



## XML Publisher and Oracle EBS: Automated Document Delivery via Email & Fax

Ben Bruno President, STR Software

Panelists
Rishi Sethi
Director of IT Applications, Equinix

Buddy Storey Purchasing Director, Polk County









## About the Speaker

#### STR Software

- Located in Richmond, VA
- Focused on document delivery solutions since 1988
- Over 1,100 licenses of AventX in 47 states and 21 countries
- Oracle Certified Partner with staff of Oracle Certified Professionals
- www.strsoftware.com

#### Ben Bruno

- President and founder of STR Software in May 1986
- 804-897-1600 ext. 100 and ben.bruno@strsoftware.com







## **Agenda**

- Document Delivery Needs and Requirements
- Building a Document Delivery Solution
- Integrating with and without XML Publisher
- Integrating with Delivery Manager
- Integrating with AventX
- Panelists Sharing their Success Stories in Automated Document Delivery
- Q&A







"We just upgraded to 11i and would like to use XML Publisher to create customized reports from Oracle EBS and then fax, email, or print them based upon the supplier's preferred communication method."







"Is anyone faxing purchase orders and RFQ documents submitted as a batch?"







"How can I fax an Oracle output report?"







"Does anyone know how to integrate a 3<sup>rd</sup> party fax solution with XML Publisher?







"We have multiple organizations within our corporation. Can I apply different forms to our faxed output based upon the organization and document type?"







#### "Building a Solution"







- Will documents be in multiple formats, i.e. PDF, Excel, etc?
- Will the user's want to type in the fax number or email address? Or will the process be completely automated?
- If automated, will the report include many documents in the same request (batch processing)? If yes, then how will the report separate into individual documents?







- Will the user want to attach other documents to the primary document, i.e. terms and conditions, diagrams, etc.?
- Will the document be sent to different destination types, i.e. email, fax, print?
- Will the process require sending documents to multiple recipients?







- What method will be used to deliver a confirmation?
  - Individual emails per document
  - Scheduled summary reports
- When should the confirmation be sent?
- What should the confirmation look like?
- Who should receive the confirmation?







 Who will manage failed documents? Or successful documents that need to be transmitted again?

Where will users manage their documents?
 Inside or outside of Oracle EBS?

 How long will documents and their transmission history be saved?







## **Fundamentals of Document Delivery**

Submission Transmission Acknowledgement Management







# Oracle EBS Document Submission Options







#### **Document Submission: In Oracle EBS**

 Oracle EBS does not provide a standard interface to email and fax any report

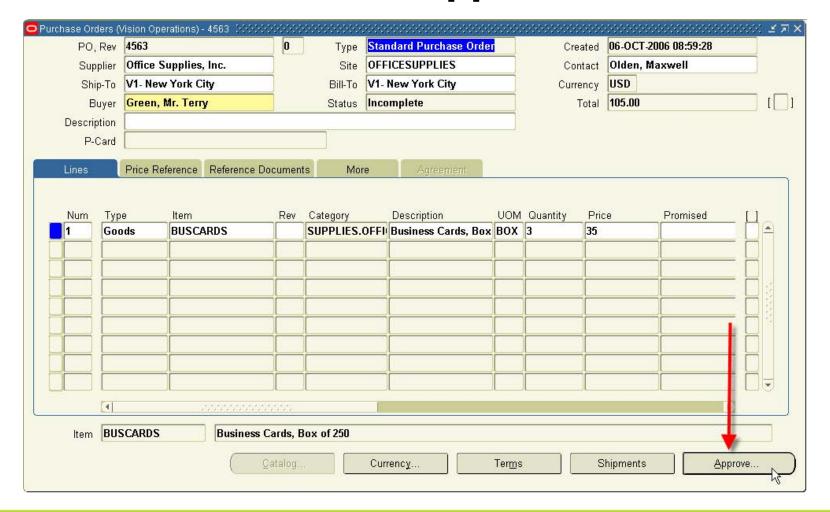
- Oracle EBS recently added a few options to users for the purchase order report
  - 3 Purchase Order Options:
  - Purchase Order Approval Workflow
  - Purchase Order Summary Tools / Communicate
  - Submit Request ("Fax Enable" Fields)







