Oracle® iReceivables

Implementation Guide

Release 11*i*

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Oracle iReceivables Implementation Guide, Release 11*i*

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Oracle welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

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Preface

Welcome to the Oracle iReceivables Implementation Guide, Release 11*i*.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Receivables and Oracle iReceivables.

  If you have never used Oracle Receivables or Oracle iReceivables, Oracle suggests you attend one or more of the Oracle Applications training classes available through Oracle University.
- Oracle Self-Service Web Applications.

  To learn more about Oracle Self-Service Web Applications, read the *Oracle Self-Service Web Applications Implementation Manual*.
- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

The Oracle iReceivables Implementation Guide contains the information you need to understand and use Oracle iReceivables. This guide contains four chapters:

- Chapter 1 provides an overview of Oracle iReceivables.
- Chapter 2 describes the setup tasks that you need to perform in Oracle Applications for Oracle iReceivables.
- Chapter 3 describes the setup tasks that you need to perform in Oracle Receivables for Credit Memo Request Workflow.
- Chapter 4 describes the tasks that you can perform to configure iReceivables to suit your business requirements.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at http://www.oracle.com/accessibility/

Accessibility of Code Examples in Documentation

JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

Other Information Sources

You can choose from many sources of information, including documentation, training, and support services, to increase your knowledge and understanding of Oracle iReceivables.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF).

- **PDF Documentation** - See the Documentation CD provided with each release for current PDF documentation for your product. This Documentation CD is also available on Oracle Meta*Link* and is updated frequently.
- **Online Help -** iRecievables is part of the suite of Oracle Self-Service applications, which has an intuitive interface designed to guide users without end user documentation. Oracle iReceivables does not have an end user guide, or separate online HTML help.
- **11i Release Content Document -** Refer to the Release Content Document for new features listed release. The Release Content Document is available on Oracle Meta*Link*.
- **About document -** Refer to the About document for patches that you have installed to learn about new documentation or documentation patches that you can download. The new About document is available on Meta*Link*.

Related Guides

Oracle iReceivables shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other guides when you set up and use Oracle iReceivables.

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at http://oraclestore.oracle.com.

Guides Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Guides Related to This Product

Oracle Receivables User Guide

Use this user guide to learn how to implement flexible address formats for different countries. You can use flexible address formats in the suppliers, customers, banks, invoices, and payments windows in both Oracle Payables and Oracle Receivables. This user guide also explains how to set up your system, create transactions, and run reports in Oracle Receivables.

Oracle Receivables Tax Manual

This manual provides information about calculating tax within Oracle Receivables, Oracle Order Management, Oracle Sales and Marketing, and Oracle Web Customers. It includes information about implementation procedures, setup forms and windows, the Oracle Receivables tax calculation process, tax reports and listings, and tax-specific open interfaces.

Oracle *inter*Media User's Guide and Reference

This user guide and reference provides information about Oracle *inter*Media. This product enables Oracle9*i* to store, manage, and retrieve geographic location information, images, audio, video, or other heterogeneous media data in an integrated fashion with other enterprise information. Oracle Trading Community Architecture Data Quality Management uses *inter*Media indexes to facilitate search and matching.

Oracle Self–Service Web Applications Implementation Guide

This manual contains detailed information about the overview and architecture and setup of Oracle Self–Service Web Applications. It also contains an overview of and procedures for using the Web Applications Dictionary.

Installation and System Administration

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user guides and implementation guides.

Oracle Applications Implementation Wizard User Guide

If you are implementing more than one Oracle product, you can use the Oracle Applications Implementation Wizard to coordinate your setup activities. This guide describes how to use the wizard.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

"About" Document

For information about implementation and user documentation, instructions for applying patches, new and changed setup steps, and descriptions of software updates, refer to the "About" document for your product. "About" documents are available on MetaLink for most products starting with Release 11.5.8.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6*i* forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

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

Other Implementation Documentation

Oracle Applications Product Update Notes

Use this guide as a reference for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products

between Release 11.0 and Release 11*i*. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

Oracle Workflow Administrator's Guide

This guide explains how to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes, as well as how to monitor the progress of runtime workflow processes.

Oracle Workflow Developer's Guide

This guide explains how to define new workflow business processes and customize existing Oracle Applications-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

Oracle Workflow User's Guide

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

Oracle Workflow API Reference

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

Oracle Applications Flexfields Guide

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

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

Oracle Applications Message Manual

This manual describes all Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11*i*.

Training and Support

Training

Oracle offers a complete set of training courses to help you and your staff master Oracle iReceivables 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 one 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 Oracle iReceivables 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 Oracle8*i* server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications 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 Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, 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 Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications 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.

About Oracle

Oracle develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world’s leading supplier of software for information management, and the world’s second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Your Feedback

Thank you for using Oracle iReceivables and this user guide.

Oracle values your comments and feedback. In this guide is a reader's comment form that you can use to explain what you like or dislike about Oracle iReceivables or this user guide. Mail your comments to the following address or call us directly at (650) 506-7000.

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Introducing Oracle iReceivables 11*i* Second Generation

This chapter provides an introduction to the features in Oracle iReceivables 11*i* Second Generation.

Oracle iReceivables 11*i* Second Generation

Welcome to Oracle iReceivables 11*i* Second Generation. Oracle iReceivables is an Internet-based, self-service application that both your customers and employees can use to access Receivables data. iReceivables provides personalized, secure access to online information using a standard web browser.

iReceivables reduces the cost structure of billing and collections by enabling customers to perform extensive inquiries, dispute bills, pay invoices, and review current account balances, all online. Companies reduce processing time and improve customer service by automating the traditional, manual bill dispute process. With Oracle iReceivables, bill disputes are automatically routed and processed, eliminating the need for intermediaries or paper-based claims management.

Your collectors, salespersons, and customer service representatives can use iReceivables, for example, to review customer accounts, note recent trends, and keep apprised of recent activities. Your customers can use iReceivables to view their account information, print transactions, pay an invoice, dispute an invoice, view the current status of disputes, and contact Receivables personnel with questions or comments.

Oracle iReceivables is part of Oracle's suite of Self-Service Web Applications, and uses the same system architecture and security features as the other applications. This ensures that data is accessible only to the users that you define. Whenever your customers use iReceivables, they must provide a user name and password to view Receivables data. You can also use function security to limit user access to certain functionality, including disputes and invoice payments.

Major Features

Major features of iReceivables include:

- New User Interface
- Customer Search
- Configurable Account Summary Home Page
- Account Details Page
- Online Aging
- Interactive Invoice
- Payment by Credit Card
- Payment by Bank Account Transfer

- Multiple Customer Access
- External User Self Registration
- Dispute a Bill
- Credit Memo Request Workflow
- Credit Memo Request Display
- Multi Print
- Multi Pay

New User Interface

The new user interface enhances the user experience, providing a rich array of functionality and high performance. For example, the configurable Account Summary home page offers one-click access to most of the tasks that you need to perform in iReceivables. Hint messages alert the user to special conditions or specific actions that must take place. In addition, IT professionals can configure every iReceivables page to avoid burdening users with unnecessary fields or information, thereby presenting only the most relevant details to each user.

Customer Search

iReceivables provides internal users, such as sales representatives, collections agents and upper management, a customer search engine based on the Oracle database full text indexing. This technology allows an internal user to search for customer account information by transaction number or by using any of these customer data elements: customer name, customer number, tax registration number, contact name, contact phone number, contact fax number, and customer location. A multi-record display of search results allows drill-down to view account details for a customer or customer bill-to site.

External users with access to multiple customers or multiple sites of a single customer can search for account information by customer name or transaction number.

Configurable Account Summary Home Page

The Account Summary page is the iReceivables home page, the first page that customers and all external users see. It displays customer transaction balances, discount alerts, and information on dispute statuses. This page also contains a configurable information section that the deploying enterprise can customize to

provide users with additional information, such as news, FAQs, and policy statements.

Account Details Page

The Account Details page displays the customer's latest account activity. You can display Receivables transaction-specific flexfields on this page. Users can view invoices, debit memos, credit memos, commitments and payments, and sort data in any way they choose. Users can also export data in comma delimited format. The search engine on the Account Details page provides users with the following capabilities:

- Web-style transaction search based on transaction numbers, amounts, dates, or related documents such as order number or PO number.
- Category and transaction status search to fine tune the inquiry.
- Advanced Search based on date range, due-date range, or amount range.
- Custom Transaction Search

The Advanced Search lets users display transactions that match specific selection criteria. For example, a customer or employee can display all transactions for Superior Plumbing Co. with outstanding amounts ranging from $100 to $10,000 and with due dates between 01-JAN-1999 and 01-FEB-1999.

The Custom Transaction Search feature lets you add your own search-by attributes, which your employees and customers can use in the Accounts Details page to search for transactions.

Online Aging

The Online Aging feature allows your iReceivables external users to view the same aging information as collectors in the Receivables Collections workbench. If aging is enabled, the aging buckets appear on the customer’s home page alongside the customer’s account balance information. The Account Details page also supports searching by aging status. For example, the user can search for all invoices that are “1-30 Days Past Due”. This new functionality in the Account Details page lets the user drill down to the transactions that make up an aging bucket total.

You can configure iReceivables to use any of the aging bucket styles defined in Oracle Receivables at site, responsibility, and user levels.

