

**Oracle® iReceivables**

Implementation Guide

Release 11*i*

**Part No. A97625-05**

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Oracle iReceivables Implementation Guide, Release 11i

Part No. A97625-05

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# Send Us Your Comments

## **Oracle iReceivables Implementation Guide, Release 11i**

**Part No. A97625-05**

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# Preface

## Intended Audience

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

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

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

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

- Oracle Self-Service Web Applications.

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

- The Oracle Applications graphical user interface.

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

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

## TTY Access to Oracle Support Services

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## Documentation Accessibility

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

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## Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

## Structure

- 1 **Introducing Oracle iReceivables 11i Second Generation**
- 2 **Setting Up iReceivables**
- 3 **Setting Up for Credit Memo Request Workflow**
- 4 **Configuring Oracle iReceivables**

## 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 iReceivables.

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

### Online Documentation

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

- **PDF Documentation**– See the Online Documentation CD for current PDF documentation for your product with each release. This documentation CD is also available on *OracleMetaLink* and is updated frequently.
- **Online Help** – Online help patches (HTML) are available on *OracleMetaLink*.
- **Release Content Document** – See the Release Content Document for descriptions of new features available by release. The Release Content Document is 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*.

### Related Guides

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

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD

included in your media pack, or by using a Web browser with a URL that your system administrator provides.

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

### **Guides Related to All Products**

- **Oracle Applications User's Guide**

This guide explains how to navigate the system, enter data and query information, and introduces other basic features of the GUI available with this release of Oracle iReceivables (and any other Oracle Applications product).

You can also access this user guide online by choosing "Getting Started and Using Oracle Applications" from the Oracle Applications help system.

### **Guides Related to This Product**

- **Oracle Receivables User Guide**

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

- **Oracle Receivables Tax Manual**

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

- **Oracle 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 interMedia User's Guide and Reference**

This user guide and reference provides information about Oracle *interMedia*. This product enables Oracle9i to store, manage, and retrieve geographic location

information, images, audio, video, or other heterogeneous media data in an integrated fashion with other enterprise information. Oracle Trading Community Architecture Data Quality Management uses *interMedia* indexes to facilitate search and matching.

- **Oracle Self-Service Web Applications Implementation Guide**

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

- **Oracle iPayment Implementation Guide**

This manual describes the setup tasks that you must perform for iPayment and information you need to configure iPayment to suit your business requirements.

- **Oracle iPayment Concepts and Procedures Guide**

This manual describes an overview of iPayment and its components, and provides process-oriented, task-based procedures for using the user interface to set up the application and perform essential business tasks. This manual also provides details on the integration of iPayment and Oracle Payables and viewing the key performance metrics such as transaction summaries, payee summaries, and other critical performance indicators.

## **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. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

- **Installing Oracle Applications**

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications 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 guides and implementation guides.

- **Upgrading Oracle Applications**

Refer to this guide if you are upgrading your Oracle Applications 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 at Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 11.0.

- **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 6i forms so that they integrate with Oracle Applications.

- **Maintaining Oracle Applications**

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

- **Oracle Applications 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.

## **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 (MRC) feature to account and report your transactions in more than one currency, consult this manual before you implement Oracle iReceivables. The manual details additional steps and setup considerations for using MRC with Oracle iReceivables.

- **Multiple Organizations in Oracle Applications**

If you use the Oracle Applications Multiple Organization Support feature to use multiple sets of books for one Oracle Financials installation, use this guide to learn about setting up and using Oracle Financials with this feature.

There are special considerations for using Multiple Organizations in Europe with document sequences, legal entity reporting, and drill-down from General Ledger. Consult the Multiple Organizations in Oracle Applications guide for more information about using Multiple Organizations in Europe.

- **Oracle Applications Flexfields Guide**

This manual provides flexfields planning, setup, and reference information for the Oracle iReceivables implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This 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 Oracle*MetaLink*.

- **Oracle iReceivables 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 Oracle*MetaLink*.

### **Other Information Sources**

For more information about iPayment, see the latest versions of the following documents:

- *Oracle iPayment 11i Javadoc Java APIs*, MetaLink note number 116245.1
- Apache Server Documentation (<http://www.apache.com>)
- Apache's mod-ssl documentation (<http://www.mod-ssl.org/docs>)
- Java Developer's Guide (<http://www.sun.com>)

For more information about setting up firewall and proxies for external user access, refer to these documents on Oracle*Metalink*:

- *Best Practices for Securing the E-Business Suite*, MetaLink note number 189367.1
- *Multi-Node Installations of iAS 1.0.2.2.2 for E-Business Suite*, MetaLink note number 217368.1
- *Best Practices For Securing Oracle E-Business Suite 11i For Internet Access*, MetaLink note number 229335.1

## **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.



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# Introducing Oracle iReceivables 11i Second Generation

## Oracle iReceivables 11i Second Generation

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

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

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

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

## Major Features

Major features of iReceivables include:

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

- Payment by Bank Account Transfer
- Multiple Customer Access
- External User Self Registration
- Dispute a Bill
- Credit Memo Request Workflow
- Credit Memo Request Display
- Multi Print
- Multi Pay

## New User Interface

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

## Customer Search

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

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

You can also customize the search criteria according to your business needs with the custom transaction search and custom customer search:

- Use the custom transaction search to add your own custom search-by attributes for iReceivables transactions. External customers can use these custom attributes to search for transactions in the Account Details page. For example, a shipping company can allow its users to search by bill of lading number, or a real estate company can allow its users to search by property address.
- Use the custom customer search to add your own custom search-by attributes for your iReceivables customers and customer sites. External customers and internal corporate users can use these custom attributes to search for customer accounts in the Customer Search page.

## Configurable Account Summary Home Page

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

section that the deploying company can customize to provide users with additional information, such as news, FAQs, and policy statements.

## Account Details Page

The Account Details page displays the customer's latest account activity. Users can view invoices, debit memos, credit memos, commitments and payments, and sort data in any way they choose. The search engine on the Account Details page provides users with the following capabilities:

- Web-style transaction search based on transaction numbers, amounts, dates, or related documents such as order number or PO number.
- Category, currency, and transaction status search to fine tune the inquiry.
- Advanced Search that lets users display transactions that match specific selection criteria based on date range, due-date range, or amount range. For example, a customer or employee can display all transactions for Superior Plumbing Co. with outstanding amounts ranging from \$100 to \$10,000 and with due dates between 01-JAN-1999 and 01-FEB-1999.

## Online Aging

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

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

## Interactive Invoice

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

- Use the Pay button to make a full or partial payment by credit card or bank account transfer.
- Use the Dispute button to dispute a bill online. The dispute request automatically triggers the Credit Memo Workflow process, routing the request for internal approval.
- Use the Apply Credits button to apply on-account credits to open debit transactions, including invoices, debit memos, and deposits.
- Use the Printable Page button to optimize the invoice presentation for printing on paper.
- Export data in comma delimited format.

## Payment by Credit Card

Users can make both full and partial payment of their invoices by credit card. Once the user sets up a default credit card, iReceivables displays the Quick Payment page where the user can simply click Pay Now to pay a bill. iReceivables also offers an Advanced Payment page to change the default payment method, enter new credit card information, or make a partial payment. To protect against fraudulent card-not-present transactions, you can also prompt the user to enter the card security code and/or the cardholder billing address as additional means of verification.

