

Oracle® Price Protection

User Guide

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Oracle Price Protection User Guide, Release 12.2

Part No. E49017-03

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- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

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Preface

Intended Audience

Welcome to Release 12.2 of the *Oracle Price Protection User Guide*.

See Related Information Sources on page viii for more Oracle E-Business Suite product information.

Documentation Accessibility

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Structure

- 1 Understanding Price Protection**
- 2 Price Protection Dashboard**
- 3 Reports and Concurrent Programs**
- 4 Integration**
- 5 Trouble Shooting**
- A Windows and Navigator Paths**

Related Information Sources

Integration Repository

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the Oracle E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

Online Documentation

All Oracle E-Business Suite documentation is available online (HTML or PDF).

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF documentation for your product with each release. The Oracle E-Business Suite Documentation Library is also available on My Oracle Support and is updated frequently
- **Online Help** - Online help patches (HTML) are available on My Oracle Support.
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.
- **Oracle Electronic Technical Reference Manual** - The Oracle Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for each Oracle E-Business Suite product. This information helps you convert data from your existing applications and integrate Oracle E-Business Suite data with non-Oracle applications, and write custom reports for Oracle E-Business Suite products. The Oracle eTRM is available on My Oracle Support.

Guides Related to All Products

Oracle E-Business Suite User's Guide

This guide explains how to navigate, enter data, query, and run reports using the user interface (UI) of Oracle E-Business Suite. This guide also includes information on setting user profiles, as well as running and reviewing concurrent programs.

You can access this guide online by choosing "Getting Started with Oracle Applications"

from any Oracle E-Business Suite product help file.

Guides Related to This Product

Oracle Accounts Receivable Deductions Settlement User Guide

Oracle Accounts Receivable Deductions and Settlement enables organizations to shorten the claims-processing cycle, and reduce claims and associated costs. You can use this guide to create claims, associate earnings with these claims, assign them and have them approved, and settle them using the appropriate settlement method for the claim type. You can also learn how to research existing claims and deductions, validate, and settle them.

Oracle Advanced Pricing User's Guide

Oracle Advanced Pricing calculates prices including promotional prices for Oracle Order Management and other Oracle Applications based on pricing rules, pricing relationships, item hierarchies, usage brackets, and deals and promotions.

Oracle Channel Rebate and Point-of-Sale Management User Guide

Oracle Channel Rebate and Point of Sales Management enables suppliers to manage their product inventory and prices, create budgets for customer and partner rebates, offers, and incentives, and enlist the help of channel partners such as distributors and retailers to manage execution of these offers at the points of sale in the channel. This guide describes how to use the Account Manager Dashboard to manage products and price lists, create and manage budgets, quotas, and offers, and plan and manage customer accounts.

Oracle Channel Revenue Management Implementation and Administration Guide

Channel Revenue Management enables users to efficiently plan, promote, execute, and manage the order to cash process for improved sales and return on investment (ROI), and reduced loss in revenue. Use this guide to learn about the different products in the Oracle Channel Revenue Management Suite and the other Oracle E-Business Suite products with which this product family integrates. You can learn how to set up users, customers, and suppliers, and perform the basic configurations that will be used by all the products in this suite.

Oracle General Ledger User's Guide

This guide provides you with information on how to use Oracle General Ledger. Use this guide to learn how to create and maintain ledgers, ledger currencies, budgets, and journal entries. This guide also includes information about running financial reports.

Oracle Inventory User's Guide

This guide enables you to configure the Oracle Inventory structure to best represent your company's inventory sites and business units after you have defined your required ledger and key flexfields. You can also learn about centralized and decentralized inventory structures, and controls and reference options for using and maintaining inventory items such as categories, commodity codes, attributes, statuses, relationships, and picking rules.

Oracle Marketing User Guide

This guide tells you how to create marketing programs, execute campaigns across multiple customer interaction channels such as Web, email, direct mail, and telemarketing, and monitor the performance of these programs. With Oracle Marketing, you can generate prospective customer lists and assess the effectiveness of these lists, and manage marketing collateral and marketing budgets.

Oracle Partner Management Vendor User Guide

This guide describes how vendors can use the Channel Manager dashboard to manage channel partners, partner activities and programs, partner profiles, and partner performance. Partner activities include training and managing funds, opportunities, referral compensation, and deals.

Oracle Payables User's Guide

This guide describes how to use Oracle Payables to create invoices and make payments. In addition, it describes how to enter and manage suppliers, import invoices using the Payables open interface, manage purchase order and receipt matching, apply holds to invoices, and validate invoices. It contains information on managing expense reporting, procurement cards, and credit cards. This guide also explains the accounting for Payables transactions.

Oracle Price Protection Implementation Guide

Use this guide to configure price protection processes and flows. You can learn how to set up system parameter defaults for price protection transactions in Oracle Channel Revenue Management, configure and automate price protection execution processes, set up supplier trade profiles, and set up system profile options. You can also use this guide to configure approval rules in Oracle Approvals Management Engine (AME) and set up the XML Gateway for communication with the supplier.

Oracle Receivables User Guide

This guide provides you with information on how to use Oracle Receivables. Use this guide to learn how to create and maintain transactions and bills receivable, enter and apply receipts, enter customer information, and manage revenue. This guide also includes information about accounting in Receivables. Use the Standard Navigation

Paths appendix to find out how to access each Receivables window.

Oracle Trading Community Architecture User Guide

Oracle Trading Community Architecture (TCA) maintains information including relationships about parties, customers, organizations, and locations that belong to your commercial community in the TCA Registry. This guide enables you to use the features and user interfaces provided by TCA and by other Oracle E-Business Suite applications to view, create, and update Registry information. For example, you can import batches of party data in bulk from external source systems into the TCA Registry, merge duplicate parties, sites, and customer accounts, generate time zones for phones and locations, and run various customer reports.

Installation and System Administration

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle E-Business Suite data.

Oracle E-Business Suite Concepts

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12.2, or contemplating significant changes to a configuration. After describing the Oracle E-Business Suite architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

Oracle E-Business Suite CRM System Administrator's Guide

This manual describes how to implement the CRM Technology Foundation (JTT) and use its System Administrator Console.

Oracle E-Business Suite Developer's Guide

This guide contains the coding standards followed by the Oracle E-Business Suite development staff. It describes the Oracle Application Object Library components needed to implement the Oracle E-Business Suite user interface described in the *Oracle E-Business Suite User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer forms so that they integrate with Oracle E-Business Suite. In addition, this guide has information for customizations in features such as concurrent programs, flexfields, messages, and logging.

Oracle E-Business Suite Installation Guide: Using Rapid Install

This book is intended for use by anyone who is responsible for installing or upgrading

Oracle E-Business Suite. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle E-Business Suite Release 12.2, or as part of an upgrade to Release 12.2.

Oracle E-Business Suite Maintenance Guide

This guide contains information about the strategies, tasks, and troubleshooting activities that can be used to help ensure an Oracle E-Business Suite system keeps running smoothly, together with a comprehensive description of the relevant tools and utilities. It also describes how to patch a system, with recommendations for optimizing typical patching operations and reducing downtime.

Oracle E-Business Suite Security Guide

This guide contains information on a comprehensive range of security-related topics, including access control, user management, function security, data security, and auditing. It also describes how Oracle E-Business Suite can be integrated into a single sign-on environment.

Oracle E-Business Suite Setup Guide

This guide contains information on system configuration tasks that are carried out either after installation or whenever there is a significant change to the system. The activities described include defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help.

Oracle E-Business Suite User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle E-Business Suite development staff. It describes the UI for the Oracle E-Business Suite products and tells you how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Oracle E-Business Suite Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle E-Business Suite implementation team, as well as for users responsible for the ongoing maintenance of Oracle E-Business Suite product data. This guide also provides information on creating custom reports on flexfields data.

Oracle E-Business Suite Integrated SOA Gateway Implementation Guide

This guide explains the details of how integration repository administrators can manage and administer the entire service enablement process based on the service-oriented architecture (SOA) for both native packaged public integration interfaces and composite

services - BPEL type. It also describes how to invoke Web services from Oracle E-Business Suite by working with Oracle Workflow Business Event System, manage Web service security, and monitor SOAP messages.

Oracle E-Business Suite Integrated SOA Gateway User's Guide

This guide describes how users can browse and view the integration interface definitions and services that reside in Oracle Integration Repository.

Oracle Product Hub User's Guide

This guide explains how to centrally manage item information across an enterprise, focusing on product data consolidation and quality. The item information managed includes item attributes, categorization, organizations, suppliers, multilevel structures/bills of material, packaging, changes, attachments, and reporting.

Oracle Web Applications Desktop Integrator Implementation and Administration Guide

Oracle Web Applications Desktop Integrator brings Oracle E-Business Suite functionality to a spreadsheet, where familiar data entry and modeling techniques can be used to complete Oracle E-Business Suite tasks. You can create formatted spreadsheets on your desktop that allow you to download, view, edit, and create Oracle E-Business Suite data, which you can then upload. This guide describes how to implement Oracle Web Applications Desktop Integrator and how to define mappings, layouts, style sheets, and other setup options.

Oracle Workflow User's Guide

This guide describes how Oracle E-Business Suite users can view and respond to workflow notifications and monitor the progress of their workflow processes.

Oracle XML Gateway User's Guide

This guide describes Oracle XML Gateway functionality and each component of the Oracle XML Gateway architecture, including Message Designer, Oracle XML Gateway Setup, Execution Engine, Message Queues, and Oracle Transport Agent. It also explains how to use Collaboration History that records all business transactions and messages exchanged with trading partners.

The integrations with Oracle Workflow Business Event System, and the Business-to-Business transactions are also addressed in this guide.

Training and Support

Training

Oracle offers a complete set of training courses to help you master your product and reach full productivity quickly. These courses are organized into functional learning

paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep your product working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle **STRONGLY RECOMMENDS** that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

Understanding Price Protection

This chapter covers the following topics:

- Overview

Overview

In the high-tech distribution market, price protection agreements between suppliers and distributors, and distributors and customers are very common. However, the details of which products and how many are protected vary widely across the industry. Products and product quantities that are protected by price protection agreements make up the covered inventory of the distributor. This includes products across various warehouses and is not the same as the on-hand inventory. The covered inventory of a distributor or customer is the inventory that is eligible for claim processing.