Interactive Invoice

Oracle iReceivables displays invoices in a format that closely resembles a printed invoice, with a real-time Balance Due. You can display Receivables invoice-specific and invoice line-specific flexfields in the Invoice page. Users can toggle between invoice lines and invoice activities, including adjustments, payments, credits, charges and disputes. Full drill-down capabilities point to related transactions such as payments and credits. You can:

- Use the Pay button to make a full or partial payment of an invoice by credit card or bank account transfer.
- Use the Dispute button to dispute a bill online. The dispute request automatically triggers the Credit Memo Workflow process, routing the request for internal approval.
- Use the Printable Page button to optimize the invoice presentation for printing on paper.
- Export data in comma delimited format.

Payment by Credit Card

Users can make both full and partial payment of their invoices by credit card. Once the user sets up a default credit card, iReceivables displays the Quick Payment page where the user can simply click “Pay Now” to pay a bill. iReceivables also offers an Advanced Payment page to change the default payment method, enter new credit card information, or make a partial payment.

iReceivables supports external processing of credit card payments through Oracle iPayment.

Payment by Bank Account Transfer

Users can make both full and partial payments of their invoices by bank account transfer. Once the user sets up a default bank account, iReceivables displays the Quick Payment page where the user can simply click “Pay Now” to pay a bill. iReceivables also offers an Advanced Payment page to change the default payment method, enter new bank account information, or make a partial payment. Users can also schedule their bank account transfers for a future date.

iReceivables supports external processing of US-only bank account transfer payments through Oracle iPayment and the Automated Clearing House (ACH)

network. iReceivables also supports external processing of US-only bank account transfer payments through the standard direct debit functionality in Oracle Receivables, if the deploying enterprise makes use of Receivables direct debit.

Multiple Customer Access

The deploying enterprise can provide its external users with access to multiple customers and / or multiple customer sites. A user with access to multiple customers, or multiple sites of a single customer, can use search criteria to access account information for these customers and customer sites.

2

Setting Up iReceivables

This chapter explains how to set up Oracle Applications in order to use Oracle iReceivables 11*i* Second Generation.

Setup Tasks in Oracle Applications for iReceivables

You must complete these setup tasks in Oracle Applications for iReceivables. Use the checklist below to help you complete the appropriate setup steps in the correct order.

Note: You must have the URL for the Oracle Applications login.

Prerequisites

Before you can set up Oracle Applications for iReceivables, you must:

- Set the MO: Operating Unit profile option at the site level for all iReceivables responsibilities.
- Set up Oracle Receivables Release 11*i*.
- Set up Oracle Workflow Release 11*i*, if you intend to use the Dispute Invoice function and / or Self Registration.
- Set up Oracle iPayment, if you intend to use the Pay Invoice function for credit cards or for bank account transfers using the ACH network.

Setup Tasks in Oracle Applications for iReceivables

Step Number	Step Description	Required or Optional
1.	**Define iReceivables Internal Users**. See: 1. Define iReceivables Internal Users.	Required
2.	**Define iReceivables External Users and Customer Access**. See: 2. Define iReceivables External Users and Customer Access.	Required
3.	**Define Function Security.** See: 3. Define Function Security.	Optional
4.	**Index the Customer Database.** See: 4. Index the Customer Database.	Required
5.	**Set Up for Self Registration.** See: 5. Set Up for Self Registration.	Optional
6.	**Set Up for Anonymous User Login**. See: 6. Set Up for Anonymous User Login.	Optional
7.	**Define Service Charges**. See: 7. Define Service Charges.	Optional
8.	**Review and Update Receivables Lookups** See: 8. Review and Update Receivables Lookups.	Required
9.	**Set the Profile Option for Aging Buckets.** See: 9. Set the Profile Option for Aging Buckets.	Optional
10.	**Define Currencies for Customers and Customer Bill-To Sites.** See: 10. Define Currencies for Customers and Customer Bill To Sites.	Required

Step Number	Step Description	Required or Optional
11.	**Define Receipt Class and Payment Method.** See: 11. Define Receipt Class and Payment Method.	Required
12.	**Set Receivables System Options for iReceivables Payments.** See: 12. Set Receivables System Options for iReceivables Payments.	Required
13.	**Set up Document Sequencing for iReceivables Receipts.** See: 13. Set Up Document Sequencing for iReceivables Receipts.	Required
14.	**Set Profile Options for ACH Bank Account Transfer Payments.** See: 14. Set Profile Options for ACH Bank Account Transfer Payments.	Optional
15.	**Modify the Display of Account Information**. See: 15. Modify the Display of Account Information.	Optional
16.	**Set Profile Option for Bill Presentment Architecture** See:16. Set Profile Option for Bill Presentment Architecture	Optional
17.	**Integrate iReceivables into Your Business Processes.** See: 17. Integrate iReceivables into Your Business Processes.	Optional

See also: Setting Up, *Oracle Receivables User Guide*

See also: Setting Up Oracle Workflow, *Oracle Workflow Administrator's Guide*

See also: Configuring iPayment Payment Engine, *Oracle iPayment Implementation Guide*

See also: Understanding iPayment, *Oracle iPayment Concepts and Procedures*

1. Define iReceivables Internal Users

Define your internal users for iReceivables. Internal users are the personnel in your enterprise, such as collectors and salespersons, who have access to iReceivables customer information. Internal users have access to the full customer search capability to display customer information.

> **Note:** You must have access to the system administrator responsibility to perform this setup step.

Use the Users window to assign the responsibility iReceivables 2.0 Internal to each user in your enterprise that you want to have access to iReceivables. If you are using the Multi Print feature, you must enter the user's e-mail address.

To define iReceivables internal users:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the Users window.
4. Query or enter the users in your enterprise that you want to have access to iReceivables.
5. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.
6. Open the Responsibilities tabbed region for the first user.
7. In the Responsibility field, enter *iReceivables 2.0 Internal*.
8. In the From and To fields, enter the effective dates for this user.
9. Save your work.
10. Repeat steps 5 to 9 for each internal user.

See also: Printing Transactions, *Oracle Receivables User Guide*

See also: Entering Customers, *Oracle Receivables User Guide*

See also: Users Window, *Oracle Applications System Administrator's Guide*

2. Define iReceivables External Users and Customer Access

Define your external users and their level of customer access for iReceivables. You can provide external users with access to their own bill-to site only, or to multiple customers and / or customer sites, by assigning users the customer contact role *Self Service User.* An external user has access to the search criteria "customer names" and "transaction numbers" to display account information for each applicable customer and customer site.

Use the Contact: Roles region of the Customers - Standard window to assign iReceivables external users to customers and customer sites with the customer contact role *Self Service User.* Use the Users window to assign the external users the responsibility iReceivables Account Management and the corresponding customer contact. If you are using the Multi Print feature, you must enter the user's e-mail address.

Note: You cannot assign an external user to a customer site that belongs to a different organization ID.

Customer Access and Indexing the Customer Database

The Customer text data creation and indexing concurrent program indexes the customer information in your database. The program provides the parameter Build Compact Index? the first time that you run the program to perform either full indexing or compact indexing. The compact indexing option omits customer contact information from the build.

Because the customer contact name is one of the search criteria iReceivables internal users have available to search for customers, you must ensure that you build your customer index with the Build Compact Index? parameter set to *N(o).* See: 4. Index the Customer Database for more information.

Migrating to iReceivables Release 11*i* Second Generation, Mini-pack C

From Oracle iReceivables Release 11*i* Second Generation Mini-pack C, Release 11.5.8 and later, iReceivables no longer uses securing attributes to determine customer and customer site access for external users. Instead, you assign external users the customer contact role *Self Service User* for each applicable customer and customer site.

If you are migrating to iReceivables Release 11*i* Second Generation Mini-pack C or higher, the iReceivables Account Management responsibility remains assigned to

your existing external users. The only update that you must perform is to assign these users the *Self Service User* contact role according to the tasks described below.

> **Note:** By default, users with the iReceivables Account Management responsibility have access to the link called Request Additional Customer Account Access, for use with the iReceivables Self Registration feature. If you do not plan to use Self Registration, then please remove this function from the iReceivables Account Management responsibility using function security. See: 5. Set Up for Self Registration for more information.

To define an iReceivables external user with access to one site only or to multiple customer sites:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Customers - Standard window.
4. Query or enter the first customer that you want.
5. In the Addresses tabbed region, choose the customer address that you want.
6. Open the Contacts: Roles tabbed region.
7. Enter the name of the external user and the user's contact information.
8. In the Description field, enter the role *Self Service User.*
9. Save your work.
10. To assign this user to a second site of the same customer, first repeat steps 5 and 6.
11. In the Number field, choose the external user name from the list of values that you entered in step 7.
12. In the Description field, enter the role *Self Service User.*
13. Save your work.
14. To assign this user to additional sites of the same customer, repeat steps 10 to 13.
15. Select the System Administrator responsibility.

16. Navigate to the Users window.
17. Enter the User Name and Password of the external user.
18. In the Customer field, choose the external user's name from the list of values.
19. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.
20. Open the Responsibilities tabbed region.
21. In the Responsibility field, enter *iReceivables Account Management*.
22. In the From and To fields, enter the effective dates for this user.
23. Save your work.

To define an iReceivables external user with access to multiple customers:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Customers - Standard window.
4. Query or enter the first customer that you want to assign to an external user.
5. Open the Contacts: Roles tabbed region.
6. Enter the name of the external user and the user's contact information.
7. In the Description field, enter the role *Self Service User.*
8. Save your work.
9. Query the next customer that you want in the Customer Name or Number field.
10. Open the Contacts: Roles tabbed region.
11. In the Last field, choose the external user name from the list of values that you entered in step 6.
12. In the Description field, enter the role *Self Service User.*
13. Repeat steps 9 to 12 for all customers that you want to assign to this external user.
14. Save your work.
15. Select the System Administrator responsibility.
16. Navigate to the Users window.

