

R12 Upgrade – Testing Tips for Financials to Ensure a Successful Upgrade



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Introduction

After an upgrade from 11i to R12, thorough testing is imperative to ensure a successful transition for your business. There are many areas within financials that can have issues ranging from data corruption to general processing errors. This presentation will walk through various financial modules after an upgrade and point out specific areas for testing focus and helpful tips throughout. Within modules, examples of testing scenarios and particular areas of concentration will be reviewed and lessons learned shared.

Post Upgrade Testing Strategy – Where to Begin

There are key pre and post upgrade steps both functional and technical that are recommended and absolutely pertinent to a successful upgrade. It is imperative for those steps to be run completely and without error to ensure the validity of the upgrade. Once the upgraded instance is handed over to the functional team to begin testing there are many areas to test, analyze and validate. It may seem overwhelming but with planning, scheduling, test plans and a committed business team, the testing phase can be well organized, coordinated and implemented.

There are key areas to begin the instance validation and testing that will help determine if data corruption exists and there is a need for fixes or additional patches. Prior to any testing of data entry and running of accounting processes, reporting submission and data validation begins:

- **Report Submission:** Prior to the upgrade, various financial reports are run for various periods and those same reports are run again with the same parameters in the upgraded instance.

Several key reports to check and validate are the Accounts Payable Trial Balance, Invoice on Hold Report, Account Analysis Report, Payables Posted Invoice and Payables Posted Payment Registers and the Uninvoiced Receipts Report. These reports are BI Publisher XML reports in R12 and there could be the need for additional patches and program setting modifications especially due to size and volume of the report if run for multiple periods.

- **Data Validation:** Once the post upgrade reports are run, review the reports carefully to verify the data and associated dollar amounts and totals.

In particular, pay close attention to the Accounts Payable Trial Balance. There should not be any 'Fully Paid' or 'Partially Paid' invoices on this report. This could be a sign of invoice data corruption or incomplete pre upgrade steps (for example, the transfer to general ledger process was not run). Run the Transfer to GL process in the upgraded instance. Query the invoice in the 'Partially Paid' status and verify if it truly is a partial pay. Re-run the Accounts Payable Trial balance and if the 'Fully Paid' status and or 'Partially Paid' status still appears, a service request will need to be logged within MOS (My Oracle Support www.support.oracle.com). In either case, a data fix will be provided to resolve the issue in addition the need to rebuild the Accounts Payable Trial Balance. This process will help remove any corrected (via data fix) data and refresh the SLA tables.

Review the Uninvoiced Receipts report for purchase orders with zero dollar accruals. If they exist, this is a sign of upgrade data corruption on the purchase order. The zero dollar accruals do not affect the total accrual amount, but it does pollute the report with multiple records that should not exist on this report. This only affects upgraded data. Newly created purchase orders in the upgraded instance do not have this issue. If this issue exists, log a service request with MOS.

After key reports are run and data validated, testing with data entry and running of accounting processes can begin. This includes Invoice Validation and the Create Accounting Process to closing the period in multiple subledgers.

- **Invoice Validation:** After an upgrade, run the Invoice Validation program. There should be no invoices to validate as this process should have run prior to the upgrade. Verify this report submits successfully and ends without error. Various invoices are then entered in the upgraded instance and the Invoice Validation process is executed. This process should execute without any 'yellow warning' and complete successfully. If this process does not complete successfully, log a service request with MOS.
- **Create Accounting Process:** After an upgrade, run the Create Accounting program. There should be no invoices to account as this process should have run prior to the upgrade. After various invoices are entered and validated in the upgraded instance, run the Create Accounting program. Verify this program accounts the invoices successfully and there are no errors or warnings on the report. If you see the warning: *'95937 There are either non-accountable events existing in the system, or events which could not be processed because no data could be found on transaction objects. Please enable the profile option SLA: Enable Diagnostics, create accounting again, and run the report Transaction Objects Disagnostics to identify the problem.'* this indicates there is upgraded orphan data that will need fixing. If left unfixed, this could potentially cause the period not to close. Be sure to log a service request immediately.
- **Close the Period:** Run through a period close in the Accounts Payable module and verify you can sweep records into the next period and the period closes successfully. If at any point you receive an error (whether it's the sweep process or the actual closing of the period), log a service request immediately. There will be potential data fixes needed for orphan invoice data and or patches related to the sweep program. As a side note, it is also very important to go through a period close after a datafix has been run in the instance. At times, if the datafix is incomplete, the period will not close and the Accounts Payable Trial balance remains corrupted with the incomplete fix.

Financial Modules – Which are Impacted and Prone to Various Upgrade Issues

There are various financial modules impacted after an upgrade; some more than others. The least impacted modules are iExpense, Procurement, Purchasing and General Ledger with additional impact to Cash Management, Fixed Assets and Accounts Payables.

