

Deloitte.

德勤



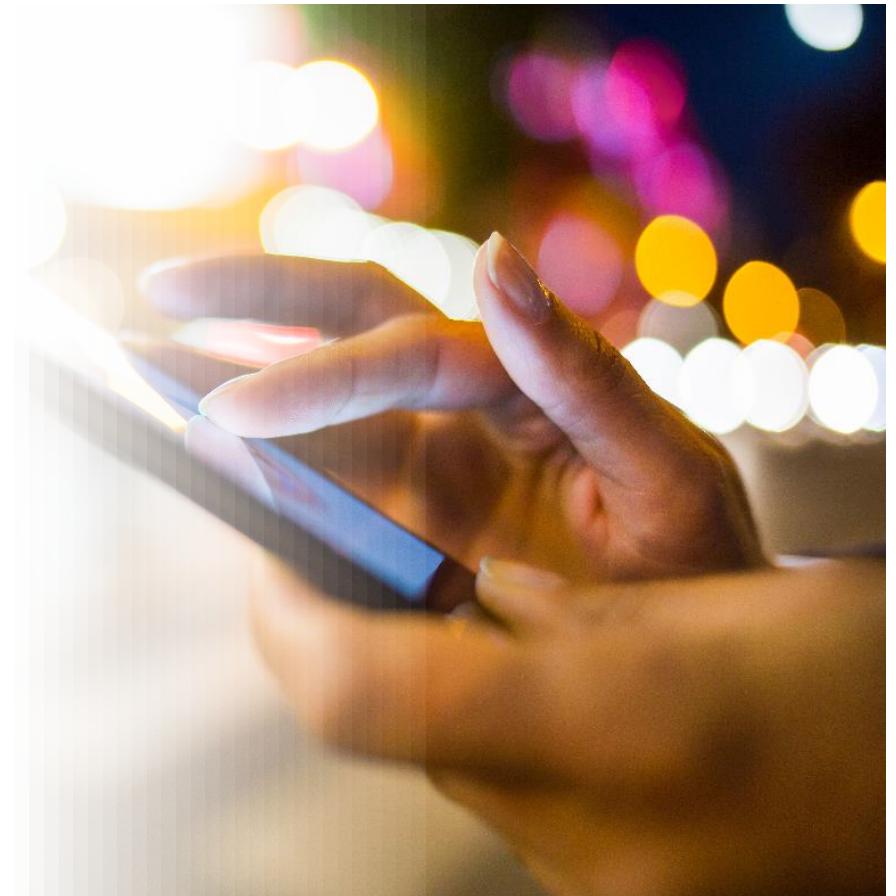
Hong Kong Trade Development Council

End User Training – Accounts Receivable

25, 27 AUG 2020

Agenda

- Customer Maintenance
- Customer Merge
- Project Attributes
- Credit Memo
- Print Invoices and Dunning Letters
- Q&A



Customer Maintenance

Create Customer

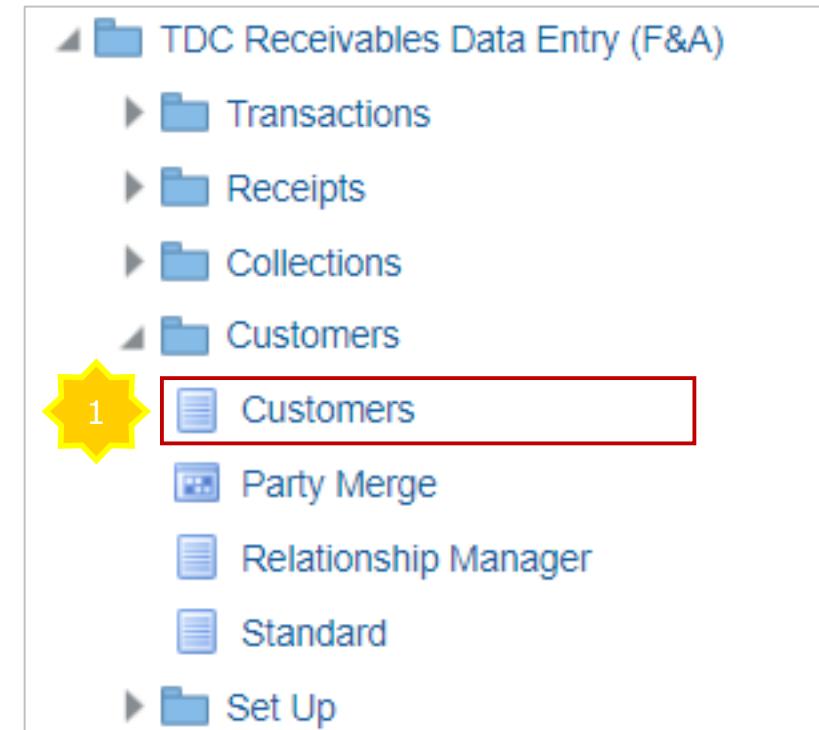
Customer Maintenance

Create Customer (1/9)

Responsibility:

HKTDC Receivable Data Entry (DG)
HKTDC Receivable Data Entry (ES)
HKTDC Receivable Data Entry (F&A)
HKTDC Receivable Setup (ES)
HKTDC Receivable Superuser
HKTDC Receivable System Admin

1. AR - (N) > Customers > Customers



Customer Maintenance

Create Customer (2/9)

2. Click on 'Create' button

Customers

Customer Type: Organization

Search

Simple Search

| | | |
|---|---------------------|----------------------|
| Customer | Registry ID | Contact First Name |
| Account Number | Account Description | Contact Last Name |
| Tax Registration Number | Taxpayer ID | Contact Phone Number |
| D-U-N-S Number | SIC Code | Address Line 1 |
| Account Type | Customer Class | Address Line 2 |
| Customer Category | Reference | City |
| Go Clear | | State |
| Create | | Postal Code |
| Name | Registry ID | County |
| No search conducted. | | |
| Country Primary URL Status Record History | | |

2

Accounts

Status: Active

Go

Create Account

| Account Number | Account Description | Profile Class | Primary Bill-To Address | Status | Details | Record History |
|-------------------|---------------------|---------------|-------------------------|--------|---------|----------------|
| No results found. | | | | | | |

Customer Maintenance

Create Customer (3/9)

3. Enter "Organization Name" (Customer Name)
4. Enter "Account Number"
5. Enter "Country"
6. Enter "Address"
7. Enter "City"

Customer Information

* Organization Name: Training Customer
Alias:
Name Pronunciation:
D-U-N-S Number:
URL: Must include: http://
Context Value:

Account Information

* Account Number: TC00001
Account Description:
Profile Class: DEFAULT
Classification:

Account Type: External
Sales Channel:
Reference:

Context Value:
Department:
Activity Location:
Analysis:
Start Date:
End Date:
Contractor Billing Run Date:

Account Site Address

* Country: Hong Kong
* Address Line 1: 31/F
Address Line 2: Wu Chung House
Address Line 3: 213 Queen's Road East
Address Line 4: Wan Chai, Hong Kong
City: Wan Chai, Hong Kong
County:
State:
Province:
Postal Code:

Customer Maintenance

Create Customer (4/9)

8. Select “Bill To” as business purpose
9. Enter Location name
10. Click on ‘Apply’ button

Business Purposes

| Purpose ▲ | Location ▲ | Bill To Location | Primary ▲ | Remove | Record History |
|--|------------|------------------|--------------------------|---------------------------------------|--|
| <input checked="" type="radio"/> Bill To | CORPORATE | | <input type="checkbox"/> | <input type="button" value="Delete"/> | <input type="button" value="Refresh"/> |

Additional Details:

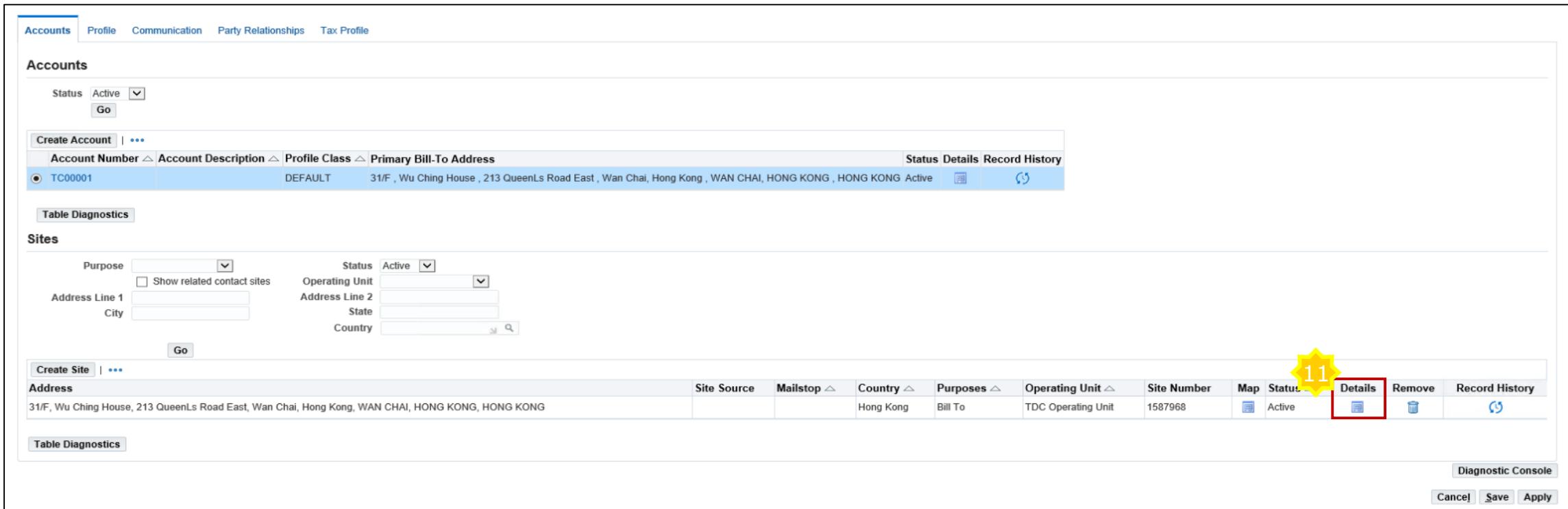
Context Value

10

Customer Maintenance

Create Customer (5/9)

11. Click on 'Details' button



The screenshot shows the Oracle Applications Customer Maintenance screen. At the top, there are tabs for Accounts, Profile, Communication, Party Relationships, and Tax Profile. The Accounts tab is selected.

Accounts Section: Contains a status filter (Status: Active) and a Go button. Below is a table with columns: Account Number, Account Description, Profile Class, Primary Bill-To Address, Status, Details, and Record History. One row is selected, showing TC00001 as the account number, DEFAULT as the profile class, and the address 31/F , Wu Ching House , 213 QueenLs Road East , Wan Chai, Hong Kong , WAN CHAI, HONG KONG , HONG KONG as the primary bill-to address. The status is Active.

Sites Section: Contains fields for Purpose, Status (Active), Show related contact sites, Operating Unit, Address Line 1, Address Line 2, City, State, and Country. Below these is a Create Site button and a Go button.

Table Diagnostics: Shows a table with columns: Address, Site Source, Mailstop, Country, Purposes, Operating Unit, Site Number, Map, Status, Details, Remove, and Record History. One row is selected, showing the address 31/F , Wu Ching House , 213 QueenLs Road East , Wan Chai, Hong Kong , WAN CHAI, HONG KONG , HONG KONG. The status is Active. The 'Details' button in this table is highlighted with a yellow starburst and a red border.

At the bottom right, there are buttons for Diagnostic Console, Cancel, Save, and Apply.

Customer Maintenance

Create Customer (6/9)

12. Click on 'Communication'
13. Click on 'Create Contact' button

Location
Address 31/F Wu Chung House 213 Queen's Road East Wanchai, Hong Kong WANCHAI, HONG KONG Tax Profile

Account Site Information
Site Name
12 Site Details Business Purposes Communication Payment Details Profile Profile Amounts Late Charges Attachments

Search
Name Job Title
Contact Number Email Address

Account Site Contacts
Status Active
Show Contacts
Assign Primary by 13 Create Contact | ...

| Name | Roles | Contact Number | Phone Number | E-Mail Address | Status | Details | Update | Remove | Record History |
|-------------------|-------|----------------|--------------|----------------|--------|---------|--------|--------|----------------|
| No results found. | | | | | | | | | |

Table Diagnostics

Customer Maintenance

Create Customer (7/9)

14. Enter Contact Name
15. Enter Contact Email
16. Enter Contact Phone
17. (Optional) Select Job Title Code
18. Click on 'Apply' button

Contact Information

Person Information

Address

* Indicates field that is required only if entering an address

* Country Hong Kong

Address Line 1

Address Line 2

Address Line 3

Address Line 4

City

County

State

Province

Postal Code

Mailstop

Identifying Address

Context Value

14 Only a first or last name is required.

15 Email zanwong@hktdc.org

16 Phone Number 852 23512312

17 Job Title Code Assistant

Contact Details

Reference 2229100

Context Value

Contact Roles

TIP Primary indicates that this role is the primary role for the contact.

+ ...

| Role | Primary | Delete | Record History |
|-------------------|---------|--------|----------------|
| No results found. | | | |

Table Diagnostics

Diagnostic Console

Cancel Apply

18

Customer Maintenance

Create Customer (8/9)

19. Click on 'Apply' button

Account Site Contacts

| Name | Roles | Contact Number | Phone Number | E-Mail | Address | Status | Details | Update | Remove | Record History |
|----------|---------|---------------------------|--------------|------------------|---------|--------|---------|--------|--------|----------------|
| Zan Wong | 1740095 | +852 23512312 (Telephone) | | zanwong@hktc.org | | Active | | | | |

Table Diagnostics

Account Site Phone Numbers

| Create: | Telephone | Go | ... | | | | | |
|---------|-----------|------|--------|---------|-----------|--------|--------|----------------|
| Purpose | Preferred | Type | Number | Primary | Time Zone | Update | Remove | Record History |

No results found.

Table Diagnostics

Account Site Email

| Create | ... | | | | | |
|--------|---------|---------|-----------|--------|--------|----------------|
| Email | Primary | Purpose | Preferred | Update | Remove | Record History |

No results found.

Table Diagnostics

Account Site URL

| Create | ... | | | | | |
|--------|---------|---------|-----------|--------|--------|----------------|
| URL | Primary | Purpose | Preferred | Update | Remove | Record History |

No results found.

Table Diagnostics

Diag Console
Cancel Apply

18

Customer Maintenance

Create Customer (9/9)

19. Click on 'Apply' button, the customer is created

The screenshot shows the Oracle Applications Customer Maintenance interface. The top navigation bar includes tabs for Accounts, Profile, Communication, Party Relationships, and Tax Profile. The main section is titled 'Accounts' and contains a table with one row for customer 'TC00001'. The table columns include Account Number (TC00001), Account Description (DEFAULT), Profile Class (31/F, Wu Ching House, 213 QueenLs Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG), Primary Bill-To Address, Status (Active), Details, and Record History. Below the table is a 'Table Diagnostics' section. The next section is 'Sites', which includes fields for Purpose, Status, Operating Unit, Address Line 1, Address Line 2, City, State, and Country. A 'Create Site' button is available. Below this is a table for 'Address' with one row: 31/F, Wu Ching House, 213 QueenLs Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG. The table columns include Site Source, Mailstop, Country, Purposes, Operating Unit, Site Number, Map, Status, Details, Remove, and Record History. A 'Table Diagnostics' section follows. At the bottom right are buttons for 'Cancel', 'Apply', and 'Console'. A yellow starburst with the number '19' is overlaid on the 'Apply' button.

Customer Maintenance

Create Additional Customer Site

Customer Maintenance

Create Additional Customer Site (1/8)

1. Enter the customer name
2. Click on 'Go' button
3. Click on the customer

Customers

Customer Type Organization

Search

Simple Search:

| | |
|-------------------------|-------------------|
| Customer | Training Customer |
| Registry ID | |
| Account Number | |
| Account Description | |
| Tax Registration Number | |
| Taxpayer ID | |
| D-U-N-S Number | |
| SIC Code | |
| Account Type | |
| Customer Class | |
| Customer Category | |
| Customer Source | |

Contact First Name
Contact Last Name
Contact Phone Number
Address Line 1
Address Line 2
City
State
Postal Code
County
Province
Country
Status Active

1 Go Clear

2 Go

3 Training Customer

| Name | Registry ID | D-U-N-S Number | Address | Country | Primary URL | Status | Record History |
|-------------------|-------------|----------------|--|-----------|-------------|--------|----------------|
| Training Customer | 3963848 | | 31/F, Wu Ching House, 213 Queen's Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG | Hong Kong | | Active | |

Customer Maintenance

Create Additional Customer Site (2/8)

4. Click on 'Create Site' button
5. Click on 'Create Address' button

The screenshot displays two overlapping application windows. The main window is titled 'Accounts' and shows a list of accounts. An account named 'TC00001' is selected, showing its details: 'DEFAULT' status, address '31/F , Wu Ching House , 213 QueenLs Road East , Wan Chai, Hong Kong , WAN CHAI, HONG KONG , HONG KONG', and 'Active' status. A yellow starburst labeled '4' points to the 'Create Site' button in the 'Sites' section of this window. A red box highlights this button.

The second window, titled 'Create Account Site', is overlaid on the first. It contains sections for 'Customer Information' (Name: 'Training Customer', Registry ID: '3963848') and 'Address' (Country: 'Hong Kong', Purpose: 'Default', Site Number: 'TC00001', Postal Code: '123456'). A yellow starburst labeled '5' points to the 'Create Address' button in the 'Address' section of this window. A red box highlights this button. A red arrow points from the 'Create Site' button in the main window to the 'Create Address' button in the overlay window.

Customer Maintenance

Create Additional Customer Site (3/8)

6. Enter "Country"
7. Enter "Address"
8. Enter "City"

Customer Account Information

Organization Name Training Customer Registry ID 3963848

Account Site Address

6 * Country Hong Kong

7 * Address Line 1 38/F
Address Line 2 Office Tower Convention Plaza
Address Line 3 1 Harbour Road
Address Line 4 Wanchai, Hong Kong

8 City Wanchai, Hong Kong

County
State
Province
Postal Code
Address Description
Addressee
 Identifying Address
Context Value

Customer Maintenance

Create Additional Customer Site (4/8)

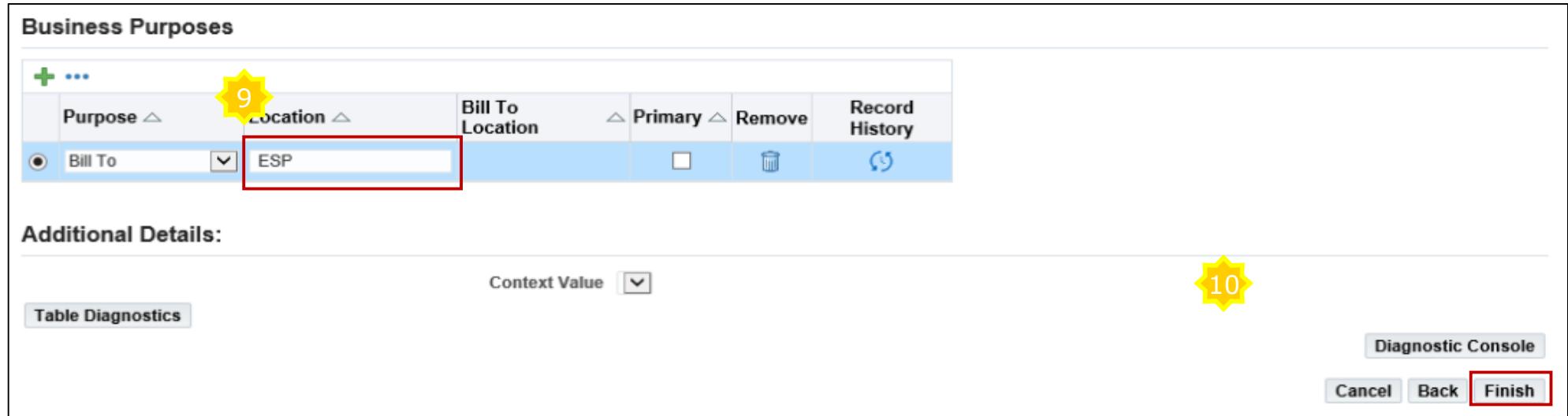
9. Enter "Location"
10. Click on 'Finish' button

Business Purposes

| Purpose | Location | Bill To Location | Primary | Remove | Record History |
|--|----------|--------------------------|--------------------------|---------------------------------------|-------------------------------------|
| <input checked="" type="radio"/> Bill To | ESP | <input type="checkbox"/> | <input type="checkbox"/> | <input type="button" value="Delete"/> | <input type="button" value="Edit"/> |

Additional Details:

Context Value



Customer Maintenance

Create Additional Customer Site (5/8)

11. Click 'Attachments' to add file attachment or text remarks for the customer site
12. Select Text to add text remarks, or select File to add file attachment
13. Click on 'Go' button

Customer: Training Customer >
Site: 1587971

Organization Name: Training Customer
Account Number: TC00001

Registry ID: 3963848
Account Description:

Location
Address: 38/F Office Tower Convention Plaza 1 Harbour Road Wanchai, Hong Kong WANCHAI, HONG KONG HONG KONG

Account Site Information

Site Name: 11

Site Details Business Purposes Communication Payment Details Profile Profile Amounts Late Charges **Attachments**

Attachments

View

Category: All 12 Go
Show More Search Criteria

Add Attachment: Text 13 Go ...

| Name | Description | Attachment Category | Last Modified By | Last Modified Date | Repository | Details | Detach |
|-------------------|-------------|---------------------|------------------|--------------------|------------|---------|--------|
| No results found. | | | | | | | |

Show Key Notation
Table Diagnostics

Diagnostic Console

Customer Maintenance

Create Additional Customer Site (6/8)

14. Enter "Name" for attachment
15. Enter multiple line comments in "Text" box
16. Click 'Apply'

Customer: Training Customer > Account Site >

Add Attachment: Text

* Indicates required field

| | |
|----------------------------|---|
| Name | Attachment 1 |
| Description | |
| Attachment Category | Accounts |
| Text | TRAINING ONLY TRAINING ONLY TRAINING ONLY |

TIP The maximum permitted length for a text attachment is 4000 characters. On exceeding, the entered text will be truncated to the maximum permitted length.