17. Enter the User Name and Password of the external user.
18. In the Customer field, choose the user's name from the list of values.
19. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.
20. Open the Responsibilities tabbed region.
21. In the Responsibility field, enter *iReceivables Account Management*.
22. In the From and To fields, enter the effective dates for this user.
23. Save your work.

See also: Printing Transactions, *Oracle Receivables User Guide*

See also: Entering Customer Contact Roles, *Oracle Receivables User Guide*

See also: Users Window, *Oracle Applications System Administrator's Guide*

3. Define Function Security

Use function security to limit access to iReceivables functionality for selected users. Define a new responsibility based upon iReceivables 2.0 Internal or iReceivables Account Management with the limited access that you want and assign this new responsibility to your internal users or to external customers or customer sites.

You can use function security in these situations:

- **Remove the Pay or Dispute function.** By default iReceivables users have access to both the Pay Invoice function and Dispute Invoice function. The Pay Invoice function allows a user to make online payments. The Dispute Invoice function allows a user to dispute all or part of an invoice and submit a credit memo request.
- **Conceal the iReceivables Home tab.** You can remove the iReceivables Home function to prevent selected users from accessing the iReceivables Home page.

> **Note:** You must have access to the system administrator responsibility to perform this setup step.

To define function security for an iReceivables user:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the Responsibilities window.
4. In the Responsibility Name field, enter a new responsibility name.
5. In the Application field, enter *Oracle Receivables.*
6. In the Responsibility Key field, enter the new responsibility name that you defined above.
7. In the Available From region, choose the Oracle Self Service Web Applications radio button.
8. In the Data Group Name field, enter *Standard.*
9. In the Data Group Application field, enter *Oracle Receivables.*
10. In the Menu field, choose *iReceivables 2.0 Internal* from the list of values for internal users or *iReceivables Account Management* for external users.
11. Open the Menu Exclusions tabbed region.

12. In the Type field, enter *Function*.
13. In the Name fields, enter:
    - *Pay Invoices* to exclude the Pay Invoice function.
    - *ARW_BTN_DISPUTE* to exclude the Dispute Invoice function.
    - *iReceivables Home* to exclude the iReceivables Home tab.
14. Save your work.
15. Navigate to the Users window.
16. Query or enter the first user that you want.
17. Open the Responsibilities tabbed region.
18. In the Responsibility field, enter the new responsibility that you defined above.
19. In the From and To fields, enter the effective dates for this user.
20. Save your work.
21. Repeat steps 16 to 20 for each user that you want to assign this responsibility.

See also: Responsibilities Window, *Oracle Applications System Administrator's Guide*

4. Index the Customer Database

Run the *Customer text data creation and indexing* concurrent program to index the customer information in your applications database. The first time you run the *Customer text data creation and indexing* concurrent program, the program builds the indexes in your database. Therefore, depending on the volume of your customer data, the first run may take a fairly long time to complete.

The *Customer text data creation and indexing* concurrent program includes the parameter Build Compact Index? (Y / N) to control the level of indexing when you first build your customer index. Enter *N* to build the index with customer, customer site, customer contact, and customer site contact information. Enter *Y* to build the index with customer and customer site information only, without contact information.

Note: If you plan to assign external users the contact role *Self Service User* for customers and customer sites, you must build your index with the Build Compact Index? parameter set to *N*.

After you build customer indexes, schedule a regular run of the *Customer text data creation and indexing* concurrent program, in accordance with your business practices, to update the index with the changes to your customer data. A regular run of this program ensures that all updates to your customer data are available to the iReceivables customer search engine. Subsequent runs of the *Customer text data creation and indexing* concurrent program act upon updates only, and therefore should take much less time to complete.

Note: Whenever you make changes to customer data, these changes are not available to the iReceivables customer search engine until the next time that the concurrent program runs and recreates the intermedia index.

To build the customer indexes in your applications database:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Submit Request window.

4. In the Name field, choose *Customer text data creation and indexing* from the list of values.
5. In the Build Compact Index? field:
   - enter *N* to index all customer information.
   - enter *Y* to index customer and customer site information only.
6. Choose the Schedule button.
7. In the Schedule window, choose *Once*.
8. Press the OK button.
9. Press the Submit button to submit the request.

To schedule a regular update of your customer indexes:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Submit Request window again.
4. In the Name field, choose *Customer text data creation and indexing* from the list of values.
5. Choose the Schedule button.
6. In the Schedule window, choose *Periodically.*
7. In the Start At and End At fields, set the date and time for this program run.
8. In the Re-run Every field, enter *1 Day.*
9. Press the OK button.
10. Press the Submit button to submit the request.

> **See also:** Using Standard Request Submission, *Oracle Applications User Guide*

5. Set Up for Self Registration

The iReceivables Self Registration feature lets your customers register for iReceivables Account Management (application) access to their customer account data. To register, a customer clicks a link that you create on your portal page to access the Self Registration pages. On the Self Registration pages, an external user is given three attempts to answer a challenge / response question correctly (this is a transactional question pertaining to the applicable customer account). If all three attempts are unsuccessful, the user is only able to re-register according to the Self Registration profile option settings that you specify.

If registration is successful, iReceivables creates a user account, assigns the user the customer contact role *Self Service User*, and forwards the customer the information necessary to access customer account data.

> **Note:** After successful registration, this new customer contact is not available to the iReceivables customer search engine until the next running of the *Customer text data creation and indexing* concurrent program. See 4. Index the Customer Database for more information.

The Self Registration process allows an external user to register for only one customer account at a time. A user can register for additional accounts using either the:

- Register link that you create on the main portal page, or
- Request Additional Customer Account Access link, when the user logs in to the iReceivables Account Management responsibility.

> **Note:** By default, users with either the iReceivables Account Management responsibility or any responsibility that includes the iReceivables Account Management menu have access to the Request Additional Customer Account Access link. If you have defined your own responsibilities with menus other than the iReceivables Account Management menu and want to provide users with access to the Self Registration feature, then add the Request Additional Customer Account Access function to the menus attached to your custom responsibilities.

There are two tasks to complete to set up external users for Self Registration:

- Set up iReceivables Self Registration for external users.
- Set up the HZ User Creation API Workflow to create user records for Self Registration.

> **Note:** You must have access to the system administrator responsibility and workflow administrator privileges to perform these setup steps.

Prerequisites

Before you can complete set up of iReceivables for Self Registration, you must:

- Create a responsibility with the iReceivables Account Management menu for each organization that contains customer account data that your external users should have access to.
- Associate the organization to the corresponding responsibility by setting the MO: Operating Unit profile option to the appropriate organization at the responsibility level for each responsibility created.
- Set the ICX: Session Timeout profile option at a reasonable value to avoid session timeout while a user completes the self-registration process.

To set up iReceivables Self Registration:

1. Add a link to your customer portal page for external users to access the Self Registration pages. The link that you create references this URL:

   `http://[hostname].[domain]:[apache_port]/pls/[dad]/ARI_SELF_REGISTRATION_PKG.InvokeRegistration?language=[language_code]`

   where:

   `[hostname]` - Web server machine name.

   `[domain]` - Internet domain name.

   `[apache_port]` - Port where the Apache listener is configured.

   `[dad]`- Database access descriptor. You can use the same value as the SID of the database.

   `[language_code]`- The language from the languages installed in FND_LANGUAGES that the external user is registering in. If you do not enter a language, the default is US English.

Note: You can also create an alias for the URL through the Web server configuration.

2. Set up a static HTML page for your Self Registration Terms and Conditions.

   Prepare a static HTML page in the local language of each country of operation that you intend to provide access to self registration. Place the static HTML page in the URL:

   `$OA_HTML/[country code]/ARREGTNA.htm`
   where:

   `[country code]` - Uppercase ISO 3166 2-letter code.

3. Log in to Oracle Applications with the user name and password appropriate for the installation.
4. Select the System Administrator responsibility.
5. Assign the ARI Registration responsibility to one of these user accounts:

   - Pre-seeded guest user account specified by the Guest User Password profile option.
   - User account that you have previously defined.
   - New user account that you define for self-registration.

   The user ID and password you specify let external users access the Self Registration pages.

   1. Navigate to the System Profile Values window.
   2. In the Profile field, enter the user account that you want and make note of the value (value format: *user/password*).
   3. Navigate to the Users window.
   4. In the User Name field, query the value of the same user account.
   5. Navigate to the Responsibilities tabbed region.
   6. Add the *ARI Registration Responsibility*.
   7. Save your work.
6. Assign an e-mail address to the Contact Us global icon.

Enter the e-mail address of your Self Registration administrator (or other qualified user responsible for answering inquiries from external users about Self Registration).

1. Navigate to the Form Functions window.
2. Query the function *ARI Self Registration Contact Us*.
3. Choose the Web HTML tab.
4. Enter the Self-Registration administrator's e-mail address in the HTML Call field, using the format:
   `mailto:<userid>@<domain>.com`.
5. Save your work.
6. You may need to restart your web server for the update to take effect.

7. Set the Registration Hold profile options--OIR: Registration Hold Domain and OIR: Registration Hold Duration--to manage user re-registration. You can set these profile options at the site level only.

   OIR: Registration Hold Domain profile option. If a user is unsuccessful in completing the self registration process, iReceivables prevents this user from attempting to re-register. Use this profile option to determine whether iReceivables prevents this user only or all users belonging to the same customer account from attempting to re-register.

