

Oracle® Trade Management

Implementation Guide

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Oracle Trade Management Implementation Guide, Release 11i

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Preface

Welcome to the Oracle Trade Management Implementation Guide, Release 11i.

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

- The principles and customary practices of your business area.
- The Oracle Trade Management application.

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

- Oracle Self-Service Web Applications.

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

- The Oracle Applications graphical user interface.

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

See "[Other Information Sources](#)" for additional Oracle Applications product information.

How To Use This Guide

The Oracle Trade Management Implementation Guide contains the information you need to understand and use Oracle Trade Management. This guide contains seven chapters and five appendixes:

- **Chapter 1:** Provides an overview of Oracle Trade Management, its features and functions, and features new in this release.
- **Chapter 2:** Describes how to implement the mandatory and optional prerequisites for the Oracle E-Business Suite.
- **Chapter 3:** Describes how to implement the Oracle Trade Management prerequisites.
- **Chapter 4:** Shows how to implement Budgets.
- **Chapter 5:** Details how to implement Trade Planning.
- **Chapter 6:** Provides procedural tasks for implementing Claims.
- **Chapter 7:** Show how to implement Indirect Sales.
- **Appendix A:** Provides a list of the Oracle Trade Management system profile options.
- **Appendix B:** Presents a summary of Oracle Trade Management lookups.
- **Appendix C:** Details Oracle Trade Management concurrent programs.
- **Appendix D:** Describes seeded user statuses.
- **Appendix E:** Lists Claim Interface tables.

Documentation Accessibility

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Other Information Sources

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

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

Online Documentation

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

- **PDF Documentation**- See the Documentation CD provided with each release for current PDF documentation for your product. This Documentation CD is also available on *OracleMetaLink* and is updated frequently.
- **Online Help** - You can refer to Oracle iHelp for current HTML online help for your product. Oracle provides patchable online help, which you can apply to your system for updated implementation and end user documentation. No system downtime is required to apply online help.
- **11i Release Content Document** - Refer to the Release Content Document for new features listed release. The Release Content Document is available on *OracleMetaLink*.
- **About document** - Refer to the About document for patches that you have installed to learn about new documentation or documentation patches that you can download. The new About document is available on *OracleMetaLink*.

Related Documentation

Oracle Trade Management 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 Trade Management.

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

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

Guides Related to All Products

Oracle Applications User's Guide

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

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

Guides Related to This Product

Oracle Trade Management User Guide

This guide provides user information for Oracle Marketing implementation. This document includes user procedures for creating campaigns, budgets, lists, list import, data sources, and eMerchandising.

Oracle Advanced Pricing User Guide

Implementers need this guide to set up pricing features of Oracle Trade Management.

Oracle Business Intelligence System Implementation Guide

This guide outlines the steps required to create the End User Layer (EUL) and import EUL Export File (EEX) for Oracle Discoverer.

Oracle General Ledger User Guide

This guide provides information on setting up Oracle General Ledger, a dependency for Oracle Trade Management budgets.

Oracle Inventory User's Guide

This guide provides information on setting up Oracle Inventory, a mandatory dependency for Oracle Trade Management.

Oracle Receivables User Guide

This guide provides information on setting up Oracle Receivables, a mandatory dependency for Oracle Trade Management.

Oracle Receivables Tax Manual

This manual provides information about calculating tax. It covers implementation procedures, setup forms and windows, the Oracle Receivables tax calculation process, tax reports and listings, and tax-specific open interfaces.

Using Oracle HRMS - The Fundamentals

This guide provides information on using Oracle Human Resources, a mandatory dependency for Oracle Marketing.

Oracle Common Application Components Implementation Guide

This guide provides an overview of what you need to have installed, implemented, and verified before implementing the Oracle Trade Management. Some foundation components are required, others are optional, see specific Oracle Trade Management implementation tasks for details.

Installation and System Administration

Oracle Applications Concepts

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

Installing Oracle Applications

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

Maintaining Oracle Applications

Use this set of guides to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information

that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

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

Oracle Alert User's Guide

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

Oracle Applications Developer's Guide

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

Other Implementation Documentation

Multiple Reporting Currencies in Oracle Applications

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

Multiple Organizations in Oracle Applications

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

Oracle Workflow Administrator's Guide

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

Oracle Workflow Developer's Guide

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

Oracle Workflow User's Guide

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

Oracle Applications Flexfields Guide

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

Oracle eTechnical Reference Manuals

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

Oracle Manufacturing APIs and Open Interfaces Manual

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

Oracle Order Management Suite APIs and Open Interfaces Manual

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

Oracle Applications Message Reference Manual

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

Oracle Common Application Components Implementation Guide

Many E-Business Suite products common components from the Application Foundation. Use this guide to correctly implement the Application Foundation.

Training and Support

Training

Oracle offers a complete set of training courses to help you and your staff master Oracle Trade Management and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

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

Support

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

OracleMetaLink

OracleMetaLink is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With *OracleMetaLink*, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use *MetaLink*, register at (<http://metalink.oracle.com>).

Alerts: You should check *OracleMetaLink* alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

*Oracle STRONGLY RECOMMENDS that you never use SQL*Plus[®], Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.*

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

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

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

About Oracle

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

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

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

About Oracle Trade Management

Oracle Trade Management empowers many areas of a manufacturer's business to operate more effectively by providing closed-loop planning and execution. Oracle Trade Management further helps manufacturers to get the greatest impact from marketing, sales, co-op, and trade promotion campaigns across the entire demand chain. Oracle Trade Management is designed to improve the return on investment for B2B interactions.

Oracle Trade Management provides an integrated solution addressing four functional areas critical to B2B interactions:

- **Budget management:** Efficient and cohesive budgeting and financial processing. This eliminates wasteful spending and ensures trade funding is allocated and being utilized as intended.
- **Promotional planning and execution:** Enables manufacturers to improve their management of trade spending.
- **Deduction management:** Reduces and controls short-payment problems.
- **Chargebacks:** Monitor and verify chargebacks for wholesalers and third parties.

Oracle Trade Management functionality is grouped into four categories to handle these four functional areas. These categories are explained in more detail in these sections.

- [Section 1.1, "Budgets"](#)
- [Section 1.2, "Trade Planning"](#)
- [Section 1.3, "Claims"](#)
- [Section 1.4, "Indirect Sales Management"](#)

This first release of Oracle Trade Management as a separate product contains many new features that it did not have when it was part of Oracle Marketing. See [Section 1.5.1, "New Features"](#) for more information.

1.1 Budgets

Oracle Trade Management's budget management functionality provides a central repository for sales, marketing and partnering fund usage. This assists a company in maintaining control over spending.

See [Section 1.5.3, "Budget Enhancements"](#) for Budget enhancements in this release.

The key features of Oracle Trade Management's budget management are:

- **Order Channel Integration:** Oracle Trade Management automatically retrieves promotional expenses and accruals calculated based on sales orders entered from all ordering channels such as Oracle Order Management, Oracle iStore, and Oracle Quoting.
- **Accrual Management and Oracle General Ledger Integration:** After Oracle Trade Management retrieves order information, it further handles adjustments by automatically calculating changes to accruals based on:
 - Return order
 - Changes to volume rebate offer
 - Accruals based on cumulative sales volume changes
 - Spreading of lump sum offer accruals
 - Scan data promotion accrual changes
- **Discount Expense Management and Oracle General Ledger Integration:** After Oracle Trade Management retrieves order information, it further handles adjustments by automatically calculating changes to discount expenses based on:
 - Return order
 - Changes to volume rebate offer
- **Tracking Budget Balances:** Sales and marketing teams can flexibly track budget balances by category, product or brand, customer, geography, or sales territory. Budget available balance, planned amount, and customers' earned (accrued) versus paid balance are all tracked separately.

- **Top Down Bottom Up Budgeting:** Budget is allocated to various users within a territory hierarchy based on the territory's historical sales data. The budgeting process in Oracle Trade Management also enables users to submit feedback or negotiate a different allocation.

1.2 Trade Planning

Trade planning enables a user to create, plan, and execute promotional deals (also known as Offers). Trade planning provides trade professionals with the necessary tools to enable fact-based decision making. With a well informed business rationale, trade strategies can be precisely executed for promotional activities.

See [Section 1.5.2, "Trade Planning Enhancements"](#) for Trade Planning enhancements in this release.

The key features of Oracle Trade Management's Trade Planning are:

- **Account Planning:** Enables sales representatives to analyze their customers' historical sales and promotion performance and plan for future activities with those accounts.
- **Quota and Target Allocation:** Enables sales management to allocate sales quotas through all sales territories based on prior year sales. Enables sales representatives to set targets over time across their accounts and products to more effectively plan to achieve their quotas, and to automate this process.
- **Forecasting:** Enables offer users, such as sales representatives or trade marketers, to forecast the impact of a promotion on sales volume, based on historical sales, viewed by time, market, or product.
- **Manufacturer ROI Calculator:** Enables offer users, such as sales representatives or trade marketers, to forecast the ROI for their promotions based on forecast sales volume.
- **Product Creation:** Inventory access enables product and product bundle creation.
- **Offer Discounts:** Enables targeted offers for customers and products.
- **Offers and Campaign Association:** Enables companies to coordinate offers with marketing campaigns.
- **Applying Offers Automatically:** Enables companies to automatically give customers order discounts, ultimately minimizing pricing disputes.

- **Order and Promotion Updates:** Enables companies to record sales orders and promotional expenses into the budget, enabling a real-time view of the market.
- **Performance Tracking and Validation:** Enables sales representatives or trade marketers to track the activities a customer is required to perform in order to qualify for a promotion. The system automatically validates activities based on the customer's purchase volume, however, activities such as advertisements or in-store displays run by a customer must be manually verified. The customer may submit a copy of an advertisement or a photo of an in-store display, or a sales representative can verify it upon a store visit.
- **Capturing Customer and Competitor Pricing Information:** Enables sales users to capture information on how a customer prices and displays the company's products, along with how the customer prices and displays the competitor's products. Such data provides valuable information on the market and the competitive landscape and may be used by the company as the basis for other analysis.

1.3 Claims

Oracle Trade Management enables users to manage processes required for claim reconciliation, deductions or overpayments. Oracle Trade Management helps you research, validate, and settle claims.

See [Section 1.5.4, "Claim Enhancements"](#) for Claim enhancements in this release.

The key features of Oracle Trade Management's Claims management are:

- **Auto-Resolution:** Enables resolution of deductions and overpayments. When a deduction or overpayment is recognized, Oracle Receivables automatically creates a deduction/overpayment in Oracle Trade Management.
- **Contra Charge Settlement:** Enables offsetting Accounts Receivable and Accounts Payable balances.
- **Claims Management:** Claims created in Oracle Trade Management are associated to promotional accruals, settled automatically by check, credit memo or RMA.
- **Autopay:** When settling autopay claims, Oracle Trade Management integrates with ERP financial applications for settlement. Oracle Trade Management integrates with Oracle General Ledger to provide accounting entries for promotional accruals.

- **Promotional Payments:** Provides the ability to associate customer accruals to claims payments by check or credit. It also enables viewing of customer balances (earned versus paid).
- **Task Management:** Allows claims users to manage necessary research tasks. Workflow notifications alert assignees of their tasks.
- **Claims Aging:** Groups claims and deductions in different aging buckets, so that claims users and managers can view how much in claims and deductions is outstanding for each customer.
- **Discoverer Tool:** Used as a research tool, promotional accrual information is displayed providing valuable views, such as a customer's 360 degree view and a Claims Aging view.

1.4 Indirect Sales Management

The Indirect Sales Management module enables you to validate requests from retailers and wholesalers (or dealers and distributors), and manage and track funds when trade promotion activities are executed indirectly through retailers and wholesalers.

See [Section 1.5.5, "Indirect Sales Enhancements"](#) for Indirect sales enhancements in this release.

The key features of Oracle Trade Management's Indirect Sales Management are:

- **Chargebacks:** When a wholesaler sells products to retailers or end users, if the price is lower than the price the wholesaler paid to purchase the products from the manufacturer, the wholesalers can claim the difference between their purchase price and selling price from the manufacturer.
- **Third Party Accruals:** When retailers buy products from wholesalers, they might not get the discounts that they are entitled to if they buy directly from the manufacturer. The manufacturer can accrue these discounts for the retailers based on the data that wholesalers send through Third Party Accrual.
- **Indirect Inventory Tracking:** Trade Management allows companies to track their customers' (distributors') inventory level. Automated tracking is based on Order Management integration and the indirect sales data submissions. Users can also make adjustments to any time period based on any reason.
- **Special Pricing:** Retailers or wholesalers may request a special price or discount from a manufacturer in order to dispose of existing inventory, meet a

competitor's price, or win a deal for an existing customer. The manufacturer can use Special Pricing to pay the retailers the discount based on these requests.

- **Soft Funds:** Retailers or wholesalers may request a budget in order to execute trade promotion activities on behalf of the manufacturer.
- **Referral Management:** Referral Management is a feature in Partner Management that integrates with Oracle Trade Management. In the background, it creates a net accrual offer and in Referral Compensation it creates a claim in the background for payment. A claim is sent for partner acceptance after Claims approvals but before settlement.

1.5 New in This Release

The current release of Oracle Trade Management includes a few new features, and enhancements to the existing features.

Topics included are:

- [Section 1.5.1, "New Features"](#)
- [Section 1.5.2, "Trade Planning Enhancements"](#)
- [Section 1.5.3, "Budget Enhancements"](#)
- [Section 1.5.4, "Claim Enhancements"](#)
- [Section 1.5.5, "Indirect Sales Enhancements"](#)

1.5.1 New Features

The following sections describe the new features in this release.

Quota and Target Allocation

Quota is the total sales target (money or quantity of products) that must be achieved in a specific time period. Quota Allocation is the process by which you can allocate sales targets to individual Sales Representatives of different territories.

Target allocation is the process whereby targets are automatically allocated to the customer accounts of the sales representatives. The target allocation is automatically generated based on the sales figures during the same period in the previous year. If you are a Sales Representative, then you can track the total target allocated by the Sales Management, and analyze the same. The Sales Management can view the target allocation and the performance of individual Sales Representatives.

The Administrator can create threshold rules, which highlight any exceptional conditions through alerts and notifications. Alerts appear either as workflow notifications, or as dashboard alerts.

The quota and target allocation functionality enables you to:

- Define product eligibility for a quota
- Create quotas based on previous year sales data
- Add thresholds to a quota
- Create quota allocations
- Allocate targets by accounts and by products

Account Manager Dashboard

Account Manager Dashboard in Oracle Trade Management is an integrated planning and controlling tool that enables sales representatives to effectively monitor and manage their accounts. Using the Account Manager Dashboard, a sales representative can:

- Create an account plan for each account based on different time periods to plan for all the promotions he will run.
- Use historical sales analysis as well as current sales performance reports, to better analyze past performance to design future promotions, as well as to monitor current performance to ensure sales objectives are met.
- Evaluate promotional lift before execution, based on forecast volume and price and cost information.
- Automatically calculate discounts based on user inputs on manufacturer's suggested retail price and the retailers' margin requirements.
- Monitor retailers' performance, competitors' pricing and positioning and product shelf facing information, by capturing data from thousands of sales people in a central repository, and then using it for further research and analysis.
- Access other Oracle Trade Management tools such as Quota and Target Allocations, Forecasting and Promotional Calendar in Gantt Chart format, further facilitating the planning and analysis processes.

Account and Activity Planning

An account plan gives you an overall view of the activities related to a customer account. You can access information such as marketing promotions, outstanding claims, competitive products, and all other activities that are related to the customer account. Tools such as the Offer Evaluator, Offer Worksheet, and Discount Calculator enable you to forecast, plan, create, and evaluate trade promotion activities such as offers and campaigns, and evaluate potential returns. You can generate graphs based on different account and product combinations. Retail Monitoring enables you to capture retail pricing and competitive intelligence.

Indirect Sales Data Import

Any indirect sales or point of sales (POS) data can be imported into the system using XML Gateway or the WebADI tool.

Chargeback

Chargeback in Oracle Trade Management enables companies to process rebates and chargeback claims for their customers and their wholesaler network. You can calculate the earnings and initiate payment for each transaction batch or for multiple batches. You can validate the chargeback transactions, and either process or reject the transactions based on whether they are valid or invalid. By automating the whole process, companies can minimize discrepancies in chargeback requests and reduce time required to process chargeback adjustments.

Indirect Inventory Tracking

The inventory levels of wholesalers can be automatically tracked in Oracle Trade Management. You can track the quantity of products that wholesalers have purchased from your organization and the quantity of products that they have sold, and also make adjustments to the wholesalers' inventory levels.

Oracle Partner Management Business Flow Support

Special Pricing, Soft Funds, and Referrals are features that are available in Oracle Partner Management. Oracle Trade Management supports Oracle Partner Management business flow such that whenever there are any requests related to Special Pricing, Soft Funds, and Referrals, funds are sourced from budgets in Oracle Trade Management. Offers and claims are automatically created in, and settled through Oracle Trade Management by the claims user.

- Special Pricing

Partners can request special pricing from a portal for three types of special pricing - Meet Competitor Quote, Blanket Request, and Bid Request. The process of submitting, and approving requests is managed through Oracle Partner Management. See [Section 7.6, "Special Pricing Requests"](#) for more information.

- **Soft Funds**

In the earlier releases, manufacturers were able to manage the soft funds by using the budgets and offers functionality. In this release, partners can also manage the whole process through Oracle Partner Management. See [Section 7.7, "Soft Fund Requests"](#) for more information.

- **Referrals**

A partner (retailer or wholesaler) can refer a business prospect, lead, or an opportunity to a vendor (manufacturer). If the referral results in an order, the partner can claim incentive for the referral.

1.5.2 Trade Planning Enhancements

The offer enhancements in this release include the following:

- **Autopay for offers**

Autopay enables you to specify the payout date and payment method for Autopay at the offer level.

- **Volume-based performance requirements**

The performance requirements functionality has been enhanced to enable you to structure trade deals with performance requirements that are based on volume and value. You can create incentives that have quantifiable objectives, and this increases the predictability of an offer.

- **Offer adjustment enhancement**

The Offer Adjustment functionality has been enhanced to support unlimited backdating functionality.

- **Net Accrual offer**

Net Accrual offer is a new type of offer, which bypasses Oracle Advanced Pricing. It directly processes order transactions data and applies accruals based on the net sales of the specified product, or for the specified customer.

1.5.3 Budget Enhancements

The budget enhancements in this release include the following:

- Profile-driven Oracle General Ledger postings
In this release of Oracle Trade Management, Oracle General Ledger entries for accruals are created based on a profile option setting. The setting can be either Ship Confirmed or Invoiced.
- Additional earned column with Oracle General Ledger postings tracking
The price adjustments and accruals that are estimated before the order is ship-confirmed are tracked in the Utilized column. An extra column called Earned tracks all the adjustments and accruals based on the status of the order. The Oracle General Ledger postings can be viewed by certain types of users for better tracking and reconciliation purposes.
- Option to post off-invoice discounts
This is an option to account for discounts that have been taken off the invoices. By using this option, you can create a debit and credit entry to account for the off-invoice amount as promotional expenses, thereby accounting these as expenses rather than reductions in revenue.
- Facility to view transaction information from the Budget Checkbook
You can view the invoice and shipment information of an order through the Budget Checkbook.
- Budget mass transfer (transfer of committed but unearned funds)
When you create a budget for the upcoming year, a transfer program automatically transfers funds that are committed, but are not yet earned. Offers that span multiple fiscal periods can therefore have the earnings tracked in the right budget.

1.5.4 Claim Enhancements

The claim enhancements in this release include the following:

- Lockbox Integration
For large volume claim management, automatically creates deductions and overpayments and uses the Quickcash feature. This reduces deduction creation time and improves deduction processing efficiency.
- Ability to handle subsequent receipts

When customers pay for invoices that were short paid earlier, or deducted, Oracle Trade Management receives notifications through Oracle Receivables. Thus, claim amounts and receipts get mapped between the two applications.

- **Netting overpayments and deductions**

Netting of overpayments and deductions enables you to offset an overpayment with a deduction.
- **Customer reason code mapping**

The claim reason codes used by the customer can be imported and matched with your organization's internal reason codes. When the cash application processes take place in Oracle Receivables, the customer reason codes are automatically translated to internal reason codes.
- **Total write-off solution**

Total write-off solution enables you to write off claims below a certain threshold. You can also choose a write-off activity to determine where the write-off expenses will be absorbed.
- **Passing memo lines**

Passing memo lines refers to passing all the parameters that can be used for configuring the necessary Oracle General Ledger accounts.
- **Mass settlement**

You can offset multiple transactions against multiple claims, for example, credit memos against deductions or invoices against overpayments.
- **Paying earnings over thresholds**

In cases where a customer gets paid more than the actual accrual, you can set up a threshold limit to how much an overpayment can be. This feature enables you to maintain control over the payments.
- **Autopay enhancements**

Autopay enhancements include performance validation, mapping to Oracle General Ledger period, as well as enhanced buying group and account relationships support.
- **Claim Import enhancement**

Using the import feature, companies can integrate Oracle Trade Management with any third party or legacy ERP systems, using the new WebADI integration.

1.5.5 Indirect Sales Enhancements

The earlier releases include the Third Party Accrual API, which enables manufacturers to import any indirect sales data into the system. Based on an Oracle Advanced Pricing simulation call, accruals can be calculated and be placed into different budgets. Third Party Accrual enhancements in this release include:

- Ability to upload data through multiple sources

You can load third party accrual data into the point of sales (POS) tables either through a web interface, or through an XML data feed by using the XML Gateway. Indirect customer data will be validated and deduped during the loading process. Based on the POS data, you can create party relationships between the indirect customer and direct customer. This enables you to have a comprehensive view of your indirect customers.

- Ability to configure the processing of Indirect Sales Data

You can specify the type of processing that must be done on the indirect sales data at the system level, and account level. This enables you to process rebates only from authorized accounts.

- Ability to maintain cross-reference information for each account

You can map the codes and IDs that are used by customers, with the internal codes and IDs.

- Pay earnings

You can specify the payment frequency (immediately, weekly, monthly, quarterly) at the account level. Even though the amounts will be accrued at the time of processing, the payment will be processed based on the account setup. This enables you to schedule payments based on the type of contractual agreements that your organization has with the customers.

Note: This document describes functionality to be delivered in the Oracle E-Business Suite 11.5.10 release. If you are implementing this product prior to the release using product minipacks or family packs, some new functionality may be dependent on integration with other Oracle products. Please consult Oracle MetaLink for relevant product patches and documentation.

1.6 Obsolete in This Release

None of the functionality from the previous release, in which Oracle Trade Management was part of Oracle Marketing, has been obsoleted.

1.7 Implementation and Administration Process Overview

Oracle Trade Management implementation leverages many common setups performed during the basic Oracle Marketing implementation described in [Chapter 3, "Trade Management Essential Tasks"](#). To ensure that your organization can fully utilize Oracle Trade Management's budget, offer, and claim functionality, you must verify some of the basic Oracle Marketing implementation. Additional tasks for previously implemented components must also be performed.

Two general types of tasks must be performed:

- **Implementation tasks:** One-time tasks performed during or shortly after installation. Examples include setting profile options, creating and verifying lookup values, and creating users.
- **Administrative tasks:** Repetitive tasks performed post-installation. Examples include creating claim types and reasons, configuring a budget threshold, and creating custom setups.

As you follow the implementation procedures, you will notice that some tasks are required while others are optional.

1.8 Best Practices for Implementation

1.8.1 Map Out Order to Cash Processes and Business Needs

During the process of mapping out business processes and needs, a company implementing Oracle Trade Management should be open-minded and take the chance to proactively uncover any inefficient processes. It is important at the beginning stages of implementation to distinguish between true business needs and the way things have always been done. You do not want to be limited by business norms that have developed because of the limitations of legacy systems.

Some questions to ask are:

- How do you track budget balances? Is it by sales territory, geography, customer grouping, product or brand, or budget category?

- Are promotions discount-based or accrual-based? If they are accrual-based, are their liability and impact on sales accounted for on a timely and accurate basis?
- When customers remit payments, do they short pay? If they do, are there any current systems in place to help expedite their resolution?
- Do customers submit point of sale (POS) data? If so, for what business purposes?

1.8.2 Identify the Users Involved

Identify users based on the answers to the questions in section 1.8.1. For example, if budget balances are tracked by brand, a budget user may then be a brand manager. If budget balances are tracked by sales territory, a budget user may then be a sales representative or a sales manager.

Users who create promotions in the system can be determined by both business needs and implementation scope. Business needs may require that the person who determines promotions is the same person who creates the promotion. Regardless of whether it is a trade marketer, a sales representative or a brand manager, that person must be set up as an Oracle Trade Management user. The scope of the Implementation may mean that the person who determines a promotion, for instance, a sales representative, is not the person who performs the data entry; that job is performed by a sales administrator. In this case, the actual Oracle Trade Management user is the sales administrator and not the sales representative.

If the company wants to account for its promotions, then finance or accounting users may be set up to use Oracle Trade Management. If analysis of the company's business practices indicates that claims and deductions are most efficiently resolved if managed by the company's customer service representatives, then they should be set up as Oracle Trade Management users. However, if it is determined that claims and deductions are most efficiently resolved if the users from specific functional areas are involved, then you can set up different users. For example, claims for shipping reasons may be most efficiently resolved by a shipping clerk; in that case the shipping clerk is set up as an Oracle Trade Management user.

In addition to identifying the users, a company should also identify an internal implementation owner, a person familiar with multiple departments and business functions.

Oracle Trade Management invariably touches upon multiple front-end and back-end areas of the company. A particularly important step to take at this stage is to form a cross-functional team consisting of representatives from different departments that will be impacted by the implementation. When managers or users

from multiple functional areas get together, it provides a valuable opportunity to uncover better ways to manage integration points, to model customer and product data in a way that supports processes in different departments, and to effectively plan for division of labor during the actual implementation.

1.8.3 Determine Which Functional Areas to Implement

Based on findings from sections 1.8.1 and 1.8.2, the company should have a good idea on whether to:

- Implement the entire Oracle Trade Management application to integrate with the company's Order to Cash process
- Implement the entire Oracle Trade Management application not just to streamline the back-end processes but also to provide a Sales Force Automation tool to the sales teams
- Implement only the claims and deductions area because that is where the company currently is wasting the most money and this area impacts the bottom line most directly
- Focus on the Indirect Sales Management functional area of Oracle Trade Management in order to manage distributor or wholesaler chargeback claims, track POS data and channel inventory, or create third party accruals

We recommend the second option. By managing the entire Oracle Trade Management process as an integrated flow, the sales force can become actively involved in achieving the maximum benefits of reducing and controlling trade fund spending and liability, increasing sales effectiveness and promotional ROI, and reducing claim cost and complexity in managing indirect sales data.

1.8.4 Determine Integration Points of Oracle Trade Management

These integration points may be between Oracle Trade Management and third party ERP systems. They may also be between Oracle Trade Management and the Oracle E-Business Suite.

This step is important because whether Oracle Trade Management is used with the Oracle E-Business Suite or with external ERP systems determines how integrations are implemented. If the application is used with external ERP systems, implementers should familiarize themselves with all of the open system support provided by Oracle Trade Management and Oracle technology in general. If the application is used with the Oracle E-Business Suite, implementers should

understand how customer and product data modeled in the suite are used in Oracle Trade Management.

1.8.5 Determine Implementation Objectives, Priorities, Phases and Milestones

Prioritization may be based on a myriad of factors, such how critical the business needs are, or the complexity of the implementation tasks that are necessary to enable features to manage those needs. A highly critical business need can be phased in later if the complexity of managing it is high, such as requiring integration with many other systems. A less urgent business need may be phased in first if the implementation tasks are simpler. Designing a matrix and a scoring system for these different factors aids the decision making process.

For example, a company that plans on implementing the entire Oracle Trade Management application along with the rest of the Oracle E-Business Suite may choose to do so in two phases. In the first phase they would roll out Oracle Trade Management to sales users to manage the majority of sales-created promotions that are simple to implement, such as lump sum promotions or scan data promotions. In a later phase, they would integrate Oracle Trade Management with Advanced Pricing and Order Management to manage more complex promotions, such as volume rebate promotions.

1.8.6 Understand Multi-Org Needs

Oracle Trade Management is sometimes referred to as a "bridging" application between CRM and ERP. Currently, certain areas in the application are "org-stripped" while others are not. Org-stripped means that the areas are segregated based on operating units. It is important to understand which areas are org-stripped and which areas are not and to design the setups to meet your business needs.

1.8.7 Test Out a Basic Business Flow

Do the basic setups. For example, if the implementation scope is the entire Oracle Trade Management application, then test a basic business flow that spans across the whole Order to Cash process:

1. Create a budget
2. Create sales quotas/targets
3. Analyze past promotional ROI
4. Create account plans and promotions

5. Book and ship sales orders
6. Track promotional expenses and accruals in the budget
7. Pass accounting entries to the accounting system
8. Create claims or deductions
9. Associate claims or deductions to promotional accruals
10. Resolve claims or deductions

1.8.8 Execution

The best strategy and plan in the world are useless without disciplined execution. Deep dive into features and functionalities of the application. List all possible business scenarios. This will also serve as the basis for a comprehensive testing plan.

Prerequisites and Optional Integrations

This chapter provides information on the E-Business Suite applications that are mandatory prerequisites and applications that integrate with Oracle Trade Management.

Topics include:

- [Section 2.1, "Oracle E-Business Suite Prerequisites and Integrations"](#)
- [Section 2.2, "Setting Up Oracle Human Resources"](#)
- [Section 2.3, "Integrating General Ledger"](#)
- [Section 2.4, "Implementing the Account Generator"](#)
- [Section 2.5, "Integrating Oracle Receivables"](#)
- [Section 2.6, "Integrating Oracle Payables"](#)
- [Section 2.7, "Integrating Advanced Pricing"](#)
- [Section 2.8, "Integrating Order Management"](#)
- [Section 2.9, "Integrating Oracle Inventory"](#)

2.1 Oracle E-Business Suite Prerequisites and Integrations

Oracle Trade Management has two mandatory prerequisites and several optional integrations within the E-Business Suite of applications.

Mandatory Prerequisites

- **Oracle Human Resources**

Oracle Human Resources provides the underlying technology stack, schema, and structure for Trade Management. Implementing this application is required and must be complete before you can implement Trade Management.

- **Oracle Inventory**

Oracle Inventory is the repository for products or collateral used in conjunction with Trade Management promotions. It is also used by the ROI Calculator. Integration with this application allows you to create and execute accrual-type offers and budgets as well as off-invoice (also known as on-invoice) offers. This application is not required for lump sum and scan data type offers.

Optional Integrations

Optional integrations are applications that, when integrated with Trade Management, extend and enhance product functionality. Based on your business requirements, you may want to integrate some or all of the following Oracle E-Business Suite applications. Setups are typically partial and are limited to the functions necessary for Trade Management to function properly.

- **Oracle General Ledger**

Integration with Oracle General Ledger allows you to post to General Ledger and track accruals, accrual adjustments, and discounts. You can track:

- Promotion-related accruals
- Off-invoice promotion expenses
- Budget adjustments
- Claims or deductions with promotional accruals or earnings settled by credit memo or check

- **Account Generator**

Account Generator can be implemented along with General Ledger if your business requires the dynamic generation of Oracle General Ledger account codes.

- **Oracle Receivables**

Integration with Oracle Receivables allows you to manage and settle claims by credit, and manage and settle deductions and overpayments.

- **Oracle Payables**

Integration with Oracle Payables allows you to settle claims by check.

- **Advanced Pricing**

Advanced Pricing provides the offer logic. Price lists and offers created in Trade Management are stored in the Advanced Pricing schema.

Integration with this application allows you to create and execute accrual-type offers and budgets as well as off-invoice (also known as on-invoice) offers. This application is not required for lump sum and scan data type offers.

- **Oracle Order Management**

Integration with Order Management enables Oracle Trade Management to perform offer execution, the tracking of accruals, budget updates and the creation of return material authorizations (RMAs) to settle claims.

Integration with this application allows you to create and execute accrual-type offers and budgets as well as off-invoice (also known as on-invoice) offers. This application is not required for lump sum and scan data type offers.

- **Tax Engine**

Integration with the Tax Engine is recommended if your business resides in a country where you must charge taxes, or if you have business units that are subject to taxes. For Trade Management purposes, on claims there is the ability to find out the estimated taxes that Payables calculates before sending a claim over for settlement. This minimizes errors due to mismatch of tax amount that result in Payables invoices being rejected.

- **Oracle Partner Management (OPM)**

Oracle Trade Management integrates with Oracle Partner Management so that whenever there are any approved requests related to Special Pricing or Soft Funds, offers and claims are automatically generated in Oracle Trade Management; these claims are settled by the claims user. See the

- **Data Quality Management (DQM)**

Data Quality Management is a tool from the trading community architecture (TCA) group that is used to check for potential duplicate customer, contact

address, and contact points for a given customer, contact, or address. See [Section 7.5.3, "Set Up DQM Integration"](#) for more information.

- **Costing**

Trade Management depends on Oracle Costing to get the Cost of Goods for a product. This Cost of Goods is used in the Return On Investment (ROI) calculation in Offer Forecast. The Cost of Goods is obtained by calling the API `CST_COST_API.get_item_cost` with the Product and the Organization ID.

- **Collections**

Collections is used to expose claims information. For details see the *Oracle Collections User Guide*.

2.1.1 Flexfields

Use a flexfield when you want to set up a text field that is preset with a recognizable name and a specific type of data that it will accept. For example, a field can be called Item Number, and be set up to be a five-character numeric field. This helps minimize entry errors.

Oracle Trade Management uses descriptive flexfields, which provide customizable expansion space on a page. There are five flexfields used in this release:

Table 2–1 Flexfields in Oracle Trade Management

Name	Title	Table Name	Structure Column
AMS_CLAM	Claims	OZF_CLAIMS_ALL	ATTRIBUTE_CATEGORY
AMS_CLAM_DEDU	Deductions	OZF_CLAIMS_ALL	DEDUCTION_ ATTRIBUTE_CATEGORY
AMS_CLAM_LINE	Claim Lines	OZF_CLAIM_LINES_ALL	ATTRIBUTE_CATEGORY
AMS_FUND	Budgets	OZF_FUNDS_ALL_B	ATTRIBUTE_CATEGORY
AMS_TRADE_PROFILE	Trade Profile	OZF_CUST_TRD_PRFLS_ALL	ATTRIBUTE_CATEGORY

See the *Oracle Applications Flexfields Guide* for information about setting up flexfields.

2.2 Setting Up Oracle Human Resources

Oracle Human Resources Management System (HRMS) is used to store and maintain the following organizational information that is utilized by Trade Management:

- Business Groups
- Locations
- Legal Entities
- Operating unit
- Employee

See *Using Oracle HRMS - The Fundamentals* for more information.

To implement HRMS for Trade Management use the following procedures:

- [Section 2.2.1, "Determining the HRMS Navigation Path"](#)
- [Section 2.2.2, "Creating Lookup Values for Organization Type"](#)
- [Section 2.2.3, "Creating Locations"](#)
- [Section 2.2.4, "Creating Business Groups"](#)
- [Section 2.2.5, "Creating Organizations"](#)
- [Section 2.2.6, "Assigning the Security Profile"](#)
- [Section 2.2.7, "Adding a Legal Entity, Operating Unit and HR Organization"](#)
- [Section 2.2.8, "Creating A Business Unit"](#)
- [Section 2.2.9, "Assigning Multi Org Responsibilities"](#)

2.2.1 Determining the HRMS Navigation Path

The responsibilities and navigation paths for performing HRMS tasks is different depending on the terms of your license (shared versus full).

- **Shared HRMS license:** Create employees using CRM Foundation.
 - Responsibility: CRM Administrator
 - Navigation Path: CRM Foundation > Resource Manager > Maintain Employees > Employees
- **Full HRMS license:** Create employees using HRMS.