The distributor can, when creating a price protection transaction, make adjustments to the inventory covered by the price protection agreement in the following ways:

- Manually adjust the total quantity of covered inventory
- Include or exclude warehouses
- Include or exclude inventory quantities received for a selected warehouse

These adjustments can stem from an increase or decrease in product prices and may or may not require supplier approval. The distributor can make these adjustments for a future-dated price protection transaction to get an idea of the on-hand inventory as opposed to the covered inventory and how to minimize the difference between the two inventories and have maximum coverage. All such adjustments for future-dated transactions are overwritten on the effective start date, when the system recalculates covered inventory based on the effective start date, days covered, and on-hand inventory.

If suppliers decrease the price of a product and the distributor accepts the price change, this can cause a loss in value in the distributor's on-hand inventory and in turn in the

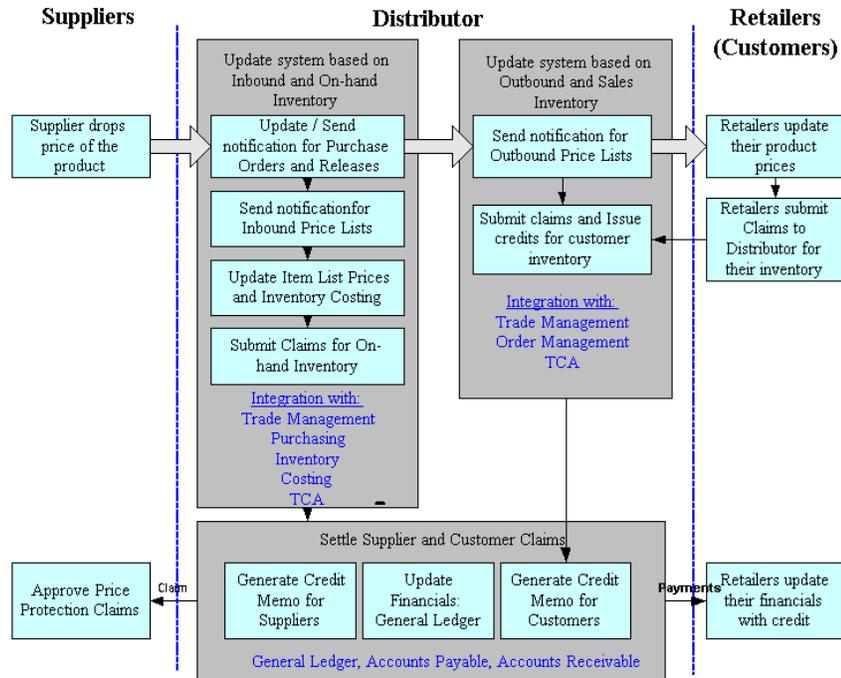
customer's on-hand inventory. To recover this loss, the distributor can raise a supplier claim for the distributor on-hand inventory.

To recover the loss of value on customer's on-hand inventory, the customer submits inventory information to the distributor. Based on this inventory data, the distributor calculates the lost value and issues a credit to the customer. The distributor then submits a customer claim to the supplier to recover from the supplier the money that the distributor paid to the customer. These supplier and customer claims may or may not require supplier approval. Financial records must be updated to reflect the impact of claims, liabilities, and credits associated with the price protection transaction.

For an increase in the price of a product, the application raises a supplier claim for the price increase and develops a sales invoice for the supplier. To enable claim creation for price increase transactions, you must select the Create Claims for Price Increase check box on the Supplier Trade Profile page of the Oracle Channel Revenue Management application.

In addition, when a product price change occurs, many systems must be updated with the new price, and records must be balanced for updates as defined by the price protection transactions as shown in the following diagram.

Important: Oracle Channel Revenue Management is a prerequisite for Oracle Price Protection.



After a distributor accepts a product price change from a supplier, the Price Protection Analyst (PPA) identifies which products and how many of those products are protected by the price protection transaction. Starting with the distributor's inventory, the PPA updates the distributor's systems to account for the new price.

- All open purchase orders without receipts are updated depending on the status to reflect the new prices. For purchase orders with partial receipts, notifications with the new prices are sent.
- The distributor's on-hand inventory may have lost value because of the price change. This lost value is protected by the price protection agreement between the supplier and the distributor. The lost value is calculated and a claim is generated straightaway if you did not select the Claims Pre-Approval required check box on the Supplier Trade Profile page.
- Costing and inventory systems are updated along with item list prices to reflect the new price of products.
- The Purchasing and Pricing departments are notified of the product price changes to update inbound, outbound price lists, and customer promotions.

These updates and notifications occur as a part of the execution processes that you initiate from the Execution Details tab of a price protection transaction.

The Pricing department is notified of the product price change so that the outbound price lists can be updated. Based on the details of the price protection transaction

between customers and the distributor, the Pricing Analyst (PA) determines the new outbound price for the product.

Price Protection Dashboard

This chapter covers the following topics:

- Dashboard Overview
- Creating Price Protection Transactions
- Adjustments and Approvals
- Executing Price Protection Transactions
- Creating an Inventory Claim
- Creating Customer Claims
- Additional Claims
- Viewing Transaction History

Dashboard Overview

The Price Protection Dashboard lets you view Price Protection Transactions from all of your suppliers.

Page Layout

The Price Protection Dashboard overview page displays a view of all transactions. This page displays header level transaction information and includes distributor and customer claims information based on inventory calculations and existing customer claims. To view the details of the claims associated with a price protection transaction, you can navigate to the Customer Claim Details page by clicking the Total Customer Claim Amount link.

Additional page level features include the ability to personalize views of the overview table and import price transactions. You can also manually create a price protection transaction by clicking the Create Transaction button.

You can view Inbound Price Transaction Details for each transaction by clicking the

Transaction Number link. From this page you can view and update Execution Details, On-Hand Inventory, Supplier Claims, and Customer Claims.

Creating and Updating Price Protection Transactions

You can create and update Price Protection transactions using the Price Protection Dashboard. An approved transaction can consist of four sections or tabs:

- Execution Details - This tab provides an overview into the price protection transaction execution processes and indicates the status of each of the execution activities. Based on the manual or automated setup of the processes, the execution steps are run manually or initiated automatically. The setup can be done at the operating unit level (channel revenue management system parameters) or at the supplier site (channel revenue management supplier trade profile).
- On-Hand Inventory - The data on this page is used to calculate the inventory claim that is to be raised with the supplier. It is important that the Recalculate button is available till after the effective start date of a future-dated price protection transaction. This is because you can calculate on-hand and covered inventory for the transaction in advance.
- Supplier Claims - This tab provides an overview of all the claims that have been raised with the supplier and associated to the specific price protection transaction. Typically, it can be a single supplier inventory claim to cover the changes in the covered inventory resulting from price changes or material returns, or can contain one or many claims issued to the supplier on behalf of the end customers. Once a supplier claim has been generated, the inventory fields for the item line are read-only and cannot be updated. In order to raise additional claims, you must create an additional item line for the transaction and raise a new inventory claim that is associated to the existing claim. If you did not enable the Claims Pre-approval Required check box on the supplier trade profile, claims are created in a Pending Close status. If pre-approval is required, then the claim is created in the Pending Approval status and the user must request approval. Based on the approved amount by the supplier, the claim amount is updated accordingly.
- Customer Claims - This tab provides an overview into all the claims that have been filed for the end customers for the specified price protection transaction. Once the price protection transaction is approved, the Customer Claims tab is automatically populated with the customer sales data for the covered period. Old Price in this tab denotes the latest AR invoice unit price for that customer. Additional information for the end customer inventory information is also populated. You can create multiple claims based on the unique combination of Customer and Currency.

Note: A new transaction has only the On-Hand Inventory and Execution Details tabs. After a price protection transaction is approved, all four tabs become available.

Use the following steps to create or update a Price Protection transaction:

1. Create and update Price Protection transaction header information.
2. Create and update transaction line information.
3. Enter item and type of price change in the On Hand Inventory tab.
4. Update and adjust covered inventory for claim processing if you enabled adjustments on the Supplier Trade Profile page.
5. Initiate execution processes for price change notifications for a non-approved transaction.
6. Generate claims
7. Request approval of the inventory adjustment. If you have not made any inventory adjustments, request approval of the transaction.
8. Execute updates to price lists and purchase orders for the approved transaction.
9. Settle claims
10. Close the transaction

Creating Price Protection Transactions

To enter Price Protection transactions:

1. Navigate to the Price Protection Transactions Dashboard.
2. Click on the Create Transactions button to enter a new price protection transaction.
3. Enter the **Transaction Number** or leave blank to let the application assign a transaction number.
4. Enter the **Reference Document Number** provided by your supplier.
5. Enter the **Effective Start Date**. This is the date from which the price protection changes are applicable. This date can be a past or future date.

Note: You can change this date at any time for a transaction that is in Active or Pending Adjustment status. Once the transaction is pending approval or has been approved you can no longer update the effective start date.

6. Enter the **Days Covered**. The days covered indicate the date range when the inbound inventory receipts are to be covered. The Days Covered value defaults from the supplier trade profile.
7. Enter **Currency**.
8. Enter either the **Supplier Name** or **Supplier Number**, and select the Supplier Site
9. Enter **Supplier Contact Name, Contact Phone, and Email**.

Note: You can either enter a supplier contact name or select one. For an existing supplier name, the contact phone and email information are automatically populated.

10. Click **Apply** to save the transaction you created in Active status and open the Price Protection Transaction Details page in which you can enter product, pricing, and inventory information. If the transaction you created has an effective start date that is current or in the past, clicking **Apply** saves the transaction in the Pending Adjustment status.

Note: Entering inventory and pricing information provides the price protection administrator with an estimate of the covered inventory information and the claim amount as of the current date.

Adjustments and Approvals

A price protection transaction is an agreement between supplier and distributor to cover distributor inventory against loss of value incurred as a result of changes in item prices by supplier. Based on your selections on the supplier trade profile, you can make adjustments to the items and quantities covered and request approval for these adjustments.

The behavior of a price protection transaction depends on the effective date of the transaction and the adjustments and approvals settings that you configure on the supplier trade profile.

Transactions with an effective start date in the future behave as follows:

- The transaction automatically moves from the Active status to the Pending Adjustment status on the effective date. You make adjustments and request for approval.