## PO Submission: PO Approval Form

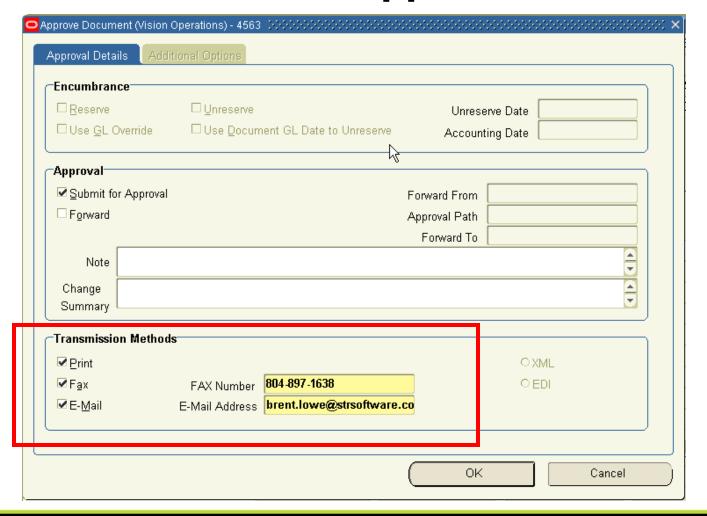








## PO Submission: PO Approval Form

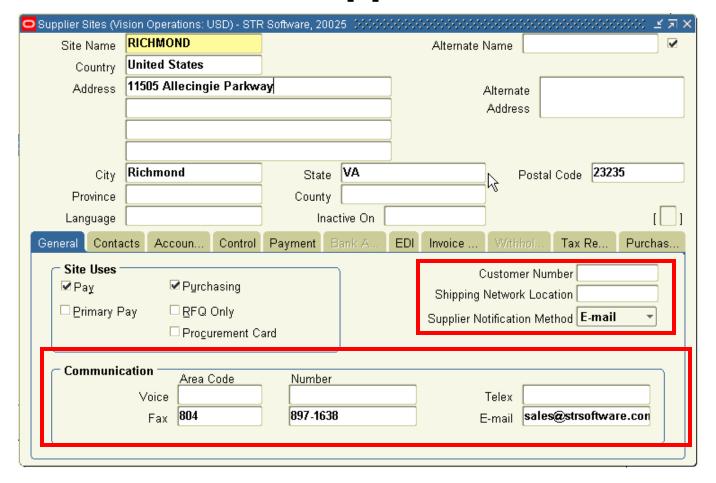








## **PO Submission: Supplier Sites**

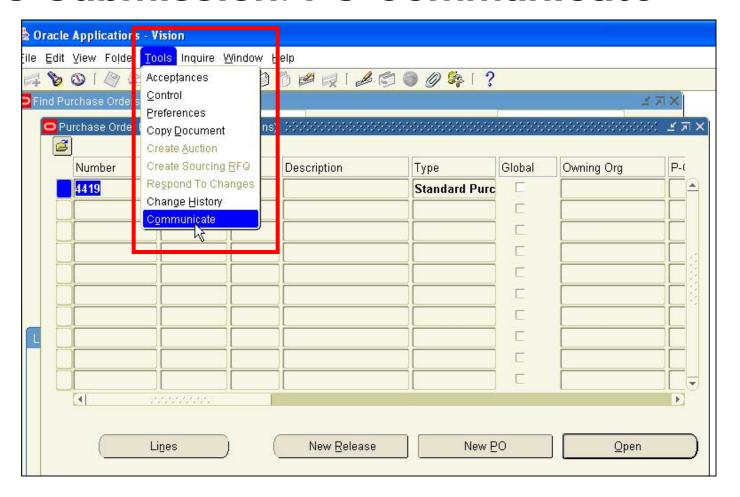








#### PO Submission: PO Communicate









#### PO Submission: PO Communicate

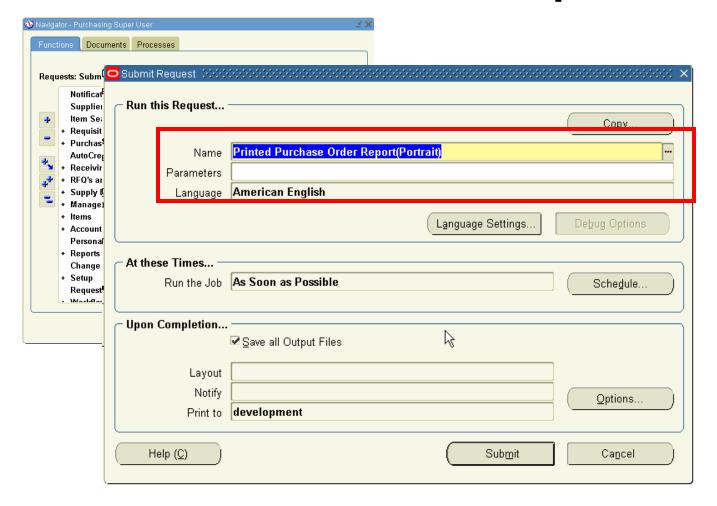
Select one of the communication methods below :  Communication Print Fax Fax number Email Address								
☑ PO without contract terms  Language English								
OK Cancel								