Diagnostic Console

Cancel | Add Another | **Apply**

14 15 16

Customer Maintenance

Create Additional Customer Site (7/8)

17. Click 'Apply'

Customer: Training Customer >
Site: 1587971

Organization Name: Training Customer Registry ID: 3963848
Account Number: TC00001 Account Description:

Location
Address: 38/F Office Tower Convention Plaza 1 Harbour Road Wanchai, Hong Kong WANCHAI, HONG KONG HONG KONG

Account Site Information
Site Name:

Site Details Business Purposes Communication Payment Details Profile Profile Amounts Late Charges **Attachments**

Attachments

View
Category: Accounts

Add Attachment Text

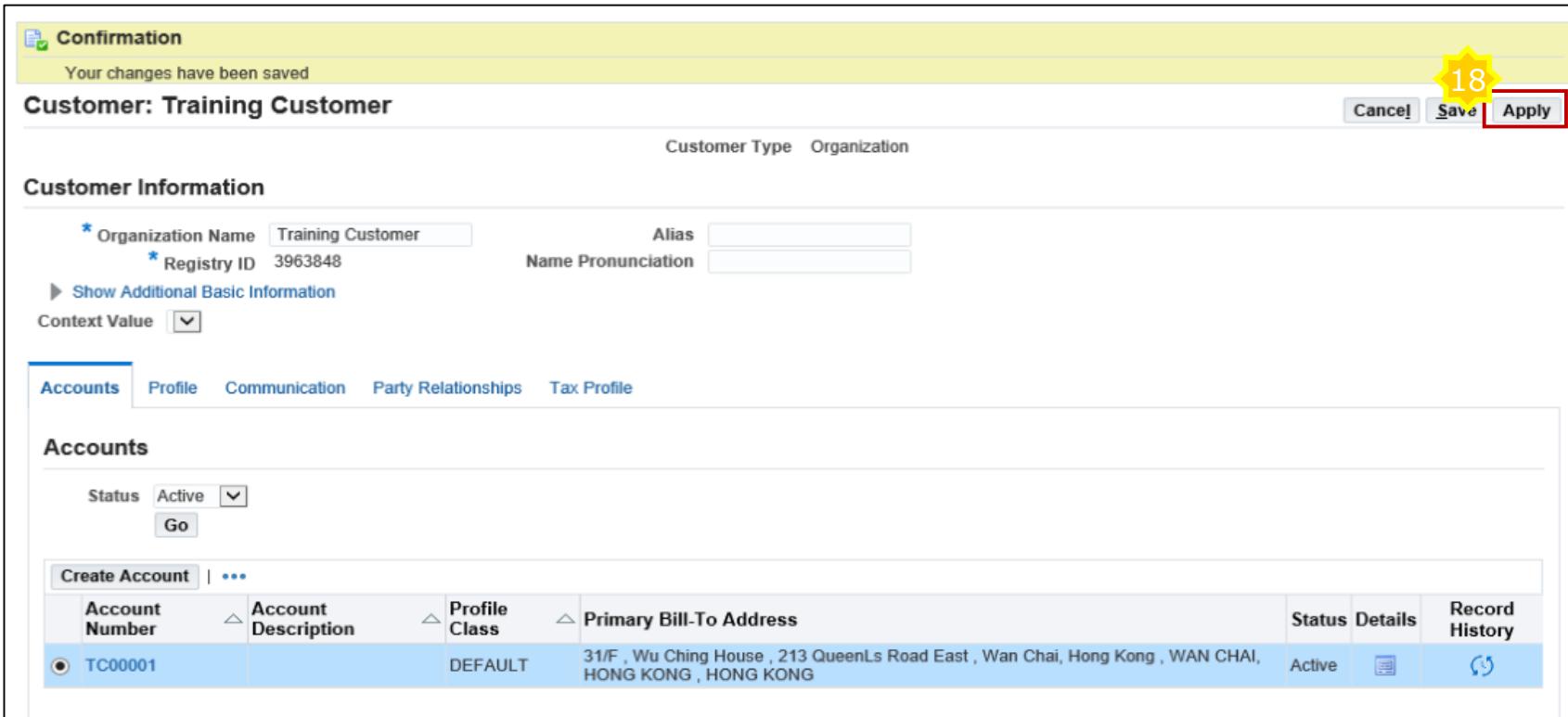
| Name ▲ | Description ▲ | Attachment Category ▲ | Last Modified By ▲ | Last Modified Date ▲ | Repository ▲ | Details | Detach |
|--------------|---------------|-----------------------|--------------------|----------------------|--------------|---------------------------------|---------------------------------|
| Attachment 1 | | Accounts | CHUNG, Yiu Ka | 07-Apr-2020 16:20:22 | EBS | <input type="button" value=""/> | <input type="button" value=""/> |

17

Customer Maintenance

Create Additional Customer Site (8/8)

18. Click 'Apply', additional customer site is created



The screenshot shows the Oracle Customer Maintenance interface. At the top, a green header bar displays a checkmark icon and the word "Confirmation". Below it, a message says "Your changes have been saved". The main title is "Customer: Training Customer". On the right, there are three buttons: "Cancel", "Save" (which has a red border), and "Apply". A yellow starburst with the number "18" is positioned over the "Apply" button. The "Customer Type" is set to "Organization". Under "Customer Information", the "Organization Name" is "Training Customer" and the "Registry ID" is "3963848". There are fields for "Alias" and "Name Pronunciation". A link "Show Additional Basic Information" is present. A dropdown menu for "Context Value" is open. Below this, tabs for "Accounts", "Profile", "Communication", "Party Relationships", and "Tax Profile" are shown, with "Accounts" being the active tab. In the "Accounts" section, a status filter "Status Active" is selected. A "Go" button is available. A "Create Account" button and a "..." button are also present. A table lists accounts, with one row highlighted in blue. The columns are: Account Number, Account Description, Profile Class, Primary Bill-To Address, Status, Details, and Record History. The highlighted row shows "TC00001" as the Account Number, "DEFAULT" as the Profile Class, and the address "31/F , Wu Ching House , 213 QueenLs Road East , Wan Chai, Hong Kong , WAN CHAI, HONG KONG , HONG KONG" as the Primary Bill-To Address. The status is "Active".

Customer Maintenance

Update Customer

Customer Maintenance

Update Customer (1/10)

1. Enter the customer name
2. Click 'Go'
3. Click on the customer

Customers

Customer Type Organization

Search

Simple Search

Customer Training Customer

Registry ID

Account Number

Account Description

Tax Registration Number

Taxpayer ID

D-U-N-S Number

SIC Code

Account Type

Customer Class

Customer Category

Contact First Name

Contact Last Name

Contact Phone Number

Address Line 1

Address Line 2

City

State

Postal Code

County

Province

Country

Status Active

1

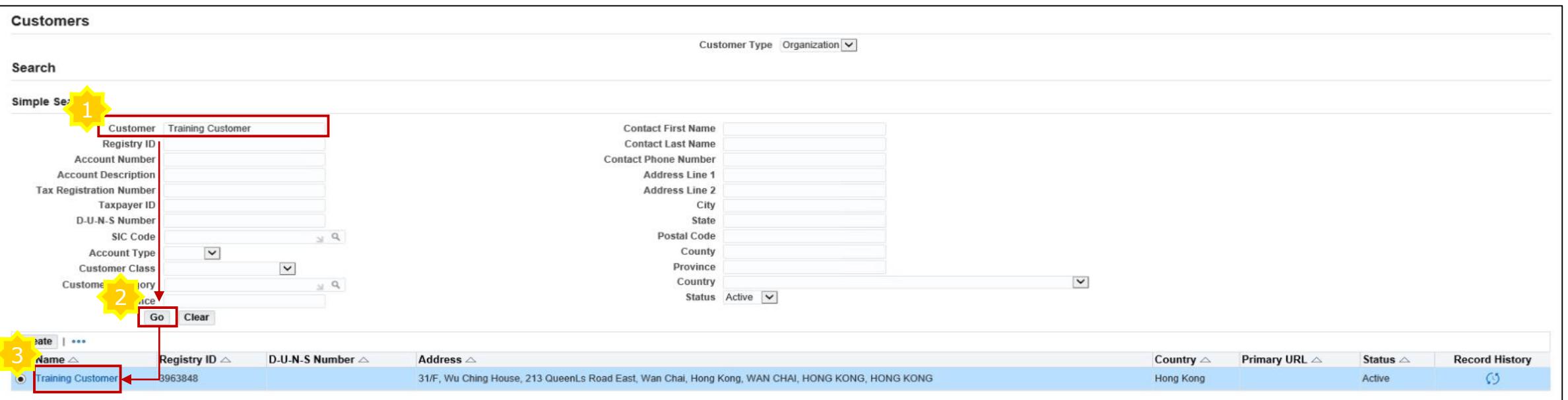
2

3

Go Clear

Date | ...

| Name ▲ | Registry ID ▲ | D-U-N-S Number ▲ | Address ▲ | Country ▲ | Primary URL ▲ | Status ▲ | Record History |
|-------------------|---------------|------------------|--|-----------|---------------|----------|----------------|
| Training Customer | 3963848 | | 31/F, Wu Ching House, 213 Queen's Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG | Hong Kong | | Active | |



Customer Maintenance

Update Customer (2/10)

4. Click on the “Details” button for second address

Sites Account Profile Profile Amounts Payment Details Communication Relationships Order Management Late Charges Attachments

Account Sites

Purpose Status Active
 Show related contact sites
Site Number
Address Line 1
City
Operating Unit
Address Line 2
State
Country

Go

Create Site | ...

| Address | Mailstop ▲ | Country ▲ | Purposes ▲ | Operating Unit ▲ | Site Number | Status ▲ | Details | Remove | Record History |
|--|------------|-----------|------------|--------------------|-------------|----------|---|---|---|
| 31/F, Wu Ching House, 213 QueenLs Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG | | Hong Kong | Bill To | TDC Operating Unit | 1587968 | Active |  |  |  |
| 38/F, Office Tower Convention Plaza, 1 Harbour Road, Wanchai, Hong Kong, WANCHAI, HONG KONG, HONG KONG | | Hong Kong | Bill To | TDC Operating Unit | 1587971 | Active |  |  |  |

Customer Maintenance

Update Customer (3/10)

5. Update "Country"
6. Update "Address"
7. Update "City"
8. Click on 'Apply' button

Customer: Training Customer > Customer Account >
Site: 1587971

Organization Name: Training Customer
Account Number: TC00001

Registry ID: 3963848
Account Description:

Location
Address: 38/F Office Tower Convention Plaza 1 Harbour Road Wanchai, Hong Kong WANCHAI, HONG KONG HONG KONG

Account Site Information
Site Name:

Site Details [Business Purposes](#) [Communication](#) [Payment Details](#) [Profile](#) [Profile Amounts](#) [Late Charges](#) [Attachments](#)

Account Site Address

5. *** Country:** Japan

6. *** Address Line 1:** 10/F
Address Line 2: Osaka Kokusai Building
Address Line 3: 2-3-13 Azuchimachi
Address Line 4: Chuo-ku Osaka 541-0052

7. **City:** Osaka

County:
State:
Province:
Postal Code:
Addressee:
Status: Active Identifying Address
Context Value:

Cancel **Save** **Apply** 8

Customer Maintenance

Update Customer (4/10)

9. Click on 'Details' button

Sites Account Profile Profile Amounts Payment Details Communication Relationships Order Management Late Charges Attachments

Account Sites

| Purpose | <input type="text"/> | Status | Active | | | | | | |
|--|----------------------|----------------|--|--------------------|-------------|--------|---|---|---|
| <input type="checkbox"/> Show related contact sites | | Operating Unit | <input type="text"/> | | | | | | |
| Site Number | <input type="text"/> | Address Line 2 | | | | | | | |
| Address Line 1 | <input type="text"/> | State | <input type="text"/> | | | | | | |
| City | <input type="text"/> | Country | <input type="text"/>  | | | | | | |
| <input type="button" value="Go"/> | | | | | | | | | |
| Create Site ... | | | | | | | | | |
| Address | Mailstop | Country | Purposes | Operating Unit | Site Number | Status | Details | Remove | Record History |
| 31/F, Wu Ching House, 213 QueenLs Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG | | Hong Kong | Bill To | TDC Operating Unit | 1587968 | Active |  |  |  |
| JAPAN, Osaka, 10/F, Osaka Kokusai Building, 2-3-13 Azuchimachi | | Japan | Bill To | TDC Operating Unit | 1587971 | Active |  |  |  |

Table Diagnostics

Diagnostic Console

Customer Maintenance

Update Customer (5/10)

10. Click on 'Communication'
11. Click on 'Create Contact' button to create a new contact person

Location

Address JAPAN Osaka 10/F Osaka Kokusai Building 2-3-13 Azuchimachi Tax Profile

Account Site Information

Site Name

10 10

Site Details Business Purposes **Communication** Payment Details Profile Profile Amounts Late Charges Attachments

Search

Name Job Title
Contact Number Email Address

Account Site Contacts

Status Active Show Contacts 11 11

Assign Primary by Role **Create Contact**

| Name | Roles | Contact Number | Phone Number | E-Mail Address | Status | Details | Update | Remove | Record History |
|-------------------|-------|----------------|--------------|----------------|--------|---------|--------|--------|----------------|
| No results found. | | | | | | | | | |

Customer Maintenance

Update Customer (6/10)

12. Enter the Prefix and Name of the contact.
13. Enter the Email of the contact. The invoice will be sent to the email of the contact. (By setting the "Send Invoice" as "Yes" in step #21)
14. Optionally enter other fields for reference.
15. Click "Apply" to save.

Customers > Customer Account > Account Site > Create Account Site Contact

Customer Account Information

| | | | |
|-------------------|-------------------|---------------------|--|
| Organization Name | Training Customer | Registry ID | 3963848 |
| Account Number | TC00001 | Account Description | |
| Site Number | 1587971 | Site Address | JAPAN Osaka 10/F Osaka Kokusai Building 2-3-13 Azuchimachi |

Contact Information

Person Information

Address

* Indicates field that is required only if entering an address

12. Prefix: Mr.(1) First Name: Peter
Middle Name: Last Name: Chan

13. Suffix: Email: abc@tc.com

Phone Number: Phone Ext: Mobile Number: Contact Number:
Job Title Code: Job Title: Context Value:

* Country: Hong Kong
Address Line 1: Address Line 2: Address Line 3: Address Line 4:
City: County: State: Province: Postal Code:
Identifying Address: Mailstop: Context Value:

Cancel Apply

15

Customer Maintenance

Update Customer (7/10)

16. To deactivate an existing contact, click "Remove"
17. To update an existing contact, click on 'Details'

Location

Address JAPAN Osaka 10/F Osaka Kokusai Building 2-3-13 Azuchimachi Tax Profile

Account Site Information

Site Name

Site Details Business Purposes Communication Payment Details Profile Profile Amounts Late Charges Attachments

Search

Name Job Title
Contact Number Email Address

Account Site Contacts

Status Active Show Contacts Go

Assign Primary by Role Create Contact | ...

| Name ▲ | Roles | Contact Number | Phone Number | E-Mail | Address | Status | Details | Update | Remove | Record History |
|------------|-------|----------------|--------------|------------|---------|--------|---------|--------|--------|----------------|
| Peter Chan | | 1740096 | | abc@tc.com | | Active | | | | |

Customer Maintenance

Update Customer (8/10)

18. Update the name and other information of the contact as required

Customers > Customer Account > Account Site >
Account Site Contact: Peter Chan

Customer Account Information

| | | | |
|-------------------|-------------------|---------------------|---|
| Organization Name | Training Customer | Registry ID | 3963848 |
| Account Number | TC00001 | Account Description | |
| Site Number | 1587971 | Site Address | JAPAN Osaka 10/F Osaka Kokusai Building 2-3-13 Azuchimachi |

Contact Information

TIP Only a first or last name is required.

| | |
|----------------|---|
| Contact Number | 1740096 |
| Prefix | Mr.(1) <input type="button" value="▼"/> |
| First Name | Peter |
| Middle Name | |
| Last Name | Chan |
| Suffix | |
| Job Title | |

18

Customer Maintenance

Update Customer (9/10)

19. Scroll down, and click on 'Update' button in Contact Email
20. Edit the email
21. Select "Yes" for "Send Invoice" if this contact will be used for receiving invoice emails
22. Click on 'Apply' button

Contact Email

| Email | Primary | Purpose | Preferred | Update | Remove | Record History |
|------------|---------|---------|-----------|--------|--------|----------------|
| abc@tc.com | | | | | | |

Customers > Customer: Training Customer > Account Site > Account Contact >
Update Account Site Contact E-Mail

Customer Account Site Contact Information

| | | | |
|-------------------|-------------------|---------------------|---|
| Organization Name | Training Customer | Registry ID | 3963848 |
| Account Number | TC00001 | Account Description | |
| Site Number | 1587974 | Site Address | 31/F Wu Chung House 213 Queen's Road East Wanchai, Hong Kong WANCHAI, HONG KONG |
| Contact Name | Zan Wong | Job Title | Assistant |

E-mail Address

Purpose:

Format: Plain text mail

* Email:

Status: Active

Primary

Context Value:

Diagnostic Console

Customer Maintenance

Update Customer (10/10)

23. Click on 'Apply'

24. Click on 'Apply' button

23

Customers

Customers > Customer: Training Customer >
Site: 1587974

Organization Name: Training Customer
Account Number: TC00001

Registry ID: 3963848
Account Description:

Cancel **Save** **Apply**



24

Customers

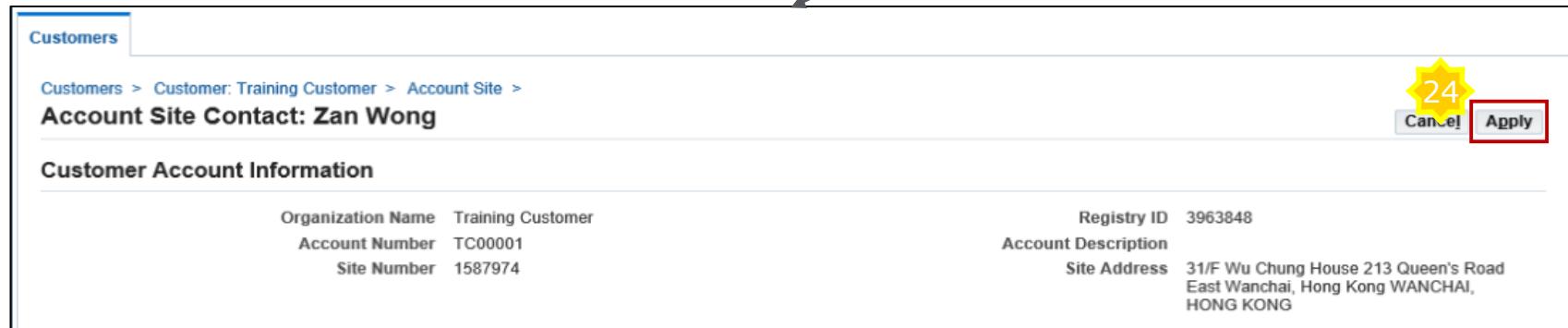
Customers > Customer: Training Customer > Account Site >
Account Site Contact: Zan Wong

Customer Account Information

Organization Name: Training Customer
Account Number: TC00001
Site Number: 1587974

Registry ID: 3963848
Account Description:
Site Address: 31/F Wu Chung House 213 Queen's Road
East WanChai, Hong Kong WANCHAI,
HONG KONG

Cancel **Apply**



Customer Maintenance

Disable Customer and Customer Site

Customer Maintenance

Disable Customer and Customer Site (1/6)

1. Enter the customer name
2. Click 'Go'
3. Click on the customer

Customers

Customer Type Organization

Search

Simple Search

Customer Training Customer

Registry ID

Account Number

Account Description

Tax Registration Number

Taxpayer ID

D-U-N-S Number

SIC Code

Account Type

Customer Class

Customer Category

Contact First Name

Contact Last Name

Contact Phone Number

Address Line 1

Address Line 2

City

State

Postal Code

County

Province

Country

Status Active

1

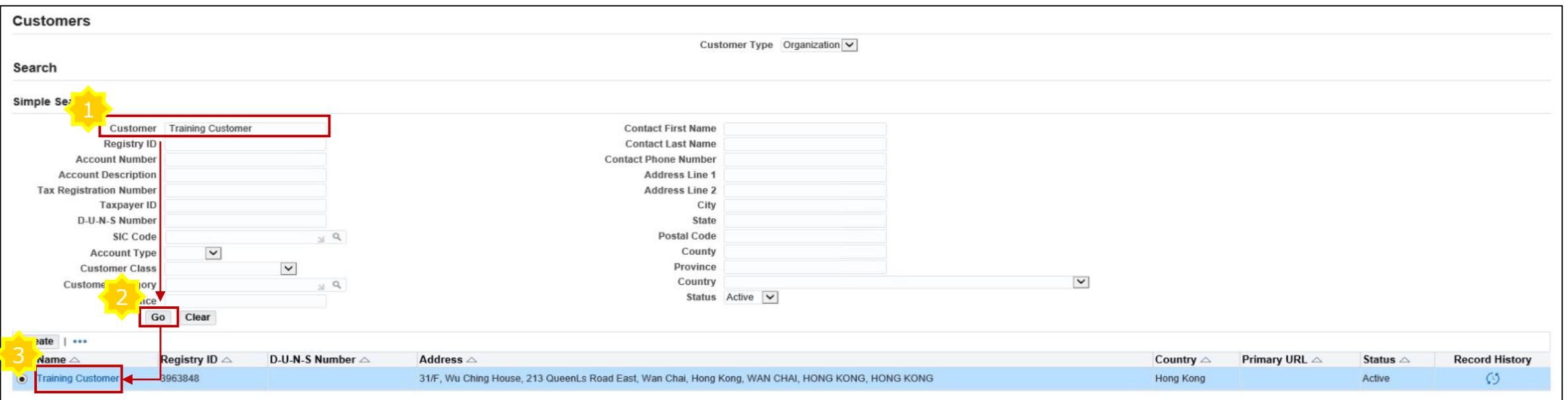
2

3

Go Clear

Date | ...

| Name ▲ | Registry ID ▲ | D-U-N-S Number ▲ | Address ▲ | Country ▲ | Primary URL ▲ | Status ▲ | Record History |
|-------------------|---------------|------------------|--|-----------|---------------|----------|---|
| Training Customer | 3963848 | | 31/F, Wu Ching House, 213 Queen's Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG | Hong Kong | | Active |  |



Customer Maintenance

Disable Customer and Customer Site (2/6)

4. Click on “Details” button for second address

Sites Account Profile Profile Amounts Payment Details Communication Relationships Order Management Late Charges Attachments

Account Sites

Purpose Status Active
 Show related contact sites Operating Unit
Site Number
Address Line 1
City
Address Line 2
State
Country

Go

Create Site | ...

| Address | Mailstop ▲ | Country ▲ | Purposes ▲ | Operating Unit ▲ | Site Number | Status ▲ | Details | Remove | Record History |
|--|------------|-----------|------------|--------------------|-------------|----------|---|---|---|
| 31/F, Wu Ching House, 213 QueenLs Road East, Wan Chai, Hong Kong, WAN CHAI, HONG KONG, HONG KONG | | Hong Kong | Bill To | TDC Operating Unit | 1587968 | Active |  |  |  |
| JAPAN, Osaka, 10/F, Osaka Kokusai Building, 2-3-13 Azuchimachi | | Japan | Bill To | TDC Operating Unit | 1587971 | Active |  |  |  |

Table Diagnostics

Customer Maintenance

Disable Customer and Customer Site (3/6)

5. Select "Status" as "Inactive"
6. Click 'Apply', customer site is disabled

The screenshot shows the 'Site Details' tab of the Customer Maintenance application. The 'Account Site Address' section is displayed, featuring fields for Site Number (1587971), Country (Japan), and various address lines (Address Line 1: 10/F, Address Line 2: Osaka Kokusai Building, Address Line 3: 2-3-13 Azuchimachi, Address Line 4: Chuo-ku Osaka 541-0052). Below these are fields for City (Osaka), County, State, Province, and Postal Code. A 'Status' dropdown is highlighted with a yellow starburst and a red box, showing 'Inactive'. To its right is a checkbox for 'Identifying Address' and a 'Context Value' dropdown. The 'Account Site Details' section follows, containing fields for Operating Unit (TDC Operating Unit), Category (highlighted with a yellow starburst and a red box), Territory (highlighted with a yellow starburst and a red box), Translation, EDI Location, Reference (993213), and Status (highlighted with a yellow starburst and a red box, showing 'Active'). At the bottom right are buttons for 'Diagnose', 'Console', 'Cancel', and 'Apply', with 'Apply' also highlighted with a yellow starburst and a red box.

