

Oracle® Credit Management

User Guide

Release 11*i*

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

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Preface

Intended Audience

Welcome to Release 11*i* of the *Oracle Credit Management User Guide*.

This guide contains the information needed to implement and use Oracle Credit Management.

See Related Documents on page viii for more Oracle Applications product information.

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Structure

- 1 Setting Up
- 2 Using Credit Management
- A Oracle Credit Management Profile Options
- B Credit Management Application Workflow
- C Credit Management API User Notes
- D Credit Request Business Events

Related Documents

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

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).

- Online Help - Online help patches (HTML) are available on *OracleMetaLink*
- About Documents - Refer to the About Document for the mini-pack or family pack that you have installed to learn about new documentation or documentation patches that you can download. About Documents are available on *OracleMetaLink*

Guides Related to All Products

Financials Glossary: The glossary includes definitions of common terms that are shared by all Oracle Financials products. In some cases, there may be different definitions of the same term for different Financials products. If you are unsure of the meaning of a term you see in an Oracle Financials guide, please refer to the glossary for clarification. You can find the glossary in the online help or in the *Oracle General Ledger User's Guide*.

Oracle Applications User's Guide: This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Credit Management (and any other Oracle Applications products). 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.

User Guides Related to This Product

Credit Management shares data and setup information with other Oracle Applications products. Even if you have not installed them as separate products, your Credit Management application includes some forms and functionality from other Oracle Applications. Therefore, you may want to refer to other user guides when you set up and use Credit Management.

Oracle Receivables User Guide

Use this guide to learn about customers and customer profile classes.

Oracle Order Management Documentation Set

Use the *Oracle Order Management User Guide* and *Oracle Order Management Implementation Guide* to learn about credit checking and credit usage rule sets.

Oracle Trading Community Architecture Administration Guide

Use this guide to learn about Data Quality Management, as well as the integration with Dun & Bradstreet.

Implementing Oracle Approvals Management

Use this guide to learn how to implement Oracle Approvals Management (AME). AME is a self-service Web application that enables users to define business rules governing the process for approving transactions in Oracle Applications where AME has been integrated. Obtain this guide from *OracleMetaLink*.

Oracle HRMS Documentation Set

This set of guides explains how to define your employees, so you can give them operating unit and job assignments. It also explains how to set up an organization (operating unit). Even if you do not install Oracle HRMS, you can set up employees and organizations using Oracle HRMS windows. Specifically, the following manuals will help you set up employees and operating units:

- **Using Oracle HRMS - The Fundamentals:** This user guide explains how to set up and use enterprise modeling, organization management, and cost analysis.
- **Managing People Using Oracle HRMS:** Use this guide to find out about entering employees.

Oracle Applications Character Mode to GUI Menu Path Changes

This is a quick reference guide for experienced Oracle Applications end users migrating from character mode to a graphical user interface (GUI). This guide lists each character mode form and describes which GUI windows or functions replace it.

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 installing Oracle 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 and the 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's guides and implementation guides.

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.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, Auto Patch, 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 forms so that they integrate with Oracle Applications.

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.

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before you implement Oracle Credit Management. This manual details additional steps and setup considerations for implementing Oracle Credit Management with Multiple Reporting Currencies.

Multiple Organizations in Oracle Applications

This guide describes how to set up and use Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Credit Management.

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 Credit Management implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual 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 and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on *OracleMetaLink*.

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 tells you how to apply this UI to the design of an application built by using Oracle Forms.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

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

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 an Oracle Applications form 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.

Setting Up

This chapter covers the following topics:

- Overview of Oracle Credit Management Setup
- Setting Up Credit Management
- Defining Credit Management System Options
- Defining Scoring Models
- Assigning Automation Rules
- Defining Checklists
- Running the Data Quality Management Staging Program
- Defining Credit Analysts
- Updating Customer Profile Classes
- Verifying Credit Usage Rule Sets
- Setting Profile Options
- Completing the Credit Management Setup
- Defining Lookups
- Defining Credit Hierarchies
- Assign Customer Credit Classification Program

Overview of Oracle Credit Management Setup

During setup, you define your credit policies that determine the data used for analysis, the credit scores that are calculated, and the credit recommendations that are made.

Credit policies are uniquely identified by the type of credit reviews that you perform at your enterprise, as well as by the credit relationships that you have with your customers and prospects. These two dimensions, known as the credit review type and credit classification, constitute the foundation upon which Oracle Credit Management is based.

For each credit review type and credit classification combination, you assign a credit checklist. The checklist indicates the type of credit analysis, from conservative to aggressive, that you require for an applicant. In this manner, you can effectively enforce your enterprise's credit policies.

For example, when a high risk customer seeks to increase its credit limit with your enterprise, your credit policies might dictate a conservative approach until this customer relationship is more established. In this scenario, you would use a conservative checklist to determine whether to grant additional credit and what the credit limit should be.

The flexible setup procedures that follow reflect Oracle Credit Management's ability to meet the demands of your enterprise's particular credit policies.

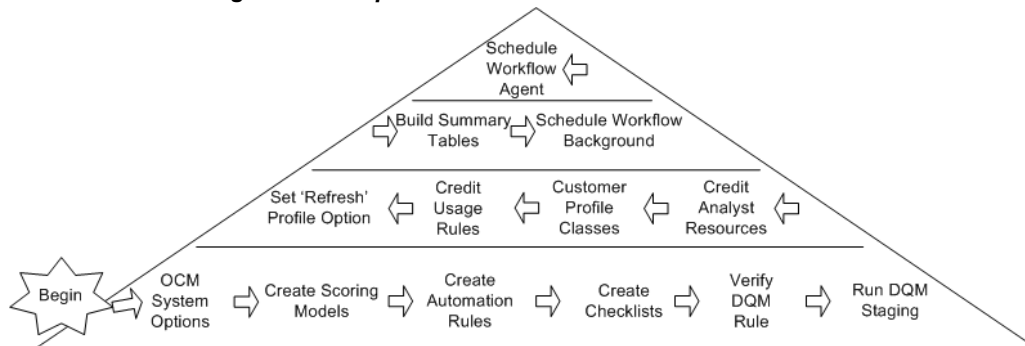
Related Topics

Setting Up Credit Management, page 1-2

Setting Up Credit Management

Complete the following setup before you can use Credit Management:

Oracle Credit Management Setup



1. Define Credit Management system options, page 1-3
2. Define scoring models, page 1-4
3. Assign automation rules (optional), page 1-7
4. Define checklists, page 1-10
5. Run the DQM Staging Program, page 1-13
6. Define credit analysts, page 1-13
7. Update customer profile classes, page 1-14
8. Verify usage rules, page 1-15
9. Set profile options, page 1-15
10. Complete final Credit Management setup steps, page 1-16

Additional Credit Management Setup Steps

- Define Credit Management lookups, page 1-16
- Define the credit hierarchy for your customers and prospects, page 1-17
- Assign customer credit classifications, page 1-18

Defining Credit Management System Options

Define these required system options for Credit Management.

Aging Bucket

Specify which aging buckets to use when presenting aging data in Credit Management. Credit Management presents aging data in several pages, such as from the Aging Details and Credit Summary pages.

Note: To ensure that credit review comparisons display consistent aging data, you cannot change this system option once you have saved it.

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

Default Customer Credit Classification

Select the credit classification that you want to use as the default on credit applications for those customers or prospects who do not yet have credit classification assignments.

The default is *High Risk*.

See: Defining Customer Profile Classes, *Oracle Receivables User Guide* and Addresses Field Reference, *Oracle Receivables User Guide*.

DQM Matching Rule Name

Enter the default Data Quality Management (DQM) match rule that you want Credit Management to use when executing customer and account search queries on the Applications and Analysis tabs.

The default is *Credit Management Search*.

See: Using Credit Applications to Collect Data, page 2-4.

Period for Time Sensitive Data

Select the period for which credit data will be collected and displayed in summary views during a credit analysis. Reviewing summarized order, invoice, and payment data over a period of time can provide you with an overall picture of a customer's past credit relationship with you, and can help to predict future performance.

A narrower time period shows short-term trends, while a longer time period shows long-term viability.

The default is 12 months.

Application Numbering Option

Indicate if you want Credit Management to automatically assign a number to each credit application.

The default is *Yes*.

Exchange Rate Type

Select the default exchange rate type that Credit Management will use to convert data from multiple currencies to your credit currency during a credit analysis. You can select Corporate, Spot, or User.

The default is *Corporate*.

DSO Days

Indicate the time period that Credit Management uses to calculate Days Sales Outstanding (DSO) and Delinquent Days Sales Outstanding (DDSO).

Typically, you define the number of days for DSO for a single organization in the Receivables System Options window. Because Credit Management is a cross-organization application, however, you can use this system option to specify the number of DSO days that Credit Management will use across all your organizations.

The default is 90 days.

Related Topics

Defining Receivables System Options, *Oracle Receivables User Guide*

Setting Up Credit Management, page 1-2

Defining Scoring Models

ORACLE Credit Management Home Logout Preferences Help Diagnostics

Application Analysis Performance **Policy Management**

Scores | Automation Rules | Checklists | System Options

[Policy Management Scores](#) >

Scoring Model Details

Name **Conservative Increase GBP** Currency **GBP**

Scoring Model Definition

Description **Conservative Increase GBP**

Notes

Data Points, Scores and Weights

Data Point	Range1	Score	Range2	Score	Range3	Score	Range4	Score	Range5	Score	Weight
Past Due Invoice Amount	295001-9999999999	1	147501-295000	5	59001-147500	10	-9999999999-59000	15			25
Percentage of Invoices Paid Promptly	51-9999999	1	-9999999-50	10							25
Weighted Average Days Paid	46-999999999	2	26-45	7	-99999999-25	10					25
Days Sales Outstanding	121-9999999999	1	91-120	25	61-90	50	31-60	75	-99999999-30	100	25

[Return to Scoring Models](#)

[Application](#) | [Analysis](#) | [Performance](#) | [Policy Management](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Help](#) | [Diagnostics](#)

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Trusted sites

Use the Scoring Models page to view the different scoring models that correspond to your enterprise's credit policies. A scoring model evaluates your customer or prospect's creditworthiness based on specific criteria that you define.

A scoring model consists of a group of data points, with scored ranges and a relative weighting factor for each data point. During a credit analysis, Credit Management calculates a score from 0 to 100, with 0 representing the most risk and 100 representing the least risk.

The Scoring Models page displays a table of all existing scoring models. You can view and update the scoring models by clicking the respective inline icons, or you can define a new scoring model.

You can assign a default scoring model to a credit checklist. See: Defining Checklists, page 1-10. Alternatively, you can generate various "what-if" scenarios during a credit review by selecting different scoring models from the case folder. See: Calculating a Credit Score, page 2-14.

Assigning Scoring Attributes to Data Points

You can assign different scoring attributes to each data point in your scoring model.

Assigning Ranges and Scores

For each data point that the scoring model includes, you must assign a range of values and a corresponding score for each range. The ranges of values for a data point typically represent levels of credit risk.

For example, this table illustrates sample ranges and scores for the Percentage of Invoices Paid Late data point:

Credit Risk	Range Value	Score
Low	0 to 20	15
Moderate	21 to 50	10
High	51 to 100	0

This table illustrates sample ranges and scores for the DSO data point:

Credit Risk	Range Value	Score
Low	-999 to 9	8
Moderate	10 to 24	5
High	25 to 34	2
Highest	35 to 999	1

Assigning Weights

You must assign a weighting factor to each data point to indicate the relative importance of each data point in the scoring model. Continuing the previous example, this table illustrates the possible weighting factors for the Percentage of Invoices Paid Late and DSO data points:

Data Point	Weight
Percentage of Invoices Paid Late	65
DSO	35

Note: The sum of all data point weighting factors must equal 100.

To define a scoring model:

1. On the Define Scoring Model page, enter the name and description of this scoring model.
2. In the Currency field, from the list of values, select the currency for this scoring model.
3. The Start Date defaults to the current date, but you can change it to a future date.
In the End Date field, optionally enter the end date for this scoring model. The only valid end date is the current date.

When you create a new case folder, you can select only a scoring model that has no end date, or an end date that is greater than the case folder creation date.

Note: Once you enter an end date and save your work, you can no longer change or remove the date.

4. Use the Notes field to optionally enter comments about this scoring model.
5. On the Select Data Points page, select the data points that you want to include in the scoring model.
6. For each data point that is included in this scoring model, assign a range of values and a corresponding score for each range.

The ranges that you enter should include all possible values. You can enter up to 15 characters for each value in the range.