- Responsibility: HRMS Manager
- Navigation Path: People > Enter and Maintain

2.2.2 Creating Lookup Values for Organization Type

In this step you are creating sub organization types. For example, if the organization is divided into business groups, then create an organization type called Business Group.

This procedure adds values for a specific lookup “Organization Types (ORG_TYPE)”. If the organization is divided into subsidiaries, create an organization type called Subsidiary.

Note: If you are implementing Oracle Trade Management as a stand-alone application, see the HRMS documentation for steps to create lookup values. If your implementation is part of a full HRMS implementation, this step is not required to be done separately for Oracle Trade Management implementation.

2.2.3 Creating Locations

Each physical site where your employees work should be set up as a separate location in Oracle HRMS. You can set up:

- **Global locations** which are available in all business groups.
- **Business group locations** which are available in a single business group.

Similarly, you enter the addresses of external organizations that you want to maintain in your system, such as employment agencies, tax authorities, and insurance or benefits carriers. When setting up internal or external organizations, you select from a list of these locations.

Note: If you are implementing Oracle Trade Management as a stand-alone application, perform the following steps to create locations. If your implementation is part of a full HRMS implementation, this step is not required to be done separately for Oracle Trade Management implementation.

To create a work structure Location use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with Human Resources Super User responsibility.
2. Navigate to Work Structures > Location.
3. Enter a name for the location and, optionally, a description and inactive date.
4. Select or deselect the Global check box based on these guidelines:
 - Deselect if you want the location to only be available within the default business group of your current responsibility. The location name must be unique within the business group and all of its global locations.
 - Select if you want the location to be global and therefore available to all business groups. The location name must be unique across all business groups.
 - You cannot change the Global selection once you have set up your location.
5. If the country displayed in the Address Style field is incorrect, open the LOV and select the appropriate country. If correct, proceed to the next step.

The Location Address form opens automatically.
6. Place your cursor in the Address field to open the Location Address form.
7. Complete this form and click **OK**.
8. Enter shipping details, other details and extra information as desired.
9. Save your work.

2.2.4 Creating Business Groups

The business group is the largest organizational unit representing the enterprise. A business group may correspond to a company or corporation, or to a holding or parent company in large enterprises. It can be an organization with a physical location, or it may be an abstract representation of a legal entity that employs people assigned to work in organizations beneath it.

The business group is also the highest level in the organizational structure, such as the consolidated enterprise, a major division, or an operation company. It secures human resources information. For example, if you request a list of employees, you will see all of the employees in the business group of which your organization is a part.

Multiple sets of books can share the same business group if they share the same business group attributes, including HR flexfield structures.

A default business group has been set up for you, therefore this step is not required for Trade Management to be fully operational. However, you must set up operating units if you plan to use any financial ERP applications in the future, such as Oracle Receivables or Payables.

For more information on business groups, refer to *Multiple Organizations in Oracle Applications*.

2.2.5 Creating Organizations

The first organization to set up is the business group; all other organizations will belong to the business group. Below the business group, you represent the groupings in which employees work, such as branches, departments or sections, by means of internal organizations. To enable the assignment of employees to an internal organization, you classify it as an HR Organization.

If you are implementing Oracle Trade Management as a stand-alone application, perform the following steps to create Organizations. If your implementation is part of a full HRMS implementation, this step is not required to be done separately for Oracle Trade Management implementation.

To create Organizations for work structures use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with HRMS Manager Responsibility.
2. Navigate to Work Structures > Organization > Description.
3. Click **New**.
4. Enter a name.
5. Open the LOVs for Type, Location, Internal or External and select the appropriate values.
6. Save your work.
7. Open the LOV for Organization Classifications and select the appropriate value.
8. Select the Enabled check box.
9. Save your work.

10. Click **Others**.

The Additional Organization Information box appears. Depending upon the organization classification you selected, you may or may not be able to proceed. There may be no additional information for the classification you selected.

11. Select and enter the appropriate additional information.

12. Save your work.

2.2.6 Assigning the Security Profile

In this step, you will be defining the security level for specific Trade Management responsibilities. To do this, use the profile **HR: Security Profile**. This profile enables access (based on responsibility) to a single business group.

To assign the security profile use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator responsibility.

2. Navigate to Profile > System.

The Find System Profile Values form opens.

3. Check the Application box and in the Application field enter Oracle Trade Management.

4. Check the Responsibility box and in the Responsibility field search and select the responsibility for which the profile is being set.

5. In the Profile field enter HR: Security%.

6. In the HR: Security Profile, at Site level, select an organization.

The organization selected is the business group that users will have access to. They will have access only to records within this business group.

7. Save your work.

Validate that the setting for HR: Business Group is the same organization as the HR: Security profile.

2.2.7 Adding a Legal Entity, Operating Unit and HR Organization

If you are implementing Oracle Trade Management as a stand-alone application, perform the following steps. If your implementation is part of a full HRMS implementation, this step is not required to be done separately for Oracle Trade Management implementation.

To perform the HRMS task of creating a Legal Entity, Operating Unit, and HR Organization follow the procedure below.

Prerequisite

None

Steps

1. Log in to Oracle Forms with the appropriate HRMS Manager responsibility. For more information on determining this see [Section 2.2.1, "Determining the HRMS Navigation Path"](#).
2. Navigate to Work Structure > Organization > Description.
The Find Organization form opens.
3. Search/and or Select your Organization.
4. Place your cursor in the Organization Classification Name field.
5. Using the LOV select GRE / Legal Entity.
6. Select the Enabled radio button.
7. Save your work and close this form (the Organization form will still be open in the background).
8. Select Others.
9. Select GRE / Legal Entity.
10. Select a Set of Books (defined above).
11. Click **OK**.
12. Save your work.
13. Add an Operating Unit:
 - a. Under Organization Classifications Name, add Operating Unit.
 - b. Click the ellipsis to select a classification.

- c. Select a Legal Entity.
 - d. Click Others.
 - e. Select Legal Entity Accounting.
 - f. Select a set of books.
 - g. Click **OK**.
 - h. Enable by selecting the checkbox.
 - i. Save your work.
14. Add an HR Organization:
 - a. Under Organization classifications name, add HR Organization from the LOV.
 - b. Enable by selecting the checkbox.
 - c. Save your work.
 - d. Click **Others** to enter additional information.
 - e. Save your work.
 15. Close the form.

2.2.8 Creating A Business Unit

Trade Management uses the concept of Business Unit:

- To classify budgets (they are selected during budget creation)
- When setting up budget approval rules

See [Section 4.11.1, "Creating Business Units"](#) for more information.

Note: If you are implementing Oracle Trade Management as a stand-alone application, perform the following steps to create locations. If your implementation is part of a full HRMS implementation, this step is not required to be done separately for Oracle Trade Management implementation.

To create a new Business Unit use the following procedure:

1. Log in to Oracle with the appropriate HRMS Responsibility.
For more information on the appropriate HRMS responsibility see [Section 2.2.1, "Determining the HRMS Navigation Path"](#).
2. Navigate to Work Structure > Organization > Description.

3. Click **New**.
4. Fill in Name of Business Unit.
5. Select Type (Business Unit).
6. Select a Location.
7. Select an Organization Classification.
8. Select Internal or External.
9. Save your work.

2.2.9 Assigning Multi Org Responsibilities

Trade Management requires the implementation of a Multiple Organization Structure. Please refer to *Multiple Organizations in Oracle Applications* for additional information.

Some transactions types, such as customer parties and accounts, are visible to all of the operating units within an organization. Other transaction types are restricted to a particular operating unit. The restricted transaction types are referred to as being org-stripped. Here are some examples:

- Order Management – orders
- Oracle Receivables – transactions, receipts
- Oracle Payables – checks

Setups can also be org-stripped, for example:

- Customer account sites
- Vendor sites

These are the org-stripped transactions and setups used in Trade Management:

- System parameters
- All claim related setups such as claim type, reason
- Approval rules for claims and trade profiles
- Claims, deductions, overpayments and all settlement methods (for example, credit, RMA, check)
- Associate earnings in claims

These are the non-org-stripped transactions and setups in Trade Management:

- Basic admin setups such as custom setups, locking and mandatory rules and, user status
- Budgets and offers

You assign Multi Org responsibilities to a selected Trade Management responsibility. This displays the appropriate Business Unit when using that responsibility.

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator responsibility.
2. Navigate to Profile > System.
3. Select a responsibility to be assigned to this profile.
4. In the profile field enter MO%.
5. Click **Find** and select MO: Operating Unit.
6. Click the Responsibility field and select the appropriate Operating Unit from the drop-down list.

The organization's Business Rules will determine how Operating Units are structured.

7. Save your work.

Please refer to *Multiple Organization in Oracle Applications* for additional information.

2.3 Integrating General Ledger

Accruals, accrual adjustments, and discounts are tracked in Oracle General Ledger (GL). When Oracle General Ledger is integrated with Oracle Trade Management, you can track the following:

- Offer-related accruals
- Claims or deductions with promotional accruals or earnings settled by credit memo or check.
- Off-invoice discounts

Several types of Trade Management offers can result in the creation of accruals, such as accrual, lump sum, scan data and volume offers.

Trade Management creates accounting entries as follows.

- When accruals occur:
 - Debit Sales or Expense Account
 - Credit Liability Account
- If the off invoice posting option is enabled, it creates these entries when the sales order line with the offer applied has been invoiced:
 - Debit Sales/Expense/Charge (set up in Trade Management)
 - Credit Revenue (from AR)
- For negative adjustments made to accruals, these reversal entries are created:
 - Debit Liability Account
 - Credit Sales or Expense Account
- When a claim or deduction is associated with promotional accruals or earnings, and the claim is being settled by credit memo, Trade Management passes the Receivables Clearing Account to Oracle Receivables and creates these entries:
 - Debit Liability Account
 - Credit Receivables Clearing Account
- When a claim or deduction is associated with promotional accruals or earnings, and the claim is being settled by check, Trade Management passes the Vendor Clearing Account to Oracle Payables and creates these entries:
 - Debit Liability Account
 - Credit Vendor Clearing Account

To integrate General Ledger with Trade Management, perform the procedures in the following sections:

- [Section 2.3.1, "Set System Profile Options"](#)
- [Section 2.3.2, "Verify Lookups"](#)
- [Section 2.3.3, "Run Concurrent Programs"](#)
- [Section 2.3.4, "Set Up General Ledger Accounts"](#)
- [Section 2.3.5, "Verify the Journal Source"](#)

- [Section 2.3.6, "Verify Journal Categories for Trade Management"](#)

2.3.1 Set System Profile Options

You must set the following system profiles to integrate General Ledger with Trade Management.

Table 2–2 System Profile Options for Integrating General Ledger with Trade Management

Profile Name	Required	Level	Description and Settings
OZF : Show GL Accounts on Screen	No	Site User	If Y: General Ledger accounts are displayed on the budget, system parameters, and claim type setup pages. Oracle General Ledger postings will also be visible from budgets by drilling down in the budget Earned column. Example: set sales user to N and finance user to Y.
OZF: Create GL Entries for Orders	No	Site	Determines whether or not General Ledger entries are created for order-related accruals. If Yes, select one of the following: <ul style="list-style-type: none"> ■ Shipped: Entries created when order line status is Shipped or Closed. ■ Invoiced: Entries created when the order line status is Invoiced or Closed.

2.3.2 Verify Lookups

If an error occurs, verify these General Ledger-related lookups. You cannot add lookups, and the codes for them cannot be changed. You can change the meaning of the lookup (what is displayed to the Trade Management user). No extensible or user lookups need to be verified or created.

- AMS_GL_Event_Line_Type
- AMS_GL_Event_Status
- AMS_GL_Event_Type

2.3.3 Run Concurrent Programs

The following concurrent programs must be run for General Ledger integration:

- Workflow Background Process — item = Claim Settlement

Creates General Ledger entries for promotional claims

- OZF-TM: Transfer to General Ledger
 - Transfers accounting entries from the Trade Management table to the General Ledger interface table. You have the option of triggering the Journal Import process in General Ledger right after transfer.
 - Journal Import creates journals out of these entries in General Ledger.
 - Transfers can be grouped by account date and period, or by details.
- The Posting program in General Ledger.

2.3.4 Set Up General Ledger Accounts

Create the following General Ledger accounts for Oracle Trade Management. Refer to the *Oracle General Ledger User's Guide* for instructions.

- Sales Expense
- Accrual Liability
- Receivables Clearing
- Vendor Clearing

Accounting entries use base General Ledger accounts from the following Trade Management setups in this order:

1. Budget set up
2. Budget category set up
3. System parameter set up

Accounting entries as a result of claim resolution use base General Ledger accounts from the following Trade Management setups, in this order:

- System Parameters page. See [Section 2.3.9, "Set System Parameters"](#).
- Budget details page. Refer to the *Oracle Trade Management User Guide* for more information.
- Claim type.

If the Account Generator Workflow is implemented, these base accounts are configured dynamically.

2.3.5 Verify the Journal Source

The journal source determines whether journals created by Trade Management can be updated or require approval in General Ledger. After accounting entries are created in Trade Management, they are first posted to the OZF interface table. The OZF-TM: Transfer to General Ledger concurrent program is used to transfer these entries to the General Ledger interface table.

Out-of-the-box, journal entries generated by Trade Management are identified by a General Ledger source called Marketing. For more details on General Ledger Sourcing, refer to the *Oracle General Ledger User's Guide*.

Verify the journal source as follows if you find errors in Trade Management General Ledger entries.

Prerequisites

None

Steps

1. Log in to Oracle Forms with General Ledger Responsibility.
2. Navigate to Setup > Journal > Sources.
3. Query for Source = Marketing.
4. Verify that the Import Journal References flag is checked.
5. Verify the Freeze Journals and Require Journal Approval flags.
6. Verify the Effective Date Rule.

2.3.6 Verify Journal Categories for Trade Management

Journal entries created by Trade Management can be further identified using the following General Ledger Journal Categories. These categories should be set up in General Ledger by default.

- **Fixed budgets:** Used for entries created when offers sourced from fixed budgets generate accruals.
- **Accrual budgets:** Used for entries created when fully accrued budgets generate accruals.
- **Settlement:** Used for entries created when promotional claims or deductions are settled.

To verify category setups, use the following procedure.

Prerequisites

None

Steps

1. Log in to Oracle Forms with General Ledger Responsibility.
2. Navigate to Setup > Journal > Categories.
3. Perform queries and verify that the fixed budget, accrual budgets and settlement categories exist.

2.3.7 Verify General Ledger Periods Are Open

Verify that General Ledger periods are open to ensure that General Ledger postings can be created.

To verify that General Ledger periods are open, follow this procedure:

Prerequisites

General Ledger has been set up.

Steps

1. Log in to Oracle Forms with General Ledger Super User responsibility.
2. Click **Setup**.
3. Click **Open/Close**.

On this form you can view which periods are open or closed.

2.3.8 Verify Sequence Assignment

Sequence assignment is mandatory for the credit memos, debit memos, chargebacks, and invoices that Trade Management interfaces to in Oracle Receivables and Oracle Payables. It is a good practice to verify the sequence assignment before using them in Trade Management.

You can verify document sequences, define or query document categories and assign document sequence to categories.

Verify the sequence assignment by performing the following procedure.

Prerequisites

None

Steps

1. Log in to Oracle Forms with a System Administrator responsibility.
2. Navigate to Application > Document.
3. Verify the data in the Define, Categories, and Assign Documents screens.
Validate if proper document sequencing exists for Oracle Receivable credit memos, debit memos, and chargeback. Make sure the Oracle Payables invoices and Order Management orders are valid.
4. Save your work.

2.3.9 Set System Parameters

When you set system parameters for General Ledger integration in the Trade Management user interface, you:

- Indicate whether or not you want Trade Management to integrate with General Ledger.
- Indicate whether or not you want General Ledger entries created for off-invoice discounts
- Specify the following:
 - Default General Ledger accounts
 - General Ledger balancing segment
 - General Ledger date type

Notice at the top of this page that a set of books and the accounting method to be used are already designated. The set of books specified here defines the functional currency. It is the main currency used by the General Ledger set of books and to create General Ledger postings. As such, an equivalent functional currency is created in the background when Trade Management users are working with other currencies to perform tasks such as creating budgets and offers.

Prerequisites

General Ledger accounts for Trade Management have been created (Sales Expense, Accrual Liability, Receivables Clearing, Vendor Clearing).

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > System Parameters.
2. Select the **Post to GL** check box.
Important: You must select this check box to integrate Trade Management with General Ledger. If not selected, the two applications will not be integrated.
3. Select the **Create GL Entries for Off-Invoice Discounts** check box if applicable.
When selected, the following General Ledger entries are created:
Debit Sales/Expense/Charge (Trade Management)
Credit Revenue (Oracle Receivables)
4. Select a General Ledger date type.
5. Click the Search icons for the account fields and select the appropriate accounts.
6. Click **Update**.

2.3.10 Set Up Currency Conversion Rate Types

Use the following procedure to set up currency conversion rate types. Although this set up is optional, it is required if you plan to set up daily conversion rates ([Section 2.3.11, "Set Up Currency Conversion Rates"](#)).

See the *Oracle General Ledger User's Guide* for more information.

Prerequisites

None

Steps

1. Log in to Oracle Forms with General Ledger Super User responsibility.
2. Navigate to Setup > Currencies > Rates > Types.
3. Enter Rate Type.
4. Enter Description.
For example, Corporate, Corporate Exchange Rate, Spot, or Spot Exchange Rate.
5. Save your work.

2.3.11 Set Up Currency Conversion Rates

To set up currency conversion rates, follow this procedure.

See the *Oracle General Ledger User's Guide* for more information.

Prerequisites

Currency conversion rate types must be set up.

Steps

1. Log in to Oracle Forms with General Ledger Super User responsibility.
2. Navigate to Setup > Currencies > Rates > Daily.
The Daily Rate Form opens.
3. Click **Enter by Date Range**.
4. Open the From and To LOVs and select the appropriate currencies.
5. Open the From Date and To Date LOVs and select the appropriate dates.
6. Select a Conversion Type.
7. Enter an exchange rate.
The inverse rate is automatically calculated.
8. Click **Apply**.
9. Repeat this procedure to define more conversion rates.
10. Save your work.

2.3.12 Creating a Set of Books

A set of books is created in General Ledger. A set of books determines the functional currency, account structure, and accounting calendar for each company or group of companies. If you need to report on your account balances in multiple currencies, you should set up an additional set of books for each reporting currency. Your primary set of books should reflect your functional currency. Each reporting set of books should use one of your reporting currencies. See the *Oracle General Ledger User Guide* for the procedure for creating a set of books.

2.4 Implementing the Account Generator

Trade Management creates accounting entries in General Ledger in the following manner:

- **Promotional accruals:** Base General Ledger accounts are taken from a budget, a budget category, or system parameters.
- **Budget adjustments:** Base General Ledger accounts are taken from a budget, a budget category, or system parameters.
- **Promotional claim and deduction settlements:** Base General Ledger accounts are taken from the claim type or system parameters.
- **Off-invoice discounts:** Base General Ledger accounts are taken from Debit Sales/Expense/Charge, set up in Trade Management.

By using the Trade Management account generator workflow, rather than the base General Ledger accounts, you can configure these accounts dynamically. Configuration is accomplished by modifying the account generator workflow using the workflow administration tool. Values of various segments for each account can be changed.

When implemented, Account Generator replaces the Oracle General Ledger product segment account information with the product segment of the COGS account (from the inventory item on which accrual is made). If an inventory item cannot be determined, then the base Oracle General Ledger account is used.

Example

Account structure = company-account type-customer-product-spare

Base account = 01-0001-0002-0000-000

Customized = 01-0001-8888-2344-000

The change is based on the customer and product derived from an order.

2.4.1 About the Account Generator Workflow

The workflow API used to derive Accrual liability and Expense account information is called AMS : Account Generator. This workflow process happens when utilizations are accrued or adjusted from:

- Accrual offers
- Lump sum offers

- Trade Deals
- Scan data offers
- Volume offers
- Manual adjustments

When implemented, Account Generator replaces the General Ledger product segment account information with the product segment of the COGS account (from inventory item based on which accrual is made). If an inventory item cannot be determined for the utilization, then the base General Ledger account is used.

Modifying the Account Generator requires expertise in the following areas:

- PL/SQL
- Oracle Workflow
- General Ledger

The Trade Management Account Generator consists of the following:

- Process: Generate a default account
- Function: Get expand CCID for line
- Package: AMS_ACCT_GENERATOR
- Procedure: Get Cost_Sale_Item_Derived

2.4.2 Debugging the Account Generator

To debug the account generator workflow, set the profile Account Generator : Debug mode to Yes. The workflow process can then be seen from process editor. The owner of the workflow runs the concurrent program or performs an action which invokes accounting.

Workflow processes can then be seen from the process editor and the owner of the workflow will be the user who runs the concurrent program or performs an action which invokes accounting.

The default account generator assumes an accounting structure with a product segment named Product. This must be changed in the workflow based on the implementation. Additional attributes, functions and processes can be added. The current process can be customized to suit business requirements.

2.4.3 Understanding Account Generator Prerequisites

Before using the Account Generator to create an accrual liability or expense accounts, you must perform the following prerequisite tasks:

- Define your accounting flexfield structure for each set of books.
- Define flexfield segment values and validation rules.
- Determine whether your organization will use the default Account Generator process, or customize it to meet your accounting needs. Trade Management comes with the following Account Generator item type: Generate Default Account.

You must also do one of the following for each set of books:

- Choose to use the default Account Generator process.
- Customize the default Account Generator process, test your customization, and choose the process for a flexfield structure, if necessary.

Evaluate whether the default Account Generator process meets the accounting requirements of your organization. The default process can be updated later as needs change. You may only need to make minor changes to the default process without changing its name.

Note: Be sure to read the Account Generator chapter in the *Oracle Applications Flexfields Guide* before customizing the Trade Management Account Generator.

2.4.4 Implementing the Account Generator Workflow

To implement the Account Generator workflow process, follow the procedures in the following sections:

- [Section 2.4.4.1, "Starting Generating Code Combination"](#)
- [Section 2.4.4.2, "Copying Values from Code Combinations"](#)
- [Section 2.4.4.3, "Getting the CCID for a Line"](#)
- [Section 2.4.4.4, "Copying Segment Value from Code Combinations"](#)
- [Section 2.4.4.5, "Validating Code Combination"](#)
- [Section 2.4.4.6, "Ending Generating Code Combination"](#)
- [Section 2.4.4.7, "Default Function to get COGS Account"](#)

- [Section 2.4.4.8, "Default Attributes Defined in Workflow"](#)
- [Section 2.4.4.9, "Lookups Codes for Accrual Liability and Expense Accounts"](#)
- [Section 2.4.4.10, "Attributes Set in Workflow"](#)

2.4.4.1 Starting Generating Code Combination

This is a standard activity that marks the start of the workflow process.

2.4.4.2 Copying Values from Code Combinations

This function copies all the segment values from a given code combination to the combination that is being generated. This function has two attributes:

- **Code Combination ID:** The Default Code Combination ID (CCID) set when the workflow is invoked.
- **Replace Existing Value:** Set to True to always copy the segment values.

2.4.4.3 Getting the CCID for a Line

This function determines a value that is used in 2.4.4.4 to derive the Accrual Liability/Expense Accounts. The derivation of this value cannot be achieved using standard Oracle workflow functions. Instead, a PL/SQL procedure is used to derive the COGS (Cost of Goods Sold) Account CCID for an inventory item.

If the function executes successfully and receives a CCID, the process branches to 2.4.4.5. If the function is unable to derive a COGS Account CCID, then the function branches to 2.4.4.4.

2.4.4.4 Copying Segment Value from Code Combinations

This function copies a specific segment value from a given code combination to the combination being generated. This function has four attributes:

- **Code Combination ID:** The COGS CCID that was derived in 2.4.4.3.
- **Segment Identifier:** Set to Name since this will replace a segment that has a name of Product
- **Segment Value:** Set to a constant value of Product, which denotes the name of the segment.
- **Replace Existing Value:** Set to True to always copy the segment values.

This function gets the Product segment from COGS CCID and replaces it with this value on the generated code combination ID.

2.4.4.5 Validating Code Combination

This function executes after 2.4.4.4 where the default account is modified, or after 2.4.4.3 when it fails to get COGS CCID. It validates the generated code combination and has two attributes.

- **Validation Type:** Set to Generate Code Combination ID to execute a full validation and generate a code combination ID.
- **New Code Combinations are Allowed:** Set to Trow so that if the key flexfield structure has dynamic insert allowed, then the validation will not generate an error if the combination does not exist in the code combination table.

2.4.4.6 Ending Generating Code Combination

This function is called to end the Generate Default Account process. It is marked as the End activity.

2.4.4.7 Default Function to get COGS Account

The function, Get CCID for a Line, gets the COGS account from inventory item and assigns the value into a workflow attribute.

2.4.4.8 Default Attributes Defined in Workflow

The following table lists attributes and the location or field from which they are derived:

Table 2–3 Default Attributes in Workflow

Attribute	Field or Location
Header ID	Order Header
Order Category	Order Category
Order Type ID	Order Type
Price Adjustment ID	Price Adjustment
Line ID	Order Line
Commitment ID	Line Commitment
Salesrep ID	Salesrep
Option Flag	Oe_Globals.G_ITEM_OPTION
Organization ID	Shipping Organization or Organization giving Lumpsum, Adjustment

Table 2–3 Default Attributes in Workflow

Attribute	Field or Location
Customer ID	Sold to Customer
Chart of Accounts ID	Based on set of books in system parameters
Operating Unit	Booking Organization or Organization giving Lumpsum, Adjustment
Budget ID	Budget
Offer ID	Offer
Inventory Item ID	Product
Item Category ID	Product Category
Generated CC ID	Used to store the COGS (Cost Of Goods Sold) Account
Default CC ID	Default Account from Budget
Account Type	Account Type being derived

2.4.4.9 Lookups Codes for Accrual Liability and Expense Accounts

The lookup codes for Accrual Liability and Expense Accounts are as shown in the following table:

Table 2–4 Lookup Codes

Attribute	Source
Accrual Liability	ACCRUAL_LIABILITY
Expense Account	EXPENSE_ACCOUNT
Error Message	To store error messages, if any
Claim ID	For future use
Transaction Type	For future use

2.4.4.10 Attributes Set in Workflow

Attributes that will be set in workflow may change based on the method used to accrue the utilizations. See the tables below for a list of these attributes.

Table 2–5 Lumpsum Offers Attributes

Attribute	Field or Location
Organization ID	Organization offering the Lumpsum offer
Customer ID	Customer receiving the Lumpsum offer
Chart of Accounts ID	Chart of Accounts for the Set of Books in the System Parameters
Operating Unit	Organization offering the Lumpsum offer
Budget ID	Budget sourcing the Lumpsum offer
Offer ID	Lumpsum offer
Inventory Item ID	Product
Item Category ID	Product Category (either Product or product category will exist on a lumpsum record, but not both)
Account Type	Accrual Liability or Expense Account
Default CC ID	Default account CC ID
Generated CC ID	COGS Account derived from inventory item, if one exists
Account Type	Account Type being derived

Table 2–6 Accruals at Order Header Attributes

Attribute	Field or Location
Header ID	Order Header
Order Category	Order Category
Order Type ID	Order Type
Price Adjustment ID	Price Adjustment
Salesrep ID	Salesrep at Order Header
Organization ID	Shipping Organization
Customer ID	Sold to Customer
Chart of Accounts ID	Based on set of books in system parameters
Operating Unit	Booking Organization (Org ID)
Budget ID	Budget sourcing the Accrual
Offer ID	Accrual Offer

Table 2–6 Accruals at Order Header Attributes

Attribute	Field or Location
Inventory Item ID	Product which accrues
Account Type	Account Type being derived
Generated CC ID	Used to store the COGS (Cost Of Goods Sold) Account
Default CC ID	Default Account from Budget

Table 2–7 Accruals at Order Line Attributes

Attribute	Field or Location
Header ID	Order Header
Order Category	Order Category
Order Type ID	Order Type
Price Adjustment ID	Price Adjustment
Line ID	Order Line
Commitment ID	Line Commitment
Salesrep ID	Salesrep at Order Line
Organization ID	Shipping Organization
Customer ID	Sold to Customer
Chart of Accounts ID	Based on set of books in system parameters
Operating Unit	Booking Organization (Org ID)
Budget ID	Budget sourcing the Accrual
Offer ID	Accrual Offer
Inventory Item ID	Product which accrues
Account Type	Account Type being derived
Generated CC ID	Used to store the COGS (Cost Of Goods Sold) Account
Default CC ID	Default Account from Budget

Table 2–8 Manual Adjustment Attributes

Attribute	Field or Location
Organization ID	Shipping Organization
Customer ID	Sold to Customer
Chart of Accounts ID	Based on set of books in system parameters
Operating Unit	Booking Organization (Org ID)
Budget ID	Budget sourcing the Accrual
Offer ID	Accrual Offer
Inventory Item ID	Product which accrues
Item Category ID	Product Category on which adjustment is made (either the product or item category can exist on an adjustment record, but not both)
Account Type	Account Type being derived
Generated CC ID	Used to store the COGS (Cost Of Goods Sold) Account
Default CC ID	Default Account from Budget

2.5 Integrating Oracle Receivables

Trade Management integrates with Oracle Receivables to manage and settle deductions and overpayments. The following steps describe the flow of information between the two applications.

1. Payment is received from a customer in Oracle Receivables.
2. Cash is applied with discrepancies in Oracle Receivables.
3. An overpayment or deduction is created in Oracle Trade Management.
4. An owner is assigned to the deduction or overpayment in Oracle Trade Management.
5. The deduction or overpayment is researched in Oracle Trade Management.
6. The settlement is approved in Oracle Trade Management.
7. Transactions are created and receipts are adjusted in Oracle Receivables.

When a customer is charged \$X, but pays \$Y, the discrepancy is first realized in Oracle Receivables. As such, deductions and overpayments are created in Oracle Receivables. When integrated with Trade Management, deductions and

overpayments are passed to the claim module in Trade Management where they are researched and the settlement method is approved.

These settlements invariably involve transaction adjustments or receipts that must be communicated back to Oracle Receivables. Trade Management automatically creates these adjustments and receipts and passes them back to Oracle Receivables where the deductions and overpayments are closed out.

By integrating Oracle Receivables with Trade Management, the following settlement methods are automated:

- Credit memo - on account
- Credit memo - invoice
- Chargeback
- Write off
- Debit memo
- On-account cash

For a credit memo, the invoice includes the ability to credit invoice lines and invoice tax.

To integrate Oracle Receivables with Trade Management, follow the procedures listed in these sections:

- [Section 2.5.1, "System Profile Options"](#)
- [Section 2.5.2, "Set Up the Workflow Notification for Claim Settlement"](#)
- [Section 2.5.3, "Verify Line Transaction Flexfields"](#)
- [Section 2.5.4, "Set Up Defaults for Claims"](#)
- [Section 2.5.5, "Create Transaction Types"](#)
- [Section 2.5.6, "Create a Transaction Source for Claim-related Credit and Debit Memos"](#)
- [Section 2.5.7, "Create an Aging Bucket for Claims and Deductions"](#)
- [Section 2.5.8, "Attaching Trade Management Requests"](#)
- [Section 2.5.9, "Set Up Related Customer Accounts"](#)
- [Section 2.5.10, "Set Up Receivable Activity"](#)
- [Section 2.5.11, "Verify Receivables System Options"](#)

- [Section 2.5.12, "Set Up the Tax Engine"](#)
- [Section 2.5.13, "Set Up Lockbox Integration"](#)
- [Section 2.5.14, "Verify Receivable Application Transaction Flexfields"](#)
- [Section 2.5.15, "Set Up Write Off Limit"](#)

2.5.1 System Profile Options

The table below shows the required and optional system profile options for Oracle Receivables integration with Oracle Trade Management.

Table 2–9 Oracle Receivables System Profile Options

Profile Option Name	Required	Description
OZF: AR Credit Method for Rule	Yes	<p>This profile value determines the use of invoicing and accounting rules for the credit memo generated by Credit Memo-Invoice settlement.</p> <p>The available Rules Methods include:</p> <p>Last In First Out (LIFO): Choose this option to back out revenue starting with the last general ledger period and reverse all prior periods until it has used up the credit memo.</p> <p>Prorate: Choose this option to credit an equal percentage to all account assignments for this invoice.</p> <p>Unit: Choose this option to reverse the revenue for the number of units you specify from an original line of the invoice.</p> <p>During settlement, if this profile value is not defined, the value defaults to Prorate.</p>

Table 2–9 Oracle Receivables System Profile Options

Profile Option Name	Required	Description
OZF: AR Credit Method for Installment	Yes	<p>For Credit Memo-Invoice settlement, if the crediting transaction has multiple installments, this profile determines the split term method.</p> <p>The available Split Term Methods include:</p> <p>First in First Out (FIFO): This method credits the first installment first.</p> <p>Last In First Out (LIFO): This method credits the last installment first.</p> <p>Prorate: This method credits the installments of the credited transaction and prorates them based on the amount remaining for each installment.</p> <p>During settlement, if this profile value is not defined, the value defaults to Prorate.</p>
OZF: Select Write-off Activities Based on GL Balancing Segments	No	<p>Y = GL Balancing Segment check box appears on the System Parameters page, and GL Balancing Segment field appears on the Claim Type page.</p> <p>N = Default setting. Oracle General Ledger Balancing Segment options do not appear on these pages.</p> <p>Allows users to filter receivable write off activity based on Oracle General Ledger balancing segment values.</p>
OZF : Automate Deduction/Overpayment Settlement	No	<p>Y = settlement automation enabled between Oracle Receivables and Trade Management</p> <p>N = settlement automation disabled</p> <p>See Section 2.5.2, "Set Up the Workflow Notification for Claim Settlement".</p>
OZF : Automate RMA Settlement	No	<p>If Y = settlement automation is enabled between Oracle Receivables and Trade Management</p> <p>If N = settlement automation is disabled</p> <p>See Section 2.5.2, "Set Up the Workflow Notification for Claim Settlement".</p>

Table 2–9 Oracle Receivables System Profile Options

Profile Option Name	Required	Description
OZF : Allow Un-Related Ship To	No	Y = payment can be made to a party different from the party taking a deduction
OZF : Modifier to adjust unit price for RMA settlement	No	<p>This profile is used for RMA settlement in the following case:</p> <p>In a claim line, a user enters a product price which is different from the price list or original invoice or order price. The modifier defined in this profile for adjusting the unit price for RMA settlement is used for price adjustment to the RMA order line selling price in Order Management.</p> <p>The option values of this profile can be defined in Order Management. See the steps following this table.</p>

Use the following procedure to define option values for the profile OZF : Modifier to adjust unit price for RMA settlement.

Steps

1. Log in to Order Management as the Super User responsibility.
2. Navigate to Pricing > Modifiers > Modifier Setup.
The Advanced Pricing - Define Modifier window appears.
3. In the Main tab, enter a Modifier Type = Discount.
4. In the Number field, enter the modifier list number.
5. In the Name field, enter the modifier list name
6. Check the Active box.
7. Enter a currency.
The currency must be the same as the claim currency.
8. Enter the start date and end date that the modifier lines are effective.
9. Enter a description of the modifier list.
10. In the Modifiers Summary tab, enter the Level = Line
11. Enter Modifier Type = Discount

12. Enter the start date and end date for this modifier line.
13. Uncheck the Automatic box.
14. Check the Override box.
15. Enter Pricing Phase = All Lines Adjustment.
16. Click **Save**.

2.5.2 Set Up the Workflow Notification for Claim Settlement

The majority of settlement methods integrated with Oracle Receivables are automated, either through real-time API calls or through the Autoinvoice program. However, sometimes you want to turn off automation, for example, when you need to integrate with a third party/legacy system. To disable settlement automation, turn off the following profiles:

- OZF: Automate Deduction/Overpayment Settlement
- OZF : Automate RMA Settlement

Automation of the following settlement methods is supported:

- Credit memo
- Debit memo
- Chargeback
- On-account cash
- Write-off
- RMA

2.5.2.1 Creating a Workflow Notification for Claim Settlement

To create workflow notifications for claim settlement, use the following procedure.