Customer Maintenance

Disable Customer and Customer Site (4/6)

7. Click on Details button

Confirmation
Your changes have been saved

Customer: Training Customer

Customer Type Organization

Customer Information

* Organization Name Training Customer Alias _____
* Registry ID 3963848 Name Pronunciation _____

[Show Additional Basic Information](#)

Context Value

[Accounts](#) [Profile](#) [Communication](#) [Party Relationships](#) [Tax Profile](#)

Accounts

Status Active

[Create Account](#) | ...

| Account Number | Account Description | Profile Class | Primary Bill-To Address | Status | Details | Record History |
|----------------|---------------------|---|-------------------------|-------------------------------------|---------------------------------------|----------------|
| TC00001 | DEFAULT | 31/F , Wu Chung House , 213 Queen's Road East , Wanchai, Hong Kong , WANCHAI, HONG KONG , HONG KONG | Active | <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | |

Customer Maintenance

Disable Customer and Customer Site (5/6)

8. Select "Status" as "Inactive"
9. Click 'Apply'

Customer: Training Customer >
Update Account: TC00001

Customer Information

| | | | |
|-------------|--------------------------|---------------|--------------|
| Name | <u>Training Customer</u> | Customer Type | Organization |
| Registry ID | 3963848 | | |

Account

| | | | |
|-----------------------------|--|---------------|--|
| * Account Number | TC00001 | Sales Channel | <input type="text"/> |
| Account Description | <input type="text"/> | Reference | 430162 |
| Classification | <input type="text"/> | Status | Inactive <input checked="" type="checkbox"/> |
| Account Type | External <input checked="" type="checkbox"/> | | |
| Context Value | <input type="button" value="▼"/> | Department | <input type="text"/> |
| Activity Location | <input type="text"/> | Analysis | <input type="text"/> |
| Start Date | <input type="text"/> | End Date | <input type="text"/> |
| Contractor Billing Run Date | <input type="text"/> | | |

Customer Maintenance

Disable Customer and Customer Site (6/6)

10. The customer account is Inactive now, click 'Apply'

The screenshot shows the Oracle Applications Customer Maintenance interface. At the top, there are tabs: Accounts (selected), Profile, Communication, Party Relationships, and Tax Profile. Below the tabs, under the 'Accounts' section, there is a status dropdown set to 'Inactive' with a 'Go' button. A table titled 'Create Account' lists one record: TC00001, which is the primary bill-to address, has a profile class of DEFAULT, and is currently Inactive. Below this is a 'Table Diagnostics' section. Under the 'Sites' section, there are fields for Purpose, Status (set to Inactive), Operating Unit, Address Line 1, City, Address Line 2, State, and Country. A 'Go' button is located below these fields. Another table titled '...' lists a site entry for JAPAN, Osaka, with an address of Kokusai Building, 2-3-13 Azuchimachi, a site number of 1587971, and an operating unit of TDC Operating Unit. This table also includes columns for Site Source, Mailstop, Country, Purposes, and Record History. At the bottom right, there are buttons for Diagnosis Console, Cancel, Save, and Apply, with the 'Apply' button highlighted by a red box and a yellow starburst containing the number 10.

| Account Number | Account Description | Profile Class | Primary Bill-To Address | Status | Details | Record History |
|----------------|---------------------|---------------|-------------------------|----------|---------|----------------|
| TC00001 | | DEFAULT | | Inactive | | |

| Address | Site Source | Mailstop | Country | Purposes | Operating Unit | Site Number | Status | Details | Restore | Record History |
|--|-------------|----------|---------|----------|--------------------|-------------|----------|---------|---------|----------------|
| JAPAN, Osaka, 10/F, Osaka Kokusai Building, 2-3-13 Azuchimachi | | | Japan | | TDC Operating Unit | 1587971 | Inactive | | | |

Customer Merge

Merge Customer Sites of the Same Customer

Customer Maintenance

Merge Customer Sites of the Same Customer (1/7)

Responsibility:

HKTDC Receivable Data Entry (DG)

HKTDC Receivable Data Entry (ES)

HKTDC Receivable Data Entry (F&A)

HKTDC Receivable Setup (ES)

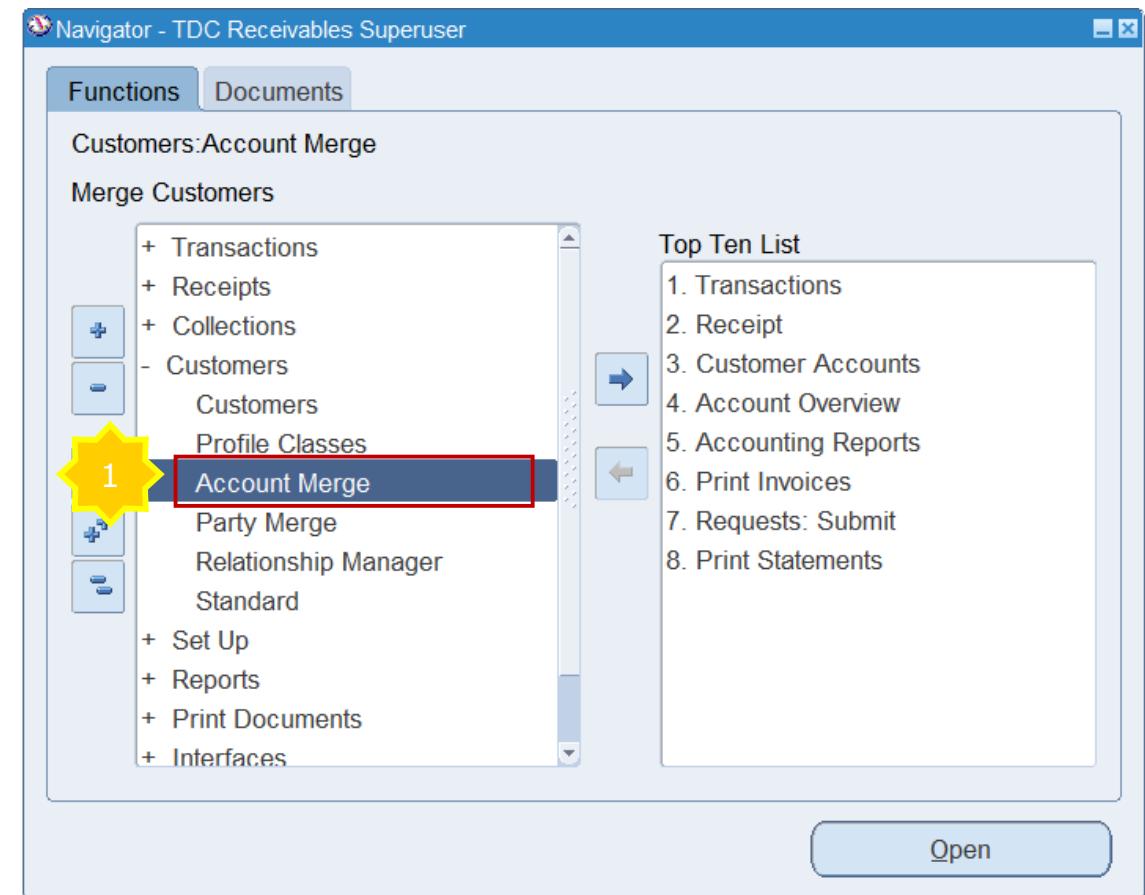
HKTDC Receivable Superuser

HKTDC Receivable System Admin

1. AR - (N) > Customers > Account Merge

Note:

- Merging Customers is an **irreversible** action.
- The AR and GL periods must be opened.



Customer Maintenance

Merge Customer Sites of the Same Customer (2/7)

2. Select the same Name and Number of the customer for which its sites will be merged.
3. Select whether to delete or deactivate the old customer information.
4. Create one row for each customer site to be merged:
 - a) In the "From" region, select each site that will be merged and delete/ inactivated.
 - b) In the "To" region, select a destination site that the From site will be merged into.
5. Click "Merge" to start running the merge process.

Customers Merge

From

Name: UAT Training 01
Number: UAT000001
Operating Unit: TDC Operating Unit
Merge Reason: De-duplication Merge

Delete After Merge

| Operating Unit | Site Number | Address | Usage |
|--------------------|-------------|---------------------------------|---------|
| TDC Operating Unit | 1588166 | WC 31/F Wanchai, Hong Kong, Hon | Bill To |
| | | WC 30/F Wanchai, Hong Kong, Hon | Bill To |
| | | | |
| | | | |
| | | | |

Reference: 981454
Location: Location2
 Primary Site

To

Name: UAT Training 01
Number: UAT000001

Create Same Site

| Site Number | Address | Usage |
|-------------|---------------------------------|---------|
| 1588166 | WC 30/F Wanchai, Hong Kong, Hon | Bill To |
| | | |
| | | |
| | | |
| | | |

Create Same Site for All Addresses

Reference: 981453
Location: CORPORATE
 Primary Site

Process Flag: Processing
Error Message:

Request ID:
Priority: P3-Low

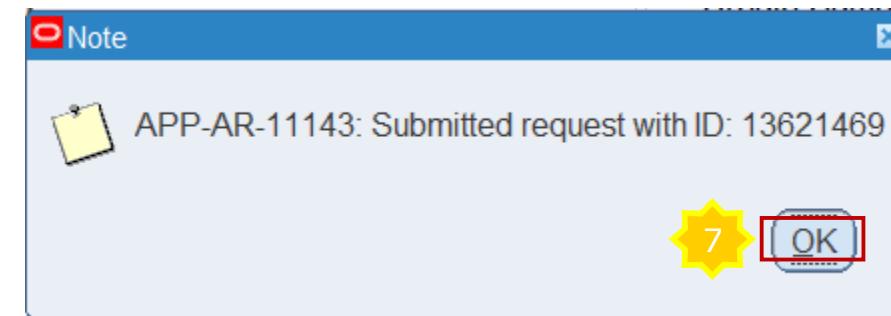
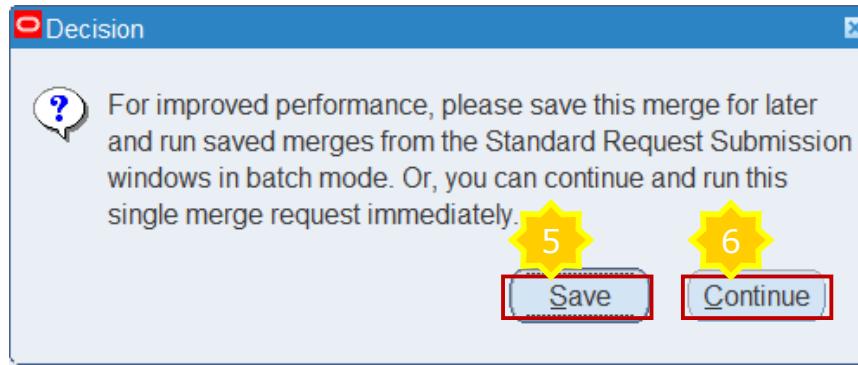
Cancel Save Merge

The screenshot shows the 'Customers Merge' dialog box. The 'From' section contains two rows of customer site information. The first row has a red box around the 'Name' field ('UAT Training 01') and a yellow starburst labeled '2'. The second row has a red box around the 'Address' field ('WC 31/F Wanchai, Hong Kong, Hon') and a yellow starburst labeled '4a'. The 'To' section also contains two rows of information, both with red boxes around their 'Name' fields ('UAT Training 01'). A yellow starburst labeled '3' points to the 'Delete After Merge' checkbox. The 'Create Same Site' section shows one row with a red box around its 'Address' field ('WC 30/F Wanchai, Hong Kong, Hon') and a yellow starburst labeled '4b'. The bottom right corner of the dialog box has a yellow starburst labeled '5' pointing to the 'Merge' button.

Customer Maintenance

Merge Customer Sites of the Same Customer (3/7)

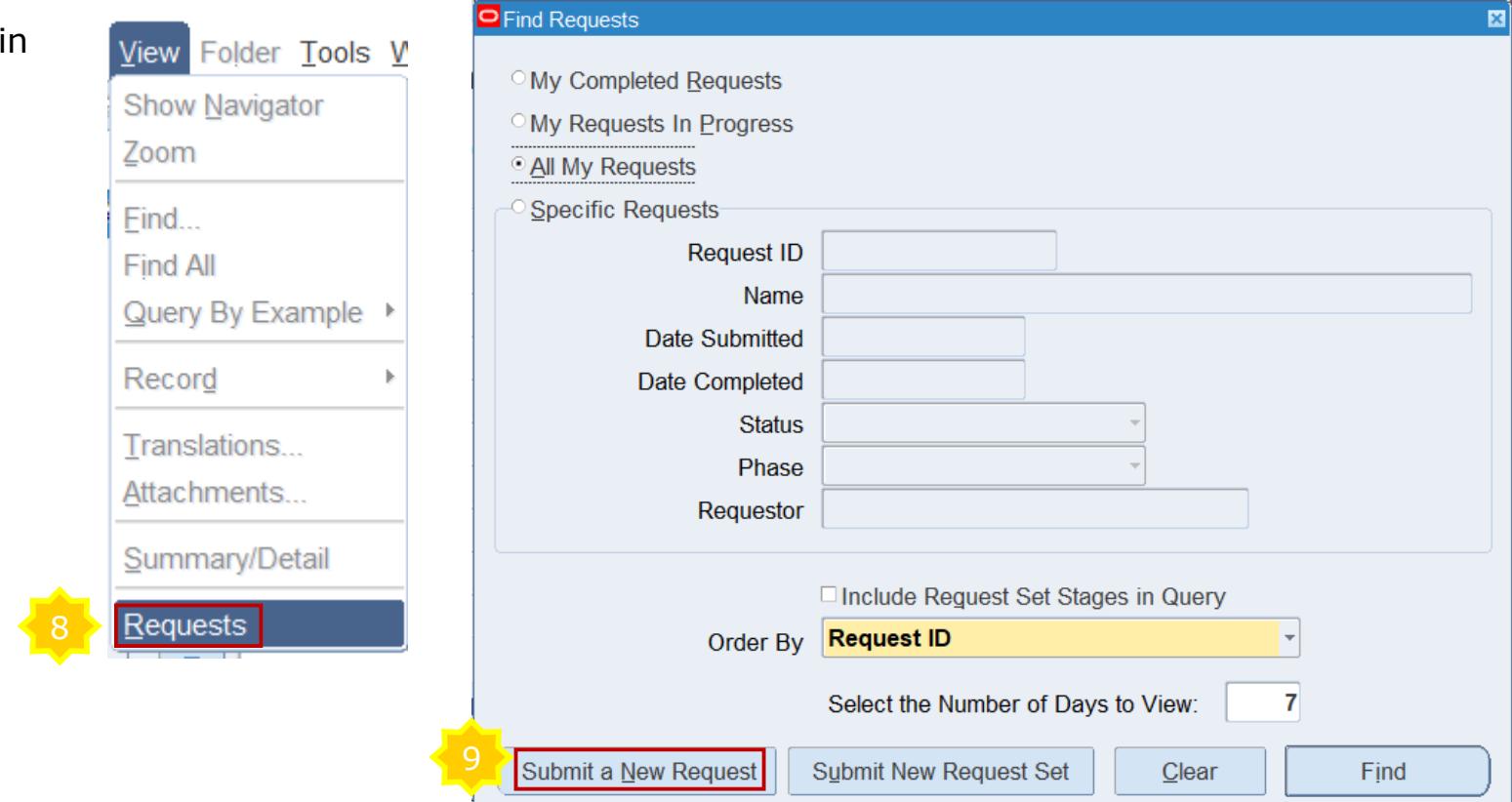
5. If you have a large number of merges to be performed, click “Save” and repeat the above steps to save all merges first. Follow the steps on the next 3 slides to run the customer merge in batch mode
6. If you only have a few merges to be performed, click “Continue” to run this merge request immediately.
7. Note the request ID and click “OK”.



Customer Maintenance

Merge Customer Sites of the Same Customer (4/7)

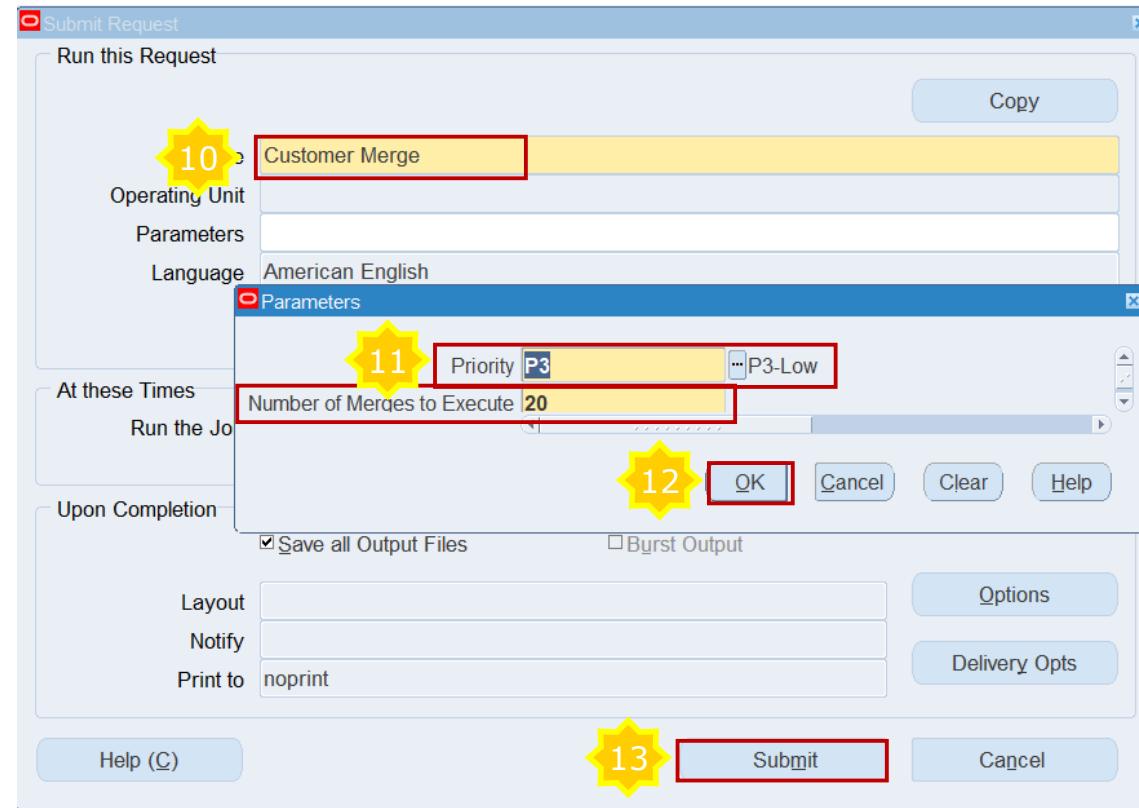
8. To process all saved customer merges in batch mode, navigate to “Requests” function.
(Menu) View > Requests/ AR - (N) > Requests
9. Click “Submit a New Requ...”.



Customer Maintenance

Merge Customer Sites of the Same Customer (5/7)

10. Select the “Customer Merge” request.
11. Choose the maximum number of merges to be processed by the Customer Merge program
12. Click “OK”.
13. Click “Submit”.



Customer Maintenance

Merge Customer Sites of the Same Customer (6/7)

14. On the “Find Requests” form click “Find”.
15. Click “Refresh Data” until the “Customer Merge” request has completed.
16. Select the “Customer Merge” request and click “View Output” to view the Customer Merge Execution Report.

The screenshot shows the 'Requests' application window with the 'Find Requests' tab selected. A yellow starburst highlights the 'Find' button at the bottom right of the main panel. The 'Order By' dropdown is set to 'Request ID'. The 'Select the Number of Days to View:' input field contains the value '7'. The 'Find' button is highlighted with a red border.

The screenshot shows the 'Requests' application window with the 'Find Requests' tab selected. A yellow starburst highlights the 'Refresh Data' button at the top of the main panel. A red box highlights the 'Customer Merge' request row in the list. The 'Customer Merge' row is also highlighted with a yellow starburst. The 'View Output' button at the bottom right is highlighted with a red border.

| Request ID | Name | Parent | Phase | Status | Parameters |
|------------|---------------------------|--------|-----------|--------|-----------------------------|
| 13621469 | Customer Merge (Customer) | | Completed | Normal | PROCESSING, UAT000001, U... |

Customer Maintenance

Merge Customer Sites of the Same Customer (7/7)

17. The report will summarize the merge performed successfully.
18. If there is any error, the error message will also be shown in the output. In case the "Customer Merge" request encountered any error, user must fix the issue and query the customer merge record again.

| Customer Merge Execution Report | | | Date: | 04-MAY-20 12:01 | |
|---------------------------------|---|--|--------------------|-----------------|------------------------|
| Request Id: 13621469 | | | Page: | 1 of 1 | |
| SUMMARY REPORT | | | | | |
| From Customer | To Customer | Status | | | |
| ----- | ----- | ----- | | | |
| UAT Training 01[UAT000001] | UAT Training 01 [UAT000001] | Completed | | | |
| DETAILED REPORT | | | | | |
| Status | Name [Number] | Address | Site Use | Primary | Location |
| ----- | ----- | ----- | ----- | ----- | ----- |
| Inactive | Old: UAT Training 01[UAT000001] New: UAT Training 01 [UAT000001] | WC 31/F Wanchai, Hong Kong, Hong Kong WC 30/F Wanchai, Hong Kong, Hong Kong | Bill To Bill To | No Yes | Location2 CORPORATE |

Customer Merge

Merge Two Different Customers

Customer Maintenance

Merge Two Different Customers (1/2)

Responsibility:

HKTDC Receivable Data Entry (DG)

HKTDC Receivable Data Entry (ES)

HKTDC Receivable Data Entry (F&A)

HKTDC Receivable Setup (ES)

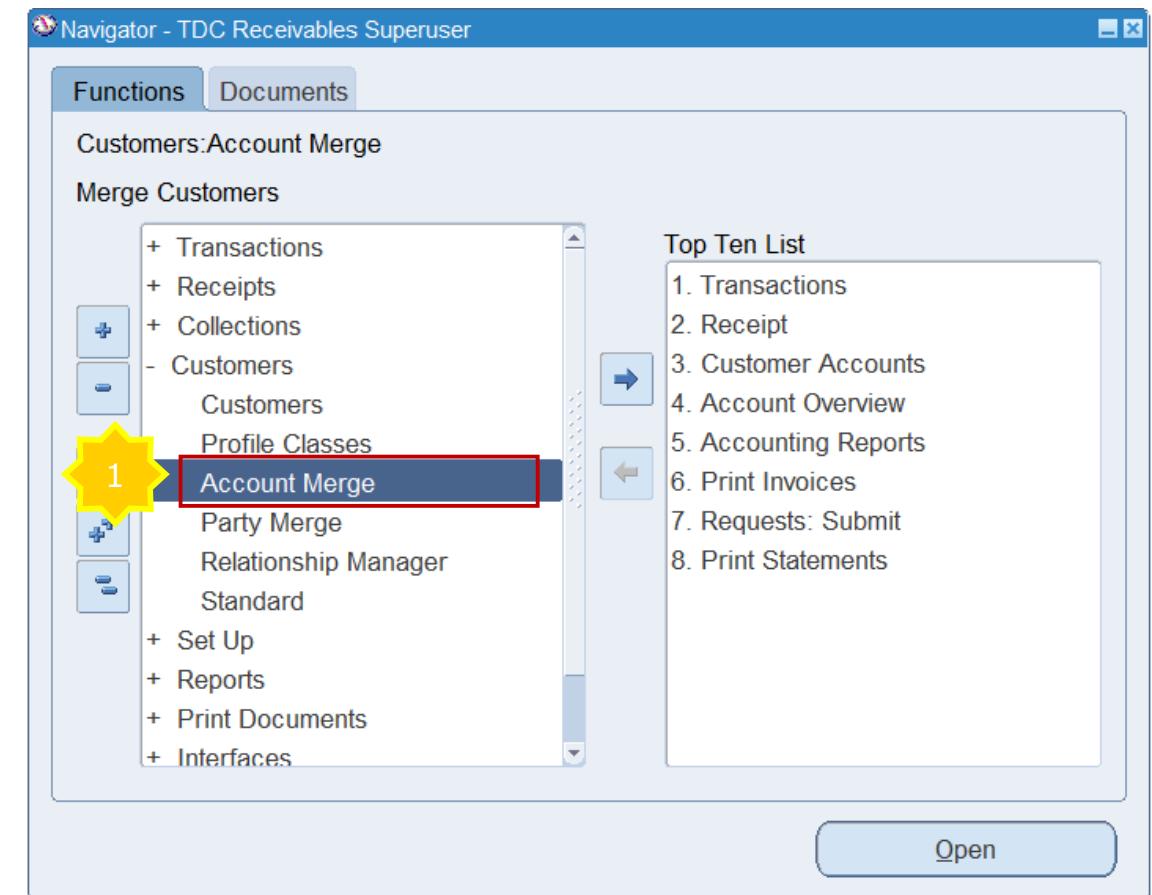
HKTDC Receivable Superuser

HKTDC Receivable System Admin

1. AR - (N) > Customers > Account Merge

Note:

- Merging Customers is an **irreversible** action.
- The AR and GL periods must be opened.



