

R12.x Oracle Receivables Management Fundamentals

Volume I • Student Guide

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Preface

Profile

Before You Begin This Course

- Thorough knowledge of Oracle Applications.
- Working experience with Accounts Receivables.

Prerequisites

- There are no prerequisites for this course.

How This Course Is Organized

R12 Oracle Receivables Management Fundamentals is an instructor-led course featuring lecture and hands-on exercises. Online demonstrations and written practice sessions reinforce the concepts and skills introduced.

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Related Publications

Oracle Publications

Title	Part Number
Oracle Receivables User Guide	E13522-03
Oracle Receivables Implementation Guide	E13510-03
Oracle Receivables Reference Guide	E13512-03
Oracle E-Business Tax User Guide	E13631-02
Oracle E-Business Tax Implementation Guide	E13629-02
Oracle E-Business Tax Reporting Guide	E13630-02

Additional Publications

- System release bulletins
- Installation and user's guides
- Read-me files
- International Oracle User's Group (IOUG) articles
- *Oracle Magazine*

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Typographic Conventions

Typographic Conventions in Text

Convention	Element	Example
Bold italic	Glossary term (if there is a glossary)	The <i>algorithm</i> inserts the new key.
Caps and lowercase	Buttons, check boxes, triggers,	Click the Executable button. Select the Can't Delete Card check box. Assign a When-Validate-Item trigger to the ORD block.
Courier new, case sensitive (default is lowercase)	Code output, directory names, filenames, passwords, pathnames, URLs, user input, usernames	Open the Master Schedule window; Directory: bin (DOS), \$FMHOME (UNIX) Filename: Locate the <i>init.ora</i> file. Password: User <i>tiger</i> as your password. Pathname: Open c:\my_docs\projects URL: Go to http://www.oracle.com User input: Enter 300 Username: Log on as <i>scott</i>
Initial cap	Graphics labels (unless the term is a proper noun)	Customer address (<i>but</i> Oracle Payables)
Italic	Emphasized words and phrases, titles of books and courses, variables	Do <i>not</i> save changes to the database. For further information, see <i>Oracle7 Server SQL Language Reference Manual</i> . Enter <i>user_id@us.oracle.com</i> , where <i>user_id</i> is the name of the user.
Quotation marks	Interface elements with long names that have only initial caps; lesson and chapter titles in cross-references	Select “Include a reusable module component” and click Finish. This subject is covered in Unit II, Lesson 3, “Working with Objects.”
Uppercase	SQL column names, commands, functions, schemas, table names	Use the SELECT command to view information stored in the LAST_NAME column of the EMP table.
Arrow	Menu paths	Select File > Save.
Brackets	Key names	Press [Enter].
Commas	Key sequences	Press and release keys one at a time: [Alternate], [F], [D]
Plus signs	Key combinations	Press and hold these keys simultaneously: [Ctrl]+[Alt]+[Del]

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Typographic Conventions in Code

Convention	Element	Example
Caps and lowercase	Oracle Forms triggers	When-Validate-Item
Lowercase	Column names, table names	SELECT last_name FROM s_emp;
	Passwords	DROP USER scott IDENTIFIED BY tiger ;
	PL/SQL objects	OG_ACTIVATE_LAYER (OG_GET_LAYER ('prod_pie_layer'))
Lowercase italic	Syntax variables	CREATE ROLE <i>role</i>
Uppercase	SQL commands and functions	SELECT userid FROM emp;

Typographic Conventions in Oracle Application Navigation Paths

This course uses simplified navigation paths, such as the following example, to direct you through Oracle Applications.

(N) Invoice > Entry > Invoice Batches Summary (M) Query > Find (B) Approve

This simplified path translates to the following:

1. (N) From the Navigator window, select **Invoice** then **Entry** then **Invoice Batches Summary**.
2. (M) From the menu, select **Query** then **Find**.
3. (B) Click the **Approve** button.

Notations:

(N) = Navigator

(M) = Menu

(T) = Tab

(B) = Button

(I) = Icon

(H) = Hyperlink

(ST) = Sub Tab

Typographical Conventions in Oracle Application Help System Paths

This course uses a “navigation path” convention to represent actions you perform to find pertinent information in the Oracle Applications Help System.

The following help navigation path, for example—

(Help) General Ledger > Journals > Enter Journals

— represents the following sequence of actions:

1. In the navigation frame of the help system window, expand the General Ledger entry.
2. Under the General Ledger entry, expand Journals.
3. Under Journals, select Enter Journals.
4. Review the Enter Journals topic that appears in the document frame of the help system window.

Order to Cash Lifecycle Overview

Chapter 1

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Order to Cash Lifecycle Overview

- Job Title*

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Order to Cash Lifecycle Overview

1

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Order to Cash Lifecycle Overview

Chapter 1 - Page 4

Objectives

Objectives

After completing this module you should be able to do the following:

- Describe the overall order to cash process from Order Entry through Bank Reconciliation
- Discuss the key areas in the Order to Cash Life Cycle
- Describe the integration between the applications

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Agenda

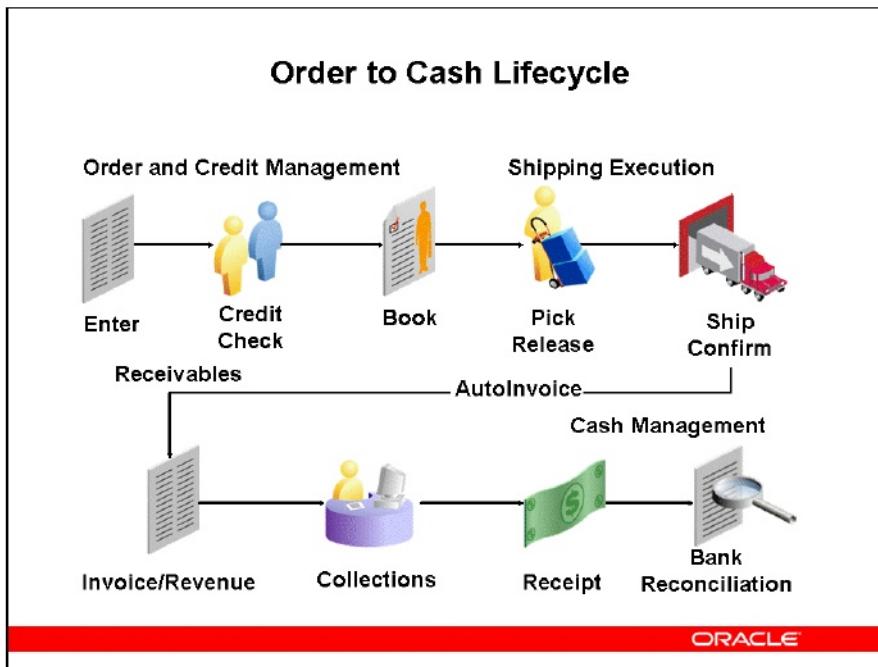
Agenda

- Describing the overall order to cash process from Order Entry through Bank Reconciliation
- Discussing the key areas in the Order to Cash Life Cycle
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Order to Cash Lifecycle



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Order to Cash Lifecycle

This graphic depicts the order to cash lifecycle flows: Order and Credit Management, Shipping Execution, AutoInvoice, and Cash Management.

The ordering process leads to the shipping of goods, followed by invoicing the customer and concluding with the receipt of payment and reconciling the bank statement.

In Order Management, the order is entered with information that includes the customer, ship-to, bill-to, payment terms, order type, price list, unit price, and warehouse. Then credit checks are performed, the order is booked, and the order proceeds through the workflow process. If the order is for a shipping item and the quantities are available, the process includes shipping execution.

In Shipping Execution, the order is pick released, which generates the move order. Once the item is brought from sub-Inventory into the staging area, it is ready to be placed on a shipping vehicle. After this, the ship confirm process is run.

AutoInvoice imports invoices, credit memos, and on-account credits from other systems into Oracle Receivables. In Receivables, invoices are printed and sent to the customer.

Revenue Recognition manages revenue processing. Advanced Collections manages the collection efforts until payment is received. The receipt is then posted in Receivables.

In Cash Management, the system pulls information from posted receipts and matches this information to the bank statements for reconciliation.

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Agenda

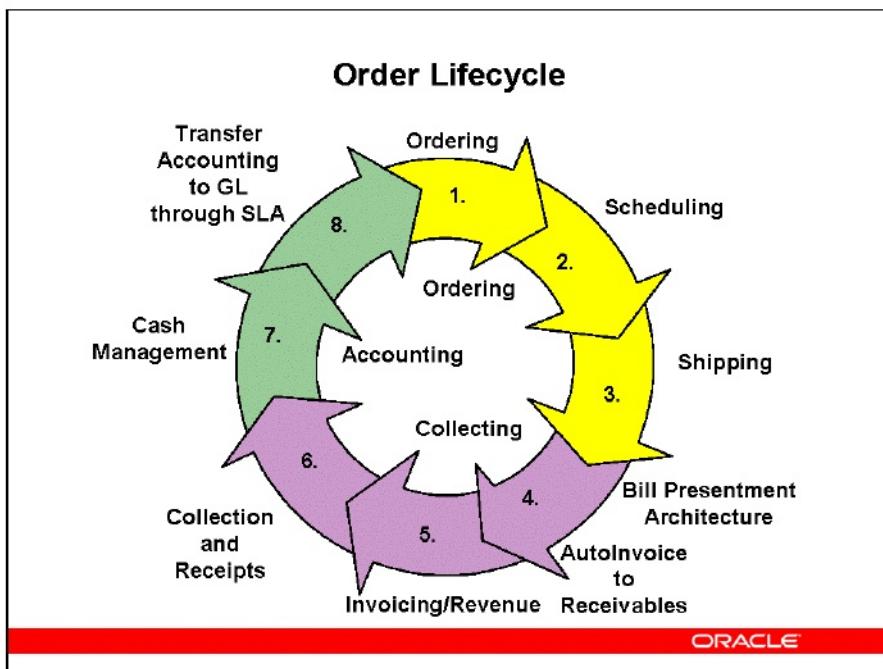
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- Describing the overall order to cash process from Order Entry through Bank Reconciliation
- **Discussing the key areas in the Order to Cash Life Cycle**
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Order Lifecycle



Order Lifecycle

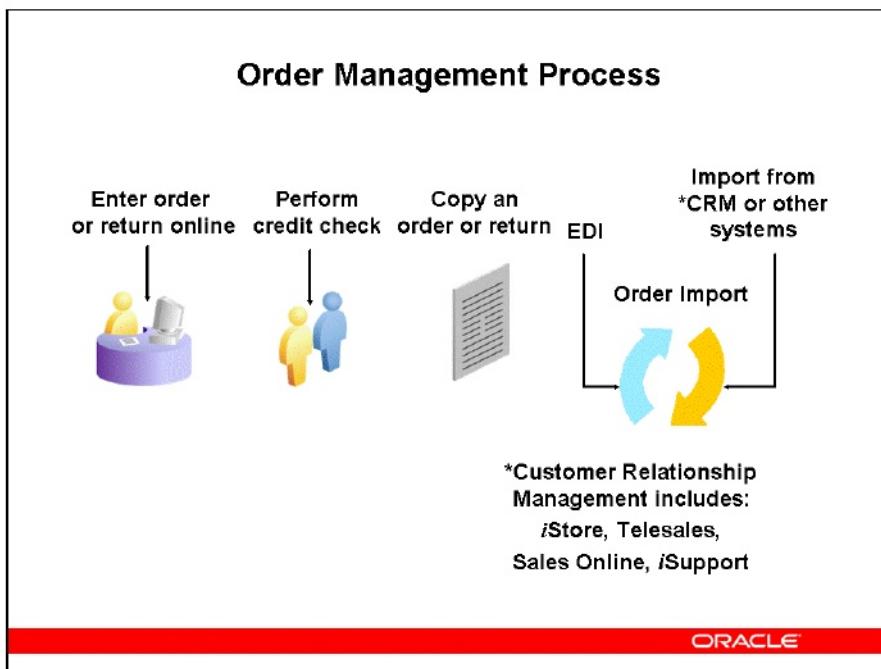
This graphic depicts the order management lifecycle flows.

Ordering: Entering the order, pricing the order, reviewing credit if the order exceeds the credit limit, booking the order, scheduling (which can include checking ATP, placing demand, and reserving on-hand inventory), running pick release, and shipping the order.

Collecting: Running AutoInvoice, generating invoices and subledger accounting entries, recognizing revenue, collecting payments, and entering receipt of payments.

Accounting: Receipt information is available for use by Cash Management to reconcile the bank statement and to transfer subledger accounting entries to General Ledger.

Order Management Process



Order Management Process

This graphic depicts the order management process flow.

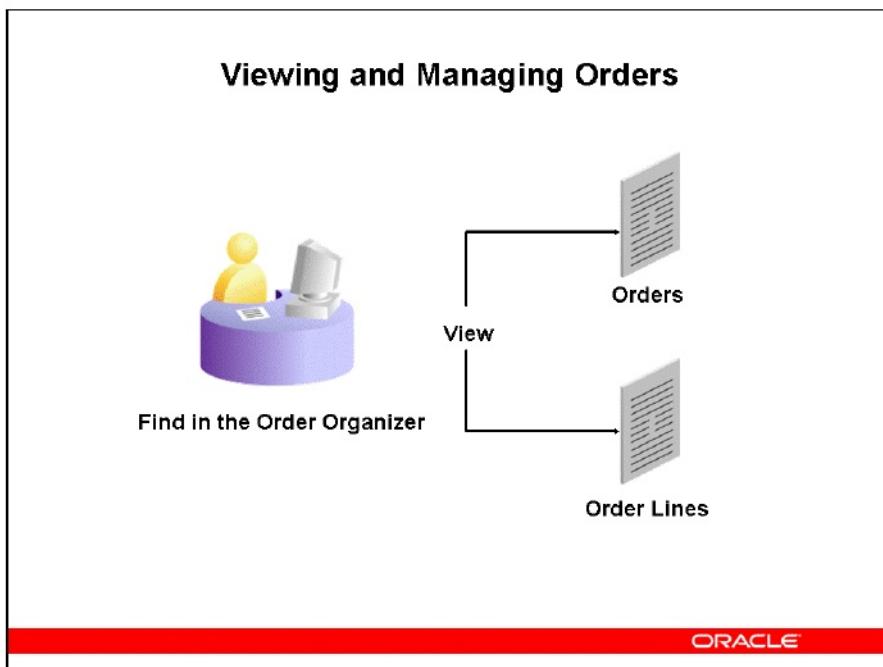
Orders can be created from a number of different sources. You can create new orders by entering the information or by copying existing orders. You can also bring orders in from EDI, CRM, and other interfaces.

Credit Management also performs a credit check on the customer, according to your credit management setups.

See: *Chapter 7, Credit Management* for information about setting up for credit management.

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Viewing and Managing Orders

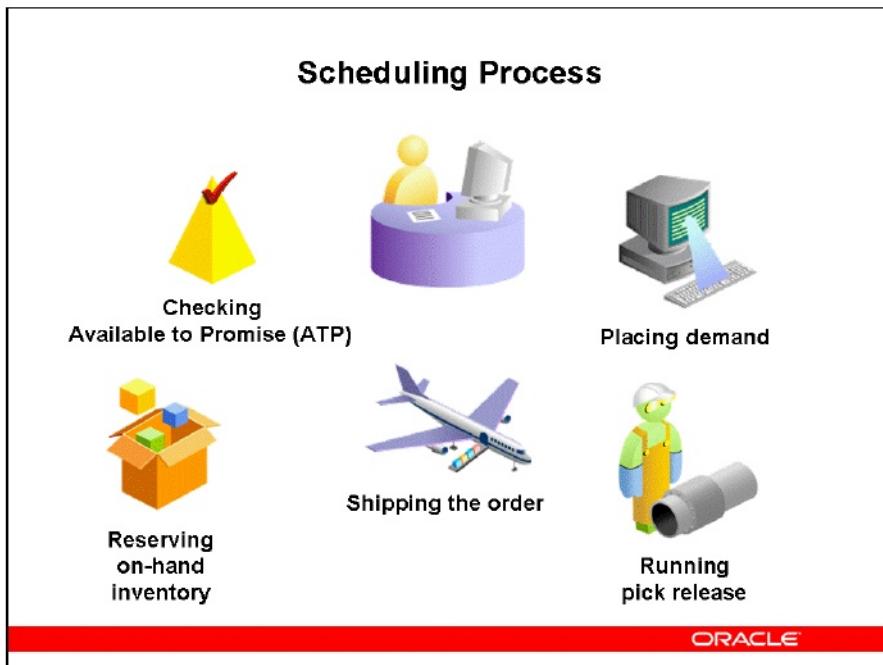


Viewing and Managing Orders

Once orders are in the system, you can view them from different sources. Then you can manage the orders and order lines by applying holds, removing holds, entering individual or mass changes, creating copies, or making cancellations.

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Scheduling Process

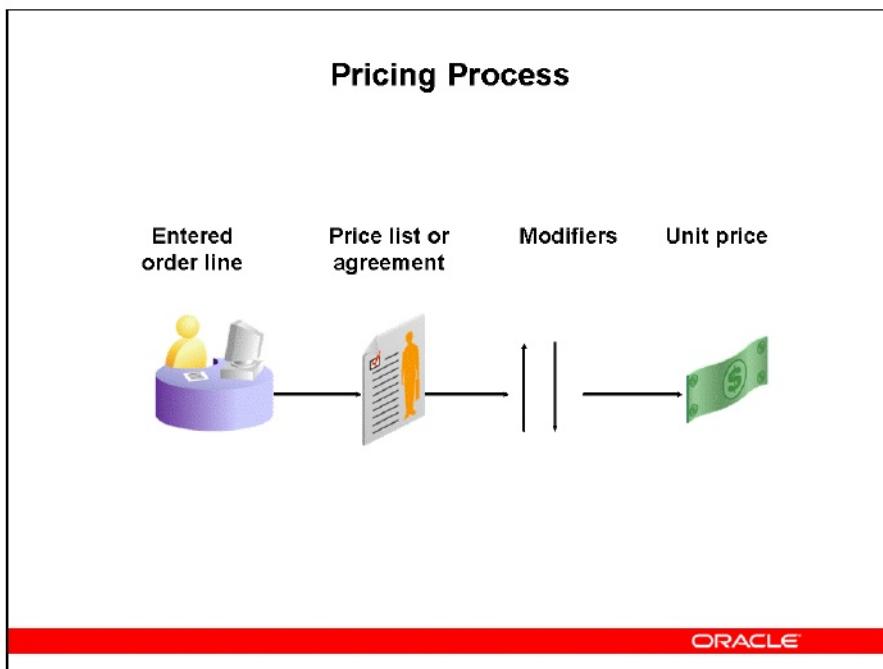


Scheduling Process

This graphic depicts the scheduling process flow.

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Pricing Process



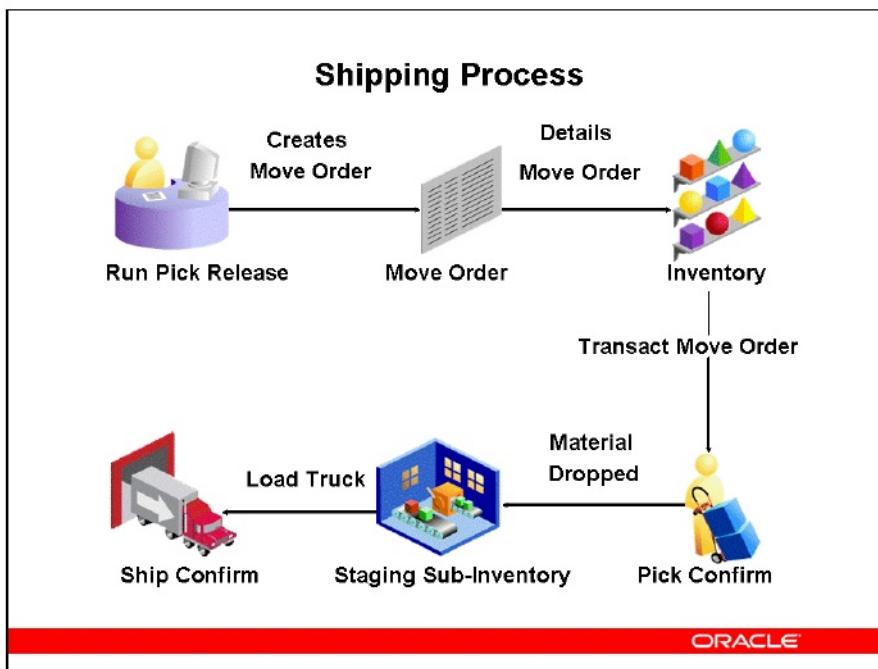
Pricing Process

This graphic depicts the pricing process flow.

The pricing engine supplies the initial unit price from a price list or customer agreement. It will also apply any modifiers for which the order qualifies. Modifiers can either raise or lower the initial unit price. They can be set to be applied manually or automatically. They can also be set to be applied only after certain events, like saving, booking, or shipping.

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Shipping Process



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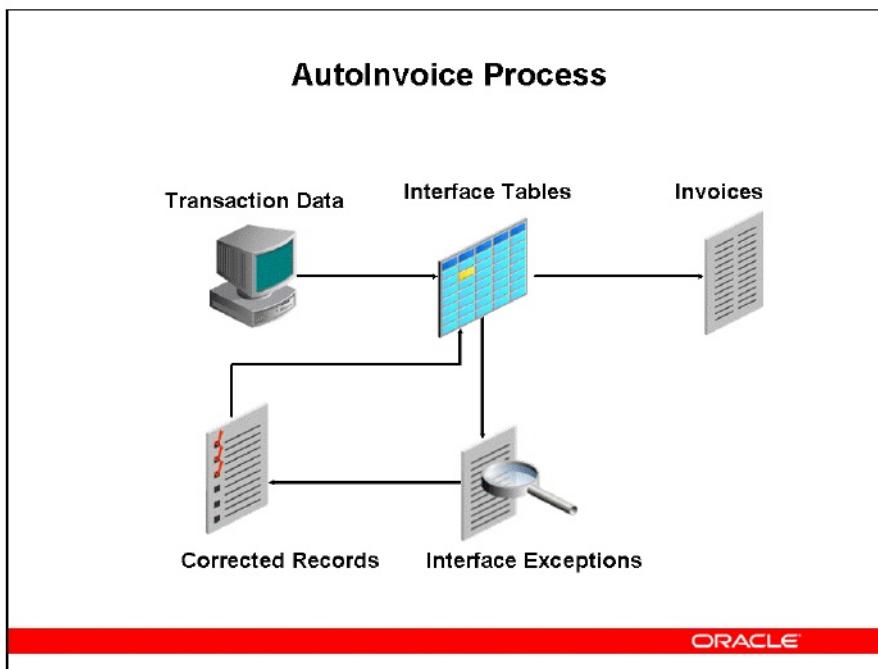
Shipping Process

This graphic depicts the shipping process flow.

When the item is ready, it is pick released:

- This creates the move order, which can automatically detail where to get the item.
- The items are brought from Inventory to the staging area.
- The pick confirmation process in the system can automatically occur when you run pick release.
- Once the items are loaded on the truck from the staging area, you can run the ship confirm process.
- When you run the ship confirm process, the system can decrement Inventory and update the sales order.
- The information can then be transferred through AutoInvoice to Receivables for invoicing the customer.

AutoInvoice Process



AutoInvoice Process

This graphic depicts the AutoInvoicing process flow.

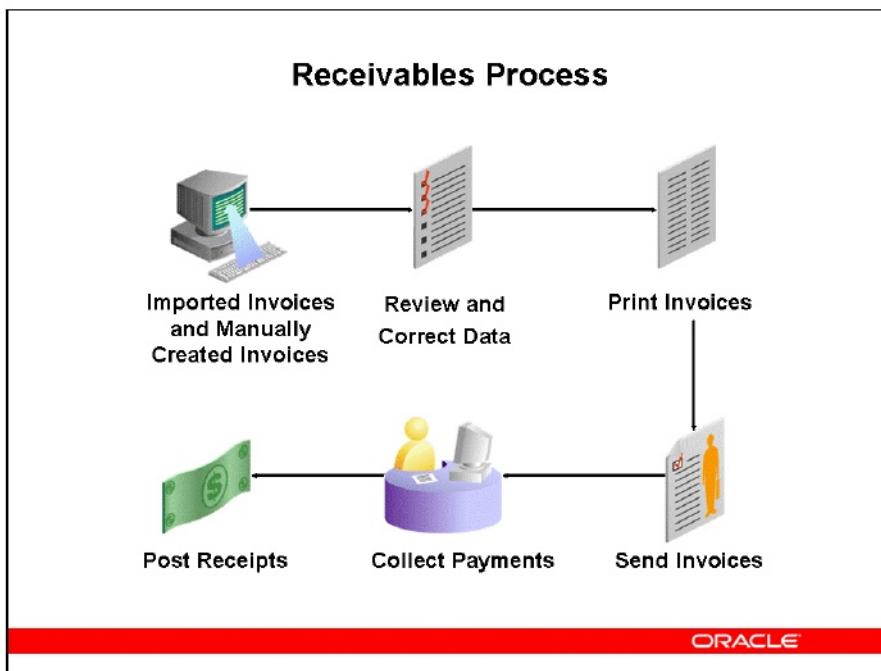
Transaction data can originate from Oracle applications and legacy systems.

When the data is brought into the Interface Tables, errors are sent to the Interface Exceptions Table where they can be corrected. Once the lines are corrected, AutoInvoice can be rerun and invoices created from the corrected lines.

Corrected data is sent to Receivables through the AutoInvoice program; this includes corrected data for debit memos, credit memos, and invoices.

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Receivables Process

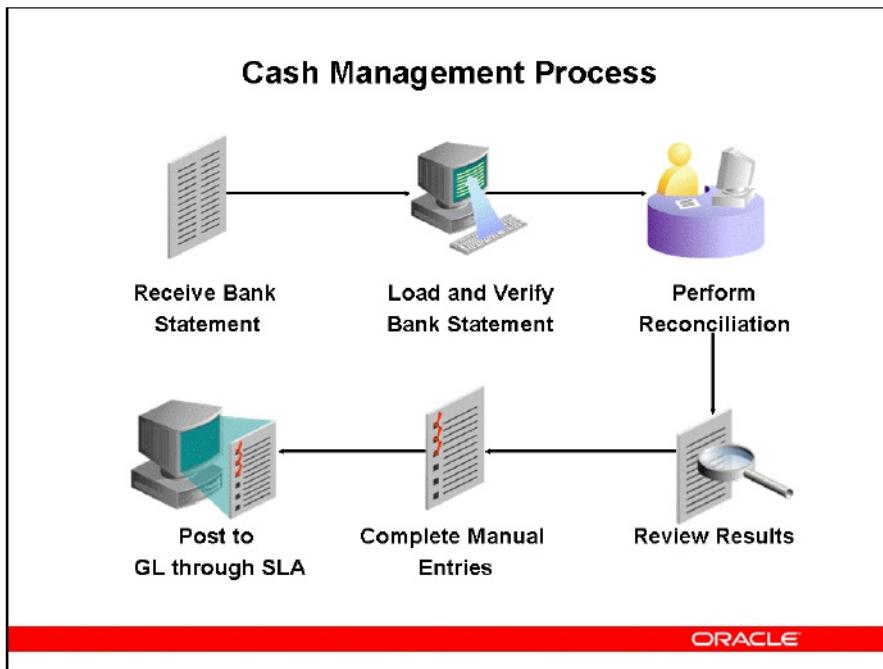


Receivables Process

This graphic depicts the cash management process flow.

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Cash Management Process



Cash Management Process

This graphic depicts the cash management process flow.

The final step of the process is to transfer subledger accounting entries and post entries to General Ledger. The entries travel from Cash Management to Receivables subledger accounting to General Ledger.

See: *Appendix A: Bank Reconciliation* for information about Cash Management and bank reconciliation of Receivables transactions.

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Agenda

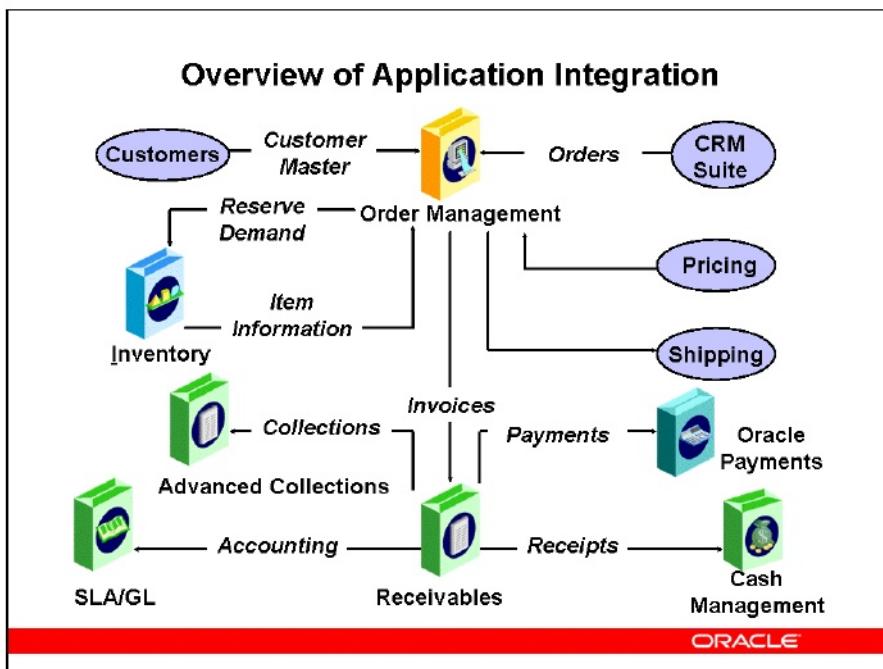
Agenda

- Describing the overall order to cash process from Order Entry through Bank Reconciliation
- Discussing the key areas in the Order to Cash Life Cycle
- **Describing the integration between the applications**

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Overview of Application Integration



Overview of Application Integration

Order Management receives customer information from the Customer Master, which can supply default information into the sales order.

Orders may come in directly from the CRM suite of applications.

Order Management uses credit limits set by Credit Management to determine if the order should be released or placed on credit hold for review.

Once the order has been booked, information can flow to the Shipping application if it is a shippable item.

Inventory supplies item information for the sales order and receives reservation and demand information.

Pricing supplies information for the list price and any modifiers to apply against the list price.

Order Management then sends information to Receivables through AutoInvoice. The invoices are then printed in Receivables and sent to the customer for payment. Receivables Revenue Recognition manages revenue processing.

Advanced Collections manages the collection efforts. Oracle Payments manages the processing of customer payment.

The Create Accounting program generates subledger accounting entries in Receivables. Accounting information is sent from the Receivables subledgers to the General Ledger.

Receipt information can be accessed by Cash Management in order to reconcile bank statements.

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Order to Cash Lifecycle Overview

Chapter 1 - Page 21

Quiz

Quiz

In the Order-to-Cash lifecycle, Oracle Cash Management collects the payments for customer invoices and posts the receipts.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is “Advanced Collections manages the collection efforts until payment is received. The receipt is then posted in Receivables. Cash Management pulls the information from posted receipts and matches this information to the bank statements for reconciliation”.

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Quiz

Quiz

Which of these steps are in the correct order in the Shipping Process?

1. Move order is created.
2. Items are bought from the Inventory to the staging area.
3. Inventory is decremented and sales order is updated.
4. Items are loaded and ship confirm process is run.

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Answers: 1, 2

Quiz Specifications

- The correct answer is “The step **Items are first loaded and the ship confirm process is run** comes before the **inventory is decremented and the sales order is updated**”.

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Quiz

Quiz

AutoInvoicing is part of the Accounting phase in the Order lifecycle.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is “AutoInvoicing is part of the Collecting phase in the Order lifecycle”.

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Quiz

Quiz

Which of these statements are incorrect?

1. Order Management send information to Receivables through AutoInvoicing
2. Advanced Collections manages the collection efforts
3. Oracle Payments handle revenue processing
4. Accounting information is sent from Receivables to General Ledger

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Answers: 3

Quiz Specifications

- The correct answer is “Receivables Revenue recognition program handles revenue processing”.

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Summary

Summary

After completing this module you should be able to:

- Describe the overall order to cash process from Order Entry through Bank Reconciliation
- Discuss the key areas in the Order to Cash Life Cycle
- Describe the integration between the applications

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Overview of Oracle Receivables Process

Chapter 2

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Overview of Oracle Receivables Process

Chapter 2 - Page 1

Overview of Oracle Receivables Process



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Overview of Oracle Receivables Process

Chapter 2 - Page 3

Objectives

Objectives

After completing this module you should be able to do the following:

- Explain where the Receivables process is positioned within the Order to Cash Life Cycle
- Describe the overall Receivables process
- Discuss the key areas in the Receivables process
- Discuss Advanced Collections and iReceivables

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Agenda

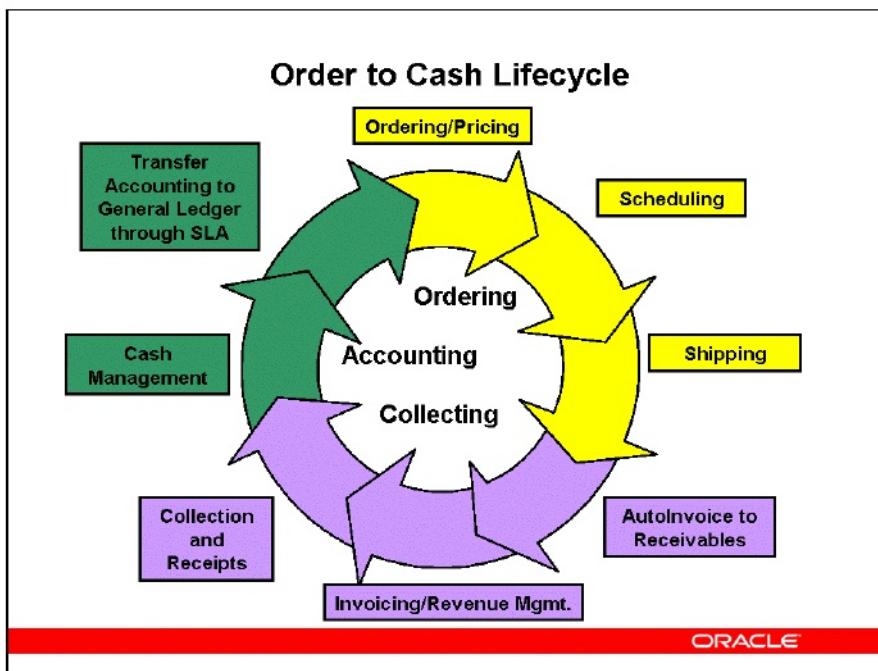
Agenda

- Describing the Order to Cash Life Cycle
- Describing the overall Receivables process
- Discussing the key areas in the Receivables process
- Discussing Advanced Collections and iReceivables

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Order to Cash Lifecycle

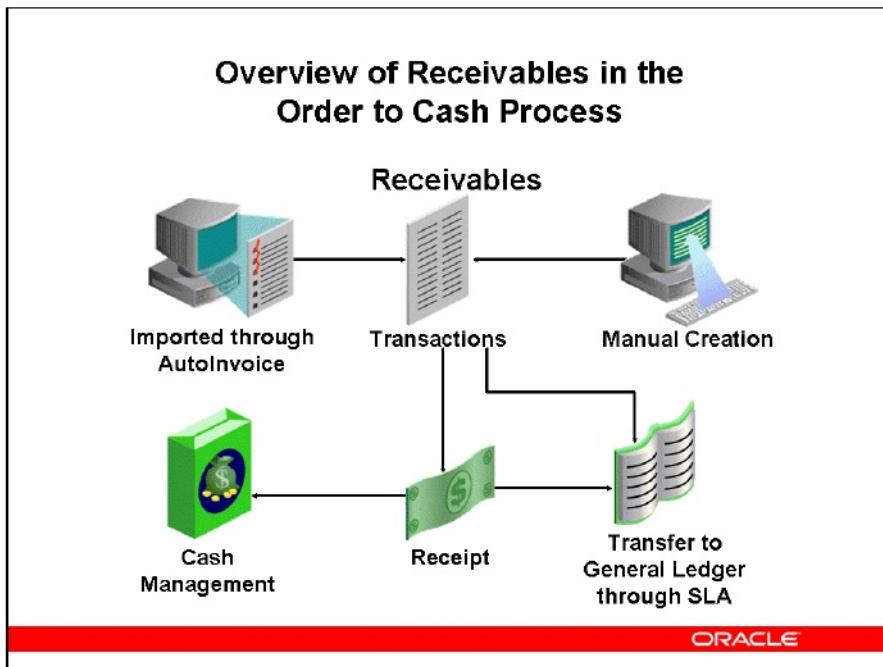


Order to Cash Lifecycle

This graphic depicts how the order to cash life cycle flows clockwise through three phases: Ordering, Collecting, and Accounting. Ordering phase includes ordering/pricing, scheduling, and shipping; Collecting phase includes AutoInvoice to Receivables, Invoicing/Revenue Management, and Collection and Receipts; and Accounting phase includes Cash Management and Transfer Accounting to GL through SLA.

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Overview of Receivables in the Order to Cash Process



Overview of Receivables in the Order to Cash Process

This graphic depicts the order to cash process flow.

Receivables can generate transactions from data imported using AutoInvoice from Oracle Order Management, Oracle Projects, Oracle Service, Oracle Leasing, and legacy systems. You can also create transactions manually in the Receivables application.

After the transaction is completed, it is ready for transfer to General Ledger through subledger accounting. Receipts entered and remitted against a transaction are available to Cash Management to reconcile bank statements. Receipts are available for transfer to General Ledger through subledger accounting after they are entered and saved.

Any open receivables are available for collection activity by Advanced Collections.

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Agenda

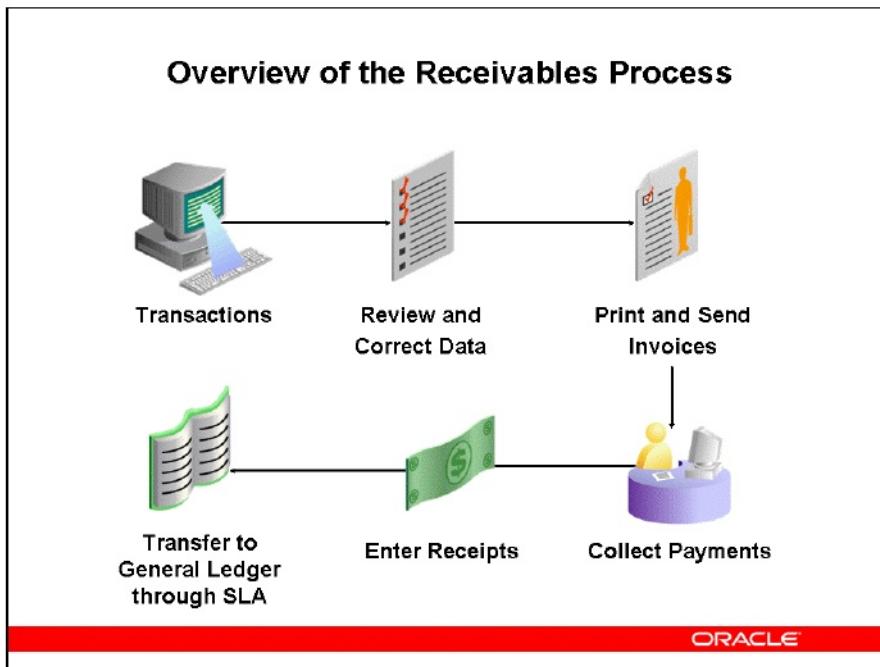
Agenda

- Describing the Order to Cash Life Cycle
- **Describing the overall Receivables process**
- Discussing the key areas in the Receivables process
- Discussing Advanced Collections and iReceivables

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Overview of the Receivables Process



Overview of the Receivables Process

This graphic depicts the Receivables process flow.

Transactions are created either by importing them or by manually creating them. Transactions can be reviewed and corrected before completion. Once completed, transactions are ready to print and send to the customer for payment.

Set the system option Allow Changes to Printed Transactions to allow for the correction of printed transactions. Alternatively, make corrections by issuing debit memos or credit memos (as required).

Transactions sent out for payment then go through the collections process. Once collected, the receipts are entered and applied. Once completed, the subledger accounting engine transfers transaction accounting to General Ledger. Receipt accounting can be transferred to General Ledger through subledger accounting once the receipts are entered and saved.

Note: Transfer to General Ledger through subledger accounting can take place at any time for completed transactions. You do not have to wait until you get a receipt, or print and send invoices.

Overview of Receivables Integration

Overview of Receivables Integration

Oracle Receivables integrates with the following

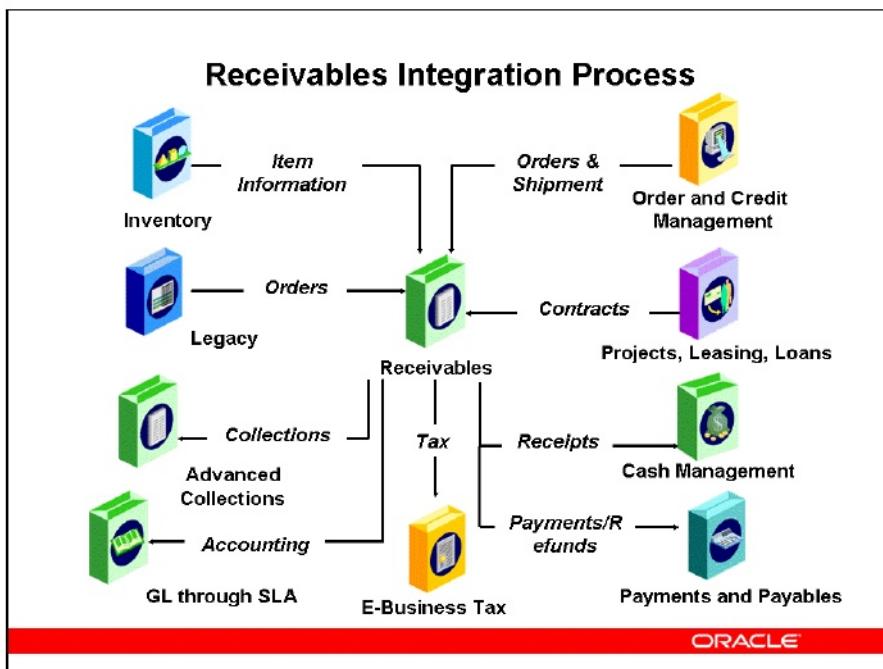
Oracle products:

- Approvals Management
- Bill Presentment Architecture
- Cash Management
- Advanced Collections
- Service Contracts
- Credit Management
- Subledger Accounting
- General Ledger
- Payables
- E-Business Tax
- Payments
- iReceivables
- Incentive Compensation
- Lease Management
- Loans
- Order Management
- Projects
- Property Manager
- Trade Management
- Workflow

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Receivables Integration Process



Receivables Integration Process

This graphic depicts the Receivables integration process flow.