   OIR: Registration Hold Duration profile option. This profile option works in conjunction with the OIR: Registration Hold Domain profile option. Use this profile option to set the number of days that iReceivables prevents a user or all users belonging to the same customer account from attempting to re-register.

   1. Navigate to the System Profile Values window.
   2. Set the OIR: Registration Hold Domain profile option to *Customer Account* or *User*.
   3. Set the OIR: Registration Hold Duration profile option to the number of days that you want to prevent the Customer Account or User from attempting to re-register.
   4. Save your work.

8. Switch to the Applications Developer responsibility.
9. Use the Message Dictionary to configure the FND confirmation messages that you send to users after successful registration.

The messages that you need to configure contain this information:

- ARI_REG_APP_NAME - Enter the name of the iReceivables application that the user has access to.
- ARI_REG_APPLICATION_LOGIN_URL - Enter the login URL to access iReceivables applications.

To set up HZ User Creation API Workflow to create user records for Self Registration:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Workflow Administrator Event Manager or Workflow Administrator Web Applications responsibility.
3. Update the event subscription for the Self Registration event.
    1. Navigate to the Find Event Subscription page.
    2. Enter the business event *oracle.apps.ar.hz.User.create* in the Event field and click Find to display the Event Subscriptions page.

        oracle.apps.ar.hz.User.create is the business event subscribed by the HZ User Creation API to create new user records.
    3. Click on the *oracle.apps.ar.hz.User.create* Edit icon.
    4. In the Subscriber region, enter the system that refers to the local database. If necessary, first create a BES system for the local database.
    5. In the Source Type field, choose *Local* from the poplist.
    6. If necessary, update the Phase field. The value 100 is seeded for Deferred event mode. Enter a value of 1 - 99 for non-Deferred event mode.
    7. Complete the Event Subscriptions page according to your requirements.
    8. Save your work.
4. Set a role for HZ User Creation Workflow Administrator to receive workflow notifications from the HZ User Creation API.
    1. Navigate to Oracle Workflow Builder.
    2. Open the item type *HZ User Creation API*.
    3. Choose *Load Roles from Database* from the File menu.
    4. In the Role Selection window, load the roles that you want for HZ User Creation API.

5. Open the attribute *HZ User Creation Workflow Administrator.*
6. In the Type field, choose *Role* from the poplist.
7. In the Value field, enter a default value corresponding to a role loaded for the HZ User Creation API.
8. Complete the Attribute page according to your requirements.
9. Save your work. You do not need to respond to the three iReceivables design warnings that Oracle Workflow generates when you save your Workflow definition.

5. Set a default value for the attribute Host Company Name that corresponds to your company name as you want it to appear.
   1. Navigate to Oracle Workflow Builder.
   2. Open the item type *HZ User Creation API.*
   3. Open the attribute *Host Company Name*.
   4. In the Value field, enter a default value corresponding to your company name.
   5. Complete the Attribute page according to your requirements.
   6. Save your work.
6. Ensure that the Workflow Notification Mailer is running.

   The Workflow Notification Mailer generates the e-mail notifications.

   See also: User Profiles, *Oracle Applications System Administrator's Guide*

   See also: Set the Web Server Profile Options, *Oracle Applications System Administrator's Guide*

   See also: Form Functions Window, *Oracle Applications System Administrator's Guide*

   See also: Message Dictionary, *Oracle Applications Developer's Guide*

   See also: Defining Workflow Process Components, *Oracle Workflow Developer's Guide*

See also: Managing Business Events, *Oracle Workflow Developer's Guide*

6. Set Up for Anonymous User Login

The iReceivables Anonymous User Login feature lets your customers access customer account data without owning or registering for a user account. You can use this feature, for example, for bill collections to allow users to access account data to view and pay open invoices.

External users access their account data using the Anonymous Login page. The Anonymous Login page prompts the user for an account number, and then redirects to the iReceivables page of your choice. The available pages for redirect are the Customer Search page, the Account Home page, the Account Details page, or an Anonymous Login Error page.

The Anonymous Login feature is contained in the PL/SQL package ARI_ANONYMOUS_LOGIN_PKG.InvokeConnect. Use this package to validate the guest user, create a session and redirect to the iReceivables page that you want, and customize the number of parameters passed to the API. By default, the information entered by the user in the Account Number field on the Anonymous Login page is passed to the API.

The setup tasks for anonymous user login include:

- Update the anonymous login .htm files.
- Create an appropriate iReceivables responsibility and assign this responsibility to the Guest User Password profile option.
- Modify the ARI_ANONYMOUS_LOGIN_PKG.InvokeConnect package.

To set up iReceivables for anonymous user login:

1. Update the .htm files for the Anonymous Login page and the Anonymous Login Error page. The anonymous login .htm files are:

   ```
   /html/US/ARIANLGN.htm 115.1
   /html/US/ARIANERR.htm 115.1
   ```

   To successfully access the anonymous login pages, modify these .htm files. In each file, replace INSERT_YOUR_PLSQL_DAD_NAME_HERE with pls/<DAD>, where <DAD> is the name of the Database Access Descriptor used by Apache mod_plsql. The DAD name is the same as the value of the database SID.

2. Log in to Oracle Applications with the user name and password appropriate for the installation.
3. Select the System Administrator responsibility.

4. If necessary, use function security to limit user access to functionality in the iReceivables Account Management responsibility. See: 3. Define Function Security for more information.
5. Assign the iReceivables anonymous login responsibility that you defined in step 4 to the pre-seeded guest user account specified by the Guest User Password profile option.
    1. Navigate to the System Profile Values window.
    2. In the Profile field, enter *Guest User Password* and make note of the value (value format: *user/password*).
    3. Navigate to the Users window.
    4. In the User Name field, query the value of the Guest User Password account.
    5. Navigate to the Responsibilities tabbed region.
    6. Add the iReceivables anonymous login responsibility that you defined above.
    7. Save your work.
6. Modify the ARI_ANONYMOUS_LOGIN_PKG.InvokeConnect package.

```
l_account_id        VARCHAR2(2000);
l_parameter         VARCHAR2(2000);

    l_parameter := 'Ircustomerid='||l_account_id;
    l_parameter := l_parameter || '&Iracctdtlstype_
    ext=<type>&Iraccountstatus_ext=<status>&Iracctdtlgocontrol_ext=';

    l_url := ICX_PORTLET.createExecLink2(p_application_short_name => 'AR',

            p_responsibility_key => 'ARI_EXTERNAL',
            p_security_group_key => null,
            p_function_name => 'ARIACCOUNT',
            p_parameters => l_parameter,
            p_link_name => null,
            p_url_only => 'Y');
```

The table below outlines the page-level semantics, and mandatory and optional parameters, for each iReceivables page.

Page	Function	Mandatory Parameters	Optional Parameters	Other Semantics
Customer Search	ARI_ INTERNAL_ PAGE	N / A	N / A	For internal users.
Customer Search	ARI_ EXTERNAL_ PAGE	N / A	N / A	For external users. **Note:** If you are redirecting the user to the Customer Search page, then you must assign the Guest user a customer. See: 2. Define iReceivables External Users and Customer Access.
Home	ARIHOME	Ircustomerid=<id>	Ircustomersiteuseid=<site_id>	N / A
Account Details	ARIACCOUNT	Ircustomerid=<id>	Ircustomersiteuseid=<site_id> Iracctdtlstype_ext=<type> Iraccountstatus_ext=<status> Iracctdtlgocontrol_ext=	If you supply a value for <type> or <status>, then Iracctdtlgocontrol_ext is mandatory. Values for <type> are from the lookup ARI_ACCOUNT_ DETAILS_TYPE. Values for <status> are from the lookup ARI_ACCT_STATUS. If you are using aging buckets, then you can also use aging status codes. The format for the aging status code is: OIR_AGING_ +<days from> + <days to> **Note:** You must have a corresponding aging bucket defined for <days from> and<days to>.

7. Define Service Charges

You can apply service charges to payments that your customers make using the Pay Invoice function in iReceivables. iReceivables records a service charge as an adjustment to the invoice.

The setup tasks for applying service charges are:

- Define a Receivables activity and document sequencing for service charges.
- Configure the appropriate parameters in the ARI_CONFIG package.
- Enter the service charge calculation in the ARI_SERVICE_CHARGE_PKG.compute_service_charge function.

> **Note:** You must have access to the System Administrator responsibility to perform this setup step.

To define service charges on invoice payments using iReceivables:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receivables Activities window.
4. Enter a Name and Description for the activity.
5. Enter *Adjustment* in the Type field.
6. Complete the Receivables Activities window according to your business requirements.
7. Save your work.
8. Remain in the Receivables Activities window with the new activity that you just created. From the Help menu, choose Diagnostics > Examine.

   The Examine window appears.
9. In the Field field, enter *RECEIVABLES_TRX_ID*. Make note of the value in the Value field. You will modify the ARI_CONFIG.get_service_charge_activity_id function to return this value (see step 29).
10. Select the System Administrator responsibility.
11. Navigate to the System Profile Values window.