Prerequisites

A valid Oracle Receivables responsibility exists.

Steps

1. Open Workflow Builder.
2. Open AMS: Claims Settlement from the database.

3. Select File > Load Roles from database.
4. Enter the appropriate Receivables responsibility in Find Roles and perform a query.
5. Select the desired Receivables role from the query results and add it to the loaded roles.
6. Click **OK**.
7. Expand Item Type and Attribute for AMS: Claims Settlement.
8. Double-click attribute Receivable Role.
9. Open the Value drop-down list in the default section, and assign the appropriate Receivables responsibility to this attribute.
10. Save your work.

2.5.3 Verify Line Transaction Flexfields

Oracle Trade Management passes claim settlement method information to Oracle Receivables using the Oracle Receivables line transaction flexfields. To verify that the line transaction flexfield content set up properly, follow this procedure.

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator responsibility.
2. Navigate to Application > Flexfields > Descriptive > Segments.
3. Press Control + F11 to open the search mode.
4. In the Application field, type Oracle Receivables.
5. In the Title field, type Line Transaction Flexfield.
6. Press Control + F11 to perform a query.
7. In the Context Field Values table, under the Code column, place your cursor in the CLAIM field.
8. Click **Compile**.
9. Click **OK**.

2.5.4 Set Up Defaults for Claims

The following defaults must be defined for integration with Oracle Receivables:

- Claim type and reason
- Days due
- Owner

These defaults are specified if these defaults are not defined, deductions and overpayments cannot be passed to Trade Management. Selecting the Assignment Manager check box on the System Parameters page indicates that territories have been set up for automatic claim owner assignment.

For instructions on defining these and other claim defaults, see [Section 6.9, "Set Up Defaults for Claims"](#).

This process can be performed on the System Parameters page and also in other places. The claim type and reason, if set up on the Claim Defaults page, override the settings for deductions and overpayments from Oracle Receivables on the System Parameters page.

2.5.5 Create Transaction Types

Transaction types drive accounting, tax, cash applications rules and so on. All Oracle Receivables transactions required a transaction type. For integration with Trade Management, you must create transaction types for credit memos, debit memos, and chargebacks.

These transaction types and receivable activities are mandatory in Oracle Receivables and Order Management. If you do not enter them as a claim type or in System Parameters, the corresponding settlement methods will not work.

2.5.5.1 Creating Transaction Types

To create transaction types, refer to the *Oracle Receivables User Guide*.

2.5.5.2 Verifying Transaction Type Creation

To verify these transaction types, follow the procedure below.

Prerequisites

Claim defaults must be specified.

Steps

To verify that you have successfully created transaction types:

1. Create a deduction and overpayment in Oracle Receivables.
2. Create a chargeback in Trade Management.
3. Settle and approve the related claims for each in Trade Management.
4. In Oracle Receivables:
 - a. Verify that the overpayment and deduction reference the claim number from Trade Management.
 - b. Verify that the chargeback has been created.

2.5.6 Create a Transaction Source for Claim-related Credit and Debit Memos

This setup is optional.

The settlement of a claim in Trade Management can result in the automatic creation of a debit or credit memo in Oracle Receivables. A transaction source is used for data validation and is required for this automated process to occur. The transaction source also determines whether on-account credit and debit memos created via Trade Management affect sales credits.

This set up is optional because existing transaction sources can also be used for Trade Management. Create a transaction source specifically for Trade Management:

- For tracking purposes.
- If validation requirements for credit and debit memos generated via Trade Management are different from others.

Prerequisites

None

Steps

1. Log in to Oracle Forms and select the Receivables Super User responsibility.
2. Navigate to Setup > Transactions > Sources.
3. Follow these guidelines to complete the Transaction Sources form:
 - Name: Enter a name for the transaction source
 - Type: Select Imported

- Batch Source tab: Open the Reference Field Default Value LOV and select `interface_header_attribute1`.
 - Autoinvoice Options tab: Accept the defaults
 - Customer Information tab: Choose ID for all options
 - Accounting Information tab: Choose ID or Percent for all options
 - Other Information tab: Choose ID or Code for all options
 - Sales Credit Data Validation tab: Choose ID or Percent for all options
4. Save your work.

2.5.7 Create an Aging Bucket for Claims and Deductions

Claims Aging is an optional setup that summarizes all claim amounts by customer and days due. The claims processor can use this view to determine which customer has the largest number of outstanding claims and work on those claims first.

An aging bucket can be configured in Oracle Receivables and used by Trade Management to review and report open claims. It is defined by a specific time period. Each aging bucket can have multiple bucket lines (time periods):

- **Current:** Ages the claims outstanding or not yet resolved based on the claim date. For example, by specifying 0 to 10 days old, claims that are 0 to 10 days past the claim date are displayed.
- **Past Due:** Ages the claims that are past due in the range specified in the line. Note that aging analysis is based on the due date specified on the claim. For example, by specifying 10 to 20 days due, claims that are 10 to 20 days past the past due date are displayed.
- **Future:** Ages claims that are due in the future. Note that aging analysis is based on the due date specified on the claim. For example, specifying -10 days to -5 days displays claims that will be past due 5 to 10 days from the current date.

If aging buckets are already defined in Oracle Receivables, they can be reused for Trade Management. Create one specifically for Trade Management only if claim aging bucket definitions are different from others.

To avoid duplication of amounts on claims aging, use a consistent aging bucket type for each bucket setup. For example, to set up a claims aging bucket view, set up a complete past due setup for an aging bucket without any overlapping buckets.

2.5.7.1 Creating an Aging Bucket for Oracle Trade Management

Follow the procedure below to create an aging bucket for Trade Management.

Prerequisites

None

Steps

1. Set up an aging bucket using the instructions listed in the *Oracle Receivables User Guide*.
2. Run the concurrent program **AMS-TM: Claims Aging Populating**.
3. Select the aging bucket you have set up for Trade Management when you are prompted to enter a parameter.

The LOV displays a list of all the aging buckets in Oracle Receivables.

2.5.7.2 Verifying Aging Bucket Creation

To verify aging bucket creation:

1. Open the Claims Aging page.
2. Verify that the bucket definitions (for example, 0 to 30 days) are visible on the horizontal heading.
3. Verify that customer names are listed in the first vertical column.
4. Drill down into a claim number for a particular customer account and verify that you see a list of claims for that account and aging bucket.

2.5.8 Attaching Trade Management Requests

As an option, you can add Oracle Trade Management concurrent requests to the Oracle Receivables user responsibility. People with Oracle Receivables responsibilities often need to run Trade Management related claim-related requests, and it is much easier for them to be able to do so from within their Oracle Receivables responsibility. Also, the Oracle Receivables user does not need to be assigned a Trade Management responsibility simply to run concurrent programs.

In the same way, you can add any of the Oracle Receivables concurrent requests to a request group associated to a Trade Management responsibility.

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator Responsibility.
2. Navigate to Security > Responsibility > Request Groups.
3. Query for Group = Receivables All.
4. Under the Request table, add any program used by Trade Management.
5. Save your work.
6. To add concurrent requests to the Trade Management responsibility, query for Group = Trade%.
7. Select the Trade Management responsibility and add the Oracle Receivables concurrent requests you need.
8. Save.

2.5.9 Set Up Related Customer Accounts

Claims can be settled for the claiming customer account and all other related accounts. Claims always use customer accounts in TCA, not parties. For example, if accruals were tracked at the account level, and the claim is from a bill-to account, payments can be made to related ship-to accounts.

For instructions on defining account relationships, refer to the *Oracle Receivables User Guide*.

2.5.10 Set Up Receivable Activity

By setting up receivable activity, you:

- Enable claim investigation for deductions and overpayments.
- Enable the creation of accounting entries for deductions and overpayments.
- Support two different types of write-off adjustments for Oracle Trade Management

The benefits of setting up receivable activity are:

- Invoices can be closed with zero

- Deductions and overpayments can be tracked in different account not related to the invoices.
- Any General Ledger account can be used to track deductions and overpayments.

Deductions

Two types of deductions exist:

- **Transaction-related:** Can be referenced back to a specific transaction such as an invoice, debit memo, or chargeback. During the cash application process, the balance of the transaction is left on the transaction itself.
- **Non-transaction related:** Cannot be referenced back to a specific transaction. When remittance is made, the customer may indicate that all transactions are being paid in full. In addition, they submit a separate debit memo, resulting in a deduction.

In the claim module, it is assumed that the transactions themselves are paid in full. In reality, however, the cash amount received may be less than the actual balance. This difference must be accounted for.

Example: A customer sends a check for \$1,000 and indicates full payment for 10 invoices totally \$1200. On a separate line of the invoice, the customer takes a deduction of \$200 and references an internal debit memo number. Accounting entries will be:

- Debit Cash \$1,000
- Debit Receivable Activity for claim investigation \$200
- Credit Receivables \$1,200

Overpayments

Overpayment claims are always non-transaction related. All nontransaction-related claims require an accounts receivable activity.

Example: A customer sends a check for \$1200 and indicates full payment for 10 invoices totally \$1000. The \$200 is not related to a specific invoice. Without knowing what to do with the extra \$200, Oracle Receivables creates an overpayment claim that will be researched.

Accounting entries will be:

- Debit Cash \$1,200

- Credit Receivable Activity for claim investigation \$200
- Credit Receivables \$1,000

2.5.10.1 Procedure to Set up Receivable Activity

To set up receivable activity, follow the procedure below.

Prerequisites

None

Steps

1. Log in to Oracle Forms and select the Receivables Super User responsibility.
2. Navigate to Setup > Receipts > Receivable Activities.
3. Enter a Name.
4. Enter a Description.
5. In the Type field, select **Claim Investigation**.
6. Accept the defaults for GL Account Source and Tax Code Source.
7. In the Activity GL Account field, select the account that will hold amounts from nontransaction-related claims while they are being investigated.
8. Click **OK**.
9. Select appropriate Oracle General Ledger account.
10. Click **OK**.
11. Save your work.

2.5.10.2 Procedure to Verify Receivable Activity Set Up

To verify that you have successfully set up receivable activity:

1. Create a receipt in Oracle Receivables and designate it for claim investigation.
2. Open the LOV for the Activity column; your receivable activity should be listed.

2.5.11 Verify Receivables System Options

In order to set up integration for claim creation to use the auto lockbox feature, you must perform the following setup. This setup determines what types of unmatched

remittances for which you want to create claims, and also how to handle claims for matched remittances.

If you do not want to create deductions for credit memos, you can exclude credit memos on the system options in Oracle Receivables, so that the lockbox process does not create deductions for any short payments against credit memos.

Steps

1. Log into Oracle Forms with the Oracle Receivables responsibility.
2. Navigate to Setup > System > System Options.
3. Open the Claims tab.
4. In the Unmatched Remittances region, indicate the type of remittance line for which you want Receivables to create claims.
5. In the Matched Remittance Lines region, select the Prepare for Claim Creation box if you want Receivables to create claims for matched remittances.
6. Select the Exclude Credit Memos box if you want Receivables to exclude credit memos from automatic claim creation.

2.5.12 Set Up the Tax Engine

Claims are enabled to quote an estimated tax for the claim line at the time of tax calculation action. Tax calculation action is only qualified for Credit Memo-On Account, Debit Memo, and RMA Settlement.

The tax estimate can be based on:

- Tax status
- Address information
- VAT (Value Added Tax) codes assigned to items, ship-to sites, and customers

If a tax code is entered in the claim line, tax calculation is based on that tax code.

The Tax list of values for Credit Memo-On Account, Debit Memo, an RMA Settlement brings up tax codes with type VAT or Sales Tax only and must be ad hoc.

If the profile option Tax: AllowOverride of Tax Code is set to No, the Tax list of values is not invoked and the user cannot enter or change the tax code in the claim line.

The actual tax value that appears on the credit memo or debit memo in Oracle Receivables may vary. See: *Oracle Receivables User's Guide*, Overview of Tax and

Setup Steps for Value Added Tax for details. If the actual tax amount is different from the tax amount on the claim, the claim tax amount is adjusted when the Claim Settlement Fetcher program is run.

For Credit Memo-On Account, Debit Memo, and RMA Settlement, if the user does not calculate the tax and adjust the line amount, Autoinvoice determines the tax calculation flow. See *Oracle Receivables Tax Manual*, Overview of Calculating Tax for more information.

2.5.13 Set Up Lockbox Integration

In order to use the new Lockbox Integration feature, some steps must be performed in Oracle Receivables. For more information, see [Section 6.29, "Lockbox Integration"](#).

Prerequisites

None

Steps

1. Log in to Oracle Forms with the Oracle Receivables responsibility.
2. Create a Transmission Format that accepts customer reference and customer reason codes.

You must first work with your banks to accept customer reference and customer reason codes in your lockbox.
3. In the Lockbox window, check the Evaluate for Claim Eligibility box.

If this option is enabled, the lockbox process automatically creates claims for eligible remittance lines.
4. Navigate to Setup > System > System Options.
5. Open the Claims tab and indicate claim handling preferences. See Guidelines.
6. Attach a General Ledger account for claims on the receipt class or payment methods setup.
7. Log into Oracle Trade Management to perform Customer Reason Code Mapping (see [Section 6.14, "Importing and Mapping Customer Reason Codes"](#)).

Guidelines

If you select the evaluate claim eligibility for claims handling, then the lockbox looks at your claims system options to determine which imported receipts are eligible for claim creation. You can specify here how the system should handle the unmatched remittance lines and the matched remittance lines.

See the Oracle Receivables User Guide for more information.

2.5.14 Verify Receivable Application Transaction Flexfields

Oracle Receivables passes receipt application information to Oracle Trade Management using Oracle Receipt Application Information flexfields.

On creation of a deduction or overpayment from Oracle Receivables, the Receipt Application Information flexfield is sent as the Deductions flexfields to Oracle Trade Management.

When there is a deduction with Chargeback, the Deductions flexfield values are passed to the Transaction Information flexfields on the transaction.

For the mapping to be consistent, flexfield segments that are enabled for Receipt Application Information, Deductions, and Transaction Information must be evaluated and enabled appropriately.

Additionally, the Invoice Transaction flexfield has been seeded with a new context, CLAIM, which has the following segments:

- Claim Number
- Customer Reference
- Customer Reason
- Claim Reason

When a claim is settled with Credit Memo-On Account, Debit Memo or Chargeback, this flexfield context, along with the values, are passed to Receivables. The context value of Receivables Application Information flexfields must be the same as the Deduction flexfields in Oracle Marketing.

Perform the following procedure to verify receivable application transaction flexfields.

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator responsibility.
2. Navigate to Application > Flexfield > Descriptive > Segments.
3. Press F11 to open the search mode.
4. In the Application field, enter Oracle Receivables.
5. In the Title field, enter Receipt Application Information.
6. Press Control + F11 to perform a query.
7. In the Context Field Values table, under the Code column, create a new context code, for example Claim Investigation. Enter a code, name, and description.

If a value is already defined in the Context Field Values table, you must uncheck the Freeze Flexfield Definition box in order to enter a new value. This may affect validity of data that uses this flexfield.
8. Click Segments, and on the Segment Summary screen, enter Number, Name, Window Prompt, and Column.

The Number is the flexfield display sequence.
9. Save, and close the Segment Summary screen.
10. Check the Freeze Flexfield Definition box.
11. Click **Compile**.
12. Click **OK**.
13. Press F11 to open the search mode.
14. In the Application field, enter Oracle Marketing.
15. In the Title field, enter Deductions.
16. Press Control + F11 to perform a query.
17. Uncheck the Freeze Flexfield Definition box.
18. In the Context Field Values table, under the Code column, create a new context code.

The context code must be the same as the one defined in step 7.
19. Click **Segment**, then enter Name, Window Prompt, and Column
20. Check the Freeze Flexfield Definition box.

21. Click **Compile**.

22. Click **OK**.

2.5.15 Set Up Write Off Limit

When integrating Oracle Trade Management with Oracle Receivable Application 11.5.10, you must set up the Write-off Limit needs to be setup in order to automate Receipt Write-Off settlement. To set up the Write-off Limit in the Oracle Receivables application, perform the following procedure.

Steps

1. Log in to Oracle Forms with Receivables responsibility.
2. Navigate to Setup > System > System Options.
3. Click the Miscellaneous tab.
4. Set up the amount range for the Write-off Limits Per Receipt, for example, a minimum of -100 and maximum of 100.

Guidelines

The Write Off Limit setup is used only in Oracle Receivables release 11.5.10.

2.6 Integrating Oracle Payables

Bill back requests are entered in Trade Management as claims. Claims can be associated with promotional earnings and accruals. They can be settled by check, credit memo or RMA (which creates a credit memo). When the customer is paid by check, Trade Management uses Open Interface Import in Oracle Payables (AP) to create a payables invoice. The invoice is then converted to a check.

To implement Oracle Payables for Trade Management, follow the procedures in these sections:

- [Section 2.6.1, "Create a Source for Invoices"](#)
- [Section 2.6.2, "Verify Payment Terms"](#)
- [Section 2.6.3, "Verify Payables System Options"](#)
- [Section 2.6.4, "Set Up Vendors and Vendor Sites"](#)
- [Section 2.6.5, "Set Up the Tax Engine"](#)

2.6.1 Create a Source for Invoices

When settling a claim with a check, Trade Management populates the Oracle Payables invoice interface tables with the payables invoice details. A *source* is required for this. For additional information, refer to the *Oracle Payables User Guide*.

To create a source to identify Oracle Payables invoices generated by Trade Management, use the following procedure.

Prerequisites

None

Steps

1. Log in to Oracle Forms with Accounts Payable Responsibility.
2. Navigate to Setup > Lookups > Payables.
3. Query for Type = SOURCE.
4. Add the Source code to be used by Trade Management.
5. Save your work.

2.6.2 Verify Payment Terms

When settling a claim with a check, Trade Management populates the Oracle Payables invoice interface tables with payables invoice details. Once created in Oracle Payables, an Oracle Payables payment term can be selected in the system parameters for AMS. While populating the Oracle Payables invoice interface tables, Trade Management passes this payment term to create the invoice.

For more details, refer to the *Oracle Payables User Guide*.

To verify Oracle Payables payment term set ups, use the following procedure.

Prerequisites

None

Steps

1. Log in to Oracle Forms with Accounts Payable Responsibility.
2. Navigate to Setup > Invoice > Payment Terms.

3. Review the Payment Terms you intend to pass from Trade Management to Oracle Payables.
4. Save your work.

2.6.3 Verify Payables System Options

The interface with Oracle Payables that is used in claims integration with Oracle Payables requires reference to the tax options that are set up under the Payables system options. Please see the Oracle Payables User Guide for specific steps.

To view the Oracle Payables system options, log into Oracle Forms with the Oracle Payables responsibility and navigate to Setup > Options > Payables.

2.6.4 Set Up Vendors and Vendor Sites

Claims integration with Oracle Payables requires that vendors and vendor sites are set up. This is performed in Oracle Payables. To set up the vendor and vendor site settings, perform this procedure.

Steps

1. Log in to Oracle Forms with the Oracle Payables responsibility.
2. Navigate to Suppliers > Entry.
3. Query for a supplier.
4. Click the Sites button.
5. On the Supplier Sites page, check the Pay box in the Site Uses section if you want that site to appear on the Claims and Trade Profiles pages in Oracle Trade Management.
6. Save.

2.6.5 Set Up the Tax Engine

Claim tax calculation is not enabled for check settlement. By default, tax calculation is done in Oracle Payables. In the Oracle Payables application, the supplier site needs to set up to use Line Level automatic tax calculation. When a claim is settled by check, it is interfaced to Payables with the amount_includes_tax_flag equal to Y to indicate that the amount includes one or more non-use type taxes (sales, user, and so on).

During invoice validation of the imported invoice, Oracle Payables calculates the tax amount based on the tax code or tax group in the TAX_CODE column and creates one or more additional tax distributions in the appropriate amounts. Payables also reduces the amount of this distribution by the tax amount.

If a user does not enter the tax code in the claim line, the tax code assignment is based on the Tax Code Defaults hierarchy that was previously defined in the Oracles Payables Options window. For more information, see the *Oracle Payables User Guide*, Defaulting Tax.

If a user does enter the tax code in the claim line, the tax_code_override_flag is set to Y, and the tax code user selected in the claim line is passed to Oracle Payables. However, if the Tax: Allow Override of Tax Code profile option is not enabled, the tax code value defaults during import based on standard tax defaulting rules.

In the Claim line, when a user selects Check as the settlement method, the Tax Code list of values displays tax codes with type of Sales, Use, and User-defined in Oracle Payables.

For more information about defining the tax code in Oracle Payables, please refer to the *Oracle Payables User Guide*, Payables Setup > Tax Codes.

2.7 Integrating Advanced Pricing

Advanced Pricing (QP) provides the following functionality for Trade Management:

- Provides Promotion (offer) logic
- Price lists created in Trade Management are stored in the Advanced Pricing schema
- Offers created in Trade Management are stored in the Advanced Pricing schema

When an offer or price list is created in Trade Management, a call to the Advanced Pricing APIs is made.

To implement Advanced Pricing for Trade Management, perform the following:

Set Advanced Pricing Profiles

Trade Management offers are created in Advanced Pricing as modifiers of type Promotion. Users can modify offers from within Advanced Pricing, as determined by the profile option **QP: Source System Code** set at either the site, application or user level.

For Trade Management, this profile option can be set to Oracle Pricing or Oracle Marketing.

- **If set to Oracle Pricing:** An Advanced Pricing user is able to edit Trade Management offers.
- **If set to Oracle Marketing:** Advanced Pricing user is unable to edit Oracle Trade Management offers.

Because offers typically go through an approval process, we recommend setting this profile to Oracle Pricing.

Set Profile Option for Indirect Sales

Trade Management provides the ability to handle rebates and chargeback claims from customers and wholesaler networks for indirect sales. Three types of gateways can be used to import customer information in batches: XML gateway, EDI or WebADI.

From this data, chargebacks and third party accruals are created automatically.

Special pricing is also included in this functionality. Indirect Sales uses a price list to store the terms and conditions between the company (manufacturer) and its end customer for chargeback claim scenarios.

You can also track your customers' inventory levels. Once an inventory level is established, it is updated based on the sales and stock movement data you import. This process ensures that your customers do not claim more than they are entitled to. Adjustments can be made manually.

To implement this functionality in Advanced Pricing, set the profile option QP: Return Manual Discounts to Yes, so that all adjustments (manual and automatic) are returned by the pricing engine.

Set Promotional Limits

When creating offers, Trade Management users can define a promotional limit, referred to as a cap. To enable promotional limits, set the following profile options:

- Set **QP: Promotional Limits Installed** to Yes at the site level. This profile enables the promotional limit feature.
- Set **QP: Limit Exceed Action**, at site, responsibility, or user levels. For this profile select one of the following settings:

- **Soft - Full Benefit Amount:** Sends the Trade Management user a warning message when promotional limits are being violated. Although the warning appears, the order process can proceed.
- **Hard - Adjust Benefit Amount:** Puts the order on hold when promotional limits are violated.

These settings enable the actual limit amount of each offer to have a cap amount. This amount is passed by Trade Management to Advanced Pricing and Trade Management as the promotional limit.

For more details, refer to the *Oracle Order Management Suite Implementation Guide* and *Oracle Advanced Pricing Implementation Guide*.

2.8 Integrating Order Management

Trade Management integrates with Order Management (OM) for the following purposes:

- **Advanced Pricing - Order Management:** Trade Management offers are passed directly into the Advanced Pricing schema. Although they reside in the Advanced Pricing schema, they are executed in Trade Management. For this integration point, no setups are necessary.
- **Order Management - Trade Management Budgets:** Once an offers is applied to a sales order, an off-invoice discount or accrual adjustment is created for the order. AMS Funds Accrual Engine fetches the order (and the related offer adjustment information), ultimately updating the budget utilized column. For this integration point, no Trade Management setups are necessary.
- **Trade Management Claims - Order Management:** When customers return products (for any reason), they can apply a deduction or claim at the same time. For this reason, claims and deductions can be triggered by customer returns. As such, Trade Management provides the ability to create a Return Materials Authorization (RMA) that is passed directly into Order Management in with the status Booked. Ultimately, this RMA goes through Trade Management processes, finally generating a credit memo. When this happens, Trade Management can automatically locate it using the Claims Settlement Fetcher program. This program enables automatic closure of a claim or deduction using the credit memo. For this integration point, several Trade Management setups are required. For details see [Section 2.8.1, "Set Up Transaction Types"](#).

For more details on how to setup Order Management, refer to the *Oracle Order Management Suite Implementation Guide*.

To setup transaction types for OM, use the following procedure.

2.8.1 Set Up Transaction Types

For Trade Management, you must verify the Trade Management Transaction Type Setup. The life-cycle of an order is driven by its transaction type and the workflow set up behind it. For an RMA, the workflow determines many factors, such as whether or not the return order will affect inventory.

To set up transaction types in OM, use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with the Order Management Responsibility.
2. Navigate to Setup > Transaction Types > Define.
3. Query for the transaction type.
Query for the type you plan on using for Trade Management RMAs.
4. Verify that the transaction type code is ORDER.
5. Verify that Order Category is either Mixed or Return.
6. Note the Order Workflow.
7. On the Main tab, verify that there is a Default Return Line Type populated.
8. On the header, click the Assign Line Flows button.
9. Verify that Order Type is populated.
10. In the Assign Workflow Processes table:
 - a. Find the Return Line Type entered on the Main tab, and note the Process Name.

For Trade Management, workflow determines whether a credit is generated for the RMA. A credit memo is generated if the workflow contains an Invoicing Activity function. This function must be checked using Oracle Workflow Builder, a mandatory setup for RMAs to work in Trade Management.

After workflow does its basic check, it contains an Invoicing Activity, which generates a credit.

- b. Verify that the workflow is assigned to a valid transaction type. After verifying that there is a valid transaction type
- c. Assign this in the Trade Management System Parameters and/or Claim Types.

11. Save your work.

2.9 Integrating Oracle Inventory

Oracle Inventory serves as the repository for items that can be used in Trade Management. Use Oracle Inventory to create new products or collateral. After creating new inventory products/items you can add them to an offer or campaign. Items stored in Oracle Inventory reside in the `MTL_SYSTEM_ITEMS` table.

Oracle Inventory requires one Inventory Organization to be identified. Typically this is the Master Inventory Organization. In a multiple operating unit environment, the Master Inventory Organization should consist of all the products from all the operating units; it serves as the highest organizational level. If you need to separate products (sold from each operating unit) into different Inventory Organizations, create a separate Inventory Organization for each operating unit. These operating units should exist only as subsets of the Master Inventory Organization.

Implement Oracle Inventory is described in the *Oracle Inventory Implementation Guide*.

Trade Management Essential Tasks

This chapter provides details on the first tasks you must perform to implement Oracle Trade Management.

Topics include:

- [Section 3.1, "Oracle Trade Management Essential Tasks Overview"](#)
- [Section 3.2, "Set Up the Time Structure"](#)
- [Section 3.3, "Set up Calendars and Rates"](#)
- [Section 3.4, "Set System Parameters"](#)
- [Section 3.5, "Create Trade Management Users"](#)
- [Section 3.6, "Perform the Basic Setups"](#)
- [Section 3.7, "Perform Customer Set Ups"](#)
- [Section 3.8, "Set Up Buying Groups"](#)
- [Section 3.9, "Implement and Verify Oracle CRM Technology Foundation Applications"](#)

3.1 Oracle Trade Management Essential Tasks Overview

This chapter contains information and instructions for tasks that:

- Must be performed before proceeding with the rest of the Trade Management implementation
- Affect all of the Trade Management modules (Budgets, Trade Planning, Claims, Indirect Sales)

We recommend you perform the tasks in the order in which they are presented in this chapter. Tasks include:

- **Setting up the Time Dimension Structure:** This sets up how the calendars used in Trade Management function and interact.
- **Setting System Parameters:** These define the accounting structure for the application.
- **Creating Trade Management Users:** This process sets up one implementation user and also the employee users for the application.
- **Performing Basic Setups:** These setups include setting up activities, categories, rules, and other building blocks of the Trade Management process.
- **Performing Customer Setups:** This process is used to set up your customers in the application, including classifications, relationships, and trade profiles.
- **Setting Up Buying Groups:** Buying groups are set up so companies can leverage high volume purchase discounts.
- **Implementing and Verifying Oracle Foundation Applications:** These applications are the basis for running Oracle applications. They include Resource Manager, Notes, Territory Manager, Task Manager, and Calendar (HTML and Forms-based).

3.2 Set Up the Time Structure

This section describes the recommended steps and cautions for setting up the Time Structure. This is the first task you must perform when implementing Oracle Trade Management. The Time Structure facilitates activities such as quota creation, quota allocation, target allocation, offer forecasting, and reporting features such as sales performance graphs.

Note: The time structure must be properly set up before running any concurrent programs for populating any materialized views.

The time structure you set up provides data at these levels:

- Day
- Week
- Enterprise Period
- Enterprise Quarter
- Enterprise Year

Trade Management must have a defined Oracle General Ledger calendar. Make sure that the Oracle General Ledger Calendar is set up correctly. See the *Oracle General Ledger User's Guide*.

To use Trade Management pages effectively, you must be sure that Enterprise calendar has periods defined from the Global Start Date to any future dated transactions on which you will report. For example, if you are reporting on future dated transactions such as quotas or forecasts, periods must be defined for all possible future dates.

When you add more periods in the General Ledger calendar, do not change any profile options. Rerun the concurrent program for updating the time structure with the new "TO DATE" parameter and view the log.

To set up the time structure, follow the instructions listed in these sections:

- [Section 3.2.1, "Set Profile Options"](#)
- [Section 3.2.2, "Run the Concurrent Program for Updating the Time Structure"](#)
- [Section 3.3.1, "Set Up the Accounting Calendar"](#)
- [Section 3.3.2, "Update an Accounting Calendar"](#)
- [Section 3.3.3, "Set Up Calendar Type"](#)
- [Section 3.3.4, "Set Up Period Rates"](#)
- [Section 3.3.5, "GL Daily Rates"](#)
- [Section 3.3.6, "Set Up the Calendar"](#)

3.2.1 Set Profile Options

Set the following profile options to define the calendar that will be used by your Oracle Trade Management team. The values you assign to these profiles should be based on your specific business needs.

Note: You should not change these parameters after implementation is complete. If you do change the parameters after data is loaded into Trade Management, you will have to truncate all tables and rerun all concurrent processes. For more information on changing global parameters, see the *Trade Management System Administrator Guide*.

Prerequisites

None

Steps

1. Log into Oracle Forms using the Oracle Trade Management Administrator responsibility.
2. Navigate to Profile > System.
3. Set the profile options as shown in the table below.

The table displays six profile options. The first four are required. Profiles 5 and 6 are optional. It is highly recommended that you set profile 5 to yes, so that you can view the log after running the concurrent program for updating the time structure.

Table 3–1 Trade Management Calendar Profile Options

Profile Option Name	Description
AMS: Marketing Calendar	<p>Enter the Oracle General Ledger Calendar Name: AMS_CAMPAIGN_DEFAULT_CALENDAR.</p> <p>The calendar type determines the year and the periods within the year that are available for trade planning and/or cross-functional analysis. You can select any calendar that is defined in General Ledger. Multiple calendars can be created in General Ledger, but the one used by Trade Management is the value entered in this profile. Throughout the application, the periods found by users are definitions based on the calendar entered in this profile. Suggested value: Accounting. See the <i>General Ledger User's Guide</i>.</p>
OZF: Start Day of Week	<p>Start_day of week: OZF_TP_START_DAY_OF_WEEK. The day of the week selected here is the day on which your financial week will begin. Only values of 1-7 are valid; they correspond to the days of the week, Sunday through Saturday. For example, choosing 2 means that that the week starts on Monday (which is the suggested value).</p>

Table 3–1 Trade Management Calendar Profile Options

Profile Option Name	Description
OZF: Period Type	Period_type: OZF: TP_PERIOD_TYPE. Period Type is required. It sets the default period type used for Trade Management. This contains the name of the period type that is defined in General Ledger, for example, Month. The value in this profile cannot be Year or Quarter. Month is the suggested value. See Period Types in the <i>General Ledger User's Guide</i> .
OZF: Global Start Date (mm/dd/yyyy)	Global Start Date: OZF_TP_GLOBAL_START_DATE. This required profile contains the earliest date from which you want to populate the time structure. It sets the absolute start date for Trade Management data. The Oracle General Ledger calendar should have data from that date onwards, with no gaps. All data that is loaded into the Trade Management transaction tables which refers to the time structure tables is collected as of this date. Historical data is maintained in a Trade Management materialized view from this date forward.
OZF: Debug Mode	Debug Mode: OZF_TP_DEBUG_MODE. If the value is set to Yes, details of the Time Structure are written in a file that can be accessed from the Forms application (View Requests > View Log). It is highly recommended that you set the value to Yes, so you can view the log after running the concurrent program for updating the time structure.
OZF: Degree of Parallelism-Src	Degree_of_parallelism: OZF_TP_PARALLEL_SRC. This profile is used for performance reasons. For example, running Trade Management on multiple servers saves processing time. Enter a positive integer such as 1, 2, 5 to reflect the number of processes that you want to run simultaneously. The suggested value is 1.

3.2.2 Run the Concurrent Program for Updating the Time Structure

Run the concurrent program OZF-TM: Update Time Structure. Suggested parameters are:

- FROM DATE: 1-JAN-1997 0:0:0
- TO DATE: 31-DEC-2005 0:0:0 (the last date previously defined in General Ledger)
- All Level: Y

For the procedure to run concurrent programs, see [Section C.1, "Running Concurrent Programs"](#).

3.3 Set up Calendars and Rates

3.3.1 Set Up the Accounting Calendar

Set up at least one accounting calendar based on your business requirements. Multiple calendars can be defined, with a different calendar assigned to each set of books. For example, you can use a monthly calendar for one set of books and a quarterly calendar for another.

A calendar can be set up for any fiscal year, with up to 366 accounting periods for actuals, and 60 periods for budgets. The periods can be of different lengths, but they must all be the same period type for one set of books. Otherwise, General Ledger will not recognize them.

You can define an accounting calendar for past or future periods. Be sure that the enterprise calendar has periods defined from the Global Start Date to any future dated transactions upon which you will report.

It is a good practice for Oracle Trade Management to define periods for two or more years into the future. This is useful for forecasting and quotas. Define a complete financial year. Be sure not to miss defining any period.

The GL period type should be defined in the same language as the instance.

Accounting calendars can be created in Trade Management or in General Ledger. The procedure below is for Trade Management.

Prerequisites

Period (calendar) types must be created.

Steps

1. Log in to Trade Management and navigate to Administration > General > Globalization > Accounting Calendar.
2. Click **Create**.
3. Enter the calendar name.
4. Enter a prefix.
For example, Jan or Q1, or FY04.
5. Select a type.
6. Enter a year.

7. Enter a number for each period.
8. Define From and To dates.
9. Enter a subject (period name) and continue until all periods are entered.
10. Click **Create**.

3.3.2 Update an Accounting Calendar

To update an existing accounting calendar, perform the following procedure.

Prerequisites

Period (calendar) types and accounting calendar must be created.

Steps

1. Log in to Trade Management and navigate to Administration > General > Globalization > Accounting Calendar.
2. Search for the calendar.
3. In the Periods area, make any changes that you need.
4. Click **Update**.

3.3.3 Set Up Calendar Type

Before defining an accounting calendar, you must create period types. Period types can be created in General Ledger or in the Trade Management user interface. The procedure below is for entering them in the Trade Management user interface. The period types are still created in General Ledger in the background.