Inventory item information is available to Receivables for any manually created transactions, although no inventory is decremented from any transactions created or modified in Receivables. Transactions can be created by importing data from Order Management (which may include orders from the CRM Suite of products), Projects, other Oracle applications, and legacy systems.

E-Business Tax calculates the tax on transactions and manages tax content for reporting purposes. The subledger accounting engine generates subledger accounting entries in Receivables and transfers these accounting entries to General Ledger.

Receipts are available for bank reconciliation in Cash Management. Advanced Collections manages the collection efforts. Oracle Payments manages all automatic payment methods, including credit cards and ACH payments. Payables manages part of the refund and netting processes.

Once collected, the receipts are entered and applied. The accounting for Receivables transactions can be transferred to General Ledger through subledger accounting once transactions are completed. Receipt accounting can be transferred once receipts are entered and saved.

Agenda

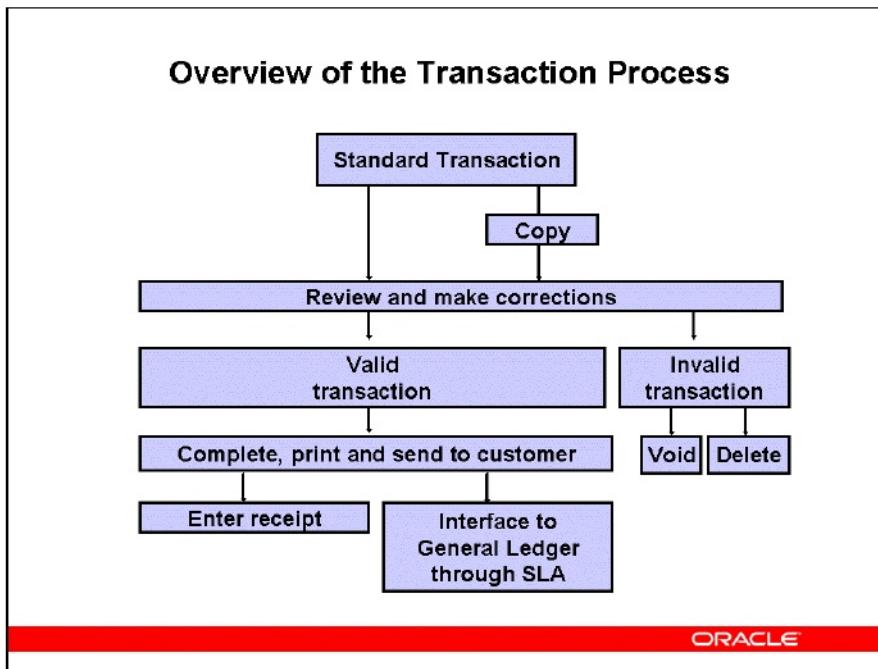
Agenda

- Describing the Order to Cash Life Cycle
- Describing the overall Receivables process
- **Discussing the key areas in the Receivables process**
- Discussing Advanced Collections and iReceivables

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Overview of the Transaction Process



Overview of the Transaction Process

This graphic depicts the transaction process flow.

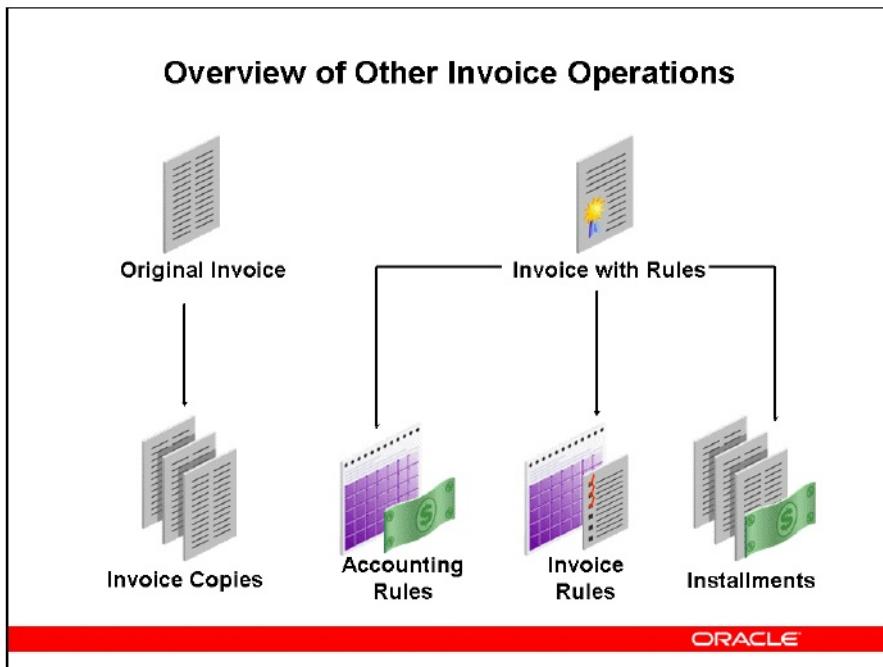
Standard transactions include Invoices, Adjustments, Credit Memos, and Debit Memos.

Standard transactions can be copied in Receivables. A standard transaction follows the path of being reviewed, corrected, completed, printed, and sent to the customer.

A receipt is entered against the transaction. Receivables accounting information is transferred to General Ledger through subledger accounting after the transaction is completed.

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Overview of Other Invoice Operations



Overview of Other Invoice Operations

You can use an invoice to make copies. Use invoice copies, for example, for invoices which recur with the same content over a given period of time.

Invoices can be created with or without rules. Invoices with rules can be imported or manually created. The accounting rule indicates when revenue recognition should take place. The invoicing rule indicates whether to bill in advance (the first period) or to bill in arrears (the last period).

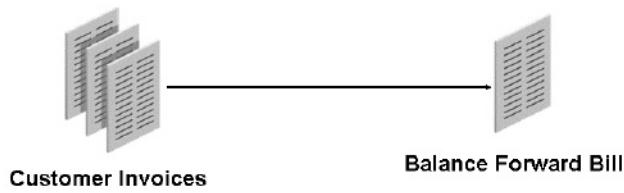
You can let your customers make invoice payments in multiple installments by setting up a *split payment term*. When you assign a split payment term to an invoice, Receivables automatically creates the payment schedules based on the invoice date and the payment terms that you define. For example, your split payment term might specify that 40 percent of the invoice is due 30 days after the invoice date, and the remainder due 60 days after the invoice date.

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Overview of Other Invoice Operations

Overview of Other Invoice Operations

Balance Forward Billing



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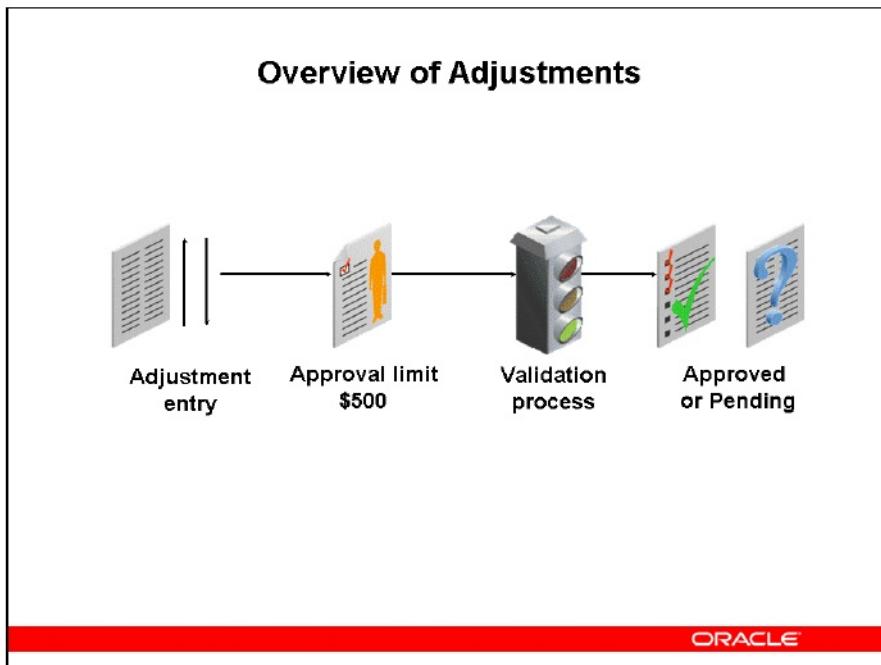
Overview of Other Invoice Operations

Balance Forward Billing

Instead of sending a separate invoice for each transaction, you can also send one consolidated bill to a customer using balance forward billing. A balance forward bill includes all of a customer's transactions (with balance forward billing payment terms) for the billing period and any balance carried forward from the previous billing period. You can generate balance forward bills consolidated at either the customer account or site level, depending on whether you selected account or site as the bill level in the customer profile class and account profile. You can also include calculation of late charges on customer invoices and consolidated bills, according to your late charge policy.

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Overview of Adjustments



Overview of Adjustments

Adjustments are entered into the system and proceed through a validation process before being approved. Adjustments can increase or decrease the remaining balance. Each user can have a different approval limit. If the adjustment is within the approval limit, it is automatically approved. If it exceeds the approval limit, it is placed in a pending status until approved by a user with the appropriate approval limit.

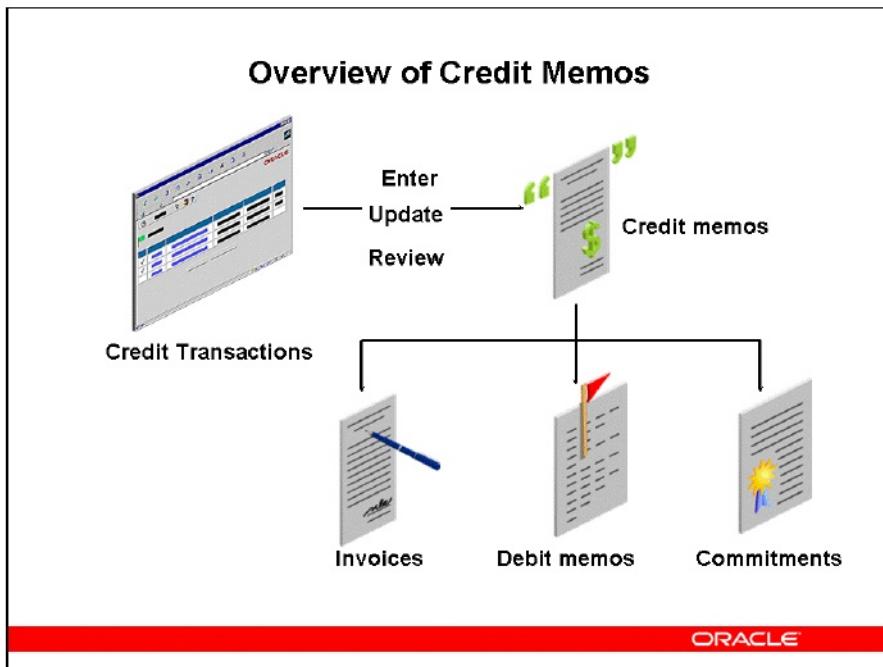
You can create adjustments for late charges, according to your late charge policy. If you have both overdue interest and penalty charges on an invoice, there will be one adjustment for the interest charges and another adjustment for the penalty charges.

Note: If the transaction type is Interest Invoice or Debit Memo, then any overdue interest, late charges, and penalty fees appear as separate lines on the transaction. If the transaction type is Adjustment, then this adjustment appears as a line on the invoice without detailed breakdown.

Manual adjustments are created against one transaction. You select the transaction you want to be adjusted.

Automatic adjustments can be made against a group of transactions. You set criteria options to limit which transactions are selected by the system to be adjusted.

Overview of Credit Memos



Overview of Credit Memos

You create credit memos to reduce the balance due on a transaction. You can create standalone credit memos as well as credit memos applied to invoices.

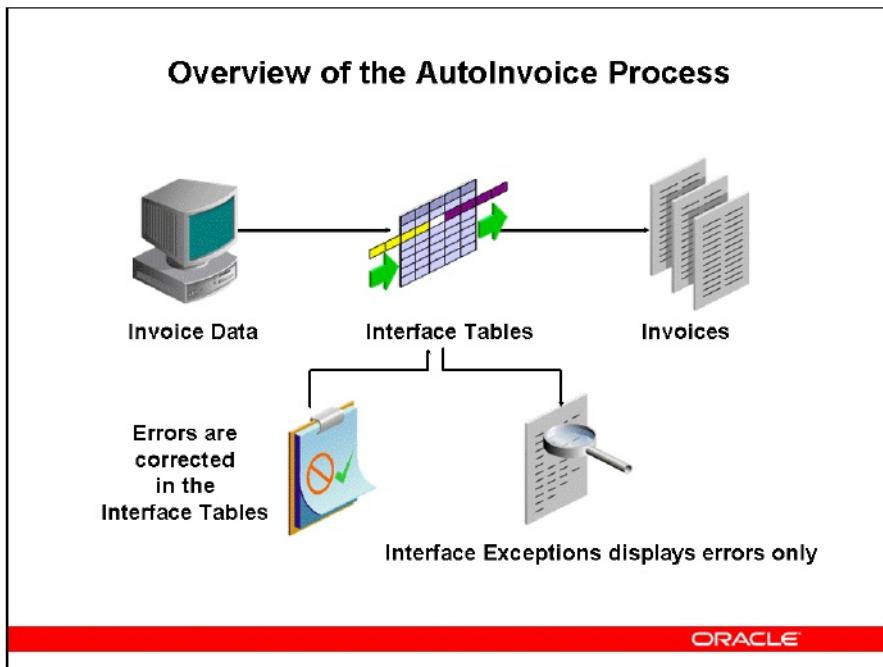
Credit memo requests can come from a customer through iReceivables, or from a collection agent through Advanced Collections.

You use the Credit Transactions UI to enter, update, and review credit memos against specific invoices, debit memos, or commitments.

When you credit a transaction, the subledger accounting engine creates the appropriate Receivables accounting entries and reverses any sales credit assigned to your salespeople. You can credit an entire invoice or specific invoice lines. You can also credit freight for an entire invoice or only for specific invoice lines. You can delete an incomplete credit memo if the system option Allow Invoice Deletion is set to Yes.

A transaction must be complete before you can create a credit memo against it.

Overview of the AutoInvoice Process



Overview of the AutoInvoice Process

Invoice data can be sourced from a number of locations, including Order Management, Projects, Contracts, and legacy systems.

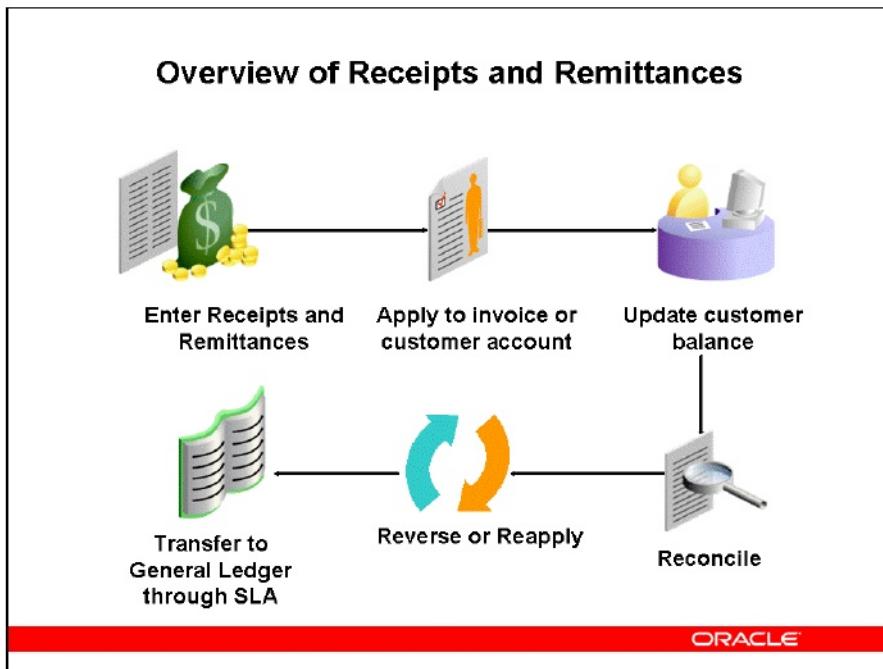
When the data is brought into the interface tables, error messages are displayed in the interface exceptions table.

Corrected data gets pushed into Receivables as invoices.

AutoInvoice Exceptions: Errors are sent to the interface exceptions table. Errors can be corrected in the source system or directly in the interface exceptions table. Once corrected, transaction lines can be resubmitted through AutoInvoice.

Note: Best practice is to correct errors in the source system of the transaction.

Overview of Receipts and Remittances



Overview of Receipts and Remittances

This graphic depicts the receipts and remittances process flow.

Receipts can be entered in one of three ways:

- Manual: Which includes cash and miscellaneous receipts.
- QuickCash: Which includes cash and AutoLockbox.
- Automatic: Which includes credit cards, direct debits, and ACH bank account transfers.

Remittances are a group of receipts remitted to the same bank and bank account, similar to bank deposit tickets.

Receipts that are applied to an invoice or customer account can be reversed or reapplied at any time as long as they have not been purged from the system.

Note: Once entered and saved, the receipt information can be transferred to General Ledger through subledger accounting. The receipts do not have to be reconciled or applied to an invoice.

Agenda

Agenda

- Describing the Order to Cash Life Cycle
- Describing the overall Receivables process
- Discussing the key areas in the Receivables process
- Discussing Advanced Collections and iReceivables

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Overview of Advanced Collections



Overview of Advanced Collections

This graphic depicts the Oracle Advanced Collections process flow for collections.

Use Advanced Collections to manage the entire collections process:

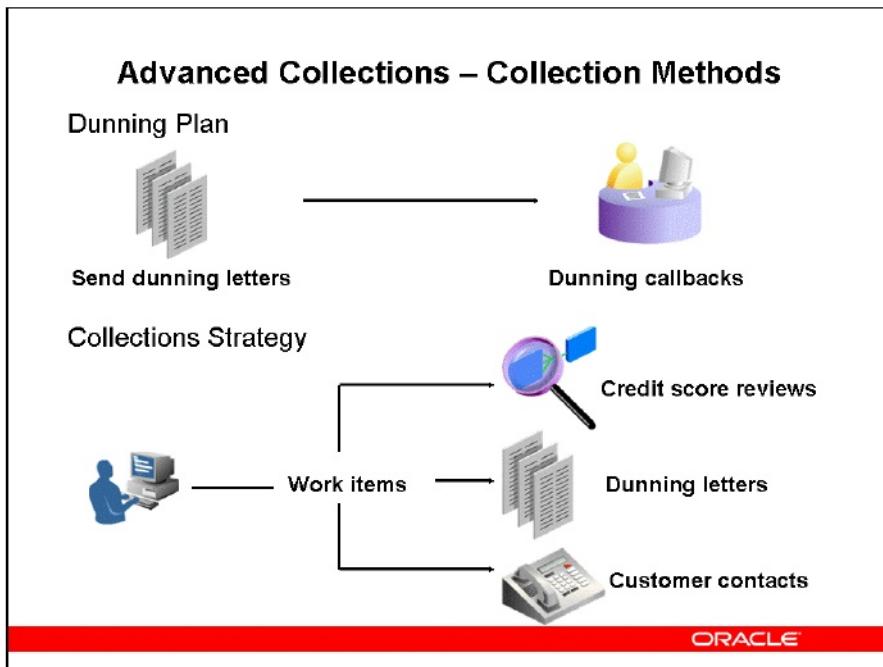
- Identify past due items by reviewing delinquency information.
- Review collection information by customer, account, bill to location, or specific transaction; review individual customer collection scores.
- Use the Collector's Work Queue to review and carry out actionable work assigned to or owned by each collections agent. This work is automatically pushed to the agent as part of the automated collections management flow.
- Implement your collection method—Dunning Plan or Collections Strategy—and contact the customer by sending statements and dunning letters or by making a telephone call.
- Record the customer contact activity.
- Accept payments from customers by any of these methods and applications:
 - Oracle Payments: Credit card or electronic funds transfer.
 - Receivables: Lockbox process.
 - iReceivables: Customer self-service payments.
 - Advanced Collections: Promise to pay or payments from customers.

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- Submit payment disputes for research and approval.
- Submit adjustments for processing in Receivables.

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Advanced Collections – Collection Methods



Advanced Collections – Collection Methods

Advanced Collections supports two collection methods: dunning plans and collections strategies.

- **Dunning Plan** – The dunning plan is the traditional method to use to notify a delinquent customer about an unpaid balance. Advanced Collections provides the ability to send dunning letters through fax, email, or printed letter. Additionally, Advanced Collections can use the customer's collections score and the oldest aged invoice to determine the content and delivery method of the dunning notice. If payment is not made within a specified period of time, Advanced Collections can automatically assign a 'dunning callback' to a collector as an action item.
- **Collections Strategy** – The collection strategy collections method supports more complex means of contacting and managing customers about their receivables situation. Collections strategies consist of one or more *work items*, which are actions performed by either the system (send a reminder letter) or the collector (call this customer). Work items are timed to be executed serially. Strategies are based on collections scores, in order that different strategies can be used for customers with 'good' or 'bad' value scores. Collections strategies can also be used to alert pre-delinquent customers about a pending payment.

Note: Unless a deploying organization has no need to do anything more complex than simple dunning, the best practice recommendation is to use collections strategies. This allows for flexibility as the organization changes in the future.

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Oracle iReceivables

Oracle iReceivables

Oracle iReceivables is an Internet-based, self-service account management application.

Oracle iReceivables:

- Lets a company's customers access their accounts online using a standard web browser
- Helps reduce the cost of billing and collections



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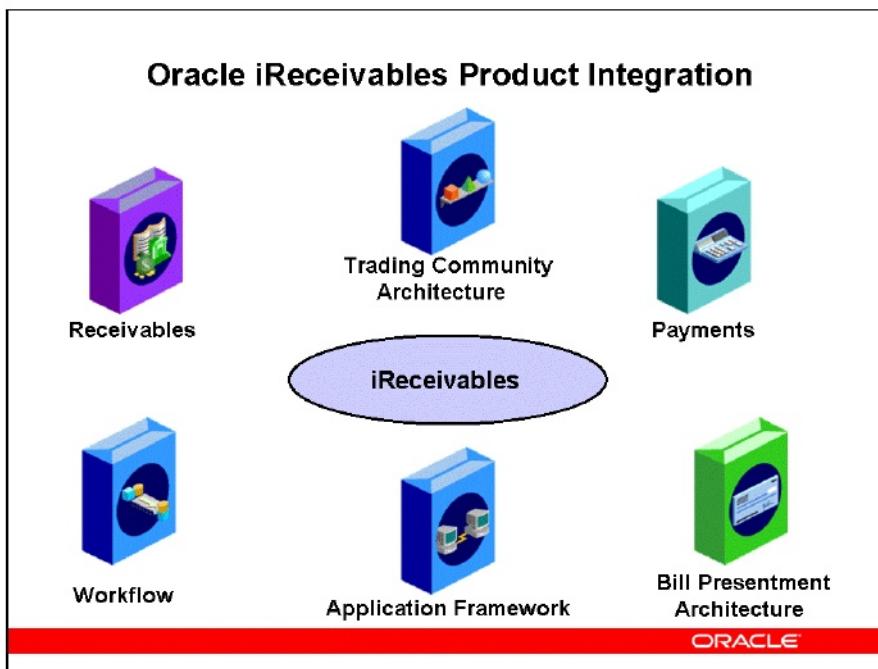
Oracle iReceivables

With Oracle iReceivables, customers can perform extensive inquiries, dispute bills, pay invoices, and review account balances. Bill disputes are automatically routed and processed, eliminating the need for intermediaries or paper-based claims management. This provides opportunities for companies to save money, reduce processing time, and improve customer service.

All transactions accessible through Oracle iReceivables are protected by Oracle's standard Self-Service Web applications security.

The intuitive user interface provides users with simple and effective access to Receivables data. The practical, Web-based look and feel is consistent with other Oracle Self-Service applications, and offers distinct navigation indicators and step-by-step process flow.

Oracle iReceivables Product Integration



Oracle iReceivables Product Integration

Oracle Receivables

- Oracle iReceivables integrates with Oracle Receivables to provide real-time account access, for review of both account information and individual transaction status and details.

Oracle Trading Community Architecture (TCA)

- Oracle iReceivables integrates with Oracle Trading Community Architecture to provide access to customer information. TCA is a single source of truth for customer information and for avoiding customer duplication through the use of data quality management tools.

Oracle Payments

- Oracle iReceivables integrates with Oracle Payments to enable online payment application and processing.

Oracle Workflow

- Oracle iReceivables integrates with Oracle Workflow to provide automated credit memo and multi-print processing.

Oracle Applications Framework

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- Oracle iReceivables integrates with Oracle Applications Framework to enable personalized display of account information.

Oracle Bill Presentment Architecture

- Oracle iReceivables integrates with Bill Presentment Architecture for customizable bill presentment templates.

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Overview of Oracle iReceivables Features

Overview of Oracle iReceivables Features

- Anonymous User Login
- One-Time Credit Card Payment
- Service Charge
- Pay All Open Invoices
- Multi-Pay
- Multi-Print
- Custom Transaction Search
- Custom Customer Search
- Display of Descriptive Flexfields
- Export
- Commitment Balance
- Duplicate Dispute Warning
- Attachment

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Overview of Oracle iReceivables Features

Anonymous User Login

- The Anonymous User Login feature allows external customers to log in by entering just an account number. Customers can access their customer account data without having to register for a username and password. Companies can customize this feature to take the users directly to the page they need to access the most, for example, the Account Details page or the Home page.

One-Time Credit Card Payment

- The One-Time Credit Card Payment feature allows customers to make payments by credit card on a one-time basis. The credit card information entered by customers is immediately passed on for payment processing. After payment processing, the credit card information is masked both in the database and on the payment page.

Service Charge

- Using this feature, companies can apply service or convenience charges to the customer payments made in Oracle Receivables. Oracle Receivables records the service charge payment adjustment in Oracle Receivable. If companies incur additional costs, companies can transfer these costs to their customers by applying service charges to the customer payments.

Pay All Open Invoices

- With this feature, customers can pay all their open invoices at the same time. This feature expedites the payment process especially for those customers who have a limited number of bills. For example, a patient may have only two or three health care bills outstanding. The patient can just log in to Oracle iReceivables and pay all of them with one click.

Multi-Pay

- The Multi-Pay feature allows the customer to select multiple invoices and pay all of them at once using credit card or bank account transfer. The selected invoices will be paid by one receipt and the receipt will record multiple applications to the paid invoices.

Multi-Print

- The Multi-Print feature allows customers to select multiple invoices and print all of them at once. The print format is defined in Oracle Receivables, including PDF, HTML, text, XML, PostScript, and others. Once the print job is completed, the customers will receive an e-mail notification containing the print request ID. Customers can enter the print request ID in the Home page to retrieve the printed documents.

Custom Transaction Search

- Using the Custom Transaction Search feature, companies can add their own custom search-by attributes for transaction search in the Account Details page. For example, a shipping company can allow its customers to search transactions by shipping attributes such as service contract number or container number, in addition to the seeded search attributes in Oracle iReceivables.

Custom Customer Search

- With the Custom Customer Search feature, companies can add their own custom search-by attributes to search for customer accounts in the Customer Search page. The customized search attributes can be added to the Search By choice lists. External customers can use these extended attributes to search for transactions and their accounts in the Customer Search page.

Display of Descriptive Flexfields

- This feature allows external customers to view descriptive flexfields in multiple pages in Oracle iReceivables, including the Account Details, Invoice, and Payment pages. The Account Details page displays transaction-specific descriptive flexfields. The Invoice and Payment pages display invoice line-specific descriptive flexfields. The Payment page displays receipt-specific descriptive flexfields. Display of descriptive flexfields has multiple benefits. First, companies can customize flexfields to store more transaction-specific information. Secondly, customers can view such information through flexfields displayed in Oracle iReceivables. For example, an airline company can display additional flight information associated with airline charges, such as flight number, arrival time, and departure time. This will help customers to recognize the charges more easily. As a result, the customers will pay their invoices faster.

Export

- The Export feature allows customers to export columns from the Account Details page in comma delimited format. Customers can also export the columns Invoice, Debit Memo, Deposit, Chargeback, Credit Memo, Payment, and Credit Request pages. After

exporting the data, customers will be able to open up this data in other applications,

Commitment Balance

- Commitment or deposit is a common business practice for many companies. A customer makes a prepayment, which is recorded as a commitment or deposit in Oracle Receivables. The customer can then draw on this commitment as a line of credit to pay for purchases. When such a purchase is made, the company creates an invoice against the commitment and the commitment balance is decremented accordingly. Oracle iReceivables allows customers to view online their commitment details, the invoices applied against their commitment, and the commitment balance.

Attachment

- The Attachment feature allows external customers to view and create attachments in the Account Details and Invoice pages. With this feature, customers can easily view existing attachments or add new attachments online. This enriches the information available to both customers and internal staff, such as AR, collections, or customer service

representatives. As a result, companies can interact with their customers in a more informed fashion. For example, let's say a customer wants to dispute an invoice because the invoice data is inconsistent with the original purchase order. In this case, the customer can attach the purchase order image to the invoice, and then make a note in the dispute page to ask the collector to review this attachment. The collector, after receiving the dispute, can review the attached purchase order and approve the dispute right away, without having to ask the customer to e-mail or fax the purchase order. This saves time for both parties and helps to resolve the dispute more quickly.

Quiz

Quiz

You can correct the transactions once they are printed.

1. True
2. False

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Answers: 1

Quiz Specifications

- The correct answer is “You can set the *Allow Changes to Printed Transactions* system option to allow for the correction of printed transactions”.

Quiz

Quiz

Receipts can be entered in which of these ways?

1. Manual
2. Quickcash
3. Transfers
4. Automatic

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Answers: 1, 2, 4

Quiz Specifications

- The correct answer is “Receipts can be entered in one of these three ways: Manual, Quickcash, and Automatic”.

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Quiz

Quiz

Oracle Advanced Collections uses Dunning Plans as a collection method.

1. True
2. False

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Answers: 1

Quiz Specifications

- The correct answer is “Advanced Collections uses the dunning plan method to send dunning letters through fax, email, or printed letter to customers”.

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Quiz

Quiz

Which of these are a feature of Oracle iReceivables?

1. Anonymous User Login
2. Payment Charges
3. Transfer open invoices
4. One-Time Credit Card Payment

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Answers: 1, 4

Quiz Specifications

- The correct answer is “Anonymous User Login and One-Time Credit Card Payment are features of Oracle iReceivables”.

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Summary

Summary

In this module you should have learned how to:

- Explain where the Receivables process is positioned within the Order to Cash Life Cycle
- Describe the overall Receivables process
- Discuss the key areas in the Receivables process
- Discuss Advanced Collections and iReceivables

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Manage Parties and Customer Accounts

Chapter 3

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Manage Parties and Customer Accounts

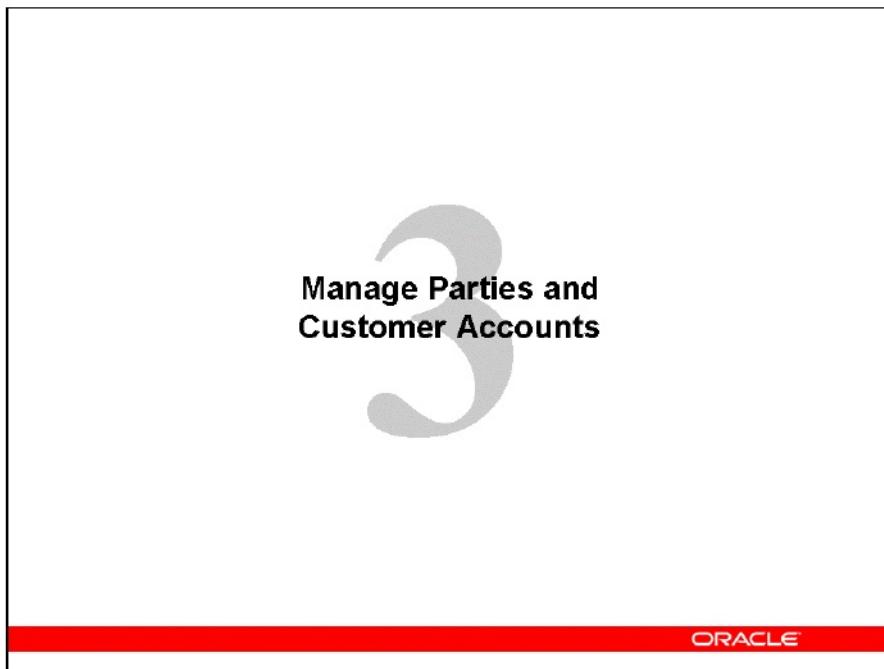
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Manage Parties and Customer Accounts

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Manage Parties and Customer Accounts



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Manage Parties and Customer Accounts

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Objectives

Objectives

After completing this module, you should be able to do the following:

- Define the features that let you enter and maintain party and customer account information
- Create profile classes and assign them to customer accounts
- Create and maintain party and customer account information
- Merge parties and customer accounts
- Enable customer account relationships
- Define TCA party paying relationships
- View party and customer account information
- Define setup options

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Agenda

Agenda

- Describing Party Model and Features
- Using Profile Classes
- Entering Party Information
- Merging Parties and Customer Accounts
- Defining Customer Account Relationships
- Defining TCA Party Paying Relationships
- Reviewing Information
- Defining Setup Options

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Customer Overview

Customer Overview

A customer is an organization or person with whom you have a selling relationship. This selling relationship can result from the purchase of products and services or from the negotiation of terms and conditions that provide the basis for future purchases. For example, a division of Vision Distribution could become one of your customers.



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Customer Overview

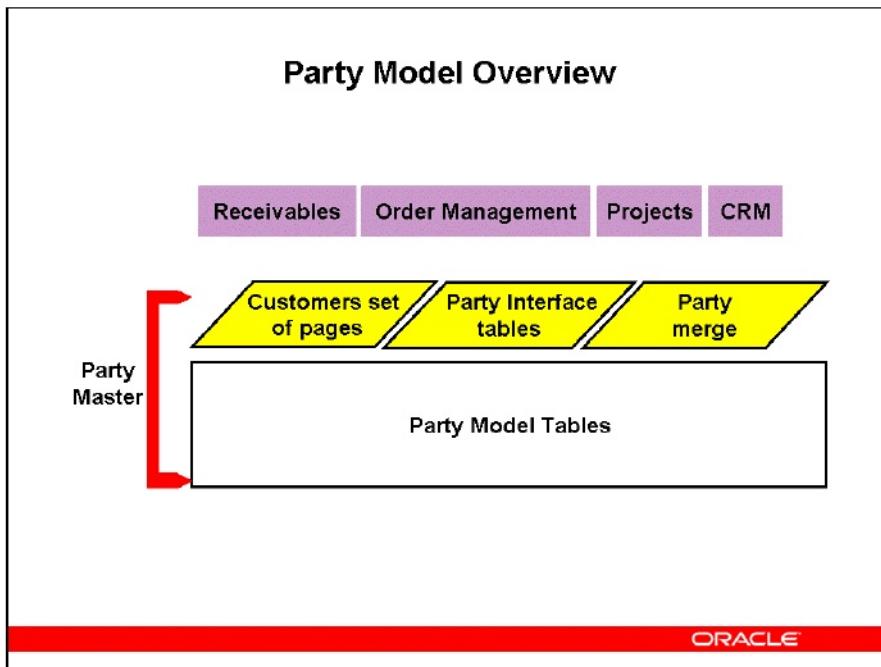
A customer account represents the attributes of the business relationship that a party can enter into with another party. The account has information about the terms and conditions of doing business with the party. For example, you could open a commercial account for purchases to be made by Vision Distribution for its internal use and a reseller account for purchases made by Vision Distribution for sales of your products to end users.

You can create multiple customer accounts for a party to maintain information about different categories of business activities. For example, to track invoices for different types of purchases, you can maintain an account for purchasing office supplies and another account for purchasing furniture.

You can also maintain multiple customer accounts for a customer that transacts business with more than one line of business in your organization. You maintain separate customer profiles, addresses, and contacts for each customer account.

A contact communicates for or acts on behalf of a party or customer account. A contact can exist for a customer at the account or address level. A person usually acts as a contact for an organization, but can also be a contact for another person. For example, an administrative assistant could be the contact for an executive.

Party Model Overview



Party Model Overview

The party model flows through the entire E-Business Suite. There is just one record to represent both a prospect and a customer. The entity itself is recorded, such as a person or an organization. When customer terms are established, the entity record represents a prospect; once customer terms are recorded, that same record now represents the entity as your customer. Thus, there are no separate lists to maintain and reconcile. In the Oracle E-Business Suite, there is one record to represent Company ABC throughout its entire life-cycle.

Each application uses different features of the party model. For instance, the Customer Relationship Management (CRM) applications use details about party relationships and new prospects. The Receivables and Order Management applications use customer accounts, including payment terms, billing, and shipping information.

The party model contains a unique set of information about a person, organization, or relationship. The tables store information such as parties, addresses, and bank accounts.

You are able to interact with the party model through the following:

- **Customers set of pages:** Online entry and query of party and customer account information.
- **Party interface table:** Batch load of party information using the Import Batch to TCA Registry program.

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- **Party and customer account merge:** Merge parties and customer accounts. This functionality is used to correct party information and for business consolidation.

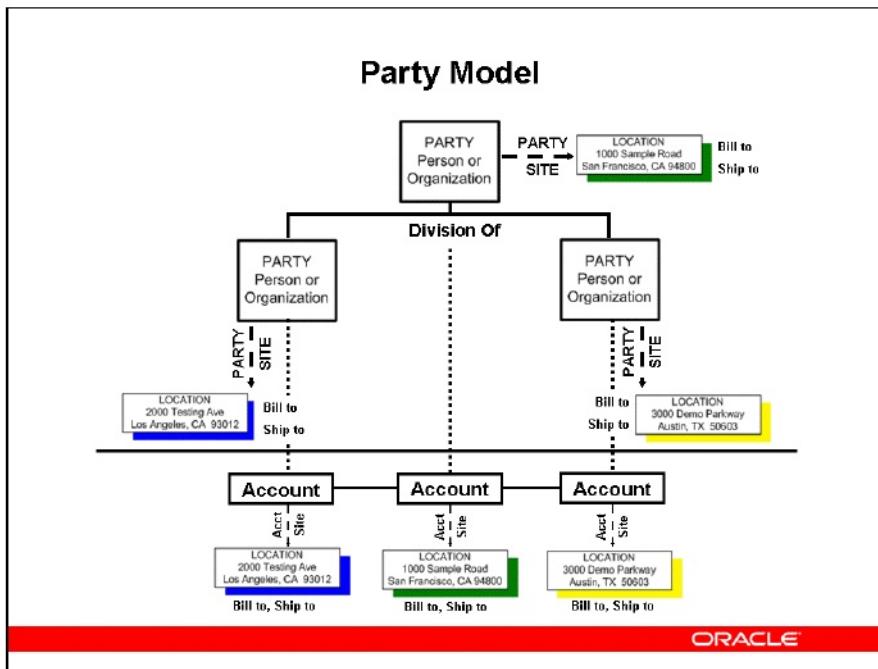
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Manage Parties and Customer Accounts

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Party Model



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Party Model

This graphic depicts the party model.

A party is an entity that can enter into business relationships. A party is defined by information about the party itself, and not by the relationships that the party enters into. For example, the name “Vision Corporation” is part of the definition of a party within the Organization party type.

The definition of a party is independent of its relationships. For example, the party “John Smith,” with the Person party type, exists independent of any relationship entered into by John Smith.

A party site is the physical location of a party. Every party has only one identifying address, but a party can have multiple party sites. When a party site is used in the context of an account for business purposes, such as billing and shipping, it is called an account site. An account can have multiple account sites.

A location is a point in space described by a street address.

A party relationship is a party's role in the context of another party. Party relationships can be either seeded or user defined. Examples include affiliate, subsidiary, partner, employee of, and contact of. A relationship is defined by the characteristics or terms and conditions of that

relationship. For example, the attribute “Employee ID” is part of the definition of the “Employment” relationship.

A contact point is a means of contacting a party, for example, a phone number, e-mail address, or fax number.

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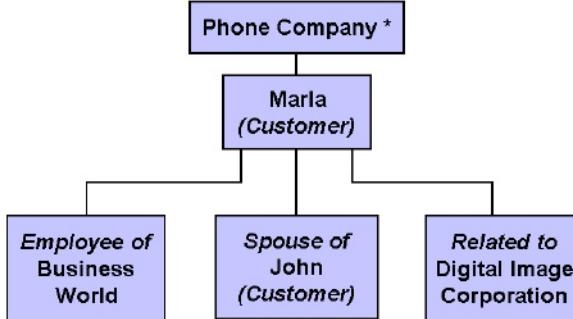
Manage Parties and Customer Accounts

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Party Model and Relationships

Party Model and Relationships

- Models inter- and intra-company relationships
- Supports party-defined relationships



* Company implementing E-Business Suite

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Party Model and Relationships

The party model has tables that store party information about people or organizations, and any relationships between these parties.

A party is an entity that can enter into a business relationship with another party. The party can be an organization, a person, or a relationship. This allows you to store information about your relationships in one representation of people and businesses.

The party registry stores information about relationships between parties, such as:

- Organizational hierarchies
- Business relationships
- Personal relationships
- Organization contacts

In addition to the principal relationship, the party registry stores the reciprocating data for the relationship. For example:

Marla is a Customer of the Phone Company. Relationship information about Marla:

- Marla is an Employee of Business World. The Business World record also indicates that it is an Employer of Marla (Business Relationship).

- Marla is the Spouse of John. John's record indicates that he is the Spouse of Marla (Personal Relationship).
- Marla is Related to Digital Image Corporation. Digital Image's record indicates that it is Related to Marla.