## **PO Submission: Submit Request**

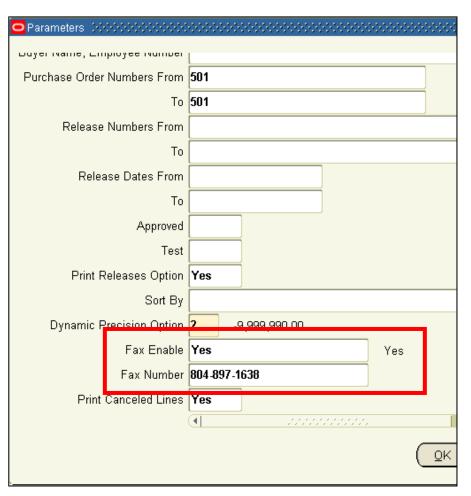








## **PO Submission: Submit Request**



#### "Fax Enable" Features

- Limited to Only Purchase Orders
- No Email
- Fax Fields Not Pre-Populated
- Only One Purchase Order







# Oracle EBS Confirmation and Management Options







#### **Document Confirmation and Management: In** Oracle EBS

- Confirmation
  - For email via workflow mailer, only email bounce backs when email is sent to an invalid address.
- Management
  - For fax and email, you are 100% reliant on the 3rd party product you choose to deliver your POs for their acknowledgement and management capabilities.







# Oracle EBS Document Formatting and Delivery with XML Publisher

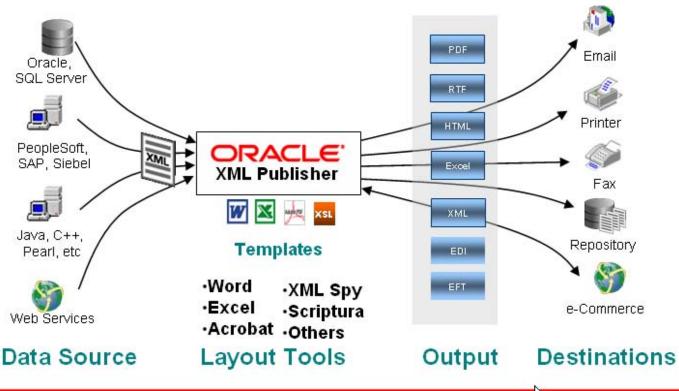






#### **Document Delivery with XML Publisher**

#### From Data to Destination



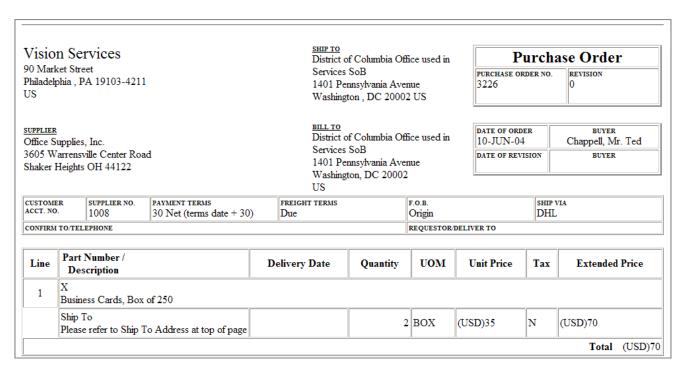








## PO Transmission: Email - Without XML Publisher



- HTML in Email Body
- Fax and Email Different Look







#### PO Transmission: Fax Without XML Publisher

{{begin}}{{fax 804-897-1638}}{{doctype pofax}} 4565 3455 108th Avenue Seattle, WA 98101 United States STR Software 90 Fifth Avenue 11505 Allecingie Parkway New York, NY 10022-3422 Richmond, VA 23235 United States United States 20025 12-OCT-06 B Lowe 45 Net (terms date + 45) Origin Due All prices and amounts on this order are expressed in : US dollar BUSCARDS 3.00 BOX 35 105.00 N Business Cards, Box of 250 o SHIP TO: Address at top of page

- Text output has a few "Fax Tags" in header
- Requires 3<sup>rd</sup> party fax solution to process "Fax Tags"





1. Change Concurrent Program output format to XML

System Administrator → Concurrent → Program → Define

			·		
		Concurrent Programs 👉		********	
		Program	Print Purchase Orders		☑ Enabled
Navi	igator - System Administrator		POXPPO		,
	nctions Documents	Application	Purchasing		
	ncurrent:Program:Define	Description	Print Purchase Orders		
De	fine concurrent program	_ Executable			
	- Concurrent	Name	POXPRPOP	Options	
4	Requests Set	Method	Oracle Reports	Priority	
-	+ Manager - Program	L			
دائ	D.C.	Request —		Output —	
*		Туре		Format	XML
4	Conflicte Domaine	Incrementor		_	☑ Save ( <u>C</u> )
	+ Profile	MLS Function			☑ Print
	+ Application + Install			Columns	80
	+ Requests	□ <u>U</u> se in SRS	Allow Disabled Values	Rows	45
	+ Workflow + Security	□ Run <u>A</u> lone	☑ Restart on System Failure	Style	Portrait
		□ Ena <u>b</u> le Trace	✓ NLS Compliant		Style Reguired
				Printer	
		Copy to	Session Control	Incompatibilities	Para <u>m</u> eters