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > General > Globalization > Calendar Types.
2. To create new periods, enter the appropriate information in the Period Types section and click **Update**.
3. To display a particular period type or group of periods:

- a. Enter the appropriate year and period type in the Find Period Types section of the page.
- b. Click **Search**.

3.3.4 Set Up Period Rates

You can maintain period–average, period-end, and revaluation exchange rates for any foreign currency you have enabled. General Ledger uses:

- Period–average and period-end rates when you translate your actual and budget account balances.
- The revaluation rate when you revalue account balances that are denominated in a foreign currency.

Prerequisites

Rate types (conversion types) have been defined in General Ledger. Type mapping has been performed in General Ledger or in the Trade Management user interface.

Steps

1. Log in to Trade Management and navigate to Administration > General > Globalization > Period Rate.
2. Select a calendar.
3. If necessary, search for a period name.
4. To create or modify pseudo period rates, enter the appropriate information and click **Update**.
5. To create a new period rate, in the Period Rates area:
 - a. Select a blank row.
 - b. Search for a period.

The conversion type automatically defaults based on type mapping.
 - c. Select the From currency and To currency.
 - d. Enter a date.
 - e. Click **Update**.

3.3.5 GL Daily Rates

The GL Daily Rate is the actual exchange rate between two currencies on a particular day. Use this procedure to enter the rate so it can be used throughout the application whenever currency conversion is performed for that date. Use the following procedure to view, update, or create GL Daily Rates.

Prerequisites

The rate type (conversion type) has been defined in General Ledger.

Steps

1. Log in to Trade Management and navigate to Administration > General > Globalization > GL Daily Rate.
2. Select the From Currency and the To currency.
3. Select ANY Currency to display all records.
4. You can select the conversion date and conversion type if known.
5. Click **Search**.
6. To update information, make changes to the data and click Update.
7. To create a new GL Daily Rate
 - a. Select a blank row.
 - b. Enter the From currency and To currency.
 - c. Enter a conversion date.
 - d. Enter a conversion type.
 - e. Enter a conversion rate.

The inverse conversion rate is automatically calculated as 1/conversion rate entered.

- f. Click **Update**.

3.3.6 Set Up the Calendar

The calendar defined in this step becomes a value in the LOVs for the profile **AMS: Marketing Calendar**.

To set up the calendar use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator responsibility.
2. Navigate to Profile > System.
3. In the Application field enter Oracle Marketing.
4. In the Profile field enter AMS: Marketing Cal%.
5. At the Site level, use the list of values to view available AMS: Marketing Calendar options.
6. Select the appropriate Accounting Calendar created previously. For more information see [Section 3.3.1, "Set Up the Accounting Calendar"](#).
7. Save your work.

This is a generic calendar available to all Trade Management users. Different users can have different views of the Calendar, however contents are not personalizable at user level. The Calendar displays marketing objects based on statuses and time range. Procedures need to be performed to centrally set up what objects are shown in the Calendar.

For Trade Management, the Calendar supports:

- Campaigns
- Offers

To implement the calendar use the following procedure:

- [Section 3.3.6.1, "Assigning Usage to Resource Group"](#)
- [Section 3.3.6.2, "Selecting Calendar Display Parameters"](#)
- [Section 3.3.6.3, "Running Concurrent Program for Calendar"](#)
- [Section 3.3.6.4, "Configuring User Profiles"](#)

3.3.6.1 Assigning Usage to Resource Group

Before users can view the Calendar, their group must be assigned the CRM Foundation Calendar Items Group Usage. Only users on groups with "Calendar Item" usage will be able to view Objects. For more information see the *Oracle Marketing User Guide*.

To assign usage to a resource group follow the procedures below:

Prerequisites

None

Steps

1. Log in to Oracle Trade Management.
2. Navigate to Administration > Resources > Groups Summary.
3. Click a group name.
The Group Detail page appears.
4. Fill in the following mandatory fields on the Group Detail page:
 - **Group Name:** Name of the group by which Calendar usage privileges are requested.
 - **Start Date:** Start date for which the group will be able to access the Calendar.
5. Fill in the following mandatory field for Group Usages:
 - **Usage:** To enable Calendar functionality, select CRM Foundation Calendar Items from the drop-down menu.
6. Click **Update** to save changes.

3.3.6.2 Selecting Calendar Display Parameters

The Administrator must decide on the parameters that will ultimately be displayed in the Calendar. The Administrator has 2 options:

- **Criteria:** Displays Objects based on a criteria for which they qualify. For example, an Event Schedule may have a criteria of Status "new" and Date "January 1, 2003 - March 1, 2003".
- **Object:** Displays Objects specified. The Calendar supports Campaign Schedule, Event Schedule, One-off Events, and Offers.

To specify Calendar parameters follow the procedure below:

Prerequisites

None

Steps

1. Log in to Oracle Trade Management.
2. Navigate to Administration > Trade Management > Setup > Calendar Criteria.
The Calendar Criteria Overview page opens.
3. Select **Create**.
The Create Marketing Calendar Criteria page opens.
4. Fill in the following details:
 - **Object:** Object that will be displayed on the Calendar.
 - **Custom Setup:** Select a custom setup for the Object selected.
 - **Start Date:** Start date by which the Object selected will begin appearing on the Calendar.
 - **End Date:** End date for which the Object selected will stop appearing on the Calendar.
 - **Priority:** Priority level by which the Object will appear in the Calendar.
 - **Status:** Object Status. For example, if the Object selected for display is "Campaign Schedule", the status chosen may be Active Schedules. In this case, only Active Campaign Schedules will appear on the Marketing Calendar.
5. Click **Update** to save your work.

3.3.6.3 Running Concurrent Program for Calendar

Before the new object or criteria will display on the Calendar, run the concurrent program **AMS : Interface Marketing Objects to Calendar**. This program is a workflow background process and will update the Calendar as needed. For the procedure to run a concurrent program, see [Section C.1, "Running Concurrent Programs"](#).

3.3.6.4 Configuring User Profiles

Before a user can view the Calendar they must specify in their user profile what Objects they want to view. Further, users can personalize the Calendar by saving preferences based on their needs.

To configure user profiles for Calendar preferences follow the procedure below:

1. Log in to Oracle Trade Management.

2. Select the Profile icon.
3. Navigate to Calendar > Personalize.
The Calendar Personal Preferences Page opens.
4. In the Display Items drop-down menu choose **Yes**. The default value for this drop-down menu is No. This profile turns on the Calendar feature.
5. Select Update to save your work.

3.4 Set System Parameters

System parameter defaults define the following basic information:

- **Set of Books:** When a user creates a budget in TM, it can be in any currency. In the background, however, a functional currency is recorded with the budget. The functional currency (defined for this set of books) is the main currency used by the Oracle General Ledger set of books. Oracle General Ledger postings are created in this functional currency.
- **Accounting Method:** Select Accrual.
- **Accounting section:** Oracle General Ledger integration parameters including default accounts
 - Sales, Expense, and Charge Account: For accruals created from lump sum, accrual, scan data or volume offers. If the option to post off invoice discounts to Oracle General Ledger is enabled, this is also used for the debit entry there. The accounting created will be debit sales/expense/charge, credit revenue account from the invoice in Oracle Receivables. The following accounting entries are created in Trade Management and tracked as liabilities in Oracle General Ledger.
 - Debit Sales or Expense or Charge
 - Credit Liability
 - Accrual liability account: Accruals created either from a Lump Sum, Accrual, Scan Data, or Volume offers may be treated as liabilities by some companies. Crediting the liability account increases the liability balance.
 - Receivable clearing account: This Oracle General Ledger entry, along with Debit Liabilities, is created when a claim or deduction is created and associated to promotional accruals if the claim settlement method is a credit memo.

- Vendor clearing account: This Oracle General Ledger entry, along with Debit Liabilities, is created when a claim or deduction is created and associated to promotional accruals if the claim settlement method is a check.

- **Claim section:**

To set up these system parameter defaults, use the following procedure. It is broken down into subsections that reflect the sections on the System Parameters page.

Prerequisites

- Business requirements for defaults have been established.

Steps

1. Log in to Trade Management.
2. Navigate to Administration > Trade Management > Setup > System Parameters.
3. Select the **Post to GL** check box.

Important: You must select this check box to integrate Trade Management with Oracle General Ledger. If not selected, the two applications will not be integrated.

4. Select the following check boxes based on your business requirements:
 - **Create GL Entries for Off-Invoice Discounts:** select to have Oracle General Ledger entries created for off-invoice discounts.
 - **Prorate Associated Earnings by Products:** select to have the system proportionately break up all earnings on offers by product.
5. Select a **GL Date Type**.
 - System date: System date is the default date on the claim settlement page.
 - Claim date: Claim creation date is the default date on the claim settlement page.
6. Select a GL Balancing Segment
 - Balancing segments enable the filtering of transaction types and receivable activity defined in Oracle Receivables before making them available for a particular claim type in Trade Management. The filtering is done based on the balancing segment in the account code combinations used to set up the various receivables-related accounts on the transaction types and receivables activities in Oracle Receivables. .

7. Click the Search icons for the account fields and select the appropriate accounts.
 - Receivable Clearing Account: When a claim or deduction is created and associated to promotional accruals, and if the settlement method is a credit memo, Trade Management creates the following Oracle General Ledger entries:
 - Debit Liabilities
 - Credit Receivables Clearing
 - Vendor Clearing account: When a promotional claim is settled by a check, the following Oracle General Ledger entries are created:
 - Debit Liabilities
 - Credit Vendor Clearing
 - Liabilities account: Same account used as when accruals occur, or new accounts configured by the Account Generator, if the profile option *OZF: Derive Accrual Accounting during Claim Settlement* is set to Y/N. The Oracle Payables Clearing accounts used during claim settlement are taken from the following setups:
 - Claim type and any Account Generator workflow updates.
 - System parameters and any Account Generator workflow updates.
8. Click **Update** if finished; otherwise, continue setting system parameter defaults.

The remaining sections of the system parameters page do not need to be completed at this time. Some require other setups to be completed before values can be entered. The instructions for completing these sections are provided in other sections of this document and are referenced below.

Claim Section

To complete this section of the system parameters page, you must first create claim types and reasons. For information on completing this section of the system parameters page, see [Section 6.4, "Set System Parameter Defaults"](#).

Settlement Section

Instructions are provided in [Section 6.4, "Set System Parameter Defaults"](#).

Autopay Section

Instructions are provided in a [Section 6.8.2, "Set Up Autopay in System Parameters"](#) and [Section 6.4, "Set System Parameter Defaults"](#).

Earnings Payments Section

See [Section 6.4, "Set System Parameter Defaults"](#).

Indirect Sales Section

Instructions are provided in [Section 7.5.1, "Set System Parameter Defaults for Indirect Sales"](#).

Planning Section

Instructions are provided in [Section 5.4.2, "Set Up Quota Allocations"](#).

3.5 Create Trade Management Users

Prior to implementing Trade Management , you must create the Implementation User. This user is assigned the roles and responsibilities necessary to complete implementation tasks. Having a single implementation user makes the process easier as only one user and password is required to complete all steps.

The Implementation user should be assigned to an admin group.

To create the implementation user use the following procedures:

- [Section 3.5.1, "Creating the Employee"](#)
- [Section 3.5.2, "Creating the Implementation User"](#)
- [Section 3.5.3, "Setting the Default Responsibility"](#)
- [Section 3.5.4, "Importing the Employee as a Resource"](#)
- [Section 3.5.5, "Granting Access to Customer and Administration Tabs"](#)
- [Section 3.5.6, "Updating Group Access"](#)

3.5.1 Creating the Employee

To create the employee follow the procedure below:

Prerequisites

None

Steps

1. Log into Oracle Forms as HRMS Manager Responsibility.
2. Navigate to People > Enter & Maintain.
3. In the Find Person box, select New.
4. Enter the following information:
 - Last Name and First Name
 - Title
 - Gender
 - Type = Employee
 - Social Security # (will be checked against existing SS#)
 - Birth Date
5. Save your work.

A confirmation will appear in the lower left corner of the window.
6. Select Assignment and enter the following:
 - Organization
 - Team/Group
 - Location
 - Supervisor

If a dialog box with Update and Correction buttons displays, select Correction to revise existing data and Update to create a new record.
7. Save your work.

A confirmation will appear in the lower left corner of the window.
8. Select Yes to use the new location.

9. Save your work.

3.5.2 Creating the Implementation User

To create the implementation user use the following procedure:

Prerequisites

None

Steps

1. Log into Forms with System Administrator responsibility.
2. Navigate to Security > User > Define.
The Users form opens.
3. In the User Name field, enter a name.
4. In the Responsibilities block, assign the following responsibilities to the Implementation User:
 - General Ledger Super User
 - HRMS Manager
 - Inventory
 - CRM Administrator
 - Oracle Trade Management User
 - Oracle Trade Management Administrator
 - Account Manager
 - Workflow User Web Applications
 - System Administrator
 - Oracle Receivables
 - Oracle Payable
 - Advanced Pricing
 - Receivables Manager
5. Save your work.

Two procedures are presented below. Use the seeded Oracle Trade Management User responsibility for Trade Management. This responsibility gives the user access to both basic Marketing functions (core) and Trade Management. To restrict user access to Trade Management functionality, create a custom responsibility.

3.5.2.1 Seeded Trade Management Users and Responsibilities

Users

- TRADEMGR/WELCOME

Responsibilities

- Oracle Trade Management Administrator
- Oracle Trade Management Super User
- Oracle Trade Management User
- Account Manager

Logs in via the personal home page screen to access the Account Manager dashboard.

3.5.2.2 Creating a Trade Management User

To create a user for Trade Management use the following high-level procedure:

1. Create an employee in Human Resources.
2. Create a user ID.
3. Assign the employee to the user ID.

During this task, assign Trade Management responsibilities to the user.

4. Import the employee as a Resource.

For a more detailed procedure, see [Section 3.5, "Create Trade Management Users"](#).

3.5.2.3 Creating Custom Responsibilities

To create a custom responsibility use the following high-level procedure:

1. Create the menu structure.
2. Create the new responsibility.
3. Assign the menu to the new responsibility.

For specific procedures on creating a custom responsibility, refer to the *Oracle Applications System Administrator's Guide*.

A sample menu structure for a custom Trade Management responsibility is provided in the following table:

Table 3–2 Sample Trade Management Custom Responsibility Menu Structure

Prompt	Submenu	Function
Home	ASF_HOME	ASF_HOME
Customer	OZF_NEW_CUSTOMER_MENU	ASF_ORGZN_SUMRY
Product	Oracle Marketing New Product Menu	Products Overview
Quota	OZF_NEW_QUOTA_MENU	OZF_TP_QUOTA_OVER
Budget	OZF_NEW_BUDGET_MENU	OZF_FUND_OVER
Trade Planning	OZF_NEW_TRADE_PLANNING_MENU	OMO Programs Overview
Claim	OZF_NEW_CLAIM_MENU	OZF_CLAM_SUMMARY
Indirect Sales Management	OZF_NEW_INDIRECT_SALES_MENU	OZF_RESL_SUMMARY
Administration	OZF_NEW_ADMIN_MENU	ASF_SETUP_OPP_CALTYPE_MAIN
Calendar	OZF HTML Calendar Main Menu	JTF HTML Calendar.Daily View

3.5.3 Setting the Default Responsibility

Use the following procedure to assign a default responsibility to the Implementation user:

Prerequisites

None

Steps

1. Log in to Oracle Trade Management.
2. Select your default responsibility from a drop-down list.
3. To change the default responsibility at any time,
 - a. Click the Profile icon.

- b. In the side panel menu, click **Navigation Preferences** in the Personalization area.
- c. Select a current or default responsibility.
- d. Click **Update**.

3.5.4 Importing the Employee as a Resource

In order to use Trade Management, an employee you created previously must be imported into the application as a resource. Use the following procedure to do so.

Prerequisites

Employee exists in Resource Manager

Steps

1. Log in to Oracle Forms with CRM Administrator responsibility.
2. Navigate to Resource Manager > Maintain Resources > Import Resources.
3. Locate the employee created in [Section 3.5.1, "Creating the Employee"](#).
4. Enter employee's name in the name fields
5. Select Search.
6. Select Create Resource.
7. Click **OK** to accept default values.
8. Click **Save Resource** (record the transaction number).
9. Click **Details** to validate that the User Name field is populated with the proper user created for this employee resource.

3.5.5 Granting Access to Customer and Administration Tabs

Using this procedure, you will specify Roles and Groups. This step is required to gain access to the Customer and the Administration tabs.

Prerequisites

None

Steps

1. Navigate to Resource Manager.
2. Select the user as the resource.
3. Click **Details**.
4. On the Roles tab, select a role type of Sales and a Role of Sales Representative.
5. On the Group tab, select a group with Usages of Sales and TeleSales and Oracle Trade Management.
6. Make sure that the Group Member Role Sales Representative is associated to the above group on the resource details screen.
7. Save your work.

3.5.6 Updating Group Access

Perform this step to set up the implementation user as an administrator, who is able to access all objects in Trade Management.

Prerequisites

None

Steps

1. Add the implementation user to a resource group.
2. Select the resource group in the AMS: Admin Group profile option.
3. Run the Concurrent Program AMS: Group Access Refresh to finish the process of creating the implementation user. See [Section C.1, "Running Concurrent Programs"](#) for this procedure.

3.6 Perform the Basic Setups

This section includes the instructions for performing the following basic setups:

- [Section 3.6.1, "Create Activities"](#)
- [Section 3.6.2, "Create Marketing Mediums"](#)
- [Section 3.6.3, "Create Categories"](#)
- [Section 3.6.5, "Create Custom Setups"](#)

- [Section 3.6.6, "Create Mandatory Rules"](#)
- [Section 3.6.7, "Create Locking Rules"](#)
- [Section 3.6.8, "Create User Statuses"](#)
- [Section 3.6.9, "Create Approval Rules"](#)
- [Section 3.6.10, "Set up Product Options"](#)
- [Section 3.6.11, "Set Up Calendar Criteria"](#)

3.6.1 Create Activities

An Activity manages the relationship between an object's Activity Type and the Marketing Medium.

Understanding Activity Types

Activities are used to identify the general purpose of a promotion. Examples of activity types are:

- Advertising
- Listing allowance
- Shelf Space
- In-store activities

The Activity page within the Administration tab manages the relationship between an object's Activity Type, Activity and available Marketing Medium. Using this page, an organization can specify the available Activity and Marketing Mediums combination for a given Activity Type.

Activities can be created within the application and can be linked to an existing Activity Type. When an Activity Type is selected for a Object Create or Custom Setup, the Activities that has been created for the Activity Type populates the Activity LOV.

If you are implementing Oracle Marketing also, you can also use the activity setup screen to set up related activities. Please see the *Oracle Marketing Implementation Guide* for details.

Creating Activities

Use the following procedure to create an activity.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > Activity.
2. Enter an Activity Name.
3. Select an Activity Type = deal.
4. Mark Active. Only Active Activities are available within the application.
5. Associate Marketing Medium.
6. Click **Go**.
 - a. Select a Marketing Medium from the list of active Marketing Mediums displayed.
 - b. Select Active From and Active To dates. These dates should fall within the Active From and Active To dates of the Marketing Medium.
 - c. Marketing Medium shown up on the Object details page based on the Association of the Marketing Medium with the various activities in the create Activity screen. A single Marketing Medium may be associated with multiple Activities.
7. Save your work.

3.6.2 Create Marketing Mediums

Marketing mediums relate to a specific channel used by a customer to execute a promotion's performance activity. Therefore, they differ by activity.

For example, a trade management program for a new toy includes the activities of Advertisement and In-Store Display. The advertising appears in the local newspaper, community magazine, and on the radio. In-Store displays include an End-Aisle Display and a display by the cash register.

Use the following procedure to create a marketing medium.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > Marketing Medium.
2. Click **Create**.
3. Fill out the following required fields as they relate to Marketing Mediums.
 - **Marketing Medium Name:** This name should reflect the activity type and the activity it will be associated with.
 - **Country:** Choose the appropriate country for the Marketing Medium.
 - **Activity:** Choose the appropriate activity for which this medium will support. For example, if the Marketing Medium is Direct Mail House, choose Direct Mail for the activity.
4. Click **Create**.

Confirmation text appears on the page indicating that changes are saved.

3.6.3 Create Categories

Categories are used to group objects. They can be used as selection and search criteria to locate objects. In Trade Management, the Budgets categories is used to impose a business rule and to integrate to General Ledger.

Use the following procedure to create a category.

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Category.
2. Click **Create**.
3. Enter a Category Name.
4. Select a Parent Category.
5. Select the Enabled checkbox to make the Category available.
6. Select Budget from the Created For drop-down menu.

The display changes to include more fields.

7. Enter a description.
8. Enter data in the Sales/Expense/Charge field. (See Guidelines.)
9. Enter an accrual liability account number.
10. Enter a prefix.
11. Enter activities.
12. Click **Create**.

Guidelines

For steps 8 through 10, see [Section 3.4, "Set System Parameters"](#).

3.6.3.1 Verify Category

Use the following procedure to verify that a category is properly implemented:

Prerequisite

Category has been set up.

Steps

1. Log in to Trade Management.
2. Click the Budget tab.
3. Click **Create**.

Verify that the category you created is displayed as a value in the Category drop-down menu.

3.6.4 Create Thresholds

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Thresholds.
2. Click **Create**.
3. Select a Threshold Type (budget or quota).
4. Enter or select values for the remaining fields.
5. Click **Create**.

3.6.5 Create Custom Setups

In Trade Management, budgets, offers, claims, quota, and price list use custom setups.

Custom setups determine:

- **Source Code Suffix** for budgets, offers and claims.
- **Side Navigation Menu:** The vertical menu which appears on the left hand side of the page once an object is created. The side panel menu does not appear until you create a new object.
- **Menu Items:** These are the smallest components on the Side Navigation Menu. Menu items are the functional areas within the application where data can be created or where objects are viewed. Some of the menu items have functional implications, others are used for information purposes only.
- **Component Groups:** Each of the menu items are logically grouped into various sections based on functionality. Component Groups include Planning, Execution, Tracking, Collaboration and Approval. Within each Component Group is a logical collection of menu items.
- **Approval requirements** for:
 - **Budgets:** approval rule setup
 - **Offers:** whether a budget and budget approval is required; theme approval; adjustment approval
 - **Claims:** whether or not approval is required

Custom setups are not org-stripped therefore you see the same setups in every operating unit. Some seeded custom setups are included with Trade Management. Additional custom setups can be created by following the procedure below.

3.6.5.1 Creating Custom Setups

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Custom Setup.
2. Click **Create**.

3. Complete the fields as required, and click **Create**.
4. Enter a Custom Setup name.
5. Select a value for Associate With.
The Activity Type field appears.
6. Select an Activity Type.
The selection of Activity Type and Activity determines the available Component Groups and Menu Items.
7. Select the Active check box to make the setup available for users.
8. Select the Allow Essential and Optional Grouping if this setup can be used with the Side Navigation Look profile option.
9. Enter a suffix to be used as part of the source code.
The suffix set here is reflected when an object is created. The suffix can be alpha, numeric or a combination. The maximum number of characters is 3.
Enter a brief description for this Custom Setup.
10. Click **Create**.
11. Proceed to [Section 3.6.5.2, "Specifying Custom Setup Details"](#) below.

If you selected Offer along with Scan Data or Lump sum, read [About Reversing Product Family Accruals for Lump Sum and Scan Data Offers](#) below.

About Reversing Product Family Accruals for Lump Sum and Scan Data Offers

An option is provided that allows the reversal of product family accruals for lump sum and scan data offers. If enabled, the option works as follows. If an offer line specifies a product family only, then the following Oracle General Ledger entries are created during claim settlement:

1. Reversal of original accrual posting. No call to Account Generator for either:
 - Debit original liability account by associated earnings amount
 - Credit original sales/expense account by associated earnings amount
2. Recreation of accrual posting. The base accounts are taken from the budget or budget category (should be the same as the original base accounts, unless the base Oracle General Ledger accounts on a budget or category have been changed.) A call is made to Account Generator for the following:

- Debit sales/expense account by associated earnings amount
- Credit liability account by associated earnings amount

The Account Generator workflow should provide the configuration of the Oracle General Ledger accounts to achieve the goal of posting actuals for particular products even when accrual postings were created for product families. The claim itself does not need any validation.

3. Creation of actual postings. For regular actual postings, there is a profile option that drives whether the liability account should be constructed by the Account Generator or should be taken directly from the original liability account. For these postings, this profile option is bypassed and the liability account referenced in the step above is always used. Both of the following entries are offsetting entries — the debit entry offsets the credit entry created in the step above; the credit entry offsets the debit entry created by Oracle Receivables or Oracle Payables. Therefore, no call to the Account Generator is necessary for:
 - Debit liability account by associated earnings amount
 - Credit receivables/vendor clearing account by associated earnings amount

Lump Sum Scattered Posting

Companies can divide the budget total into smaller amounts and create postings to the budget and General Ledger periodically. Previously the amount could not be split, and postings occurred only once at start of offer.

3.6.5.2 Specifying Custom Setup Details

Once you have created a custom setup, follow this procedure to configure it.

Prerequisites

A custom setup has been created.

Steps

1. In the Components section of the Custom Setup Details page, provide the following:
 - **Component Group:** Displays by default based on the Activity and Activity type selected for Custom Setup.
 - **Display Sequence:** Use this column to control the order of the objects (as they appear in the cue card). For example, if Products is to appear on the cue card directly below Main, Product should be sequentially numbered

directly after Main. Main is not an optional setting and must be included. In this example, Main could be given a value of 10, and Product could be given a value of 11.

- **Available Attributes:** Use this column to indicate if the attributes for this object should be made available.
- **Essential:** To control the display order of a particular object, check the Essential box (be sure to select the Essential check box that aligns with the correct object). Anything not checked in the “Essential” column is considered “Optional” and is listed in alphabetical order.
- **Essential Display Sequence:** Display sequence is a numeric setting used to order objects in cue cards. If the Essential box is checked, numeric values need to be provided enables the “Essential” objects to be ordered appropriately. The Display Sequence column is used to determine the order when “Business Process View” profile value is selected.
- **Reports:** Place a check in the Show In Reports box to enable attributes to be shown in the portals.

2. Click **Update**.

3.6.6 Create Mandatory Rules

Mandatory rules enable a company to control data entry by requiring that data be entered in specific data fields on specific screens. Rules can be created to make certain data fields mandatory. Certain values in the selected columns are seeded as mandatory and cannot be removed.

In Trade Management, many procedures can use mandatory rules. These include budgets, offers, claims, adjustment types, claim types, budget thresholds, budget request, claim reason, system parameter, trade profile, and price list.

For example, in Claims, Reference is not a mandatory field by default. Seeded, it is an optional field. If your business requirements mandate that users must select a value for this field, then you can create a mandatory rule to enforce this business requirement. When the field is made mandatory, an asterisk appears next to it.

To create mandatory rules (for the example shown above), follow the procedure below:

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Mandatory Rules.
2. Select a value for Parent Object Type and Object Attribute
Object Attribute is the side navigation menu for which this field appears.
3. Highlight the desired fields in the Available Fields column and move them to the Selected Fields column.
The field names in the Selected Fields column will be mandatory.
4. Click **Update**.

3.6.7 Create Locking Rules

In Trade Management, budgets, claim, budget request, offers, and price list can use locking rules. Locking rules allow companies to control data entry by disallowing updates to certain data when that data is a particular status.

Locking rules enable companies to control data entry by preventing updates to specific data at certain statuses. By design, locking rules are ignored for the Oracle Trade Management Super User responsibility. In other words, when an Oracle Trade Management Super User is logged in, the fields which are supposed to be locked are updatable.

To create a locking rule, use the following procedure:

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Locking Rules.
2. Select a value for the Parent Object Type field.
For each selection, different object selections become available in the Object Attribute and System Status drop-down lists.
3. Select a value for the Object Attribute field.
This is the side navigational menu for which this field appears.
4. For System Status, select **New**.

5. Highlight field names in the Available Fields column and move them to the Selected Fields column.

The fields in the Selected Fields column will be locked. **Note:** Certain fields are seeded in the mandatory rule and cannot be removed from the Selected Fields.

6. Click **Update**.

3.6.8 Create User Statuses

In Trade Management, budgets, offers, claims, price list, and budget sourcing can utilize user statuses. User statuses are for tracking and classification purposes only; system statuses drive system behavior. Once set up, Trade Management users can select user statuses for budgets, offers and claims.

Seeded user statuses are included with Oracle Trade Management. See [Appendix D, "Seeded User Statuses"](#) for a complete listing of seeded user statuses. You can create additional ones by following the procedure below.

Example

A team of claim users is administering a claim. They all need to review the performance details on the claim before they actually settle it, so multiple user statuses are created:

System Status	User Status
Pending Close	First Reviewer
Pending Close	Second Reviewer
Pending Close	Third Reviewer

The first reviewer logs in to the system, finds the claim, completes the claim and puts it to "Pending Close - First Reviewer" user status. At this user status, because the underlying system status is Pending Close, the claim has all the behavior of a claim in the pending close status, and none of the fields on the claim can be updated. But putting the claim in this user status also lets all of the other claims users know that the claim is under the first review. When this first reviewer finishes, he can then change the status to "Pending Close - Second Reviewer" which lets everyone know that he has finished with reviewing the claim.

Prerequisites

None

Steps

1. Navigate to Administration > Trade Management > Setup > User Status.
2. Click **Create**.
3. Complete the fields and select the **Enabled** check box to activate the new user status.
4. Click **Create**.
5. To select a user status as the default, select the Default check box on the User Status page.

Otherwise, one of the seeded user statuses for budgets, claims and offers is used.
6. Click **Update**.

3.6.9 Create Approval Rules

In Trade Management, budgets, offers, and claims (sometimes referred to *objects*) can use approval rules. Approval rules determine what must be approved, by who, and at what status.

Approval rules for budgets or for budget requests can be configured using multiple parameters such as amount, budget category, organization, and custom setup.

Approval rules for claims can be configured using multiple parameters such as amount, claim type, claim reason, and organization. When claim processors determine settlement methods for their claims, managerial approval may be required. Approval rules can be set up so that the settlement process will not proceed until approval is given.

If no approval rules are set up for a given transaction, notification is sent to users with the Marketing Default Approver role.

Approvers can be assigned by role, user, function or a combination of all three. You can use functions such as Object Owner, Parent Object Owner, Budget Owner, or Parent Budget Owner.

These are similar to approval roles but are different in that they are dynamic based on each Object and do not have to be assigned to a User. If the approval needs to be sent through a chain of approvers, the approvers must be set in an order.

Approver attributes are:

- Order = the order in which approvers are notified.

- Roles = Marketing Default Approver role type.
- Function = any customized program to search for approvers.

Important: After all of your approval rules are set up, you should test each one carefully to be sure that the correct rule is being used. This testing process identifies conflicting rules.

Example

Scenario: All claims under \$100 are automatically approved. All claims over \$100 with the reason Promotion go to Mary Smith, Sales Administrator, for approval.

Solution: Set up two approval rules. The first one is for claim amounts \$0 to \$100. They are routed to a default dummy approver that has automatic approval set up in the workflow notification.

The second rule is for claim amounts over \$100 with reason Promotion. These claims are routed to Mary Smith for approval.

To set up approval rules, follow these procedure below.

- [Section 3.6.9.1, "Setting Up Role Types for Approvals"](#)
- [Section 3.6.9.2, "Setting Up Roles for Approvers"](#)
- [Section 3.6.9.3, "Setting System Profiles for Approvals"](#)
- [Section 3.6.9.4, "Creating Approval Rules"](#)
- [Section 3.6.9.5, "Assigning Approvers"](#)
- [Section 3.6.9.6, "Running Workflow Background Process for Approvals"](#)

3.6.9.1 Setting Up Role Types for Approvals

The required role types for approvals are:

- **Default Marketing Approver:** Approver of any new marketing object requiring approval. This role type should be assigned to one person only.
- **Marketing Approver:** Approvers specified by the approval rules.

Use the following procedure to set up role types for approvals:

Prerequisites

None

Steps

1. Log in to Oracle Forms and select the CRM Administrator responsibility.
2. Navigate to Resource Manager > Setup > Role Types.
3. Use Find to check for the role type of AMSAPPR. If the role type does not exist, it must be created as follows:
 - a. Click the **New** icon to create a new line.
 - b. Under the Code column, enter AMSAPPR.
 - c. Under Meaning, enter Default Marketing Approver.
 - d. Under Description, enter Default Marketing Approver.
 - e. Save the record.
4. If more than one person in the organization will be approving budgets, claims and offers, create a role type called Marketing Approver as follows:
 - a. Use Find to check for the role type of MKTGAPPR.
If it does not exist, continue with this procedure. Otherwise, proceed to the next section.
 - b. From Menus, select New to create a new line.
 - c. Under the Code column, enter MKTGAPPR.
 - d. Under Meaning, enter Marketing Approver.
 - e. Under Description, enter Marketing Approver.
 - f. Save the record.

3.6.9.2 Setting Up Roles for Approvers

The role of Default Marketing Approver must be created and assigned to a user for Trade Management to function properly. The Default Marketing Approver receives approval notification for any budget, offer or claim not meeting the criteria specified in your approval rules.

The Default Marketing Approver Role can only be assigned to one user. If more than one user receives this role, the approval process will fail. The system will not prevent you from assigning the role to more than one user.

Use the following procedure to set up approver roles:

Prerequisites

None

Steps

1. Log in to Oracle Forms with CRM Resource Manager responsibility.
2. Navigate to Setup > Roles.
3. Query to determine whether the role AMS_DEFAULT_APPROVER exists. If not, create it with the following steps.
4. From Menus, select New to create a new line.
5. Under the Code column, enter AMS_DEFAULT_APPROVER.
6. Under Name Type, enter Default Marketing Approver.
7. Under Type, use the LOV to select Default Marketing Approver or the description you gave the Default Marketing Approver Role Type.
8. Under Description, enter Default Marketing Approver Role.
9. Check the Active and Manager boxes.
10. Save your work.
11. Assign this role to a valid user.

3.6.9.3 Setting System Profiles for Approvals

See the table below for system profiles and their values.

Table 3–3 Profiles Options for Approvals

Option	Required	Level	Setting	Effect/Limitation
AMS : Cutoff Percentage for Approval	Yes	Site	Enter a value between 0 and 100	This determines what percentage of the estimated budget amount an offer must secure in actual funding before the offer can go active. For example, if you enter 100, it means 100%. An offer's estimated budget amount is \$10K, meaning that it is estimated that this offer must get budget approved for \$10K before the offer can go active.

Table 3–3 Profiles Options for Approvals

Option	Required	Level	Setting	Effect/Limitation
OZF : Source from Parent Object	Yes	Site	Yes/No	If set to Yes , objects may only source from their parent objects. For example, for an offer and a campaign schedule, the parent is a campaign; for an Event schedule, the parent may be an Event or a campaign. If set to No the schedule sources funds directly from a budget.

3.6.9.4 Creating Approval Rules

The creation process involves first creating an approval rule and then assigning approvers to the rule.

The attributes of approval rules are weighted to determine which rules should be used in different situations. If there are multiple rules that may apply, these weights determine which rule to use.

- Business Unit = 6 (if the business unit matches the rule, this weight is assigned)
- Organization = 5
- Approval Object Type = 4 (budget)
- Budget Category = 3
- Custom Setup = 1

Follow this procedure to create approval rules.

Prerequisites

None

Steps

1. Navigate to Administration > Trade Management > Setup > Approval Rule.
2. Click **Create**.
3. Enter a name and select a start date.
4. In the Approval Rule For field, select what the approval rule will be used for.
The page will redraw and the fields will change based on your selection.

5. Complete the remaining fields.
6. Click **Create**.

3.6.9.5 Assigning Approvers

Approvers can be assigned by role, user, function or a combination of all three. The functions in use will be functions such as *Object Owner*, *Parent Object Owner*, or *Budget Owner*.

