product-specific Considerations

Overview of the Release 12 Upgrade

This guide provides a high-level view of an upgrade of Oracle Applications technology stack and products from (the supported) Release 11*i* versions to Release 12.0.

Supported Upgrade Paths

At the time of this publication, upgrading *directly* to Release 12.0 of Oracle Applications is supported *only* for these Oracle Applications release levels: 11.5.7, 11.5.8, 11.5.9 (base, CU1, CU2), and 11.5.10 (base, CU1, CU2).

Oracle Applications Upgrade Paths

The following table lists the supported upgrade paths for Oracle Applications 11*i*, including releases that require an interim upgrade step.

Release level	Upgrade path	Documentation References
11.0	Release 11.5.10 CU2 > Release 12.0	*Maintenance Pack Installation Notes, Release 11.5.10 CU2* (Doc ID: 289788.1) > *Oracle Applications Upgrade Guide: Release 11i to Release 12* (Doc Library CD)
11.5.1 - 11.5.6	Release 11.5.10 CU2 > Release 12.0	*Maintenance Pack Installation Notes, Release 11.5.10 CU2* (Doc ID: 289788.1) > *Oracle Applications Upgrade Guide: Release 11i to Release 12* (Doc Library CD)
11.5.7 or 11.5.8 (base, CU1, CU2)	Release 12.0	*Oracle Applications Upgrade Guide: Release 11i to Release 12* (Doc Library CD)
11.5.9 or 11.5.10 (base, CU1, CU2)	Release 12.0	*Oracle Applications Upgrade Guide: Release 11i to Release 12* (Doc Library CD)

Database Upgrade Requirements

To complete the upgrade to Release 12, you must migrate or upgrade your database to Oracle 10g Release 2 (10.2.0)

Here is a summary of the database upgrade requirements:

- Release 11.5.9 CU2 and 11.5.10 CU2

  Upgrade your database either as described in Chapter 2 (before the upgrade downtime window) or as described in Chapter 3 (during the upgrade downtime window).

- Release 11.5.9 base, 11.5.9 CU1, 11.5.10 base, and 11.5.10 CU1

  Upgrade your database as described in Chapter 3 (during the upgrade downtime window).

- Oracle Applications Release 11.5.7 and 11.5.8 systems

  Upgrade your database as described in Chapter 3 (during the upgrade downtime window).

> **Additional Information:** See *Oracle 10gR2 Database Preparation Guidelines for Oracle E-Business Suite Release 12 Upgrade* (Doc ID: 403339.1) for more information.

The Upgrade Process

In Release 12, the upgrade process has been enhanced and streamlined. New features have been added to Rapid Install and AutoPatch to increase their capabilities. In addition, an upgrade no longer relies on AutoUpgrade processes. All upgrade functionality has been consolidated into a single unified upgrade driver that performs the upgrade without reliance on the information formerly captured on the AutoUpgrade screens.

Rapid Install provides the most up-to-date, certified version of Oracle Applications products, along with the certified technology stack components. In an upgrade, it creates the new file system for the application (middle) tier components and the new file system for the database. After the upgrade, you run Rapid Install again to configure servers and start services.

An upgrade also includes various manual steps, including those that direct you to run scripts or apply patches. You rely on AutoPatch to apply all patches, including the unified driver that performs the upgrade to Release 12.

In order to present a complete picture of the upgrade processes and the resulting system enhancements, this guide has been created in two main sections. The chapters are written for database administrators (DBAs), who are responsible for the technical aspects of a system upgrade. The appendixes are directed at the application specialists, who are responsible to understand and manage the business impact and functional changes inherent in an upgrade.

New in this release, the appendix portion of this guide contains information about functional changes for each product family, suggestions for reducing upgrade downtime, ways to verify data migration and manage data migration that is not automatically performed by the upgrade driver, and information about "by request" upgrade processes, which define specific sets of data that can be upgraded at a later date, or when there is a specific need.

It is very important that your DBA and your functional specialists work together to review this information carefully as a part of upgrade planning. Doing so will help

eliminate unexpected holdups during and after the upgrade that could slow the process itself and cause confusion as your system users resume their functional tasks.

Note: A successful upgrade is a collaboration between the DBA and the application specialists. Both should understand and coordinate all aspects of the upgrade as a part of the planning process.

Business Impact and Functional Changes

An Applications upgrade alters both the technical and functional aspects of your Oracle Applications system. In addition to changes to the technology stack and file system, an upgrade also initiates specific changes that affect the way your existing products work after the upgrade, and the way they look and feel. These functional (business-related) changes have an impact on the way you use the products as you conduct daily business.

In Release 12, a common data model improves the quality of your data, simplifies its management, and makes it easier for shared service centers to work across worldwide operations and provide information about your business to decision makers.

Coupled with the common data model are enhanced integrations between Oracle Financials and Oracle Procurement products and other applications. Integrated applications enable pre-defined best practices and empower you to standardize your business processes across organizations and geographic regions. Benefits of standardization include common process methodologies and economies of scale.

Functional topics in this guide that pertain to a Release 12 upgrade include:

- Reasons for the change and areas that benefit from new functionality
- Functionality that is temporarily disabled or has been made obsolete
- Changes to user interfaces, terminology or concepts, and menu options
- Steps you can take to verify that all transactional data is upgraded as expected
- Suggestions for reducing downtime

General Information and Required Tasks

Before you prepare your system and product data, you should gather information about the upgrade process, the tools required, the number and types of tasks involved, and the way your system and products will look in Release 12. You can find a documentation roadmap on Oracle*MetaLink*. See *Oracle Applications Documentation Resources, Release 12* (Doc ID: 394692.1). Take special note of the Known Issues section. It alerts you to updates made to Release 12 after its initial release.

Reference Information

It is very important that you read the documentation associated with this release. It is available either in the *Oracle Applications Documentation Library*, from Oracle*MetaLink*, or from the OracleStore. Appendix H, "Product Documentation List" in this guide contains a list of basic required reading. In addition, you may also find it useful to review any presentation materials on upgrade technology, the Business Intelligence System, white papers on Multi-org, and links to various Consulting services as well as Oracle University training courses.

Application specialists and functional users should pay special attention to the Release Content Documents (RCDs), eTRMs, and Transfer of Information (TOI)

documentation for the products that are active in your system. This information describes new features and functionality in Release 12.

> **Additional Information:** The Maintenance Wizard consolidates instructions from numerous manuals and other documentation and creates a step-by-step set of upgrade instructions. See Maintenance Wizard in this chapter.

Technical Upgrade Tasks

In general, DBAs perform the following tasks in an upgrade:

- Understand installed components, system sizing information, NLS considerations, how to manage customizations, and so on. This information is described in this chapter.
- Complete the tasks described in Chapter 2, "Preparing for the Upgrade". Pay special attention to the instructions about running The Upgrade Manual Script (TUMS). It generates a list that you can use to determine which tasks can be omitted from the upgrade process. Performing this task can substantially reduce the time it takes to complete the upgrade.

  To prepare the Release 12 environment, run Rapid Install. It creates the new file system for the application tier components (APPL_TOP) and the new ORACLE_HOME for the database.

  > **Additional Information:** See Appendix I, "Pre-upgrade Patch List" for a list of patches that may be required to prepare your system for an upgrade.

- Chapter 3, "Upgrading to Release 12" begins the system downtime. Tasks in this chapter include upgrading your database (if you have not done so already), using AutoPatch to apply any required patches.
- The tasks in Chapter 4, "Post-upgrade Tasks" complete the upgrade process and prepare your system and products for user logon.

Functional Upgrade Tasks

In general, application specialists perform the following tasks in an upgrade:

- Understand the functional changes that your users will see and work with after the upgrade. Review the information in Appendixes A – D in this guide.
- Complete the (optional) tasks in Appendix E, "Reducing Downtime" in advance of the actual upgrade. You may be able to substantially reduce the amount of time that your system is offline during the upgrade process.
- Perform the tasks required to verify that your transaction data was upgraded or migrated as you intended. Review Appendix F, "Verification Tasks" for a description of these tasks.
- Determine the best way to upgrade historical data. Appendix G, "Upgrade by Request" describes types of data that can be omitted from the initial upgrade process (critical downtime window) and upgraded at a later date, or when needed. For example, instead of upgrading all your Oracle Financials accounting data during downtime, you might include only the last fiscal year. If you want to upgrade other fiscal years — months or even years after — you can do so, at any time after the upgrade.

Release 12 Updates

After your upgrade is complete, you can apply the latest release update pack (RUP) to keep your system at the most current release level available. Each release update pack is made up of individual product family RUPs, which contain all the patches associated with that family. You can apply the entire release update pack, or you can apply the product family packs individually.

RUPs are released quarterly. Each one is cumulative — it delivers error corrections and system updates, not only for the most current release update pack, but also for all the Release 12 RUPs that preceded it.

> **Additional Information:** See *Oracle Applications Documentation Resources, Release 12* (Doc ID: 394692.1). This "documentation road map contains links to the readmes that describe all release update packs made available since the initial release of Oracle Applications 12.0.

You can keep abreast of the latest Release 12.0 information, as well as new RUP announcements and other updates that may affect your upgrade by reviewing the latest version of *Oracle Applications Release Notes* (Doc ID: 405293.1).

Installed Components and System Requirements

This section lists the certified components supplied by Rapid Install, and the general system requirements for an upgrade. Note that requirements for CPU, memory, and disk space (for log files and backup) are typically much larger during an upgrade than during normal operation.

Technology Stack Components

Rapid Install automatically installs and configures the required technology stack components for both the database tier and the application tier. The database tier technology stack for both a new installation and for a system upgrade is based on Oracle10g Release 2.

The technology stack installed on the application tier includes, among other components:

- Oracle 10g Application Server (AS) 10.1.2
- Oracle 10g Application Server (AS) 10.1.3
- Oracle Developer 10g (includes Oracle Forms)
- Java (J2SE) native plug-in 1.5.0_08
- Java Developer Kit (JDK) 5.0

Software Requirements

Some systems may require platform-specific release maintenance tools, and there are new versions of tools required for Release 12 for some platforms. *Oracle Applications Installation and Upgrade Notes* (for your platform) contains a list of these tools.

Release 12 requires Oracle 10g Release 2 (10.2.0). See *Oracle 10gR2 Database Preparation Guidelines for Oracle E-Business Suite Release 12 Upgrade* (Doc ID: 403339.1) for instructions.

CPU

The CPU requirements for an upgrade depend on many factors, including:

- The size of the database
- The amount of data in the primary product installation group
- The number and duration of long-running processes associated with Release 12 products

> **Additional Information:** See *Oracle Applications Maintenance Utilities* for recommendations on the number of workers to use during the upgrade.

For example:

A test upgrade of the largest Oracle production system (oraprod) used the following CPUs:

- Database tier machine - 24 CPUs (900 MHz SUNW, UltraSPARC-III+)
- Application tier machine - 4 CPUs (3.05 GHz Intel Xeon)

A test upgrade of the Vision database and application tier machine used 4 CPUs (3.05 GHz Intel Xeon).

> **Additional Information:** See *E-Business Suite Release 12 Upgrade Sizing and Best Practices* (Doc ID: 399362.1) for the statistics on these production system upgrades.

Memory

To calculate the memory requirements for an upgrade, consider the following:

- Number of concurrent users
- Infrastructure requirements for multi-tiered architecture

For example:

A test upgrade of the largest Oracle production system (oraprod) used the following:

- Database tier machine - 48 GB of memory
- Application tier machine - 12 GB of memory

A test upgrade of the Vision database and application tier machine used 6 GB of memory.

> **Additional Information:** See *E-Business Suite Release 12 Upgrade Sizing and Best Practices* (Doc ID: 399362.1) for the statistics on these production system upgrades.

Input/Output (I/O) Subsystem

Performance during an upgrade depends heavily on the speed of the Oracle database system input/output (I/O) subsystem. We recommend an average disk response time (average service time) below 10-15 milliseconds for better performance. Detailed information, including IOPs calculations, is available in *E-Business Suite Release 12 Upgrade Tablespace Sizing and Best Practices* (Doc ID: 399362.1).

To monitor the I/O performance, you should use OS tools like iostat or sar (Unix) during your test upgrade. Use similar tools for other operating systems, for example

Performance Monitor for Windows. You can also monitor I/O performance on your production system during peak load to get an idea about your I/O subsystem performance before the upgrade. However, you should note that the I/O load and, therefore, the average service time on existing applications, is different from that of an upgrade.

While you are monitoring the I/O performance, you should focus on the *average service time* (the average of elapsed time in milliseconds that the disk drive takes to complete an I/O request) and the *average wait* (the average amount of time requests are left outstanding). Higher averages for these two indicators signal an I/O bottleneck. An average service time longer than 50 milliseconds is reason for concern if it lasts too long and/or it is continuously at a high level. Small intervals of high average service time should not be of concern.

> **Additional Information:** See *Oracle Database Performance Tuning Guide 10g Release 2 (10.2)*.

Database Size

To estimate the increase in required disk space for upgrading, consider the products, the number of languages being installed, and changes in the data model.

For example:

In a test upgrade of the largest Oracle production system (oraprod), the database increased 10-20 percent. In a test upgrade, the Vision database increased 5 percent. For guidelines based on an upgrade of the Oracle production system (oraprod), see *E-Business Suite Release 12 Upgrade Sizing and Best Practices* (Doc ID: 399362.1).

Tablespace Sizing

Make sure you allocate sufficient tablespace. For guidelines based on an upgrade of the Oracle production system (oraprod), see *E-Business Suite Release 12 Upgrade Sizing and Best Practices* (Doc ID: 399362.1).

Block Size

This release requires an RDBMS block size of 8K. In addition to providing significant performance improvement, this setting accommodates the Oracle Applications indexes that require this block size.

Release 12 Architecture

The Release 12 upgrade process affects system architecture and the way you use your Applications products after an upgrade. *Oracle Applications Concepts* contains a complete discussion of the architecture in this release, including information about the Oracle Applications multi-tiered architecture, Release 12 enhancements, language support, file system structure, and the basic data model.

Tablespace Model

Release 12 uses the Oracle Applications Tablespace Model (OATM), which is based on database object type rather than product affiliation. OATM uses 12 locally managed tablespaces for all products, including the temporary tablespace, system tablespace, and system-managed undo (SMU) tablespace. Each database object is mapped to a tablespace based on its input/output characteristics, including object size, life span, access methods, and locking granularity.

Oracle has successfully tested systems with extent sizes of 128 K for small systems (100 GB database) and 4-10 MB for large, multi-terabyte database systems.

We supply scripts in the upgrade process to create the tablespaces for all new products and configure the database for the new tablespace model. Then, the upgrade process creates the new objects. However, your existing objects are not automatically migrated. We strongly recommend that you migrate the existing objects after the upgrade is complete. Use the Tablespace Migration Utility (introduced in Release 11*i*) to perform this task.

Additional Information: See *Oracle Applications System Administrator's Guide – Configuration*. See also *Oracle Applications Concepts.*

Multiple Organizations

Multiple Organizations architecture supports performance improvements across the E-Business Suite, as well as Multiple Organizations Access Control, which enables an Applications responsibility to access multiple operating units if desired. An upgrade to Release 12 requires the conversion of all Single Organization architecture systems to Multiple Oraganizations. You must define at least one operating unit and assign it to the MO:Operating Unit profile option.

Converting to Multiple Organizations does not require you to use multiple operating units or sets of books, but it does enable you to use these features if you desire. Converting to Multiple Organizations does not produce any noticeable change in behavior — if you do not define multiple operating units and / or sets of books, the conversion is transparent to users.

Additional Information: See *Oracle Applications Multiple Organizations Implementation Guide*. See also *Use of Multiple Organizations (Multi-Org) in Release 11i* (Doc ID: 210193.1)

Subledger Accounting Model

Oracle Subledger Accounting provides a common accounting engine that replaces the existing accounting processes in the different subledgers. Consequently, the Subledger Accounting upgrade consists of migrating the existing accounting data to ensure a continuous business operation between the two releases. Depending on the business and the specific requirements, "existing accounting data" may have different implications for each customer.

Additional Information: See Appendix A, "Financials Upgrade Impact" for information the Subledger Accounting upgrade. See also Financials and Procurement Tasks in Appendix G, "Upgrade by Request" for more information about the effect of the SLA upgrade on other products.

Multiple Reporting Currencies

Multiple reporting currency functionality has migrated to Reporting Currency functionality in the Oracle Subledger Accounting model. Oracle Subledger Accounting provides a single repository where you can view amounts in reporting currencies.

Additional Information: See General Ledger and Subledger Accounting in Appendix A, "Financials Upgrade Impact" in this guide for more information.

Scheduling Time for an Upgrade

In an upgrade, *critical system downtime* refers to the period of time when users cannot log on to the system or use Oracle Applications. There are several actions you can take to reduce this downtime period. For example, performing certain product-specific tasks before an upgrade can substantially reduce the downtime, as can using the Oracle cloning methodology and a test file system to upgrade your production system.

This section describes briefly some of the issues that affect the amount of downtime required for an upgrade and some of the actions we recommend to reduce that downtime.

Backup

We strongly recommend that you back up your entire system before you begin the upgrade.

Database Initialization Parameters

Initialization parameters required at each stage of the upgrade may vary depending on when you upgrade your database. Review the requirements for these parameters before you begin. See *Database Initialization Parameters for Oracle Applications Release 12* (Doc ID: 396009.1).

Managing Long-running Processes

Performance of some upgrade scripts can be significantly improved by changing the following database settings for the duration of the upgrade. The parameters in this section should be set as specified, and then (except as noted) can be reset as needed after the upgrade process is complete.

db_file_multiblock_read_count (init.ora parameter)

Specifies the maximum number ofblocks read in one I/O operation during a sequential scan. Remove this parameter permanently from the init.ora file. If it is set to any value, it overrides the _db_file_optimizer_read_count default setting. DO NOT RESTORE THIS PARAMETER AFTER THE UPGRADE.

_db_file_optimizer_read_count (init.ora parameter)

This undocumented parameter is used by the Cost-based Optimizer. It represents the maximum number of blocks read in one I/O operation during a sequential scan for the purposes of calculating the cost of operations like full table and fast full index scans. The actual number of blocks read in one I/O operation during a sequential scan is independently controlled by this parameter. The default setting is 8. Do not change this parameter.

job_queue_processes (init.ora parameter)

Specifies the maximum number of processes that can be created for the execution of jobs. Oracle recommends a value equal to the number of CPUs.

parallel_max_servers (init.ora parameter)

Controls the maximum number of parallel query server processes running in the database. Oracle recommends a value equal to 2 times the number of CPUs.

pga_aggregate_target (init.ora parameter)

See *Database Initialization Parameters for Oracle Applications Release 12* (Doc ID: 396009.1) for recommended value.

recyclebin=OFF (init.ora parameter)

Used to control whether the Flashback Drop capability is turned on or off. If the parameter is set to OFF, dropped tables do not go into the recycle bin. If set to ON, dropped tables go into the recycle bin and can be recovered.

Temporary Tablespace

Create tablespace (usually TEMP) as a locally managed tablespace using the temporary file option with a uniform allocation size. If the temporary tablespace is not defined in this way, drop the temporary tablespace and recreate it using the following example as a template:

```
SQL> drop tablespace TEMP;
SQL> create TEMPORARY tablespace TEMP
     tempfile 'ts_p_temp1.dbf' size 2048M
     EXTENT MANAGEMENT LOCAL
     UNIFORM SIZE 1M;
```

To verify that the temporary tablespace has been created, run the following:

```
SQL> select CONTENTS,EXTENT_MANAGEMENT,ALLOCATION_TYPE
     from dba_tablespaces
     where tablespace_name='TEMP';
```

The query output should be:

```
CONTENTS      EXTENT_MANAGEMENT     ALLOCATION_TYPE
------------  -----------------     ---------------
TEMPORARY     LOCAL                 UNIFORM
```

After the upgrade, restore the previous storage parameters for the temporary tablespace and lower the extent size for the temporary tablespace to a value that is less than 1 MB (for example, 128 K).

> **Additional Information:** See *Database Initialization Parameters for Oracle Applications Release 12* (Doc ID: 396009.1).

Determining Upgrade Tasks

This section discusses tools you can use to examine your system and determine which upgrade steps apply for your system.

The Upgrade Manual Script (TUMS)

The Upgrade Manual Script (TUMS) examines your current configuration and creates a report that lists upgrade tasks that *do not* apply to your system. This report contains information that is unique to your system configuration, so its output is relevant to your individual upgrade. Omitting the steps listed in the TUMS report can significantly reduce upgrade downtime.

You create the TUMS report by applying a Release 11*i* patch, which loads objects into your APPS schema that TUMS uses to examine your Applications configuration. Your current Applications environment is not affected. The patch uses the TUMS Step keys identified in this book to uniquely identify each task. The generated report lists the

step keys, in addition to the type of step (for example, pre-upgrade) and step number, for each upgrade task.

You will be instructed to run TUMS when you prepare for the upgrade in Chapter 2.

Maintenance Wizard

The Maintenance Wizard is a tool provided by Oracle Support to guide you through the upgrade and code line maintenance process. It draws on instructions from numerous manuals and other documentation (including this document, the *Oracle Applications Installation Guide: Using Rapid Install*, and the *Oracle Applications Release Notes*) to provide you with a complete picture of the activities required for an upgrade.

The Maintenance Wizard helps you reduce upgrade tasks by dynamically filtering the necessary steps based on criteria it obtains from your Applications environment. The resulting report is a set of step-by-step instructions of exactly what you need to do to complete your specific upgrade, including any critical patches that your system may require. It can also automatically execute many of the tasks for you, so as to reduce the possibility of errors or accidental omission of vital tasks.

Specifically, the Maintenance Wizard:

- Presents a consolidated, personalized set of instructions in a step-by-step format
- Enables validation of important activities to prevent downstream issues
- Maintains log and status information for all tasks
- Enables a project administrator to assign different groups of upgrade tasks to different users
- Downloads, merges, and installs many required patches automatically
- Provides project management utilities to record the time taken for each task and its completion status

> **Additional Information:** For information on setting up and using the Maintenance Wizard, see *Master Issue List for the Maintenance Wizard* (Doc ID: 215527.1).

Maintenance Mode

To ensure optimal performance and reduce downtime when applying a patch, you must shut down the Workflow Business Events System and set up function security before you initiate an AutoPatch session. This provides the security needed to ensure that no Oracle Applications functions are available to users while you are applying a patch. The Maintenance Mode feature provides a clear separation between the normal runtime operation of Oracle Applications and system downtime for maintenance.

> **Additional Information:** See Changing Maintenance Mode in *Oracle Applications Maintenance Utilities*. See also Patching Tools in *Oracle Applications Patching Procedures*.

Obsolete Columns

During the upgrade process, the Oracle RDBMS DROP COLUMN command marks Oracle Applications columns as unused in the data dictionary, making it possible for the database administrator to drop the columns and reclaim the associated space. It is a good idea to plan this reclamation ahead of time because the process locks the associated tables. Once the space is reclaimed, the upgraded data model looks more

like a fresh install (except for customizations). Note that DROP COLUMN has no effect on custom columns.

Test Upgrade

To provide a baseline for upgrade execution times and an opportunity to work out any upgrade issues ahead of time, we suggest you perform a test upgrade using a copy of your existing system, and hardware that is similar to what you use for your production system. A test upgrade is especially important if your system has been customized.

User Preferred Time Zone Support

User Preferred Time Zones are still supported for a number of products. No special upgrade steps are required.

> **Additional Information:** See *User Preferred Time Zone Support in the Oracle E-Business Suite Release 12* (Doc ID: 402650.1).

Upgrade by Request

For some Oracle Applications products, upgrade planning includes choosing the most active set of data for upgrade processing. Then, you can upgrade historical data that was omitted from the upgrade at a later date, or when it is needed. For example, you might include only the last fiscal year in the upgrade and upgrade the remaining data outside of the upgrade downtime window.

> **Additional Information:** See Appendix G for more information.

NLS Upgrade Considerations

This section discusses some important considerations for managing your translations, languages, and character sets during the upgrade.

Languages

Additional space for each non-American English language will be required in the database to complete the upgrade. It is not possible to predict the amount of additional space your system will need because the space depends on factors such as the number of active non-American English languages and the database character set — and it depends largely on the volume of customer-created data in the system.

Note that the additional space for languages must be available throughout the upgrade process.

> **Note:** For the recommended minimum space required for each active language in the APPL_TOP, see the *Oracle Applications NLS Release Notes*.

Language Status

You must retain your existing Applications Release 11*i* language status until the entire upgrade process is complete — including the post-upgrade and finishing steps. The base language must also remain the same, and new languages cannot be activated.

After the upgrade process is complete, you can change your language status as required, and activate new languages.

> **Additional Information:** See the Registering a Language and Selecting a New Base Language sections in *Oracle Applications Maintenance Procedures.*

Character Sets

You cannot change the database character set during an upgrade.

Depending on whether your Applications system connects to the database during the upgrade process, you may be able to select a new character set for the Release 12 APPL_TOP on the Rapid Install wizard upgrade screens. However, if you do, the new set must be either identical to, or compatible with, the existing database character set.

> **Caution:** If you change the character set in the APPL_TOP to one that *is not* compatible with the current database character set, the upgraded system will be corrupted.

> **Additional Information:** See License Manager in *Oracle Applications System Administrator's Guide – Maintenance.* See also *Migrating an Applications Installation to a New Character Set* (Doc ID: 124721).

Customized Environments

Customized environments require special attention during an upgrade. The instructions in this guide assume that you have followed the standards for customizing Oracle Applications *exactly* as described in the *Oracle Applications Developer's Guide* and the *Oracle Applications User Interface Standards for Forms-based Products.*

> **Additional Information:** See also *Preparing Custom Development for the Next Oracle Applications E-Business Suite Release* (Doc ID: 374398.1)

To preserve customizations and minimize the impact during the upgrade:

- Follow the *Oracle Applications Developer's Guide* instructions for customizing your system and upgrading your customizations
- Maintain complete documentation for customizations
- Back up customizations before the upgrade

> **Caution:** Customizing any concurrent program definitions, menus, value sets, or other seeded data provided by Oracle Applications is not supported. The upgrade process overwrites these customizations.

Protecting Data in Renamed Files

Because files can be renamed by various people for a variety of reasons, it is good practice to protect them during the upgrade. Therefore, if you have renamed files using the <filename>old, <filename>new, or any other generic designation, rename them before you begin the upgrade to prevent them from being accidentally overwritten.

Customized Help Files

The help files in this release are in HTML format, making them easy to modify using a commercial Web browser or editor. You cannot reapply previously customized help files to Release 12. Therefore, it is important that you save the pre-upgrade customized help files as a reference.

> **Additional Information:** See Customizing Oracle Applications Help in the *Oracle Applications System Administrator's Guide - Configuration*.

Product-specific Considerations

The information in this section applies to specific Applications products in this release. See the Release Content Documents for information about other products that are active in your system.

> **Additional Information:** Appendixes A – D describe changes to Oracle Applications products in this release. See also Appendix H, "Product Documentation List" for product-specific documentation.

Cross-Product Functionality

Changes to the products described in this section affect many Oracle Applications products. Your application specialists should be completely familiar with this information and should have made appropriate plans to accommodate the associated changes before you begin the upgrade.

Legal Entity Configurator

The Oracle Legal Entity Configurator is a new module in Release 12. It is populated with data that is migrated from a number of Release 11*i* sources. Its purpose is to provide a consistent definition of the legal structure of your enterprise and relate it to other structures within Oracle E-Business Suite.

With the Oracle Legal Entity Configurator, you can manage your legal corporate structure and track data from the legal perspective. This enables detailed reporting at the legal entity, establishment, and registration level.

The concept of Legal Entity has an impact on all customers who use the Human Resources model to define legal entities. Legal entities exist as Trading Community Architecture parties with legal information stored in the Legal Entity (XLE) data model. Subsidiaries of the legal entities are defined as establishments, which are also defined as parties with legal information stored in the Legal Entity data model.

> **Additional Information:** See *Oracle Financials Concepts* for more information. See also *Oracle Financials Implementation Guide.*

GRE/Legal Entity Migration to Legal Entities in Trading Community Architecture HRMS organizations with a classification of GRE / Legal Entity and with accounting information (for example, Set of Books) assigned are migrated to Release 12 Legal Entity. For each Legal Entity migrated, an Establishment of type (Main Establishment) is created using the same data.

Upgrade Assumptions for Operating Units and Inventory Organizations HRMS organizations with an operating unit or inventory organization classification are migrated to establishments in the Release 12 Legal Entity model. No other classification of

organization other than operating unit or inventory organization classification is migrated as establishment.

Country-specific Information For some countries (such as Argentina, Greece, Korea, Chile, Italy, Colombia, and Taiwan), VAT Registration Number was entered in Release 11*i* through the Human Resources Define Organization form, or a registration number was entered in country specific setup fields. These values are migrated to the Legal Entity Identifying Jurisdiction Registration Number. If no valid registration numbers exist, a dummy value of Sys + <Sequence number> is upgraded as the registration number and associated with the seeded Identifying Jurisdiction.

> **Additional Information:** See the *Oracle Financials and Oracle Procurement Upgrade Guide: Release 11i to Release 12* for details.

Legal Associations To enable tax calculation based on existing parameters, the association between a GRE/Legal Entity and an operating unit, inventory organization, ship to location, bill to location are migrated. After the upgrade, you must maintain these associations through the Legal Entity Configurator.

Multiple Organizations (Multi-Org)

In this release, Multiple Organizations Access Control (MOAC) has made significant enhancements to the Release 11*i* Multiple Organizations architecture. If your company has implemented a Shared Services operating model, Multi-Org Access Control allows you to process business transactions more efficiently. You can access, process, and report on data across multiple operating units from a single responsibility without compromising data security or system performance.

Multi-Org Security Profile The Multi-Org Security Profile allows you to access, process, and report on data for an unlimited number of operating units from a single applications responsibility. To take advantage of Multi-Org Access Control, you should set the following profile options:

- **MO: Security Profile**: Assign your Security Profile to this profile option for each application responsibility to allow that responsibility to access multiple operating units.
- **MO: Default Operating Unit**: If the MO: Security Profile is set, then you can assign a default operating unit for defaulting purposes.

  The Release 11*i* MO: Operating Unit profile option setting is preserved, and applies if MO: Security Profile is not set.

Enhanced Cross-organization Reporting Cross-organization reporting has been enhanced to be more consistent with the new Multi-Org Access Control. You can run reports across multiple operating units that belong to a user's security profile that share the same ledger. You can also run reports for any operating unit that belongs to a user's security profile.

Setting Up Operating Units Setting up operating units is more streamlined with the integration with Accounting Setup Manager, a new feature in General Ledger that centralizes the setup and maintenance of common financial components, such as legal entities, operating units, and ledgers within an accounting setup.

All Release 11*i* HR Organizations classified as Operating Units are preserved in Release 12. If operating units are assigned to a set of books, they are associated to a primary ledger in an accounting setup. You can now view all operating units assigned to an upgraded primary ledger using Accounting Setup Manager.

Student System and Student Recruiting

Oracle Student System (IGS) and Oracle Student Recruiting (IGR) are not functional in this version of Release 12. Customers using IGS and IGR should not upgrade at this time. Upgrades for IGS and IGR will be available in a post-Release 12 update.

2

Preparing for the Upgrade

To prepare a Release 11*i* Oracle Applications system for an upgrade, you must perform some pre-upgrade tasks. These tasks are described in the following sections:

- Review Upgrade Tasks and Apply 11i.AD.I
- Database and System Administration Tasks
- Applications Technology Tasks
- Customer Relationship Management Tasks
- Financials and Procurement Tasks
- Projects Tasks
- Public Sector / University Tasks
- Supply Chain Management Tasks
- Prepare for the Upgrade

Except where noted, perform the tasks in this chapter on your Release 11*i* APPL_TOP. Some of the tasks may require that your users log off while you apply patches.

Review Upgrade Tasks and Apply 11i.AD.I

This section provides a general checklist of tasks that are required for the upgrade and describes The Upgrade Manual Script (TUMS), which examines your current configuration and creates a report detailing which of the tasks in these instructions you must complete and which ones you can ignore.

It also contains a reminder that you must have applied the 11i.AD.I minipack before you can continue with the remaining upgrade preparation tasks.

These tasks...	are located here...
Apply 11i.AD.I (conditional)	on page 2-2
Run TUMS utility (recommended)	on page 2-2
Back up database, Applications, and customizations (recommended)	on page 2-3
Prepare an upgrade plan for customizations (conditional)	on page 2-3
Convert to Multiple Organizations architecture (required)	on page 2-4
Drop event alert triggers in custom schemas (conditional)	on page 2-4
Review sizes of old and new tablespaces (required)	on page 2-4
Run AD preparation scripts (required)	on page 2-5

These tasks...	are located here...
Convert Oracle Alert E-mail Processing to the Workflow Notification Mailer (conditional)	on page 2-5
Customer Relationship Management Tasks	on page 2-6
Financials and Procurement Tasks	on page 2-7
Projects Tasks	on page 2-11
Public Sector / University Tasks	on page 2-11
Supply Chain Management Tasks	on page 2-13
Gather schema statistics for CBO (required)	on page 2-18
Back up the database (recommended)	on page 2-19
Run Rapid Install (required)	on page 2-19
Migrate or upgrade your database to Oracle 10g Release 2 (conditional)	on page 2-20

Note: If you have not already reviewed the information in Business Impact and Functional Changes in Chapter 1, do so before you begin. It is especially important that both the DBA and the application specialists be familiar with the tasks in Appendix E, Appendix F, Appendix G, and Appendix I, as they information that can help reduce system downtime and verify data migration.

Step 1 Apply 11i.AD.I (conditional)

Applies to 11i release level: All
TUMS step key:

If you have not previously done so, apply the 11i.AD.I minipack on all application tier nodes. It must be present in your system in order to upgrade to Release 12.

Additional Information: See *About Oracle Applications DBA Minipack 11i.AD.I* (Doc ID: 233044.1).

Step 2 Run TUMS utility (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

The TUMS report lists tasks that you can omit from the upgrade because they do not apply to your system (for example, a task required for a product that you do not use or for applying a patch that you have previously applied). TUMS is delivered in a patch, which supplies the scripts you need to examine your system and create the report. We strongly recommend you create and review the TUMS report before you begin the upgrade.

1. Download and apply TUMS patch.

   Download patch 5120936 and apply it to the administration server node on your Release 11*i* APPL_TOP. It supplies you with the script (adtums.sql) you need to generate the TUMS report (tumsr12.html).

2. Generate the TUMS report.

   To generate the report:

   UNIX:

   ```
   $ cd $AD_TOP/patch/115/sql
   ```

```
$ sqlplus <APPS username>/<APPS password> @adtums.sql <DIRECTORY>
```

Windows:

```
C:\> cd $AD_TOP\patch\115\sql
C:\> sqlplus <APPS username>/<APPS password> @adtums.sql <DIRECTORY>
```

For the <DIRECTORY> value, enter the full path of the directory that you want the report to be written to. This directory must be listed in the UTL_FILE_DIR parameter of the init.ora file before TUMS can write the report and must have the appropriate WRITE permissions.

3. Review the report.

   The tumsr12.htm report lists the steps (identified by the TUMS step key in this book) that *do not* apply to your installation. You may safely ignore any steps listed in this report.

Database and System Administration Tasks

These tasks pertain to all users. You must complete them before you continue with the product-specific tasks in this chapter. All the steps in this section can be performed while the system is up and running, and are performed on the Release 11*i* APPL_TOP.

Step 1 Back up database, Applications, and customizations (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

Make a cold backup of the Oracle Applications database. You can use it to restore the database should you encounter problems during the upgrade process.

> **Note:** Shut down the database with the NORMAL option. You may not be able to restore it from the backup if you use the IMMEDIATE or ABORT option.

In addition to the database files, back up the APPL_TOP, product customizations, and customized help files (in HTML).

> **Note:** The upgrade process does not save customizations. You should copy all your customized files and put them in a safe place so you can reapply the customizations after the upgrade.

Step 2 Prepare an upgrade plan for customizations (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

You may have customized your system for business use. Take note of these important considerations before upgrading custom database objects:

- The *Oracle Applications Developer's Guide* contains extensive instructions about naming standards and issues related to upgrading custom database objects. Familiarize yourself with this information before you begin the upgrade.
- Run several test upgrades and track their impact on your custom database objects.

- Rename any custom database objects with Applications prefixes that you have created so that they do not conflict with Oracle object names.

> **Note:** Failure to test the impact on custom database objects before the upgrade can result in a loss of functionality.

At your discretion, and depending on the customizations in your system, you should also perform the following tasks:

- Preserve the CUSTOM library by making a backup copy of CUSTOM.pll. You can use this copy later in the upgrade process to migrate your CUSTOM library to Release 12.
- If you have customized forms with Oracle Forms 6i, upgrade them to Oracle Forms 10i after the upgrade.

Step 3 Convert to Multiple Organizations architecture (required)

Applies to 11*i* release level: All
TUMS step key: FND_ENABLE_MULTI_ORG

Multiple Organizations architecture supports performance improvements across all Oracle Applications. It also supports Multiple Organizations Access Control, which enables an Applications responsibility to access multiple operating units if desired. Release 12 requires that Multiple Organizations be enabled. If you have not done so already, you must convert to this architecture now.

Converting to Multiple Organizations does not require the use of multiple operating units or sets of books, but it does enable you to use this functionality at any time in the future. When you convert from a Single Organization architecture to a Multiple Organization architecture, complete the following steps:

1. Create an operating unit.
2. Assign the operating unit you created to the profile option MO:Operating Unit.

> **Additional Information:** See the following documentation references: *Oracle Applications Multiple Organizations Implementation Guide*, *Use of Multiple Organizations (Multi-Org) in Release 11i* (Doc ID: 210193.1), and *MOAC in Oracle Purchasing* (Doc ID: 404800.1). HRMS users should also see *Setting Up Multiple Organizations in Oracle HRMS* (Doc ID: 259546.1)

Step 4 Drop event alert triggers in custom schemas (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

To drop all event alert database triggers in custom schemas, run the alrdtrig.sql script, located in $ALR_TOP / admin / sql (in your Release 11*i* system). Re-create the triggers after the upgrade is complete.

Step 5 Review sizes of old and new tablespaces (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Make sure you allocate sufficient tablespace. For guidelines based on an upgrade of the largest Oracle production system (oraprod), see *E-Business Suite Release 12 Upgrade Sizing and Best Practices* (Doc ID: 399362.1).

Step 6 Run AD preparation scripts (required)

Applies to 11*i* release level: All
TUMS step key: N / A

To prepare your system for the Oracle Applications Tablespace Model (OATM) functionality in Release 12, you must run some preparation scripts. Download and unzip patch 5726010. Follow the instructions in the readme for running these scripts:

- adgncons.sql

  The tablespace model for Release 12 (OATM) is based on database object type rather than product affiliation. The adgncons.sql script prepares adcrtbsp.sql, configures the database to hold the new products to be added during the upgrade, and switches your system to use the new tablespace model.

- adcrtbsp.sql

  Generated by adgncons.sql, this script creates the new tablespaces, allocates unlimited tablespace to all APPS users, updates fnd_product_installation table with correct data and index tablespace information, assigns default tablespace to all APPS users, and sets the new_ts_mode flag in fnd_product_groups to Y.

  Note: Oracle has tested successfully an extent size of 128 K for small systems (for example, 100 GB database or the Vision database), and, for large multi-terabyte system, an extent size of 4-10 MB has been tested successfully.

- adgrants.sql (adgrants_nt.sql for Windows)

  Grants SYS privileges needed by Applications, and creates required views in SYS.

  Note: Running the preparation scripts creates tablespaces and prepares the database objects *only* for new products. To migrate *existing* products to OATM, follow the instructions in *Oracle Applications System Administrator's Guide — Configuration*.

Applications Technology Tasks

This portion of the upgrade applies to all users. Complete these tasks before you perform the product-specific tasks in this chapter.

Alert

Perform the following tasks for Oracle Alert.

Step 1 Convert Oracle Alert E-mail Processing to the Workflow Notification Mailer (conditional)

Applies to 11*i* release level: All
TUMS step key: FND_WORKFLOW_TASKS

In Release 12, Oracle Alert leverages the Workflow Notification Mailer to send alert e-mail messages and process responses, obsoleting the previous e-mail implementation. All incoming responses to alerts sent by the previous Oracle Alert E-mail implementation must be completed before the upgrade.

If you use response processing alerts and you have not already converted Oracle Alert to the Workflow Notification Mailer, convert now by applying Oracle Applications Technology 11*i*.ATG_PF.H Rollup 6 (patch 5903765) to your Release 11*i* APPL_TOP. This rollup patch causes Oracle Alert to use the Workflow Notification Mailer for new alerts, but allows you to continue to run the Alert Response Processor for incoming responses sent before the conversion. Continue to run the Response Processor until you have no more outstanding responses of this kind.

> **Additional Information:** See *About Oracle Applications Technology 11i.ATG_PF.H Rollup 6* (Doc ID: 444524.1) for more information.

Customer Relationship Management Tasks

Complete the tasks only if you are using Customer Relationship Management products.

Marketing, Sales, or Trade Management

Perform these tasks if you are have Oracle Marketing or Sales products or Oracle Trade Management products active in your system.

Step 1 Create new product catalog (conditional)

Applies to 11*i* release level: All
TUMS step key: AMS_OSO_PLM_CHK

This release includes significant changes to the Product Lifecycle Management module, a hierarchical product catalog that expands the functionality and alignment among Oracle Sales, Oracle Marketing, and Oracle Intelligence products. There are several paths to creating the new product catalog, based on individual system configuration. For a description of all the options and the steps required to implement them, refer to *Oracle E-Business Suite Sales & Marketing Product Catalog Upgrade* (Doc ID: 396079.1).

> **Additional Information:** See *Oracle Product Lifecycle Management User's Guide* for more information. See also *Oracle Product Lifecycle Management Implementation Guide.*

Incentive Compensation

Perform these tasks if you are using Oracle Incentive Compensation.

Step 1 Verify completion of Sales Compensation processes (conditional)

Applies to 11*i* release level: All
TUMS step key: CN_PAYRN_REP_CHK

To verify that your Sales Compensation setup data is ready for the upgrade, download and apply patch 4963569 to your Release 11*i* APPL_TOP. This patch contains cnupgchki.sql (located in the first directory in utl_file_dir). Run this script manually. It creates a report that tells you what pre-upgrade steps are required. You can also view the results of the report in concatenated format in the AutoPatch log file (cnupgchki.log).

The following remedies are suggested for errors listed in the report:

If this error exists...	Take this action before running the upgrade...
Calculation processes are not completed	Complete all calculation processes before the upgrade.
The following is a list of payruns that have not been paid	Pay these payruns before the upgrade.
The following salesreps have calculated lines that are not posted	Post all commission lines before the upgrade.
There are non-zero posted transactions that are not loaded	Load and pay all posted transactions before the upgrade.
The following salesreps have posted transactions that have not been paid	Pay all posted transactions before the upgrade.
The following salesreps have inconsistent data between commission lines and posted lines	Resolve these inconsistencies before the upgrade.

TeleService

Perform these tasks if you are using Oracle TeleService.

Step 1 Set up profile option for TeleService (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Service upgrade scripts in Release 12 have been enhanced to allow you to choose the most appropriate upgrade path based on the value in the profile option Service: Upgraded Release (For Development User Only). The value in the profile option indicates the current Service version before the upgrade. Valid values are: 1157, 1158, 1159, and 11510.

Service upgrade scripts perform only the minimum upgrade logic required from the version specified in the profile option. If there is no value available for this profile option, the upgrade scripts execute all logics from 11.5.7.

If you don't already have this profile option, you can create it with an internal name CS_SR_UPDATE_RELEASE. Set the appropriate value (such as 1159, 11510, and so on) at the System level.

Financials and Procurement Tasks

Complete these tasks only for the Financials and Procurement products that are active in your system.

Financials for India

Perform these tasks only if you are using Oracle Financials for India

Step 1 Set minimum patch levels (conditional)

Applies to 11*i* release level: Patch level lower than IN60105D2
TUMS step key: JAI_CHECK_CUST

This step applies if you are not at the following patch levels. If you have already applied the patch set, or a later one, you can omit this step.

- Oracle Financials for India patch set IN60105D2 (included in Release 11*i* patch 4153130)

- Oracle Financials for India Service Tax Solution (Release 11*i* stand-alone patch 4239736)
- Oracle Financials for India Value Added Tax Solution (Release 11*i* stand-alone patch 4245089)
- Oracle Financials for India Tax Deduction at Source Solution (Release 11*i* stand-alone patch 4860026)

If you have not applied patch set IN60105D2 and the three stand-alone patches, apply the patch set (included in patch 4153130), and the consolidated patch 4923208 for the stand-alone patches before you upgrade to Release 12.

General Ledger

Perform these tasks only if you are using Oracle General Ledger.

Step 1 Run Accounting Setup Manager Diagnosis for MRC (optional)

Applies to 11*i* release level: All
TUMS step key: GL_MRC_REVIEW_SETUP

The Accounting Setup Manager replaces many forms and user interfaces in Release 12. We recommend that you run the Accounting Setup Manager Pre-Update Diagnosis report to identify potential incompatibilities that would prevent you from using some new features in Release 12. The report identifies Release 11*i* setup for Multiple Reporting Currencies, General Ledger, Global Accounting Engine, Assets, Payables, and Receivables. In order to run this report successfully, apply patch 5259121 to your Release 11*i* APPL_TOP.

To access the report, run the Accounting Setup Manager Pre-Update Diagnosis report in the Standard Request Submission form from a General Ledger responsibility. Review the report and fix any setup it identifies as problematic. Note that modifying setup configurations is not easily done after the upgrade is complete.

> **Note:** You can run the upgrade successfully without running this report or modifying the setup. All the features will function similarly to Release 11*i*. However, you may not be able to take advantage of some Release 12 functionality.

The report also details what changes, if any, the upgrade will have on certain objects. The following areas of the report show details in a tabular format. The table columns show necessary information, such as the reporting set of books name, currency, and description for unassigned reporting sets of books.

- Sets of Books: Review Sets of Books To Be Upgraded to Secondary Ledgers
- Multiple Reporting Currencies: Unassigned Reporting Sets of Books
- Multiple Reporting Currencies: One Reporting Set of Books Assigned to Multiple Primary Sets of Books
- Multiple Reporting Currencies: Reporting Sets of Books With Translated Currencies
- Multiple Reporting Currencies: General-Ledger-Only Reporting Sets of Books
- Multiple Reporting Currencies: Inconsistent General Ledger Conversion Rules
- Multiple Reporting Currencies: Inconsistent Setup

- Multiple Reporting Currencies: Incomplete Setup

iPayments

Perform these tasks only if you are using Oracle iPayments.

Step 1 Prepare data for credit card encryption upgrade (conditional)

Applies to 11i release level: See text for conditions
TUMS step key: IBY_SEC_UPGRADE

Complete this step only if you are using credit card encryption in Release 11*i*.

In Release 12, Oracle Payments (renamed from iPayments in Release 11*i*) handles credit card encryption, along with encryption of other payment cards and third-party bank accounts. If you are Credit Card Encryption in Release 11*i*, you need to prepare your data for the upgrade to the new encryption model.

Recommended: If you are using the Oracle Applications Credit Card Encryption feature that was introduced as a patch after Release 11.5.10, we recommend you complete all the historical credit card data migration programs provided with the patch. See the "Upgrade Steps for Credit Card Encryption" section in *Oracle Applications Credit Card Encryption* (Doc ID: 338756.1) for more information.

Required: If you are using the Oracle iPayment encryption feature, and have not yet moved to the enhanced Oracle Applications Credit Card Encryption feature, you must apply patch 4607647 to your Release 11*i* APPL_TOP and complete the steps described in the *Oracle Applications Credit Card Encryption* white paper.

Internet Expenses

Perform these tasks only if you are using Oracle Internet Expenses.

Step 1 Import expense reports into Accounts Payable (conditional)

Applies to 11i release level: All
TUMS step key: OIE_IMPORT_INTERCOMPANY_CHECK

Perform this step only if you have intercompany data in Internet Expenses (OIE) interface records that must be imported into Oracle Payables.