#### 2. Set PO Output Format to PDF

Purchasing Superuser → Setup → Organizations → Purchasing Options

<b>R</b> P	urchasing Options (Vision Ope	rations) 👭	000000000	0.0000000000		>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	
R	eceipt Accounting Contr	ol Defa	ult Inte	rnal Requisition	Numbering	Tax Defaults	
		e Percentage ance Amount Lot Quantity	10 Advisory		Enforce Price T	Folerance Percentage Folerance Amount ition Messages	
Receipt Close Point Cancel Requisitions			Received Optionally		✓ Notify if Blanket PO Exists  ✓ Allow Item Description Update		
	P0 0	utput Format	PDF		– Enforce <u>B</u> uyer Enforce Vendor	Name	
	SBI Buying Comp	any Identifier			Gapless Invoice	e Numbering	







#### 3. Choose your template

Purchasing Superuser → Setup → Purchasing → Document Types (Default: Standard Purchase Order)

Туре	Subtype		Name	Quotation Class [	1	
Purchase Order	Standard		Standard Purchase Ord			
			Ţ			
☑			Access Lev Forward Metho Archive o Default Hierarch	Direct Approve	~ ~	
☑ Can Change Appro ☐ Disable	vai mierarchy		Approval Workflo	w PO Approval		
□ <u>D</u> isable			Workflow Startup Proces	PO Approval Top Pr	oce	
			Approval Transaction T	уре		
			Autocreate Workflo	w		
		Autocrea	te Workflow Startup Proces	ss		
		Document Type Layout Standard Purchase O				

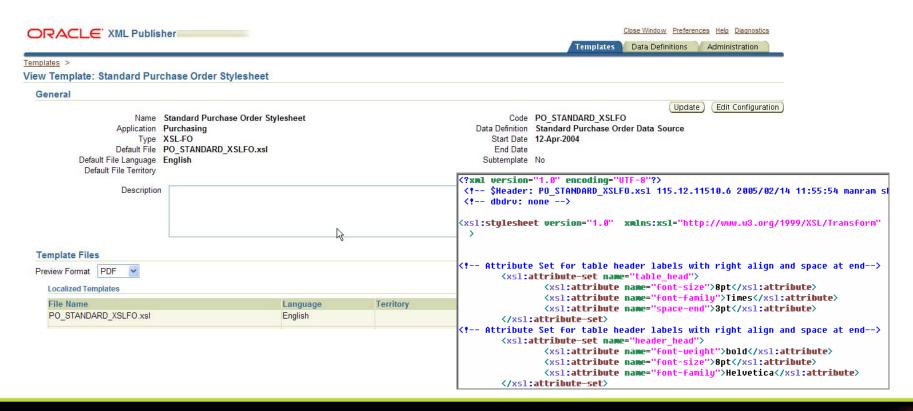






4. Modify Pre-Seeded XSL-FO Template as necessary

XML Publisher Administrator > Templates > Modify in Text Editor



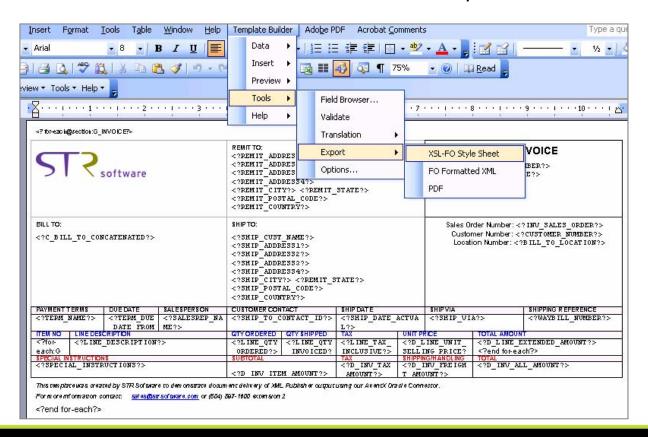






4. Modify Pre-Seeded XSL-FO Template as necessary

Microsoft Word > XML Publisher Template Builder









#### PO Transmission: Email - With XML Publisher

PO Number

4562



Vision Operations 90 Fifth Avenue New York, NY 10022-342: United States

Ship To:
90 Fifth Avenue
New York, NY 10022-3422
United States
Bill To:
90 Fifth Avenue
New York, NY 10022-3422