Note: Although you can make adjustments to the covered inventory before the effective date, the system recalculates the

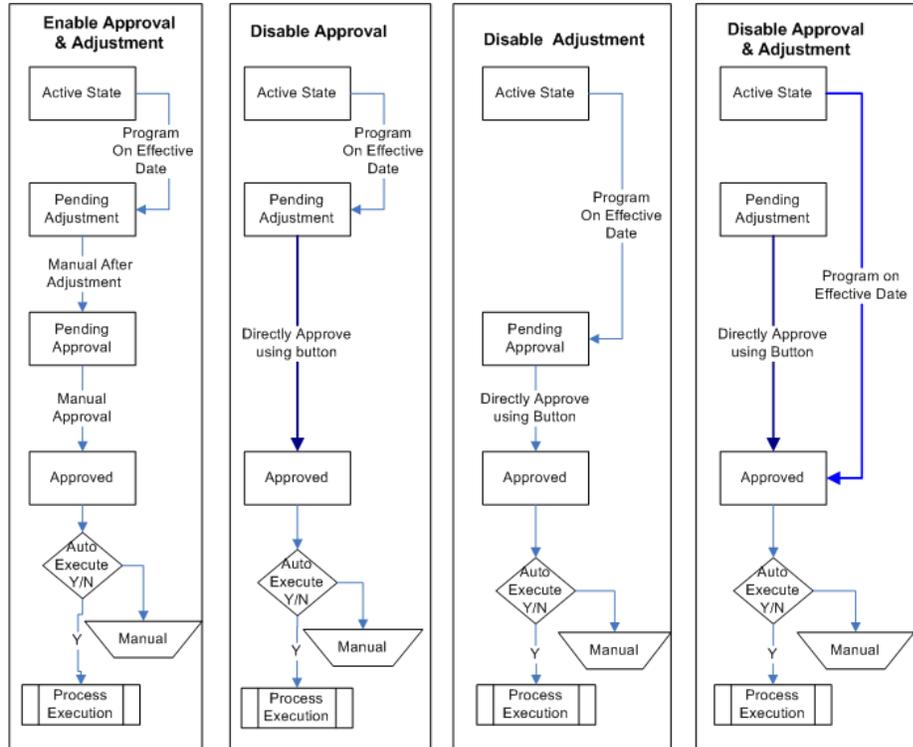
inventory on the effective date and overwrites your adjustments.

- If you disabled approvals on the supplier trade profile, the transaction automatically moves from the Active status to the Pending Adjustment status on the effective date. You make adjustments and if you are a listed approver, you click the Approve button to take the transaction to Approved status.
- If you disabled adjustments on the supplier trade profile, the transaction automatically moves to the Pending Approval status on the effective date. You can then request for approval to take the transaction to the Approved status.
- If you disabled both adjustments and approval, the transaction automatically moves to the Approved status on the effective date.

Transactions with a current effective start date or one in the past behave as follows:

- The transaction is already in the Pending Adjustment status. You make adjustments and request for approval.
- If you disabled approvals on the supplier trade profile, you make adjustments. Then, if you are a listed approver, you click the Approve button to take the transaction from its initial Pending Adjustment status to the Approved status.
- If you disabled adjustments on the supplier trade profile, you request for approval to take the transaction from its initial Pending Adjustment status to the Pending Approval status.
- If you disabled both adjustments and approval, and if you are a listed approver, click on the Approve button to take the transaction from its initial Pending Adjustment status to the Approved status.

The diagram below illustrates these flows.



Adjusting Covered Inventory Item Prices

If the supplier drops or increases the price on items covered by the price protection agreement and you have enabled adjustment on the Supplier Trade Profile page, you can make price adjustments on the relevant prices protection transactions. For this active or pending adjustment transaction, you must also enter the covered and approved inventory for the item as agreed upon.

To make price adjustments

1. From the Price Protection Dashboard, select a transaction in Active or Pending Adjustment status. The Transaction Details page opens.
2. In the On-Hand Inventory tab of the Price Protection Transaction Details page, click the Add Another Line button.
3. Enter an **Item Number**. Item Number is the distributor's internal part number. The Supplier Item Number is the number defined by the supplier.

Note: You can enter either the Supplier Item Number or the Item Number. If you choose to enter the Supplier Item Number, then the Item Number is automatically populated. If you choose to enter the Item Number, then the Supplier Item Number is automatically

populated. You can map items between distributor and supplier inventory using the Supplier Trade Profile window.

4. The description and the price at which the item is being procured is automatically populated. In addition, the system calculates and displays the on-hand inventory for this item. The Manufacturer, Supplier, and Serial number information should be made available based on the implementation of the application and should be configured at the system level and based on the Supplier and Supplier profiles.

5. Select the New Price change type.

Note: If you disabled adjustment on the Supplier Trade Profile page, you cannot enter a price change adjustment on covered inventory items.

6. Enter the new price in the Change Value field.

7. Enter the covered and approved inventory details for this item per the agreement in the respective fields.

8. Click **Save** to save your work. A Confirmation message appears.

Note: Cancel deletes any changes made but not committed. Save commits any changes and displays these on the same page. Apply saves the changes and takes you to the previous page.

9. Click **Recalculate** to view the new covered inventory value after adjustments.

10. Based on the approvals setting on the Supplier Trade Profile page, you can continue to approve the new adjustment or merely the transaction. For more information, see Approving Transactions.

Adjusting Covered and Approved Inventory by Item

If you enabled adjustments on the supplier trade profile, you can directly adjust the amount of approved price protection coverage on items that the supplier has agreed to cover. You can do this only for active and pending adjustment transactions.

Use the following steps to make such adjustments.

1. Navigate to the On Hand Inventory tab of the Price Protection Transaction Details page
2. Select any of the following change types for an item line.

- Amount Decrease - Select this to enter the quantity of decrease in the covered inventory for the selected item.
 - New Price - Select this to enter the new price if the supplier increases or decreases the price of the item.
 - Percent Decrease - Select this to enter the percentage of decrease in the covered quantity of the selected item.
 - Percent Increase - Select this to enter the percentage of increase in the covered quantity of the selected item.
3. Enter a change value.
 4. Then enter adjusted covered and approved inventory quantities for the item.
 5. Save your changes.
 6. To view the new covered inventory value after adjustments, click **Recalculate**.
 7. You can click on the details icon next to the Covered Inventory field to review the covered inventory details for this product, identify the inventory that falls outside of the effective date of the covered period, and make warehouse adjustments. For information, see *Adjusting Covered Inventory by Warehouse*.
 8. Based on the approvals setting on the Supplier Trade Profile page, you can continue to approve the new adjustment or merely the transaction. For more information, see *Approving Transactions*.

Adjusting Covered Inventory by Warehouse

For transactions in active or pending adjustment status, you can make adjustments to the covered inventory for an item by using the Include check box to include or exclude warehouse inventory that is out of range. Based on a day tolerance specified in the application by the supplier, the adjust details section of the Covered Inventory Details page displays inventory that is outside the effective date range. In addition, for a warehouse you can choose to include or exclude inventory by receipts.

Note: Adjustments that you make before the effective date of a price protection transaction are overwritten on the effective date when the system recalculates on-hand inventory. You can neither save nor apply any adjustments before the effective date of a transaction. These adjustments merely enable you to view the probable claim amount.

Use the following steps to make adjustments by warehouses.

1. From the Price Protection Dashboard, select a transaction in Active or Pending Adjustment status. The Transaction Details page opens.
2. Click on the Details icon in the On Hand Inventory tab of the Transaction Details page to navigate to the Covered Inventory Details page.
3. Select the warehouse you need to exclude from the covered inventory.
4. Click on the Add Another Line button to include another warehouse.

Note: This warehouse must have inventory for this item.

5. Enter the quantity of inventory that you want to include from this new warehouse.
6. Save your changes. When you click Save, the system calculates the on-hand inventory for this item at this warehouse and displays this value.
7. To view the new covered inventory value after adjustments, click **Recalculate**.
8. Based on the approvals setting on the Supplier Trade Profile page, you can continue to approve the new adjustment or merely the transaction. For more information, see Approving Transactions.

Use the following steps to make further adjustments by warehouse based on inventory received dates.

1. From the Price Protection Dashboard, select a transaction in Active or Pending Adjustment status. The Transaction Details page opens.
2. Click on the Details icon in the On-Hand Inventory tab. The Covered Inventory Details page opens.
3. From the Covered Inventory Details page, click on the Adjustment icon. The Covered Inventory By Receipt Dates page appears.
4. The page displays quantities of the item received at the warehouse by date and the number of days by which these quantities are out of range.
5. Select to include or exclude these quantities from the covered inventory.
6. Save your adjustments.
7. Click **Apply** to return to the Covered Inventory Details page and view revisions to warehouse quantity included and covered inventory values.
8. To view the new covered inventory value after adjustments, click **Recalculate**.

9. Based on the approvals setting on the Supplier Trade Profile page, you can continue to approve the new adjustment or merely the transaction. For more information, see Approving Transactions.

Approving Transactions

If you enabled approvals on the Supplier Trade Profile page, and you are satisfied with the covered inventory adjustments you made, you can submit the transaction for internal approval. Price protection refers to the AME setup to pickup approver information. Based on the approval set up in AME, you can send the notification to a single user or a group of users. For more information on setting up approval methods and approvers, see *Setting Up Approval Rules, Oracle Price Protection Implementation Guide*.

You can set up multiple approvers for sequential or parallel approval. Parallel approvals include the consensus and first responder methods. By the Consensus method, all listed approvers must approve before the transaction status can change to approved. By the First Responder method, the status of the transaction is determined by the response of the first approver who responds. In the Sequential method, the chain of approvals stops at the first rejection and this determines the fate of the transaction.

The Oracle workflow FYI notification is sent to the approver. The notification contains the hyperlink to open the price protection transaction. The approver approves or rejects the transaction in the price protection transaction page.

Use the following steps to approve a price protection transaction

1. Navigate to the Price Protection Dashboard.
2. Select to view all transactions that are pending adjustment or pending approval and click Go.
3. Click on the Transaction Number of the transaction that you would like to review and approve.
4. If you enabled approval and adjustments on the Supplier Trade Profile page, click on the Request Approval button to have your adjustments approved. The transaction status changes from Pending Adjustment or Active to Pending Approval and a Confirmation page appears listing the approvers.

If you enabled approval but disabled adjustments on the Supplier Trade Profile page, click on the Request Approval button to have the transaction approved. A Confirmation page appears listing the approvers.

5. Click Submit to submit the transaction for approval. Notifications are then sent to approvers.
6. Approvers can navigate from the notification to the Transaction Details page and click on the Approve button to approve the transaction. Based on the approval

voting method you set up in Oracle Approvals Management, the list of approvers and their vote, the status of the transaction changes to either Approved or Rejected.