These are similar to approval roles but are different in the sense that they are dynamic based on each object (budget, claim, campaign, etc.) and do not have to be assigned to a User. If the approval must be sent through a chain of approvers, an order must be designated.

For example, you have a trade promotion budget for which there are three approvers for the Budget Line Approval. After the rule is created, the approvers must be added to the rule in the order in which they are expected to approve. Approver with Order [1] will be the first approver followed by Approver with Order [2] and so on.

3.6.9.6 Running Workflow Background Process for Approvals

Run the following concurrent program to perform background processes necessary for the approvals implementation to be complete.

Table 3–4 Workflow Background Process for Approvals

Concurrent Manager	Required	Description
Workflow Background Process	Yes	<p>Parameters required:</p> <ul style="list-style-type: none"> ■ Set Item Type: AMS Marketing Approvals for budget fund requests or AMS Marketing Generic Approval for budget approvals. ■ Minimum Threshold: Leave blank. ■ Maximum Threshold: Leave blank. ■ Process Deferred: Yes ■ Process Timeout: Yes <p>The concurrent process is required to process the approvals. As mentioned earlier, there are three approval processes to complete: Theme, Budget Line and Budget.</p> <p>The concurrent process is required for Theme and Budget Line approvals. Other approvals, Budget Request, Root Budget and Object approval, occur in real time.</p>

3.6.10 Set up Product Options

Product templates enable users to configure product attributes. Configurable Product Options can be defined when Oracle Trade Management is installed. These determine the list of product attributes displayed in the inventory options side navigation menu for any responsibility.

This allows customization of a list of product attributes based on business needs and integration requirements. Trade Management provides a default template based on whether you are defining a product or a service. Selecting or deselecting the desired product attributes can override the template.

You can define the list of product attributes for each responsibility and you can also specify if the product attributes are editable in the inventory options page. This feature allows you to isolate product attributes and limit their access to the appropriate users in accordance with business and integration requirements.

Trade Management product options are different from inventory templates. The options created here are used only in Trade Management screens, which gives the user an option to configure the product attributes displayed in the inventory option side navigation menu.

To create product options:

1. Create Product Templates - choose Service or Product Type.
2. Associate a responsibility to the template.
3. For each product attribute select whether the attribute is defaulted, editable or hidden.
4. Depending on the responsibility of the user creating the product the templates associated to that responsibility will be implemented. If no templates are associated to the user, the default-seeded template is used.

To create and enable a new template, use the following procedures:

- [Section 3.6.10.1, "Create a New Product or Service Template"](#)
- [Section 3.6.10.2, "Set up the New Template"](#)
- [Section 3.6.10.3, "Selecting Product Attributes in Seeded Product Templates"](#)

3.6.10.1 Create a New Product or Service Template

To create a new template use the following procedure:

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > Product Option.
2. Select **Create Product Template**.
3. Enter the following:
 - **Template Name:** Enter a unique, descriptive name for the template.
 - **Type of template:** Select **Product** or **Service**.
 - **Description:** Optionally, enter a description for the template.
4. Click **Apply**.

3.6.10.2 Set up the New Template

From the Product Templates page:

1. Click the hyperlink of the new template.
2. In the Responsibilities table, click the Search icon to retrieve responsibility to link to the template. Only one product template and one service template can be assigned to a responsibility.

Optionally, remove an assignment.

3. Scroll down to the Attributes table, and set the following parameters for each attribute as desired.
 - **Default:** Select to make an attribute the default when a product is created.
 - **Editable:** Select to make an attribute updatable in the product screens. If Editable is selected, Hide is ignored.
 - **Hide:** Select to make the attribute hidden in the product screens. This is overridden by a selected Editable parameter.
 - **Select All:** Select this flag to enable all the attributes.
4. Click **Apply**.

3.6.10.3 Selecting Product Attributes in Seeded Product Templates

Different Inventory attributes can be assigned to a product, depending upon the type of product created -- Inventory or Service. If an Inventory product has been created, the attributes screen will display the specific Inventory and Order Management attributes; if the Service option has been selected, the specific Service default attributes will be displayed. The tables in this section list the seeded attributes for each of the two seeded product templates:

- Product (Inventory) Template
- Service Template

See the *Oracle Marketing User's Guide* for more information on seeded Templates for Products and Service Attributes.

3.6.11 Set Up Calendar Criteria

The Oracle Trade Management Administrator must decide on the parameters that will ultimately be displayed in the Marketing Calendar. The Administrator has two options:

- **Criteria:** Displays Objects based on a criteria for which they qualify. For example, an Event Schedule may have a criteria of Status "new" and Date "January 1, 2005 - March 1, 2005".
- **Object:** Displays Objects specified. The Marketing Calendar supports Campaign Schedule, Event Schedule, One-off Events, and Offers.

To specify Calendar parameters follow the procedure below:

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Calendar Criteria.
2. Click **Create**.
3. Complete the fields on the Create Marketing Calendar Criteria page.
 - **Object:** Object that will be displayed on the Calendar.
 - **Custom Setup:** Select a custom setup for the Object selected.
 - **Start Date:** Start date by which the Object selected will begin appearing on the Calendar.
 - **End Date:** End date for which the Object selected will stop appearing on the Calendar.
 - **Priority:** Priority level by which the Object will appear in the Calendar.
 - **Status:** Object Status. For example, if the Object selected is Campaign Schedule, the status chosen may be Active Schedules. In this case, only Active Campaign Schedules will appear on the Calendar.
4. Click **Create**.

3.6.11.1 Running Concurrent Program for Calendar

You must run the concurrent program **AMS : Interface Marketing Objects to Calendar** for the new object or criteria to be displayed on the Calendar. Run this program as needed to update the Calendar.

3.6.11.2 Configuring User Profiles

Before a user can view the Calendar they must specify in their user profile what objects they want to view. In addition, users can personalize the Calendar by saving preferences based on their needs.

To configure user profiles for Calendar preferences follow the procedure below:

1. Log in to Trade Management.
2. Click the Profile link.
3. Navigate to Calendar > Personalize.

The Calendar Personal Preferences page opens.

4. In the Display Items drop-down menu choose **Yes**. The default value for this drop-down list is No. This profile turns on the Calendar feature.
5. Click **Update**.

3.7 Perform Customer Set Ups

Customer setups are described in the following sections:

- [Section 3.7.1, "Create Customer Classifications"](#)
- [Section 3.7.2, "Define Customer Relationships"](#)
- [Section 3.7.3, "Create Trade Profiles"](#)

3.7.1 Create Customer Classifications

To create customer classifications, see the *Oracle Trading Community Architecture Administration User Guide*.

3.7.2 Define Customer Relationships

To define customer relationships, see the *Oracle Trading Community Architecture Administration User Guide*.

3.7.3 Create Trade Profiles

Trade profiles are used to:

- Store basic customer information such as customer name, account number, site and address.
- Provide a link to vendor setups if applicable.
- Define Autopay parameters for accrual reimbursements including payment frequency, threshold, and method.
- Define parameters for claim payments including days due and write off thresholds for deductions and overpayments.
- Define earning payment parameters for unearned offer accruals including various threshold settings.
- Define indirect sales parameters including batch and line tolerances.

- Define code mapping for customer reason, agreement, unit of measure (UOM), item, and end customer.

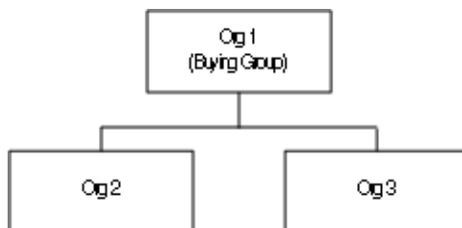
For information and instructions on setting up trade profiles, refer to [Chapter 6.10, "Set Up Trade Profiles"](#).

3.8 Set Up Buying Groups

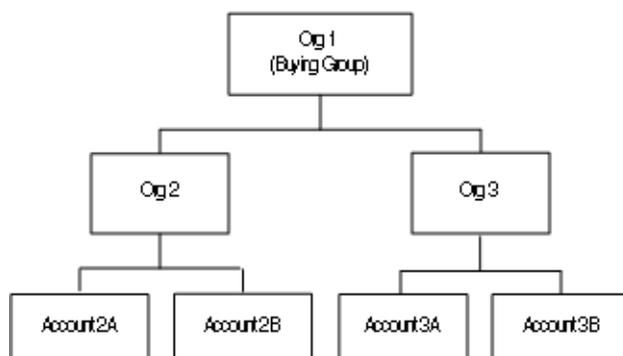
Buying groups are formed to enable companies to leverage high volume purchase discounts. Buying groups that purchase in bulk allow a company to negotiate more competitive pricing. Buying groups are commonly found in the broad definition of the consumer goods sector. They are formed in Oracle Trade Management by linking various TCA parties together based on a pre-determined party relationship.

Assume Organization 1 below is the buying group. Organization 2 and 3 are members of the buying group.

Figure 3–1 Buying Group Organizational Structure



When creating offers, you can create the offer for Organization 1, the buying group. When you do, all accounts below it will get the offer. In the example, Account 2A, Account 2B, Account 3A, and Account 3B all receive the offer. As such, the overall buying group or structure is as follows:

Figure 3–2 Buying Group Organization Structure for Trade Management

To create a buying group, use the following procedure.

Prerequisites

None

Steps

1. Log in as the TCA Manager.
2. On the Overview page, in the Relationship Types, select a relationship type of Buying Group of from the Create Relationships of Type drop-down list.
3. Click **Go**.
4. On the Create Relationships page, select a relationships phrase of Parent of (Organization) from the drop-down list.
5. Select a previously defined object name from the list of values to add a child to the parent organization, for example, Organization 2.
6. On the Hierarchy page, in the Relationships section, expand the hierarchy to show the newly added object.
7. Click the Create Relationship icon next to the parent to add any more child objects to the hierarchy, for example, Organization 3.
8. Continue building the hierarchy by clicking the Create Relationship icon next to objects to add a child level of objects, for example, Account 2A and Account 2B.
9. You can click the icon in the Details column to see more information about the party.

After the buying group is built, you can create an offer for Organization 1.

3.9 Implement and Verify Oracle CRM Technology Foundation Applications

Oracle CRM Technology Foundation is a prerequisite for implementing any Oracle CRM module. It provides a common infrastructure upon which all CRM applications are built.

By providing a set of application components, CRM Foundation ensures that all applications interact with key business objects in a consistent manner. For detailed information about Oracle CRM Foundation see *Oracle CRM Application Foundation Implementation Guide*.

The following components provided by CRM Foundation are required for Oracle Trade Management:

- Resource Manager
- Notes
- Territory Manager
- Task Manager
- Calendar (HTML and Forms-based)

To implement CRM Foundation for Oracle Marketing use the following procedures:

- [Section 3.9.1, "Set Up Resource Manager"](#)
- [Section 3.9.2, "Set Up Territory Manager for Trade Management"](#)
- [Section 3.9.3, "Set Up Task Manager"](#)
- [Section 3.9.4, "Set Up Note Types"](#)

3.9.1 Set Up Resource Manager

Resource Manager is a central repository for various types of resources, groups, teams, and roles can be created. It enables Trade Management and other applications to use resources regardless of where they are created.

You can import resources such as employees, suppliers, parties and partners created in other applications. Once imported into Resource Manager, resources are available for use by other applications.

Resource Manager enables:

- Groups
- Roles
- Role Types
- Employee Import

For instructions on setting up Resource Manager, refer to the *Oracle Common Application Components Implementation Guide*.

3.9.2 Set Up Territory Manager for Trade Management

Trade Management uses territories for:

- **Budget Allocation:** For fixed budget allocation and fully accrued budgets. Transaction Type = Offer in Territory Manager.
- **Quota Allocation:** For allocating quotas down territory hierarchies.
- **Claim Owner Assignment:** For transaction types analogous to the Claim in Territory Manager.

As such, the concept of winning territory in other applications equates to budget and claim owner assignment in TM. To implement Territory Manager for Trade Management, perform the procedures in the following sections in the order they are presented:

- [Section 3.9.2.1, "Setting Up Territory Types"](#)
- [Section 3.9.2.2, "Setting Up Territories for Budgets"](#)
- [Section 3.9.2.3, "Setting Up Territories for Claim Owner Assignment"](#)
- [Section 3.9.2.4, "Running Concurrent Processes"](#)

3.9.2.1 Setting Up Territory Types

Setting up territory types is mandatory for Trade Management budgets, but optional for claim owner assignment. It is the first task you must perform when setting up Territory Manager for TM. Territory types map to a specific level in a Trade Management budget. Each level in the territory hierarchy must have a unique territory type. For more details on Territory Manager, refer to the *Oracle CRM Foundation User and Implementation Guide*.

To create territory types, use the following procedure.

Prerequisites

None

Steps

1. Log in to Oracle Forms with the CRM Administrator Responsibility.
2. Navigate to Territory Manager > Territory Administration.
3. Using the Navigator panel select View By = Territory Types.
4. Select Oracle Trade Management.
5. Right-click **Oracle Trade Management**.

Territory types do not need to be arranged in any hierarchy, so always right-click Oracle Trade Management instead of an existing territory type.

6. Select New.
7. Enter a Name for the territory.
8. Optional. Enter a Description.
9. Enter a Transaction Type.

Transaction types for Trade Management are Claims or Offer. What you select here determines the list of values available in the Transaction Qualifiers table.

We recommend selecting:

- Claims if you are setting up territory types for claim owner assignment.
- Offers if you are setting up territory types for budgets, offers, and quota allocations.

10. In the Transaction Qualifiers table, select the qualifiers you want associated with the territory type.

For example, if using the territory type Region, you may want to include the qualifiers state and country. Once selected, these qualifiers are available when you create a territory using this territory type.

11. Save your work.

To continue creating territory types, place your cursor on the Name field, and click the + icon.

3.9.2.2 Setting Up Territories for Budgets

Fixed budgets and fully accrued budgets use territories in the following ways:

- **Fixed budgets:** Fixed budgets use territories for allocation purposes, thus enabling a company to allocate money to each sales territory. Fixed budgets are allocated down a particular territory hierarchy. When the allocation is complete, a budget hierarchy mimicking the territory hierarchy is created. The primary resource for each territory is the budget owner. Other territory resources become team members of the budget.
- **Fully accrued budgets:** Fully accrued budgets use territories to create budget hierarchies. These budgets can be created based on a specific territory hierarchy. When approved, a budget hierarchy mapped to the selected territory hierarchy is created. Each child node (at the lowest level of the budget) is created using an Advanced Pricing modifier. When an order that meets the defined criteria is placed, the appropriate child budget total or utilized amount is increased. The primary resource for each territory is the budget owner. Other territory resources become team members of the budget.

For more specific details on Territory Manager, refer to the *Oracle CRM Foundation User Guide and Implementation Guide*.

The territory hierarchy for budgets can be reused for quota allocation purposes. If you want to build a separate hierarchy for quota allocation, follow the same steps as shown below.

To create Territories, use the following procedure.

Prerequisites

Territory types must be set up. See [Section 3.9.2.1, "Setting Up Territory Types"](#).

Steps

1. Log in to Oracle Forms with the CRM Administrator responsibility.
2. Navigate to Territory Manager > Territory Administration.
3. On the Navigator panel, select View By = Territories.
4. Select Oracle Trade Management.
5. Begin building the Territory hierarchy as follows:

Note: The easiest way to build the hierarchy is to build it from the top-down. When you right-click an existing territory and select New, you create a child territory. If you right-click Oracle Trade Management, you are defining a root territory which by default has a parent called Catch All.

a. Enter a Name for your territory

b. Enter a Type.

The type is mandatory for a territory to be used for budget allocation.

Transaction types default to Claim and Offer as set up in the territory type.

c. Click the Transaction Qualifiers tab.

d. Verify your Qualifiers for this territory.

Qualifiers define the territory. After budget allocation, if any offers require funding, and Budget-Offer Validation is turned on, these qualifiers are used during the validation.

The validation determines whether an offer is eligible for funding by comparing its market, customer and product selections to the market and eligible product specifications for the budget.

For example, you enter the qualifier California for a territory. After budget allocation, a sub-budget is allocated for this territory. If an offer created for a customer in New York requests funding from the California territory budget, Budget-Offer Validation will fail and the request will be denied. This validation ensures that money set aside for certain customers and products are used specifically for those customers and products only.

Child territories by definition inherit the qualifiers from their parent. View them by clicking the Show Inherited Qualifiers button.

e. Optional. To search for the right resources based on their Human Resource records such as competence, language, and job title, select the Resource Qualifiers tab.

f. Select the Resources tab.

g. Search for the name of the resource that you want to add to this territory.

h. If you select the Primary Contact check box for a particular resource, then that person is designated as the budget owner.

Resources not flagged as primary contacts become team members for the budget. The sub-budget owner is the primary contact for the territory.

For example, you have a territory called US West, whose parent is United States. It is managed by a regional sales manager John. There are two other sales representatives in this territory, Mary and Bob. When creating the US West territory, you flag John as the primary contact. When you allocate a budget down the United States territory hierarchy, a sub-budget is created for US West with John as its owner. Mary and Bob are added to the US West budget team and can view the budget.

6. Save your work.
7. To continue defining sub-territories below the current territory, select the sub-territories tab.

3.9.2.3 Setting Up Territories for Claim Owner Assignment

Claim owner assignment works much like how territories are used in other applications. For example, claim territory AZS can be set up so that if the claiming customer is Business World, the claim is assigned to John. Other AZS territory resources are assigned as team members to the claim. Territory A is the “winning” territory.

For more details on Territory Manager, refer to the *Oracle CRM Foundation User and Implementation Guide*.

Prerequisites

None

Steps

1. Log in to Oracle Forms with CRM Administrator Responsibility.
2. Navigate to Territory Manager > Territory Administration.
3. On the Navigator panel select View By = Territories.
4. Select Oracle Trade Management
5. Enter a Name for the Territory.

Note: For claim owner assignment, no complex hierarchies need to be set up. All the claim territories can be created on the same level without a hierarchy.

Transaction types default to Claim and Offer as set up in the territory type.

6. Ignore the Number of Winners field.

7. Enter a Rank.

Rank determines the order by which a territory is evaluated.

8. Click the Transaction Qualifiers tab.

Verify your qualifiers for this territory. Qualifiers define the territory. Child territories by definition inherit the qualifiers from their parent. View them by clicking the Show Inherited Qualifiers button.

9. Optional. Click the Resource Qualifiers tab.

Resource Qualifiers can help you search for the right resources based on their Human Resources records such as competence, language, job title, etc.

10. Select the Resources tab.

11. Search for the resource name you want to add to this territory.

If you check the Primary Contact flag for a particular resource, then that person becomes the claim owner. Resources not flagged as the primary contacts become a team members for the claim. Claim team members differ from budget team members in that claim team members can update claims. Budget team members can only view their budgets, unless designated otherwise by the budget owner.

12. Save your work.

13. To continue defining sub-territories below the current territory, click the Sub-Territories tab and the New Sub-Territory button.

3.9.2.4 Running Concurrent Processes

Each time you change a territory definition, you must run the following concurrent programs:

- **In Territory Manager:** Generate Territory Package

- **In Trade Management:** OZF-TM: Import Territory Hierarchy, OZF-TM: Generate Party List for Market Qualifiers

When running the OZF-TM: Import Territory Hierarchy program, you are prompted for a Territory Hierarchy Start Node. This value will be any root territory defined under Oracle Trade Management in Territory Manager.

See Also

For more information on Territory Manager, refer to the *Oracle CRM Foundation User and Implementation Guide*.

3.9.3 Set Up Task Manager

Task Manager is optional for a basic implementation. All Oracle CRM products use Task Manager to manage tasks. It provides an effective mechanism for organizations to respond to customer needs in a timely manner. Using Task Manager you can create, assign, manage, sort, and prioritize a task.

If implementing task transition rules, after defining a rule and assigning it an appropriate responsibility, set the following profile:

Task Manager: Default Task Status

If no rules are assigned to a responsibility, all statuses will be displayed in the Status LOV. In this case, the Task Manager: Default Task Status does not need to be set.

To set up Task Manager use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with the System Administrator responsibility.
2. Navigate to Functions > Profile > System.
3. In the Application field enter Trade Management.
4. In the profile field enter Task Manager: Default Task S%.
The System Profile Values form opens.
5. At Site level, select a default Status (accepted, cancelled, failed, in progress, etc.)
6. Save your work.

See the table below for System Profiles and their values.

Table 3–5 Task Manager Profile Options

Option	Required	Level	Setting	Effect/Limitation
Task Manager: Default Task Status	Optional	Application	User Defined	Required for implementing a task transition rule. This profile option must be set to the initial status of the rule.
Task Manager: Owner type for a task	Optional	Application	User Defined	Specifies the default task type when creating a task.
Task Manager: Default Priority	Optional	Application	User Defined	Specifies the default task priority when creating a task.
Task Manager: Default assignee status	Optional	Application	User Defined	Specifies the default assignee status when creating or assigning a task.

The Task Manager: Default Task Status value must be set to the first status value defined in Task Status Transition Rule for Trade Management .

This status applies to the Trade Management Super User.

For more information on Tasks, see the Implementing Tasks section of the *Oracle Common Application Components Implementation Guide*.

3.9.4 Set Up Note Types

Setting up note types is optional. Although Oracle Notes comes with a set of predefined note types, you can create customized note types. When using Trade Management , both the predefined set of notes and the customized notes are available.

Refer to the Implementing Notes section of the *Oracle Common Application Components Implementation Guide* for additional information.

To create customized Note Types, use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with CRM Administrator responsibility.
2. Navigate to Notes Setup> Note Type Setup.
The Application Object Library: Note Types Lookups form opens.
3. Define the new Lookup code.
4. Define the meaning.
Carefully describe the Note Type meaning. It is this description that will later be used to map the Note Type to the Trade Management Object.
5. Add a short description.
6. In the tag column enter Note.
7. Save your work.
8. To associate the Note Type with specific Trade Management objects, perform the following procedure:
 - a. Navigate to Notes Setups > Source and Note Type Mappings.
 - b. Using the Source Object LOV, select the appropriate Trade Management Object that you want to use this Note Type. For example, Campaign Schedule.
 - c. Using the Note Type LOV, select the new Note Type created. The Note Type LOV displays the text entered as the Note Type meaning.
 - d. Select an End Date for the Note Type Mapping.
 - e. Using the Application LOV, select Oracle Trade Management.
 - f. Save your work.
 - g. Repeat for additional Trade Management objects.

Note: If a note type is not associated with a specific Trade Management object, it becomes available to all Trade Management objects.

Implementing Budgets

Oracle Trade Management supports two types of budgets:

- **Fixed Budgets:** A fixed budget is a pool of money with a value greater than zero. This value is used to fund sales, marketing and partnering activities. Fixed budgets can be defined for different customer and product attributes.
- **Fully Accrued Budgets:** Fully accrued budgets are also called live funds. Unlike fixed budgets, fully accrued budgets start at zero and increase based on customer sales. Multiple accrual parameters can be defined, for example, accrue different percentages for different products:
 - 3% for product X
 - 5% for product Y

How budgets are implemented will vary depending on business requirements. To implement budgets, follow the procedures in these sections:

- [Section 4.1, "Set Profile Options for Budgets"](#)
- [Section 4.2, "Verify Lookups for Budgets"](#)
- [Section 4.3, "Run Concurrent Programs for Budgets"](#)
- [Section 4.4, "Performing Budget Mass Transfers"](#)
- [Section 4.5, "Set Up Budget Security"](#)
- [Section 4.6, "Set Up Budget Adjustment Types"](#)
- [Section 4.7, "Set Up Budget Thresholds"](#)
- [Section 4.8, "Set Up Budget Categories"](#)
- [Section 4.9, "Budget System Status and User Status"](#)
- [Section 4.10, "Set Up Budget Approval Rules"](#)

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- Section 4.11, "Create Business Units for Budgets"
 - Section 4.12, "Set Up Budget-Offer Validation"
 - Section 4.13, "Set Up Multiple Currencies for Budget"
 - Section 4.14, "Set Up Budget Allocation Based on Prior Year Sales"
 - Section 4.15, "Set Up Top-down and Bottom-up Budgeting"
 - Section 4.16, "Set Up Budget Requests"
 - Section 4.17, "Funds Accrual Engine Overview"
 - Section 4.18, "Set Up Recalculated Committed"
 - Section 4.19, "Setting Up Budget Reconciliation"
 - Section 4.20, "Setting Up Budget Roll-up Views"
 - Section 4.21, "Set Up Third Party Accrual API Import"

4.1 Set Profile Options for Budgets

Profile options enable an organization to configure the application to suit business requirements. Some profile options are required and some are optional. Most profile options have preset default values that you can change as needed.

To implement budgets for Trade Management, see [Appendix A.3, "Profile Options for Budgets"](#). For the specific procedure for setting up system profile options, see [Appendix A.2, "Setting Profile Options"](#).

4.2 Verify Lookups for Budgets

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Trade Management user interface. Most lookups are predefined (seeded in the application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Trade Management.

For Budgets, create or verify the lookups. See [Appendix B.3, "Lookups for Budgets"](#) for the complete listing of lookups. For steps for setting up new lookups, see [Appendix B.2, "Creating New Lookup Types"](#).

4.3 Run Concurrent Programs for Budgets

For Budgets, certain concurrent programs must be run. Run the concurrent programs based on your business requirements. See [Appendix C.3, "Concurrent Programs for Budgets"](#) for the list of concurrent programs. Refer to [Appendix C.1, "Running Concurrent Programs"](#) for information on running concurrent programs.

4.4 Performing Budget Mass Transfers

Promotional offers to customers may span multiple fiscal periods. During the changeover of fiscal periods, new budgets will be established, while the old ones reach end date. Since the offers may not be fully utilized in the old period, they will continue to be executed. Utilizations of these offers that happen in the new period should be tracked in the budgets in the new period.

You can run a concurrent program called *OZF-TM : Unutilized Commitment Mass Transfer* to automatically create new budgets for the next fiscal period and optionally transfer all unutilized budgets to the new budget. There are several parameters you can use to define their query criteria to pick up the budget.

You can use budget mass transfers to:

- Define query criteria through personalization for mass transfer budgets
- Select a budget for transfer from saved query or budget lists
- Create a new budget for itself or its hierarchy
- Create new budget with the same budget amount or zero budget amount
- Activate a new budget automatically when the old budget's end date is reached and new budget is still in draft status
- Transfer an unutilized budget automatically when the old budget end date is reached
- Activate new budgets manually
- View the link between the old budget and the new budget

The concurrent program automatically creates new budgets for the next fiscal period and optionally transfers all unutilized budgets to the new budget. There are several parameters you can use to define their query criteria to pick up the budget.

When you open a next year's budget by running the above concurrent program. He can change the budget amount of the new version and submit it for Approval.

While running above concurrent program, if the old budget's end date is reached and new budget is still in "Draft" status, the new budgets will be activated automatically with budget amount zero.

While running above concurrent program, if the old budget's end date is reached and new budget is in Active status, the unutilized budget amount from old budget will be transferred to new budget. If the old budget's end date is reached and new budget's budget amount is zero, the transferring unutilized will occur depend on the profile setting.

4.5 Set Up Budget Security

Not every user can update or view a budget. The table below explains the different access levels for budgets.

Table 4–1 Budget Security Levels

Security Level	User Name	Security Level Access
1	AMS: Admin Group	Update all fields: <ul style="list-style-type: none"> ■ Excluding those locked by system ■ Including those locked by locking rules
2	Owner	Update all fields: <ul style="list-style-type: none"> ■ Including Owner field ■ Including adding Team ■ Excluding those locked by system ■ Excluding those locked by locking rules
3	Team members with Edit Metrics	Update all fields: <ul style="list-style-type: none"> ■ Excluding Owner field ■ Including adding Team members ■ Excluding those locked by system ■ Excluding those locked by locking rules
4	Team members without Edit Metrics	View budget only
5	Everyone else	No access, no view

Based on the responsibility of the user creating the budget, budgets are created with an organization ID (or operating unit ID). This ID does not drive update or view access to a budget.

The Oracle Trade Management Super User responsibility does not automatically get access to a budget. Whether a user with this responsibility can update or view a budget is still as explained by the table above. If the user does fall into one of the above access levels, he or she can update all fields including those locked by locking rules.

From any Budget Request screen, the list of values for available budgets displayed follows the security levels described above. In other words, a budget requestor will only be able to request money from budgets of which he is either an owner or a team member.

Unlike claims which are org-stripped, budgets are not org-stripped. They are, however, stored with the organization ID (according to the responsibility of the user who created the budget). Budget Utilization is org-stripped.

The following table describes the various access levels of objects (such as offers, campaigns, Events) and as they relate to which users can access the Budget cue card with each object. Not everybody with access to an object will automatically have access to the Budget cue card or the Budget Request function.

Table 4–2 Object and Budget Security Levels

Number	User Name	Security Level Access
1	AMS: Admin Group	Update all fields: Excluding those locked by system Including those locked by locking rules
2	Owner	Update all fields: <ul style="list-style-type: none"> ■ Including Owner field ■ Including adding Team members ■ Excluding those locked by system ■ Excluding those locked by locking rules
3	Team members with Edit Metrics	Update all fields: <ul style="list-style-type: none"> ■ Including adding Team members ■ Including Cost & Revenue Cue Card ■ Including Budget Cue Card ■ Excluding Owner field ■ Excluding those locked by system ■ Excluding those locked by locking rules
4	Team members without Edit Metrics	Update all fields: <ul style="list-style-type: none"> ■ Excluding adding Team members ■ Excluding Cost & Revenue Cue Card ■ Excluding Budget Cue Card ■ Excluding Owner field ■ Excluding those locked by system ■ Excluding those locked by locking rules

Table 4–2 Object and Budget Security Levels

Number	User Name	Security Level Access
5	Everyone else, regardless of operating unit	View only

4.6 Set Up Budget Adjustment Types

The budget adjustment types you create allow budget owners to manually adjust budget checkbooks. For example, budget owners can adjust (decrease) the earnings committed to customers who fail to meet offer performance requirements. The funds they free up can then be allocated to other activities.

When creating adjustment types, you can utilize a different set of Oracle General Ledger accounts for budget adjustments than the ones originally used for accruals. This functionality allows you to skip Account Generator workflow setup and maintenance for simple Oracle General Ledger postings.

Example: A customer's accruals are not paid at the end of the month. Instead, an adjustment is made to the offer. Based on the adjustment type, the funds are put into a single pool—a common set of Oracle General Ledger accounts used for all offer adjustments.

As long as all of the Oracle General Ledger accounts used belong to the same Oracle General Ledger balancing segment, different accounts can be used.

Prerequisite

If you plan to use different Oracle General Ledger accounts for budget adjustments, then those accounts must be set up in Oracle General Ledger before creating budget adjustment types.

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Budget > Adjustment Types.
2. Click **Create**.
3. Complete the Create Adjustment Types page based on your business requirements.
 - **Start Date:** Date from which the adjustment type can be used.
 - **End Date:** Date the adjustment type can no longer be used.

- **Adjustment Type:**
 - **Decrease Committed Amount:** User can decrease a commitment if he or she has already committed for that activity. A validation is performed - budget commitments can be decreased only to the extent of the balance left after budget utilization. Negative commitments and earnings are not allowed.
 - **Decrease Committed and Earned Amount:** In addition to the above validation, earning validations listed below would also be performed. To post negative earning against a budget a positive earning must exist. If no earning exists for the budget, the user will receive an error message.
 - **Decrease Earned Amount:** Allows earning decreases against any budget. Amount cannot exceed the balance left after budget utilization. May be done because a customer fails to meet the performance criteria of an offer.
 - **Increase Earned Amount:** Allow earning increases against any budget.
- 4. Click **Create**.
- 5. Select the appropriate default accounts.
- 6. Click **Update**.

4.7 Set Up Budget Thresholds

Budget thresholds enable companies to:

- Set budget rules
- Send budget alert notifications
- Inform users of fund usage
- Inform user of depletion at various level

These rules and parameters defined in the budget threshold are assigned to a budget.

- **Threshold Example:** if a promotion has just started and has already used up 90% of a budget, more funds may need to be transferred in.
- **Threshold Rule Example:** A rule may be set up to send email alerts to budget owners when actual expenditure is $\geq 90\%$ of committed.

Budget thresholds can be based on the following amount types:

- Planned
- Committed
- Re-Calculated Committed
- Utilized
- Earned
- Paid
- Budget balance (Available - Committed)

To set up a budget threshold, use the following procedure.

Prerequisite

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Thresholds.
2. Click **Create**.
3. For Threshold Type, select Budget.
4. Enter the following required information:
 - **Name:** Name the budget threshold. The name will appear on the budget details page threshold LOV and can be assigned to a particular budget.
 - **Start and End Periods:** Optional. These are periods defined in the Accounting calendar. If specified, they will limit the start and end dates that can be entered below.
 - **Start Date:** The date from which the threshold is used.
 - **End Date:** The date upon which the threshold is no longer used.
 - **Owner:** Defaults to the user creating it. (For tracking only; no other function.)
 - **Enabled:** Must be checked if you intend to use this threshold, regardless of what you enter for start date.
5. Click **Create**.

6. In the Threshold Rules section, enter:
 - **Start Date:** The date from which the threshold line (one particular rule) is used.
 - **End Date:** The date upon which the threshold line (one particular rule) is no longer used.
 - **Value Limit:** The amount type on which the budget threshold is based.
 - **Operator:**
 - >= (greater than or equal to)
 - <= (less than or equal to)
 - = (equal to)
 - **Percent:** Enter any number for percent. (No need to enter% sign).
 - **Off Baseline:** Values available are determined by the value limit you select
 - **Frequency:** Enter any number.
 - **Period Type:** Select Days, Weeks, Months, Quarters and Years.

Together with Frequency, these define how often the budget owner will receive the notification within the Start and End dates of the line, once the threshold condition is met. If you enter Frequency = 2 and Period Type = Weeks, it means a budget owner will get a notification once every two weeks once the threshold condition becomes true, until the end date of the threshold line.
 - **Enabled:** Select to use the threshold, regardless of the Start and End dates.
7. Click **Update**.

4.8 Set Up Budget Categories

Budget categories are used for the following:

- Classification
- Approval rule setups
- General Ledger account defaults
- Specifying multiple sets of books

To create categories for budgets, follow the procedure below.

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Category.
2. Click **Create**.
3. In the Created For field, select **Budget**.
4. Enter a Category Name.
5. Select the **Enabled** check box to make the category available.
6. Select or enter the following:
 - a. Select a **Sales/Expense/Charge Account** and a **Liability Account**

These accounts are used for posting. The Sales/Expense/Charge Account and the Accrual Liability Account are account flexfields. When a posting is made to one of these two accounts, the numeric identifier for each component of the flexfield is obtained through the Account Generator workflow process, and the account number is created.
 - b. Enter an appropriate **Prefix**.

This prefix is added to the budget numbers that are generated automatically.
 - c. Select **Activities** from the table.

Optional. Activities are created using the activity page under the Administration tab. For more information, see [Section 3.6.1, "Create Activities"](#).
7. Click **Create**.

4.9 Budget System Status and User Status

A budget goes through the following main system statuses:

- **Draft:** Amounts are entered but not approved
- **Pending Approval:** Being reviewed but needs approval to become active.
- **Active:** Has been activated and can be used to fund activities.

Approval rules are used to determine the route from Draft to Active. Approval rules are highly configurable and multiple ones can be created based on the budget's characteristics.

The following table lists budget statuses used in Trade Management and a description of each.