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

## Payment by Bank Account Transfer

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

iReceivables supports external processing of US-only bank account transfer payments through Oracle iPayment and the Automated Clearing House (ACH) network. iReceivables also supports external processing of both US-only and non-US bank account transfer payments through the standard direct debit functionality in Oracle Receivables, if the deploying company makes use of Receivables direct debit.

## Multiple Customer Access

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

## External User Self Registration

The Self Registration feature lets you add a Register link to your customer portal, so that external customers (B2B or B2C users) can self register for iReceivables Account Management application access to their customer account data. The Self Registration feature uses the Challenge-Response Model. In this model, the user is asked a question pertaining to the customer account to which the user is requesting access. This lets iReceivables verify the user's access privileges. If self registration is successful, this initiates the HZ User Creation workflow to validate and automatically create user records in TCA and FND.

## Dispute a Bill

Customers can dispute all or part of an open invoice by choosing the Dispute button in the Invoice page or Activities page. Choosing the Dispute button lets the customer enter information about the dispute, including the reason for the dispute, the numerical amount or amount percentage to dispute, and any comments. Once the user submits the dispute, the system creates a credit memo request.

You can control access to the Dispute Invoice function via function security. You can deny or allow access to the Dispute Invoice function for both customers and internal users. If you deny a customer access to the Dispute Invoice function, your internal users, such as sales or customer service representatives, can still enter a dispute on the customer's behalf.

### **Credit Memo Request Workflow**

After submitting a credit memo request, the Credit Memo Request Workflow routes the request to the appropriate personnel in your company for approval. If the request is approved, Oracle Receivables automatically creates a credit memo for the disputed amount and notifies the customer either via e-mail or a Workflow web notification. The workflow also notifies customers when their requests are rejected.

### **Credit Memo Request Display**

The Credit Memo Request display in the Account Summary and Account Details pages summarizes each request and displays the real-time status of the workflow process. Users can review the details of their credit memo requests and the current status of each request.



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## Setting Up iReceivables

This chapter covers the following topics:

- Setup Tasks in Oracle Applications for iReceivables
- Define iReceivables Internal Users
- Define iReceivables External Users and Customer Access
- Define Function Security
- Index the Customer Database
- Set Up for Self Registration
- Set Up for Anonymous User Login
- Set Up for Applying On-Account Credits
- Define Service Charges
- Set the Grace Period for Discounts
- Review and Update Receivables Lookups
- Set the Profile Option for Aging Buckets
- Set Up for Bill Presentment Architecture
- Define Currencies for Customers and Customer Bill To Sites
- Define Receipt Class and Payment Method
- Assign iReceivables Payment Methods
- Set Up Document Sequencing for iReceivables Receipts
- Set the Profile Option for ACH Bank Account Transfer Payments
- Modify the Display of Account Information
- Integrate iReceivables into Your Business Processes

### Setup Tasks in Oracle Applications for iReceivables

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

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

Before you can set up Oracle Applications for iReceivables, you must complete these Prerequisite tasks:

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

**Setup Tasks in Oracle Applications for iReceivables**

Step Number	Step Description	Required or Optional
1	<b>Define iReceivables Internal Users.</b> See: Define iReceivables Internal Users, page 2-4.	Required
2	<b>Define iReceivables External Users and Customer Access.</b> See: Define iReceivables External Users and Customer Access, page 2-5.	Required
3	<b>Define Function Security.</b> See: Define Function Security, page 2-8.	Optional
4	<b>Index the Customer Database.</b> See: Index the Customer Database, page 2-9	Required
5	<b>Set Up for Self Registration.</b> See: Set Up for Self Registration, page 2-10.	Optional
6	<b>Set Up for Anonymous User Login.</b> See: Set Up for Anonymous User Login, page 2-15.	Optional
7	<b>Set Up for Applying On-Account Credits.</b> See: Set Up for Applying On-Account Credits, page 2-17.	Optional
8	<b>Define Service Charges.</b> See: Define Service Charges, page 2-18.	Optional
9	<b>Set the Grace Period for Discounts.</b> See: Set the Grace Period for Discounts, page 2-20.	Optional

<b>Step Number</b>	<b>Step Description</b>	<b>Required or Optional</b>
10	<b>Review and Update Receivables Lookups.</b> See: Review and Update Receivables Lookups, page 2-21.	Required
11	<b>Set the Profile Option for Aging Buckets.</b> See: Set the Profile Option for Aging Buckets, page 2-22.	Optional
12	<b>Set Up for Bill Presentment Architecture</b> See: Set Up for Bill Presentment Architecture, page 2-23.	Optional
13	<b>Define Currencies for Customers and Customer Bill-To Sites.</b> See: Define Currencies for Customers and Customer Bill To Sites, page 2-24.	Required
14	<b>Define Receipt Class and Payment Method.</b> See: Define Receipt Class and Payment Method, page 2-24.	Required
15	<b>Assign iReceivables Payment Methods.</b> See: Assign iReceivables Payment Methods, page 2-29.	Required
16	<b>Set up Document Sequencing for iReceivables Receipts.</b> See: Set Up Document Sequencing for iReceivables Receipts, page 2-30.	Required
17	<b>Set the Profile Option for ACH Bank Account Transfer Payments.</b> See: Set the Profile Option for ACH Bank Account Transfer Payments, page 2-31.	Optional
18	<b>Modify the Display of Account Information.</b> See: Modify the Display of Account Information, page 2-33.	Optional
19	<b>Integrate iReceivables into Your Business Processes.</b> See: Integrate iReceivables into Your Business Processes, page 2-35.	Optional

## Related Topics

Setting Up, *Oracle Receivables User Guide*

Setting Up Oracle Workflow, *Oracle Workflow Administrator's Guide*

Configuring iPayment Payment Engine, *Oracle iPayment Implementation Guide*

Understanding iPayment, *Oracle iPayment Concepts and Procedures*

## Define iReceivables Internal Users

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

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

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

### To define iReceivables internal users:

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

## Related Topics

Printing Transactions, *Oracle Receivables User Guide*

Entering Customers, *Oracle Receivables User Guide*

Users Window, *Oracle Applications System Administrator's Guide*

## Define iReceivables External Users and Customer Access

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

For business-to-business external users, use the Contact: Roles region of the Customers - Standard window to assign iReceivables external users to customers and customer sites with the customer contact role *Self Service User*. For business-to-consumer external users, use the Customers - Standard window header region to enter users with the customer type *Person*. For both types of external user, you then use the Users window to assign the external users the responsibility iReceivables Account Management and the corresponding customer contact or person. If you are using the Multi Print feature, you must also enter the user’s e-mail address.

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

## Customer Access and Indexing the Customer Database

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

Because the customer contact name is one of the search criteria iReceivables internal users have available to search for customers, you must ensure that you build your customer index with the Build Compact Index? parameter set to *No*. See: Index the Customer Database, page 2-9 for more information.

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

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

If you are migrating to iReceivables Release 11i Second Generation Mini-pack C or higher, the iReceivables Account Management responsibility remains assigned to your existing external users. The only update that you must perform is to assign these users the *Self Service User* contact role according to the tasks described below.

**Note:** By default, users with the iReceivables Account Management responsibility have access to the link called Request Additional Customer Account Access, for use with the iReceivables Self Registration feature. If you do not plan to use Self Registration, then please remove this function from the iReceivables Account Management responsibility using function security. See: Set Up for Self Registration, page 2-10 for more information.