7. If you disabled approval and adjustments on the Supplier Trade Profile page, you can directly click the Approve button to approve the transaction after you create it.

If you only disabled approval on the Supplier Trade Profile page, you can click the Approve button to approve the your adjustments after you make adjustment. The transaction status then changes to Approved.

8. After the transaction status changes to Approved, you can raise a supplier or customer claim. You can also initiate execution processes. For more information, see *Executing Price Protection Transactions and Creating an Inventory Claim*.

Executing Price Protection Transactions

The execution processes included in the Price Protection application can be configured to work at an operating unit level or at the supplier site level. These processes include notifications on changes in prices and updates to prices lists.

You can configure all processes for automatic execution for an active transaction. You can also generate claims and create new notifications, and execution processes. For more information, see the *Oracle Price Protection Implementation Guide*.

Otherwise, you can manually execute price change notifications for non-approved transactions by selecting the correct execution process and clicking on the Execute button next to it. After the transaction is approved, you can update inbound and outbound price lists.

When the distributor does not want to pass on the price protection benefits to their customers, the Notify Pricing Department execution step is not applicable. Similarly, the Customer Claims tab and the Submit Customer Claims to Supplier are not applicable.

When the price protection transaction is approved, the transaction status is updated to Approved. The status of the price protection is automatically changed to Active while approving the transaction when the effective date of the transaction is less than or equal to the system date. For the transactions having the effective date as a future date, the request Price Protection Initiate Execution Processes concurrent request updates the transaction status from Approved to Active. Once the transaction status becomes active, you can execute claims, notifications, update, and create execution processes.

Initiating Execution Processes

Update Purchase Orders

The price on open Purchase Orders is updated to the new price from the Price Protection transaction. The program updates the price for Standard Purchase Orders and Blanket Releases in the following statuses:

- Standard PO
 - Approved purchase order without receipts
 - Requires approval
 - On hold
- Blanket Releases
 - Approved
 - Requires re-approval
 - On hold

Purchase Order Notification

The following Purchase Orders and Releases are included in the notification sent to users:

- Standard Purchase Order
 - Incomplete
 - In process
 - Freeze
 - Partially received
 - Pending receiving transactions
 - Approved purchase order with receipts
- Blanket Releases
 - Incomplete
 - In process
 - Freeze
 - PO with Pending receiving transactions

Note: Closed or cancelled purchase orders and releases are not updated and notifications are not created.

If there are any errors during program execution, then the status will be updated as

Error.

Update Item Cost

Material Cost of items are updated to the new price from the price protection transaction. Standard and average cost updates are supported in Oracle Price Protection.

Required setup for Item Cost Update include cost adjustment account setup in the Supplier Trade Profile or at the operating unit level.

The following validations are processed prior to item cost updates:

1. If the price protection transaction is for a price decrease and the existing item cost in any organization is lower than the new price from supplier, then the following warning message displays:

One or more inventory organizations has an incorrect item cost.

2. If the price protection transaction is for a price increase and the existing item cost in any organization is higher than the new price from supplier, then the following warning message displays:

One or more inventory organizations has an incorrect item cost.

If there are any errors during program execution, then the status will be updated as Error.

Update Item List Price

Item list prices are updated to the new price from the price protection transaction. List price is set up for the master organization(s) under the operating unit.

If there are any errors during program execution, then the status will be updated as Warning. The failure reason and description display in the log of the program.

Notification for Inbound Price Lists

All active supplier price lists for the supplier corresponding to the items in the price protection transaction are included in the notification sent to users.

Notification for Outbound Price Lists

All active outbound price lists corresponding to the items in the price protection transaction are included in the notification sent to users.

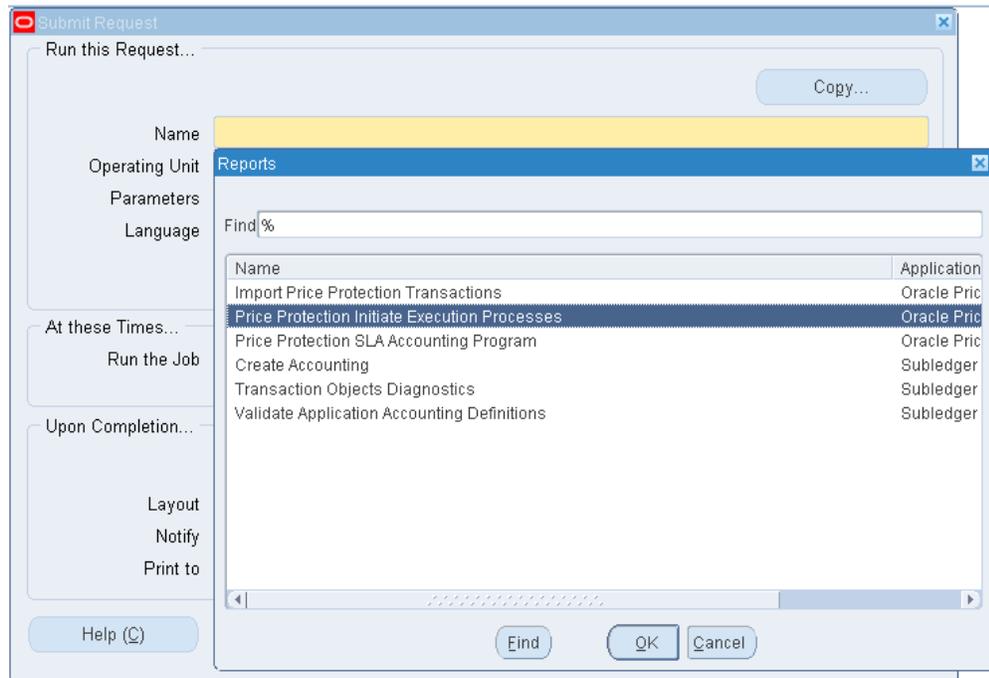
Notification for Promotions

All active offers corresponding to the items in the price protection transaction are included in the notification sent to users.

To initiate the price protection execution process:

1. Navigate to the Submit Request window.

2. Select the Price Protection Initiate Execution Processes concurrent request.



3. Enter the Operating Unit in the Parameters window and click OK.
4. Click the Submit button to run the concurrent request.

You can now execute claims and notifications.

Creating an Inventory Claim

This is a manual workflow-triggered process based on the setup. You can only initiate the process to generate a supplier inventory claim when the effective date of the price protection transaction is equal to or prior to the system date. The critical piece of the supplier inventory claim is the calculation for the supplier inventory.

The initial view of the supplier claims displays a table definition without any lines.

Navigate to the Covered Inventory tab to initiate the supplier inventory claim. If the user navigation is from the execution details page, then all lines on the covered inventory tab are selected by default. You can then choose to generate the inventory claim for all lines, or specific inventory lines by clicking the Create Supplier Claim button.

This initiates the claim creation process in the Channel Revenue Management application. Once the claim is created, the claim appears in the Supplier Claims tab of the price protection transaction. If the last refresh of the concurrent job for the inventory calculation has not occurred on the effective date, then you will receive a warning and

the application will trigger the calculate process.

Covered Inventory Claim: Pre-Approval Process

The pre-approval process for the Covered Inventory Claim usually consists of the distributor sending in covered inventory information by product and by price drop for the on-hand, in-transit inventory to the supplier. The supplier then approves or rejects the inventory claim based on the data provided. Approved amounts can vary based on the distributor calculations and the supplier calculations. In this case, the supplier approves the distributor claim for a quantity different from that requested.

This process for pre-approval is configured as a part of the Price Protection application and uses the BPEL workflow engine. If pre-approval is required, then a Business Intelligence Publisher report containing the covered inventory data information must be sent as an attachment to the supplier contact. Once approved with an updated quantity, the supplier claim amount is adjusted in the Channel Revenue Management application. When the covered inventory claim process has been initiated, the On-Hand Inventory tab does not enable the Calculate, Save, or Apply buttons and updates are not allowed.

Where pre-approval is not required, a claim associated to the price protection transaction is created in the price protection module and is available in the Open status to allow further processing in the Channel Revenue Management application.

Once the initial claim is raised in Channel Revenue Management, you cannot update the covered inventory claims data for the selected line. When additional inventory claims are to be generated, the claim process must be initiated using the Generate Supplier Claim by selecting a row on the covered inventory tab. Once all the selected rows on a price transaction have been used for claim creation, the generate supplier claims button is disabled.

To create on-hand inventory claims:

1. From the Price Protection Dashboard, select an active Transaction. The Inbound Price Transaction page appears and displays the Execution Details tab information.

Note: You can also create On-hand inventory claims from the On-hand tab by selecting the transaction lines manually for which the claims need to be created.

Operating Unit	Vision Operations	Transaction Creation Date	28-Jan-2008
Transaction Number	QATEST012	Supplier Name	CDS, Inc
Reference Document Number	QATEST012	Supplier Number	1140
Source	Manual	Supplier Site	PITTSBURGH
Status	ACTIVE ▼	Supplier Contact Name	Snyder, John 
Effective Start Date	28-Jan-2008	Contact Phone	918040296753
Days Covered	1001	E-Mail	amaresh.c@oracle.com
Currency	USD		

Execution Details	On Hand Inventory	Customer Claims	Supplier Claims
Execution Details			
Process	Status	Action	Details
Create Customer Inventory claim		<input type="button" value="Execute"/>	
Create On-Hand Inventory claim	Success	<input type="button" value="Execute"/>	
Send Notification for Inbound Price lists		<input type="button" value="Execute"/>	
Update Inventory Costing	Submitted	<input type="button" value="Execute"/>	
Send Notifications for Purchase Orders		<input type="button" value="Execute"/>	
Send Notification for Outbound Price lists		<input type="button" value="Execute"/>	
Send Notification for Offers & Promotions		<input type="button" value="Execute"/>	

2. Click the Execute button on the Create On-Hand Inventory Claim line. The Status line is updated to Submitted and then to Success when the claim has been created.
3. Click the Supplier Claim tab to view Supplier Claims for Distributor details. Note that the amounts for price increase display as negative amounts.