Note: If you enter alphanumeric values for a data point, then both range values must be the same. This table illustrates an example:

Range	Low	High	Score
Range 1	A2B	A2B	10
Range 2	B3B	B3B	5

7. When you have completed assigning ranges and scores to the data points in this scoring model, assign a weight to each data point. The weight that you assign indicates the relative importance of the data point in the scoring model.

The sum of all data point weighting factors must equal 100.

8. Review the scoring model, then click Save or Submit.

You can still update a scoring model after you save it. After you *submit* a scoring model, however, you can no longer update it.

Related Topics

Assigning Automation Rules, page 1-7

Setting Up Credit Management, page 1-2

Assigning Automation Rules



For any scoring model, you can define a set of automation rules to guide the implementation of credit decisions without user intervention. Such automation is preferable when the credit risk, as defined by your enterprise's credit policies, is minimal.

Automation rules base credit decisions upon the credit score that the assigned scoring model calculates. For each automation rule, you define recommendations for a related credit score range. For example, if the credit score is below 50, you might want to automatically reject a credit request.

The Automation Rules page provides you with an overview of all scoring models for which a set of automation rules is defined. You can view and update existing sets of automation rules by clicking the respective inline icons, or you can create a new set.

You can define a set of automation rules for any of your scoring models, provided that:

1. A checklist and scoring model are defined and assigned to a credit review type and credit classification combination
2. Automation rules do not yet exist for the combination

Bypassing the Approval Hierarchy

Depending on the associated risk, a credit recommendation typically requires approval from one or more persons in your enterprise. If you automate a credit review, however, then Credit Management can implement credit recommendations without the defined approval hierarchy in all but the riskiest of cases.

To accomplish this, on the Create Automation Rule Details page, select the Skip Approval check box for each recommendation.

Example of Automated Credit Decisioning and Implementation

Consider Company ABC:

- Credit classification is High Risk
- Existing credit limit is \$100,000
- Pending orders and outstanding invoices equal \$95,000

When ABC places an order in the amount of \$10,000, the order is automatically placed on hold and a request for a credit review is automatically generated.

If this credit review is automated, then the credit analysis, decisioning, and implementation for this credit policy might be automated according to the following rules:

1. A credit score between 0 and 50 requires credit analyst intervention. The automatic process stops and a notification is sent to the assigned credit analyst or credit manager for further action.
2. A credit score between 51 and 70 allows a credit limit of \$150,000. If the Skip Approval check box is selected, then the recommendation actions that are automatically implemented might be:
 - Increase the credit limit to \$150,000
 - Notify the credit analyst that the recommendation has been implemented
3. A credit score between 71 and 100 allows a credit limit of \$200,000. If you selected the Skip Approval check box for the previous credit score range, then you would probably select the Skip Approval check box for this range, as well.

Prerequisites

- Create a scoring model. See: Defining Scoring Models, page 1-4.
- Create a checklist and assign a default scoring model to the checklist. See: Defining Checklists, page 1-10.

To define automation rules:

1. On the Automation Rules page, click the View Details to navigate to the Automation Rule Details page.

The Automation Rule Details page displays all credit limit decisions that are defined for the selected scoring model. The results are displayed in ascending order by score.

Otherwise, to define new rules, click Create Automation Rule.

The Create Automation Rules page displays the scoring models that are eligible for automation.

2. Select a scoring model and click the Add Rules icon to define a set of automation rules.
3. Enter the effective dates for this automation rule.

The Start Date defaults to the current date, but you can change it to a future date.

In the End Date field, optionally enter the end date for this set of automation rules.

If the End Date field is populated, then this set of automation rules is inactive. Any credit analysis using these rules will require user intervention.

4. Use the Low Score and High Score fields to define the score range for this automation rule.
5. Select the Skip Approval check box if you want to automatically implement credit recommendations without the defined approval hierarchy.
6. Click the Add Recommendations icon to assign automation rules (automatic credit decisions) to this score range.
7. Use the Overall Credit Limit field to optionally define the credit limit for this score range. Or, use the Change Overall Credit Limit by Percentage field to indicate a percentage increase limit.

Do not enter a value in either field if you do not want Credit Management to automatically implement credit increases.

8. From the list of values, select a credit classification that you want to automatically assign to the applicant if they receive a credit score in this range.
9. In the Transaction Credit Limit field, enter a credit limit. Or, use the Change Transaction Credit Limit by Percentage field to indicate a percentage increase limit.
10. Select the recommendation or recommendations that you want to automatically implement for an applicant who scores in this range.
11. You can add another row to enter another score range and associated automation rules.

Otherwise, save this set of automation rules. After you save, you can still update these automation rules.

The credit score is always a complete range from 0 to 100. When you click Save, Credit Management confirms that no missing score ranges exist.

12. Click Submit to freeze this set of automation rules for the selected scoring model.
After you submit, you can no longer update these automation rules.

Related Topics

Defining Scoring Models, page 1-4

Setting Up Credit Management, page 1-2

Implementing Oracle Approvals Management, available from [OracleMetaLink](#)

Defining Checklists

ORACLE Credit Management Home Logout Preferences Help Diagnostics

Application Analysis Performance **Policy Management**

Scores Automation Rules **Checklists** System Options

Define Checklist Attributes Select Credit Data Points Select Reference Data Points Select Invoices and Payments Data Points Select Aging Data Points Select DNB Data Points More

Update Checklist: Define Attributes

* Indicates required field

* Name: Manual Increase CAD

Description: Manual Increase CAD

* Credit Classification: High Risk

* Review Type: New Credit Limit CAD

Notes

* Start Date: 04-Dec-2003 (example: 26-Jul-2005)

End Date

Scoring Model: Conservative Increase C

Credit Policy Statement

Cancel Save for Later Step 1 of 8 Next

Application Analysis Performance Policy Management Home Logout Preferences Help Diagnostics

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About this Page Privacy Statement

In Credit Management, you enforce your enterprise's credit policies via user-defined credit checklists. Using various checklists, you manage and guide the credit evaluation process by defining the required and optional data that the credit review should include.

Use the Checklists page to define checklists. Credit Management uses these checklists in two places:

1. Credit application - The checklist determines which fields are required on the application.
2. Credit analysis - The checklist identifies what data should be automatically collected and displayed in the case folder.

Defining a checklist is an 8-step process, during which you can select checklist criteria from over 300 data points. You also assign a checklist to a credit review type and credit classification combination. Based on the intersection of the credit review type and the applicant's credit classification, Credit Management selects the checklist to use for the credit evaluation process.

For example, your enterprise defines these credit review types:

- Establish New Credit Limit
- Increase Credit Limit
- Remove Credit Hold

Additionally, your enterprise defines these credit classifications:

- High Risk
- Moderate Risk
- Low Risk

If your enterprise behaves conservatively when a new customer wants to establish a credit limit, then you would define a conservative checklist and assign it to the combination of Establish New Credit Limit credit review type and High Risk credit classification.

Note: For any combination of credit review type and credit classification, only one checklist is active at one time. If your credit policies change, then you can end date a checklist for a combination and create a new checklist.

The Checklists page, located off the Policy Management tab, provides you with an overview of all checklists, both active and inactive, that are defined for your enterprise. From this page, you can add a new checklist, or assign an existing checklist, to a credit review type and credit classification combination.

This table lists the pages from which you select data points that you want to include in the checklist.

Checklist Definition Page	Data Point Description	Data Point Source
Select Credit Data Points	Indicates which credit-related data from Receivables and user-entered business information to include in the credit analysis	Receivables and user-entered
Select References Data Points	Indicates the number of bank references and trade references to enter in the credit analysis, as well as guarantors, venture capital, and collateral	User-entered
Select Invoices and Payments Data Points	Indicates which historical order and receivables data to include in the credit analysis	Order Management and Receivables
Select Aging Data Points	Indicates which aging data to include in the credit analysis	Receivables
Select Dun & Bradstreet Data Points	Indicates which data points from the specific Dun & Bradstreet Global Access Data Products report to include in the credit analysis	Dun & Bradstreet
Update Additional Items	Indicates if the credit analysis requires additional information from an outside source	User-entered

Prerequisites

You must first define your enterprise's credit classifications as well as credit review types. See: Defining Lookups, page 1-16.

To define a checklist:

1. On the Define Checklist page, enter a name and description for this checklist.
2. Select the credit classification that you want to associate with this checklist.

3. Select the credit review type that you want to associate with this credit classification and checklist.
4. In the Notes field, optionally enter comments about this checklist.
5. The Start Date field defaults to the current date, but you can change it to a future date. In the End Date field, optionally enter an end date for this checklist.

After you designate an end date for a checklist, you cannot change or remove it.

Note: If you enter a future end date, then you can associate a second checklist with this same combination of credit classification and credit review type, provided that the second checklist's start date is after this checklist's end date.

6. Optionally assign a scoring model to this checklist.

Whenever Credit Management uses this checklist for a credit analysis, the scoring model that you assign here will be the default.

Note: During a credit analysis, you can generate various what-if scenarios by changing the scoring model that is attached to the checklist. See: Calculating a Credit Score, page 2-14.

7. Use the Credit Policy Statement field to optionally enter a description of the credit policy that this checklist enforces.
8. The next five pages display various data points that you can select for inclusion in this checklist. Data points that are user-entered or from an external source can be designated as required or optional.

Select the data points that you want this checklist to include.

If you do not select either check box, then the checklist will not include the data point at all.

On each page, you can view the checklist criteria that you have saved up to that point.

For additional information about selecting data points from Dun & Bradstreet, see Adding Dun & Bradstreet Credit Data to a Checklist, page 1-12.

9. Click Submit to save the checklist.

Once you have submitted the checklist, you cannot modify it. If modifications are necessary, then you must inactivate the checklist and create a new checklist.

Adding Dun & Bradstreet Data Points to a Checklist

Dun & Bradstreet maintains a growing global database of more than 60 million businesses worldwide. Credit Management integrates with D&B, so that you can retrieve information from the D&B global database, thereby extending the accessibility of critical credit information beyond your own historical data.

D&B information is available in the form of Global Access Data Products. If the information that you have in your system is outdated or does not exist, then you can purchase the information online from D&B.

When you first set up a checklist, the Select Dun & Bradstreet Data Points page provides you with an overview of Global Access Data Products that you can purchase. From

this page, select the data product whose data points you want to include on your checklist. You can select more than one data product, but you would typically include only one product on a checklist.

Later, during a credit analysis, the case folder displays the D&B data points that you included on the associated checklist.

Purchasing All Data Points from a D&B Data Product

When you include a Global Access Data Product on a checklist, all data points for that report are displayed.

During a credit analysis, Credit Management checks to see whether the data exists in your database and is current:

- If the data is not available and you selected the All Data Required check box, then you must purchase the data. Credit Management will not complete the credit analysis and make a recommendation until the data is imported from Dun & Bradstreet.
- If the data is not available and you selected the All Data Optional check box, then you will receive a notification that the data does not exist. However, Credit Management will still complete the credit analysis and make a recommendation.

Related Topics

Third Party Data Integration Overview, *Oracle Trading Community Architecture Administration Guide*

Setting Up Credit Management, page 1-2

Running the Data Quality Management Staging Program

The Data Quality Management (DQM) Staging program uses the DQM rule, defined in your system options, to create the indexes used in Oracle Credit Management search screens.

To actually create the indexes for your customers, run the DQM Staging program from a Trading Community Manager responsibility.

See: DQM Staging Program, *Oracle Trading Community Architecture Administration Guide*.

Defining Credit Analysts

Use Resource Manager to enter information about the credit analysts in your enterprise. Credit analysts assist in the resolution of credit-related issues and evaluate the creditworthiness of your customers and prospects.

Before you can define credit analysts in Resource Manager, you must first define them as employees in Oracle Human Resources Management System (HRMS).

Later, when you are ready to define your credit analysts, you import employees from HRMS into Resource Manager and assign roles.

See: Overview of Setting Up Resource Manager, *Oracle Common Application Components Implementation Guide* and Overview of the Oracle Resource Manager, *Oracle Common Application Components User Guide*.

Two seeded roles exist for Credit Management:

- Credit Analyst
- Credit Manager

Note: You can assign the credit manager role to a credit analyst. A credit manager has access to setup functionality.

After you define a credit analyst, you can modify any of the analyst's information, except the employee and user names.