- **iExpense:** The iExpense module is solid after an upgrade. The functionality in R12 is good for newly created expense reports in the upgraded instance. There could be a patch needed with the audit function. Since this is entirely a web form based there was a bug on scrolling

through expense reports where certain parts of the prior expense report remained and was showing on the next report. The only upgrade issue seen here is if 'in process' expense reports are not cleared out prior the upgrade. These will be corrupted. There should be no expense reports left in the workflow. It's pertinent to clean up any expense reports in process prior to the upgrade or data corruption is guaranteed and expense report data and lines could be lost.

- **iProcurement:** The iProcurement module is solid after an upgrade. The functionality in R12 is very good right out of the box. There were no apparent bugs from requisition creation, submission to approval and modification afterwards. Be sure there are no requisitions in the workflow prior to the upgrade to reduce data corruption with 'in process' documents. There were no major patches required.
- **Purchasing:** The Purchasing module is solid after an upgrade. The functionality in R12 is practically bug-free with the exception of a few new processes to R12 – one being the Mass Close of Purchasing Documents program which is currently being worked as a bug. From requisition creation, approval, autocreation, submission for PO approval and modification, the functionality is good and no major patches required.
- **General Ledger:** The General Ledger module is solid after an upgrade. With the exception of some WEB ADI patches, the functionality, look and feel within General Ledger is good and mostly unchanged. No major patches required.
- **Cash Management:** The Cash Management module is fairly solid after an upgrade with a few exceptions. There were patches related to auto reconciliation, bank loading and sweeping programs required to resolve various issues. In addition, after the upgrade there were issues with bank history not being viewable. Several patches were needed to resolve functionality required for various business processes.
- **Fixed Assets:** The Fixed Assets module overall is fairly solid after an upgrade. There were a few patches required for the Mass Additions program and additional setup required for non-recoverable manual tax. There was a minor issue with retiring an asset, but a patch was able to resolve that issue quickly. The overall functionality is good and upgraded data valid.
- **Accounts Payable:** The Accounts Payable module by far is the most troublesome with requiring multiple patches for various accounting processes and reports. In addition, the magnitude of data corruption supersedes all other modules. Various corruption issues result around tax, various line types, accounting and unaccounting in addition to matching, cancelling and discarding lines.

Accounts Payable – Why is it so 'Buggy' and Takes the Most Time to Test

The Accounts Payable module has gone through a complete change from R11 to R12. With the complete redesign of the payments function, invoice workbench to the introduction of subledger accounting the workings of this module introduces avenues for potential data and processing issues especially with upgraded data.

The invoice workbench has dramatically changed from prior releases and with that comes the complexity of the code, logic and underlying table structure. The combination produces a plethora of data corruption and invoicing issues when upgrading from R11 to R12's new structure.

Some upgraded invoices that are 'Valid' and 'Accounted' in R11, after the upgrade show in a 'Needs Revalidation' status. This can impact thousands of invoices and a required datafix will be needed to resolve this issue. The good news is the financial data is NOT impacted since the invoices came across as 'Accounted' correctly. It is imperative to be on the most current version of the invoice workbench to reduce the amount of data corruption going forward.

Tax has also proven to be an upgrade challenge with multiple data corruption issues. In R11, the tax functionality resides in each module but in R12 tax is consolidated into its own tax module called EBTax. The entire tax setup has changed drastically due to this design change and has affected upgraded data in various forms. Some upgrade invoices with tax and a combination of the 'Misc' item type line have caused multiple data issues due to the use of the 'Misc' item type line and how the upgrade handled these lines. In one instance over 50,000 records needed to be datafixed prior to the upgrade process. In addition upgraded purchase orders with tax when invoice matching occurred proved to be challenging as the tax line was not coming across. This is due to a bug which a patch was required in addition to a subsequent data fix that was needed to populate a tax attribute that was ungraded incorrectly.

Additional issues were encountered when matching to purchase orders and accounting them and then modifying the invoice and re-accounting them. The invoices were stuck in partial accounting. This also occurred for invoices not matched to purchase orders and those with and without tax. This issue was also a bug and resolved with a patch.

Various scenarios with crossing periods are important to test and validate. This includes voiding payments in prior periods and accounting them in the next period as well as cancelling invoices in the current period that were accounted in the prior period. The goal is to verify the Create Accounting process and the correct accounting entries occur in the correct period.

The payments function in Accounts Payable has changed dramatically from R11 to R12 as well. Payments are now a dashboard view completely web based for ease of use. This new structure facilitates a more centralized processing so payments across orgs are feasible. Due to this new architecture and structure it is imperative to thoroughly test the payment process. This includes the setup of the payment process profile, to the payment document all the way through payment confirmation and customizations if needed for payment templates for checks. There can be multiple patches required here.

It's also important to test performance within the invoice workbench by querying various invoice attributes and queries that return numerous invoices. If you are on the most recent version of the invoice workbench (APXINWKB) then your issues with performance will be minimal or none at all. Another helpful tip with custom folders is to be careful how they are built especially in the R12 complex workbench. There are certain fields that are meant to be in certain order as the validation of the invoice workbench is dependent on that. If fields are removed or put in an invalid order, folder errors can appear. If they do, begin to troubleshoot the folder. In addition, on the folder itself, be sure to check 'Never' under the Autoquery section and do not check the 'Include Query' option. This can cause issues within the workbench folders and limit invoice access.