**To define an iReceivables external user for Business-to-Business Setup, with access to one site only or to multiple customer sites:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation
2. Select the Receivables Manager responsibility.
3. Navigate to the Customers - Standard window.
4. Query or enter the first customer that you want.
5. Navigate to the Addresses tabbed region and choose the customer address that you want.
6. Open the Contacts: Roles tabbed region.
7. Enter the name of the external user and the user's contact information.
8. In the Description field, enter the role *Self Service User*.
9. Save your work.
10. To assign this user to a second site of the same customer, first repeat steps 5 and 6.
11. In the Number field, choose the external user name that you entered in step 7 from the list of values.
12. In the Description field, enter the role *Self Service User*.
13. Save your work.
14. To assign this user to additional sites of the same customer, repeat steps 10 to 13.
15. Select the System Administrator responsibility.
16. Navigate to the Users window.
17. Enter the User Name and Password of the external user.
18. In the Person Name field, choose any version of the external user's name that you defined in step 7 from the list of values.
19. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.
20. Open the Direct Responsibilities tabbed region.
21. In the Responsibility field, enter *iReceivables Account Management*.
22. In the From and To fields, enter the effective dates for this user.

**To define an iReceivables external user for Business-to-Business Setup, with access to multiple customer sites:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Customers - Standard window.
4. Query or enter the first customer that you want to assign to an external user.
5. Open the Contacts: Roles tabbed region.
6. Enter the name of the external user and the user's contact information.
7. In the Description field, enter the role *Self Service User*.

8. Save your work.
9. Query the next customer that you want in the Customer Name or Number field.
10. Open the Contacts: Roles tabbed region.
11. In the Last field, choose the external user name that you entered in step 6 from the list of values.
12. In the Description field, enter the role *Self Service User*.
13. Repeat steps 9 to 12 for all customers that you want to assign to this external user.
14. Save your work.
15. Select the System Administrator responsibility.
16. Navigate to the Users window.
17. Enter the User Name and Password of the external user.
18. In the Person Name field, choose any version of the external user's name that you defined in step 6 from the list of values.
19. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.
20. Open the Direct Responsibilities tabbed region.
21. In the Responsibility field, enter *iReceivables Account Management*.
22. In the From and To fields, enter the effective dates for this user.

**To define an iReceivables external user for Business-to-Consumer Setup:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Customers - Standard window.
4. Query or enter the customer that you want.
5. Assign the user the Customer Type *Person* and enter the necessary Person party details.
6. Save your work.
7. Select the System Administrator responsibility.
8. Navigate to the Users window.
9. Enter the User Name and Password of the external user.
10. In the Person Name field, choose any version of the external user's name that you defined in step 5 from the list of values.
11. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.
12. Open the Direct Responsibilities tabbed region.
13. In the Responsibility field, enter *iReceivables Account Management*.

14. In the From and To fields, enter the effective dates for this user.

## Related Topics

Printing Transactions, *Oracle Receivables User Guide*

Entering Customer Contact Roles, *Oracle Receivables User Guide*

Users Window, *Oracle Applications System Administrator's Guide*

## Define Function Security

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

You can use function security in these situations:

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

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

### To define function security for an iReceivables user:

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

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

## Related Topics

Responsibilities Window, *Oracle Applications System Administrator's Guide*

## Index the Customer Database

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

The *Customer text data creation and indexing* concurrent program includes the parameter *Build Compact Index?* to control the level of indexing when you first build your customer index. Enter *No* to build the index with customer, customer site, customer contact, and customer site contact information. Enter *Yes* to build the index with customer and customer site information only, without contact information.

**Note:** The index only includes customer contacts and customer site contacts that have roles assigned to them, with one role marked as primary.

**Note:** If you plan to assign external users the contact role *Self Service User* for customers and customer sites, you must build your index with the *Build Compact Index?* parameter set to *No*.

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

**Note:** Whenever you make changes to customer data, these changes are not available to the iReceivables customer search engine until the next

time that the concurrent program runs and recreates the intermedia index.

**To build the customer indexes in your applications database:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Submit Request window.
4. In the Name field, choose *Customer text data creation and indexing* from the list of values.
5. In the Build Compact Index? field, enter:
  - *No* to index all customer information.
  - *Yes* to index customer and customer site information only.
6. Choose the Schedule button.
7. In the Schedule window, choose *Once*.

**To schedule a regular update of your customer indexes**

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

## Related Topics

Using Standard Request Submission, *Oracle Applications User's Guide*

## Set Up for Self Registration

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

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

**Note:** After successful registration, this new customer contact is not available to the iReceivables customer search engine until the next running of the *Customer text data creation and indexing* concurrent program. See: Index the Customer Database, page 2-9 for more information.

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

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

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

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

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

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

## Prerequisites

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

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

### To set up iReceivables Self Registration:

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

```
http://[hostname].[domain]:[apache_port]
/SelfRegistration.jsp?language=[language_code]
```

where:

- [hostname] - Web server machine name
- [domain] - Internet domain name
- [apache\_port] - Port where the Apache listener is configured
- [dad] - Database access descriptor. You can use the same value as the SID of the database
- [language\_code] - The language from the languages installed in FND\_LANGUAGES that the external user is registering in. If you do not enter a language, the default is US English.

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

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

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

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

where: [country code] - Uppercase ISO 3166 2-letter code.

3. Log in to Oracle Applications with the user name and password appropriate for the installation.
4. Select the System Administrator responsibility.
5. Assign the iReceivables Registration responsibility to the pre-seeded guest user account specified by the Guest User Password profile option.
  1. Navigate to the System Profile Values window.
  2. In the Profile field, enter the user account that you want and make note of the value (value format: *user/password*).
  3. Navigate to the Users window.
  4. In the User Name field, query the value of the same user account.
  5. Navigate to the Responsibilities tabbed region.
  6. Add the *iReceivables Registration responsibility*.
6. Assign an e-mail address to the Contact Us global icon.

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

  1. Navigate to the Form Functions window.
  2. Query the function *ARI Self Registration Contact Us*.
  3. Choose the Web HTML tab.

4. Enter the Self-Registration administrator's e-mail address in the HTML Call field, using the format: `mailto:<userid>@<domain>.com`.

**Note:** You may need to restart your web server for the update to take effect.

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

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

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

1. Navigate to the System Profile Values window.
  2. Set the OIR: Registration Hold Domain profile option to *Customer Account* or *User*.
  3. Set the OIR: Registration Hold Duration profile option to the number of days that you want to prevent the Customer Account or User from attempting to re-register.
8. Switch to the Applications Developer responsibility.
  9. Use the Message Dictionary to configure the FND confirmation messages that you send to users after successful registration.

The messages that you need to configure contain this information:

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

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

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Workflow Administrator Event Manager or Workflow Administrator Web Applications responsibility.
3. Update the event subscription for the Self Registration event.
  1. Navigate to the Find Event Subscription page.
  2. Enter the business event `oracle.apps.ar.hz.User.create` in the Event field and click Find to display the Event Subscriptions page.
  3. `oracle.apps.ar.hz.User.create` is the business event subscribed by the HZ User Creation API to create new user records.
  4. Click on the `oracle.apps.ar.hz.User.create` Edit icon.