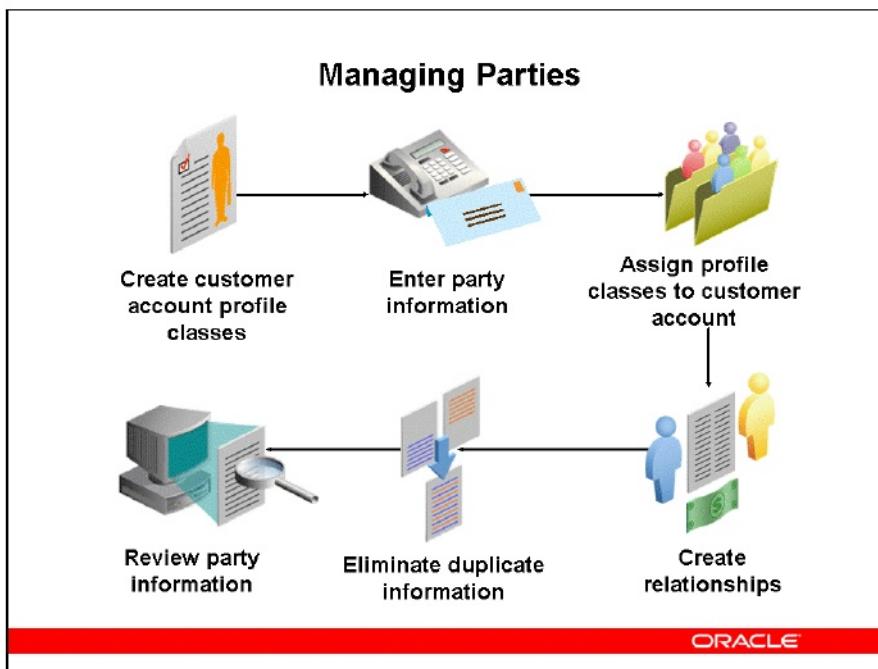
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Manage Parties and Customer Accounts

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Managing Parties



Managing Parties

This graphic depicts the managing parties process flow.

Managing parties includes these activities:

- Create customer account profile classes.
- Assign profile classes to customer accounts.
- Create and maintain party information.
- Define relationships between parties and between customer accounts (both reciprocal and non-reciprocal).
- Merge parties and customer account information.
- Review party and customer account information online and in reports.

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Party Sites

Party Sites

- Allow multiple organizations or parties to do business at one location
- Are global (not specific to operating units)
- Allow you to perform address validation using validation rules
- Have flexible address formatting with seeded and custom formats

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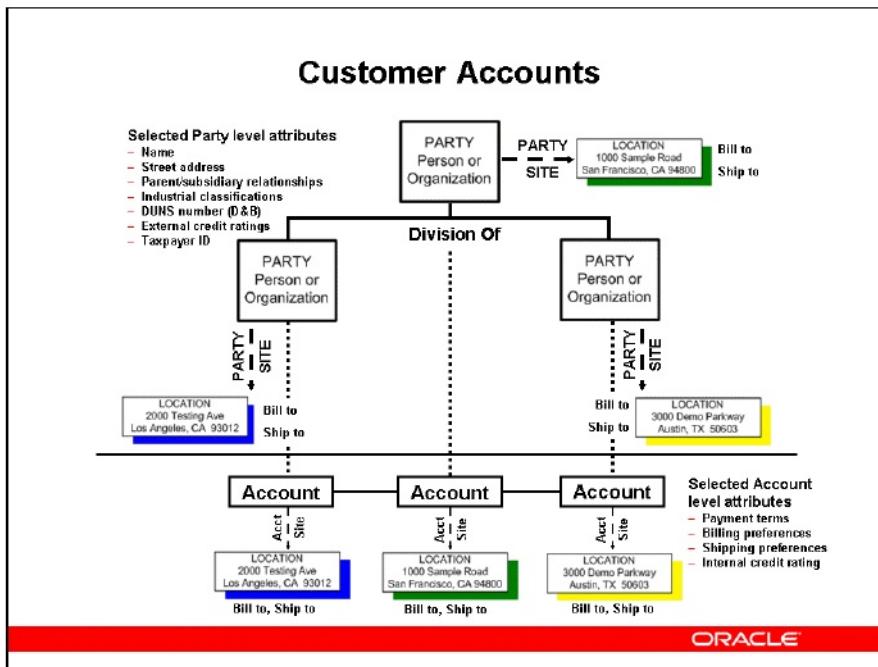
Party Sites

Party sites are global, but do not default under different operating units. They are visible only under the specific operating unit in which they were created. To access party or account sites belonging to different operating units, you select the operating units from the list of values.

You can only access the party sites of the operating units that are assigned to your responsibility. To access party sites belonging to an operating unit not on your access list, request your system administrator to assign that operating unit to your responsibility.

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Customer Accounts



Customer Accounts

This graphic depicts the customer accounts model.

Information held at the party registry level is universally true. It is independent of relationships.

Information held at the customer account level is about the business relationship. It is for items like payment terms and billing preferences.

The financial rollup point is an account. It tracks the monetary portion of a party's purchases and payments.

Party information is separate from the information about the relationships of the party. The party model separates information about the organization or person party from the terms of the relationship.

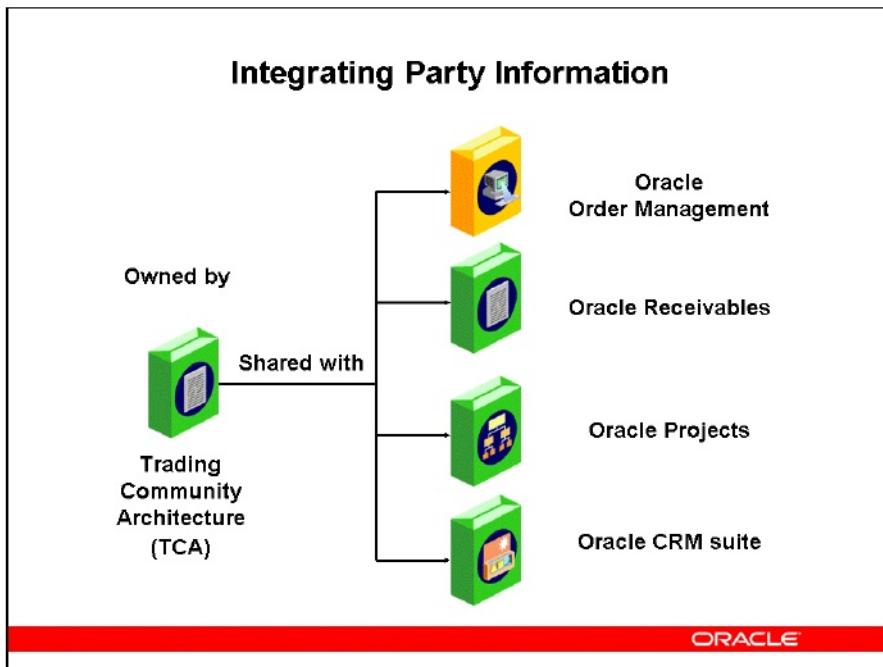
Additionally, the party model allows you to establish multiple relationships (also known as party accounts) with the same organization or person party.

Addresses work in a similar fashion. An address is recorded for an organization or person once, then referenced within the customer account layer through the customer account site entity.

Note: TCA best practice is to have one Bill To site per account and one account per party.

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Integrating Party Information



Integrating Party Information

You can enter party information directly into Oracle Applications, or import it through interface tables.

Party information is shared throughout the E-Business Suite. The tables for the Customer Master, however, are owned by Trading Community Architecture.

Depending on the application, the terminology can vary. For example, in the E-Business Suite (EBS) the terms used in Receivables and Order Management are *Customer* and *Customer Number*. In the Customer Relationship Management Suite (CRM), products such as Customers Online use the terms *Account* and *Account ID*. Even though different terms are used, they are linked to the same record in the table.

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Agenda

Agenda

- Describing Party Model and Features
- **Using Profile Classes**
- Entering Party Information
- Merging Parties and Customer Accounts
- Defining Customer Account Relationships
- Defining TCA Party Paying Relationships
- Reviewing Information
- Defining Setup Options

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Profile Classes

Profile Classes

The diagram illustrates three categories of customer profiles:

- Poor Credit:** Represented by three stylized human figures (one blue, one purple, one red).
- Good Credit:** Represented by four stylized human figures (one yellow, two blue, one red).
- Excellent Credit:** Represented by two stylized human figures (one yellow, one blue).

For each profile class, there is a corresponding list of characteristics:

- Poor Credit:**
 - Cash on Delivery
 - High Risk Credit Classification
 - Monthly Statements
- Good Credit:**
 - Net 30
 - Semiannual Credit Review Cycle
 - Monthly Statements
- Excellent Credit:**
 - Net 90
 - No Credit Check
 - Quarterly Statements

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Profile Classes

Receivables, Vision Operations (USA) or
Order Management Super User, Vision Operations (USA)

(N) Customers > Profile Classes

Use Customer Profiles to group customer accounts with similar creditworthiness, business volume, payment cycles, and late charge policies. For each profile class, you can define information such as credit limits, payment terms, statement cycles, invoicing, and discount information. You can also define amount limits for your late charges, dunning, and statements for each currency in which you do business.

Define your standard customer profiles in the Profile Classes window. These profiles contain generic options that you can use to group your customers into broad categories.

For example, you might define three categories: one for prompt paying customers; one for late paying customers with high late charge rates; and a third for customers who mostly pay on time, with discount incentives for early payment. You can also use the profile class **DEFAULT** that Oracle Receivables provides.

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You can assign a profile class to customer accounts and sites on the Create Customer page or the Account Profile subtab of the Account Overview page. You can also assign a profile class to account sites on the Profile subtab of the Account Site Overview page. The customer profile class you assign provides the default values, which you can optionally customize to meet specific requirements for each account or site.

Profile class options set at the account or site level take precedence over those defined at the customer profile class level.

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Profile Class Characteristics

Profile Class Characteristics

Credit/ Collections



- Credit check
- Credit Analyst and Collector
- Payment application
- Dunning letters
- Late Charges

Invoices and Statements



- Invoice line and tax printing
- Statement cycle
- Billing cycle
- Balance Forward Bills

Payment Promptness



- Payment terms
- Discounts
- Grace days

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Profile Class Characteristics

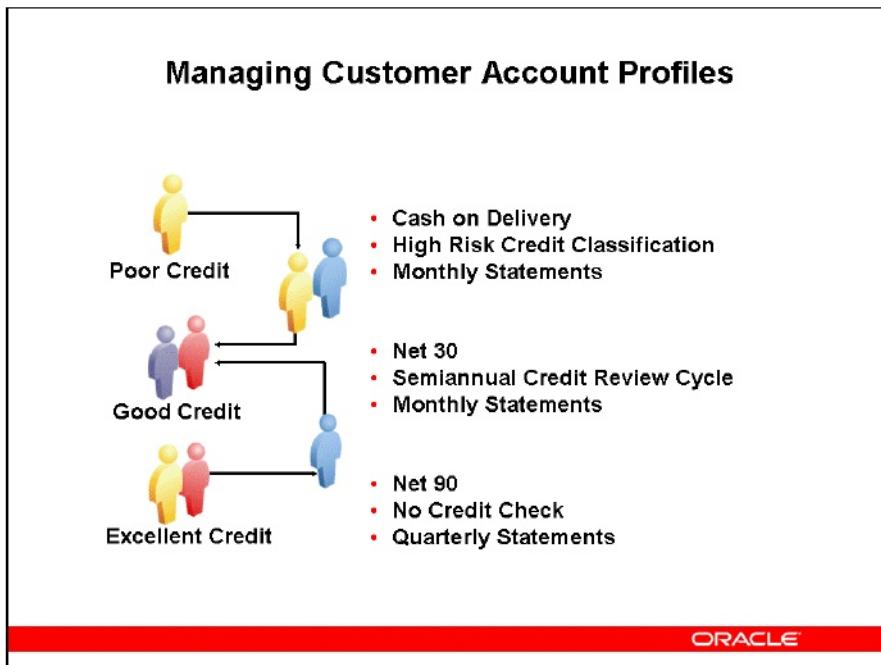
Every customer account must be assigned a profile class. A profile class defines several default values for customer accounts with similar credit terms and invoicing requirements. After an account has been created, the default values can be modified based on the specific characteristics of that customer account or account site.

For example, you may want to create a profile class for small manufacturers, called “Small MFG.” Customer accounts assigned to this profile class might require credit checks before orders will be fulfilled; are given “Net 30” payment terms; and receive quarterly statements. When creating a specific new customer account, you could assign that account to the “Small MFG” profile class. If the customer account develops credit problems in the future, you might then modify that account’s payment terms to “Cash On Delivery.”

Within the Order to Cash process flow, the applications involved use the credit checking feature differently. Credit checking is managed in Order Management (OM) and Credit Management rather than in Receivables. Credit check rules determine when an order has exceeded the credit limit; when a credit limit is exceeded, a request is sent to Credit

Management to initiate a credit review. OM determines which rules (usually defined by Receivables personnel) are used, and when they will be applied through the OM Transaction Type on a sales order.

Managing Customer Account Profiles



Managing Customer Account Profiles

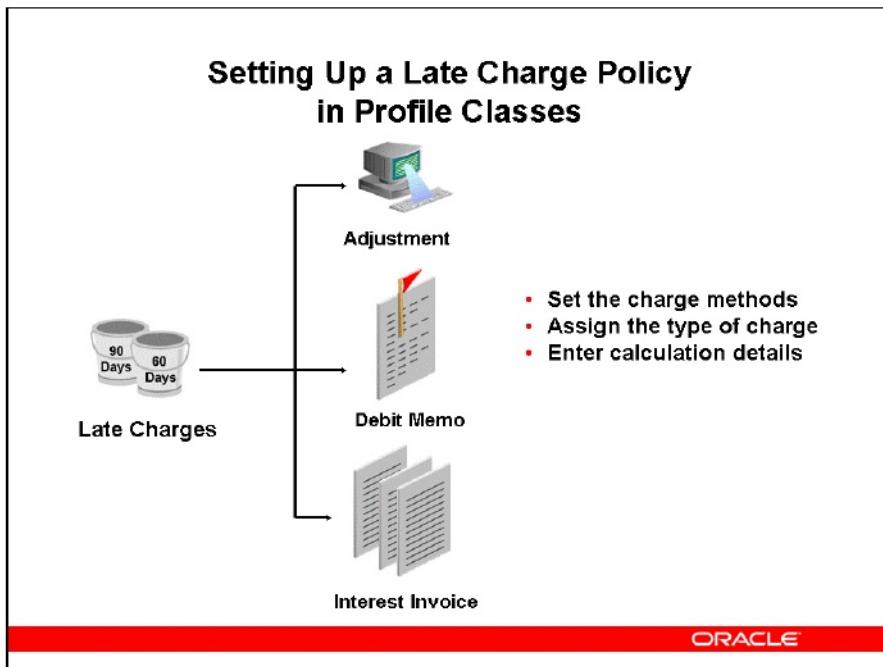
Receivables, Vision Operations (USA) or
Order Management Super User, Vision Operations (USA)

(N) Customers > Create/Maintain Customers > Customer Search > Account Details > Account Overview > (T) Account Profiles

You can assign profile classes at the site level of the customer, if there is a saved and active Bill-To business purpose.

You can change one or more attributes of a profile class for a specific customer account. This is called customizing the account profile class. It does not change any of the profile class attributes for other customer accounts that share the same profile class.

Setting Up a Late Charge Policy in Profile Classes



Setting Up a Late Charge Policy in Profile Classes

Receivables, Vision Operations (USA) or
Order Management Super User, Vision Operations (USA)

(N) Customers > Profile Classes > (T) Late Charge Profile

After you set up your late charges, you create a late charge profile in the appropriate profile class using the Customer Profile Classes page. The details of the late charge profile default to the applicable customer records. You can update these details at the customer level.

Your late charge policy can include:

- Which customers to charge.
- Which transactions to include.
- What interest rates and formula to use.
- What additional penalties to impose.
- What tolerances and conditions to consider, such as the minimum amount overdue.

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Manage Parties and Customer Accounts

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See: *Process Invoices: Calculating Late Charges* for information about late charge methods and interest calculation formulas.

To assign a late charge policy to a profile class:

1. Set the Enable Late Charges option.
2. Select the Charge Method:

Late Payment.

Overdue Invoice.

- Average Daily Balance (for Balance Forward Billing).

3. Indicate how credits and disputes affect the charge formula.

If you check the Credit Items box, the outstanding amount will be reduced, reducing the charge amount:

- If Adjustments or Debit Memos are created, the credit items are used to reduce the outstanding balance of the debit items in the order of their due dates. If two debit items have the same due date, the debit items are ordered according to their payment schedule IDs.
- If Interest Invoices are created, the negative charges are computed on the credit items and added as a line on the interest invoice.

If you select Disputed Transactions, charges will be assessed on the full amount of the outstanding balance. If you do not select Disputed Transactions, then only invoices that do not have a disputed amount are included in the charge calculation.

4. Select the Late Charge Type:

- **Adjustment** – Receivables calculates late charges as an adjustment against the overdue transaction.
- **Debit Memo** – Receivables creates one debit memo per overdue transaction.
- **Interest Invoice** – Receivables creates a single interest invoice per customer site and currency. The interest invoice consolidates and itemizes charges for a period,

and includes details about charges for each overdue transaction.

5. If the Late Charge Type is Interest Invoice or Debit Memo, enter the payment term. The payment term determines when the late charge is due.
6. If the Late Charge Type is Interest Invoice or Debit Memo, enter in the Message Text field a comment to include on the interest invoice or debit memo.

7. Enter the Interest Calculation Formula: flat, simple, compound.

8. Enter the Interest Calculation Period: Daily or Monthly:

- **Daily** – The days overdue is always calculated to the exact day (number of days between the due date and the finance charge date).
- **Monthly** – The days overdue is always rounded up to the nearest month (interest is calculated for the number of days between the first day of the month, corresponding to the due date, till the last day of the month, corresponding to the finance charge date).

9. Enter in the Interest Days in Period field the number of days used as the interest period for late charge calculations. The value typically entered is either 30 (monthly interest period) or 365 (annual interest period).

10. In the Hold Charged Invoices field, indicate whether to place invoices on hold from late charges:

- **Yes** – Late charges are calculated only once, and interest is not charged again.
- **No** – An overdue invoice is subject to late charges as long as it remains unpaid.

11. In the Charge Beginning Date field, enter an optional date when late charges begin to apply.
 12. Enable the Multiple Interest Rates option to activate the tiered charges calculation for percentage rates. This indicates whether more than one rate can be used in the same calculation period. This option affects interest charges only (not penalty charges).
Note: If you enable this option, then you must set up tiered interest rates and charge schedules and assign them to customer profiles. See: *Order to Cash: Implement Customer Invoicing* for more information.
- See: Setting Up Late Charges, *Oracle Receivables Implementation Guide* for complete information about implementing late charge policies.

Updating Profile Classes

Updating Profile Classes

There are three options after making a change to a profile class:

- Do not update existing profiles
- Update all profiles
- Update all non-customized profiles



- Net 60
- 250,000 Credit Limit
- Monthly Statements

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Updating Profile Classes

You can modify attributes in existing profile classes even after customer accounts are assigned to them. However, when you try to save your changes to any saved profile class, you must decide how you want the change to be applied.

You can choose one of these three options:

- **Do Not Update Existing Profiles:** Only the profiles of new customer accounts created in the future will reflect the changes.
- **Update All Profiles:** The attribute is updated in all customer accounts that use this profile.
- **Update All Non-customized Profiles:** Profile classes set the default values initially assigned to individual customer account profiles. If an attribute in an individual party profile was customized to be different from its profile class, changes to the value of a profile class attribute do not change the customized value of the attribute in the individual customer account profile.

Reviewing Profile Class Changes

Reviewing Profile Class Changes

All profiles updated



Non-customized profiles updated



**Concurrent Program:
Customer Profile Copy**

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Reviewing Profile Class Changes

When changes to a profile class cause changes to customer account profiles, Receivables automatically generates the Customer Profile Copy concurrent program to review the changes. This is an audit report that summarizes all the changes made to the profile class.

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Agenda

Agenda

- Describing Party Model and Features
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- Defining TCA Party Paying Relationships
- Review Information
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Data Quality Management Overview

Data Quality Management Overview

The Data Quality Management (DQM) feature lets you:

- Perform advanced searches for parties and customer accounts with user-defined criteria
- Prevent duplicate entries by determining if the customer that you are creating or updating is a potential duplicate of an existing customer



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Data Quality Management Overview

Oracle Trading Community Architecture (TCA) Data Quality Management (DQM) provides functionality to keep party and customer account information free of duplicates as well as to perform powerful searches on that information.

DQM search must be turned on to enable this functionality in the Customers set of pages. For example, if DQM search is not turned on, the Customer Search page lets you perform only a simple search. However, if DQM search is turned on, you can perform both simple and advanced searches.

To turn on DQM search, set the HZ: Enable DQM Party Search profile option to Yes.

Data Quality Management (DQM)

Data Quality Management (DQM)

DQM lets you:

- Search your party information for possible duplicates or matches to your input values
- Apply threshold scores or filter conditions to evaluate the results of a search
- Identify existing duplicate entries in the TCA party registry
- Prevent the entry of duplicates into the TCA party registry

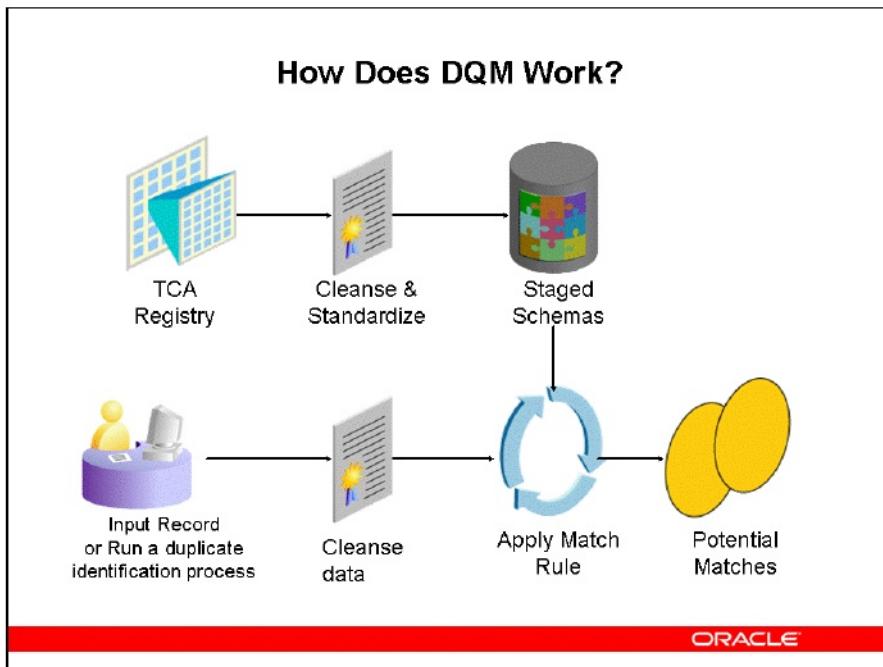
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Data Quality Management (DQM)

Many applications in Oracle's E-Business Suite contribute data to the Trading Community Architecture (TCA) registry about parties, addresses, contacts, and contact points. Each application must also efficiently and consistently retrieve data for use in transaction processing. Duplicate records reduce the efficiency of transaction processing and the effectiveness of business intelligence tools and procedures.

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How Does DQM Work?



How Does DQM Work?

This graphic depicts the DQM process flow.

The DQM process places data in a staged schema and evaluates party information for potential duplicates or matches.

- Party data is stored in the TCA Registry.
- DQM cleanses and standardizes the data using a set of transformation functions. The cleansed data is stored in the staged schema.
- The user can input records to enter the process by performing an online search.
- DQM cleanses the input records using the transformation functions in the highly configurable match rules.
- DQM compares the cleansed input records to the information in the staged schema using the match rule, and then calculates a matching score.
- The result of the comparison performed by DQM is a list of potential matches and their calculated scores.
- The outcome of the list of potential matches is sent to the Data Librarian for resolution in CDM.

Setting UP DQM

Setting UP DQM

To set up DQM:

1. Define attributes and transformations
2. Generate the staged schema and interMedia indexes
3. Optionally define match rules
4. Compile all match rules
5. Synchronize the staged schema with the TCA registry
6. Set DQM related profile options

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Setting Up DQM

Trading Community Architecture, Vision Operations (USA)

(N) Data Quality Management

To set up DQM:

1. **Define attributes and transformations:** The Customer Search page displays the attribute names from the User Defined Name field of the Attributes and Transformations page as the search criteria.
Note: The number of match rule attributes usable in the Customers set of pages is limited to 18.
2. **Generate the staged schema and interMedia indexes:** Use the DQM Staging Program. See: DQM Staging Program, *Oracle Trading Community Architecture Administration Guide* for more information.
3. **(Optional) Define match rules:** You need to create separate match rules for search and duplicate identification.

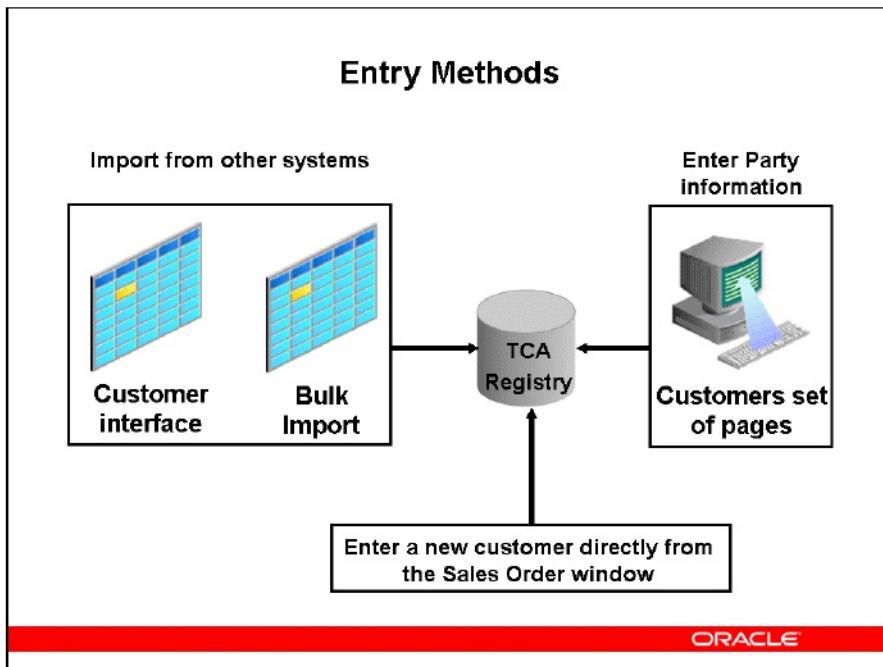
Note: To ensure accurate results from the DQM search, define all the acquisition attributes of a search match rule as scoring attributes as well.

When defining match rule thresholds, keep in mind that:

1. A record must have a match score that exceeds the match threshold to be considered as a search match to display on the Customer Search page.
2. Records with match scores that exceed the override threshold are exceptionally strong duplicates of the new customer account. In this case, the new account cannot be saved unless the HZ: Duplicate Allowed profile option is set to Yes.
4. **Compile match rules:** Use the DQM Compile All Rules Program. See: DQM Compile All Rules Program, *Oracle Trading Community Architecture Administration Guide*.
5. **Synchronize the staged schema with the TCA registry:** Use the DQM Synchronization Program. See: DQM Synchronization Program, *Oracle Trading Community Architecture Administration Guide*.
6. **Set profile options:**
 1. **HZ: Enable DQM Party Search:** Set to Yes or No to turn DQM on or off. This profile option does not store match rules. If this profile option is set to Yes, the application looks at another set of profile options to determine match rules for search.
 2. **Match Rules Related Profile Options:** Specify seeded or user-defined match rules to use to identify potential duplicates.
 3. **DQM Search Profile Options:** Specify the match rule to use to search for parties and customer accounts using an appropriate DQM Search Profile option. The acquisition attributes in this match rule determine which search criteria appear on the Customer Search page. You can use a seeded or user-defined match rule. See: DQM Deployment Category, *Oracle Trading Community Architecture Administration Guide*.
 4. **Duplicate Allowed:** Define whether new customer accounts can be saved or not based on potential duplicates having match scores that exceed the override threshold.

See: Appendix B, Oracle Trading Community Architecture Profile Options and Categories, *Oracle Trading Community Architecture Administration Guide* for more information about TCA profile options.

Entry Methods



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Entry Methods

Customer Interface

The Customer Interface allows you to import and validate current or historical customer information from other systems into the E-Business Suite.

Bulk Import

This feature lets you bulk import parties from legacy systems and from purchased sources to the TCA registry using the Import Batch to TCA Registry program.

Customers Set of Pages

Use the Customers set of pages to manage, search, create, and update customer information in Oracle Receivables. The Customers set of pages let you:

- Search for customer accounts, to determine if a customer account already exists and to minimize the possibility of creating duplicate party or customer accounts.
- Create a customer.
- Add and update information about an existing customer:
 - Create and Update accounts.
 - Create and Update account sites.
 - Create and Update account and site contacts.

- Create and Update customer and account site contact points.
- Create and Update contact points for account and account site contacts.

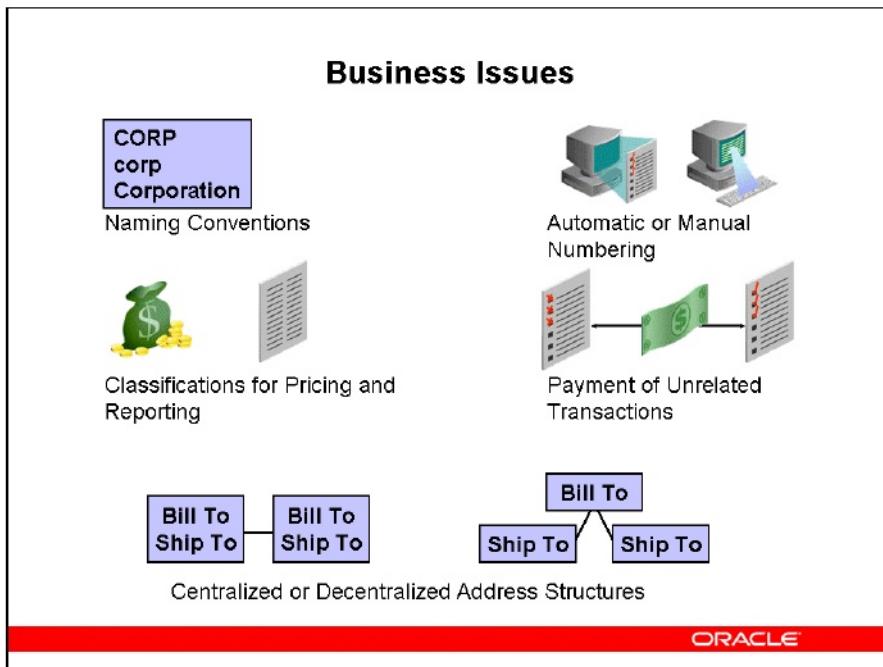
- Search for a customer to update details.

Sales Order Window

You may also enter a new customer directly from the Sales Order window.

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Business Issues



Business Issues

Before Entering Party and Customer Account Information:

- Specify naming conventions, such as capitalization and abbreviations.
- Determine the usage of Automatic Numbering. The Automatic Customer Numbering and Site Numbering system options and the Automatic Contact Numbering profile option automatically number parties, site location codes, and contacts.
Note: You can select instead the manual numbering option.
- Define how to use classifications to group customers, both for pricing functionality like qualifiers and for reporting purposes. Classifications include: Customer Class, Customer Type, Sales Channel, Category, and SIC.
- Consider if it is appropriate to set the Use the Allow Payment of Unrelated Transactions system option to permit payment of unrelated customer transactions.
- Decide whether to set up centralized (one party with single bill-to site) or decentralized (multiple parties with a single bill-to site per party) parties.

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Business Purposes

Business Purposes

Each address can have multiple business purposes



- Ship-to site
- Bill-to site



- Ship-to site
- Marketing



- Statements
- Dunning
- Legal

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Business Purposes

Consider these issues before you set up multiple business purposes:

- You must have a valid address during transaction entry in Order Management and Receivables.
- Only one site can be designated as the primary site for each business purpose. If there are multiple business purposes, you can have multiple primary designations.
- When you define a new business purpose type for an account site, such as bill-to or ship-to, Receivables automatically classifies the first site use as primary. Receivables creates subsequent definitions as non-primary, unless you indicate otherwise.
- If you designate a primary site as bill-to or ship-to, this site defaults to the transaction. If necessary, you can select a different site from the list of values.

The standard business purposes are:

- Bill-to – Location where invoices are sent for payment.
- Ship-to – Location where goods are shipped.
- Dunning – Location where dunning letters are sent.
- Legal – The legal location, which serves as the government point of contact.
- Statements – Location where statements are sent.

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- Marketing – Location where marketing literature, such as product announcements, are sent.

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Manage Parties and Customer Accounts

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Multiple Sites and Business Purposes: Centralized Example

Multiple Sites and Business Purposes: Centralized Example

ABC, Inc. is completely centralized, and its headquarters handles all payment procedures



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Multiple Sites and Business Purposes: Centralized Example

In this example, ABC Company's headquarters is in New York, and all billing information is received there. Products are shipped to the Paris, Washington, and Chicago customer account sites.

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Multiple Sites and Business Purposes: Decentralized Example

**Multiple Sites and Business Purposes:
Decentralized Example**

XYZ, Inc. is completely decentralized, and each site handles its own payment procedures

			
New York Headquarters	Paris	Washington, D.C.	Chicago
Ship-to Bill-to Statements Dunning	Ship-to Bill-to Statements Dunning Marketing	Ship-to Bill-to Statements Dunning	Ship-to Bill-to Statements Dunning

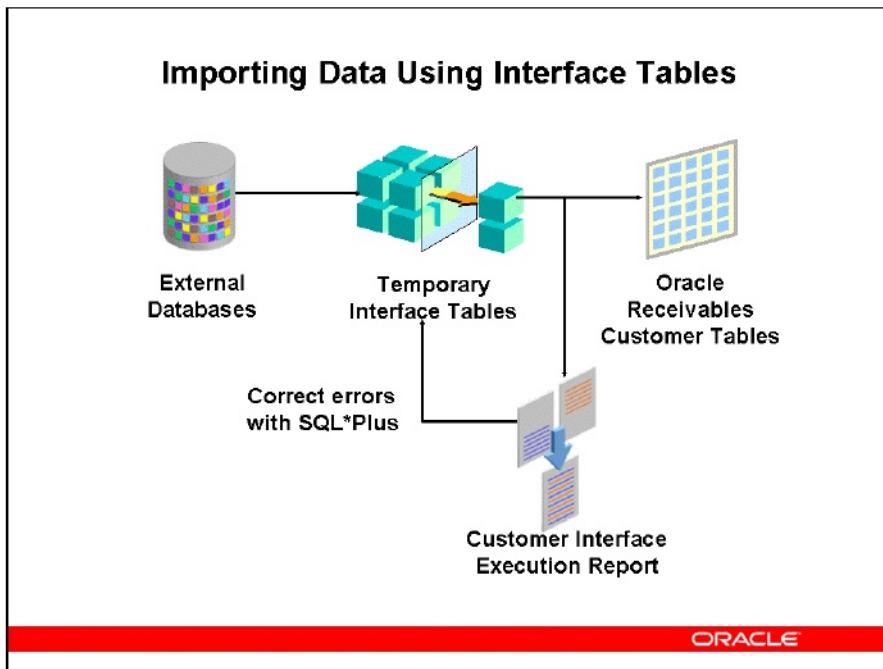
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Multiple Sites and Business Purposes: Decentralized Example

In this example, all locations have the ability to pay the invoices for the goods they receive. Each site has a Bill-To and Ship-To business purpose established for its site. In this case, we would recommend each of these to be a separate party.

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Importing Data Using Interface Tables



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Importing Data Using Interface Tables

Receivables, Vision Operations (USA)

(N) Interfaces > Customer

The interface tables receive data from legacy systems through a custom SQL*Loader, SQL*Report, PL/SQL, or C import program. The import program converts data from your source system into a standard format that Customer Interface can read. The Customer Interface program validates your imported data and transfers it into the Oracle Receivables Customer Tables. You can run the Customer Interface Transfer report that lists the number of records imported and the specific error messages describing any problems. Any errors can be corrected with PL/SQL within the interface tables or in the source system. Best practice is to correct errors in the source system.

Importing Customer Data

All customer data that you enter using the Customers set of pages can be imported using the customer interface.

You can import profile class information, such as payment terms, statements, automatic receipts, finance charges, dunning, and invoicing information.

Updating Data

If data is maintained in an external system, use Customer Interface to update the information at regular intervals.

Preparation for Import

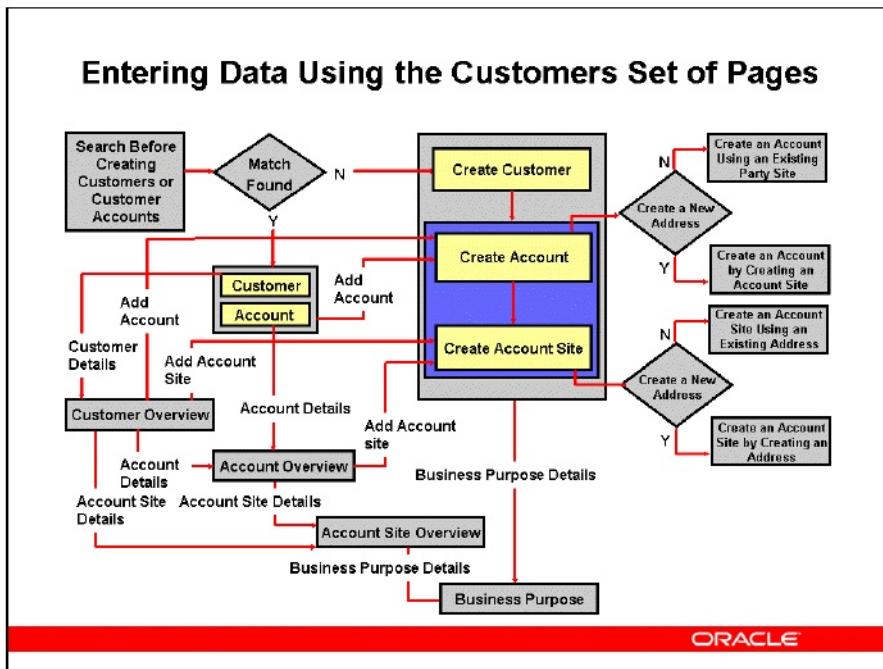
Before running Customer Interface, it is important to prepare the environment to accept the new data you wish to import. In some cases, imported data will have values that may not have been defined during earlier setups. Examples of information that can be imported to the Customer record include: Collectors, Customer Bank Information, Dunning Letter Sets, Freight Carriers, Payment Terms, and Lookups. For a complete listing, see the *Oracle Trading Community Architecture Administration Guide*. As the Customer Interface does not create these records, it is important to predefine these elements in order for the import process to run smoothly.

Note: Customer Interface does not create location combinations for foreign locations. A foreign location is one where the country segment is not the same as the Default Country defined in the Receivables System Options window.

Note: You can also use the Bulk Import interface tables and the Import Batch to TCA Registry program to bulk import parties from legacy systems and from purchased sources to the TCA registry. Use the following responsibility and navigation to run the Import Batch to TCA Registry program:

- Trading Community Manager
- (N) Control > Requests > Run > Single Request

Entering Data Using the Customers Set of Pages



Entering Data Using the Customers Set of Pages

This graphic depicts the process flow for entering data using the Customers Set of Pages across three stages: Creating Customers, Creating Accounts, and Creating Account Sites.

Receivables, Vision Operations (USA) or
Order Management Super User, Vision Operations (USA)

(N) Customers > Create/Maintain Customers

The Customers set of pages let you:

- Create a customer.
- Add and update information about existing customers.

Create a Customer

Before creating a customer or customer account, use the Customer Search page to determine if the customer or customer account already exists, and thus minimize the possibility of creating duplicate party or customer accounts.

Use the Create Customer Page to create a customer. This procedure lets you create:

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Manage Parties and Customer Accounts

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- A new customer.
- An account for the customer.
- An account site for the account.
- A business purpose for the account site.

Note: To create a customer, you must specify at a minimum a customer name, account number, and account site address. All other details are optional and depend upon the business requirements of the enterprise.

Note: Use the Save And Add Details button to go to the Account Overview page to add further account details, such as account sites, profile, payment, and communication details. Use Apply to go to the Customer Overview page to add further customer details, such as accounts, profile, communication, party relationship, and tax profile.

View and Update Information About Existing Customers

Use the Customer Search page to search for and view the details of the customer to update. Depending on the updates that you want to make, navigate to one of the following pages:

- **Customer Overview page:** Use the Customer Overview page to manage details of your existing customers. This page has five subtabs that let you add and update customer information related to:
 - Accounts
 - Profile
 - Communication
 - Party Relationship
 - Tax Profile
- **Account Overview page:** Use the Account Overview page to manage details of an existing account. This page has eight subtabs that let you add and update account information related to:
 - Sites
 - Account Profile
 - Profile Amounts
 - Payment Details
 - Communication
 - Relationship s
 - Order Management
 - Late Charges
- **Account Site Overview page:** Use the Account Site Overview page to manage details of an existing account site. This page comprises seven subtabs that let you add and update account site information related to:
 - Site Details
 - Business Purposes
 - Communication
 - Payment Details
 - Profile
 - Profile Amounts
 - Late Charges

Note: This page Displays a Tax Profile button to let you add and update account site tax profile information.

- **Account Site Business Purpose page:** Use the Account Site Business Purpose page to enter Account Site Business Purpose information. The application renders the Account Site Business Purpose page differently, depending upon your business purpose selection:
 - Bill To
 - Ship To
 - Drawee
 - Late Charges
 - Other

See: Entering and Updating Customer Information, *Oracle Receivables User Guide* for more information about entering data using the Customers set of pages.

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Prevention of Duplication and Invalid Address Creation

Prevention of Duplication and Invalid Address Creation

Receivables lets you prevent the creation of:

- Duplicate Customers
- Duplicate Addresses
- Duplicate Contacts
- Invalid Addresses

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Prevention of Duplication and Invalid Address Creation

Receivables displays the following duplicate prevention pages:

- Customer Duplicate Prevention
- Site/Address Duplicate Prevention
- Contact Duplicate Prevention

The Customers set of pages does not include an invalid address creation page. Instead, while creating an account or account site:

- If you choose to use an existing address and the existing address is invalid, Receivables displays the Account Site Address area of the Create Account Site page in update mode, with an error message prompting you to correct the invalid address elements.
- If you choose to create an address and the address you entered is invalid, Receivables displays an error message prompting you to correct the invalid address elements. If you ignore the error message and click Apply, Receivables displays a Suggestions drop-down menu and does not let you create the address unless you either adopt the suggestion or enter a valid address.

Note: Receivables displays the Suggestions drop-down menu only if you have set up address validation appropriately. Use the following responsibility and navigation to set up address validation using the Countries and Territories window:

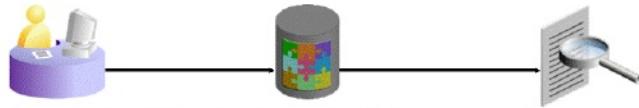
- Receivables, Vision Operations (USA)
- (N) Setup > System > Countries

See: Maintaining Countries and Territories, *Oracle Receivables Implementation Guide* for more information.