Table 4–3 Budget System Status

Status	Description
Draft	Budgets in draft status can be updated at any time in any way. Draft status may be updated to Pending Approval or Cancelled. It can also be updated to Active directly in case the budget owner is also the owner of the parent budget, and the parent budget is already Active.
Pending Approval	The budget has been submitted for and is awaiting approval. After all approvers have responded positively, a budget may become Active or On Hold. If approvers reject the budget it will become Rejected.
On Hold	On Hold is an interim status that is used when budget has already obtained approval, and is just not completely ready to be made active. At On Hold status, a user can then manually change it to Active or Closed.
Rejected	Budget approvers have rejected the budget. From Rejected, the status can be manually changed back to Draft.
Active	A budget that has been approved and is ready to fund various activities and promotions. From Active, the status can be changed to Closed and Cancelled.
Cancelled	Indicates the budget has been aborted. From Cancelled, the status can only be changed to Archived.
Archived	The budget can no longer be used. This cannot be changed to any other status.
Closed	From On Hold or Active, Budget status can be manually changed to Closed. It indicates that the budget has ended and is no longer available to fund activities and offers.

4.10 Set Up Budget Approval Rules

Approval rules are created to determine who approves budgets and under what circumstances. Approval rules for budget/root budget requests and transfers are evaluated based on the following:

- Organization = 5
- Approval Object Type = 3 (budget category)
- Custom Setup = 1

The higher the number, the more important the parameter is in determining which approval rule will apply to a particular budget.

Root budget approval is always required unless 1) a child budget is submitted for approval and the owner also owns the parent budget, and 2) the sole approver is the budget owner.

- **Request:** A budget or offer requests fund from another budget.
- **Transfer:** A budget or offer is transferring money to another budget.

Approval requirements are based on custom setups. Approval notifications are routed regardless of the responsibility the users have to access the notification. Email notifications can be used.

Two types of budget approval rules can be created:

- Rules where the budget request or transfer must always be approved. These rules are defined in the user interface.
- Rules where budget requests and transfers can be approved automatically if they are under a certain amount. These rules are defined in Oracle Forms.

4.10.0.1 Creating Budget Approval Rules in the User Interface

Follow this procedure to create budget approval rules in the user interface.

Prerequisite

Custom setups must be created.

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Approval Rule.
2. Click **Create**.

3. Select a value for the Approval Rule for field:
 - **Root Budget Request** to define a rule for root budget request approvals.
 - **Budget Request** to define a rule for budget request approvals.
 - **Budget Transfer** to define a rule for budget transfer approvals.

The page redraws and the fields might change.

4. Complete the page as required for your business needs.
 - **Start Date:** The date upon which the rule will become effective
 - **End Date:** The date upon which the rule will become effective will no longer be used
 - **Organization:** Displays a list of operating units
 - **Setup Type:** Custom setups created for budgets

5. Click **Create**.

The page refreshes and an Approvers table appears.

6. In the Approvers table, specify the individuals who must approve this type of budget request or transfer.
 - **Order:** Enter any integers in ascending order.
 - **Type:** Select Function (for customization), Role (defined for Trade Management and assigned to Resources), or User.
 - **User/Role:** Depending on the Type selected above, you will see a list of functions, roles or users.
 - **Start Date:** The date upon which the approver is active. Within the range of the approval rule, each line can also have a start date and end date.
 - **End Date:** The date upon which the approver is no longer active.
7. Click **Update**.
8. Ensure that the following processes are run. They find the correct rule and route the approval notification.
 - **Workflow Background Process:** Marketing Generic Approval (for root budget approvals)
 - **Workflow Background Process:** Marketing Approval (for budget request and transfer approvals)

4.10.0.2 Creating Automatic Budget Approval Rules in Oracle Forms

Users can set rules for themselves in Workflow to automatically approve budgets under a certain amount.

Follow this procedure to create automatic budget approval rules in Oracle Forms.

Prerequisite

None

Steps

1. Log in to Oracle Forms and select the Workflow responsibility.
2. Select **Notification Rules** and click **Create Rule**.
3. Select **AMS: Marketing Generic Approvals** *<Is this OZF now?>*
4. Select **Approval Required: [Approval Subject]**
Two are listed.
5. Select the Respond button.
6. In the Approved Amount field, enter an amount (no commas).
All budgets under this amount will be approved automatically by this individual.
7. Action = **Approve**.
8. Click **OK**.
9. Ensure that the following processes are run.
 - Workflow Background Process : Marketing Generic Approval (for root budget approvals)
 - Workflow Background Process : Marketing Approval (for budget request and transfer approvals)

They find the correct rule and route the approval notification.

4.11 Create Business Units for Budgets

When creating a budget, the list of values for the Business Unit field comes from the organizations defined in the HRMS application. For budgets, business units are used:

- To classify budgets, and are selected during budget creation
- When setting up budget approval rules

4.11.1 Creating Business Units

Follow the procedure below to create business units.

Prerequisite

None

Steps

1. Log in to Oracle Forms as and select the HRMS Super User responsibility.
2. Navigate to Work Structures > Organization > Description.
3. Click **New**.
4. In the Name field, enter a name for the business unit.
5. In the Type field, select **Business Unit**.
6. In the Location field, select a location.
Notice that Location Address is completed automatically.
7. Click the Save icon to save your work.
8. In the Name field of the Organization Classifications area, select GRE/Legal Entity and the **Enabled** check box.
9. Save your work.
10. Click **Others** and select **Legal Entity Accounting**.
11. Click the Legal Entity Accounting field, and select the appropriate set of books.
12. Click **OK**, then **OK** again and save your work.

4.11.2 Verifying Business Unit Creation

To verify that you have successfully created business units:

1. Log in to Oracle Trade Management.
2. Navigate to Budget > Budgets and click **Create**.

3. Open the Business Unit drop-down list and verify that the business units you have created appear in the list.

4.12 Set Up Budget-Offer Validation

Budget-offer validation validates that the market and product eligibilities of an offer fall within the targets of the budget. This option ensures that funds set aside for specific customers and products are used appropriately.

To set up budget-offer validation, set the profile **OZF: Validate market and product eligibility between object and budget** to one of the following values at the site and responsibility levels.

- **No validation for customers and products:** no validation will take place.
- **Validate customer and products by each budget:** market and product eligibilities for the budget and offer must match.

Even if different parameters are used for defining eligibility. In the case where a budget uses Territories, but the offer uses Customer, the validation procedure can determine whether the offer meets budget criteria. For example, a budget says "US West" territory, but the offer says "Business World". The procedure can determine whether or not the US West territory includes the customer Business World.

- **Validate customer by each budget, product by all budgets:**

This validation option is useful in the following scenario. A sales representative is responsible for selling multiple products to a single customer account. These products belong to different brand managers, and each brand manager has his own budget, so if the sales representative wants to request funding for his promotion, he may request funds from multiple brand managers. In such cases, it does not make sense to mandate that each brand manager's budget must cover all of the products in the promotion. It is only necessary that each covers some products, but that in total, all of the brand managers' budgets cover funding for all products in the promotion. For example, a sales representative who sells regular cola and sports drinks to Bigmart, may in addition to his own funds also request the brand manager for regular cola to fund his promotion as well. It doesn't make sense for the system to fail the validation because the regular cola budget doesn't cover sports drinks.

- **Validate product by each budget, customer by all budgets:**

In this scenario, a sales representative is promoting a particular product to multiple accounts in his territory and is requesting funding from budgets

created specifically for some bigger accounts. For example, he is promoting product X to both Goodway and Bigmart, and in addition to funding it from his own budget, he may also request money from a bigger budget set aside for Bigmart nationally. In this case it doesn't make sense for the system to fail the validation simply because the Bigmart national budget doesn't cover Goodway.

Validation occurs at the same time for both market and product eligibilities. If validation fails, an error message is sent to the offer owner. The status of the offer reverts to Draft.

4.13 Set Up Multiple Currencies for Budget

Budgets can be created in multiple currencies. Although the budget may reflect multiple currencies, Oracle General Ledger postings use the functional currency defined by the set of books specified on the system parameters page. Trade Management automatically performs currency conversion based on the rates defined in the profile option OZF: Default Currency Code.

Users can transfer funds to different budgets or request money from budgets in any currency. The source budget are not required to be in the same currency. When users request money in one currency, they will also see an approval notification and money transfer in the same currency. Similarly when the budget owner receives a request, the system automatically converts the requested amount to the budget currency. The budget owner then approves the amount in the budget currency.

Currency conversion for each transaction is recorded based on the currency conversion type specified by the profile option OZF: Currency Conversion Type. This profile is set at the site level. When viewing the budget, you will see both the transaction currency and the budget currency amounts.

4.14 Set Up Budget Allocation Based on Prior Year Sales

Budget allocation enables a company to allocate money to each sales territory for the salespeople to spend. Allocation can be based on:

- **Even Distribution:** This is derived by dividing the total allocation amount by the number territories selected.
- **Manual:** Enters any number manually.
- **Prior Year Sales:** A proportionate split is calculated to allocate the money for the current year.

To set up budget allocation based on Prior Year Sales, run the **OZF-TM: Refresh Materialized View for Base Sales and Actual Sales** concurrent program. Budget allocation makes use of Territories set up in Territory Manager, so it is also necessary to import the territories for Trade Management purposes.

- For more information about setting up Territories [Section 3.9.2, "Set Up Territory Manager for Trade Management"](#).
- For more information about concurrent programs see [Appendix C, "Summary of Concurrent Programs"](#).

4.15 Set Up Top-down and Bottom-up Budgeting

Budget amounts allocated from management down to lower levels is called a **top-down budgeting process**. Budget amounts rolled up from lower levels to management, is called a **bottoms-up budgeting process**.

To implement top-down or bottoms-up budgeting:

- Allocate budget based on a specific criteria (for example, prior year sales).
- Accept inputs from lower levels.

Trade Management enables you to automate the time-consuming budget process by facilitating communication between management and sales people at all levels in the sales hierarchy.

For more information on Top-down and Bottom-up budgets see the *Oracle Marketing User's Guide*.

4.16 Set Up Budget Requests

To access Budget Request screen, you need to set up proper security access level for the users based on the rules in the above section "Setting Up Budget Security". For more information see [Section 4.5, "Set Up Budget Security"](#).

In addition, define multiple Transfer Reasons to record the reasons for each request. To do so, extend the Lookup `AMS_TRANSFER_REASON`.

4.17 Funds Accrual Engine Overview

Funds Accrual Engine is a program that handles Accrual Management capabilities in Oracle Trade Management.

This section contains the following subsections:

- [Section 4.17.1, "Funds Accrual Components"](#)
- [Section 4.17.2, "Logical Procedures for Accruing Funds"](#)

4.17.1 Funds Accrual Components

This engine enables you to calculate Budget Accrual Liability. All features listed below are implemented through the same concurrent process.

- Ability to calculate budget utilization and earnings based on ship confirmed orders.
- In case of Fully Accrued type of budgets with accruing to Customer, the Budget, Committed and Earned columns are to be updated with the accrued amount. But in case of budgets that accrue to Sales; only the Budget column must be updated. Committed and Earned should not be populated. This allows users to transfer money from a fully accrued budget to any other fixed budgets. If max cap is specified against the fully accrued budget, the budget can be accumulated only to the level of max cap. For fixed budgets, the budget earned column is updated with the accrued amount.
- Ability to reconcile budget utilization and earnings when an order is cancelled. When an order is cancelled, running the concurrent process reconciles the already adjusted budget amount.
- Ability to reconcile budget utilization and earnings when an order is returned. When an order is returned, running the concurrent process reconciles the already adjusted budget amount.

4.17.2 Logical Procedures for Accruing Funds

To accrue funds, use the following procedures:

1. In Trade Management, create an Active Fixed Budget.
2. In Trade Management, create an Offer.
3. In Trade Management, source the Offer from the Active Budget.
4. In Trade Management, activate the Offer (status of the Offer = Active).

4.18 Set Up Recalculated Committed

This functionality recalculates the funding level based on the sales performance of a promotion. Funds can be increased or decreased. If the promotion performs well,

funding can be automatically increased, and vice versa. This ensures that funds do not run out for promotions that are performing well.

The committed amount determines the maximum of what the Utilized amount can be. The relationship is reversed for Re-Calculated Committed. If Re-Calculated Committed is implemented then the Utilized amount determines what Re-Calculated Committed amount should be.

- Re-Calculated committed amount can be higher or lower than committed amount
- Re-Calculated Committed amount can be higher or lower than total amount

Subsequent budget requests from offers will increase the committed amount of the budget - not the Re-Calculated Committed.

For example, Budget A has the following numbers:

- Total = \$10,000
- Planned = \$0
- Committed = \$5,000
- Re-Calculated Committed = \$12,000
- Utilized = \$6,000

Offer A then requests money from Budget A. Offer A is for \$2,000. The user submits Offer A for budget approval for \$2,000 from Budget A. Offer's status is now at Pending Budget Approval. As a result, Budget A's numbers are updated as follows:

- Total = \$10,000
- Planned = \$2,000
- Committed = \$5,000
- Re-Calculated Committed = \$12,000
- Utilized = \$6,000

Once the budget request for offer A is approved, Offer A has Active status. Budget A is updated as follows.

- Total = \$10,000
- Planned = \$0
- Committed = \$7,000
- Re-Calculated Committed = \$12,000

- Utilized = \$6,000

To set up Re-Calculated Committed budgets, use the following procedure.

Prerequisites

None

Steps

1. Set the profile **OZF: Allow Recalculation of Committed Budget** to **Yes** at site level.
2. Set the profile **OZF: Default Period in Days for Recalculating Committed Budget**.

Enter any number = 1. This profile determines how often you would like to see Re-Calculated Committed change. For example:

- If set to 1, it means that you would like to see Re-Calculated Committed change after 1 day.
 - If set to 2, it means that you would like to see Re-Calculated Committed change after 2 days.
 - This number should be set to be less than or equal to the shortest offer duration in the system in order to get the most updated Re-Calculated Committed amount. For example, if the shortest offer in the system lasts for 6 days, but you set the profile here to 10. It means that you will not see Re-Calculated Committed reflect this particular offer's actual utilization until 4 days after the offer ends.
3. Run the concurrent program **OZF-TM: Perform Recalculated Commitment for Offers**.
 - The lowest number of days for the **OZF: Default Period in Days for Recalculating Committed Budget** is 1, therefore, it does not make sense to schedule this program to run more than once per day.

- **Example**

Offer A is committed for \$10,000 for 10 days from Day 1 to Day 10. It gives a 10% accrual on Product A which regularly sells for \$100.

OZF: Default Period in Days for Recalculating Committed Budget = 1.

Average committed for Offer is therefore $\$10,000 / (10 / 1) = \$1,000$.

The OZF-TM: Perform Recalculated Commitment for Offers program is scheduled to run once every day at 00:01 hour (1 minute after midnight).

Day 1, a customer buys 120 units of Product A, total sales = $120 \times \$100 = \$12,000$. This customer gets Offer A, so the accrual calculated for him is $\$12,000 \times 10\% = \$1,200$. Assume budget utilization is updated immediately[3]. This increases budget utilization by \$1,200.

Re-Calculated Committed amount does not change during Day 1. 1 minute after Day 1, the concurrent process runs as scheduled. Re-Calculated Committed is increased by $\$(1,200 - 1,000) = \200 . This is shown as a “Re-Calculated Committed Increase” Adjustment of the budget. You will see this if you drill down into the Re-Calculated Committed number.

In this example, even if the concurrent process was scheduled to run twice every day, the result is still the same. In other words, because OZF: Default Period in Days for Recalculating Committed Budget = 1, the earliest Re-Calculated Committed will update is 1 second after midnight. So even if the process was run at 23:59 hour of Day 1, Re-Calculated Committed will not increase by \$200.

4. To View Re-Calculated Committed amount:
 - a. Log in to Oracle Marketing
 - b. Navigate to the Budget tab.
 - c. If this budget summary page does not have Re-Calculated Committed as one of the columns displayed, select the Personalize button.
 - d. Define your search criteria, and from the Available Column window, select Re-Calculated Committed and move it to the Display Column window. Name and save your search. Go back to the budget summary page and you can now see this column.
5. Save your work.

4.19 Setting Up Budget Reconciliation

Budget reconciliation is a way to return money at the end of an offer. It can be done manually or automatically.

- **Manual Reconciliation:** Using the Budget cue card’s Reconcile button
- **Automatic Reconciliation:** Running OZF-TM: Release Committed Budget Amount After Grace Period program.

To set up budget reconciliation run the concurrent program **OZF-TM: Release Committed Budget Amount After Grace Period**. See [Section C.1, "Running Concurrent Programs"](#) for this procedure.

4.20 Setting Up Budget Roll-up Views

Budget rollup view displays a budgets own amount plus all numbers of its descendent budgets.

Budgets can be allocated and arranged in a hierarchy, the rollup view gives an organization a “birds-eye” view of all budget balances summed up to each level. Activities and usages can be viewed by drilling down into different numbers such as committed, utilized. When drilled down from a rollup view, the details will show for the budget itself and all of its child budgets.

For example, a budget called “California” has committed amounts of \$10K. A budget called “Oregon” has \$20K. Their parent budget “Western US” funds no other activities, its rollup view committed therefore = \$30K.

To set up the budget roll-up view, set the profile OZF: Universal Currency for Budget Rollup View at the site level. This stores the one currency which is used to convert to all other currencies. In addition, for each user, set JTF_PROFILE_DEFAULT_CURRENCY so he can view the rollup view in his own currency.

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator responsibility.
2. Set the profile option OZF: Universal Currency for Budget Rollup View at the site level.
3. For each user set the “JTF_PROFILE_DEFAULT_CURRENCY” at user level.
This determines what currency a user will see his budget rollup view in.
4. To view the budget roll-up:
 - a. Log in to Oracle Marketing.
 - b. Navigate to the Budget tab.
 - c. Select from drop down menu, the value “Rollup View”.

Self View will show all amounts for the budget itself only whereas Rollup View will show all amounts summed for the budget itself and all budgets underneath it.

- d. Wait for page to refresh.

The rollup view converts all budgets to the profile currency as set up above. Because the profile is set at user level, different users will see the rollup view accordingly.

4.21 Set Up Third Party Accrual API Import

The Third Party Accrual API enables customers to generate accruals on orders made through third party whole sale corporations. This API simulates the pricing of orders and then creates order information in chargeback order tables. It posts the difference between customer paid price and simulated price to a budget that is setup by the customer. Any discount and accrual applied to the order is accrued.

Order information is stored in `ozf_chargeabck_int_all` table. The API process orders from direct customers as well as indirect customers. For indirect customer orders, the API does not run the pricing simulation. It copied the order information to the chargeback order tables.

For direct customers, the API validates the data, runs the simulation, creates the order and posts the accrual amount. `Direct_customer_flag` in `ozf_chargeback_int_all` indicates whether the order record is from a direct customer or not. Discount and accrual related information is stored in `ozf_chargeback_price_adj_all` table.

For any exception generated during the process, a log record is created in an interface log table. User can use this table to modify the data.

4.21.1 Third Party Accrual API Concurrent Programs

The API consists of two concurrent programs:

OZF-TM: Third Party Accrual from Interface Table

This program is used to create a third party accrual based on the resale data in the `OZF_RESALE_LINES_INT_ALL` table.

OZF-TM: Chargeback Purge

The OZF-TM: Chargeback Purge Program deletes the processed order from the `OZF_RESALE_LINES_INT_ALL` interface table.

4.21.2 Preparing the Concurrent Program

Before running the concurrent program do the following:

- A user needs to setup the profile: AMS: Price Different Budget for the concurrent program to run.
- Oracle General Ledger account information in `ozf_sys_parameters` needs to be setup properly.
- Account generator workflow needs to be compiled properly.
- Tables updated by the concurrent program:
 - `Ozf_chargeback_int_all`
 - `Ozf_chargeback_headers_all`
 - `Ozf_chargeback_lines_all`
 - `Ozf_funds_utilized_all_b`
 - `Ozf_funds_all_b`
 - `Ams_act_budgets`

Implementing Trade Planning

Trade planning is used by managers to create and allocate sales quotas. It is also useful for evaluating past offers and creating new ones.

Sales representatives use the account planning area of trade planning. They also can monitor offer and retailer performance. Account planning tools include the Activity Summary, Offer Evaluator, Discount Calculator and Offer Worksheets. See [Section 5.5, "Set Up Account and Activity Planning"](#) for more details.

Discount planning is an integral part of trade planning. It involves setting discounts that encourage customers to buy products, while at the same time providing the desired return on investment. By offering discounts, organizations can improve sales, achieve sales targets, and gain competitive advantage. Different types of discounts can be offered based on varying business conditions and scenarios.

Offers in Marketing simplifies the process of discount planning, execution, and tracking. You can plan and create different kinds of offers depending upon the requirements and the results that you want to achieve. You can associate offers with products or campaigns, predict the performance of new offers, and create adjustments to active offers. You can also track and monitor the costs and revenues for active offers.

The way in which you implement and administer the trade planning component of Trade Management depends on your specific business requirements. Therefore, not all administrative tasks must be performed.

This chapter describes the tasks required to implement and administer trade planning. Implementation tasks are one-time procedures performed during or shortly after installation. Examples include setting profile options, creating and verifying lookup values, and creating users. Administrative tasks are repetitive operations performed post-installation. Examples include creating claim types and reasons, configuring a budget threshold, and creating custom setups.

Topics in this chapter include:

- Section 5.1, "Set Profile Options for Trade Planning"
- Section 5.2, "Verify Lookups for Trade Planning"
- Section 5.3, "Run Concurrent Programs for Trade Planning"
- Section 5.4, "Set Up Quota Allocations and Alerts"
- Section 5.5, "Set Up Account and Activity Planning"
- Section 5.6, "Implementation Set Ups Related to Offer Creation and Functionality"
- Section 5.7, "Set Up Posting of Offers to General Ledger"
- Section 5.8, "Source Funds for Offers"
- Section 5.9, "Set Up Forecasting"
- Section 5.10, "Set Up Budget-Offer Validation"
- Section 5.11, "Set Up Volume Offers"
- Section 5.12, "Set Up Backdating"
- Section 5.13, "Set Up Scan Data Offers"
- Section 5.14, "Set Up Lump Sum Offers"
- Section 5.15, "Set Up Net Accrual Offers"
- Section 5.16, "Set Up Business Events and Flexfields for Trade Planning"
- Section 5.17, "Customize the Account Generator for Offers"

5.1 Set Profile Options for Trade Planning

There are certain system profile options that must be set for Trade Planning to function properly. Select the settings that meet your business requirements. Most offers, except for lump sum and trade deals) leverage Advanced Pricing.

For the profile options for Trade Planning and the specific procedure for setting up those profile options, see [Appendix A.4, "Profile Options for Trade Planning"](#).

5.2 Verify Lookups for Trade Planning

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Trade Management user interface. Most lookups are predefined (seeded in the application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Trade Management.

For Trade Planning, create or verify the lookups. See [Appendix B.4, "Lookups for Trade Planning"](#) for the complete listing of lookups and for steps for this procedure.

5.3 Run Concurrent Programs for Trade Planning

For Trade Planning, certain concurrent programs must be run. For the list of concurrent programs, see [Appendix C.4, "Concurrent Programs for Trade Planning"](#). Steps for running concurrent programs can be found at [Appendix C.1, "Running Concurrent Programs"](#).

5.4 Set Up Quota Allocations and Alerts

A quota allocation is a sales goal that must be met within a specific period of time. Quotas are assigned by upper management down a sales team hierarchy based on territory structures that you create.

Quotas can be assigned as a monetary value or by quantity. For example, Ben Johnson, a sales representative for ABC Corp., may have to sell \$25,000 worth of product during ABC Corp.'s third quarter if he has a quota based on monetary value. If his quota were quantity-based, he might have to sell 1,000 cases of product A and 500 cases of product B during that quarter.

You can also create threshold rules that trigger alerts sent to sales representatives (reps) regarding their quotas. These alerts are designed to help keep reps aware of their actual sales performance in relation to their quota.

Before you set up quota allocations and alerts, you must set up the Time Dimension Structure. See [Section 3.2, "Set Up the Time Structure"](#) for this procedure.

To set up quota allocations and alerts:

1. [Set Up Territories for Quota Allocations](#)
2. [Set Up Quota Allocations](#)
3. [Set Up Threshold Rules for Quota Related Alerts](#)

5.4.1 Set Up Territories for Quota Allocations

To set up territories for quota allocations, follow the instructions listed under [Section 3.9.2, "Set Up Territory Manager for Trade Management"](#) and [Section 3.9.2.2, "Setting Up Territories for Budgets"](#).

Guidelines

- Territory type = Offer.
- We recommend:
 - Assigning an owner to each territory.
 - Limiting owner assignment to one hierarchy per person.

If a person owns more than hierarchy, there should be no overlap. For example, a person owns the California hierarchy, which contains San Francisco and Los Angeles. If that person also owns the Western Cities hierarchy, it cannot also contain Los Angeles.

Owners are referred to as Resources in the Territory Manager instructions referenced above. To designate a resource as the quota owner for a particular level of the hierarchy, select the Primary Contact check box.

5.4.2 Set Up Quota Allocations

These are the three parts of the setup for Quota Allocations:

- Set a system parameter to select amount or quantity
- Set system profiles for currency, unit of measure, and conversion type
- Run a concurrent program to update order information

Prerequisites

Before setting up quota allocations, you should have set up territories for quota allocations.

Setting System Parameter to Select Amount or Quantity

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > System Parameter.
2. Scroll down to the Planning section and select a quota allocation type of Amount or Quantity (unit of measure).

If Amount is selected, then quotas are allocated in the currency specified by the system profile OZF: Currency for Quota Allocation. If Quantity is selected, then quotas are allocated based the unit of measure specified by the profile option OZF: Unit of Measure for Quota Allocation.

3. Click **Update**.

Setting System Profiles for Currency, Unit of Measure, and Conversion Type

1. Log in to Oracle Forms and select the Oracle Trade Management Administrator responsibility.
2. Navigate to Setups > Profiles.
3. In the Find System Profiles Values window, search for the following profiles and assign values to them based on your business needs.
 - OZF: Currency for Quota Allocation
 - OZF: Unit of Measure for Quota Allocation
 - OZF: Currency Conversion type

For example:

- a. In the Profile field, enter: **ozf%quota%** and click **Find**.
- b. In the Site field next to the profile OZF: Currency for Quota Allocation, select the appropriate currency.
- c. Click the **Save** icon, then close the window.
- d. Repeat this process for the remaining profiles.

Running the Concurrent Program to Update Order Information

Run OZF-TM: Refresh Materialized View for Order Sales.

5.4.3 Set Up Threshold Rules for Quota Related Alerts

Threshold rules are created to trigger alerts that are sent to salespeople regarding their quotas. These alerts are designed to help keep salespeople aware of their actual sales performance in relation to their quota. Based on this knowledge, salespeople can make changes to their account plans to meet their goals.

Threshold rules can be set based on various conditions including:

- Month-to-date, quarter-to-date, or year-to-date sales
- Total shipments possible
- Outstanding, current, future and back orders

Prerequisites

Before creating threshold rules for quota allocation alerts, you should have set up thresholds and quota allocations.

Steps

1. Log in to Trade Management.
2. Navigate to Administration > Trade Management > Thresholds.
3. You must enter the following information:
 - Name = name for the threshold
 - Threshold Type = Quota
 - Start Period = your choice
 - End Period = your choice

Notice that the start and end dates are entered automatically when you select the periods.
4. Click **Create**.
5. Complete the Threshold Rules section of the Threshold Details page and click **Update**.

See Guidelines below for more information on threshold rule set up.

6. Set up the concurrent program, OZF-TM: Validate Budget and Quota Thresholds, to run on a daily basis. See [Section C.1, "Running Concurrent Programs"](#) for this procedure.

5.5 Set Up Account and Activity Planning

Salespeople use the account planning functionality to plan and execute the activities they will use to meet their quotas. It is also used to monitor the performance of their retailers and active offers. Tools provided include gantt charts, sales graphs, and the following:

- **Account Manager Dashboard:** This tool displays the performance of all of the account manager's customer accounts.
- **Activity Summary:** This tool displays the summary of all trade activities planned or being executed for a customer account for a given time period.
- **Offer Evaluator:** This tool enables sales representatives to evaluate the performance of past and current offers.
- **Discount Calculator:** This tool is used to determine what discount will be beneficial to both the manufacturer and the retailer before actually creating an offer.
- **Offer Worksheet:** This tool is used to determine the appropriate terms for an offer before publishing it. Sales representatives can calculate the ROI for various discounts before creating the offer.

5.5.1 Set Up Account Manager Dashboard

The Account Manager Dashboard displays data for all the accounts in the territories owned by the logged in user. Data on the dashboard are current as of the last time the OZF-TM: Refresh Account Manager Dashboard concurrent program was run.

Prerequisites

Quota must be allocated for the user. Please see "Set Up Quotas and Alerts"

Steps

1. Run OZF-TM: Refresh Materialized View for Order Sales

Sales information in the dashboard and the sales performance graphs is current as of the last time this program was run.

2. Run OZF-TM: Refresh Account Manager Dashboard

Data on the dashboard is current as of the last time this program was run.

5.5.2 Set Up Activity Summary and Offer Evaluator

The Activity Summary displays all the Offers and Campaign Schedules. The Offer Evaluator displays all offers and their forecasted and/or actual sales information.

Prerequisites

Offers and Campaigns must exist in the system

Steps

1. Run OZF-TM: Refresh Trade Management Activities (Offers and Schedules)

This program populates de-normalized tables with up-to-date information of new and changed Offer and Schedules. Both the Activity Summary and Offer Evaluator data is current as of the last time this concurrent program was run.

All of the activities in the account plan and Offer Evaluator are current as of the last time the OZF-TM: Refresh Trade Management Activities (Offers and Schedules) concurrent program was run.

5.6 Implementation Set Ups Related to Offer Creation and Functionality

The following sections include instructions on setups required for full offer functionality. These sections include:

- [Section 5.6.1, "Offer Payout Dates and Methods"](#)
- [Section 5.6.2, "Offer Theme Approval Set Up"](#)

5.6.1 Offer Payout Dates and Methods

For accrual-type offers, the offer owners can specify:

- The date to automatically pay the customer, or the number of days from the offer end date upon which to pay the customer.
- The payment method (check or on-account credit).
- The customer to be paid.

To implement this functionality, you must:

1. Verify the following lookups:
 - OZF_OFFER_AUTOPAY_METHOD
 - Meanings are Account Credit and Issue Credit
 - OZF_AUTOPAY_CUST_TYPES
 - Meanings are Customer Name; Customer - Bill To; Customer - Ship To
2. Set up Autopay to run every day.

The Autopay program checks to see which offers meet the pay out date specifications. When an offer meets this criteria, the Funds Accrual Engine is invoked, a claim is created, and the claim is settled. The offer owner is notified when payment is made. For more information on Autopay, see [Section 6.8, "Set Up Autopay"](#).

5.6.2 Offer Theme Approval Set Up

Theme approval functionality allows businesses to require upper management approval for promotional ideas prior to allocating budget resources. The use of this functionality is optional.

To implement theme approval for offers, you must verify the lookup OZF_OFFER_STATUS.

Offer theme approval functionality is enabled and disabled by selecting an option called Theme Approval when you create custom setups for offers. For more information on custom setups, see [Section 3.6.5, "Create Custom Setups"](#).

5.7 Set Up Posting of Offers to General Ledger

You can configure Oracle Trade Management to transfer General Ledger (GL) postings for offers from the Trade Management interface to the Oracle General Ledger interface table.

Posts to Oracle General Ledger occur when:

- Lump sum or accrual offers update the budget utilized column
- Claims or deductions for an offer are settled
- The utilized amount for lump sum and accrual offers increases or decreases due to an adjustment of the utilized column

- Off invoice postings are done when updating the budget utilized column. The Create Oracle General Ledger entries for off-invoice discount option must be enabled on the System Parameters page.

Posts will not occur to Oracle General Ledger when the following offers are associated with an order:

- Promotional goods
- Order value
- Terms Upgrade

If posted to the budget checkbook, the Utilization and Paid columns will reflect the value.

To configure Oracle Trade Management to transfer Oracle General Ledger (GL) postings for offers, run the OZF-TM: Transfer to General Ledger concurrent program. It can be run with the option of "Submit Journal Import" or not. This program transfers the Oracle General Ledger postings from Trade Management's interface to Oracle General Ledger's interface.

From Oracle General Ledger's interface, you will still need to run Journal Import and/or Post to Oracle General Ledger programs. Source = Marketing.

To set up Trade Management to post offers to Oracle General Ledger, follow the procedure below.

Prerequisites

None

Steps

1. Log in to Oracle Forms and select the Oracle Trade Management Administrator responsibility.
2. Navigate to Concurrent Requests > Run, and select **Single Request**.
3. Click **OK**.
4. Run the concurrent program **OZF-TM: Transfer to General Ledger**.

While running this program, you have the option to submit journal import at the same time. Or, you can wait for the request to finish and then:

- Switch to the General Ledger responsibility.

- Run Journal Import separately for the Marketing source from the Run Journal Import screen in Oracle General Ledger.
5. Select the remaining parameters for the request and submit the request.
 6. Switch to the General Ledger responsibility and navigate to Journals > Enter.
 7. Query the journal entries using the source Marketing.
 8. Review the journal details.
 9. Post the journal batch by navigating to More Actions > Post Batch.

Once posting is complete, the batch status changes to Posted, and the respective account balance is updated.

5.8 Source Funds for Offers

Individual offers can have the option to source from either a campaign (parent) or a budget directly. This allows offers the flexibility to define its funding source. When a campaign is the funding source of an offer, the campaign acts like a “mini-budget”. The offer can only source up to what available amounts the campaign has.

Sourcing funds for offers from a campaign or budget functionality gives the sales manager the ability to create multiple campaigns from a single budget and assign owners to specific campaigns, thus enhancing the manager’s ability to monitor spending. The function also permits the sales person to source funding for Trade Deal type offers from either a campaign or a budget, which simplifies the offer execution process.

This functionality is based on the profile OZF : Source from Parent Object. See [Section A.4, "Profile Options for Trade Planning"](#) for details.

5.9 Set Up Forecasting

Trade Management’s forecast functionality is used to evaluate and consider the historical data of past offers to help create successful new offers. This functionality is accessed by clicking the Forecast side navigation link from the details page of any offer.

Forecasts can be created for all types of offers and any offer status. The exception to this is for Order Value. Order Value offer does not have any product specification.

Forecasts can be created only if there is at least one customer and one product selected in the Offer. Forecasts support multiple customers and products.

You can update a Forecast before it is frozen. After it is frozen, a Forecast and product combination can not be changed, regardless of changes in the Offer's customer and product selection. A frozen Forecast cannot be deleted. New Forecast versions can be created after a previous one is frozen. Forecasts are created in quantity, not monetary value.

Forecasts are created at Offer or Campaign level. If created on Offer level, it looks up the historical sales data for the customers and products selected for that given Offer. If created on the Campaign level, it sums up for the different campaigns.

For Offer Forecasting, Trade Management uses an API from Inventory called `CST_COST_API.get_item.cost`. The list price of the item is fetched using the Advanced Pricing API called `QP_preq_grp.price_request`. When you input the inventory item ID and org ID, they are passed on to the API, which returns the cost of goods sold.

5.9.1 Implement Forecasts for Offers

To implement Forecasts for Offers, use the following procedure.

Prerequisites

None

Steps

1. Run OZF-TM: Refresh Materialized Views for Order Sales.

Because Forecasts are done based on historical sales data, there must be historical sales data in the system.

2. Set OZF: Default Forecast UOM profile option at the user level.

This profile option determines the default unit of measure (UOM) used for calculating forecasts. If historical sales data are in different UOMs, they will all be converted to the UOM specified here.

3. Ensure that the Forecast flag is checked as Available Attributes in the corresponding Campaign or Offer Custom Setup. To verify:

- a.** Log in to Oracle Trade Management.
- b.** Navigate to Administration > Trade Management > Setup > Custom Setup.

Forecasts can be created for Campaign or Offer.

5.9.2 Set Up Other Costs for ROI Calculator

You can set up Other Costs for an item in addition to the cost of goods retrieved by the API `CST_COST_API.get_item_cost`.