United States

Page

Revision

0

Supplier:

Office Supplies, Inc. 3605 Warrensville Center Road Shaker Heights, OH 44122 United States

Supplier No.			Buyer
1009	06-OCT-2006		Green, Terry
Payment Terms	Ship Via	FOB	
30 Net (terms date + 30)	UPS	Origin	

Line	Part Number / Description	Quantity	UOM	Unit Price	Tax	Amount	
1	BUSCARDS	2	BOX	35	N		70.00
	Business Cards, Box of 250						
PO Number must appear on all shipping papers, packages, bills of lading, & invoices.				Total:		70.00	(USD)
Subject to attached Terms & conditions.			By Tal	Chago	М		

This remplate was created by STR Software to demonstrate document delivery of XML Publisher output using our AventX Oracle Connector. For more information contact: sales@strsoftware.com or (804) 897-1800 extension 2

- PDF Attachment
- Fax and Email Look the Same







#### PO Transmission: Fax - With XML Publisher

|{{BEGIN}} {{FAX 804-897-1638}} {{ATTACH /disk1/oraapps/vis1comn/admin/out/VIS1\_grimlock/o2842252.out}} {{END}}



PO Number Revision Page 4562 0 1

Ship To: 90 Fifth Avenue New York, NY 10022-3422

Bill To:

United States

90 Fifth Avenue New York, NY 10022-3422

United States

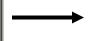
Vision Operations 90 Fifth Avenue New York, NY 10022-3422 United States

Supplier: Office Supplies, Inc. 3605 Warrensville Center Road Shaker Heights, OH 44122 United States

Supplier No.	Order Date	Revision Date	Buyer
	06-0CT-2006		Green, Terry
Payment Terms	Ship Via	FOB	
30 Net (terms date + 30)	UPS	Origin	

Line	Part Number / Description	Quantity	UOM	Unit Price	Tax	Amount	
1	BUSCARDS	2	BOX	35	N		70.00
	Business Cards, Box of 250						
PO Number must appear on all shipping papers, packages, bills of lading, & invoices.				Total:		70.00	(USD)
Subject to attached Terms & conditions.				By Tak	Chap	Щ	

This template was created by STR Software to demonstrate document delivery of XML Publisher output using our AventX Oracle Connector. For more information contact: sales@strsoftware.com or (804) 897-1600 extension 2 Separate fax command file



Separate PDF data file

 Requires 3<sup>rd</sup> party fax solution to process command file







#### XML Publisher Integration: Recap

- For non XML Publisher purchase orders, fax and email have a different look and feel.
- Easy setup to concurrent program to format document via XML Publisher
- For email, delivery is handled through a separate process, Workflow Mailer
- For fax, commands are simply written out in order for a 3rd party solution to take over and actually fax the document.







# Integrating with Delivery Manager







## Integrating with XML Publisher's Delivery Manager

- What is the "Delivery Manager"
  - A set of JAVA APIs
  - Facilitates the delivery of documents through "Channels"
    - Printer Channel
    - Fax Channel
    - Email Channel
    - WebDAV Channel
    - HTTP / HTTPs Channel
    - FTP Channel
    - "Custom" Delivery Channel







#### Integrating with XML Publisher's Delivery Manager

- What is needed to integrate with Delivery Manager?
  - Requires a developer with programming knowledge of JAVA and SQL
  - XML Publisher v5.6.2 or higher
  - BI Publisher v10.1.3.2 or higher







## Integrating with XML Publisher's Delivery Manager

- What are the steps to integrate with Delivery Manager with EBS?
  - Step # 1 Install and configure 3rd party packages
  - Step # 2 Develop Java based classes against XML
     Publisher Delivery Manager API
  - Step # 3 Integrate Java classes with Oracle EBS
- Transmission via Fax (Two Options)
  - Integrate with CUPS > efax or FAX4CUPS > Fax Modem
  - Create a "Custom Delivery Channel"
- Transmission via Email
  - Uses standard SMTP calls to Delivery Manager API







### Integrating with XML Publisher's Delivery Manager

- Current Fax Limitations when using CUPS
- No user interface to type in fax numbers
- Only allows for one fax number
- Limited functionality using "freeware" applications, i.e. FAX4CUPS, efax
  - Only text and postscript output
  - No document scheduler to handle retries, fax busy signals, etc.
  - Class 2 Fax Modems







#### **AventX from STR Software**







#### **AventX: Fundamentals of Document Delivery**

- Document Submission
- Document Transmission
- Document Acknowledgement

- AventX Oracle Connector (AOC)
- AventX Toolkit for Oracle (ATKO)