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Dun & Bradstreet (D&B) Integration

Dun & Bradstreet (D&B) Integration



- Search the D&B database for information about businesses, including proprietorships
- Request investigations of businesses not in the D&B database
- Purchase standard data sets or a standard report image
- Request initial or updated data sets and reports over the Internet:
 - Online for a single business
 - Batch process for multiple businesses
- Compare D&B data and user-entered data

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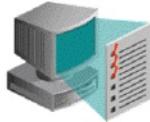
Dun & Bradstreet (D&B) Integration

The integration of Dun & Bradstreet (D&B) data products with Oracle Applications provides on-line and batch processes that you can use to acquire and review customer demographic, corporate relationship, financial, and credit risk data. Access to D&B data is available from the credit application in Credit Management for new prospects or to update data for an existing customer.

You can search for and purchase D&B information on specific companies from D&B's database of more than 60 million businesses worldwide. The information obtained from D&B can be updated or expanded during future online sessions or by using the batch loading process.

D&B Online

D&B Online



- Query your database to determine if it already contains D&B data for a party
- Decide if the D&B data in your database is sufficient and current
- Query the D&B database to determine if data for the requested business is available from D&B
- Request investigation of business, if data is not available from D&B database
- Request download of data, if data is available from D&B database

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D&B Online

Information can be purchased and retrieved from D&B for parties (organizations or persons) that are prospects or that have an existing account. When you obtain D&B information about a company that does not exist in your database, a new party is created using the D&B data.

To obtain D&B information for a party, you can use one of several scenarios:

- If the party already exists, you can purchase D&B data to initially acquire or update the D&B data for the existing party.
- If the appropriate party does not exist in your records, you can search the D&B database to determine if data about the business is available in the D&B database.
- If data is available from D&B for the new party, you can purchase that data from D&B. Purchasing the data from D&B will automatically create a new party for you.
- If data is not available from D&B for the new party, you can order an investigation from D&B to gather the necessary data, or you can manually create a new party using data you have acquired from other sources.

D&B data can be viewed inside the credit review case folder and can be used for credit scoring models.

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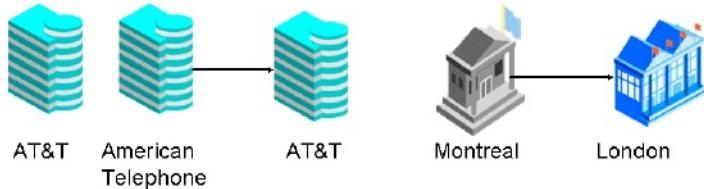
- Describing Party Model and Features
- Using Profile Classes
- Entering Party Information
- **Merging Parties and Customer Accounts**
- Defining Customer Account Relationships
- Defining TCA Party Paying Relationships
- Reviewing Information
- Defining Setup Options

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Merge Parties or Customer Accounts

Merge Parties or Customer Accounts



Merge parties or customer accounts to:

- Eliminate incorrect data and duplicate information
- Consolidate site data
- Reflect party or customer account changes due to business consolidation

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Merge Parties or Customer Accounts

Receivables, Vision Operations (USA) or
Order Management Super User, Vision Operations (USA) or
Trading Community Architecture, Vision Operations (USA)

(N) Customers > Account Merge
(N) Customers > Party Merge

Merging a party is different from merging a customer account. Customer account merge is managed by Receivables. Party merge is managed by Trading Community Architecture.

The party is everything under that party. The customer account merge is two accounts under one party. Merging party or customer account information combines all information for two parties, customer accounts, or account sites. You can delete or deactivate the merge-from party, customer account, and account sites.

Note: Whether you can deactivate or delete the merge-from customer depends on the account sites. If the merge-from customer has:

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- Sites only in the operating units that are on your access list, you can delete or deactivate the merge-from customer.
- Inactive sites in other operating units, you can deactivate but not delete the merge-from customer.
- Active sites in operating units to which you do not have access, you can neither deactivate nor delete the merge-from customer.

Before merging, consider archiving the historical data for the absorbed party, customer account, or account site. In addition, consider that the information is being used by the entire E-Business Suite and will affect other applications.

Merging Incorrect Data

The most common reason to merge parties is to clean up data entered in error. For example, data related to an existing party called “White Place” might be entered in error for a new party created as White Corp. You merge the data for these parties to consolidate all the data for White Place. Misspellings and the incorrect use of upper and lower case are also common reasons for merging parties.

Merging Site Data

Another reason to merge party data is the consolidation or relocation of party sites. For example, if a party closes a facility in Milan and moves all activity to an existing facility in Rome, data related to the Milan site will be merged with the data for the Rome site.

Note: Because historical reporting will no longer be available for the Milan site (in this example), you should carefully consider any merging.

Note: You can merge site uses only in the operating units that are on your access list. You cannot merge sites across operating units or sites with different account site usage.

Merging Party or Customer Account Data

A less common reason to merge party data is when two different parties merge and form a single party.

Note: Because historical reporting will no longer be available using the parties' earlier names, you should carefully consider any merging. When merge processing is complete, Receivables automatically generates a Party Merge Execution report, which can be printed or reviewed online.

After party data has been merged, there are no links between the previous party and its transaction records. These transactions appear as if they had always belonged to the succeeding party.

To automatically copy “From” addresses as “To” addresses, select Create Same Site.

See: Party Merge, *Oracle Trading Community Architecture User Guide* for information about party merge operations.

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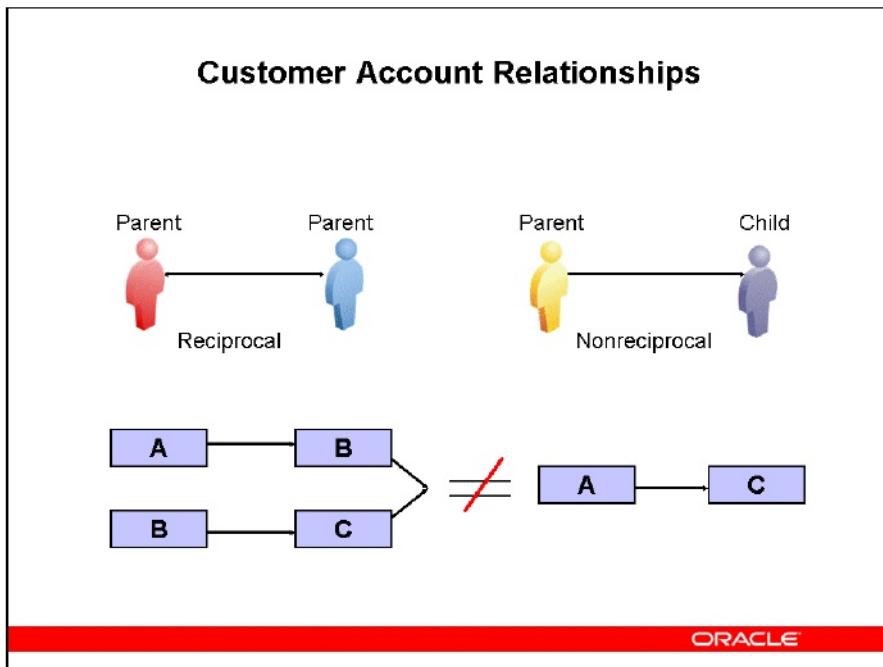
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- Describing Party Model and Features
- Using Profile Classes
- Entering Party Information
- Merging Parties and Customer Accounts
- **Defining Customer Account Relationships**
- Defining TCA Party Paying Relationships
- Reviewing Information
- Defining Setup Options

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Customer Account Relationships



Customer Account Relationships

Receivables, Vision Operations (USA)

(N) Customers > Create/Maintain > Customer Search > Account Details > Account Overview
> (T) Relationships

Relationships exist between two customer accounts and can be reciprocal or nonreciprocal. They allow the following:

- Payment of related invoices.
- Sharing of pricing entitlements (Agreements and Commitments).
- Consolidation of business addresses (selection of a related customer's ship-to address during order entry).

Relationships are not transitive: If customer account A is related to B and B is related to C, this does not mean that A is related to C. You must build the A to C relationship separately.

Under System Options you can select the Allow Payment of Unrelated Transactions check box if you want to permit application of funds from one party to another unrelated party. If you

do not select this check box, a customer account relationship must be set up to apply payments from one account to another.

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Manage Parties and Customer Accounts

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- Describing Party Model and Features
- Using Profile Classes
- Entering Party Information
- Merging Parties and Customer Accounts
- Defining Customer Account Relationships
- **Defining TCA Party Paying Relationships**
- Reviewing Information
- Defining Setup Options

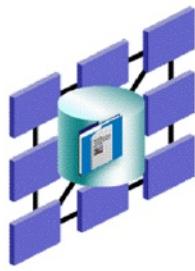
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Oracle Trading Community Architecture

Oracle Trading Community Architecture

Oracle Trading Community Architecture (TCA) Administration tab provides a single access to the setup and administration functionality for various TCA features



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Oracle Trading Community Architecture

Trading Community Manager or
Customers Online Superuser

(N) Trading Community > Administration or (T) Administration

The Administration tab is used for the setup and maintenance of TCA entities, functionalities, and concepts that are used throughout the Oracle E-Business Suite.

Note: The Administration tab is not used for TCA implementation.

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TCA Registry

TCA Registry

TCA is a model for maintaining complex information about the parties and customers who belong to your commercial community, including organizations, locations, and the network of hierarchical relationships among them.

```
graph TD; PARTIES([PARTIES]) --- Person[Person]; PARTIES --- Organization[Organization]; PARTIES --- Group[Group]
```

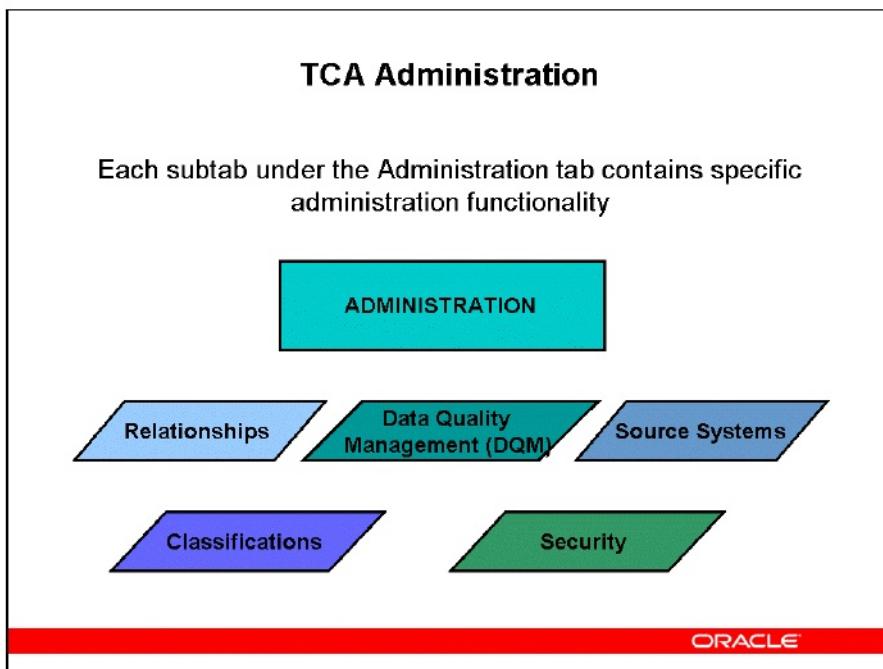
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TCA Registry

The TCA Registry is the single source of trading community information for all Oracle E-Business Suite applications. The Administration tab allows you to control the data in the Registry to best fit your business needs.

Oracle Credit Management utilizes TCA parties to consolidate historical AR and OM data for credit reviews. For example, if a party has three accounts related to it and each account has Receivables data, all data will be consolidated for a global view of the party's creditworthiness. Party-level credit limits can be shared by all accounts in the relationship.

TCA Administration



TCA Administration

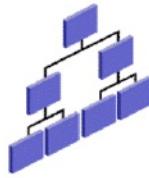
- **Relationships:** Set up the relationship types that can be used to create relationships among entities in the TCA Registry.
- **Classifications:** Set up the class categories and codes that can be used to classify entities in the TCA Registry.
- **DQM:** Set up Data Quality Management (DQM), which provides powerful search and duplicate identification functionality.
- **Source Systems:** Set up Third Party Data Integration to control the usage and display of third party data along with user-entered information in the TCA Registry. You also set up your integration with D&B.
- **Security:** Set up data sharing groups, and control how specific entities in the TCA Registry can be accessed depending on user and responsibility privileges.

Using Party Paying Relationships

Using Party Paying Relationships

You can create and manage relationships between parties using Oracle Trading Community Architecture Relationship Manager.

The party relationships that are used by Receivables for various payment-related functions are called party paying relationships.



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Using Party Paying Relationships

In Receivables, a party paying relationship is a relationship where all corresponding accounts and transactions that are associated with one party are accessible to another party. For example, if you create a party paying relationship between Business World and Acme Worldwide, then you can select from among both Business World and Acme Worldwide transactions when applying a Business World receipt.

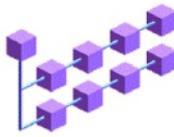
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Using Customer Account Relationships

Using Customer Account Relationships

Customer account relationships also provide this type of access.

Customer account relationships, however, build only flat hierarchies that can be difficult to maintain when multiple parties are involved.



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Using Customer Account Relationships

With party paying relationships, you can define groups of related parties that are easy to create and maintain in Relationship Manager. You can use this flexibility to efficiently model the complex business relationships within your trading community.

Note: Paying parties must have at least one account.

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Using Party Paying and Customer Account Relationships

Using Party Paying and Customer Account Relationships

Receivables considers both types of relationships during the following activities:

- Applying receipts, including:
 - Manual receipts, Mass Apply receipts, QuickCash receipts, and Lockbox receipts
- Applying invoices against commitments and bills receivable
- Adjusting or crediting transactions
- Entering the paying customer for a transaction in the Transactions workbench
- Creating automatic receipts (through the paying customer that you specified in the Transactions workbench)

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Using Party Paying Relationships and Customer Account Relationships

Note: In Oracle Order Management's Sales Orders window, you can enter an agreement that you defined for either a selected customer or related customers. Order Management recognizes related customers, however, only if the relationships were built through customer account relationships.

If you want to let a party pay for another party's transactions, you do not have to define relationships for each of these parties. You can simply set the Allow Payment of Unrelated Invoices system option to Yes.

You use the Customer Relationships Listing to view a listing of all relationships that exist for a customer.

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Creating Party Paying Relationships

Creating Party Paying Relationships

The relationship type that you use to create a party paying relationship must meet these two requirements:

- The relationship type must be hierarchical, and the subject and object parties must be of type Organization
- The relationship type must be assigned to one of these relationship groups:
 - Pay Within
 - Pay Below



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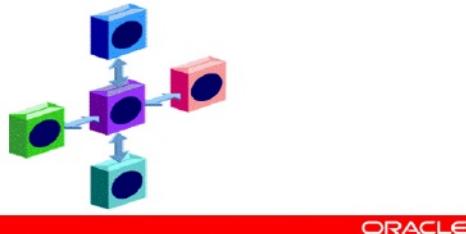
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Pay Within Paying Relationships

Pay Within Paying Relationships

If you assign one phrase of a relationship type to the Pay Within relationship group, then relationships that you create using that relationship type are Pay Within paying relationships.

This means that any party within the relationship can pay for the accounts of any other party within the relationship.

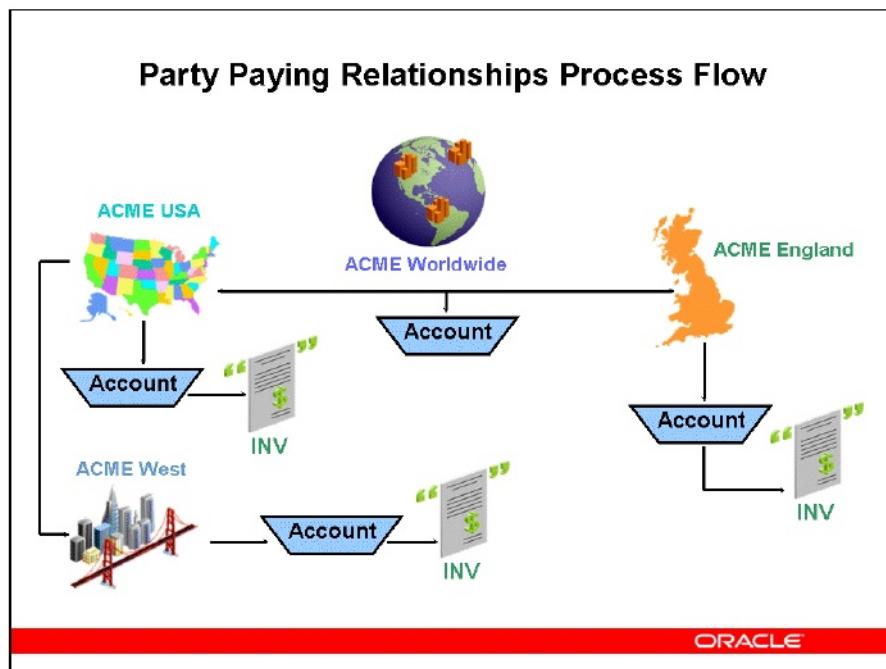


Pay Within Paying Relationships

When there are several parties within a Pay Within paying relationship, all accounts of each party in the relationship are available to all other parties in the relationship for receipt application, commitment application, and other related activities.

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Party Paying Relationships Process Flow



Party Paying Relationships Process Flow

This graphic depicts the Party Paying Relationships process flow.

In the Pay Within paying relationship example in the above slide:

- Acme Worldwide can pay for Acme USA, Acme England, and Acme West.
- Acme USA can pay for Acme Worldwide, Acme England, and Acme West.
- Acme England can pay for Acme Worldwide, Acme USA, and Acme West.
- Acme West can pay for Acme Worldwide, Acme USA, and Acme England.

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Pay Below Paying Relationships

Pay Below Paying Relationships

If you assign one phrase of a relationship type to the Pay Below relationship group, then relationships that you create using that relationship type are Pay Below paying relationships.

A Pay Below paying relationship is a parent-child relationship, where each party can pay for its own transactions, as well as the transactions of all parties that are lower in the hierarchy (children, grandchildren, and so on).



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Pay Below Paying Relationships

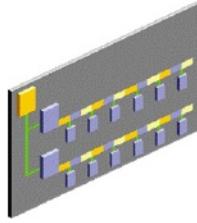
If the parties described in the example in the previous diagram are in a Pay Below paying relationship, then all accounts of each child party in the relationship will be available to each parent party in the relationship for receipt application, commitment application, and other related activities. In other words:

- Acme Worldwide can pay for Acme USA, Acme England, Acme West, and its own transactions.
- Acme USA can pay for Acme West and its own transactions.
- Acme England pays for its own transactions.

Relationship Types and Relationship Groups

Relationship Types and Relationship Groups

For party paying relationships, you should not assign the same relationship type to both the Pay Within and Pay Below relationship groups, because Receivables will recognize only the Pay Within group.



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Relationship Types and Relationship Groups

If Business World wants to create a Pay Within paying relationship with Company A and a Pay Below paying relationship with Company B, it must:

- Define two different relationship types.
- For each relationship type, assign one phrase to a relationship group, either Pay Within or Pay Below.
- Use the two relationship types to create two paying relationships, one for Company A and one for Company B.

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Agenda

Agenda

- Describing Party Model and Features
- Using Profile Classes
- Entering Party Information
- Merging Parties and Customer Accounts
- Defining Customer Account Relationships
- Defining TCA Party Paying Relationships
- **Reviewing Information**
- Defining Setup Options

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Reviewing Information

Reviewing Information



Review party and customer account data online



Search party and customer account information



Generate reports

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Reviewing Information

Receivables, Vision Operations (USA) or
Order Management Super User, Vision Operations (USA)

(N) Customers > Create/Maintain Customers

1. Select a Customer Type: Organization or Person.
2. Select a search type, Simple or Advanced, and specify search criteria.
3. Click Go.

Note: You must specify at least one search criterion.

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Reports

Reports

- Customer Listing Detail/Summary**
- Customer Profiles Report**
- Customer Relationships Listing**

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Reports

Customer Listing Detail/Summary

The mode of this report is changed through a report parameter. Use the Detail report to review detail customer information entered for each customer. Use the Summary report to review summary information about your customers. You can view customer name, customer number, status, and any addresses and site uses you entered for your customers.

Customer Profiles Report

Use this report to review customer profile information assigned to each customer or customer site. You can also review any changes made to your existing customer profiles in the Customer Profile Classes window. If the AR: Sort Customer Reports by Alternate Fields profile option is set to Yes, Receivables sorts information using the value of the Alternate Name field in the Customers window.

Customer Relationship Listing

This report lets you review all customer relationships that have been defined. This report includes the name and number of the primary and related customers, whether the relationship is reciprocal, and any comments. The report lists all active relationships first, followed by the inactive ones. This report also shows the party relationships that exist for the selected customers.

Agenda

Agenda

- Describing Party Model and Features
- Using Profile Classes
- Entering Party Information
- Merging Parties and Customer Accounts
- Defining Customer Account Relationships
- Defining TCA Party Paying Relationships
- Reviewing Information
- **Defining Setup Options**

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Mandatory Customer Profile Setup Steps

Mandatory Customer Profile Setup Steps

The following setup steps are mandatory for implementing customer profile classes:

- Collectors
- Payment Terms



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Mandatory Customer Profile Setup Steps

There are two mandatory setup steps to perform before implementing Customer Profile Classes:

- Setting up and assigning collectors.
- Setting up and assigning payment terms.

These setup steps allow you to create a customer profile class that can then be attached to the customer account record.

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Collectors

Collectors

Collectors are used in:

- Customer Profile Classes window
- Customers set of pages



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Collectors

Receivables, Vision Operations (USA)

(N) Setup > Collections > Collectors

Collectors are assigned to a profile class and can be updated on the customer record. When you assign a collector to a profile class, that collector becomes the collector for all customers that are assigned that profile class.

Collector names and telephone numbers can be printed on dunning letters sent to customers. Receivables displays active collectors and their descriptions as list of values choices in the Customers set of pages and in the Customer Profile Classes and Customer Calls windows. Receivables does not display inactive collectors in the list of values for these windows.

You can make an existing collector inactive by deselecting the Active check box on the Collectors window, and then saving your work. If the collector you want to make inactive is associated with an active customer, Receivables displays a warning message. Receivables provides a predefined collector called DEFAULT.

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Note: If you have Oracle Human Resources installed, set up collectors using HRMS functionality.

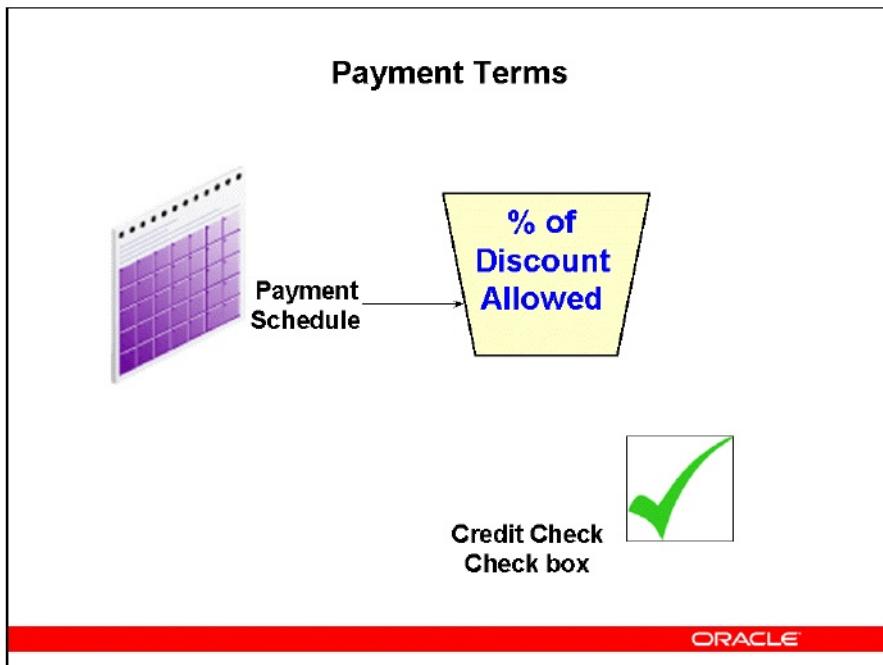
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Manage Parties and Customer Accounts

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Payment Terms



Payment Terms

Define a payment term in the Payment Terms window and assign it to a customer profile class in the Customer Profile Classes window. Receivable defaults the assigned payment term to the account and site profiles and to transactions during transaction entry.

Note: You can replace the payment term defaulted from the customer profile class level with a different one at the account and site profile levels. Payment terms defined at the account or site level take precedence over those defined at the customer profile class level. However, a payment term defined at a particular account or site level applies only to that account or site profile.

Payment terms also factor into the Receivables Late Charge policy and the Credit Checking in Order Management Transaction processing.

Receivables provides you with several types of payment terms, such as, standard, prepayment, split, and balance forward billing payment terms.

Note: Select Override terms while defining a balance forward billing payment term for a profile class to exclude some transactions in the balance forward bill for customers using this profile class

See: Payment Terms, *Oracle Receivables Implementation Guide* for more information.

Optional Customer Profile Setup Steps

Optional Customer Profile Setup Steps

Some setup steps may be helpful to define prior to implementing Customer Profile Classes:

- Customer Profile Lookups
- Statement Cycles
- Balance Forward Billing Cycles
- AutoCash Rule Sets
- Grouping Rules
- Credit Classifications



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Optional Customer Profile Setup Steps

These setup steps provide additional information to be placed on the Customer record. While they are not required, it may be helpful to implement these steps prior to creating Customer Profile Classes to avoid the requirement of updating the Customer Profile record with this data later on.

Customer Profile Lookups

Lookups provide list of value selections when in a window. The Customer Profile Lookups include: Account Status, Credit rating for customers, Customer Credit Classification, and Customer Credit Risk.

Statement Cycles

Statement cycles control when you create customer statements.

Balance Forward Billing Cycles

Balance forward billing cycles determine:

- The date at which Receivables generates balance forward bills.
- The transactions that are included in balance forward bills.

A balance forward billing cycle is passed to the balance forward billing program as an attribute of the payment term. A payment term that has a balance forward billing cycle associated with it is called a balance forward billing payment term.

You can define balance forward billing cycles in Oracle Receivables, or externally in feeder systems. External cycles maintained in feeder systems trigger the bill generation program according to their own schedules, and are assigned the seeded External cycle.

AutoCash Rule

If you are using AutoCash, define your rule sets before defining system parameters or customer profile classes. AutoCash determines the sequence of application methods Receivables uses when applying receipts imported using AutoLockbox to open debit items.

Grouping Rules

Grouping rules indicate how to group transaction lines imported by AutoInvoice.

Credit Classifications

The credit classification describes the type of credit relationship that you have with the applicant. The credit classification assignment determines the currencies that your enterprise supports on the credit application or in the case folder.

Note: The classification defaults from the assigned profile class, but you can change it.

Setup Steps for Customers

Setup Steps for Customers

The following setup steps are required for implementing customers:

- System Options
- Profile Options
- Profile Classes



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Setup Steps for Customers

These setup steps for customers provide additional information for the Customer Profile record. Many of these steps are conditionally required, depending upon the requirements of your business operation and customer details.

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System Options Related to Customers

System Options Related to Customers

Some key system options related to Customers:

- Automatic Customer Numbering
- Automatic Site Numbering
- Create Reciprocal Customer
- Grouping Rule Name
- Allow Change to Printed Transactions
- Allow Payment of Unrelated Transactions

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System Options Related to Customers

Receivables, Vision Operations (USA)

(N) Setup > System > System Options > (T) Transactions and Customers

- **Automatic Customer Numbering:** Select to automatically assign a unique number to every new customer. If you want to manually assign customer numbers, deselect this option.
- **Automatic Site Numbering:** Select to automatically assign numbers to customer business purposes.
- **Create Reciprocal Customer:** Select to automatically enable the reciprocal relationship type when creating new account relationships.
- **Grouping Rule Name:** Enter the default Grouping Rule Name you want AutoInvoice to use to group revenue and credit transactions into invoices, debit memos, and credit memos.
- **Allow Change to Printed Transactions:** Determines whether you can update a customer address when printed, posted, or applied transactions are assigned to that address.

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- **Allow Payment of Unrelated Transactions:** Allows receipt applications to debit items of unrelated customers and bills receivable assignments to transactions of unrelated customers.

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Manage Parties and Customer Accounts

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Profile Options

Profile Options

Some key profile options related to Customers:

- AR: Change Customer on Transaction
- AR: Customers - Enter Alternate Fields
- HZ: Display D&B button in Customer form
- HZ: Enable DQM Party Search
- Default Country

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Profile Options

System Administrator

(N) Profile > System

There are a number of profile options that affect customer data or the pages and windows used to enter the data. Some of the key profile options are:

- **AR: Change Customer on Transaction:** Determines whether to let users update customer names in the Customers set of pages.
- **AR: Enter Alternate Fields:** Controls whether users can enter information in the Alternate Name field. Receivables also uses this information when you choose Customer Name Sort as a parameter when printing certain Receivables reports (for example, the Customer Listing Detail or Summary report). Refer to the AR: Sort Customer Reports by Alternate Fields profile option.
- **HZ: Display D&B button in Customer form:** Enables the display of the Enrich button on the Customer Overview page in Oracle Receivables. This button lets you access the D&B data. Use this profile option only if you enable Dun and Bradstreet integration with Receivables.

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Manage Parties and Customer Accounts

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- **HZ: Enable DQM Party Search:** Lets you turn on the DQM Search to perform both simple and advanced searches. If this profile option is not set, you can perform only a simple search.
- **Default Country:** This is the default source for the Country field for all address regions and is used by the Flexible Address Formats feature, the Flexible Bank Structures feature, and the Tax Registration Number and Taxpayer ID validation routines.

There are many more profile options that affect Customers in the Order to Cash process. See: Oracle Receivables Profile Options, *Oracle Receivables Implementation Guide* for a complete description of profile options related to Receivables.

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Optional Setup Steps for Customers

Optional Setup Steps for Customers

Some setup steps may be helpful to define prior to implementing Customers:

- Customer Lookups
- Customer Bank Accounts
- Receipt Methods
- Customer Payment Details
- Flexible Address Style



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Optional Setup Steps for Customers

These setup steps provide additional information to be placed on the Customer Profile record. While they are not required, it may be helpful to implement these steps before creating Customer profile classes to avoid the requirement of updating the Customer record with this data later on.

Customer Lookups

Lookups provide list of value selections in a page or window. Customer Lookups include: Address Categories, Country Codes, Business Purposes, Customer Categories, Customer Classes, Free on Board (FOB), Freight Carriers, Language (for language used at customer site), Job Titles, Contact Titles (Mr. and Mrs, and so on), Communication Type, Relationship Type, and State abbreviations.

Customer Bank Accounts

You can define internal and external bank accounts as follows:

- To define your internal banks, which you use for receipts, use the Banks page of Oracle
- To define external banks, which are the customer banks with which you do business, use the Payment Details subtab of the Account Overview and Account Site Overview pages.

Receipt Methods

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Receivables uses receipt methods to account for your receipt entries and applications. Receipt methods also determine a customer's remittance bank information.

See: *Implement Receipts: Receipt Class, Receipt Method, and Bank Account Relationship* for more information about receipt methods.

Customer Payment Details

Use the Payment Details tab of the Customers page to set up and maintain payment details for a customer or customer site. This includes assigning a primary receipt method and creating payment instruments for credit card and bank transfer payments.

Flexible Address Style

To enter customer, supplier, bank, check and remit to addresses in country specific formats, you must set up flexible address formats. This is a multi-step process that allows you to conform to postal regulations for the countries you interact with.

Flexible Address Formatting

Flexible Address Formatting

29 Long Road
Wheaton, IL
60187

19 Kew Gardens Road
Kew, Surrey
TW9 4RW
England

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Flexible Address Formatting

Flexible address formatting allows you to adapt the address style based upon the country with which an address is associated.

There are two options when using flexible address formats:

- Use Predefined Format
- Customize Address Format

Oracle Applications provides seven predefined address styles or formats: Default, Japanese, Northern European, Southern European, South American, United Kingdom/Asia/Australasia, and United States. See: Address Style Mappings, *Oracle Receivables Implementation Guide* for information about these formats

Note: Predefined address styles are not by default associated with a specific country.

To customize address formats:

Step 1: Set Up Flexible Address Format

As the address formats are designed in a descriptive flexfield, we will use this functionality to add to the list of available formats. There are several descriptive flexfields that must be updated with a new context-sensitive segment to increase the address format options. They are:

<u>Descriptive Flexfield</u>	<u>Displayed</u>
Bank Address	Banks
Remit Address	Remit-to
Payment Address	Address, Customers
Site Address	Payment Summary, Payment Overview Suppliers

After creating a context field value, associate segments appropriate to your new address format. Remember to freeze and compile the flexfield. See: Defining Descriptive Flexfields, *Oracle Applications Flexfields Guide* for more information about creating context sensitive descriptive flexfields.

Step 2: Create Address Style Lookup

After you have created a new context field value, map the context field value name to a new lookup code. Navigate to the Special Lookups window using the Application Developer responsibility. Enter the following values:

- Language
- Code: This must match the context field value you created in Step 1.
- Meaning: This should be the description you gave the context field value in Step 1

Do not use start or end dates for this lookup.

Step 3: Assign Style to Country

It is necessary to associate the style you created in Step 2 with a country on the Countries and Territories window. You must do this step for all countries you wish to have associated with a flexible address format, either custom defined or delivered by Oracle.

See: Setting Up Flexible Addresses, *Oracle Receivables Implementation Guide* for more information about flexible address formats.

Quiz

Quiz

Party merge is handled by Receivables.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is “Customer account merge is handled by Receivables, while Party merge is handled by Trading Community Architecture”.

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Quiz

Quiz

Data Quality Management feature in TCA is used to:

1. Set up the relationship types.
2. Control how specific entities in the TCA Registry can be accessed.
3. Set up data sharing groups.
4. Provide powerful search and duplicate identification functionality.

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Answers: 4

Quiz Specifications

- The correct answer is “Data Quality Management (DQM) is set up to provide powerful search and duplicate identification functionality”.

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Quiz

Quiz

Customer Account Relationships are transitive.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is “Customer Account Relationships are not transitive: If customer account A is related to B and B is related to C, this does not mean that A is related to C”.

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Quiz

Quiz

Which of these are valid options for modification of profile classes?

1. Do Not Update Existing Profiles
2. Retain All Profiles
3. Update All Profiles
4. Update All Non-customized Profiles

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Answers: 1, 3, 4

Quiz Specifications

- The correct answer is “You can modify profile classes using: Do not update existing profiles, Update all profiles, and Update all non-customized profiles”.

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Summary

Summary

In this module, you should have learned how to:

- Define the features that let you enter and maintain party and customer account information
- Create profile classes and assign them to customer accounts
- Create and maintain party and customer account information
- Merge parties and customer accounts
- Enable customer account relationships
- Define TCA party paying relationships
- View party and customer account information
- Define setup options

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Process Invoices Using AutoInvoice

Chapter 4

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Process Invoices Using AutoInvoice

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Process Invoices Using AutoInvoice

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Process Invoices Using AutoInvoice

Process Invoices Using AutoInvoice

4

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Process Invoices Using AutoInvoice

Chapter 4 - Page 3

Objectives

Objectives

After completing this module, you should be able to do the following:

- Describe the AutoInvoice process
- Use AutoInvoice
- Understand error correction using AutoInvoice Exception Handling

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Agenda

Agenda

- Overview of the AutoInvoice process
- Using AutoInvoice
- Correcting errors during import

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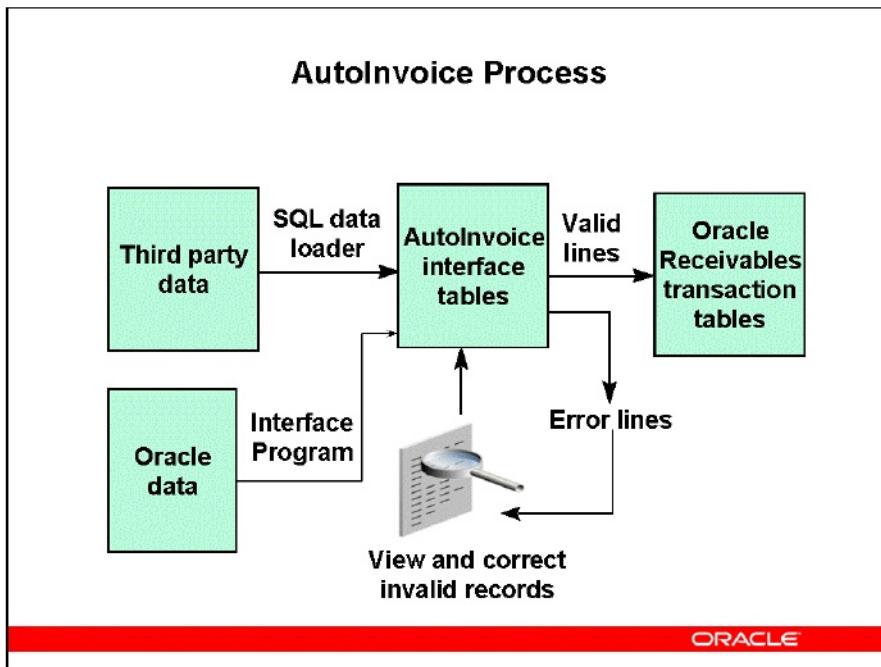
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Process Invoices Using AutoInvoice

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AutoInvoice Process



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AutoInvoice Process

- The AutoInvoice process imports large numbers of transactions for seamless integration from Oracle or non-Oracle systems:
 - Invoices
 - Debit memos
 - Credit memos
 - On-account credits
- Oracle provides an Interface Program to load data from other Oracle applications. You must write a SQL loader to load data from third parties.
- For imported transactions with External billing cycles, the AutoInvoice process determines the billing date. AutoInvoice uses the BILLING_DATE column to import the billing date.
- The AutoInvoice process stamps each transaction with legal entity information. Because each transaction can only belong to one legal entity, when multiple legal entities exist either the system defaults a legal entity or the user enters the legal entity manually.
- The AutoInvoice process uses the Oracle E-Business Tax tax engine to calculate taxes on transaction lines.

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- Errors are easily corrected online with user interfaces.
- The AutoInvoice process uses grouping rules on imported lines.
 - **Note:** You cannot import deposits or guarantees.

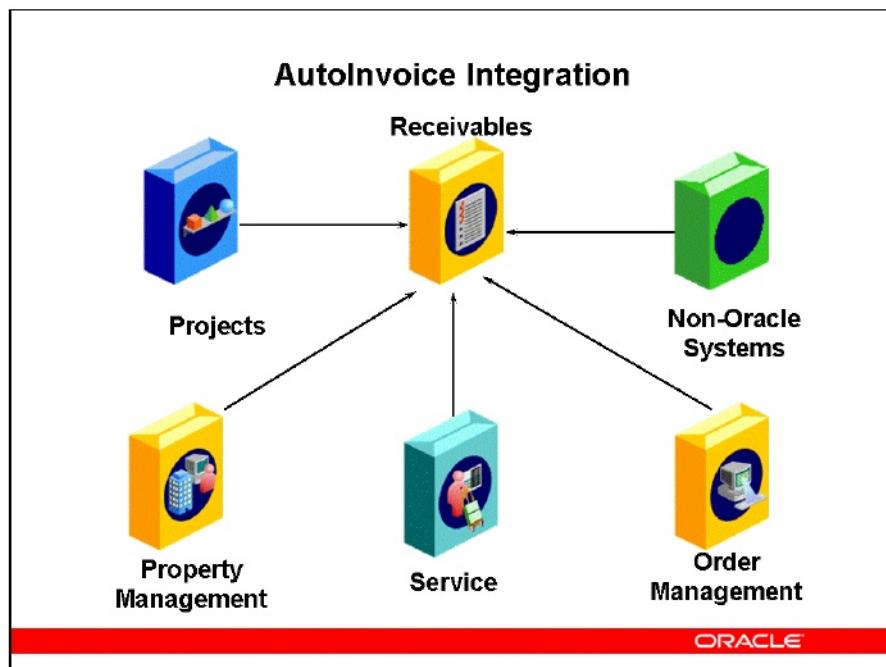
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Process Invoices Using AutoInvoice

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AutoInvoice Integration



AutoInvoice Integration

In Oracle Receivables, you can create invoices from the following Oracle applications:

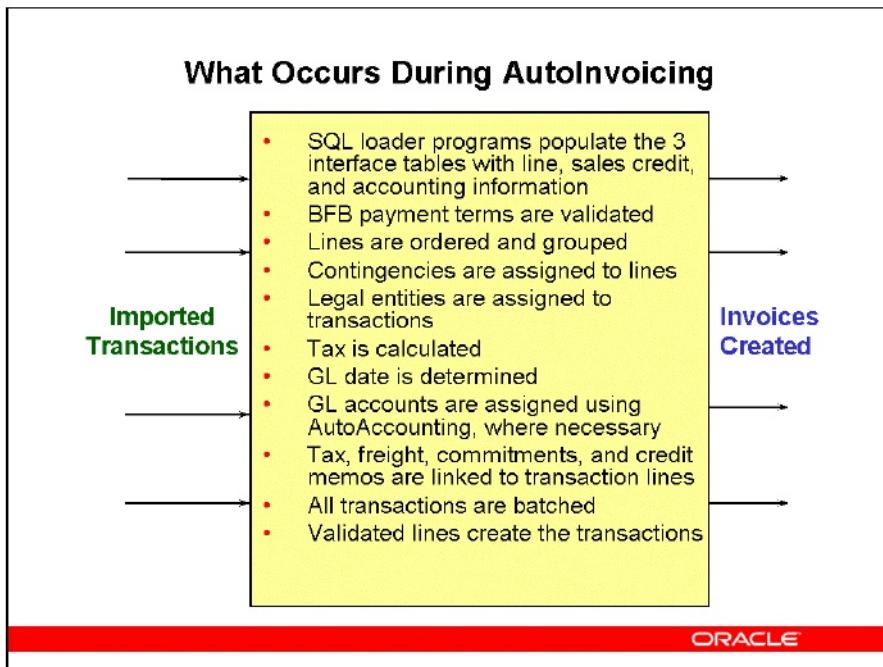
- Order Management
- Projects
- Loans
- Lease and Finance Management
- Service
- Property Manager

Oracle Receivables can create invoices from the following non-Oracle applications:

- Legacy system (for transaction history)
- Non-Oracle billing applications
- Non-Oracle order entry applications

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What Occurs During AutoInvoicing



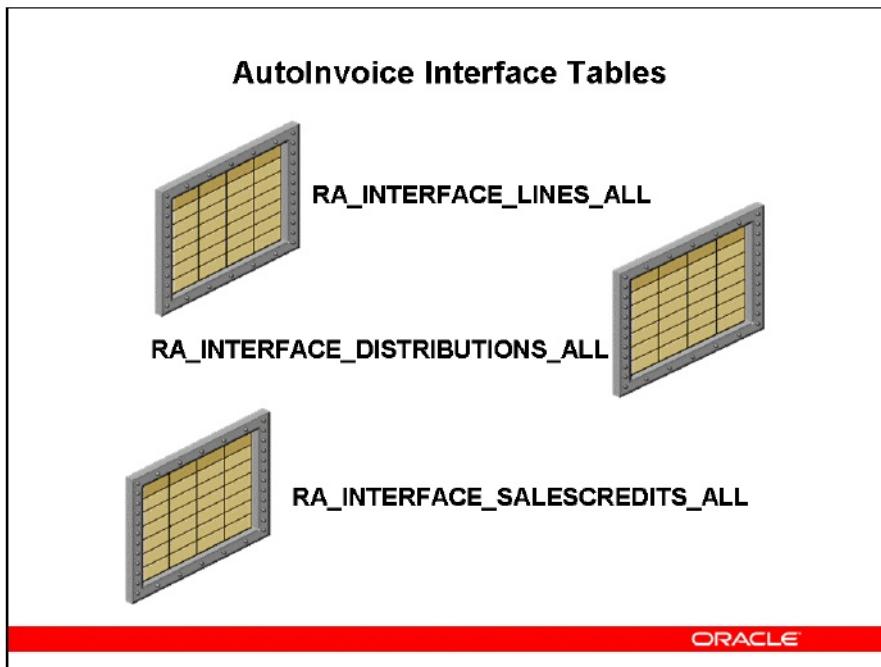
What Occurs During AutoInvoice

When imported transactions are processed through the AutoInvoice program, the following events happen:

- Line, accounting, and sales credit information populates three Receivables interface tables.
- Transaction lines are ordered and grouped by the grouping and line ordering rules defined.
- If the Contingencies for the Invoice lines are passed in AR_INTERFACE_CONTS_ALL table, then a contingency is created on the appropriate line. Additionally, In the process of creating invoice line through AutoInvoice, all the enabled rules for Revenue Contingencies will get evaluated. If the matching criteria of the rules are met, the default contingencies are assigned to the invoice line. The Revenue Management Engine will immediately defer revenue for invoice lines that have contingencies assigned.
- Transaction is stamped with legal entity information. Because each transaction can only belong to one legal entity; when multiple legal entities exist, the system optionally defaults a legal entity from the transaction type or transaction batch source, if defined. If legal entity defaults are not defined, then the user must enter the legal entity manually.