Customer Maintenance

Merge Two Different Customers (2/2)

2. In the From region, select the Customer Name or Customer Number of the customer to be merged.
3. In the To region, select the destination Customer Name or Number.
4. Select whether to delete or deactivate the old customer information.
5. Create one row for each customer site to be merged:
 - a) In the "From" region, select each site that will be merged and delete/ inactivated.
 - b) In the "To" region, either select a destination site that the From site will be merged into, or select the "Create Same Site" checkbox to copy the site from the old customer to the destination customer.
6. Select the "Create Same Site for All Addresses" checkbox to copy all sites to the destination customer.
7. Click "Merge" to start running the merge process. Follow steps 5 to 18 of "Merge Customer Sites of The Same Customer" section to perform the merge in batch mode.

Customers Merge

From

Type: Organization
Name: UAT Training 02
Number: UAT000002
Operating Unit: TDC Operating Unit
Merge Reason: De-duplication Merge
 Delete After Merge

To

Type: Organization
Name: UAT Training 01
Number: UAT000001

Create Same Site

| Site Number | Address | Usage |
|-------------|------------------------------------|---------|
| 1588166 | WC 30/F Wanchai, Hong Kong, Hon... | Bill To |
| 1588166 | WC 30/F Wanchai, Hong Kong, Hon... | Bill To |

Create Same Site for All Addresses

Reference: 981455
Location: CORPORATE
 Primary Site

Process Flag: Processing
Error Message:

Request ID:
Priority: P3-Low

Cancel Save Merge

Step numbers 2 through 7 are overlaid on the interface: Step 2 points to the 'Name' field in the 'From' section; Step 3 points to the 'Name' field in the 'To' section; Step 4 points to the 'Delete After Merge' checkbox; Step 5a points to the 'From' site list; Step 5b points to the 'To' site list; Step 6 points to the 'Create Same Site for All Addresses' checkbox; Step 7 points to the 'Merge' button.

Project Attributes

Enter Project Attributes for AR Transactions

Project Attributes

Enter Project Attributes for AR Transactions (1/4)

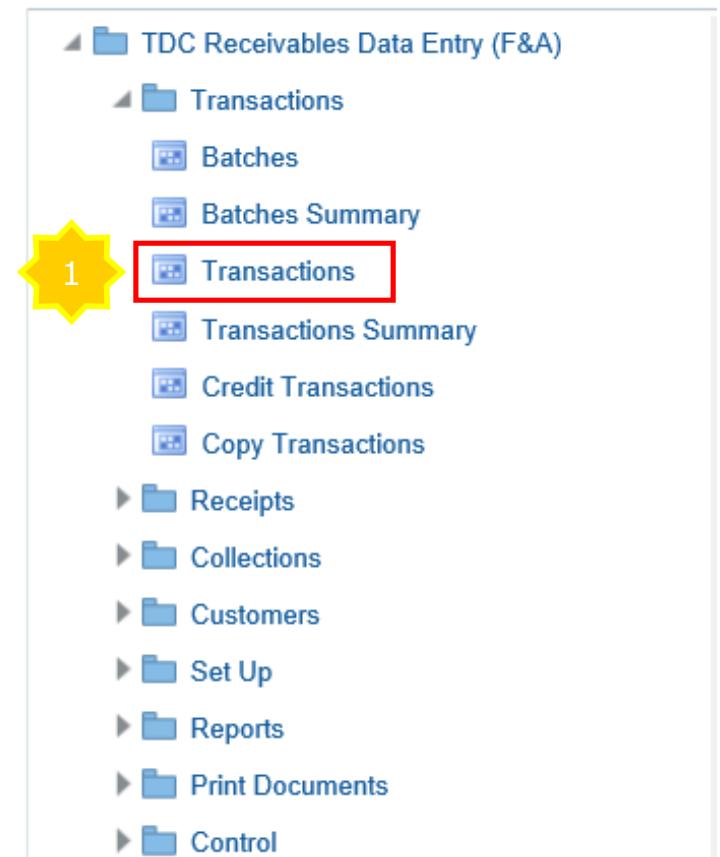
Responsibility:

HKTDC Receivable Data Entry (DG)

HKTDC Receivable Data Entry (ES)

HKTDC Receivable Data Entry (F&A)

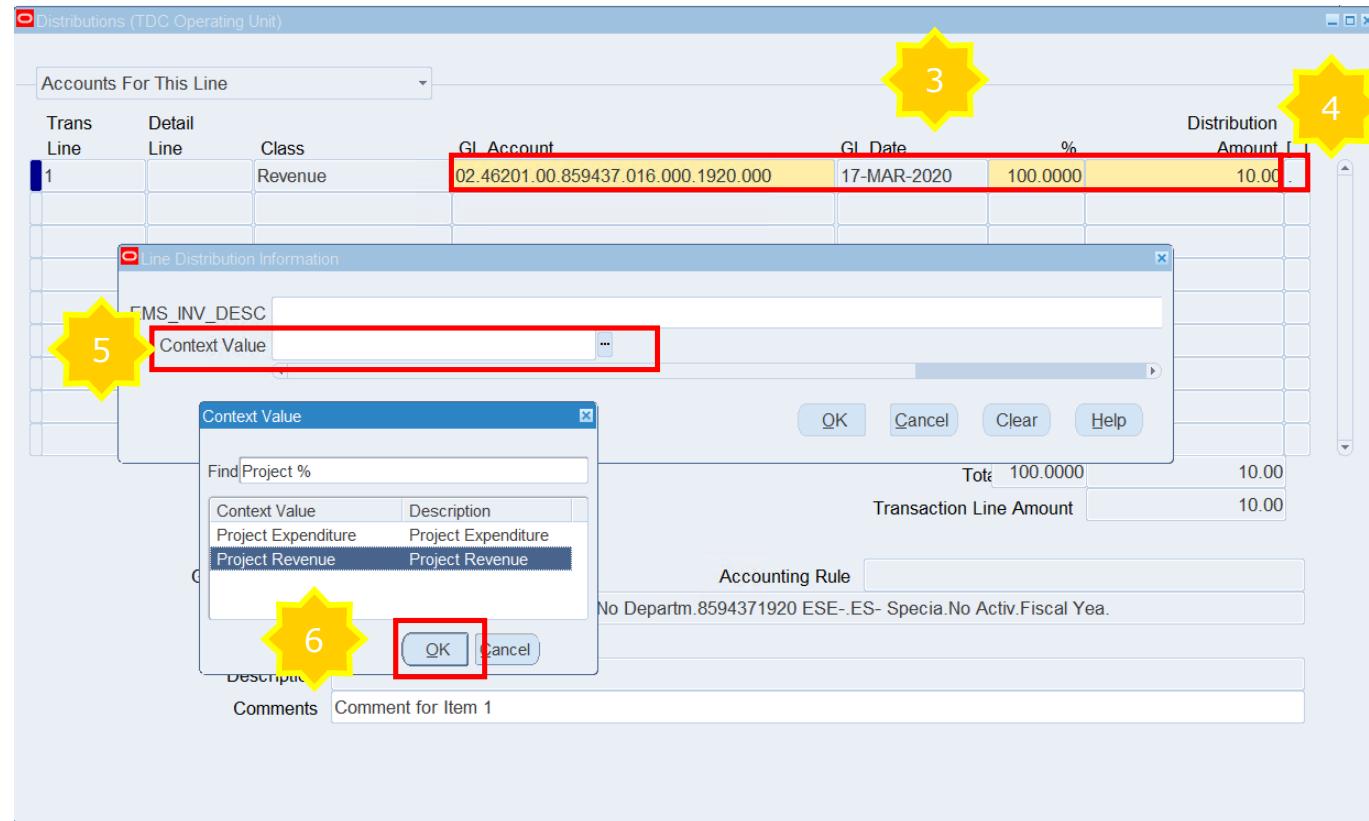
1. AR - (N) > Transactions > Transactions.



Project Attributes

Enter Project Attributes for AR Transactions (2/4)

2. Enter the transaction header and line information.
3. Enter the GL Account and Distribution %/Amount.
4. For project income or expenditure related distribution line, open the Descriptive Flexfield.
5. Select the Context Value for this distribution
6. Click "OK"



Project Attributes

Enter Project Attributes for AR Transactions (3/4)

7. Select the Project Number, Task Number and Revenue Event Type.
8. Click OK and save the information entered.

Note: The project attributes entered should match the nature, project activity, sub-activity, activity-location and analysis codes of the account entered.

Distributions (TDC Operating Unit)

| Trans Line | Detail Line | Class | GL Account | GL Date | % | Distribution Amount [] |
|------------|-------------|---------|-------------------------------------|-------------|----------|-------------------------|
| 1 | | Revenue | 02.46201.00.859437.016.000.1920.000 | 17-MAR-2020 | 100.0000 | 10.00 |

Line Distribution Information

| | | |
|--------------------|-------------------------|--|
| EMS_INV_DESC | Project Revenue | Project Revenue |
| Project Number | 8594371920 | ESE-MIS-1326 Asian Logistics & Maritime Conference (|
| Task Number | ER-E | ER-E |
| Revenue Event Type | ES - Operational Income | 46201-ES - Operational Income |

7 8 OK Cancel Clear Help

GL Posted Date: 17-MAR-2020 Accounting Rule:

Description: Exhibition S.Operational Income.No Departm.8594371920 ESE-ES- Specia.No Activ.Fiscal Yea.

Tax Account:

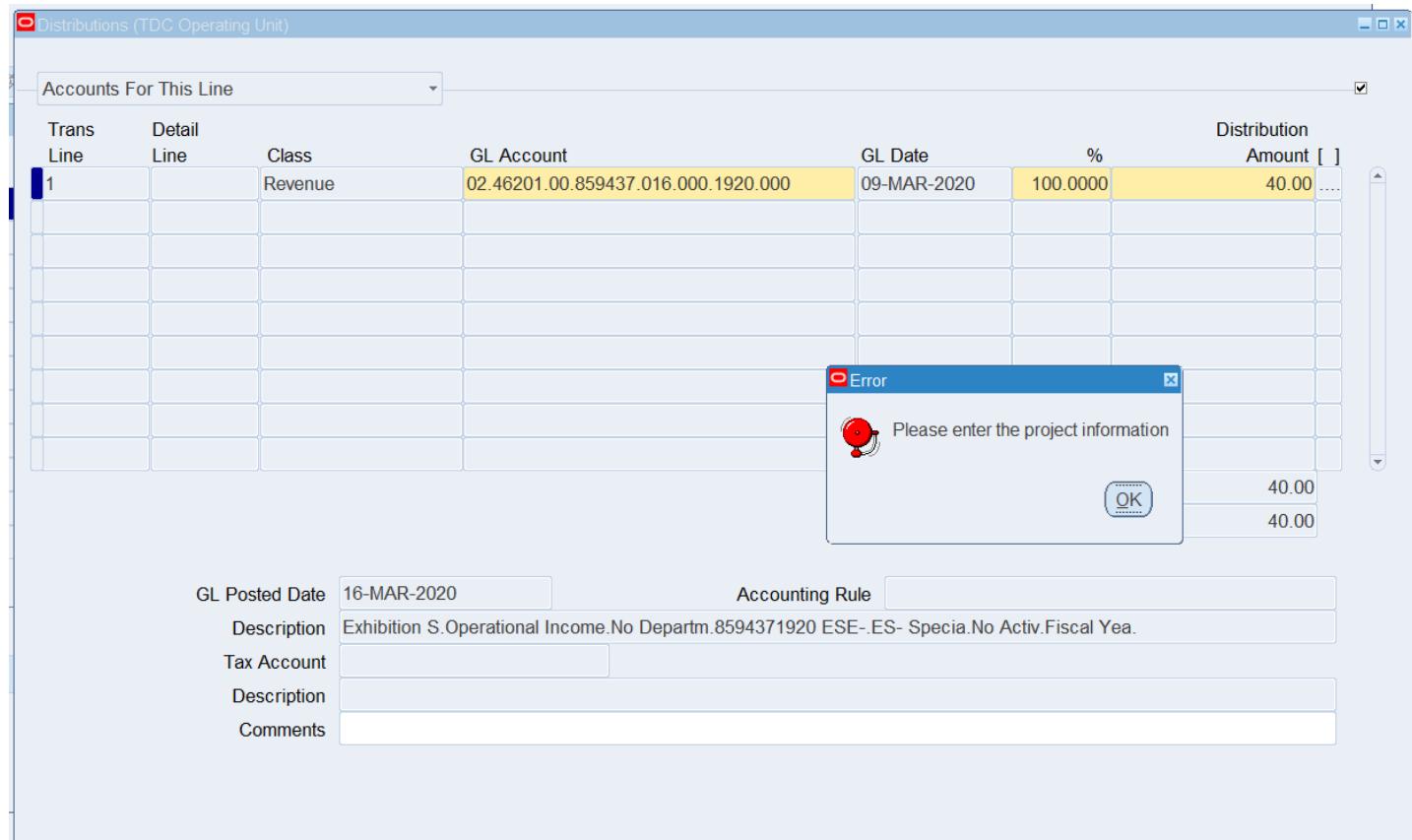
Description:

Comments: Comment for Item 1

Project Attributes

Enter Project Attributes for AR Transactions (4/4)

9. If you enter a project code requiring project in the GL Account but did not enter the project attributes, an error message will be shown if you try to create a new distribution line or save the distribution line without completing the project attributes.



Project Attributes

Enter Project Attributes for AR Adjustment

Project Attributes

Enter Project Attributes for AR Adjustments (1/4)

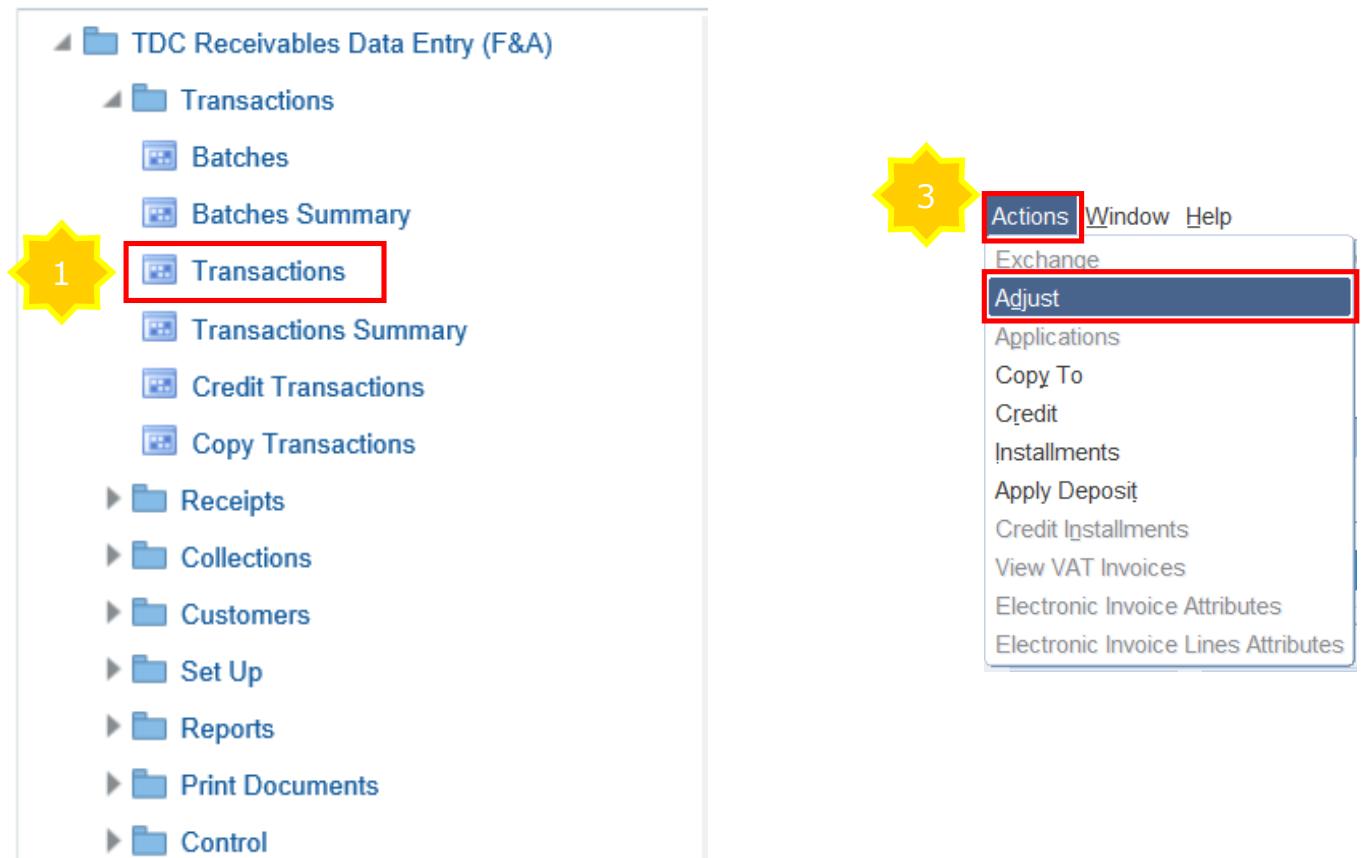
Responsibility:

HKTDC Receivable Data Entry (DG)

HKTDC Receivable Data Entry (ES)

HKTDC Receivable Data Entry (F&A)

1. AR - (N) > Transactions > Transactions.
2. Query an existing completed AR Transaction.
3. Click "Actions" > "Adjust" from the toolbar.



Project Attributes

Enter Project Attributes for AR Adjustments (2/4)

4. Enter the Activity Name, Type, Amount, GL Date and Adjustment Date.
5. Click on the "Account, IDs" tab.
6. Enter the GL Account.