Operating Unit	Vision Operations	Transaction Creation Date	28-Jan-2008
Transaction Number	QATEST012	Supplier Name	CDS, Inc
Reference Document Number	QATEST012	Supplier Number	1140
Source	Manual	Supplier Site	PITTSBURGH
Status	ACTIVE	Supplier Contact Name	Snyder, John
Effective Start Date	28-Jan-2008	Contact Phone	918040296753
Days Covered	1001	E-Mail	amaresh.c@oracle.com
Currency	USD		

Execution Details	On Hand Inventory	Customer Claims	Supplier Claims									
Approval Report												
Supplier Claims for Distributor												
Claim Number	Date	Amount	Currency	Code	Status	Request	Pre Approval	Receive	Pre Approval	Approved By	Supplier	
CLA15921	28-Jan-2008	1,500.00	USD		NEW						<input type="checkbox"/>	
Supplier Claims for Customer												
Claim Number	Date	Amount	Currency	Status	No results found.							
											Approve	Reject

Creating Customer Claims

The customer claims page is available as a part of the solution if the benefits of the price protection transaction are to be passed down to the customer. In this case, a part or all of the benefits from the supplier are passed to end customers, and the end customers can submit claims for inventory that they have in stock. If such a claim is raised, then the customer claims are consolidated and passed on to the supplier with basic details that include customer, product, covered inventory, and the claimed amount.

Information regarding price protection claims associated with customer accounts is stored in the Oracle Price Protection application. When customer accounts are merged, the price protection claims information is transferred to the master account.

When two customer accounts are merged, the following information is transferred to the master account:

- Existing Customer Claims
- Customer Claims History

The Customer Claims page can be an empty table to start with. The customer claim customer population is triggered by the price protection execution date and the system date. If the execution date is in the future, then the customer claims table is populated with a list of customers who have purchased the product in the covered period. This is a configured setup at the time of implementation. If not in use, you can select customers and enter the claim related data manually. The grouping is by customer and product combination.

Additional Buttons include Create Supplier Claim and Create Customer Claim.

To create customer claims:

1. From the Price Protection Dashboard, select an Active transaction.
2. Click the Customer Claims tab.

The screenshot shows the Oracle Price Protection interface. At the top, there is a blue header with a plus sign and the text "Additional Information". Below this is a link "Show Attachments". There are four tabs: "Execution Details", "OnHand Inventory", "Supplier Claims", and "Customer Claims", with "Customer Claims" being the active tab. On the right side of the header area, there is a button labeled "Create Supp". Below the tabs is a section titled "Customer Claim Details" containing two buttons: "Add Another Line" and "Remove". Below this is a table with the following columns: "Select", "Customer Name", "Customer Item Number", "Item Description", "Last Price", "Customer New Price", "Currency", "Supplier Price Drop", "Reported Inventory", and "Calculated Inventory". The table currently contains one row with the text "No results found.". At the bottom right of the interface, there are three buttons: "Approve", "Reject", and "Request Approv".

3. Click the Add Another Line button.
4. Enter a **Customer Name**.
5. Enter an **Item Number**.
6. Enter the **Customer New Price**.
7. Enter **Reported Inventory**.
8. Click Save to save your work.
9. Click the Supplier Claims button to create a Supplier Claim.
10. Select the Supplier Claims tab to view the supplier claim.

Operating Unit	Vision Operations	Transaction Creation Date	28-Jan-2008
Transaction Number	QATEST012	Supplier Name	CDS, Inc
Reference Document Number	QATEST012	Supplier Number	1140
Source	Manual	Supplier Site	PITTSBURGH
Status	ACTIVE	Supplier Contact Name	Snyder, John
Effective Start Date	28-Jan-2008	Contact Phone	918040296753
Days Covered	1001	E-Mail	amaresh.c@oracle.com
Currency	USD		

Execution Details | On Hand Inventory | Customer Claims | **Supplier Claims**

Approval Report

Supplier Claims for Distributor

Claim Number	Date	Amount	Currency	Code	Status	Request	Pre Approval	Receive	Pre Approval	Approved By	Supplier
CLA15921	28-Jan-2008	1,500.00	USD		NEW		<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Supplier Claims for Customer

Claim Number	Date	Amount	Currency	Status
CLA15922	28-Jan-2008	450.00	USD	OPEN

Additional Claims

Additional Claim (Duplicate lines) functionality lets you add lines with duplicate items in the On-Hand Inventory and Customer Claims mid-tabs. A duplicate line refers to a line that has the same item number which already exists in another line for which a claim is already created.

Additional Claim Functionality - On-Hand Inventory

A duplicate line is allowed only when the claim for a previous line is created successfully (i.e. SUPP_DIST_CLAIM_STATUS status for the earlier line must be 'Y'). The Change Type and Change Value can be different for the duplicate line than that of the previous line.

- When a regular transaction line (non-duplicate) is added in the On-Hand Inventory mid-tab, the status of various flags in the DPP_TRANSACTION_LINES_ALL table are shown below:

UPDATE _PURCH ASING_ DOCS	NOTIFY _PURCH ASING_ DOCS	UPDATE _INVEN TORY_C OSTING	UPDATE _ITEM_L IST_PRI CE	NOTIFY _INBOU ND_PRI CELIST	NOTIFY _OUTB OUND_ PRICELI ST	NOTIFY _PROM OTIONS _PRICE LIST	SUPP_D IST_CL AIM_ST ATUS
N	N	N	N	N	N	N	N

However, when a duplicate line is added in the On-Hand Inventory mid-tab, all flags except the claim flag will be in status 'D' as shown:

UPDATE _PURCH ASING_ DOCS	NOTIFY _PURCH ASING_ DOCS	UPDATE _INVEN TORY_C OSTING	UPDATE _ITEM_L IST_PRI CE	NOTIFY _INBOU ND_PRI CELIST	NOTIFY _OUTB OUND_ PRICELI ST	NOTIFY _PROM OTIONS _PRICE LIST	SUPP_D IST_CL AIM_ST ATUS
D	D	D	D	D	D	D	N

This will ensure that NO execution process can be triggered for the duplicate lines except Supplier claim creation.

- When a duplicate line is being added, the values for Prior Price, On-Hand Inventory, Covered Inventory, and Approved Inventory will not be retrieved. The corresponding inventory breakup by warehouse and receipts dates will not be available. The Last Refreshed Date should be null in this case.
- You can edit the following fields when a duplicate line is added: Prior Price', 'Change Type', 'Change Value', 'Covered Inventory' & 'Approved Inventory'. All the fields should be frozen as soon as the claim is created for that line.
 - Prior Price
 - Change Type
 - Change Value
 - Covered Inventory
 - Approved Inventory

All fields are frozen when the claim is created for that line.
- The prerequisite for closing a transaction is: All execution processes should have completed successfully for all transaction lines (except for duplicate lines), and all supplier claims should be closed. (all flags for all transaction lines must be 'Y' or 'D').
- You can remove the duplicate transaction line from the On-Hand Inventory mid-tab provided that claim has not been created for this line, even if a line exists in the Customer Claims mid-tab with the same item number. The flag status is as follows:

UPDATE _PURCH ASING_ DOCS	NOTIFY _PURCH ASING_ DOCS	UPDATE _INVEN TORY_C OSTING	UPDATE _ITEM_L IST_PRI CE	NOTIFY _INBOU ND_PRI CELIST	NOTIFY _OUTB OUND_ PRICELI ST	NOTIFY _PROM OTIONS _PRICE LIST	SUPP_D IST_CL AIM_ST ATUS
D	D	D	D	D	D	D	N

Line Removal Logic for the On-Hand Tab:

1. If no execution process is run and no corresponding customer claims line is added, then REMOVE ALLOWED.
 2. If a duplicate line and claim is not created (non claim process in status D), then REMOVE ALLOWED.
- The Manually Adjusted flag will always be checked for a duplicate line since inventory values are always entered manually for such lines.
 - Recalculate functionality does not apply to duplicate lines. These lines should be ignored while processing Recalculate All. If any execution process flag listed above is 'D', then a transaction line should be ignored while recalculating.
 - The Item Inventory Report displays the consolidated total for an item. For example, if there is one transaction line for Item A with inventory of 20 units, and there is another line for Item A (duplicate line) with inventory of 30 units, then the Item Inventory Report displays an inventory of 50 units of Item A.

Additional Claim Functionality - Customer Claims

An additional (duplicate) line is allowed only when either a Supplier or Customer claim for a previous line is created successfully. For example, SUPPLIER_CLAIM_CREATED or CUSTOMER_CLAIM_CREATED status for the previous line must be 'Y' in DPP_CUSTOMER_CLAIMS_ALL.

- When a duplicate line is added to the Customer Claims mid-tab, the status for both claim flags is 'N'.
- The Calculated Inventory is not retrieved for the duplicate line and there will be no Customer Inventory Details Report for such line.
- The Customer Claims Report displays the consolidated total for a customer and item combination.
- All remaining behavior remains the same as that of normal lines.

Viewing Transaction History

The Price Transaction History page displays critical updates to the price transaction. This includes: updates to inventory, execution detail updates, effective start date, status change, and approval and pre-approval actions associated with the price protection transaction.

- Transaction Details History
- On-Hand Details History
- Customer Claims History
- Execution Details History
- Approvals History

To display price protection transaction history:

1. Navigate to the Price Protection Dashboard.
2. Select a transaction.
3. Click the History button to display the History page.

Reports and Concurrent Programs

This chapter covers the following topics:

- Overview
- Running the Price Protection Reports
- Import Price Protection Transactions
- Price Protection Initiate Status Transition
- Price Protection Adjustment Flow Parallel Approval Migration
- Price Protection Auto Notifications Prior to Effective Date
- Price Protection SLA Accounting Program

Overview

The Oracle Price Protection reports assist you in obtaining information on item on-hand inventory, supplier and customer claims, and logs on various execution and notification processes. You can run the following reports in Oracle Price Protection:

- Item inventory
- Warehouse-wise Item Serial Numbers Report
- Supplier Claim
- Customer Claim
- Customer Inventory Details
- Notification Process Log
- Execution Process log

You can run the following concurrent programs in the Oracle Price Protection

application:

- Import Price Protection Transactions
- Price Protection Initiate Execution Processes
- Price Protection SLA Accounting

Running the Price Protection Reports

The Oracle Price Protection reports are created using XML Publisher. You can generate the reports in multiple formats like pdf, HTML, RTF, and Excel.

Running the Item Inventory Report

The Item Inventory report displays the information on the item on-hand quantity and serial numbers of the products that are covered under a price protection transaction.