Prerequisites

- Before you can define an employee as a credit analyst, the employee must first exist in Oracle HRMS.
See: Overview of Workforce Management, *Managing Your Workforce Using Oracle HRMS*.
- Additionally, when defining your analysts as users in the Users window, your system administrator must link each analyst to his or her HRMS record by selecting:
 - The analyst's name in the Person field
 - The analyst's ID for the Oracle Self-Service Web Applications ICX_HR_PERSON_ID and TO_PERSON_ID securing attributes

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

Related Topics

Setting Up Credit Management, page 1-2

Updating Customer Profile Classes

In the Oracle Receivables Customer Profile Classes window, use the Credit Profile tabbed region to assign credit information to your customer profile classes:

- Credit classification
Or, use the Assign Customer Credit Classification program, page 1-18.
- Periodic review cycle
See: Periodic Credit Review Program, page 2-19.
- Credit analyst

Assign credit analysts to indicate who is responsible for monitoring the creditworthiness of the account and for assisting in the resolution of credit-related issues.

If a credit applicant does not have an assigned credit analyst, or is a prospect, then any credit review for that applicant is routed to the Credit Scheduler for analyst assignment. See: Credit Management Application Workflow, page B-1.

Related Topics

Defining Customer Profile Classes, *Oracle Receivables User Guide*

Defining Credit Analysts, page 1-13

Verifying Credit Usage Rule Sets

Credit usage rule sets are used as follows:

- In Oracle Order Management, credit usage rule sets define the set of currencies that will share a predefined credit limit during the credit checking process, and enable the grouping currencies for global credit checking.
- In Oracle Credit Management, credit usage rule sets ensure that all transactions for the specified currencies are converted to the credit currency and included in data point calculations in the case folder.

During setup, confirm that credit usage rule sets are properly defined and assigned to your customers:

1. Confirm existing credit usage rule sets, or define new ones, in the Define Credit Usage Rules window.
2. Then, use the Assign Credit Usage Rules window to assign a credit usage rule set or sets to each combination of customer and currency, as necessary.

The currencies default from the profile amounts in the assigned customer profile class.

Note: Credit usage rules are mutually exclusive for a customer. For example, if you assign credit usage rule A (USD and CAD) to USD, then you cannot also assign the same credit usage rule to CAD.

See: Defining Credit Usage Rule Sets, *Oracle Order Management Implementation Guide* and Assigning Credit Usage Rule Sets, *Oracle Order Management Implementation Guide*.

For example, if a customer is assigned the Default profile class with a credit usage rule set that includes USD, EUR, and CAD, then any transactions of those currencies are included in that customer's case folder for data points such as Count of Open Invoices or Amount of Open Invoices.

In another example, perhaps Vision Operations has a USD credit usage rule set that includes both USD and CAD currencies, with credit limits set for USD.

When a credit review is performed and the selected credit currency is USD, the workflow process reviews the credit usage rule to determine which transactions to include based upon currency. In this case, CAD transactions are converted to USD and are included in Vision Operations' data point calculations.

Related Topics

Setting Up Credit Management, page 1-2

Setting Profile Options

Set Credit Management profile options, as follows:

- Set the **AR: Allow summary table refresh** profile option to *Yes*.
- If customer relationships defined in Oracle Trading Community Architecture Relationship Manager are used for Credit Management, then you must set the

AR: Credit Hierarchy Type profile option to the relationship type that you are using in Credit Management.

See: Defining Credit Hierarchies, page 1-17.

- If you typically use one currency when entering new credit applications, set the **AR: Default Credit Management Currency** profile option to automatically assign the currency for each new credit application.

Related Topics

Overview of Credit Management Profile Options, page A-1

Setting Up Credit Management, page 1-2

Completing the Credit Management Setup

After completing the required setup for Oracle Credit Management, complete these final steps:

1. Run the Credit Management Refresh AR Transactions Summary Tables concurrent program from the Submit Requests window.
2. From the Submit Request window using the System Administrator's responsibility, schedule the Workflow Background Process to run on a regular basis:
 - Choose the AR Credit Management Application Process item type.
 - In the Process Deferred field, enter *Yes*.
 - In the Process Timeout field, enter *No*.

See: Setting Up Background Workflow Engines, *Oracle Workflow Administrator's Guide*.

If you schedule these processes to run more frequently, then upon the submission of credit applications, the resulting case folders will be created more quickly.

Related Topics

Setting Up Credit Management, page 1-2

Defining Lookups

Credit Management uses lookups to help speed data entry and increase accuracy. You can use the predefined lookups that Credit Management provides, or you can create additional lookups where required.

For example, to identify an applicant's potential credit risk, you must select a credit classification, if not previously assigned, when entering a credit application. The credit classification describes the type of credit relationship that you have with the applicant.

Credit Management provides you with High Risk, Low Risk, and Moderate Risk, but you can optionally define new credit classifications to fit your business needs.

Use the Oracle Receivables Lookups window to define any additional lookups that you require.

The following table lists lookup types used for Credit Management.

Meaning/Type	Code	Where Used
Credit Analysis Topic	AR_CMGT_ANALYSIS_TOPIC	Case folder
AR CM Collateral Category	AR_CMGT_COLLATERAL_CATEGORY	Credit application, case folder
AR CM Collateral Valuation Type	AR_CMGT_COLLAT_VALUATON_TYPE	Credit application, case folder
Credit Classification	AR_CMGT_CREDIT_CLASSIFICATION	Credit application, checklist setup
Business Entity Type	AR_CMGT_ENTITY_TYPE	Credit application
AR CM Financial Data Monetary Unit	AR_CMGT_FIN_DATA_MONETARY_UNIT	Credit application, case folder
Financial Reporting Period	AR_CMGT_FIN_REPORTING_PERIOD	Credit application, case folder
Credit Recommendations for Trade	AR_CMGT_RECOMMENDS	Case folder, automation rules setup
Review Type	AR_CMGT_REVIEW_TYPE	Credit application
Credit Recommendations for Term	AR_CMGT_TERM_RECOMMENDS	Case folder, automation rules setup

Related Topics

Reviewing and Updating Receivables Lookups, *Oracle Receivables User Guide*
Setting Up Credit Management, page 1-2

Defining Credit Hierarchies

To provide global credit limits that are shared by some or all entities within a complex, multinational organization, you can define credit relationships between parties using Oracle Trading Community Architecture Relationship Manager.

Relationship Manager lets you easily build, view, and edit relationships between entities. Using Relationship Manager, you can:

- View a single party and all its relationships
- Create new relationships and edit existing relationships
- Focus on a particular portion of a hierarchy and edit the hierarchical structure

You can define a credit hierarchy of parties, party relationships, hierarchy levels, accounts, and account sites. Typically, the party object and party subject in a credit relationship represent a parent and child, or HQ and division hierarchy. For each entity in the hierarchy, you can view credit information, such as credit hold status, credit limits by currency, and credit review cycle.

Using Relationship Manager, you assign to your entities an existing relationship type, such as Global Ultimate, or your own user-defined Credit Management relationship type. You then link the relationships to Credit Management by assigning the relationship type to the AR: Credit Hierarchy Type profile option.

When you conduct a credit review for an entity that has hierarchical relationships, Credit Management consolidates and displays all data for the entire hierarchy.

Related Topics

Overview of Credit Management Profile Options, page A-1

Setting Up Credit Management, page 1-2

Relationship Manager Overview, *Oracle Trading Community Architecture User Guide*

Assign Customer Credit Classification Program

Use the Assign Customer Credit Classification program to add or update the credit classification on a customer.

Use this program when you first begin using credit classifications, or whenever you want to update multiple customers at once.

Otherwise, assign the credit classification at the customer profile class level, or at the customer or address level.

Selected Parameters

Update Existing Credit Classification: Select Yes to update the credit classification for *all* customers who are assigned to the specified profile class.

Select No if you do not want to update the credit classification for customers who already have existing credit classifications.

If you select No, then only customers who have no existing credit classifications are assigned the new credit classification.

Related Topics

Setting Up Credit Management, page 1-2

Defining Customer Profile Classes, *Oracle Receivables User Guide*

Addresses Field Reference, *Oracle Receivables User Guide*

Using Credit Management

This chapter covers the following topics:

- Processing Credit Reviews
- Initiating a Credit Review
- Collecting Credit Data
- Using Credit Applications to Collect Credit Data
- Using Case Folders to Collect Credit Data
- Analyzing Credit Data
- Making a Recommendation
- Reviewing Credit Management Performance
- Periodic Credit Review Program
- Reassigning Credit Reviews
- Reassign Credit Analyst Program

Processing Credit Reviews

Use Credit Management to process credit reviews for both your customers and prospects.

Depending on your setup, some types of credit reviews might require the assistance of a credit analyst, while other types might not require any user intervention at all. See: *Setting Up Credit Management*, page 1-1.

You can divide the credit review process into four stages:

- Initiating a credit review, page 2-2
- Collecting credit data, page 2-3
- Analyzing credit data, page 2-12
- Making and implementing the recommendation, page 2-17

During the credit review, the Credit Management Application workflow, page B-1 manages the process flow of credit data collection and analysis, as well as the implementation of credit decisions.

In addition, Credit Management provides various tools that you can use to determine if your credit policies are effective. See: *Reviewing Credit Management Performance*, page 2-17.

Initiating a Credit Review

All credit reviews begin with either a manual or automatic request:

- Credit or other personnel can manually initiate a credit review for a customer or prospect by submitting an online credit application, or by creating a case folder without a credit application. A case folder is an electronic representation of a hardcopy credit file.

See: Collecting Credit Data, page 2-3.

- Certain business events can automatically initiate a credit review by calling the Credit Review Request API. This type of request creates a credit application and case folder without user intervention.

For example, if a sales order is put on credit hold, then the credit hold process in Oracle Order Management passes this information to the Credit Review Request API, which automatically initiates a credit review.

Other events, such as a quarterly review or a lease application submission, can also trigger a credit review.

If a change to the sales order amount occurs during credit review processing and the case folder is still open, then Oracle Credit Management updates the existing case folder with the new order amount and initiates the case folder data refresh, rather than creating a duplicate credit request. If the case folder is closed, then a new credit request is created.

See: Credit Request Creation API, page C-2.

Note: You can also use the Credit Review Request API to initiate a credit review from a non-Oracle system.

Assigning a Credit Analyst to a Credit Review

For automated credit reviews that originate via the Credit Review Request API or by submitting an online credit application, you can configure Credit Management to complete the review process without assistance from credit personnel. In such cases, a credit analyst is not assigned unless a failed validation step prevents the automated process from successfully completing.

For automated requests that are not successfully completed, a notification is sent to the Credit Scheduler to assign a credit analyst to complete the credit review. See: Credit Management Application Workflow, page B-1.

Manual requests, however, might require the assistance of a credit analyst. Credit Management analyzes such requests and, if necessary, notifies the Credit Scheduler that a credit analyst must be assigned to the credit review upon submission of the application. See: Submitting a Credit Application, page 2-9.

Related Topics

Processing Credit Reviews, page 2-1

Collecting Credit Data

During a credit review, you collect credit data for your customers and prospects. The type of credit data that you collect for every credit review is determined by the credit checklist.

The credit checklist indicates which data points are required for different types of credit analyses and decisions, and can optionally indicate which scoring model will be used for the review. In this way, the checklist enforces your enterprise's credit policies. See: *Defining Checklists*, page 1-10.

Credit Management uses credit checklists in two places:

- Credit application
- Case folder

If the checklist identifies required data points that already exist within Oracle Applications or are calculable, such as available credit, aging, and so on, then Credit Management automatically inserts that information directly into the credit application and case folder.

If the checklist requires data points that must be manually supplied, such as bank and trade references, then a credit analyst must enter the required data into the credit application or case folder.

Credit Checklists for Credit Applications

When you create a credit application, you first specify the credit review type, as well as the customer or prospect's credit classification if it is not defaulted from the customer's profile class. Credit Management identifies the credit checklist that corresponds to this combination, and uses the checklist to build the rest of the application.

This means that the data points on a credit application vary according to its associated credit checklist. See: *Using Credit Applications to Collect Credit Data*, page 2-4.

For example, a new customer wants to establish credit with your company. Based on the credit checklist that you defined for the combination of credit review type (New Credit) and credit classification (New), the credit application will most likely emphasize external data and trade references, because historical receivables data will not exist for this new customer.

When you submit a credit application, Credit Management compares the application with the associated checklist to confirm that you are not missing any required data points. See: *Submitting a Credit Application*, page 2-9.

Credit Checklists for Case Folders

Whenever credit or other personnel submit a credit application, Credit Management always creates a case folder. Credit Management also creates a case folder whenever the Credit Review Request API initiates a credit review.

You use the case folder as a repository for the credit data that you collect. See: *Using Case Folders to Collect Credit Data*, page 2-10.