Adjustments (TDC Operating Unit : HKD) - SIT Customer 1, 3022995, 1

Installment

| Original | Line | Tax | Freight | Charges | Total |
|----------|--------|------|---------|---------|--------|
| 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 |
| Balance | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 |

Adjustments

Pending Adjustments (100.00)

Main Account, IDs Comments

| Number | Activity Name | Type | Amount | Includes Tax | GL Date | Adjustment Date |
|--------|---------------|----------|-------------|--------------|---------|-----------------|
| ES-W/O | Invoice | (100.00) | 04-MAY-2020 | 04-MAY-2020 | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Adjustments (TDC Operating Unit : HKD) - SIT Customer 1, 3022995, 1

Installment

| Original | Line | Tax | Freight | Charges | Total |
|----------|--------|------|---------|---------|--------|
| 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 |
| Balance | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 |

Adjustments

Pending Adjustments (100.00)

Main Account, IDs Comments

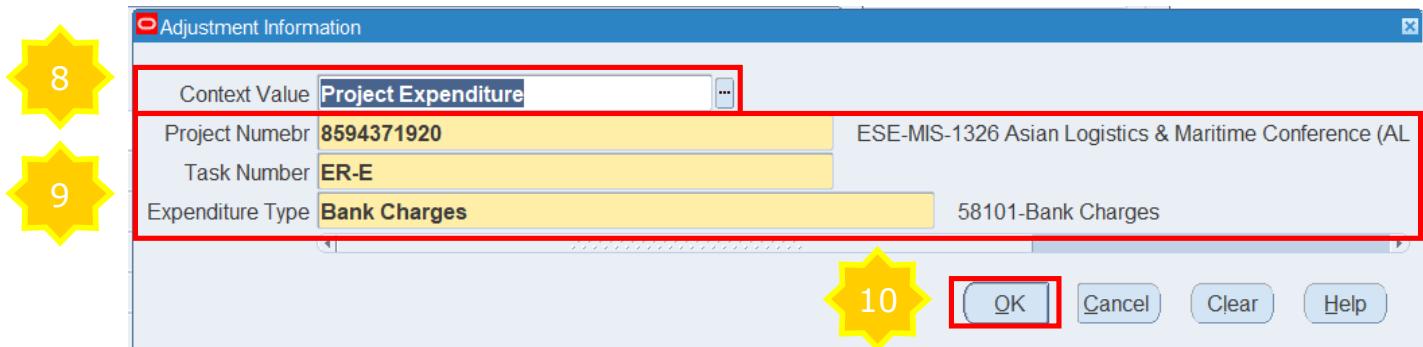
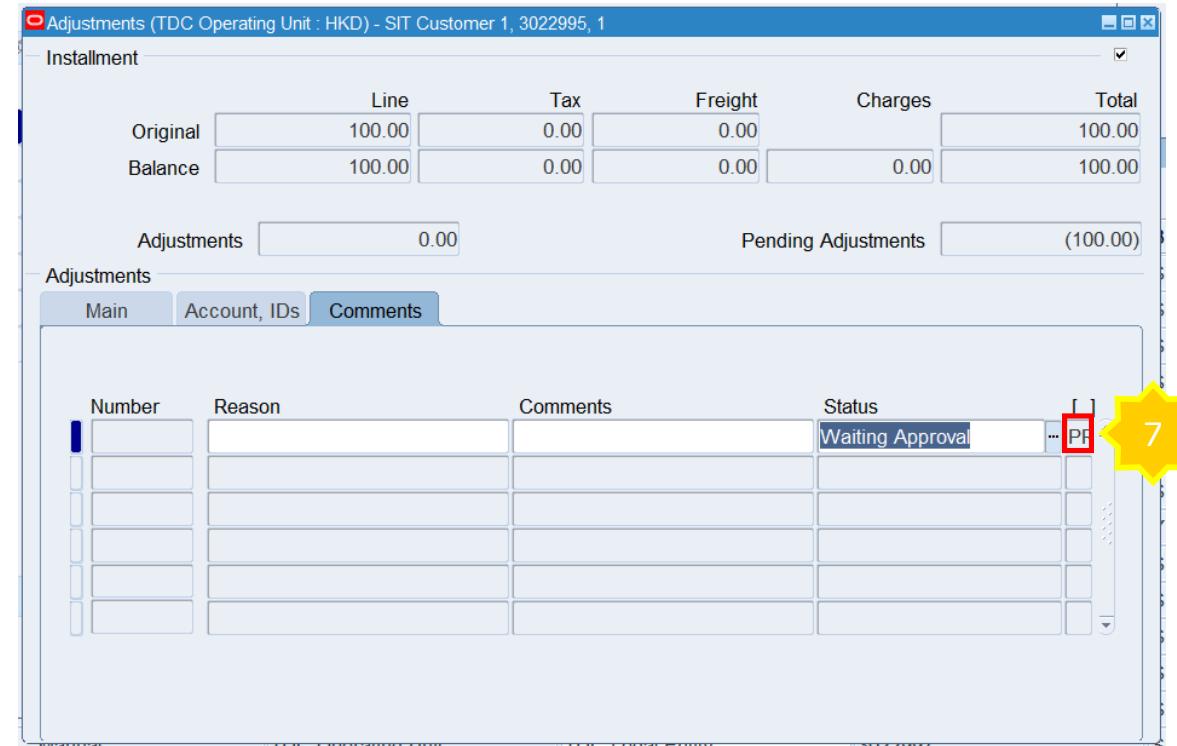
| Number | GL Account | Document Number | Line | Chargeback Number |
|--------|-------------------------------------|-----------------|------|-------------------|
| | 02.58101.19.859437.036.000.0000.000 | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Project Attributes

Enter Project Attributes for AR Adjustments (3/4)

7. For project related adjustment, open the Descriptive Flexfield.
8. Select “Project Expenditure” if this is an expenditure item or “Project Revenue” if this is a revenue item of a project.
9. Select the Project Number, Task Number and Expenditure Type or Revenue Event Type.
10. Click OK and save the information entered.

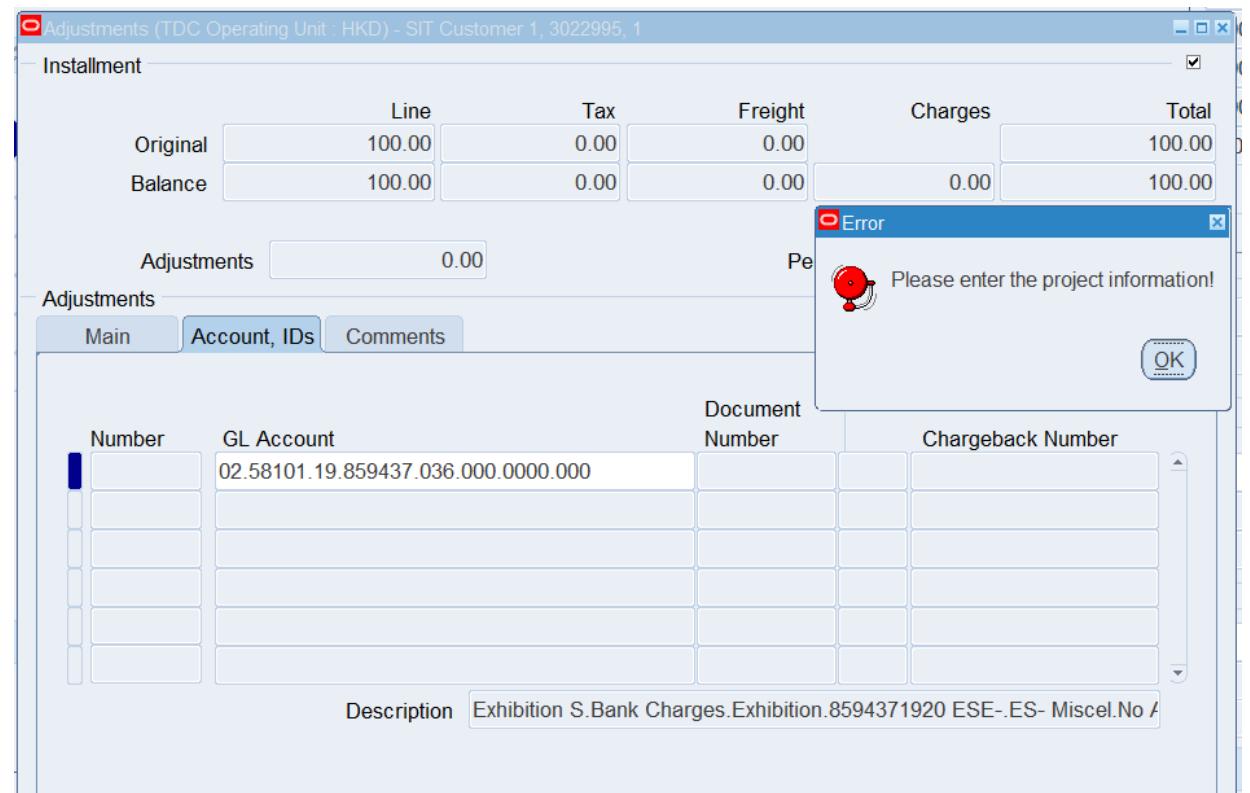
Note: The project attributes entered should match the nature, project activity, sub-activity, activity-location and analysis codes of the account entered.



Project Attributes

Enter Project Attributes for AR Adjustments (4/4)

11. If you enter a project code requiring project in the GL Account but did not enter the project attributes, an error message will be shown if you try to create a new adjustment or save the adjustment without completing the project attributes.



Project Attributes

Enter Project Attributes for AR
Miscellaneous Receipts

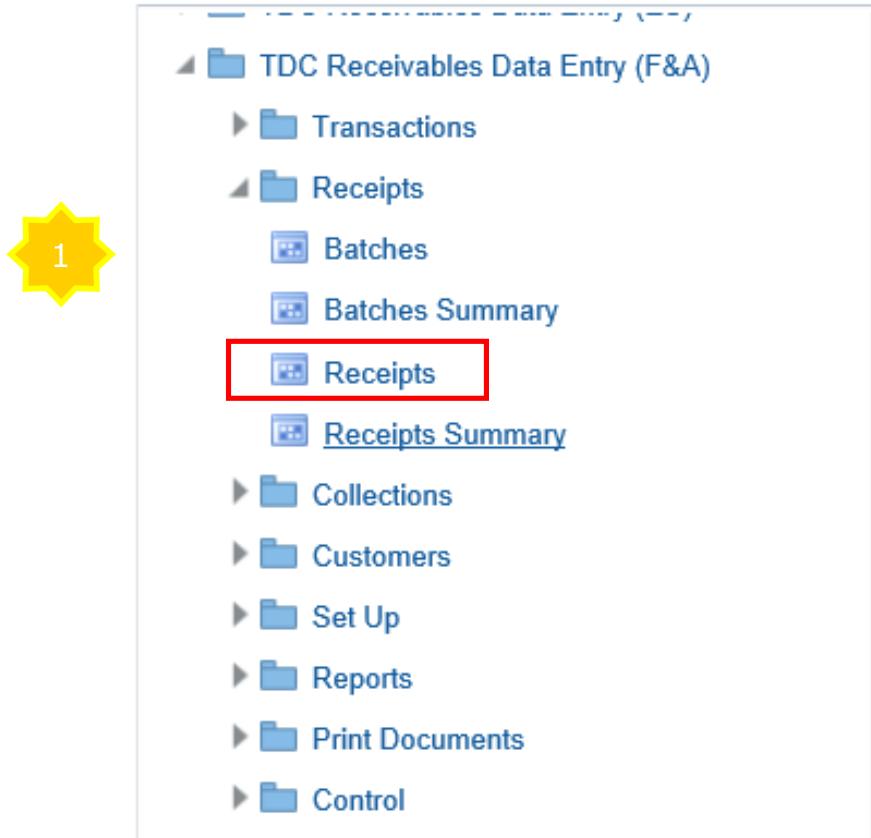
Project Attributes

Enter Project Attributes for Miscellaneous Receipts (1/4)

Responsibility:

HKTDC Receivable Data Entry (DG)
HKTDC Receivable Data Entry (ES)
HKTDC Receivable Data Entry (F&A)

1. AR - (N) > Receipts > Receipts.



Project Attributes

Enter Project Attributes for Miscellaneous Receipts (2/4)

2. Enter a miscellaneous receipt.
3. Click "Distribution"

Receipt

| | | | |
|--------------------|--------------|-------------------|-------------|
| Receipt Method | ALL-HKB-001 | Receipt Date | 04-MAY-2020 |
| Receipt Number | FMS00039006 | GL Date | 04-MAY-2020 |
| Net Receipt Amount | HKD (100.00) | Maturity Date | |
| State | Cleared | Functional Amount | (100.00) |

Reference

| | |
|---------------|--|
| Type | |
| Number | |
| Customer Name | |
| Customer Num | |
| Location | |
| Taxpayer ID | |

2

Receipt Type: Miscellaneous

Main More

Paid By

| | |
|------|--|
| Name | |
|------|--|

Purpose

| | |
|------------------|-----------------------|
| Activity | Miscellaneous Receipt |
| Distribution Set | |
| Tax Code | |
| Tax Account | |
| Description | |

Customer Bank

| | |
|---------|--|
| Name | |
| Account | |
| PSON | |

Remittance Bank

| | |
|---------|------------|
| Name | HSBC |
| Branch | 002 |
| Account | 222701-001 |

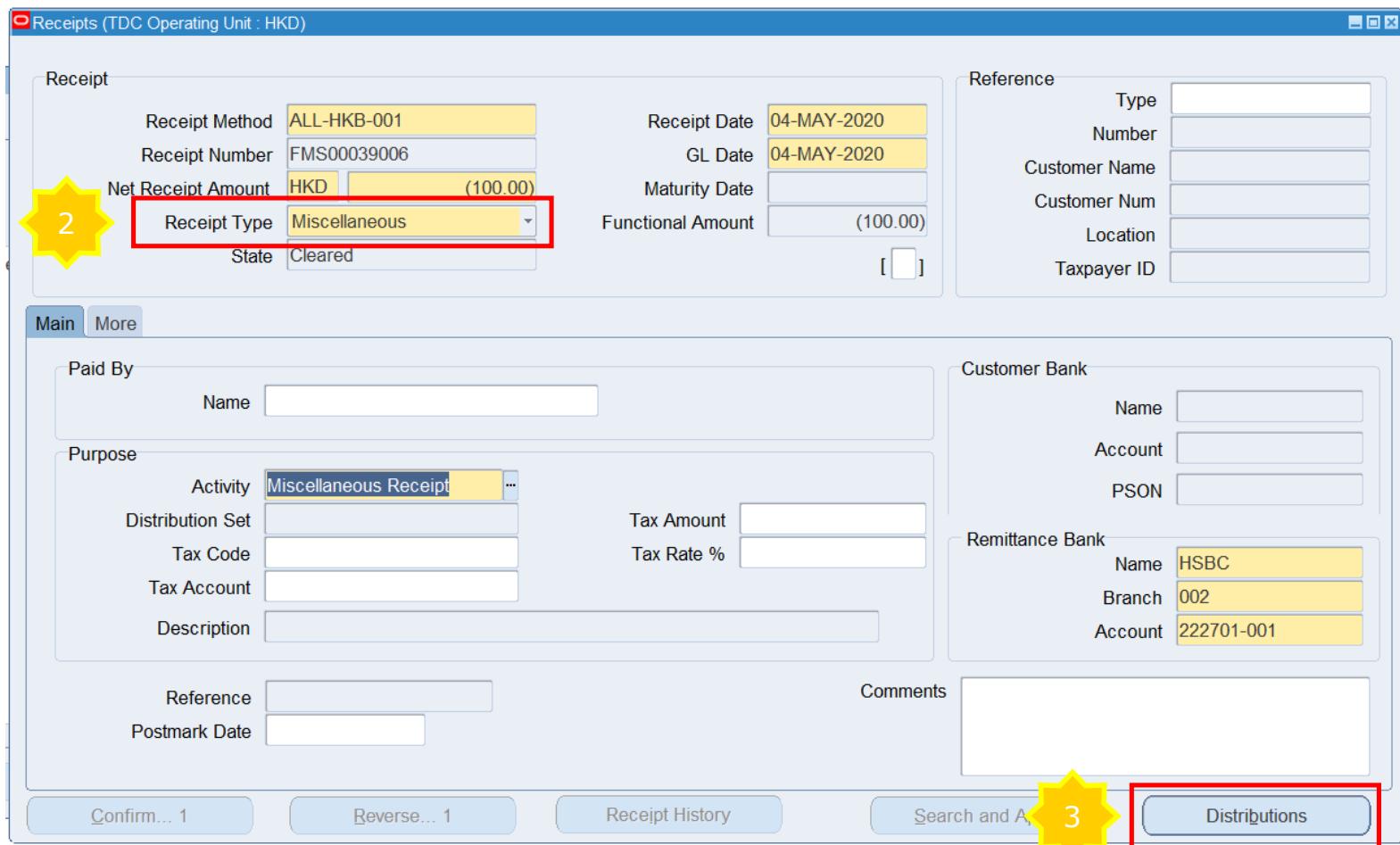
Comments

3

Reference

Postmark Date

Confirm... 1 Reverse... 1 Receipt History Search and A Distributions



Project Attributes

Enter Project Attributes for Miscellaneous Receipts (3/4)

4. Enter the %, Amount and GL Account.
5. For project related adjustment, open the Descriptive Flexfield.
6. Select “Project Expenditure” if this is an expenditure item or “Project Revenue” if this is a revenue item of a project.
7. Select the Project Number, Task Number and Expenditure Type or Revenue Event Type.
8. Click OK and save the information entered.

Note: The project attributes entered should match the nature, project activity, sub-activity, activity-location and analysis codes of the account entered.

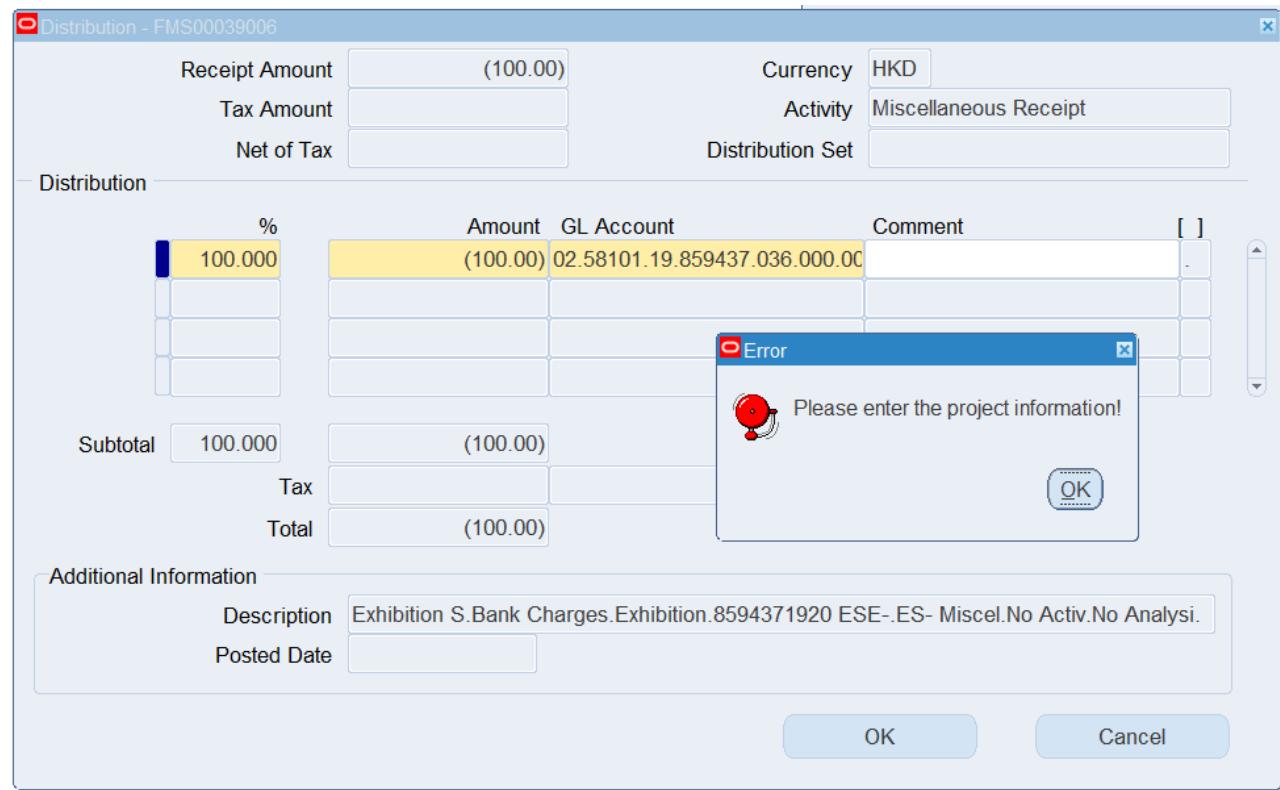
The screenshot shows the 'Distribution' dialog box with the title 'Distribution - FMS00039006'. At the top, there are fields for 'Receipt Amount' (100.00), 'Tax Amount' (empty), 'Net of Tax' (empty), 'Currency' (HKD), 'Activity' (Miscellaneous Receipt), and 'Distribution Set' (empty). Below these are sections for 'Distribution' and 'Additional Information'. The 'Distribution' section contains a table with columns: '%', 'Amount', 'GL Account', and 'Comment'. A row in this table is highlighted with a red box and has a yellow star with the number 4 above it. Another yellow star with the number 5 is positioned to the right of the table. The 'Additional Information' section includes fields for 'Description' (Exhibition S.Bank Charges.Exhibition.8594371920 ESE-.ES- Miscel.No Activ.No Analysi.)' and 'Posted Date' (empty). At the bottom are 'OK' and 'Cancel' buttons.

The screenshot shows the 'Accounting Distribution Information' dialog box with the title 'Accounting Distribution Information'. It displays four fields: 'Context Value' (Project Expend), 'Project Number' (8594371920), 'Task Number' (ER-E), and 'Expenditure Type' (Bank Charges). The 'Project Number' and 'Task Number' fields are highlighted with a red box and have yellow stars with the numbers 6 and 7 respectively above them. The entire row of these four fields is also enclosed in a red box. At the bottom are 'OK', 'Cancel', 'Clear', and 'Help' buttons, with the 'OK' button highlighted with a red box and a yellow star with the number 8 above it.

Project Attributes

Enter Project Attributes for Miscellaneous Receipts (4/4)

9. If you enter a project code requiring project in the GL Account but did not enter the project attributes, an error message will be shown if you try to create a new adjustment or save the adjustment without completing the project attributes.



Credit Memo

Complete Credit Memo

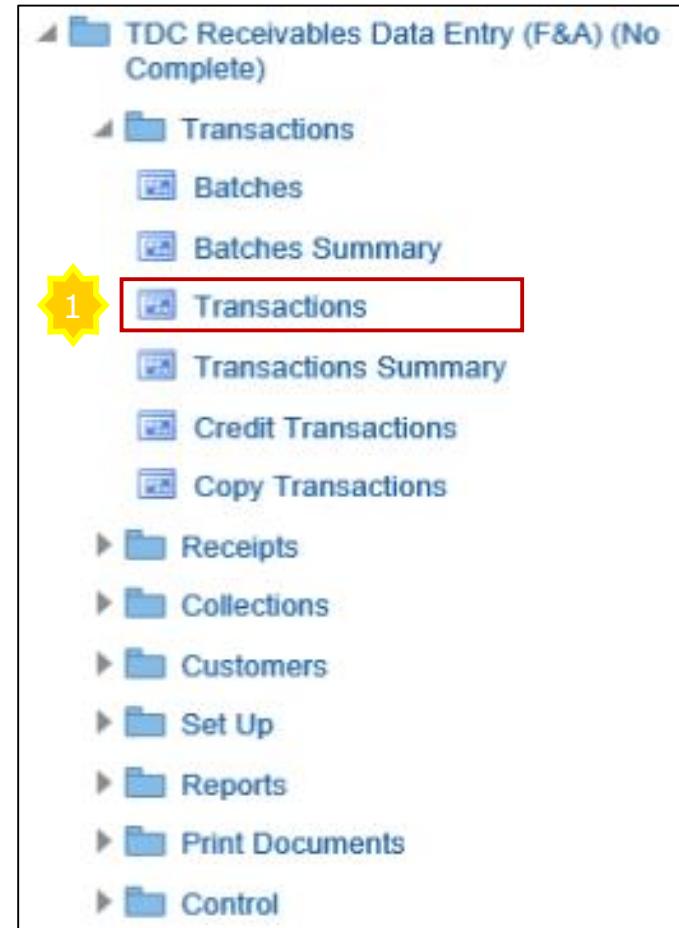
Credit Memo

Complete Credit Memo (1/4)

Responsibility:

TDC Receivables Data Entry (F&A) (No Complete)
TDC Receivables Data Entry (ES) (No Complete)

1. TDC Receivables (N) > Transactions > Transactions



Credit Memo

Complete Credit Memo (2/4)

Transactions (TDC Operating Unit : HKD)

| Transaction | | Balance Due | |
|----------------------|---|-----------------------------------|--------------|
| Source | ES - Manual | Date | 20-MAY-2020 |
| Number | 3023006 | GL Date | 20-MAY-2020 |
| Class | Credit Memo | Currency | HKD |
| Type | EMS Manual-CN (ES) | Document Num | |
| Reference | | Transaction | [E] |
| Legal Entity | TDC Legal Entity | <input type="checkbox"/> Complete | |
| Main | | Balance Due | |
| Ship To | | Sold To | |
| Name | UBS AG | Name | UBS AG |
| Number | 144000091165 | Number | 144000091165 |
| Location | CORPORATE | | |
| Address | 25/F | | |
| | One Peking | | |
| | 1 Peking Rd, Tsim Sha Tsui, Kowloon, Hong | | |
| Contact | | | |
| Commitment | | Paying Customer | |
| Payment Term | | Name | UBS AG |
| Invoicing Rule | | Number | 144000091165 |
| Due Date | | Location | CORPORATE |
| Line Items | | Payment Details | |
| Tax | | Receipt Method | |
| Freight | | Payment Method | |
| Distributions | | Instrument Number | |
| Sales Credits | | Select Instrument | |
| Incomplete | | | |