5. In the Subscriber region, enter the system that refers to the local database. If necessary, first create a BES system for the local database.
6. In the Source Type field, choose *Local* from the poplist.
7. If necessary, update the Phase field. The value 100 is seeded for Deferred event mode. Enter a value of 1 - 99 for non-Deferred event mode.
8. Complete the Event Subscriptions page according to your requirements.
4. Set a role for HZ User Creation Workflow Administrator to receive workflow notifications from the HZ User Creation API.
  1. Navigate to Oracle Workflow Builder.
  2. Open the item type *HZ User Creation API*.
  3. Choose *Load Roles from Database* from the File menu.
  4. In the Role Selection window, load the roles that you want for HZ User Creation API.
  5. Open the attribute *HZ User Creation Workflow Administrator*.
  6. In the Type field, choose *Role*.
  7. In the Value field, enter a default value corresponding to a role loaded for the HZ User Creation API.
  8. Complete the Attribute page according to your requirements.
  9. Save your work. You do not need to respond to the three iReceivables design warnings that Oracle Workflow generates when you save your Workflow definition.
5. Set a default value for the attribute Host Company Name that corresponds to your company name as you want it to appear.
  1. Navigate to Oracle Workflow Builder.
  2. Open the item type *HZ User Creation API*.
  3. Open the attribute *Host Company Name*.
  4. In the Value field, enter a default value corresponding to your company name.
  5. Complete the Attribute page according to your requirements.
6. Ensure that the Workflow Notification Mailer is running. The Workflow Notification Mailer generates the e-mail notifications.

## Related Topics

User Profiles, *Oracle Applications System Administrator's Guide*

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

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

Message Dictionary, *Oracle Applications Developer's Guide*

Defining Workflow Process Components, *Oracle Workflow Developer's Guide*

Managing Business Events, *Oracle Workflow Developer's Guide*

## Set Up for Anonymous User Login

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

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

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

The setup tasks for anonymous user login include:

- Update the anonymous login .htm files.
- Create an appropriate iReceivables responsibility and assign this responsibility to the Guest User Password profile option.
- Modify the file AnonymousLogin.jsp, located in the OA\_HTML directory.

### To set up iReceivables for anonymous user login:

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

```
/html/US/ARIANLGN.htm 115.2  
/html/US/ARIANERR.htm 115.3
```

To successfully access the anonymous login pages, modify these .htm files. If you want to support multiple languages, you can copy these files, modify the alert in the logon\_submit() function and any other language dependent attributes, and place the modified files in the appropriate directory structure. Place the modified static HTML pages in the directory:

```
$OA_HTML/[country code]/
```

where: [country code] - Uppercase ISO 3166 2-letter code

2. Log in to Oracle Applications with the user name and password appropriate for the installation.
3. Select the System Administrator responsibility.
4. If necessary, use function security to limit user access to functionality in the iReceivables Account Management responsibility. See: Define Function Security, page 2-8 for more information.
5. Assign the iReceivables anonymous login responsibility that you defined in step 4 to the pre-seeded guest user account specified by the Guest User Password profile option.
  1. Navigate to the System Profile Values window.

2. In the Profile field, enter *Guest User Password* and make note of the value (value format: *user/password*).
  3. Navigate to the Users window.
  4. In the User Name field, query the value of the Guest User Password account.
  5. Navigate to the Responsibilities tabbed region.
  6. Add the iReceivables anonymous login responsibility that you defined above.
6. Modify the SQL code in AnonymousLogin.jsp.

Add any parameters that you need as name-value pairs to the HashMap structure *hParams*, according to this example:

```
HashMap hParams = new HashMap();
hParams.put("Ircustomerid", sCustId);
```

In this example, the code adds a parameter named *IrcustomerId* and its value *sCustId* to the hash table. An illustration is provided in the file for Customer Site ID.

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

Page	Function	Mandatory Parameters	Optional Parameters	Other Semantics
Customer Search	ARI_INTERNAL_PAGE	N/A	N/A	For internal users.
Customer Search	ARI_EXTERNAL_PAGE	N/A	N/A	For external users. <b>Note:</b> If you are redirecting the user to the Customer Search page, then you must assign the Guest user a customer. See: Define iReceivables External Users and Customer Access, page 2-5.

Page	Function	Mandatory Parameters	Optional Parameters	Other Semantics
Home	ARIHOME	Ircustomerid= <id>	Ircustomersiteuseid= <site_id>	N/A
Account Details	ARIACCOUNT	Ircustomerid= <id>	Ircustomersiteuseid= <site_id> Iracctdtlstype_ ext=<type> Iracctstatus_ ext=<status>	<p>Values for &lt;type&gt; are from the lookup ARI_ACCOUNT_DETAILS_TY PE.</p> <p>Values for &lt;status&gt; are from the lookup ARI_ACCT_STATUS. If you are using aging buckets, then you can also use aging status codes. The format for the aging status code is:</p> <p>OIR_AGING_ +&lt;days from&gt; + &lt;days to&gt;</p> <p><b>Note:</b> You must have a corresponding aging bucket defined for &lt;days from&gt; and &lt;days to&gt;.</p>

## Set Up for Applying On-Account Credits

Set up iReceivables to let your customers apply their on-account credits to open debit transactions, including invoices, debit memos, and deposits. Customers can:

- Select one or more on-account credit memos or unapplied payments and apply them to multiple invoices and other debit transactions.
- Shortpay one or more invoices and other debit transactions and apply on-account credit memos, on-account payments, or unapplied payment to the remaining balance.

Enabling on-account credits displays the Apply Credits button on the Account Details, Transaction List, Invoice, and On-Account Credit Memos pages. Choosing the Apply Credits button takes the user to the Apply Credits pages to select credits and debit transactions to apply.

The setup tasks for enabling on-account credit applications are:

- Set the OIR: Apply Credits profile option to *Yes* to enable the Apply Credits button and Apply Credits pages.
- Set up the Receivables Payment Netting activity and GL account to offset debit and credit receipts against one another.

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

#### To set up for applying on-account credits:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the System Profile Values window.
4. Set the OIR: Apply Credits profile option to *Yes*.
5. Save your work.
6. Select the Receivables responsibility.
7. Navigate to the Receivables Activities window.
8. Enter a Name and Description.
9. Select the *Payment Netting* Type.
10. Select *Activity GL Account* for the GL Account Source.
11. Enter an Activity GL Account.
12. Complete the window according to your requirements.

## Related Topics

Receivables Activities, *Oracle Receivables User Guide*

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

## Define Service Charges

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

The setup tasks for applying service charges are:

- Define a Receivables activity and document sequencing for service charges.
- Set the OIR: Service Charge Activity ID and OIR: Enable Service Charge profile options.
- Along with the profile option settings, you can set the service charge profile at the customer and customer site level by configuring the appropriate parameters in the ARI\_CONFIG package.
- Enter the service charge calculation in the ARI\_SERVICE\_CHARGE\_PKG.compute\_service\_charge function.