#### **AventX Oracle Connector (AOC)**

- Any version from 10.7 through R12
- Any output from Oracle Reports and XML Publisher
- Looks like it was written by Oracle themselves
- Document Submission
  - Interactive Delivery
  - Automatic Delivery
  - Application Program Interface (API)







 Deliver ANY document to ANY destination using Submit Request

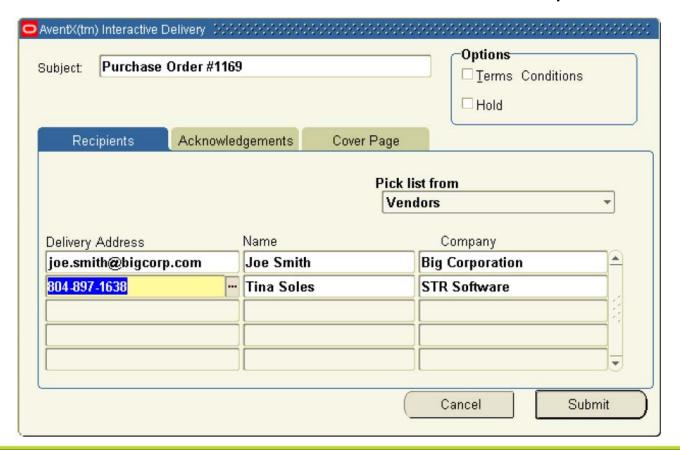
		Сору	
Name	Printed Purchase Order Report(Portrait)		
Parameters	All1169.1171Yes2.NoYes.No		
Language	American English	Languages	
t these Times —			
Run the Job	As Soon as Possible	Schedule	
lpon Completion			=
	☑ Save all Output Files		
Notify		Options	1
Print to			9
		Options	)







Common submission interface for ANY Oracle report









bject: Purchase Order #1169	Options  ☐ Terms Conditions  ☐ Hold
Recipients Acknowledgement	nts Cover Page
Email	Name
pstock@vision.com jbond@vision.com	Pat Stock   Jim Bond
	Pat Stock







ubject: P	urchase Order #1169	Options  Terms Conditions  Hold
Recipie	ents Acknowledgements Cover Page	e
Name:	Generic Cover Page	×
Remarks:	Attached it the Purchase Order that we disc If you have any questions, please let me kn Thank you.	

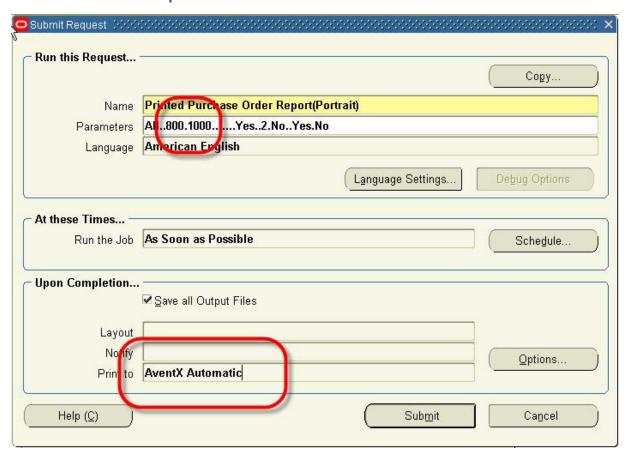






#### **AOC Submission: Automatic Delivery**

#### Automatic | Batch









#### **AOC Submission: API**

- Application Program Interface provides ability to submit documents from any location in Oracle EBS (such as workflow, forms, packages, etc.)
- Only requires knowledge of PL/SQL

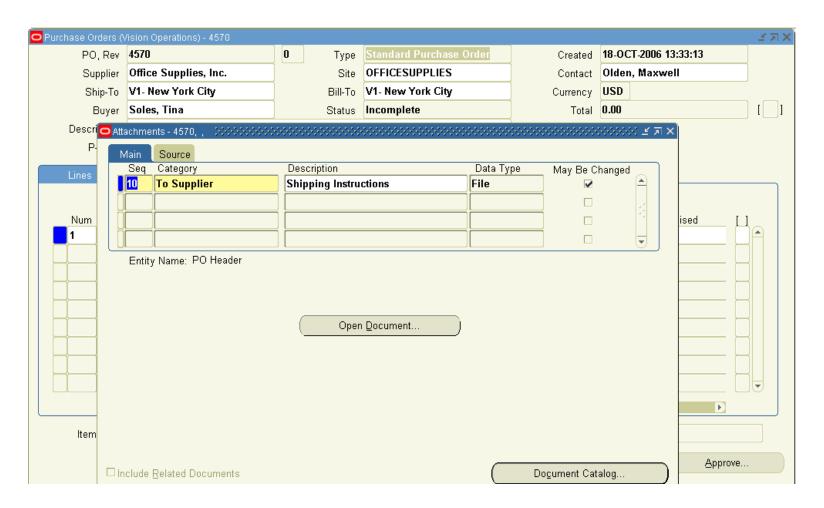
 Fully documented reference guide with code examples