In Release 12, the Expense Report Import concurrent program is obsolete. Therefore, you must submit this program prior to the upgrade to ensure that all intercompany data in Internet Expenses interface records is imported into Oracle Payables. Fix any rejections and resubmit the program until all records are imported successfully.

Payables

Perform these tasks only if you are using Oracle Payables.

Step 1 Import all invoices from Payables Open Interface (required)

Applies to 11*i* release level: All
TUMS step key: AP_IMPORT_INVOICES_CHECK

In Release 12, global descriptive flex fields (GDFs) are obsolete and are moved into tax and payment columns. Several validations are performed based on the country the invoice is imported from on these GDFs. The GDFs are not upgraded in the open interface tables.

Import all invoices that have not yet been imported by running the Open Interface Import program on the 11*i* APPL_TOP. Resolve any rejections and resubmit the program until all invoices are imported.

Step 2 Confirm or cancel all Un-confirmed Payment Batches (required)

Applies to 11*i* release level: All
TUMS step key: AP__CNFM_PAY_BATCH_CHECK

With the introduction of Oracle Payments, the Release 12 payment batch model is not compatible with 11*i* payment batches. To ensure that there are no in-process payment batches included in the upgrade processing, either confirm or cancel all payment batches before you begin.

Subledger Accounting

Perform these tasks only if you are using Oracle Subledger Accounting and any of the associated products (see list included in Step 1).

Step 1 Set range of periods (optional)

Applies to 11*i* release level: All
TUMS step key: N / A

During the upgrade, existing accounting data from the subledgers is upgraded into the new Oracle Subledger Accounting data model. By default, the upgrade updates the data for the current fiscal year, as well as the necessary periods of the previous fiscal, to ensure that there are at least six periods included in the upgrade (occurs when the upgrade is performed in the first half of the fiscal year).

You may need to run the SLA Pre-Upgrade program if you are using Oracle General Ledger and at least one of the following subledgers: Assets, Cost Management, E-Business Tax, Payables, Receivables, or Projects Accounting. This optional program allows you to change the default number of periods of historic data to be upgraded.

You can define a larger range of periods to be upgraded, and you can decide to perform the upgrade for all or most of the data during the downtime phase. This is an important decision because some of the Oracle Subledger Accounting functionality, such as accounting reversals and business flows, rely on the existence of previous accounting data.

If you do not perform a complete upgrade of the accounting data, Oracle Subledger Accounting allows you to perform an additional upgrade of the data by running the SLA post-upgrade process whenever the missing data is required (see Subledger Accounting in Appendix G). This program is executed at the same time as daily operations. As a result, it may have an impact on overall system performance.

If you need to change the default number of periods of historic data to be upgraded, you must apply patch 5233248 to your Release 11*i* APPL_TOP and submit the SLA Pre-Upgrade program. When submitting this program, you can enter the following parameters:

- **Migrate all sets of books**: Possible values are Yes (SLA Pre-Upgrade program updates the periods in all sets of books) or No (SLA Pre-Upgrade program updates the periods that belong to the selected set of books).
- **Set of books**: Set of books to be upgraded where you have selected to upgrade one set of books.

- **Start Date**: Date to be used to determine the first period to be upgraded. Does not have to be the starting date of a period — the initial period is determined as the first period in which this date falls.

Projects Tasks

Perform these tasks only if you are using Oracle Projects.

Step 1 Complete distribution, transfer, and tieback of expense reports (conditional)

Applies to 11*i* release level: All
TUMS step key: PA_COMPLETE_DIST_TIEBACK_EXP

If you create expense reports using Pre-Approved Expenditure Entry or import unaccounted expense reports from external systems, run the following concurrent programs for each operating unit that uses Oracle Projects as a source entry point for expense report creation and adjustment or both:

- PRC: Distribute Expense Report Costs
- PRC: Interface Expense Reports to Payables
- Expense Report Import (must be run from the Payables responsibility)
- PRC: Tieback Expense Reports from Payables

Your Projects application specialist should ensure that all transactions are successfully interfaced and that no exceptions remain.

Step 2 Complete transfer and tieback of cost, cross charge, and revenue (conditional)

Applies to 11*i* release level: All
TUMS step key: PA_JRNL_IMPORT_TIEBACK_REV

Run the following concurrent programs for each operating unit implemented in Oracle Projects and Oracle Grants Accounting. Ensure there are no exceptions.

- Journal Import: Complete Journal Import in General Ledger for all project journal sources
- PRC: Tieback Labor Costs from General Ledger
- PRC: Tieback Usage Costs from General Ledger
- PRC: Tieback Total Burdened Cost from GL
- PRC: Tieback Cross Charge Distributions From General Ledger (does not apply to Grants Accounting)
- PRC: Tieback Revenue from General Ledger

Public Sector/University Tasks

Complete these tasks only for the Public Sector / University products that are active in your system.

Student Systems

Perform these tasks only if you are using Oracle Student Systems.

Step 1 Modify the key flexfield structure for Product Catalog (conditional)

Applies to 11*i* release level: All
TUMS step key: IGS_UNV_CHECK_CUST

If you plan to use Student Recruiting in subsequent releases of Oracle Applications, follow the instructions in this task to set up the key flexfield related to the Product Catalog as a single, unverified, alphanumeric segment to enable the upgrade scripts to migrate Academic Interests (Entry Status, Program, and Unit Set Code Data) to Product Catalog. Perform the steps on your Release 11*i* APPL_TOP.

Determine flex structure:

To determine the flex structure associated with the product catalog, complete these steps.

1. From the Development Manager responsibility, open the Default Category Sets form (Setup > Item Categories) and query all records.
2. Navigate to the record with the Functional Area Value of Product Reporting (FUNCTIONAL AREA_ID = 11) and make a note of the Category Set and Description values.
3. From the Development Manager responsibility (Setup > Setup Workbench > Catalogs), search for the Catalog with the name Category Set or Description that you noted in the previous step.
4. Click the retrieved record to find the flex structure associated with it.
5. From the Development Manager responsibility, navigate to Setup -> Setup Workbench -> Catalogs (tab) -> Categories (sub-tab) -> Create Category (side navigation bar).
6. On the Create Category page, enter the flex structure value that you obtained in the previous step. Click Continue.
7. On the next page, enter Product Cat and description EXACTLY as follows: OSS Academic Interest. Click Apply.

Modify the flex structure:

To modify the flex structure, complete these steps.

1. From the System Administrator responsibility, navigate to the Key Flexfield Segments form (Application > Flexfield > Key > Segments), using the Inventory and Flexfield Title: Item Categories filter.
2. In the list, find the structure associated with the one that matches the ID_FLEX_ STRUCTURE_CODE retrieved in your query.
3. Uncheck the Freeze Flexfield Definition check box, if required, and click Segments.
4. Ensure that there is only a single segment associated with the Flex Structure assigned to the SEGMENT1 column. Click Value Set to examine the Value Set associated with the single segment.
5. Ensure that the format type is Char, the maximum size is 40, the validation type is None, and that none of the validation check boxes are enabled (for example, Numbers Only). The easiest way to accomplish this is to assigned the seeded 40 Chars Value Set to the segment.
6. Save the flexfield information, freeze the definition, and compile it.

Note: The data is not migrated when the Entry Status is closed. Entry Status and its relationship to Test Types and Organizational Units are obsolete. Therefore, no data is migrated from old Recruitment tables (IGS_RC_I_E_ORGUNITS and IGS_RC_I_E_TESTTYOS to the new Student Recruiting tables IGR__I_E_ORGUNITS and IGR_I_E_ TESTTYPS, respectively.

Supply Chain Management Tasks

The tasks in this section are required *only* if you are using Oracle Supply Chain Management products.

Depot Repair

Perform these tasks only if you are using Oracle Depot Repair.

Step 1 Identify and resolve problem data (conditional)

Applies to 11*i* release level: 11.5.8 and 11.5.9
TUMS step key: CSD_DATA_CHECK

Apply Data Verification patch 5382135 to your Release 11*i* APPL_TOP. You can apply it as a hot patch by setting options=hotpatch when you run AutoPatch. If you apply it as a hotpatch, DO NOT merge it with any other patches.

The patch runs a script (csdpremr.sql), which generates an output file (csdpremr.lst) in the first directory defined in the utl_file_dir parameter. The output file lists problematic data and describes a resolution.

After you complete the necessary corrective action, rerun csdpremr.sql under the $CSD_TOP/patch/115/sql directory using SQL*Plus and continue to correct data until no further errors are reported.

Mobile Field Service

Perform these tasks only if you are using Oracle Mobile Field Service.

Step 1 Synchronize data for Mobile Field Service (conditional)

Applies to 11*i* release level: All
TUMS step key: CSM_SYNC_DATA

All Mobile Field Service users with changes pending in their mobile device should synchronize the mobile server. Do not make any additional changes using the Mobile Field Service application until the upgrade is complete, and all users have successfully re-synchronized.

Process Manufacturing

Perform these tasks only if you are using Oracle Process Manufacturing.

Step 1 Prepare to migrate OPM data (conditional)

Applies to 11*i* release level: All
TUMS step key: GMA_PREP_MIGRATE

To successfully migrate Oracle Process Manufacturing (OPM) Inventory data to Oracle Inventory, you must complete data cleanup and setup steps before the upgrade.

Perform the steps in the order listed, and before you continue with other tasks in subsequent sections.

> **Additional Information:** See *OPM Release 12 Migration* (Doc ID: 376683.1) for more information. Note that this reference is not a single document. It is a repository of OPM migration documentation.

1. Run the original OPM Process Execution validation (11.5.7 or Family Pack H). It is not necessary to validate the entire migration, only the data.
2. Map data (all releases)

   Map the data using the Convergence Migration Setup user interface in the OPM system Administration responsibility. Apply patch 4563075 to your Release 11*i* APPL_TOP for the user interface. See the OPM *Migration Reference Guide* in Doc ID: 376683.1 for details.
3. Run SQL validation scripts (all releases)

   Apply patch 4699061 to your Release 11*i* APPL_TOP for the SQL validation scripts. See the OPM *Migration Reference Guide* in Doc ID: 376683.1 for details.
4. Migrate OPM organization and items (all releases)

   Apply patch 4582937 to your Release 11*i* APPL_TOP and follow the instructions in the readme file. You can migrate OPM organizations and items discretely before the upgrade to reduce downtime.
5. Run the original OPM QC to QM migration validation (11.5.8 or Family Pack I)

   Apply patch 5102439 to your Release 11*i* APPL_TOP and follow the instructions in the readme.
6. Update Forecast headers in Forecast Set (all releases)

   For 11.5.9 or Family Pack K and lower, apply patch 4268525 to your Release 11*i* APPL_TOP and follow the instructions in the readme.

   For all other releases, update Forecast headers to have a value entered in Forecast Set. Only those forecasts that have a value in this field are migrated.

   > **Additional Information:** See *Oracle Process Manufacturing Migration Reference Guide* for more information.

Step 2 Finish migration preparations for OPM (conditional)

Applies to 11*i* release level: All
TUMS step key: GMA_PREP_MIGRATE_FINISH

Make sure you have completed all the steps in the previous task prior before you begin this task. Perform the steps in the order listed. Users must be logged off the system.

1. Review, act on, and dispose of information in Oracle ASCP tables. (required for all releases that use ASCP)

   Review, act on, and dispose of information provided in the Oracle Advanced Supply Chain Planning application tables: GMP_APS_OUTPUT_TBL and GMP_APS_OUTPUT_DTL.
2. Review, act on, and dispose of information in OPM MRP table. (all releases that use OPM MRP)

   Review, act on, and dispose of the information in the OPM table: MR_ACTN_TBL.

3. Prepare for the batch snapshot (if there are open batches)

   You must take a snapshot to recreate all the open batches.

   11.5.7 or Family Pack H: Apply patch 4458028 to your Release 11*i* APPL_TOP.

   11.5.8 and Family Pack I : Apply patch 5579359 to your Release 11*i* APPL_TOP.

   11.5.9 or later, and Family Pack J or later : Apply patch 4458024 to your Release 11*i* APPL_TOP.

4. Close all batches with a status of Completed (all releases)

   Navigate to the Migration Setup User Interface Batches tab. Choose Mass Batch Close from the Action menu. See the OPM *Migration Reference Guide* in Doc ID: 376683.1 for details.

5. Capture snapshot (all releases)

   Click the Process Batches for Migration button on the Convergence Migration Setup user interface to capture a snapshot of the open batches to be used during the post-migration process (that recreates the batches). See the OPM *Migration Reference Guide* in Doc ID: 376683.1 for details.

6. Complete or cancel pending transfer (11.5.10, or Family Pack K and later)

   See the *OPM Inventory Management User's Guide* for details about how to complete a pending transfer. Or, apply patch 4350832 to your Release 11*i* APPL_TOP to cancel pending transfers.

7. Backorder or ship OPM Order Management Fulfillment sales orders that are pick-confirmed or staged prior to migration (all releases)

   If these order lines are not shipped prior to the migration, the only way to make them visible for updates to Oracle Inventory is to backorder them prior to the migration.

8. Run Preliminary Inventory Close Process for all warehouses under all the OPM Companies (all releases). **Do not run Final Inventory Close for the period in which you are running the Release 12 upgrade**.

   Refer to the following table for instructions:

If you are a...	Follow these instructions...
Standard Costing user	Post inventory and resource transactions to OPM Subledger and export to GL: Run the OPM Subledger Update, OPM GL Export, and General Ledger Journal Import. See the *OPM Manufacturing Accounting Controller User's Guide* and the *Oracle General Ledger User's Guide* for details. **Note**: Once you upgrade, you cannot post the transactions created prior to the upgrade.

If you are a...	Follow these instructions...
Actual Costing user	Run Actual Cost Process to calculate the cost and then post inventory and resource transactions to OPM Subledger and export to GL: Run the OPM Actual Cost Process, OPM Cost Update Process, OPM Subledger Update, OPM GL Export, and General Ledger Journal Import. See the *OPM Manufacturing Accounting Controller User's Guide* and the *Oracle General Ledger User's Guide* for details. **Note**: Once you upgrade to Release 12, the Actual Cost program in Release 12 looks at transactions under process organizations recorded *only* in Oracle Inventory — the average cost calculations after the upgrade do not consider the transactions created in the Release 11*i* OPM Inventory system. As a result, the average cost calculated may not be accurate if the upgrade is done during the middle of a costing period and there are transactions in OPM Inventory for the same costing period. If possible, consider doing the Release 12 upgrade at the beginning of a costing period. By doing so, you can ensure that a majority of transactions in that costing period are recorded in Release 12, thereby arriving at a more accurate average cost when you run the Release 12 OPM Actual Cost Process. Once you upgrade, you cannot post the transactions created prior to the upgrade.
Lot Costing user	Run Lot Cost Process to calculate the cost, and then post inventory and resource transactions to OPM Subledger and export to GL: Run the OPM Lot Cost Process, OPM Cost Update Process, OPM Subledger Update, OPM GL Export, and General Ledger Journal Import. See the *OPM Manufacturing Accounting Controller User's Guide* and the *Oracle General Ledger User's Guide* for details. Note: Once you upgrade, you cannot post the transactions created prior to the upgrade. Note for Lot Cost Simulation Users: If you are using Lot Costs as additional cost method for simulation purposes, run the lot cost process in final mode before migration. Otherwise, the costs created in test mode may be wiped out when you run the process again in Release 12.

9. Run the GMF validation scripts (all releases)

Refer to *OPM Release 12 Migration* (Doc ID: 376683.1) for details.

10. Migrate OPM Order Fulfillment to Order Management (all releases that use OPM Order Fulfillment)

Refer to the OPM *Migration Reference Guide* in Doc ID: 376683.1 for details.

> **Note:** The migration process varies depending on your version.

Service Contracts

Perform these tasks only if you are using Oracle Service Contracts.

Step 1 Update Currency Code setup in Global Contracts defaults (conditional)

Applies to 11*i* release level: All
TUMS step key: OKS_VALIDATE_GCD

In Release 11*i*, the global contracts default (GCD) setup had three different currency codes for each of the three threshold amounts: Active, Credit Card, and Electronic Renewal. In Release 12, only one currency (Base Currency) code is used for all the three amounts.

If there are different types of currency codes specified for these amount fields in the Global Contracts Defaults user interface the upgrade does not populate the base

currency code. If the three currency codes are the same, the currency code for Active threshold becomes the new Base currency.

If the codes are different, populate the Global Contracts Defaults user interface with a single type of currency code before migration. Go to the Navigator and choose Setup > Service Contracts > Global Contracts Defaults to update contract defaults.

Step 2 Validate data for Rules and Time values migration (recommended)

Applies to 11*i* release level: 11.5.7 – 11.5.9
TUMS step key: OKS_VALIDATE_RULE

This step is not required if you have already followed the downtime reduction technique steps mentioned in *Service Contracts 12.0 Rules and Time Values Migration* (Doc ID: 372469.1). See Appendix E, "Reducing Downtime" for more information.

Before Oracle Applications 11.5.10, Oracle Service Contracts used a set of Rules and Time Values tables to store contract attributes that were not included in base Oracle Core Contracts or Oracle Service Contracts header and lines tables. In Oracle Applications release 11.5.10 and later, new architecture eliminates the generic rules and time values data structures.

To validate the data, follow these steps:

1. Apply patch 4684603 to your Release 11*i* APPL_TOP. Follow the instructions in the readme file.
2. Log in to Oracle Applications and choose the Service Contracts Manager responsibility.
3. Run the Service Contracts Validate Rule Data concurrent request for the header level. (You can select the level from the concurrent request parameters screen.)
4. After the request is successfully completed, check the Output Log file for records that may have failed validation due to data issues. Click the View Output button after selecting the row corresponding to the main request to view errors. If there are no errors, you can move directly to Step 6.
5. If there are errors in the Output log file, navigate to View / Show navigator on the menu and choose the Rules Migration Utility form to view fields with data validation issues. Enter correct values for these records directly on this form, and save the changes. Ensure that all errors identified are corrected.
6. Run the concurrent request for the Header history level, the Line level, and the Line history level. Correct all errors and re-run the request until all errors have been corrected.

Shipping Execution

Perform these tasks only if you are using Oracle Shipping Execution.

Step 1 Verify Shipping Execution data for upgrade (conditional)

Applies to 11*i* release level: 11.5.7
TUMS step key: WSH_FREIGHT_CODES

Shipping Execution (WSH) architecture introduced in Release 11.5.8 changed the way Freight Carriers and Ship Methods are defined. If you have not yet applied Order Management Family Pack H or later, complete these steps to review your existing data for possible corrections.

1. Apply patch 3649470 to your Release 11*i* APPL_TOP.

This patch contains the concurrent program Freight Carrier Upgrade Report and a form to prevent further insertion of bad transactional data.

2. Generate setup analysis report.

   Navigate to Shipping > Shipping Reports and Documents > Freight Carrier Upgrade Report. Determine if you need to perform any setup changes to Freight Carrier - Ship Methods. If you choose not to make any setup changes, your transactional data (open orders) is automatically upgraded to the new architecture.

3. Correct Ship Methods.

   To ensure that the ship methods are migrated after the upgrade, create new freight carriers and assign the respective ship methods to those carriers OR assign the ship methods to the appropriate existing freight carriers.

4. Correct Freight Carrier - Ship Method combinations

   For each identified combination, you have two options:

   - **Do nothing**. If you are satisfied with the Freight Carrier - Ship Method combinations, no action is required. All instances of the Ship Method to the Freight Carrier identified in the report are upgraded.
   - **Create a new Ship Method and assign the desired Freight Carrier**. If you wish to retain a Freight Carrier with its current Ship Method and assign it to a different carrier, create a new Ship Method and assign the desired Freight Carrier to this method. After you define the new combination, run the Mass Update Feature in the Sales Order Pad to update all open orders with the old Ship Method to the new Ship Method with this Freight Carrier for the relevant organizations. This ensures that non-migrated combinations are not automatically upgraded.

5. Update closed orders (optional)

   You can use a concurrent program to update closed orders. Go to Shipping > Interfaces > Run > Upgrade Freight Carriers (Closed Orders).

Prepare for the Upgrade

In this section, you complete final preparation tasks for your existing Release 11*i* system and create the new environment for Oracle Applications Release 12.

Step 1 Gather schema statistics for CBO (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Release 12 employs cost-based optimization, which examines FND table statistics to determine the most efficient access paths and join methods for executing SQL statements. These statistics are gathered by the FND_STATS process, which you initiate by running the Gather Schema Statistics concurrent program.

> **Note:** You should gather schema statistics on a regular basis to fully utilize the cost-based optimization feature. In preparation for an upgrade, this should be one of the last tasks you perform for initiating the upgrade downtime so that the statistics are current.

From your Release 11*i* APPL_TOP, complete the following steps:

1. Log in to Oracle Applications with the System Administrator responsibility.
2. Navigate to the Submit Request window (Request > Run).
3. Submit the Gather Statistics program.

   Set the schema name to ALL to gather statistics for all Oracle Applications schemas (having an entry in the FND_PRODUCT_INSTALLATIONS table). In addition to gathering index and table-level statistics, the program gathers column-level histogram statistics for all columns listed in the FND_HISTOGRAM_COLS table.

   Note: If your database is already at Oracle 10g, we recommend that you use the Gather Auto option for this concurrent program. This option gathers statistics for objects that are either lacking statistics or whose rows have changed significantly (default 10%) since the last time you gathered statistics.

   Additional Information: See Query Optimization in *Oracle Applications Concepts* for more information.

Step 2 Back up the database (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

Make a cold backup of the Oracle Applications database. If you encounter problems during the upgrade process, you can use this backup to restore your system to the same state as before you began the upgrade.

Note: Shut down with the NORMAL option. You may not be able to restore the database from the backup if you use the IMMEDIATE or ABORT option.

Step 3 Run Rapid Install (required)

Applies to 11*i* release level: All
TUMS step key: N / A

You use the Rapid Install wizard to lay down the file system and install the new technology stack for your Release 12 Oracle Applications system. The wizard collects configuration parameters and stores them in a configuration file (config.txt) in the Applications database. When you run Rapid Install, it uses these values to lay down the file system structure and technology stack components for your configuration. As it runs, it creates a context file (<CONTEXT_NAME>.xml) that contains all the parameters that describe your system. This context file is created and managed by AutoConfig.

Additional Information: See *Oracle Applications System Administrator's Guide – Configuration* for more information about AutoConfig.

Be prepared to supply basic information about your system such as port specifications, existing and new database node descriptions (including mount points), user names and passwords, product license types, internationalization and language settings, and mount points for other nodes in your system.

1. Follow the instructions in Chapter 1 of *Oracle Applications Installation Guide: Using Rapid Install* to prepare your environment for the new system. Then, start Rapid Install by typing rapidwiz on the command line. The Welcome screen lists the components that are included in, or supported by, this release of Oracle Applications. Click Next.
2. On the Wizard Operation screen, select Upgrade to Oracle Applications Release 12. Click Next.
3. On the Select Upgrade Action screen, select Create Upgrade File System.
4. In the associated screen flow, enter the parameters required to set up your new environment. Then, run Rapid Install.

Note: Rapid Install (as it runs AutoConfig) records errors in the AutoConfig log file. These errors occur because the database has not yet been upgraded. They can be safely ignored. The errors will be resolved when you run Rapid Install (and AutoConfig) in Step 2 of the Finish the Upgrade section of Chapter 3.

Additional Information: *Oracle Applications Installation Guide: Using Rapid Install* contains complete instructions for running Rapid Install for both new installations and upgrades. Chapter 3 contains the information specific to running an upgrade.

You run Rapid Install again after the upgrade to configure and start the servers and services. Rapid Install also delivers the unified upgrade driver that you will use later to perform the upgrade.

Step 4 Migrate or upgrade your database to Oracle 10g Release 2 (conditional)

Applies to 11*i* release level: 11.5.9 (CU2), 11.5.10 (CU2)
TUMS step key: N / A

Oracle Applications Release 11.5.9 (with CU2 applied) and Release 11.5.10 (with CU2 applied) are certified for use with Oracle 10g Release 2. If you have not already done so, you can upgrade your production database to 10g now, before the upgrade downtime. Follow the instructions in *Oracle 10gR2 Database Preparation Guidelines for Oracle E-Business Suite Release 12 Upgrade* (Doc ID: 403339.1).

Note: A database upgrade at this point in the upgrade process applies only to the Oracle Applications release levels cited. You can perform the database upgrade during the downtime window as described in Chapter 3, if you have not done so previously.

3

Upgrading to Release 12

After you prepare your Release 11*i* system for the upgrade, you can begin the upgrade to Release 12. This chapter describes the process in the following sections:

- Perform the Upgrade
- Finish the Upgrade
- Finish System Administration Tasks

Perform the Upgrade

This section describes the tasks required to initiate the upgrade process. All the tasks must be performed during the upgrade downtime. The following table provides a checklist of the tasks required in this chapter.

These tasks...	are located here...
Disable AOL Audit Trail (conditional)	on page 3-1
Shut down application tier listeners and concurrent managers (required)	on page 3-2
Migrate database to Oracle10g Release 2 (conditional)	on page 3-2
Update init.ora with upgrade parameters (required)	on page 3-2
Disable custom triggers, constraints, and indexes (conditional)	on page 3-2
Drop MRC schema (conditional)	on page 3-3
Back up the database (recommended)	on page 3-3
Ensure that Maintenance Mode is enabled (required)	on page 3-3
Apply Release 12 AD minipack (required)	on page 3-3
Run the American English upgrade patch driver (required)	on page 3-4
Run the NLS upgrade patch driver (conditional)	on page 3-4
Apply latest product patches (required)	on page 3-4
Synchronize NLS and American English product patches (conditional)	on page 3-4
Disable Maintenance Mode (required)	on page 3-5
Reset init.ora parameters (required)	on page 3-6
Back up Oracle Applications (recommended)	on page 3-6

Step 1 Disable AOL Audit Trail (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

If you use the Oracle Applications Object Library Audit Trail feature, you must disable it before the upgrade.

From the System Administrator responsibility under the 11*i* APPL_TOP, navigate to Security > Audit Trail > Groups. In the Audit Groups window, set the Group State field to Disable - Prepare for Archive for each audit group defined. Run the Audit Trail Update Tables report from the Submit Requests window (Requests > Run).

If you plan to re-enable auditing after the upgrade, archive and purge the shadow tables now. Data changes made after implementing this step are not audited.

> **Additional Information:** See Audit Trail in *Oracle Applications System Administrator's Guide – Security*.

Step 2 Shut down application tier listeners and concurrent managers (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Shut down forms listeners, Web listeners, and the concurrent managers before you begin the upgrade. Do this from your Release 11*i* APPL_TOP.

Navigate to Concurrent > Requests. In the Find Requests window, select All my requests. Click Find, and click Cancel Pending requests as necessary. Then, as System Administrator, choose Administer Concurrent Managers. Navigate to the Control field and select Deactivate.

Step 3 Migrate database to Oracle10g Release 2 (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

Release 12 requires Oracle10g Release 2 (10.2.0) database. If you have not done so already, upgrade or migrate your database now. Follow the instructions in *Oracle 10gR2 Database Preparation Guidelines for Oracle E-Business Suite Release 12 Upgrade* (Doc ID: 403339.1).

> **Note:** We strongly recommend that you use the Release 12 Oracle Home supplied by Rapid Install for this migration. If you do not, you must apply all the Release 12 patches listed in the Database Preparation Guidelines document to your upgraded database before you continue with the upgrade to Release 12 of Oracle Applications.

Step 4 Update init.ora with upgrade parameters (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Initialization parameters required at each stage of an upgrade may vary depending on when you upgrade your database. Set the appropriate parameters now.

> **Additional Information:** See Database Initialization Parameters in Chapter 1, "Planning for an Upgrade" for specific parameters. See also *Database Initialization Parameters for Oracle Applications Release 12* (Doc ID: 396009.1).

Step 5 Disable custom triggers, constraints, and indexes (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

Disable custom triggers or constraints on Oracle Applications tables. Re-enable these triggers after the upgrade. If you have custom indexes on Applications tables, determine whether they can affect performance during the upgrade, and drop them if necessary. If you are not sure, it is best to drop the indexes and add them after the upgrade, if the new release has not created a similar index.

Step 6 Drop MRC schema (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

All programs and reports now use the APPS schema. Because the MRC_APPS schema is no longer needed, dropping it frees space and reduces processing overhead during the upgrade. If you have not previously done so, drop the MRC schema now.

UNIX:

```
$ cd APPL_TOP/admin
$ sqlplus <SYSTEM username>/<SYSTEM password> @addrpmrc.sql \
  <APPLSYS username> FORCE
```

Windows:

```
C:\> cd %APPL_TOP%\admin
C:\> sqlplus <SYSTEM username>/<SYSTEM password> @addrpmrc.sql \
     <APPLSYS username> FORCE
```

Step 7 Back up the database (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

Make a cold backup of the Oracle Applications database. If you encounter problems during the upgrade process, you can use this backup to restore your system to the same state as before you began the upgrade.

> **Note:** Shut down with the NORMAL option. You may not be able to restore the database from the backup if you use the IMMEDIATE or ABORT option.

Step 8 Ensure that Maintenance Mode is enabled (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Maintenance Mode restricts logons and the type of operations that the system can perform. Make sure that Maintenance Mode is enabled before you continue.

1. From the AD Administration Main Menu, choose the Change Maintenance Mode option.
2. The Change Maintenance Mode menu displays the current Maintenance Mode status at the top of the screen. The status should be Disabled at this point.
3. Select Option 1, Enable Maintenance Mode.

Step 9 Apply Release 12 AD minipack (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Download and unzip the R12.AD.A minipack (4502962). Use AutoPatch to run it on all application tier server nodes on your Release 12 APPL_TOP.

> **Note:** It is not necessary to apply a separate NLS version of the AD minipack in this release.

> **Additional Information:** See *Oracle Applications DBA MiniPack R12.AD.A* (Doc ID: 401424.1).

Step 10 Run the American English upgrade patch driver (required)

Applies to 11*i* release level: All
TUMS step key: N / A

To bring your database to the full Oracle Applications Release 12 level, use AutoPatch to run the (American English) unified driver (u4440000.drv). It is located in $AU_TOP / patch / 115 / driver. Run the driver on the administration server node on your Release 12 APPL_TOP using the following commands:

```
$ adpatch options=nocopyportion,nogenerateportion
```

Step 11 Run the NLS upgrade patch driver (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

If American English is the only language that is active in your system, you can omit this step.

After you have successfully applied the American English unified driver, download the NLS Release 12 patch (4440000) for each active language in your system, and run each driver (u4440000.drv) on your Release 12 APPL_TOP. Note that the NLS patch driver has the same name as the American English patch driver.

If you have several languages to download and run, you can merge the patches and apply them as a single, merged patch.

> **Additional Information:** See *Oracle Applications NLS Release Notes* for more information. See also *Oracle Applications Patching Procedures* for information about merging NLS patches.

Step 12 Apply latest product patches (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Determine the latest product-specific patches. Then, download the American English patches. Using AD Merge Patch, create a merged patch and apply it to your Release 12 APPL_TOP.

> **Additional Information:** See Patch Wizard Main Page in Chapter 2 of *Oracle Applications Patching Procedures.* See also AD Merge Patch in *Oracle Applications Patching Procedures.*

If your system requires translated patches, complete the instructions in Step 13.

Step 13 Synchronize NLS and American English product patches (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

If you applied product-specific patches in Step 12 and your system uses NLS functionality, you must apply the NLS equivalents of each American English product-specific patch. To obtain the latest NLS patches and synchronize them with the American English patches, run the NLS Translation Synchronization patch:

1. Generate the manifest.

   Log on to the administration node as the applmgr user and set the environment. Run the manifest generation script to generate a file manifest:

   ```
   perl $AD_TOP/bin/adgennls.pl
   ```

   The manifest is in $APPL_TOP/admin/$TWO_TASK/out/adgennls.txt format. Do not be concerned if it contains files from untranslated products for your language.

2. Upload the manifest file and request a Translation Synchronization patch.

   Go to http://updates.oracle.com/TransSync (use your Oracle*MetaLink* user name and password). Follow the instructions on the screen to upload the manifest file and request a Translation Synchronization patch.

   Note that there is a Translation Level Updates check box. Do not select it at this time, as it can add extra time to the upgrade process. However, you can use it at a later date to request a manifest that will check for enhancements to translations files that are new to your system, but are not required to synchronize your files with the American English files.

3. Download and apply the patch.

   Once the patch is ready, you will receive an email stating its availability. Download the patch and follow the instructions in the readme file to apply it.

4. Verify the installation of the translations.

   Check the log files generated by AutoPatch to ensure that the translations were installed successfully. You can delete the downloaded patch when you are sure the installation is complete.

> **Note:** You can download the latest NLS product-specific patches without requesting a Translation Synchronization patch. However, this action may not provide the most current patches for your system.

Additional Information: See *Requesting Translation Synchronization Patches* (Doc ID: 252422.1) for more information.

Step 14 Disable Maintenance Mode (required)

Applies to 11*i* release level: All
TUMS step key: N/A

Maintenance mode controls the system downtime period by managing user logons. To disable maintenance mode, use the Change Maintenance Mode menu in AD Administration.

1. From the AD Administration Main Menu, choose the Change Maintenance Mode option.
2. The Change Maintenance Mode menu displays the current Maintenance Mode status at the top of the screen. It should be Enabled.
3. Select Option 2, Disable Maintenance Mode.

Additional Information: See *Oracle Applications Patching Procedures* for information on the "hotpatch" method of applying patches when Maintenance Mode is disabled.

Step 15 Reset init.ora parameters (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Follow the instructions in *Database Initialization Parameters for Oracle Applications Release 12* (Doc ID: 396009.1) and reset the init.ora parameters as needed.

Step 16 Back up Oracle Applications (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A
Downtime: Yes

Have the system administrator back up the Oracle Applications product files. On a server or stand-alone machine, have the database administrator back up the Oracle Applications database.

Finish the Upgrade

You must complete the tasks in this section to finish the upgrade. All the tasks are performed on the Release 12 APPL_TOP and should be completed during system downtime.

These tasks...	are located here...
Reset ORACLE schema passwords (recommended)	on page 3-6
Configure and start server processes (required)	on page 3-6
Configure Applications client software for forms applet (required)	on page 3-8
Reapply customizations (conditional)	on page 3-8
Integrate custom objects and schemas (conditional)	on page 3-8
Re-enable custom triggers, constraints, and indexes (conditional)	on page 3-9

Step 1 Reset ORACLE schema passwords (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

During the upgrade, Rapid Install preserves the passwords that you set previously for existing products. However, as it creates a schema for each *new* product installed, it sets up a default password derived from the product abbreviation (short name). To maintain product security, reset these default passwords now. Use the Oracle Users window from the System Administrator responsibility.

Additional Information: See Oracle Applications Schema Password Change Utility in the *Oracle Applications System Administrator's Guide — Security*.

Step 2 Configure and start server processes (required)

Applies to 11*i* release level: All
TUMS step key: N / A

When you ran Rapid Install in the Prepare for the Upgrade section of Chapter 2, it created and stored an instance-specific context by replacing system variables you

entered on the wizard screens with the specific values you saved in the configuration file (config.txt). At this point in the upgrade, you point Rapid Install to the Applications context file. Rapid Install (using AutoConfig) updates your system configuration using the values it finds in the context file.

Rapid Install creates the appropriate server process control scripts and starts all server processes, including the concurrent managers. Any concurrent programs created during the upgrade run automatically at this point.

Concurrent processing (CP) may run PLSQL (inside of the database) that creates output and log files using the utl_file package. On all CP nodes, ensure that the $APPLPTMP environment variable is set to the first directory listed in the UTL_FILE_DIR parameter from the database's init.ora. If you use a RAC database, $APPLPTMP should point to a directory on a shared file system visible to all the RAC nodes. This ensures that CP can locate the output and log files created from PLSQL.

1. Update the RDBMS ORACLE_HOME file system with AutoConfig files.

   On the application tier (as the APPLMGR user):

   - Log on to the APPL_TOP environment (source the environment file).
   - Run the following Perl script to create appsutil.zip in <INST_TOP>/admin/out.

     ```
     perl <AD_TOP>/bin/admkappsutil.pl
     ```

   On the database tier (as the ORACLE user):

   - Copy or FTP the appsutil.zip file to the <RDBMS ORACLE_HOME>.

     ```
     cd <RDBMS ORACLE_HOME>
     unzip -o appsutil.zip
     ```

2. Generate the context file.

   If you are using the 10.2.0 ORACLE_HOME from Release 11*i*, generate a new context file as follows:

   - Change the directory to the RDBMS ORACLE_HOME laid down by the Rapid Wizard as part of the Upgrade File System option.
   - Clone the context file using this command:.

     ```
     <ORACLE_HOME>/appsutil/clone/bin/adclonectx.pl -contextfile=<context file generated by R12 rapidwiz>
     ```

   - Supply the details of the ORACLE_HOME you are using.

3. Run AutoConfig on the database tier nodes.

   UNIX:

   ```
   <RDBMS ORACLE_HOME>/appsutil/scripts/<CONTEXT_NAME>/adautocfg.sh
   ```

   Windows:

   ```
   <RDBMS ORACLE_HOME>/appsutil/scripts/<CONTEXT_NAME>/adautocfg.cmd
   ```

4. Start Rapid Install by typing rapidwiz on the command line. Click Next on the Welcome screen to move to the Wizard Operation screen.
5. Select the Upgrade to Oracle Applications Release 12 option and click Next.
6. On the Select Upgrade Action screen, select Configure Upgraded Release 12 Instance.

7. In the associated screen flow, complete the directory path to point Rapid Install to the Applications context file. It is located in <INST_TOP>/appl/admin/<SID><server>.xml. Enter the directory directly in the text box, or click Browse and highlight the path in the directory.

   Note: The $INST_TOP directory is new in this release. It is an environment variable that is set when the Applications environment file is sourced. Enter the full path including the context file name, or click Browse and highlight the context file in the directory.

8. For security reasons, the APPS password is not saved in the context file. Enter it at the Rapid Install prompt on the Review Application User Information screen. Click Next.

   Additional Information: See Chapter 3 in *Oracle Applications Installation Guide: Using Rapid Install* for complete information and examples of the Rapid Install screen flow.

Step 3 Configure Applications client software for forms applet (required)

Applies to 11*i* release level: All
TUMS step key: N/A

The connection between the client and the Applications forms is provided through an applet in the client Web browser. Instead of using the browser's own JVM, Oracle Applications uses the Sun Java (J2SE) native plug-in. You can find download instructions in *Upgrading Sun J2SE (Native Plug-in) with Oracle Applications 12.0 Windows Clients* (Doc ID: 393931.1).

Step 4 Reapply customizations (conditional)

Applies to 11*i* release level: All
TUMS step key: N/A

If you customized Applications environment files (APPLSYS.env or devenv), re-integrate them in devenv.env, or in the adovars.env file ($APPL_TOP/admin for UNIX or %APPL_TOP%\admin for Windows). Restart the application server processes so that the changes take affect.

Additional Information: See Managing Server Processes in *Oracle Applications Maintenance Procedures.*

If your system includes customized forms, reports, programs, libraries, or other Applications files, reapply all changes that you need for Release 12.

Step 5 Integrate custom objects and schemas (conditional)

Applies to 11*i* release level: All
TUMS step key: N/A

If you previously created custom objects or have custom schemas that must be tightly integrated with Oracle Applications, follow the steps in *Oracle Applications Developer's Guide* to re-integrate these customizations with the APPS schema.

This release uses Invoker Rights for most PL/SQL packages. Executing these packages from custom schemas may require additional grants from, and synonyms to, APPS schema objects. Oracle recommends you explicitly declare Invoker Rights or Definer

Rights for custom PL/SQL packages. See the *PL/SQL User's Guide and Reference* for more information.

Custom database objects must follow the naming standards for custom object names to avoid conflict with Oracle Applications.

Caution: When naming database objects, use XX as a part of the short name. For example, you might define the custom application to use the short name XXGL, and database objects to begin with an XXGL_ prefix.

Additional Information: See Defining your Custom Applications in *Oracle Applications Developer's Guide*.

Step 6 Re-enable custom triggers, constraints, and indexes (conditional)

Applies to 11*i* release level: All
TUMS step key: N/A

During the upgrade, custom triggers or constraints may have been modified. If you disabled these triggers and constraints, identify any data updates that must be made before you re-enable them.

If you dropped any custom indexes, review the new data model to determine if the index is necessary before you redefine it.

Finish System Administration Tasks

Complete these tasks before you continue with the tasks in Chapter 4, "Post-upgrade Tasks".

These tasks...	are located here...
Configure SSL for Web Services (conditional)	on page 3-9
Complete Workflow Notification Mailer configuration (required)	on page 3-10
Complete Transport Agent setup (conditional)	on page 3-11
Complete setup for Oracle XML Gateway (required)	on page 3-11
Enable PDF printing (required)	on page 3-12
Specify a temporary directory for XML Publisher (required)	on page 3-12

System Administration

This section applies to all users, regardless of which products are registered as active.

Step 1 Configure SSL for Web Services (conditional)

Applies to 11*i* release level: All
TUMS step key: N/A

If you have implemented Secure Sockets Layer (SSL) and plan to use Web Services, you must generate certificates using the Oracle Wallet Manager from your Oracle Applications Server home ($IAS_ORACLE_HOME). Set up a password to protect your certificates.

Additional Information: See *Enabling SSL in Release 12* (Doc ID: 376700.1) for more information.

Use the Oracle Wallet Manager to generate the Wallet file. Then, follow these steps to complete the configuration:

1. Set the s_websrv_wallet_file parameter in the Applications context file to the location of the Web Services Wallet file. Note that the value is a file location, not a URL.

   UNIX:

   ```
   /etc/ORACLE/Wallets/system1/exported_wallet
   ```

   Windows:

   ```
   d:\oracle\system1\exported_wallet
   ```

2. Place the exported file in this location.
3. Provide the password for the exported Wallet file by running the following script:

   ```
   $FND_TOP/patch/115/sql/txkSetWalletPass.sql
   ```

Step 2 Complete Workflow Notification Mailer configuration (required)

Applies to 11*i* release level: All
TUMS step key: MP_WORKFLOW_TASKS

Before you send Oracle Workflow e-mail notifications, you must complete the Workflow Notification Mailer configuration, using the Notification Mailer Configuration wizard in Oracle Applications Manager.

1. Log on to Oracle Applications Manager.
2. From the Applications Dashboard, select the Workflow Manager from the "Navigate to" pull-down menu. Click Go.
3. In the Workflow System region, click the Notification Mailers status icon to navigate to the Service Components page. The Notification Mailers status icon should show a status of Down.
4. On the Service Components page, select the Workflow Notification Mailer service component and click the Edit button to navigate to the notification mailer configuration wizard.
5. In the Outbound Email Account (SMTP) region, enter the name of the outbound SMTP mail server.
6. If you want to enable inbound e-mail processing, select the Inbound Processing parameter in the Inbound Email Account (IMAP) region, and enter the name of the inbound IMAP mail server, user name and password of the mail account that the notification mailer uses to receive e-mail messages, and the reply-to address of the e-mail account that receives incoming messages, to which notification responses should be sent.
7. Click Apply.
8. Return to the Service Components page, and verify that the status of the Workflow Notification Mailer service component status is Running.

   Additional Information: See *Oracle Workflow Administrator's Guide* for more information.

If you have previously implemented the C-based Notification Mailer concurrent program or the Generic Service Management Notification Mailer, the tag definitions and configuration parameter settings for those parameters that are still applicable are

automatically transferred to the Java-based Workflow Notification Mailer configuration parameters.

Step 3 Complete Transport Agent setup (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

If you are using a proxy server to handle your outbound Oracle Transport Agent requests, set following OXTA parameters in the container configuration:

- OXTAOutUseProxy=True
- OXTAOutProxyHost=<Your proxy server name>
- OXTAOutProxyPort=<Your proxy server port>

To set the parameters, go to the Oracle Applications Manager Site Map and choose AutoConfig > Applications Node > Edit Parameters. Then, use the Search field to find OXTA. After you set the parameters, run AutoConfig to regenerate the oc4j.properties file ($INST_TOP / ora / 10.1.3 / j2ee / oafm / config / oc4j.properties).

> **Additional Information:** See *Oracle XML Gateway User's Guide* for more information.

Step 4 Complete setup for Oracle XML Gateway (required)

Applies to 11*i* release level: All
TUMS step key: N / A

The Oracle XML Gateway engine uses style sheets from an operating system directory you specify in the UTL_FILE_DIR database initialization parameter for your Applications instance. You must also specify the same directory in the ECX: XSLT File Path profile option. The value you specify for both the parameter and the profile option must be an absolute path and cannot contain a symbolic link or other operating system-specific parameters

Also, ensure that the following profile options are set at site level for Oracle XML Gateway. If you have previously set these profile options, no action is necessary, as the upgrade preserves these values.

Profile Option	Description
ECX: XSLT File Path	Path to the directory specified as the location for style sheets to be used for XSLT transformations. It must be one of the valid values specified in the UTL_FILE_DIR database initialization parameter. Ensure that there is no slash at the end of the directory name.
ECX: System Administrator Email Address	Address to which Oracle XML Gateway error notifications should be sent.
ECX: Server Time Zone	Time zone the database server is running in.

> **Additional Information:** See *Oracle XML Gateway User's Guide* for more information.

XML Publisher

These tasks apply to all users, regardless of which products are registered as active.

Step 1 Enable PDF printing (required)

Applies to 11*i* release level: All
TUMS step key: N / A

The PDF Publisher print style and PASTA_PDF printer driver provide the capability to print PDF files using a third-party utility. You can use this style and driver to print a generated PDF. The -Pasta Universal Printer type has been associated with the style and driver for ease of use.

> **Additional Information:** See *Oracle XML Publisher Administration and Developer's Guide* for configuration steps.

Step 2 Specify a temporary directory for XML Publisher (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Use the XML Publisher's Administration interface to assign a temporary directory for the site level. The temporary directory improves performance and allows unlimited XML file size.

> **Additional Information:** See *Oracle XML Publisher Administration and Developer's Guide* for more information about this directory.

4

Post-upgrade Tasks

This chapter describes tasks that complete the upgrade for specific products. It includes the following sections:

- Review Post-upgrade Tasks
- Applications Technology Tasks
- Customer Relationship Management Tasks
- Financials and Procurement Tasks
- Human Resources Tasks
- Intelligence Tasks
- Projects Tasks
- Supply Chain Management Tasks
- System Maintenance Tasks
- Additional Tasks

Review Post-upgrade Tasks

This section provides a general checklist of tasks that are required to finish the upgrade.

These tasks...	are located here...
Verify completion of concurrent programs (recommended)	on page 4-2
Install online help (recommended)	on page 4-2
Update / verify custom responsibilities (conditional)	on page 4-3
Migrate custom development to new technologies (recommended)	on page 4-3
Migrate the CUSTOM library (conditional)	on page 4-4
Copy and re-customize modified scripts or reports (conditional)	on page 4-4
Copy existing custom start scripts (conditional)	on page 4-5
Review user responsibility assignments (recommended)	on page 4-5
Associate organization names with custom Alert definitions (conditional)	on page 4-5
Set operating unit mode for customizations (conditional)	on page 4-5
Assign the Report Manager Data Migration Program to a request group (required)	on page 4-6
Run the Data Migration Program	on page 4-6
Recreate existing spreadsheets (conditional)	on page 4-7

These tasks...	are located here...
Update Status Monitor URLs (required)	on page 4-7
Synchronize Product License and Workflow BES license status (conditional)	on page 4-7
Customer Relationship Management Tasks	on page 4-7
Financials and Procurement Tasks	on page 4-9
Human Resources Tasks	on page 4-10
Intelligence Tasks	on page 4-14
Projects Tasks	on page 4-16
Supply Chain Management Tasks	on page 4-17
Delete obsolete product files (recommended)	on page 4-19
Drop obsolete columns (recommended)	on page 4-19
Register new products (conditional)	on page 4-19
Update Java Color Scheme profile option for selected users (conditional)	on page 4-19
Additional Tasks	on page 4-20

Applications Technology Tasks

Complete the tasks in this section before you complete the product-specific tasks.

System Administration

These tasks pertain to all users regardless of the products that are active in your system.