To run the Item Inventory report:

1. Navigate to the **Price Protection Transaction Details** page.
2. Select the **OnHand Inventory** tab.
3. Click **Report**. The Oracle Price Protection Reports page displays.
4. Select **Template**, **Locale**, and the **Format**. Valid values for Format are pdf, HTML, RTF and Excel.
5. Click **Run**.
6. The **Item Inventory** report displays. The header region displays the same information on the price protection transaction as is present in the header region of the Price Protection Transaction Details page. The following fields display:

Price Protection Transactions > Price Protection Transaction Details : 621 >

Oracle Price Protection Report

Template: Locale: Format:

ORACLE® Price Protection **Item Inventory** Report Date: _____
Page: _____

Operating Unit	Vision Operations	Creation Date	04-Feb-09
Transaction Number	621	Supplier Name	CDS, Inc
Document Reference Number	REF-1500	Supplier Number	5102
Source	WEBADI	Site	PITTSBURGH
Effective Date	04-Feb-09	Contact Name	John Snyder
Days Covered	4000	Phone	1234-5678
Currency	US dollars	Email	john.snyder@oracle.com

Item Inventory Summary:

Supplier Item Number	Item Number	Item Description	Covered Quantity	UOM	Change Type	Price Change
	DPP_MVR_1	DPP_MVR_1	1099973	Each	Amount Increase	-2

Item Inventory Summary

- **Supplier Item Number** is the item number defined by the supplier.
- **Item Number** is the item number defined by the distributor internally.
- **Item Description** is a brief description of the item.
- **Covered Quantity** is a part of on hand inventory that is covered by the Supplier.
- **UOM** is the primary unit of the measure for the item.
- **Change Type** indicates the type of change in the price of the item.
- **Price Change** is the amount of change in the price of the item.
- **Covered Amount** is the value of the supplier claim.
- **Currency** indicates the currency involved in the price change transaction.

Item Inventory Summary:						
Supplier Item Number	Item Number	Item Description	Covered Quantity	UOM	Change Type	Price Change
	DPP_MVR_1	DPP_MVR_1	1099973	Each	Amount Increase	-2
						St

Item Inventory By Serial Numbers:	
Item Number:	DPP_MVR_1
Warehouse:	Vision Operations
Serial Number	
No Serial Number Available	
Quantity:	999999

Item Inventory by Serial Numbers

- **Item Number** is the designated item number in the warehouse.
- **Warehouse** is the code for the item warehouse.
- **Serial Number** is the item serial number assigned to the item in the warehouse.
- **Quantity** is the inventory item quantity involved in the price protection transaction.

Running the Warehouse-wise Item Serial Numbers Report

The Warehouse-wise Serial Numbers report displays the warehouse wise details of the inventory items covered in the price protection transaction.

To run the Serial Numbers by Warehouse Report:

1. Navigate to the **Price Protection Transaction Details** page.
2. Click on the **OnHandInventory** tab.
3. Click on **Details**. The **Covered Inventory Details** page displays.
4. Select the serial number of a Warehouse. The **Oracle Price Protection Report** page displays.
5. Select **Template**, **Locale**, and the **Format**.
6. Click **Run**.
7. The **Warehouse-wise Item Serial Number** report displays. The following fields display on the report:



- **Item Number** is the code for the item in the warehouse.
- **Warehouse** is the code for the warehouse.
- **Serial Number** is the item serial number in the warehouse.
- **Quantity** is the item quantity.

Running the Supplier Claims Detail Report

The Supplier Claims Detail report displays the list of claims raised by the distributor to the supplier. Claims must have been made to the supplier and obtained approval for running the report.

To run the Supplier Claim Details report:

1. Navigate to the **Price Protection Transaction Details** page.
2. Select the **Supplier Claims** tab.
3. Click **Approval Report**. The **Oracle Price Protection Reports** page displays.
4. Select **Template**, **Locale**, and the **Format**.
5. Click **Run**.
6. The **Supplier Claims Detail** report displays. The header region displays the same information on the price protection transaction as is present in the header region of the Price Protection Transaction Details page. The following fields display:

Oracle Price Protection Report

Template: **Supplier Claims Detail** Locale: **English:United States (*)** Format: **HTML**
(*) Default Template

Run **Export**

ORACLE Price Protection **Supplier Claims Detail** Report Date: Pa

Operating Unit	Vision Operations	Creation Date	04-Feb-09
Transaction Number	3953200RTCIVP0170-1	Supplier Name	QAPP_SUPPLIER1
Document Reference Number	3953200RTCIVMPNP0170-1	Supplier Number	10053
Source	MANUAL	Site	ADD_SITE1
Effective Date	25-Jan-09	Contact Name	
Days Covered	30	Phone	111-1111-111
Currency	US dollars	Email	vendor.contact1@email.com

Supplier Claim Details

Claim Number:DPP18274
Supplier Item Number:

Supplier Claim Details

- **Claim Number** is number assigned to the supplier claim generated from the transaction.
- **Supplier Item Number** is the item number defined by the supplier.

Operating Unit	Vision Operations	Creation Date	04-Feb-09
Transaction Number	3953200RTCIVP0170-1	Supplier Name	QAPP_SUPPLIER1
Document Reference Number	3953200RTCIVMPNP0170-1	Supplier Number	10053
Source	MANUAL	Site	ADD_SITE1
Effective Date	25-Jan-09	Contact Name	
Days Covered	30	Phone	111-1111-111
Currency	US dollars	Email	vendor.contact1@email.com

Supplier Claim Details

Claim Number:DPP18274
Supplier Item Number:

Item Number	Item Description	Covered Inventory	Approved Inventory	UOM	Price Change	Covered Amount	Approved Amount	C
QAPP_ITEM1	QAPP_ITEM1	10	10	Each	-10	-100.00	-100.00	U
QAPP_ITEM2	QAPP_ITEM2	10	10	Each	-10	-100.00	-100.00	U
Discrepancy In Covered & Approved								

- **Item Number** is the item number defined by the distributor internally.
- **Item Description** is a brief description of the item.
- **Covered Inventory** is the inventory quantity that is covered by the supplier.
- **Approved Inventory** is the inventory quantity that is approved by the supplier in the claims process.
- **UOM** is the primary unit of the measure for the item.

- **Price Change** is the amount of change in the price of the item.
- **Covered Amount** is the covered inventory value in the selected currency.
- **Approved Amount** is the approved inventory value in the selected currency
- **Currency** indicates the currency involved in the price change transaction.
- **Net Discrepancy in Covered and Approved Amount** is equal to Covered Amount - Approved Amount.

Running the Customer Inventory Details Report

The Customer Inventory Details Report displays the inventory details of the customer for the items covered in the price protection.

To run the Customer Inventory Details report:

1. Navigate to the **Price Protection Transaction Details** page.
2. Select the **Customer Claims** tab.
3. Click **Details**. The **Oracle Price Protection Reports** page displays.
4. Select **Template**, **Locale**, and the **Format**.
5. Click **Run**. The **Customer Inventory Details** report displays. The header region displays the same information on the price protection transaction as is present in the header region of the Price Protection Transaction Details page.
6. The following fields display:

Oracle Price Protection Report

Template: Customer Inventory Detail Locale: English:United States (*) Format: HTML

Run Export

ORACLE® Price Protection Customer Inventory Detail Report Date: Pa

Operating Unit	Vision Operations	Creation Date	04-Feb-09
Transaction Number	572	Supplier Name	CDS, Inc
Document Reference Number	REF-1440	Supplier Number	5102
Source	WEBADI	Site	PITTSBURGH
Effective Date	04-Feb-09	Contact Name	John Snyder
Days Covered	4000	Phone	1234-5678
Currency	US dollars	Email	john.snyder@oracle.com

Customer Number:1143
Customer Name:A. C. Networks
Item Number:DPP_MVR_1

- **Customer Number** is the code for the customer involved in the price protection transaction.
- **Customer Name** is the name of the customer involved in the price protection transaction.
- **Item Number** is the item number defined by the distributor internally.

Operating Unit	Vision Operations	Creation Date	04-Feb-09
Transaction Number	572	Supplier Name	CDS, Inc
Document Reference Number	REF-1440	Supplier Number	5102
Source	WEBADI	Site	PITTSBURGH
Effective Date	04-Feb-09	Contact Name	John Snyder
Days Covered	4000	Phone	1234-5678
Currency	US dollars	Email	john.snyder@oracle.com

Customer Number:1143
Customer Name:A. C. Networks
Item Number:DPP_MVR_1
Item Description:DPP_MVR_1

Transaction Date	UOM	Quantity In	Quantity Out
27-Jan-09	Each	2940	0

End of Report

- **Item Description** is a brief description of the item.
- **Transaction Date** is the date on which the transaction was made.
- **UOM** is the primary unit of measure for the inventory item.
- **Quantity In** is the quantity in for the customer – your shipments to the customer.
- **Quantity Out** is the quantity out for the customer – shipments for the customer.

- **Quantity Onhand** is the customer's inventory level.

Running the Customer Claims Report

The Customer Claims report displays the claims raised by the customers for a transaction. You must create customer claims for a Price protection transaction before running this document

To run the Customer Claims Report:

1. Navigate to the **Price Protection Transaction Details** page.
2. Select the **Customer Claims** tab.
3. Click **Report**.
4. Select **Template**, **Locale**, and the **Format**.
5. Click **Run**. The **Customer Claims** report displays. The header region displays the same information on the price protection transaction as is present in the header region of the Price Protection Transaction Details page.
6. The following fields display:

Oracle Price Protection Report

Template: Customer Claims | Locale: English:United States (*) | Format: HTML

Run | Export

ORACLE Price Protection **Customer Claims** Report Date Pa

Operating Unit	Vision Operations	Creation Date	28-Jan-09
Transaction Number	TestData1	Supplier Name	CDS, Inc
Document Reference Number	234234	Supplier Number	5102
Source	MANUAL	Site	PITTSBURGH
Effective Date	28-Jan-09	Contact Name	
Days Covered	1000	Phone	
Currency	US dollars	Email	

Claim Number:DPP17394
 Customer Number:1008
 Customer Name:Total Internet

Item Number	Item Description	Reported Inventory	UOM	New Price	Customer Claim Amount	Currency
DPP_MVR_1	DPP_MVR_1	15	Each	150	750.00	US doll

- **Claim Number** is the number assigned to the customer claim generated from the transaction.
- **Customer Number** is the code for the customer.

- **Customer Name** is the name of the customer involved in the price protection transaction.
- **Item Number** is the item number defined by the distributor internally.
- **Item Description** is a brief description of the item.
- **Reported Inventory** is the on-hand level for an item reported by the customer.
- **UOM** is the primary unit of measure for the item.
- **New Price** is the new price after the price change for the item.
- **Customer Claim Amount** is the amount claimed by the customer as a result of the price change.
- **Currency** is the currency involved in the price protection transaction.
- **Debit Memo Number** is the number of the customer's debit memo.
- **Sum of Claim Amount** is the total amount of all the claims by the customer.