#### **AOC Transmission: Attachments**

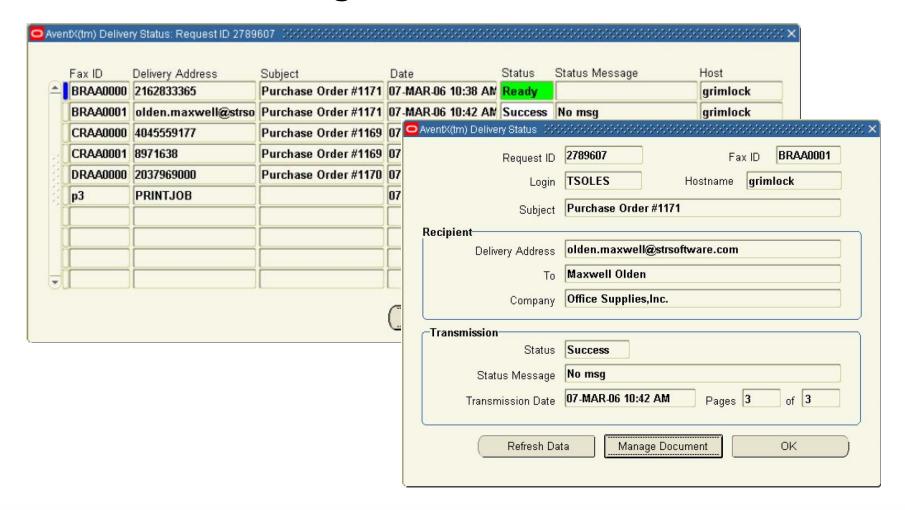








#### **AOC Acknowledgement: Native Oracle Forms**









#### **AOC Acknowledgement: Confirmation Emails**

Brent Lowe Subject: FAX ARDA0000 Success Subject : Purchase Order #897 Fax Id : ARDA0000 : 897-6357 Fax Number Pages Organization ID : 204 ERP Tracking Number: 2425675 ERP System : FNDSM Document Type : inv Document ID : 897 Server Used : testnt:1 : \*\*\* Transmitted ok to 897-6357 on 02/21/07 at 16:19 Status







#### **AOC Acknowledgement: Reporting**

🔁 Submit Requ	Submit Request X				
Run this Request					
	Name AventX (	Oracle Connector Admin Report			
Parameters					
   	anguage America Parameters 50505	nn English			
	Report Type	Summany AventX Oracle Connector Summary Report			
← At these T	Start Date				
Ru	End Date				
Hui	Document Type				
	User Name				
Upon Com	Org ID				
	Request ID				
	Delivery Address				
	Show Successful	Y			
	Show Unsuccessful	Y			
	Show Format Errors	Y			
Help (	Show Statistics				
Tielb (		(4)			
		QK Cancel Clear Help			

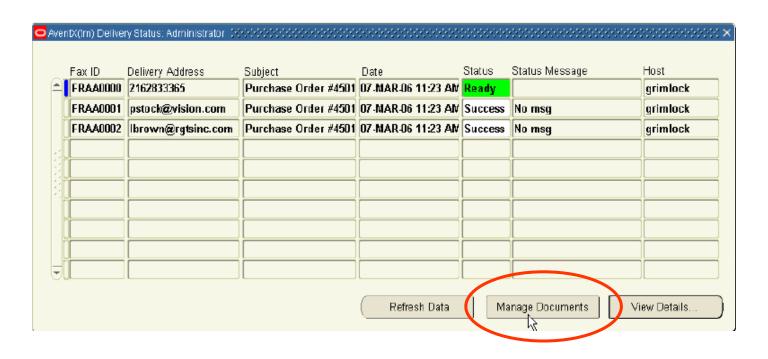






#### **AOC: Fundamentals of Document Delivery**

- Document Management in Oracle EBS
  - Allows user to resend documents that fail or need to be resent from inside of Oracle EBS









- What is it?
  - Truly a toolkit that leverages XMLP Delivery Manager
- Who is it aimed at?
  - XMLP consultants and companies that would prefer to 'build their own' solution
- How is it implemented?
  - AventX Software installs in less than 30 minutes
  - Using sample code, you can create a working system in less than a day!