For each item and event "oracle.apps.ozf.forecast.OtherCosts" is raised. Subscribe to this with a phase between 1 and 99 so that the subscription will be executed synchronously. This subscription should have a function that returns the other costs for the item.

To subscribe to the Event, perform the following procedure.

Prerequisites

None

Steps

1. Log in to Self Service Applications as System Administrator.
2. Select the Workflow Administrator Web Applications responsibility.
3. Select Business Events under Administer Workflow.
4. Enter **oracle.apps.ozf.planning.OtherCosts** in the Search Criteria and click **Go**.
5. Click the Subscription icon for the Event.
6. Click **Create Subscription**.
7. Enter all of the required information.

Make sure that Phase = Between 1 and 99

These parameters are sent in the Event:

Name	Description
P_OBJ_TYPE	Calling object code. WKST if called from Offer Worksheet Discount Calculator. OFFR if called from Offer - Forecasts
P_OBJ_ID	Calling objects Id. If P_OBJ_TYPE is WKST then OZF_WORKSHEET_HEADERS_B.WORKSHEET_HEADER_ID If P_OBJ_TYPE is OFFR then OZF_OFFERS.QP_LIST_HEADER_ID

Name	Description
P_PRODUCT_ATTRIBUTE	Attribute of the discount line. For product: PRICING_ATTRIBUTE1 For Category: PRICING_ATTRIBUTE2
P_PRODUCT_ATTR_VALUE	Id of the Attribute. For product: Inventory_Item_Id For category: Category_Id
P_UOM	Unit of Measure for Other Costs
P_OTHER_COSTS	The subscription should set value of other costs to this parameter. Application will read this value and add to Cost of Goods. Note: Should always be a NUMBER

Code Example

Users can write the generate function in the subscription as follows:

```

FUNCTION return_other_costs(p_subscription_guid in raw,
                           p_event in out wf_event_t)
RETURN VARCHAR2

    -- Initialize parameters
    l_parameter_list      wf_parameter_list_t;
    l_parameter1          VARCHAR2(1000);
    l_parameter2          VARCHAR2(1000);
    l_parameter3          VARCHAR2(1000);
    l_parameter4          VARCHAR2(1000);
    l_parameter5          VARCHAR2(1000);

    l_other_costs        NUMBER;

BEGIN

    -- Read parameter passed by the event

    l_parameter_list := WF_PARAMETER_LIST_T();
    l_parameter_list := p_event.GetParameterList;

    l_parameter1 := wf_event.GetValueForParameter(
                                                'P_OBJ_TYPE',
                                                l_parameter_list);

    l_parameter2 := wf_event.GetValueForParameter(

```

```

        'P_OBJ_ID,
        l_parameter_list);

...
... Read all other parameters...

-- Custom code to fetch other_costs
...
...
...
l_other_costs := <Calculated Value >

-----

-- Send value of other costs back to the event.

p_event.AddParameterToList(pName    => 'P_OTHER_COSTS',
                           pValue    => l_other_costs ;

return 'SUCCESS';

EXCEPTION

END;
```

5.10 Set Up Budget-Offer Validation

Enable this option to make sure that customer and product targets for promotional offers match those specified in the budget from which it is sourcing money. It makes sure that funds planned for certain customers and products are used appropriately.

For example, a company may create a budget used for California Retailers and Orange Juice only. If the validation is turned on, an offer created for Oregon Retailers and Milk will not be allowed to source from that budget.

To enable this functionality, set the profile option called OZF: Validate market and product eligibility between object and budget. Set this option at the site and responsibility levels.

The values for this profile option are:

- No validation for customers and products.
- Validate customer and products by each budget.

- Validate customer by each budget, product by all budgets.
- Validate product by each budget, customer by all budgets.

If validation fails, the *revert status* process reverts the status of an object (such as an offer) from Submitted or Pending back to the previous status, for example, draft. A notification is sent to the object owner.

5.11 Set Up Volume Offers

In the consumer goods industry, manufacturers frequently enter into trade commitments with customers that span months, quarters, or even an entire calendar or fiscal year. These commitments may also surround special trade events such as new product introductions. Trade commitments are commonly referred to as Performance Programs, Purchase Contracts or National Agreements.

The goal of a volume offer is to provide an enticement to purchase. The incentive covers the cumulative purchases of the specified goods, and accrues as the manufacturers ships their goods to the customer.

Typically the commitment provides multiple performance tiers for the customer. For example, an offer may be executed for one quarter with the following structure:

- Purchase \$100k receive 3% incentive
- Purchase \$200k receive 4% incentive
- Purchase \$300k receive 5% incentive

Oracle Trade Management accommodates volume offers. Shown below are the columns in the Offer Checkbook that tell about the financial and budgeting details of an offer.

- **Utilized:** Updated after the offer applies on an order, which is determined by QP's Event Phase setups. If offer is set as Retroactive, additional updates to Utilized will be made on previous orders as well.
- **Earned:** Updated as determined by profile option OZF: Create GL Entries for Order.
- **Paid:** Claim/Deduction is settled

Volume Offer Seeded Values

- **Volume Type Seeded Values:** Amount or Quantity
- **Discount Type Seeded Values:** Amount and Percent

Calculating Volume Offer

The Volume Offer considers actual shipments within the date range of the offer, not booked orders for the product(s) specified in the Product Profile table. Actual shipment values are derived from Order Management.

5.12 Set Up Backdating

Often, business requirements mandate manufacturers to have the ability to easily alter the original conditions of an offer while the offer is still active. Using the backdating functionality in Trade Management, you can enter an active offer and adjust the discount terms and product group involved.

The Offer Adjustment Function is available for user-defined role. Access to the "Offer Adjustment" page is determined by the user's role and responsibility.

You can use Offer Adjustment, when active, for planned, active, and draft versions of the following offer types:

- Off-Invoice
- Accrual
- Trade Deal
- Order Values
- Promotional Goods

Use the backdating concurrent process to initiate a search for all postings relating to the specific offer, sort by customer and product and calculate the corresponding differential.

The differential is posted to the checkbook by product. The posting is categorized as a *backdating adjustment* and the Oracle General Ledger posting occurs in the same month that the concurrent process is run. Backdating adjustments, as well as adjustments of all types made to an offer, are reflected in the Claims Association Offer Summary view.

The Funds Accrual Engine concurrent process creates the backdated adjustment accruals. See [Section 4.17, "Funds Accrual Engine Overview"](#) for more information.

5.13 Set Up Scan Data Offers

Scan data offers are a common promotional tactic executed by companies in most all consumer goods industries. Common examples of scan data promotions are

coupons or consumer rebate programs, which may be received by a manufacturer as an import file from a POS system. These manufacturer sponsored rebate programs or discounts coupons are redeemed at retail by the consumer, then processed through a third party clearing house, which in turn passes the data to the manufacturer, who makes payment to the retailer. In some cases, the retailer may submit the scan data directly to the manufacturer. In that situation, the manufacturer validates the data and remits payment to the retailer.

Trade Management has the ability to allow the acceptance of such scan data from a third party source. The collected data can then be researched, verified and resolved so payment to the appropriate retailer may be made and the open liability settled. In some cases the retailer may submit the scan data directly to the manufacturer, in those cases the manufacturer validates the data and remits payment to the retailer.

- **Utilized:** Total offer amount updates Utilized when offer goes Active.
- **Paid:** Claim/Deduction is settled

Steps

1. Set the following profile options in Oracle Forms:

- OZF: Invoke Workflow for Manual Scan Data Adjustments
- OZF: Scan Data UOM

See [Appendix A.4, "Profile Options for Trade Planning"](#) for more information.

2. Log in to Trade Management and navigate to Administration > Trade Management > Setup > Activity.

3. To create an activity:

- a. Enter an Activity Name.
- b. Select an Activity Type
- c. Select the Active check box to activate the activity.
- d. Associate the appropriate marketing media using the table.
- e. Click **Create**.

The values displayed for Marketing Media are predicated on the Activity selected. The user may create and customize additional Activity / Trade Medium relationships as needs arise or the values may be defined during setup.

4. Log in to Oracle Forms and select the General Ledger Super User responsibility.
5. Navigate to GL Posting for Accrual.

At the same time a scan data offer updates the budget utilized column, if Oracle General Ledger postings created by Trade Management are used based on a profile, Trade Management writes a debit and a credit accounting entry into its interface to be transferred to Oracle General Ledger.

Per line in the offer, in this case per scan data profile line, the following entries are created:

- Sales Expense
- Liability

6. Customize Account Generator.

The Oracle General Ledger accounts are taken first from the Budget, then Budget Category, then System Parameters. If implemented, Account Generator workflow can be modified to customize the Oracle General Ledger accounts for each offer line.

Note: An option is provided that allows the reversal of product family accruals for lump sum and scan data offers. It is selected when creating custom setups for scan data offers. For more information, see [Section 3.6.5, "Create Custom Setups"](#).

5.14 Set Up Lump Sum Offers

In addition to offers made to customers tied to specific product transactions (for example, \$1.00 off per case), a supplier may pay customers for other services and expenses. These include payments to secure shelf space (slotting allowances), events (new store opening activities), and payments to reimburse customers for advertising costs, for example. For these situations, the vendor uses a lump sum offer to issue a check or credit to the customer for a specific amount.

Prerequisites

None

Steps

1. Log into Oracle Trade Management and navigate to Trade Planning > Offers.
2. Click **Create**.
3. Select the Lumpsum setup type.

4. Enter an offer name for the lump sum offer.
5. Select a customer from the list of values.
6. Enter a start date and an end date.

The lumpsum is earned throughout the active date range.
7. Select a currency type.

US Dollars is the default setting.
8. Set the Distribution Type. See Guidelines.
9. Select an activity type.
10. Select Budget or Campaign as the source for the lumpsum. Check the Source from Campaign box to source from a campaign that has its own budgets.

Available budgets in the list of values are determined by the Activity type selected. Only member campaigns are available in the campaign list of values. Campaigns with multiple budgets are drawn against in proportion to the budget amounts.
11. Select a payment type.

If you select a payment type of Issue Check or Credit Memo, a claim request is created automatically and settled immediately. No workflow approval is required. This function mimics the Autopay function.
12. Check the Reusable box if you want to use the offer in multiple campaigns.
13. If you want the offer team to be able to review and edit the offer, leave the Confidential box unchecked. Check the box if you want to deny the team that ability.
14. You can enter an owner for the offer. The owner controls the team member list and security, for example, the Confidential checkbox.
15. Click **Create**.

The page refreshes with additional sections.
16. Review the page and make any changes as needed.
17. In the Qualifiers section, add From and To performance dates that affect the earning of the lump sum.

Performance Dates are for documentation purposes only, for example, to show when the customer is expected to perform in exchange for the lumpsum (which, for example, is used to pay for a POP display July 4th week).

18. If necessary, in the Discount Rules area create discount rules for specific items.
Discount rules show how the sum will be accrued by the products. The rules can be amounts, quantities, or a percentage of the sum. Percentages must add up to 100%).
19. In the Level column, you can select by item category or item number.
20. Click the Exclusion icon to make specific exclusions to a rule.
21. Click **Update** to save any changes.
22. Click **Request Approval** to submit the offer for approval.

Guidelines

If you select a distribution type of Percentage, the value(s) entered in Distribution Value under Discount Rules must equal 100% when an offer is in Active status. If you selected a distribution type of Amount, the total of the amounts entered in the Distribution Value field(s) under Discount Rules must equal the amount in the Lump Sum Amount field in the header.

When any offer is in Draft status, amounts may vary below 100%. If percentages are greater than 100% at any time in either Draft or Active status, an error message is created.

When the lumpsum becomes active, the total amount is Committed.

During the time when the lumpsum is active, the funds are utilized at a rate in proportion to the total days of the offer. For example, a lumpsum of \$12,000 for a three month quarter is utilized as \$4,000 per month.

5.15 Set Up Net Accrual Offers

The net accrual offer type bypasses Advanced Pricing and directly processes order transaction data. Accruals are applied based on the net sales of a specific customer and product, rather than on invoiced sales. Net accrual offers can be used to establish price protection programs. They create utilization on sales that occurred in the past.

Steps

To implement net accrual offer types, run the following concurrent programs in this order:

1. AMS Web Execution: Refresh Offer Products and Parties

2. OZF-TM: Net Accrual Engine

5.15.1 Set Up Net Accrual Rules

Net accrual rules are used to determine the net sales of product on which an accrual discount can be applied. These rules contain all the deductions that need to be considered on total sales of any product to arrive at the Net Sales.

For example, a sales representative sets up a deal with a customer that gives the customer a promotion of 5% based on sales to them in the previous quarter. As a part of the terms of this promotion, the sales representative wants to exclude the credit memos given to the customer in the previous quarter so as to arrive at a net sales figure. He can achieve that by creating net accrual rules and group them as a net accrual rule set. This rule set can be specified on an Offer of type Net Accrual.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Trade Planning > Net Accrual Rules
2. Click **Create**.
3. Fill out the following required fields:
 - a. Name
 - b. Transaction Source: Supported sources are Account Receivables, Order Management Returns, and Trade Management Offers
 - c. Transaction Type: Shows valid values based on the transaction source
 - d. Transaction Identifier: Shows valid values based on Transaction Type
 - e. Description
4. Click **Update**.

5.15.2 Create Net Accrual Rule Sets

Net accrual rule sets are a grouping of net accrual rules. A rule set must be specified while creating a net accrual offer. The rules in the rule set will be used in arriving at the Net Sales of a product on which and accrual discount can be applied.

Prerequisites

Net Accrual Rules must be created.

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Trade Planning > Net Accrual Rules.
2. Click **Create**.
3. Fill out the following required fields:
 - a. Name
 - b. Start Date
 - c. End Date
 - d. Description
4. Click **Create**.

This creates the rule set header, and a table is displayed to capture the rules.
5. Select the Net Accrual Rule from the list of values.
6. Click **Update**.

5.15.2.1 Verify Net Accrual Rule Sets

Use the following procedure to verify the rule sets.

Prerequisite

Net Accrual Rule sets must have been set up.

Steps

1. Log in to Oracle Trade Management and navigate to the Trade Planning tab.
2. Click the Offers subtab.
3. Click **Create**.
4. Select an offer type of Net Accrual.
5. The List of Values for Net Accrual Rule Set should display of all the rule sets you defined.

5.16 Set Up Business Events and Flexfields for Trade Planning

You can use the following business events and flexfields to integrate or extend the Trade Planning functionality.

5.16.1 Business Events

All the events will publish XML data specific for the event in the form of a CLOB object.

Please subscribe to the business events with a phase greater than 99 to read the data so that any subscription to the event will be executed in a deferred mode and does not interfere with the online processing.

Table 5–1 Business Events for Trade Planning

Business Event Name	Display Name	Description
oracle.apps.ozf.offer.OfferApproval	Offer Approval Event	This event is raised whenever an offer is approved.
oracle.apps.ozf.quota.QuotaApproval	Quota Approval Event	This event is raised whenever a quota is approved.
oracle.apps.ozf.target.TargetApproval	Target Approval Event	This event is raised whenever a customer target is changed.

Prerequisites

None

Steps

1. Log in to Self Service Applications as System Administrator.
2. Select the Workflow Administrator Web Applications responsibility.
3. Select Business Events under Administer Workflow.
4. Enter Business Event Name in the search criteria and click **Go**.
5. Click the Subscription icon for the Event.
6. Click **Create Subscription**.
7. Enter all of the required information.

Make sure that the Phase = << any value greater than 99 >>

For more information, see the *Oracle Workflow API Reference*, Business Events section.

5.16.2 Flexfields

Additional information can be captured at offer header level by enabling the descriptive flexfield "Additional Info for List Headers" available in Oracle Pricing.

Prerequisites

None

Steps

1. Log on to Forms Application as System Administrator
2. Navigate to Application > Flexfield > Descriptive > Segment
3. Query for :
 - a. Application = Oracle Pricing
 - b. Title = Additional Info for List Headers
4. Add new contexts and define segment values.
5. Check the "Freeze flexfield definition" checkbox.
6. Save your work.

For more information, see the *Oracle Applications Flexfields Guide*.

5.17 Customize the Account Generator for Offers

If your business requirements call for the need to post promotional accruals (for accrual, lump sum offers) to Oracle General Ledger you can customize the Account Generator Workflow to accomplish this task.

Customization is done through the workflow tool. Customization defines the value of a certain segment of the whole account.

For example:

- Account structure = company-account type-customer-product-spare
- Base account = 01-0001-0002-0000-000

- Customized = 01-0001-8888-2344-000 (e.g. changed based on the customer and product derived from an order)

The default account generator assumes an accounting structure with product segment and with name of that segment as Product. This needs to be changed in the workflow based on the implementation.

In order to debug the account generator workflow, set the profile Account Generator: Debug mode to *Yes*. The workflow process can then be seen from the process editor and the owner of the workflow will be the user who runs the concurrent program or performs an action which invokes accounting.

Addition attributes, functions or processes can be added and the current process can be customized to suit business requirements. Please read the Workflow document on preserving Customizations.

Follow these general guidelines when customizing the AMS - Account Generator workflow:

- Process: Generate a default account
- Function: Get expand CCID for line
- Package: AMS_ACCT_GENERATOR
- Procedure: Get Cost_Sale_Item_Derived

The following attributes are available for customization:

- Account Type
- Claim ID
- Budget ID
- Offer ID
- Line ID
- Inventory Item ID (seeded)
- Price Adjustment ID
- Customer ID
- Order Category
- Org ID

To customize the Default Account Generator follow the procedures below:

Prerequisites

- Implementation team possesses skills in PL/SQL, Oracle Workflow, and General Ledger
- Accounting Flexfield structure for each set of books is defined
- Segment values and validation rules for flexfields are defined
- Business requirements for using the default Account Generator process versus customizing it to meet the organization's accounting needs are determined
- The default Account Generator process is determined

Steps

1. Evaluate the default Account Generator.

Determine whether or not the Default Account Generator process meets your organization's accounting requirements. The default process may be updated later as your needs change. You may make minor changes to the Default Account Generator process without changing the name. Trade Management comes with the Account Generator item type -- Generate Default Account.

2. Customize the default Account Generator process.

If your business requirement determine that the Account Generator process must be customized, then note the following:

- a. Set Account Generator : Debug mode to Yes.

In order to debug the account generator workflow, this profile must be set to Yes. This enabled the Workflow process to be seen from the process editor and the owner of the workflow will be the user who runs the concurrent program or performs an action which invokes accounting.

- b. Verify segment name as 'Product'.

The default account generator assumes an accounting structure with product segment and with name of that segment as 'Product'. This needs to be changed in the workflow based on the implementation.

- c. Add attributes, functions, or processes.

Addition attributes, functions or processes can be added and the current process can be customized to suit business requirements. Please read the Workflow document on preserving customizations.

3. Save your work.

For more information, refer to the *Oracle Applications Flexfield Guide, Chapter 10 Account Generator*.

Implementing Claims

This chapter provides the information you need to set up the Claims module for Oracle Trade Management. How this module is implemented will vary depending on your business requirements.

To implement claims, follow the procedures in these sections:

- [Section 6.1, "Set Profile Options for Claims"](#)
- [Section 6.2, "Verify Lookups for Claims"](#)
- [Section 6.3, "Run Concurrent Programs for Claims"](#)
- [Section 6.4, "Set System Parameter Defaults"](#)
- [Section 6.5, "Set Up Claim Types"](#)
- [Section 6.6, "Set Up Claim Actions"](#)
- [Section 6.7, "Set Up Claim Reasons"](#)
- [Section 6.8, "Set Up Autopay"](#)
- [Section 6.9, "Set Up Defaults for Claims"](#)
- [Section 6.10, "Set Up Trade Profiles"](#)
- [Section 6.11, "Set Up the History Rule"](#)
- [Section 6.12, "System Status and User Status"](#)
- [Section 6.13, "Set Up Approval Rules for Claims"](#)
- [Section 6.14, "Importing and Mapping Customer Reason Codes"](#)
- [Section 6.15, "Set Up Claim Import"](#)
- [Section 6.16, "Implementing the Claim Creation API"](#)

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- Section 6.17, "Setting Up the Promotional Payment View"
 - Section 6.18, "Setting Up Claim Ownership Assignment"
 - Section 6.19, "Set Up Pay Over Earnings Threshold Rules"
 - Section 6.20, "Set Up Automatic Write Off Threshold Rules"
 - Section 6.21, "Memo Line Transfer"
 - Section 6.22, "Maintaining Team Access and Security"
 - Section 6.23, "Setting Up Discoverer"
 - Section 6.24, "Implementing a Claim Settlement Workflow"
 - Section 6.25, "The Tax Engine"
 - Section 6.26, "Setting Up Mass Settlement of Claims"
 - Section 6.27, "Setting Up the Claim Aging View"
 - Section 6.28, "Setting Up Auto Write Off"
 - Section 6.29, "Lockbox Integration"
 - Section 6.30, "Subsequent Receipts"

6.1 Set Profile Options for Claims

There are certain system profile options that must be set for Claims to function properly. Select the settings that meet your business requirements.

To set profile options for Claims, see [Appendix A.5, "Profile Options for Claims"](#). For the specific procedure for setting up system profile options, see [Appendix A.2, "Setting Profile Options"](#).

6.2 Verify Lookups for Claims

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Trade Management user interface. Most lookups are predefined (seeded in the application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Trade Management.

To create or verify lookup settings for Claims, see [Appendix B.5, "Lookups for Claims"](#). For the steps for creating new lookups, see [Appendix B.2, "Creating New Lookup Types"](#).

6.3 Run Concurrent Programs for Claims

Run the concurrent programs for claims *after* the use of claims has commenced — *not* at the time of implementation. For the complete list of concurrent programs for Claims, see [Appendix C.5, "Concurrent Programs for Claims"](#). For steps for running a concurrent program, see [Appendix C.1, "Running Concurrent Programs"](#).

6.4 Set System Parameter Defaults

On the System Parameters page you can define:

- Accounting preferences
- Claim defaults, such as a default claim type, reason, claim owner, and so on
- Claim settlement defaults, such as a default RMA transaction type, debit memo type, credit memo type, write off adjustment type, chargeback type, transaction type, and so on
- Autopay frequency and preferences
- Pay Over Earnings thresholds

- Indirect Sales and Trade Planning preferences

Prerequisites

Claim types and reasons have been created.

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > System Parameters.
2. Enter data as required into each section.
3. Click **Update**.

6.4.1 Accounting Section

In the Accounting section, perform the following procedure to select defaults.

Steps

1. Place a check in the GL Accounting, Posting to GL, or Rounding checkboxes if you want to use them in your implementation.
2. Using the drop-down menu, select a GL date type.
3. In the Sales/Expense/Charge Account field, select an appropriate account alias (as it related to your business requirements) for the sales/expense/and charge account.
4. In the Accrual Liability Account field, select an appropriate account alias (as it related to your business requirements) for the accrual liability account.
5. In the Receivable Clearing Account field, select an appropriate account alias (as it related to your business requirements) for the receivable clearing account.

When a claim or deduction is created and associated to promotional accruals, and if the settlement method is a credit memo, Oracle Trade Management creates the following entries in GL:

- Debit Liabilities
 - Credit Receivables Clearing
6. In the Vendor Clearing Account field, select an appropriate account alias (as it related to your business requirements) for the vendor clearing account.

When a promotional claim is settled by a check, the following GL entries are created:

- Debit Liabilities
- Credit Vendor Clearing

The Liabilities account used is the same one used when accruals occurred. The Oracle Payables Clearing accounts used during claim settlement are taken from the following setups:

- As defined on claim type and any Account Generator workflow updates.
- As defined here in system parameters and any Account Generator workflow updates

7. Check the Create GL Entries for off invoice discounts box to create General Ledger accounting for all off invoice discounts.
8. From the GL Balancing Segment drop-down list, select an Oracle General Ledger balancing segment if you want to filter receivable write off activity based on an Oracle General Ledger balancing segment.

These segments refer to the balancing segment values in the A/C flexfield. This field is visible only if the profile option OZF : Select Write-Off Activities Based on GL Balancing Segments is enabled.

6.4.2 Claim Section

Specify defaults for claims by entering or selecting the appropriate values in each field.

Steps

1. In the Claim Reason field, specify a value to be assigned to deductions and overpayments created and passed to Oracle Trade Management from Oracle Receivables.
2. In the Claim Type field, specify a default claim type for overpayments and deductions created and passed to Oracle Trade Management from Oracle Receivables.
3. From the Exchange Type drop-down list, select a default value.

Claims can be created in a transaction currency different from the functional currency used by the overall set of books. When the exchange type is unclear, the default selected here is used.

4. In the Default Owner field, select a default value.

All claims must be assigned an owner. Owner assignment is based on various criteria such as claim type or reason. If the assignment manager has not been implemented or fails to assign an owner, the default owner specified here is used.

5. In the Days Due field, enter a default value.

Specific due dates for customers are designated in their trade profiles. If there is no due date in a trade profile, the default specified here is used.

6. Check the Territory Manager Implemented for Claims box if Territory Manager is implemented for Claims.

6.4.3 Settlement Section

Enter values in the fields as appropriate.

Steps

1. From the Receivables Batch Source drop-down list, select the receivable batch source that you want to use to transfer entries from Oracle Trade Management into Oracle Receivables.

The list of values for this field contains all imported transaction sources defined in Oracle Receivables.

2. In the RMA Transaction Type field, select a value to use as a default on claims settled with RMAs.

The list of values contains all return order types defined in Oracle Order Management.

3. In the Debit Memo field, select a value to use as the default value for claims settled with debit memos.

This list of values contains all debit memos defined in Oracle Receivables.

4. In the Credit Memo field, select a value to use as the default value for claims settled with credit memos.

This list of values contains all credit memos defined in Oracle Receivables.

5. In the Chargeback field, select a value to use as the default value for claims settled with chargeback.

This list of values contains all chargeback transaction types defined in Oracle Receivables.

6. From Payables Source drop-down list, select the payables batch source that you want to use to transfer entries from Oracle Trade Management into Oracle Payables.

The drop-down list for this field contains all imported transaction sources defined in Oracle Payables.

7. In the Payables Payment Term field, select the payment term that you want to use as a default on invoices created in Oracle Payables for claim settlement.

The list of values for this field contains all payment terms defined in Oracle Payables.

8. In the Writeoff Threshold (Deduction) field, enter a minimum value for automatic write off.

For example, you enter 200 as the threshold. If you receive a deduction for \$190, it is under the threshold and is eligible for automatic write off and will be automatically flagged for auto write off. The value entered here should always be a positive number.

9. In the Writeoff Threshold (Overpayment) field, enter a minimum value for automatic write off.

For example, you enter 150 as the threshold. If you receive an overpayment for \$140, it is under the threshold and is eligible for automatic write off.

10. In the Writeoff Adjustment field, select from the receivable activities defined in Oracle Receivables.

11. In the Receipt Writeoff (Deductions) field, select the appropriate Receivables Activity to pass to Oracle Receivables and use during settlement for nontransaction-related deductions.

12. In the Receipt Writeoff (Overpayments) field, select the appropriate Receivables Activity to pass to Oracle Receivables and use during settlement of overpayments.

13. Optionally, check the Route Mass Settlement Approval Based on Net Amount box if you want the mass settlement approval to be based on the net amount rather than the open amount.

See [Section 6.26, "Setting Up Mass Settlement of Claims"](#) for more information.

6.4.4 Autopay Section

Complete the Autopay section as follows.

Steps

1. Select the Autopay check box to turn on the autopay functionality.
2. Select a default claim type and reason for autopay claims.
3. Specify a frequency and frequency unit.
For example, if you enter 1 and select Monthly, autopay will run once a month.
4. In the Sales Credit field, select either Default Sales Rep or No Sales Credit.
This field determines the default salesperson used for Autopay and claims created manually.

6.4.5 Earnings Payments Section

Enter values in the fields to allow the early payment of unearned accruals for offers for some or all of your customers.

Steps

1. In the Unearned Payments for Offers field, select who is eligible for unearned payments.
 - **Allow for All:** Unearned payments are allowed for all customers unless specifically disallowed in a customer's trade profile.
 - **Allow for Selected:** Unearned payments are not allowed unless specifically allowed in a customer's trade profile.

The trade profile set up always takes precedence. For example, you select Allow for All on the System Parameters page. However, the unearned payment setting in customer X's trade profile is set to Disallow. As such, customer X is not eligible for unearned payments on offers.

2. To specify a threshold that restricts the amount of unearned payments, specify a Threshold Type and Threshold Value.

Example: An offer has a committed amount of \$10,000. The offer is ending soon and the customer has earned only \$3,000 to date. You established a threshold of 20% (threshold type = percent; threshold = 20). If a claims processor receives a claim equal to or less than \$3,000, up to \$3,600 can be paid ($3,000 \times 1.2$).

3. To permit threshold overrides, check the Override Threshold box.

If selected, settlement can still be initiated if the unearned payment amount exceeds the threshold amount. However, the claim must go through a special approval process before payment can be made.

If not selected, the claim settlement process cannot be initiated. Corresponding settings in trade profiles take precedence.

4. Check the Prorate Associate Earnings by products box to have the system automatically break up earnings on offers proportionately by product.

Check this box to proportionally allocate associated earnings by product/product category. The ratio is based on budget and product. If not selected, the first-in first-out approach is used. For more information, see [Section 6.9.2, "Prorating Associated Earnings by Products"](#).

5. Click **Update**.

6.4.6 Indirect Sales Preferences Section

For these setups, see [Section 7.5.1, "Set System Parameter Defaults for Indirect Sales"](#).

6.4.7 Planning Section

For this setup, see [Section 5.4.2, "Set Up Quota Allocations"](#).

6.5 Set Up Claim Types

Claims are categorized by type and reason. This categorization allows users to group claims for easier analysis and resolution of claim problems.

For example, you might notice that the claim type non-promotional is repetitively paired with the claim reason shipping. Based on this and other information, the organization might decide to improve its shipping processes to reduce this type of claim.

In addition, information derived from claim types can act as the business driver for various integration points by defaulting the transaction types on the claims (for example, with Account Receivables and Order Management). Transaction types can be specified for credit memos, chargebacks, debit memos and return materials authorizations (RMAs). Vendor and receivable clearing accounts can be specified at the claim type level.

Claim and transaction types are org-stripped (specific to a particular operating unit.) Therefore, they are visible only within the operating unit in which they are created.

To set up claim types, follow the procedure below.

Prerequisite

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Claim > Claim Types.
2. Select **Create**.
3. On the Create Claim Types page, enter the following information:

- **Name:** Enter a unique name for the claim type.
- **Start Date:** The starting date from which this claim type can be used.
- **End Date:** The date when the claim type can no longer be used.
- **Description:** Enter a description for the claim type.
- **Credit Memo:** Select a negative transaction type.

The transaction types are created in Oracle Receivables for claims and deductions settled with credit memos. Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the credit memo.

- **Debit Memo:** Select a positive transaction type.

The transaction types are created in Oracle Receivables for claims and deductions settled with debit memos. Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the debit memo.

- **Chargeback:** Select a positive transaction type.

The transaction types are created in Oracle Receivables for deductions settled with chargebacks. Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the chargeback.

- **RMA Transaction Type:** Select a transaction type.

These transaction types are created in Order Management. They drive the default price list, line type, and workflows that ultimately determine return order processing in Order Management.

- **Write-off Adjustment:** Select a receivable activity.

These activities are created in Oracle Receivables for adjustments. The activity selected here determines the accounting adjustment used when transaction-related deductions are settled by write off.
- **Receipt Writeoff (Deduction):** Select a negative receivable activity.

Receivable activities are created in Oracle Receivables for receipt write offs. The activity selected here determines the accounting for deductions when settled by receipt write off.
- **Receipt Writeoff (Overpayment):** Select a positive receivable activity.

Receivable activities are created in Oracle Receivables for receipt write offs. The activity selected here determines the accounting for overpayments when settled by receipt write off.
- **GL Balancing Segment:** Select an Oracle General Ledger balancing segment

This field is visible only if the profile option OZF : Select Write-Off Activities Based on GL Balancing Segments is enabled. These segments refer to the balancing segment values in the A/C flexfield. This option allows users to filter receivable write off activity based on the Oracle General Ledger balancing segment selected here.
- **Receivable Clearing Account:** When promotional claims or deductions are being settled with a credit memo, a debit entry for a liability account is created. Further, a credit entry is created for this receivable clearing account. This is passed to Oracle Receivables as the revenue account for the credit memo. The list of Oracle General Ledger accounts displayed for this field is determined by the set of books selected in system parameters.
- **Vendor Clearing Account:** When promotional claims or deductions are being settled with a check, a debit entry for a liability account is created. Further, a credit entry is created for the vendor clearing account. It is passed to Oracle Receivables as the distribution account on the payables invoice. The list of Oracle General Ledger accounts displayed for this field is determined by the set of books selected in system parameters.

4. Click **Create**.

6.6 Set Up Claim Actions

Actions are predefined templates that contain a series of tasks intended to guide the research and resolution of claims. They are organization-specific, and provide the claims department with a project management tool. A set of actions can be designated as default actions for a specific claim reason.

Prerequisite

None.

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Claim > Actions.
2. Select **Create**.
3. On the Create Action page, enter the following information:
 - **Source Object:** Defaults to Marketing Claim.
 - **Name:** Enter a name for the action.
 - **Start Date:** The date from which the action can be used.
 - **End Date:** The date upon which the action can no longer be used.
 - **Description:** Enter a description for the action.
4. In the Task Templates section, enter the appropriate information in each field.
 - **Priority:** The urgency of the task.
 - **Duration and Duration Type:** Indicates how much time should be spent on the task. For example, enter 2 and select week if the time spent should be 2 weeks.
 - **Task Type:** Select General or Approval.
5. Select **Create**.

When creating claims reasons, you can designate default actions. See [Section 6.7, "Set Up Claim Reasons"](#). For more information on tasks, refer to the *Oracle Common Application Components Implementation Guide*.

6.7 Set Up Claim Reasons

Claims are categorized by type and reason. This categorization allows users to group claims, and makes it easier to analyze claims, identify areas of inefficiency, and make improvements that will resolve or prevent further claims.

Claim reasons are used:

- For classification purposes
- When creating claim action defaults
- For integration point setups

Claim reasons are org-stripped (specific to a particular operating unit.) Therefore, they are visible only within the operating unit in which they are created.

Prerequisite

Claim actions must be created. See [Section 6.6, "Set Up Claim Actions"](#).

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Claim > Reasons.
2. Select **Create**.
3. On the Create Reason page, enter the following information:
 - **Reason:** Enter a name for the reason.
 - **Partner Access:** Select this check box to allow partner access in Oracle Partner Management.
 - **Start Date:** The starting date from which this reason can be used.
 - **End Date:** The date when the reason can no longer be used.
 - **Description:** Enter a description for the reason.
 - **Credit Memo Reason:** Select a reason.

Displays a list of reasons created in Oracle Receivables (CREDIT_MEMO_REASON QuickCode). This reason is passed to Oracle Receivables when claims or deductions using this reason are settled by credit memo.

- **Adjustment Reason:** Select an adjustment reason.

Displays a list of reasons created in Oracle Receivables (ADJUST_REASON QuickCode). This reason is passed to Oracle Receivables when transaction-related deductions are settled by write-off or chargeback.

- **RMA Transaction Type:** Select an RMA transaction type.

Displays a list of transaction types created in Order Management (which are created with a Transaction Category of RETURN or MIXED and with a default return line populated.) They drive the default price list, line type, and workflows that ultimately determine return order processing in Order Management.

- **Actions:** Select one or more claim action defaults. Select the Active check box to make the action available for each claim with this particular reason. Select the Default check box to make one of the actions the default for claims with this reason. See [Section 6.6, "Set Up Claim Actions"](#).

4. Select **Create**.

6.8 Set Up Autopay

Autopay automates the following business processes:

- Creates claims based on unpaid accruals.
- Selects a settlement method.
- Associates earnings for claims.
- Initiates the settlement process.