*Complete button is **not allowed** to click for '**No Complete**' responsibility*

Credit Memo

Complete Credit Memo (3/4)

Responsibility:

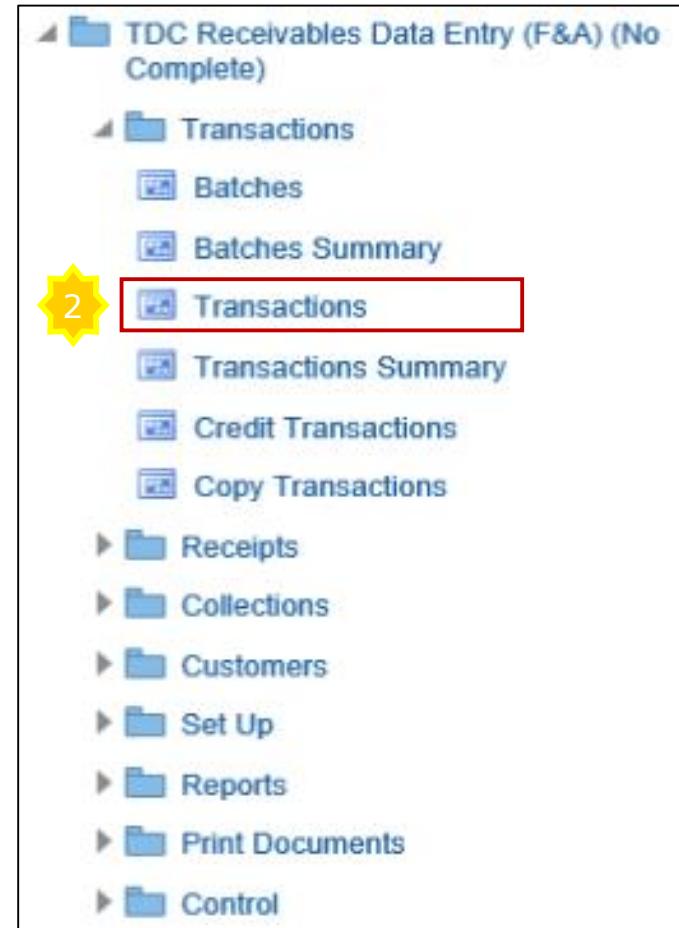
TDC Receivables Data Entry (F&A)

TDC Receivables Data Entry (ES)

TDC Receivables Data Entry (DG)

TDC Receivables Data Entry (Trade Pub)

2. TDC Receivables (N) > Transactions > Transactions



Credit Memo

Complete Credit Memo (4/4)

Transactions (TDC Operating Unit : HKD)

| Transaction | | Balance Due | |
|---------------------------------------|---|-----------------------------------|--------------|
| Source | ES - Manual | Date | 20-MAY-2020 |
| Number | 3023006 | GL Date | 20-MAY-2020 |
| Class | Credit Memo | Currency | HKD |
| Type | EMS Manual-CN (ES) | Document Num | |
| Reference | | Transaction | [...] |
| Legal Entity | TDC Legal Entity | <input type="checkbox"/> Complete | |
| Main | | Details | |
| More | | Refresh | |
| Notes | | | |
| Commitment | | | |
| Reference Information | | | |
| Ship To | | Bill To | |
| Name | UBS AG | Name | UBS AG |
| Number | 144000091165 | Number | 144000091165 |
| Location | CORPORATE | Location | CORPORATE |
| Address | 25/F | Address | |
| | One Peking | | |
| | 1 Peking Rd, Tsim Sha Tsui, Kowloon, Hong | | |
| Contact | | | |
| Commitment | | Paying Customer | |
| Payment Term | | Name | UBS AG |
| Invoicing Rule | | Number | 144000091165 |
| Due Date | | Location | CORPORATE |
| Line Items | | Payment Details | |
| Tax | | Receipt Method | |
| Freight | | Payment Method | |
| Distributions | | Instrument Number | |
| Sales Credits | | Select Instrument | |
| | | Complete | |

*Complete button is **allowed** to click for **existing** responsibility*

Print Invoices and Dunning Letters

Print Invoices

Print Invoices and Dunning Letters

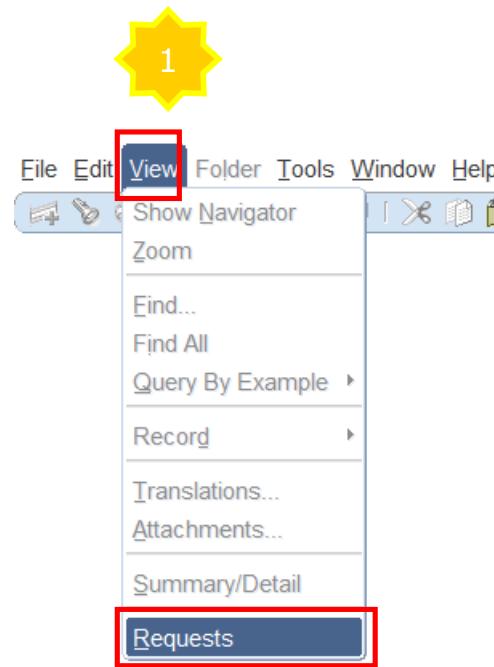
Print Invoices (1/8)

Responsibility:

HKTDC Receivable Data Entry (DG)
HKTDC Receivable Data Entry (ES)
HKTDC Receivable Data Entry (F&A)

1. Enter any Form function and choose "Requests" function.
(Menu) View > Requests
2. Click "Submit a New Request."

F&A Note: When Invoice is issued in FMS, F&A should print the Invoice to customers whenever it is requested.

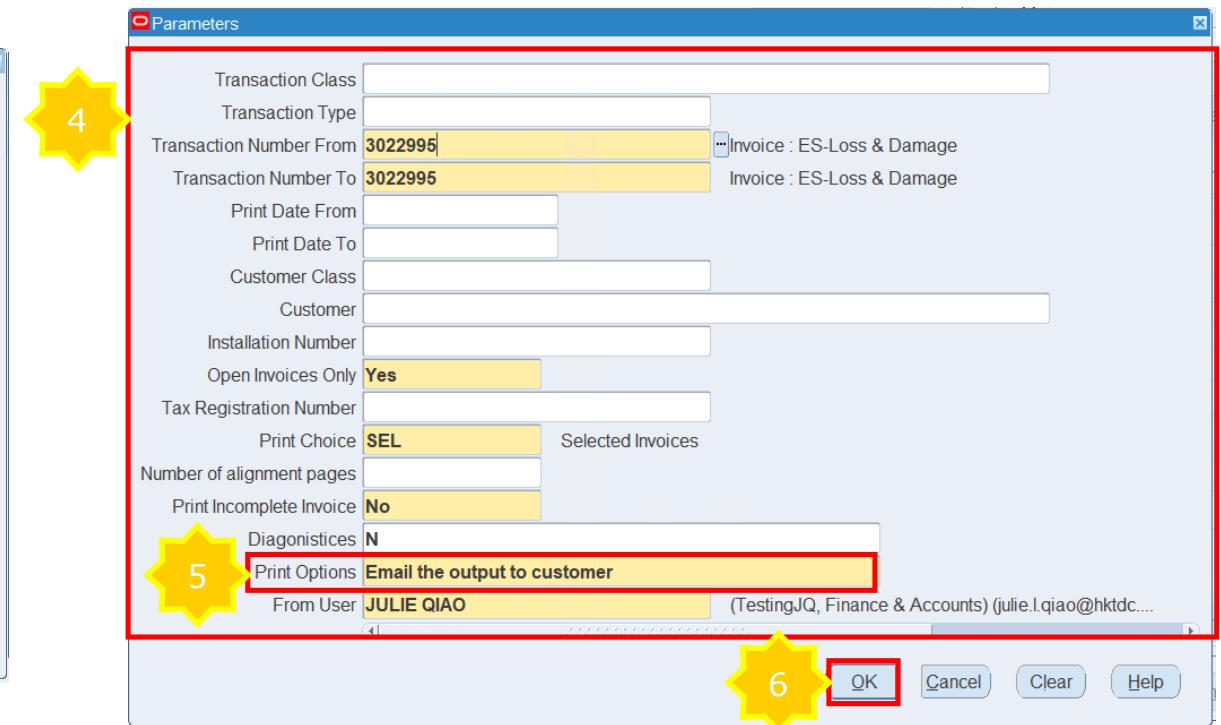
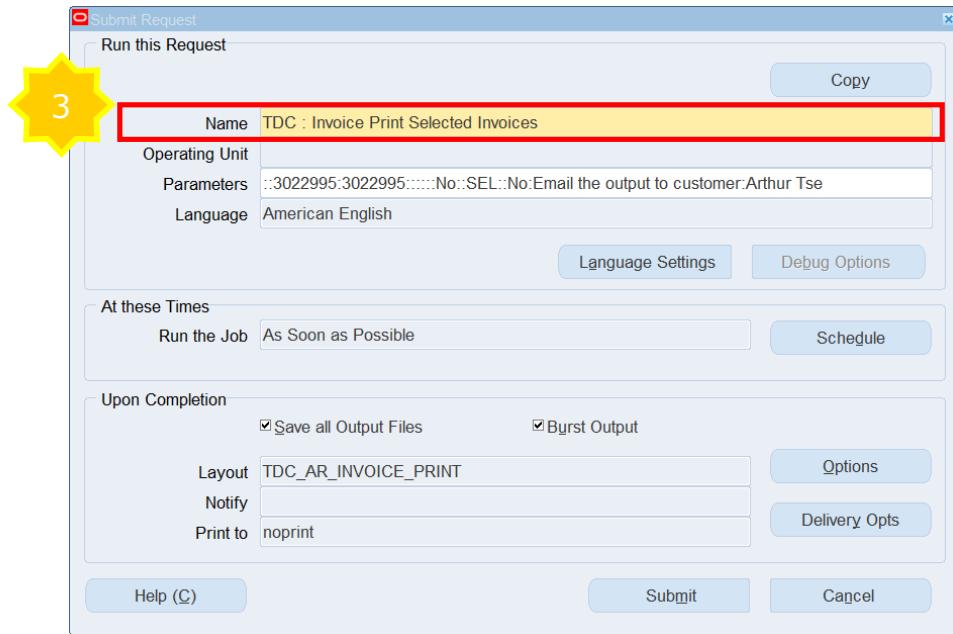


A screenshot of a 'Find Requests' dialog box. At the top, there are three radio button options: 'My Completed Requests', 'My Requests In Progress', and 'All My Requests', with 'All My Requests' being selected. Below these are two sections: 'Specific Requests' and 'Request Set'. The 'Request Set' section contains fields for Request ID, Name, Date Submitted, Date Completed, Status, Phase, and Requestor. At the bottom of the dialog box, there is a checkbox for 'Include Request Set Stages in Query', a dropdown menu set to 'Request ID' under 'Order By', a field to 'Select the Number of Days to View' with the value '7', and four buttons: 'Submit a New Request' (highlighted with a red box and a yellow starburst labeled '2'), 'Submit New Request Set', 'Clear', and 'Find'.

Print Invoices and Dunning Letters

Print Invoices (2/8)

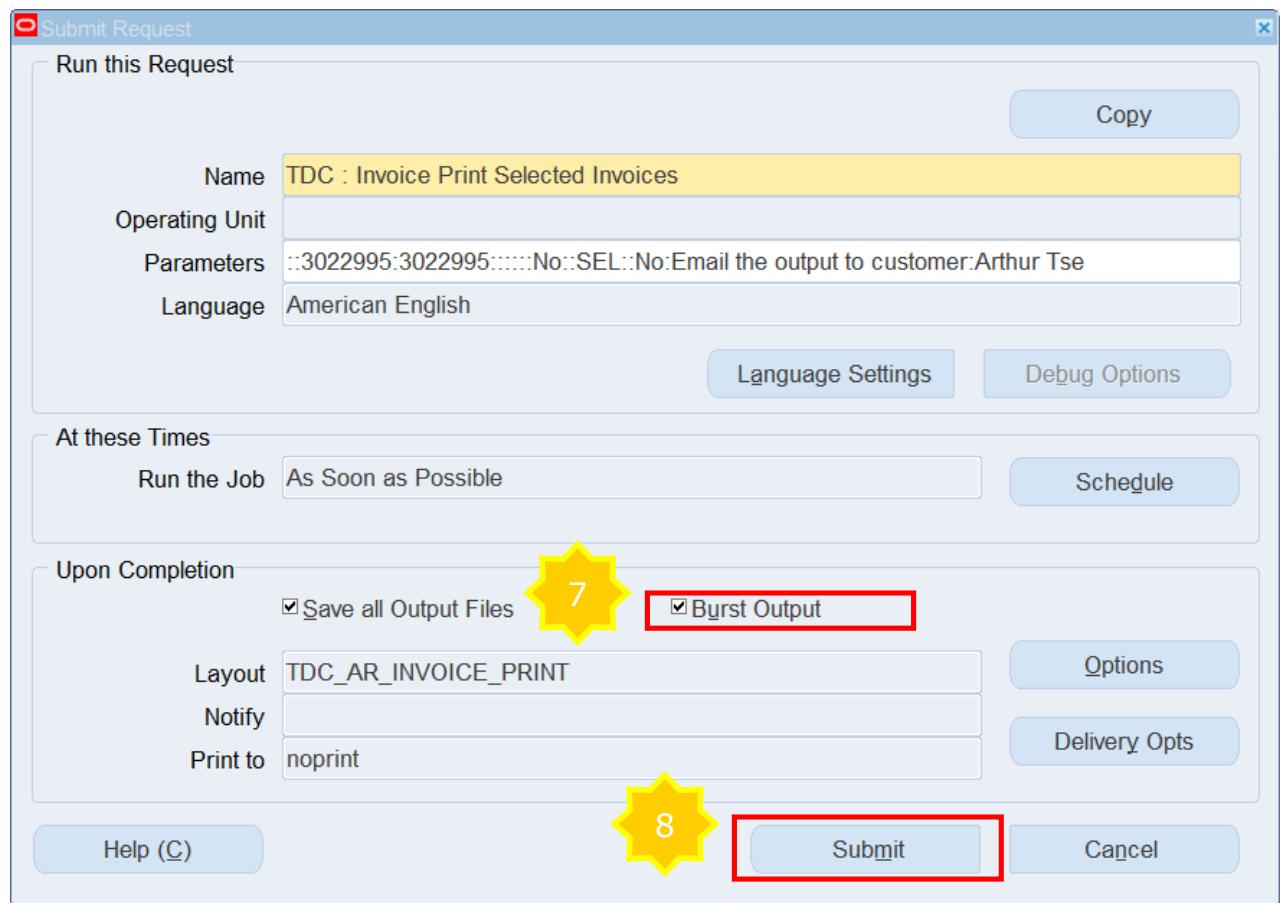
3. Select "TDC : Invoice Print Selected Invoices".
 4. Enter the criteria to select the invoice to be printed.
 5. Select one of the Print Options.
 - a. Draft printout for user review – Generate the invoice in PDF format for preview.
 - b. Email the output to customer – Send the invoice to the customer by Email.
 - c. Final printout - Send the invoice to the customer by Email and increase "Invoice Printing Count" by 1.
- * After the first time running "Final printout", the subsequent request(s) of the Invoice Printout will have the "Reprinted" status.
6. Click "OK".



Print Invoices and Dunning Letters

Print Invoices (3/8)

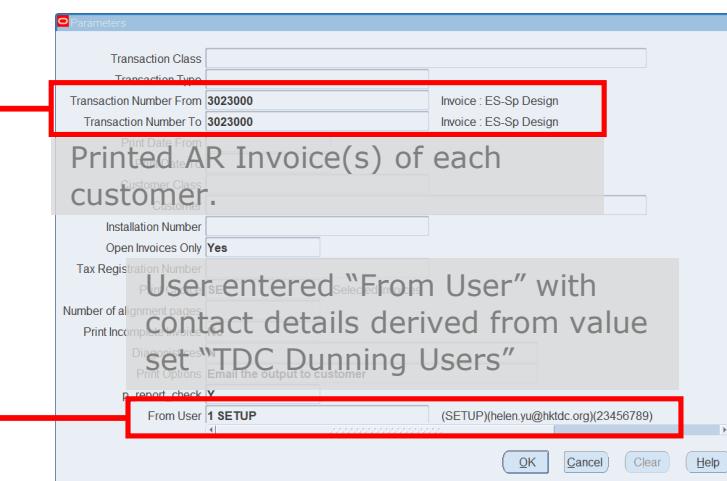
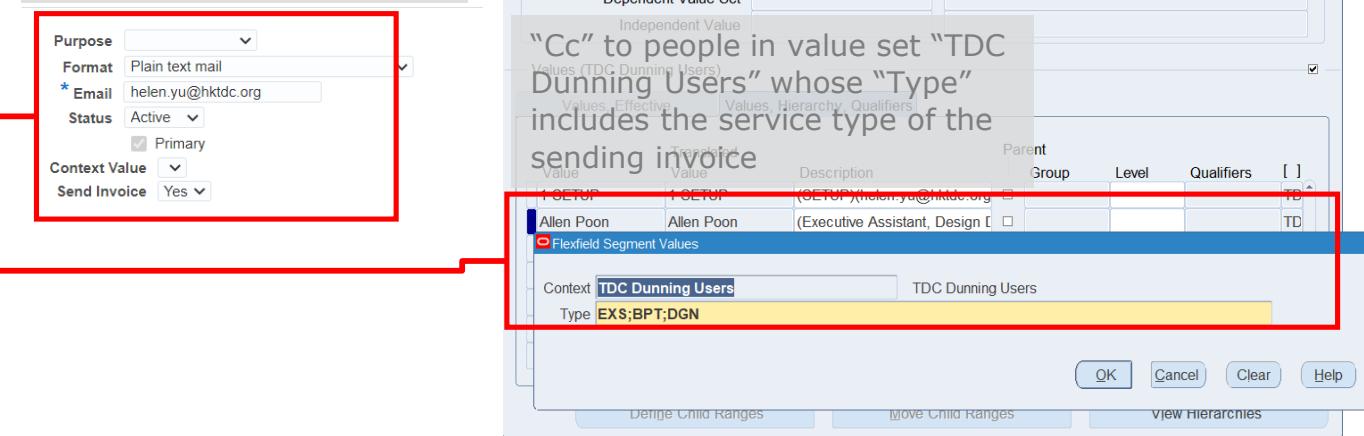
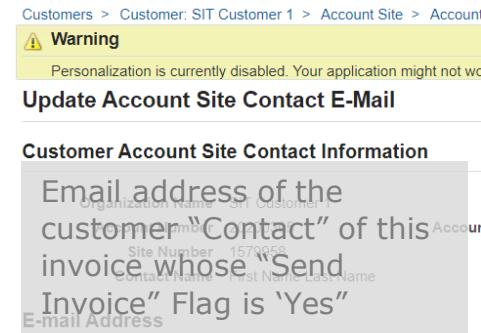
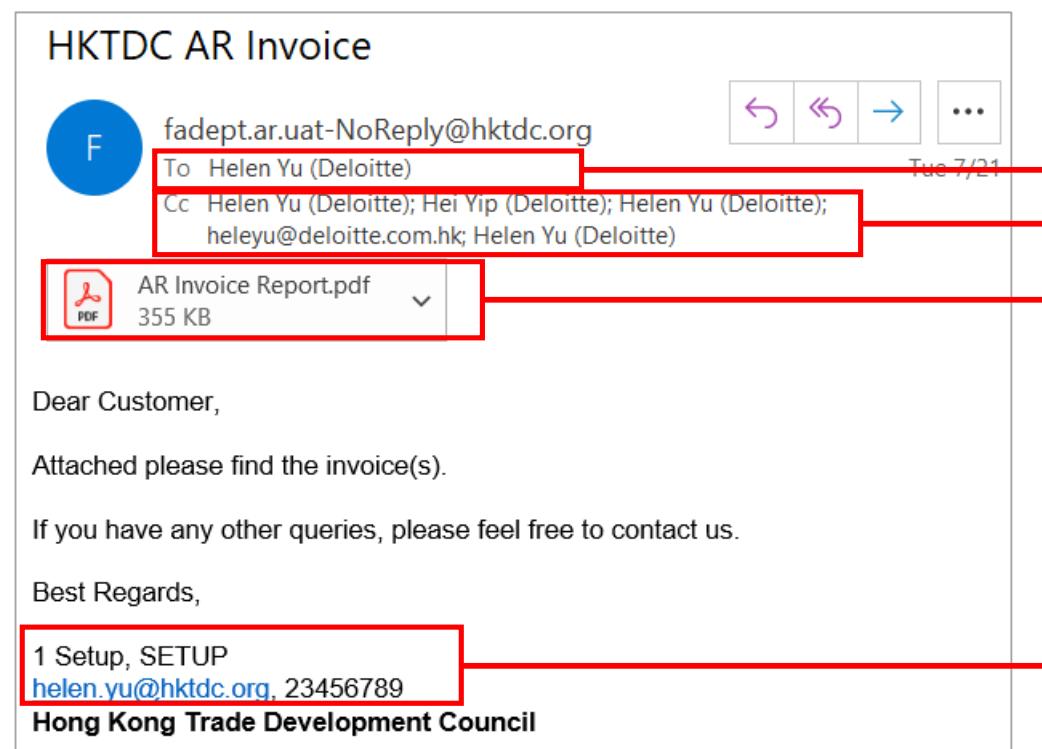
7. Check "Burst Output" if you chose to send the invoice by Email.
8. Click "Submit"



Print Invoices and Dunning Letters

Print Invoices (4/8)

9. Sample email output of AR Invoice



Print Invoices and Dunning Letters

Print Invoices (5/8)

10. Click "Find".
11. Click "Refresh Data" until all request complete normally.
12. Select "TDC : Invoice Print Selected Invoices".
13. Click "View Output" to view the PDF file generated.

The screenshot shows the 'Requests' application window. A 'Find Requests' dialog is open in the foreground. It contains several filter options: 'Request ID', 'Name', 'Date Submitted', 'Date Completed', 'Status', 'Phase', and 'Requestor'. Below these is a checkbox for 'Include Request Set Stages in Query' and an 'Order By' dropdown set to 'Request ID'. At the bottom of the dialog are buttons for 'Submit a New Requ...', 'Submit New Request S...', 'Clear', and 'Find'. The 'Find' button is highlighted with a red box and a yellow starburst. The main 'Requests' window in the background is partially visible.

The screenshot shows the 'Requests' application window. The 'Find Requests' dialog from the previous screenshot has been closed, and the main list of requests is now visible. The 'Refresh Data' button at the top of the main window is highlighted with a red box and a yellow starburst. The first request in the list, which has a status of 'Completed' and a warning icon, is highlighted with a red box and a yellow starburst. At the bottom of the window, there are several buttons: 'Hold Request', 'View Details', 'Rerun Request', 'View Output' (which is also highlighted with a red box and a yellow starburst), 'Cancel Request', 'Diagnostics', 'Reprint/Republish (J)', and 'View Log (K)'. The 'View Output' button is the target of step 13.