Additionally, the case folder is an important tool that you use during the credit analysis and decisioning stages of a credit review. See: *Analyzing Credit Data*, page 2-12.

Credit Management associates a credit checklist with a case folder in one of two ways:

1. When Credit Management creates a case folder upon the submission of a credit application, the case folder inherits the credit application's credit checklist.
2. When a business event, such as a periodic review or a credit hold on an order, initiates a credit review, Credit Management creates a case folder without a credit application. To associate the appropriate credit checklist with the case folder, Credit Management derives the credit review type from the business event itself, and the credit classification from the customer profile or the Default Credit Classification system option.

The checklist that Credit Management associates with the case folder ensures that, for this combination of credit review type and credit classification, all pertinent information is available for the credit analysis.

Related Topics

Processing Credit Reviews, page 2-1

Using Credit Applications to Collect Credit Data

The credit application is one of the primary tools that you use in Credit Management to collect credit data about your customer or prospect. After credit and other personnel complete and submit the credit application, Credit Management begins the credit review.

Note: You can also use the case folder to collect information. See: Using Case Folders to Collect Credit Data, page 2-10.

Use the Application tab to create or search for one of three types of credit applications:

- New application
- Saved application
- In-process application

For all three application types, you must first execute a search in order to proceed. Credit Management provides you with robust search capabilities that minimize both the possibility of creating duplicates in your system, as well as the amount of manual data entry that is required for a new application.

Search criteria is based upon the default Data Quality Management (DQM) match rule that you selected when you defined your system options for Credit Management. For more information, see Defining Credit Management System Options, page 1-3.

Related Topics

Processing Credit Reviews, page 2-1

Collecting Credit Data, page 2-3

Creating a New Credit Application, page 2-5

Searching for Saved Applications, page 2-6

Searching for In-Process Applications, page 2-6

Entering Data into a Credit Application, page 2-7

Submitting a Credit Application, page 2-9

Creating a New Credit Application

To create a new credit application, you must first enter your search criteria and then select the credit applicant. This procedure capitalizes on the data that you already maintain by automatically populating the credit application with basic information about the applicant.

When you open a new application, Credit Management automatically prefills the application with certain basic information from the account record that you selected, such as account name, account number, address, requestor name, and so on.

Only those parties (both customers and prospects) who are defined with the customer type of Organization are included in the search results.

If you select a customer at the top organization level, then data for all accounts that are related to the organization will be consolidated for the credit analysis. Or, if you select a specific customer account from the search results, then the data for all sites that are associated with the account will be consolidated.

The required fields on the application vary according to the combination of the applicant's credit classification and credit review type. See: Collecting Credit Data, page 2-3. For more information about the general contents of a credit application, see: Entering Data into a Credit Application, page 2-7.

Window Reference

- Click the View Accounts icon to view a customer's accounts. You can view an account only if the address is All Locations or if the address type includes a bill-to business purpose.
- Click the Create Credit Application icon to create a new credit application for this prospect, customer, account, or site, depending on which search results are in view. Credit Management opens a new application and automatically updates the application with the relevant applicant data.
- Click the View Existing Applications icon to view the open credit applications that exist for this prospect, customer, account, or site.
- If your customer search returned no results or you wish to purchase Dun & Bradstreet information for an existing customer, then you can click Go to Dun and Bradstreet to purchase a Dun & Bradstreet Global Data Product report for this prospect or customer. If a new party is created, then you will receive a message indicating the new registry ID for the prospect.

When you return to the New Application Search page, type the new registry ID into the Search field. Simply click Go and the newly created customer appears in the search results. You can now create a credit application for this customer.

Note: With the Dun & Bradstreet for Oracle Applications feature, you can import D&B information and maintain that information directly in the application database, without installing additional software or performing additional data imports. This functionality enables easy access to already purchased D&B credit data during credit reviews.

Related Topics

Using Credit Applications to Collect Credit Data, page 2-4

Searching for Saved Applications

You can use the Application tab to search for a work-in-process credit application with an application status of *Saved*.

Any applications that you create automatically assign you as the requestor. When you first begin a search for a saved application, Credit Management automatically displays all applications where you are the requestor.

You can display all saved applications by clicking Go, or you can display a subset of saved applications by using the Advanced Search. You can update only those applications, however, that you initially created.

To continue working on a saved credit application, click the Update icon for the desired application.

Window Reference

- Click the Update icon in any row to make changes to the related credit application.
- Click the Delete icon in any row to delete the related credit application.

Related Topics

Using Credit Applications to Collect Credit Data, page 2-4

Processing Credit Reviews, page 2-1

Searching for In-Process Applications

You can use the Application tab to view credit applications that have an application status of *Submitted*, *In Process*, or *Processed*. These statuses are defined as follows:

- *Submitted* indicates that the credit application cannot be updated by the requestor. Only the assigned credit analyst can modify this application.
If the application has no assigned credit analyst, then the Credit Analyst field will be blank, which means that the Credit Scheduler has been notified for a credit analyst assignment.
- *In Process* indicates that Credit Management is currently reviewing the credit application and performing the credit analysis. Modifications to the credit application are not permitted at this stage.
- *Processed* indicates that the credit application was submitted and the credit analysis has been performed. Recommendations were made in the case folder and have been approved. Modifications are not permitted at this stage.

If you are a credit analyst, then all applications assigned to you are automatically displayed in the search results.

You can search for all credit applications with any of the above statuses simply by clicking Go. You can further refine your search by searching for a specific credit analyst or by using the Advanced Search options.

Window Reference

- After you execute a search, optionally click the column headings for Application Number, Registry ID, Name, and Status to sort the search results by the selected column's data.
- Click the Update icon in any row to make changes to the related credit application. Only credit analysts assigned to the application are permitted to make changes.

Related Topics

Using Credit Applications to Collect Credit Data, page 2-4

Processing Credit Reviews, page 2-1

Entering Data into a Credit Application

To create a new credit application, execute a search for the credit applicant on the Application tab. See: Creating a New Credit Application, page 2-5.

You can create a credit application for a party (customer or prospect) or for a customer account or site. The row at which you click the Create Credit Application icon determines whether the credit review will be conducted for the party, account, or site. Note that Credit Management prefills the application with some basic details about the selected credit applicant. Address information is automatically populated when you save or submit the credit application.

Note: If the applicant is a party, then Credit Management does not populate the account name and number on the applicant page, and the prefilled address refers to the party site, not to the address location.

The credit application's contents vary according to the credit classification of the applicant and the type of credit review that you are conducting. You specify these values on the first page of the credit application. If the applicant has a predefined credit classification assigned from the customer profile class or from a previous credit review, then the credit classification is prefilled on the application. Use the left-hand menu to add information, such as bank references and financial data, to the application.

The structure of the credit application is modular, so you can record credit data at different points in time. Simply click Save for Later to save each credit application page as you progress through the credit data collection process. To retrieve your saved credit applications, see: Searching for Saved Applications, page 2-6.

You can optionally attach a document, URL, or text to sections of the credit application, including bank references and trade references. You can access these attachments from the case folder during credit analysis. See: Analyzing Credit Data, page 2-12.

When you have entered all required and optional data, click Submit to submit the credit application. When you submit a credit application, Credit Management reviews the credit application for possible credit analyst assignment, and creates a case folder for the application. See: Submitting a Credit Application, page 2-9.

Selected Field Reference - Applicant Page

In the General Information region, enter the currency requested. Or, optionally set the AR: Default Credit Management Currency profile option to automatically assign a default currency for each new credit application.

You can optionally enter the amount requested on the credit application.

Credit Management refers to the values that you enter here when establishing the initial credit limits for the prospect or when changing the credit limits for an existing customer.

In the Applicant Information region, the contact information is optional. You can select a contact from the existing lists of contacts for the customers. Any modifications to the following fields will update the TCA Registry:

- Contact Name
- Contact Telephone
- Contact Fax
- Contact E-mail

In the Business Background region:

- The DUNS Number field, while optional, is important because Credit Management can use this number to request credit data from Dun & Bradstreet.

The DUNS number comes from TCA, and is not an updatable field on the credit application.

Selected Field Reference - Financial Data Page

Use the Financial Data page to enter pertinent data from the applicant's income statement and balance sheet. Although you can attach financial statements to the case folder during credit analysis, entering values directly into Credit Management provides you with data that you can use for future comparisons.

Selected Field Reference - Funding Source Page

Optionally use the Funding Source page to enter information about the applicant's additional funding sources. For example, if the applicant is receiving venture capital funding, you might want to know certain data items, such as funding amount, capital stage, and burn rate. The Funding Source page includes information about:

- Venture Funding Data
- Collateral Data
- Guarantors

Selected Field Reference - Bank References Page

Optionally use the Bank References page to capture initial bank account information from the applicant. The credit analyst assigned to this credit review typically verifies or supplements bank account information during the analysis stage of the credit review process.

On the Create Bank Reference page, you can attach a file, URL, or text message that is associated with the bank. This is often used to document authorizations from the customer allowing for the use of bank information, as well as the customer's bank statements.

Selected Field Reference - Trade References Page

Use the Trade References page to gather and store multiple trade references for the applicant. Trade assessments from other creditors can provide you with useful insight into the applicant's creditworthiness.

Related Topics

Using Credit Applications to Collect Credit Data, page 2-4

Processing Credit Reviews, page 2-1

Submitting a Credit Application

When the credit application contains all required or available credit data, the credit analyst or other personnel clicks Submit Application to submit the credit application for analysis.

When you submit a credit application, Credit Management compares the application's contents against the associated credit checklist to confirm that you are not missing any required data points. Even if data points are missing, however, noncredit personnel can still submit the application.

Since additional work is required to finalize the application, the application is routed to the assigned credit analyst for completion, or to the Credit Scheduler for analyst assignment. The credit application appears in the In-Process Applications search results and the assigned credit analyst can click the Update icon to complete the application and resubmit it for analysis.

The Credit Scheduler is a workflow role that Credit Management uses to assign credit analysts to credit reviews. See: Credit Management Application Workflow, page B-1.

Once the application submission is confirmed, Credit Management creates a case folder for the credit applicant and begins a workflow process to determine whether to assign a credit analyst to this credit review:

1. Credit Management does not assign a credit analyst to a credit review if automation rules exist for the combination of credit classification and credit review type on the credit application. If automation rules exist, then Credit Management attempts to complete the review process without assistance from credit personnel.

Should a validation step fail, then Credit Management routes the credit review to the Credit Scheduler for assignment if a credit analyst is not assigned to the customer's credit profile.

See: Assigning Automation Rules, page 1-7.

2. Credit Management assigns a credit analyst to a credit review if:
 - A credit analyst submitted the credit application, or
 - A credit analyst is assigned to the customer's credit profile
3. Credit Management routes the credit review to the Credit Scheduler for assignment if the person who submitted the credit application is not defined as a credit analyst, and:
 - The customer's profile does not have an assigned credit analyst, or
 - The party under credit review is a prospect (a party with no customer accounts)

Related Topics

Processing Credit Reviews, page 2-1

Collecting Credit Data, page 2-3

Using Credit Applications to Collect Credit Data, page 2-4

Using Case Folders to Collect Credit Data

In addition to the credit application, the case folder is another tool that you use to collect credit data about your customer or prospect.

The case folder is an electronic representation of a hardcopy credit file. Credit analysts use the case folder as the central repository for collecting, viewing, and analyzing credit data. After Credit Management creates the case folder, you can begin the credit analysis.

After you submit a credit application, Credit Management creates an associated case folder. Or, you can manually create a case folder without submitting a credit application. In either case, you can continue to add data about the credit applicant directly into the case folder until you conclude the credit review.

Note: Aside from serving as a data collection tool, the case folder is also an important analysis tool. See: Analyzing Credit Data, page 2-12.

Credit Management also creates a case folder when a business event calls the Credit Review Request API to initiate a credit review. However, the manual addition of data to a case folder is typically not required because, in such cases, Credit Management attempts all data collection, analysis, and decisioning on its own. See: Credit Management Application Workflow, page B-1.

When a business event initiates a credit review, both the Update Case Folder: Summary and Case Folder pages display the originating source application, as well as additional details. For example, if a sales order hold initiated a credit review, then Credit Management displays details such as the order number and order ID.

Related Topics

Processing Credit Reviews, page 2-1

Collecting Credit Data, page 2-3

Retrieving a Case Folder, page 2-10

Entering Data into a Case Folder, page 2-11

Manually Creating a New Case Folder, page 2-11

Retrieving a Case Folder

On the Analysis tab, locate the case folder that you want to update by using one of the three queries that Credit Management provides:

- **Customer:** From the search results, you can view a summary of case folders that exist for a customer or prospect. You can also use the inline icons to view the customer or prospect's accounts and credit summary. The credit summary reflects credit data in real time.