- AutoInvoice performs the following payment terms validations for imported balance forward billing (BFB) transactions:
 - Transactions with balance forward billing payment terms have balance forward billing enabled at the account and site profiles.
 - Transactions with non-balance forward billing payment terms for balance forward billing customers have the Override Terms check box selected.
 - Transactions with balance forward billing payment terms having the External billing cycle have a billing date.
- Tax is calculated by Oracle E-Business Tax.
- GL (General Ledger) date is determined by the accounting rules or, if rules are not used, from the ship or sales order date.
- GL accounts are assigned using AutoAccounting, except where accounting is provided on the transaction.
- Tax, freight, commitments, and credit memos are linked to transaction lines based on the Reference ID or Reference flexfield.
- All transactions are batched by batch source name and request ID.
- Validated lines are used to create the transactions.
- Error lines remain in the Interface Table for correction.

AutoInvoice Interface Tables



AutoInvoice Interface Tables

Every line must use the RA_INTERFACE_LINES_ALL table. The RA_INTERFACE_DISTRIBUTIONS_ALL and RA_INTERFACE_SALESCREDITS_ALL tables are optional.

AutoInvoice also uses the AR_INTERFACE_CONTS_ALL table to store imported contingency information and the RA_INTERFACE_ERRORS_ALL table to store information about interface data that failed validation.

RA_INTERFACE_LINES_ALL Table

This table contains information related to all transactions to be processed by AutoInvoice. Transactions include invoices, debit memos, credit memos, and on-account credits. This table holds the key data, such as bill-to customer, ship-to customer, and transaction date.

- Each record contains line, tax, freight, or late charges information.
- The Line_Type field identifies the type of information contained in the record.
- A record can be a parent record: Line, Header Freight, or Charges; or a child record: Tax or line-level Freight.
- A child record is linked to the parent record using the Link-To Transaction flexfield.

RA_INTERFACE_DISTRIBUTIONS_ALL Table

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Oracle Order Management does not use this table because AutoAccounting creates the distributions in Oracle Receivables.

- This table contains accounting distributions to be used by the transactions defined in RA_INTERFACE_LINES_ALL.
- Accounts defined in this table override any accounts created using AutoAccounting.
- You can choose to pass some or all account information to AutoInvoice. Any accounts that are not passed will be derived using AutoAccounting.
- Records in this table are linked to records in the RA_INTERFACE_LINES_ALL table using the Transaction flexfield.

RA_INTERFACE_SALESCREDITS_ALL Table

This table contains all sales credit information for the transactions in the

RA_INTERFACE_LINES_ALL table.

- The two tables are linked using the Transaction flexfield.
- This table is required to track sales credits.

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Agenda

Agenda

- Overview of the AutoInvoice process
- **Using AutoInvoice**
- Correcting errors during import

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Process Invoices Using AutoInvoice

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Managing AutoInvoice System Options

Managing AutoInvoice System Options

- Select to manually or automatically purge successfully transferred records
- Adjust the amount of memory allocated to AutoInvoice for validation
- Specify the level of detail required in the AutoInvoice log file
- Specify the indices for the GL_CODE COMBINATIONS, MTL_SYSTEM_ITEMS, and RA_TERRITORIES tables
(Accounting Flexfield, System Items, and Territory fields)

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Managing AutoInvoice System Options

Receivables, Vision Operations (USA)

(N) Setup > System > System Options > (T) Transactions and Customers

AutoInvoice System Options are set in the AutoInvoice region of the Transactions and Customers tabbed region of the System Options window:

- Check the Purge Interface Tables box to automatically purge the AutoInvoice Interface tables after running AutoInvoice. Receivables deletes the records that have successfully transferred into permanent Receivables tables.
Leave this box unchecked if you want to submit the AutoInvoice Purge program manually after running AutoInvoice.
- In the Maximum Memory field, enter in bytes the maximum amount of memory to allocate to AutoInvoice for validation. For best results, enter a value that is the maximum number of records that you import (rounded to an even number) multiplied by 1024.
For example, if you use AutoInvoice to import no more than 100 records at a time, enter a value of 102400.

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Process Invoices Using AutoInvoice

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- In the Log File Message Level field, enter a number (from 0 to 3) to indicate the amount of detail you want AutoInvoice to display in the AutoInvoice log file. The higher the number, the greater the detail.
- Enter the Accounting, System Items, and Territory Flexfield segments that are most often selected by AutoInvoice. Receivables uses this information to increase AutoInvoice performance.

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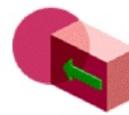
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Defining Transaction Batch Sources for AutoInvoice

Defining Transaction Batch Sources for AutoInvoice



Batch Source



“IMPORTED”

Use the transaction batch source to:

- Reject transactions with invalid tax rates, or update the tax rate
- Reject transactions with invalid lines, or create transactions excluding the invalid lines
- Reject or automatically adjust the GL date if the transaction date falls in a closed period
- Assign a grouping rule to indicate how transaction lines are grouped into transactions

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Defining Transaction Batch Sources for AutoInvoice

Receivables, Vision Operations (USA)

(N) Setup > Transactions > Sources > (T) AutoInvoice Options

Assign a batch source type of Imported to invoices created by AutoInvoice, including interest invoices or debit memos for late charges.

The batch source provides these options for AutoInvoice:

- Reject transactions with invalid tax rates, or update the tax rate. During import, Receivables compares the tax rate of the imported transaction to the tax rate of its tax rate code. You can set Receivables either to adjust the tax rate to the rate assigned to the tax rate code, or to reject the transaction.
- Reject transactions with invalid lines, or create transactions excluding the invalid lines. The value entered in the Invalid Line field determines how AutoInvoice handles imported transactions with invalid lines. For example, if Reject Invoice is selected and the grouping rule specifies that three transaction lines are to be created as one invoice and one of the transaction lines has an error, AutoInvoice rejects all three transaction lines and does not create an invoice. However, if Create Invoice is selected, AutoInvoice

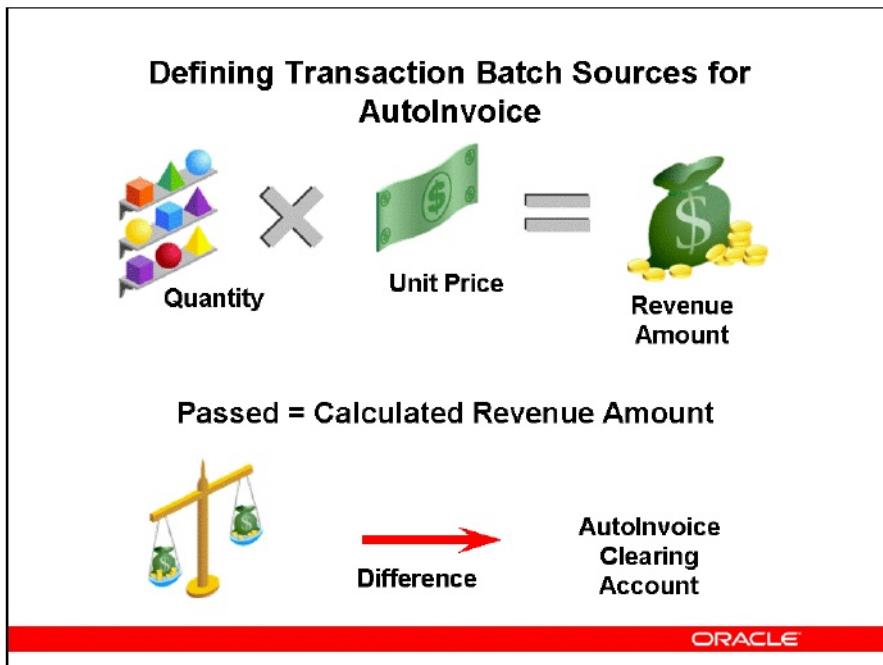
rejects only the invalid transaction line and creates an invoice for the remaining two valid transaction lines.

- Reject or automatically adjust the GL date if the transaction date falls in a closed period. If the transaction date is in a closed period, you can adjust the date to the first GL date of the next open or future period, or you can reject the transaction.
- Assign a Grouping Rule to indicate how transaction lines are grouped into transactions. If you do not assign a grouping rule, AutoInvoice uses a default hierarchy to determine the grouping rule.

Note: If you are generating late charges, AutoInvoice creates interest invoices or debit memos for your customer late charges, according to your late charge policy.

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Defining Transaction Batch Sources for AutoInvoice



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- ID: Use an identifier
- None: No validation

AutoInvoice validates these transaction data items:

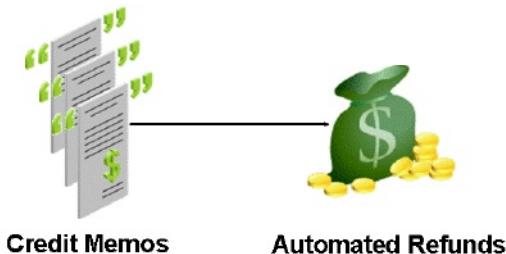
- Customer information
- Invoice and Accounting rules
- Payment terms
- Transaction flexfield segments
- Revenue Account Allocation data (Amount or Percent)
- Sales data: salespersons, sales credit types, and sales credit

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Automated Refunds

Automated Refunds

- Create credit memos through AutoInvoice
- Refunds are automated
- View refund status in AP workbench



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Automated Refunds

Receivables integrates with Oracle Payments to manage automated refunds of credit memos. When you create credit memos through AutoInvoice, the refunds are automated according to your setup. There is no need for user intervention:

- For credit card transactions, Receivables submits the request to Oracle Payments directly. Refunds are applied to the same credit cards used on the transactions.
- For non-credit card transactions, refunds are processed through Payables. Receivables submits the request to Payables for automated refund, which in turn submits the request to Oracle Payments for fund disbursement.

To view the status of your refund in the Payables workbench, you can choose the Refund Status button from the Receipt Application window.

See: *Implement Customer Invoicing: Transaction Sources* for information about setting up for automated refunds.

Grouping Rules

Grouping Rules

AutoInvoice Records			Transaction Flexfields	
Currency	Bill-to	Item	Attr (Order #)	Attr2 (Order Type)
USD	ACME	A	5001	Domestic
USD	ACME	B	5002	Domestic
USD	ACME	C	112	No Ship
USD	ACME	D	501	International
USD	ACME	E	502	International

Grouping Rules
All mandatory rules (Includes currency and bill to)
+ optional rule: Transaction Flexfield Attribute2



Invoice 1
Order #
5001 & 5002



Invoice 2
Order # 112



Invoice 3
Order # 501
& 502



Grouping Rules

Receivables, Vision Operations (USA)

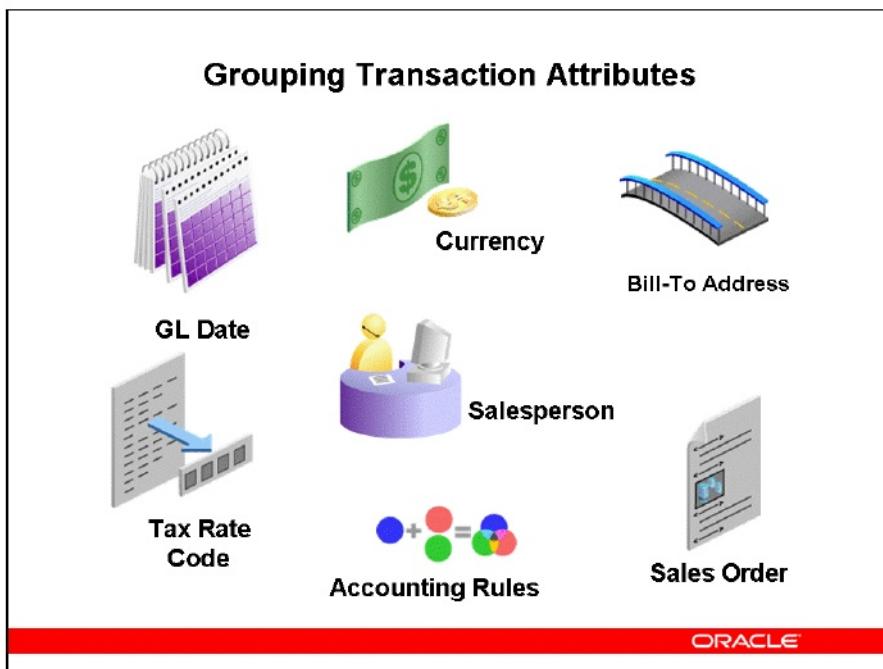
(N) Setup > Transactions > AutoInvoice > Grouping Rules

AutoInvoice uses Grouping Rules to group lines to include on each transaction

In the example shown in this slide the invoices are grouped by Currency, Bill-To and lastly, Transaction Flexfield Attribute 2, Order Type.

- Grouping rules are mandatory and determine how transaction lines are grouped into transactions.
- Optionally, you can use line ordering rules to determine the order in which lines are displayed on a transaction.

Grouping Transaction Attributes



Grouping Transaction Attributes

Receivables provides two different types of transaction attributes: required and optional.

- You cannot add or delete required transaction attributes, but you can always add optional ones.
- A default grouping rule is provided with Receivables which groups lines using required transaction attributes.
- Optional transaction attributes are available to create custom grouping rules.
- Grouping and Ordering Rules must include required attributes and may include optional attributes.

Required attribute examples: Bill-To Address, Currency, GL (General Ledger) Date, Primary Salesperson.

Optional attribute examples: Accounting Rules, Sales Order, Tax Rate Code.

Grouping Rule Hierarchy

Grouping Rule Hierarchy

- Assign Grouping Rules to:
- Transaction Batch Sources
 - Customer Profile Classes
 - System Options

Hierarchy to determine Grouping Rule to use:

1. Transaction Batch Source
2. Customer Profile Class
3. System Options



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Grouping Rule Hierarchy

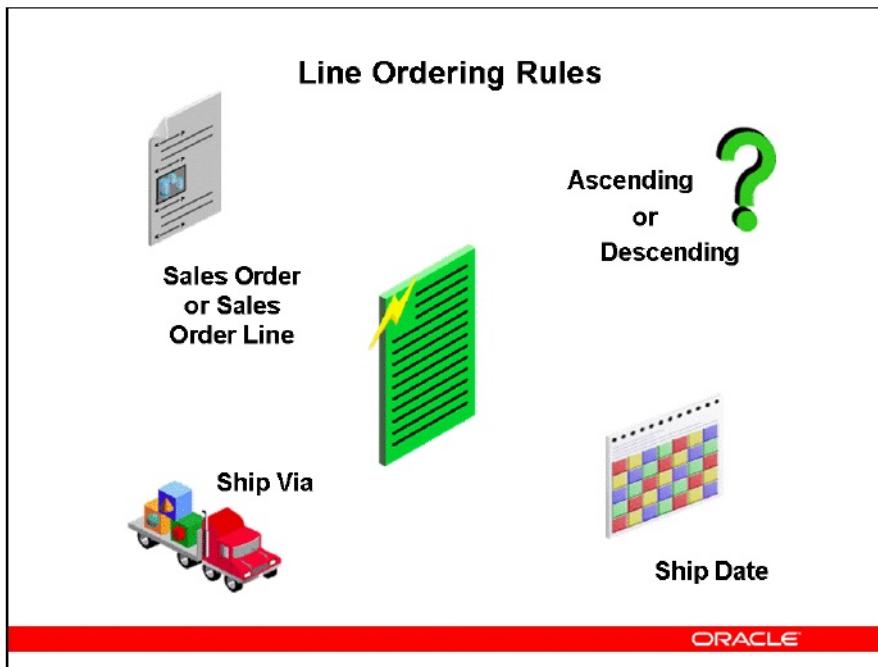
Assign Grouping Rules to Transaction Batch Sources, Customer Profile Classes, or System Options.

AutoInvoice uses the following hierarchy to determine which Grouping Rule to use:

- Transaction Batch Source
- Customer Profile Class
- System Options

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Line Ordering Rules



Line Ordering Rules

Receivables, Vision Operations (USA)

(N) Setup > Transactions > AutoInvoice > Line Ordering Rules

AutoInvoice uses Line Ordering Rules to determine the order of transaction lines on an invoice. You can specify a Line Ordering Rule for each Grouping Rule.

If a Line Ordering Rule is not defined, lines will appear on transactions in random order.

You can assign transaction attributes to your Line Ordering Rules. You can assign a priority to these attributes for each of your invoice Line Ordering Rules. You can also specify an ascending or descending order for each transaction attribute assigned to a rule.

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Transaction Flexfields

Transaction Flexfields

- **Invoice Header (optional):** Specifies invoice header information
- **Line (required):** Uniquely identifies invoice lines
- **Link-To (optional):** Links tax and freight to invoice lines
- **Reference (optional):** Links credit memos to transactions



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Transaction Flexfields

Transaction flexfields are descriptive flexfields that AutoInvoice uses to uniquely identify transaction lines.

Because they are unique for each transaction line, they can also be used to reference and link to other lines.

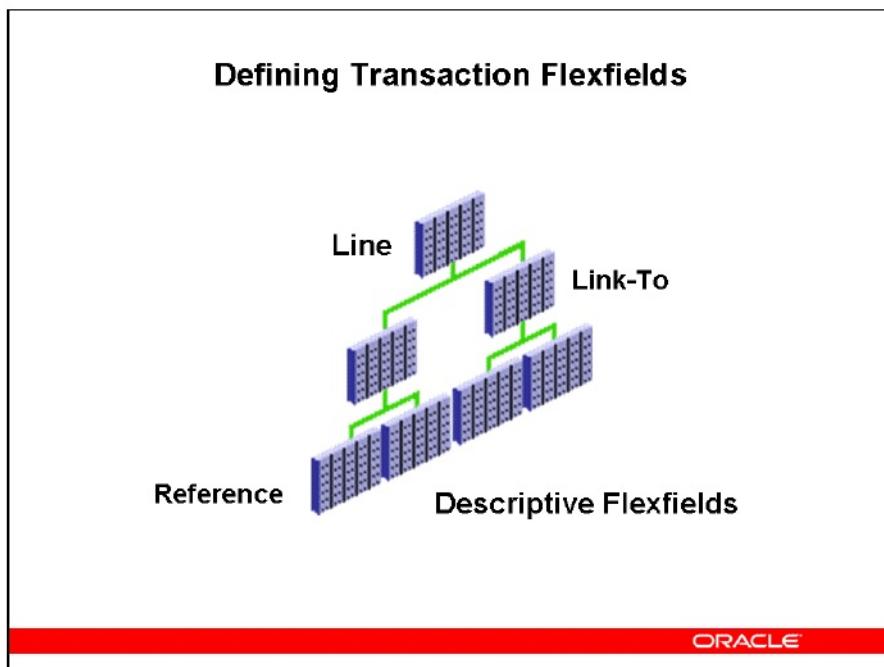
Receivables lets you determine how you want to build your transaction flexfield structure and what information you want to capture.

Define a flexfield for each import source. Specify which one to use during import.

Use the Reference Flexfield to link a credit memo line to a transaction. This passes information like order number, project number, and shipping information.

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Defining Transaction Flexfields



Defining Transaction Flexfields

Receivables, Vision Operations (USA)

(N) Setup > Financials > Flexfields > Descriptive > Segments

Transaction Flexfields are descriptive flexfields that AutoInvoice uses to uniquely identify transaction lines.

- Define Transaction Flexfields in the Descriptive Key Segments window.
- The Line, Link-To, and Reference structures must be identical.
Note: AutoInvoice always uses the Line Transaction Flexfield structure for both the Link-to and Reference information when importing transactions. Define these flexfield structures only if this information is to be displayed on custom windows.
- (Optional) Use transaction flexfield information for imported invoices in lists of values throughout the product. Use the profile option AR: Transaction Flexfield QuickPick to select the Transaction Flexfield Segment you want to display. For example, if you want to be able to reference the order, you need to assign the transaction flexfield segment that holds the order number to the AR: Transaction Flexfield QuickPick profile option.

The order number will then display in the reference column of all invoice lists for imported invoices.

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Process Invoices Using AutoInvoice

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AutoInvoice Validation

AutoInvoice Validation

Checks Lines for: Accounting Rules and Accounting Periods

Checks Interface Tables with those in Receivables for:

- Existence
- Batch Sources
- Uniqueness
- Precision
- Cross Validation



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AutoInvoice Validation

Validates lines for:

- Accounting rules
- Accounting periods

AutoInvoice validates your data for compatibility with Receivables. It ensures that the columns in the Receivables interface tables reference the appropriate values and columns in Receivables. It checks for:

- **Existence:** Ensures that the values for some columns are already defined.
- **Batch Sources:** Ensures consistent values for fields in the Transaction Sources window.
- **Uniqueness:** Ensures that the invoice number you supply is unique within a given batch source.
- **Precision:** Ensures that the amount and accounted amount have the correct precision.
- **Cross Validation:** Ensures that column values agree with each other.

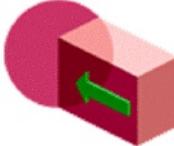
Submitting AutoInvoice

Submitting AutoInvoice

AutoInvoice Master Program

Parameters:

- Source
- Default Date
- Transaction Type
- Bill-To Customer Number/Name Range
- GL Date Range
- Ship Date Range
- Transaction or Sales Number Range
- Invoice Date Range
- Ship-To Customer Number/Name Range



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Submitting AutoInvoice

Receivables, Vision Operations (USA)

(N) Interfaces > AutoInvoice > (B) Single Request > (B) OK

The AutoInvoice Master Program can be submitted from the Standard Report Submission (SRS) window. This process can be scheduled to run at specific intervals using the SRS scheduling features.

- Process specific transactions or a range of transactions by entering report parameters as listed on this slide.
- Use different selection criteria to submit individual transactions or groups of transactions.
- Submit a maximum of fifteen instances.

Note: An instance refers to how AutoInvoice groups and processes your transactions. Submitting a greater number of instances lets you import transactions into Receivables more quickly.

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AutoInvoice Reports

AutoInvoice Reports

- **AutoInvoice Execution Report:** Review AutoInvoice results
- **AutoInvoice Validation Report:** Review lines that failed validation



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AutoInvoice Reports

Receivables, Vision Operations (USA)

(N) Reports > Listing > (B) Single Request > (B) OK for the AutoInvoice Execution Report.
(N) Reports > Accounting > (B) Single Request > (B) OK for the AutoInvoice Validation Report

AutoInvoice Execution Report: Review the results of the AutoInvoice request. This report lists summary information of how many revenue and credit transactions are selected, accepted, and rejected for each currency. The AutoInvoice Execution report also shows the total invoice amount for each transaction type for all transactions processed.

AutoInvoice Validation Report: Review lines that failed different phases of validation and the error messages associated with these lines. Receivables only generates this report when there are lines that fail validation during the AutoInvoice process. To review records that were successfully imported, use the AutoInvoice Execution report.

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Implementation Considerations

Implementation Considerations

- What type of transactions or lines will be imported?
- Will you need to modify the Transaction flexfield?
- How and when will errors be identified?
- Who is responsible for correcting the errors?
- Will you need to create Grouping Rules with optional attributes?



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Agenda

Agenda

- Overview of the AutoInvoice process
- Using AutoInvoice
- Correcting errors during import

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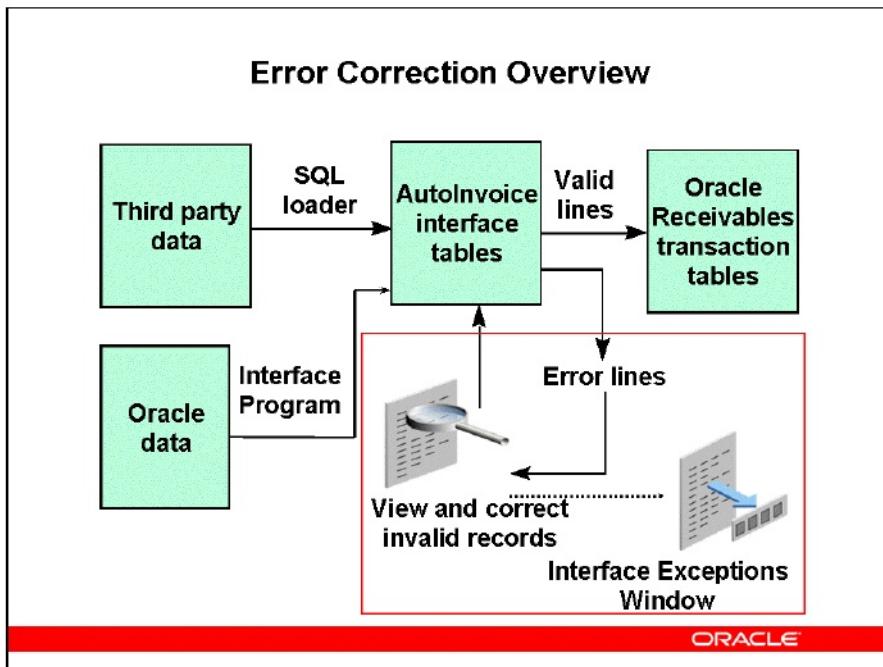
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Process Invoices Using AutoInvoice

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Error Correction Overview



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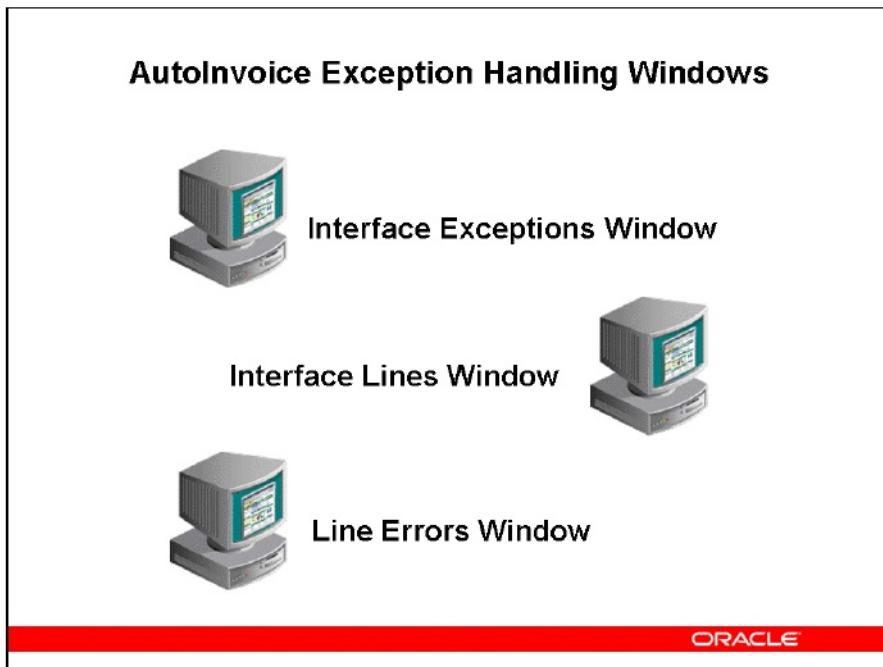
Error Correction Overview

The Interface Exceptions window can be used to correct errors that are in the AutoInvoice Interface Table.

- Records that pass validation are transferred into Receivables transaction tables.
- Records that fail validation are called exceptions; these records remain in the AutoInvoice interface tables.
- Once you have corrected the errors, you must resubmit AutoInvoice.
- Valid lines cannot be changed in the Interface Lines window. Only those lines with errors can be changed.

Note: You can also correct errors in the source system and resubmit AutoInvoice.

AutoInvoice Exception Handling Windows



AutoInvoice Exception Handling Windows

Receivables, Vision Operations (USA)

- (N) Control > AutoInvoice > Interface Lines
- (N) Control > AutoInvoice > Interface Exceptions

Interface Exceptions Window

- Displays the interface ID, exception type, error message, and the invalid value associated with each error.
- You cannot edit data in this window, but you can view the error message and easily correct the error by clicking the Details button.

Note: The error message and column name with erroneous data is displayed in the Message column, and the value that needs to be corrected is displayed in the Invalid Value column.

Interface Lines Window

The Interface Lines window displays all lines residing in the interface tables, along with detailed information such as Interface Line ID, Line Type, Batch Source Name, Currency, and Amount.

- If the Errors Exist check box is checked, the interface line contains an error.
- This window allows editing of data, as well as drill down to view more detailed information about each record using the Accounting, Sales Credits, Freight, Tax, and Errors buttons.
- In order to correct errors from the Interface Lines window, perform a Query for all records with the Errors Exist box checked.

Line Errors Window

- Displays all errors associated with a specific line and can only be opened from the Interface Lines window.
- View all errors associated with a single line by clicking the Errors button in the Interface Lines window.
- You cannot edit data in this window.
- Displays the interface ID, the error type, error message, and the invalid value.

Note: You might use this window when you access the Interface Lines window directly, which does not display the error messages. The type indicates which button to click in the Interface Lines window.

Quiz

Quiz

Every line in the AutoInvoice Interface Tables must use the RA_INTERFACE_DISTRIBUTIONS_ALL table.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is "Every line in the AutoInvoice Interface Tables must use the RA_INTERFACE_LINES_ALL table. The RA_INTERFACE_DISTRIBUTIONS_ALL and RA_INTERFACE_SALESCREDITS_ALL tables are optional".

Quiz

Quiz

Which transactions are imported through the AutoInvoice process?

1. Debit memos
2. Deposits
3. Guarantees
4. On-account credits

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Answers: 1, 4

Quiz Specifications

- The correct answer is "Invoices, Debit memos, Credit memos, and On-account credits are transactions that are imported using AutoInvoice process. Deposits and Guarantee are not imported".

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Quiz

Quiz

AutoInvoice uses the following hierarchy to determine which Grouping Rule to use: System Options, Transaction Batch Source, and Customer Profile Class.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is “AutoInvoice uses the following hierarchy to determine which Grouping Rule to use: Transaction Batch Source, Customer Profile Class, and System Options”.

Quiz

Quiz

In Oracle Receivables, you can create invoices from the following Oracle applications:

1. E-Business Tax
2. Lease and Finance Management
3. Order Management
4. Loans

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Answers: 2, 3, 4

Quiz Specifications

- The correct answer is “In Oracle Receivables, you can create invoices from Order Management, Lease and Finance Management, and Loans”.

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Summary

Summary

In this module, you should have learned how to:

- Describe the AutoInvoice process
- Use AutoInvoice
- Understand error correction using AutoInvoice Exception Handling

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Process Invoices

Chapter 5

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Process Invoices



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Objectives

Objectives

After this module, you should be able to:

- Describe the way processing invoices fits into the Receivables process
- Enter and complete invoices
- Perform other invoice actions
- Correct invoices
- Print transactions and statements
- Use event-based management
- Demonstrate promised commitment accounts

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Agenda

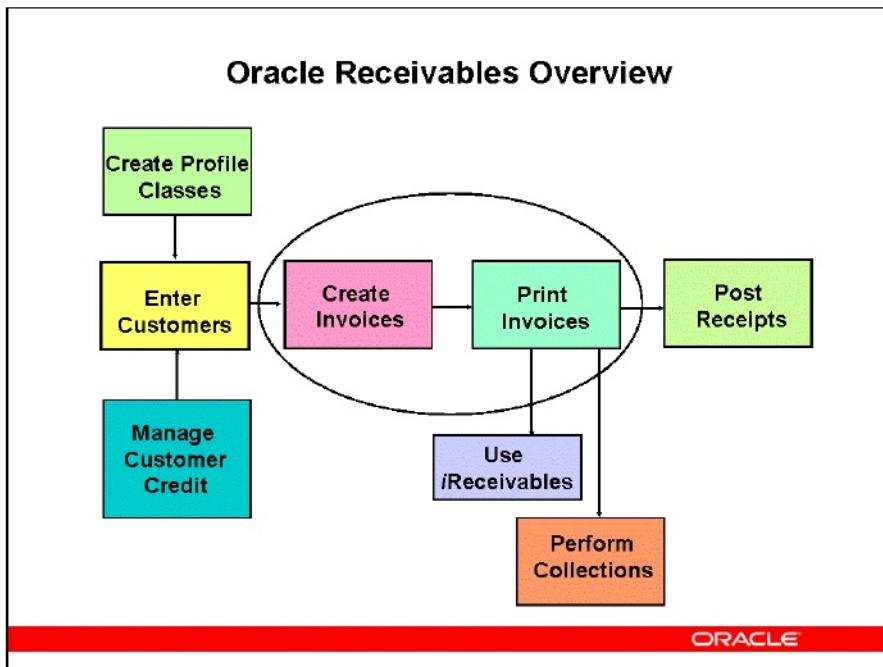
Agenda

- **Overview of invoice process**
- Entering and completing invoices
- Performing other invoice actions
- Correcting Invoices
- Printing transactions and statements
- Using event-based management
- Demonstrating promised commitment accounts

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Oracle Receivables Overview



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Oracle Receivables Overview

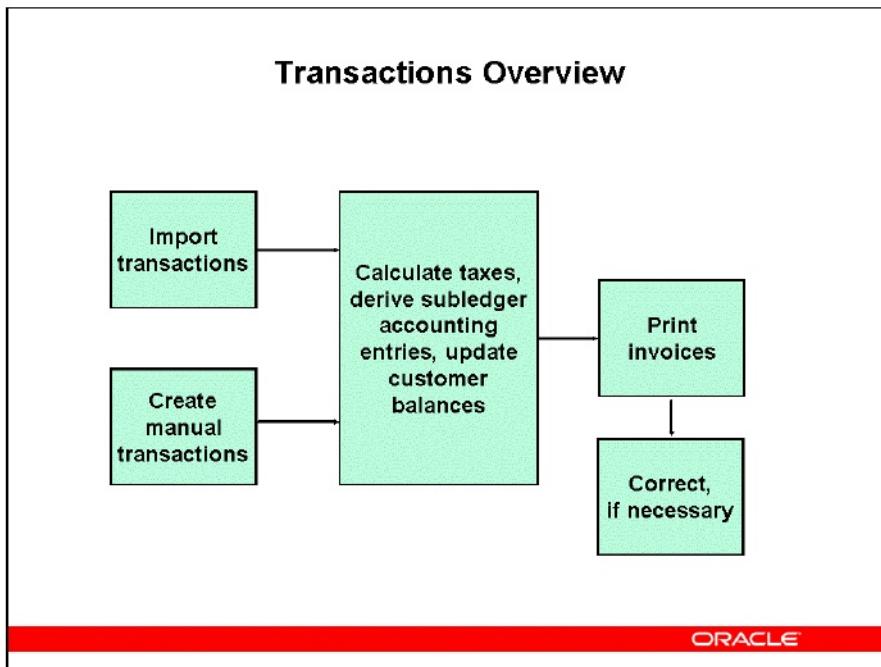
Oracle Receivables provides the capability to create all of the transactions necessary to correctly bill customers, record payments, and perform adjustments to customer accounts. These transactions include invoices, credit memos, debit memos, guarantees, deposits, bills receivable, adjustments, and chargebacks. The Oracle Receivables process consists of several major steps. The Create Invoices and Print Invoices steps will be discussed in this topic.

- **Create Profile Classes:** Defines several default values for customers with similar credit terms and invoicing requirements.
- **Enter Customers:** Creates information for the customer, defines the addresses for the customer, and the business purposes at each address.
- **Manage Customer Credit (Oracle Credit Management):** Enables credit analysts to measure new customer credit risk and to update existing customer credit risk.
- **Create Invoices:** Uses AutoInvoice or manually created invoices to bill customers for goods and services.
- **Print Invoices:** Produces invoices to mail to customers.
- **Use iReceivables:** Allows customers and employees to access customer accounts online to see the status of invoices and receipts and to request credits online.

- **Post Receipts:** Permits posting of customer payments as they are received.
- **Perform Collections:** Enables collectors to use the Advanced Collections windows and reports to perform timely and accurate collection activities.

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Transactions Overview



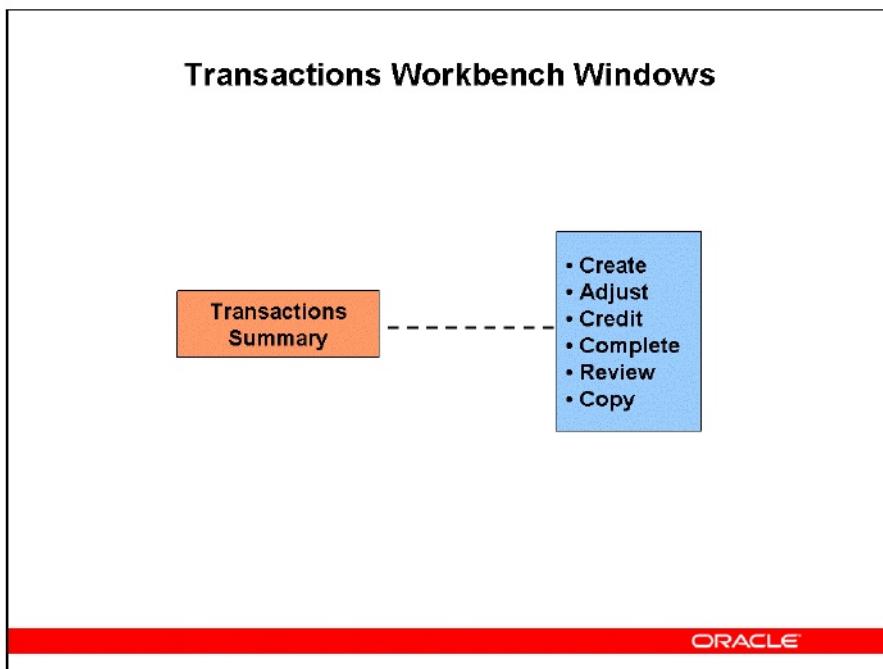
Transactions Overview

Transactions can be imported from Order Management, Projects, Service, Property Management, and non-Oracle systems. Transactions can also be created manually.

During the Transaction process, tax is calculated on each transaction line using E-Business Tax, subledger accounting entries are created using the parameters defined in Subledger Accounting, and customer balances are updated. Invoices can be printed and corrections can be entered, if necessary.