- What tools does it provide?
  - CUPS printer to fax and email
    - Simple. Dynamic fax/email info but all confirmations and cover page info is 'hard coded'
  - Custom channel to fax and email
    - Different properties for multiple destinations, cover page, confirmations and acknowledgement
  - Bursting tools
  - Working examples and sample code







- Why use this toolkit?
  - Better Submission
    - Single source all email and faxes flow through same queue for easy management
    - Deliver ANY document type from PDF, TEXT, PCL, PS, MS office documents and more
  - Better Transmission
    - Choice of delivery mechanisms via premise-based multiline network fax servers and ASP fax servers
    - Include multiple email attachments and dynamic email message bodies







- Better Acknowledgement
  - Multiple email confirmations based on the success or failure of a document
  - Multiple management interfaces for users and administrators to redeliver or correct errant document information
- Better support NOT freeware

Simply better and easier to use!







#### **Success Stories: A Common Theme**

- Desire to Fax using XML Publisher Output
- Existing Fax Solution

Short Timeframe







#### **Document Delivery at Equinix**

Rishi Sethi, Director of IT Applications, Equinix

- StreamServe formatting package for checks, consolidated invoices, purchase orders, etc.
- AventX installed in fall 2000 and used for fax and email of StreamServe output for invoices and POs
- Upgraded Oracle EBS to v11.5.10 in August 2006
- Converted consolidated statements to XML Publisher
  - 800 to 1000 invoices in a batch run monthly
  - Other documents to be converted soon
- AventX has been used in conjunction with XML Publisher for the document delivery through Fax and Email







#### **Benefits Enjoyed from XMLP and AventX**

"Since upgrading to v11.5.10 and converting the consolidated invoice statements to XML Publisher, our users and support staff are much happier with the improvements to system performance and document maintenance. Best of all, we continue to benefit from automated document delivery with AventX. The team at STR Software is extremely helpful, knowledgeable and always available to help me and my team. We like that in a vendor!"

Rishi Sethi Director IT Applications, Equinix







#### Polk County (Bartow, FL)

- June 26th: Contacted STR Software
- June 27th: Attended web demo
- July 19th: Issued PO for AventX
- September 21st: Completed remote installation of AventX
- October 6th: AventX goes live

Daily Usage: Fax 100 outbound pages of POs







"The demonstration proved that the product supports 'out of the box' advanced features of XML Publisher. We were especially impressed with how your demonstrator effortlessly weaved through the screens, queries, commands, reports, etc. You clearly know Oracle...Our users will never leave Oracle EBS to deliver and manage their Purchase Orders."

> Buddy Storey Purchasing Director, Polk County









- December 19th: Contacted STR Software
- January 4th: Attended web demo
- January 9th: Issued PO for AventX
- Jan 18th & 19th: On-site installation
- January 19th: AventX goes live

Daily Usage: Outbound faxing of 800 invoices and purchase orders (10% emailed)







"There is a huge advantage when you take the time for a thorough competitive review of products, including a live demonstration, and choose a software solution engineered to provide the latest functionality and exceptional customer service."

Steve Peppard, CIO American Tire Distributors









- July 10th: Contacted STR Software
- July 12th: Attended web demo
- July 14th: Issued PO for AventX
- July 31st: AventX and Oracle EBS go live

Daily Usage: Fax 50 outbound POs & RFQs







"After viewing your web demo of AventX, I knew that our current solution was not going to meet my same level of satisfaction."

Karen Thingelstad, Procurement Manager
Minnkota Power Cooperative







"Our PO and RFQ templates are working without a hitch, we can fax and email the same document to multiple locations, just like we envisioned... STR Software also has the option of faxing from the PO Approval or Summary forms; AventX is integrated extremely well with Oracle."

Tim Sanger, Systems Programmer II Minnkota Power Cooperative, Inc.









- April 26th: Consultant contacts STR Software
- April 27th: Remote installation of AventX
- May 18th: PO issued for AventX
- June 12th: AventX is implemented and goes live

Daily Usage: Fax 2,500 to 3,000 pages of outbound purchase orders







"I have been in IT for over thirty-five years, and never, in my life, have I found a product that was installed in one day and has been used flawlessly ever since."

Dave Fitzsimmons, VP of Corporate Systems Rogers Communications, Inc.







#### **Summary**

- Native functionality of Oracle EBS for email and fax is limited to single document purchase orders ONLY
- XMLP formatted purchase order output is delivered the same for email, fax and print
- Java delivery manager is a start for document delivery but requires programming talent to complete
- Third-party solution is required for actual "fax delivery"
- Search for a solution that makes it easy for the Oracle user to submit, transmit and confirm delivery of ANY document
- Questions? Call Ben Bruno at 800-897-7097 x100 or email at ben.bruno@strsoftware.com or web www.strsoftware.com







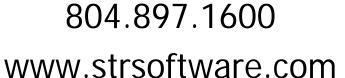
































### **Q & A**