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

**To define service charges on invoice payments using iReceivables:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receivables Activities window.
4. Enter a Name and Description for the activity.
5. Enter *Adjustment* in the Type field.
6. Complete the Receivables Activities window according to your business requirements.
7. Save your work.
8. Remain in the Receivables Activities window with the new activity that you just created. From the Help menu, choose Diagnostics > Examine.  
The Examine window appears.
9. In the Field field, enter *RECEIVABLES\_TRX\_ID*. Make note of the value in the Value field. You will enter this value in the OIR: Service Charge Activity ID profile option (see step 29, page 2-20).
10. Select the System Administrator responsibility.
11. Navigate to the System Profile Values window.
12. Set the Sequential Numbering profile option to *Always Used* or *Partially Used*.
13. Save your work.
14. Navigate to the Document Sequences window.
15. In the Name field, enter a document sequence name that identifies this sequence for iReceivables service charges.
16. In the Application field, enter *Oracle Receivables*.
17. In the From and To fields, enter the effective dates for this document sequence.
18. In the Type field, enter *Automatic* or *Gapless*.
19. Complete the fields for this document sequence.
20. Save your work.
21. Navigate to the Sequence Assignments window.
22. In the Application field, enter *Oracle Receivables*.
23. In the Category field, enter the document category created by the Receivables activity that you defined above.
24. In the Method field, enter *Automatic*.
25. Open the Assignment tabbed region.
26. Enter the Start and End Dates for this sequence assignment.

27. In the Sequence field, enter the name of the document sequence that you defined in step 15.
28. Save your work.
29. Set these profile options for service charges:
  - Set the OIR: Service Charge Activity ID profile option to the value of RECEIVABLES\_TRX\_ID for the new Receivables activity that you defined for service charges.
  - Set the OIR: Enable Service Charge profile option to *Yes*.
30. By default, iReceivables reads the profile option settings for all customers and customer sites. If necessary, modify the ARI\_CONFIG.get\_service\_charge\_activity\_id function and ARI\_CONFIG.is\_service\_charge\_enabled function according to your business requirements to set these functions at the customer level and customer site ID level.
31. Set the ARI\_SERVICE\_CHARGE\_PKG.compute\_service\_charge function to calculate the appropriate service charge. The default calculation is .05% on every transaction in the payment list.

## Related Topics

Receivables Activities, *Oracle Receivables User Guide*

Document Sequences, *Oracle Applications System Administrator's Guide*

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

## Set the Grace Period for Discounts

You can configure iReceivables to consider the discount grace days for a customer or customer site when calculating and displaying discount amounts for transactions. iReceivables uses the discount grace days as defined in the customer or customer site profile.

You use the OIR: Enable Discount Grace Days profile option to enable or disable the consideration of the grace period. When the grace period is enabled:

- Last Date column in the Discount Alerts table on the Home Page includes the grace days allowed for the discount.
- Discount amount displayed on the Payment page considers the grace days allowed for the discount.
- All payments made through iReceivables consider the grace days when calculating payment on transactions.

The setup tasks for setting the grace period days for discounts are:

- If necessary, enter the grace days in the Discount Grace Days field in the Profile: Transaction tabbed region of the Customers - Standard window or the Customer Addresses window for the customers and customer sites that you want.
- Set the OIR: Enable Discount Grace Days profile option to *Yes*. The default value is *No*.

**Note:** When the OIR: Enable Discount Grace Days profile option is set to *No*, iReceivables does not consider grace days when

calculating discounts, even if grace days are defined for the customer or customer site.

## Related Topics

Entering Parties and Customer Accounts, *Oracle Receivables User Guide*

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

## Review and Update Receivables Lookups

Use the Lookups window to review and update Receivables lookup types for use with iReceivables. The lookup types are:

- CREDIT\_MEMO\_REASON
- ARI\_CUSTOMER\_SEARCH\_TYPE
- ARI\_INVOICE\_SECTION
- AR\_IREC\_CREDIT\_CARD\_TYPES
- ARI\_ACCOUNT\_DETAILS\_TYPE
- ARI\_ACCT\_STATUS

For the lookup types CREDIT\_MEMO\_REASON and ARI\_INVOICE\_SECTION, review and update both your seeded and user-defined lookup codes. For the lookup type AR\_IREC\_CREDIT\_CARD\_TYPES, update the seeded credit card types that you plan to accept for iReceivables payments.

**Note:** You cannot modify the seeded lookups for the lookup types CREDIT\_MEMO\_REASON and AR\_IREC\_CREDIT\_CARD\_TYPES. You cannot add new lookup codes for the lookup types ARI\_INVOICE\_SECTION and AR\_IREC\_CREDIT\_CARD\_TYPES.

For the lookup type ARI\_CUSTOMER\_SEARCH\_TYPE, review and update the seeded lookup codes that you want to appear on the Search By poplist on the Customer Search page. If you plan to extend the customer search, define lookup codes for your new customer search attributes. The custom transaction search attributes that you define are queried by the procedure search\_custom\_customer() in the file ARICNFGB.pls. See: Extending the iReceivables Search, page 4-4 for more information.

For the lookup types ARI\_ACCOUNT\_DETAILS\_TYPE and ARI\_ACCT\_STATUS review and update the seeded lookup codes that you want to appear on the Status and Transaction Type poplists on the Account Details page. If you plan to extend the transaction search, define lookup codes for your new transaction search attributes. The custom transaction search attributes that you define are queried by the procedure search\_custom\_trx() in the file ARICNFGB.pls. See: Extending the iReceivables Search, page 4-4 for more information.

### To update Receivables lookups for use with iReceivables:

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

4. In the Type field, query the lookup type that you want.
5. In the User Name field, enter the user name for the applicable lookup codes.
6. In the Application field, enter *Oracle Receivables*. The system displays the lookup codes.
7. To disable a lookup code, enter a date in the Effective Dates To field or uncheck the Enabled box.
8. For ARI\_CUSTOMER\_SEARCH\_TYPE and CREDIT\_MEMO\_REASON, enter *Y* in the Tag field to make a code available to external users or *N* to make the code available to internal users only. Replace any null values in the Tag field with *Y* or *N*.
9. Enter any new lookup codes for ARI\_CUSTOMER\_SEARCH\_TYPE and CREDIT\_MEMO\_REASON that you want.

## Related Topics

Lookups, *Oracle Applications Developer's Guide*

Defining Receivables Lookups, *Oracle Receivables User Guide*

## Set the Profile Option for Aging Buckets

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

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

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

## Prerequisites

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

### To set the aging buckets profile option:

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

## Related Topics

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

Aging Buckets, *Oracle Receivables User Guide*

## Set Up for Bill Presentment Architecture

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

Perform these setup steps to display and print invoices using the Bill Presentment Architecture in Oracle iReceivables:

- **OIR: Bill Presentment Architecture Enabled profile option** - Set the OIR: Bill Presentment Architecture Enabled profile option to display invoices in BPA format. You can set this profile option at the site, responsibility, and user levels, according to your business practice.

If you leave all fields blank, then iReceivables displays invoices in the standard iReceivables format.

- **OIR: BPA Multi Print Limit profile option** - Use the OIR: BPA Multi Print Limit profile option to set a limit to the number of invoices printed at one time using the BPA Print Preview program. If the user prints more invoices than the limit specified, then iReceivables uses the BPA Print concurrent program to print the invoices.
- **Generate BPA Stylesheets** - Run the Generate Stylesheet for BPA Templates concurrent program.
- **Customize the print request messages** - You can customize the BPA print request messages according to your requirements. The messages are:
  - ARI\_IMMEDIATE\_PRINT\_PROG\_NAME - BPA Print Preview program.
  - ARI\_PRINT\_PROGRAM\_NAME - BPA Print concurrent program.