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Transactions Workbench Windows



Transactions Workbench Windows

Receivables, Vision Operations (USA)

(N) Transactions > Transactions Summary

The Transactions Summary window consists of a workbench with access to these functions:

- Create new transactions
- Create adjustments and credit memos
- Complete transactions
- Review transactions and cash applications
- Copy transactions

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Agenda

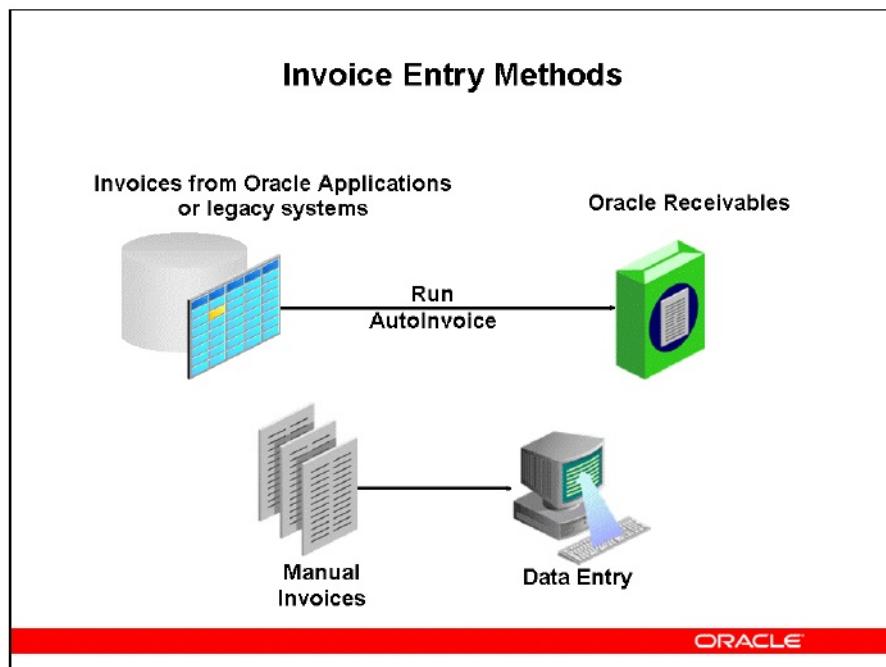
Agenda

- Overview of invoice process
- **Entering and completing invoices**
- Performing other invoice actions
- Correcting Invoices
- Printing transactions and statements
- Using event-based management
- Demonstrating promised commitment accounts

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Invoice Entry Methods



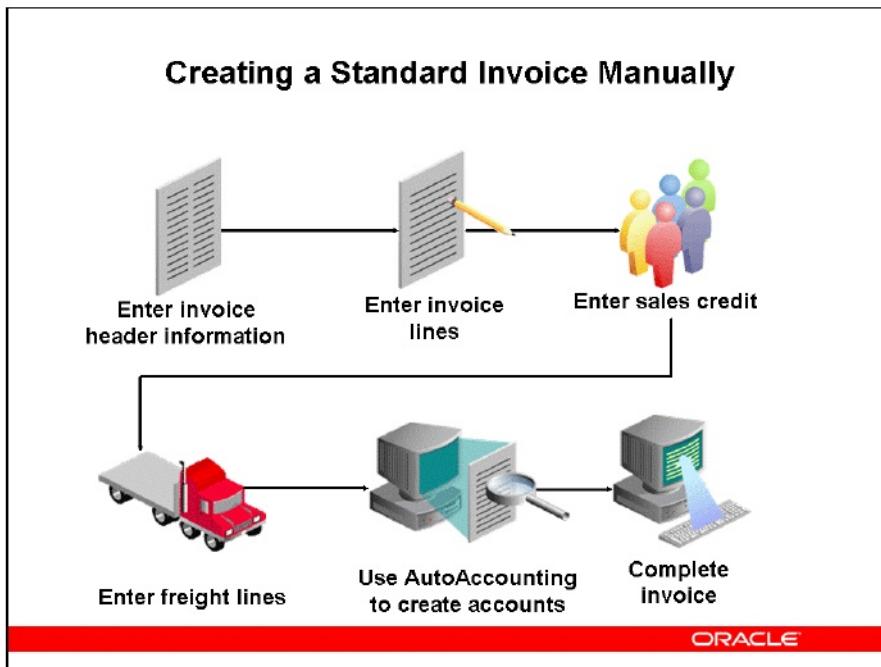
Invoice Entry Methods

Enter standard invoices according to your business needs:

- **AutoInvoice:** Import transactions from Oracle Applications or legacy systems.
- **Manual Invoices:** Enter transactions for invoices that do not originate in a feeder system, such as invoices for miscellaneous items, services, or freight.

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Creating a Standard Invoice Manually



Creating a Standard Invoice Manually

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

To create a Standard Invoice manually:

- **Enter invoice header information:** Identify the customer, legal entity, and type of invoice. The invoice header can be modified to include a transaction source.
- **Enter invoice lines:** Record goods and services to be invoiced.
- **Enter a Payment Term:** Payment terms include standard, prepayment, split, or balance forward billing payment term. Select a balance forward billing payment term to include the transaction in a balance forward bill, consolidated at either the customer account or site level.
- **Enter sales credit:** Optionally record sales commissions.
- **Enter freight lines:** Optionally record freight charges.
- **Use AutoAccounting to create accounts:** Create the General Ledger distribution accounts by using preconfigured AutoAccounting Rules.

- **Complete Invoice:** Finish the process and prepare the invoice for printing.

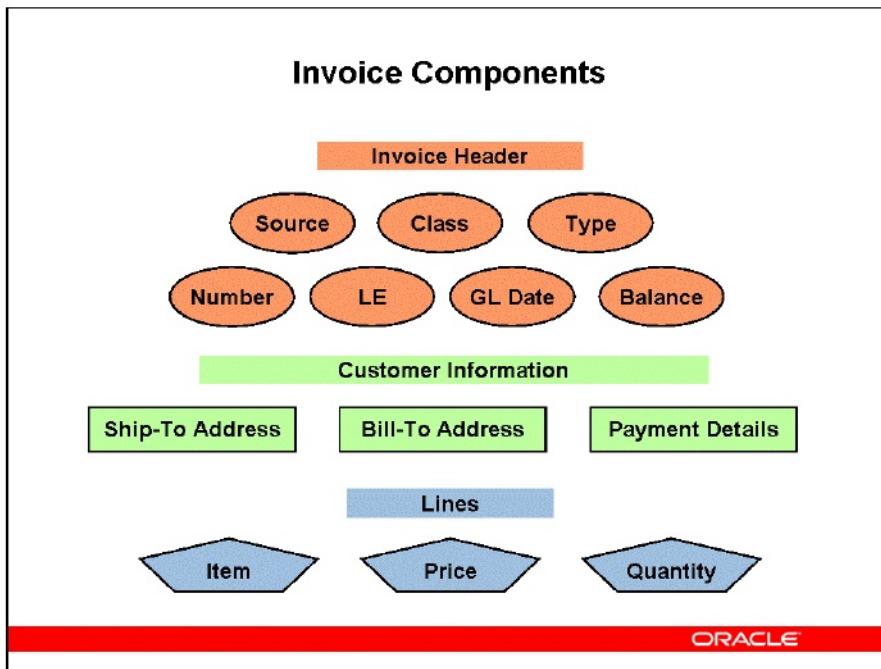
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Process Invoices

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Invoice Components



Invoice Components

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

Invoice Header

- Number:** If the transaction batch source specifies automatic invoice numbering, Receivables assigns a number when you save the transaction. You can also enter the number manually.
- Source:** The transaction batch source controls transaction and transaction batch numbering and provides default transaction types for transactions in batch.
- Class:** Provides a dropdown list of classes of transactions: chargeback, credit memo, debit memo, deposit, guarantee, invoice.
- Type:** The transaction type defines the accounting for the related transactions.
- Legal Entity:** The legal entity associated with the transaction.
- GL Date:** Sets the General Ledger period for posting of transaction distributions.

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- **Balance:** View the balance due on a transaction. Choose Details to navigate to the Balances window. Receivables updates the balance field when the invoice is completed.

Customer Information

- **Ship-To Address:** (Optional) Ship goods or provide services at this customer address.
- **Bill-To Address:** Send the invoice to this customer address.
- **Payment Details:** The payment details region identifies the receipt method and payment instrument to use. The payment details are defaulted from the customer or customer account, but you can change them. Use the Select Instrument button to select or create a bank transfer or credit card payment instrument.

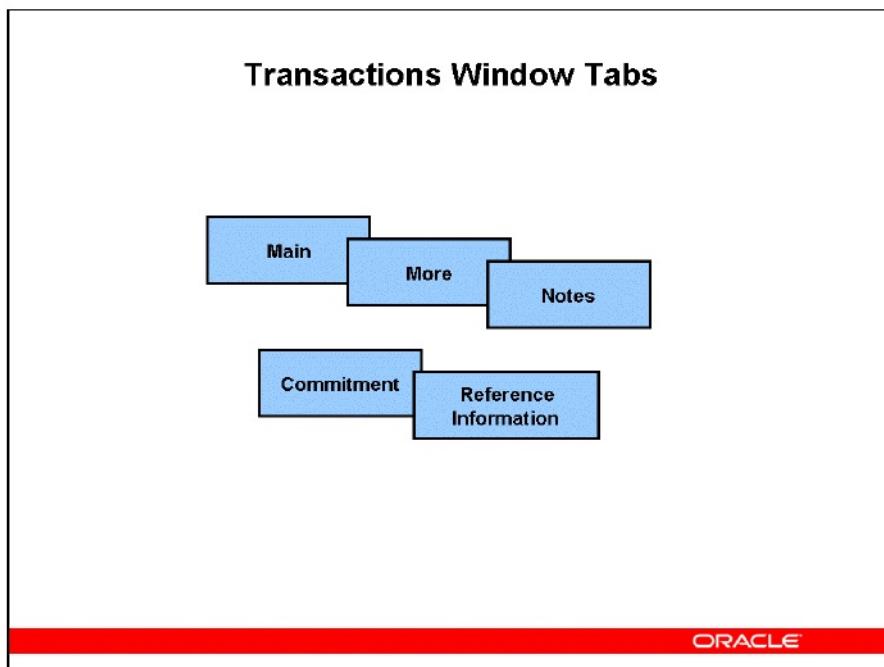
If the payment instrument is a credit card, you can:

- Use the Security Code field to enter the additional 3-4 digit security code that appears on either the front or back of the card (depending on the card issuer).
- Set the Voice Authorization field to Yes or No to indicate whether there was a voice authorization through telephone for the credit card transaction. If Yes, then missing information, such as the Authorization Code, is provided to Receivables, Payments, and the third party payment system.

Lines

- **Item:** Goods or services provided to the customer.
- **Price:** Unit price or total amount to be charged the customer.
- **Quantity:** Displays the number of items ordered, or defaults to 1 when services are priced by lump sum for the service instead of by cost per item.

Transactions Window Tabs



Transactions Window Tabs

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

The Transactions window tabs each provide these fields and options:

- **Main:** Customer Bill-to, Ship-to, Sold To Customer and Number, Due Date, Terms, Commitment, Invoicing Rule, Paying Customer, and Payment Details (Receipt Method, Payment Instrument, Customer Bank Account and Credit Card information).
- **More:** Operating Unit, Print Option, Print Date, Status, Sales Territory, Salesperson, Default Tax, Late Charge Exemption, Cross Reference, Original Transaction, Agreement, Dispute Amount and Date, Special Instructions, Comments, Purchase Order information, and Remit-to-address.
- **Notes:** Date, Source, and Memo.
- **Commitment:** Effective Dates, Amount, Item, Memo Line, Description , and Transaction. (Used with Commitments.)

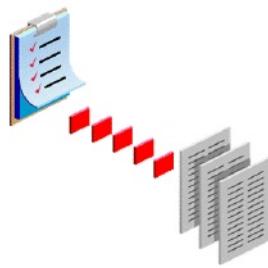
- **Reference Information:** Reason and Customer Reference information. (Used with Chargebacks and Credit Memos.)

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Required Transaction Information

Required Transaction Information

- Date
- Source
- Class
- Type
- GL Date
- Legal Entity
- Bill-to
- Terms
- Remit-to



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Required Transaction Information

A number of fields are required during invoice entry. They include:

- **Date:** Transaction (invoice) date.
- **Source:** List of values showing where the transaction originates. New sources can be added to the list of values.
- **Class:** Classifies the transaction as an Invoice, Credit Memo, Debit Memo, Guarantee, Deposit, or Chargeback.
- **Type:** Determines defaults such as open receivables option, posting to General Ledger, and tax calculation.
- **GL Date:** The date the transaction will post to General Ledger.
- **Legal Entity:** The legal entity to associate with the transaction. The legal entity is used for reporting and other legal compliance, and for the calculation of taxes by E-Business Tax. The legal entities available for selection are the legal entity associated with the operating unit, or, in a shared accounting environment, the legal entities assigned to the ledger associated with the operating unit.
- **Bill-to:** Determines where the final document is sent.
- **Terms:** Records the payment terms for the transaction.

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- **Remit-To:** Provides your address information for the payment remittance.

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Process Invoices

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Entering Invoice Dates

Entering Invoice Dates

- Enter invoice dates in any period. The invoice date plus the payment terms determine the due date.
- Enter General Ledger dates in open and future accounting periods. This date determines when the transaction will post to General Ledger.

The diagram illustrates the three types of accounting periods:

- Open:** Available for entry and posting to GL.
- Future:** Available for entry.
- Closed:** Not available.

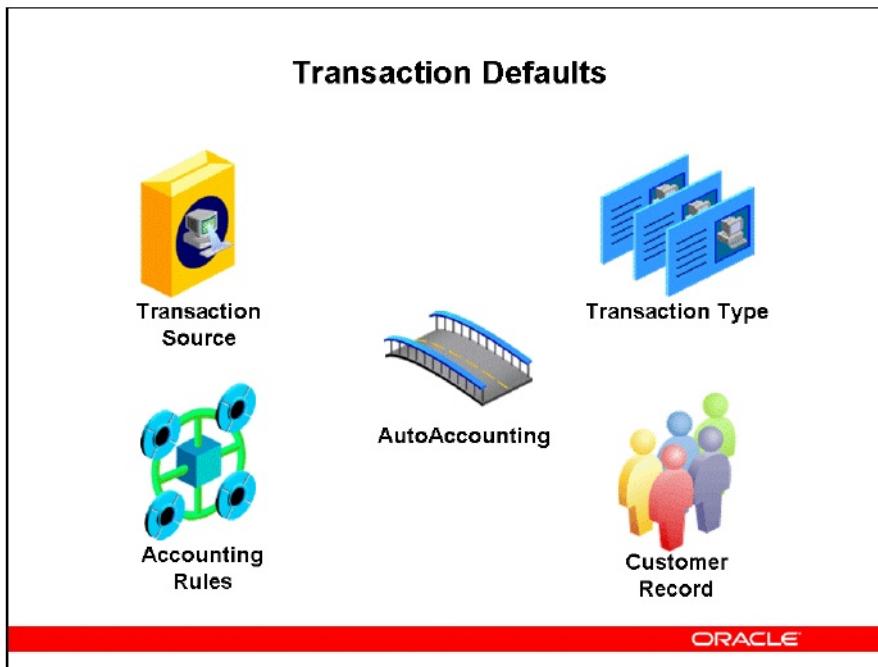
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Entering Invoice Dates

- An invoice date can be entered at any time. This determines the due date only.
- The General Ledger (GL) date determines when the transaction will post to General Ledger. If the transaction date is in an open period, then the GL date defaults to the transaction date. If the transaction date is in a closed period, then the GL date defaults to the first day of the next available open period.
- If you are using invoicing rules, Receivables does not display the GL date until you run the Revenue Recognition program.
- The Receivables calendar can be opened or closed independently of the General Ledger calendar. (The General Ledger calendar is shared by Receivables, so no separate setup is required.)

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Transaction Defaults



Transaction Defaults

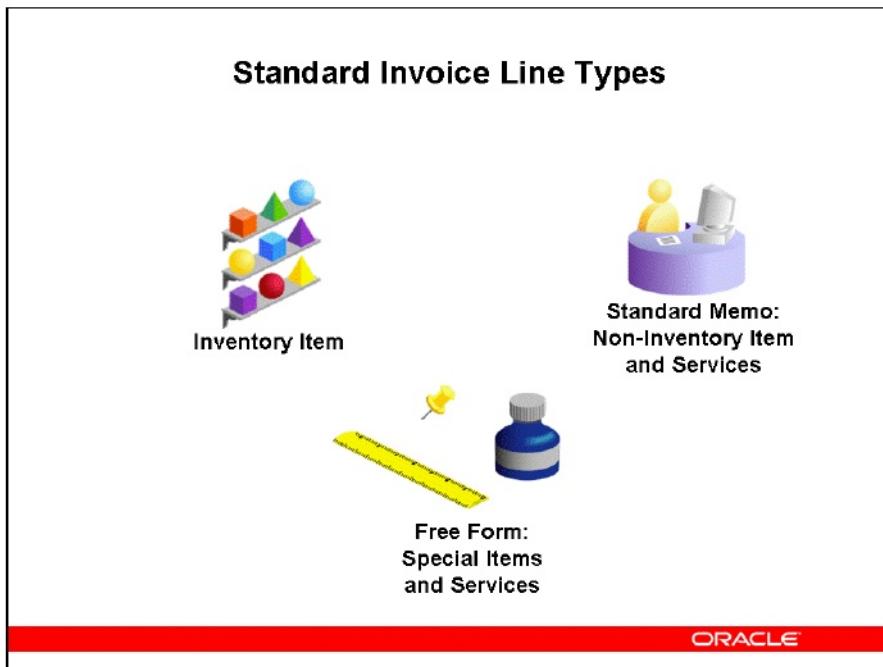
Transaction defaults save data entry time and reduce errors. There are several sources for these defaults.

- Transaction Source defaults:
 - Transaction type
 - Transaction numbering
 - Legal entity
- Transaction Type defaults:
 - Transaction class
 - Payment terms (if not set at the customer level)
 - Legal entity
 - Accounting
 - Credit memos for invoices
 - Invoice information for commitments
- AutoAccounting defaults:
 - Accounts for transactions

- Validates accounts
- Customer Record defaults:
 - Ship-to and bill-to address
 - Payment terms
 - Salesperson
- Accounting Rules default from:
 - An item
 - A standard memo line
- Statement cycles default from the customer profile class.
- Payment terms for balance forward billing default from either the customer account or customer account site profile, depending on the Bill Level value of the customer account profile.

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Standard Invoice Line Types



Standard Invoice Line Types

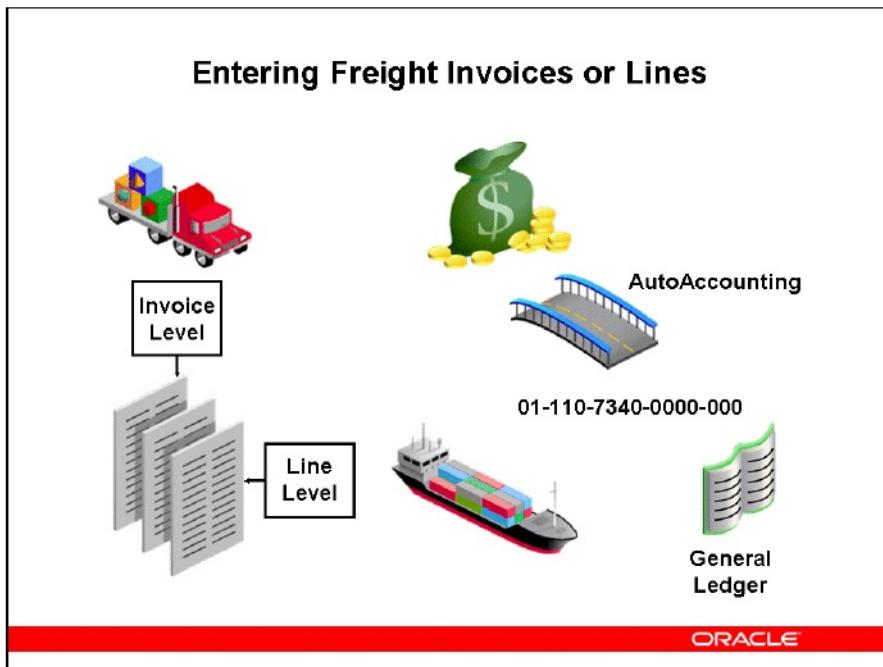
Receivables, Vision Operations (USA)

(N) Transactions > Transactions > (B) Line Items

There are three standard invoice line types that can be used during invoice entry:

- **Inventory item:** Enter items available in inventory, using a list of values.
- **Standard Memo line:** Use the list of values in the Description field to enter a standard memo line. You use standard memo lines instead of items if, for example, you have not installed Oracle Order Management or if you want to enter a line that is not a standard inventory product or service, such as extended warranties or maintenance contracts.
- **Free Form line:** If you do not use standard memo lines, you can enter a free-form description of the product or service.

Entering Freight Invoices or Lines



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Entering Freight Invoices or Lines

Receivables, Vision Operations (USA)

(N) Transactions > Transactions > (B) Line Items

If the transaction type assigned to this invoice allows freight charges, enter freight amounts.

Bill freight charges for the entire invoice or for each line:

- Click the Freight button in the Transactions window to enter at invoice level.
- Click the Freight button in the Lines window to enter at lines level.

Note: If you click the Freight button at invoice level, then the freight charges apply to the entire invoice. If you click the Freight button at line level, it will apply to that particular line.

AutoAccounting determines the default freight account. The default freight account can also be overridden based on subledger accounting rules.

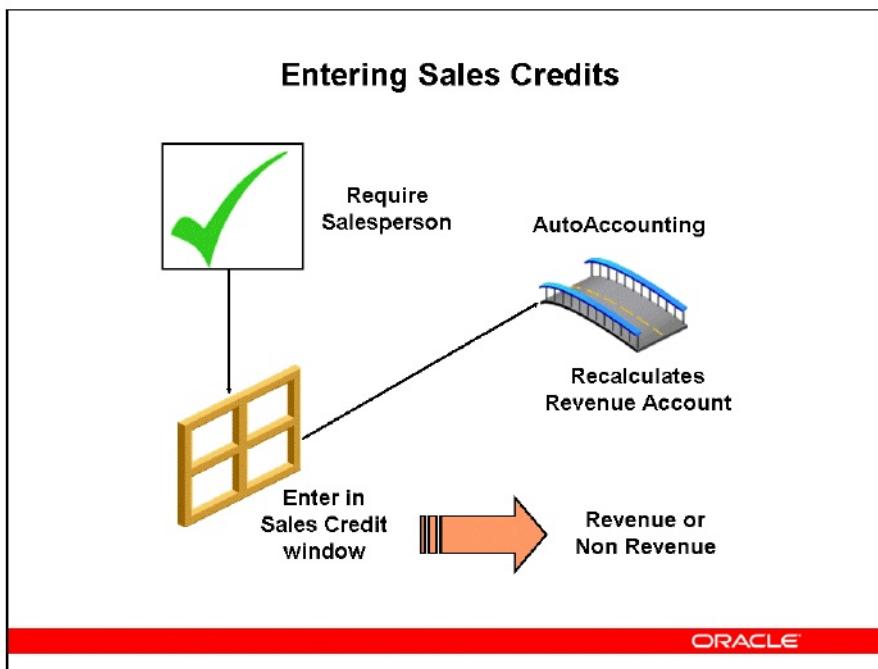
Note: You can let E-Business Tax calculate and report tax on freight on Receivables transactions using Oracle Order Management. To calculate and report tax on freight you must enable the eBTax: Invoice Freight as Revenue and the eBTax: Inventory Item for Freight

profile options. The eBTax: Invoice Freight as Revenue profile option lets Order Management consider freight amounts as taxable line items. The eBTax: Inventory Item for Freight profile option lets Order Management use an Inventory item defined as Freight on Receivables transaction lines. You use the freight Inventory item to control the tax rate on taxable freight amounts.

AutoAccounting identifies these standard invoice lines with an inventory item type of Freight and derives your General Ledger accounts based on the rules you have defined for freight transactions.

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Entering Sales Credits



Entering Sales Credits

Receivables, Vision Operations (USA)

(N) Setup > System > System Options

If the Require Salesperson check box in the Miscellaneous tab of the System Options window is selected, a salesperson must be assigned to each invoice.

(N) Transactions > Transactions > (B) Sales Credits

Use the Sales Credits window to allocate sales credit among salespeople, and record both revenue (credit based on invoice lines) and non-revenue (credit in excess of your revenue sales credit, such as bonuses or incentives) sales credit. This information defaults to line-level sales credits.

Note: The percentage of revenue sales credits must add up to 100%.

- AutoAccounting will recalculate the revenue account assignment.

- Additional non-revenue sales credits (above 100%) can be assigned for bonus or incentive purposes.
- Allocate different percentages or allocate to different salespeople by line, using the For This Line region of the Sales Credits window. Access this window by clicking Sales Credits in the Lines window.

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Completing Transactions

Completing Transactions

Open or Future Period

One or More Lines

Lines Distributions = Total

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Completing Transactions

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

When all required information has been entered, click Complete to complete the invoice.

- Payment schedules and aged receivable amounts are calculated when the Complete button is selected.
- Completed transactions can be transferred to General Ledger.
- Only completed transactions can be printed.

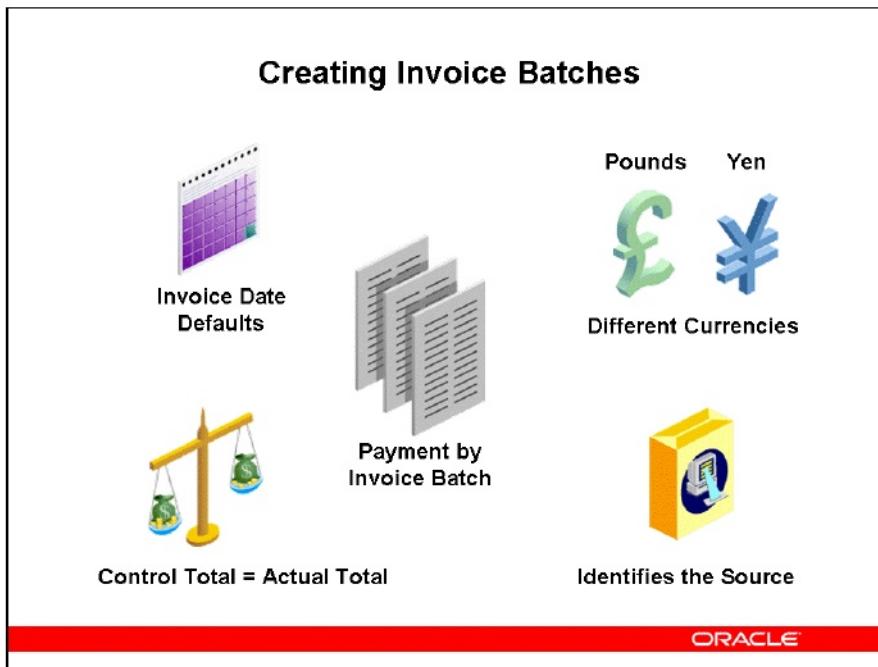
The requirements for completing an invoice are:

- Invoice must have at least one line, or at the header level be a freight invoice.
- General Ledger date must be in an open or future period.
- Invoice sign must match the sign of the transaction type.
- Sum of distributions for each line must equal the invoice line amount.
- If Calculate Tax for the transaction type is set to Yes, tax is required on each line.

- If freight was entered for this transaction, you must specify a freight account.
- All the activity date ranges for the setup values (for example, payment terms) must be valid for the invoice date.
- If this transaction uses an automatic receipt method, you must enter Customer bank, branch, and account information.

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Creating Invoice Batches



Creating Invoice Batches

Receivables, Vision Operations (USA)

(N) Transactions > Batches

Use invoice batching to create groups of invoices. Batching provides checks and balances not available in a single invoice. Some of the elements of a batch are:

- Batch date defaults to the invoice date.
- If a batch is entered, Receivables uses the source assigned to the batch for each of the invoices.
- Batch counts and amounts must equal actual invoice counts and amounts.
- Actual invoice count and amount are updated as each invoice is entered.
- A batch can contain invoices with different currencies.
- Invoices can be printed by batch.
- Receivables uses invoice batches to import invoice data.
- Batch information identifies the originating system when importing transactions.

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View Currency Details

View Currency Details

If you use Multiple Reporting Currencies (MRC) functionality, and if you are using a responsibility associated with your primary functional currency, then you can use the View Currency Details window to see, in a single window, transaction amounts in your primary functional currency and in all the reporting ledger currencies.

If the transaction currency is different from your primary functional currency, then the amounts are also displayed in the transaction currency.



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View Currency Details

The window also displays currency conversion details, such as rate, rate date, and rate type.

For a transaction, the window displays:

- Transaction header information.
- Conversion details.
- Transaction information. For each transaction, you see the total amount plus the amounts of any receipts, credit memos, adjustments, discounts, or bills receivable converted to each currency.

For a receipt, the window displays:

- Receipt header information.
- Conversion details.
- A list of receipt applications. For each application, you see the amount that was applied to the receipt in each currency. You can drill down from each invoice to the invoice currency detail.

To open the View Currency Details window, use a responsibility associated with your primary functional currency. Select a transaction in one of the following windows, then either choose

the View Currency Details option from the Tools menu, or choose the View Currency Details icon in the toolbar:

- Transaction
- Transaction Summary
- Balances
- Receipts
- Receipts Summary

Note: You must save a transaction before you can open the View Currency Details window for the transaction.

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Agenda

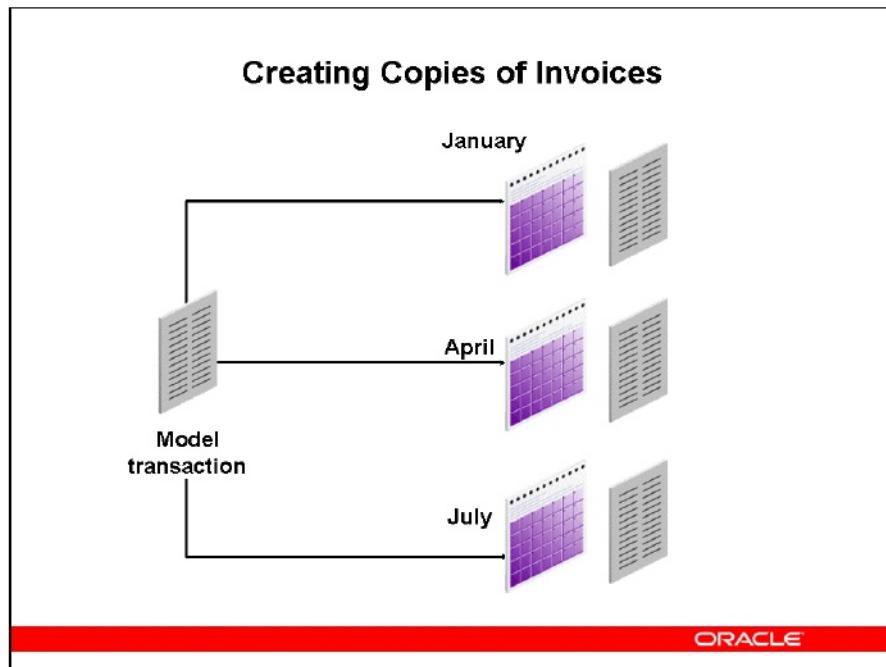
Agenda

- Overview of invoice process
- Entering and completing invoices
- **Performing other invoice actions**
- Correcting Invoices
- Printing transactions and statements
- Using event-based management
- Demonstrating promised commitment accounts

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Creating Copies of Invoices



Creating Copies of Invoices

Receivables, Vision Operations (USA)

(N) Transactions > Copy Transactions

Use the Copy Transactions window to create recurring invoices for products and services sold on a regular basis. A model invoice is used to copy a series of invoices in future periods.

Example:

- Business Needs: A customer is billed for the same service every month.
- Solution: For the first month, enter a new invoice that refers to the billed service. This becomes the model invoice for the following months.

Process:

- The model transaction must be complete.
- Once the model transaction is copied, changes to the model transaction do not affect the copied transaction.
- The model transaction should be the open or closed transaction that exactly matches the transaction to recur.

Using Recurring Rules

Using Recurring Rules

Select one of the following rules:

- Annually
- Semi-Annually
- Quarterly
- Bi-Monthly
- Monthly
- Weekly
- Days
- Single Copy



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Using Recurring Rules

Receivables, Vision Operations (USA)

(N) Transactions > Copy Transactions

Receivables determines the date and frequency of copied transactions, using the recurring rule, first transaction date, and number of times specified.

- You cannot update the recurring schedule after it has been saved.
- Receivables creates all invoice copies at one time.
- Invoices that are created in unopened periods are created as incomplete.
- If the batch source for the model invoice has automatic transaction numbering enabled, Receivables automatically numbers each recurring transaction.
- Each recurring transaction uses the batch source that is assigned to the model

Select one of the following recurring rules to create invoices on the specified schedule:

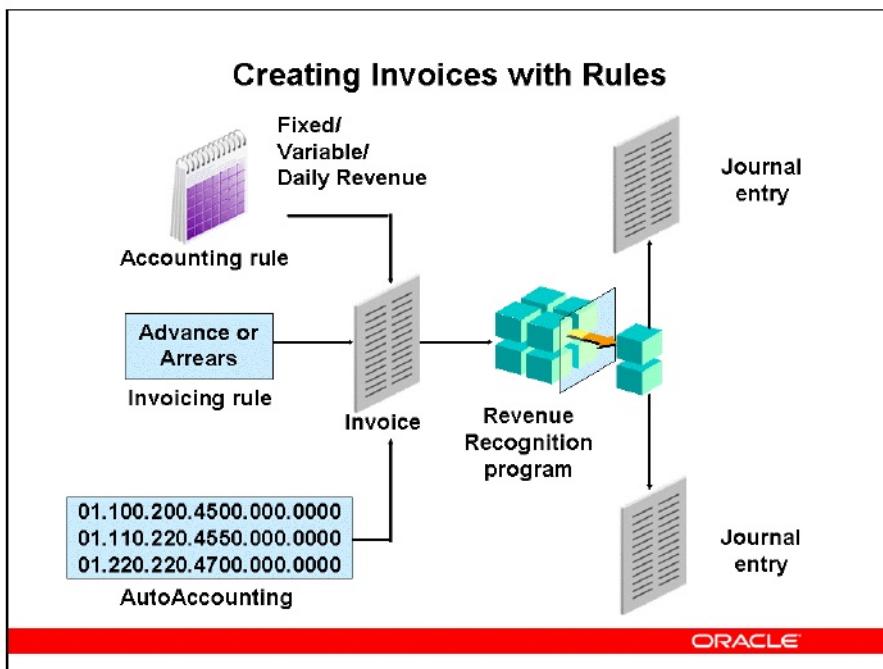
- **Annually:** Once a year.
- **Semi-Annually:** Same day every six months.

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- **Quarterly:** Same day every three months.
- **Bi-Monthly:** Same day every other month.
- **Monthly:** Same day every month.
- **Weekly:** Every seven days.
- **Days:** Interval based on the number of days entered.
- **Single Copy:** One copy.

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Creating Invoices with Rules



Creating Invoices with Rules

Receivables, Vision Operations (USA)

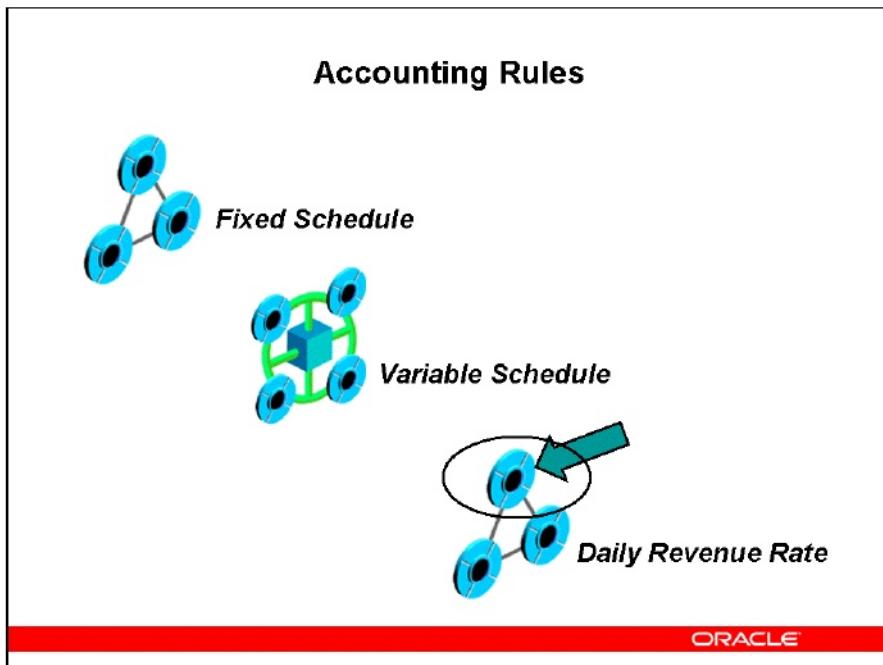
(N) Transactions > Transactions > (B) Line Items > (B) Rules

Accounting Rules determine the revenue recognition schedules for invoices, while invoicing rules determine when to recognize revenue for Receivables invoices. Invoicing Rules record the receivable in the first (Bill in Advance) or last (Bill in Arrears) period of service.

- You can assign invoicing rules to invoices that you manually enter or import into Receivables through AutoInvoice.
- Once the invoice is saved, you cannot update an invoicing rule.

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Accounting Rules



Accounting Rules

Receivables, Vision Operations (USA)

(N) Setup > Transactions > Accounting Rules

Accounting rules determine when to recognize revenue amounts:

- *Daily Revenue Rate, All Periods* - Use this rule type if you want Receivables to use a daily revenue rate to accurately calculate the revenue distributions across all accounting periods, including both full and partial periods.
- *Daily Revenue Rate, Partial Periods* - Use this rule type if you want Receivables to use a daily revenue rate to accurately calculate the revenue for *only* partial periods.
- *Fixed Schedule* - Use this rule type to recognize revenue over a specific number of periods. Revenue can be spread evenly or a percentage can be specified for each period. The default is even distribution.
- *Variable Schedule* - Use this rule type to recognize revenue by a percentage for the first period. The remaining revenue is spread evenly across the number of periods that you specify during transaction entry.

Assigning Accounting Rules to Invoice Lines

Assigning Accounting Rules to Invoice Lines

Each invoice line can have a different accounting rule.



Recognize Revenue = First GL Date

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Assigning Accounting Rules to Invoice Lines

Receivables, Vision Operations (USA)

(N) Transactions > Transactions > (B) Line Items > (B) Rules

Receivables uses the First GL Date field in the Transactions window to determine when to start recognizing revenue. Revenue is recognized based on the periods defined in the accounting rule selected for that invoice line. The number of periods is determined by the value in the Number of Accounting Periods field in the Transactions window.

- Value defaults from fixed rule.
- Value must be entered for variable rule.
- Value must be entered for daily revenue, all periods.
- Value must be entered for daily revenue, partial periods.

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Using Invoices With Rules

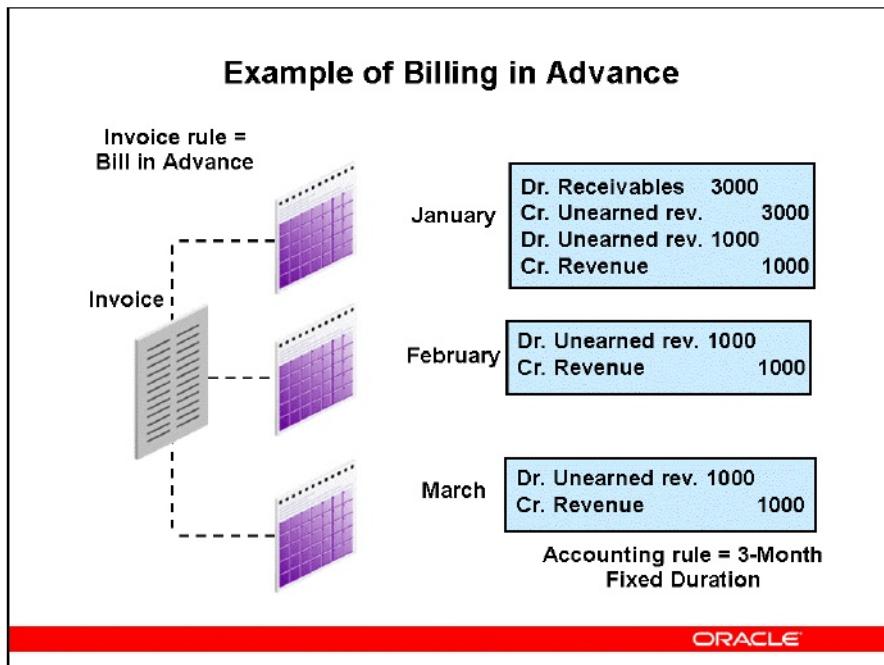
Using Invoices With Rules

Business Need	Solution
Enter invoices for services provided over 12 months and recognize revenue as the service is provided.	Enter invoices with rules either in the Transactions window or through AutoInvoice.
Bill customers for the invoices before recognizing all of the revenue.	Assign invoices a Bill in Advance invoicing rule.
Bill customers for invoices after recognizing all of the revenue.	Assign Invoices a Bill in Arrears invoicing rule.

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Example of Billing in Advance



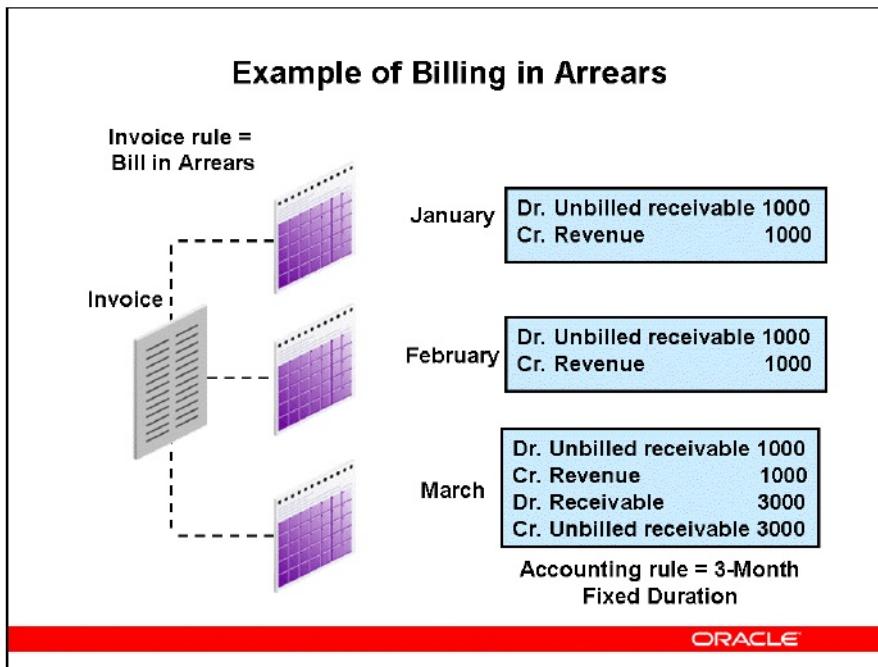
Example of Billing in Advance

Because you are billing the customer for the entire invoice in the first accounting period, the offset account must be Unearned Revenue. Revenue is considered earned only when services or support has been provided.

With the Bill in Advance invoicing rule, Receivables updates the GL Date and invoice date of the invoice to the first accounting period for the accounting rule.

For example, if the GL Date of the invoice was actually 01-JAN-07, and revenue was spread across 3 months, Receivables uses the GL Date of 01-JAN-07.

Example of Billing in Arrears



Example of Billing in Arrears

Because Billing in Arrears bills the customer for the entire invoice in the last accounting period, the offset account must be Unbilled Receivables.

With the Bill in Arrears invoicing rule, Receivables updates the GL Date and invoice date of the invoice to the last accounting period for the accounting rule.

For example, if the GL Date of the invoice was originally 01-JAN-07, and revenue was spread across 3 months, Oracle Receivables changes the GL Date and invoice date of the invoice to 01-MAR-07.

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Deferred Accounting Rules

Deferred Accounting Rules

- You can defer all revenue to an unearned revenue account by assigning a deferred accounting rule to an invoice
- You later recognize this revenue using the Revenue Accounting feature
- For use only with the Bill in Advance invoicing rule



Deferred Revenue

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Deferred Accounting Rules

Receivables, Vision Operations (USA)

(N) Setup > Transactions > Accounting Rules

Use Deferred Accounting Rules to recognize revenue on demand using the Revenue Accounting feature. Deferred Accounting Rules are enabled by selecting the Deferred Revenue checkbox in the Invoicing and Accounting Rules window.