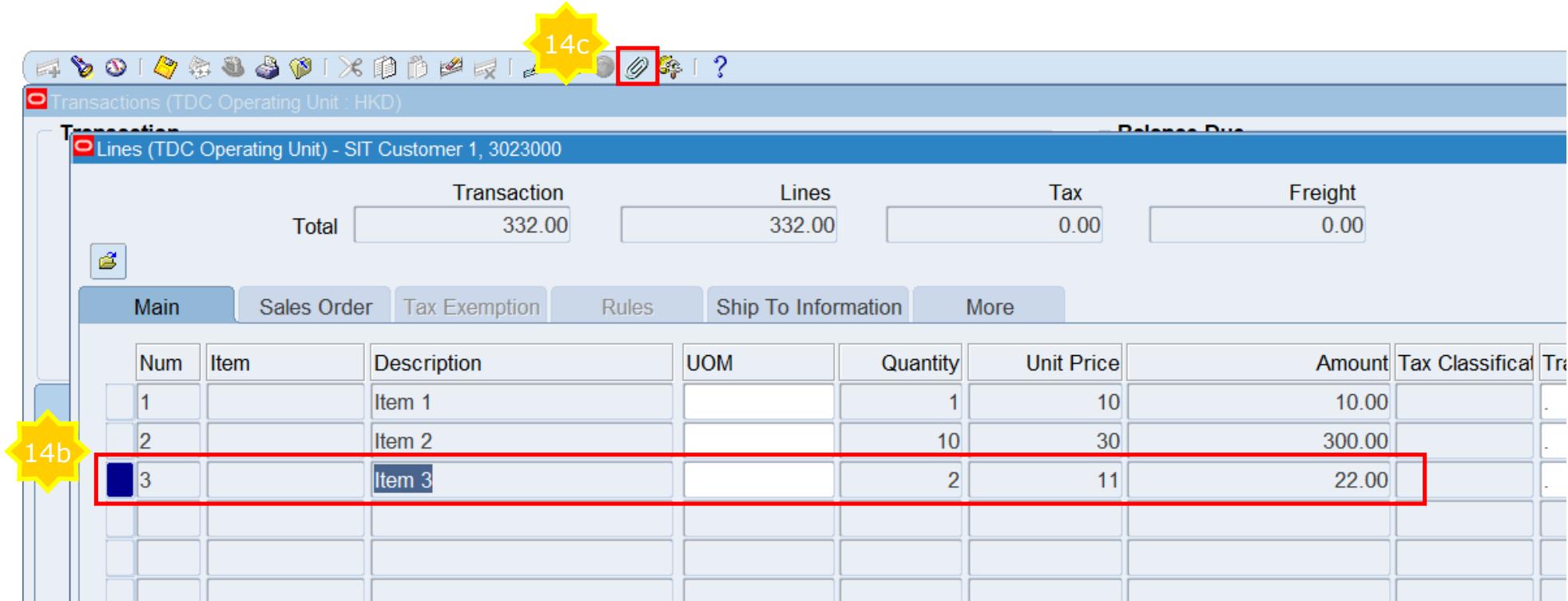
| Request ID | Name | Phase | Status | Parameters |
|------------|------------------------------|-----------|---------|-------------------------------|
| 13522391 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522389 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522388 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522384 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522378 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522377 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522375 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522373 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522372 | TDC : Invoice Print Selected | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522370 | TDC : Invoice Print Selected | Completed | Warning | , , 3022995, 3022995, , , , N |

Print Invoices and Dunning Letters

Print Invoices (6/8)

14. (For ES) Additional line descriptions will be placed in:

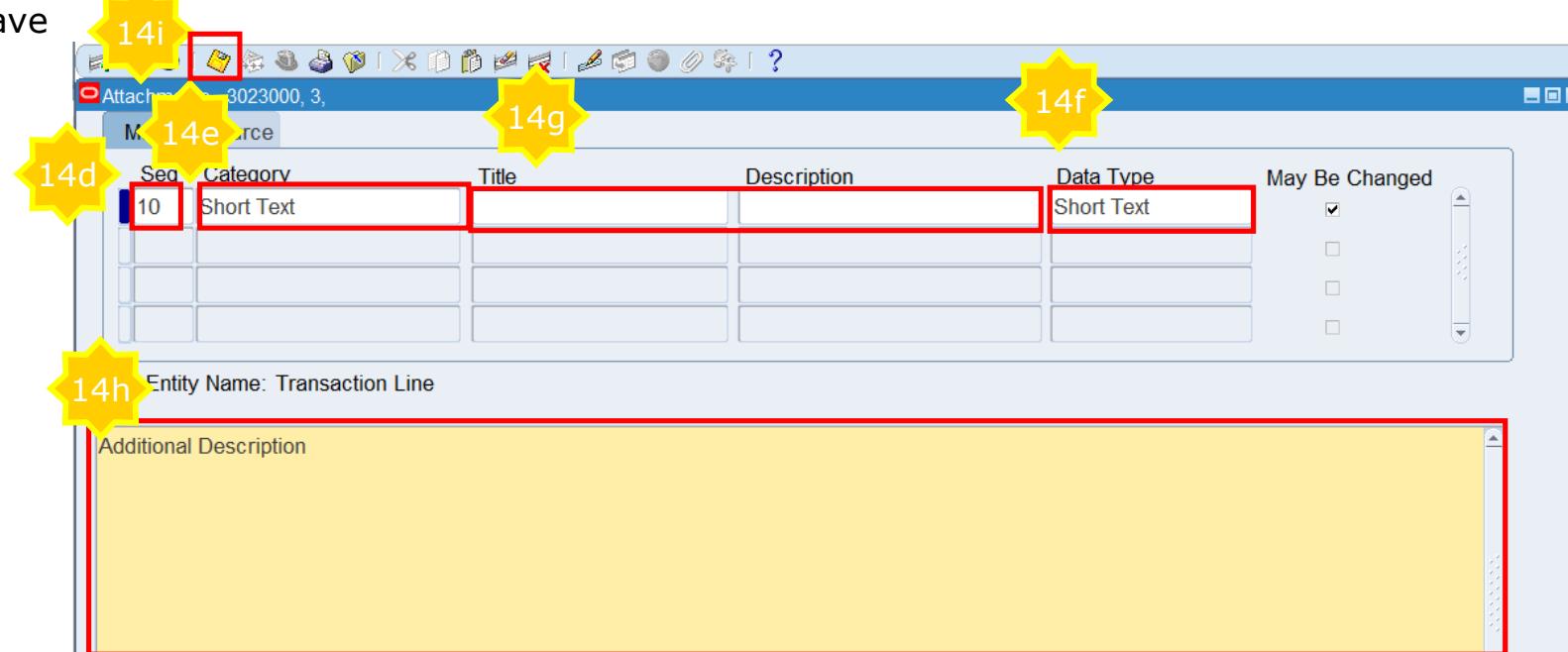
- a. Open "Line Items" of the transaction
- b. Highlight the line you would like to add additional descriptions
- c. Click  to open "Attachment" window



Print Invoices and Dunning Letters

Print Invoices (7/8)

14. (For ES) Additional line descriptions will be placed in:
- Enter "Seq" for sequence number
 - Select "Short Text" as "Category"
 - Select "Short Text" as "Data Type"
 - (Optionally), enter "Title", "Description" for this attachment
 - Enter description in the textbox
 - Click  to save



| Seq | Category | Title | Description | Data Type | May Be Changed |
|-----|------------|-------|-------------|------------|-------------------------------------|
| 10 | Short Text | | | Short Text | <input checked="" type="checkbox"/> |
| | | | | | <input type="checkbox"/> |
| | | | | | <input type="checkbox"/> |
| | | | | | <input type="checkbox"/> |

Entity Name: Transaction Line

Additional Description

Print Invoices and Dunning Letters

Print Invoices (8/8)

14. (For ES) Additional line descriptions will be placed in:

- j. The additional descriptions of each line will be displayed in the invoice output:

| Testing | | 頁數Page No: 1 of 2 |
|---|--------------|-------------------|
| 賬項說明 Particulars | 金額 Amount | |
| <u>EXHIBITION SERVICE</u> | HKD | |
| <u>TESTING1 TESTING1 TESTING1 TESTING1 TESTING1 TESTING1 TESTING1</u> | | |
| <u>TESTING1 TESTING1 TESTING1 TESTING1 TESTING1</u> | | |
| <u>TESTING2 TESTING2 TESTING2 TESTING2 TESTING2 TESTING2 TESTING2</u> | | |
| <u>TESTING2 TESTING2 TESTING2 TESTING2 TESTING2 TESTING2 TESTING2</u> | | |
| <u>TESTIN</u> | | |
| 1 Item 1 | 10.00 | |
| Test | | |
| 2 Item 2 | 300.00 | |
| test 1 | | |
| test 2 | | |
| TESTING | | |
| TESTING | | |
| 3 Item 3 | 22.00 | |
| Additional Description | | |

(Should you have any queries about this invoice, please free to contact our Mr. Tony Lai at Tel# 2892 4834)

PAYMENT METHOD:

(1) Cheque should be made payable to "Hong Kong Trade Development Council"

Print Invoices and Dunning Letters

Print Dunning Letters

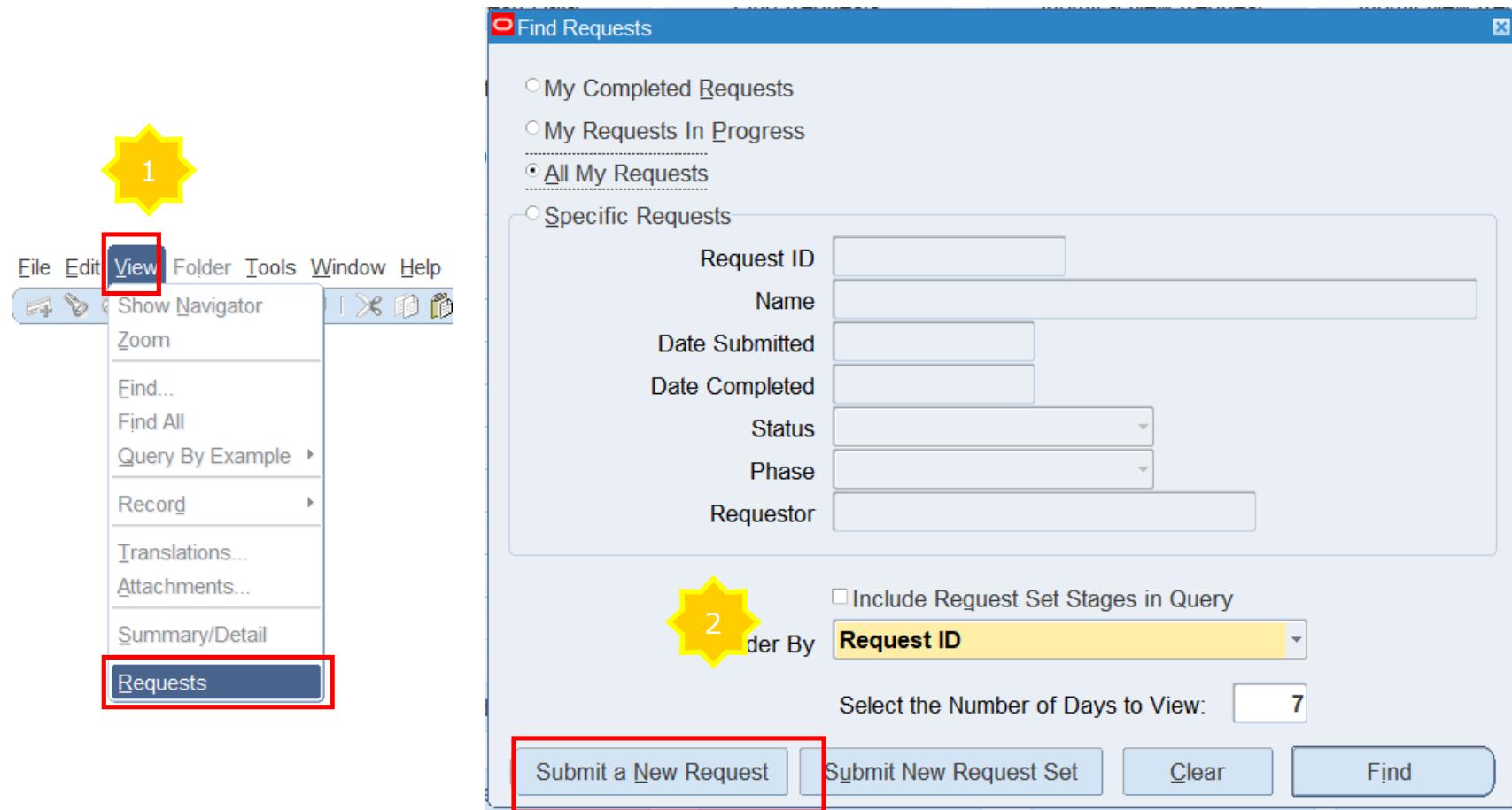
Print Invoices and Dunning Letters

Print Dunning Letters (1/5)

Responsibility:

HKTDC Receivable Data Entry (DG)
HKTDC Receivable Data Entry (ES)
HKTDC Receivable Data Entry (F&A)

1. Enter any Form function and choose "Requests" function.
(Menu) View > Requests
2. Click "Submit a New Request."



Print Invoices and Dunning Letters

Print Dunning Letters (2/5)

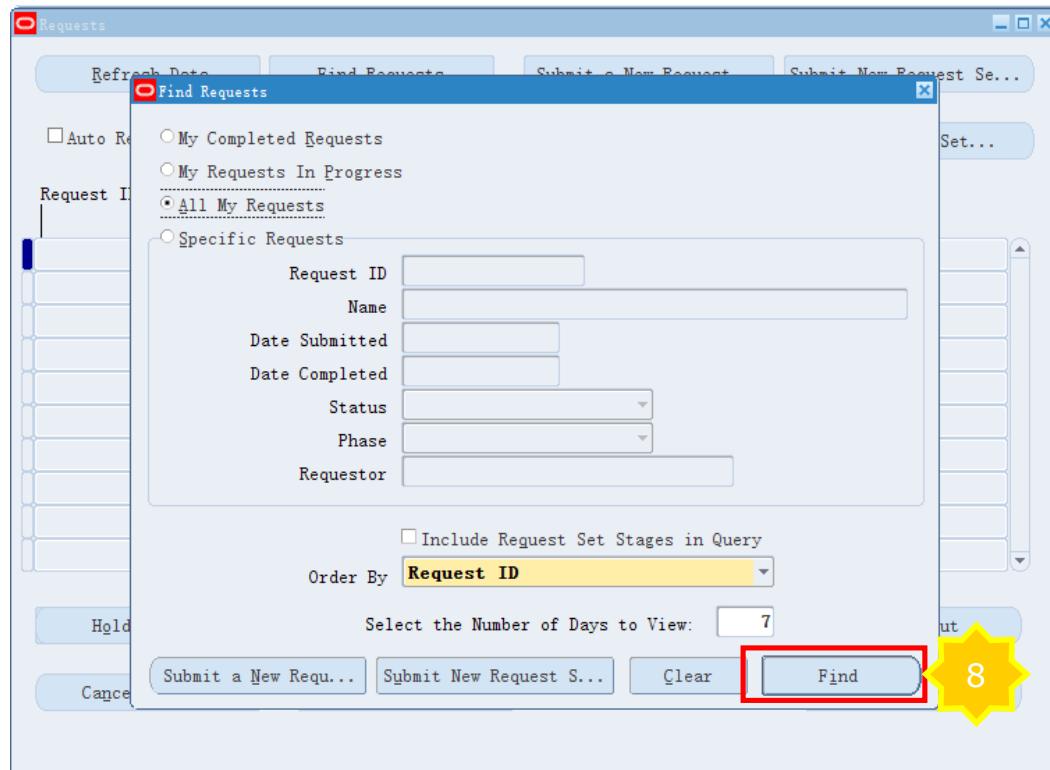
3. Select "TDC AR Dunning Letter".
4. Select "REMINDER" or "FINAL NOTICE" to generate dunning letter in different style.
5. Enter the criteria to select the invoices to be included and other parameters of the dunning letter.
6. Click "OK".
7. Click "Submit".

The image displays two overlapping software windows. The window on the left is titled 'Submit Request' and contains fields for 'Name' (TDC AR Dunning Letter), 'Operating Unit' (TDC Operating Unit), 'Parameters', 'Language' (American English), and options for 'At these Times' and 'Upon Completion'. A yellow starburst labeled '3' highlights the 'Name' field. A yellow starburst labeled '5' highlights the 'Submit' button at the bottom. The window on the right is titled 'Dunning Letters' and contains fields for 'Dunning Letter Style' (REMINDER), 'Customer From' (Yiwu Jewerly Co., Ltd.), 'Customer To' (York International), 'Invoice Number From', 'Invoice Number To', 'From User' (Arthur Tse), 'Due Date' (04-MAY-2020), 'No. of days from Due Date(For Pub.)' (30), and 'Printed Date' (04-MAY-2020). A yellow starburst labeled '4' highlights the 'Dunning Letter Style' field. A red box highlights the entire body of the 'Dunning Letters' window. A yellow starburst labeled '6' highlights the 'OK' button at the bottom right of the 'Dunning Letters' window. A red box highlights the 'OK' button at the bottom right of the 'Dunning Letters' window.

Print Invoices and Dunning Letters

Print Dunning Letters (3/5)

8. Click "Find".
9. Click "Refresh Data" until all request complete normally.
10. Select "AR Dunning Letter".
11. Click "View Output" to view the PDF file generated.



The screenshot shows the main 'Requests' application window. At the top, there are buttons for 'Refresh Data' (redboxed), 'Find Requests', 'Submit a New Request', and 'Submit New Request Set'. Below these are buttons for 'Auto Refresh' (unchecked), 'Copy Single Request', and 'Copy Request Set'. The main area is a table titled 'Requests' with columns: Request ID, Name, Parent, Phase, Status, and Parameters. The table lists several entries, with the first two rows highlighted by a red box. A yellow starburst labeled '9' is over the 'Refresh Data' button. A yellow starburst labeled '10' is over the first row of the table. A yellow starburst labeled '11' is over the 'View Output' button at the bottom right of the table area.

| Request ID | Name | Parent | Phase | Status | Parameters |
|------------|-----------------------------|--------|-----------|--------|-----------------------------------|
| 13522461 | AR Dunning Letter | | Completed | Normal | Project-Reminder, Yiwu Jewer |
| 13522460 | AR Dunning Letter | | Completed | Normal | Project-Final Notice, Yiwu Jew |
| 13522457 | AR Dunning Letter | | Completed | Normal | Project-Final Notice, Deloitte, D |
| 13522445 | AR Dunning Letter | | Completed | Normal | REMINDER, Yiwu Jewelry Co. |
| 13522415 | DQM Serial Sync Index Pro | | Completed | Normal | |
| 13522410 | TDC : Invoice Print Selecte | | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522391 | TDC : Invoice Print Selecte | | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522389 | TDC : Invoice Print Selecte | | Completed | Normal | , , 3022995, 3022995, , , , N |
| 13522388 | TDC : Invoice Print Selecte | | Completed | Normal | 2022995, 3022995, , , , N |
| 13522384 | TDC : Invoice Print Selecte | | Completed | Normal | 2995, 3022995, , , , N |

Print Invoices and Dunning Letters

Print Dunning Letters (4/5)

12. Sample email output of AR Dunning Letter (Reminder)

23 JUL 2020
SIT Customer 1
Address 1 (Revised)
Address 2
Address 3
Address 4
Attn: First Name Last Name

Dear First Name Last Name

REMINDER

Please be reminded that the following invoice has been overdue and is still outstanding.

We wish to advise you that a surcharge of 2% per month will be imposed on the outstanding amount if full payment is not received **WITHIN SEVEN DAYS** from the date of this reminder. If payment has already been made, please disregard this reminder.

| <u>Invoice No.</u> | <u>Invoice Date</u> | <u>Due Date</u> | <u>Description</u> | <u>Amount Due</u> |
|-----------------------|---------------------|-----------------|----------------------------|-------------------|
| 3022992 | 16 MAR 2020 | 30 MAR 2020 | TESTING2 TESTING2 TESTING2 | 100.00 |
| 3022998 | 16 MAR 2020 | 30 MAR 2020 | TESTING2 TESTING2 TESTING2 | 100.00 |
| 3022999 | 17 MAR 2020 | 31 MAR 2020 | TESTING2 TESTING2 TESTING2 | 332.00 |
| 3023000 | 17 MAR 2020 | 31 MAR 2020 | TESTING2 TESTING2 TESTING2 | 332.00 |
| | | | TESTING2 TESTING2 TESTING2 | |
| | | | TESTING2 TESTING2 TESTING2 | |
| | | | TESTING2 TESTING2 TESTING2 | |
| | | | TESTING2 TESTING2 TESTING2 | |
| 3023001 | 17 MAR 2020 | 31 MAR 2020 | TESTING2 TESTING2 TESTING2 | 119.00 |
| 3023004 | 20 MAY 2020 | 03 JUN 2020 | TESTING2 TESTING2 TESTING2 | 1,321.00 |
| 3023005 | 20 MAY 2020 | 03 JUN 2020 | TESTING2 TESTING2 TESTING2 | 1,000.00 |
| <hr/> 3,304.00 | | | | |

Yours Faithfully,

Arthur Tse
Deputy Manager, Finance & Accounts

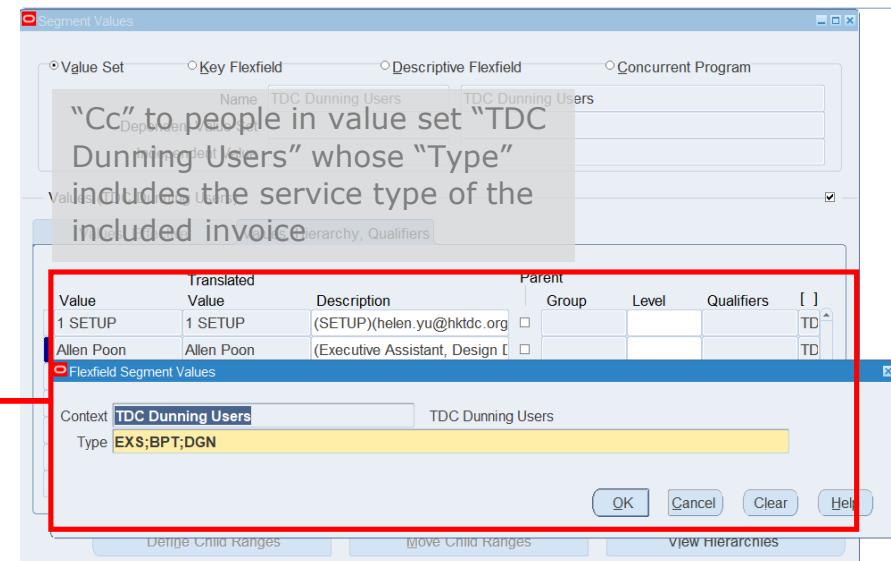
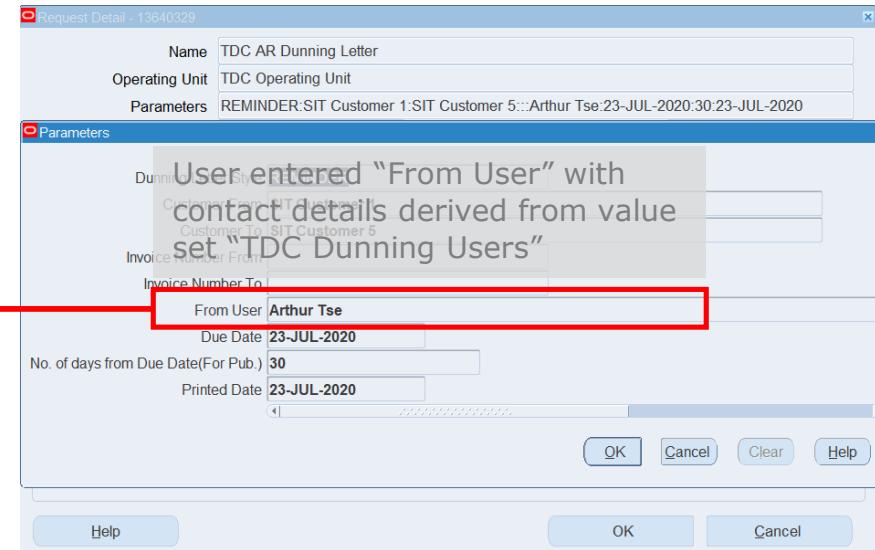
C.C. Wanny Hui(Manager, Design Gallery)
C. F. Ng(Senior Manager, Publications and E-Commerce Department)
1 SETUP(SETUP)