Step 1 Verify completion of concurrent programs (recommended)

The upgrade process creates numerous concurrent program requests. Once you bring up the application tier, these programs run automatically to complete tasks such as data cleanup and upgrades to historical data, among others. You can run these programs in the background, while your system is up and running and users are active, unless otherwise instructed in the product-specific sections of this book.

Before you continue, be sure all the concurrent programs generated by the upgrade have run successfully. In the Required Post Upgrade Jobs section of *E-Business Suite Release 12 Upgrade Sizing and Best Practices* (Doc ID: 399362.1), you will find a list of the distinct concurrent programs included in the upgrade process. The Best Practices section includes a recommendation on how to isolate these programs (and all their executions) into a separate concurrent manager queue, which you can use for processing.

Step 2 Install online help (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

To install the American English online help, run the database portion of the online help patch (u5051400.drv). It is located in $AU_TOP / patch / 115 / driver directory. Set the AutoPatch *options=hotpatch,nocopyportion,nogenerateportion*.

If you have languages other than American English registered in your system, download and apply the NLS version of the online help patch for each active language.

Additional Information: See *Oracle Applications NLS Release Notes* for more information.

Step 3 Update/verify custom responsibilities (conditional)

Verify that all custom responsibilities use the correct menu. From the System Administrator responsibility, navigate to Security > Responsibilities. Query each custom responsibility and update as necessary.

Step 4 Migrate custom development to new technologies (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

In this release, Oracle Applications is migrating to new technologies in certain areas. If you have built custom development on the out-dated technologies, you should migrate to the new technologies as part of the upgrade.

Additional Information: See *Preparing Custom Development for Next Oracle E-Business Suite Release* (Doc ID: 374398.1) for more information.

mod_plsql:

If you have custom development on mod_plsql, migrate your web pages to Oracle Application Framework.

Additional Information: See *Oracle Application Framework Developer's Guide* in *Oracle Application Framework Documentation Resources, Release 12* (Doc ID: 391554.1) for more information.

Oracle Reports Server Reports:

If you have custom development that uses reports that are run through Oracle Reports Server, the following migration alternatives are available.

New Technology	Advantages and Considerations
Convert to Oracle XML Publisher	Prepares your application both for E-Business Suite Release 12 and for Oracle Fusion Applications. Allows you to take advantage of the benefits of XML Publisher. Some automated tools are available to help you migrate to XML Publisher. See *Oracle XML Publisher Administration and Developer's Guide* for more information.
Convert to Oracle Application Framework	May be appropriate for some reporting needs. However, note that no automated migration tools are available. You must rewrite any charts using the Framework Charting tool (BI Chart Bean). See *Oracle Application Framework Developer's Guide*, available from the *Oracle Application Framework Documentation Resources, Release 12* (Doc ID: 391554.1).
Run through the Concurrent Manager	If you follow coding standards, you must modify your PL / SQL code to meet the concurrent manager standards. In particular, you must use some user exits. Rewrite any charts using the Oracle Reports Charting tool (BI Chart Bean). See *Oracle Applications Developer's Guide* and *Oracle Reports: Building Reports* for more information.

Oracle Graphics Integrations with Oracle Forms:

If you have custom development that uses Oracle Graphics (Charting) integrated with Oracle Forms, the following alternatives are available.

New Technology	Advantages and Considerations
Convert both the form and the chart to a Framework-based application.	Prepares your application both for Release 12 and for Oracle Fusion Applications
Convert the chart to a Framework-based page that can be launched from Oracle Forms.	See *Oracle Application Framework Developer's Guide*, available from the *Oracle Application Framework Documentation Resources, Release 12* (Doc ID: 391554.1).

AK Mode:

- Personalizations

  Personalized Oracle Applications Framework-based pages in the AK repository, are automatically migrated from AK to MDS during the upgrade — if the AK and MDS repositories are in the same database instance.

  The upgrade does not automatically migrate custom personalizations if the AK and MDS repositories are in separate instances. In this case, you must run the Personalization Migration tool manually to perform the migration.

  Additional Information: See *Migrating AK Personalizations in Oracle Application Framework Personalization Guide* for more information.

- AK/ICX Web Inquiries

  If you have previously used AK/ICX Web Inquiries, use the Oracle Application Framework Search feature to recreate search regions that can be personalized.

  Additional Information: See Implementing Specific UI Features in *Oracle Application Framework Developer's Guide*, which is available from *Oracle Application Framework Documentation Resources, Release 12* (Doc ID: 391554.1)

Step 5 Migrate the CUSTOM library (conditional)

Before you copy custom code in the CUSTOM library to the new directory structure, refer to the backup you previously created and verify that the customizations are valid for the new version of Oracle Applications.

For valid customizations, place a copy of the new CUSTOM library (CUSTOM.pll) in a safe place. It is located in the $AU_TOP/resource directory (UNIX), or the %AU_TOP%\resource directory (Windows). Then, make a copy of the old Oracle Forms CUSTOM library and place it in the new directory. Upgrade to Oracle Forms Developer 10g by regenerating the library. Or, you can cut and paste the existing custom code into the new library, and then regenerate it.

Additional Information: See Using the CUSTOM Library in *Oracle Applications Developer's Guide*.

Step 6 Copy and re-customize modified scripts or reports (conditional)

Copy custom shell scripts or reports to the custom application directories and re-customize the copy as necessary.

Additional Information: See Product Customization Standards in *Oracle Applications Developer's Guide*.

Step 7 Copy existing custom start scripts (conditional)

If you have customized the concurrent manager startup script (startmgr), copy the script from the old environment to the new environment. Then, verify that the customizations are valid for the new environment.

> **Note:** The default location in UNIX for the startmgr script is $FND_TOP/bin. For more information, see *Oracle Applications System Administrator's Guide - Configuration*.

Step 8 Review user responsibility assignments (recommended)

Applies to 11*i* release level: All
TUMS step key: N/A

Although user/responsibility assignments are preserved during the upgrade, the effective permissions granted by the seeded responsibilities, menus, functions, and report security groups may have changed. Use the information on the Forms or Security reports in the System Administrator responsibility to confirm that permissions granted by responsibilities continue to meet the requirements of the job roles (without granting more privileges than are necessary).

> **Additional Information:** See Organizing Programs into Request Groups in *Oracle Applications System Administrator's Guide – Security* for more information.

Alerts

These tasks apply to Oracle Alerts.

Step 1 Associate organization names with custom Alert definitions (conditional)

Manually update custom alerts that you want to assign to a particular organization:

1. As the Alerts Manager, navigate to the Alerts form (Alert > Define) and query the definition.
2. Choose Alert Details, then display the Installations tabbed region in the Alert Details window.
3. Enter the ORACLE ID and organization name that you want to run this alert against.
4. Make sure you check Enabled before saving the changes.

Multiple Organizations

These tasks apply to Multiple Organizations for Oracle Applications.

Step 1 Set operating unit mode for customizations (conditional)

With the introduction of multiple organizations in Release 12, an applications responsibility can access multiple operating units. Some concurrent programs have been enhanced to be able to process multiple operating units simultaneously, whereas for most others, the operating unit must be specified when you run the program.

To support this new functionality, concurrent programs are defined with an operating unit mode of S for single operating unit or M for multiple operating units. This mode is set automatically during the upgrade.

However, if you have modified the definition for any concurrent programs, the upgrade will not set the operating unit mode in order to preserve the customization. Depending on how you run the customized program, you may need to set the operating unit mode manually.

Run the following SQL command to set a concurrent program for a single operating unit:

```
UPDATE FIND_CONCURRENT PROGRAMS
SET MULTI_ORG_CATEGORY='S'
WHERE CONCURRENT_PROGRAM_NAME = '<your program name>'
```

Enter 'M' instead of 'S' for multiple operating units.

If you want to know which setting is appropriate for a given program, you may review the setting in the appropriate .ldt file.

Note: If you have customized the concurrent program definition, this setting may not be appropriate given the way you use the program.

Report Manager

Report Manager Release FRM.G changed the database location of reports and security rules. To migrate your data to the new location, perform the tasks in this section.

Note: These tasks apply only if you are using Client Server ADI's Request Center functionality to publish to the database, and you wish to manage the published reports and security rules using the new Report Manager tools. If you are not using Report Manager, or if you are using Report Manager Patchset G or later, you can omit this section.

Step 1 Assign the Report Manager Data Migration Program to a request group (required)

Applies to 11*i* release level: All
TUMS step key: N / A

Add the concurrent program Data Migration Program (Application: Report Manager) to a request group. See the *Oracle Applications System Administrator's Guide — Configuration* if you need more information.

Step 2 Run the Data Migration Program

Applies to 11*i* release level: All
TUMS step key: N / A

The data migration program moves your existing user to value security rules and published reports to the new schema. It also updates existing form functions to point to the new report locations.

Web ADI

These steps apply to Web ADI and to products that use Web ADI to generate spreadsheets.

Step 1 Recreate existing spreadsheets (conditional)

Applies to 11*i* release level: All
TUMS step key: N/A

Spreadsheets created in previous versions of Web ADI do not interact with Oracle Applications products after the upgrade. You must replace existing spreadsheets with ones that you create using the Release 12 technology stack. Follow the procedures in your product-specific documentation to create the new spreadsheets.

Workflow

These steps apply only to Oracle Workflow.

Step 1 Update Status Monitor URLs (required)

Applies to 11*i* release level: All
TUMS step key: N/A

Oracle Workflow provides URL access to the Status Monitor through the Application Framework Agent, rather than through the PL/SQL Web agent used in Release 11*i*. Run the Workflow Plsql Cartridge Dependency Removal From Data concurrent program to update the Status Monitor URLs that appear in existing workflow attribute values to the new Web agent structure. The program updates item attribute values for active workflow processes and message attribute values for open notifications.

> **Note:** The update for message attribute values applies only to notifications accessed through the Worklist Web pages. Status Monitor links in e-mail notifications that were sent or generated before the upgrade cannot be automatically updated. Log on to Oracle Applications separately to access the Status Monitor after the upgrade.

Step 2 Synchronize Product License and Workflow BES license status (conditional)

Applies to 11*i* release level: 11.5.7 and 11.5.8l
TUMS step key: N/A

If you upgrade from an Oracle Applications release earlier than Release 11.5.9, run the synchronize Product License and Workflow BES License (FNDWFLIC) concurrent program after the upgrade. It updates the license status of the existing events and subscriptions in your Event Manager so that Oracle Workflow automatically updates the license status for all the events and subscriptions owned by that product.

Customer Relationship Management Tasks

Complete the tasks in this section before you allow users to use Oracle Customer Relationship Management (CRM) products.

Email Center

These tasks apply only to Oracle Email Center.

Step 1 Migrate Email Center data (recommended)

Applies to 11*i* release level: All
TUMS step key: IEM_PROD_CHK

You can migrate Email Center data to the new architecture in two phases: live messages and historical messages. To accommodate the migration, a set of migration tools is delivered with Email Center in Release 12. They consist of a Download Processor, concurrent programs, and a Migration Console.

If you opt to perform the data migration, which includes both configuration and email data, these tools are available to help with this process. Before you launch the migration process, you must:

- Stop the Email Server middle-tier process (IMAP, Postman, and so on)
- Stop or cancel pending Email Center concurrent requests
- Stop all Apache servers
- Log out of Email Center while the data migration is running
- Make sure there are no live messages in the pre-processing queue or pending outbound requests for the Outbox Processor. The migration tools check for these conditions and displays the data on the Migration Console.

Sales and Telesales

These tasks apply only to Oracle Sales and Telesales.

Step 1 Run concurrent programs (required)

Applies to 11*i* release level: All
TUMS step key: AS_DENORM_CP_CHK

Perform the following steps to update and refresh the AS_ACCESSES_ALL and AS_SALES_CREDITS_DENORM tables:

1. From the Oracle Sales Administrator responsibility, navigate to Concurrent Requests > Run.
2. Run the "Update as_accesses_all denorm flag" request set.
3. Run the "Refresh of as_sales_credits_denorm" concurrent program.

> **Note:** If you are at the 11.5.10.2CU release level, you can reduce downtime by running the concurrent process request set "Update as_accessess_all denorm flag" as a pre-upgrade step.

Step 2 Migrate Sales methodologies for opportunities (required – application specialist)

Applies to 11*i* release level: All
TUMS step key: N / A

This step must be performed by the Sales and Telesales application specialist before you allow users to log on.

Release 12 requires you to set a sales methodology if a sales stage is specified in an opportunity. Once specified, you cannot change to any other sales methodology. To avoid errors and improper migration, your application specialist must follow the instructions in the "Migrate Sales Methodologies for Opportunities" section of Sales and Telesales in Appendix G, "Upgrade by Request".

Step 3 Migrate Sales credits (required – application specialist)

Applies to 11*i* release level: All
TUMS step key: N / A

This step must be performed by the Sales and Telesales application specialist before you allow users to log on.

In Release 12, only one sales person per opportunity line receives the entire revenue credits for that line. The Release 11*i* Sales feature that allowed multiple sales people to receive credits on a single opportunity line is obsolete.

Before you can use the upgraded Sales and Telesales products, your application specialist must follow the instructions in the "Migrate Sales Credits" section of Sales and Telesales in Appendix G, "Upgrade by Request".

Financials and Procurement Tasks

Complete the tasks in this section before you allow users to log on to Oracle Financials and Procurement products.

Internet Expenses

These tasks apply only to Oracle Internet Expenses.

Step 1 Ensure that document categories have valid sequences (conditional)

Applies to 11*i* release level: All
TUMS step key: OIE_DOC_SEQUENCE_CHECK

Internet Expenses creates employee invoices using the document category Expense Report Invoices (EXP REP INV). You should ensure that a valid sequence is assigned to this document category.

In addition, Internet Expenses no longer creates credit card provider invoices using the document category Mixed Invoices (MIX INV). Instead, it uses the Payment Request (PAY REQ INV) document category. You should ensure that a valid sequence is assigned to the Payment Request (PAY REQ INV) document category as well.

Payments

These tasks apply only to Oracle Payments (renamed from iPayments in Release 11*i*).

Step 1 Enter encryption key for Payments (conditional)

Applies to 11*i* release level: All
TUMS step key: IBY_WALLET_SETUP

If you used Oracle Applications Credit Card Encryption in Release 11*i*, enter the same value you used for your system security key (also known as private key) in the Oracle Wallet Manager configuration. Then, complete the encryption setup on the System Security Options page. You must complete this setup before you begin any payment processing or new transactions will fail.

Step 2 Complete payment profile options for Netherlands (conditional)

Applies to 11*i* release level: All
TUMS step key: IBY_PMT_FILE_FORMAT_NL

If you used global descriptive flexfields to control payment file formatting in Release 11*i*, edit the Oracle Payments EFT payment format template to pass required EFT

values or create the values as a bank instruction on the Payment Process Profile in Oracle Payments.

You must complete this task before you begin any invoice or payment processing. If it is not complete, you cannot track the required attributes for your transactions.

> **Additional Information:** See *Financials Upgrade Impact* for more information.

Step 3 Complete Danish payment means and channels (conditional)

Applies to 11*i* release level: All
TUMS step key: IBY_PMT_MEANS_DK

If you used global descriptive flexfields to control payment means and channels in Release 11*i*, edit the Oracle Payments Danish payment format template to pass payment means and payment channel information before you begin any invoice or payment processing. Also, enter required payment validations for each payment method (migrated from payment categories) in Oracle Payments.

You must complete this task before you can track the required attributes for your transactions.

> **Additional Information:** See *Financials Upgrade Impact* for more information.

Step 4 Complete remittance advice controls for Italy (conditional)

Applies to 11*i* release level: All
TUMS step key: IBY_REMIT_ADV_CONTROL_IT

If you used global descriptive flexfields to control the remittance advice controls (Profile Option for Company Details) for Italy in Release 11*i*, edit the Oracle Payments EFT payment format template to control whether the company details are printed.

If you do not complete this task before you begin any invoice or payment processing, you cannot track the required attributes for your transactions.

> **Additional Information:** See *Financials Upgrade Impact* for more information.

Human Resources Tasks

Complete the tasks in this section before you allow users to log on to Human Resources Management products.

Step 1 Apply latest HRMS Legislative Updates (required)

Applies to 11*i* release level: All
TUMS step key: PER_HRGLOBAL

To maintain required legislative compliance, you must apply all legislative data updates. The updates are maintained regularly to be in line with government- and country-specific legal requirements. See the latest *HRMS (HR Global) Legislative Data Patch* (Doc ID: 145837.1) for information and instructions on how to ensure that your system is up to date.

Note: If you are using only Oracle HR Shared for use with another Oracle Applications product, DO NOT apply this legislative data.

Step 2 Verify Labor Distribution tables (conditional)

Applies to 11*i* release level: All
TUMS step key: PSP_TASKS

If you currently use Oracle Labor Distribution and have not previously applied HRMS Family Pack H (or later), there may be Labor Distribution tables that contain invalid data. Run the concurrent program PSP: Post Upgrade Bad Data Report from the Labor Distribution Superuser responsibility to determine whether any Labor Distribution tables have invalid data.

The report lists the Labor Distribution tables where the Human Resources Management business group and GL set of books could not be updated. You cannot access these records through the application itself. To help identify the records, the report process marks each one that could not be updated with a value of -999.

Perform the actions indicated, and re-run the report until no further action messages are reported.

> **Additional Information:** See *Labor Distribution (PSP) Post Upgrade Bad Data Report* (Doc ID: 270447.1) for more information.

Step 3 Re-seed custom salary components (conditional)

Applies to 11*i* release level: All
TUMS step key: PER_HRU_SAL_PROPOSALS

If you previously created customized salary components (as described in *Oracle Human Resources Management Systems Implementation Guide Release 11i*), you may need to re-run the associated SQL script to re-seed custom salary components. You can determine if this action is necessary by referring to the Release 12 version of the implementation guide to ensure that your customizations in the salary component area are re-implemented as expected.

Step 4 Migrate Training Administration to Learning Management (conditional)

Applies to 11*i* release level: All
TUMS step key: OTA_DATA_MIG_REP

The upgrade automatically updates Oracle Training Administration to enable new functionality and changes the product name to Learning Management. During the upgrade, a concurrent request was submitted to determine what further action is required. See *Guide to the OTA Classic Upgrade Report* (Doc ID: 269571.1) for a description.

If you currently use the integration between OTA and Oracle iLearning, follow the instructions in *OTA-iLearning Integration Migration to Oracle Learning Management (OLM)* (Doc ID: 271719.1).

Step 5 Complete HRMS Configuration Workbench Setup (conditional)

Applies to 11*i* release level: All
TUMS step key: PER_RIW_WINRUNNER

If you currently use HRMS Configuration Workbench with Winrunner, you need to apply an additional patch (5441645), which contains updated Winrunner files for Release 12. The patch readme describes how to apply the patch and any post-patch verification checks that may be necessary.

Step 6 Verify Time Zone conversion for Learning Management (required)

Applies to 11*i* release level: All
TUMS step key: OTA_TIMEZONE_CONV

OTA.J.Rollup.1 and Release 12 include the Time Zone conversion for Oracle Learning Management upgrade. It requires you to examine the Update Time Zone concurrent manager log file that is automatically generated during the upgrade process. For additional information, or if you encounter any errors, follow the instructions in *Guide to the Time Zone Update* (Doc ID: 371179.1).

Step 7 Check downtime reduction report (recommended)

Applies to 11*i* release level: All
TUMS step key: PER_ R12_DTR

Log on as System Administrator and submit the Data Update Process Status Report concurrent request. It identifies a number of data update tasks, which may run for an extended period of time if you have a large volume of data that requires manipulation.

> **Additional Information:** See *Guide to the Data Update Status Report* (Doc ID: 315932.1) for more information.

Examples of some updates that run during the Release 12 upgrade (and are present in the downtime reduction report) include:

- Unmerge contacts from TCA (Doc ID: 279449.1)
- PSP: Migrate to OAFramework Effort Reporting (Doc ID: 302304.1)

Approvals Management

These tasks apply only to Oracle Approvals Management.

Step 1 Attach new responsibilities to existing users for AME (conditional)

Applies to 11*i* release level: All
TUMS step key: AME_NEW_RESP

After the upgrade, you must migrate new responsibilities to existing Approvals Management Engine (AME) users. From the System Administrator responsibility, attach the Approvals Management Post-Upgrade Process concurrent program to the System Administrator Reports request group. Then, run the concurrent program to attach the new responsibilities.

> **Note:** If you have previously applied 11*i*.AME.B, omit this step.

Payroll

These tasks apply only to Oracle Payroll.

Step 1 Install or update Vertex for Payroll (conditional)

Applies to 11*i* release level: All
TUMS step key: PAY_VERTEX

Oracle Payroll uses the Vertex Quantum Payroll Tax Series in the United States and Canada. The HRMS data in this release contains version 2.7 of this 3rd-party product. If you run Oracle Payroll in the United States or Canada, see the information about advanced configuration steps allowed by Payroll, and the information about installing

or updating the Vertex software, in *Installing Quantum for Oracle Payroll* (Doc ID: 224273.1).

Step 2 Run the QuickPay Exclusions Data Upgrade process (recommended)

Applies to 11*i* release level: All
TUMS step key: PAY_QUICK_EXCL_UPG

If you have not previously run the QuickPay Exclusions Data Upgrade process, you should do so now. From the System Administrator responsibility, run the Generic Upgrade Mechanism concurrent program from the Processes and Reports menu. It accepts a single parameter (the name of the data update process to be executed). Set the parameter to QuickPay Exclusions Table Upgrade.

Step 3 Create translated Database Item names for Japanese Localizations (conditional)

Applies to 11*i* release level: All
TUMS step key: PAY_QUICK_EXCL_UPG_JP

If you currently use, or plan to use, Oracle Payroll in an NLS environment, apply the consolidated hrglobal translation patch to deliver translated names for Element Types, Element Input Values, Balance Types, Balance Dimensions, and Global Values. Then, run the Generate Payroll Dynamic Database Item Translations concurrent program and check the log file for errors.

> **Additional Information:** See *HRMS (HR Global) Legislative Data Patch* (Doc ID: 145837.1) for details.

This program invalidates Customers' Formulas if they contain variables whose names clash with the new Database Item names. Any invalidated Formulas are listed in the concurrent program log. You must correct and re-compile them before they can be used. If a seeded Formula contains a variable whose name clashes with a new Database Item name, that new name will not be applied in order to maintain seed data consistency.

When running the concurrent program, selecting Yes for the parameters Element Types, Element Input Values, and Balances causes translated Database Items to be created using the corresponding translations. Select Yes for the Localization parameter only if you run payrolls for countries that provide localized database item translation code (see New and Changed Components section of the About Doc for each country). If you select No for all parameters, the program logs any errors for Global Value translated Database Items.

Step 4 Compile Japanese flexfields after generating messages (required)

Applies to 11*i* release level: All
TUMS step key: PAY_COMPILE_FLEX_JP

A number of the Japanese Flexfields have value sets with translated prompts for some of the Quickpick columns. These values must be seeded in the NLS language for the flexfield to compile cleanly. The seeding occurs when the messages are compiled. You may see some Japanese flexfields that appear as invalid. Resolve this issue by using AD Administration first to generate messages, and then to re-generate flexfields that failed to cleanly compile.

Step 5 Enable Subledger Accounting (SLA) (conditional)

Applies to 11*i* release level: All
TUMS step key: PAY_ENABLE_SLA

If you intend to enable Subledger Accounting for Oracle HRMS in the first available version of Release 12, you must perform a manual upgrade sequence to support your transfers to SLA. The manual sequence includes these steps:

1. Set up Journal Line Definitions
2. Set up the Application Accounting Definition
3. Set up the Method for each chart of accounts

> **Additional Information:** See *Performing a Manual Upgrade to Enable Subledger Accounting (SLA) for Oracle HRMS Release 12* (Doc ID: 399632.1) for details.

This manual upgrade sequence is required only for the current Release 12 software. However, an automated version is planned for a future release. When it is made available, the manual upgrade sequence will not be necessary.

See *Performing a Manual Upgrade to Enable Subledger Accounting (SLA) for Oracle HRMS Release 12* (Doc ID: 399632.1) for details about releases that require you to run the upgrade sequence manually.

Intelligence Tasks

Complete the tasks in this section before users log on to Oracle Intelligence products.

Step 1 Perform additional steps for Embedded Data Warehouse (required)

Applies to 11*i* release level: All
TUMS step key: N / A

This release includes Embedded Data Warehouse (EDW) Release 4.3, which requires post-installation steps to complete the implementation. See the *Oracle Embedded Data Warehouse Install Guide* (A90299-05) for instructions.

Step 2 Perform additional steps for End User Layer (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

This release supports the use of Discoverer 10g (10.1.2.0.2) End User Layer (EUL). If you are using any of the following products, you must implement Discoverer EUL.

Short Name	Product
ams	Marketing
amw	Internal Controls Manager
ap	Payables
ben	Advanced Benefits
bis	Business Intelligence System
bix	Interaction Center Intelligence
ce	Cash Management
cn	Sales Compensation
eni	Product Development Intelligence
fem	Enterprise Performance Foundation

Short Name	Product
fii	Financials Intelligence
ftp	Transfer pricing
hri	Human Resources Intelligence
ibe	iStore
isc	Supply Chain Intelligence
msc	Advanced Supply Chain Planning
oki	Contracts Intelligence
opi	Operations Intelligence
ota	Learning Management
ozf	Trade Management
pa	Projects
pay	Payroll
per	Human Resources
pft	Performance Analyzer
pfi	Projects Intelligence
pjm	Project Manufacturing
pmi	Process Manufacturing Intelligence
poa	Purchasing Intelligence
psb	Public Sector Budgeting

If you are a new Discoverer EUL customer, proceed to the implementation steps. If you are an existing Discoverer 4.1 customers, you must upgrade to Discoverer 10g. See *Using Discoverer 10g with Oracle Applications R12* (Doc ID: 373634.1) for instructions.

Step 3 Perform additional Daily Business Intelligence steps (required)

Applies to 11*i* release level: All
TUMS step key: N / A

This release includes Daily Business Intelligence Release 8.0. See the *Oracle Daily Business Intelligence Implementation Guide* for information.

Step 4 Perform additional Balanced Scorecard steps (required)

Applies to 11*i* release level: All
TUMS step key: N / A

This release includes Balanced Scorecard Release 5.0. See the *Oracle Balanced Scorecard Install Guide* for information.

Daily Business Intelligence – Marketing

These tasks apply only to Oracle Daily Business Intelligence for Marketing.

Step 1 Verify Initial Load, Incremental, and Dashboard reports (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

To verify your upgraded data, make sure you can complete a request set for Initial Load and Incremental without any errors. In addition, all Dashboard reports and links should be accessible.

Daily Business Intelligence – Sales

These tasks apply only to Oracle Daily Business Intelligence for Sales.

Step 1 Run Initial Request Set (required)

Applies to 11*i* release level: All
TUMS step key: N/A

Set the BIL: Oracle Sales Implementation Date (mm/dd/yyyy) profile option to the date on which Oracle Sales is installed.

Then, from the Daily Business Intelligence Administrator responsibility, click Run Request Sets from the Data Summarization portion of the screen. From the pop-up window, select Request Set. Search for the Sales initial request set and click Submit.

The request set must run without any errors.

Step 2 Verify Initial Load, Incremental, and Dashboard reports (recommended)

Applies to 11*i* release level: All
TUMS step key: N/A

To verify your upgraded data, make sure you can complete an Initial Load request set without any errors. In addition, all Dashboard reports and links should be accessible.

Projects Tasks

Complete the tasks in this section before users log on to Oracle Projects products.

Property Manager

These tasks apply only to Oracle Property Manager.

Step 1 Create accounts distribution for leases (conditional)

Applies to 11*i* release level: All
TUMS step key: PN_CREATE_ACCT_DIST_LEASE

If a lease with normalized payment terms does not contain a liability and accrued liability account or normalized billing terms, create an accounts distribution. Navigate to View > Requests > Submit a new request > Create Accounts Distribution. Supply the following information:

- Lease Class: Create accounts distributions for revenue leases, expense leases, or subleases
- Lease Number range: Range of leases for which you want to create the accounts distribution
- Location Code range: Location or a range of locations if you want to create accounts distributions for leases with tenancies for the specified location range
- Account information: Appropriate Receivable, Accrued Asset, Liability, and Accrued Liability accounts depending on whether you are creating an accounts distribution for expense leases, or revenue leases and subleases

Supply Chain Management Tasks

Complete the tasks in this section before users log on to Supply Chain Management products.

Mobile Applications

These tasks apply only to Oracle Mobile Applications.

Step 1 Review MWA Server Administration task changes (required)

Applies to 11*i* release level: All
TUMS step key: MWA_SERV_ADMIN

The Mobile Applications (MWA) Server administration configurations, command scripts, and security enhancements for the command scripts used to manage mobile server startup and shutdown Services are in a new location. Also, MWA Services can be managed using the Oracle Applications Manager (OAM) AutoConfig utility. See *Oracle Mobile Wireless Application: Release 12 Server Procedure Changes* (Doc ID: 394495.1) for more information.

Mobile Field Service

These tasks apply only to Oracle Mobile Field Service.

Step 1 Migrate to the new Mobile Field Service application (conditional)

Applies to 11*i* release level: All
TUMS step key: CSM_SYNC_DATA_POST

Oracle Mobile Field Service has been redesigned for Release 12. If you use this product, complete the steps described in *Oracle Mobile Field Service Post-upgrade Instructions for Oracle Applications Release 12* (Doc ID: 386682.1).

Process Manufacturing

These tasks apply only to Oracle Process Manufacturing.

Step 1 Complete Inventory Convergence for OPM (conditional)

Applies to 11*i* release level: All
TUMS step key: GMA_INV_CONVERGENCE

If you do not have OPM enabled in your system, you can omit this step.

Perform the following steps in the order listed. Complete all the steps before you proceed to the next task.

1. Review and correct migration error messages (all releases)

   Use the View Migration Log user interface that is available in OPM System Administration to view the messages. *You must correct all errors before you proceed to the next step.*

2. Run transformation migrations for OPM data (all releases)

   Apply patch 4689881 to your Release 12 APPL_TOP. It runs the following migrations:.

   - Transformation of organization_id, inventory_item_id, lot_number, and uom columns in these OPM application tables: Quality Management, Product

Development, Process Execution, and Process Planning. It also transfers the same columns in the Order Management and Shipping tables.

- Migration of forecast data
- Transformation of purchase order and receiving tables

3. Run transformation migrations for OPM Financial data (all releases)

   Apply patch 4690072 to your Release 12 APPL_TOP. It runs the following migrations:.

   - Transformation of organization_id, inventory_item_id, uom, lot_number, and uom columns in the OPM Financials tables.
   - Migration of OPM financials data

4. Migrate OPM Regulatory data (all releases)

   Apply patch 4688012 to your Release 12 APPL_TOP (if you use OPM Regulatory Management).

5. Recreate open batches (all releases)

   Run the Process Execution Migration Recreate Open Batches concurrent program (if you took a snapshot before the upgrade).

6. Migrate OPM Edit Text to attachments (all releases)

   Run the GMA: Edit Text Migration concurrent program to migrate the OPM Edit Text to attachments for the organizations, items, lots, grades, and reason codes.

   Additional Information: See the *Oracle Process Manufacturing Migration Reference Guide* for details on data migration. See also *OPM System Administration User's Guide.*

Service Contracts

These tasks apply only to Oracle Service Contracts.

Step 1 Monitor deferred upgrade tasks (conditional)

Applies to 11*i* release level: All
TUMS step key: OKS_VALIDATE_CONCURRENT_PROGS

Certain tasks were initiated by a series of concurrent programs that were launched during the upgrade. To reduce downtime, the completion of those tasks was deferred until the system came back online. They are executed when the concurrent manager starts after the upgrade.

The programs are as follows. You should monitor the completion of the tasks and re-submit any of the programs that may error out.

- Launch Process Workflow for existing Service Contracts
- Service Contracts Update Base Annualized Factor Manager
- Service Contracts Update History Annualized Factor Manager
- Service Contracts eBTax Migration
- Service Contracts ASO Queue Migration
- Service Contracts Update Base Tax Columns Manager
- Service Contracts Update History Tax Columns Manager

- Concurrent program to create contract header text index

System Maintenance Tasks

After you have verified that the system and the product upgrades are complete, perform the "clean-up" tasks described in this section.

Step 1 Delete obsolete product files (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

Delete the product files for the previous release (if you have not done so already). You may want to retain report output files or customized programs. Output files are stored in the old log and output subdirectories under each product's top directory, under the log and output directories you created, or under a common directory.

To remove obsolete files for an old release, change to the top directory of that release and enter the following command:

UNIX:

```
$ rm -rf <old APPL_TOP>
```

Here is an example:

```
$ rm -rf /d01/appl/r10
```

Windows:

```
C:\> del /s /q <old APPL_TOP>
```

Here is an example:

```
C:\> del /s /q \APPL110
```

Step 2 Drop obsolete columns (recommended)

Applies to 11*i* release level: All
TUMS step key: N / A

During the upgrade process Oracle Applications marks columns in the data dictionary that are unused. You can safely drop these columns now.

> **Additional Information:** See the *Oracle Database Administrator's Guide 10g Release 2 (10.2)* for details.

Step 3 Register new products (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

New products added since Release 11*i* was initially made available (May 2000) are not automatically registered in the database. If you intend to use new products, register them using License Manager. See *Oracle Applications System Administrator's Guide — Maintenance* for instructions.

Step 4 Update Java Color Scheme profile option for selected users (conditional)

Applies to 11*i* release level: All
TUMS step key: N / A

By default, the Java Color Scheme profile option should be set to "swan" for all sessions for optimal system response time. The upgrade process sets the value this default value for all instances. However, setting this profile option to a different value may work better for some systems. See *Oracle Applications System Administrator's Guide — Maintenance* and *Oracle Applications User's Guide* for more information.

Additional Tasks

This section points to additional tasks that may be necessary, and suggests documentation that describes those tasks.

Review System Updates

Release update packs (RUPs) are released a regular intervals, generally quarterly or twice a year. Each RUP is cumulative — it delivers error corrections and system updates, not only for the most current release update pack, but also for all the RUPs that preceded it. You can apply the latest release update pack (RUP) to keep your system at the most current release level available.

> **Additional Information:** See *Oracle Applications Documentation Resources, Release 12* (Doc ID: 394692.1). This "documentation road map contains links to the readmes that describe all release update packs made available since the initial release of Oracle Applications 12.0. See also *Oracle Applications Release Notes* (Doc ID: 405293.1)

Understand Oracle Applications Maintenance Tasks

Make sure you are completely familiar with the information in the *Oracle Applications System Administrator's Documentation Set*. In addition, you should understand the information in *Oracle Applications Maintenance Utilities*, *Oracle Applications Maintenance Procedures,* and *Oracle Applications Patching Procedures*. These volumes contain important details about AD utilities, as well as instructions on how to patch your system and perform manual maintenance tasks.

Migrate Existing Objects to New Tablespace Model (OATM)

During the upgrade, your system was converted automatically to the new Oracle Applications Tablespace Model (OATM). This model is based on database object type rather than product affiliation, making it simpler to manage and requiring far fewer tablespaces and operating system files.

The upgrade process created tablespaces for all new products, configured the database for the new tablespace model, and created new objects. However, it did not automatically migrate your existing objects. We strongly recommend that you perform this migration now. For more information, see *Oracle Applications System Administrator's Guide – Configuration* for migration information.

Implement New Product and Country-specific Functionality

Refer to the implementation or setup guides (or implementation or setup section of the user's guides) associated with the Oracle Applications products in your system for instructions on implementing or setting up new products and features. Refer to *Oracle Applications Release 12 Documentation Resources* (Doc ID: 394692.1) for other product-specific issues.

Resize the Database

The size of the production database depends on the products that you have licensed and the additional features (such as multiple languages or multiple organizations) that you have configured in your system. Refer to the product-specific documentation.

Back Up Oracle Applications

Have the operating system administrator back up the Oracle Applications product files, including COMMON_TOP and the technology components. Have the database administrator back up the Oracle Applications database and Oracle Home components.

Review Security Practices

Review the recommended security processes documented in *Best Practices for Securing Oracle E-Business Suite Release 12* (Doc ID: 403537.1). In particular, if you have any computers requiring direct access to the database that are not registered nodes in AutoConfig (such as OAM clients), you must explicitly grant access.

Log On to Oracle Applications

To start Oracle Applications and access all Oracle Applications products, go to the Oracle Applications Login page, located at the following URL:

```
http://<host name>.<domain name>:<HTTP port>/OA_HTML/AppsLogin
```

For example:

```
http://oraapps1.oracle.com:8000/OA_HTML/AppsLogin
```

The system administrator should log on the first time using the sysadmin logon account that is pre-configured in the Applications installation. Use the System Administrator responsibility to launch an Applications Forms session where you can complete the required implementation steps.

> **Additional Information:** See Appendix F in the *Oracle Applications System Administrator's Guide - Security*. See also the *Oracle Applications User's Guide*.

A

Financials Upgrade Impact

This appendix describes the way the upgrade to Release 12 affects your existing Financials and Procurement products, and highlights the impact of these functional changes on your day-to-day business. It is arranged by products in the Financials and Procurement product family, and includes the following sections:

- About Business Impact and Functional Changes
- Financials and Procurement Products

About Business Impact and Functional Changes

An Applications upgrade alters both the technical and functional aspects of your Oracle Applications system. In addition to changes to the technology stack and file system, an upgrade also initiates specific changes that affect the way your existing products work after the upgrade and the way they look and feel. These functional changes have an impact on the way you use the products as you conduct your daily business.

Note: This appendix describes some of the ways the upgrade *changes* your existing products. We assume that you have read about the *new* features and products delivered in Release 12, which is included in the product-specific Release Content Documents (RCDs) and TOI, on Oracle*MetaLink*.

The discussions of the functional aspects of the upgrade in this chapter are arranged by products within the Financials and Procurement product family.

Additional Information: See *Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12* for more information about upgrading your Financials and Procurement products.

Financials and Procurement Products

Changes to the products in this section affect Financials and Procurement products. Your Financials and Procurement application specialists should be completely familiar with the information in this section and should have made appropriate plans to accommodate the associated changes before you begin your upgrade.

Advanced Collections

Changes to Oracle Advanced Collections in the Release 12 upgrade are described in this section.

> **Additional Information:** See *Oracle Advanced Collections Implementation Guide* for more information.

Administrator UI Redesign

Release 12 introduces a new user interface for entering and maintaining Advanced Collections setup data.

Territory Management Collection Usage

Release 12 introduces a collection usage in the Territory Management application specifically for Advanced Collections. A manual territory migration script has been created to move collection "sales usage" territories to collection "collection usage" territories. This migration is mandatory if you want to assign collection agents / groups to customers using Territory Management.

The IEX: Territory Assignment concurrent program has been rewritten to accommodate the new collection usage. See the *Oracle Territory Management User Guide* and the *Oracle Advanced Collections Implementation Guide* for further details.

Collector Migration

Release 12 displays Advanced Collection menus in the Receivables navigator. An automated script runs during the upgrade to create resources from collectors. In some cases, where the script cannot determine an appropriate resource, it does not create one. If you find that the Collector Navigator menu pages do not work after the upgrade, create the resource manually.

Assets

Changes to Oracle Assets in the Release 12 upgrade are described in this section.

Subledger Accounting

The new Subledger Accounting Architecture upgrade changes Oracle Assets in the following way.

> **Additional Information:** See *Oracle Subledger Accounting Implementation Guide* and *Oracle Financials Implementation Guide*.

- Transactions in Assets books and accounting lines related to these transactions are migrated to Subledger Accounting for a user-specified number of periods during the upgrade. Accounting for current period depreciation is upgraded only if depreciation is already run for the period and the period remains open. After the upgrade, you can run the SLA post-upgrade process to upgrade accounting for the past year's transaction data. See Assets in Appendix G for more information.
- The value for the new profile option FA: Use Workflow Account Generation is set to Yes during the upgrade. You should analyze current customizations in the workflow setup. There are two options if you need to use the rules in workflow to generate code combinations for asset transactions:
  - Re-implement the custom rules in Subledger Accounting account derivation rules and set the profile option value to No.

  - Use the workflow rules as they are (default).
  - If you do not have customizations to Workflow-based Account Generator and wish to use Subledger Accounting account derivation rules for generating code combinations, set the profile option value to No after the upgrade.

- Create Journal Entries is replaced by Create Accounting.
- The Account Drill Down report is replaced by the new Subledger Accounting report, Account Analysis.
- Journal Source and Journal Category setups are no longer on the Book Controls setup form, and the setup is now located in Subledger Accounting.
- Depreciation Expense Account and the Bonus Expense Account for all category and book combinations in the Asset Category setup form are upgraded from a single segment account value to entire account combinations.
- The intercompany account setup in the Book Controls form is replaced by Intercompany / Intracompany setup in accounting setups. You should review the migrated setups for relevant ledgers upon the upgrade.
- The FA: Include Nonrecoverable Tax in Mass Addition profile option is obsolete. It has been replaced by Post Accounting Programs under Subledger Accounting. These programs manage the setup for all eligible lines from Payables to Assets for the Mass Additions Create program.

Invoice Distributions from Oracle Payables

Invoice distributions from Oracle Payables that interface to Assets are upgraded to display the Invoice Line Number.

Global Descriptive Flexfield Migration for Greece

Information stored in descriptive flexfields for Greece that are commitment and investment law is upgraded to named fields in the Asset Workbench.

Cash Management

Cash Management changes in Release 12 are described in this section. See Legal Entity Configurator under Cross-Product Functionality in Chapter 1 for more information.

Centralized Banks and Accounts

The new centralized bank account model provides a single point for defining and managing internal bank accounts for Oracle Payables, Oracle Receivables, Oracle Payroll, Oracle Cash Management, and Oracle Treasury. A single legal entity is granted ownership of each internal bank account, and one or more organizations are granted usage rights. In addition, banks and branches are migrated to the Oracle Trading Community Architecture (TCA) and defined as parties.

Banks are merged if the following attributes are the same:

- Bank number
- Institution type
- Country (w / default country setting for null)
- Bank administrator's email
- Bank name
- Alternative bank name

- Taxpayer identifier
- Tax reference
- Description
- Active date
- End date

During the upgrade, Cash Management grants ownership of each internal bank account to one legal entity. The owning legal entity is derived from the organization that owns it in Release 11*i*.

Internal Bank Account Security

In Release 11*i*, bank accounts were used by a single operating unit, and operating unit security was used to control the maintenance of these accounts. In the new model, bank accounts can be accessed by multiple operating units, but are owned by a single legal entity. Therefore, the bank account maintenance security, which secures the create and update of bank accounts, was moved to the legal entity level. Using the new security wizard, you can grant each responsibility access to create and modify bank accounts owned by one or more legal entities.

During the upgrade, Cash Management sets the Bank Account Maintenance security for each responsibility that had access to the bank account forms in Release 11*i*. For each of these responsibilities, a legal entity is derived from the organization that the responsibility had access to in Release 11*i*. The responsibility is then granted bank account maintenance security for this legal entity.

System Parameters

In order to provide more flexibility and control over the reconciliation process, many of the options that used to be defined as system parameters at the system level (operating unit) have been moved to the bank account level. By placing these controls at the bank account level, both the manual and automatic reconciliation processes can be configured depending on the bank account and its uses. In addition, the remaining system parameter options and controls from Release 11*i* are defined at the legal entity level in Release 12.

E-Business Tax

Oracle E-Business Tax covers “standard” procure to pay and order to cash transaction taxes, with the exception of withholding taxes and those taxes handled by the Latin Tax Engine solution. It is based on a single-point solution for managing transaction-based tax, which uniformly delivers tax services to all E-Business Suite business flows through one application interface.

E-Business Tax replaces the following Oracle Release 11*i* tax solutions:

- Order to Cash – Global Tax Engine
- Procure to Pay – Automatic Tax Calculation
- Procure to Pay – Brazilian Payables / Purchasing
- General Ledger – General Ledger Automatic Tax Calculation

This fully automated upgrade ensures that your current investment in Release 11*i* Tax Setup is not lost, and you can implement new features at a pace that best suits your business. Additional data is automatically created using a predefined naming strategy.

Additional Information: See *Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12*.

In current applications, tax functions are typically executed by the operational application, for example, the Accounts Payable clerks perform the definition of tax rules in Payables. In this release, the responsibility of tax setup should be shifted to the tax manager. All transactions and events where a respective tax rule is relevant are serviced by Oracle E-Business Tax.

See the following product sections for more information on product-specific impact on E-Business Tax upgrade:

- Payables
- Receivables
- Financials for the Americas
- Internet Expenses
- Public Sector Financials
- Purchasing
- Trading Community Architecture

Financials for the Americas

Release 12 changes to Oracle Financials for the Americas are included in this section.

Receivables Bank Transfer

The Latin American Receivables Bank Transfer feature stores amounts for additional accounting entries over standard Oracle Receivables accounting. These amounts are stored at the time the documents are sent to a bank for collection and when the bank sends information about the collection from the customers. Subledger Accounting, bank consolidation and legal entity key initiatives also impact this feature.

Several forms have been modified to include the Operating Unit field. The global descriptive flexfields on the Bank Branches and Bank Accounts forms are available as standard fields on the Global Receipt Method Accounts form.

In Release 12, to create account data in Subledger Accounting, you execute a concurrent program (Create Accounting) from the Standard Request Submission (SRS) request screen using the Receivables responsibility. It creates subledger accounting for all Receivables transactions, including the Bank Transfer collection documents. You can view and transfer data to General Ledger from the Receivables responsibility.

Latin Tax Engine

E-Business Tax in Release 12 does not replace the Latin Tax Engine. However, the Release 11*i* Latin Tax Engine is upgraded to use some of the E-Business Tax and Trading Community Architecture setup.

These options are upgraded to E-Business Tax under the Product Options page flow: Tax System Options in the Receivables System Options window (Tax Method, Tax Code, Inclusive Tax Used flag), and Tax System Options / Rounding Options (Reporting Currency, Precision, Minimum Accountable Unit, Allow Override, and Rounding Rule).

In Release 11*i*, a default Tax Code and Tax Rounding Rule can be assigned to customers, customer accounts, and customer account site uses in Trading Community

Architecture. The setup at the customer level has been moved to Oracle E-Business Tax's Party Tax Profile page flow, which is linked to the Customers page flow. The setup at customer accounts and account site uses levels have been preserved for backward compatibility purposes.

The Latin Tax engine setup forms for Latin Locations, Tax Exceptions by Fiscal Classification, and Tax Exceptions by Items now use the new Trading Community Architecture geography model for picking and showing the location elements instead of the lookup codes.

An Item Category set (FISCAL CLASSIFICATION) is created in Inventory and the values of the Global Descriptive Flexfield (GDF) attribute Fiscal Classification on inventory items are upgraded as a category assignment to the items.

The GDF attribute (Fiscal Classification Code) on the Memo Lines form is disabled and the value is migrated to the Product Category attribute on the same form.

Tax Regime Code, Tax, and Tax Status code fields are added in the Tax Codes form. The Latin Tax Engine's Tax Category attribute value is now the value of the Tax attribute on the Tax Codes form.

Withholding Agent

The Latin American Extended Withholding has a setup step called Company Withholding Applicability, where existing legal entity (or entities) can be selected and defined as the withholding agent for one or more withholding types. In Release 11*i*, HR Locations were displayed for selection. In Release 12, legal entities upgraded and/or defined in the new legal entity flow are displayed for selection on the Latin American Company Applicability form. This change has very little impact on setting up Company Withholding.

Brazilian Receivables Interest

Multiple Organizations Access Control requires the Latin American profile option JLBR_PAYMENT_ACTION to be upgraded to a named column, which has an impact on the Oracle Receivables interest solution for Brazil. This profile option value has moved to the Payment Action GDF attribute on the System Options form in Receivables.

Colombian NIT

The GDF attribute Third Party ID value on the Enter Journals form is upgraded to the attribute Third Party on the same form.

Chilean Reporting

The GDF Document Type attribute value on the Payables Invoice Workbench form is upgraded to the attribute Intended Use on the same form.