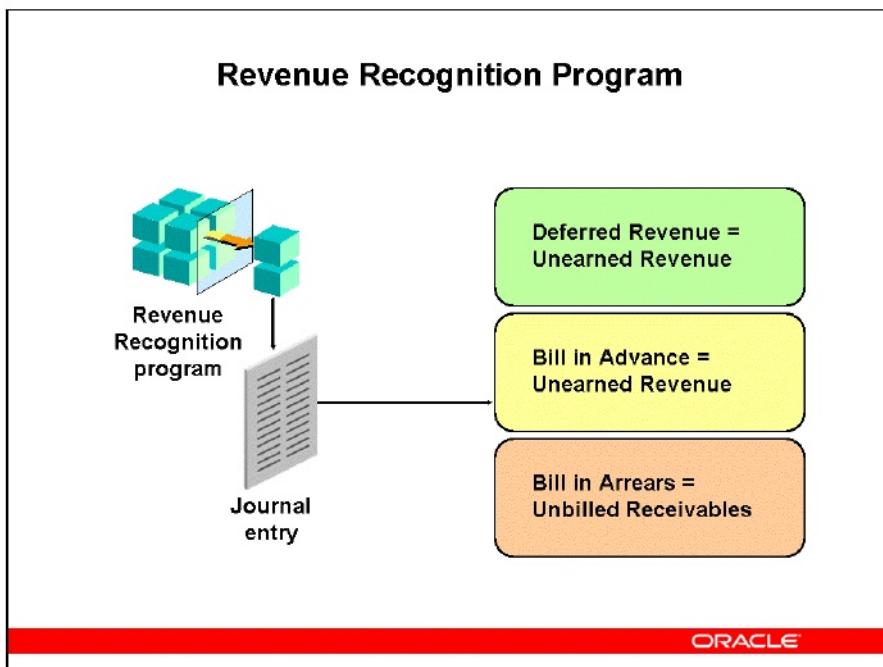
When you use deferred accounting rules, the Revenue Recognition program creates a single distribution per line that posts to an unearned revenue GL account. You later earn the revenue using the Revenue Accounting Management (RAM) wizard.

If you use a deferred accounting rule with a single accounting period, Receivables recognizes the revenue in the period that you specify with the RAM wizard.

If you use a deferred accounting rule with multiple accounting periods, Revenue Accounting creates the revenue recognition schedule based on the rule. The start date is determined by the GL start date that you entered using the RAM wizard. If the GL start date occurs in a closed accounting period, Revenue Accounting posts that portion of revenue into the subsequent open accounting period.

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Revenue Recognition Program



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Revenue Recognition Program

Receivables, Vision Operations (USA)

(N) Control > Accounting > Revenue Recognition

- Accounting distributions are created only after you run the Revenue Recognition program. Only new transactions are selected each time the process is run.
- For Bill in Advance, the offset account to Accounts Receivable is Unearned Revenue.
 - For Bill in Arrears, the offset account to Revenue is Unbilled Receivables.
- Accounting distributions are created for all periods when Revenue Recognition runs. Revenue can be recognized for partial periods also.
- When you use deferred accounting rules, the Revenue Recognition program creates a single distribution per line that posts to an unearned revenue GL account.
- Submit the Revenue Recognition program manually through the Run Revenue
- Submit the Revenue Recognition program automatically when posting to General Ledger.

- The program processes revenue by transaction, rather than by accounting period.

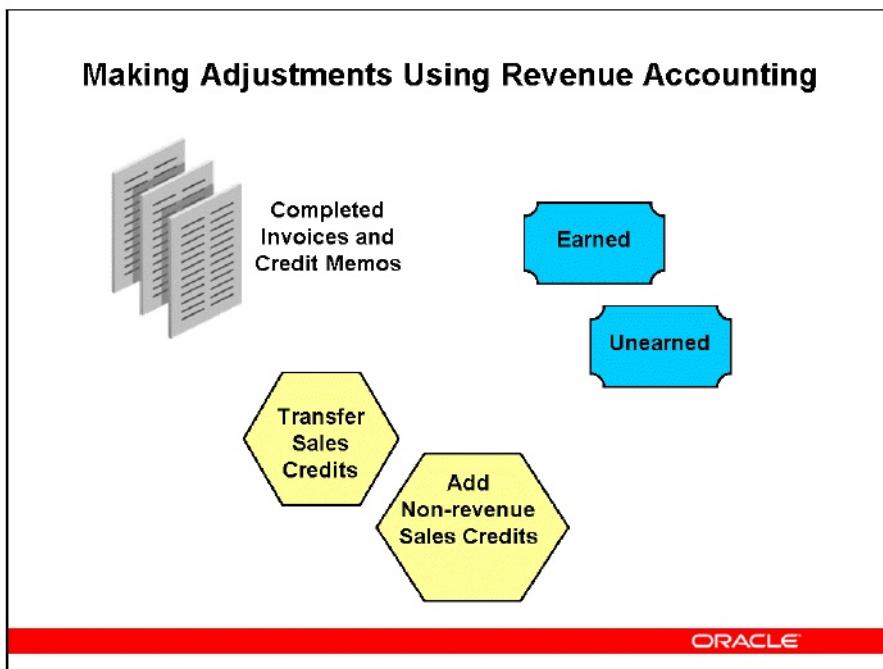
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Process Invoices

Chapter 5 - Page 45

Making Adjustments Using Revenue Accounting



Making Adjustments Using Revenue Accounting

Receivables, Vision Operations (USA)

- (N) Transactions > Transactions
- (N) Transactions > Credit Transactions
- (N) Control > Accounting > Revenue Accounting

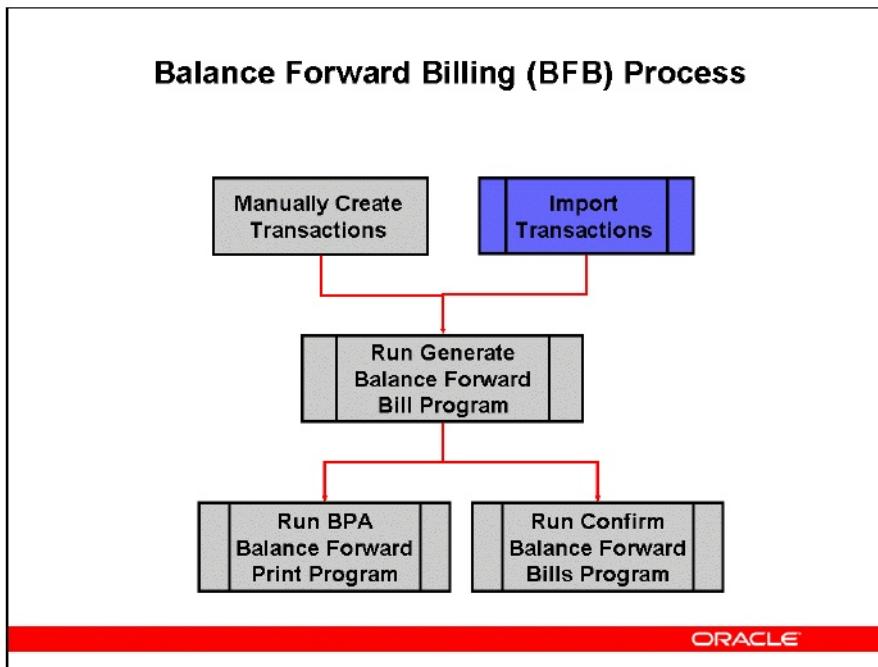
The Revenue Accounting feature lets you adjust revenue:

- Earned or unearned revenue.
- You can also adjust sales credits:
 - Transfer revenue sales credits between Salespersons (maintaining the 100% total).
 - Add non-revenue sales credits.
- You can adjust completed invoices and credit memos.
- You can make adjustments at the transaction or line level.
- Receivables uses AutoAccounting to generate the required accounting distributions.

- Use the Revenue Accounting and Sales Credits windows to manually perform these adjustments.
- Use the Revenue Adjustment API to automatically perform these adjustments.

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Balance Forward Billing (BFB) Process



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Balance Forward Billing (BFB) Process

The Balance Forward Billing process comprises the following steps:

1. Enter transactions or import them using AutoInvoice or the Transaction API.
2. Run the Generate Balance Forward Bill program to create the bills as either Draft or Final:
 1. The Generate Balance Forward Bill program includes, on balance forward bills, the transactions that meet the values of the parameters entered, and calls the BPA Balance Forward Print Program to print the bills.
 2. Generate the bills in Draft format if you want to review them before printing.
 3. Generate the bills in Final Format if you are confident enough to print them straightaway.
3. Use the Confirm Balance Forward Bill program to accept or reject draft bills:
 1. The Confirm Balance Forward Bill program does not reprint the bill.
 2. To reprint a bill, submit the BPA Balance Forward Print Program.

See also:

- *Overview of Oracle Receivables Process: Other Invoice Operations*

- *Manage Parties and Customer Accounts: Optional Customer Profile Setup Steps*
- *Implement Customer Invoicing: Balance Forward Bills*

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Process Invoices

Chapter 5 - Page 49

Calculating Late Charges

Calculating Late Charges



Late Charges calculated on...



Late Payments



Overdue Invoices



Average Daily Balance

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Calculating Late Charges

Calculate late charges against past due debit items for each applicable customer, customer account, or customer site. Late charges are calculated according to the late charge policy of your organization.

You can apply late charges using one of these methods:

- **Late Payment** – Calculate late charges based on when a late payment is made against an invoice. This method creates a charge for the number of days between the due date and the date on which the payment is received.
- **Overdue Invoice** – Send the customer a separate invoice with late charges. The invoice creates the late charges based on how late the invoice is at the time of charge creation.
- **Average Daily Balance** – Calculate late charges on balance forward bills.

The calculation methods available for late charges are:

Late Payment and Overdue Invoice – Select from one of three calculation formulas:

- Simple – The amount overdue is multiplied by the rate and days overdue in the period:
$$\text{Amount Overdue} * (\text{Interest Rate}/100) * (\text{Number of Days Late}/\text{Number of Days in Period})$$
- Compound – The late charge includes the prior late charge amount in the overdue amount. Late charges are calculated on previously assessed late charges as well as the

overdue invoice:
$$(\text{Amount Overdue} + \text{Prior Charges}) * (\text{Interest Rate}/100) * (\text{Number of Days Late}/\text{Number of Days in Period})$$

- Flat – A one-time charge, which is the rate multiplied by the overdue balance:
$$\text{Amount Overdue} * (\text{Interest Rate}/100)$$

Average Daily Balance – Use the Average Daily Balance charge calculation method to calculate late charges based on the average daily balance of overdue invoices for balance forward bills. The formula is:

$$(\text{Daily Balance}/\text{Number of Days in Billing Cycle}) * (\text{Interest Rate}/100)$$

Interest Tiers – Use interest tiers to assess increasingly higher late charges the longer a payment is overdue. The interest tier provides period ranges for number of days overdue, and the charge schedule indicates the flat amount or percentage to charge in each overdue period. Receivables uses the active interest tier and charge schedule values to calculate late charges using the Simple calculation formula.

Minimum Customer Balance

You can also set a minimum customer balance for a customer account or site. Receivables only assesses late charges when the minimum customer balance is exceeded.

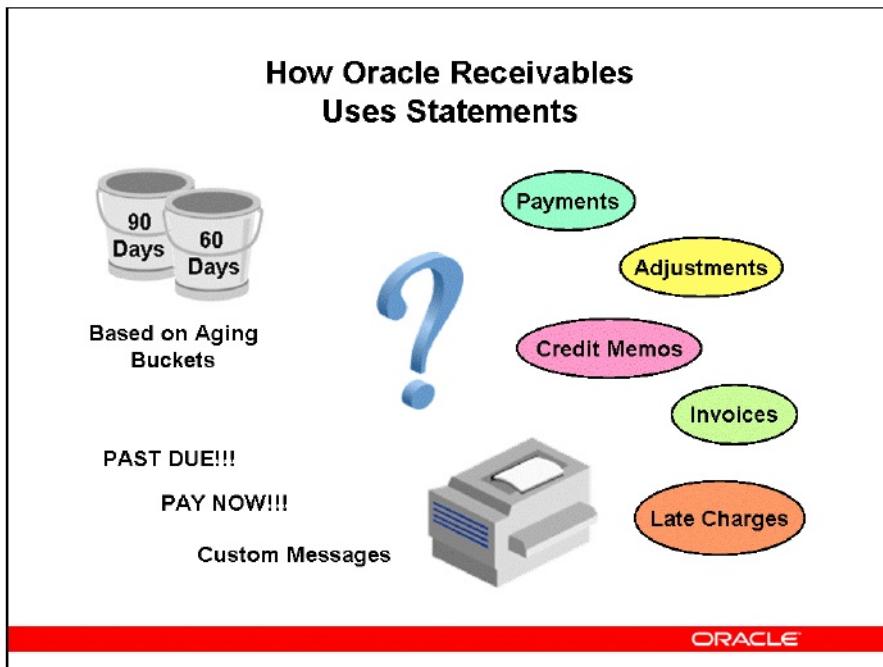
Generating Late Charges

Use the Generate Late Charges program to calculate late charges. Receivables calculates late charges on applicable customer invoices according to the late charge policy defined by your organization. You can submit the Generate Late Charges program in Draft mode to create a late charges draft batch. After you review the batch and correct any errors to your late charge policy, you can run the program in Final mode to create permanent late charges.

For information about setting up for Late Charges, see:

- *Implement Customer Invoicing: Setting Up a Late Charge Policy in Profile Classes*
- *Implement Customer Invoicing: Setting Up Tiered Interest Rates*

How Oracle Receivables Uses Statements



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How Oracle Receivables Uses Statements

Receivables, Vision Operations (USA)

(N) Print Documents > Statements

Statements communicate activity to your customers about invoices, credit memos, debit memos, payments, on-account credits, chargebacks, deposits, and adjustments.

- Receivables prints your customer's past due balances based on aging buckets.
- You can enhance your statements by printing your own custom messages.

Late Charges and Statements

Receivables calculates late charges independently of dunning and statements. To ensure that late charges appear on Receivables statements, as well as on dunning letters that Advanced

~~Collections prints~~ you must run the Generate Late Charges program before you create

Setup Details Report

Setup Details Report

You can use the Setup Details report to review:

- AutoAccounting setup
- General Ledger period information
- Transaction and Customer details
- Batch Source details
- Transaction Type details
- Remit-to Addresses
- Profile option values



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Setup Details Report

Use the Setup Details report to view a wide range of information about the system setup configuration in Receivables. Displaying setup information in a single report lets you easily anticipate and correct possible setup errors when running large processes such as AutoInvoice.

Report Parameters

- **Batch Source ID:** Choose from the list of values the name of the transaction batch source for which you want to see system setup details.
- **Max GL Date:** Enter a cutoff General Ledger date (DD-MON-YYYY) for the report. The Setup Details report will contain information about the periods before the date you enter.
- **Transaction Type (optional):** If you would like to see setup details for one particular transaction type, choose the type from the list of values. If you do not choose a transaction type, the Setup Details report will provide setup information for every transaction type defined in the AutoInvoice interface tables.

AR: Use Statement, Dunning, and Late Charges Site Profiles

AR: Use Statement, Dunning, and Late Charges Site Profiles

Use this profile option to select which customer account site to use, when picking profile amounts for statements, dunning, and late charges.

If you set this profile option to Yes:

- Generating statements - Receivables uses the profile amounts defined at the statement site, if one exists
- Dunning Letter Generate program - Receivables uses the profile amounts defined at the dunning site, if one exists
- Generate Late Charges program - Receivables uses the late charge policy specified on the account site with a Late Charges business purpose

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AR: Use Statement, Dunning, and Late Charges Site Profiles

The default value for the AR: Use Statement, Dunning, and Late Charges Site Profiles profile option is No. By default Receivables uses the profile amounts defined on the billing site.

If you set the AR: Use Statement, Dunning, and Late Charges Site Profiles profile option to Yes, Receivables uses instead the statement site, dunning site, and late charges site profile amounts defined at the site level, provided the site is assigned the related dunning, statement, or late charge business purpose. If the site is not assigned the related business purpose, then Receivables uses the profile amounts defined on the billing site.

The value for the AR: Use Statement, Dunning, and Late Charges Site Profiles profile option can be set by the system administrator at the site, application, and responsibility levels, but cannot be viewed by the user.

Agenda

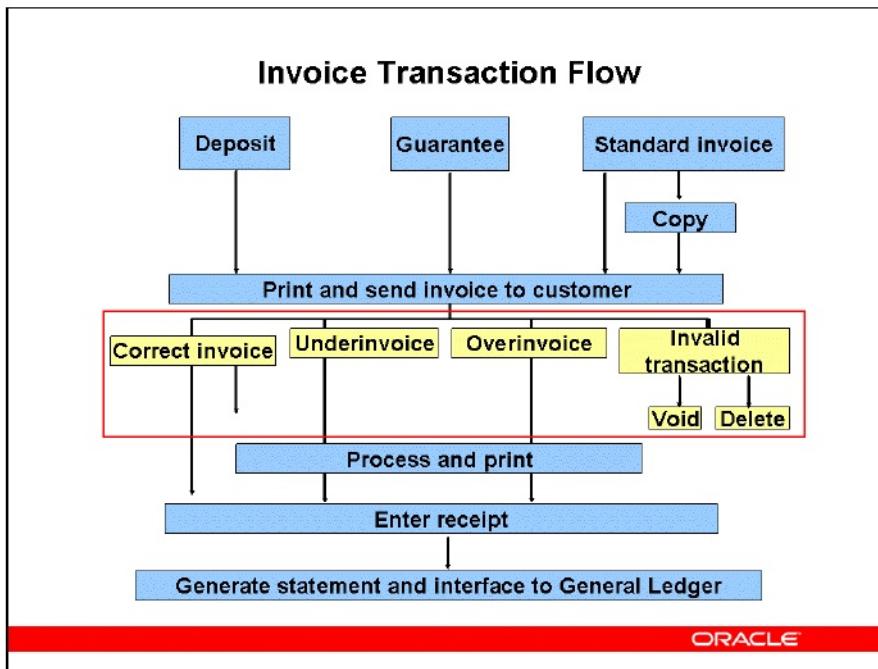
Agenda

- Overview of invoice process
- Entering and completing invoices
- Performing other invoice actions
- **Correcting Invoices**
- Printing transactions and statements
- Using event-based management
- Demonstrating promised commitment accounts

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Invoice Transaction Flow

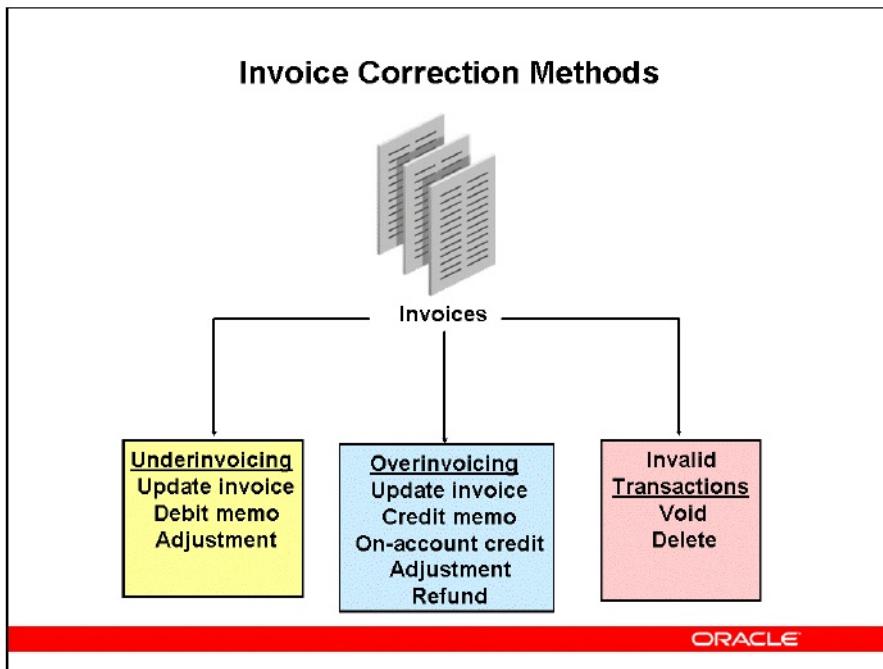


Invoice Transaction Flow

In Receivables, you can review and correct invoice, debit memo, deposit, guarantee, credit memo, on-account credit memo, and chargeback information for transactions you enter manually or import using AutoInvoice. This slide shows an overview of the Invoice process and the four scenarios that can occur when transactions need correcting:

- Correct Invoice
- Underinvoice
- Overinvoice
- Invalid transaction
 - Void
 - Delete

Invoice Correction Methods



Invoice Correction Methods

Underinvoicing: Occurs when an invoice is generated for an amount that is less than the actual amount due. The difference between the amounts can be debited against the customer, or the invoice can be updated.

Overinvoicing: Occurs when an invoice is generated for an amount that is greater than the actual amount due. The difference between the amounts can be credited or refunded to the customer, or the invoice can be updated.

Invalid Transactions: Transactions that were created in error.

Overview of Corrections

Overview of Corrections

<i>Correction Type</i>	<i>Effect on Invoice</i>	<i>Approval Limits</i>	<i>Accounting Source</i>
Update Invoice	Changes original	None	Original Transaction
Debit Memo	None; new item	None	AutoAccounting
Adjustment	Activity	User	Receivables Activity
Credit Memo	New item applied to original	None	Original Transaction or AutoAccounting (profile option)
On-account Credit	None; account only	None	AutoAccounting

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Overview of Corrections

Update Invoice: Update the line, tax, and freight amounts on the original invoice before it is posted.

Debit Memo: Enter a new transaction for additional amounts not invoiced on the original invoice.

Adjustment: Adjust line, tax, and freight amounts on the original invoice.

Credit Memo: Credit a specific invoice.

On-Account Credit: Credit the customer's account. This credit does not initially apply to a specific invoice.

Receivables: Dispute an invoice. Enter a requested credit amount or percentage for lines, tax, freight, or total. Credit memo request is routed through the approval process.

Note: Debit memos are not directly linked to invoices, but you can enter descriptive references. Adjustments are linked to invoices.

Overview of Corrections

Overview of Corrections

<i>Correction Type</i>	<i>Tax</i>	<i>Usage Restriction</i>	<i>Entry</i>
Update Invoice	Automatic	Activity	Query in Transactions window
Debit Memo	Automatic	None	Transactions window
Adjustment	Manual or write-off	Approval limits	Transactions Summary
Credit Memo	Automatic	None	Transactions Summary
On-account Credit	Automatic	None	Transactions window

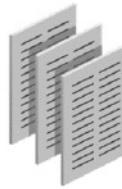
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Updating Invoices

Updating Invoices

- Update the original invoice before posting to the General Ledger and before entering activity
- Update invoice information through the Transactions window
- Use the Transactions workbench to update the Due Date, PO Number, Salesperson, and Remit-To Address
- Update the original invoice amount by:
 - Updating the quantity and unit price for each line
 - Updating the original freight amount



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Updating Invoices

Receivables, Vision Operations (USA)

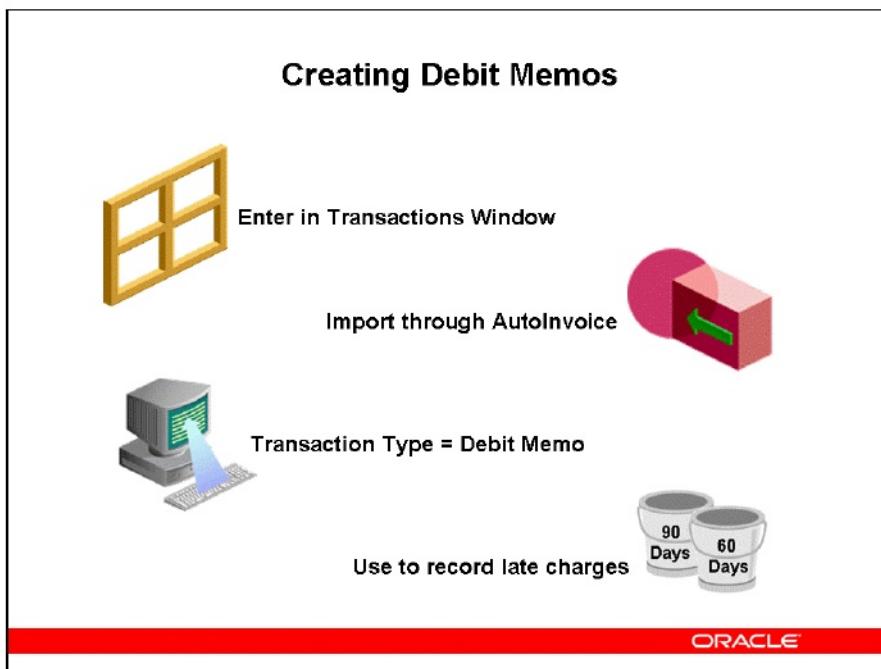
(N) Transactions > Transactions

Examples of activity that prevent you from updating an invoice are: applying a receipt, credit memo, or commitment against an invoice; or creating an adjustment for the invoice. If the system option Allow Changes to Printed Transaction check box is unchecked, then you cannot update an invoice that has been printed.

Use the Update Invoice procedure to correct for overinvoicing as well as underinvoicing.

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Creating Debit Memos



Creating Debit Memos

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

Debit memos are like invoices, but they are usually created for additional charges. You can:

- Enter debit memos in the Transactions window.
- Import debit memos through AutoInvoice.
- Enter debit memos in the same way as invoices, but use the Debit Memo transaction type.

Debit memos cannot reference a specific invoice number. Generally, invoices should be used whenever possible.

Debit Memos and Late Charges

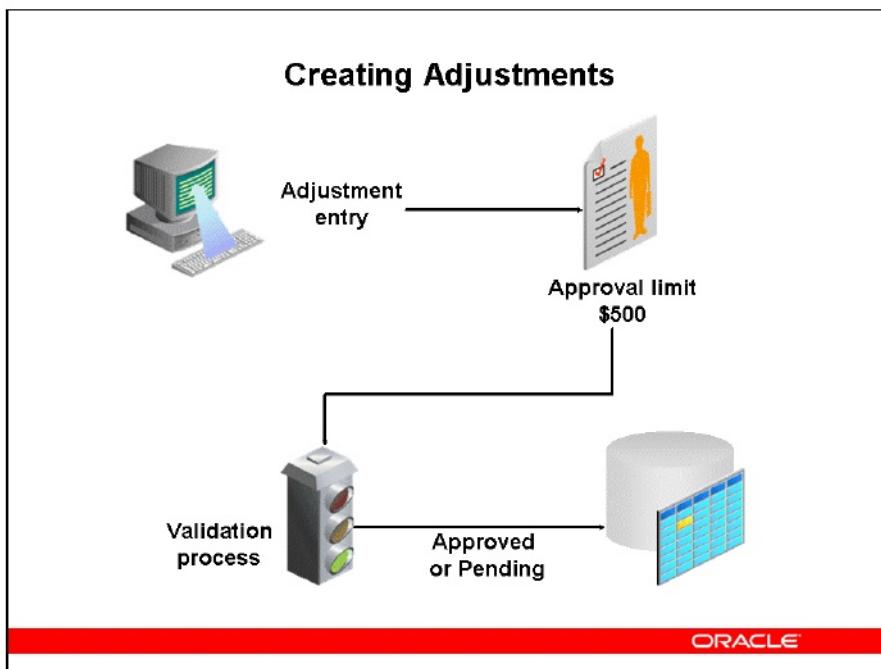
You can use debit memos to record late charges against a customer or customer site account. If you record late charges as debit memos, Receivables creates one debit memo per overdue

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transaction. Any penalties and late payment charges assessed appear as line items on the debit memo.

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Creating Adjustments



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Creating Adjustments

Receivables, Vision Operations (USA)

(N) Transactions > Transactions Summary > (B) Adjust

When you create an adjustment, Receivables automatically verifies that it is within your adjustment approval limits:

- If it is within your assigned approval limit for the currency of that item, Receivables updates your customer's balance to reflect the adjustment.
- If it is outside your approval limits, Receivables creates a pending adjustment with a status of Pending Approval, which will need to be approved by a higher level employee with the proper approval limit.

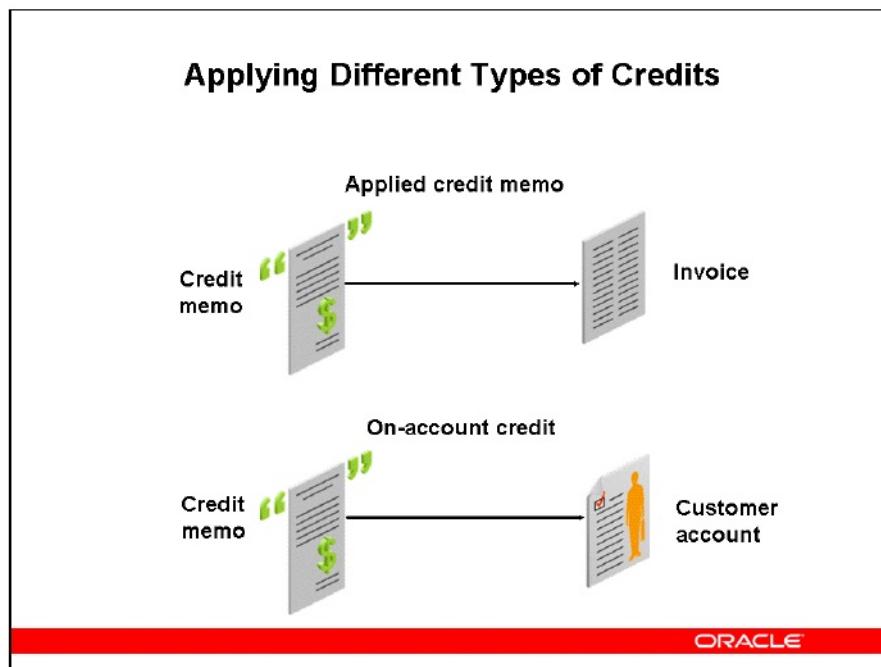
Adjustments and Late Charges

You can use adjustments to record late charges against a customer or customer site account. If you record late charges as adjustments, Receivables combines all interest charges relating to an overdue transaction, and creates a single late charge adjustment against that

transaction. You can define separate Receivables activities for late charges and penalties. If you do this, then Receivables creates one adjustment for the Interest Charges and another adjustment for the Penalty Charges.

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Applying Different Types of Credits



Applying Different Types of Credits

Receivables, Vision Operations (USA)

(N) Transactions > Credit Transactions

The following applies to credit memos:

- Respond to overinvoicing with credit memos and on-account credits.
- Credit memos affect specific invoices; on-account credits affect customer balances.
- Credit memos are entered in the Credit Transactions window; On-account credits are entered in the Transactions window with the transaction class of Credit Memo.
- Credit memos cannot be unapplied or reversed from the invoice once they have been created; On-account credits can be moved.

Credit Memo Options

Credit Memo Options

- Invoice Lines: Credit specific invoice lines
- Tax only: Enter 100% in the Tax % field, or remaining tax amount in the Amount field
- Freight only: Enter amount in the Freight field, or credit specific lines in the Freight window
- Invoice, Tax and Freight lines: Enter amount or % in the Transaction Amounts region of the Credit Transactions window



Credit Memo Options

Receivables, Vision Operations (USA)

(N) Transactions > Credit Transactions

The following applies to credit memo options:

- Use the Credit Balance button to credit 100% of the remaining invoice value.
- Use the Credit Lines button to credit a specific line on the invoice with the related tax, if applicable. When you credit individual lines, E-Business Tax credits the tax line in proportion to the line amount credit.
- If you enter credits in the Transaction Amounts region, E-Business Tax adjusts the tax amounts in this way:
 - Line and Tax - The amount you enter is credited proportionately to each line in the invoice. Each tax line is credited by the same percentage as the corresponding line amount.
 - Tax Only - Each tax line is credited by the same percentage in proportion to the tax amount for the line.

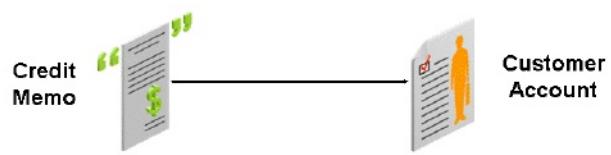
- Enter credit memos for a specific invoice or invoice line.
- You can create a credit memo against:
 - Open invoices.
 - Closed invoices.
- Batch credit memos to help identify data entry errors.
- Reference invoices with no remaining balances to refer credits back to the original invoices.
- Use the Receipts window to apply these credits to other items.
- The transaction type of the invoice to be credited must allow over-application in case of a credit memo created for an invoice with an outstanding balance of zero.
- Select an existing invoice in the Credit Transaction field in order to create the credit memo.

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On-Account Credit Options

On-Account Credit Options

- Invoice Lines: Use free-form, standard memo, or inventory lines in the Transactions window
- Tax only: Select a standard tax memo line, or enter a dummy credit memo line in the Credit Memo Lines region
- Freight only: Select a standard memo line
- Invoice, tax, and freight lines: Enter line-level credits



On-Account Credit Options

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

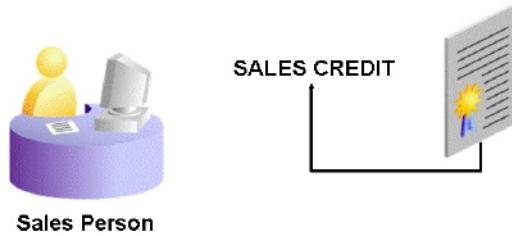
To apply a credit to a customer's account rather than to an individual invoice:

- Enter on-account credits in the Transactions window.
- Select the transaction class Credit Memo.
- E-Business Tax calculates tax on On Account credit memos in a similar way to normal invoices. The only difference is that if the line amount is negative, the tax calculated is also negative.

Reversing Sales Credits

Reversing Sales Credits

- Automatically
- Proportionally
- Change with AR: Allow Update of Existing Sales Credit profile option



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Reversing Sales Credits

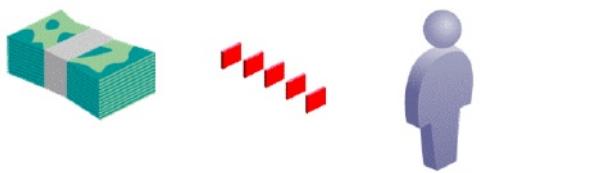
- When crediting any part of an invoice, Receivables automatically reverses sales credits assigned to the appropriate salespeople.
- Partial credits against sales credits default proportionately, but can be updated as long as the sum of sales credits for the line equals the original line credit amount.
- The AR: Allow Update of Existing Sales Credits profile option determines whether a user can update existing sales credits or if additional sales credit records need to be created to maintain an audit trail.

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Manual Refunds

Manual Refunds

- Apply a receipt manually to the Refund application type
- Receivables integrates with Payables and Payments to process the refund
- Payments processes payment to customer



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Manual Refunds

Receivables integrates with Payables and Payments to manage refunds of credit memos. If you are using AutoInvoice, Receivables provides a fully automated refund process without user intervention. If necessary, you can also enter a refund manually.

To enter a manual refund, you apply the receipt that you want to refund to the Refund application type. Receivables sends a refund request to Payables, which in turn validates the refund information and sends a payment request to Payments.

Accounting for Refunds

You use a clearing account to offset the Receivables account in Receivables and the Payables account in Payables.

Example: A refund for a customer who returns goods and wants a refund of \$200.

- Enter a credit memo in Receivables to reduce revenue and create an amount due to the customer.
- Debit Revenue 200 / Credit Receivables 200
- Enter a debit memo in Receivables to transfer the amount owed to the customer to a clearing account.

- Debit Receivables 200 / Credit Clearing 200
- Enter an invoice in Payables to clear the clearing account and create an accounts payable for the customer.
 Debit Clearing 200 / Credit Payables 200
- Issue a check in Payables to send the refund to the customer.
 -Debit Payables 200 / Credit Cash 200

See also:

- *Implement Customer Invoicing: Transaction Sources*
- *Process Invoices Using AutoInvoice: Automated Refunds*

Voiding Transactions

Voiding Transactions

Void invoices, credit memos, and on-account credits in response to invalid transactions.

Business Need	Solution
Track invoices that are incorrectly entered to determine whether this is a data entry problem or if customers are providing incorrect information.	Update the invoice status to Incomplete and assign a transaction type that has the Open Receivable and Post To GL check boxes cleared.
Delete transactions that are incorrectly entered.	Delete incomplete transactions from the Transactions Summary window if the Allow Invoice Deletion check box in the System Options window is selected.

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Voiding Transactions

Receivables, Vision Operations (USA)

(N) Transactions > Transactions

If there is no activity against a transaction, and if it has not been posted to General Ledger, you can void the transaction.

Changing Complete Status:

- Clearing the Complete check box of the transaction.

Updating Transaction Type:

- Set up a transaction type with the Open Receivables and Post to GL check boxes cleared.
- Assign this transaction type to the transaction that you want to void and complete the transaction.

Deleting Incomplete Transactions:

- If the system option Allow Invoice Deletion check box is selected, you can delete incomplete transactions from Receivables.

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- Select Delete Record from the Edit menu or Delete Record icon from the toolbar to delete invoices from the Transactions Summary window. Save the record once you have deleted the transaction.

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Agenda

Agenda

- Overview of invoice process
- Entering and completing invoices
- Performing other invoice actions
- Correcting Invoices
- **Printing transactions and statements**
- Using event-based management
- Demonstrating promised commitment accounts

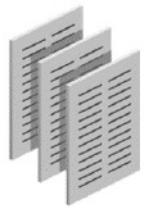
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Reports

Reports

- **Incomplete Invoices Report:** A list of incomplete invoices
- **Invoice Exception Report:** Review transactions where the Open Receivables check box is cleared and customer balances have not been updated



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Reports

Receivables, Vision Operations (USA)

(N) Reports > Listing > (B) Single Request > (B) OK for the Incomplete Invoice Report
(N) Reports > Accounting > (B) Single Request > (B) OK for the Invoice Exception Report

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Printing Transactions

Printing Transactions

You can print the following documents to send to customers:

- Invoices
- Credit memos
- Debit memos
- Deposits
- Guarantees
- Chargebacks
- Adjustments
- Bills Receivable



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Printing Transactions

Receivables, Vision Operations (USA)

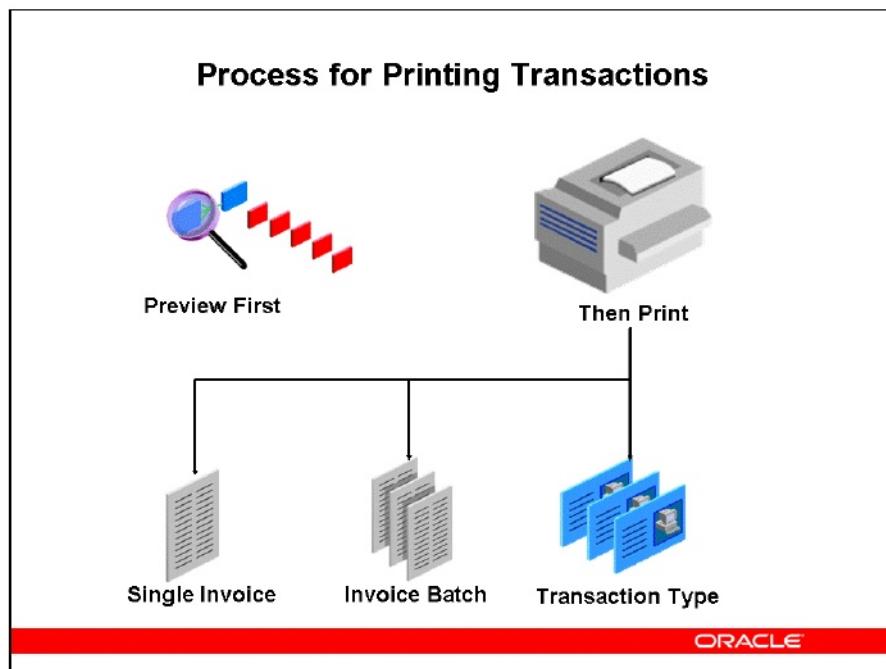
(N) Print Documents > Invoices > Single Request > (B) OK

The following documents can be printed:

- Transaction documents, such as invoices and credit memos, must be printed for distribution to customers.
- Depending on a specific statement schedule, statements and balance forward billing invoices are generated for distribution to customers.
- Transactions can be printed in batches or for a specific range.
- Print the details of each tax line by setting a tax printing option—Itemize By Line—on the customer's profile class.
- You can optionally elect not to print transactions.

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Process for Printing Transactions



Process for Printing Transactions

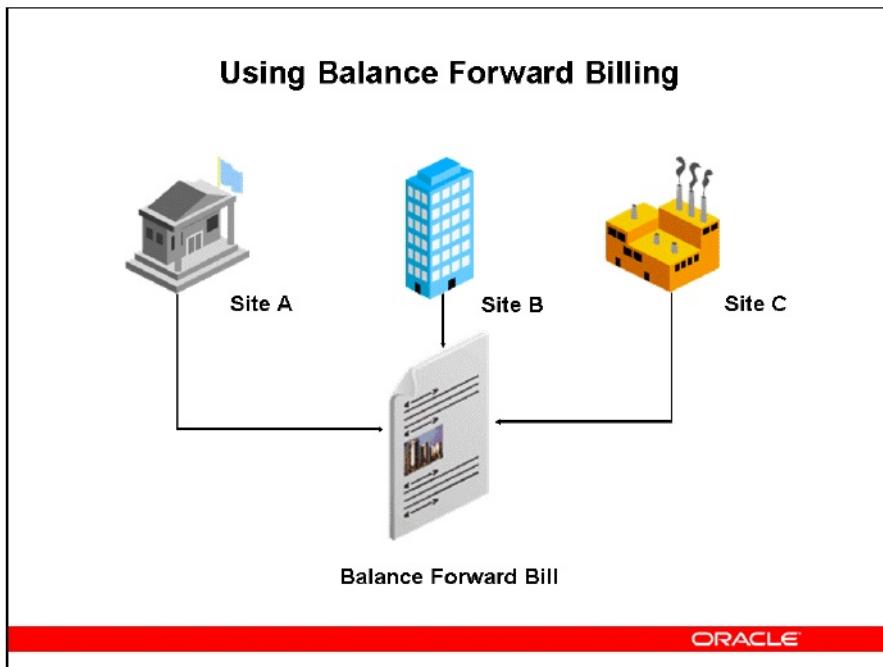
Preview First:

- Submit the Invoice Print Preview report to see transactions that will be printed.
- Select a list of transactions by specifying values for the report parameters.