Running the Notification Process Log

The Notification Process Log is a message to update the details of price changes for items involved in a price protection transaction. The Notification Process Logs display for the following processes in Oracle Price Protection:

- **Inbound Price list:** Notification message to update inbound price list that is sent as a part of execution process.
- **Outbound Price list:** Notification message to update the outbound price list that is sent as a part of execution process.
- **Update Promotions:** Notification message to update the promotions that is sent as a part of execution process.
- **PO Notification:** Notification message to update the Purchase orders with new price for items covered under price protection.

As an example, the process of running Purchase Orders Notification log is described in the following procedure:

To run the Notification Process Log Report:

1. Navigate to the **Price Protection Transaction Details** page.

2. Select the **Execution Details** tab.
3. For a process that involves a notification, click **Details**. The **Oracle Price Protection Report** page displays.
4. Select **Template**, **Locale**, and the **Format**.
5. Click **Run**. The **Purchase Orders Notification Log** displays.



Running the Execution Process Log Report

The Execution Process Log Report displays the details of various execution processes involved in a price protection transaction. Execution Process logs display for the following execution processes in Oracle Price Protection:

- **Update Inbound Pricing Log:** Log message of the Update Inbound Pricing execution process.
- **Update Outbound Pricing Log:** Log message of the Update Outbound Pricing execution process.
- **Update Purchasing Log:** Log message of the Update Purchasing execution process.
- **Notify Pricing Log:** Log message of the Notify Pricing execution process.
- **Update Inventory Costing Log:** Log message of the Update Inventory Costing execution process.
- **Create On hand Inventory Claim Log:** Log message of the Create On hand Inventory claim execution process.
- **Submit Customer Claims to Supplier Log:** Log message of the Submit Customer Claims to Supplier execution process.

- **Update List Price Log:** Log message that displays the changes in the price list for an item.

As an example, the process of running the Inventory Costing Log is described in the following procedure:

To run the Execution Process Log report:

1. Navigate to the **Price Protection Transaction Details** page.
2. Select the **Execution Details** tab.
3. For a Process, (update inventory item costing) click **Details**. The **Oracle Price Protection Report** displays.
4. Select **Template**, **Locale**, and the **Format**.
5. Click **Run**. The **Inventory Costing Log** report displays that the cost of the inventory item is updated.

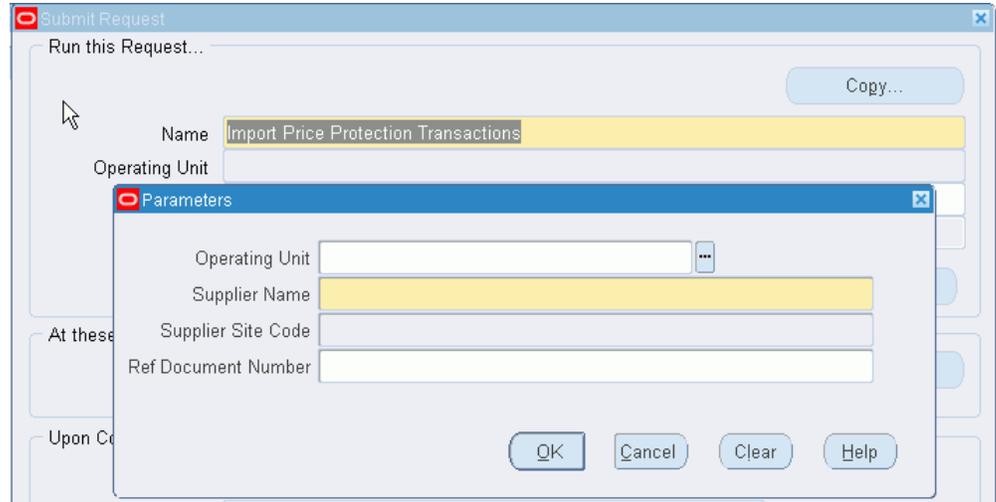


Import Price Protection Transactions

The Import Price Protection Transactions concurrent program is run to import data from the interface tables to the Price Protection base tables.

To run the Import Price Protection Transactions concurrent program:

1. Navigate to the **Parameters** window.



2. Optionally, enter the **Operating Unit** for which you want to transfer the price protection transactions.
3. Select the **Supplier Name** as the name of the supplier involved in the price transactions. Required.
4. Optionally, enter the **Supplier Site Code** of the supplier.
5. Optionally, enter the **Ref Document Number**. The Ref Document Number is a unique identification number generated by the application for every price protection transaction.
6. Click **OK**, then **Submit**.
7. Note the **Request ID** number.

A log file generated as a result of the submission of the concurrent program displays the information on the price protection transactions that were transferred based on the criteria you enter in the parameters window.

Price Protection Initiate Status Transition

The Price Protection Initiate Status Transition concurrent program helps automate the execution processes of the Price Protection transaction on the effective date. All future-dated transactions are created in Active status, whereas past-dated transactions are created in Pending Adjustment status. Based on your selection for approvals and adjustments on the Supplier Trade Profile page, this program updates the transaction status of future-dated transactions on their effective date to either Pending Adjustment or Pending Approval status and overwrites any adjustments.

For each of these transactions, the program inserts records into the Execution Details tab

of the Price Protection Transaction Details page, only if the processes are enabled in the Supplier Trade Profile page or in the System Parameters level. If you selected to automate execution processes, this program raises business events for automatic processes and executes them once the transaction is approved. Refer to the Price Protection Transaction Execution Process topic for more information.

Prerequisites

- Perform the Execution Process setup.

To run the Price Protection Initiate Status Transition process:

1. Navigate to the **Parameters** window.
2. Enter the **Operating Unit** to limit the processing of the accounting events to a specific ledger.
3. Click **OK**, and then **Submit**.
4. Note the **Request ID** number.

A log file generated as a result of the submission of the concurrent program displays the information on the transactions that are processed for an operating unit.

Price Protection Adjustment Flow Parallel Approval Migration

Run this program to transfer existing and open price protection transactions to the new price protection transaction cycle of adjustments and parallel approvals. For example, the status of existing future-dated transactions will change from New to Active and you will be able to update the effective date on these transactions. Existing approved transactions that have reached their effective date will be moved to Pending Adjustment status.

This program has no parameters.

Price Protection Auto Notifications Prior to Effective Date

Run this program to execute notifications for price protection transactions when the number of days specified for Auto Notification Days on the System Parameters page matches the actual number of days before the effective date of a future-dated transaction.

You can run this program for a specified operating unit. The program then automatically executes notifications for all price protection transactions of the named operating unit.

Price Protection SLA Accounting Program

The Price Protection SLA Accounting concurrent program is run to raise the accounting events for cost updates and claim settlements. For accounting item cost updates, Oracle Price Protection raises an accounting event after item cost updates have been processed by Oracle Costing. For accounting claim settlements, the Oracle Price Protection application obtains the claim transaction details from Oracle Channel Revenue Management. This concurrent program in turn starts the Create Accounting program of Oracle Sub Ledger Accounting.

To run the Price Protection SLA Accounting program:

1. Navigate to the **Parameters** window.

The screenshot shows the 'Submit Request' window for the 'Price Protection SLA Accounting Program'. The 'Parameters' window is open, displaying the following fields:

Field	Value
Operating Unit	
Process Category	
End Date	
Accounting Mode	
Errors Only Flag	No
Report	
Transfer to GL Flag	
Post to GL Flag	
GL Batch Name	
Include User Transaction Identifiers	No

2. Enter the **Operating Unit** to limit the processing of accounting events to a specific ledger.
3. Optionally, enter the **Process Category** to restrict the events selected for accounting to a particular process category. The Create Accounting program selects events with event types belonging to an event classes assigned to the process category. Valid values are: Claim Settlement, Cost Update, Manual and Third Party Merge.
4. Enter an **End Date** to process only those events with event dates on or before the end date.
5. Set the **Accounting Mode** to specify the mode in which the subledger journal entries must be created. Valid values are Final and Draft.

6. Set the **Errors Only Flag** to Yes to limit the creation of accounts to those events for which accounting failed in the previous runs of the program.
7. Set the **Report** option to specify the format in which the report must be generated to display the results of the program run. Valid values are Detail and Summary.
8. Set the **Transfer to GL Flag** to Yes, to transfer the subledger journal entries to the General Ledger.
9. Set the **Post to GL Flag** to Yes, if you want to post the subledger journal entries to the General Ledger. If there is a primary ledger with secondary ledgers attached to it and the application is a non-valuation method application, the journal entries of the secondary ledgers are automatically posted. This is based on the application accounting definition that the user sets up. If the application is a valuation method application, then there is a different event for that secondary ledger and the accounting is not created in the same run for both the ledgers.
10. Optionally, enter a **GL Batch Name** that appears on the transferred General Ledger and Sub Ledger journal entries.
11. Set **Include User Transaction Identifiers** to Yes, if you want the report to display identification information of the user involved in the transaction.
12. Click **OK**, and then **Submit**.

A log file generated as a result of the submission of the concurrent program displays the information on the events raised for the transactions that are processed based on the criteria you enter in the Parameters window.

Integration

This chapter covers the following topics:

- Integration With Inventory
- Integration With Purchasing
- Integration With Pricing
- Integration With Channel Revenue Management
- Integration With Costing
- Integration With Accounting

Integration With Inventory

The Price Protection transaction accounts for a distributor's on hand-inventory and retrieves on-hand inventory details. On-hand inventory refers to the physical quantity of an item that exists in inventory. This information regarding the on-hand quantities for an inventory item is critical for the price protection claim and the Price Protection application provides an Application Program Interface (API) that tracks the value of on-hand inventory and other required details. The Oracle Inventory Public API captures the following information:

- Item - item number
- UOM - base Unit Of Measure
- On-hand Quantity – on-hand availability of the item
- Subinventory – physical location of an item
- Serial – item serial number

Integration With Purchasing

Once the price transaction is active, open purchase orders for the supplier must be updated to reflect the price drop. An integration with Oracle Purchasing enables price updates to open purchase orders of the supplier. All purchase orders for items specified on the price transaction with an open status as of the effective date on the price protection transaction are updated to reflect the new price communicated by the supplier.