Obsolete Features

The following features are obsolete:

- **Brazilian Company Information** - The Brazilian Companies defined using the Company form are upgraded as establishments under the legal entity of the operating unit, making this form obsolete. Use the Legal Entity Configurator introduced in Release 12 to define the establishments.
- **Brazilian JLBR Automatically Populate Payment Batch Name Profile (and related logic)** - In Release 12, the payment batch concept has changed. Moreover,

there is no legal requirement to name payment batches sequentially and automatically.

- **Chilean Bills of Exchange** - You should make use of the standard Bill of Receivables feature in Receivables.

Financials for Asia/Pacific

Release 12 changes to Oracle Financials for the Asia / Pacific are included in this section.

Legal Entity for Korea, Singapore, and Taiwan

Legal entity information such as name and tax registration number that are defined as Human Resources (HR) locations associated to HR organizations in Release 11*i* are created in the centralized legal entity model in Release 12 using the same legal entity definition. To define new legal entity information, or to modify definitions created after the upgrade, you must use the new Legal Entity Configurator.

Tax Setup for Korea, Singapore, and Taiwan (non-withholding)

Non-withholding tax codes setup (for example, Value Added Tax (VAT), Goods and Services Tax (GST), Input and Output taxes) defined in Payables Tax Codes and / or Receivables VAT Taxes windows, are upgraded to the Oracle E-Business Tax model. To define new taxes or modify the upgraded ones, you must use the new Regime to Rates.

Korean Withholding Taxes

Business locations and respective tax registration numbers that are not legal addresses can still be defined as HR locations for tax reporting purposes. Withholding tax codes continue to be defined through the Tax Codes window in Oracle Payables.

Taiwanese Government Uniform Invoices

Government Uniform Invoice Type is upgraded to the Document Subtype classification model in Oracle E-Business Tax. Document Subtype can be entered through the Payables Invoice Workbench and Receivables Transaction Workbench using the Tax window. The Source and Types Relationships window is obsolete.

Financials Common Country Features

Changes to Oracle Financials Common Country Features in the Release 12 upgrade are described in this section.

Contra Charges

The Contra charges feature is obsolete in Release 12. It is being replaced by the new Netting solution introduced in the Oracle Financials Common Modules product. The upgrade migrates the setup, but not the transactions to the new solution.

> **Additional Information:** See Financials Common Modules in this appendix for more information.

Interest Invoices

The Interest Invoices feature is obsolete in Release 12. The new Late Charges feature introduced in the Oracle Receivables product replaces it.

Additional Information: See Receivables in this appendix for more information.

Financials Common Modules

Changes to Oracle Financials Common Modules in Release 12 are described in this section.

Advanced Global Intercompany System

Oracle Advanced Global Intercompany System (AGIS) is a new module that allows companies to streamline intercompany processing and facilitates the reconciliation of intercompany transactions. It replaces the Global Intercompany System (GIS) feature provided by General Ledger in Release 11*i*.

All setup and transaction data is moved to a new data model, and all Oracle forms in the Global Intercompany System are replaced by browser-based user interface pages. Changes include:

- Subsidiaries are replaced by intercompany organizations. They represent trading partners and can be used as initiators and recipients of Advanced Global Intercompany System transactions.
- As part of the Grant-based Security Model, intercompany trading partners are mapped to users instead of responsibilities. A user may be given access to many different intercompany trading partners regardless of the responsibility used to log in.
- The GIS transaction types are upgraded to the new Intercompany system transaction types.
- The Intercompany accounts set up in GIS are upgraded as the new Intracompany Balancing rules. Autoaccounting rules set up in GIS are not upgraded and need to be set up in the new Subledger Accounting Transaction Account Builder.
- All GIS new and completed transactions are upgraded as AGIS transaction batches. Generally, for each GIS transaction, a batch is created.
- Release 11*i* GIS profile options are obsolete and are not upgraded. All options are available on the AGIS System Options page.

Payables and Receivables Netting

In Release 11*i* Oracle Financials had three netting solutions: Single Third Party in Oracle Public Sector Financials International Contra Charging in Oracle Financials for Europe, and Receivables and Payables Netting in Oracle U.S. Federal Financials. These are all replaced in Release 12 with the Netting functionality of the Oracle Financials Common Modules.

Setup related to Contra Charging and Receivables and Payables Netting features in Release 11*i* is migrated to Release 12 in the following way:

- Preserves existing customer and supplier relationships and creates new entities known as agreements.
- The Payables and Receivables Transaction Types are migrated to allow new netting batches to be created in Release 12.

Financials for Europe

Release 12 changes to Oracle Financials for Europe are included in this section.

EMEA VAT Reporting

The EMEA Value Added Tax (VAT) Reporting feature migrates VAT reporting solutions for EMEA in Release 11*i* to Release 12. This migration eliminates any existing country specific restriction with improvement wherever possible.

Consolidation of Country-specific Reports

There are many country-specific reports in Release 11*i* that are very similar in their data requirements. EMEA VAT reporting consolidates such reports to retrieve the required data from a single extract implementing XML Publisher technology. All reports are converted into templates and, therefore, allow more flexibility for specific formatting requirements.

E-Business Tax-based Reporting

The basics of tax definition change from Release 11*i* with the introduction of Oracle E-Business Tax. EMEA VAT reporting now includes E-Business Tax for the reporting requirements.

The attribute Tax Registration Number (TRN) for legal establishment becomes very significant for tax reporting with E-Business Tax. A central reporting configuration by TRN consolidates definition of allocation rules, VAT register, and other configuration attributes into a single setup, referred to as the legal reporting entities.

Release 12 also provides the option of reporting by ledger or balancing segment to support proper reporting of historical transactions. To use this reporting by accounting entities option, you must map the entities to a TRN in order to derive VAT related setups that may apply.

Architecture Changes

As a result of the upgrade, you can move from an accounting setup that includes only one GRE/legal entity to an accounting setup with multiple GRE/legal entities by assigning additional legal entities at any time. If you add additional legal entities to an upgraded accounting setup during a reporting period (for example, calendar year for tax report), reports run by a legal entity parameter do not return complete history for legal entities. Reporting by legal entities helps report the set of transactions in these scenarios.

This release introduces a single Financials Common Country (JG) table for storing tax-related data retrieved from the Tax Reporting Ledger (TRL) and other core tables. This entity gets its data through the selection process, which is the only process to access TRL. Extracts retrieve their data from this JG entity. This enhances the performance of each extract and encapsulates all business logic around TRL only in the selection process.

There are a few extracts that report non-tax details of transactions along with the tax details. They are based directly on the Payables and Receivables core application tables, as TRL processes only tax details. However, these non-JG (non-TRL) extracts are still based on the setup configuration to derive the right data.

Reporting Process Changes

Allocation is an independent process. It encapsulates the Release 11*i* business logic around Belgium and Portugal allocation.

Final reporting is also an independent process. After final reporting, data in the single JG table cannot be modified. This has an interface with E-Business Tax, through which transactions are updated as finally reported in the E-Business Tax repository. This

process along with the JG tax entity provides the framework for preliminary and final reporting. This process encompasses the declaration functionality of Release 11*i*.

Financials for India

The following descriptive flexfields have been replaced with alternate approaches:

- India Items
- India Block of Assets
- India Receipts
- India RMA Receipts
- India Return to Vendor
- Additional Line Attribute Information
- India Payment Information
- India Organization Information
- India Distributions
- India VAT
- India Lookup Codes
- India Original Invoice for TDS

General Ledger

Oracle General Ledger has made significant enhancements to support multi-national companies and shared service centers. These changes allow companies to maximize processing efficiencies while maintaining a high level of information and setup security.

You can perform simultaneous accounting for multiple reporting requirements. Companies can also gain processing efficiencies by being able to set up, access, and process data across multiple ledgers and legal entities from a single responsibility. In addition, General Ledger definitions and setup definitions, such as MassAllocations and Financial Statement Generator (FSG) reports, can be more easily shared and secured across your organization by allowing you to restrict certain users from viewing or updating those definitions or using them in processes.

Many global features that were only available in localized versions have been included in General Ledger to allow more customers to take advantage of these features.

Terminology Changes

Note the following changes in the terminology related to General Ledger.

- Sets of books is replaced by ledgers

  This is simply a terminology change. All set of books options are now called ledger options. The upgrade retains all Release 11*i* settings.

- Multiple Reporting Currencies is replaced by Reporting Currencies

  Reporting sets of books are replaced by reporting currencies. Reporting sets of books assigned to primary sets of books automatically upgrade to reporting currencies that are assigned to a primary ledger. All conversion options for Multiple Reporting Currencies are retained as part of the reporting currency definition.

- Global Intercompany System (GIS) is replaced by Advanced Global Intercompany System (AGIS)

Centralized Accounting Setup

The new Accounting Setup Manager simplifies and centralizes accounting-related setup for common financial components that are shared across financial applications. From a central location, you can define your legal entities and their accounting context, such as the ledgers and reporting currencies that perform the accounting for your legal entities.

Accounting Setup Manager allows global companies that operate in different localities to meet multiple reporting requirements through the use of multiple ledgers and reporting currencies.

Sets of Books

- All sets of books upgrade to ledgers in an accounting setup.

  The upgrade creates data access sets for upgraded ledgers to facilitate the creation of advanced data access and data security policies.

- A subledger accounting method, such as Standard Accrual, is automatically assigned to all upgraded ledgers.

  A subledger accounting method allows General Ledger to integrate with subledgers via Subledger Accounting.

- The secondary tracking option for revaluation and closing and translation has been streamlined in Release 12.

Multiple Reporting Currency

Some Release 11*i* options for reporting sets of books have been moved to the reporting currency definition. For example, many MRC profile options have been moved to the reporting currency definition.

Many options for a set of books that were independently defined for the primary and reporting sets of books have been streamlined. In addition, many of the ledger options for the reporting currency default from the primary ledger. The upgrade for MRC sets of books varies depending on the current configuration and conversion options you specify.

Global Accounting Engine

Single posting sets of books with multiple main sets of books upgrade to multiple primary ledgers that share the same secondary ledger.

Period Rates Replaced by Daily Rates

Period rates are replaced with daily rates.

Revaluation

General Ledger modifies revaluation templates to use corresponding daily rates for those that used period rates prior to the upgrade. No user interaction is required.

Revaluation sets are now usable across ledgers that share a common chart of accounts. In some cases, you may need to enter the secondary tracking segment for revaluation sets involving a secondary tracking segment before running revaluations with upgraded templates.

STAT Report-level Currency for Financial Statement Generator Reports

The report-level and runtime currencies for Financial Statement Generator reports now need to represent the ledger currency. If you need to report on statistical balances, modify report definitions to use the STAT currency at the row-level or column-level or use currency control values for the STAT currency.

Global Accounting Engine

In Release 12, Oracle Global Accounting Engine functionality is obsolete. Both the existing setup options and all the accounting data of Global Accounting is migrated to Oracle Subledger Accounting.

Internet Expenses

Release 12 changes to Oracle Internet Expenses are described in this section.

Itemization

Internet Expenses can represent the parent-child relationship of an itemized expense line by creating a new parent line with a unique parent identifier.

Integration with Payments

Integration with Oracle Payments takes advantage of encryption capabilities. Credit card transaction data has been moved to Payment's secure data payment central repository. See Payments in this appendix for more information.

Per Diem and Mileage

Per diem and mileage transaction data is not migrated in Release 12. However, data that existed before the upgrade remains intact. Mileage and per diem setup data is automatically upgraded.

Expense reports that were created prior to the upgrade display information in a pre-Oracle Internet Expenses minipack (11*i*.OIE.K) format. Newly created expense reports use the new user interface.

Integration with E-Business Tax

The integration with Oracle E-Business Tax has no direct tax upgrade impact. Tax lines run through Oracle Payables. See Oracle Payments documentation for details.

iPayment

Oracle iPayment is obsolete in Release 12, and is replaced by Oracle Payments. See Payments in this appendix for more information.

iProcurement

Release 12 changes to Oracle iProcurement are described in this section.

Catalog Management

Oracle iProcurement provides catalog administrators online authoring capability for content stored in global blanket agreements (GBPA). The existing batch upload process continues to be optimized for handling large catalog data file uploads. It is also available for buyers (from the new Buyer's Work Center) and for suppliers (from the iSupplier Portal).

Bulk-loaded items in iProcurement are migrated to newly created GBPAs. The extractor is obsolete, and the catalog content is updated in real time.

> **Note:** We recommend that you complete the approval process for any agreement pending approval before you begin the catalog upgrade. The content of the approved agreements is available on the iProcurement search page after the upgrade.

Content Security

Release 11*i* functionality for Realms, Stores, and Catalogs has been combined and is collectively referred to as enhancements in Content Security. In Release 12, Content Zones have replaced Catalogs.

Catalog administrators can partition local catalog content into Local Content Zones based on items' supplier, supplier site, item category, and browsing category information. Once defined, Content Zones may be made accessible to users with specific responsibilities or operating units. Content Zones may be assigned to multiple stores, and stores may contain multiple Content Zones.

iSupplier Portal

In Releases 11.5.9 and 11.5.10, iSupplier Portal used Trading Community Architecture to store pending change requests in supplier address and supplier contacts. In Release 12, these pending change requests are moved into a set of iSupplier Portal tables.

See the iSupplier Portal section in *Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12* for the assumptions made during the upgrade.

Loans

During the upgrade, Oracle Loans accounting functionality is migrated automatically to Subledger Accounting, and other common data model components.

Integration with Payables and Payments for Loan Disbursement

Release 12 introduces Oracle Payments. It is used by Oracle Payables and Oracle Loans for processing loan payments. Loans creates a payment request in Payables, which, in turn, disburses funds through Oracle Payments.

Integration with Subledger Accounting

Release 12 introduces Subledger Accounting for managing accounting across subledger transactions. Oracle Loans no longer creates any accounting entries. During the upgrade, accounting options and their settings, and the existing accounting entries in the loans data model, are moved to the new accounting data model to ensure a continuous business operation between the two releases. All Loans accounting lines related to the transactions are also migrated.

In Release 11*i*, accounting entries were created in the General Ledger Interface when a loan was approved. The process remains the same, except that the accounting events are created for Subledger Accounting to process. You must run the Create Accounting concurrent program manually or on a scheduled basis to generate journal entries and to transfer them to Oracle General Ledger. Accounting on individual loans can also be created real time from the Loan Accounting Tab.

Loan Types and Products

The Release 11*i* Loan Type lookup is obsolete. In Release 12, you can use Loan Types, along with loan products, to streamline the loan agents' application process while enforcing company policy across agents and applicants.

Some of the defaulting parameters are:

- Whether a loan has multiple disbursements
- Whether a construction loan can convert to a term loan
- Whether a credit review is required
- Range for the loan requested amount and term
- Rate type
- Floating frequency for variable rate loans
- Payment frequency
- Collateral required and loan-to-value ratio
- Conditions for approval or conversion
- Mandatory fees
- Disbursement schedule for loans with multiple disbursements

In the upgrade, seeded loan types are migrated to the loan types entity. You must set up product(s) as per the deploying company's organization with the upgraded loan types, based on your company requirements.

The Loan Type lookup is obsolete. For verification, query loan types in the loan types user interface from the loan administration responsibility.

Payables

Release 12 introduces Oracle Subledger Accounting, E-Business Tax, Ledgers, Banks, and other common data model components that are used by Oracle Payables.

Suppliers in Trading Community Architecture

Suppliers are now defined as TCA Parties. During the upgrade, TCA Party records are created / updated for all suppliers, they are linked to their records in the existing supplier entities, and the payment and banking details are migrated into the Oracle Payments data model. Although the underlying data model has changed, you still enter and manage suppliers in the Suppliers windows.

Invoice Lines

Oracle Payables introduces invoice lines as an entity between the invoice header and invoice distributions. With the new model, the invoice header remains unchanged, and continues to store information about the supplier who sent the invoice, the invoice attributes, and remittance information.

Invoice lines represent the goods (direct or indirect materials), service(s), and / or associated tax / freight / miscellaneous charges invoiced. Invoice distributions store the accounting, allocation and other detail information that makes up the invoice line. The charge allocation table used in prior releases to manage accounting allocations is obsolete.

During the upgrade, Oracle Payables creates invoice lines for all existing invoices, creating one line for every distribution available in the Release 11*i* distributions table,

except in the case of reversal pairs. In those cases, Payables creates one line with a zero amount.

Centralized Banks and Bank Accounts Definitions

All internal banks and bank accounts that you had defined in Release 11*i* are automatically migrated to the central Cash Management entities. The bank accounts and their payment documents are owned by a legal entity rather than by an operating unit. See Cash Management in this appendix for more information.

Also, the banks and bank branches are centralized in Cash Management entities as described in the preceding paragraph. However, the bank accounts you had defined for your suppliers are migrated from the Payables entities to the central Payments entities. Payments centralizes and secures all payment instrument data, including external bank accounts, credit cards, and debit cards. See Payments in this appendix for more information.

Payment Document Sequencing

If you used document sequencing for payment documents in Release 11*i*, your document sequence category is migrated from the payment document, which is associated with a bank account and, hence a legal entity, to the bank account uses entity. This change preserves the option of having document sequence categories vary across operating units.

Integration with Payments for Funds Disbursements

Oracle Payments can be used by Oracle Payables for processing invoice payments. See Payments in this appendix for more information.

Payment Features Controlled by Global Descriptive Flexfields

Many European payment features that were implemented using global descriptive flexfields in Release 11*i* are migrated to the Oracle Payables, Oracle Payments, and Oracle Cash Management data models.

Integration with Subledger Accounting (SLA)

Release 12 introduces Oracle Subledger Accounting (SLA) to manage accounting across subledger transactions. Payables no longer creates any accounting entries. During the upgrade, accounting options and their settings, and the existing accounting entries in the Payables data model, are moved to the new SLA accounting data model to ensure a continuous business operation between the two releases.

During the upgrade, all accounting events, headers, and lines from the Release 11*i* data model are upgraded to the new Subledger Accounting events, headers, and lines data model, regardless of the period range you set for the upgrade.

Integration with E-Business Tax

Oracle E-Business Tax manages tax across the E-Business Suite. In prior releases, the setup, defaulting, and calculation of tax for Payables was managed within Payables using tax codes, their associated rates, and a hierarchy of defaulting options. This method is still available in Release 12. During the upgrade, E-Business Tax migrates the tax codes as appropriate within E-Business Tax so that your tax processing can work the same way after the upgrade as it did before.

New fields are added to the supplier, invoice, and invoice lines entities to track tax attributes used by E-Business Tax. Many of these attributes were implemented with

global descriptive flexfields in prior releases and are upgraded to regular fields on these entities.

Payments

In Release 12, the Oracle E-Business Suite introduces Oracle Payments, a highly configurable and robust engine to disburse and receive payments. In addition to new features, Oracle Payments offers functionality previously released as Oracle iPayment, which is now obsolete.

Configurable Formatting and Validations Framework

Oracle Payments provides a new formatting solution based on standard XML technology. In previous releases, payment formats required creation in proprietary Oracle reports technology. In Release 12, formats are created as templates in Oracle XML Publisher, and applied to an XML data file produced by Oracle Payments.

The upgrade transforms each payment format that Oracle Payments supports into two entities: an XML Publisher template and a Payments seeded format. The seeded format is linked to the template. Logic to validate the formatted data has been separated from the format programs, and is upgraded to a prepackaged library of validations. These validations are linked to the seeded Payments format, and are executed during the payment process.

Secure Payment Data Repository

Oracle Payments serves as a payment data repository on top of the Trading Community Architecture data model. This common repository for payment data provides improved data security by allowing central encryption management and masking control of payment instrument information.

The upgrade moves party information into Oracle Trading Community Architecture. The party's payment information and all payment instruments (such as credit cards and bank accounts) are moved into Oracle Payments. Party payment information moves from entities such as customers, students, and Global Descriptive Flexfields and is created as a payer record in Oracle Payments and linked to the party. Party payment information moves from entities such as suppliers and Global Descriptive Flexfields and is created as a payee record in Oracle Payments, again linked to the party. Third-party (customer and supplier) bank accounts held in the Oracle Payables bank account model are migrated to Oracle Payments and linked to the owning payer or payee. Third-party credit card detail is migrated from the Payables data model and applications such as Order Management into Oracle Payments' data repository.

Credit card data held in the following products in Release 11*i* is migrated to Oracle Payments:

- Oracle Payables
- Oracle Order Capture
- Oracle Order Management
- Oracle Service Contracts
- Oracle Student System

Improved Electronic Transmission Capability

Oracle Payments provides secured electronic payment file and payment message transmission and transmission result processing, replacing previously existing electronic transmission features in Oracle iPayment, Oracle Payables, and

globalizations. The transmission feature in Oracle Payables was simply a framework to support a customization, so the automatic upgrade cannot migrate this information. If you are using the Payables transmission architecture, you should review Oracle Payments' electronic transmission capability and plan on replacing your customization.

Payables Impact

The process to issue payments from Oracle Payables changes in Release 12 to use the new Oracle Payments funds disbursement process. The changes impact other versions of Payables such as U.S. Federal Financials and country-specific globalizations.

Some of the key areas of impact are:

- **Payment Methods**: Each document to be paid requires a payment method to indicate how it should be handled in the funds disbursement process. Payment methods can now be defined as broadly or narrowly as appropriate, and are not restricted to the seeded values. Rules can be set for when payment methods can be used on documents. Rules can also be specified to default payment methods on documents when they are created. The upgrade seeds payment methods that existed in Oracle Payables and globalizations.
- **Processing Rules**: The payment method on a document links it to processing rules configured in Oracle Payments. These setup rules are held in a key entity called the Payment Process Profile. You can configure as many of these process profiles as you need for payment processes. Each profile holds rules for how documents should be built into payments, how payments should be aggregated into a payment instruction file, and how the payment file should be formatted. Rules for printing checks, transmitting electronic files, generating separate remittance advice notifications, and other options can be easily configured.
- **Payment System**: A payment system holds information about the third party involved in processing payments. The third party may be a financial institution or clearing house that disburses or settles payments. This entity is defined to hold information about transmission and required settings for communication to the payment system.

The upgrade uses various data from Oracle Payables to create the new Payment Process Profiles. Since this entity is so central to the funds disbursement process, an overview of the upgrade process is provided here.

For each Payables payment program that is linked to a format definition, one Oracle XML Publisher template is created and linked to one Oracle Payments format. In Oracle Payables, you can create different format definitions linked to the same payment program. So for each Payables format definition, the upgrade creates one Payment Process Profile linked to the Oracle Payments format.

A key part of the payment process profile is the usage rules. Values set here control when a profile can be assigned to a document for routing through the payment process. There are four categories of usage rules:

- **Deploying company's internal bank account** – the account from which funds will be disbursed. A bank account is assigned as a usage rule when the upgrade finds the appropriate information. First, it looks at the format definition that was used to create the profile. Then, it finds all payment documents assigned to the format definition. Each internal bank account that is a parent of the payment document is assigned as a usage rule to the profile.
- **First party organization** – values are migrated when they are available, specifically from some globalizations.

- **Payment methods and currencies** – the upgrade determines these values based on information within the format itself.

Another important part of the payment process profile is its link to a payment system and its setup. This information is upgraded based on values set in globalizations and should be understood for payment processing in those countries.

Receivables Impact

Oracle Receivables integrates with Oracle Payments for funds capture processing to electronically receive money owed by debtors, such as customers. Oracle Payments works with Receivables to authorize and capture funds against credit cards, process refunds to credit cards, perform electronic funds transfers from bank accounts, and to format bills receivable. Note that Oracle Receivables retains its existing features for lockbox processing and the electronic upload of remittance messages. Globalization formats and features in this payments area also move to Oracle Payments.

Some of the key areas of impact are:

- **Payee Configuration**: A payee is defined for each entity in the deploying company that will process payments; typically only one setup is needed for the enterprise. The payee configuration holds various processing options that are used to handle transactions. In Release 11*i*, Receivables linked each receipt class with an automatic creation method to the Oracle iPayment Payee. This is changed in Release 12. Now operating units are assigned to the payee. This helps ensure consistent payment processing across the applications. The upgrade assigns operating units to the payee based on existing transactions in Receivables.
- **Payment Methods**: Each transaction requires a payment method to indicate how it should be handled in the funds capture process. In Oracle Receivables, this payment method is specified on a receipt class defined with an automatic creation method. Note that in the receipt class setup, Receivables has changed its Release 11*i* payment method term to be called receipt method.
- **Processing Rules**: Rules for processing electronic funds capture transactions are held in a key entity called the Funds Capture Process Profile. Users can configure as many of these process profiles as they need for their payment processes. Each profile holds the configuration for how to format and transmit authorization messages and settlement files. Rules for aggregating settlements into batches, limiting the number or amount of settlements in a batch, notifying payers of settlements, and processing acknowledgements can be easily configured.
- **Payment System**: A payment system holds information about the third party involved in processing payments. The third party may be a payment processor or it may be a financial institution. This entity is defined to hold information about transmission and required settings for communication to the payment system.
- **Routing Rules**: Routing rules can be configured to specify how a transaction should be processed. A routing rule applies specified criteria and determines the funds capture process profile and the payment system to use. Routing rules are defined as part of the payee configuration.

The upgrade uses various data from Oracle Receivables to create these entities. Since these entities are so central to the funds capture process, an overview of the upgrade process is provided here.

For each of the formats that are upgraded from Receivables or globalizations to Oracle Payments, one Oracle XML Publisher template is created and linked to one Oracle Payments format. A Funds Capture Process Profile is created and the format is linked to the profile.

Other entities are created by the upgrade: 1) one payee to hold master settings for the funds capture payment process; 2) one payment system; and 3) one payment system account.

The upgrade creates new routing rules from Receivables setup. Routing rules are created from each receipt class that has an automatic creation method. For each of these receipt classes, the upgrade creates a routing rule for each combination of the receipt class remittance method, its internal bank account, and the organization derived from the bank account.

iPayment Impact

Oracle iPayment is obsolete in Release 12, and is replaced by the Oracle Payments architecture. Some of the key entities described in the previous section are used in the funds capture process. They existed in iPayment with the exception of the Funds Capture Process Profile. It holds the processing rules for transactions.

For each iPayment-supported format, the upgrade creates one Oracle XML Publisher template and links it to one Oracle Payments format. A Funds Capture Process Profile is created and the format is linked to the profile. The settings on the process profile are based on various settings in configuration and servlet files.

New seed data is created for the transmission protocols supported by Oracle Payments and the protocols are specified on the payment system setup. This data is also set based on configuration files. The upgrade creates transmission configurations that use the protocols. These transmission configurations are specified on the funds capture process profiles. New payment system accounts are created that hold settings previously held in configuration files. The payment system accounts are also specified on the process profiles.

Moving setup data from technical configuration files to the new setup entities has a benefit of allowing easier review and updates by a business user.

Public Sector Financials

Release 12 changes to Oracle Public Sector Financials are described in this section.

Integration with Subledger Accounting

Release 12 introduces Subledger Accounting for managing accounting across subledger transactions. The subledger's accounting entries are generated and stored in a centralized repository. In Release 11*i* they were created separately by subledgers and General Ledger.

Subledger Accounting is delivered with seeded Subledger Accounting Methods and Account Derivation Rules that generate the accounting entries from subledger transactions. The seeded Subledger Accounting Methods for Public Sector customers include Encumbrance Accrual and Encumbrance Cash. These rules derive the appropriate accounting entries specific for Public Sector customers. For example, Oracle Receivables generates Multi Fund Accounting entries and the seeded Subledger Accounting Methods contain Journal Line Definitions and the Account Derivation Rules to generate Multi Fund Accounting Entries.

During the upgrade, the subledger accounting method is determined based on the encumbrance settings in your subledger applications, such as Receivables and Payables. Public Sector sets the correct subledger accounting method for each Primary and Secondary Ledger in General Ledger. Reporting Currencies inherit the same subledger accounting method as their source ledger.

Purchasing

Release 12 changes to Oracle Purchasing are described in this section.

Local Contract Purchase Agreements upgrade to Global Contract Purchase Agreements

In Release 12, the distinction between Global and Local distinction for Contract Purchase Agreements no longer exists. All Contract PUrchase Agreements can now be enabled for use across multiple operating units. All existing Contract Purchase Agreements are upgraded to have a single organization assignment. In this assignment, the values of Requesting and Purchasing operating units are that of the operating unit that owned the Local Contract Purchase Agreement, and the value of the Purchasing Site is the Supplier Site on the Local Contract Purchase Agreement.

Unified Catalog for Purchasing and iProcurement

Prior to Release 12, iProcurement and Purchasing maintained separate catalogs. In Release 12, these catalogs are combined together in Purchasing. During the upgrade, the items that were bulk-loaded into iProcurement are migrated to Global Blanket Agreements in Purchasing. If you have implemented iProcurement, you may notice new Global Blanket Agreements in Purchasing. See iProcurement in this appendix for more details.

Integration with E-Business Tax

A fully automated E-Business Tax upgrade migrates setups related to Oracle Purchasing. This ensures that tax-related functions in Purchasing continue to work as before. With the new tax solution, you have the option to centrally manage tax rules and configure them to support local requirements.

All common tax setups are performed through the E-Business Tax module. Tax Defaulting Hierarchy in Purchasing Options is migrated to E-Business Tax.

The Tax Details and Tax Code Summary forms are obsolete in Release 12. This information is now displayed on the Manage Tax page (accessible through menu options). In addition, the Tax Code field on the Enter Purchase Order, Release, and Requisition forms is obsolete. Tax Code is now referred to as Tax Classification, which you can specify on the Additional Tax Information page (from the Manage Tax page).

The profile options Tax: Allow Override of Tax Code and Tax: Allow Override of Tax Recovery Rate are migrated to eBTax: Allow Override of Tax Classification Code and eBTax: Allow Override of Tax Recovery Rate, respectively.

Receivables

Release 12 changes to Oracle Receivables are described in this section.

Integration with E-Business Tax

Release 12 introduces Oracle E-Business Tax to manage tax across the E-Business Suite. During the upgrade, system and customer options used to control tax calculation and tax code defaulting are migrated from Oracle Receivables into Oracle E-Business Tax entities. See E-Business Tax in this appendix for further details.

Integration with Subledger Accounting

Release 12 introduces Subledger Accounting for managing accounting across subledger transactions. Receivables no longer creates any accounting entries. Existing

Receivables accounting options and setups remain and affect the generation of accounting distributions in the Receivables data model. However, the accounting distributions are now simply one of many sources for generation of final accounting in the Subledger Accounting module.

Release 11*i* customizations to Receivables accounting tables still work after the upgrade, provided you do not use any of the new features of Subledger Accounting. Once you use Subledger Accounting to update an accounting rule, or any other aspect of accounting, you must transition your customizations to reference the Subledger Accounting data model.

Transactional data is upgraded for a user-specified number of fiscal years. If you need to run reports or query transactions that are outside the specified upgrade period, you have to launch the upgrade of additional periods. See Subledger Accounting in this appendix for further details.

Centralized Banks and Bank Accounts Definitions

In Release 12, all internal banks and bank accounts you had defined for your operations are automatically migrated to the central Cash Management entities. Remittance bank accounts are owned by a legal entity rather than by an operating unit.

Banks and bank branches are centralized in Oracle Cash Management entities, as described in the preceding paragraph. However, bank accounts you had defined for your customers are migrated from the Payables entities to the central Payments entities. Oracle Payments centralizes and secures all payment instrument data, including external bank accounts, credit cards, and debit cards. See Cash Management in this appendix for further details.

Integration with Payments for Funds Capture

Release 12 introduces Oracle Payments, which is used by Oracle Receivables for processing funds capture. See Payments in this appendix for further details.

Balance Forward Billing

Release 12 enhances the Release 11*i* Consolidated Billing Invoices functionality to include more flexible billing cycles, to consolidate invoices at site or account level, and to present Balance Forward Bills using the user-configurable Bill Presentment Architecture. If you are using Consolidated Billing Invoices in Release 11*i*, your setup is automatically migrated to Balance Forward Billing enabled at the customer site level.

Late Charges Enhancements

Release 12 enhances the Receivables Late Charges feature to incorporate the Global Interest Invoice setups, charge calculation logic, and charge generation processes. Charges for delinquent payments can now be generated as adjustments, debit memos, or interest invoices. The Interest Invoice Global Descriptive Flexfield is obsolete. Release 11*i* finance charge setup attributes are automatically upgraded to late charge setups at the account and account site levels.

Customer UI Redesign

Release 12 introduces a new HTML user interface for entering and maintaining customer data. See the *Oracle Receivables User Guide* for further details.

Process Changes

The following features are obsolete in Release 12:

- Collections Workbench – The Oracle Advanced Collections module delivers similar functionality. See the *Collections Migration* white paper and the *Oracle Advanced Collections User Guide* for further details.
- Trade Accounting – Similar functionality is delivered by integration with the Oracle Trade Management module. Trade Management integration is available in Release 11*i*.
- Bill of Exchange – This functionality has been replaced with the Bills Receivable feature. Bills Receivables is available in Release 11*i*.

Sourcing

Release 12 changes to Oracle Sourcing are described in this section.

Price Factors Upgrade to Cost Factors

In Release 12, Price Factors is renamed to Cost Factors. Additionally, Cost Factors can now be a Supplier or Buyer type. Depending on the type, buyers or suppliers provide a value for the Cost Factor.

If you are upgrading from base Release 11*i*.10 or previous version of Oracle Sourcing, all cost factors are marked as supplier cost factors. If you are upgrading from Oracle Sourcing Rollup J (also known as Oracle Sourcing minipack 11*i*.PON.J) or a later version of the product, there should be no effect. Price elements, available in Oracle Sourcing Release 11.5.10 and earlier, are now called Supplier Price Factors.

Negotiation Header Attributes Upgrade to Negotiation Requirements

Oracle Sourcing has significantly improved negotiation header attributes. Buyers can now automatically score the supplier responses and designate teams of scorers to evaluate the bids. The feature has also been renamed to better represent its meaning. Header Attributes is now called Requirements. Header attribute group is now called Section.

The lookup code to create reusable sections is now called Sourcing Requirement Sections. Changes to the predefined section names are not reflected on old documents. For negotiations created before the upgrade, the old header attributes are represented in a hierarchical view grouped by sections.

Auction AutoExtend

Buyers can now specify the lowest bid rank that can trigger AutoExtend. As part of the upgrade process, all existing negotiations are modified to set this rank to first, in order to replicate the previous behavior.

In addition, Release 12 gives buyers increased flexibility to specify the maximum number of automatic extensions by entering any number between 1 and 9999, or choosing unlimited extensions. Auctions created before the upgrade keep the value for the number of extensions after the upgrade.

Online Discussion

Collaboration team members can now exchange messages through online discussions. Additionally, team members with full access can exchange messages with suppliers. In previous releases, only negotiation creators could send messages to external parties.

Collaboration team member access privilege remains the same after the upgrade — team members who have the "View only" check box selected continue to have view-only access, and team members who do not have view-only access have full access.

For supplier messages sent before the upgrade, the supplier company name and user's name are displayed. Suppliers see the buyer enterprise name instead of the individual buyer's name (from the buying organization) on buyer messages sent before the upgrade.

Template Migration

Each template has an owning Operating Unit associated with it. When creating a template, you must specify which operating unit it belongs to. The template is applied to negotiations created within the owning operating unit. It can also be marked as a global template, which can be applied to any negotiation of any operating unit.

There is a new field for Operating Unit on the template creation page. All existing templates created before the upgrade have the default value for this field from profile option "MO:Operating Unit" at the site level. There is also a new check box for Global Template. Existing templates have this check box selected after the upgrade, allowing you to use the template on negotiations created within any operating unit.

Subledger Accounting

Oracle Subledger Accounting provides a common accounting engine that replaces the existing accounting processes in the different subledgers. Consequently, the Subledger Accounting upgrade consists of migrating the existing accounting data to ensure a continuous business operation between the two releases. Depending on the business and the specific requirements, "existing accounting data" may have different implications for each customer.

In this sense, and for the purposes of the present documentation, accounting data is defined as:

- All the data that has accounting relevance for the customer. This includes the journal entries, balances, base transactions that have generated journal entries, and related information, such as accounting events and setup information.

As part of the continuous business operation, the Subledger Accounting upgrade also takes into account the reports and inquiries that are necessary for the daily user activities. In this sense, some other pieces of information must be upgraded to the new instance:

- Data that supports queries and drill down between different products
- Reports and queries

Trading Community Architecture

Release 12 changes to Oracle Trading Community Architecture are described in this section.

New Trading Community Members

New data appears in user interfaces. It reflects changes related to Trading Community Architecture organization and person parties and contacts.

- Suppliers and Supplier Contacts
- Banks, Bank Branches, Clearing Houses, and Clearing House Branches

- Legal Entities
- Intercompany Organizations

Address Validation

Trading Community Architecture validates address information based on data stored in the Trading Community Architecture Geography Model. This model replaces the validation previously performed by Release 11*i* betas. Upgrading does not affect address entry and maintenance in Trading Community Architecture. User-defined rules determine how to respond when an invalid address is entered.

> **Additional Information:** See E-Business Tax in *Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12* for more information.

DQM Enhancements

The Data Quality Management (DQM) tool delivers enhanced administration interfaces providing a new level of audit detail and maximized out-of-the box performance. A new overview page provides relevant and timely information about the status of important DQM processes and setups, while more consistent attributes and transformations naming conventions improve the user's experience.

D&B passwords are now managed under the Adapters section of the Administration tab and not by profile options. Current D&B passwords migrate during upgrade.

Forms to HTML User Interface Changes

New HTML pages are added for managing roles in Resource Manager. These pages do not replace the existing Forms for the same functionality, but are offered as an alternative to Forms.

Resources, Groups, and Roles JTT pages are obsolete and replaced with equivalent HTML pages. No setup is required, as the HTML pages use the same profile options to render pages. Additional functionality is available, including a small menu change on the Oracle Customers Online Employees tab.

Merge Dictionary and Attributes and Transformations, Word Replacements, and Match Rules setup is managed in the HTML pages of the Administration Tab., and have been removed for DQM setup. The Customer Standard form has been replaced with a streamlined HTML. See the Oracle Receivables User Guide for details.

> **Additional Information:** See *Oracle Receivables User's Guid*e.

Treasury

Release 12 changes to Oracle Treasury are described in this section.

Bank Account Migration to Cash Management

Prior to Release 12, you had to define an internal bank account separately in each application that used it (such as Treasury and Payables), even if the account was the same. This created fragmented data and made bank account maintenance complicated and labor-intensive.

In Release 12, Cash Management provides a common data model and common user interface for creation and maintenance of banks, bank branches, and internal bank accounts. An internal bank account intended for use by different applications can be

created just once — in the centralized Cash Management function — and then used in any application or a select group of applications (that you specify).

To accommodate these changes, all existing company and subsidiary bank account information is upgraded as follows:

- All company bank accounts are automatically migrated one-to-one to the new centralized data model.
- All subsidiary bank accounts are automatically migrated one-to-one to the new centralized data model. Please note, however, that although such accounts now reside in the centralized data model, unlike company bank accounts, they will not be visible in the new user interface. They still have to be managed in the Counterparty Profiles form.
- All counterparties that are used as banks before Release 12 in Company or Subsidiary bank accounts are automatically migrated into Banks and Bank Branches in the centralized data mode. Each such counterparty will be upgraded into one Bank and one Bank Branch belonging to this Bank.

Note: While the setup of Treasury bank accounts has changed, there are no changes to the way you use the Treasury bank accounts.

Bank Account Balance Migration to Cash Management

Prior to Release 12, bank account balance maintenance and interest calculation was only available to Treasury bank accounts. In Release 12, this feature is available to all bank accounts defined in Cash Management.

Existing bank account balance information is managed as follows during the upgrade:

- All existing bank account balance data and the rates at the balance level are automatically migrated to the new centralized data model.
- Default interest rate setup for bank account balances are not migrated.

U.S. Federal Financials

Oracle U.S. Federal Financials interacts with several products within the Oracle Financials product family (Oracle Payables, Oracle Payments, Oracle General Ledger, Oracle Subledger Accounting, Oracle Receivables, Oracle Purchasing, and Oracle Cash Management). Refer to the appropriate sections of this appendix to understand the high-level impact for these products on U.S. Federal Financials users. .

Integration with Subledger Accounting

Release 12 introduces Subledger Accounting for managing accounting across subledger transactions. You no longer need to enter transaction codes for a transaction to create the desired accounting. Instead, Subledger Accounting seeds account derivation rules that use attributes from transactions to determine the correct accounting.

In Release 11*i*, journals in General Ledger were kept in detail, so no transaction code journals are moved into Subledger Accounting. All accounting reports show combined General Ledger and Subledger Accounting data. During normal processing, the Subledger Accounting code detects whether the journal exists in Subledger Accounting or General Ledger (upgrade case or not) and uses the appropriate Subledger Accounting rule to create the accounting.

Integration with General Ledger

All U.S. Federal Financials sets of books are upgraded to ledgers in an accounting setup. Upgraded ledgers can be viewed using General Ledger's Accounting Setup Manager. The upgrade creates data access sets for each upgraded ledger that are assigned to the U.S. Federal Financials user responsibilities, which ensures only the appropriate users gain access to ledger-based setup windows within U.S. Federal Financials.

Implementation of Payables and Receivables Netting

In Release 11*i*, Oracle Financials had three netting solutions – Single Third Party in Oracle Public Sector Financials International, Contra Charging in Oracle Financials for Europe, and AR/AP Netting in U.S. Federal Financials. While these solutions provided netting functionality, each addressed a different specific need.

The new Payables and Receivables Netting solution in Oracle Financials Common Modules provides one total netting solution built into the standard applications. Therefore, the U.S. Federal Financial AR/AP Netting solution is obsolete. The setup data used by the AR/AP Netting solution in U.S. Federal Financials is migrated to the new Payables and Receivables Netting solution.

Summary Schedules and Consolidated Files

With the introduction of Oracle Payments, consolidated payment files for U.S. Federal Financials are now generated directly in Oracle Payments.

Summary Schedules still exist in U.S. Federal Financials after the upgrade. Any Release 11*i* payment batch that is associated with a summary schedule, or a consolidated payment file that has not been generated, must be voided and recreated through Oracle Payments. You can avoid this situation by generating these payment files in Release 11*i* in the Summary Schedule and Consolidated Files window in U.S. Federal Financials.

B

Customer Relationship Upgrade Impact

This appendix describes the way the way the upgrade to Release 12 affects your existing Customer Relationship Management (CRM) products, and highlights the impact of these functional changes on your day-to-day business. It is arranged by alphabetically by products in the Customer Relationship Management product family, and includes the following sections:

- About Business Impact and Functional Changes
- Customer Relationship Management

About Business Impact and Functional Changes

An Applications upgrade alters both the technical and functional aspects of your Oracle Applications system. In addition to changes to the technology stack and file system, an upgrade also initiates specific changes that affect the way your existing products work after the upgrade and the way they look and feel. These functional changes have an impact on the way you use the products as you conduct your daily business.

Note: This appendix describes some of the ways the upgrade *changes* your existing products. We assume that you have read about the *new* features and products delivered in Release 12, which is included in the product-specific Release Content Documents (RCDs) and TOI on Oracle*MetaLink*.

The discussions of the functional aspects of the upgrade in this chapter are arranged by products within the Customer Relationship Management product family.

Customer Relationship Management

Your Customer Relationship Management applications specialists should be completely familiar with the information in this section and should have made appropriate plans to accommodate the associated changes before you begin your upgrade.

Advanced Inbound

This section outlines changes made to Oracle Advanced Inbound in Release 12.

Customer Lookup

The customer lookup feature has changed as follows:

- In Release 11*i*, Customer Lookup was defined at the server group level and accessible in the Call Center HTML Setup UI (Classification -> Customer Lookup). In Release 12, navigate to the Classification Rule configuration page to configure Customer Lookup.
- After the upgrade, all classifications have a default value of No Customer Lookup. You must set up customer lookup to use the available classification rules.

Basic Telephony

The Basic Telephony feature has changed as follows:

- Profile options CCT:BasicTelephony: ACD ID, CCT: Basic Telephony: ACD Password, and CCT:Basic Telephony: ACD Queue have been removed. The data from these profile options has been migrated to CRM Resource Manager.
- To view existing ACD agent configuration, navigate to CRM Resource Manager and select the desired agent. ACD agent parameters are configured for the seeded middleware (BASIC_MIDDLEWARE).

No other changes have been made to profile options used by Basic Telephony.

Active Mode Routing

In Release 12, Oracle Advanced Inbound does not support active mode routing for inbound calls. If you are currently using this feature, you must use either Enhanced Passive Mode or Passive Mode.

> **Additional Information:** See *Oracle Advanced Inbound Implementation Guide* for more information on setting up your call center to run either of these modes.

You may continue to use active mode routing for web callbacks.

Install Changes

In Release 12, the install process is changed as follows:

- The ieoicsm.class file has moved from $APPL_TOP/html/download/ to $INST_TOP/appl/download/ieo/.
- After an initial installation of Release 12, or anytime a patch for CCT, IEO, or UWQ is applied, run the following command to regenerate ieoicsm.class:

  ```
  $INST_TOP/admin/scripts/ieo/ieozipmain.sh
  ```

  If you are not using the APPL_TOP installation for running your ICSM server, download ieoicsm.class using a secure FTP from $INST_TOP/appl/download/ieo/ to the target directory on the target ICSM node.

Field Sales

Release 11.5.10 was the terminal release of Oracle Field Sales (Sales Online). In Release 12, Field Sales is obsolete. If you are using this product, you must upgrade to the Oracle Sales application. This change results in a functional impact for all users. We recommend that you complete a functional analysis before you migrate Field Sales (Sales Online) data to Oracle Sales.

Additional Information: See Migrate Sales Credits in this appendix for more information.

Incentive Compensation

This section outlines changes made to Incentive Compensation in Release 12.

Out-of-the-Box

Out-of-the-box, Inventive Compensation delivers a set of responsibilities, each with the appropriate business flow permissions. Consequently, menus and responsibilities that existed or were created in Release 11*i* are end-dated. You must assign the new responsibilities to existing users after you complete the Release 12 upgrade.

The new responsibilities are described in the following table.

Responsibility	Description
Incentive Compensation Administrator	Responsible for configuring and maintaining OIC application setups, and administering and scheduling OIC concurrent programs. A configuration workbench provides a checklist of tasks as a guide for the process of implementing or administering OIC.
Plan Administrator	Responsible for building compensation plans and plan components, maintaining compensation plans, and maintaining product hierarchies and rule definitions that are used across compensation plans. Can access a single page that provides a comprehensive view of a plan. It contains a Design section (plan components and links), an Eligibility section (roles and resources), and a Notes section (history of plan changes). In addition, the plan creation flow supports top-down creation, making it possible to create a plan, and add and create components as needed. The plan elements creation checklist provides simple, discrete steps that can be checked off as the plan elements are completed and validated. The plan administrator also has access to a component library workbench.
Compensation Manager / Analyst	Responsible for managing resource compensation plans, reviewing and handling disputes, and administering the compensation process. Can access a single page that provides a comprehensive view of a resource. It contains a Roles / Group section (resource maintenance), a Plans section (customization maintenance or payment plan / paygroup assignments), a Compensation section (historical compensation reports), and a Notes section (history of resource changes). The Analyst can run a validation process to flag any incomplete compensation plan setups, and can use the transaction detail and status details page to aid in dispute resolution.
Incentive Compensation User (Manager Self Service)	Responsible for monitoring resource performance and distributing quotas and contracts to resources. Has access to compensation reports for any resources rolling up to him. The Year-to-Date Summary and Earnings Statement reports have been re-written using the new technology stack.

Responsibility	Description
Incentive Compensation User (Self Service)	Views incentive statements and reconciles payments with expected compensation. Information in reports can be exported to a CSV file. Compensation information can be published as a PDF document.

Global Administration: Multi-Org Access Control

Multi-Org Access Control (MOAC) allows a single responsibility to access multiple operating units. An Incentive Compensation Administrator can configure system setups for multiple operating units without having to log in using a separate responsibility for each operating unit. OIC Compensation Managers can query and modify transactions and resources for multiple operating units without having to log in using a separate responsibility for each operating unit.

Integration with Oracle Territory Manager

In Release 11*i*, you had to set up mapping for territory qualifiers in order to use the TAE in Sales Crediting and Allocation. In Release 12, OIC automatically provides the mapping and populates the table with data using one of two mapping options as a part of the post-collection process.