- Credit analysts can view and update specific case folder details, provided that the case folder status is either *Created* or *Saved*.
- Noncredit personnel must use the credit summary to view pertinent credit data, such as billing, payment history, and aging details, because they cannot view or update the contents of a case folder.
- **Case Folder Number:** From the search results, you can use the inline icons to view or update details for a specific case folder, provided that the case folder status is either *Created* or *Saved*. Use this query to view a case folder's application number, assigned credit analyst, and folder status.

This query is available only to credit personnel. Only the credit analyst assigned to the case folder can update it.

- **My Case Folder:** This query is identical to the Case Folder query, except that it returns only case folders that are assigned to you. Use this query to quickly resume work on an in-process credit review, or to consider previous research that you performed. To update a case folder, the case folder status must be either *Created* or *Saved*.

This query is available only to credit personnel.

Search criteria is based upon the default Data Quality Management (DQM) match rule that you selected when you defined your system options for Credit Management. For more information, see *Assigning Credit Management System Options*, page 1-3.

Related Topics

Using Case Folders to Collect Credit Data, page 2-10

Processing Credit Reviews, page 2-1

Entering Data into a Case Folder

After you locate the case folder that you want to update, click the Update Case Folder icon to view the Update Case Folder: Summary page.

If certain credit data was not captured in the credit application or from existing account information, then you can use the links in the left-hand menu to manually provide the required data. Although the links take you to pages that resemble the credit application, any information that you add at this stage is stored in the case folder itself.

The left-hand menu contains an additional link for Recommendations that does not exist on the credit application. Also, the case folder provides you with the ability to add analysis notes. You use these two pages during credit analysis. See: *Analyzing Credit Data*, page 2-12.

Related Topics

Using Case Folders to Collect Credit Data, page 2-10

Processing Credit Reviews, page 2-1

Manually Creating a New Case Folder

You can manually create a case folder for a prospect or customer, even if you did not submit a credit application. To create a new case folder, first search for the credit applicant by executing a Customer query.

From the search results, click the View Case Folders icon to see a list of case folders that exist for this prospect or customer. From the Case Folder Summary page, click Add Case Folder to create a new case folder.

After clicking Add Case Folder, you must then select the credit classification, if not supplied, as well as credit review type and credit currency. You can also optionally select a scoring model. Finally, click Apply.

Credit Management prefills the case folder with any available data, such as party information and data points from the credit checklist that matches the specified credit classification and credit review type. If you selected a scoring model for the case folder, then Credit Management displays the score elements, as well.

You can continue to add credit data to a case folder after you create it. Note that you must enter any required data points before Credit Management will make and implement credit recommendations.

Related Topics

Processing Credit Reviews, page 2-1

Collecting Credit Data, page 2-3

Using Case Folders to Collect Credit Data, page 2-10

Analyzing Credit Data

After initiating the review request and collecting data, the third stage of a credit review is the credit analysis. Credit Management provides you with Credit Analysis data pages that help you to make appropriate credit recommendations.

The Credit Analysis data pages comprise the universe of data points for the applicant. The Credit Analysis data pages that are available off the Analysis tab include:

- Update Case Folder: Summary
- Credit Analysis: Credit Summary
- Credit Analysis: Billing and Payment Details
- Credit Analysis: Aging Details

See: Viewing the Credit Summary, page 2-15.

Two audiences use these data pages:

1. Noncredit personnel are restricted from viewing the contents of the case folder because the folder might contain information that is pertinent only to credit personnel who are analyzing and approving credit decisions. Therefore, in order to provide a current credit snapshot of the applicant, noncredit personnel should use the Credit Summary, Billing and Payment Details, and Aging Details pages.

Access these pages by searching for a customer, then selecting the View All Data icon.

2. Credit personnel who want to view all point-in-time data for an active analysis.

Typically, a credit analyst performs a credit analysis based upon the data in the case folder, determined by the checklist associated with the customer credit classification and review type. If the credit analyst views the universe of data in addition to what is contained in the case folder, then he might notice something that could impact

the outcome of the analysis. In such a case, the analyst could manually add one or more data items to the case folder.

To add data points from the database that are not specified in the checklist, click Add Data Points from the Checklist section of the Update Case Folder: Summary page. Access this page by searching for a customer, then selecting the View Case Folder > Update Case Folder icons.

For each category, only the data points not already selected in the case folder are displayed with their corresponding value.

See: Using Case Folders to Collect Credit Data, page 2-10.

Related Topics

Using the Case Folder, page 2-13

Calculating a Credit Score, page 2-14

Adding Analysis Notes to the Case Folder, page 2-14

Viewing Case Folder Attachments, page 2-15

Refreshing Case Folder Data, page 2-15

Viewing the Credit Summary, page 2-15

Processing Credit Reviews, page 2-1

Using the Case Folder

The case folder is an electronic representation of a hardcopy credit file. Credit analysts use the case folder as the central repository for collecting, viewing, and analyzing credit data. After Credit Management creates the case folder, you can begin the credit analysis.

Select the Analysis tab to locate or create a case folder. See: Using Case Folders to Collect Credit Data , page 2-10 and Retrieving a Case Folder, page 2-10.

You can also view the credit summary for the applicant from the Analysis tab. See: Viewing the Credit Summary, page 2-15.

If the credit review is automated, then Credit Management attempts to calculate a credit score and submit credit recommendations for approval and implementation without assistance from credit personnel. If the credit review is not automated or a credit score cannot be calculated due to missing data, then the analyst must manually review the case folder's contents and make a recommendation. See: Making a Recommendation, page 2-16.

The case folder includes:

- Credit data
- The credit score, if one is required
- An Analysis Notes section where you can document conditions of influence and justify credit recommendations to approvers
- Any attached electronic files or scanned images
- An up-to-the-minute status of the credit review

Related Topics

Analyzing Credit Data, page 2-12

Processing Credit Reviews, page 2-1

Calculating a Credit Score

The credit score, which is a point-in-time score, is always tied to a case folder. The data points included in the credit score can include any combination of automatic, user-entered, or Dun & Bradstreet data. If all data points on the checklist are automatically supplied or have been supplied from Dun & Bradstreet, then Credit Management automatically calculates a credit score.

If credit personnel must manually supply data points used in the credit score, such as a bank account balance from the applicant's bank references, then on the Update Case Folder: Summary page, click Recalculate on the scoring model to recalculate the score after all data point values have been added.

Access the Update Case Folder: Summary page by searching for a customer, then selecting the View Case Folder > Update Case Folder icons.

A scoring model is optional when defining a checklist. If you do not assign a scoring model to a checklist, then the credit analyst must manually complete the credit analysis and generate a recommendation. See: Defining Checklists, page 1-10.

- Even if a scoring model is assigned to the checklist, you can still generate a credit score by selecting a scoring model from the Update Case Folder: Summary page and clicking Go. Use this method to generate various "what-if" scenarios for the applicant.

Credit Management refreshes the case folder page to show the new data points in the scoring model and recalculates the credit score.

Note: If some required data point values are missing, then Credit Management cannot generate a score.

Related Topics

Analyzing Credit Data, page 2-12

Processing Credit Reviews, page 2-1

Adding Analysis Notes to the Case Folder

During a credit review, you can record notes in the Analysis Notes section of the case folder. The case folder displays a summary of analysis notes in chronological order.

Analysis notes assist both the credit analyst and credit reviewers to document and justify why certain recommendations were made, or to identify areas of note. These notes are also useful if a new credit analyst is assigned to an active credit review and wants to review the work that the previously assigned analyst completed.

You can select a topic for the note from a user-definable list and assign an importance level. You can choose whether to publicly display a note, or create a note that only you can view.

Related Topics

Analyzing Credit Data, page 2-12

Viewing Case Folder Attachments

You can attach one or more supporting documents, such as a web page, fax, image, or scanned report, to a credit application or case folder. Credit Management displays any attachments previously created during the credit application process.

From the Update Case Folder: Summary page, you can view attachments from these case folder pages:

- Add Collateral Data
- Add Bank Reference
- Add Trade Reference

Related Topics

Analyzing Credit Data, page 2-12

Processing Credit Reviews, page 2-1

Refreshing Case Folder Data

If an active credit analysis has been in process for some time, the historical data collected from the system might become outdated. You can repopulate all automatically derived data point values in the case folder by clicking Refresh.

Oracle Credit Management will display the concurrent request number of the background process that is used to refresh the data. Upon completion of the concurrent request, you must refresh or requery the case folder to reflect the updated data.

Note: Only the case folder data, and not data in the Credit Summary Data pages, is refreshed. However, you can click Refresh Data in the Credit Summary Data pages to update the values displayed there.

Related Topics

Analyzing Credit Data, page 2-12

Processing Credit Reviews, page 2-1

Viewing the Credit Summary

To view the credit summary for a customer or prospect, execute a query on the Analysis tab by customer name, then click the View All Data icon. Or, when viewing the Update Case Folder: Summary page, click View All Data.

The credit summary displays the most pertinent credit data for the selected credit applicant. Some data points reflect real-time information, while other data points are a snapshot of a single point in time. Use the credit summary as a quick reference during the credit review.

The Credit Summary page consists of several regions, comprised of the most important data points from several areas. The regions are:

- Account Information
- Billing and Payment Summary

- Credit Summary
- Aging Summary

From the Credit Summary page, you can also use the links in the left-hand menu to view additional billing and payment details, as well as additional aging details. Both the Billing and Payment Details page and Aging Details page are view only.

Note: No data values are shown on the Credit Summary page until an initial case folder has been created for the applicant. After that, you can view and refresh Credit Summary data at any time.

Related Topics

Analyzing Credit Data, page 2-12

Processing Credit Reviews, page 2-1

Making a Recommendation

At the conclusion of a credit review, either Credit Management or a credit analyst makes a recommendation in response to the original credit request:

- If a credit review is automated, then Credit Management attempts to automatically make and implement credit decisions without the assistance of credit personnel, based upon the calculated credit score.
- If a credit analyst is managing the credit review, then the analyst records recommendations in the case folder, based on the credit analysis and resulting credit score.

Generally, a recommendation is specific to the type of review that was just concluded. For example, a credit review that an order hold originally initiated would most likely result in a recommendation to:

1. Increase the credit limit to accommodate the amount of the order and remove the order from hold.

or

2. Deny the request for an increase in the credit limit and leave the order on hold.

Other recommendations might also put the *customer* on credit hold so that no new orders could be processed. In such a case, Credit Management works with Oracle Receivables to place all *pending* orders on hold, as well.

Credit Management confirms that multiple recommendations are complementary. For example, you would not recommend to place the account on credit hold and increase the applicant's overall credit limit at the same time.

After a recommendation is confirmed, the workflow determines whether the recommendation must be routed through an approval hierarchy. If so, then the Credit Management workflow calls the Approvals engine to route the recommendation through the approval hierarchy. See: *Implementing Oracle Approvals Management*, available from [OracleMetaLink](#).

Each person in the approval hierarchy receives a notification that they must approve or reject the recommendations. Upon final approval, the credit analyst receives notification that the credit recommendations have been approved. See: Credit Management Application Workflow, page B-1.

Related Topics

Implementing the Recommendation, page 2-17

Processing Credit Reviews, page 2-1

Implementing the Recommendation

If additional approval is unnecessary or the approval was already obtained, then the workflow calls the appropriate APIs to implement the recommendation.

Oracle Credit Management automatically implements the recommendation after all required parties have approved it. For example, if the recommendation indicates that the order should be removed from credit hold, then the workflow will call the Remove Credit Hold API and pass the necessary information, such as order ID, account ID, and so on, to initiate the process.

When a customer is released from hold, Oracle Credit Management works with Oracle Receivables to ensure that the customer's pending orders are released from hold, as well.

See: Credit Management Application Workflow, page B-1.

Related Topics

Making a Recommendation, page 2-16

Processing Credit Reviews, page 2-1

Reviewing Credit Management Performance

Credit Management provides you with comparison tools that help you to determine if your credit policies have adequately assessed the creditworthiness of your customers.

On the Performance tab, you can access simple views into the workload and effectiveness of the checklists and scoring models that you have set up and used in credit reviews.

Credit Workload Quick Check

The Credit Workload Quick Check displays a summary of:

- Number of Credit Reviews in Process
- Number of Automatic Reviews Processed
- Number of Customers on Credit Hold

The Quick Check provides you with a view into the amount of work that is outstanding. A high number of in-process reviews can indicate that a delay exists in meeting credit review completion goals.