Integration With Pricing

Updating Inbound Price Lists

The price protection transaction captures the new price for an item. The Oracle Advanced Pricing Public API copies this new price to the internal price lists of the distributor so that the new price is applied to all new purchase orders placed with the supplier. Using this API, all active price lists for the items and supplier specified on the price protection transaction are updated to reflect new prices.

Updating Outbound Price Lists

The distributor may want to communicate a price drop to their customers and must update the outbound customer price list as well. Similar to the update for an inbound price list, the Oracle Advanced Pricing Public API updates the item price on the customer price lists. Using this API, all active price lists for the items specified on the price protection transaction are updated to reflect the new prices.

Integration With Channel Revenue Management

Claims

One of the key components to the price protection module is the supplier claim that streamlines the payments flow. Oracle Channel Revenue Management claims are leveraged to facilitate the debit to the suppliers. Once the submit claim process is enabled for a price protection transaction, a claim is created in Oracle Accounts Receivable Deductions Settlement.. Integration details include:

- The Oracle Channel Revenue Management Public API claims are created in Channel Revenue Management to charge the supplier for dropped price for on-hand inventory as well as any customer claims claiming price protection for their stock.
- All claims created from the price protection application use a new source of Price Protection Claims, and updates to these claims are restricted from the Channel Revenue Management application.
- Captured information includes:

- Customer – supplier specified on the price protection transaction
- Date – system date
- Amount – total of the inventory value
- Claim Type – Price Protection
- Claim Reason – Price Protection
- Claim Lines – all lines existing under the on hand inventory table will be copied as is to the claim lines table
- Once the claim is successfully created, the claim number is posted on the price protection transaction as a link.

Integration With Costing

The price protection transaction captures a new price for the item that is communicated by the supplier. This new price must be reflected on the item cost so the Cost of Goods Sold calculation is based on the actual or the most appropriate cost.

To update the item cost, Price Protection supports an integration with Oracle Cost Management (Costing) application. Costing supports the following costing methods:

- Average: average costing values inventory at a moving weighted average cost
- Standard: standard costing values inventory at a predetermined cost
- First In First Out (FIFO): also know as layered costing. FIFO costing is based on the assumption that the first inventory units acquired are first units used.
- Last In Fist Out (LIFO): Also known as layered costing. LIFO costing is based on the assumption that the last inventory units acquired are the first units used.

Price Protection supports the update of costing only in average and standard costing environments. Customers using LIFO/FIFO costing methods must manually update inventory costs.

Based on the type of costing implemented in an environment, the update mechanism initiated from the Price Protection module must be different. Costing methods are unique to a costing and inventory organization, therefore, the costing setup for an organization must be evaluated before updates are performed.

- Average Costing: To update item cost in average costing, Price Protection updates the New Price for an item.
- Standard Costing: Using an interface table, the simulation cost for the item is

populated. The successful update to the interface table initiates the Standard Cost Update which converts the simulated costs to frozen costs.

Integration With Accounting

Price Protection uses the Account Generator Workflow along with a set of default accounts to derive accounts for posting the inventory price drop or price increase journal entries. The Oracle Price Protection application supports Standard Accrual Subledger Accounting method. The following section describes the accounting flow for Price Protection.

Price Protection Journal Entries

On-Hand Inventory - Buy Side

A. Price Drop

Debit	Credit	Description
Accrual	-	
-	Cost Adjustment	(Passed by Price Protection Application) Accounting Event: this entry is triggered to General Ledger interface when item cost updates are successfully posted to the costing application.
Cost Adjustment	-	
-	Inventory Valuation	(Passed by Costing Application) This account is fed by price protection to Costing
AP Clearing	-	
-	Accruals	(Passed by Price Protection Application) Accounting Event: this entry is triggered to General Ledger interface when the supplier claim for on hand inventory is settled in the Channel Revenue Management application.
Payables	-	
-	AP Clearing	(Passed by Payables Application)

B. Price Increase

Debit	Credit	Description
Cost Adjustment	-	
-	Accrual	(Passed by Price Protection Application) Accounting Event: this entry is triggered to General Ledger interface when item cost updates are successfully posted to the costing application.
Inventory Valuation	-	
-	Cost Adjustment	(Passed by Costing Application)

Customer Inventory Claims - Sell Side:

C. Customer Claims

Debit	Credit	Description
Contra Liability	-	
-	AR Clearing	(Passed by Price Protection Application) Accounting Event: this entry is triggered to General Ledger interface when the supplier claim for on-hand inventory is settled in the Channel Revenue Management application.
AR Clearing	-	
-	Receivables	(Passed by AR Application)

D. Supplier Claims

Debit	Credit	Description
AP Clearing	-	

Debit	Credit	Description
-	Contra Liability	(Passed by Price Protection Application) Accounting Event: this entry is triggered to General Ledger interface when the supplier claim for on hand inventory is settled in the Channel Revenue Management application.
Payables	-	
-	AP Clearing	(Passed by AP Application)

General Ledger Accounts

Price Protection provides place holders and defaults for the following accounts:

- Price Protection Accrual account – default account setup supported on system parameters
- Cost Adjustment account – default account setup supported on system parameters
- AP Clearing account – use existing Channel Revenue Management defaults from system parameters and claim type setup
- AR Clearing account – use existing Channel Revenue Management defaults from system parameters and claim type setup
- Contra Liability account – default account setup supported on system parameters and trade profiles

In addition to defaults mentioned above, Price Protection also calls the account generator workflow for the following accounts:

- Price Protection Accrual account
- Cost Adjustment account

The integration to the account workflow lets you derive GL account codes any way that meets your business requirements. The only seeded logic to the account generator workflow is to derive the product segment value for the GL account from the Cost of Goods Sold setup.

Trouble Shooting

This chapter covers the following topics:

- Trouble Shooting

Trouble Shooting

Price Protection, which is modeled using existing Oracle applications functionality, functions smoothly if you closely follow the setup steps described in Chapter 2 of this guide. If you set up Price Protection incorrectly, then some of the concurrent programs will not process the data and the execution process will not function properly. You must correct an erroneous data setup and rerun the processes.

Use the checkpoints provided in this chapter to verify that the application is processing the data correctly.

SOA Scenarios

Type	Scenario	Impact	How to Know	Solution
Technical	ECX agent listeners are down	If the ECX Inbound and transaction listeners are down, then the XML feed is not processed. The feed stays pending.	They can be monitored by the Workflow Administrator. Web Applications > Workflow Manager > Service Components 1 Procedure for Verification - XML Gateway	Bring the listeners up

Type	Scenario	Impact	How to Know	Solution
Technical	Concurrent manager down	The ECX listeners submit concurrent program requests to process feed. The XML feed is stuck in pending.	They can be monitored by the Workflow Administrator, Web Applications > Workflow Manager > Service Components	Bring the concurrent manager up
Technical	Concurrent manager down	If the Cost Update program was submitted, then it will hang as it uses the concurrent manager.		Bring concurrent manager up
Technical	Inventory Transaction Manager (concurrent program name: Process Transaction Interface) not scheduled in the instance.	Cost Update program hangs as it depends on the inventory transaction manager to complete		Schedule inventory transaction manager
Technical	Cost manager not scheduled	Item cost updates will not be accounted		Schedule cost manager
Technical	Concurrent manager down - initiate process not scheduled.	Approved transactions will not become active	Transactions hanging in approved state	Bring up concurrent manager and schedule job
Technical	AME not set up and default approver profile value not set	Transactions cannot be submitted for internal approval	UI displays error message	Setup required
Technical	Oracle implements profile options not set up or set to No	UI will display errors. It is mandatory in phase 1 that they are set to Yes	UI error messages	They should be set to Yes for phase 1

Type	Scenario	Impact	How to Know	Solution
Functional	Outbound process failure (XMLGW)	Notifications are not sent to trading partner or ECX system administrator	They can be monitored by the workflow administrator, Web Applications > Transaction Monitory. Resubmit possible	Resubmit
Functional	OAG compliance failure	Trading partner receives notification. Transaction not accepted (I.e. not pushed to interface or base tables)		Trading partner has to take action and resend.
Functional	DTD Compliance failure	ECX System Administrator gets notification (from profile option). Transaction not accepted (I.e. not pushed to interface or base tables)		System administrator must resolve error and receive corrected feed from partner
Functional	Business validation error while processing feed	ECX system administrator receives notification (from profile option). Transaction is accepted but not processed. (I.e. pushed to interface tables but NOT to base tables)		System administrator must resolve error and submit concurrent program to import data from interface to base tables.
Functional	Transaction cannot be submitted for internal approval	If both the AME setup and default approver profiles are not set, then this issue occurs		Set up at minimum one of the two profiles

Type	Scenario	Impact	How to Know	Solution
Functional	Outbound communication for supplier site is always as WebADI	Trade profile is NOT set up. In this scenario, the communication mechanism defaults to WebADI		Set up trade profile with correct communication mechanism
Functional	Users not receiving notification email or messages in message center with pending approval transactions	If workflow is not set up or working properly, then email notifications and message center messages are not sent.		Ensure workflow is set up properly

Windows and Navigator Paths

This appendix covers the following topics:

- Windows and Navigator Paths

Windows and Navigator Paths

This table lists typical navigator paths. Text in brackets ([]) indicates a button.

Your system administrator may have customized your navigator.

Window Name	Navigation Path
Business Analyst Dashboard	Approvals Management Business Analyst > Business Analyst Dashboard
Covered Inventory Details	Oracle Price Protection User > Price Protection Dashboard > Transaction Number > (T) OnHand Inventory > (I) Details
Covered Inventory By Receipt Dates	Oracle Price Protection User > Price Protection Dashboard > Transaction Number > (T) OnHand Inventory > (I) Details > (I) Adjustment
Find System Profile Values	System Administrator > Profile > System
History	Oracle Price Protection User > Price Protection Dashboard > Transaction Number > [History]

Window Name	Navigation Path
Price Protection Execution Process Setup	Oracle Trade Management User > Administration > Trade Management > (T) Administration > [Price Protection Setup]
Price Protection Transactions	Oracle Price Protection User > Price Protection Dashboard
Price Protection Transaction Details	Oracle Price Protection User > Price Protection Dashboard > Transaction Number
Parameters	Oracle Price Protection Administrator > Concurrent Requests > Run > Submit a New Request (Select concurrent program) > Submit
Supplier Trade Profile	Oracle Trade Management User > Administration > Trade Management > (T) Administration > Supplier Trade Profile
System Profile Values	System Administrator > Profile > System
Trade Management System Parameters	Oracle Trade Management User > Administration > Trade Management > (T) Administration > System Parameters

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