Option 1: Use the seeded OIC attribute / territory qualifier mapping provided in Release 12.

Option 2: Continue to use the existing OIC attribute / territory qualifier mapping

> **Additional Information:** See the *Oracle Territory Manager Functional Upgrade* document for details on using these two options.

To schedule collections using the new concurrent program:

Territory Manager allows you to run the concurrent program "Synchronize Territory Assignment Rules" (STAR), which replaces the existing GTP concurrent program. You can run it in total, incremental, and date-effective mode. Total and Incremental mode behave in the same manner as in 11*i* for all consumer applications. Date effective mode is only applicable to OIC.

The "Synchronize Territory Assignment Rules" (STAR) concurrent program accepts the following parameters:

- Usage
- Transaction Type
- Run Mode
- Start Date
- End Date
- Debug Flag

The pre-processing APIs (dynamic packages) created by the "Synchronized Territory Assignment Rules" concurrent program has been decommissioned.

Multi-level Marketing Industry Support

Additional setup parameters support multi-level marketing requirements. For example, it is possible to track the level of rollup for each OIC transaction.

The plan element setup includes a rollup calculation option. When a plan element is configured, you can choose whether to calculate commissions for rolled-up transactions. You can choose to calculate for all resources or only for managers.

Profile Option Changes

Some common system-level profile options are now defined as parameters that can be changed in the OIC Administrator Configuration Workbench. The OIC Administrator will need to use the Configuration Workbench to manually set these parameters.

11*i* Profile Option	Workbench Task	R12 Parameter Name
OSC: Default Custom Flag	Application Parameters	Customize Compensation Plans
OSC: Default Conversion Type	Application Parameters	Currency Conversion Type
OSC: Reporting Hierarchy	Application Parameters	Reporting Hierarchy for Manager Access to Resources Reports
Display Draw	Application Parameters	Display Draw in Year To Date Summary Report?
OSC: Apply Non-Revenue Split to Quantity	Collection	Collect Quantity for Non Revenue Credit Receivers
OSC: Negate during Revenue Adjustments Collection	Collection	Negate Original Transactions during Revenue Adjustments Collections
OSC: Reset Error Transactions	Collection	Re-load Errored Transactions
OSC: Collect on Acct Credits	Collection	Collect Credit Memos from Oracle Receivables
OSC: Customized Summarization	Calculation	Aggregate Transactions Based on Custom Criteria during Rollup
OSC: Prior Adjustment	Calculation	Allow Prior Period Adjustments
OSC: Roll Summarized Transactions	Calculation	Aggregate Transactions during Rollup
OSC: Commission Rate Precision	Calculation	Numeric Precision for Rate Tables
OSC: Income Planner Disclaimer	Collation	Display Projected Compensation Disclaimer?

The following profile options from 11*i* have changed.

11*i* Profile Option	R12 Profile Option	Default
OSC: Import Control File Directory	OIC: Loader Control File Directory	Null
OSC: Import Server Side Data File Directory	OIC: SQL Loader Data File Directory	Null
OSC: Log File	OIC: Enable Logging	No
OSC: Mark Events	OIC: Enable Incremental Calculation	Yes
OSC: Multi Rollup Path	OIC: Multi Rollup Path	Null
*Pay by Transaction	OIC: Pay by Transaction	N
Reset Balances Each Year	OIC: Reset Balances Each Year	No
OSC: Tracking Invoice Lines	OIC: Apply Invoice Splits to Credit Memos and Payments	No

11*i* Profile Option	R12 Profile Option	Default
OSC: Validate Payment Worksheet Statuses	OIC: Enforce Payment Worksheet Approval	Y
OSC: Payroll Action If Entry Exists	OIC: Approve or Reject Duplicate Payment Transactions	Rejected
OSC: Sleep Time in Seconds	OIC: Frequency of Batch Runners Status Check	30 seconds
Total Rev % is Not 100	OIC: Allow split % less than 100%	Custom
OSC: Number of Batch Workers	OIC: Number of Batch Workers for Credit Allocation	1
OSC: Debug Mode	OIC: Enable Debug Mode	NO / N
OSC: Invoice Split Upgrade Start Date	OIC: Invoice Split Upgrade Start Date	Null
OSC: Invoice Split Upgrade End Date	OIC: Invoice Split Upgrade End Date	Null
OSC: LOV Input Validation	OIC: LOV Input Validation	

*If you want to change this option to Pay By Transaction = Y during the upgrade, you must make sure all Payruns / Worksheets are Paid. If you do not, the resources will no longer be usable as the data will become corrupted.

Terminology Changes

The following table lists changes in terminology in Release 12.

Release 11*i* Term	Release 12 Term
Accelerator	Multiplier
Direct Resource	Direct Credit Receiver
Employee Number	Salesperson Number
Functional Currency	Ledger Currency (Terminology change from GL)
Incentive Type	Calculation Type
Payment Factor	Earnings Factor
Pay Periods	Compensation Periods
Payrun	Payment Batch
Quota Factor	Multiplier
Rate Schedule	Rate Table
Revenue Class	Product or Eligible Product
Sales Credit	Credit Amount
Salesperson	Resource
Set of Books	Ledger (Terminology change from GL)
Worksheet	Paysheet

Decommissioned Features

The Quota Performance report is replaced by the Attainment Summary report, and the Sales Force Planning Module and Income Planner have been decommissioned. See Oracle*Metalink* (Doc ID: 338866.1).

Note: The Income Planner projected compensation calculator does not incorporate many of the settings provided in OIC-implemented compensation plans. Consequently, the sales pipeline projections may be inaccurate.

One-to-One Fulfillment

One-to-One Fulfillment has improved the performance for mass email request fulfillment. The server now uses multiple threads on the Java process, and new server-level flags have been added.

- When installed, the fulfillment server routes mass email requests through the new multi-threaded fulfillment process. You can turn this process off by update the JTO: Server: Use Multithreaded Fulfillment profile option.
- The recording of Interaction History for the mass email requests has been moved out of the main processing thread, and now uses a batch routine. You should schedule the Interaction History Bulk Processor concurrent program so it runs on a regular basis.
- The new JTO: Purge Fulfillment Requests concurrent program lets you purge data related to old fulfillment requests. It uses multiple database workers so that it can process a large number of rows. You can schedule it to run on a periodic basis by setting the relative age of the fulfillment request on the run date.
- The fulfillment server allows Display Name, From and Reply To values that can be merged in the email header. You must define the default value for Display Name on the email server setup screen.
- Bounce back functionality works with or without the sendmail configuration changes. You no longer have to update the sendmail configuration to direct bounced messages to a single bounce back account.

Order Capture/Quoting

This section describes the changes made to Oracle Order Capture / Quoting in Release 12.

Integration with Trading Community Architecture

The following actions are changed in Trading Community Architecture:

- Selecting party, account and address together in the Search and Select: Customer flow is not supported by the TCA common components.

  Account – the oldest account, if any, is defaulted after the party has been selected. If there are multiple accounts for the party, you must change the account after selecting the party.

  Address – only the identifying address is displayed in search results instead of all addresses. This address is not selected when the party is selected. You must select the address after the party is selected. It is possible to select party, account, and contact together.

  Contact – contact information is not displayed. You must select the contact after the party is selected. One alternative is to set up defaulting rules to default in an address and contact when the party is selected.

- Contact and Address can no longer be displayed and selected together on the Search and Select: Address flow. However, address search results can be filtered to show addresses for the current quote_to / ship_to / bill_to contact.
- TCA components do not support the standard text box LOVs. Therefore, you can no longer clear the quote to / ship to / bill to customer contact and ship to / bill to customer.

Obsolete Features and Actions

- Saved searches created in earlier releases are not available after the upgrade. You must re-create them in Release 12.
- You must re-implement selectable columns in earlier releases and changes to the sidebar menu in quote detail by using Oracle Applications personalization.
- XML Publisher replaces Oracle Reports. You must re-create any customized Print Quote reports using XML Publisher.
- Product search does not support non-Intermedia search.
- The new selectable column Adjustment Amount has replaced Line Discount column used in Release 11*i*. The Line Discount column is no longer necessary since you can now discount by amount as well as percent.
- You cannot drill down for the Account number. Oracle Sales (ASN) no longer has account information in the customer detail pages.

Sales

This section describes the changes made to Oracle Sales in Release 12.

Upgrade Users from Oracle Sales Online to Oracle Sales

In Release 12, all Sales Online users are migrated and assigned an Oracle Sales responsibility as follows:

- All users with Sales Online User responsibility are assigned the Sales User responsibility
- All users with Sales Online Manager responsibility are assigned the Sales Manager (Sales DBI) responsibility
- All users with the Sales Online Superuser responsibility are assigned the Sales Administrator responsibility

All profile options used by Sales Online (including MO: Operating Unit) are migrated to a corresponding profile option in Oracle Sales.

This Sales Online profile option...	is replaced with this Sales profile option...
OS: Forecast Calendar	ASN: Forecast Calendar
OSO: Forecast Calendar Month	ASN: Forecast Calendar Month
OSO: Default Forecast Period Type	ASN: Default Forecast Period Type
OSO: Default Forecast Category	ASN: Default Forecast Category
OS: Forecast Sales Credit Type	ANS: Forecast Sales Credit Type
OS: Default Opportunity Win Probability	ASN: Default Opportunity Win Probability
OS: Default Sales Channel	ASN: Default Opportunity Sales Channel
OS: Default Opportunity Status	ASN: Default Opportunity Status
OS: Default Close Date Days	ASN: Default Close Date Days

This Sales Online profile option...	is replaced with this Sales profile option...
OSO: Forecast Pipeline Calculation	ASN: Forecast Defaulting Type Basis
OS: Default Win/Loss Status	ASN: Default Win/Loss Status
OS: Default Status For Leads	ASN: Default Lead Status
OS: Manager Update Access	ASN: Manager Update Access
OS: Opportunity Access Privilege	ASN: Opportunity Access Privilege
OS: Customer Access Privilege	ASN: Customer Access Privilege
OS: Sales Lead Access Privilege	ASN: Lead Access Privilege
MO: Operating Unit	MO: Operating Unit
OS: Sales Admin Update Access	ASN: Sales Admin Update Access
OSO: Default Country	HZ: Reference Territory
OS: Sales Team Creator Keep Flag	ASN: Default value for sales team Do Not Reassign flag

All FND lookup types used by Sales Online are migrated to a corresponding lookup type in Oracle Sales.

This Sales Online lookup type...	is replaced with this Sales lookup type...
LEAD_CONTACT_ROLE	ASN_CONTACT_ROLE
CONTACT_RANK_ON_OPPORTUNITY	ASN_CONTACT_ROLE
CLOSE_REASON	ASN_LEAD_CLOSE_REASON
CLOSE_REASON	ASN_OPPTY_CLOSE_REASON
VEHICLE_RESPONSE_CODE	ASN_VEHICLE_RESPONSE_CODE

Sales and Telesales

This section describes changes that are common to both Oracle Sales and Oracle Telesales in Release 12.

Migrate Sales Credits

In Oracle Sales, an opportunity can have multiple opportunity lines, and for each line, there can be a different sales person receiving revenue credits. However, there can be only one sales person who receives all revenue credits for an opportunity line.

Release 12 upgrades opportunities that have multiple sales people receiving revenue credits for the same opportunity line and ensures that there is only one sales person receiving revenue credits for the line. Opportunities having multiple sales people on a single opportunity line are upgraded.

Similar to Oracle Sales, Oracle Telesales also supports only one sales person receiving revenue credits for each opportunity line.

Service

Your Service applications specialists should be completely familiar with the information in this section and should have made appropriate plans to accommodate the associated changes before you begin your upgrade

Email Center

The following topics describe changes to Email Center in Release 12 and suggest where you can find additional information on specific feature-specific changes or what additional steps you may need to take to accommodate the changed functionality.

Oracle Email Server Independent

Email Center can connect to any IMAP4-compliant mail server, download messages into the Email Center schema, and process those messages. New setup and administration screens are associated with this change.

Email Account Administration: Administrators can directly define email account parameters using the new account administration screens available in the Email Center Administrator console. For example

Scenario 1: Email messages are redirected from the corporate mail server as part of Email Center implementation in the current release as follows:

- **Releases 11.5.9 and 11.5.10**: Account myermsaccount@mycompany.com has a redirect-rule that routes the email messages to myermsaccount@oesmailserver.com, which was created from the Email Center Self-Service Administration console.
- **Release 12**: Administrators can directly define the email account details using the account administration screens.

Scenario 2: Email messages arrive directly into the Oracle Email Server, which is installed as part of the Email Center implementation in the current release as follows:

- **Releases 11.5.9 and 11.5.10**: Account myermsaccount@oesmailserver.com was created from the Email Center Self-Service Administration console.
- **In Release 12**: Administrators should host this email account on any mail server that can receive / send email messages because Email Center no longer requires Oracle Email Server. You can directly define the email account details using the account administration screens.

> **Note:** In both the scenarios, if data migration is planned as part of the upgrade, email accounts like myermsaccount@oesmailserver.com will be migrated, along with email data, into the new configuration tables and marked Inactive. You can access this account from the new account administration screens, update the account properties as required, and activate them to work in the R12 flows.

Download Processor: The Email Center Download Processor is a mid-tier service that runs at intervals you configure to connect and download email into the Email Center schema. Using configuration data defined in Email Center for an email account, it can connect to the email account and download email messages for further processing.

When an email account is defined in Email Center, the system creates Oracle Processed and Oracle Retry folders in that account. Once a message is downloaded, both the metadata and the content of the email remain in the Email Center schema until an administrator purges it.

Data Migration Tools

The new backend server architecture for Email Center introduces new configuration and transactional tables. Because all prior Email Center releases must have a migration

path to the new architecture, Release 12 ships a set of data migration tools. They consist of the following components:

- Download Processor – migration mode: In this mode, the Download Processor can connect to email accounts residing in Oracle Email Server and retrieve email from all folders into the R12 schema.
- Email Center Migration concurrent programs: These programs control the reconciliation of email migration data with the Oracle Customer Interaction History and are responsible for moving email into the right message store.
- Migration Console: These screens in the Email Center Administration console allow administrators to monitor data migration and also to advise on the status of the migration.

Custom Workflow Process

As a part of the shift from a message stored based on Oracle Email Server to one based on a local message store, the out-of-the-box workflow included has bee modified to remove from the keys all references to data based on the Email Server. If an implementation has any customer workflow hooks that were used to implement specific flows not available out-of-the-box, you must change the code and retest it.

Live Message Migration Email messages with actions before the upgrade are known as live messages. After the migration, Email Center agents can access live messages in a pre-migration state and take appropriate action. The messages are generally in a queue waiting to be acquired by the agents or are already acquired by an agent and waiting in the agent's Inbox. The percentage of data in this state in a live Email Center implementation depends on the email volume at the site.

Do not use the Email Center until the live message migration is complete. The downtime is fairly small and depends on the number of emails in a live state.

Historical Message Migration Email messages processed in Email Center are retained in the Oracle Email Server message store and accessed for auditing and for tracking customer interactions. The percentage of data in this state could be fairly high in an implementation that has been in production for some time.

The Email Center Migration concurrent program provides the Cut-off Date for Historical Emails parameter, which defaults to 30 days. You can decide how much of the historical data is to be migrated. Historical data that is not migrated is no longer available for viewing from the Email Center application. However, large amounts of historical data may result in a lengthy migration process.

Note: The number of email messages that qualify for migration affects the duration of the migration process. To reduce the duration, decide on a cut-off date for historical email data. Once the live message migration is complete, you can use the Email Center while the historical data migration runs in the background. Reduced number search results could result, but they will be accurate after the process is complete.

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iSupport

Your iSupport applications specialists should be completely familiar with the information in this section and should have made appropriate plans to accommodate the associated changes before you begin your upgrade

Registration

If you have defined custom user types prior to Release 12, and you wish to continue to leverage those types during iSupport registration, you must manually associate the user type keys with the relevant iStore lookup types in the AOL lookups table after the upgrade. If you do not complete this task, iStore cannot determine the user types, and they will not be available on the registration pages by the registering user.

The lookup types are:

- IBE_UM_INDIVIDUAL_USER_TYPES
- IBE_UM_PARTIAL_USER_TYPES
- IBE_UM_PARTNER_USER_TYPES
- IBE_UM_PRIMARY_USER_TYPES
- IBE_UM_SECONDARY_USER_TYPES
- IBE_UM_STORE_USER_TYPES

For example, the seeded iSupport user type IBU_INDIVIDUAL is mapped to the iStore lookup type IBE_UM_INDIVIDUAL_USER_TYPES. You must use the Lookups form to perform the same action for all customized user types.

TeleService

Oracle TeleService has improved the processing of services requests, added functionality and configurability options for Contact Center, and added new capabilities for Customer Support.

Service and Infrastructure

This section describes the enhancements to Oracle Service and Infrastructure in this release.

- Improved Processing of eAM Service Requests

  Prior to Release 12, all item instance-related fields, including the Subject tab, were disabled for eAM service requests. In Release 12, these fields and the Subject tab are enabled for eAM service requests and a new field (Maintenance Organization) has been added to identify the servicing organization. The field is mandatory for eAM service requests and can be defaulted either from a profile option or from the asset definition

- XML Publisher Service Request Report

  HTML service request reports from previous releases have been replaced with the new XML Publisher reports. You now have the option of specifying various parameters to generate a report, including which template to use, the language, and the output format.

- Migration to Multi-Org Access Control (MOAC for Charges

  Prior to Release 12, the Charges functionality allowed you to create charge lines for all valid operating units. When the charges were submitted to Order Management, the application validated that you had access to the operating units in which each individual charge line was created. This access was maintained in, and verified against, the Extra Information Type (E.I.T.) descriptive flexfields in Oracle Human Resources for each operating unit. These security grants were shared across all users and responsibilities, and thus did not support different security policies for different user groups.

In Release 12, a migration to the MOAC infrastructure moves this access control to the Security Profile functionality in Oracle Human Resources. Each security profile can be independently defined and associated to an application responsibility, enabling the support for different security policies for different groups of users. Customers currently using E.I.T. must migrate their security policies to the new Security Profile functionality.

> **Additional Information:** See *Oracle TeleService Implementation Guide* for more information.

In addition:

- Service Request default Operating Unit profile option

  In Release 11*i*, the MO: Operating Unit profile option used in Release 11*i* to default the operating unit for service requests is migrated to the new Service: Service Request Default Operating Unit profile option.

- Service Default Operating Unit

  In Release 12, the Operating Unit field (hidden out of the box) has been renamed Service Default Operating Unit. Its value is derived from the Service: Default Operating Unit profile option and stamped on the service request record.

- Automatic Assignment Process

  In Release 11*i*, you could specify excluded resources in Service Contracts and Install Base, but these resources, unlike the "preferred" resources, were not used during the automatic assignment process of service requests and service request tasks. In Release 12, the automatic assignment process validates the resources returned from the Territory Manager and filters out any resources that were defined as "excluded" in Service Contracts and Install Base.

  > **Note:** Any resources defined as excluded, and using automatic assignment process, are not picked up as potential owners of the service requests and service request tasks.

- Assignment Manager UI

  In Release 11*i*, the Assignment Manager UI (accessible from the Service Request form) exposed only matching attributes (previously called qualifiers) enabled in the Territory Manager for a given Operating Unit. In Release 12, you can use any of the enabled matching attributes, regardless of the Operating Unit in which they were enabled.

  This change can potentially change the assignment if both of these conditions are met:

  - The Assignment Manager UI is used to perform the assignment process. This change has no impact on the business logic of automatic assignment process.
  - Different sets of matching attributes (qualifiers) have been enabled in different Operating Units.

  As the Assignment Manager UI shows the matching attributes across all Operating Units, you can select matching attributes enabled for Operating Units other than the one associated with the Service Request. If the Service territory setup uses those matching attributes, the Assignment Manager UI may present a

different set of candidate resources than it would if only matching attributes for a given Operating Unit were used.

- Setup Menu

  In Release 11*i*, all Service Request setups were under a single menu (Service Request). In Release 12, the various setups are categorized into submenus to ease the navigation to individual setup pages as well as to suggest the order in which to perform the various setup steps.

Contact Center This section describes enhancements to Oracle Contact Center.

- Header Configurability

  Prior releases had two separate folders for customer and contact information. These folders have been merged into a single folder in Release 12. The merged customer and contact regions in the Contact Center enable better personalization and utilization of the space. There is no automatic upgrade of modifications you have made to the existing folders. You must reapply the changes to the merged folder in Release 12.

- Enhanced Orders and Install Base Tabs

  The enhanced ordering flow process includes a new set of business functions (sub-tabs) within the Orders tab in the Contact Center that facilitates the quick creation of an order or update of an existing order when used in conjunction with the new Installed Base tab capabilities.

  Expanded Contact Center capabilities include the ability to add or disconnect products and services (such as Telecommunications ordering) when used in conjunction with the new ordering capabilities in the Contact Center.

  The enhanced Install Base tab enables the agent to take action on a selected item instance or set of instances (such as products/services) directly within the Install Base tab in the Contact Center. These actions range from the creation of a service request to updating product details for a specific product item instance or a set of instances. The list of actions is extensible, allowing the administrator to add to the list of pre-defined actions based on business needs. In addition, a search capability within the Install Base tab provides quicker identification of the product instances that need to be updated.

  The entire functionality supported for Ordering and Install Base management in earlier releases is supported, however the UI navigation and flow may be different for specific functions.

- Enhancements to the Multi-Org Access Control (MOAC) Migration

  In earlier releases, data was not filtered by Operating Unit, allowing an agent full visibility into the customer data. Additionally, an agent could not choose the Operating Unit from the header.

  In Release 12, MOAC compliance in the Contact Center ensures that the data is striped by the Operating Unit. The agent has visibility into all the transactions for all the Operating Units that they can access. The Operating Unit field is in the header Folder, and is hidden by default. The agent transacts (Create Orders, and so on) based on the Operating Unit set in the header. They can choose a different Operating Unit on the header for creating transactions if needed from the list of Operating Units that they can access.

Customer Support The Oracle Customer Support Flexible Layout Regions provide added benefits for implementations, including:

- Page content can be arranged in vertical orientation or horizontal orientation or a combination of both. You can also move content from one region to another.
- A new graphical user interface allows administrators to see how a personalized page will appear and offers intuitive access to regions for personalization.

Other personalization tasks such as renaming, hiding and reordering regions are still performed using the previous personalization UIs that present regions in a hierarchical format.

Note: With the introduction of Flexible Regions, some personalization settings may not be preserved after the upgrade.

Territory Manager

This release implements changes to Territory Administration and Role-based Access Control (RBAC).

Territory Administration

The use of Forms to administer territories has been decommissioned and replaced by HTML-Excel UIs. All pre-existing Forms functionality is supported in this new model, with the exception of Resource Qualifiers and Territory Lookup. The *Oracle Territory Manager Release 12 User Guide* contains complete information.

In addition, the following changes have been implemented.

Concurrent Programs Decommissioned Prior to this release, Generate Territory Packages (GTP) and Generate Self-Service Territories (GSST) were used to re-compile territory definitions. In Release 12, GSST has been decommissioned, and GTP has been replaced by Synchronize Territory Assignment Rules (STAR). The *Oracle Territory Manager Release 12 Implementation Guide* contains complete information.

Territory Types In this release, users must create territories using territory types, which are defined by transactions (Accounts, Leads, Opportunities, Customers, Service Requests, and so on). The territory type selected restricts the transactions and matching attributes available during the create flow.

Oracle Territory Manager seeds the following types:

- Named Account – used to migrate named account territories. Shipped with all the Sales usage transaction types. Created for each operating unit.
- General <usage name> – used for migrating geography territories and all other non-geographical or non-named account territories. Shipped with all the enabled matching attributes for the particular usage and with only the corresponding transaction types for each operating unit.
- Geography – also used for migrating geography territories and all other non-geographical or non-named account territories. Shipped with all the geographic matching attribute values and all the Sales usage transactions types for each operating unit. Essentially, territories defined with only geographical matching attributes are migrated using the geographic type. If the territory is defined with both geographical and non-geographical matching attributes, the General territory type is used.

Access Levels You can set up granular-level access type control for transaction types. In particular, you can grant read-only, full, or no access in Sales Usage for transaction

types such as leads, opportunities, and quotes. Resources on 11.5.10 territories are granted full-access to the relevant transaction types.

Escalation Territories Escalation territories are supported through the access flag at the resource level for Service. When adding a resource to a service territory, you can then change the access flag to Escalation for a given resource. There is no longer a need to create an additional Escalation territory.

Custom Matching Attributes Prior to this release, Oracle Territory Manager provided custom matching attributes for some customers, as the out-of-the-box matching attributes shipped with the product did fully satisfy their business requirements.

In Release 12, customers must re-implement these custom matching attributes using the public API solution.

Role-based Access Control (RBAC)

Prior to Release 12, Territory Administrators (CRM Administrator responsibility) could manage territories for all usages through the Forms UI. Users with Territory HTML Global Sales Administrator responsibility had access to the HTML administrator UIs (for Named Account and Geography Territory Groups), and users with the Territory HTML Sales User responsibility had access to the Territory Self-Service UIs.

In Release 12, Territory Manager uses the Role-based Access Control (RBAC) security model, with the following impact:

- All users that access Territory Manager must have the Territory Management responsibility and an appropriate Territory role assigned.

Role	Privileges
Sales Territory Administrator	Manage Sales territories
Service Territory Administrator	Manage Service territories
Field Service Territory Administrator	Manage Field Service territories
Service Contracts Territory Administrator	Mange Service Contract territories
Collections Territory Administrator	Manager Collection territories
Trade Management Territory Administrator	Manage Trade Management territories
Partner Management Territory Administrator	Manage Partner territories
Territory Manager Application Administrator	Access to all usages and can enable or disable matching attributes. Can run STAR for all usages.
Sales Team Search User	Access to the Sales Team Search page, with stand-alone access. Is inherited by users with the Sales Territory Administrator or the Sales Territory User role.
Sales Territory User	Access to the self-service Territory Manager application pages.

- Users can no longer access the Forms Territory Manager UIs with the CRM Administrator responsibility, but they can access the new HTML UIs.
- The Territory HTML Global Sales Administrator responsibility and the Territory HTML Sales User responsibility still exist, but should be end-dated using the User Management responsibility.
- Users must be granted the Territory Manager Application Administrator role in order to enable or disable matching attributes (formerly known as Qualifiers).

C

Projects Upgrade Impact

This appendix describes the way the upgrade to Release 12 affects your existing Oracle Projects products, and highlights the impact of these functional changes on your day-to-day business. It is arranged by alphabetically by products in the Projects product family, and includes the following sections:

- About Business Impact and Functional Changes
- Projects

About Business Impact and Functional Changes

An Applications upgrade alters both the technical and functional aspects of your Oracle Applications system. In addition to changes to the technology stack and file system, an upgrade also initiates specific changes that affect the way your existing products work after the upgrade and the way they look and feel. These functional changes have an impact on the way you use the products as you conduct your daily business.

> **Note:** This appendix describes some of the ways the upgrade *changes* your existing products. We assume that you have read about the *new* features and products delivered in Release 12, which is included in the product-specific Release Content Documents (RCDs) and TOI on Oracle*MetaLink*.

The discussions of the functional aspects of the upgrade in this chapter are arranged by products within the Projects product family.

Projects

Your Projects applications specialists should be completely familiar with the information in this section and should have made appropriate plans to accommodate the associated changes before you begin your upgrade.

Daily Business Intelligence for Projects

Oracle Daily Business Intelligence for Projects provides reporting in secondary global currencies, support for contingent workers, additional drill-down capabilities to transaction pages and improved summarization programs. The changes enable users to drill down directly into project details in Oracle Project Management. Contingent worker support allows companies to perform useful utilization analysis for both employees and contingent workers. Support for additional global currency enables

multi-national corporations to view their project intelligence reports in another global currency.

> **Additional Information:** See *Oracle Applications System Administration Guide* for more information.

Summarization for Concurrent Programs

The functionality achieved through the PRC: Update Project Intelligence Data concurrent process has been split between two concurrent processes so that it fits into the request scheduling time slots. Incremental updates of the base summary tables are performed by PRC: Update Project and Resource Base Summaries, where as the incremental update of project intelligence reports data is performed by PRC: Update Project Intelligence Data.

To ease the implementation for customers using the reporting capabilities of Oracle Project Management, as well as Oracle Daily Business Intelligence for Projects, both applications now share common concurrent programs:

- PRC: Load Project and Resource Base Summaries
- PRC: Update Project and Resource Base Summaries
- PRC: Refresh Project and Resource Base Summaries

You can now use the new and modified programs with the Request Set Generator making scheduling easier. Instead of submitting individual programs, Oracle Projects strongly recommends you use request sets generated by the Request Set Generator.

Grants Accounting

This section outlines changes made to Oracle Grants Accounting in Release 12.

> **Additional Information:** *Oracle Grants Accounting User Guide*, *Oracle Project Costing User Guide*, *Oracle Projects Implementation Guide*, *Oracle Projects Fundamentals*, and *Oracle Subledger Accounting Implementation Guide* for more information on the changes discussed in this section.

Supplier Cost Integration

Supplier cost integration now uses new functionality introduced by Oracle Payables and Oracle Subledger Accounting. The following changes may impact your implementation.

- If you use Cash Basis Accounting for the primary ledger, supplier invoice payments rather than invoice distributions are interfaced to Oracle Grants Accounting.
- Oracle Payables prepayment invoices are captured as cost commitments and are no longer interfaced to Oracle Grants Accounting as actual cost.
- The expenditure item date on supplier cost transactions is revalidated and in some cases rederived during transaction import.
- Interface processing interfaces all distributions with a supplier invoice expenditure class to Oracle Grants Accounting even when invalid distributions exist in the same batch.
- You can create project-related expense reports in Oracle Internet Expenses or Oracle Payables. However, you can no longer create them as PreApproved Batches in Oracle Grants Accounting, and they are no longer interfaced to Oracle Payables.

Supplier Cost Adjustments

Supplier cost adjustment uses new functionality introduced by Oracle Payables and Oracle Subledger Accounting. The following changes may impact your implementation.

- In Release 11*i*, adjustments made to supplier invoices were interfaced to Oracle Payables, which created and interfaced accounting entries to Oracle General Ledger. In Release 12, Oracle Grants Accounting creates accounting for adjustments made to all supplier cost transactions and interfaces the accounting to Oracle General Ledger. Note that transactions are no longer interfaced to Oracle Payables from Oracle Grants Accounting.
- Most adjustment restrictions that existing in Release 11*i* have been removed or eased in Release 12, so that supplier cost adjustments are prohibited until you enable the Allow Adjustments option on supplier cost transaction sources.
- Adjustments made in Oracle Payables take precedence over adjustments made in Oracle Grants Accounting. The supplier cost interface automatically creates a reversing entry for the most recent adjustment made in Oracle Grants Accounting whenever an item is reversed in Oracle Payables.
- In some circumstances, Oracle Grants Accounting creates accounting entries only in the primary ledger for purchasing receipt accruals when exchange rate variances exist.
- In some circumstances, Oracle Grants Accounting creates unmatched reversing expenditure items when transactions are reversed in Oracle Payables. You need to routinely monitor your system for unmatched reversing expenditure items as they require manual adjustments in order to correctly account for the reversal.
- Oracle Grants Accounting does not create accounting entries in a secondary ledger when combined basis accounting is in use. If automatic entries to the secondary ledger are required, you must make adjustments in Oracle Payables rather than in Oracle Grants Accounting.

Integration with Subledger Accounting

In Release 11*i*, Oracle Grants Accounting accounted cost and revenue through a set of interface processes. In Release 12, Oracle Subledger Accounting provides a common accounting engine that replaces the existing accounting processes in the different subledgers and allows you to determine the accounts, lines, descriptions, summarization, and dates of journal entries. Oracle Grants Accounting supports the integration with Oracle Subledger Accounting.

You can also add detailed transaction information to journal headers and lines. Detailed subledger accounting journals are available for analytics, auditing, and reporting. They are summarized, transferred, imported, and posted to Oracle General Ledger.

Account Generation Rules During the Release 12 upgrade, Oracle Grants Accounting creates default accounting definitions that allow the system to continue using existing AutoAccounting rules without additional setup steps. You may choose to create your own accounting definitions using Accounting Methods Builder.

Cost Processing Flows As part of the Oracle Subledger Accounting integration, existing interface cost processes and tieback processes have been replaced with new processes that raise Oracle Subledger Accounting events, generate accounting entries, and interface them to Oracle General Ledger.

View Accounting Details With the integration to Oracle Subledger Accounting, you now have the option to define account derivation rules within Oracle Subledger Accounting that will replace the default accounts generated by the Oracle Projects AutoAccounting feature. This changes how you can view accounting information of transaction lines. You can view the default accounting created for specific transaction lines from the details window on Expenditure Inquiry. However, to view the actual accounting that was interfaced to Oracle General Ledger, you must either use the View Accounting option from the Tools menu on Expenditure Inquiry or by using the inquiry pages provided by Oracle Subledger Accounting.

Tax Default Hierarchy Setup

Oracle Grants Accounting is integrated with Oracle E-Business Tax. This module provides the ability to define tax setup centrally. The Projects Tax Default Hierarchy used by Oracle Grants Accounting is migrated to centralized tax setup to ensure a consistent user experience across applications.

> **Additional Information:** See *Oracle E-Business Tax Implementation Guide* and *Oracle E-Business Tax User Guide.* See also the section on E-Business Tax in Appendix A for information about the Projects Tax Hierarchy migration.

Project Billing

This section outlines changes made to Oracle Project Billing in Release 12.

Accounting for Revenue

In Release 11*i*, you generated revenue and accounted for it using this set of interface programs:

- Generate Revenue for Single / Range of Projects
- Interface Revenue to General Ledger process
- Journal Import process
- Tieback Revenue to General Ledger process

After the upgrade, the revenue generation process is unchanged. However, new concurrent programs replace the existing ones as part of the integration with Oracle Subledger Accounting. You run the following programs instead of the Interface Revenue to General Ledger process:

- Generate Revenue Accounting Events

  Derives the debit accounts and amounts (UBR / UER, Gain / Loss) using Auto Accounting rules.

- Create Accounting process

  Creates journal entries and optionally transfers them to Oracle General Ledger.

The Tieback Revenue to General Ledger process is now obsolete.

> **Additional Information:** See *Oracle Project Billing User Guide* and *Oracle Projects Fundamentals* for more information.

Accounting for Intercompany Invoices

In Release 12, the Generate Intercompany Invoices process continues to use AutoAccounting to generate the Revenue account, and the Interface Invoices to

Receivables process to generate the Receivables. The Interface Cross Charge Distributions to General Ledger process, which creates accounting events for cross charge transactions, is renamed as Generate Cross Charge Accounting Events.

Additionally, when cost reclassification is enabled, you must run the Tieback Invoices from Receivables process followed by Generate Cross Charge Accounting Events process. The tieback process creates the account events necessary to create provider cost reclassification journal entries. Subsequent submission of the Create Accounting process will create accounting entries for provider cost reclassification.

> **Additional Information:** See *Oracle Project Billing User Guide* for more information.

View Accounting Details

With the integration with Oracle Subledger Accounting, you can define account derivation rules within Oracle Subledger Accounting to replace the default accounts generated by Auto Accounting in Oracle Project Billing. To view the actual accounting that was interfaced to Oracle General Ledger, you must either use the View Accounting option from the Tools menu on Revenue Review, or use the inquiry pages provided by Oracle Subledger Accounting.

> **Additional Information:** See *Oracle Project Billing User Guide* for more information.

MRC Migration Impact

In Release 11*i*, all MRC columns could be defined as part of custom folders. As a result of the migration of MRC to the Oracle Subledger Accounting model, Oracle Projects has eliminated all MRC-related reporting columns from inquiry windows such as Events, Revenue Review, Invoice Review, and Funding Inquiry.

Tax Default Hierarchy Setup

In Release 12, Oracle Projects is integrated Oracle E-Business Tax, which provides you with the ability to define tax setup centrally. The Projects Tax Default Hierarchy is migrated to a centralized tax setup to ensure consistent user experience across applications.

> **Additional Information:** See *Oracle E-Business Tax Implementation Guide* and *Oracle E-Business Tax User Guide* for more information. See also E-Business Tax in Appendix A for details about Projects Tax Hierarchy Migration.

Project Costing

This section describes the changes made to Oracle Project Costing in Release 12.

Supplier Cost Integration

Supplier cost integration functionality in Oracle Project Costing has been modified to use new functionality introduced in Release 12 by Oracle Payables and Oracle Subledger Accounting. The following describes changes that may impact your implementation.

> **Additional Information:** See *Oracle Project Costing User Guide* for more information on these new features. See also *Oracle Projects Implementation Guide* and *Oracle Projects Fundamentals*.

- If purchasing receipt accruals are used to account for project-related expense cost, receipts are always interfaced from Oracle Purchasing to Oracle Projects and only invoice variances and payment discounts are interfaced from Oracle Payables to Oracle Project Costing.
- If Cash Basis Accounting is used for the primary ledger, supplier invoice payments rather than invoice distributions are interfaced to Oracle Project Costing.
- Oracle Payables prepayment invoices are captured as cost commitments and are no longer interfaced to Oracle Project Costing as actual cost.
- The expenditure item date on supplier cost transactions is re-validated and in some cases re-derived during Transaction Import.
- Interface processing has been enhanced to interface all distributions with a supplier invoice expenditure class to Oracle Project Costing even when invalid distributions exist in the same batch.
- Project-related expense reports can be created in iExpenses or Oracle Payables, however, they can no longer be created as PreApproved Batches in Oracle Project Costing and they are no longer interfaced to Oracle Payables.

Supplier Cost Adjustments

Supplier cost adjustment features now use new Oracle Payables and Oracle Subledger Accounting functionality. The following changes may impact your implementation.

- In Release 11*i*, adjustments made to supplier invoices were interfaced to Oracle Payables and Oracle Payables, which, in turn, created and interfaced accounting entries to Oracle General Ledger. In Release 12, Oracle Project Costing creates accounting for adjustments made to all supplier cost transactions and interfaces the accounting to Oracle Subledger Accounting. Note that transactions are no longer interfaced to Oracle Payables from Oracle Project Costing.
- Most adjustment restrictions that existed in Release 11*i* have been removed or eased. The result is that cost adjustments are prohibited until you enable the Allow Adjustments option on supplier cost transaction sources.
- Adjustments made in Oracle Purchasing and Oracle Payables take precedence over adjustments made in Oracle Project Costing. The supplier cost interface automatically creates a reversing entry for the most recent adjustment made in Oracle Project Costing whenever an item is reversed in either Oracle Purchasing or Oracle Payables.
- In some circumstances, Oracle Project Costing creates accounting entries only in the primary ledger for purchasing receipt accruals when exchange rate variances exist.
- In some circumstances, Oracle Project Costing creates unmatched reversing expenditure items when transactions are reversed in Oracle Purchasing and Oracle Payables. You need to routinely monitor your system for unmatched reversing expenditure items. They require manual adjustments in Oracle Project Costing in order to correctly account for the reversal.
- Oracle Project Costing does not create accounting entries in a secondary ledger when combined basis accounting is in use. If automatic entries to the secondary ledger are required, you must make adjustments in Oracle Payables rather than in Oracle Project Costing.

Integration with Subledger Accounting

In Release 12, Oracle Subledger Accounting provides a common accounting engine that replaces the existing accounting processes in the different subledgers and allows you to determine the accounts, lines, descriptions, summarization, and dates of journal entries. You can also add detailed transaction information to journal headers and lines. Detailed subledger accounting journals are available for analytics, auditing, and reporting. They are summarized, transferred, imported and posted to Oracle General Ledger. Oracle Project Costing supports the integration with Oracle Subledger Accounting.

Account Generation Rules During the upgrade, Oracle Project Costing provides Oracle Subledger Accounting with default definitions that allow the system to continue utilizing existing AutoAccounting rules without additional setup steps. You may choose to create your own accounting rules in Oracle Subledger Accounting in order to take advantage of additional flexibility provided by the application.

Cost Processing Flows As part of the Oracle Subledger Accounting integration, existing interface cost processes and tieback processes have been replaced with new processes that raise Oracle Subledger Accounting events, generate accounting entries, and interface them to Oracle General Ledger.

View Accounting Details With the integration to Oracle Subledger Accounting, you now have the option to define account derivation rules within Oracle Subledger Accounting that will replace the default accounts generated by Oracle Projects AutoAccounting. This changes how you can view accounting information of transaction lines. You can view the default accounting created for specific transaction lines from the details window on Expenditure Inquiry. However, to view the actual accounting that was interfaced to Oracle General Ledger, you must either use the View Accounting option from the Tools menu on Expenditure Inquiry or by using the inquiry pages provided by Oracle Subledger Accounting.

Migration of Multiple Reporting Currencies (MRC)

Oracle Project Costing multiple reporting currency functionality has migrated to reporting currency functionality in Oracle Subledger Accounting. Oracle Subledger Accounting provides a single repository where you can view amounts in reporting currencies. As a result, Oracle Project Costing no longer needs to separately support MRC functionality. This affects MRC support for costs and capital projects in the following ways:

- Oracle Project Costing has eliminated all MRC-related reporting columns from inquiry windows such as Expenditure Inquiry.
- All MRC implementation options are now obsolete.
- All MRC-related upgrade concurrent programs are now obsolete.
- You cannot view MRC amounts for transactions accounted outside of Oracle Project Costing.

As of Release 12, reporting currency accounting journals for both cost and cross charge transactions are created in Oracle Subledger Accounting by the Create Accounting program. You do not need to run separate programs for maintaining reporting currency journals.

Project Management

This section describes the changes for Oracle Project Management in Release 12.

Web-based Budgeting and Forecasting

If you are using web-based budgeting and forecasting, note the following changes:

- Period Profiles

  All project-specific period profiles are obsolete. Each project's plan version now has one or two of new seeded period profiles. You can also choose to create new period profiles and associate them to plan versions. You do not have to refresh the periodic data as the project progresses.

- Budgets Time-Phased by Date Range

  Time phasing by user-defined date ranges is no longer supported. All existing budgets time-phased by date range are converted to time-phased or non-time phased, depending on what has been implemented and how the budget data has been entered. You can now plan for buckets of grouped periods containing more than one period.

- Flexible Budgeting Options for Data Entry

  The Top and Lowest Task planning level is no longer supported. Instead, you can choose the lowest planning level to be Lowest Task to plan at any level of the financial structure.

- Plan Amounts Calculation and Rate derivations

  Oracle Projects automatically calculates the cost or revenue amounts based on the Effort (Quantity) entered for a labor resource. Prior to this release, all amounts were entered manually. In Release 12, data is modified accordingly to meet the rules of amount calculation to be based on Effort (Quantity) entered.

- Budgeting and Forecasting Integration with Microsoft Excel

  In prior releases, Oracle Projects provided 24 spreadsheet layouts (accessible from Desktop Integrator -> Projects -> Financial Plan) as part of Budgeting and Forecasting Integration with Microsoft Excel. In Release 12, all the 24 spreadsheet layouts are obsolete. Oracle Projects has reduced the number of default spreadsheet layouts to four. Oracle Projects will associate one of the four default Microsoft Excel spreadsheet layouts with each plan type based on the plan class (Budget or Forecast) associated with the plan type.

- Changes to the Budget and Forecasting Pages are accessed

  Project Performance Reporting now serves as the basis for viewing the budgets data by either the work breakdown hierarchy or the resource breakdown hierarchy.

- Planning Resource Lists

  Web-based budget and forecasting are automatically upgraded to use planning resource lists based on the new Resource model.

  Additional Information: See Projects in Appendix F for more information.

Project Forecasting

The feature for forecasting based on staffing plans in Oracle Project Resource Management has been fully integrated with the enhanced Budgeting and Forecasting feature.

Work Management

Note these changes to workplan management:

- Enable Financial Structure

  The financial structure in a new template or project is not enabled by default. After you enable the financial structure, it does not have the default task. This change puts the behavior of the financial structure in synch with workplan structure.

- Workplan Task Level Effort

  The task-level workplan planned effort has been moved under a default task assignment of the PEOPLE resource class in order to make the existing workplan transaction model compliant with new Planning Transaction model.

- Program Management

  The subproject association feature is now available in a self-service application as Program hierarchy. Note that a program hierarchy can be still be created in the Oracle Projects forms-based application using subproject association. There is no change from the forms side.

Property Manager

This section describes the changes to Oracle Property Manager in Release 12.

Integration with E-Business Tax

Payment and Billing terms now contain the tax-related information through the Tax Classification Code instead of the Tax Code / Tax Group values as in previous releases. Tax information is consolidated using the E-Business Tax application.

The new rule-based tax engine is designed to fully replace and substantially enhance the existing tax code-based tax calculation. Tax calculation is accomplished using the Global Tax Engine and tax codes and the defaulting hierarchy approach are migrated and supported in E-Business Tax.

Integration with Subledger Accounting

Release 12 introduces Oracle Subledger Accounting for managing accounting across subledger transactions. During the upgrade, accounting options and their settings, and the existing accounting entries in the Oracle Property Manager data model, are moved to the new accounting data model to ensure a continuous business operation between the two releases. All accounting lines related to the transactions are also migrated. Oracle Property Manager has been enhanced to fully support Oracle Subledger Accounting.

Legal Entity in Oracle Property Manager

In order to consolidate legal-entity data into a central repository, Oracle Property Manager has incorporated Legal Entity stamping on its Payment and Billing terms. The legal entity can now be associated with the ledger when it is set up.

In an accounting setup that contains only one legal entity, a ledger represents the legal entity. The operating unit does not have a direct relationship to the legal entity, but will have a direct relationship to a ledger. Because the operating unit cannot always determine a unique legal entity, both the legal entity and the business entity are now explicitly defined on the transactions.

Projects Foundation

This section describes the changes to Oracle Projects Foundation in Release 12.

Project List and Alternate Project Search Page

In Release 11*i*, both the Project List and Alternate Project Search pages displayed financial amounts from Project Status Inquiry. In Release 12, these pages display financial amounts only from project performance reporting.

New Resource Model

In Release 11*i*, resource lists, which could be of one or two levels, were used for budgeting and reporting. In Release 12, there are separate structures for budgeting and reporting:

- Self-service budgeting uses planning resource lists
- Project performance reporting uses resource breakdown structures

A *planning resource list* consists of planning resources that are based on planning resource formats. A *resource breakdown structure* is a multi-level hierarchy of resources that is used for reporting the planned and actual amounts on a project.

The upgrade automatically converts all resource lists used in self-service budgets to planning resource lists and creates resource breakdown structures. The result is that self-service budgeting is now performed based on the planning resource list. The new resource breakdown structures have no impact on existing functionality. They are used only by project performance reporting.

> **Additional Information:** See *Oracle Projects Fundamentals* for more information. See also *Oracle Project Management User Guide*.

D

Supply Chain Upgrade Impact

This appendix describes the way the way the upgrade to Release 12 affects your existing Supply Chain Management products, and highlights the impact of these functional changes on your day-to-day business. It is arranged by alphabetically by products in the Supply Chain Management product family, and includes the following sections:

- About Business Impact and Functional Changes
- Supply Chain Management

About Business Impact and Functional Changes

An Applications upgrade alters both the technical and functional aspects of your Oracle Applications system. In addition to changes to the technology stack and file system, an upgrade also initiates specific changes that affect the way your existing products work after the upgrade and the way they look and feel. These functional changes have an impact on the way you use the products as you conduct your daily business.

> **Note:** This appendix describes some of the ways the upgrade *changes* your existing products. We assume that you have read about the *new* features and products delivered in Release 12, which is included in the product-specific Release Content Documents (RCDs) and TOI on Oracle*MetaLink*.

The discussions of the functional aspects of the upgrade in this chapter are arranged by products within the Supply Chain Management product family.

Supply Chain Management

Your Supply Chain Management applications specialists should be completely familiar with the information in this section and should have made appropriate plans to accommodate the associated changes before you begin your upgrade.

Advanced Supply Chain Planning

Release 12 changes for Oracle Advanced Supply Chain Planning are described in this section.

Distribution Planning

In previous release, you planned distribution centers using master production plans (MPPs), which used material requirements planning logic. In Release 12, you plan distribution centers using distribution requirements planning (DRP).