Top Ten Customer Credit Exposure

The Top Ten Customer Credit Exposure report provides you with an overview of the top ten customers with the greatest receivables balance.

By drilling down into the Aging details, you can see whether there is cause for concern.

Customer Trends (Pay Trend)

Use this comparison to view pertinent trend data from one credit review to the next for an account. Comparison data from each case folder includes the receivables balance, weighted average days paid, and days sales outstanding.

This is particularly useful for accounts who have a long-term relationship with you and are assigned a periodic review cycle.

To perform this comparison, the account must have more than one case folder for a credit review type, and the case folders must have a status of *Closed*. The credit reviews must also use the same credit currency.

Policy Usage by Month

Use this comparison to determine whether your credit policies have adequately assessed the creditworthiness of your customers.

This page displays the checklists that were used in completed credit reviews during the past year, broken down by month.

In addition, this page compares the checklist and credit score objectives with related recommendations, and identifies where the credit limit recommendations were above and below acceptable thresholds.

An average risk factor for each checklist is displayed, and is a ratio of the credit limits implemented vs. the calculated credit exposure for the customer.

The risk factor ranges from positive to negative:

- A positive number indicates that the credit limits might be set too conservatively
- A negative number indicates an aggressive credit policy

The absence of a risk factor indicates that a risk factor could not be calculated due to missing data.

Scoring Model Usage by Month

Use this comparison to determine whether your scoring model ranges are correctly scored to ensure accurate recommendations.

The risk factors for each scoring model, calculated similarly to the checklist risk factors, provide intelligence about your enterprise's credit reviews that included a scoring model with credit limit recommendations.

Customer Credit Reference

Use this outbound credit reference page to respond to trade requests from other companies.

Search for a customer, then create a printable credit reference that contains payment history and high credit.

Related Topics

Processing Credit Reviews, page 2-1

Periodic Credit Review Program

Use the Periodic Credit Review concurrent program to schedule time-oriented credit reviews that comply with your enterprise credit policies. Periodic credit reviews help to establish historical comparisons of a customer's creditworthiness.

For example, you might require credit reviews on an annual, biannual, or quarterly basis for all parties, accounts, or sites.

To be eligible for periodic credit reviews, customers must have an assigned periodic review cycle, either at the profile or customer level.

The Periodic Credit Review program uses the assigned review cycle, in conjunction with the attributes in the Credit Reviews window, to control which customers are selected for periodic credit reviews. You can manually update these attributes. Or, let Oracle Credit Management automatically determine customer eligibility.

Access the Periodic Credit Review concurrent program from the Run Credit Management Programs and Reports window, available from any Oracle Receivables responsibility.

Determining Customer Eligibility

The Periodic Credit Review program uses a customer's assigned review cycle and the attributes on the Credit Reviews window to calculate the next review date.

To access the Credit Reviews window, query a customer on the Oracle Receivables Customers workbench, navigate to the Profile: Transaction tabbed region, and select Credit Review Dates from the Tools menu. This window contains two attributes that help to determine which customers are selected for periodic credit reviews:

- Last Review Date (view only)
- Next Scheduled Review Date (updatable)

Tip: These attributes also help you to decide whether a review cycle reassignment for a customer is necessary, because you can easily view when a customer is next eligible for a periodic review.

Oracle Credit Management reviews the assigned review cycle and last review date to calculate the next review date.

For example, if the assigned review cycle is monthly, and the customer was last reviewed on August 24, then the next scheduled review would be September 24.

To manually control customer eligibility for periodic credit reviews, change the assigned review cycle or update the Next Scheduled Review Date field.

Changing the review cycle forces the program to adjust the next review date:

- If a last review date is specified, then the program adds the number of days in the review cycle to determine the next review date.
- If no last review date exists, then the program keeps the next review date as is, if one exists, or leaves it empty, if null.

When the Periodic Credit Review program is submitted, the program automatically selects those customers whose next review date is less than or equal to the system date.

Selected Parameters

Enter your selection criteria using the following parameters:

- **Review Period**
- **Review Cycle As of Date**

Optionally use this parameter with, or instead of, the Review Period parameter, as an additional filter for determining customer eligibility.

The program uses the review cycle and the attributes in the Credit Reviews window to determine the next review date:

- A customer is eligible for selection when the Review Cycle As of Date is greater than or equal to the next review date, provided that other entered parameters are not in conflict.

The next review date can be entered, or automatically calculated using the review cycle and last review date.

- If the program cannot calculate a next review date, then the customer is eligible for selection, provided that other entered parameters are not in conflict. This occurs during an initial periodic review.

- **Currency Code**

Specify the currency that you want to run a periodic credit review for.

When you submit this program for a specific currency, the program first checks if a previous case folder with a *Periodic* source exists for the entered currency.

If such a case folder is found, then the program calculates eligibility by using the case folder's review date as the last review date. See: Customer Selection Example, page 2-21.

If no case folder is found, then the program uses the standard guidelines to determine eligibility. See: Determining Customer Eligibility, page 2-19.

- **Customer Level**

Indicate which level of customer is selected for periodic review:

- Accounts
- All
- Bill-to Sites
- Parties

Note: No credit requests will be created if other parameters conflict with the value entered here. For example, if you select Parties but later specify an account number, then the Periodic Review Eligibility report will display no individual data.

- **Checklist**
- **Party Name**
- **Account Number**
- **Credit Classification**
- **Profile Class**

- **Processing Options**

- Generate Report Only

- This option only prints the Periodic Review Eligibility report, so that you can preview which customers will be selected for processing.

- Process Reviews

- This option only creates credit requests for eligible customers, and does not print the Periodic Review Eligibility report.

- Report and Reviews

- This option both prints the Periodic Review Eligibility report, and creates credit requests for eligible customers.

Customer Selection Example

Consider this scenario for customer Vision Operations, which has a weekly review cycle.

First, run the Periodic Credit Review program for USD currency on April 12.

1. Vision Operations has no previous USD periodic reviews. Therefore, a last review date and next review date do not exist.
2. The program uses standard guidelines to calculate the next review date, which is April 19.

On the same day, run the Periodic Credit Review program for CAD currency.

1. Vision Operations has no previous CAD periodic reviews as well, but now, the next review date is April 19.
2. The program will select this customer for processing, but will maintain the next review date of April 19.

On April 20, run the Periodic Credit Review program for USD currency.

1. Vision Operations has a next review date of April 19.
2. The program will select this customer for processing, and will update the next review date to April 26.

On April 22, run the Periodic Credit Review program for CAD currency.

1. Vision Operations now has a next review date of April 26, which is greater than the system date. This customer fails the first test of eligibility.
2. Next, the program checks if a previous CAD case folder with a *Periodic* source exists. A case folder with a date of April 12 is found.
3. The program uses the review cycle (weekly) and previous date (April 12) to calculate the next review date, specifically for CAD currency. The newly calculated date is April 19, which is less than the submission date of April 22. The customer is selected for processing.

Related Topics

Processing Credit Reviews, page 2-1

Reassigning Credit Reviews

Use the Reassign Credit Reviews page to move *selected* credit applications and case folders among credit personnel. Reassignment might be necessary to rebalance workload between credit analysts. You can also use this page to assign credit analysts to unassigned credit applications.

Tip: This process is different from the Reassign Credit Analyst program, which moves the entire work queue of one credit analyst to another. See: Reassign Credit Analyst Program, page 2-22.

Reassignments made through the Reassign Credit Reviews page do *not* modify credit analyst assignments in the customer profile classes. As a result, the assigned credit analyst from the profile will default on subsequent case folders or credit applications submitted for the customer.

To change the credit analyst default for future credit requests, manually update the customer profile classes. Or, submit the Reassign Credit Analyst program.

Access the Reassign Credit Reviews page using the Credit Scheduler responsibility. Enter search criteria, then select one or more reviews for reassignment. Reassigned reviews appear in assignees' queues without additional notification.

Related Topics

Reassign Credit Analyst Program

Over time, personnel changes might require a change to the credit analyst who is assigned to an account, credit application, or case folder. For example, a credit analyst might take a personal leave of absence, or leave the organization entirely.

Use the Reassign Credit Analyst concurrent program to specify the required analyst changes. This program executes a mass update on a batch basis, moving a credit analyst's entire work queue to another credit analyst's work queue. This program also updates the credit analyst assignment in the related customer profile class, so that future credit reviews automatically reflect the new credit analyst assignment.

Tip: This process is different from using the Reassign Credit Reviews page, which selectively moves credit applications and case folders between credit personnel, and does not affect the customer profile class. See: Reassigning Credit Reviews, page 2-22.

The Reassign Credit Analyst concurrent program makes permanent changes. To accommodate temporary changes, such as vacations, run this same program when the temporary period has ended to reinstate the original credit analyst.

Access the Reassign Credit Analyst concurrent program from the Run Credit Management Programs and Reports window, available from any Oracle Receivables responsibility.

Selected Parameters

Credit Analyst From: Select the credit analyst that you want to remove from assignment.

Credit Analyst To: Select the new credit analyst that you want to use for this reassignment.

Related Topics

Setting Up Credit Management, page 1-2

Oracle Credit Management Profile Options

This appendix covers the following topics:

- Overview of Credit Management Profile Options

Overview of Credit Management Profile Options

This section lists each Oracle Credit Management profile option. For each user profile option, we give a brief overview of how Credit Management uses that profile, and tell you at which level you can set or update it.

This table indicates whether you can view or update profile options and at which levels your system administrator can update these profile options: the user, responsibility, application, or site levels.

A *Required* profile option requires you to provide a value. An *Optional* profile option already provides a default value which you can change.

The key for this table is:

- Update - You can update the profile option
- View Only - You can view the profile option, but cannot change it
- No Access - You cannot view or change the profile option value

Profile Option	Value	Default	User Access	System Admin Access: User	System Admin Access: Resp.	System Admin Access: App.	System Admin Access: Site
AR: Allow summary table refresh	Optional	No default	Update	View Only	View Only	Update	View Only
AR: Credit Hierarchy Type	Optional	No default	Update	Update	Update	Update	Update
AR: Default Credit Management Currency	Optional	No default	Update	Update	No Access	No Access	Update

AR: Allow summary table refresh

Set this profile option to Yes if you want to allow the data contained within the transaction summary and open balance tables to be initialized or reset.

After the tables are populated, changes that occur to transaction balances are updated in the summary tables via business events.

Use this profile option for added security to ensure that the summary tables are refreshed only when necessary.

This profile option can be set by the system administrator or user at the application level.

AR: Credit Hierarchy Type

Set this profile option to the relationship type that you are using in Credit Management. This profile option is used for determining the party relationship hierarchy when generating the case folder.

This profile option can be set by the system administrator at the site, application, and responsibility levels but cannot be updated by the user.

AR: Default Credit Management Currency

Set this profile option to automatically default a currency on new credit applications.

This profile option can be set by the system administrator at the user and site levels, and can also be updated by the user.

Related Topics

Setting Profile Options, page 1-15

Overview of Receivables User Profile Options, *Oracle Receivables User Guide*

Credit Management Application Workflow

This appendix covers the following topics:

- Credit Management Application Workflow

Credit Management Application Workflow

This workflow manages the process flow of gathering and analyzing account or prospect credit data, and making and implementing credit decisions.

For each credit review, the workflow checks the automation rules that you previously defined:

- If the credit review **is automated**, then the workflow attempts to automatically make and implement credit decisions without user intervention.

If the workflow stops due to conditions such as missing data, then the workflow routes notifications to the appropriate credit analyst for resolution.

If a credit analyst was never assigned because the credit review was automated, then the workflow assigns the credit review to the appropriate credit analyst and notifies the analyst about the assignment.

- If the credit review **is not automated**, then the workflow assigns the credit review to the appropriate credit analyst and notifies the analyst about the assignment.

With unautomated credit reviews, credit analysts make recommendations, such as increasing or decreasing the credit limit, after performing the credit analysis.

To determine if credit decisions require approval, the workflow uses the approval rules that you defined in Oracle Approvals Management (AME).

Oracle Approvals Management is a self-service Web application that you can use to define business rules that govern who must approve transactions in other Oracle applications. Once you define the rules for a given application, the Oracle Approvals Management Engine manages the approvals for that application's transactions.

See: *Implementing Oracle Approvals Management*, available from [OracleMetaLink](#).

If approval is required, then the workflow routes notifications according to the approval hierarchy:

- If the recommendation is approved by the appropriate personnel, then the workflow automatically implements the decision.

- If the recommendation is rejected as it is routed through the approval hierarchy, then the workflow sends notifications to the appropriate personnel and updates the case folder.