12. Set the Sequential Numbering profile option to *Always Used* or *Partially Used*.
13. Save your work.
14. Navigate to the Document Sequences window.
15. In the Name field, enter a document sequence name that identifies this sequence for iReceivables service charges.
16. In the Application field, enter *Oracle Receivables*.
17. In the From and To fields, enter the effective dates for this document sequence.
18. In the Type field, enter *Automatic* or *Gapless*.
19. Complete the fields for this document sequence.
20. Save your work.
21. Navigate to the Sequence Assignments window.
22. In the Application field, enter *Oracle Receivables*.
23. In the Category field, enter the document category created by the Receivables activity that you defined above.
24. In the Method field, enter *Automatic*.
25. Open the Assignment tabbed region.
26. Enter the Start and End Dates for this sequence assignment.
27. In the Sequence field, enter the name of the document sequence that you defined in step 15.
28. Save your work.
29. In the ARI_CONFIG package:
    - Set the ARI_CONFIG.get_service_charge_activity_id function to return the value of RECEIVABLES_TRX_ID for the new Receivables activity that you defined for service charges.
    - Set the ARI_CONFIG.is_service_charge_enabled function to *True*.
30. Set the ARI_SERVICE_CHARGE_PKG.compute_service_charge function to calculate the appropriate service charge. The default calculation is .05% on every transaction in the payment list.

See also: Receivables Activities, *Oracle Receivables User Guide*

See also: Document Sequences, *Oracle Applications System Administrator's Guide*

8. Review and Update Receivables Lookups

Use the Lookups Window to perform these tasks:

- **Credit Memo Reason Codes**. Review both your seeded and user defined credit memo reason codes. The lookup type is CREDIT_MEMO_REASON.
- **Credit Card Types**. Update the seeded and user-defined credit card types that you plan to accept for iReceivables payments. The lookup type is AR_IREC_ CREDIT_CARD_TYPES.
- **Custom Transaction Search Attributes.** Define new custom search attributes for transaction status and transaction type. The lookup types are ARI_ACCOUNT_ DETAILS_TYPE and ARI_ACCT_STATUS.

Credit Memo Reason Codes

Use the Lookups window to review both your seeded and user-defined credit memo reason codes. The lookup type is CREDIT_MEMO_REASON.

You may need to make one or both of these changes to your reason codes:

- **Update the Credit Memo Reason codes.** Use the Effective Dates field or the Enable check box to update your list of credit memo reason codes to suit your current business needs.
- **Update the Tag field.** Set the Tag field to *Y*es to make the code available to external users and to *N*o to make the code available to internal users only. Replace any null values with either Yes or No.

To update credit memo reason codes:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Oracle Receivables Lookups window.
4. In the Type field, query the lookup type *CREDIT_MEMO_REASON*.
5. In the User Name field, enter the user name for credit memo reason codes.
6. In the Application field, enter *Oracle Receivables.*

   The system displays the credit memo reason codes.
7. To disable a credit memo reason code:
   - enter a date in the Effective Dates To field,

or

- uncheck the Enabled box.

8. Enter *Y* in the Tag field to make a code available to external users or *N* to make the code available to internal users only.
9. Replace any null values in the Tag field with *Y* or *N*.
10. Save your work.

Credit Card Types

Use the Lookups window to update the seeded and user-defined credit card types that you plan to accept for iReceivables payments. Use the Effective Dates field or the Enable box to disable the credit card types that you will not use.

> **Note:** You must ensure that the credit card types that you enable for iReceivables are recognized both by iPayment and by your credit card processor. See the *iPayment Implementation Guide* for more information.

To set up Receivables lookups for credit card types:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receivables Lookups window.
4. In the Type field, query the lookup type *AR_IREC_CREDIT_CARD_TYPES*.
5. To disable a credit card type:
   - enter an earlier date in the Effective Dates To field,

     or

   - uncheck the Enabled box.
6. Enter any new credit card types that you want to add to this list.
7. Save your work.

Custom Transaction Search Attributes

Use the Lookups window to define custom transaction search attributes for transaction status and transaction type. The lookup types are ARI_ACCOUNT_DETAILS_TYPE and ARI_ACCT_STATUS.

The custom search attributes that you define are queried by the procedure search_custom_trx() in the file ARICNFGB.pls. See: Creating a Custom Transaction Search, on page 4- 7.

To set up Receivables lookups for custom transaction search attributes:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receivables Lookups window.
4. In the Type field, query the lookup type:
   - *ARI_ACCOUNT_DETAILS_TYPE* to add Status Type attributes
   - *ARI_ACCT_STATUS* to add Transaction Type attributes.
5. Enter any new search attributes that you want to add to this list.
6. Save your work.

See also: Lookups, *Oracle Applications Developer's Guide*

See also: Defining Receivables Lookups, *Oracle Receivables User Guide*

9. Set the Profile Option for Aging Buckets

Set the OIR: Aging Buckets profile option to display aging information for external users. You can set this profile option at the site, responsibility, and user levels, according to your business practice. You can display the standard aging buckets that Oracle Receivables provides, or you can display the custom buckets that you define in the Receivables Aging Buckets window. If you set all values to null, then iReceivables does not display aging buckets.

Your customers can view aging buckets for their accounts in the Account Summary page. By clicking on an aging bucket balance number, the user can drill down to the Account Details page to review all the debit items in the aging bucket, including invoices, chargebacks, guarantees, deposits, and debit memos. The Search poplist for transaction status in the Account Details page includes each of the active aging buckets as search criteria.

Note: You must have access to the system administrator responsibility to perform this setup step.

Prerequisites

Before you can set the OIR: Aging Buckets profile option for iReceivables, you must set up aging buckets.

To set the aging buckets profile option:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the System Profile Values window.
4. Set the OIR: Aging Buckets profile option at the site, responsibility, or user level to display the aging buckets that you want.
5. Save your work.

See also: Oracle Receivables Profile Options, *Oracle Receivables User Guide*

See also: Aging Buckets, *Oracle Receivables User Guide*

10. Define Currencies for Customers and Customer Bill To Sites

The list of available currencies in the Account Summary page and the Account Details page is based either on the customer's profile amounts or on the amounts enabled in the customer's credit profile. If neither of these two exist, iReceivables cannot display the customer's transactions.

Use the Customers window to define credit profiles and profile amounts for your iReceivables customers and customer bill-to sites.

To define currencies for a customer:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Customer Summary or the Customers window.
4. Query the customer that you want.
5. Open the Profile:Transaction tabbed region.
6. Enter a Profile Class or select one from the list of values.
7. To assign a profile class to a customer site, open the Addresses tabbed region, select the address, then choose Open. Repeat steps 5 and 6.
8. Open the Profile: Amounts tabbed region.
9. In the Curr column, set the currency or currencies that this customer uses.
10. Save your work.

See also: Defining Customer Profiles, *Oracle Receivables User Guide*

See also: Assigning Profile Classes to Customers, *Oracle Receivables User Guide*

11. Define Receipt Class and Payment Method

If you are using the Pay Invoice function, define at least one receipt class and payment method for each iReceivables payment instrument that you intend to use:

- Credit card payments
- Bank account transfer payments using Oracle Receivables direct debit
- Bank account transfer payments using iPayment and the ACH network

A user can pay all open invoices in one payment transaction. You can also allow the user to make a partial payment on the entire open invoice balance.

If you already use Oracle Receivables direct debit to mark invoices for automatic direct debit processing, you can let your customers pay their invoices by direct debit. Create a payment method for standard Receivables direct debit and leave the Payment Type field blank. If you set this payment method as the default bank account transfer payment method, then Receivables can process your customer bank account transfer payments via direct debit.

For bank account transfers, both direct debit and ACH transfer, you must run the Receivables remittance program to capture funds.

Note: iReceivables does not currently support bank account transfer payments outside the United States.

For credit card payments, define a receipt class and payment method to enable credit card payment authorization and capture of funds using either a one-step remittance method or a two-step remittance method. In a one-step remittance method, iReceivables authorizes and captures the funds in the same process. In a two-step remittance method, iReceivables only authorizes the credit card charge. You must run the Receivables remittance program to capture funds.

Credit Card One-Time Payment

A user can make a “one-time payment” of open invoices with a credit card. iReceivables processes the transaction using the credit card but does not save the credit card information.

If you intend to use the credit card one-time payment feature, you must:

- Define a receipt class and payment method that uses a one-step remittance method.

- In the ARI_CONFIG package, set the ARI_CONFIG.save_payment_instrument_info function to *False*.

Attention: If you set the ARI_CONFIG.save_payment_instrument_info function to False, iReceivables can only accept payment by credit card using a one-step remittance method. You cannot use the ACH bank account transfer to process payments.

Oracle iPayment and Supported Currencies

Oracle iPayment manages external processing of credit card payments and ACH bank account transfers.

For credit card processing, you can use the iPayment integration with Verisign, which supports transactions in US dollars (USD) and Canadian dollars (CAD) only. You can also use the iPayment integration with Paymentech, which supports transactions in any currencies supported by Visa and Master Card. For ACH bank account transfers, you can use the iPayment integration with Chase Merchant Services, which supports transactions in US dollars (USD) only.

If your enterprise uses the Verisign payment system, you cannot set up multiple bank accounts with multiple currencies for one payment method. Set up a single payment method for either USD or CAD, and assign a merchant ID and remittance bank that supports the corresponding currency. If your enterprise uses a payment system other than Verisign, you can set up a single payment method for multiple bank accounts with multiple currencies, if your payment system supports it.

Note: iReceivables does not support cross-currency payments. Though a user can still pay invoices with a credit card or bank account that has a different currency from that of the invoice, the receipt created in iReceivables will have the same currency as the invoice.

See also: *iPayment Third Party Vendors on MetaLink* and the About documents that accompany the latest iReceivables patches for current information about the payment systems that integrate with Oracle iPayment.