Page 1 of 1



Hong Kong Trade Development Council 香港貿易發展局
83 Chai Wan Street, Tsim Sha Tsui Industrial Estate, Tsim Sha Tsui, Kowloon, Hong Kong
香港仔避風塘工業大廈
Tel: (852) 1830 668

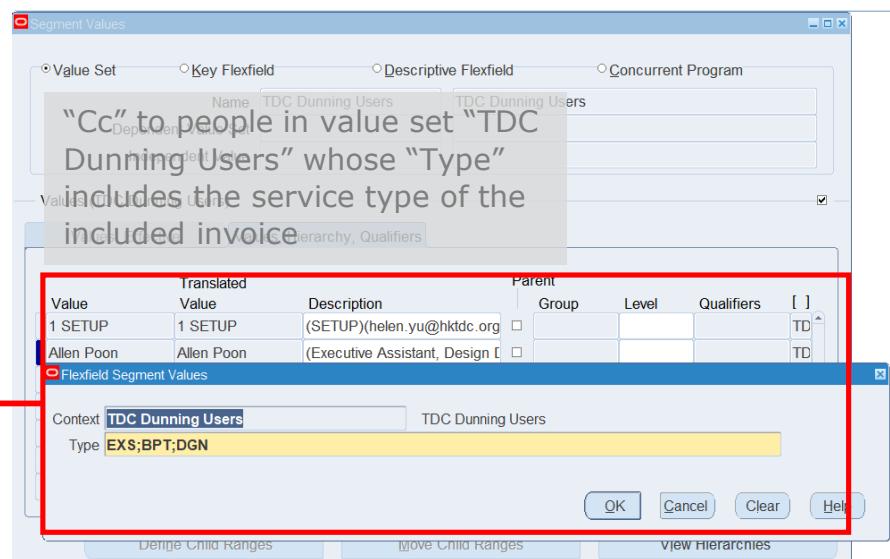
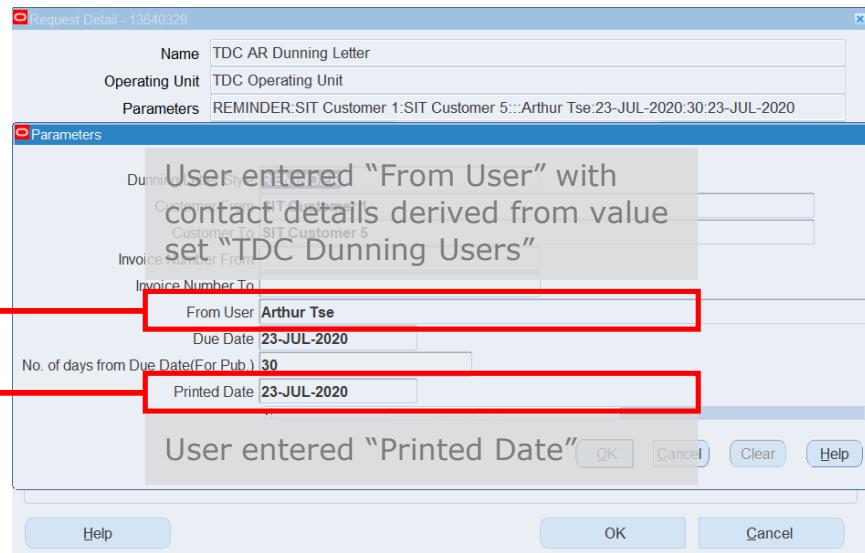
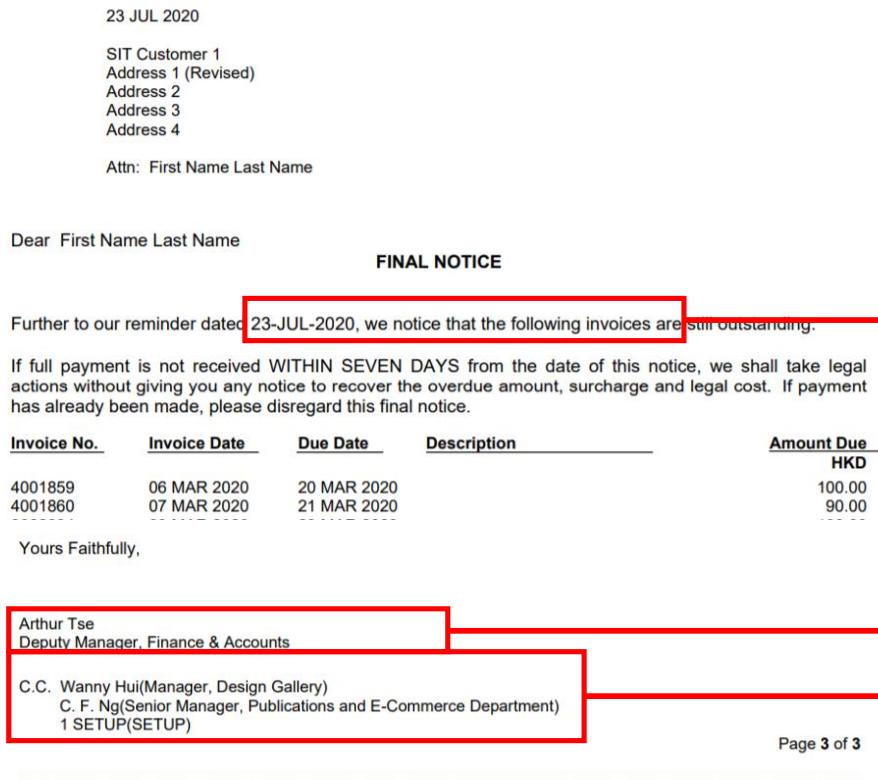
www.hktdc.com



Print Invoices and Dunning Letters

Print Dunning Letters (5/5)

13. Sample email output of AR Dunning Letter (Final Notice)



Print Invoices and Dunning Letters

TDC Dunning User Maintenance

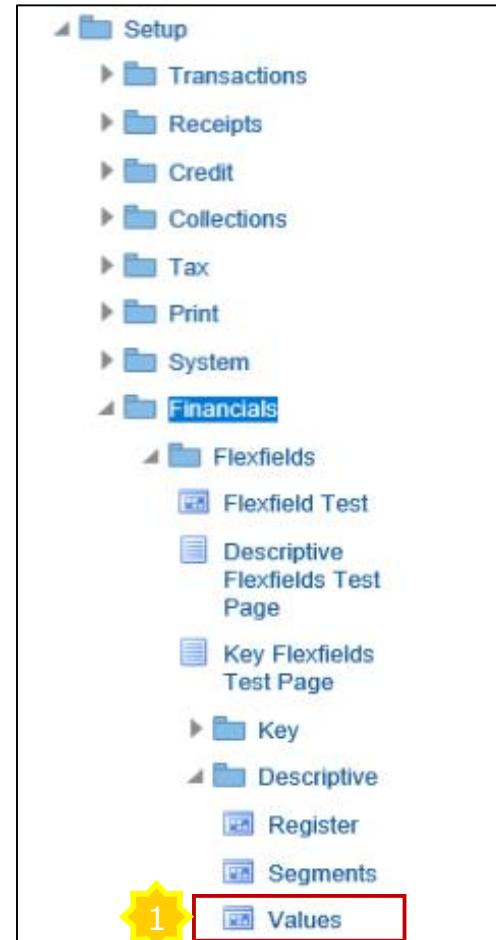
Print Invoices and Dunning Letters

TDC Dunning User Maintenance (1/4)

Responsibility:

TDC Receivables System Admin

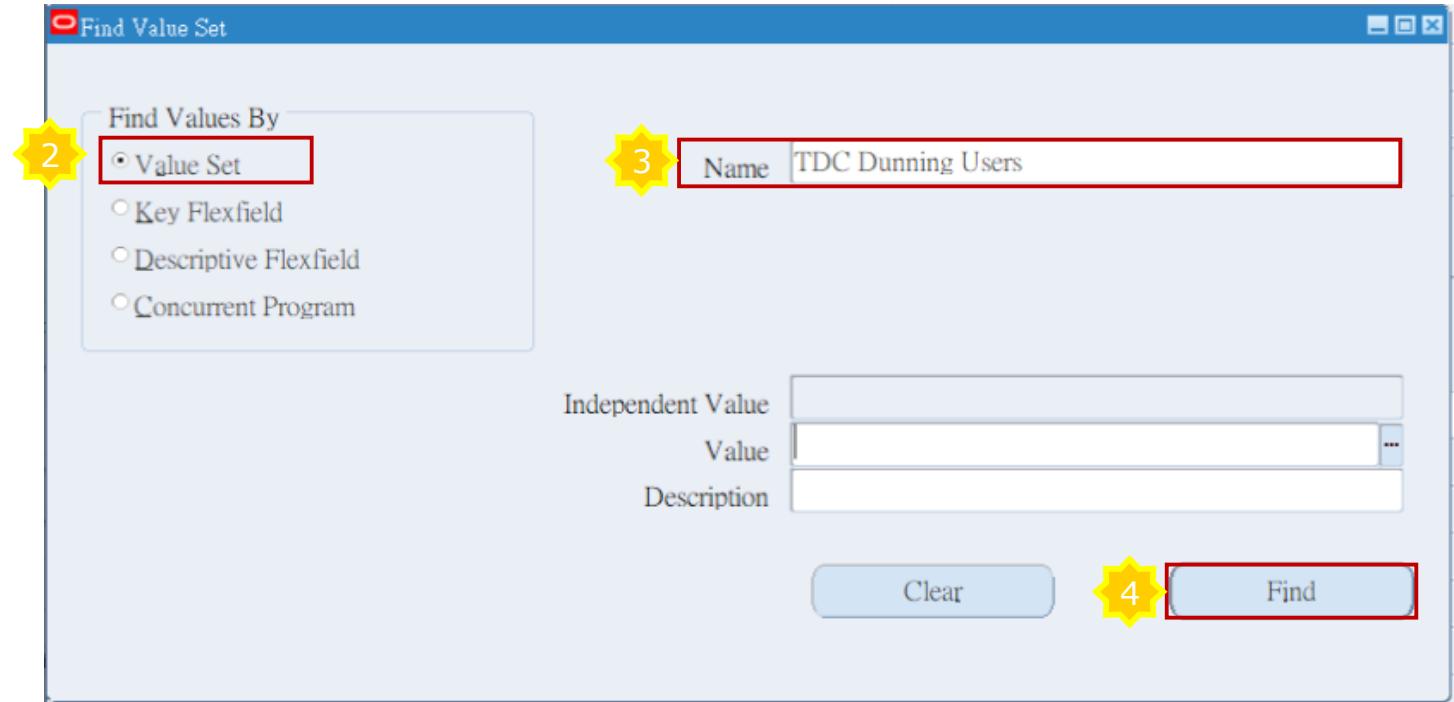
1. TDC Receivables System Admin > Setup > Financials > Flexfields > Descriptive > Values



Print Invoices and Dunning Letters

TDC Dunning User Maintenance (2/4)

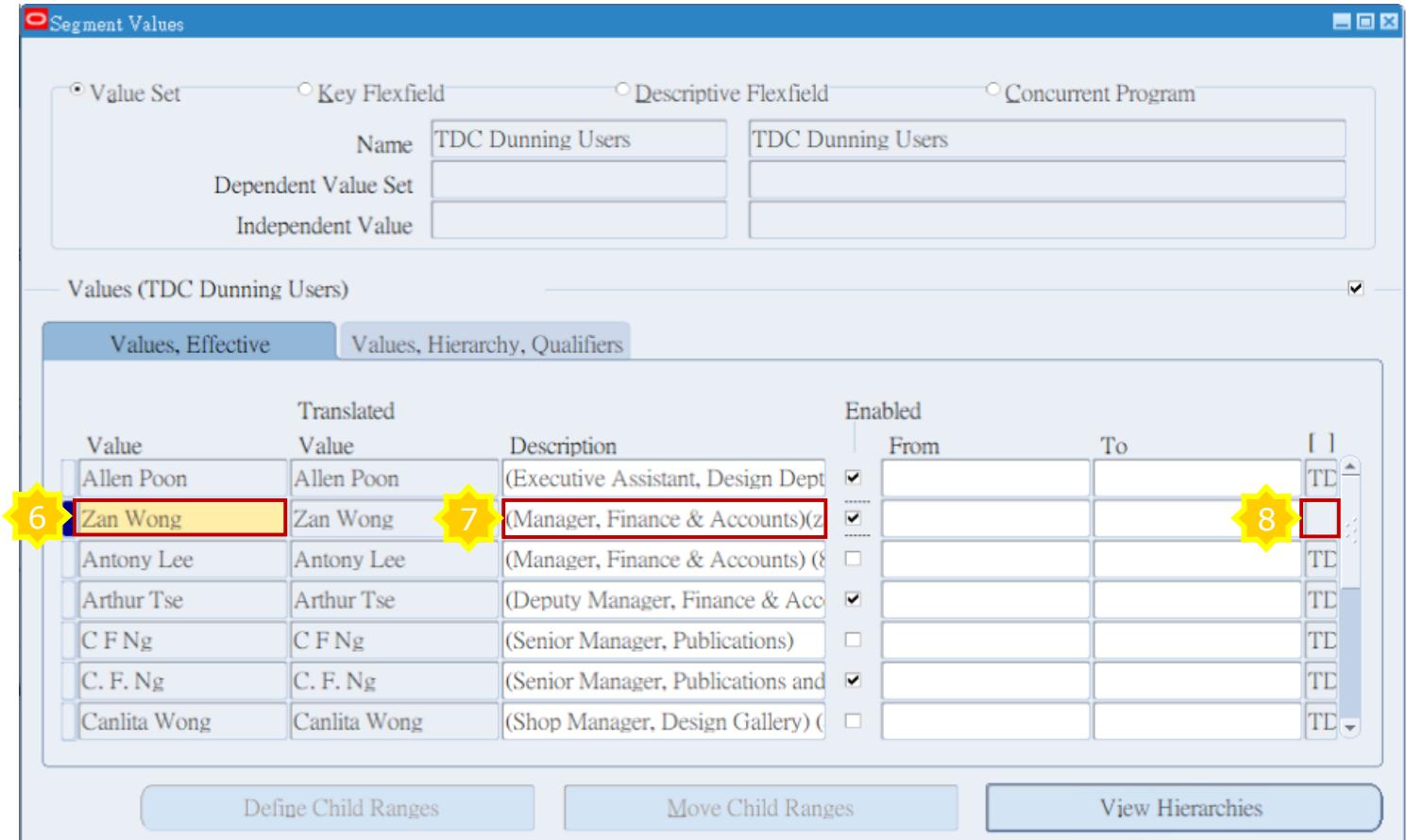
2. Select 'Value Set'
3. Enter TDC Dunning Users
4. Click on 'Find' button



Print Invoices and Dunning Letters

TDC Dunning User Maintenance (3/4)

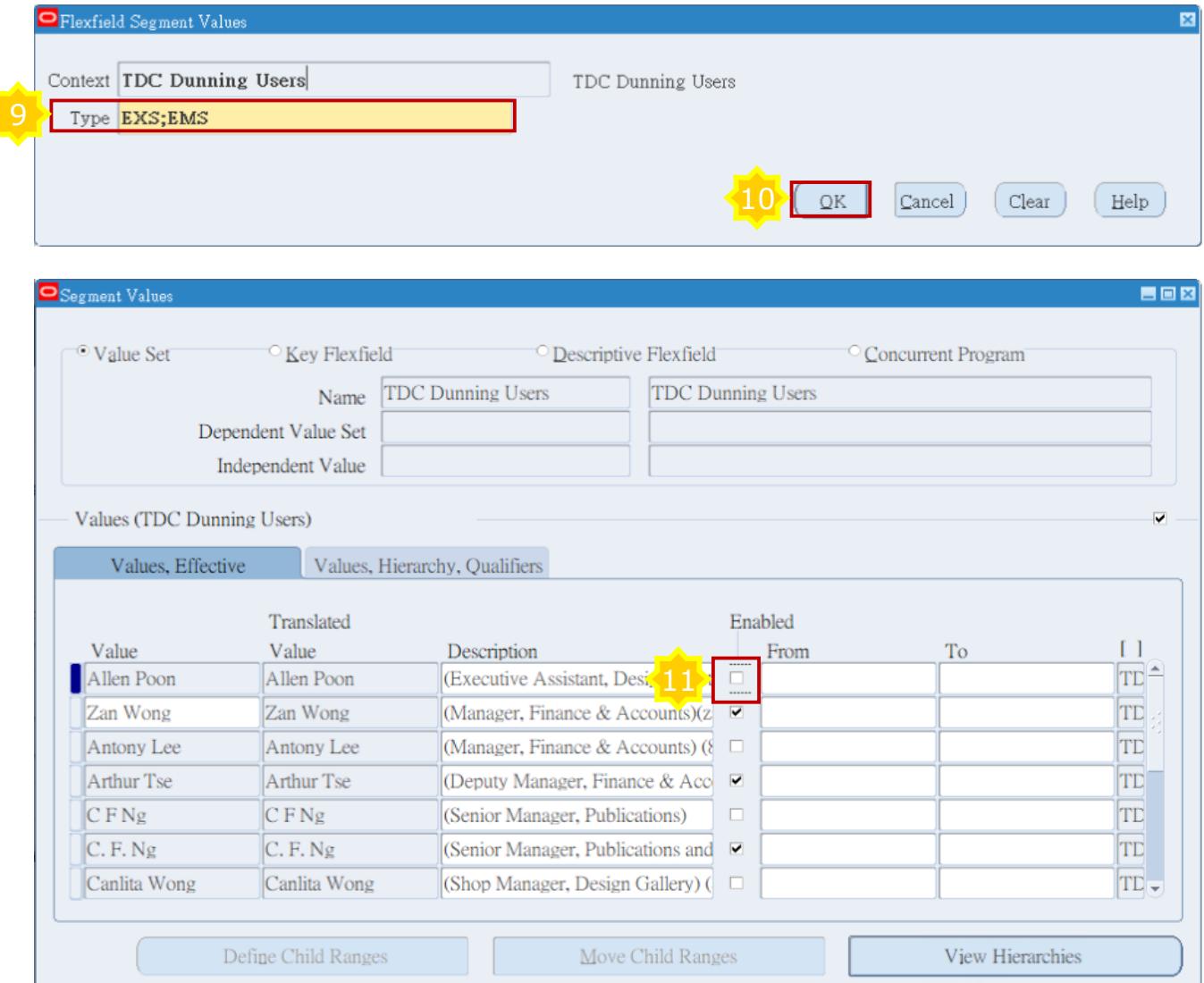
5. Click on  button on the tool bar to create new user
6. Enter User Name
7. Enter Description
 - Name
 - Title
 - Email Address
 - Phone
 - Sample Description: (Executive Assistant, Design Dept)(aaa@hktdc.org)(22223333)
8. Click on 'DFF' button



Print Invoices and Dunning Letters

TDC Dunning User Maintenance (4/4)

9. Enter related service type for user
 - One service type: Enter service type without any space
 - Multiple service type: Use ';' to separate different service type without space
 - Not in use: Enter 'X'
10. Click on 'OK' button
11. Uncheck 'Enabled' button to disable the user
12. Save the changes
 - Ctrl + S
 - Click on  button on the tool bar



The screenshot shows two windows from an Oracle application:

Top Window: Flexfield Segment Values

- Context: TDC Dunning Users
- Type: EXS;EMS
- Buttons: OK (highlighted with a yellow starburst), Cancel, Clear, Help

Bottom Window: Segment Values

- Value Set selected.
- Name: TDC Dunning Users
- Dependent Value Set: TDC Dunning Users
- Independent Value: TDC Dunning Users
- Values (TDC Dunning Users) grid:

| Value | Translated Value | Description | Enabled |
|--------------|------------------|------------------------------------|-------------------------------------|
| Allen Poon | Allen Poon | (Executive Assistant, Design) | <input checked="" type="checkbox"/> |
| Zan Wong | Zan Wong | (Manager, Finance & Accounts)(z) | <input checked="" type="checkbox"/> |
| Antony Lee | Antony Lee | (Manager, Finance & Accounts) (z) | <input type="checkbox"/> |
| Arthur Tse | Arthur Tse | (Deputy Manager, Finance & Acc) | <input checked="" type="checkbox"/> |
| C F Ng | C F Ng | (Senior Manager, Publications) | <input type="checkbox"/> |
| C. F. Ng | C. F. Ng | (Senior Manager, Publications and) | <input checked="" type="checkbox"/> |
| Canlita Wong | Canlita Wong | (Shop Manager, Design Gallery) (z) | <input type="checkbox"/> |

- Buttons: Define Child Ranges, Move Child Ranges, View Hierarchies

Q&A



About Deloitte Global

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see www.deloitte.com/about to learn more about our global network of member firms.

Deloitte provides audit & assurance, consulting, financial advisory, risk advisory, tax and related services to public and private clients spanning multiple industries. Deloitte serves over 80 percent of the Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries and territories bringing world-class capabilities, insights, and high-quality service to address clients' most complex business challenges. To learn more about how Deloitte's approximately 286,000 professionals make an impact that matters, please connect with us on [Facebook](#), [LinkedIn](#), or [Twitter](#).

About Deloitte China

The Deloitte brand first came to China in 1917 when a Deloitte office was opened in Shanghai. Now the Deloitte China network of firms, backed by the global Deloitte network, deliver a full range of audit & assurance, consulting, financial advisory, risk advisory and tax services to local, multinational and growth enterprise clients in China. We have considerable experience in China and have been a significant contributor to the development of China's accounting standards, taxation system and local professional accountants. To learn more about how Deloitte makes an impact that matters in the China marketplace, please connect with our Deloitte China social media platforms via www2.deloitte.com/cn/en/social-media.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively the "Deloitte Network") is by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.