See: Editing iReceivables Messages, page 4-5.

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

### To set the Bill Presentment Architecture profile options:

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

5. Set the OIR: BPA Multi Print Limit profile option to the maximum number of invoices to print at one time using the BPA Print Preview program.

For best performance, it is recommended to set the limit no higher than thirty (30).

## Related Topics

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

Bill Presentment Architecture, *Oracle Receivables User Guide*.

Bill Presentment Architecture Print Management, *Oracle Receivables User Guide*.

## Define Currencies for Customers and Customer Bill To Sites

The list of available currencies in the Account Summary page and the Account Details page is based either on the profile amounts or on the amounts enabled in the credit profile. You can specify these profiles at the customer level and customer site level. If a currency code does not exist in either of these two profiles at the customer or any customer site level, then iReceivables cannot display the customer's transactions in that currency.

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

### To define currencies for a customer:

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

## Related Topics

Defining Customer Profiles, *Oracle Receivables User Guide*

Assigning Profile Classes to Customers, *Oracle Receivables User Guide*

## Define Receipt Class and Payment Method

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

- Bank account transfers using Receivables direct debit.
- Credit card payments using iPayment.

- ACH bank account transfers using iPayment.

If you use Receivables direct debit, you can process bank account transfer payments globally. If you use payment methods via iPayment, then payment processing is restricted according to the iPayment servlets.

A user can pay all open invoices in one payment transaction. You can also let the user make a partial payment on the entire open invoice balance. If the user is paying multiple invoices across multiple bill-to sites, Receivables creates the receipt using the primary payment method specified at the customer level. For payments of multiple invoices across multiple bill-to sites, you must provide specific settings to use the payment methods that you assign to customers and customer sites. See: *Assign iReceivables Payment Methods*, page 2-29 for more information.

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

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

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

## Credit Card One-Time Payment

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

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

- Define a receipt class and payment method that uses a one-step remittance method.
- Set the OIR: Save Payment Instrument Information profile option to *No*.

**Note:** If you set the OIR: Save Payment Instrument Information profile option to *No*, iReceivables can only accept payment by credit card using a one-step remittance method. You cannot use the ACH bank account transfer to process payments.

## Additional Credit Card Verification

Set the OIR: Verify Credit Card Details profile option to provide additional protection against fraudulent card-not-present transactions. You can choose to accept the card security code and/or the cardholder billing address when processing a credit card payment.

**Note:** iReceivables uses the card security code and the cardholder billing address for verification purposes only and does not save the information. Consequently, you must set the OIR: Save Payment Instrument profile option to *No* to use the OIR: Verify Credit Card

Details profile option. When you set the OIR: Save Payment Instrument Information profile option to *No*, iReceivables can only accept payment by credit card using a one-step remittance method. You cannot use the ACH bank account transfer to process payments.

You can set these values for the OIR: Verify Credit Card Details profile option:

- *Credit Card Address Only* - Verify the cardholder billing address.
- *Credit Card Security Code Only* - Verify the credit card security code.
- *Both* - Verify both the cardholder billing address and the credit card security code.
- *None* - Do not enable additional verification.

The default value is *Both*. You can set this profile option at the System Administrator Site, Application, Responsibility, User, Server, and Organization levels.

Set the OIR: Verify Credit Card Details profile option to *Credit Card Address Only* or *Both* to display fields for entering the billing address in the New Credit Card region of the Advanced Payment page. iReceivables compares the address and postal code that the user enters to the information that is stored at the issuing bank.

Set the OIR: Verify Credit Card Details profile option to *Credit Card Security Code Only* or *Both* to display the Card Security Code field in the New Credit Card region of the Advanced Payment page. On Visa and MasterCard credit cards, the card security code is a 3-digit number printed on the signature strip on the back of the card. On American Express credit cards, the card security code is a 4-digit number on the front of the card above the account number. iReceivables uses this information to verify that the card is active and valid for use.

## Oracle iPayment and Supported Currencies

Oracle iPayment manages external processing of credit card payments and ACH bank account transfers. The banks and currencies supported by iPayment are determined by the iPayment servlets.

**Note:** Please consult *Oracle iPayment Concepts and Procedures* for the current list of iPayment servlets and the currencies they support.

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

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

**Note:** iReceivables does not support cross-currency payments. Though a user can still pay invoices with a credit card or bank account that has

a different currency from that of the invoice, the receipt created in iReceivables will have the same currency as the invoice.

**To define a receipt class and payment method for iReceivables:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receipt Classes window.
4. Enter a Name for this receipt class. You may want to enter a name that identifies this receipt class for iReceivables.
5. Leave the Notes Receivable and Require Confirmation boxes unchecked.
6. Enter a Creation Method of:
  - *Manual* to process receipts using the standard Receivables direct debit.
  - *Automatic* to process receipts by credit card or ACH bank account transfer using iPayment.
7. Enter a Remittance Method of:
  - *No Remittance* for one-step credit card payments, including one-time payments. Receipts are created as Cleared and do not require remittance.
  - *Standard, Factoring, or Standard and Factoring*, according to your business practice, for two-step credit card payments and bank account transfer payments. Receipts are created as Confirmed and require remittance.  
Enter *Standard*, if you plan to allow refunds against credit card payments.
8. Enter a Clearance Method of *Directly, By Automatic Clearing, or By Matching*, according to your business practice.
9. Enter a Payment Method Name. You may want to enter a name that identifies the type of payment, such as *iReceivables direct debit, iReceivables 2-step credit card, or iReceivables ACH*.
10. Enter a name in the Printed Name field. For example, *iReceivables Credit Card*.
11. Leave the Debit Memos Inherit Receipt Numbers box unchecked.  
If you are defining a direct debit payment method, go to step 19.
12. Enter the number of receipts rule according to your business practice. This field is not used by iReceivables.
13. Enter receipt maturity date rule according to your business practice. This field is not used by iReceivables.
14. Leave the Receipts Inherit Transaction Numbers box unchecked.  
iReceivables uses document sequences to number credit card or bank account transfer receipts.
15. Enter the automatic print program according to your business practice.
16. Enter the lead days according to your business practice.
17. In the Payment Type field, enter:

- *Credit Card* for credit card payments.
- *ACH Bank Account* for bank account transfer payments via the ACH network.

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

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

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

If this payment method is for ACH bank account transfers using iPayment, you must provide a valid bank number for the bank associated with the account that you are linking to.

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

21. Save your work.
22. Assign the iReceivables payment methods that you defined to the Receivables System Options window, Customers - Standard window, and Customer Addresses window according to your business practice. See: Assign iReceivables Payment Methods, page 2-29 for more information.
23. For ACH bank account transfer, perform this additional step:

Set the OIR: Maximum Future Payment Days Allowed profile option to the maximum number of days that users can enter future-dated payments according to your business practices. Setting a maximum future payment date, for example, prevents users from entering exaggerated future payment dates.

By default, iReceivables reads the profile option setting for all customers and customer sites. If necessary, modify the ARI\_CONFIG.get\_max\_future\_payment\_date function according to your business requirements to set this function at the customer level and customer site ID level.