Then Print:

- Print transactions in batch.
- Print transactions that have not been printed.
- Specify a range of transactions to print.
- Specify other parameters, such as transaction type, class, or customer.

Using Balance Forward Billing



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Using Balance Forward Billing

Receivables, Vision Operations (USA)

(N) Print Documents > Balance Forward Bills > Single Request > Generate Balance Forward Bill Program/BPA Balance Forward Print Program

Use the BPA Balance Forward Print program to print a single bill that includes all of a customer's transactions for the billing period and any balance carried forward from the previous billing period. You can submit the BPA Balance Forward Print program either using the Generate Balance Forward Bill program or directly to reprint balance forward bills:

- Customers are flagged to receive Balance Forward Bills consolidated at either the customer account or site level through their customer profile class. However, you can change the Bill Level defaulted from the customer profile class at the account profile level. The Bill Level at the site profile level is a read-only field defaulted from the account
- profile level. The invoice format is either Detail or Summary. Both the Detail and Summary formats present invoice totals. The detail format lists all line items.

Note: If sales orders with different payment terms are imported through the AutoInvoice interface from Order Management, the invoices created still appear on the Balance Forward Billing statement.

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Agenda

Agenda

- Overview of invoice process
- Entering and completing invoices
- Performing other invoice actions
- Correcting Invoices
- Printing transactions and statements
- **Using event-based management**
- Demonstrating promised commitment accounts

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Event-Based Revenue Management

Event-Based Revenue Management

The Revenue Management Engine automates the timing of revenue recognition for invoices imported through AutoInvoice.

If you use event-based revenue management, then Receivables evaluates invoices when they are imported into your system, and decides whether to immediately recognize revenue or temporarily defer revenue to an unearned revenue account.



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Event-Based Revenue Management

When first evaluating an invoice for revenue recognition or deferral, Receivables uses information from Credit Management to determine a customer's creditworthiness, and uses contract details from your contracts solution to determine if any non-standard contract contingencies exist.

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Automated Revenue Management Process

Automated Revenue Management Process

Automated Revenue Management process:

- Receivables evaluates an invoice either entered manually or imported.
 - If revenue must be deferred, then Receivables does so and records the reason for the deferral
- Receivables waits for an event to trigger revenue recognition. The Revenue Contingency Analyzer monitors contingencies until they expire or are removed. When a trigger event occurs, the Revenue Contingency Analyzer can automatically recognize the appropriate amount of unearned revenue on the invoice.
- Events that can trigger revenue recognition include:
 - Receipt application
 - Customer acceptance
 - Expiration of contract contingencies

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Automated Revenue Management Process

The automated revenue management process helps you to comply with the strict revenue recognition requirements mandated by US GAAP and International Accounting Standards.

Note: Even if you enable the automated revenue recognition process, you can always use the Revenue Accounting Management (RAM) wizard to manually adjust revenue. However, once you manually adjust revenue, Receivables discontinues the automatic monitoring of contingencies.

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Daily Revenue

Daily Revenue

- Daily Revenue enables accurate revenue distribution over all accounting periods, including full and partial periods
- Daily Revenue satisfies stringent accounting standards introduced by the US GAAP and SOX for recognizing revenue
- Revenue amount is based on Daily Revenue Rate
 - Daily Rate = Total Revenue / Total Number of Days
 - Revenue Amount = Daily Rate * Days in each Period

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Daily Revenue

Setup and Process

- Create new accounting rules with Daily Revenue types.

The process is then executed as follows:

- Create an invoice with the Daily Revenue accounting rule.
- Input rule end date.
- Complete transaction and create accounting.
- View and adjust accounting through RAM wizard as needed.
- Post accounting to GL.

Dependencies and Interactions

General Ledger

- You need to define accounting periods in General Ledger, and assign the period type to the Receivables accounting rule.

Order Management and Service Contracts

- Order Management and Service Contracts allow users to assign Daily Revenue accounting rules, as well as Fixed Schedule and Variable Schedule rules, to sales order lines or service lines.
- Receivables imports Order Management and Service Contracts invoice lines using AutoInvoice. For transactions with Daily Revenue rules, the transaction dates must be within the Daily Revenue rule start date and end date. The rule start date must be on or before the rule end date.

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Revenue Contingencies

Revenue Contingencies

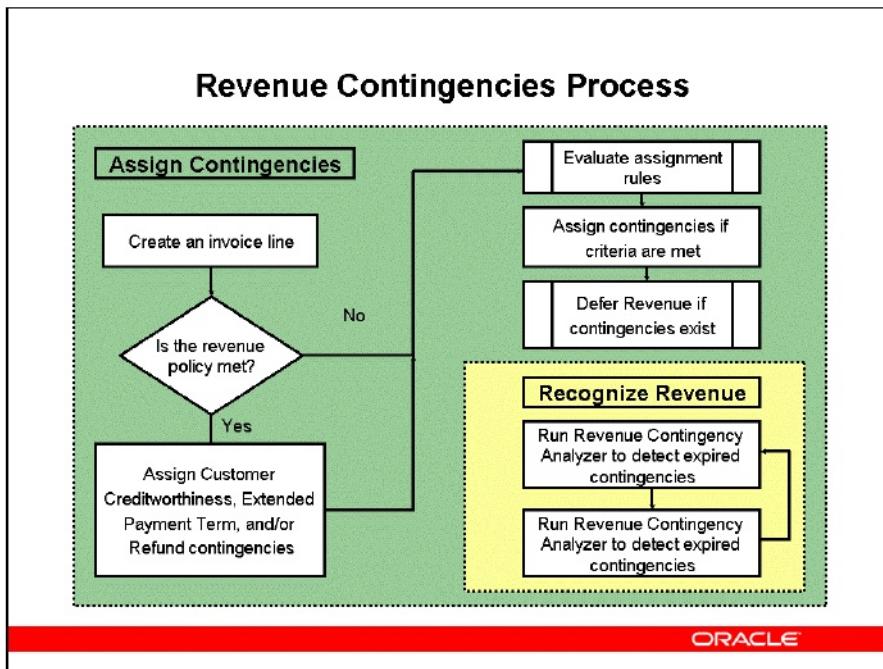
- Automatically times revenue recognition in accordance with the removal of Revenue Contingencies
- Enabled for imported and manual transactions
- User-defined contingencies
- User-defined assignment rules
- Parent-child relationship for parent lines created in Order Management

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Revenue Contingencies

- Automatically times revenue recognition in accordance with the removal of Revenue Contingencies as required by US GAAP and IAS.
- Revenue contingencies are enabled for both imported and manual transactions.
- Users can create as many revenue contingencies as needed to fulfill their business needs. Using the enhanced RAM (Revenue Accounting Module) wizard, you can view and update revenue contingencies on transaction lines.
- Users can set up defaulting rules to assign contingencies to invoice lines. Users can also specify the matching criteria in the rules.
- Parent-child relationships only apply to parent lines created in Order Management. Child lines may be created from another feeder system, as long as there is a reference to the parent line created in Order Management. In Receivables, when a parent-child relationship is specified, the contingencies are managed through the parent lines only—changes to contingencies on parent lines are propagated to child lines. You can view contingencies on child lines, but you cannot update contingencies directly from the child line.

Revenue Contingencies Process



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Revenue Contingencies Process

1. Transaction lines are validated against the defined company policy.
2. The rule engine evaluates all enabled rules. Contingencies are defaulted to transaction lines if the criteria are met.
3. If one or more contingencies exist on a transaction line, the revenue of that transaction line is deferred until all contingencies are satisfied.
4. Run Revenue Contingency Analyzer to detect expired contingencies so that revenue can be recognized when contingencies have expired.

Revenue Contingency Analyzer

Revenue Contingency Analyzer

Receivables uses the Revenue Contingency Analyzer to monitor contingencies until they expire.

Once a contingency expires, the Revenue Contingency Analyzer automatically initiates revenue recognition for the related invoice lines.



Revenue Contingency Analyzer

After a contingency period expires, the Revenue Contingency Analyzer does *not* initiate revenue recognition if other contingencies still exist. In this case, Receivables can recognize revenue only in the amount of applied receipts.

The Revenue Contingency Analyzer is a concurrent program. You can define a submission schedule that controls how frequently the program will run. For example, you can define your schedule to run the program repeatedly at specific intervals, or on specific days of the week or month.

Note: Whenever you run the Create Accounting program, Receivables first runs the Revenue Contingency Analyzer.

COGS and Revenue Matching

COGS and Revenue Matching

- Cost of Goods Sold (COGS) and Revenue Recognition should occur in the same period and for the same percentage
- COGS is deferred when Revenue is deferred



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COGS and Revenue Matching

Recognition of revenue and COGS should occur in the same accounting period. If the revenue is deferred, the equivalent percentage of COGS should also be deferred. Cost Management, Order Management, and Receivables are integrated to achieve this. Cost Management performs COGS recognition or cost accounting and integrates with Receivables for revenue information. Order Management provides transactional information and notifies Costing when an order is closed without billing.

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Evaluating Invoices for Event-Based Revenue Management

Evaluating Invoices for Event-Based Revenue Management

The Revenue Management Engine controls the process of automatically analyzing collectability and making revenue recognition decisions for your imported invoices.

The process is automatically enabled if:

- Revenue policy is defined, or
- Invoice lines are associated with contingencies



The Revenue Management Engine decides whether to initially distribute revenue to an earned or unearned revenue account.

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Evaluating Invoices for Event-Based Revenue Management

Once this decision is made, AutoAccounting creates the actual accounting distributions, either through AutoInvoice (for invoices without rules) or through the Revenue Recognition program (for invoices with rules). The Revenue Management Engine does not analyze collectability for invoices that are assigned deferred accounting rules. To recognize revenue for an invoice with a deferred accounting rule, use the Revenue Accounting Management (RAM) Wizard.

Note: The timing of revenue recognition does not impact the timing of recognition of taxes, freight, and late charges. Recognition of taxes, freight, and late charges occurs when the receivable is created.

Suggestion: You can query an invoice in the Transactions workbench at any time to review invoice accounting distributions.

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Collectability Requirements for Revenue Recognition

Collectability Requirements for Revenue Recognition

The Revenue Management Engine considers the following collectability requirements when evaluating your imported or manually entered invoices:

- Customer creditworthiness
- Absence of the following contract contingencies:
 - Extended payment terms
 - Doubtful collectability
 - Non-standard refund policy
 - Fiscal funding, cancellation, forfeiture, and acceptance clauses



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Collectability Requirements for Revenue Recognition

If an invoice satisfies these requirements, then the Revenue Management Engine immediately recognizes revenue (for invoices without rules) or recognizes revenue according to the initially assigned accounting rules (for invoices with rules).

If an invoice does not satisfy, or only partially satisfies, these requirements, then the Revenue Management Engine immediately defers revenue.

The extent of the revenue deferral, and subsequent timing of revenue recognition, depends on whether the unmet collectability requirements are related to either the invoice header or invoice line level.

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How Collectability Requirements Relate to Invoices

How Collectability Requirements Relate to Invoices

This table indicates the relationship between invoice level and collectability requirements:

Invoice Level	Collectability Requirements
Header Level	Customer creditworthiness Standard payment terms
Line Level	Standard refund policy Absence of fiscal funding, cancellation, forfeiture, and acceptance clauses

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Applying Receipts and Event-Based Revenue Management

Applying Receipts and Event-Based Revenue Management

When you apply a cash receipt to an invoice that is under collectability analysis, Receivables analyzes the invoice to determine if deferred revenue exists.

Under certain circumstances, full or partial receipt application on an invoice can trigger automatic recognition of previously deferred revenue.

In such cases, Receivables initiates the distribution of revenue in the amount of the applied receipt from an unearned revenue account to the appropriate earned revenue account.

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Applying Receipts and Event-Based Revenue Management

If Receivables bases revenue recognition on receipt application, then the total amount of revenue that is recognized can never exceed the amount due on the invoice line, less any applicable credit memos. If you later need to reverse a receipt after application, then Receivables automatically moves the amount of the reversed receipt back to an unearned revenue account.

Note: If you are applying a receipt to an invoice with rules, but you have not run Revenue Recognition, then Receivables automatically runs Revenue Recognition for that invoice only.

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Agenda

Agenda

- Overview of invoice process
- Entering and completing invoices
- Performing other invoice actions
- Correcting Invoices
- Printing transactions and statements
- Using event-based management
- Demonstrating promised commitment accounts

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Promised Commitment Amounts

Promised Commitment Amounts

At the time of order entry, a customer can reserve some portion of an existing deposit towards payment of the order. In Order Management, you can also enter a promised amount for the freight on the order.



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Promised Commitment Amounts

When the order is invoiced through AutoInvoice, Order Management or another feeder system passes the promised amount to Receivables.

Receivables then adjusts the invoice and reduces the deposit balance by the lesser of the promised amount, the commitment balance, or the remaining amount due on the invoice. Depending on the deposit's transaction type, you can choose to include tax and freight when applying a deposit to a transaction.

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Quiz

Quiz

A batch must include invoices from a single currency.

- 1. True
- 2. False

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Answers: 2

Quiz Specifications

- The correct answer is "A batch can contain invoices with different currencies".

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Quiz

Quiz

Which of these methods are valid for applying late charges?

1. Late Payment
2. Overdue Guarantees
3. Average Daily Balance
4. Unpaid Payments

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Answers: 1, 3

Quiz Specifications

- The correct answer is “Late Payment, Overdue Invoice, and Average Daily Balance are methods for applying late charges”.

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Quiz

Quiz

You can create credit memos only against closed invoices.

- 1. True
- 2. False

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Answers: 2

Quiz Specifications

- The correct answer is "Credit memos can be created against open as well as closed invoices".

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Quiz

Quiz

Which of these statements for Automated Revenue Management Process is incorrect?

1. Receivables evaluates an invoice either entered manually or imported.
2. Events that can trigger revenue recognition include expiration of contract contingencies.
3. The Revenue Contingency Analyzer monitors contingencies only after they expire or are removed.
4. Receivables waits for an event to trigger revenue recognition.

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Answers: 1, 3, 4

Quiz Specifications

- The correct answer is “The Revenue Contingency Analyzer monitors contingencies until they expire or are removed”.

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Summary

Summary

In this module, you should have learned how to:

- Describe the way processing invoices fits into the Receivables process
- Enter and complete invoices
- Perform other invoice actions
- Correct invoices
- Print transactions and statements
- Use event-based management
- Demonstrate promised commitment accounts

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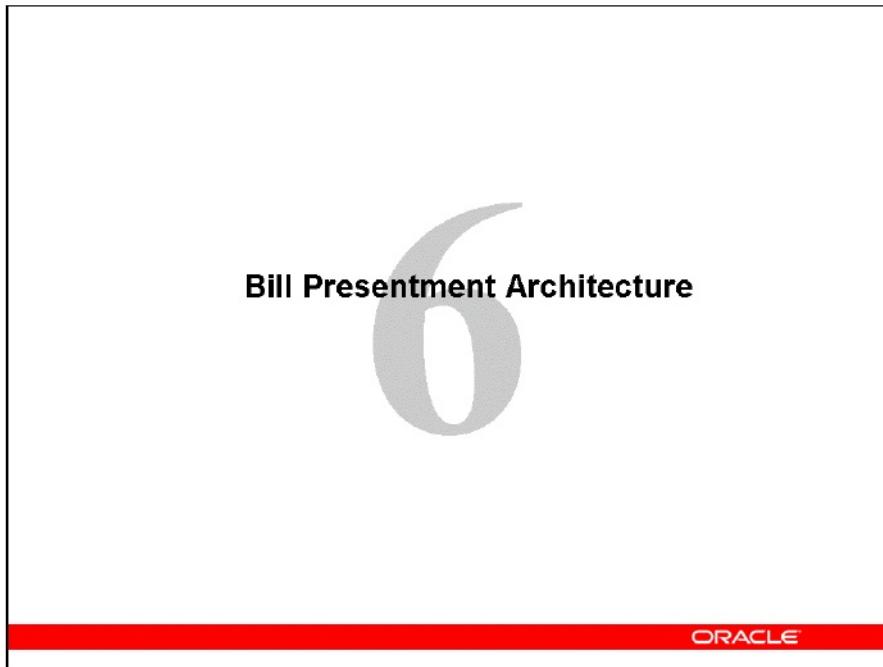
Bill Presentment Architecture

Chapter 6

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Bill Presentment Architecture



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Objectives

Objectives

After completing this module you should be able to do the following:

- Explain bill presentment architecture processes
- Register data sources
- Create templates to present bills
- Define rules to assign templates to customers
- Print BPA transactions

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Agenda

Agenda

- Overview of the Bill Presentment Architecture processes
- Registering data sources
- Creating templates to present bills
- Defining rules to assign templates to customers
- Printing BPA transactions

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Bill Presentment Architecture Overview

Bill Presentment Architecture Overview

Oracle Bill Presentment Architecture (BPA) is an architectural feature that provides the ability to retrieve billing data from multiple data sources.

You use Bill Presentment Architecture (BPA) to customize the content and format of billing data that your customers either view online or print.



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Bill Presentment Architecture Overview

Bill Presentment Architecture (BPA) provides template-based configuration of bills for online presentation and printing, including content selection, layout design, drilldown and grouping capability, and billing template assignment. In identifying other sources of data, the physically presented bill is no longer limited to information contained within Receivables. By separating bill presentment from transaction accounting, BPA allows for more understandable and comprehensive bills, increasing the likelihood and timeliness of bill payment.

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BPA Framework

BPA Framework

With BPA, you first indicate the data sources that you want to collect billing data from. BPA provides a framework for collecting billing data stored in:

- Oracle Receivables
- Oracle applications seeded in BPA, such as Oracle Order Management, Oracle Projects, and Oracle Service Contracts
- Other Oracle applications
- Legacy systems and other non-Oracle applications

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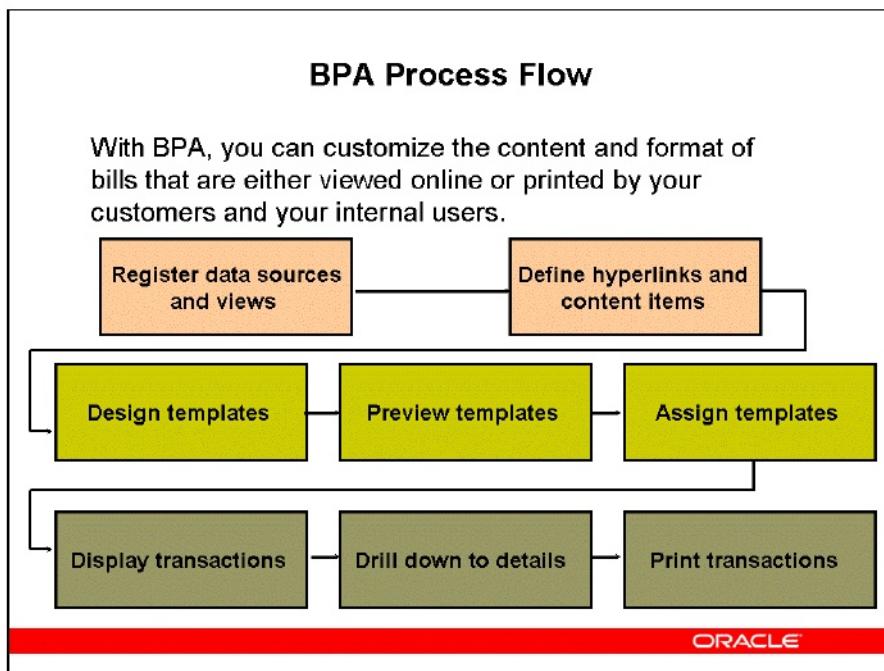
BPA Framework

After indicating data sources, you then design billing templates, choosing the layout and content to determine how you want billing data to appear in an online or printed bill, and assign the templates to customers or customer categories. You can print bills individually or in batch from your billing templates created within BPA or uploaded from external sources.

Your customers can view summarized billing information and drill down using hyperlinks to detailed billing information and other related details necessary to understand and pay the bill.

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BPA Process Flow



BPA Process Flow

- Design layout and select content for a bill.
- Include information on bills that is not stored in Receivables.
- Create hyperlinks that enable access to related billing information.
- Display summary and child lines.
- Provide online drilldown to invoice line details.
- Assign bill formats to specific customers or user-defined customer categories.
- Print transactions.
- Preview billing templates using real-time data.

You accomplish these tasks by first configuring the BPA architecture, and then defining templates and assignment rules.

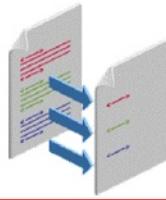
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Creating Templates

Creating Templates

BPA retrieves, formats, and presents billing data online and in printed bills, according to templates that you define.

You can design new templates, use the default templates provided with BPA, upload external templates, or modify templates to suit your company or customer business needs.



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Creating Templates

Using the desktop icons, you can easily create or modify templates graphically. Content areas can be split into as many areas as needed to create the desired layout. Content areas can be moved, duplicated, formatted, updated, and deleted.

When you create or customize templates, you design the layout and contents of a primary bill page and, if needed, a details page. The primary bill page has three content areas:

Header: This area includes information typically seen at the top of an invoice, such as the company logo, invoice number, date, customer name, bill-to address, ship-to address, and terms.

Lines and Tax: This area contains the billing items, and optionally the tax lines, for all transactions included in the bill. This section typically includes the item number, item description, quantities, and cost amounts.

Footer: This area includes information typically available at the bottom of an invoice, such as the total for the bill, aging, additional notes to the customer, and other messages.

You can create a details page for a template if your supplementary data source has a registered details view. The details page contains supporting billing information from your supplementary data source such as Oracle Service Contracts.

Note: After creating your billing template, you can preview and print it using actual customer data.

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Bill Presentment Architecture

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Defining Assignment Rules

Defining Assignment Rules

BPA assigns completed billing templates to customers based on the assignment rules that you define.

Each rule uses predefined criteria with user-defined conditional values to match templates with customers.



Defining Assignment Rules

When a user selects a bill to view or print, BPA applies the online or printed rules, in the order you specify, to determine which template to use.

For example, you can define a rule to use a template to display bills that are more than \$10,000. Then, define a second rule to use a different template to display bills that are \$10,000 or less.

You can assign different templates to be used for online bills and printed bills. You can also specify a different rule order for online and printed bills.

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Data Retrieval

Data Retrieval

BPA provides an architectural foundation for the retrieval of data from multiple data sources:

- Register data views for Oracle E-Business Suite applications and third-party data sources
- Select data items from registered views for billing template design
- Use Oracle Receivables transaction flexfields
- Use predefined data sources for Oracle Receivables, Oracle Service Contracts, Oracle Projects, and Oracle Order Management

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Agenda

Agenda

- Overview of the Bill Presentment Architecture processes
- **Registering data sources**
- Creating templates to present bills
- Defining rules to assign templates to customers
- Printing BPA transactions

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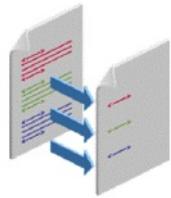
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Registering Data Sources

Registering Data Sources

When you register a data source, you provide:

- Name
- Description
- Interface Context



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Registering Data Sources

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Configuration > Data Sources

To make content items and hyperlinks available for your template designers to include in a template, you must register and enable the supplementary data source where the content items reside.

Oracle Receivables is already registered in BPA and enabled for use. It is the primary data source. All other data sources are supplementary data sources. Other Oracle applications, such as Oracle Order Management, Oracle Projects, and Oracle Service Contracts, are registered in BPA, *but you must first enable them for use*.

If you want to use an application or other source that is not seeded in BPA as a source of content items, then you must register and enable the source as a data source. You can register any application that interfaces billing transactions to Receivables. Applications that can be registered include Oracle applications, third party applications, and legacy systems.

If you want a template to include a details page, then you must register a supplementary data source and register a details view to provide content items.

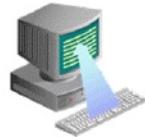
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Enabling Data Sources

Enabling Data Sources

After you enable a data source, you can:

- Use the data source as a source of content items when defining templates
- Assign templates based on that data source to rules in Template Assignment
- Create dynamic hyperlinks by selecting transaction attributes from the data source



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Enabling Data Sources

To change the status of a data source, select a data source from the list of registered data sources. From the list of values, select Mark as Enabled and click Go. After a data source is enabled, you can view its details, but you cannot make any changes.

Note: Oracle Receivables is always enabled. Oracle Order Management, Oracle Projects, and Oracle Service Contracts must be enabled before you can use them as supplementary data sources.

You can disable a data source at any time, with the exception of Receivables. You cannot disable Receivables as a data source because it provides the basic transaction line billing information for Bill Presentment Architecture. You can update a data source, synchronize flexfields, and delete a data source (if its status is disabled). You can also view disabled data sources.

Warning: Do not disable a data source while creating or updating a template, or while assigning templates to rules.

Viewing Data Sources

Viewing Data Sources

You can view the following information about a data source by clicking on the data source name:

- Name, description, and interface context for the data source
- Each view registered for the data source, including its content items, technical view name, and the area where the view can be displayed
- Templates that currently use content items from the data source

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Viewing Data Sources

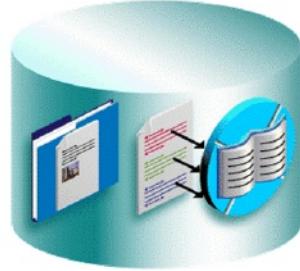
When viewing a data source, you can sort its associated views by clicking on a column heading. You can also drill down to view the details of the associated views, including the database view name and the content items for the view.

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Creating Database Views

Creating Database Views

To obtain billing data from a source other than a seeded source, you must first register the application (or other source) as a new data source in BPA.



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Creating Database Views

After registering new data sources, you must complete your BPA configuration by creating any specific database views required, and then registering those views as data source views in BPA. This lets you access additional billing information from the new data sources.

Some database views from Oracle Receivables and seeded applications, such as Oracle Service Contracts and Oracle Order Management, are seeded as data source views in BPA.

You can create other database views for these applications to provide any additional data required, but you must then register them as data source views in BPA.

There is no restriction on the number of views which can be created. However, lines, tax, and the detail pages display area can have only one view.

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Registering Data Source Views

Registering Data Source Views

When you register a data source view, you specify the content items available for a specific display area of a bill. You must register views if you:

- Register a new data source for use with BPA
- Want to use additional views in existing data sources as a source of content items



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Registering Data Source Views

Before you can register a view, the status of the data source must be disabled.

To register a data source view, first select a display area for the view and then select a database view.

Note: BPA supports registration of one Lines and Tax data source view, one Details Page data source view, and multiple Header and Footer data source views.

- Select the content items to be available for creating templates

Selecting a View

To register a data source view for a data source, identify the display area for the view and click Register.

Search for the database view that you want to use as a source for content items. For each view, enter a description and display name for the view. Create a display name that easily identifies the source of the content items that can be selected from the view. Later, the template designer will select content items based on the view display name.

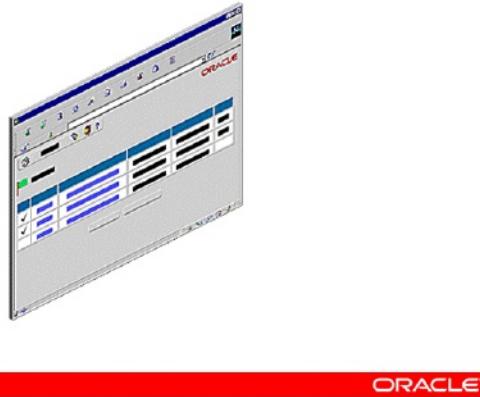
Selecting Parameters

You can set parameters to retrieve specific values when a bill is displayed at run time.

Viewing Data Source Views

Viewing Data Source Views

Use the View page to review the content items available to a view.



Viewing Data Source Views

You first open the View Data Source page by selecting a data source name.

You then select the view display name to open the View page. This page lists all items available in a view. Items are shown as:

- **Used in templates:** Item is checked and the check box is disabled.
- **Available for use in templates:** Item is checked and check box is active.
- **Not available:** Item is not checked.

You can also access the View page by clicking the Views icon.

See: Configuring Hyperlinks, *Oracle Bill Presentment Architecture User Guide* for information about configuring hyperlinks to associate with content items in a template.

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Agenda

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- Overview of the Bill Presentment Architecture processes
- Registering data sources
- **Creating templates to present bills**
- Defining rules to assign templates to customers
- Printing BPA transactions

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Template Management

Template Management

The Template Management User Interface lets billing personnel create multiple billing templates based on customer needs:

- Layout design and content item selection
- Option to print summary lines with or without child lines
- Flexible tax formatting, including itemization and summarization
- Association of hyperlinks to content items
- Display of custom images and messages
- Page setup capability for printed bills
- Flexible header and footer format design for printed bills

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Template Management

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Template Management

You use Template Management to create, update, and manage templates to present bills online and for printing.

Using the icon tools, you can graphically:

- Modify templates (duplicate and update)
- Create templates
- Create custom content items
- Format text and layout
- Preview templates using existing customer transactions
- Upload external templates
- Delete templates

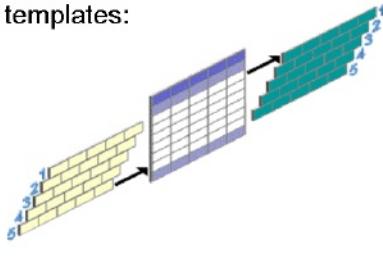
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Modifying Templates

Modifying Templates

BPA provides nine default templates:

- Default Chargeback
- Default Credit Memo
- Default Debit Memo
- Default Deposit
- Default Guarantee
- Default Invoice
- Default Oracle Service Contracts Invoice
- Default Balance Forward Summary
- Default Balance Forward Detail



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Modifying Templates

If you do not want to build an entirely new template, then you can copy an existing template and modify it to suit your requirements. Select the Duplicate icon next to the template you want to copy and enter a new template name and description.

After duplicating an existing template, you can select a different supplementary data source. In the new template, content items from the old supplementary data source are removed. For example, if you copy an Oracle Service Contracts (OKS) template and change the supplementary data source to Oracle Order Management, the content items specific to OKS are deleted from the new template.

If you are duplicating a Balance Forward template, you cannot change the primary and supplementary data source. You can, however, choose either the summary or detail format.

If you duplicate an existing template and change the transaction class to chargeback, deposit, or guarantee, content items specific to a supplementary data source are removed. Templates for these transaction classes do not use supplementary data sources.

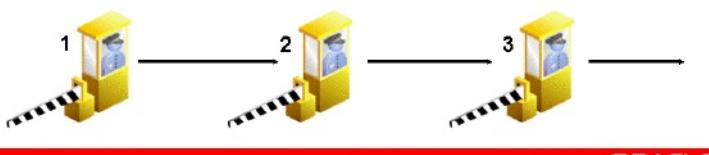
If you change the tax format in a duplicated template, any content items related to scrcinal tax format are deleted. For example, if you change the tax format from Custom to Oracle Receivables Tax Printing Option, the content items specific to the Custom format are removed.

Creating a New Template

Creating a New Template

BPA guides you through the creation of a new template with a series of design steps that show you where you are in the process:

1. General Information
2. Primary Page Design
3. Details Page Design
4. Print Setup
5. Preview



Creating a New Template

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Template Management > Templates

If you select Oracle Receivables as the primary source of billing data for your template, then you can select the transaction class.

You can select a supplementary data source only for templates with a transaction class of invoice, credit memo, or debit memo. If you want to create a details page, then you must select a supplementary data source with a registered details view. The available content items for the details page are drawn from the supplementary data source application.

If you select Oracle Receivables Balance Forward as the primary data source, or when you upload an external balance forward bill, transaction classes and tax formats cannot be specified. In addition, the supplementary data source is set to None. You can select either

Summary or Detail Format.
Details Page Design

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The Details page is available for invoices or for balance forward billing templates. You can include a details page if you specified a supplementary data source with a registered details page view or for balance forward billing templates with summary format.

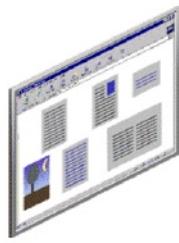
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Uploading External Templates

Uploading External Templates

External templates are used for printed bills only. You cannot modify the layout or update these templates in BPA.

You can assign external templates in Template Assignment.



Uploading External Templates

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Template Management > External Templates

You can upload external files to be used as billing templates for printed bills instead of creating a new template.

External templates can be any PDF or RTF file.

You can upload multiple language versions of the file as needed for a single template. After uploading the file, you must map each field name in the template to a content item from a data source view in BPA.

You cannot create grouping or drilldown or a details page for a billing template created from an external file.

Assigning Templates

Assigning Templates

BPA uses rules to determine which template to use to display online or to print a bill. When you define a rule, you specify one or more criteria for content item values. You can create different rules to assign templates to present online bills and printed bills.



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Assigning Templates

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Template Assignment

Attribute: A list of values of content items based on selections made in the Header and Footer display areas from the primary or supplementary data sources.

Condition: A matching state, such as "equals," "is greater than," "is less than," "equal to," "Starts with," and "Contains."

Value: A user-defined value that occurs on your transactions for the content item selected as the attribute. You can select a value from the list of values, or enter a value. When you select a bill to view online or print, BPA reviews the rules in the order you specify until it finds a match, and then uses the template associated with the rule to format the bill.

BPA supports assignment of billing templates to different customers or customer categories based on user-defined criteria.

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- **Defining rules to assign templates to customers**
- Printing BPA transactions

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Defining Template Rules

Defining Template Rules

Define a rule called ABC-Seattle and assign it to Template ABC1		
Attribute Name	Condition	Value
Customer	equals	ABC Company
Bill To City	equals	Seattle
Define a second rule called ABC and assign it to Template ABC2		
Attribute Name	Condition	Value
Customer	equals	ABC Company

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Defining Template Rules

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Template Assignment > Assignment Rules

In the example in this slide, for ABC Company:

- If the Bill To City value on the transaction is Seattle, then you want to use Template ABC1.
- If the Bill To City is any city other than Seattle, then you want to use Template ABC2.

To do this, you can define one rule called ABC-Seattle, as shown in the upper table, and assign it to Template ABC1.

Note: When you order the rules, list the ABC-Seattle rule before the ABC rule.

Default Rules

If no user-defined rule matches attributes and content item values, BPA applies one of the two default template rules based on your primary data source selection:

- **Default Transaction Rule:** This default template rule applies if you selected Oracle Receivables as your primary data source. BPA uses the default template to present the bill. This is true for transactions for all supplementary data sources.
- **Default Balance Forward Rule:** This default template rule applies if you selected Oracle Receivables Balance Forward as your primary data source. BPA applies this rule and assigns either the Default Balance Forward Summary Template or Default Balance Forward Detail Template, depending on the choice of Format.

Note: If BPA does not find a match in any of the rules for a transaction with a supplementary data source other than None, then it reviews the rules associated with the supplementary data source None until a match is found.

You cannot update the default template rules. If you want to change the templates assigned to a default template rule, then create a new default rule with no attributes and order it before the seeded default rule.

Creating a New Assignment Rule

Creating a New Assignment Rule

To create a new rule:

- Enter the name, description, and supplementary data source
- Select the order in which the rule will be applied
- If necessary, create a different rule order for online and printed bills
- Select matching criteria
- Assign a template to the rule

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Creating a New Assignment Rule

You can create as many rules as you need to assign templates to transactions. Each rule can be composed of one or more attribute matching criteria. You can specify that a bill must match at least one attribute criteria, or must match all criteria, in order to be displayed by the template associated with the rule.

You can create a rule for any enabled data source. You must select a supplementary data source, or select None.

Note: If you are adding the first rule for a data source, the Rule Order section will not be displayed.

Note: Use the Display Format attribute to include the bill type specification, Summary or Detail, in a new BPA assignment rule.

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Selecting Attribute Matching Criteria

Selecting Attribute Matching Criteria

For a rule, you can set up matching criteria for one or more attributes. You can specify that all conditions of the rule must be met in order to assign a template to transactions or that the rule will assign a template if any condition is matched.



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Selecting Attribute Matching Criteria

You select an attribute from the Add Attribute list of values and click Go. BPA filters the list of available conditions for the selected attribute.

You then select the condition for the rule, and add the attribute values for the rule.

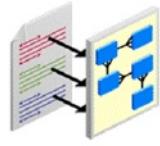
Depending on the type of attribute used in the rule, you can either select a value, search for a value, or enter a value. For attributes with numerical or date values, such as Billing Date or Outstanding Balance, you must enter a value.

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Selecting Conditions for Rules

Selecting Conditions for Rules

When you set up the matching criteria for an attribute in a rule, you can select the condition for which a template is used to display or print bills.



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Selecting Conditions for Rules

The matching conditions available are:

- Equals
- Greater than
- Greater than or equal to
- Less than
- Less than or equal to
- Starts with
- Contains

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Assigning a Template to a Rule

Assigning a Template to a Rule

Select the templates that the rule applies to from the list of assigned templates, and specify bill creation dates. You can assign the same template for both online and printed bills, or you can assign different templates.

To assign the same template for printed bills, select the Duplicate Assignment for Printed Bill option. The list of templates available for the printed bill includes external templates.

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Assigning a Template to a Rule

When you assign a template to a rule, you enter a range of transaction dates. The bill creation date corresponds to the date when the transaction was created in Receivables.

- A bill creation date must be January 1, 1970 or later.
- Bill creation dates cannot overlap within a rule. For example, if you assign two templates, Template A and Template B, to a rule, then the bill creation dates for Template A cannot overlap the bill creation dates for Template B.
- The Bill Creation From date must be on or before the Bill Creation To date.

Note: To assign a template to a rule, you must first click Add Another Row.

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Reordering Rules

Reordering Rules

BPA applies rules based on the rule order that you define for each supplementary data source. The assignment engine in BPA begins with the first rule and searches until it finds a match. You can change the order of the rules at any time.



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Reordering Rules

If no match is found for a particular supplementary data source, the rules for the supplementary data source None are checked until a match is found. The Default Transaction Rule applies if no other matches are found.

To reorder rules, select the Reorder button available on the Assignment Rules page. You use the shuttleboxes for online bills and printed bills to change rule order. If an external template is assigned to a rule, then the rule appears only in the Print Bill Available Rules shuttlebox.

Viewing Online Bills

Internal users and external customers can view bills online using Oracle Receivables, Oracle iReceivables, Oracle Advanced Collections, or other calling applications. When a user selects a transaction number, the assignment engine in BPA determines which template to use to display the bill.

When viewing a bill, all the features and functionality of BPA's Interactive Preview (such as drilldowns to transaction details) or Receivables (such as creating a dispute, printing bills, or making a payment) are available to the user.

Viewing Attachments

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Bill Presentment Architecture

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An attachment document can be an image or data file, a hyperlink, or text. To include an attachment, add the Attachment content item to a template. This content item is available only for the Oracle Receivables Invoice Header data source view. Add this content item to the header or footer of a template.

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- Overview of the Bill Presentment Architecture processes
- Registering data sources
- Creating templates to present bills
- Defining rules to assign templates to customers
- **Printing BPA transactions**

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Print Management

Print Management

You use the Print Management tab to generate printable transactions in BPA. You can print a single transaction or a batch of transactions.

You can also print BPA transactions from Forms-based applications including Oracle Receivables.



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Print Management

Bill Presentment Super User, Vision Operations (USA)

(N) Bill Management > Print Management > Submit Print Request

When you create a template, you assign a page setup that determines the page size, margins, and font used for the printed transaction. When the BPA Transaction Print Program or BPA Balance Forward Print Program runs, it launches one or more child programs depending on the number of transactions to print. Based on your responsibility, you can submit a print request of transactions across the operating units that you have access to. The child program generates one PDF file for each group of transactions and stores it as the output file of the concurrent program.

The Job Size concurrent program lets the user define the number of transaction to print per child program. The default value is 500.

Bill Presentment All Request Group

The Bill Presentment All request group is associated with responsibilities for BPA and contains three concurrent programs:

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Bill Presentment Architecture

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- BPA Transaction Print Program
- BPA Balance Forward Print Program
- Generate Stylesheet for BPA Templates

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Printing Attachments

Printing Attachments

You can attach PDF documents to online bills.

Set these profile options to manage and print attachments :

- AR: BPA Attachment Update Enabled
- AR: BPA Print Attachment Category



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Printing Attachments

BPA lets you attach PDF documents to online bills. You can add, update, and delete attachments, as well as print attachments along with the printing of bills.

- **AR: BPA Attachment Update Enabled:** Set the AR: BPA Attachment Update Enabled profile option to Yes to let users view, add, update, and delete attachments that are part of online bills. If this profile option is set to No, then users can only view attachments.
- **AR: BPA Print Attachment Category:** Specify a document category in the AR: BPA Print Attachment Category profile option to print attachments while printing a bill. You do not need to add the attachment content item to a template in order to print an attachment. When a bill prints, any associated attachments in the specified document category print automatically. This applies to both templates created in BPA and external templates. Attachments must be in PDF.

See: Print Management, *Oracle Bill Presentment Architecture User Guide* for more information.

Creating and Updating Page Setups

Creating and Updating Page Setups

You use Page Setup to create new page setups or update existing setups. A page setup specifies the page layout parameters for printed bills, including page margins, paper size, font, font size, and the placement of the page number.



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Creating and Updating Page Setups

When you create a template in Template Management, you assign a page setup to format transactions printed using that template. Seeded page setups include A4, Legal, and Letter. You can modify seeded page setups.

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Quiz

Quiz

You can disable Oracle Receivables as a data source for BPA.

- 1. True
- 2. False

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Answers: 2

Quiz Specifications

- The correct answer is "You cannot disable Receivables as a data source because it provides the basic transaction line billing information for Bill Presentment Architecture".

Quiz

Quiz

Which of these steps are in the correct order in the BPA Process Flow?

1. Design layout and select content for a bill > Include information on bills that is not stored in Receivables
2. Display summary and child lines > Create hyperlinks that enable access to related billing information
3. Provide online drilldown to invoice line details > Assign bill formats to specific customers or user-defined customer categories
4. Print transactions > Preview billing templates using real-time data

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Answers: 1, 3, 4

Quiz Specifications

- The correct answer is “The step **Create hyperlinks that enable access to related billing information** comes before the **Display summary and child lines** step”.

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Quiz

Quiz

You can group details for a billing template that has been created from an external file.

1. True
2. False

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Answers: 2

Quiz Specifications

- The correct answer is "You cannot create grouping or drilldown or a details page for a billing template created from an external file".

Quiz

Quiz

Which of these matching conditions are valid for a rule?

1. Ends with
2. Equals
3. Contains
4. Greater than or equal to

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Answers: 2, 3, 4

Quiz Specifications

- The correct answer is “The matching conditions available are: Equals, Greater than, Greater than or equal to, Less than, Less than or equal to, Starts with, and Contains”.

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Summary

Summary

In this module you should have learned how to:

- Explain bill presentment architecture processes
- Register data sources
- Create templates to present bills
- Define rules to assign templates to customers
- Print BPA transactions

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