See also: About Remittances, *Oracle Applications System Administrator's Guide*

To define a receipt class and payment method for iReceivables:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receipt Classes window.
4. Enter a Name for this receipt class. You may want to enter a name that identifies this receipt class for iReceivables.
5. Leave the Notes Receivable and Require Confirmation boxes unchecked.
6. Enter *Automatic* for the Creation Method.
7. Enter a Remittance Method of:
   - *No Remittance* for one-step credit card payments, including one-time payments. Receipts are created as Cleared and do not require remittance.
   - *Standard*, *Factoring*, or *Standard and Factoring*, according to your business practice, for two-step credit card payments and bank account transfer payments. Receipts are created as Confirmed and require remittance.
8. Enter a Clearance Method of *Directly*, *By Automatic Clearing*, or *By Matching*, according to your business practice.
9. Enter a Payment Method Name. You may want to enter a name that identifies the type of payment, such as *iReceivables direct debit*, *iReceivables 2-step credit card*, or *iReceivables ACH*.
10. Enter a name in the Printed Name field. For example, *iReceivables Credit Card*.
11. Leave the Debit Memos Inherit Receipt Numbers box unchecked.
12. Enter the Number of Receipts Rule according to your business practice.
13. Enter Receipt Maturity Date Rule according to your business practice.
14. Leave the Receipts Inherit Transaction Numbers box unchecked.

    iReceivables uses document sequences to number credit card or bank account transfer receipts.
15. Enter the Automatic Print Program according to your business practice.
16. Enter the Lead Days according to your business practice.
17. In the Payment Type field, enter:
    - *Credit Card* for credit card payments

- *ACH Bank Account* for bank account transfer payments via the ACH network.
- Leave the field blank, if you are using the standard Receivables direct debit.

18. If you entered a payment type of Credit Card, enter your Merchant ID number. This number is usually provided by your bank or credit card issuer. Your credit card vendor requires this number to process credit card transactions.

    The Merchant ID that you provide here is the same as the Payee Identifier that you entered when you created the payee in the iPayment Administration user interface. You can view the Payee Identifier in the iPayment Payee Details window.

    See also: Integration with Other Oracle Applications, *Oracle iPayment Concepts and Procedure*s

19. Enter the range of Effective Dates for this payment method.
20. Choose the Bank Accounts button to assign a remittance bank to this payment method.

    Note: Because iReceivables does not support cross-currency payments, you must ensure that the bank account assigned to your default credit card and bank account transfer payment methods are in the same currency as your customer invoices.

21. Save your work.
22. For credit card and ACH bank account transfer, perform these additional steps:
    - Assign the iReceivables payment methods as the default payment methods in the Receivables System Options window. See: 12. Set Receivables System Options for iReceivables Payments for more information.
    - Set a maximum future payment date according to your business practices in the ARI_CONFIG. get_max_future_payment_date function. The default is one year from the system date. Setting a maximum future payment date, for example, prevents users from entering exaggerated future payment dates.

      See also: Payment Methods, *Oracle Receivables User Guide*

      See also: Receipt Classes, *Oracle Receivables User Guide*

12. Set Receivables System Options for iReceivables Payments

Use the Receivables System Options window to assign the iReceivables payment methods that you defined in 11. Define Receipt Class and Payment Method as the default credit card payment method and/or ACH bank account transfer payment method.

To set Receivables system options for iReceivables:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receivables System Options window.
4. Open the Miscellaneous tabbed region.
5. To assign a credit card payment method, enter the iReceivables credit card payment method that you previously defined in the Credit Card Payment Method field.
6. To assign an ACH bank account transfer payment method, enter the iReceivables ACH bank account transfer payment method that you previously defined in the Bank Account Payment Method field.
7. Save your work.

> **See also:** Defining Receivables System Options, *Oracle Receivables User Guide*

13. Set Up Document Sequencing for iReceivables Receipts

Set up document sequences to assign sequence numbers to your iReceivables credit card receipts and bank account transfer receipts.

> **Note:** You must have access to the System Administrator responsibility to perform this setup step.

To set up document sequencing for iReceivables receipts:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the System Profile Values window.
4. Set the Sequential Numbering profile option to *Always Used* or *Partially Used*.
5. Save your work.
6. Navigate to the Document Sequences window.
7. In the Name field, enter a document sequence name that identifies this sequence for iReceivables receipts, such as *iReceivables Credit Card Receipts*.
8. In the Application field, enter *Oracle Receivables*.
9. In the From and To fields, enter the effective dates for this document sequence.
10. In the Type field, enter *Automatic* or *Gapless*.
11. Complete the fields for this document sequence.
12. Save your work.
13. Navigate to the Sequence Assignments window.
14. In the Application field, enter *Oracle Receivables*.
15. In the Category field, enter the document category created by the corresponding iReceivables payment method you defined in setup step *6. Define Receipt Class and Payment Method*.
16. In the Method field, enter *Automatic*.
17. Open the Assignment tabbed region.
18. Enter the Start and End Dates for this sequence assignment.

19. In the Sequence field, enter the name of the document sequence that you defined in step 7.
20. Save your work.
21. Repeat steps 6 to 20 for each document sequence that you want to define for iReceivables.

See also: Document Sequences, *Oracle Applications System Administrator's Guide*

14. Set Profile Options for ACH Bank Account Transfer Payments

Receivables provides two profile options to help manage bank account transfer payments for iReceivables via iPayment and the ACH network. These profile options are:

- AR: Bank Directory Source
- AR: Bank Directory URL

Setting these profile options allows iReceivables to derive the name of the bank or financial institution from the routing number that the customer enters to pay an invoice using an ACH bank account transfer. You set these profile options in order to acquire access to the E-Payment routing directory on the Federal Reserve Financial Services web site (http://www.fedwiredirectory.frb.org). When a customer pays an invoice by ACH bank account transfer with a routing number that is not assigned to a bank in the AP_BANK_BRANCHES table, the routing number is checked against the E-Payment routing directory. iReceivables derives the bank or financial institution name from the E-Payment routing directory using the routing number that the customer entered.

Attention: If you set the ARI_CONFIG.save_payment_instrument_info function in the ARI_CONFIG package to False, iReceivables can only accept payment by credit card using a one-step remittance method. You cannot use the ACH bank account transfer to process payments. See: 11. Define Receipt Class and Payment Method for more information.

Note: You must have access to the system administrator responsibility to perform this setup step.

You can set the AR: Bank Directory Source profile option to access the E-Payment routing directory from the Federal Reserve Financial Services web site, a local file that you download from the Federal Reserve Financial Services web site, or both. If you set the AR: Bank Directory Source profile option to use the Federal Reserve Financial Services web site, then you must set the AR: Bank Directory URL profile option to the name of the URL under Oracle iReceivables that will host the Federal Reserve Financial Services web site. If you set the AR: Bank Directory Source profile option to use the local file, then you must download the ACH directory from the Federal Reserve Financial Services web site and use SQL*Loader to upload it to the

AR_IREC_ACH_BANKS table; in this case, the AR: Bank Directory URL profile option is not used.

> **See:** Download and Upload the E-Payment ACH Directory to a Local Table for information about downloading and uploading the ACH directory.

If you do not set these profile options, Receivables defaults the routing number as the bank name for the transaction.

The values for AR: Bank Directory Source are *Web Services*, *Local*, and *Web Service First then Local*. The value for AR: Bank Directory URL is documented on the web page http://www.ireceivables.com/webservices.html.

There are four options for setting the AR: Bank Directory Source and AR: Bank Directory URL profile options. They are:

- Set the AR: Bank Directory Source profile option to *Web Services* and the AR: Bank Directory URL profile option to the URL that is documented on the web page http://www.ireceivables.com/webservices.html.

  When the customer enters a routing number that is not assigned to a bank in the AP_BANK_BRANCHES table, iReceivables attempts to derive the bank name using the Federal Reserve Financial Services web service. If the bank name for this routing number is not listed on the web service, iReceivables uses the routing number as the bank name.

- Set the AR: Bank Directory Source profile option to *Local* and do not set the AR: Bank Directory URL profile option. You must download the ACH directory from the Federal Reserve Financial Services web site and upload it to the AR_IREC_ACH_BANKS table.

  When the customer enters a routing number that is not assigned to a bank in the AP_BANK_BRANCHES table, iReceivables attempts to derive the bank name using the local table. If the bank name for this routing number is not in the table, iReceivables uses the routing number as the bank name.

- Set the AR: Bank Directory Source profile option to *Web Service First then Local* and the AR: Bank Directory URL profile option to the URL that is documented on the web page http://www.ireceivables.com/webservices.html. You must download the ACH directory from the Federal Reserve Financial Services web site and upload it to the AR_IREC_ACH_BANKS table.

When the customer enters a routing number that is not assigned to a bank in the AP_BANK_BRANCHES table, iReceivables first attempts to derive the bank name using the Federal Reserve Financial Services web service. If the bank name for this routing number is not listed on the web service, iReceivables then attempts to derive the bank name using the local table. If the bank name for this routing number is not in the table, iReceivables uses the routing number as the bank name.

- Do not set the AR: Bank Directory Source and AR: Bank Directory URL profile options. iReceivables automatically defaults the routing number that the customer enters as the bank name.

To set profile options for ACH bank account transfer payments:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the System Profile Values window.
4. Set the AR: Bank Directory Source profile option to *Local*, *Web Service*, *Web Service First then Local*, or do not set the profile option.
5. If you set the AR: Bank Directory Source profile option to *Web Service* or *Web Service First then Local*, then set the AR: Bank Directory URL profile option to the URL that is documented on the web page http://www.ireceivables.com/webservices.html.
6. If you set the AR: Bank Directory Source profile option to *Local* or *Web Service First then Local*, then download and upload the E-Payment ACH directory.