## Related Topics

Understanding iPayment, *Oracle iPayment Concepts and Procedures*

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

About Remittances, *Oracle Applications System Administrator's Guide*

Integration with Other Oracle Applications, *Oracle iPayment Concepts and Procedures*

Payment Methods, *Oracle Receivables User Guide*

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

## Assign iReceivables Payment Methods

Assign the iReceivables payment methods that you defined in Step 13. Define Receipt Class and Payment Method, page 2-24 to the Receivables System Options window, Customers - Standard window, and Customer Addresses window according to your business practice.

Use the Receivables System Options window to assign a default iReceivables payment method for credit card payments and bank account transfers. Use the Customers - Standard window and the Customer Addresses window to assign iReceivables payment methods to specific customers and specific customer bill-to sites.

Payment method assignments take precedence in the order:

- Customer bill-to site
- Customer
- Receivables System Options

Mark one payment method of each type as *Primary* at the customer and customer site level. If at the customer site level there are two or more payment methods of the same type, the payment method marked as primary is taken as the payment method for transactions billed to this site. If no payment method of the same type is marked as primary, then the payment method at the customer level is taken as the payment method for transactions billed to this site.

For credit card payments of multiple invoices across multiple bill-to sites, Receivables only uses the primary payment methods defined at the customer and customer site level if the payment methods are set up in this way:

- Associated receipt class has a Creation Method of *Automatic*.
- Associated Payment Type is *Credit Card*.
- There is an associated remittance bank account that accepts receipts in the payment currency.

For ACH payments of multiple invoices across multiple bill-to sites, Receivables uses the primary payment methods defined at the customer and customer site level as long as the associated receipt class does not have a Remittance Method of *No Remittance*.

### To assign iReceivables payment methods:

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the Receivables Manager responsibility.
3. Navigate to the Receivables System Options window.
4. Open the Miscellaneous tabbed region.
5. Enter an iReceivables credit card payment method in the Credit Card Payment Method field.
6. Enter an iReceivables direct debit or ACH bank account transfer payment method in the Bank Account Payment Method field.
7. Navigate to the Customers - Standard window.
8. Query or enter the first customer that you want.

9. Navigate to the Payment Methods tabbed region to assign iReceivables payment methods to this customer. Mark only one payment method of each type as Primary.
10. In the Addresses tabbed region, choose the customer address that you want.
11. Navigate to the Payment Methods tabbed region to assign iReceivables payment methods to this customer bill-to site.
12. Save your work.
13. Repeat steps 8 to 12 for each customer and customer bill-to site that you want.

## Related Topics

Entering Customers, *Oracle Receivables User Guide*

Defining Receivables System Options, *Oracle Receivables User Guide*

## Set Up Document Sequencing for iReceivables Receipts

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

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

### To set up document sequencing for iReceivables receipts:

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

17. Open the Assignment tabbed region.
18. Enter the Start and End Dates for this sequence assignment.
19. In the Sequence field, enter the name of the document sequence that you defined in step 7.
20. Save your work.
21. Repeat steps 6 to 20 for each document sequence that you want to define for iReceivables.

## Related Topics

Document Sequences, *Oracle Applications System Administrator's Guide*

## Set the Profile Option for ACH Bank Account Transfer Payments

Use the AR: Bank Directory Source profile option to help manage bank account transfer payments for iReceivables via iPayment and the ACH network. Setting this profile option lets iReceivables derive the name of the bank or financial institution from the routing number that the customer enters to pay an invoice using an ACH bank account transfer. You use the AR: Bank Directory Source profile option to acquire access to the E-Payment routing directory on the Federal Reserve Financial Services web site (<http://www.fedwiredirectory.frb.org>). When a customer pays an invoice by ACH bank account transfer with a routing number that is not assigned to a bank in the AP\_BANK\_BRANCHES table, the routing number is checked against the E-Payment routing directory. iReceivables derives the bank or financial institution name from the E-Payment routing directory using the routing number that the customer entered.

**Note:** If you set the OIR: Save Payment Instrument Information profile option to *No*, iReceivables can only accept payment by credit card using a one-step remittance method. You cannot use the ACH bank account transfer to process payments. See: Define Receipt Class and Payment Method, page 2-24 for more information.

Set the AR: Bank Directory Source profile option to *Local* to access the E-Payment routing directory from a local file that you download from the Federal Reserve Financial Services web site. When the customer enters a routing number that is not assigned to a bank in the AP\_BANK\_BRANCHES table, iReceivables attempts to derive the bank name using the local table. If the bank name for this routing number is not in the table, iReceivables uses the routing number as the bank name.

To use the local file, you must download the ACH directory from the Federal Reserve Financial Services web site and use SQL\*Loader to upload it to the AR\_IREC\_ACH\_BANKS table. See: Download and Upload the E-Payment ACH Directory to a Local Table, page 2-32 for information about downloading and uploading the ACH directory.

If you set the AR: Bank Directory Source profile option to *None*, Receivables always defaults the routing number as the bank name for the transaction.

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

**To set the profile option for ACH bank account transfer payments:**

1. Log in to Oracle Applications with the user name and password appropriate for the installation.
2. Select the System Administrator responsibility.
3. Navigate to the System Profile Values window.
4. Set the AR: Bank Directory Source profile option to *Local* or *None*.
5. If you set the AR: Bank Directory Source profile option to *Local*, then download and upload the E-Payment ACH directory.

See: Download and Upload the E-Payment ACH Directory to a Local Table, page 2-32.

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

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

- Download the E-Payment ACH directory from the Federal Reserve Financial Services web site.
- Use SQL\*Loader to upload the directory to the AR\_IREC\_ACH\_BANKS table.

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

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

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

16. Press the Schedule button.
17. In the Schedule window, choose *Once*.
18. Press the OK button.
19. Press the Submit button to submit the request.

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

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## Related Topics

Oracle Receivables Profile Options, *Oracle Receivables User Guide*

## Modify the Display of Account Information

You can modify the display of account information in the iReceivables Account Details and Transaction pages (including Invoice, Debit Memo, Deposit, and Payments) using the Oracle Applications Personalization Framework. By modifying the display of account information in the Account Details and Transactions pages, you can control the regions and fields that your external customers and one-time users have access to.

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

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

The Payments page can also display the Receipt Information flexfield and the context field values that you define for the flexfield in the Payment Row region. iReceivables can also display the Transaction Information and Invoice Transaction flexfields in the Payment Activities tables for the Account Details, Invoice, and Payment pages.

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

## Controller Class Restrictions

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

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

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

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

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

1. Set the Personalize Self-Service Defn profile option to *Yes*.
2. Log in to iReceivables and navigate to the Invoice page for the customer that you want.
3. To display transaction header-level flexfields on the Invoice page, click the personalization link *Personalize Invoice Terms Table*. To display transaction line-level flexfields in the Invoice page, click the *Personalize Invoice Lines Table* personalization link.

### To make Admin-level personalization changes to the Payments page:

1. Set the Personalize Self-Service Defn profile option to *Yes*.
2. Log in to iReceivables and navigate to the Payments page for the customer that you want.
3. To display receipt flexfields in the Payments page, click the personalization link *Personalize Payment Row*. To display transaction line-level flexfields in the Payment page, click the personalization link *Personalize Application Table*.