You can still use MPP plans after the upgrade. However, the DRP plan uses fair share balancing stock among distribution centers (when one has too much and one not enough of a particular item). You can also use DRP plans to view and adjust material among competing resources (allocation plan), to search for material unassigned to a carrier (opportunities) and add to consolidated shipments, and view a distribution-based horizontal plan.

If you are a distribution-intensive company, you can use distribution requirements planning to plan product movement across your supply chains.

Item Attribute Simulation Sets

In previous release, you could see the effect of changes to your static and dynamic planning data — without actually making the changes in your production environment — by running simulations. Beginning with Release 12, you can simulate changes to key item attributes in advanced supply chain plans and distribution plans.

You can assign different values to key item attributes for item-organizations and save the assignments in an item attribute simulation set. When you reference an item attribute simulation set at plan launch, the planning and distribution planning engines use the item attribute values from the item attribute simulation set rather than those from the collected item definition.

You can specify simulated values for these item attributes to use both in manufacturing plans and in distribution plans:

Critical Component, Preprocessing Lead Time, Processing Lead Time, Postprocessing Lead Time, Fixed Lead Time, Variable Lead Time, Fixed Order Quantity, Fixed Days Supply, Shrinkage Rate, Fixed Lot Multiple, Minimum Order Quantity, Maximum Order Quantity, Service Level, Carrying Cost, Demand Time Fence Days, Forecast Control, Planning Time Fence Days, Standard Cost, Net Selling Price, PIP Flag, Selling Price, Substitution Window, Safety Stock Days, Unit Weight, Unit Volume, Safety Stock Method, Safety Stock Percent, ABC Class, Planning Method, and Minimum Remaining Shelf Life Days.

You can specify simulated values for these item attributes to use only in distribution plans: DRP Planned, Max Inventory Days of Supply, Max Inventory Window, Target Inventory Days of Supply, and Target Inventory Window.

OPM Planning Convergence

In previous releases, you planned process manufacturing facilities using the Oracle Process Manufacturing MRP module. In Release 12, you plan manufacturing facilities using Oracle Advanced Supply Chain Planning (ASCP) unconstrained planning. If you have an ASCP license, you can launch multi-organization unconstrained plans. If you do not have an ASCP license, you can launch single-organization unconstrained plans.

Process manufacturing facilities can use these Advanced Supply Chain Planning features: advanced user interface, multi-level pegging, online planning and simulation capabilities, and advanced co-product planning. They cannot, however, use these Process Manufacturing MRP module features: replenishment method-specific order modifiers, multiple transfer types, and resizing suggestions.

After upgrading to R12, the term *work order* replaces the term *discrete job* in the user interface, including windows such as the Navigator, Supply / Demand, Horizontal Plan, Preferences, and Exceptions Summary.

Sequence-dependent Setups

In previous releases, you created rules that controlled how to schedule the sequence of discrete job and flow schedules and used Oracle Manufacturing Scheduling to sequence the discrete jobs and flow schedules. In Release 12, the new scheduling feature is based on sequence-dependent resource setup times.

Oracle Advanced Supply Chain Planning determines a preferred task sequence that minimizes the time used for changeovers. It then tries to schedule activities in accordance with this sequence. You can specify plan option values that control how Oracle Advanced Supply Chain Planning trades off the benefits of minimizing setup time and maximizing resource throughput against the costs of satisfying demands early and building up inventory or satisfying demands late.

Sequence-dependent setup capability is available for both discrete and process manufacturing. Oracle Advanced Supply Chain Planning uses the same setup transition matrix inputs that Oracle Manufacturing Scheduling uses.

Previously, Advanced Supply Chain Planning scheduled only to the resource level. Now, when it schedules resources with specified sequence-dependent setups, it schedules to the instance level for the resource.

You can view the preferred sequence of tasks for a resource in the Resource Changeover window of the Planner Workbench. You can also view the calculated setup hours for a resource in the horizontal capacity plan for the resource.

The Sequence Dependent Setups plan option controls how Oracle Advanced Supply Chain Planning handles sequence dependent setups. If you set this option to No for all time buckets, Oracle Advanced Supply Chain Planning uses resource utilization percentages to increase activity durations and account for setup times. If you set the option to Yes, Oracle Advanced Supply Chain Planning does not use the utilization percentage. Instead, it calculates sequence dependent setup times using the changeover matrix defined in Oracle Discrete and Process manufacturing modules.

Gantt Chart Enhancements

In previous releases, you used the Advanced Supply Chain Planning Gantt chart to graphically view the manufacturing and distribution plan and reschedule orders as needed. In Release 12, new paradigms have been introduced, new features have been added, and the usability of existing features has greatly improved.

Gantt chart enhancements make it easier for planners to manipulate schedule outputs and diagnose scheduling problems. With the enhanced Gantt chart, you can:

- View activities planned for a resource along the same horizontal line rather than in separate rows in the Resource view.
- Compare bucketed required hours to available hours for a resource in the Resource view.
- View the variation of used and available resource units over time in the Resource view.
- Open multiple views at the same time. For example, you can open both the Resource view and the Orders view at the same time.
- Transfer information context between two views. For example, you can display all resources in the Resource view for an order shown in the Orders view.

- Save a set of orders or resources as folders that you can view on command.
- See other Planner Workbench menu options when the Gantt chart is open.
- Peg up and down from a supply or a demand. Arrows in the right pane show pegging.
- Display instances for resources with sequence-dependent setups.
- Change activity schedules by editing dates in the left pane.

Reports

These Advanced Supply Chain Management reports have changed in Release 12.

Planning Detail Report

In previous releases, you ran the Advanced Supply Chain Planning Detail Report against manufacturing plans. In Release 12, you can run it against your manufacturing plans, distribution plans, and collected data. It shows material requirements planning information that you can use to understand the results of a plan, and can include a horizontal listing, a vertical listing, and detail sections showing gross requirements, scheduled receipts, planned orders, bill of material and engineering changes, expired lot, and by-product information.

This report replaces these Oracle Process Manufacturing (OPM) reports: MRP Bucketed Material Report, MRP Material Activity Report, MRP Action Messages Report, and MRP Error Messages Report.

Inventory Reorder Point Report

This report replaces the OPM Reorder Point Report used in previous releases.

OPM MRP Reports

The following OPM MRP reports have a new format: MPS Material Activity report (based on source transaction data) and MPS Bucketed Material report (based on source transaction data).

> **Additional Information:** See *Oracle Advanced Supply Chain Planning Implementation and User's Guide* (Doc ID: 118086.1) for more information.

Asset Tracking

Release 12 changes for Oracle Asset Tracking are described in this section.

Notification from Fixed Assets

You can leverage a new concurrent program — Generate Notification - New Fixed Assets for Install Base Tracking to generate a workflow notification for new assets created in Oracle Assets. All users associated to the newly seeded Oracle Asset Tracking – Planner responsibility receive notification.

Interface to Fixed Assets

With Release 12, a new user interface facilitates the integration between item instances and fixed assets. You can associate an item instance to a fixed asset, either with a specified item instance or optionally with a selected fixed asset. You can associate multiple serialized item instances to the same fixed asset.

Fixed Asset Update

With Release 12, you can perform Fixed Asset updates for manual item instances, such as location or ownership. Fixed Asset updates are also supported for most Oracle Inventory transactions, except WIP transactions.

The Enable Auto Update flag has been added. When Enable Auto Update is set to Yes, an item instance and its associated asset are fully synchronized, subject to the validation rules existing prior to this release. If this flag is off, the association is not subject to fixed asset updates.

The Open Item interface contains Fixed Assets columns. You can create both the item instance and the associated fixed asset as part of your Oracle Installed Based item instance import process.

General Ledger Reversal Process

With Release 12, you can manually create reversing accounting distribution entries. These reversing entries offset entries generated by the Cost Manager, for selected inventory transactions of capitalized item instances. Prior to this release, these reversing entries were created automatically as part of the transaction costing process. In this release, you must run the Create Reversal GL Entries for Inventory FA Items concurrent program to generate reversing entries.

Field Service Capabilities for Assets

With Release 12, you can create service requests and tasks for an internal asset in Oracle Field Service. Oracle Asset Tracking captures an asset's complete service history, including the debrief transactions, the manual logging of In/Out of Service, and the operation status of a recovered asset.

Contracts (Core)

The following functionality for Oracle Contracts Core 11*i*3 and later is being discontinued and will not be supported in Release 12.

- Stand-alone contract authoring and contract management using Oracle Contracts Core features, such as the Launchpad, Contract Navigator, and stand-alone Authoring form.
- Stand-alone sales contracts authoring using the Sales Contract category
- The web based user interfaces (searching, creating, and updating contracts) in Contracts Online.

No data is migrated during the upgrade to Release 12. If these discontinued features affect your system, you should consider implementing Release 11.5.10 (or higher) Oracle Sales Contracts, including the contract repository feature. Oracle will continue to support the previously released versions of the Contracts Core and Contracts for Sales products, although enhancements are no longer being offered.

> **Note:** This does not apply to Oracle Sales Contracts or Oracle Procurement Contracts released as part of Release 11.5.10, nor does it apply to customers who are using only Oracle Service Contracts or Oracle Project Contracts.

Demand Planning

Release 12 changes for Oracle Demand Planning are described in this section.

Forecasting Enhancements

Statistical forecasting techniques in Oracle Demand Planning are enhanced in several areas:

- Forecast at Day Level

  Forecasting at day-level now addresses situations when the demand patterns vary by the day of the week. For example, more newspapers are sold on Sundays than on other days of the week.

- Forecast Seasonal Data at Week Level

  The Holt-Winters implementation now supports weekly (as opposed to just monthly) seasonal trends.

- Display Smoothed History and Seasonal Factors

  To handle outliers and missing values, Demand Planning automatically performs pre-filtering to smooth demand history. Demand Planning also automatically calculates seasonal factors. You can now view the smoothed history and seasonal factors as outputs in Demand Planning.

- Demand Planning now supports Croston's method for intermittent demands.

Shared Objects

Demand planning managers and demand planners can now share their personal objects with other demand planning users. The sharable objects include documents (reports, graphs, and worksheets), document folders, saved selections, and custom aggregates.

Demand planning managers can create these objects centrally, and then share them with all the demand planners at any time in the demand planning cycle. This provides a consistent view of demand planning data to all the users and eliminates the need for demand planners to create the same reports and worksheets individually. Planners can save personal copies of shared documents to refine their selections and layout.

Selective Forecasting

Selective Forecasting now supports the Combination Forecast measure, which selectively forecasts discrete groups of products with product-specific forecasting rules. You can copy data for a group of products from an existing measure to the Combination Forecast measure being defined. You can also use product saved selections and use them when creating combination forecasts.

Combination Forecast measures that you create using Selective Forecasting appear in the administrator's measure list and for managers and planners in the document tree under the Measure folder's Forecast subfolder. These measures are available in reports, worksheets, and graphs for distribution, submission, collection and upload.

Planner Productivity

In this release, Demand Planning has been enhanced to improve planner productivity:

- Input Negative Numbers in the Worksheet

  In Release 11*i*, users captured decisions based on marketing intelligence, new product introductions, and so on by directly modifying the statistical baseline forecast in Demand Planning. You can now also manually input negative numbers on the worksheet, so that you can maintain separate adjustments in Demand Planning and then add the adjustments to the statistical baseline forecast.

- Start Date for Moving Totals

  Demand Planning now supports the cumulative sum or “moving total” type formula measure. It allows you to begin calculations from a specific beginning period, which is dynamic. Calculations always begin from the selected period.

- Formula-generated Stored Measures

  You can now use the same set of functions and operations supported for formula measures (addition, subtraction, multiplication, division, lead, lag, nested formulae, and so on.) for the initial creation of a stored measure. Once created, you can update stored measures on the basis of the generating formula if you explicitly recalculate it. You can select the dimension levels at which the calculation occurs, and the result is stored. You can also select the allocation and aggregation methods and base measures, apply a price list and make the measure editable in the worksheet.

Performance

The following Demand Planning enhancements improve performance in a number of areas:

Re-aggregate Option Administrators can now force the re-aggregation of all measures in the Shared database, whenever a change in a hierarchy is detected, without overwriting user modifications to existing measures. The download process automatically determines which hierarchy values were modified, and then re-aggregates those values for all measures for those values, including input parameters that were not downloaded if a quick download was run. This allows a measure's values to reflect mid-cycle hierarchy changes without running a Populate process, which overwrites all existing modifications to the measures.

Do not run Populate when the Reaggregate option is checked. Populate automatically recalculates the measures and overwrites existing edits. The Reaggregate option only applies to affected hierarchies — not the entire measure. These options are generally mutually exclusive.

You can enable the Reaggregate option in the Demand Plan Administration module by checking a checkbox on the Download screen. A full distribution for planners’ is required in order to receive the hierarchy changes. The Reaggregate option is examined during distribution, and if enabled all personal measures are reaggregated.

Worksheet Performance Enhancements Performance improvements have been made to the worksheet opening, editing, and recalculation operations.

Net Change Aggregation When performing a Full or Quick download of one or more Demand Planning input parameters using the Update refresh mode, aggregation calculations are performed for only those measures that have changed.

Prevent Even Allocation In Release 11*i*, entering values into an empty worksheet cell allocated that value to lower hierarchy levels using the Even allocation method. In certain situations this creates an explosion of values in the Demand Planning workspace that can be potentially detrimental to performance.

Values that are entered into empty worksheet cells are now allocated to lower hierarchy levels using the First Level Value allocation method. Only the first child of each descendant level is allocated the entered value, which prevents the database size from unnecessarily increasing.

Reduce Forced Recalculations In Release 11*i*, you were not able to edit worksheet values of different hierarchy levels without recalculating the worksheet between edits. This enforced consistency of values across hierarchy levels, but created performance issues by forcing demand planners to wait for recalculations to complete between each edit.

Administrators now control when recalculations occur. Edits can be made at any level, and the worksheet is calculated at the user's discretion. Once the worksheet is recalculated or saved, edits are enforced from the top hierarchy levels down, so it is possible for an edit at a higher hierarchy level to override an edit at a lower hierarchy level.

View-only Access for Users

A new role (Demand Plan Viewer) is available. It allows you to view all data in the shared database, create documents, and share reports. However, data cannot be changed, shared or submitted.

Administration

The following enhancements help the Demand Planning administrator more effectively manage the progress of a demand planning cycle:

- Session Administration

  The new Session Administration option enables the Demand Planning Administrator to view and if necessary terminate inactive or hanging user sessions for a demand plan. This allows demand plan sessions to be restarted as needed without technical database administrator assistance.

- Restart Distribute to Planner Stage

  If the Distribute to Planner stage of the Demand Planning cycle terminates abnormally, the Demand Plan Administrator can now restart the process from the beginning. Previously, restarting this process required the intervention of a technical database administrator.

Collections

The following collections enhancements help the Demand Planning Administrator more effectively manage the progress of a demand planning cycle:

- Collect Facts and Items from a Subset of Organizations

  A new checkbox in the Organizations sub-form of the Application Instances form allows organizations to enable Demand Planning independently of Advanced Supply Chain Planning. This allows companies to collect Demand Planning fact data from a small subset of the ASCP-enabled organizations, which saves time on collections.

  If you enable and maintain the same items in all organizations that you plan, you can also save time on collections by invoking a new Collect Items Only From the Master Organization option.

- Collect Product Family-Level Manufacturing Forecasts

  Demand Planning now supports the collection of manufacturing forecasts defined for product family items.

Enhanced Support for Forecast Priorities

In Demand Planning, you can very flexibly specify, down to the individual entry level, the priority associated with forecasts. You can then feed this information into

Advanced Supply Chain Planning to drive planning decisions. This gives you the freedom to prioritize forecasts by demand class, customer, product, location, and time.

To set up forecast priorities, define a demand plan with at least two output scenarios: the normal forecast output scenario, and a forecast priority output scenario. For each forecast output scenario, use the Scenarios tab of the demand plan definition form to specify which other output scenario that you want to associate as the forecast priority. The output levels of the forecast output scenario and the forecast priority scenario must match. When using the forecast output scenario as a demand schedule in an ASCP plan, the associated priorities from the forecast priority scenario are passed into ASCP as the forecast priorities.

Demand History for Internal Sales Orders

In Release 11*i*10, Demand Planning ignored demand history based on internal sales orders. In Release 12, Demand Planning now recognizes demand history from internal sales orders to user-selected organizations. This supports demand planning processes for divisions within a larger enterprise running on a single global E-Business Suits instance. Divisions that run their own demand plans to fulfill demands from internal organizations can now recognize demand history and create forecasts for those demands.

The new Select Internal Sales Orders For plan option field in the Demand Plan Definitions form allows you to specify which internal sales orders to consider. Demand Planning considers all internal sales orders containing one of the destination organizations that you list in the field.

Archiving Process for Demand Plans

Two new concurrent requests are available for archiving and restoring demand plans: Archive Demand Plan and Restore Demand Plan. These requests require only a demand plan name as a parameter. The archive process writes to a log named arch<plan_id>.log in ODPDIR. The Demand Planning system administrator runs a request to archive or restore a plan. Before starting the archive or restore processes, verify that there is sufficient space to write the log.

Depot Repair

The flexible repair processing allows service organizations to define repair order processes and statuses. In this release, the flexible repair order repair type supports the change in transition from the originally intended flow to a new unexpected flow. For example, it supports the flow of an item that is intended for repair, but instead results in an exchange.

This enhancement enables you to:

- Define repair order statuses with workflow capabilities
- Create custom repair status transitions
- Change from one repair type to another during the course of repair

Enterprise Asset Management (eAM)

Release 12 changes for Oracle Enterprise Asset Management are described in this section.

Asset Definition

Asset Definition in eAM migrates to the Installed Base data schema. This migration enables you to define and store both internal and customer assets in the same tables. The following functional changes results from this architectural change:

- By definition, you can track Asset Groups and Rebuildable Items. In the Item Master, the Tracked in Installed Base check box is always selected (On).
- Asset Number is now a globally unique number, identifying the asset during its lifecycle. You can change it any time, as long as it remains unique. Within Inventory, the Asset serial number is still used to identify an asset, but it does not have to be the same as the Asset Number.
- A Warranty Expiration date can be entered to indicate whether your asset is under warranty.

A new and simplified window enables you to define Asset Groups, using templates. This is an option in the Item Master window.

Asset Transactions

Unlike prior releases, you can now move an asset in and out of Inventory. You can define Assets as Transactable in the Item Master. You can receive an asset into Inventory, transfer it between organizations, and so on. When out of Inventory, you can specify the physical location of the asset.

Regardless of where an asset resides, its attributes, activity associations, meter association, and preventive maintenance schedules remain with the asset. They are not organization-specific.

Maintenance organization and Location Organization In this release, as assets can be transactable, eAM introduces the concept of location organization. An eAM-enabled organization can see, not only assets in its own organization, but also assets residing in the organizations where it provides the maintenance services. The eAM Organization field in the Organization Parameters identifies the non-eAM organizations that an eAM-enabled organization services.

Asset Operations

With the Check In / Check Out feature, you can check an asset out to a user. A new self-service page enables you to check an asset out to a user, and check it back in.

As an asset is maintained, events are captured in the Operational Log; you can view this in a new self-service page. You can enter Asset events manually.

Work Management

In the Work Management area, extensive upgrades were added to this release.

Usability Significant changes were made to the Work Order pages:

- New display the Approval history (new feature), Failure Information and Preventive Maintenance information, associated with a work order
- You can check on demand if there is any shortage of the required material
- Page containers display asset information and work order statistics
- A new page enables mass time entry

Workflow for Work Orders A new Workflow process is seeded for a work order and its lifecycle. Integration with AME enables you to set up an approval process for your work orders, with preset approval hierarchy and flows.

A new window enables you to define your own work order statuses, which are associated to system statuses (for example, Draft, Released, Unreleased, and so on).

Assignment and Scheduling You can now associate multiple time blocks for an employee assigned to your work order. Graphic representation of employee availability is provided when you perform assignment. When you make a change at a lower level, the Work Order Scheduling process adjusts the higher level dates and times, according to the "Bottom Up" hierarchy of Instance / Resource / Operation / Work Order.

Supervisor Workbench A new workbench was added for the Supervisor role. From this workbench, a supervisor can manage the work of his departments or crews.

Mobile Solution All the functionality needed to manage work orders is available on a connected mobile device. You can create and update work orders, request material, assign resource, enter material usage, charge time, complete operations and work orders from a mobile device.

CFR Part 11 The eAM work order process supports FDA compliance, with standardized electronic records and signatures that can be audited in accordance to CFR Part 11. At operation or work order completion, you can sign electronically. A signed record is created with a snapshot of the operation / work order information.

Meters

Meter Hierarchy is a new feature. If a Source meter is associated with a specific meter (Target), readings from the Source meter trickle down to the specified meter automatically. Readings from the Target meter are automatically created when readings from the Source meter are entered.

Mass data entry for meter readings is supported with a new self-service page.

Preventive Maintenance

Enterprise Asset Management supports organization-specific Preventive Maintenance sets. Global sets are visible to all maintenance organizations. If you define a set and specify it as Local, only your organization can see or update it.

There are two new Preventive Maintenance options:

- Multiple-Activity Preventive Maintenance schedule allows you to schedule multiple activities together in a cycle, specifying the intervals for each
- Base Date and Base Meter Preventive Maintenance schedule, where work orders are forecasted based on user-specified base date or base meter, regardless of the actual last service dates

Additional Upgrades

Other product upgrades that affect Enterprise Asset Management are described in this section.

Financial From a new window, you can select work order costs and push them, using Mass Updates, to Oracle Assets for capitalization.

The new Maintenance Budgeting and Forecasting process enables you to generate asset maintenance cost forecasts, based on historical or planned works, and export them in Excel, HTML, or XML format.

iSupplier Portal In the iSuppler Portal, search criteria enable you to query purchase orders specific to a work order or work order/operation. You can also drill down to view associated collection plans and enter collection results for a work order operation from the portal.

Quality Integration To support the new asset architecture and the new eAM functionality, upgrades were made in Oracle Quality:

- The old element Asset Number is changed to Asset Serial Number. The prompts are also changed, including those in existing plans.
- A new hard-coded element, Asset Number, was added. Asset Activity and Followup Activity are in the context of this element.
- Lists of Values (LOVs) for Asset Group, Asset Serial Number, Asset Activity, and Followup Activity were modified to support the concept that a maintenance organization can service assets residing in other organizations.
- To support collection plan entry during check in and check out, two new transactions (including plan template and collection triggers) were added: Asset Check In and Asset Check Out transactions.

Field Service Advanced Scheduler

Release 12 changes for Oracle Field Service Advanced Scheduler are described in this section.

Schedule Task Window

The Schedule Task window Preferences tab Assistance Level region offers three Interactive Scheduling options: Intelligent, Window to Promise, and Assisted. The Unassisted option available in prior releases is obsolete.

Location Time Zone Support

Advanced Scheduler supports customer incident and technician time zones. See Field Service (Core) in this appendix for more information.

Task Durations Longer Than One Shift

Advanced Scheduler can plan and schedule service tasks that take longer than one work shift to complete. See Field Service (Core) in this appendix for more information.

Customer Confirmation Requirement

See Field Service (Core) in this appendix.

Site Access Hours Restrictions

You can define the times of day and days of the week when access to a customer, customer site, or customer site location is available. These access hours are automatically added to field service tasks generated by the Field Service Preventive Maintenance module, or they can be manually added in the Dispatch Center.

Advanced Scheduler treats task access hours as hard constraints, meaning that task arrival time must occur within one of the specified access time windows. Dispatchers

have the ability to relax this constraint if Advanced Scheduler does not identify an acceptable schedule option.

Field Service (Core)

Release 12 changes for Oracle Field Service (Core) are described in this section.

Location Time Zone Support

Oracle Field Service core and related products within the Field Service Suite support customer incident and technician time zones. User interfaces provide, where appropriate, fields for specifying the time zone at the technician's location, as well as at the field service incident site. With this capability, call center agents, dispatchers, managers and administrators can communicate with customers and field technicians without having to make mental time zone conversions.

Task Durations Longer Than One Shift

Oracle Field Service core and related products can plan and schedule service tasks that take longer than one work shift to complete. Advanced Scheduler searches for contiguous slots of scheduling options where a technician can perform the task on consecutive workdays. For example, Thursday, Friday, and Monday for a task having a planned effort of 24 hours duration, and the standard shift duration is 8 hours. When this criterion is met, Advanced Scheduler propagates a separate child task for each work shift required.

Subsequently, the dispatcher can use the Dispatch Center user interface to reschedule or reassign individual child tasks if, for example, an unplanned event causes the technician to be unable fulfill the tasks as scheduled, or cancel a child task if it is no longer needed due the technician completing the service early.

Customer Confirmation Requirement

Service Request and Dispatch Center user interfaces make customer confirmation constraint information visible. A dynamic button label indicates whether customer confirmation of a task is required, not needed, or received. Click the Customer Confirmation button to open the Customer Confirmation window, and then update the status of the confirmation, if necessary. Controls are in place to prevent the commit or release of tasks to field technicians when confirmation is required but not received.

Usability

The following features enhance usability:

- An Advance Find feature finds tasks matching combinations of more types of search criteria.
- A Calendar HTML user interface now displays all of a technician's assignments for a given day, week, or month.
- The reworked Dispatch Center user interface makes the Plan Board and Gantt Chart views larger.
- Technicians can drill down to task details from the Calendar.
- Menu options from the main menu and context sensitive right-click menu options have been rationalized to provide similar and relevant options to enhance the user's experience.

Service for Assets

To support service on owned assets as well as customer products, a variety of enhancements have been made to Oracle Teleservice, Mobile Field Service, and Install Base:

- In Release 11*i*, field service tasks could only be created when the service request incident address references a Trading Community Architecture (TCA) Party Site. In Release 12, Dispatch Center, Scheduler, Technician Portal and Mobile Field Service user interfaces and logic support creation of Field Service Tasks when the Incident Addresses is not associated to a TCA Party.
- Enhancements to the Technician and Administrators Portals allow access to the Install Base user interface to update the record of the equipment being serviced. Note that this functionality is not available for Field Service Mobile Products in Release12.

Flow Manufacturing

Release 12 changes for Oracle Flow Manufacturing are described in this section.

Flow Sequencing Profile Option

In Release 12, Oracle Manufacturing Scheduling has been removed from the price list and added as a separate line item. New customers can access the Flow Sequencing feature only if they have purchased both Flow Manufacturing and Flow Sequencing.

Release 12 includes a new site-level Flow Manufacturing profile option (FLM: Enable Flow Sequencing). It is not required for an upgrade from a previous release — you can continue to use both Oracle Manufacturing Scheduling and Oracle Flow Manufacturing Sequencing if both components were previously installed in your Release 11*i* system.

The default value is No for this profile option. You can legally set this option to Yes *only* if you have specifically licensed Oracle Flow Sequencing.

Install Base

Release 12 changes for Oracle Install Base are described in this section.

Discontinued Profile Options

Three profile options previously used to support Field Service Location are now obsolete: CSE_ISSUE_HZ_LOC, CSE_MISC_ISSUE-HZ_LOC, and CSE_MISC_ RECEIPT_HZ_LOC.

Item Instance

A new user interface based on Oracle Applications (OA) Framework makes it easier to define and maintain an item instance. Important attributes of an item instance are grouped into tabs with the remaining information accessible through links.

- Organizes counters and notes information into tabs.
- Provides access to counter, order, and service information through Service Request and Repair Order links.
- Provides new links to access Oracle Enterprise Asset Management (eAM) Work Requests and Work Orders.

- Adds a new button to access Configurator for updates. This button is enabled only for configurations built in Configurator

Item Instance Mass Update Item Instance Mass Update is converted from a form-based user interface to an OA Framework-based user interface. You can also update, delete, or transfer contracts as part of the mass update.

Counters

The definition of counters and Enterprise Asset Management meters is consolidated, and additional features have been added to enhance functionality.

- A counter group is optional when you define a counter.
- Multiple counters can be associated to an item instance.
- Meter readings can now be absolute or change readings.
- You can maintain a daily usage rate for your counter.
- Backdated reading adjustments are allowed with certain restrictions.
- A counter hierarchy can be set up so that readings for a source counter trickle down to target counter readings

Asset Transfer to and from Field Location

The Inventory Transaction Type contains the Location Required flag, which supports Asset Transfer to / from Field Location. You can create new user-defined transaction types as follows:

- Transaction Source: Inventory or Move Order
- Transaction Action: Issue from Store or Receipt into Store
- Location Required flag: Selected

Support for Other Products

The Release 12 upgrade affects the way item instance works with other products.

Oracle Contracts A new Contract page displays contracts impacted by an item instance transaction such as quantity change or ownership change. Associated changes to contracts can be initiated from this page.

Oracle TeleService (Tangible Asset for the Contact Center) A new sub-tab allows you to search and display item instances in the Contact Center user interface. Validations for item instance creation and update, configuration update (reconnect, disconnect) are enforced.

Oracle Process Manufacturing (OPM) The convergence of Oracle Inventory and Oracle Process Manufacturing allows Oracle Install Base to support the tracking of OPM inventory transactions.

Inventory

Release 12 changes for Oracle Inventory are described in this section.

Oracle Process Manufacturing Convergence

Oracle Process Manufacturing (OPM) Inventory has been replaced with Oracle Inventory. Oracle Inventory now supports both process manufacturing and discrete manufacturing organizations.

Before Release 12, OPM maintained its own inventory module. This module interacted with standard Oracle Order Management, Oracle Procurement, and Oracle Advanced Planning and Scheduling, as well as the OPM-specific manufacturing module. Oracle Inventory interacted with all discrete and flow manufacturing modules.

In Release 12 and future releases, Oracle will support only Oracle Inventory for both discrete and process manufacturing environments. Oracle still retains the organization type distinctions process and discrete because the manufacturing, costing, and quality modules are not converging for this release. Although Oracle Inventory integrates with both product suites, you must still determine the organization type in order to indicate the appropriate costing, production, and quality modules.

The Process Manufacturing convergence has the following benefits:

- **One item master**: Instead of maintaining separate item masters for discrete and process manufacturing, you can now maintain a single item record.
- **Central view of inventory**: You can view on hand balances across all discrete and process manufacturing organizations.
- I**ntegrated Supply Chain**: OPM customers can now use Oracle Mobile Supply Chain Applications and Oracle Warehouse Management.

In order to support process organizations, the following functionality is available in Oracle Inventory.

- Dual unit of measure (UOM) support
- Material status control
- Advanced lot control
- Support for indivisible lots
- Material aging workflow

> **Additional Information:** See *Oracle Inventory User's Guide* (Doc ID: 295186.1) for more information.

Deferred Cost of Goods Sold (COGS) Recognition

Starting in Release 12, Oracle Inventory can defer the recognition of COGS until all contract contingencies are filled and Receivables has recognized the revenue. Oracle Inventory holds incurred costs in a deferred COGS account until Receivables recognizes it per the revenue recognition rules. This enables you to recognize both COGS and revenue in the same accounting period. The new accounting rules also support customer returns.

All sales order issue transactions are debited to the deferred COGS account except:

- Internal sales orders: For internal sales orders, the COGS account is debited directly when the new accounting rule is not enabled.
- Intercompany transactions: For all intercompany transactions (external drop shipments, internal drop shipments, and non-ship flows) COGS is debited directly if the new accounting rule is not enabled.

Oracle Cost Management moves incurred costs from the deferred COGS to the COGS account based on the revenue recognition events or order close events. The remaining accounting aspects remain unchanged in Release 12.

You set up the Deferred COGS account on the Other Accounts tab of the Organization Parameters window.

Dependencies and Interactions This feature interacts with Oracle Cost Management to defer the cost of goods sold. Oracle Inventory stamps the account type on the material transaction, and Oracle Cost Management debits the correct account at the time of the material transaction. Oracle Cost Management also moves the costs incurred from the Deferred COGS account to the COGS account upon revenue recognition.

> **Additional Information:** See Defining Other Account Parameters in *Oracle Inventory User's Guide* (Doc ID: 295186.1).

Material Workbench

In Release 11.5.10, Oracle Inventory introduced the option to use the Material Workbench to view material that resides in receiving in addition to on-hand material. In Release 12, you can use the Material Workbench to view detailed information about material that resides in receiving, in-transit material, and on hand material. When you choose to view in-transit material, you can view the following document types:

- Purchase orders
- Advanced shipment notices (ASNs)
- Internal Orders

Oracle Inventory calculates availability information according to the material location of the relevant material. Instead of viewing on hand material, material in receiving, and in-transit material through separate queries, you can perform one query that displays an item across different material locations. You can also perform a query that displays item information across organizations. This provides you with access to a global picture of inventory for the item, and allows you to make quick decisions regarding item sourcing and procurement.

Query Changes In Release 12, the following changes were made to the Material Workbench query window:

- Search based on cross-reference: You can now search for material based on purchasing or order management cross-references. This enables you to easily access on hand information for inventory if you do not know the internal item number.
- Search for inbound material: You can now search for inbound material from a particular supplier, against a source document, or expected within a certain period. You do not have to have an ASN to search for inbound material. The system uses the purchase order promise date as the expected receipt date for purchase orders without an ASN. You can also search for internal organization transfers.
- Save Queries: You can save queries to use for a later date. This enables you to reuse complex queries. You can mark saved queries as public or private. If you mark a query as private, then only you can use the query.

After you execute a query, you can view the material across different material locations at the same time. You can expand the tree window to view on hand, receiving, and inbound material according to the search criteria you supply. In the

results pane, when the organization node is highlighted, the summary view may include multiple organizations. The system displays material in each location simultaneously to provide a global picture for a particular item. The results pane also provides you with faster sorting, column manipulation, and exporting capabilities.

Changes to Support Process Manufacturing The following changes were made to the Material Workbench in Release 12 to support Oracle Process Manufacturing convergence:

- Dual UOM: If an item is under dual UOM control, the secondary UOM information displays in the results pane, and the Availability window in the Material Workbench.
- Grade update: You can now select Grade Update on the Tools menu to update the grade of an item under lot control.
- Status update: You can now select Status Update on the Tools menu to update the material status of material in an inventory organization.

> **Additional Information:** See Material Workbench in *Oracle Inventory User's Guide* (Doc ID: 295186.1).

Picking Rule Enhancements

In Release 12, the picking rule window enables you to capture individual customer product quality and material characteristic preferences. For example, one customer may require premium grade material, while another more price-sensitive client may not have that restriction. To manage customer preferences, restrictions were added to the picking rules engine allocation logic in addition to the existing sort criteria for acceptable material. In Release 12, the Inventory Picking Rules window enables you to create picking rules without installing Oracle Warehouse Management.

These rules are a subset of Oracle Warehouse Management rules and have the following usage and restrictions:

- Allocate based on first in first out (FIFO) or first expired first out (FEFO)
- Ensure only one lot is allocated, or allow multiple lot allocation
- Restrict allocation by shelf life days
- Allow partial allocation, or ensure full allocation
- Specify matching based on item quality data
- Allocate lots in lot number sequence, or no sequence
- Allocate revisions by revision, effective date, or no sequence
- Allocate by sub-inventory, receipt date, or no sequence
- Allocate by locator, receipt date, or no sequence
- Allocate by preferred grade
- Ensure lots of indivisible items are fully consumed
- Allow over allocation

After you create the picking rules, you can use the Rules Workbench page to assign picking rules in the following combinations:

- Item
- Item category

- Customer
- Source type
- Transaction type

When you enable a rule the system builds a rules package. After the system builds a rules package, it creates an enabled strategy with the same name and description. If you disable the rule, then the system automatically disables the strategy. You can only disable rules that are not used in any disabled strategy assignments. You can also only modify disabled rules.

Note: The Rules Workbench available in an inventory-only organization does not have the full capabilities of the Oracle Warehouse Management Rules Workbench.

Additional Information: See Defining Picking Rules in *Oracle Inventory User's Guide* (Doc ID: 295186.1).

Enhanced Reservations

You can create linkages between supply and demand to guarantee material availability. These linkages are known as reservations. A reservation guarantees the availability of reserved supply to a specific demand. In previous releases, reservations supported limited supply and demand types.

In Release 12, Oracle Inventory introduced the following new supply and demand types:

Supply types

- Purchase orders
- Internal requisitions
- Discrete jobs
- Process manufacturing batches
- Shop floor jobs

Demand types

- Components for Complex Maintenance Repair and Overhaul work orders
- Components for process manufacturing batches

Reservations supports document validation, availability checks, and change management for the new supply and demand types. In Release 12, reservations also supports crossdocking in the warehouse, and enables you to reserve the most appropriate inbound receipts for an outbound shipment. The crossdock attribute was added to the Item Reservations window to link supply to demand. The system creates crossdock reservations automatically. You cannot delete a crossdock reservation if the supply type is receiving.

In Release 12, you can reserve a specific serial number and Oracle Inventory ensures the system allocates the serial number at pick release. A new Serial Entry window was added to enable you to reserve multiple serial numbers for a reservation. If you reserve serial numbers, pick release allocates the serials irrespective of the picking rules. Pick release allocates the reserved serials first and honors the organization parameter Allocate Serial Numbers for the remaining demand. Oracle Inventory also

allows you to substitute serial numbers during picking and shipping. If you choose to substitute a serial number, then the system deletes the reservation for the substituted serial number.

Note: The items Reservations window supports serial reservations only for on-hand delivery.

Additional Information: See Item Reservations in *Oracle Inventory User's Guide*. See also Warehouse Management Crossdocking in *Oracle Warehouse Management User's Guide*.

Inventory Optimization

This section describes the changes to Oracle Inventory Optimization in Release 12.

Demand Fulfillment Lead Time

Demand fulfillment lead time is the time between order placement and order fulfillment. You usually set it either to the time allowed by the customer or based on business practice. You can express a customer service level target in terms of a demand fulfillment lead time. For example, you can set a 95% service level with a three-day demand fulfillment lead time.

In previous releases, Oracle Inventory Optimization assumed that the lead time was zero. And, service levels were specified in different places — item-specific service levels as a flex field for the item, customer-specific service levels as a flex field for the customer, and demand class-specific service levels when associating a demand class with allocation rules.

In Release 12, service level and demand fulfillment lead time can be specified in one place as part of a service level set at the following levels: Item – Organization – Demand class, Item – Demand class, Item – Item category – Demand class, Item – Organization, Category, Demand class, Customer site, Customer, Organization – Demand class, and Organization.

You can enter lead time in days as a fractional number. For example, a 4-hour lead time as 0.167 (4 hours / 24 hours).

Lead Time Variability

In previous releases, Inventory Optimization did not consider the variability of lead times when it calculated safety stock levels. In Release 12, it calculates these variability measures from lead times when it calculates safety stock levels:

- **Manufacturing lead-time variability**: A standard deviation value that the planning engine applies to the item processing lead time. You enter item processing lead time in Collections Workbench form, Item Details window. Oracle Inventory Optimization assumes that the statistical distribution of the manufacturing lead time is normal.
- **In-transit lead-time variability**: A standard deviation value that the planning engine takes against the ship method transit time. You enter ship method transit time in the Transit Times form. Oracle Inventory Optimization assumes that the statistical distribution of the in-transit lead time is normal.
- **Purchasing lead-time variability**: A standard deviation value that the planning engine takes against the supplier processing lead time. If entered, Oracle Inventory Optimization assumes that the statistical distribution of supplier

variability is normal. As in previous releases, you can also enter this value by specifying a histogram of purchasing lead time-probability pairs. If you enter the value using a histogram, Oracle Inventory Optimization takes the probability distribution from the user inputs.

Additional Information: See *Oracle Inventory Optimization Implementation and User's Guide* (Doc ID: 118086.1) for details.

Knowledge Management

Release 12 changes for Oracle Knowledge Management are described in this section.

Search Operators

You can perform exact phrase searches by using double-quotes (" ") operator. The Exact Phrase search option has been removed from the search option drop down menu. The default search operator has been changed "All of the keywords." This change is limited to simple search only. The default search option for advanced search remains "Any of the Keywords," and is no longer defined by this profile.

Statements Creation from Service Request Notes

Before this release, only the first 500 characters of note data were captured in the statement summary when trying to create a new solution from a service request. Now, complete note data is transferred over to the statement detail, and the first 2000 characters are kept inside the statement summary. An author can arrange the information between the statement summary and details. There is no impact on the existing solutions and statements created in the system.

Search Administration

New administration pages allow you to manage repositories available for simple search for a service provider. You can define custom repositories and associate the repositories with the appropriate contexts from the setup. Existing data defined in the system are upgraded accordingly.

In particular, the profile option "Knowledge: Simple search repository key" is now obsolete, and data defined in this profile (including the JTF advanced properties data) are migrated to different context mappings and custom repositories, if they exist. Data modified in the JTF properties is no longer honored by KM after the upgrade.

Autolink Administration

Autolinks have replaced the Note Token Rules. For any implementation that has already defined Note Token Rules for objects "Knowledge Base Solution" or "Knowledge: OA Solution," and is upgrading to Release 12, no additional setup steps are required to use the existing rules, as they are upgraded as autolinks and autolink usage automatically.

The only change is that you should now use the Oracle Knowledge Management administration pages to view and update the setup. As a result, the administrator must have access to the Knowledge Base System Administration responsibility. Access to the Oracle Quality Online (OQO) administrator (DEMS Administrator) responsibility is no longer required. Data modified in OQO is no longer be honored by KM, and the setup screens for token rule are obsolete.

Concurrent Request Access

The KM administrator can submit and monitor concurrent requests directly from the KM menu, using a new request group that has been set up and assigned to the KM administrator.

Setup Menu

The KM setup menu has changed due to the introduction of new setup screens and concurrent request ability. If you have customized the KM setup menu, you must incorporate these changes manually.

Mobile Field Service

Release 12 changes for Oracle Mobile Field Service are described in this section.

Multiple Responsibilities

In Release 11*i*, Mobile Field Service users had to be associated to the Mobile Field Service / Laptop responsibility to access Mobile Field Service Laptop. In Release 12, the Multiple Responsibility Model allows users to have different profile settings and different user interfaces. Regardless of the responsibility to which the user is associated, they have access to the Mobile Field Service Laptop application. Multiple technicians mapped with different responsibilities can be assigned to the same operating unit.

Laptop User Interfaces

Mobile Field Service user interfaces have been redesigned using the User Interface XML (UIX) technology framework, which is based on Browser Look And Feel (BLAF) standards. Additionally, the Mobile Field Service Laptop application can be personalized at either site or responsibility level to show or hide data, reorder fields and regions, change prompts, and so on.

Self-scheduling

In Release 11*i*, Mobile Field Service: Wireless allowed technicians to create service request and follow-up tasks, but did not provide the ability to assign and schedule these tasks to themselves. Release 12 provides the ability for technicians to assign tasks to themselves from mobile devices as well as provide a window of time for the customers to choose from. Using these scheduling capabilities, the technicians can either choose to work on the tasks right away or come back at a later time.

Non-TCA Party Incident Addresses

In Release 11*i*, field service tasks can only be created when the service request incident address references a Trading Community Architecture (TCA) Party Site. In Release 12, Dispatch Center, Scheduler, Technician Portal, and Mobile Field Service user interfaces and logic support the creation of Field Service Tasks when the Incident Addresses is not associated to a TCA Party.

Order Management

Release 12 changes for Oracle Order Management are described in this section.

Obsolete Profile Options

Here are the profile options that are obsolete. All functionality previously provided by these profile options is now controlled by Oracle Payments.

- OM: Estimated Authorization Validity Period
- OM: Number of Days to Backdate Bank Account Creation
- OM: Payment Method for Credit Card Transactions. Control is now available at the Payment Type level in the Define Payment Types window.
- OM: Process Payment Immediately at Booking. Control is now available at the Payment Type level in the Define Payment Types window.
- OM: Risk Factor Threshold for Electronic Payments

Changed Profile Options

These profile options have been converted to Oracle Order Management system parameters:

- OM: Credit Memo Transaction Type
- OM: Credit Salesperson for Freight on Sales
- OM: Employee for Self-Service Orders
- OM: GSA Discount Violation Action
- OM: Invoice Source
- OM: Invoice Transaction Type
- OM: Non-Delivery Invoice Source
- OM: Overshipment Invoice Basis
- OM: Reservation Time Fence
- OM: Schedule Line on Hold
- OM: Show Discount Details on Invoice
- Tax: Inventory Item for Freight
- Tax: Invoice Freight as Revenue

The system parameters retain the same names as the profile options without the prefixes (OM: or Tax:). The profile OM: Employee for Self-Service Orders is replaced by the system parameter called Requestor for Drop Ship Orders created by external user.

These profile options were changed to system parameters to support Multiple Organization Access Control (MOAC), which allows you to access one or more operating units using a single responsibility. Some addition benefits include:

- Implementers need to set some application controls at an operating unit level so that the business flows they operate on can be consistent within that operating unit. At the same time, the application controls can be set differently for different operating units. Delivering those controls as system parameters (which are specific to operating units) instead of as profile options meets this need.
- After you set the values of certain key application controls during an implementation, you need to ensure that those values are not changed later in the implementation process. Using system parameters for these controls ensures that implementers are appropriately warned or disallowed from making such changes.

The upgrade migrates the values of the profile options to system parameter values.

Defaulting Rules

In previous releases of Order Management, seeded defaulting rules defaulted the Order Type and Salesrep from the Customer. These defaulting rules are deleted in Release 12. You can still default the Order Type and Salesrep values from other sources, such as the Customer Ship-to and Customer Bill-to.

The sources Customer.Order type and Customer.Salesrep are also disabled, so all custom defaulting rules that used these source are deleted.

Pre-Payments

In previous releases, Order Management stored credit card information locally. In Release 12, the integration with Oracle Payments provides a centralized data model within Oracle Payments for credit card and bank account information and services to process payments. Vital and sensitive data such as credit card numbers, credit card security codes (CVV2), and bank accounts are encrypted and stored within this centralized model.

> **Additional Information:** See *Oracle Order Management Implementation Manual* for more information.

Process Manufacturing

Prior to Release 12, Oracle Process Manufacturing (OPM) had its own inventory control system, which maintained a central Item master, tracking inventory in two units of measure, provided grade control, status control, and lot and sub-lot numbers. With the upgrade to Release 12, these features are migrated to Oracle Inventory. The OPM application now relies on this core inventory system. This model is common for both process and discrete organizations and provides for a single inventory view throughout the supply chain.

> **Additional Information:** See Chapter 2 and Chapter 4 for pre- and post-upgrade steps. See also *Oracle Process Manufacturing Migration Guide.*

Process Execution

OPM Process Execution leverages additional capabilities available with the core inventory system. Reservations, which are guarantees of available inventory, replace the "pending lot allocations" capabilities. However, unlike the current pending lot allocations, detailed reservations are "hard" reservations. That is, once you have reserved material to a batch, all other sources of demand are prevented from reserving or using this inventory. Move Orders can optionally be used to model, control, and document the movement of material to a staging location prior to consumption by a batch. Revision control of items is also supported in batches.

If you are using the Oracle Warehouse Management System (WMS) and Oracle Mobile Supply Chain Applications (MSCA) products, there are two new mobile transactions are supported in OPM Process Execution. You can now create and update batch reservations via mobile devices. This reduces data entry errors and the need for reconciliations, and streamlines production-reporting processes.

The following table summarizes changes in concepts and terminology to OPM Process Execution for R12:

Before the Upgrade	After the Upgrade
Allocation of ingredients (pending transactions)	Reservation (multiple levels) – manual or rule-based

Before the Upgrade	After the Upgrade
No support for movement of inventory material within the production	Support for move orders
No support for WMS	Integration to WMS transactions
No support for item revisions	Item revision support
Organization can be either a plant or laboratory	Same organization can be defined as either a plant or an organization or both
No support for subinventories	Inventory organization (plant) can have multiple subinventories
Consumption and yield warehouses	Supply subinventory and yield subinventory
Shop calendar	Workday calendar
Profile options	Profile options and organization parameters
Pick lots	Select Available Inventory

Product Development

Least Cost Formulation is a new capability that enables a formulator to generate a formula based on a pre-determined product specification by optimizing on-hand ingredients usage with respect to their quality attributes and costs to generate the optimal formulation. The formulation (or batch) created from this process is typically used only one time, since it's using a snapshot of available inventory that may not exist again. However these formulas can also be saved for re-use during a certain time period.