If a credit analyst cannot be identified, then the workflow notifies the person assigned to the Credit Scheduler role that a credit analyst assignment is required. The Credit Scheduler is a role used in Credit Management to assign credit tasks to credit analysts.

This section describes the unmodified workflow program.

Related Topics

Setting Up the Credit Management Application Workflow, page B-2

Credit Management Application Workflow Main Process Activities, page B-3

Processing Credit Reviews, page 2-1

Setting Up the Credit Management Application Workflow

To set up the Credit Management Application workflow:

1. Install and set up Oracle Approvals Management (AME).
In AME, you define the rules that Oracle Credit Management should use to determine who the appropriate approvers are for a credit decision.
If you use HR hierarchies to generate your lists of approvers in AME, then you need to provide logic so AME can identify the starting approver. For Credit Management, the starting approver is always the credit analyst's supervisor.
For information on defining rules in AME, see: *Implementing Oracle Approvals Management*, available from [OracleMetaLink](#).
2. Install the Oracle Workflow Builder client component program if you want to modify the Credit Management Application Workflow. For more information on workflow installations, see: *Overview of Setting Up, Oracle Workflow Administrator's Guide*.
3. Set up Oracle Workflow Notification Mailer.
You can set up Notification Mailer so the Credit Management Application Workflow can use e-mail, and your system administrator can grant approvers access to view notifications from the Oracle Workflow Notification Worklist web page.
See: *Setting Up Notification Mailers, Oracle Workflow Administrator's Guide*.
4. (Optional) Complete additional Oracle Workflow setup steps.
Credit Management does not specify a timeout value for notification responses. Specify a timeout value if you want to set the time period in which an approver needs to respond before sending a reminder notification, or escalating the request to the approver's manager.
5. (Optional) Modify the Credit Management Application Workflow.
For example, you can modify the message text that appears on your notifications.
6. Set up a designated person who receives notification of workflow errors through the Oracle Workflow Default Error Process.

For example, the person who receives AME error notifications could also receive Oracle Workflow process error notifications.

7. In the Submit Requests window, the system administrator should set the Workflow Background Process Agent Listener to run regularly. The Agent Listener launches the Credit Management Application Workflow.

See: To Schedule Background Engines, *Oracle Workflow Administrator's Guide*.

Related Topics

Credit Management Application Workflow, page B-1

Credit Management Application Workflow Main Process Activities, page B-3

Processing Credit Reviews, page 2-1

Credit Management Application Workflow Main Process Activities

This section provides a description of each activity in the main process, listed by the activity's display name.

Receive Credit Request (Node 1)

When a credit request is generated, either by the submission of a credit application or by the Credit Request API, the workflow starts.

The workflow continues to Node 2.

Create Case Folder (Node 2)

This function creates the case folder, which stores all analysis data and recommendation(s) for the credit review, whether the analysis is performed automatically or by a credit analyst.

The workflow continues to Node 3.

Check Automation (Node 3)

This function checks for the existence of automation rules based upon the combination of credit review type and customer credit classification:

- If automation rules do not exist, then the workflow routes the credit review to the credit analyst for manual intervention. This function then calls the Manual Subprocess.

See: Manual Subprocess, page B-5.

- If automation rules exist, then the rule validations are executed, leading to recommendations. This function then calls the Automation Subprocess.

See: Automation Subprocess, page B-5.

Send Recommendation for Approval (Node 4)

This function calls the Approval subprocess to send a recommendation, either from a credit analyst or automatically generated, for approval.

See: Approval Subprocess, page B-6.

Implement Recommendation (Node 5)

A recommendation has two sources:

- A credit analyst can submit a recommendation after performing the credit analysis.
The workflow continues to Node 6.
- The Automation Engine can generate a recommendation(s) based upon your automation rules.

The workflow continues to Node 7.

Credit Management provides the following recommendations that can be implemented without user intervention:

1. Remove Order from Hold
2. Adjust Credit Limit

Credit Management can increase or decrease a credit limit, based on the outcome of the review.

3. Set up Credit Limit

Credit Management can assign a new credit limit to the account or prospect.

4. Put Account on Credit Hold

Credit Management uses this recommendation if the outcome of the credit review indicates that too much risk is associated with the account. This recommendation prevents the acceptance of additional orders.

Inform Credit Analyst (Node 6)

This function sends a notification to the credit analyst if the Implement Recommendation function fails for any reason.

That function could fail if, for example, the order to be released from hold does not exist, or if a credit limit already exists for an account that you are granting a new credit limit to.

The workflow continues to Node 8.

Inform Sysadmin (Node 7)

This function sends a notification to the system administrator if the Implement Recommendation function fails for any reason.

That function could fail if, for example, the order to be released from hold does not exist, or if a credit limit already exists for an account that you are granting a new credit limit to.

The workflow continues to Node 8.

Retry Recommendation (Node 8)

If the source of the failure is determined and corrected, then this function allows the credit analyst or system administrator to resubmit the recommendation for implementation.

If the resubmission is successful, then a Success notification is sent to either the credit analyst or the system administrator.

The workflow successfully ends at Node 9.

Related Topics

Credit Management Application Workflow, page B-1

Manual Subprocess, page B-5

Automation Subprocess, page B-5

Approval Subprocess, page B-6

Processing Credit Reviews, page 2-1

Manual Subprocess

Check for Credit Analyst (Node 1)

This function checks whether a credit analyst was assigned to the credit application. If the workflow can identify a credit analyst, then the workflow continues to Node 3.

If not, then the workflow continues to Node 2.

Notify the Credit Scheduler Role (Node 2)

This function sends a notification to the Credit Scheduler role, if the workflow cannot identify a credit analyst for assignment to the credit review.

The workflow continues to Node 3.

Notify Credit Analyst (Node 3)

This function sends an assignment notification to the assigned credit analyst.

The workflow continues to Node 4.

Perform Analysis (Node 4)

Once the credit analyst is notified, the credit analyst conducts a manual analysis using the case folder. The workflow continues to Node 4, Send Recommendation for Approval, listed in the Main Process Activities section.

See: Credit Management Application Workflow Main Process Activities, page B-3.

Related Topics

Credit Management Application Workflow, page B-1

Processing Credit Reviews, page 2-1

Automation Subprocess

Build Checklist & Gather Data (Node 1)

This function selects the data points and values on the associated checklist, according to the credit review type and credit classification combination, and stores the results in the case folder.

The workflow continues to Node 2.

Calculate Score (Node 2)

This function calls the scoring engine to calculate the credit score.

The workflow continues to Node 3.

If no credit scoring model exists for the associated checklist, or if a scoring model exists but data points are missing, then the workflow routes this function to a credit analyst for further processing.

This function calls the Manual Subprocess. See: Manual Subprocess, page B-5.

A manual credit analysis does not require a credit scoring model.

Recommendation Generation (Node 3)

This function generates a recommendation(s) based upon the automation rules.

For example, an automation rule indicates that a calculated credit score of 75 has a credit limit of \$100,000 USD. Credit Management will assign a credit limit of \$100,000 USD to the account if a credit limit does not yet exist, or will update the existing USD credit limit to \$100,000.

The workflow continues to Node 4, Send Recommendation for Approval, listed in the Main Process Activities section.

See: Credit Management Application Workflow Main Process Activities, page B-3.

Related Topics

Credit Management Application Workflow, page B-1

Processing Credit Reviews, page 2-1

Approval Subprocess

Approval Engine (Node 1)

This function calls the Approvals Management Engine (AME) and routes the recommendation through the approval hierarchy. For information on how to set up the approval hierarchy, see: *Implementing Oracle Approvals Management*, available from [OracleMetaLink](#).

If approval is not required, then the workflow continues to Node 2.

If approval is required, then a call is made to the Approvals Engine for routing:

- If approval is granted, then the workflow continues to Node 2.
- If approval is denied, then this function calls the Manual Subprocess.

See: Manual Subprocess, page B-5.

Update Case Folder with Approval Status (Node 2)

This function updates the case folder with the status of the approval request:

- If rejected, then the workflow does not implement the recommendation. The workflow updates the case folder with the rejection reason, comments, and the person who rejected the recommendation. The workflow also updates the status of the case folder to *Closed*.

- If approved, then the workflow automatically implements the recommendation and updates the case folder.

The workflow also sends notifications to interested parties when a recommendation is approved or rejected. For example, the workflow can send an appropriate notification to the requestor of the original credit application, if possible.

The workflow successfully ends at Node 3.

Related Topics

Credit Management Application Workflow, page B-1

Processing Credit Reviews, page 2-1

Credit Management API User Notes

This appendix covers the following topics:

- Overview of Credit Management Public APIs
- Major Features
- Solution Outline
- API Usage

Overview of Credit Management Public APIs

This document outlines the specifications and the methodology for using the Credit Management public APIs.

The Credit Management public APIs includes two APIs:

- Credit Request Creation API, page C-2
- Credit Request Update API, page C-5

Both APIs are PL/SQL APIs that create or update a credit request in the Credit Management system based on the specified parameters. After the credit request is created or updated with minimal validations, an asynchronous workflow is initiated that processes the credit request. The API does not cause performance degradation to the main flow calling the API.

Basic Business Needs

Products in the Oracle e-Business Suite use Oracle Credit Management as part of their respective business flows to perform credit analyses on parties, accounts, or account sites. For example, Oracle Order Management and Oracle Contracts for Leasing are two such products.

In addition to entering the credit request (more formally known as the credit application) from within Credit Management, e-Business Suite products might want to trigger the creation of a credit request from their existing flows.

Specific requirements from each product also exist for handling the results (which are the recommendations) of a credit analysis performed in Credit Management.

Some of these products might also want to perform custom processing if the automation process of a credit request fails.

See: Credit Request Business Events, page D-1.

Before you begin....

Initialization of ARP_STANDARD and ARP_GLOBAL

Custom code that uses AR, OCM, or HZ APIs will set the ORG_ID via `dbms_application_info.set_client_info()` and then call the APIs. The APIs in turn might access either ARP_STANDARD and ARP_GLOBAL, which initialize the global variables that are used across Credit Management when the package is first called. Most of these global variable values are organization dependent, and the first such call sets the global variables based on the current ORG_ID.

If additional custom code then changes the ORG_ID via another call to `dbms_application_info.set_client_info()`, then the ORG context changes, *but the ARP_STANDARD and ARP_GLOBAL context does not.*

In such cases, you should explicitly re-initialize the global variables by a call to these two public procedures:

1. ARP_GLOBAL.INIT_GLOBAL: For setting public variables in ARP_GLOBAL.
2. ARP_STANDARD.INIT_STANDARD: For setting public variables in ARP_STANDARD.

Major Features

The major features of these public APIs are:

- Easy to administer and maintain the consumer product's processes.
- Credit Management has published business events.
- External systems can subscribe to the business events in Credit Management.

Related Topics

Credit Request Business Events, page D-1

Solution Outline

PL/SQL APIs

To create a credit request, the following API can be called:

- *ar_cmgt_credit_request_api.create_credit_request*, page C-2: Creates a credit request.

To update a credit request, the following API can be called:

- *ocm_credit_request_update_pub*, page C-5: Updates a credit request.

API Usage

Credit Request Creation API

The `ar_cmgt_credit_request_api.create_credit_request` routine is used to create a credit request for initiating a credit review for a party, account, or account site.

This API routine has 4 output and 33 input parameters. The API returns the credit_request_id of the credit request created in Credit Management as one of the default output parameters. The following is the breakdown of the parameters:

Input

Standard API parameters: 4
Credit Request parameters: 33

Output

Standard API parameters: 3
Credit Request parameters: 1

Standard API Parameters

The following table lists standard API parameters that are common to all Credit Request API routines.

Parameter	Type	Data-type	Required	Default Value	Description
p_api_version	IN	NUMBER	Yes		Used to compare version numbers of incoming calls to its current version number. An unexpected error is raised if version incompatibility exists. In the current version of the API, you should pass a value of 1.0 for this parameter.
p_init_msg_list	IN	VARCHAR2	FND_API.G_FALSE		Allows API callers to request that the API executes initialization of the message list on their behalf.
p_commit	IN	VARCHAR2	FND_API.G_FALSE		Used by API callers to ask the API to commit on their behalf.
p_validation_level	IN	NUMBER	FND_API.G_VALID_LEVEL_FULL		Currently, not for use.
x_return_status	OUT	VARCHAR2			Represents the API overall return status. The expected values are: --FND_API.G_RET_STS_SUCCESS --FND_API.G_RET_STS_ERROR --FND_API.G_RET_STS_UNEXP_ERROR
x_msg_count	OUT	NUMBER			Number of messages in the API message list.
x_msg_data	OUT	VARCHAR2			Message in encoded format if x_msg_count=1.