## Related Topics

Planning and Defining Descriptive Flexfields, *Oracle Applications Flexfields Guide*

Creating Admin-Level Personalizations, *OA Framework Personalization and Extensibility Guide*

Transaction Flexfields, *Oracle Receivables User Guide*

## Integrate iReceivables into Your Business Processes

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

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



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## Setting Up for Credit Memo Request Workflow

This chapter covers the following topics:

- Setting Up Oracle Receivables for Credit Memo Request Workflow
- Define Credit Memo Approval Limits for Approvers
- Define a Credit Memo Transaction Batch Source
- Update Transaction Types
- Set Up Credit Memo Request Workflow

### Setting Up Oracle Receivables for Credit Memo Request Workflow

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

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

## Setup Tasks for Credit Memo Request Workflow

Step Number	Step Description	Required or Optional
1	<b>Define Credit Memo Approval Limits for Approvers.</b> See: Define Credit Memo Approval Limits for Approvers, page 3-2.	Required
2	<b>Define a Credit Memo Transaction Batch Source.</b> See: Define a Credit Memo Transaction Batch Source, page 3-3.	Required
3	<b>Update Transaction Types.</b> See: Update Transaction Types, page 3-3.	Required
4	<b>Set Up Credit Memo Request Workflow.</b> See: Set Up Credit Memo Request Workflow, page 3-4	Required

## Define Credit Memo Approval Limits for Approvers

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

### To define credit memo approval limits for approvers:

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

## Related Topics

Approval Limits, *Oracle Receivables User Guide*

## Define a Credit Memo Transaction Batch Source

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

### To define a credit memo transaction batch source:

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

## Related Topics

Transaction Batch Sources, *Oracle Receivables User Guide*

## Update Transaction Types

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

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

### To update transaction types for iReceivables:

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

## Related Topics

Transaction Types, *Oracle Receivables User Guide*

## Set Up Credit Memo Request Workflow

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

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

## Related Topics

Setting Up Credit Memo Request Workflow, *Oracle Receivables User Guide*

Setting Up Oracle Workflow, *Oracle Workflow Administrator's Guide*

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# Configuring Oracle iReceivables

This chapter covers the following topics:

- Configuring iReceivables
- Modifying the Account Summary Page Information Section
- Modifying the Account Summary Page Discount Alerts and Dispute Statuses Section
- Customizing the Dispute Pages
- Configuring the Contact Us Global Button E-mail Address
- Extending the iReceivables Search
- Editing iReceivables Messages

## Configuring iReceivables

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

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

You can modify these components using the `ARI_CONFIG` configuration package:

- Account Summary page information section
- Account Summary page discount alerts and dispute statuses section
- Contact Us global button e-mail address
- iReceivables transaction search and customer search

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

You can also:

- Customize the Dispute pages.

- Edit iReceivables messages using the Oracle Application Object Library.

## Modifying the Account Summary Page Information Section

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

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

The procedure `get_homepage` takes the following parameters:

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

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

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

## Modifying the Account Summary Page Discount Alerts and Dispute Statuses Section

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

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

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

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

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

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

## Customizing the Dispute Pages

You can customize iReceivables Dispute pages according to your requirements. You can perform these customizations:

- Create customized messages for the Enter Dispute Details page and the Review Credit Request page.
- Personalize the Invoice Summary table to display invoice flexfields and attachments.
- Personalize the Invoice Lines region of the Enter Dispute Details page and the Review Credit Request page to display the invoice line flexfield.
- Personalize the Invoice Lines region of the Enter Dispute Details page to display a Search region to search by invoice line attributes, when there is a large number of invoice lines.

## Creating Customized Messages

Add customized messages to the Message Dictionary for the Enter Dispute Details page and the Review Credit Request page. You create messages based on the lookup types CREDIT\_MEMO\_REASON and ARI\_INVOICE\_SECTION in these formats:

- Enter Dispute Details page - ARI\_DD\_<CREDIT\_MEMO\_REASON lookup code>
- Enter Dispute Details page: Invoice section - ARI\_DD\_<ARI\_INVOICE\_SECTION lookup code>
- Review Credit Request page - ARI\_DR\_<CREDIT\_MEMO\_REASON lookup code>
- Review Credit Request page: Invoice section - ARI\_DR\_<ARI\_INVOICE\_SECTION lookup code>

**Note:** The Enter Dispute Details page displays the default message when no customized message is defined.

See: Editing iReceivables Messages, page 4-5.

### Example

This example provides custom messages for the dispute reason code DAMAGED\_GOODS.

Define a message called ARI\_DD\_DAMAGED\_GOODS that reads: "Please attach a digital image of the damaged goods." When the user selects this dispute reason, the Dispute Details page displays this additional instruction message. Along with the message, you can also personalize the Dispute Details page to enable attachments.

If you think that this kind of dispute will take longer to process, you can define an additional message called ARI\_DR\_DAMAGED\_GOODS that reads: "We will process your dispute within the next 7 business days. If you do not receive a response within this time frame, please e-mail us quoting the request ID."

## Configuring the Contact Us Global Button E-mail Address

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

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

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

Parameter	Values
p_customer_id	Primary key for HZ_CUST_ACCOUNTS
p_customer_site_use_id	Primary key for HZ_CUST_ACCT_SITES
p_language_string	Language code used to render the page
p_page	ARI_CUSTOMER_SEARCH
p_page	ARI_HOME_PAGE
p_page	ARI_ACCOUNT_DETAILS
p_page	ARI_CREDIT_MEMO_DETAILS
p_page	ARI_CREDIT_MEMO_REQUEST_DETAILS
p_page	ARI_INVOICE_DETAILS
p_page	ARI_DEBIT_MEMO_DETAILS
p_page	ARI_DEPOSIT_DETAILS
p_page	ARI_CHARGE_BACK_DETAILS
p_page	ARI_PAYMENT_DETAILS
p_page	ARI_DISPUTE
p_page	ARI_GUARANTEE_DETAILS
p_page	ARI_INVOICE_PAYMENT_PAGE
p_trx_id	Cash Receipt ID (for payments)
p_trx_id	Customer Trx Id (for all other transactions)

## Related Topics

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

## Extending the iReceivables Search

You can extend the iReceivables transaction search and iReceivables customer search to include additional search attributes according to your business practices. You can

extend the transaction search by providing additional transaction search attributes in the Status and Transaction Type lists on the Account Details page. You can extend the customer search by providing additional customer search attributes in the Search By list on the Customer Search page.

You need to provide custom code for your custom search attributes using these procedures in the ARICNFGB.pls file:

- `search_custom_trx` for the custom transaction search.
- `search_custom_customer` for the custom customer search.

These procedures are called by the client Java code whenever users initiate a search using your custom search attributes.

#### To extend the iReceivables search:

- Use the Lookups window to define look up codes for your custom transaction or customer search attributes. See: Review and Update Receivables Lookups, page 2-21.
- Use the Messages window to define error messages that refer to validations on your input parameters.
- Write your code for the custom search attributes that you defined. See:
  - *iReceivables Custom Transaction Search, an Oracle White Paper*, OracleMetaLink note number 263246.1, for information and sample code about the custom transaction search.
  - *iReceivables Custom Customer Search, an Oracle White Paper*, OracleMetaLink note number 278133.1, for information and sample code about the custom customer search.

Message Window, *Oracle Applications Developer's Guide*

## Editing iReceivables Messages

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

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

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

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

`$AR_TOP/mesg/<language>`

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

## **Related Topics**

Implementing Message Dictionary, *Oracle Applications Developer's Guide*