A new field, S88 Recipe Type, is introduced as part of the recipe header that enables users to categorize each recipe as a General, Site, or Master Recipe. A new View By for Recipes is available from the Product Development Workbench with a General Recipe at the top of the list, followed by all of the Site Recipes, and each site displaying all of the Master Recipes. Also, General and Site recipe types will be defaulted when new recipes are created. Recipes created under a Master Inventory Organization will default to "General" recipe type, while recipes created under all other Inventory Organizations will default to 'Site' recipe type.

Item Substitution Lists will enable users to restrict the substitutions made, rather than allowing any item to be substituted for another. Effective dates for each substitute item will be possible, reducing the number of formulas and recipes by enabling one formula to store all the possible alternative items over a period of time. Item Substitution lists must be approved, and will therefore require an approval workflow, including status and version control.

There were also some minor changes to comply with the new organization structure and implementation of revision control of items.

The following table summarizes changes in concepts and terminology to OPM Product Development in Release 12:

Before the Upgrade	After the Upgrade
Lab as a type of organization	Lab as a separate inventory organization
No support for item revisions	Item revision support for formulas and validity rules
Experimental items	Engineering items
Profile options	Profile options and organization parameters

Quality Management

OPM Quality Management has been enhanced to leverage some elements of the Oracle Quality applications. The first is a new process during receiving inspection to hold delivery inventory in a receiving location until sample acceptance. This functionality provides a two-step receiving process: 1) inspection by a warehouse operator and 2) quality testing and results entry within the laboratory.

Another addition is the capability to track a nonconformance (batch irregularities such a ingredient substitutions or changes in procedures) during the production process with Oracle Manufacturing Execution System for Process Manufacturing and Oracle Quality. These nonconformance issues can be reviewed by plant quality personnel prior to yielding acceptable product from the batch.

The following table summarizes changes in concepts and terminology to OPM Quality Management in Release 12:

Before the Upgrade	After the Upgrade
No support for item revisions	Item revision support in specifications, samples, and stability studies
Sample against a lot updates its sublots	Sample against parent lot updates its lots
Miscellaneous inventory adjustment for sample quantity deduction	New inventory transaction type for sample quantity issue
Sample history only for a specific lot, warehouse, and location	Sample and results traceability through lot split, merge, and transfer
Quality laboratory and R&D laboratory defined as same laboratory organization	Quality laboratory and R&D laboratory defined as same or separate inventory organizations
Lot expiry / retest workflows	Inventory Date Notifications
Grade and actions defined in OPM Quality Management	Grade and actions defined in Oracle Inventory
Profile options	Profile options and organization parameters
Hold reasons	Reason codes in Oracle Inventory

Inventory Control

OPM Inventory Control has been replaced with a common inventory solution — Oracle Inventory (see Inventory in this appendix for a description of changes made to support process industries). As a result, many all of the OPM Inventory Control windows are now in Query-only access without update. Current balances are available directly from Oracle Inventory views and reports. The OPM Inventory Close functionality is now available under the OPM Financials responsibility as Period Close for Process Inventory Organizations.

The following table summarizes changes in concepts and terminology in Common Inventory Release 12:

Before the Upgrade	After the Upgrade
Items	Master items and organizations items
Item organizations	Obsolete
Inventory calendar	Inventory calendar
Warehouse	Organization / subinventory
Warehouse locations	Stock locators
Item lot conversions	Item conversions and lot-specific conversions
Lot and sublot	Parent lot and child lot

Before the Upgrade	After the Upgrade
Session parameters	Change organizations
Lot status	Material status
Allocation parameters	Picking rules
OPM category sets	Default category sets
Profile options	Organization parameters
Lot genealogy	Genealogy workbench
Public APIs	Public API signatures may have changed

Process Planning

An unconstrained version of Oracle Advanced Supply Chain Planning (ASCP) application replaces the Oracle Process Manufacturing Material Requirements Planning (MRP) application. The Oracle ASCP unconstrained planning and scheduling engine determines material requirements and schedules supplies to satisfy dynamic demand. Additional capabilities include: advanced multilevel pegging, flexible replenishment hierarchy, and online planning.

Unconstrained planning and scheduling provides you with a platform to integrate to other Oracle Advanced Planning and Scheduling applications (APS) including Oracle Collaborative Planning (CP) to increase cooperation with suppliers and customers, Oracle Demand Planning (DP) to enhance forecast and sales and operations planning, Oracle Inventory Optimization (IO) for advanced inventory optimization, and Oracle Global Order Processing (GOP) for enhanced order promising

The following features replace the Oracle ASCP product that existing OPM customers who are upgrading as well as new customers receive as a replacement for OPM MRP:

Licensed ASCP – New Customer

- Replacement for P / MRP
- Single-Org Unconstrained Plan ASCP
- Single instance – no separate Planning Server

Not Licensed ASCP – Upgrade Customer

- Replacement for P / MRP
- Multi-Org Unconstrained Plan ASCP
- Single instance – no separate Planning Server

Licensed ASCP – New Customer

- Not Licensed or Licensed CBO
- Multi-Org Unconstrained or Constrained Plan ASCP
- Option to have a separate Planning Server

Licensed ASCP – Upgrade Customer

- Not Licensed or Licensed CBO
- Multi-Org Unconstrained or Constrained Plan ASCP
- Option to have a separate Planning Server

The following table summarizes changes in concepts and terminology for Planning in Release 12:

Before the Upgrade	After the Upgrade
Shop calendar	Workday calendar
OPM MRP reports re4placed by the Oracle ASCP Supply Chain Planning Detail Report: Bucketed Material, Material Activity, Action Messages, Error Messages	The Oracle ASCP Supply Chain Planning Detail Report replaces the indicated OPM MRP reports
OPM Reorder Point Report	Oracle Inventory Reorder Point Report
Batches	Work orders
Batch status	Work order status
Firm jobs	Firm work orders
Move work order to PIP functionality not available	Move work orders to PIP
Profile options	Profile options and organization parameters

System Administration

Changes made to the Oracle Inventory and OPM System Administration applications support process manufacturer users of Oracle Inventory. Therefore, the need for a separate OPM System Administration application is diminished. Many of the functions in the OPM System Administration are replaced by Oracle Inventory procedures and routines. For reference purposes, the OPM System Administrator windows are query-only and cannot be updated.

A new window has been added for users to set up and initiate the migration of data. The data can be validated in a new log report.

The following table summarizes changes in concepts and terminology to OPM System Administrator in Release 12:

Before the Upgrade	After the Upgrade
Profile options	Profile options and organization parameters
Look Up window	Process Manufacturing System Lookup

Cost Management and Manufacturing Accounting Controller

Oracle Subledger Accounting replaces the Manufacturing Accounting Controller to generate journal entries in Oracle General Ledger. The Subledger Accounting product is designed to provide greater flexibility and to streamline setups. SLA is a single source for both process and discrete manufacturing organizations. For additional information, refer to the Subledger Accounting section of this document.

OPM Cost Management continues to capture costs for all transactions in a process-enabled organization are provided by OPM Cost Management. There is complete support for material transfers between process and discrete organizations.

The following table summarizes changes in concepts and terminology to OPM Cost Management and Oracle Subledger Accounting Release 12:

Before the Upgrade	After the Upgrade
Company	Legal entity
Cost method	Cost types
Burdens	Fixed overheads
Percentage burdens	Percentage overheads
PM batch detail (actual cost transaction view)	Production batch

Before the Upgrade	After the Upgrade
PCO account	COGS account
Inventory close (in OPM Inventory Control)	Period Close for Process Inventory Organizations
Subsidiary Ledger Update program	OPM Accounting Pre-Processor and Subledger Accounting programs
GL Export	The export to GL is available as an option while running the Create Accounting program
Acquisition costs	Freight and special charges
Inventory Valuation report (in OPM Inventory Control)	Inventory Valuation report for process inventory organizations (in OPM Financials)

Logistics Applications

Differences in functionality resulting from separate inventory models for process and discrete applications are now removed from the Logistics product areas. Additional process logistics capabilities, formerly available only to discrete, such as vendor managed and consigned inventory, international drop shipments, shared services and global procurement are now available.

For those companies using WMS, Oracle Receiving will also have the capability to put material into LPNs, use putaway rules and create labels (if using Oracle Process MES Operations). Process industries can also use WMS functionality in MSCA since the product supports both secondary quantities and grade.

Lastly, Oracle Purchasing for OPM Receiving has a tighter integration to OPM Quality Management. A two stage inspection process provides the ability to view sample acceptability and visual inspection results directly from the receiving window. Oracle Quality is leveraged to define skip receipt parameters and sampling plan criteria based on ANSI/ASQC standards or user-defined rules.

Regulatory Management

Most of the changes in Oracle Process Manufacturing Regulatory Management enable multi-organization access to information. The Dispatch History window, Dispatch History Report, Regulatory Item Information window, and Workflow Notifications show the organization context information and uptake the common inventory model. Organization context restricts record query and item validation. Inbound and outbound XML messages also incorporate organization as one of the elements.

UN Numbers and Hazard Classes are now maintained in the Oracle Purchasing product and CAS Numbers are maintained on the common item master

The following table summarizes changes in concepts and terminology to OPM Regulatory Management in Release 12:

Before the Upgrade	After the Upgrade
Item Version	Item Revision
Actual Hazard	Actual Hazard %
Primary CAS Number	CAS Number
Stand-alone formula	OPM Product Development formula with regulatory validity rule type
Regulatory item	Items in Oracle Inventory with Regulatory flag

Mobile Supply Chain Application

OPM MSCA now supports the following additional transactions:

- Create and update batch reservations in OPM Process Execution
- Oracle Manufacturing Execution System for Process Manufacturing:
  - Update actual resource usage
  - Ingredient issue
  - Ingredient return
  - Product completion
  - Product return
  - Incremental backflush
  - Create pending product lot
  - Update pending product lot

E-records

Technology changes enable all e-record and e-signature features available in the Forms technology stack to be supported for the Oracle Applications Framework Forms technology stack. Also a mobile e-signature framework enables e-signatures on mobile devices. Improvements to streamline the approval setup include one-step data setup validation, role based approvals and the ability to leverage XML from multiple sources for e-record generation.

Additional capabilities to streamline the approval process include the ability to do a before and after comparison through redlining, expediting the process through parallel or simultaneous signatures and “first responder wins” functionality. The number of window that a user needs to few has also been decreased to a single step.

Obsolete Features

Prior to Release 12, Oracle Process Manufacturing had its own inventory control system, which maintained a central Item Master, tracked inventory in two units of measure, provided grade control, status control, and lot and sublot numbers.

With Release 12:

- Prior features are added to Oracle Inventory. The Oracle Process Manufacturing application now relies on a core inventory system–a single model of inventory for both process and discrete organizations. This provides for a single inventory view throughout the supply chain. One central Item Master becomes the source of item creation and maintenance. It is also a repository for all item attributes.
- Common inventory is the centralization of all inventory tracking. Oracle Inventory contains inventory balances, transactions, and reservations.
- Consigned and vendor-managed inventory are also tracked in this application. For process manufacturers, all of the Oracle Process Manufacturing applications now use Oracle Inventory for their inventory information, and no balances or transactions are maintained in OPM Inventory Control.
- Historical information can be viewed in OPM Inventory Control, but current balances reside in Oracle Inventory and transactions are executed in Oracle Inventory.

The following OPM Inventory concurrent programs are disabled:

- Synchronize all OPM Items
- Synchronize all Process Inventory Organization

- Synchronize all Stock Locators for Process Organizations
- GMI Purge Empty Balance
- Move Order Line Auto Alloc and Confirm
- Purge Empty Balances
- Inventory Close is now available under the OPM Financials responsibility as Period Close for Process Inventory Organizations

The following OPM Logistics concurrent programs are disabled:

- Purge OPM Txns and Move Order Lines
- Reprocess Internal Order Receipts
- Auto Alloc and Confirm

Following are the OPM Inventory public APIs packages. Package bodies for the APIs are dropped and files stubbed. Signatures of APIs are retained. This ensures that any code which calls these APIs get successfully compiled but due to missing package body errors are raised during runtime:

- GMIPAPI
- GMI_TRANS_ENGINE_PUB
- GMIPDX
- Transfer API

Following are the obsolete features in OPM Regulatory Management:

- Several fields are desupported
- Stand-alone formulas are no longer supported

The OPM MRP application is obsolete and the following features are not supported by Oracle ASCP:

- Replenishment method specific order modifiers
- Multiple transfer types
- Resizing / Rescheduling suggestions
- Dynamic Bucketing
- Dual unit of measures

In addition, the following features are obsolete:

- The OPM Manufacturing Accounting Controller application is now obsolete. It is replaced with the OPM Subledger Accounting application.
- The organization structure used earlier by OPM prior to release 12 is now replaced with the organization structure used across the E-Business Suite and is applicable for all process-enabled organizations. To ensure compliance with the organization structure, the costing entities that were at the OPM Company level such as Cost Rollup and Actual Cost Calculation are now mapped to the Legal Entity level.
- Sales Order Reservations menu option is obsolete.
- The OPM Logistics applications support the common Inventory application. In OPM Order Fulfillment, you can view historical data in query-mode.
- All Oracle E-Record features, which were available in the Forms Tech Stack, are now supported for the Oracle Applications Framework Forms Tech Stack.

- Hold Reasons are now obsolete.
- Profile options are now referred to as system parameter.

Product Lifecycle Management

Release 12 changes for Oracle Product Lifecycle Management are described in this section.

Common Structures

In prior releases, you could only update structure attributes for common structures (also known as common bills of material) in the source bill. Now, five structure attributes are editable, and can have different values from the source bill.

The five attribute fields are: Operation Seq, Include in Cost Rollup, and three material control attributes (Supply Type, Subinventory, and Locator). You can choose to change these attributes when you create a new common structure, change an existing common structure, or add or update a common structure when using the Bill Import open interface program.

> **Additional Information:** See Common Bills and Routings in *Oracle Bills of Material User's Guide*.

Advanced Search

The advanced search function has been enhanced so that searches using the operator "contains" are now case-insensitive.

Web ADI Integration

Columns created within a Microsoft Excel spreadsheet during the information export process now match the column formats of the display format selected.

Item Organization Assignments

In prior releases, when assigning items to organizations, some of the item primary attributes were defaulted from the master item during organization assignment and could not be changed. In Release 12, you can now edit the following attributes during organization assignment:

- Tracking
- Pricing
- Secondary Unit of Measure
- Defaulting
- Positive Deviation Factor
- Negative Deviation Factor

Service Contracts

Oracle Service Contracts provides a complete contract authoring and execution solution to manage warranties, extended warranties, usage and subscription based services. Service providers can leverage entitlement verification checks to accurately determine the level of service available to customers via call center support, depot repair or field service processes. Accurate pricing and flexible billing options ensure customers receive accurate invoices. An automated renewal process improves revenue

by guiding customers and sales representatives through upcoming renewals, ensuring un-interrupted service for customers while minimizing service revenue leakage for service providers.

Release 12 changes for Oracle Service Contracts are described in this section.

Partial Period Definition

Businesses require flexibility for defining how pricing, billing and termination amounts are calculated for partial periods. Some businesses base partial period calculations on fixed 30-day months, 90-day quarters and 360-day years. Others prefer to calculate partial periods based on the actual number of days within a period.

To use this new feature, you need to define the way you wish the partial period to be calculated in the Global Contracts Defaults form. For example, you will need to define whether the application counts whole periods from the start date of the service, or based on the full calendar months that span the duration. Periods can be defined based on a fixed quantity, for example, 30 days per month, or based on the actual number a days in each period.

> **Additional Information:** See *Oracle Service Contracts User's Guide* for more information.

Service Cancellations

At time of contract renewal, customers sometimes elect to discontinue one or more services on a contract. The ability to track cancellation details for individual service lines or covered levels improves management's ability to evaluate renewal rates and cancellation rates, providing insight into the reasons behind changes in renewal rates.

To use this new feature you may need to set up additional statuses to track the reasons for cancellation. Use the Status and Operations form to define extra statuses as necessary under the Entered and Canceled status types.

> **Additional Information:** See *Oracle Service Contracts User's Guide* for more information.

Contract Approval Rules

The standard contract approval workflow is integrated with Oracle Approvals Management to drive the approval process. Standard Approvals Management features, such as rules-based approval routing and definition of approval groups, are supported.

To use this new feature, you need to set up the Oracle Approvals Management engine defining the approval rules, approval groups and hierarchy as necessary to support your business.

> **Additional Information:** See *Oracle Service Contracts Implementation Guide* for more information.

Multi-Org Access Control

Multi-Org Access Control (MOAC) enables companies that have implemented a Shared Services operating model to access, process, and report on data for an unlimited number of operating units within a single applications responsibility. Users are no longer required to switch applications responsibilities when processing transactions for multiple operating units. Data security is maintained using security profiles that determine the data access privileges associated to responsibilities granted to a user.

To use this new feature, you may need to define or change your setup for organization hierarchies. You must define security profiles and assign operating units, and assign a security profile to each responsibility and a default operating unit to your users.

> **Additional Information:** See *Oracle Service Contracts Implementation Guide* for more information.

Coverage Definition and Instantiation

Some service providers standardize their service offerings across their customer base, while others tailor complex service programs to meet the needs of specific customers. In this release, service providers who standardize their offerings can define standard coverage that can be referenced by services sold in contracts.

Updates to the standard coverage are automatically applied to all contracts that include that service coverage, making changes in coverage immediately accessible to all downstream processes that need to check entitlements. Coverage can still be tailored to suit the specific needs of customers by pressing the Customize button when adding the service to a contract.

To use this new feature, you need to:

- Review your current set of coverage templates and ensure that they represent the set of standard coverage offerings that your business offers.
- Exclude the customize coverage function, Create Customized Coverage, to the set of users that should not have the privilege of authoring contracts that deviate from standard or reapply standard coverage to a service line.
- By default, contracts will be migrated with customized or "private" coverage. If you wish your contracts to reference a standard definition, open the contract and reapply the standard for each service line. This reverts to the coverage template currently assigned to the service and removes the instantiated coverage. Or, you can start using standard coverage for new or renewed contracts only.

> **Additional Information:** See *Oracle Service Contracts User's Guide* for more information.

XML Publisher Communication Templates

Service Contracts is integrated with XML Publisher to support user-defined layout templates for customer communication documents. The Template Setup forms are enhanced in this release.

To use this new feature, review the seeded communication templates and modify them as necessary to support your business process.

> **Additional Information:** See *Oracle Service Contracts User's Guide* for more information.

Shipping Execution

Release 12 changes for Oracle Shipping Execution are described in this section.

Flexible Documents

Beginning with Release 12, printing of reports in Shipping Execution is not limited to text output. PDF format is now available on various Shipping Execution reports through the use of report templates created in Oracle XML Publisher.

Oracle XML Publisher enables you to define your reports using broadly accepted tools such as Microsoft Word. Within Word, you choose the information you want, where you want it on the report, and any fonts, colors, or logos you prefer for the report. You can start by copying the seeded.rtf (Rich Text Format) layout provided with Shipping Execution and modifying it, or you can start from scratch and define any desired report layout you prefer.

The following Shipping Execution reports are available for PDF output:

- Pick Slip
- Packing Slip
- Mailing Label
- Bill of Lading
- Master Bill of Lading
- Commercial Invoice
- Vehicle Load Sheet Summary

Many new attributes have been added to the XML output of the Pick Slip, Packing Slip, and Commercial Invoice reports, including:

- Secondary Quantity
- Secondary UOM
- Lot number
- Grade

FOB terms and Freight terms have been added to the Bill of Lading and the Master Bill of Lading reports to provide support for the VICS Bill of Lading.

Note: This new information does not appear on the report's seeded layouts. It is part of the XML data structure available to build the templates within XML publisher.

Workflow-enabled Shipping Transactions

The Shipping Transactions form and Quick Ship window now allow you to view Workflow-enabled shipping transactions. These transactions automate business processes by routing information according to user-defined business rules. You can use them to automate specific tasks and customize output based on attributes of business objects.

Additional Information: See *Oracle Shipping Execution User's Guide* for more information.

Parallel Pick Submission

Pick Release runs pick release processes in parallel. Distributing the workload across multiple processors reduces the overall time required for a single pick release run. You can also specify the number of threads spawned by Pick Release. (The actual number of pick release child processes spawned by Pick Release depends on each individual pick release batch, and on the profile setting.)

The new seeded profile WSH: Number of Pick Release Child Processes is used to determine the default number of child processes. However, it does not have a default value so the Pick Selection program considers this as "1." Change this profile to the

number of child processes that you want to run in parallel, depending on the hardware efficiency and other application constraints at your location.

Because Inventory locks the organization / item combination, multiple parallel pick release processes do not process the same item in the same organization at the same time.

Shop Floor Management

Release 12 changes for Oracle Shop Floor Management are described in this section.

Option 1 Disabled

Option 1 in Oracle Shop Floor Management (OSFM) refers to the behavior of jobs where copies are not created, and individual operation data is not copied from the Bills of Material definition to job as you move to that operation. Inventory and work in process costs are up-to-date, and inventory value matches the cumulative total of accounting transactions.

As a part of the upgrade, this functionality is discontinued and automatically replaced with Option 2 functionality.

Introduced in Release 11.5.10, Option 2 utilizes the WSM: Create Job Level BOM and Routing Copies profile option. When set to Yes, this profile option enables you to create individual copies for each job by copying Bills of Material and network routings when a new lot-based job is created. You can hold, modify, and view detailed information for each operation of the job.

Using Option 2, you can make the following job-level changes:

- Change the path of a job to any other valid intended path for future operations
- Change component requirements or specify component substitutes for future operations
- Employ alternate resources using the resource-centric workbench
- Use the new HTML User Interface for detailed planning recommendations on the components, resources, and the network path of a job. (You can also make similar changes to the job through open interface tables.)

Note: Lot-based jobs are not considered in Oracle Master Scheduling and Material Requirements Planning, Oracle Order Management, or Oracle Project Management applications.

Profile Option Changes for Option 2

The WSM: Create Job Level BOM and Routing Copies profile option is disabled and set to a value of Yes so that it uses the Option 2 functionality. In addition, The Shop Floor Parameters window contains the Create Job level BOM and Routing Copies field. It is display-only and always displays a value of Yes.

Additional Information: See the information about Defining Parameters and Profile Options in *Oracle Shop Floor Management User's Guide*.

Warehouse Management

Release 12 changes for Oracle Warehouse Management are described in this section.

Control Board Enhancements

The Warehouse Control Board, which enables you to monitor warehouse activity and improve warehouse efficiency, has been enhanced in Release 12.

Manage Groups of Tasks You can now manage tasks as a group instead of individually. And, you no longer have to view the details of individual tasks and approve changes manually. The Manage Tasks window replaces the Update Tasks window (use the Manage button from the Find Tasks window). It retains all the capabilities of the Update Tasks window, but also enables you to:

- Increment and decrement task priority
- Cancel inbound and crossdock tasks
- Change the status of Active and Dispatched tasks to Unreleased or Pending
- Save, query, and delete action plans
- View task count by task type
- Assign tasks based on user task type
- Execute tasks immediately, or execute tasks in the background

> **Note:** Use this feature with caution. It is not easy to undo committed actions. Managing groups of tasks works best with saved criteria for queries and actions because they are more predictable.

Planned Task Management The Control Board-Manage Tasks concurrent program is used to schedule planned task actions. It requires you to save queries and action plans before you run the concurrent request. The system commits actions based on the action plan you select, without need for further input.

Additional Tasks Selection Criteria The Find Tasks window contains new search criteria. that increases control over returned tasks, and supports the new crossdocking feature. The following task selection criteria is now available:

- Crossdock: You can now manage crossdock tasks on the Warehouse Control Board. When you select this source type, you cannot select any other source type.
- Item Type: You can now query for tasks based on the item type you assign in the Item Master.
- Task Age: You can now query for tasks based on days, hours, minutes, months, or weeks.
- Order Type: You can now query for tasks based on sales order type.
- Time till Shipment: You can query for tasks based on the time until the scheduled shipment in days, hours, or minutes.
- Time till Appointment: You can query for tasks based on the time until the scheduled dock door appointment in days, hours, or minutes.

> **Additional Information:** See Navigating the Warehouse Control Board in *Oracle Warehouse Management User's Guide*.

User-extensible Label Fields

In previous releases, Oracle Warehouse Management restricted the list of fields you could include on the label format to a list of predefined seeded variables. In Release

12, you can create an SQL statement to add your own variables to label formats without customizing the application. Using the Define Custom Labels window, you can create custom label fields for Label Formats.

> **Additional Information:** See the sections on Defining Label Field Variables and on Setting Up Label Formats in *Oracle Warehouse Management User's Guide* for more information.

Multi-delivery Consolidation

In Release 12, you can now group deliveries that travel part of the way together, but do not travel to the same final destinations. With this feature, you can:

- Consolidate outbound material across deliveries as well as within a delivery.
- Consolidate material in either a consolidation locator, or directly to a staging lane.
- Consolidate material into an LPN. In this release, the outermost consolidation LPN cannot contain any loose material, and none of the LPNs inside the outermost LPN, whether nested or not, can have material for more than one delivery.
- Consolidate material during pick drops, packing, staging moves, and crossdock.

Oracle Warehouse Management integrates with Oracle Shipping Execution to determine if you can consolidate deliveries. In order to be consolidated, deliveries must have a common ship-from address and a common de-consolidation point.

There are five new seeded outbound operation plans for consolidation:

- LPN-based consolidation in staging lane within delivery (available in previous releases as LPN based consolidation)
- Direct consolidation in staging lane across deliveries (new)
- Direct consolidation in staging lane within delivery (new)
- LPN-based consolidation in consolidation locator, across deliveries in staging lane (new)
- LPN-based consolidation in consolidation locator within delivery in staging lane (available in previous releases as locator and LPN based consolidation)
- LPN-based consolidation in staging lane across deliveries (new)
- Locator-based consolidation in consolidation locator, across deliveries in staging lane (new)
- Locator-based consolidation in consolidation locator within delivery in staging lane (available in previous releases as locator based consolidation)

You can also consolidate crossdocked material. When you create a crossdock operation plan, you enter the appropriate outbound operation plan at the end of the crossdock operation.

New Transaction Mass Consolidate enables you to perform mass moves from consolidation locators to staging lanes. During this transaction, you can also specify a consolidation locator. You can only perform this transaction on a mobile device.

Changed Transactions You can now consolidate material in the packing workbench. You enter an existing or new consolidation LPN, and Oracle Warehouse Management performs the necessary validations. The mobile ship confirm transactions, such as LPN Ship, Dock Door Ship, and Direct Ship, now capture all delivery information and confirm it individually if you consolidate material across deliveries. The Quick Ship

transaction also validates and restricts confirming a delivery if you consolidate material across deliveries.

> **Additional Information:** See the information on Setup Operation Plans and on Explaining Consolidation in *Oracle Warehouse Management User's Guide*.

Rules Engine Enhancements

In previous releases, you had to create a dummy strategy with no restrictions. In Release 12, you can now assign rules and values directly in the Rules Workbench, so you no longer need to create a strategy with a single rule. Other enhancements are:

- Assign rules and values along with strategies directly in the Rules Workbench.
- Rules Engine Simulator and Execution Trace Log display the strategy rule and value used.
- The custom strategy selection API also supports returning a strategy, rule, or value.
- Evaluates and processes the first assignment that satisfies the conditions.
- The Rules Where Used window available in previous releases was decommissioned because you can view rules directly in the Rules Workbench.
- You can now allocate material based on Oracle Process Manufacturing allocation criteria. Additional objects and parameters were added to the rules engine to support Oracle Process Manufacturing. For allocations of dual UOM-controlled material, allocations are made in both the primary and secondary quantities.
- Additional objects and parameters were seeded to enable quality specification matching. The system calls an API and returns a Yes if the lot meets the specifications, and a No if the lot does not meet the specifications.
- The Rules Engine now supports searching for material in non-locator controlled sub-inventories.
- The system can now create lot level detailed reservations for lot indivisible items. The system validates that the lot quantity equals the available to reserve quantity. If they do not fall within tolerances, it does not make a reservation. In previous releases reservations for lot indivisible items were created systematically during sales order scheduling. In Release 12, reservations for lot indivisible items are created manually after sales order booking.
- The Rules Engine will only over allocate an indivisible lot if you enable over picking for the organization. You can under pick an indivisible lot. Indivisible lot consumption is restricted to sales order and manufacturing issues.

> **Note:** You can assign a value only if the rule type is Cost Group.

With the Rules Workbench, you can assign crossdock rules and criteria to objects. The rule assignments can include both demand initiated (opportunistic) and supply initiated (planned). You can assign criteria to business objects that include organization, customer, supplier, item project, and task.

The rules engine now honors serial-level detailed reservations before it applies rules. It verifies the availability and material status of serial numbers. If a serial number fails the availability check for any reason, Oracle Warehouse Management backorders the demand line. In previous releases, the system did not perform validations between

reservations and material status. The rules engine also controls the allocation of serial numbers at a locator.

> **Additional Information:** See the information on Rules Workbench and on Crossdock Criteria in *Oracle Warehouse Management User's Guide.*

Crossdocking

In previous releases, Oracle Warehouse Management provided opportunistic (supply initiated) crossdocking that was limited to back ordered sales orders. In Release 12, Oracle Warehouse Management introduced planned (demand initiated) crossdocking. You can use a set of crossdock criteria to plan crossdocking in your warehouse. Oracle Warehouse Management can now compare expected receipts and outbound shipments to identify planned crossdocking opportunities in the warehouse. When the system identifies a planned crossdocking opportunity, it pegs the scheduled inbound receipt to the outbound shipment. The system then identifies a specific crossdocking goal based on whether you want to maximize crossdocking or minimize wait time.

Planned crossdocking enables you to pre-allocate incoming supply to a given demand source, while opportunistic crossdocking enables you to dynamically allocate incoming supply to a demand source on receipt. The planned crossdocking eligible supply sources are:

- Advanced Shipment Notice (ASN)
- Internal Requisition
- Intransit Shipments
- Material in Receiving
- Approved PO

Oracle Warehouse Management still supports opportunistic crossdocking. If enables you to assign material to a demand source until it arrives in the warehouse.

> **Note:** If you are currently using opportunistic crossdocking, you must create a default opportunistic crossdock criterion and assign it in the Organization parameters in order for it to continue working after upgrading to Release 12.

The eligible demand sources for opportunistic crossdocking are:

- Scheduled Sales Orders (new)
- Backordered Sales Orders (available in previous releases)
- Scheduled Internal Orders (new)
- Backordered Internal Orders (new)
- Backordered WIP Component Demand (available in previous releases)

Warehouse Management introduced a new crossdock criteria window. The Crossdock Criteria window enables you to:

- Determine Crossdocking type (planned or opportunistic)
- Determine the eligible supply and demand sources for crossdocking
- Determine crossdocking goal

- Set the crossdocking window
- Prioritize documents

> **Additional Information:** See the information on Warehouse Management Crossdocking and on Setup Operations Plans in *Oracle Warehouse Management User's Guide*.

Material Handling

The following features were added to Material Handling:

Flexible Response Message Formats You can now define automated device messages in the following formats: XML, message with delimiter, or message without delimiter. You use a message template to specify the message format, and then specify the message components and characteristics. The components you can use in the messages are seeded in the system. This list is extensive and covers the components the usual business flows require.

Use the new Message Templates page added to the Warehouse Control System to create message templates. Then specify the message components in the new Message Components page. You can assign the message template to use when you define a device on the Define Devices window within Oracle Warehouse Management.

Workflow Support When the Warehouse Control System receives an error, it initiates a workflow process linked to the reason. You can create a message based on the device response reason. You can create workflow processes based on transaction reasons you define in Oracle Inventory.

Process Manufacturing Two business events were added to the Warehouse Control System to support Oracle Process Manufacturing: Process Dispensing and the Process Parameter. You assign these events in the Assign Devices to Business Events window in Oracle Warehouse Management.

The Warehouse Control System also added another device type called Manufacturing Equipment to support Process Manufacturing. You assign device types to equipment on the Define Devices window in Oracle Warehouse Management. Oracle Process Manufacturing uses the Warehouse Control System execution framework to invoke the necessary APIs to obtain device responses directly on an Oracle Applications framework page.

> **Additional Information:** See information on Transaction Reasons in *Oracle Inventory User's Guide*. See also Defining Devices and Assigning Devices to Business Events in *Oracle Warehouse Management User's Guide*.

E

Reducing Downtime

This chapter discusses tasks that you can perform in advance of the upgrade. By completing these optional tasks in advance of the actual upgrade, you may be able to substantially reduce the amount of time that your system is offline during the upgrade process. It contains the following sections:

- Customer Relationship Management
- Financials and Procurement Tasks
- Supply Chain Management

Customer Relationship Management

The steps in this section are suggested *only* if you are using Customer Relationship Management products in your system.

Leads Management

Completing these tasks for Leads Management could substantially reduce the downtime required for the upgrade.

Migrate data

If you use Leads Management and are currently running Release 11.5.9 or Leads Manager minipack A, review the strategies outlined in *Leads Management 11.5.10 Data Migration* (Doc ID: 365367.1) to determine how to best migrate your Leads Management data.

Financials and Procurement Tasks

The steps in this section are appropriate *only* if you are using Financials and Procurement products in your system.

Assets

Completing these tasks could substantially reduce the downtime required for your upgrade.

Depreciation

If you have a large volume of depreciation data in the current open period in the books that are in use, and you are experiencing a long running time with facpupg.sql, consider running depreciation with or without closing the current period as permitted by business prior to the upgrade. Doing so can potentially reduce downtime by

processing additions, back-dated transfers, and pending retirements and reinstatements in the current open periods in the books that are in use.

Post Mass Additions

If you have a large volume of pending mass addition lines from Payables and Projects that are for books in Assets with reporting books, and you are experiencing a long running time with faumamcr.sql, you can substantially reduce downtime by preparing and posting these pending Mass Addition lines before the upgrade.

General Ledger

Completing these tasks could substantially reduce the downtime required for your upgrade.

Posted Journal Entries Pre-upgrade Stand-alone Upgrade

TUMS Step Key: GL_CREATE_JE_SEGVALS

Review this section if you use General Ledger with a large number of posted journals and you are experiencing a substantial running time when running glrsgup2.sql.

The General Ledger Journal Entries Pre-Upgrade is an optional program that can reduce the duration of downtime while upgrading to Release 12. It upgrades posted General Ledger journal entries before the planned downtime, leaving only unposted journals and newly posted journals to upgrade during downtime.

The GL Journals Entries Pre-Upgrade consists of the Program - Prepare Posted Journals Before Upgrade concurrent program, which you run from the Standard Request Submission form. Since this program is resource-intensive, it should be scheduled to run during non-peak times, such as evenings or weekends. It can, however, be terminated at any point, and, when restarted, it resumes from the point where it left off. Even after the program is complete, you can run it again at a later time. It processes only journal entries posted after the last time it was run.

In order to install the functionality necessary to run the Program – Prepare Posted Journals Before Upgrade concurrent program, apply patch 4685497.

iProcurement

Completing these tasks could substantially reduce the downtime required for your upgrade.

The Catalog Data Pre-upgrade Process

TUMS Step Key: ICX_CATALOG_MIG

This pre-upgrade process is strongly recommended if you are upgrading iProcurement from 11.5.9 or 11.5.10 to Release 12. It pre-processes bulk-loaded content to reduce the actual time required for the upgrade and to ensure the upgrade process runs smoothly. You can run it multiple times. If exceptions are found, make corrections and re-run the program until no exceptions are noted. Running this program does not require your users to log off the system.

> **Note:** Exceptions noted and not fixed before the upgrade will not be available in the iProcurement Catalog.

Specifically, this program shortens the time it takes to run these upgrade scripts:

- icxiftug.sql: updates POR_TEMPLATE_INFO
- icxr12in.sql: general setup upgrade script needed for iProcurement
- poxujpoh.sql: updates PO_HEADERS_ALL (for example, create_language)
- poxukpol.sql: updates PO_LINES_ALL (for example, ip_category_id)
- poxukrt.sql: updates PO_REQEXPRESS_LINES_ALL (for example, ip_catetory_id)
- icxr12ug.sql: migrates iProcurement data model to PO
- icxr12rt.sql: populates the requisition templates in iProcurement intermedia index tables
- icxr12pd.sql: populates the Purchasing documents in iProcurement intermedia index tables: blanket purchase agreements (BPAs), global blanket agreements (GBPAs), and quotes
- icxr12mi.sql: populates the master items in iProcurement intermedia index tables
- poxukfi.sql: purchasing script to approve the GBPAs created during iProcurement migration
- poxukat.sql: purchasing script to update the attachments
- icxr12fi.sql: final upgrade script, which upgrades favorite lists, purges the BPAs and GBPAs that are not approved, and creates the intermedia index

To run the pre-upgrade, perform the following steps:

1. Run the extractor to ensure that the iProcurement extracted catalog data is updated.
2. Apply the pre-upgrade patch (4914492). It inserts a new entry in the eContent Manager menu called Release 12 Data Migration, which you can use to run the data exceptions report and/or the pre-upgrade.
3. Run the exceptions report prior to the pre-upgrade. The report lists data that cannot be automatically upgraded and must be fixed before the upgrade. The pre-upgrade processes the catalog data to the new data model to reduce upgrade downtime. If there are still exceptions, it also updates the exceptions report.

The exceptions report divides exceptions into two categories: those to be fixed using an XML file and reloaded into the catalog, and those to be fixed by correcting system default values.

Exceptions to be Fixed and Reloaded

Whenever possible, an XML file is provided to help you fix the catalog data. You can download the XML file, fix data issues, and reload data back into the catalog using the loader feature in eContent Manager. Examples of these exceptions are:

- Bulk-loaded items without Supplier Site – prior to Release 12, you could load items in bulk without a supplier site. In order for the pre-upgrade/upgrade to move bulk-loaded items to GBPAs, you must provide a supplier site.
- Bulk-loaded items assigned to "all buyers"– prior to Release 12, you could load items in bulk without a supplier site. To re-load these items in Release 12, you must provide the operating unit in the loader options user interface. You load the same file into multiple operating units, if necessary.
- Bulk-loaded items with invalid data such as category, category mapping, or unit of measure (UOM).

The following table lists exceptions for which you can download an XML file. It also indicates the file Type — price or item. The Delete? column indicates whether a delete file is provided to eliminate old data.

Exception	Type	Delete?	Instructions for Fixing Data
Currency code is invalid or disabled in the currency setup	Price	Y	Fix the Currency definition or download the file and re-load it, providing a valid currency.
Supplier site is invalid, disabled, on hold, or missing	Price	Y	Fix the Supplier Site definition or download the file and re-load it, providing Site in the file or in the load options user interface.
Supplier site is invalid due to expired Central Contractor Registration (CCR) supplier registration	Price	Y	Fix the Supplier Site definition in Purchasing or download the file and re-load, providing Site in the file or in the load options interface.
"All buyers" option is deprecated	Item	Y	Download the file and re-load, providing Operating Unit, Supplier, and Supplier Site in the file or in the load options user interface.
Supplier invalid or missing	Item	Y	Fix Supplier definition or download the file and re-load, providing Supplier and Supplier Site in the file or in the load options user interface.
Operating Unit invalid	Item	Y	Fix the Operating Unit definition or download the file and re-load it, providing Operating Unit, Supplier, and Supplier Site in the load options interface.
UOM code is invalid in the setup, or missing	Price	N	Fix the UOM definition or download the file and re-load it, providing a valid UOM.
No Purchasing category that maps to the iProcurement category in the catalog	Item	N	Map the iProcurement category to a valid Purchasing category or download the file and re-load it, providing an iProcurement category mapped to a valid Purchasing category.
Purchasing category is invalid	Item	N	Fix the Purchasing category definition, or map the iProcurement category to a valid Purchasing category. Or, download the file and re-load it, providing an iProcurement category mapped to a valid Purchasing category.

To fix exceptions using the XML files, perform the following steps:

1. Download the XML file.

   The download link provides a compressed file called ItemException.zip for each supplier / supplier site / contract / language combination. This file contains two XML files: one for the SYNC and the other the DELETE action. There may be multiple SYNC files (for multiple languages), but there will always be only one DELETE file.

   SYNC files are named ItemException_Language_SYNC.xml. They are in Release 11.5.9 or 11.5.10 format, which allows you to later re-load these items (after the SYNC action). The DELETE file is named ItemException_DELETE.xml. It is also in Release 11.5.9 or 11.5.10 format that deletes the old file from the system (DELETE action).

   Note: In Release 11.5.9 and 11.5.10, there are two types of files: item and price. The language applies only to the item file.

2. Fix the data. Refer to the table to see the appropriate changes in the SYNC file.

3. Re-load the data. First, re-upload the items using the SYNC file.
4. Delete old data. Use the DELETE file, if provided.
5. Run data exceptions report. Re-run the data exceptions report to verify that the fix was successful. Repeat the process until no exceptions are noted.

Exceptions to be Fixed by Correcting System Defaults

In order to create GPBAs, you must fix other exceptions that are due to invalid default values. In these cases, you fix the system setup. The exceptions should not be listed when you re-run the pre-upgrade or data exceptions report.

The following table lists these default value exceptions:

Attribute	Exception	Error Message
Rate	1. Rate type is invalid or disabled in the rate type setup. 2. No rate for the date/type combination.	1. Default rate type is invalid. 2. There is no rate for the rate date and type default combination.
Buyer	1. Buyer missing. 2. Buyer invalid.	1. The system cannot obtain the default value for the buyer. 2. Default buyer is invalid.
Ship to location	1. Ship to location is missing. 2. Ship to location is invalid.	1. The system cannot obtain the default value for the ship location. 2. Default ship to location is inactive or invalid.
Bill to location	1. Bill to location is missing. 2. Bill to location is invalid	1. The system cannot obtain the default value for the bill to location. 2. Default bill to location is inactive or invalid.
Terms and conditions	Terms and conditions invalid.	Default payment terms is inactive or invalid.
Shipping options	1. Freight carrier invalid. 2. FOB invalid. 3. Freight terms invalid. 4. Shipping control invalid.	1. Default freight carrier is inactive or invalid. 2. Default freight on board (FOB) carrier is inactive or invalid. 3. Default freight terms is inactive or invalid. 4. Default shipping control is inactive or invalid.

The following rules govern the way the migration process defaults values to the new GBPA attributes listed in the preceding table.

Bulk-loaded items that refer to a contract purchase agreement (CPA)

The migration uses the CPA information as default for the new GBPA.

Bulk-loaded items that do not refer to a contract purchase agreement (CPA)

The migration relies on Oracle Purchasing to default values for Rate, Ship/Bill to Location, Terms and Conditions, and Shipping Options. For more details, see the *Oracle Purchasing Guide*.

For the buyer in the GBPA header, the migration tries to source a document to obtain a buyer. It looks for the most recently created document in any status in the following order. Matching is based on Supplier, Supplier Site, Currency, and Operating Unit.

- Matching BPA/GBPA
- Matching CPA

- Matching purchase order
- Matching Release
- If no document matches from the operating unit, obtains the last created active buyer for the business group

Agreement Summary

The agreement summary provides a list of all newly created agreements for bulk-loaded items. There is one table for agreements that refer to contract purchase agreements and another for agreements that do not refer to any CPA. In the first case, the system uses CPA information to create the GBPA. In the second case, it uses Oracle Purchasing defaults to create the GBPA. You do not have access to the newly created GBPAs until the upgrade is complete.

Supply Chain Management

The steps in this section are suggested *only* if you are using Oracle Supply Chain Management products in your system.

Service Contracts

Completing these tasks for Oracle Service Contracts could substantially reduce the downtime required for the upgrade.

Migrate Rules and Times values

Applies to 11*i* release level: All releases prior to 11.5.10
TUMS step key: OKS_R12_MIGRATE

Oracle Service Contracts (OKS) architecture eliminates the generic data structure for rules and time values by storing the relevant attributes in specific OKS/OKC tables. If OKS is registered in your system and you are upgrading from a release prior to 11.5.10, the rules and time values are migrated to the new architecture during the upgrade.

If you want to significantly reduce downtime, perform the main part of the migration now, before the upgrade. See *Service Contracts Release 12 Migration* (Doc ID: 372469.1) for instructions.

F

Verification Tasks

This appendix contains *optional* tasks that can be performed to verify that your transaction data was upgrade as expected.

- Customer Relationship Management
- Financials and Procurement Tasks
- Projects
- Supply Chain Management

Customer Relationship Management

This section contains upgrade verification tasks for the Oracle Customer Relationship Management (CRM) product family.

Email Center

These tasks apply only to Oracle Email Center.

Verify Email Accounts

After the upgrade, all email accounts except INTENT should be available. You can verify these accounts from the Email Center Administrator console screens in the Release 12 environment. Administrators should plan to update the account properties and activate accounts as needed.

In addition, administrators should log in as a supervisor and verify that email messages from the live queues and Inbox can be viewed and replied to.

Incentive Compensation

These tasks apply only to Oracle Incentive Compensation.

Validate Existing Objects

Verify that the concurrent requests to generate collection and formula packages have been completed. Verify that the classification packages, collection packages, and formula packages are successfully generated and valid. If needed, regenerate these packages before using the product.

Verify Integration Points for External Modules

If your system uses external modules, ensure that the following integration points are still valid:

- Order Management
- Accounts Receivable
- Accounts Payable
- Oracle Payroll
- Territory Manager

Marketing

These tasks apply only to Oracle Marketing.

Verify Migrated Campaign and Activity Data

From the Campaign workbench, verify that the header information and the mid-tabs were migrated as expected. From the Activity workbench, verify that the header information and activities with different channels (like Email, Fax, Advertising, and Telemarketing) were migrated as expected.

In addition, on the Additional Information mid-tab, turn on the deep links using OA Personalization, and verify that the associations are correct

TeleService

These tasks apply only to Oracle TeleService.

Verify Upgraded Data

Perform the following basic functions the ensure that the application is working as expected:

- Create a service request. If eAM is implemented, create an eAM service request as well.
- Update a service request, including one that was created before the upgrade.
- If you are using Charges, ensure that you can create charges lines and submit them to Order Management.
- View a service request report.

Monitor Historical Message Migration

You can use the Email Center migration screens to monitor the status of the message migration process. In case of error, the screen displays descriptive error messages. You should act on each message as required. In case of environment issues during the migration, you can re-run messages selectively.

Territory Manager

These tasks apply only to Oracle Territory Manager.

Verify Responsibilities and Roles for RBAC

To ensure that the upgrade to Role-based Access Control (RBAC) is complete, verify the following for your users:

- All have Territory Management responsibility
- All have access to the correct Territory functions

- All have access to the correct usage(s)

Verify Availability of Territory Types

The named account type should exist by default. If the system contained geographical territories in 11*i*, there should be a geography type available with the enabled geographical matching attributes from 11.5.10. For non-geographical and non-named account territories that existed in 11.5.10, there should be a general <usage> type that contains all the enabled matching attributes.

Verify Mapping of the Territory Hierarchy View

Territories mapped from 11*i* should show the appropriate territory type and should have an end date defaulted to +10 years from the start date if the territory did not previously have an end date. In addition:

- All resources should have a transaction access level set to Full.
- Self-service geographic territories are visible in the administrator territory hierarchy view, but administrators cannot modify them. All modifications must be made through the self-service UIs.
- Resources on escalation territories should be on the territory that the escalation territory was created for, with the resource access set to Escalation.

Financials and Procurement Tasks

This section contains upgrade verification tasks for the Oracle Financials and Procurement product family. These steps should be performed by the product specialist and / or a functional user.

To set up the verification, run benchmark reports for certain Release 11*i* transaction data before the upgrade. Then, after the upgrade is complete, run the same reports on the Release 12 data and compare the results with the pre-upgrade versions. The transaction data in both sets of reports should match.

Advanced Global Intercompany System

These tasks apply only to Oracle Advanced Global Intercompany System.

You should review the Advanced Global Intercompany System organizations to ensure that each organization is assigned to a legal entity. In some cases, the automatic upgrade may not identify a single legal entity to associated to any intercompany organization. In that case, the organization is inactivated and you must update it with the correct legal entity before using it in transactions.

Assets

These tasks apply only to Oracle Assets.

Subledger Accounting Upgrade

You should run selected reports and run some online inquiries both before and after the upgrade to verify that your data has no discrepancies.