   See: Download and Upload the E-Payment ACH Directory to a Local Table for information about downloading and uploading the E-Payment ACH directory.
7. Save your work.

See also: Oracle Receivables Profile Options, *Oracle Receivables User Guide*

Download and Upload the E-Payment ACH Directory to a Local Table

If you set the AR: Bank Directory profile option to *Local* or *Web Service First then Local*, you must have a copy of the E-Payment ACH directory in your local table. Retrieving the directory involves two steps:

- Download the E-Payment ACH directory from the Federal Reserve Financial Services web site.
- Use SQL*Loader to upload the directory to the AR_IREC_ACH_BANKS table.

> **Note:** You must have access to the system administrator responsibility to perform this task.

To download and upload E-Payment ACH directory to a local table:

1. Open your web browser.
2. Navigate to the Federal Reserve Financial Services web site: http://www.fedwiredirectory.frb.org.
3. Click on the Download E-Payments Directories link to go to the Download E-Payments page.
4. Right-click on the Receive All Fed ACH Participants link and choose Save Target As.
5. Save the file in a local file that your Receivables system can access.
6. Log in to Oracle Applications with the user name and password appropriate for the installation.
7. Select the System Administrator responsibility.
8. Navigate to the Request Group window.
9. In the Group field, query *Receivables All.*
10. Add *Import Bank Directory* to the Requests.
11. Switch the responsibility from System Administrator to Receivables Manager.
12. Navigate to the Submit Request window.
13. In the Name field, choose *Import Bank Directory* from the list of values.
14. In the Parameters window, enter in the Data File field the path to the local file that you saved in step 5.
15. Press the OK button.

16. Press the Schedule button.

17. In the Schedule window, choose *Once*.

18. Press the OK button.

19. Press the Submit button to submit the request.

Note: You can access the Federal Reserve System's terms of use, which apply to the E-Payment Routing Directory, at http://www.frbservices.org/index.cfm.

Disclaimers: ORACLE PROVIDES THE E-PAYMENT ROUTING DIRECTORY ON AN "AS IS" BASIS. ORACLE EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. ORACLE MAKES NO WARRANTY THAT: (i) THE E-PAYMENT ROUTING DIRECTORY WILL BE AVAILABLE UNINTERRUPTED, ON A TIMELY BASIS, SECURE, OR ERROR-FREE, AND (ii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE. IN NO EVENT SHALL ORACLE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY YOU OR ANY THIRD PARTY IN CONNECTION WITH THE E-PAYMENT ROUTING DIRECTORY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF ORACLE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ORACLE'S ENTIRE LIABILITY FOR DAMAGES IN RESPECT OF THE E-PAYMENT ROUTING DIRECTORY SHALL IN NO EVENT EXCEED TEN THOUSAND DOLLARS (U.S. $10,000).

15. Modify the Display of Account Information

You can modify the display of account information in the iReceivables Account Details and Invoice pages using the Oracle Applications Personalization Framework. This lets you control the regions and fields that your external customers and one-time users have access to.

In addition to displaying the customer's latest account activity, the Account Details page can also display transaction descriptive flexfields and the context field values that you define for them, if you enable these flexfields in the Receivables Transactions window. The flexfields are the Invoice Transaction flexfield and the Transaction Information flexfield. iReceivables stores flexfield information in the ARI_ACCOUNT_INVOICE table. Use the Descriptive Flexfield Segments window to enter context field values for the transaction flexfields. The Account Details page can also display transaction attachments.

The Invoice page can also display invoice line-level descriptive flexfields and the context field values that you define for them, if you enable these flexfields in the Receivables Transactions window. The flexfields are the Invoice Line Information flexfield and the Line Transaction flexfield. iReceivables stores flexfield information in the ARI_INVOICE_LINES table. Use the Descriptive Flexfield Segments window to enter context field values for the invoice line-level flexfields.

The Payments page can also display the Receipt Information flexfield and the context field values that you define for the flexfield in the Payment Row region.

iReceivables can also display the Transaction Information and Invoice Transaction flexfields in the Payment Activities tables for the Payment page.

You make Administrator-level personalization changes while logged in to iReceivables. Administrator-Level (Admin-level) personalizations apply to Function, Localization, Site, Organization, and Responsibility levels.

To make Admin-level personalization changes to the Account Details page:

1. Set the Personalize Self-Service Defn profile option to *Yes*.
2. Log in to iReceivables and navigate to the Account Details page for the customer that you want.
3. Click the personalization link. These personalization links vary according to the search, but always appear in the Search region of the Account Details page, after the search results table.
4. Choose the personalization level that you want from the pulldown menu.

5. Choose the name that you want from the list of values. The personalization changes that you make apply to this selection.
6. Enter the personalization changes that you want.
7. To display transaction attachments in the Account Details page:
    1. Navigate to the Columns Shown and Columns Order
    2. Move attachments from Available Columns to Columns Displayed in the order you want them to appear.
8. To display transaction flexfields in the Account Details page:
    1. Navigate to the Flexfield Segment List.
    2. For each Column Name that represents a context field value, enter the context followed by the segment, separating each value by vertical bars
9. Save your work.

To make Admin-level personalization changes to the Invoice page:

1. Set the Personalize Self-Service Defn profile option to *Yes*.
2. Log in to iReceivables and navigate to the Invoice page for the customer that you want.
3. To display transaction flexfields on the Invoice page, click the personalization link *Personalize ARI Invoice Lines Table*. To display invoice line-level flexfields in the Invoice page, click the *Personalize ARI Invoice Lines Table* link.
4. Choose the personalization level that you want from the pulldown menu.
5. Choose the name that you want from the list of values. The personalization changes that you make apply to this selection.
6. Enter the personalization changes that you want.
7. To display transaction or invoice line-level flexfields in the Invoice page:
    1. Navigate to the Flexfield Segment List.
    2. For each Column Name that represents a context field value, enter the context followed by the segment, separating each value by vertical bars.
8. Save your work.

To make Admin-level personalization changes to the Payment page:

1. Set the Personalize Self-Service Defn profile option to *Yes*.

2. Log in to iReceivables and navigate to the Account Details page for the customer that you want.
3. To display receipt flexfields in the Payment page, click the *Personalize ARI Account Invoice Table* link. To display invoice line-level flexfields in the Payment page, click the *Personalize ARI Application Table* link.
4. Choose the personalization level that you want from the pulldown menu.
5. Choose the name that you want from the list of values. The personalization changes that you make apply to this selection.
6. Enter the personalization changes that you want.
7. To display receipt or invoice line-level flexfields in the Payment page:
    1. Navigate to the Flexfield Segment List.
    2. For each Column Name that represents a context value, enter the context followed by the segments, separating each value with vertical bars.
    3. Save your work.
8. To display receipt flexfields in the Payment page:
    1. Navigate to the Flexfield Segment List.
    2. For each Column Name that represents a context field value, enter the context followed by the segment, separating each value by vertical bars.

Controller Class Restrictions

Some restrictions may apply to personalization changes due to the controller class. A controller class is the code that controls how a page is rendered and how events are handled on the page. The restrictions are:

- You cannot create new controller classes or modify existing controller classes. Any modifications to controller classes are not supported.
- In some cases, the controller class for a given page may override your personalization settings.

See also: Planning and Defining Descriptive Flexfields, *Oracle Applications Flexfields Guide*

See also: Creating Admin–Level Personalizations, *OA Personalization Framework and OA Extensibility Framework Guide*

See also: Transaction Flexfields, *Oracle Receivables User Guide*

16. Set Profile Option for Bill Presentment Architecture

Set the OIR: Bill Presentment Architecture Enabled profile option to display invoices in the BPA format. You can set this profile option at the site, responsibility, and user levels, according to your business practice. If you set all values to null, then iReceivables display invoices in the normal, out-of-box iReceivables format.

iReceivables integrates with Bill Presentment Architecture (BPA) to customize the content and format of billing data that your customers view online. Bill Presentment Architecture (BPA) provides the ability to retrieve billing data from multiple data sources. It provides template-based configuration of online bills, including content selection, layout design, drilldown and grouping capability, and billing template assignment. With BPA, the information on the bill is not limited to information contained within Oracle Receivables. By separating bill presentment from transaction accounting, Oracle BPA allows you to configure bills according to your company's needs.

Note: You must have access to the system administrator responsibility to perform this setup step.

To set the Bill Presentment Architecture profile option:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the System Profile Values window.
4. Set the OIR: Bill Presentment Architecture Enabled profile option at the site, responsibility, or user level to display the iReceivables invoices in the BPA format.
5. Save your work.

See also: Bill Presentment Architecture, *Oracle Receivables User Guide.*

17. Integrate iReceivables into Your Business Processes

Find ways to integrate iReceivables into your business processes. Some examples of integrating iReceivables into your business include:

- Make sure your printed Collections and Receivables documents reference the URL that customers use to access your iReceivables web site.
- Make sure your voice messages reference your iReceivables web site.
- Have your collectors mention your iReceivables web site when speaking with customers.
- Advertise the iReceivables web site internally so that Sales, Collections, and Customer Service personnel start to use the application regularly.

3

Setting Up for Credit Memo Request Workflow

This chapter explains how to set up Oracle Receivables for Credit Memo Request Workflow.

Setting Up Oracle Receivables for Credit Memo Request Workflow

The Credit Memo Request Workflow routes credit memo requests from your customers to the appropriate personnel in your organization. You must complete the setup steps in this section for Oracle Receivables and then proceed to the set up tasks for Credit Memo Request Workflow in Oracle Workflow.