Logging an SR in MOS for Faster Issue Resolution

When issues are encountered during the testing phase such as data corruption, functionality that is broken and potential processing failure and time is of the essence, it's imperative to log an SR (Service Request), quickly and effectively. In order to do this you need to have access to My Oracle Support (MOS) and by following guidelines below, resolution can be expedited.

When you log the SR, be sure to upload screen shots, diagnostics, find logs and even an AVI (recording of the issue to show the Analyst how to replicate the issue internally). You can use CAMSTUDIO a free tool to record the steps to produce the AVI to upload to the SR. Also include report output, report logs and invoice APLISTS (diagnostics) for data corruption issues. The more information you have and include on the SR to cover the issue, the less time will be wasted by the Analyst asking for this information.

When you log an SR be sure it is at a minimum ESC SEV2 status (escalated severity 2 status). In order to do this, after you log the SR, call Oracle and 'Duty Manage' the SR. This means ask for a DM (Duty Manager) to call you back. When the DM calls back, it's important to express the urgency of the issue and importance of timely issue resolution. Be sure to have milestone dates ready to provide the DM and willingness to do an OWC (Oracle Web conference) in your time zone.

For quick resolution of your issues managed by SRs, it's important you keep on top of the issue, and respond quickly when the SR status is 'Customer Working'. This means the Analyst assigned to your account needs more information or questions answered or special queries or diagnostics to be run by you. The quicker you respond, the closer a resolution is in sight.

If your project is struggling with multiple show-stopper issues preventing you from meeting your milestone dates, you can also have additional visibility within Oracle by becoming a Critical Account and having an Oracle Critical Account Manager assigned to your account. This can be accomplished by calling upon your organization's Oracle contact and requesting such support. A Critical Account Manager can assist you internally by having the visibility of your organizations issues and manage them throughout the support and development realm helping you meet your milestone dates.

In conclusion, this paper has covered a variety of topics related to the upgrade of R11i to R12. Topics from where to begin after an upgrade to what scenarios and functions to test within various financial modules have been explored to provide a guide and overview of the target areas to focus, concentrate and begin the process to find potential issues quickly. Once issues are identified immediately, service requests can be logged within MOS to help expedite to resolution. An upgrade from R11 to R12 is a challenging and exciting time for the business as it opens doors to new functionality and new processes to assist overall business functions. However, it comes with its challenges including data corruption and additional fixes that are required. This paper pointed out problem areas to target testing for potential issues and fixes that can be hit early and resolved in a timely manner without affecting the overall project timeline.

About...

O2Works LLC – Founded in 2001 with its principal offices in Dallas, Texas, O2Works focuses strictly on providing expert, hands-on consulting resources for the Oracle e-Business suite of applications. *Putting Oracle to Works* means getting the most out of your Oracle investment. O2Works' highly skilled consultants have more than 12 years of applications experience as well as strong business backgrounds

and have worked the Oracle Applications dating back to release MPL5. They are involved in, or have completed, multiple R12 implementations, re-implementations, and upgrade projects and were cited by Oracle for its work in completing one of the first successful R12 implementations for American Transmission Company.

Since its inception ten years ago, O2Works has grown its client base to more than 160 satisfied customers. All of its clients are 100% reference-able. O2Works is a Certified Oracle Partner firm and are very active in the Oracle Application User Group, where it is a Level 3 partner. The management team and consultants invest significant amount of time and effort in Oracle Application User Group (OAUG) activities. In addition to being presenters at numerous events, they hold a variety of positions for various national and regional groups. Contact O2Works at info@o2works.com.

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Vinita Singh has been working extensively with the R12 Financial Applications for more than three years starting with one of the first successful R12 implementations at American Transmission Companies. The project was recognized by Oracle at the 2009 Oracle OpenWorld Conference. Following that project, she has worked on multiple R12 upgrades and possesses detailed knowledge about the financial application issues (primarily AP) that will be faced in the R12 upgrade. More specifically, she is an expert in how to resolve problems found in the upgrade and how to test the solution.

In her previous seven years working with the Oracle applications, her functional and technical experience includes work in the following areas: systems implementation, financial system and datamart design, sales and marketing systems, custom management systems, purchasing company solutions and banking software systems. Her specialties lie in the functional and technical design and implementation of standard and custom Oracle forms, reports, interfaces, conversions, extensions and extracts using SQL, PL/SQL, SQL*Plus and other Oracle tools. She is an Oracle Financials and CRM Applications specialist in both the functional and technical aspects. She is proficient in the character, smart client, NCA, 11i and R12 versions. Vinita has BBA Management and Systems from the University of Texas at Arlington. She can be reached at vinita@o2works.com.

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