Verification reports

Run the following reports prior to the upgrade in the Release 11*i* environment, and then again after the upgrade in the Release 12 environment. Compare the results to see if there are any discrepancies. You can run the reports for past periods or for a range of

past periods or for the current period as applicable. However, it is important to note that when choosing the periods, you should choose only those that are within the range of periods that you ran the upgrade for.

- Cost Summary Report
- CIP Summary Report
- Reserve Summary Report
- Revaluation Reserve Summary Report
- Asset Additions Report
- Asset Retirements Report
- Asset Transfer Report
- Asset Transfer Reconciliation Report
- Asset Reclassification Report
- Asset Reclassification Reconciliation Report

You should also run the Account Drill Down Report in a Release 11*i* environment and the Account Analysis Report on the same set of data and compare the results.

Online query

In your Release 11*i* environment, go to Inquiry > Financial Information and query a few assets. Click Books > Transactions, then go to Tools > view Accounting. Make sure you are looking at the accounting for transactions that happened in the current fiscal years.

In your Release 12 environment, use the same menu path and perform an online accounting inquiry for the same assets and transactions and compare the results. Note that in Release 12, the menu path takes you to the Oracle Applications Framework page.

E-Business Tax

These tasks apply only to Oracle E-Business Tax.

Tax Transaction Audit and Reconciliation Reports

To ensure that transaction tax information has been correctly upgraded, run the Payables Tax Audit Trail report and the Receivables Tax Reconciliation report for the current tax period before the upgrade to set a benchmark of transaction information.

Then immediately after the upgrade, run the same reports in the Release 12 environment for the same period and compare the results to ensure that the tax values are still the same.

Payables and Receivables Transaction Query

For a sample of Payables and Receivables transactions, record the details of the associated tax for these transactions before migration, and then query them again after the upgrade to ensure that the tax has been correctly upgraded.

Duplicate the same transactions and re-trigger to ensure that the new E-Business Tax-based calculation is consistent with the previous calculation.

Financials for the Americas

These tasks apply only to Oracle Financials for the Americas.

Brazilian Receivables Bank Transfer Accounting Entries

For occurrences that were already posted to the General Ledger prior to the upgrade, verify that the journal entries created in Subledger Accounting are synchronized with those created in General Ledger.

For occurrences that were not yet posted to General Ledger prior to the upgrade, run the Create Accounting program in draft mode (for the Receivables application and the Brazilian Bank Collection Occurrence Documents and Standard Receipts process category codes) to verify that the Subledger Accounting journal entries are created in the same way as they would have been in Release 11*i*.

Financials for India

These tasks apply only to Oracle Financials for India.

Verify Sample Reports

Verify the following sampling of reports (standard and customized), both before and after the upgrade and migration of data. Compare the data in the reports for accuracy.

The list of standard reports includes:

- PLA Register Report
- RG 23 Reports
- RG 23D Reports
- Cenvat Monthly Reports
- RG-I Report
- TDS Reports (Certificates and Returns)
- Service Tax Reports
- VAT Reports

In addition, run the Income Tax Act Fixed Assets Schedule and Depreciation Detailed Report.

General Ledger

These tasks apply only to Oracle General Ledger.

Accounting Setup Manager Post-update Diagnosis Report

Run the Accounting Setup Manager Pre-update Diagnosis report prior to the upgrade and the Post-update Diagnosis report after the upgrade in the Standard Request Submission form in a General Ledger responsibility.

The diagnosis includes the following areas:

- Sets of Books: Review Sets of Books to be Upgraded to Secondary Ledgers
- Multiple Reporting Currencies: Unassigned Reporting Sets of Books
- Multiple Reporting Currencies: One Reporting Set of Books Assigned to Multiple Primary Sets of Books

- Multiple Reporting Currencies: Reporting Sets of Books With Translated Currencies
- Multiple Reporting Currencies: General-Ledger-Only Journal Conversion Rules
- Multiple Reporting Currencies: Inconsistent General Ledger Journal Conversion Rules
- Multiple Reporting Currencies: Inconsistent Setup
- Multiple Reporting Currencies: Incomplete Setup

Review the report and verify that the changes suggested by the Pre-upgrade report were actually performed during the upgrade process.

Upgrade Verification with Reports

As a good practice, you should compare financial data and balances before and after the upgrade. We recommend that you submit common reports, such as the Account Analysis, Journals reports, Trial Balance report, and Financial Statements to compare balances and journals before and after the upgrade to ensure that the data was properly upgraded.

Global Accounting Engine

The following tasks apply only to Global Accounting Engine.

Run Accounting Reports

You should run the Global Accounting Engine accounting reports before the upgrade and the corresponding Subledger accounting reports after the upgrade to ensure that you have a proper audit trail of the upgraded accounting data. The reports are as follows:

Global Accounting Engine	Subledger Accounting
Daily Journal Book	Daily Journal Report
Account Ledger by Account	Account Analysis Report
Supplier and Customer Subledger by Account	Third Party Balances Summary
Supplier and Customer Balance by Account	Third Party Detail and Balances Report

iProcurement

These tasks apply only to Oracle iProcurement.

Catalog Data Upgrade

In the iProcurement post-upgrade interface, you can see the data exceptions report and the list of newly created global blanket agreements by choosing the Configuration tab from the iProcurement Catalog Administration responsibility. Under Configuration, the Release 12 Upgrade Summary continues two tabs: Exceptions and New Agreements.

Exceptions Report:

Any data listed in the data exceptions report under the Exceptions tab is not available in iProcurement. To fix data issues, follow these steps:

1. Download the XML file, if available in the exceptions report.

For the upgrade process, the XML file can be downloaded for any error condition in the data exceptions report. There is one compressed file for each supplier / supplier site / contract / language combination. Within the compressed file, there may be multiple files for the action SYNC per each language in which data is available. The file name is ItemException_language.xml.

2. Fix any data that appears in the downloaded file.
3. Create or find a global blanket agreement (GBPA).

   You must load the content of the file into a GBPA. See the Upload feature in *Oracle iProcurement Implementation and Administration Guide* for more information on uploading content to a GBPA.

> **Note:** The upgrade data exceptions report is permanent. That is, even if you load the data into GBPAs with the XML file provided, you will continue to see the exception listed in the report.

Agreements Summary:

The upgrade automatically validates and approves all newly created GBPAs. Buyers have access to these agreements through Oracle Purchasing and requesters can search for the content of these agreements in Oracle iProcurement.

The New Agreements tab lists GBPAs based on contract purchase agreements (CPAs). You can see the CPA number used as source data in the GBPA header and the resulting GBPA numbers in the CPA attachment section. See *Oracle Purchasing User's Guide* for more details on these documents.

Content Security Upgrade

For the content zones created as a result of the 11.5.9 and 11.5.10 migration, the upgrade uses the catalog name as the content zone name. To maintain responsibility and operating unit level access restrictions, multiple instances of content zones with the same catalog name may be created.

Catalog and Stores — Before the Upgrade

- The Stationery Supplies store contains a Local Catalog consisting of items from Supplier A.
- A responsibility-level category realm exists such that users of the US Requesters responsibility can only access items of the Office Supplies category.

Content Zones — After the Upgrade

- The Stationery Supplies store continues to exist and contains two content zones, both of which are named Local.

  One of the two Local content zones is configured to contain only items of the category Office Supplies, and is made accessible to the iProcurement responsibility.
- The other Local Content Zone is configured to contain all catalog items, and is made accessible to all responsibilities in iProcurement, Purchasing, iSupplier Portal, and Enterprise Asset Management, except the US Requesters responsibility.

After running the upgrade script, check the Manage Content Zones screen in the e-Content Manager. It is possible that some catalogs have not been upgraded completely. In those cases, a warning icon is displayed next to the content zone name.

> **Note:** Any content zone displayed with a warning icon requires further manual configuration before it will function properly.

Release 12 content security restricts the number of suppliers, supplier sites, and categories that can be used in defining a content zone. A 2000 byte limit exists for performance concerns. In Releases 11.5.9 and 11.5.10, you could configure local catalogs to include up to 300 specific suppliers. During the upgrade process, iProcurement determines if the number of catalog restrictions for a given catalog can be translated into a string of less than 2000 bytes. When this is possible, iProcurement migrates the catalog into Release 12 content zone(s) completely and automatically. No further user action is necessary.

When a string of 2000 bytes cannot fully encompass the scope of catalog restrictions for a given catalog, iProcurement is not able to migrate the entire catalog completely into Release 12 content zones. When this happens, a warning icon is displayed next to the content zone(s) on the Manage Content Zone screen.

Example:

In the following example, you must manually divide the list of suppliers and categories restrictions into two or more content zones.

Suppose a “Stationery Supplies” store contains a single local catalog named “Local.” The catalog contains a selection of several suppliers. During the upgrade process, iProcurement cannot translate all specific suppliers into a single Release 12 content zone because of its 2000 byte limit, so a warning icon is displayed next to the “Local” content zone in the Manage Content Zones screen.

In order to retain the shopping behavior requesters experienced in iProcurement, a Catalog Administrator must manually remove some of the 300 suppliers referenced in the “Local” content zone and create a second content zone to include those suppliers. Both of these content zones can be included in the “Stationery Supplies” store.

Legal Entity Configurator

These tasks apply only to Oracle Legal Entity Configurator.

Legal Entities and Establishments

You should perform a review of all legal entities and establishments in your system after the upgrade is complete to ensure that the correct legal structure is in place. You can access this information by using the Search Page in the Legal Entity Configurator.

You can find detailed information about the assumptions made during the migration and the data migrated from country-specific fields in the *Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12*.

If you need to create or upgrade legal entities and establishments, see the *Oracle Financials Implementation Guide* for instructions.

Payables

These tasks apply only to Oracle Payables.

Trial Balance Reconciliation

In your Release 11*i* environment, run the Accounts Payable Trial Balance, Posted Invoice Register, and Posted Payment Register reports. After the upgrade, run the Open Account Balances Listing Report, Posted Invoice Register, and Posted Payment Register in your Release 12 environment and compare the results.

> **Note:** The Release 12 reports run for a ledger or a ledger set, not within the context of a single operating unit. The Release 11*i* Trial Balance and Posted Invoice and Payment Registers run within a single operating unit. Depending on your system configuration, you may need to sum several of the 11*i* reports to tie to the Release 12 versions.

Invoice and Payment Processing

To verify the integration with Oracle Payments and the upgrade of existing invoices, submit a payment batch with limited selection criteria in order to pay a few invoices.

Tax Setup and Processing

See E-Business Tax in this appendix.

Accounting Setup and Processing

Query an invoice that was not validated prior to the upgrade, then submit accounting for that invoice. Query an invoice that was accounted before the upgrade, cancel it, pay it, and then account for the payment. See Global Accounting Engine in this appendix.

Payments

These tasks apply only to Oracle Payments. In general, your planning for upgrade verification should involve testing in the two payment process areas:

- Funds Disbursement – If you used Oracle Payables for issuing payments in Release 11*i*, you should plan to test the funds disbursement processes equivalent to the former payment batch flow to ensure that your upgraded data correctly reflects your business process.
- Funds Capture – If you used Oracle Receivables for electronic payment processing such as direct debits or bills receivable remittances, you should plan on testing these areas to ensure that your upgraded data correctly reflects your business process. If you used Oracle iPayment for capture of funds from credit cards or bank account debits, you should plan on testing these processes to ensure that the upgraded data results in the process you expect.

System Security Options

Oracle Payments provides this new page where system-level settings for encryption, masking, and credit card security can be controlled. When your upgrade is complete, you should plan on reviewing the seeded settings in this page to ensure they meet your business needs. For example, in Release 11*i* masking of credit card values is controlled in different ways throughout the applications. In Release 12, the central setting in this page controls all masking. You will want to review the setting in this page and modify it if needed.

Oracle Payables Impact

You may want to run reports for use in your upgrade verification testing. For example, you may want to use the Suppliers Report in Oracle Payables to verify the data upgrade for payment details and bank accounts on the payees created in Oracle Payments. You can use any reports that you ran before the upgrade to help verify upgraded data. In addition, there are some key setup entities that should be reviewed and used in testing payment processing.

- Payment Process Profiles – You should plan on reviewing the settings for the seeded profiles created by the upgrade. These settings come from a variety of sources, and since the profile drives the entire funds disbursement flow it is important to verify that the setup supports your business process. You should pay special attention to the usage rules set on the seeded profiles as these can be changed if the upgraded values do not align with your needs. It is recommended that you run a test payment process with each profile that you plan to use in production.
- Payment Methods – A new setup page is provided where payment methods can be created or updated. You should plan on reviewing the payment methods seeded by Oracle Payments to ensure that they meet your business needs.
- Payment Systems and Accounts – You should plan to verify these entities after the upgrade, and in particular the required settings, values, and their links to the payment process profiles. This setup controls important parts of the funds disbursement process such as payment file transmission, so you should test this area to be sure that the process is working as you expect.

Disbursement System Options

This setup page allows you to review and set system options used in the funds disbursement payment process. You should plan on reviewing the upgraded and seeded settings in this page to ensure they meet your business needs. For example, the option to allow override of the payee's bank account on a proposed payment is upgraded from the equivalent setting in AP Payables Options. You will want to verify that the upgrade correctly set this option for each of your operating units.

Oracle Receivables Impact

You may want to run reports for use in your upgrade verification testing. For example, you may want to run the Oracle Receivables Customer Detail Listing report to help verify the data upgrade for payment details and bank accounts on the payers created in Oracle Payments. You can use any reports that you ran before the upgrade to help verify upgraded data. In addition, there are some key setup entities that should be reviewed and used in testing payment processing.

- Funds Capture Process Profiles: You should plan on reviewing the settings for the seeded profiles created by the upgrade. These settings come from a variety of sources, and since the profile drives the entire payment flow it is important to verify that the setup supports your business process. It is recommended that you run a test payment process with each profile that you plan to use in production.
- Payment Methods: A new setup page is provided where payment methods can be created or updated. You should plan on reviewing the payment methods seeded by Oracle Payments to ensure that they meet your business needs.
- Payment Systems and Accounts: You should plan to verify these entities after the upgrade, and in particular the required settings, values, and their links to the funds capture process profiles. This setup controls important parts of the funds

capture process such as payment file transmission, so you should test this area to be sure that the process is working as you expect.

- Payee and Routing Rules: You should review the system payee entity created by the upgrade and in particular verify that the routing rules are correct and will result in what you expect for your payment processing.

Upgrade Verification Planning for Release 11i iPayment Users

It is important that you plan to review the overall setup for the funds capture process flow. In particular, you should plan time to verify that the settings upgraded to the new process profiles, transmission configurations, and payment system accounts are correct. The upgrade program automatically migrates settings found in iPayment. However, due to the complex nature of areas like network configurations and required values for communication with your payment processors, the upgrade may not create all the new data as you expect.

You should also plan on reviewing the Payee configurations after you upgrade. You should review all the settings, but specifically check that the operating unit assignments are set the way you expect. These are set based on transactions in Oracle Receivables and the upgraded settings should be checked to ensure that you will process new funds capture transactions in the way you expect.

Once you have reviewed and made any corrections to the upgraded configurations, you should run a test payment process with each configuration that you plan to use in production.

Payment Processing Extensions and Customizations

With the introduction of Oracle Payments, the data model used for payment processing in Release 12 is considerably different than that in Release 11*i*. Please note in particular that the formatting of payment files has changed completely with the new framework and Oracle XML Publisher integration. It is important that you review any custom payment formats, extensions or other customizations that you have created in this business area, and plan for obsoleting them by using new functionality or rebuilding them to work on the new model. You should plan on testing any custom payment formats, extensions, or other customizations that you have created, and verify that they work with the new payments architecture.

Receivables

These tasks apply only to Oracle Receivables.

Integration with Oracle E-Business Tax

- Manually create an invoice and select a Tax Classification (Tax Code in Release 11*i*). Complete the invoice and verify that tax is calculated as it was in Release 11*i*.
- Run a test tax calculation for each unique tax situation you plan to use in production.
- Verify your tax setup in E-Business Tax and in the new Receivables Customer user interface.

See the E-Business Tax section of this appendix.

Integration with Oracle Subledger Accounting

- Query posted transactions (for example, Invoice, Debit Memo, Credit Memo, Chargeback, Deposit, Guarantee, Receipts, Adjustments) which have accounting

dates in the current fiscal year. Use the Tools menu item and select 'View Accounting'. The journal lines should be represented correctly.

- Query a transaction in the non upgraded fiscal year. Use the Tools menu item and select 'View Accounting'. You should get the message that you need to run the Subledger Accounting post-upgrade program.
- Run the accounting reports in Receivables before and after the upgrade; verify your data.

Integration with Oracle Payments for Funds Capture

- Run AutoReceipts for invoices flagged for credit card payments and verify that the receipt is created successfully and that the receipt is authorized.
- Run AutoRemittance for receipts flagged for electronic bank-to-bank payment and verify that the file is formatted properly in Oracle Payments.
- Verify your tax setup in E-Business Tax and in the new Receivables Customer user interface.

See the Payments section of this appendix.

Balance Forward Billing

- Verify that Consolidated Billing setups upgraded to site level Balance Forward Billing setups.
- Run Balance Forward Billing program in draft mode and verify data on generated Balance Forward Bill.

Late Charges Enhancements

- Verify that Finance Charge and Global Interest Invoice Flexfield setups have been migrated properly in the new Customer user interface.
- Run the Late Charges generation program and verify that late charges are generated as expected.

Customer User Interface Redesign

Query upgraded customer records and verify that setup attributes at the account, account site, and business purpose levels are the same as in Release 11*i*.

Sourcing

The following tasks apply only to Oracle Sourcing.

Header Requirements Verification

After the upgrade, log in as a sourcing buyer. Create a draft negotiation and verify that there is a Requirements section on the Create Negotiation: Header page. Also, confirm that the Header Attribute section is not available. Verify that Section Name has replaced Group Name.

Template Migration

After the upgrade, log in as a sourcing buyer. Retrieve an existing auction or Request for Quote (RFQ) template and verify that at the header level, there is a new field for Operating Unit. Verify that there is also a check box for Global Template.

Trading Community Architecture

The following tasks apply only to Oracle Trading Community Architecture.

Address Validation

To ensure the address validation setting has been correctly upgraded please check the following:

- Ensure that the E-Business Tax migration of current setup data is completed.
- Verify that Flexible Address Formatting (FAF) setup is correct after upgrade.

  Customer setup should ensure that their Geography usage covers all data entry requirements for other usages, as this will be the point at which the user can correct the data. For example, if tax usage requires City, then this should be included in the Geography usage such that entry of City is required at data entry time. To avoid errors during address validation, the mapping for the Geography usage should match the FAF style for that country. In other words, the address should be validated based on the same data that is entered in the user interface.
- Run the E-Business Tax Missing Location Values report to identify locations with null parents and update them if necessary. See the E-Business Tax section of this guide for more information.

Treasury

The following tasks apply only to Oracle Treasury.

Bank Account Migration

In Release 12, internal bank accounts are migrated from Treasury to Cash Management. Prior to the upgrade, take a snapshot of ALL (company, subsidiary, and counterparty) bank accounts and all their attributes. Also, take note of all counterparties used as banks.

After the upgrade, perform the following steps to verify that the bank accounts are properly migrated:

- In the new bank account user interface, search for company bank accounts. Make sure all company bank accounts are displayed and all the bank account attributes are present.
- In the new bank account user interface, search for subsidiary and counterparty bank accounts. Make sure all subsidiary and counterparty bank accounts are not displayed.
- In the new bank and bank branch user interface, search for counterparties used as banks prior to upgrade. Make sure all counterparties that were used as banks for company and subsidiary bank accounts are now shown as banks and bank branches (one counterparty = one bank and one bank branch). Also make sure that in the Counterparty Profiles window such counterparties are marked as bank branches and linked to a bank branch.
- In the new bank and bank branch user interface, search for counterparties used as banks prior to upgrade. Make sure that counterparties that were only used as banks for counterparty (external) accounts are not shown as banks or bank branches.

  Additional Information: See the *Oracle Cash Management User Guide* for details.

Bank Account Balance Migration

In Release 12, bank account balances are migrated from Treasury to Cash Management. Prior to upgrade, identify a sample set of company, subsidiary, and notional cash pool bank accounts and take a snapshot of the bank account balance details of these accounts. Also, take a snapshot of all interest rates that are set up as default rates for bank account balances. These rates are not going to be upgraded and you will need to recreate them after upgrade as interest rate schedules.

After the upgrade, perform the following steps to verify that the company and subsidiary bank accounts are properly migrated:

- In the new bank account balance user interface, search for the company and subsidiary bank accounts from the sample set. Make sure all pre-upgrade bank account balances are displayed correctly.
- Create interest rate schedules in line with the pre-upgrade interest rate data and assign the bank accounts to these schedules, if not already assigned.
- In the Bank Account Interest Settlement window, verify that the balances and interest amounts are correct.

After the upgrade, perform the following steps to verify that the notional cash pool balances are properly migrated:

- In the new bank account balance user interface, search for the notional cash pools from the sample set. Make sure all pre-upgrade balances are displayed correctly.
- In the Bank Account Interest Settlement window, verify that the balances and interest amounts are correct.

> **Additional Information:** See the *Oracle Cash Management User Guide* for details.

U.S. Federal Financials

The following tasks apply only to Oracle U.S. Federal Financials.

Treasury Confirmation and Reconciliation

Submit a payment process request from Oracle Payables with limited selection criteria in order to pay a few invoices. Have Treasury confirm the payment instruction in the the Treasury Confirmation and Reconciliation window and verify the subledger accounting was created as expected. This verifies not only the integration with Payments and the upgrade of existing Payables invoices, but also the treasury confirmation process and accounting in U.S. Federal Financials.

Budget Execution

Enter budget execution transactions at various budget levels to verify the accounting is created as expected.

Projects

This section contains upgrade verification tasks for the Oracle Projects product family.

Property Manager

The following tasks apply only to Oracle Property Manager.

Verify Upgraded Data

Perform these steps to verify that E-Business Tax, Subledger Accounting, and Legal Entity data was successfully upgraded:

E-Business Tax:

- Navigate to Property Manager > Leases and Documents.
- Query for a lease that has been upgraded from 11*i* (one that had a term with Tax Code and Tax Group).
- Navigate to Payment > Open and verify that Tax Classification Code is populated in the Payment Term.
- Navigate to Term Templates and verify that Tax Classification Code is populated in the template.

Subledger Accounting:

- Navigate to Property Manager > Leases and Documents > Subledger Accounting > Accounting Events.
- Specify the start and end date along with ledger for which the SLA upgrade was done. The system displays a list of Finally Accounted accounting events.
- Navigate to View Journal Entries and verify the entries.
- Drill down for more information.

Legal Entity:

- Submit the Receivables Auto Invoice Import program for importing the invoices with the Batch Name of Property Manager Batch Source.
- Navigate to Export to Receivables / Payables > Transactions > Transaction Workbench.
- If Legal Entity is associated correctly with the transaction, it signifies that the Legal Entity Upgrade for the Exported Line has been complete correctly.

Projects

The following tasks apply only to Oracle Projects.

Verify Subledger Accounting Integration

In your Release 11*i* environment, run the AUD: Revenue Audit report for an accounting period in the current fiscal year that has been closed. After the upgrade, run the same report in your Release 12 environment and compare the results.

Verify E-Business Tax Upgrade

Use the Event Types, Expenditure Types, and Invoice Review screens to check for invoices, event types, and expenditure types to make sure that they were upgraded successfully.

Verify Resource List Migration

You can view existing resource lists that were successfully migrated to resource planning lists on the Planning Resource Lists page. You can also verify that the planning resources are the same as the resource list members.

Also the Resource Breakdown Structures page displays a resource breakdown structure with the same name as the resource list. Verify that the nodes of the resource

breakdown structure are the same as the resource list members, and have the same two-level hierarchy if the resource list was grouped.

Supply Chain Management

This section contains upgrade verification tasks for the Oracle Supply Chain Management product family.

Cost Management

These tasks apply only to Oracle Cost Management.

Verify Subledger Accounting Integration

To verify that the integration with Subledger Accounting was successful and that the data contains no discrepancies, complete these steps:

1. Verify that the accounting events for transactions prior to upgrade are available in the Subledger Accounting (SLA) events page. Verify and match the corresponding Journal Entries (headers and lines) for these accounting events.
2. Use the following reports to show balances and values derived from the accounting entries prior to the upgrade:

Report Name	Use
Material Account Distributions (Details and Summary)	View the accounts charged for inventory transactions
WIP Account Distributions (Details and Summary)	View account information for work-in-process transactions
Discrete Job Value (Average and Standard)	Analyze a summary of the transactions behind the charges and variances for each job
Receiving Account Distributions	View accounting distributions for receiving transactions

3. Use the Journal Entries Report - Cost Management to summarize the upgraded accounting entries in SLA by organization and accounting class. Compare the summarized account balance at the organization level between the reports listed in the reports in Step 2, and the SLA Journal Entry report.

Order Management

The following tasks apply only to Oracle Order Management.

Verify and Review Upgrade Error Report

The upgrade process automatically produces a report (ontexc16.lst) that lists recommendations about, or errors that occurred during, the upgrade of Pre-Payment Order, Profiles moved to System Parameters, and Order Management Defaulting Rules. The report is located at $APPL_TOP/admin/<SID>/out (UNIX) or %APPL_TOP%\admin\<SID>\out (Windows), where <SID> is the value of the ORACLE_SID or TWO_TASK.

After the upgrade is complete, and before you use Oracle Order Management, you should review the report and fix any issues you find there.

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Upgrade by Request

This appendix describes *Upgrade by Request* options — ways to upgrade historical data omitted from the initial upgrade process (critical downtime window). For example, instead of upgrading all your financial accounting data during downtime, you might include only the last fiscal year. If you want to upgrade other fiscal years — months or even years after — you can do so, at any time after the upgrade.

- Customer Relationship Management
- Financials and Procurement Tasks
- Projects
- Supply Chain Management

Customer Relationship Management

This section contains information about upgrade by request tasks for Oracle Customer Relationship products.

Sales

Read this section to:

Migrate Sales Online Custom Responsibilities

At any time after the upgrade, you migrate custom responsibilities from Oracle Sales Online to Oracle Sales. You can accomplish this migration manually when appropriate for your business requirements. However, we have created a script that you can use to migrate a custom Sales Online responsibility to an equivalent Sales responsibility.

The script (asnmmres.sql) takes old and new responsibility keys and responsibility application code as inputs. It does not create new responsibilities, but exits with an error if either the old or new responsibilities are not present. For each user having an old Sales Online responsibility, it assigns a new Sales responsibility, if it is not already assigned to that user, and end-dates the old responsibility.

To run the script, do the following:

1. Go to the $ASN_TOP/patch/115/sql directory.
2. Run asnmmres.sql, using old and new responsibility keys and application code as input.
3. Repeat these steps for each Sales Online custom responsibility.

You can run the script multiple times for the same Sales Online responsibility to migrate it to multiple Sales custom responsibilities. You can also run it to migrate a

Sales Online SuperUser responsibility to a custom responsibility without removing the end-date, even if it has been previously migrated.

Tips for creating custom responsibilities include:

Custom Responsibility	Manual Instructions
Sales Online User	Create a similar responsibility in Oracle Sales and provide both the old and new responsibilities to the script. You may need to specify a new menu for the Sales responsibility, similar to ASN_MAIN_MENU used by the Oracle Sales seeded responsibility for the Sales User.
Sales Online Manager	The new custom responsibility for migration should be created for the Sales Intelligence application. It should be similar to the Sales Intelligence Sales Manager responsibility and may refer to the Sales DBI menu.
Sales Online SuperUser	Create a new responsibility in Sales that is similar to the Sales Administrator responsibility. It may point to the ASN_ADMIN_MAIN_MENU structure.

Sales and Telesales

Read this section to perform the following tasks:

Note: *Your application specialist must complete the instructions in this section before users can log on to Sales and Telesales after the upgrade.*

Migrate Sales Credits

With Oracle Sales and Oracle Telesales, you can have only one sales person per opportunity line who receives the entire revenue credits for a line. The Release 11*i* Sales feature that allowed multiple sales people to receive credits on a single opportunity line is obsolete in Release 12. Opportunities with multiple sales people, each receiving revenue credits for the same opportunity line, are migrated so that only one sales person is designated to receive credits for each opportunity line.

To migrate sales credits and sales teams, you run a series of report scripts and concurrent programs, as follows:

1. Go to the $ASN_TOP/patch/115/sql directory.
2. Run the SQL Report scripts. The system prompts you to enter a value for csv_report_file. Type the report file name and click Enter to generate the report.
   - asnmrsc1.sql – generates the Multiple Salesreps Per Opportunity Line Report, which lists opportunities that have opportunity lines with more than one salesrep or partner getting revenue (or quota) sales credits.
   - asnmrsc4.sql – generates Non-Owner Single Partner Opportunity Report, which lists opportunities that have single partner who is getting revenue sales credits, but is not the opportunity owner. This report includes only information about partners, not sales representatives.
   - asnmrsc5.sql – generates Non-100% Non-Revenue Credit Receivers Report, which lists the non-revenue receivers whose credit percentage is not 100%. All non-revenue credit receivers are updated to 100% during the migration.
3. Generate Bad Data Sales Credits Report.

   Run asnmrsc6.sql to generate the Bad Data Sales Credits Report. It lists the revenue sales credit records that were not migrated. Opportunities with the following characteristics are included as bad data:

   - Sum of quota credit percentage per line <> 100

- Sum of quota credit amounts not equal to the line amount

You must correct the bad data before you continue with the next step. Re-run and make corrections until no bad data is reported.

4. Log in with the Oracle Sales Administrator responsibility.
5. Navigate to Concurrent Requests > Run.
6. Run the ASN Migrate Opportunity Multiple Salesrep and Owner concurrent request set. It contains the following concurrent programs:
   - ASN Migrate Duplicate Salesrep Opportunity Main Program
   - ASN Migrate Duplicate Salesrep Customer Main Program
   - ASN Migrate Duplicate Salesrep Lead Main Program
   - ASN Migrate Multiple Salesrep Opportunity Main Program
7. Click on the Parameters field for each program to see the list of required parameters.

Parameter Name	Value
Number of Workers	Number of concurrent manager processes that you have running
Commit Flag	Yes = commit changes. No = do not save changes.
Debug Flag	Yes = log messages in Application Common Logging Repository. No = do not log messages. Note: To log debug messages, you must set profile values for FND Logging Framework.

8. Repeat Step 2 to verify the migration results.

Migration Example:

An opportunity (Business World – Sell New Product) has an opportunity line for Brand-new Product, with two sales people (John and Mary), each receiving revenue credits. The opportunity line is for $200, with John and Mary receiving revenue credits of 75% ($150) and 25% ($50), respectively.

The Release 12 upgrade creates a new opportunity line for the product and assigns one of the sales people (let's say Mary) to the line. The new line has a line amount of $50, revenue credit of 100%, and revenue credit amount of $50. It updates the existing opportunity line to be $150, with revenue credit of 100%, and revenue credit amount of $150. John is the only sales person who receives revenue credits on the existing opportunity line.

The total opportunity header amount remains the same, but the opportunity now has two opportunity lines for the same product. Each line has only one sales person who receives revenue credits.

Features of ASN Migrate Multiple Salesrep Opportunity Main Program:

The key features and actions of this concurrent program include:

For this type of credit...	the program takes this action...
Revenue Sales Credits	■ Ensures that no opportunities have more than one salesrep who receives quota credits per opportunity line. For opportunities with lines that have multiple salesreps receiving quotas, the program creates a new line within the same opportunity for every salesrep in the original opportunity line (who receives quota credits). The program merges credit records for any salesrep who gets quota credits multiple times. ■ Deletes all quota sales credit lines with 0% quota allocation. ■ Transfers revenue sales credits to opportunity owner (who is also an employee and an internal salesrep), if a partner is getting revenue sales credits. ■ Assigns all salesreps receiving quota and non-revenue sales credits to a sales team. ■ Defaults Best, Worst, and Forecast values only if the opportunity line amount is updated or if it is newly created, and is based on the value of profile ASN: Forecast Defaulting Type. ■ Grants full access to the opportunity to all sales credit receivers.
Non-revenue Sales Credits	■ Assigns all partner non-quota credits to the owner of the opportunity. ■ Sets all non-quota credits to 100% regardless of the current number. ■ Checks uniqueness of non-revenue sales credit receivers. Deletes duplicate non-revenue credits (based on sales force, sales group, and credit type). ■ Defaults Best, Worst, and Forecast values only if the opportunity line amount is updated or if it is newly created, and is based on the value of profile ASN: Forecast Defaulting Type. ■ Grants full access to the opportunity to all sales credit receivers.

Features of Customer / Lead / Opportunity Duplicate Sales Team Migration:

- Deletes duplicate salesrep records from the AS_ACCESSES_ALL table for each individual customer (organization or person) in the HZ_PARTIES table.
- Deletes duplicate salesrep records from the AS_ACCESSES_ALL table for each individual lead in the AS_SALES_LEADS table.
- Deletes duplicate salesrep records from the AS_ACCESSES_ALL table for each individual opportunity in the AS_LEADS_ALL table.

Migrate Sales Methodologies for Opportunities

In Oracle Sales and Oracle Telesales, sales methodology is required if a sales stage is specified in an opportunity. Once specified, you cannot change to any other sales methodology for that opportunity. The sales methodology script asnmomth.sql) migrates only the opportunities that have the sales stage without a sales methodology. The script randomly selects an active sales methodology that is mapped to a given sales stage. It reports errors if there are no active methodologies mapped to the sales stage. Whether a sales methodology is active depends on the start and end date of the methodology.

To avoid errors and improper migration, prepare for the migration by running the asnmromt.sql script to ensure that there is only one active sales methodology per sales stage.

Note: The system prompts you to enter a value for csv_report_file. Type the report file name and click Enter to generate the report.

Review the generated report, and correct the setup before you migrate the data.

To run the script, do the following:

1. Go to the $ASN_TOP/patch/115/sql directory.
2. Run asnmromt.sql.
3. If no Sales Stage is reported, go directly to Step 5.
4. If a Sales Stage is reported, correct the Sales Methodology and Sales Stage setup based on the information in the report. Run the report and make corrections until no Sales Stage is reported.
5. Run asnmomth.sql to migrate the Sales Methodologies in Opportunities.

The script reports sales stages that must be migrated in opportunities and have zero or more than one active sales methodology mapped to. Changing a sales methodology or a sales stage can impact other methodologies or stages. It's good practice to generate the latest report after you make any modifications.

Financials and Procurement Tasks

This section contains information about upgrade by request tasks for the Oracle Financials and Procurement product family. Except where noted, it describes how to upgrade the historical transactions and journal entries for E-Business Tax and/or Subledger Accounting for each of the products listed. A description of the overall process of upgrading historical subledger journal entries is provided in the Subledger Accounting section of this appendix.

Assets

Read this section to:

Upgrade Historical Assets Transactions for Subledger Accounting

If you require additional accounting entries to be migrated into Subledger Accounting from Assets, you can run the SLA post-upgrade process. It calls a package that upgrades all Assets transactions for the specified ledger and period.

E-Business Tax

Refer to the Subledger Accounting section of this appendix to learn about the Upgrade Historical Subledger Transactions program, which updates accounting and tax data.

Financials for the Americas

Read this section to:

Upgrade Historical Brazilian Receivables Transactions for Subledger Accounting

By default, only the current fiscal year's Brazilian Receivables collection document occurrences that are already posted to General Ledger and all un-posted occurrences are migrated as part of the upgrade. You can optionally change this period from current fiscal year to a longer period for a ledger. In addition to the occurrences falling into the upgrade period, all remittance occurrences of the collection documents that have one or more occurrences that fall into the upgrade period are also upgraded, so that the backward references to the Subledger journal entries of these remittance occurrences are addressed.

If you require additional journal entries for previous fiscal years occurrences to be migrated into Subledger Accounting, you can run the SLA post-upgrade process. It calls a package in Receivables that upgrades the Brazilian Receivables Transactions for the specified ledger and period, in addition to the other Receivables transactions.

General Ledger

This step applies if you have reconciled journals in General Ledger:

Journal Reconciliation

TUMS Step Key: GL_CREATE_RECON_LINES

This new feature replaces the General Ledger Entry Reconciliation functionally from within Oracle Financials Common Country Features. It enables you to reconcile journal lines that should net to zero. It is often used to reconcile suspense accounts, or in countries like Norway, Germany, or France, to audit or reconcile payroll and tax-payable accounts or to verify open balances of specific accounts at the end of a period.

If you want to reconcile journal lines entered prior to the upgrade or to view and reverse reconciliations performed prior to the upgrade, run the Upgrade Journal Lines for Reconciliation concurrent program.

Payables

Read this section to:

Upgrade Historical Payables Transactions for Subledger Accounting and E-Business Tax

The Subledger Accounting upgrade processes accounting and tax data. During the upgrade, you specify periods for which you want to perform the upgrade. If at any point after the upgrade, you find a need to adjust a payment or prepayment that did not fall in this upgrade period, you can run the SLA post-upgrade process. It calls a package in Payables that upgrades all transactions in Payables for the specified ledger and period.

Purchasing

Read this section to:

Upgrade Historical Purchasing Transactions for Subledger Accounting and E-Business Tax

The Subledger Accounting upgrade processes accounting and tax data. If you need to migrate additional tax data to the E-Business Tax repository from Purchasing, you can run the SLA post-upgrade process. It calls a package in E-Business Tax that upgrades all appropriate tax transactions in Purchasing for the specified ledger and period.

Receivables

Read this section to:

Upgrade Historical Receivables Transactions for Subledger Accounting and E-Business Tax

The Subledger Accounting upgrade processes accounting and tax data. If you need to migrate additional accounting entries to Subledger Accounting from Receivables, run

the SLA post-upgrade process. It calls a package in Receivables that upgrades all Receivables transactions for the specified ledger and period.

Subledger Accounting

This section applies if you have any of the following products:

- Oracle Assets (for Subledger Accounting)
- Oracle Financials for the Americas (for Subledger Accounting)
- Oracle Payables (for both E-Business Tax and Subledger Accounting)
- Oracle Projects (for Subledger Accounting)
- Oracle Purchasing (for E-Business Tax)
- Oracle Receivables (for both E-Business Tax and Subledger Accounting)

SLA Post-Upgrade Process

To avoid a long downtime period, you could choose to upgrade only a subset of the accounting and tax data, for example, if old data does not need to be permanently available for daily operations. This decision has a direct impact on hardware resources since less data requires less storage space. However, during normal business operations, some situations may require old data to be available. For example, if you need to reverse an old invoice, Oracle Subledger Accounting requires the original accounting data for the invoice to generate the correct accounting reversal.

Note: The SLA post-upgrade process should not be considered a replacement for a downtime upgrade. Its goal is to upgrade only individual periods of a given ledger — during downtime, multiple ledgers are upgraded at the same time.

It is important to consider the impact on resources when determining the upgrade strategy.

- The SLA post-upgrade process runs at the same time as the daily operations. You should carefully consider the impact of upgrading a large volume of data on your system performance.
- A downtime upgrade can process a large volume of data more efficiently. However, the length of the downtime period increases with the volume of data.

Before running the SLA post-upgrade process, enter the initial date to be used to determine the initial period to be upgraded in the SLA: Initial Date for Historical Upgrade profile option. This profile option must be populated in order to run the process.

Then, run the process as follows:

1. Run AutoPatch with *options=hotpatch*.
2. Specify $XLA_TOP/patch/115/driver/xla5584908.drv when prompted for the unified driver.

Projects

This section contains information about upgrade by request tasks for Oracle Projects, which is related to Subledger Accounting. A description of the overall process of

upgrading historical subledger journal entries is provided in the Subledger Accounting section of this appendix.

Projects

Read this section to:

Upgrade Historical Projects Transactions for Subledger Accounting

If you need to migrate additional accounting entries to Subledger Accounting from Projects, you can run the SLA post-upgrade process. It calls a package in Projects that upgrades all appropriate accounting entries for the specified ledger and period.

Supply Chain Management

This section contains information about upgrade by request tasks for Oracle Cost Management in the Oracle Supply Chain Management product family. A description of the overall process of upgrading historical subledger journal entries is provided in the Subledger Accounting section of this appendix.

Cost Management

Read this section to:

Upgrade Historical Cost Management Transactions for Subledger Accounting

If you require additional accounting entries to be migrated into Subledger Accounting from Costing, you can run the SLA post-upgrade process. It calls a package in Costing that upgrades historical Inventory, Work in Process, and Receiving Transactions for the specified ledger and period.

H

Product Documentation List

This appendix lists the documentation references that contain further details about upgrade process, both for the technical and functional upgrade. It is divided by product family, and includes the following sections:

- Applications Technology
- Customer Relationship Management
- Environment and Database
- Financials and Procurement
- Human Resources
- Intelligence
- Projects
- Supply Chain Management

> **Additional Information:** Unless otherwise noted, links to the documentation listed in this chapter can be found in *Oracle Applications Documentation Resources, Release 12* (Doc ID: 394692.1).

Applications Technology

Best Practices for Securing Oracle E-Business Suite Release 12 (Doc ID: 403537.1)

Oracle Applications Concepts

Oracle Applications Developer's Guide

Oracle Applications Framework Documentation Resources (Doc ID: 391554.1)

Oracle Applications Framework Personalization Guide

Oracle Applications Installation Guide: Using Rapid Install

Oracle Applications Multiple Organizations Implementation Guide

Oracle Applications System Administrator's Guide – Configuration

Oracle Applications System Administrator's Guide – Maintenance

Oracle Applications System Administrator's Guide – Security

Oracle Applications User Interface Standards for Forms-based Products

Oracle XML Gateway User's Guide

Oracle XML Publisher Administration and Developer's Guide

Preparing Custom Development for the Next Oracle E- Business Suite Release (Doc ID: 374398.1)

Use of Multiple Organizations (Multi-Org) in Release 11i (Doc ID: 210193.1)

User Preferred Time Zone Support in the Oracle E-Business Suite Release 12 (Doc ID: 402650.1)

Using AutoConfig to Manage System Configurations with Oracle Applications 12 (Doc ID: 387859.1)

Customer Relationship Management

Leads Management 11.5.10 Data Migration

Oracle Advanced Inbound Implementation Guide

Oracle Incentive Compensation Implementation Guide

Oracle Incentive Compensation User's Guide

Oracle Product Lifecycle Implementation Guide

Oracle Product Lifecycle Management User's Guide

Oracle Teleservice Implementation Guide

Oracle Territory Manager Functional Upgrade

Oracle Territory Manager Release 12 User Guide

Environment and Database

About Oracle Applications DBA Minipack 11i.AD.I

Database Initialization Parameters for Oracle Applications Release 12 (Doc ID: 396009.1)

E-Business Suite Release 12 Upgrade Sizing and Best Practices (Doc ID: 399362.1)

I*nteroperability Notes: Oracle Applications Release 11i with Oracle Database 10g Release 12 (10.2.0)* (Doc ID: 362203.1)

Maintenance Pack Installation Notes, Release 11.5.10 CU2 (Doc ID: 289788.1)

Master Issue List for the Maintenance Wizard (Doc ID: 215527.1)

Migrating an Applications Installation to a New Character Set (Doc ID: 124721)

Oracle 10gR2 Database Preparation Guidelines for Oracle E-Business Suite Release 12 Upgrade (Doc ID: 403339.1)

Oracle Applications DBA Minipack R12.AD.A (Doc ID: 401424.1)

Oracle Applications Documentation Resources, Release 12 (Doc ID: 394692.1)

Oracle Applications Maintenance Procedures

Oracle Applications Maintenance Utilities

Oracle Applications NLS Release Notes

Oracle Applications Patching Procedures

Oracle Applications Tablespace Model - Tablespace Migration Utility

Oracle Database Performance Tuning Guide 10g Release 2 (10.2)

*Requesting Translation Synchronization Patche*s

Financials and Procurement

Collections Migration White Paper

Oracle Advanced Collections Implementation Guide

Oracle Advanced Collections User Guide

Oracle Advanced Global Intercompany System User's Guide

Oracle Cash Management User Guide

Oracle E-Business Tax Implementation Guide

Oracle E-Business Tax User Guide

Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12

Oracle Financials Concepts

Oracle Financials for India Implementation Guide

Oracle Financials Implementation Guide

Oracle Payables User's Guide

Oracle Receivables User's Guide

Oracle Subledger Accounting Implementation Guide

Human Resources

Guide to the OTA Classic Upgrade Report

Guide to the Time Zone Update

I*nstalling Quantum for Oracle Payroll*

Labor Distribution (PSP) Post-Upgrade Bad Data Report

OTA-iLearning Integration Migration to Oracle Learning Management (OLM)

Intelligence

Oracle Balanced Scorecard Install Guide

Oracle Daily Business Intelligence Implementation Guide

Oracle Embedded Data Warehouse Install Guide

Projects

Oracle Grants Accounting User Guide

Oracle Project Billing User Guide

Oracle Project Costing User Guide

Oracle Projects Fundamentals

Oracle Projects Implementation Guide

Supply Chain Management

OPM Release 12 Migration

OPM System Administration User's Guide

Oracle Advanced Supply Chain Planning Implementation and User's Guide

Oracle Bills of Material User's Guide

Oracle Inventory Optimization Implementation and User's Guide

Oracle Inventory User's Guide

Oracle Mobile Field Service Post-upgrade Instructions for Oracle Applications Release 12

Oracle Order Management Implementation Manual

Oracle Process Manufacturing Migration Reference Guide

Oracle Service Contracts Implementation Guide

Oracle Service Contracts User's Guide

Oracle Shipping Execution User's Guide

Oracle Shop Floor Management User's Guide

Oracle Warehouse Management User's Guide

Pre-upgrade Patch List

This appendix lists the patches that are required as pre-upgrade steps for Release 12.

Patch List

The following table lists the patches that are referenced as pre-upgrade requirements. The list includes a link to the task that requires the patch, and, where appropriate, the product associated with the patch. If a product is not registered in your Release 11i system, and you do not plan to implement it in Release 12, you do not have to download the patch.

Patch #	Task Reference	Product/Conditions
5120936	Run TUMS utility (recommended)	All / None
5903765	Convert Oracle Alert E-mail Processing to the Workflow Notification Mailer (conditional)	Alert / 11i.ATG_PF.H RUP 6 - if you have not already converted
4963569	Verify completion of Sales Compensation processes (conditional)	Incentive Compensation / None
4153130	Set minimum patch levels (conditional)	Fin for India / Patch Set - if not at IN60105D2
4923208	Set minimum patch levels (conditional)	Fin for India / Consolidated Patch - if not at IN60105D2
5259121	Run Accounting Setup Manager Diagnosis for MRC (optional)	GL / Optional task
4607647	Prepare data for credit card encryption upgrade (conditional)	Payments / If not already using enhanced product
5233248	Set range of periods (optional)	Assets, Cost Management, E-Business Tax, Financials for the Americas, Payables, Projects, Purchasing, Receivables / releases earlier than 11.5.10.3CU
5382135	Identify and resolve problem data (conditional)	Depot Repair / None
4563075	Prepare to migrate OPM data (conditional)	OPM / None
4699061	Prepare to migrate OPM data (conditional)	OPM / None
4582937	Prepare to migrate OPM data (conditional)	OPM / None
5102439	Prepare to migrate OPM data (conditional)	OPM / 11.5.8 or Family Pack H
4268525	Prepare to migrate OPM data (conditional)	OPM / 11.5.9 or Family Pack J

Patch #	Task Reference	Product/Conditions
4458028	Finish migration preparations for OPM (conditional)	OPM / 11.5.7 or Family Pack H
5579359	Finish migration preparations for OPM (conditional)	OPM / 11.5.8 or Family Pack I
4458024	Finish migration preparations for OPM (conditional)	OPM / 11.5.9 and later or Family Pack J and later
4350832	Finish migration preparations for OPM (conditional)	OPM / 11.5.10 or Family Pack K or later
4684603	Validate data for Rules and Time values migration (recommended)	Service Contracts / 11.5.7 - 11.5.8
3649470	Verify Shipping Execution data for upgrade (conditional)	Shipping / 11.5.7 or Family Pack H
5726010	Run AD preparation scripts (required)	AD / Prep scripts for OATM.

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