The following table lists the parameters that are relevant to the credit request.

Parameter	Type	Data-type	Required	Description
p_application_number	IN	VARCHAR2		Application number on the credit request. This could be internally generated by a sequence based on the setting in the Credit Management system option.
p_application_date	IN	DATE		Date on the credit request.
p_requestor_type	IN	VARCHAR2		
p_requestor_id	IN	NUMBER		Person_id (from HR tables) of the employee placing the credit request.
p_review_type	IN	VARCHAR2		'Review type' of the credit request. 'Review types' are created as AR lookups during Credit Management setup.
p_credit_classification	IN	VARCHAR2		'Credit classification' of the party/account/site that are created as AR lookups during Credit Management setup.
p_requested_amount	IN	NUMBER		Requested credit limit amount.
p_requested_currency	IN	VARCHAR2		Currency of the requested credit limit.
p_trx_amount	IN	NUMBER		Transaction amount.
p_trx_currency	IN	VARCHAR2		Transaction currency.
credit_type	IN	VARCHAR2		Type of credit request. Possible values are 'Term' and 'Trade'.
p_term_length	IN	NUMBER		Term length specified as number of months. Relevant for the credit_type 'Term'.
p_credit_check_rule_id	IN	NUMBER		Identifier of the credit check rule defined in Order Management (OM-specific attribute).
p_credit_request_status	IN	VARCHAR2		Credit request status. Possible values are SAVE and SUBMIT.
p_party_id	IN			Party identifier.
p_cust_account_id	IN	NUMBER		Customer account identifier.
p_cust_acct_site_id	IN	NUMBER		Customer account site identifier.
p_contact_party_id	IN	NUMBER		Party identifier for the credit contact.
p_site_use_id	IN	NUMBER		Site use identifier.
p_notes	IN	VARCHAR2		Notes.
p_source_org_id	IN	NUMBER		
p_source_user_id	IN	NUMBER		
p_source_resp_id	IN	NUMBER		
p_source_resp_appln_id	IN	NUMBER		

Parameter	Type	Data-type	Required	Description
p_source_security_group_id	IN	NUMBER		
p_source_name	IN	VARCHAR2		Source name on the credit request, which is used to identify the source product that initiated the credit request.
p_source_column1	IN	VARCHAR2		Unique identifier of the entity for which the credit request was created.
p_source_column2	IN	VARCHAR2		Unique identifier of the entity for which the credit request was created.
p_source_column3	IN	VARCHAR2		Unique identifier of the entity for which the credit request was created.
p_credit_request_id	OUT	NUMBER		Credit request identifier.
p_review_cycle	IN	VARCHAR2		
p_case_folder_number	IN	VARCHAR2		Case folder number, which is used by the case folder generated by this credit request.
p_score_model_id	IN	NUMBER		

Credit Request Update API

The ocm_credit_request_update_pub routine is used to update an existing credit request for a party, account, or account site.

Standard API Parameters

To view the standard API parameters that are common to all Credit Request API routines, see: Standard API Parameters, page C-3.

This API also includes the p_credit_request_rec parameter of PL/SQL record type, which *shares* parameters with the Credit Request Creation API. See the table that describes the shared parameters, page C-3.

The following table describes the p_credit_request_rec parameter's included parameters that are *unique* to the Credit Request Update API.

Parameter	Data-type
check_list_id	NUMBER
credit_analysis_id	NUMBER
case_folder_id	NUMBER
stock_exchange	VARCHAR2
current_stock_price	NUMBER
stock_currency	VARCHAR2
market_capitalization	NUMBER
market_cap_monetary_unit	VARCHAR2
pending_litigations	NUMBER
bond_rating	VARCHAR2
legal_entity_name	VARCHAR2
entity_type	VARCHAR2
attachment_flag	VARCHAR2
status	VARCHAR2
request_id	NUMBER

Exception Handling and Result Messages

The Credit Request APIs return three types of information to its calling programs:

- Overall status
- Messages describing the operations performed or errors encountered by the APIs
- Some output values that the API caller might want to use (this is different for different API routines and is described in API Usage, page C-2)

Return Status

The return status (x_return_status) of the API informs the caller about the result of the operation (or operations) performed by the API. The different possible values for an API return status are:

- Success (FND_API.G_RET_STS_SUCCESS)
- Error (FND_API.G_RET_STS_ERROR)
- Unexpected error (FND_API.G_RET_STS_UNEXP_ERROR)

The following section describes the different values of return status and their meanings.

Success

A success return status means that the API was able to perform all the operations requested by its caller. A success return status may be accompanied by messages in the API message list which will be informative.

Error

An error return status means that the API failed to perform some or all of the operations requested by its caller. An error return status is usually accompanied by messages describing the error (or errors) and how to fix it.

In most cases, you should be able to take corrective action to fix regular, expected errors such as missing attributes or invalid date ranges.

Unexpected error

An unexpected error status means that the API has encountered an error condition it did not expect or could not handle. In this case, the API is unable to continue with its regular processing. Examples of such errors are unrecoverable data consistency errors, memory errors, and programming errors (such as attempting a division by zero).

In most cases, only system administrators or application developers can fix these unexpected errors.

Messages

The APIs put result messages into a message list. Programs calling the APIs can then get the messages from the list and process them by issuing them, loading them into a database table, or writing them to a log file.

Messages are stored in an encoded format to let the API callers find message names using the standard functions provided by the message dictionary. It also allows the storing of these messages in database tables and reporting off these tables in different languages.

The API message list must be initialized every time a program calls an API. API callers can either call the message list utility function `FND_MSG_PUB.Initialize` or request that the API do the initialization on their behalf by setting the `p_init_msg_list` parameter to `TRUE`.

The program calling the API can retrieve messages from the message stack using the existing FND API functions `FND_MSG_PUB.Count_Msg` and `FND_MSG_PUB.Get`.

Message Level Threshold

The message level threshold is stored in a profile option named `FND_API_MSG_LEVEL_THRESHOLD`. This profile option can be updated at all levels (site, application, or user). The API checks against this threshold before writing a message to the API message list.

Credit Request Business Events

This appendix covers the following topics:

- Credit Request Business Events
- Credit Request Events

Credit Request Business Events

Oracle Credit Management leverages the Business Events System available in Oracle Workflow Release 2.6 to create business events during the life cycle of a credit request. This lets customers/consumer products perform custom processing.

Note: Credit request events are raised by the Credit Request processing workflow engine; users should not manually raise them.

Setup

The Event Subscription

1. Log on to Oracle Applications with the System Administrator responsibility.
2. Navigate Workflow > Add subscription to Event.
3. Every Credit Request event follows the same naming convention:

"oracle.apps.ar.cmgt.CreditRequest.<phase><action>"

For example, if you want to subscribe your business process (such as custom recommendations) to the implementation of the default recommendations for a credit request, then you should subscribe your routine or custom program (also known as the rule function) to the oracle.apps.ar.cmgt.CreditRequest.Recommendation.implement event.

Deferred Subscriptions

The Workflow Release 2.6 Business Event System allows subscriptions to be executed in deferred mode so that no overhead is added to the process raising the event. For Credit Request business events, it is recommended that user subscriptions be executed in the deferred mode.

One of the mechanisms to defer a subscription would be by setting the phase number of a user-defined subscription to greater than 99. For additional details on different mechanisms for deferring a subscription, see: Event Subscriptions, *Oracle Workflow Developer's Guide*.

When the credit request processing flow raises an event for a deferred subscription, the event message is sent to the deferred queue.

Subscriptions will be executed when the "Workflow Agent Listener" with the parameter "WF_DEFERRED" is executed. When this concurrent program is executed, every subscription from every instance of events in the DEFERRED queue at that moment will be executed.

This concurrent program is seeded in the request group of the System Administrator responsibility.

Coding a Subscription

How to subscribe

Per Oracle Workflow coding standards, two kinds of subscriptions exist for use:

- Oracle Workflow Release 2.6 rule function (which is a PL/SQL function)
- Workflow processes

For information about the standards for the event subscription rule function, see: Standard API for an Event Subscription Rule Function, *Oracle Workflow Developer's Guide*.

The parameters provided by events

Oracle Workflow uses the object type WF_EVENT_T to store event messages. WF_EVENT_T defines the event message structure that the Business Event System and the Workflow Engine use to represent a business event.

For more information about this Event Message structure, see: Event Message Structure, *Oracle Workflow API Reference*.

As part of the event message, the raised event can pass a number of parameters to the subscription rule function in a named varying array WF_PARAMETER_LIST_T. The credit request event passes 13 parameters, listed in the following table:

Parameter Name	Description
CREDIT_REQUEST_ID	The unique identifier of the credit request.
USER_ID	The user id of the initial session that had initiated the credit request.
RESP_ID	The responsibility id of the initial session that had initiated the credit request.
RESP_APPL_ID	The application responsibility id of the initial session that had initiated the credit request.
SECURITY_GROUP_ID	The security group id of the initial session that had initiated the credit request.
ORG_ID	The Operating Unit id of the initial session that had initiated the credit request.
SOURCE_NAME	The source name on the credit request, which is used to identify the source product that initiated the credit request.
SOURCE_COLUMN1	The unique identifier of the entity for which the credit request was created.
SOURCE_COLUMN2	The unique identifier of the entity for which the credit request was created.
SOURCE_COLUMN3	The unique identifier of the entity for which the credit request was created.

The `org_id`, `user_id`, `resp_id`, `resp_appl_id`, and `security_group_id` parameters let users re-create the application environment at the moment the credit request was raised. This is useful if your business logic depends on some application context parameters, such as for a multi-organization environment.

You can use `FND_GLOBAL.APPS_INITIALIZE(<USER_ID>, <RESP_ID>, <RESP_APPL_ID>, <SECURITY_GROUP_ID>)` to re-create the original application context in your process.

Example of a PL/SQL rule function subscription

For example, for a particular requirement, consumer products in Oracle eBusiness Suite need to implement their custom recommendations after the Credit Request workflow has implemented its own recommendations for a particular credit request.

Here is one example of rule function.

If the following rule function is subscribed to Credit Request event: "oracle.apps.ar.cmgt.CreditRequest.Reccomendation.implement":

```

FUNCTION Rule_Credit_Recco_Impl
(p_subscription_guid in raw,
p_event              in out wf_event_t)
RETURN VARCHAR2
IS
  l_key          varchar2(240) := p_event.GetEventKey();
  ....
BEGIN
  l_org_id := p_event.GetValueForParameter('ORG_ID');
  l_user_id := p_event.GetValueForParameter('USER_ID');
  l_resp_id := p_event.GetValueForParameter('RESP_ID');
  l_resp_appl_id := p_event.GetValueForParameter('RESP_APPL_ID');
  l_security_group_id := p_event.GetValueForParameter('SECURITY_GRP_ID');
  l_credit_request_id := p_event.GetValueForParameter('CREDIT_REQUEST_ID');
  l_source_name := p_event.GetValueForParameter('SOURCE_NAME');
  l_source_column1 := p_event.GetValueForParameter('SOURCE_COLUMN1');
  l_source_column2 := p_event.GetValueForParameter('SOURCE_COLUMN2');
  l_source_column3 := p_event.GetValueForParameter('SOURCE_COLUMN3');
  l_party_id := p_event.GetValueForParameter('PARTY_ID');
  l_cust_account_id := p_event.GetValueForParameter('CUST_ACCOUNT_ID');
  l_cust_acct_site_id := p_event.GetValueForParameter('CUST_ACCT_SITE_ID');
  fnd_global.apps_initialize (l_user_id, l_resp_id, l_resp_appl_id,
                              l_security_group_id);

  --
  --Implement custom recommendations.
  --
END;

```

Credit Request Events

Credit Request events follow this naming pattern: oracle.apps.ar.cmgt.CreditRequest.<Phase>.<Action>.

This name contains three parts:

1. oracle.apps.ar.cmgt.CreditRequest means that the event belongs to Credit Request entity in the Credit Management application.
2. <Phase> indicates the current stage in the life cycle of a credit request in which an action is going to be performed.
3. <Action> indicates the action performed in the current phase of the credit request.

This table lists the possible phases and actions.

Credit Request Phase	Action	Description	ID Parameter Name
Automation	Failure	Failure of an automated credit request processing because of non-availability of the required data-points on the checklist or the scoring model.	CREDIT_REQUEST_ID
Recommendation	Implement	Implementation of the recommendations, coming out of the analysis performed on the credit request.	CREDIT_REQUEST_ID

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