Use the checklist below to help you complete the appropriate setup steps in the correct order.

Setup Tasks for Credit Memo Request Workflow

Step Number	Step Description	Required or Optional
1.	**Define Credit Memo Approval Limits for Approvers**. See: 1. Define Credit Memo Approval Limits for Approvers.	Required
2.	**Define a Credit Memo Transaction Batch Source**. See: 2. Define a Credit Memo Transaction Batch Source.	Required
3.	**Update Transaction Types.** See: 3. Update Transaction Types.	Required
4.	**Set Up AME Credit Memo Request Workflow.** See: 4. Set Up AME Credit Memo Request Workflow.	Required

1. Define Credit Memo Approval Limits for Approvers

Use the Approval Limits window to define credit memo approval limits for primary and non-primary approvers in your enterprise. The Primary Approval subprocess routes a credit memo request for approval to the approver you mark as Primary. The HR Management Approval subprocess routes requests to non-primary approvers according to the management hierarchy defined in your enterprise.

To define credit memo approval limits for approvers:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Approval Limits window.
4. In the Username field, enter the first approver for whom you are defining approval limits.
5. In the Currency field, enter a currency code.
6. In the From Amount and To Amount fields, enter the minimum and maximum approval amounts in this currency for this user.
7. In the Document Type field, enter *Credit Memo*.
8. If this approver is the primary approver for this range, check the Primary box.
9. Save your work.
10. Repeat steps 4 to 9 for each approver.

See also: Approval Limits, *Oracle Receivables User Guide*

2. Define a Credit Memo Transaction Batch Source

Use the Transaction Sources window to define a credit memo transaction batch source. The Credit Memo Request process uses the credit memo transaction batch source to create credit memos.

To define a credit memo transaction batch source:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Transaction Sources window.
4. In the Name field, enter a name that identifies this batch source as a credit memo transaction batch source for iReceivables.
5. In the Type field, enter *Manual*.
6. Check either the Automatic Transaction Numbering box or the Copy Document Number to Transaction Number box.
7. Save your work

See also: Transaction Batch Sources, *Oracle Receivables User Guide*

3. Update Transaction Types

Use the Transaction Types window to define a Credit Memo Type for invoice, debit memo, and commitment transaction types. When a credit memo request is approved, the new credit memo uses the Credit Memo Type defined for the disputed transaction.

Attention: If your invoices calculate tax, then the credit memos assigned to them must also calculate tax. You must ensure that the invoice transaction type and the credit memo transaction type both have the Tax Calculation box checked. If necessary, set up a separate transaction type that does not calculate tax for your On Account credit memos.

To update transaction types for iReceivables:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Transaction Types window.
4. Query or enter the first transaction type that you want to update.
5. In the Credit Memo Type field, enter the credit memo type to use when crediting items with this transaction type.
6. Repeat steps 4 and 5 for each transaction type.
7. Save your work.

See also: Transaction Types, *Oracle Receivables User Guide*

4. Set Up AME Credit Memo Request Workflow

After you set up Oracle Receivables for Credit Memo Request Workflow, you can set up Oracle Workflow to specify which users will receive approval requests.

Refer to the following documentation to complete the setup of Credit Memo Request Workflow.

> **See also:** Setting Up AME Credit Memo Request Workflow, *Oracle Receivables User Guide*

> **See also:** Setting Up Oracle Workflow, *Oracle Workflow Administrator's Guide*

4

Configuring Oracle iReceivables

This chapter describes the available configuration tasks in Oracle iReceivables.

Configuring iReceivables

This release of iReceivables includes the configuration package ARI_CONFIG, written in PL/SQL. The ARI_CONFIG configuration package lets you modify attributes in iReceivables without having to make changes to any other part of the code. ARI_CONFIG contains in two files the variables and functions for this configurable component. The two files are ARICNFGS.pls (package specification) and ARICNFGB.pls (package body).

The ARICNFGS.pls package specification contains variables referenced in the ARICNFGB.pls package body. Functions and procedures in the package body are referenced elsewhere in the iReceivables code.

You can modify these components using the ARI_CONFIG configuration package:

- Account Summary page information section
- Account Summary page discount alerts and dispute statuses section
- Contact Us global button e-mail address
- Custom Transaction Search

> **Note:** The other iReceivables components previously configurable using ARI_CONFIG are now managed by the tech stack. See: *Configuring and Troubleshooting Oracle HTTP Server with Oracle Applications* for more information.

You can also edit iReceivables messages using the Oracle Application Object Library.

Modifying the Account Summary Page Information Section

An enterprise can provide its customers with access to additional information on the Account Summary home page, such as news, FAQs, and policy statements. The right side of the Account Summary page is devoted to displaying additional information.

When the Account Summary page is rendered, a call is made to the procedure ari_config.get_homepage_customization. This procedure returns the HTML code that is rendered in the information section.

The procedure get_homepage takes the following parameters:

- customer id
- customer site use id
- currency
- language

Using these parameters you can create dynamic content, such as marketing messages and personalized account information.

For more information about the get_homepage parameters, see the documentation included in ARICNFGB.pls.

Modifying the Account Summary Page Discount Alerts and Dispute Statuses Section

An enterprise can configure the display of discount alerts and dispute statuses for each customer or external user.

By default, the left side of the Account Summary page, below the customer's account summary, displays discount alerts and the status of open disputes for the accessing customer. If a customer does not have invoices eligible for discount or does not have open dispute requests, the system either displays the messages "No Discounts" or "No Credit Requests" or, if you prefer, the system does not display this section at all.

You control the display of discount alerts and dispute statuses using the customization functions in the ARI_CONFIG package. Both functions operate in the same manner:

- The function returns a RENDER flag, indicating whether or not to render the region (*Y* or *N*).
- The function returns override HTML to replace the actual table.

If the function returns *Y* for the RENDER flag, the system displays the current data or displays the messages "No Discounts" or "No Credit Requests" if there is no data. If the procedure returns *N* for the RENDER flag, the region is not displayed.

Depending on the user or on your business needs, you can also replace the default messages with your own messages or information display.

Configuring the Contact Us Global Button E-mail Address

The Contact Us global button on the tool bar is a “mail-to” (HTML) link. When the user clicks the Contact Us global button, the user’s e-mail package opens with a new outgoing message pre-addressed to the contact person in the To field.

Each iReceivables page calls the ARI_CONFIG configuration package while the page is generated, to retrieve the e-mail address appropriate to the current context. You can dynamically configure the Contact Us icon using the logic that you define to determine which e-mail address to display.

When an iReceivables page is generated, the API is passed the parameters and values listed in the table below. The values entered in these parameters determine the e-mail address to use for the Contact Us icon and for the current context.

Parameter	Values
p_customer_id	Primary key for HZ_CUST_ACCOUNTS
p_customer_site_use_id	Primary key for HZ_CUST_ACCT_SITES
p_language_string	Language code used to render the page
p_page	ARI_CUSTOMER_SEARCH
	ARI_HOME_PAGE
	ARI_ACCOUNT_DETAILS
	ARI_CREDIT_MEMO_DETAILS
	ARI_CREDIT_MEMO_REQUEST_DETAILS
	ARI_INVOICE_DETAILS
	ARI_DEBIT_MEMO_DETAILS
	ARI_DEPOSIT_DETAILS
	ARI_CHARGE_BACK_DETAILS
	ARI_PAYMENT_DETAILS
	ARI_DISPUTE
	ARI_GUARANTEE_DETAILS
	ARI_INVOICE_PAYMENT_PAGE

Parameter	Values
p_trx_id	Cash Receipt ID (for payments)
	Customer Trx Id (for all other transactions)

See also: Form Functions Window, *Oracle Applications System Administrator's Guide*

Creating a Custom Transaction Search

You can extend the iReceivables customer search to include additional search attributes according to your business practices. These additional search attributes appear in the Search By poplist in the Account Details page.

You need to provide custom code for your custom search attributes using the procedure search_custom_trx in the ARICNFGB.pls file.This procedure is called by the client Java code whenever users initiate a search using your custom search attributes.

To implement a Custom Transaction Search, perform these steps:

- Use the Lookups window to define look up codes for your custom transaction search attributes. See: Custom Transaction Search Attributes, on page 2-29.
- Use the Messages window to define error messages that refer to validations on your input parameters.
- Write your customer code for the custom search attributes. See: *iReceivables Custom Transaction Search, an Oracle White Pape*r, for more information and sample code.

  See Also: Message Window, Oracle Applications Developer's Guide.

Editing iReceivables Messages

Use the Messages window in the Oracle Application Object Library to edit iReceivables messages according to your needs. All iReceivables messages use the prefix "ARI" in the message name.

Warning: Do not perform either of these actions when you edit iReceivables messages:

- **Do not insert returns.** Inserting returns into HTML-based messages can cause a fatal system error.
- **Do not modify text strings that contain an ampersand (&).** These text strings are parameters that iReceivables replaces with actual values. For example, the text strings *&trx_type* and *&salesperson* represent the transaction type and salesperson name respectively. iReceivables cannot display these messages correctly if you modify these strings.

Before you begin to edit iReceivables messages, make a copy of the Message Dictionary runtime message file and store it in a directory protected from upgrades. The Message Dictionary runtime message file is located in the directory:

`$AR_TOP/mesg/<language>`

Note: You must have access to the system administrator and application developer responsibilities to perform this task.

See also: Implementing Message Dictionary, *Oracle Applications Developer's Guide*