Autopay is a concurrent program that can be scheduled to run periodically to pay customers by credit memo or check. It sums up customer accruals, automatically creates claims, associates earnings for claims, and settles claims based on the Autopay parameters in customer trade profiles.

For example, Customer A is scheduled to be paid by credit memo every two weeks. When Autopay runs, it determines that the customer has utilized \$100K and was paid \$80K. It creates a claim for \$20K and settles it by credit memo. The customer receives a credit that can be applied towards future purchases.

The following implementation steps are recommended for Autopay:

1. Set up trade profiles and the Autopay parameters on the System Parameters page.

See [Section 6.10, "Set Up Trade Profiles"](#) and [Section 6.8.2, "Set Up Autopay in System Parameters"](#)

2. Determine the most frequent setup.

See [Section 6.8.1, "Understanding Autopay Frequency"](#)

3. Schedule Autopay either from the Trade Management user interface or from Oracle Forms.

See [Section 6.8.3, "Running Autopay"](#)

6.8.1 Understanding Autopay Frequency

We recommend that the Autopay concurrent program be scheduled to run at least as often as the frequency for your most frequently paid customer (defined in the customer's trade profile).

Example 1: Autopay Runs More Frequently Than Customer's Trade Profile Autopay Frequency

The Autopay concurrent program is set to run daily at 4:00 PM. The autopay frequency set up in the trade profile for customer, Business World, is every two days. Their threshold is \$100.

- **Day 1:** The Autopay program runs, looks up all of the accruals for Business World, creates one claim for them, and pays it.
- **Day 2:** The Autopay program runs. Although the frequency condition for Business World is not met, Autopay checks its threshold condition. If Business World has accrued \$101 before 4 pm, then it will be paid. Otherwise it will not.
- **Day 3:** The Autopay program runs. The frequency condition for Business World is met. They are paid for all of their unpaid accruals since the last pay date, which may have been Day 1 or Day 2.

Example 2: Autopay Program Runs Less Frequently Than Customer's Trade Profile Autopay Frequency

The Autopay concurrent program is set to run every three days at 4:00 PM. The autopay frequency set up in the trade profile for customer, Business World, is every two days. Their threshold is \$100.

- **Day 1:** The Autopay program runs, looks up all of the accruals for Business World, creates one claim, and pays it.

- **Day 2 and 3:** Autopay does not run. Business World accrues a total of \$50 during these two days.
- **Day 4:** The Autopay program runs. It checks the frequency condition for Business World which is met, looks up all unpaid accruals since its last pay date (Day 1), creates one claim, and pays it.

In this scenario, the threshold amount for Business World does not affect the autopay process.

6.8.2 Set Up Autopay in System Parameters

The values you select for the Autopay section of the system parameters are used as the default settings for customer trade profiles. You can override the defaults specified here by changing the trade profile for a particular customer. When Autopay runs, customer eligibility is based on the Autopay settings in each customer's trade profile. The settings in trade profiles override the Autopay set up in system parameters. For instructions on setting up trade profiles, see [Section 6.10, "Set Up Trade Profiles"](#).

To set up the Autopay system parameters, follow the procedure below:

Prerequisite

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > System Parameters.
2. Select the **Autopay** check box to turn on the autopay functionality.
3. Select a default reason and default claim type.
These values are used as defaults for claims created by Autopay.
4. Specify a frequency and frequency unit.
Example: If you enter 1 and select Monthly, autopay will run once a month. See [Section 6.8.1, "Understanding Autopay Frequency"](#) for more information.
5. Click **Update**.

6.8.3 Running Autopay

Autopay can be run from the Trade Management HTML user interface or from Oracle Forms. Both methods run the concurrent program, **OZF-TM: Claims Autopay**, based on how its parameters are set.

Offer terms may include a stipulation that performance requirements be met before payment is made. If performance requirements for a particular offer are not met, Autopay will fail. For example, you can specify that only if a customer purchases goods worth \$5 million will they be entitled for a payment against a promotion. In such cases, autopay verifies if the performance requirements are met by the customer and only then creates and settles the claim.

To run Autopay, follow the steps below.

Prerequisites

Autopay parameters have been set up on the System Parameters page.

Steps

1. To run Autopay from the Trade Management HTML user interface, log in and:
 - a. Navigate to Claim > Autopay > Submit Request.
 - b. Enter a name for the Autopay Request and click **Next**.
2. To run Autopay from Oracle Forms, log in with the Oracle Trade Management Administrator responsibility and:
 - a. Navigate to Concurrent Requests > Run.
 - b. Select **Single Request** and click **OK**.
 - c. Select **OZF-TM: Claims Autopay**.
3. On the Parameters page, select the appropriate values for each field as follows:
Run Mode is the only required field. All other fields are optional.
 - **Run Mode:**
 - All Offers = run Autopay for all offers
 - Offers with Autopay = run only for offers where Autopay is turned on
 - Offers without Autopay = run only for offers where Autopay is not turned on

- **Customer Name:** Autopay groups accruals by customer accounts. If this field is used, but the Related Customer and Buying Group and Members fields are left blank, Autopay looks for accruals for this customer only. A claim is created for this customer.
- **Relationship:** This is the relationship the customer has to its related customer. If selected, Autopay looks for accruals for all customers who have this relationship with the customer specified above.
- **Related Customer:** If you select a related customer, autopay looks for accruals for this customer as well.
- **Buying Group and Members:** If you select a buying group, Autopay looks for accruals for this buying group. Members are included only when the following setting, Include All Member Earnings, is set to Yes.
- **Include All Member Earnings:** If set to Yes, Autopay looks for accruals for members of the buying group specified above.
- **Pay To:** Valid values are Customer and Related Customer. If Customer, claim payments are made to the customer specified. If Related Customer, claim payments are made to the related customer.
- **Fund Name:** Fund names are funding sources. If this field is used, Autopay looks for all accruals for this particular source and sorts them by customer account. One claim per customer account is created.
- **Activity Type:** If selected, Autopay looks for all accruals for this particular activity type.
- **Offer Type:** If selected, Autopay looks for all accruals for this particular offer type.
- **Activity Name:** If selected, Autopay will look for all accruals for this particular activity, based on Offer or Price List.
- **Product Category:** If selected, Autopay will look for all accruals for this particular product category.
- **Product:** If selected, Autopay will look for all accruals for this particular product.

Any combination of the above parameters will make Autopay check for all of the accruals that satisfy all of the parameters specified. For example, if a fund and campaign are specified, then only the accruals which satisfy both the fund and campaign name criteria are included for Autopay.

If no parameters are specified, then Autopay looks up the unpaid accruals for all Autopay customers, and groups them by customer account.

- **End Date:** If selected, Autopay will look for all accruals up through and including this date.
4. Click **OK** then **Schedule** if in Oracle Forms; click **Next** if in the HTML interface.
 5. Enter the appropriate scheduling parameters.
 6. Click **OK** if in Oracle Forms; click **Next** if in the HTML interface.
 7. To send notifications to individuals after Autopay has run, select the appropriate names.
 8. Click **OK** if in Oracle Forms; click **Next** if in the HTML interface.
 9. To print the Autopay file when finished, specify the printing instructions.
 10. Click **OK** if in Oracle Forms; click **Next** if in the HTML interface.
 11. Click **Submit** if in Oracle Forms; review the Autopay request and click **Submit** if in the HTML interface.

6.9 Set Up Defaults for Claims

When creating claims, you must specify a claim type and reason. Deductions and overpayments created in Oracle Receivables and passed to Trade Management do not have a claim reason or type. Because these fields are required for claim creation, default values for claims from Oracle Receivables must be set up. These values are specified on the System Parameters page or on the Claim Defaults page or both. Values set on the Claim Defaults page override the defaults set on the System Parameters page.

6.9.1 Set Up Claim Defaults

You can define a default claim type and reason for each claim source. Claim sources are predefined based on possible claim generation sources.

There are ten seeded claim sources:

- Manual Claim
- Referral Claim
- Soft Fund Claim
- Special Pricing Claim

- Manual Debit Claim
- Chargeback Deduction
- Claim Investigation Deduction
- Claim Investigation Overpayment
- Debit Memo Deduction
- Invoice Deduction

These defaults override the default claim type and reason set on the system parameters page.

Prerequisites

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Claim > Claim Defaults.
2. Set up defaults for claim sources as follows:
 - a. Select a claim source.
 - b. Select a default for one or all of the following:
 - Custom setup
 - Claim Type
 - Claim Reason
 - c. Select a start date and, optionally, an end date.
3. Click **Update**.

6.9.2 Prorating Associated Earnings by Products

If the Prorate Associated Earnings by Product option is selected on the System Parameters page, the system will automatically divide earnings on offers proportionately by product. When a claim is settled that partially relieves the accruals for an offer, all of the offer lines are affected proportionately. In addition, if multiple budgets track accruals for these products, the budgets will be adjusted proportionately as well. Due to product eligibility validation, each budget can track

the accruals for some or all of the products. Claims processors have the option of overriding this functionality on the Associate Earnings page.

If this option is not selected, the claim amount is associated to the entire offer on a first-in-first-out basis irrespective of product categorization on the offer. As such, the first order line with associated accruals is cleared first.

Example

The total accruals for an offer are \$1,000. \$200 has been paid out for previous claims, leaving an outstanding accrual balance of \$800 broken up by product as follows:

- Product A = \$500
- Product B = \$200
- Product C = \$100

When a claim is created for \$500 and the claim processor associates the entire \$500 to this offer, the system automatically splits the associated earnings by product as follows:

- Product A for $\$500 \times (500/800) = \312.50
- Product B for $\$500 \times (200/800) = \125
- Product C for $\$500 \times (100/800) = \62.50

For budget adjustments, assume that this offer was funded by two budgets, A and B. For this example:

- The \$500 accrual for Product A is tracked by Budget A (\$300) and Budget B (\$200)
- The \$200 accrual for Product B is tracked by Budget A (\$200)
- The \$100 accrual for Product C is tracked by Budget B.

The associated earnings are relieved from each budget as follows:

- The \$312.50 for Product A is split between Budgets A and B respectively:
 - Budget A: $\$312.50 \times (300/500) = \187.50
 - Budget B: $\$312.50 \times (200/500) = \125
- The \$125 for Product B is relieved entirely from Budget A
- The \$62.50 for Product C is relieved entirely from Budget B

In the Trade Management user interface, if you choose Summary View: Offer on the Associated Earnings page you see \$500 as the total associated earnings for the offer. If you choose Summary View: Product, you see the \$500 broken down by the products included in the offer. The claim processor still has the option of adjusting the amount associated with each product.

6.10 Set Up Trade Profiles

Trade profiles are used to:

- Provide a link to vendor setups if customized.
- Define Autopay parameters for accrual reimbursements including payment frequency, threshold, and method.
- Define customized parameters for claim payments including days due and write off thresholds for deductions and overpayments.
- Define earning payment parameters for unearned offer accruals including various threshold settings.
- Define indirect sales parameters including batch and line tolerances.
- Define Code Mapping.

To set up trade profiles, follow the steps below.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management.
2. Navigate to Administration > Trade Management > Customer > Trade Profiles.
3. On the Trade Profile Overview page, click **Create**.

Enter Basic Customer Information

1. Enter the basic customer information in the Party Name, Account Number, Site Use and Address fields.
 - If the customer already has a trade profile, it is displayed when the party name or account number is selected.

- The primary Bill To site for the account is displayed by default. To change it, click the icon next to the Site Use and select another site. Sites are org-stripped. As such, the site can only be used within an operating unit.
2. If the customer is also a vendor, enter the vendor information in the Vendor, Vendor Site, and Address fields.
 - A vendor is a person or company that sells to your company. Vendors are set up in Oracle Payables and are separate from TCA. To settle claims using a check, you must set up that customer as a vendor in Oracle Payables and Purchasing.
 - The trade profile provides a link between the two setups in the two systems. Vendor information on claims is completed automatically; therefore, claim processors do not need to determine this. Vendors are not org-stripped. They can be seen and used across operating units.

If not set up in the trade profile, the claim owner must enter the vendor information on the first claim to be settled by check for this account. When this occurs, the trade profile information for the account is updated automatically.

Define the Autopay Parameters

If Autopay is used, it will evaluate the accruals for this customer and automate payments as required. If not used, automatic payments will not be made even if accruals exist.

To set up autopay for this customer, follow these steps:

1. Select the Autopay check box.
2. Enter a numeric value in Frequency and select a Frequency Unit.

Together, these values define the frequency by which the customer will be paid. These values override those in system parameters. For example, if you enter 1 as the frequency and select month as the frequency unit, this customer will be paid once a month as long as the threshold amount is met.
3. Enter a Threshold Amount.

The threshold amount is also used to trigger Autopay. The threshold currency is the functional currency of the set of books selected in system parameters.

For example, if frequency is set to once per month and the threshold amount is \$100, then the customer will be paid whenever one of these two conditions is met.

4. Select a Payment Method:

- **Check:** If selected, the vendor and vendor sites fields must be filled in.
- **On Account Credit Memo:** If selected, the Site Use field must be filled in. This field retrieves the Bill-to Site of the customer account.

Define the Claim Parameters

1. Enter the days due.

Claim managers may require that claims for this account be resolved within a certain number of days. Enter that number here.

For example, your company may require that all claims for an important customer account be resolved with 15 days of creation. In the customer trade profile, you can assign 15 as the default days due. If a claim for this customer account is created on January 1, the due date defaults January 16.

2. Enter values for the overpayment and deduction write off thresholds.

Deductions and overpayments less than the amounts specified here are automatically written off.

- **Writeoff Threshold (Deduction) example:** You enter 200 as the threshold. If you receive a deduction for \$190, it is under the threshold and is eligible for automatic write off. The value entered here should always be a positive number.
- **Writeoff Threshold (Overpayment) example:** You enter 150 as the threshold. If you receive an overpayment for \$140, it is under the threshold and is eligible for automatic write off.

Define the Earnings Payments Parameters

The values selected here determine customer eligibility and the threshold for unearned payments for offers. This affects all promotional claims and deductions except for those related to scan data offers (whether settled by credit memo or check.) If a customer does not have a trade profile, the system behaves as if the trade profile setting is Null.

If no explicit threshold is set either on the System Parameters page or on the trade profile, but unearned payments are allowed, the threshold is zero. Claim payment within the thresholds can be settled like any other promotional claim and go through the regular claim approval process.

1. Select a value for the Unearned Payments for Offers field.

- **Null:** customer may or may not be eligible for unearned payments depending on the system parameter setting. If set to Allow for All, then this customer is eligible for unearned payments. If set to Allow for Selected, then this customer is not eligible for unearned payments.
 - **Allow:** Unearned payments are always allowed for this customer. This setting overrides the system parameter setting.
 - **Disallow:** customer is not eligible for unearned payments for offers regardless of the system parameter setting.
2. Select a threshold type.
 - **Amount:** threshold is a currency amount. If 50 is entered in the threshold field, then the threshold is \$50. (Assuming the currency being used is U.S. dollars.)
 - **Percent:** threshold is a percentage. If 90 is enter in the threshold field, then the threshold is 90% of the earnings.
 - **Unconditional:** the threshold is infinity. Special approval for overriding the unearned payments threshold is never required. Claims simply go through the regular claim approval process.
 3. Enter a value in the Threshold field.

This value can be greater than 100 if the threshold type is Percent.

Example for Percent: The threshold is 20%. Customer Y's earnings total \$10,000 for an offer. Claim payments up to \$12,000 can be made.

Example for Amount: The value is 2,000, and the functional currency is \$. Customer Y's earnings total \$10,000 for an offer. Claim payments up to \$12,000 can be made.
 4. Select the **Override Threshold** check box to allow the initiation of settlements for unearned payments where the amount is greater than the threshold.

These claims are subject to a special approval process, and the regular approval process. This setting overrides the setting on the System Parameters page.

Define the Indirect Sales Parameters

The values defined in a customer's trade profile override the values set in system parameters.

1. Set the batch tolerance as follows:
 - a. For Batch Tolerance Type, select Percent or Amount.

The following table describes the claim statuses used in Trade Management:

Table 6–1 Claim Statuses

Claim Status	Description
New	<p>The claim status appears as New when it has been created in Oracle Trade Management but has not yet been researched.</p> <p>When a claim is created in Oracle Receivables, by default the claim status appears as Open.</p>
Open	<p>The claim status appears as Open when you start the claim research process.</p> <p>The claim status may change to Complete, Pending Approval, or Pending Close.</p>
Complete	<p>You can manually change the claim status from Open to Complete. No approval is required to change the claim status from Open to Complete. Complete status means that you have completed most of the research, but do not want to settle the claim immediately.</p> <p>When the claim status is Complete, you can request approval for the claim and initiate the settlement process.</p> <p>The claim status may change to either Pending Approval or Pending Close.</p>
Pending Approval	<p>You may request approval when the claim status is either Open or Complete. After you submit the claim for approval, if the approvers do not respond to the request, the claim status appears as Pending Approval.</p> <p>Depending on whether the approvers approve or reject the request, the claim status changes to either Approved or Rejected.</p> <p>You cannot change this status to any other status.</p>
Approved	<p>The claim status changes to Approved after all the approvers approve the claim. This is a temporary status because the settlement process begins immediately after the claim is approved.</p> <p>The claim status may change to either Closed or Pending Close.</p>
Rejected	<p>The claim status changes to Rejected if the approvers reject the claim.</p> <p>You may manually change the status to Open and resubmit it for approval.</p>

Table 6–1 Claim Statuses

Claim Status	Description
Pending Close	After a claim is approved, the claim status appears as Pending Close if the settlement process is not automated in real time, but requires some concurrent process such as the Claim Settlement Fetcher to finish the claim processing. After the processing is complete, the claim status changes to Closed.
Closed	The claim status appears as Closed after the claim is settled.
Cancelled	The claim status can be updated to Cancelled only from Oracle Receivables and not from Oracle Trade Management. A claim cannot be settled when it is in the Cancelled status.

6.13 Set Up Approval Rules for Claims

Approval rules for claims dictate which individuals in your organization must authorize the settlement of a claim and under what circumstances their approval is required. Approval rules can be configured using multiple parameters such as amount, claim type, claim reason, organization and custom setup.

The rules are evaluated based on the following parameters:

- Organization = 5
- Claim Reason = 4
- Claim Type = 3
- Custom Setup = 1

The higher the number, the more important the parameter in determining which rule will apply to a particular claim.

Prerequisite

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Setup > Approval Rule.
2. Change the value of the **Approval Rule For** field to **Claim**.
The page refreshes and claim specific attributes are displayed.

3. Enter information in the fields as appropriate.
 - **Start Date:** The date upon which the rule is available for use.
 - **End Date:** The date upon which the rule can no longer be used.
 - **Organization:** Displays a list of operating units.
 - **Claim Type:**
 - Claim: select if this approval rule is for the normal claim approval process.
 - Earnings: select if this approval rule is for use when the threshold for unearned payments for offers is overridden.
 - Performance: select if this approval rule is for offer performance validation.
 - **Minimum Amount and Maximum Amount:**
 - For unearned payment threshold overrides, this sets a minimum and a maximum amount for the difference between the earned amount and associated earnings.
4. Select **Create**.

An Approvers table is displayed.
5. Indicate who must approve the claim and in what order as follows:
 - **Order:** Enter integers in ascending order.
 - **Type:** Can be Function (for example, budget owner), Role (for example, Manager, Senior Manager), or User (a specific individual).
 - **User/Role:** Depending on the Type selected above, this displays a list of functions, roles or users
 - **Start Date:** The date upon which the approver becomes active.
 - **End Date:** The date upon which the approver becomes inactive.
6. Click **Update**.

6.14 Importing and Mapping Customer Reason Codes

Claims are created for a variety of reasons related to promotions, shipping problems, invoice errors, or quality issues. The reason for a claim can drive the

claim research and resolution process. Claim reasons can also help a company analyze its claim problems.

Manufacturers and their customers have different claim reasons. During research, a claim processor might call a customer and refer to the customer's reason code. Capturing a customer's original reason code and automatically converting it to an internal reason code can make claim research easier.

Example

The retailer Bigmart uses more than 3,500 reason codes for deductions against its manufacturers. To make sense out of its deduction patterns and route them to the appropriate departments for investigation, the manufacturer Toy House maintains only 30 reason codes.

Bigmart electronically remits payments to Toy House (either indirectly via bank and then through a lockbox, or directly via an EDI file coming through a lockbox.) On their remittances, Bigmart includes a reason code for every line in every deduction.

During the Post Batch process in Oracle Receivables, all deductions taken by Bigmart are passed to Trade Management as deductions. If Bigmart's reason codes have been mapped to Toy House's internal codes, conversion will take place during this process.

During claim creation (both in Oracle Receivables and in Trade Management), customer reason code mapping works as follows:

- If the customer reason only is entered, the corresponding internal reason is displayed automatically. If no mapping has been done for a particular customer, then the internal reason will default to the reason specified on the Claim Defaults page or the System Parameters page (in that order.)
- If a customer reason and an internal reason are entered, the customer reason takes precedence. The internal reason will be converted to the one specified during mapping.
- If an internal reason only is entered, the customer reason field is left blank.

6.14.1 Importing and Mapping Customer Reason Codes

To import and map customer reason codes:

- Import customer reason codes
- Map customer reason codes

- Maintain customer reason code mapping

Note: Customer reason code mapping is operating unit specific. It is based on the login of the individual performing this task. Therefore, customer reasons can differ by operating unit even though customer accounts are not org-stripped.

To import and map customer reason codes, follow the procedure below.

Prerequisites

A trade profile for the customer must exist. WebADI must be implemented.

Steps

To Import Customer Reason Codes

1. Save the customer's reason code file as a text file.
2. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Customer > Trade Profiles.
3. Click a party name.
4. Click **Update Code Mapping**.
5. Click **Import**.
6. Select a viewer and click **Next**.
7. Select **Conversion Text Map** and click **Next**.
8. Select the customer's file, set the file delimiter parameters, and click **Next**.
9. Review the setup on the Document Creation Review page.
10. Click **Create Document**.

Several different pages will be displayed. The final one will be a window called Download Messages. When the message Transfer Complete is displayed, the upload is finished.

11. To proceed and load the file for customer reason code mapping, open the **Oracle** menu item, and select **Upload**.
12. Enter the batch number which appears on the spreadsheet, and click **Upload**.

To Map Customer Reason Codes

1. Navigate to Administration > Trade Management > Customer > Trade Profiles.
2. Locate the customer's name and click the icon in the Code Mapping column.

The Code Conversions page appears. Code conversion type should be Reason, and the table should be populated with the customer reasons you have imported.

3. Convert the customer codes as follows:
 - a. Select an internal code for each customer reason.
 - b. As an option, you can enter map start and end dates.

Map start date defaults to the system import date. Map end date is left blank by default. Claim users can add an end date to the code mapping.

4. Click **Update**.

Maintaining Customer Reason Mapping

As ongoing maintenance, you can:

- Create additional mappings importing more files from the customer
When you import more files, new mappings are added and updated mappings overwrite old ones.
- Create additional mappings on an individual basis
Map start date defaults to the system date; map end date is left blank.
- Change the internal reason, and the map start and end dates.
- Delete individual mappings.

6.15 Set Up Claim Import

Claims can be imported using the Import Interface tables. When using this features the following process takes place:

1. Data from legacy or third party systems is fetched.
2. The fetched data is used to populate the Claim and Claim Line interface tables.
3. A concurrent process is run.
4. Claims are automatically created in TM.

To understand and implement Claim Import, see the following:

- [Section 6.15.1, "Understanding the Claim Concurrent Program"](#)
- [Section 6.15.2, "Understanding Claim Interface Tables"](#)

6.15.1 Understanding the Claim Concurrent Program

The concurrent program, **OZF-TM: Import Claim**, takes data from the interface tables, and creates claims and their associated claim lines. There are no parameters for this program.

First the claim is imported, then its corresponding claim lines are imported. When an error occurs, the program writes an error message. This message contains the id of the current record in the interface table. After writing the message, the concurrent program continues.

6.15.2 Understanding Claim Interface Tables

After the claim and claim lines are created successfully, the `claim_id` is recorded in the `claim_id` column of the claim interface table.

Two tables are used:

- `OZF_CLAIMS_INT_ALL`
 - All claim information
 - Stores the data that must be imported to the `ozf_claims_all` table by the OZF-TM: Import Claim concurrent program
- `OZF_CLAIM_LINES_INT_ALL`
 - All claim line information
 - Stores data that needs to be imported to `ozf_claim_lines_all` table using OZF-TM: import Claims program.

6.16 Implementing the Claim Creation API

Use the Claim Creation API to import claims into Trade Management from outside sources. See the *Oracle Marketing API Reference Guide*, Chapter 6, for details.

6.17 Setting Up the Promotional Payment View

Set up of the promotional payment view consists of running the concurrent program called OZF-TM : Refresh Materialized Views for Promotional Payment, regularly.

This program updates the materialized view for promotional payments with the most recent earnings information.

6.18 Setting Up Claim Ownership Assignment

Three methods are available for claim assignment:

- **Claim Territories:** Using the CRM Foundation Module Territory Manager, Trade Management can assign claims based on customer, geographical, and claim attributes. If you use this method, no API is required. For more information, see [Section 3.9.2, "Set Up Territory Manager for Trade Management"](#).
- **Assignment API:** Use this API only if you want to assign a customize claim ownership.
- **System Parameters:** If territories or the API are not used, the default owner in specified in System Parameters is used.

6.19 Set Up Pay Over Earnings Threshold Rules

Use the Pay Over Earnings feature if you want a customer to be paid more than what he actually has earned. The pay over earnings threshold rules determine the circumstances under which the pay over earnings can be paid. You can specify an amount or percent over the committed amount for which you will allow pay over earnings.

The set up is performed on the System Parameters page. See the Earnings Payments section of [Section 6.4, "Set System Parameter Defaults"](#) for details and an example.

6.20 Set Up Automatic Write Off Threshold Rules

When companies experience high claim volumes, they may prefer not to have their claim processors spend time investigating claims under a certain amount. With Trade Management, you can set up threshold rules that allow you to automatically write off claims with amounts that are under a specific threshold.

Beginning in this release, you can select a memo line on claim lines or also actively create a standard memo line and interface it to Receivables. New in this release, for the claims lines on the lines table, there is an item type field which you can use to select a product/product category or standard memo line to filter the list of values on the line/product field.

To enable automatic threshold write off functionality, perform the following procedure.

1. Set the profile option OZF: Claim Write Off Threshold
2. Set threshold rules either on the system parameters page or individually by customer in each customer's trade profile.
 - Instructions are included under [Section 6.4, "Set System Parameter Defaults"](#).
 - See [Section 6.10, "Set Up Trade Profiles"](#) for instructions.
3. Periodically run the concurrent program, OZF-TM : Claim Auto Write-offs Program, to settle and close claims marked for automatic write off. This batch process can be:
 - Scheduled to run at specific intervals in Oracle Forms.
 - Run for a specific claim class (deductions or overpayments), customer, claim type, reason or claim date period.

6.21 Memo Line Transfer

Standard memo line is commonly used by companies in autoaccounting setups for items which are not part of their normal inventory. In the past, Trade Management did not have the ability to pass credit memos and debit memos to Oracle Receivables, so claim settlement for nonstandard items took much longer and required manual intervention. Starting in this release, you can pass a memo line to Oracle Receivables, thereby enabling the autoaccounting setups.

6.22 Maintaining Team Access and Security

Each claim must be assigned to a team or group. These are created in the CRM Foundation Resource Manager module. After the team or group is created, they can be added to a claim.

- **Groups:** Every time a change is made, run the AMS - Group Access Refresh Program to update the group information.

- **Teams:** Every time a change is made, run the AMS - Team Access Refresh Program to update the team definitions.

If teams or groups are frequently changed, you can schedule these two programs to run on a regular basis.

Table 6–2 Team Access and Security

#	Team Member	Access
1	Members in the Group specified in the profile option AMS: Admin Group	Update all fields: <ul style="list-style-type: none"> ■ Excluding fields locked by the system out-of-the-box. ■ Including fields locked by locking rules.
2	Claim owner and team members	Update all fields: <ul style="list-style-type: none"> ■ Excluding fields locked by system out-of-the-box. ■ Excluding fields locked by locking rules.
3	Task assignees	Update tasks from calendar or task list; view report of a claim.
4	All other users in the same operating unit as the claim	Access level is determined by the profile option AMS: Update Claim Access. The two levels allowed are: <ul style="list-style-type: none"> ■ Update access excluding ability to update owner fields, fields locked by the system out-of-the-box, and fields locked by locking rules. ■ View access of claims only.
5	All other users in different operating units from claim.	No access and no view. Claims are org-stripped

6.23 Setting Up Discoverer

Discoverer is a tool used for querying, reporting, analysis, and web publishing. With the appropriate security access, users can view information stored in their database for various activities. They can build reports and graphs to dissect the information.

For Trade Management, follow the procedures in these section to set up Discoverer.

- [Section 6.23.1, "Set Up User Security and Privileges"](#)

- [Section 6.23.2, "Customizing Business Areas"](#)

6.23.1 Set Up User Security and Privileges

The steps below incorporate an example where the Trade Management user is added so that these individuals can view the Inventory Business Area. For this example, the user name is MKTMGR and the responsibility is Oracle Trade Management User.

Prerequisite

Oracle Discoverer is properly implemented.

Steps

1. Log in to Discoverer Administration version.
2. Click **Open**.
3. Select the business areas you want to edit.
In this example, check Inventory and Inventory Value Added.
4. Click **Finish**.
5. From the Tools menu, select Security to set up user security.
This setup gives your user access to the User Edition of Discoverer for certain business areas.
6. Select a Business Area.
In this example, select the User > Business Area tab.
You can use either the Business Area > User tab, or the User > Business Area tab.
7. Open the User/Resp drop-down list, and select a user.
In this example, select MKTMGR.
8. From the Available Business Area, select the business areas that you want to grant access to.
In this example, select Inventory and Inventory Value Added.
9. Select the > button.
Your selections display in the selected business areas on the left.

10. Click **Apply**.
11. From the User/Resp drop-down, select a user responsibility.
In this example, select Oracle Trade Management User.
12. From the Available Business Area, select the same business areas for the user responsibility that you selected for the user.
In this example, select Inventory and Inventory Value Added.
13. Click the > button.
Your selections display in the selected business areas on the left.
14. Click **Apply**.
15. Click **OK**.
16. From the Tools menu, select Privileges.
You will now give your user access to the Admin Edition. You can use either the Privileges tab, or the User/Role tab. In this example, use the Privileges tab.
17. Make sure that all boxes for Show privileges for User and Show privileges for Responsibility are checked.
18. Open the drop-down list and select MKTMGR.
This user already has privileges for User Editing. The Schedule Workbook option is not checked, and no demos are currently planned for this function for this user. Select the check box if you would like to schedule a demo.
19. Check Administration.
20. Select all five boxes under Administration.
21. Click **Apply**.
Check that the boxes for Show privileges for User and Show privileges for Responsibility are checked.
22. Open the drop-down list and select Oracle Trade Management User.
23. Select all of the boxes for Administration and User Edition.
24. Click **Apply**.
25. Click **OK**.
You must exit the Discoverer Administration Edition for these changes to take effect.

6.23.2 Customizing Business Areas

To customize business areas, follow the steps below.

Prerequisite

Oracle Discoverer is properly implemented.

Steps

1. Log in to the Discoverer Administration version.
2. Navigate to the Oracle Marketing business area.
3. From the Insert menu, select Folder From Database.
4. Click **Next**.
5. Assuming data needed is in APPS, check APPS user.
6. Click **Next**.
7. Click + to expand APPS.

All the tables and views for this user are loaded.

8. Highlight the views you want.
9. Select the > button to display the views in the Selected window.
10. Click **Next**.
11. Change the Default aggregate on datapoints to Details.
12. Click **Finish**.

A Loading status window is displayed. It may take a few moments for loading to finish. Your changes appear at the bottom of the Oracle Marketing business area.

6.24 Implementing a Claim Settlement Workflow

Trade Management uses Oracle Workflow to control the sequence of events and notifications that occur when settling claims. The following sections provide:

- Detailed information about *OZF: Claim Settlement* > workflow process that is seeded with Trade Management. For details see:
 - [Section 6.24.1, "Overview of the Claim Settlement Workflow Process"](#).

- Instructions on configuring the AMS: Claim Settlement workflow process to extend the settlement process for any non-seeded payment methods your organization requires. For details see:
 - [Section 6.24.2, "Claim Generic Settlement Process"](#)
 - [Section 6.24.3, "Claim Settlement Seeded and Non-Seeded Processes"](#)
 - [Section 6.24.4, "Claim Settlement Process Definitions"](#)
 - [Section 6.24.5, "Receivable Settlement Actions Definition"](#)
 - [Section 6.24.6, "Receivables Document Correction Process"](#)
 - [Section 6.24.7, "Non-Seeded Settlement Process Definitions"](#)

For information on the implementation and setup of Oracle Workflow, refer to the *Oracle Workflow Administrator's Guide*.

6.24.1 Overview of the Claim Settlement Workflow Process

In Trade Management, the settlement process is initiated when a user changes the following claim attributes:

- **Settlement method:** Select applicable settlement methods for a claim
- **Status:** Change claim status to closed.

The claim settlement workflow process is invoked as follows:

- If the profile option OZF : Automate Deduction/Overpayment Settlement is set to No, the claim settlement workflow process is invoked if the user tries to settle deductions or overpayments by a settlement method related to Oracle Receivables.
- For non-transaction-related deductions, the write off settlement process was not automated in 11.5.9 release, but it is automated for this 11.5.10 release.
- For credit memo invoice settlements, the claim settlement workflow is invoked in the following cases:
 - If more than one invoice is defined on the Claim Line page, the user must manually create the credit memos for those invoices in Oracle Receivables.
 - For non-transaction-related deductions, if the invoice was applied on multiple receipts in Oracle Receivables, claim settlement workflow is invoked. The user must manually create the credit memo in Oracle Receivables.

- For both transaction-related and non-transaction-related deductions, if the invoice defined in the claim line was not applied on the receipt for which the deduction was created, the claim settlement workflow is invoked. The user must verify the claim information and create a credit memo in Oracle Receivables to close the claim.
- If the profile option OZF: Derive Accrual Account during Claims Settlement is set to Yes, when the user settles a claim by changing the claim status to Closed, the claim status becomes Pending Close immediately and the claim settlement workflow is invoked. The Oracle General Ledger entries and payment creation process are put into background processing. The user must run the Workflow Background Engine concurrent program to proceed with the settlement workflow.

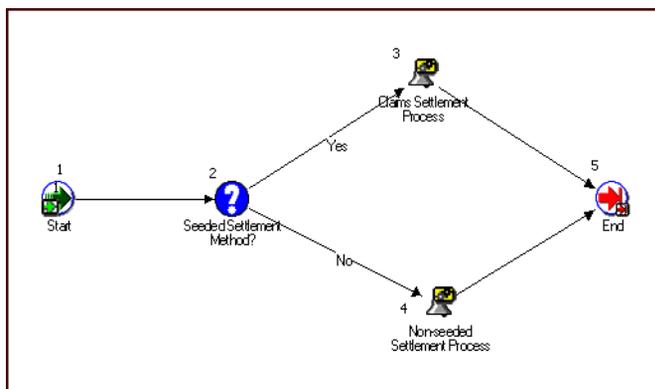
6.24.2 Claim Generic Settlement Process

Claim Generic Settlement Process is used to verify whether or not a settlement method is seeded. It is associated with the following sub-processes:

- Claim Settlement Process (Node 3)
- Non-Seeded Settlement Process (Node 4)

Start (Node 1): This activity marks the start of a process and does not perform any action.

Seeded Settlement Method (Node 2): This activity is used to verify whether or not the settlement method is seeded. It also sets the item attribute Settlement Type to ADHOC if the settlement method is not seeded. The resulting type for this activity can be Yes or No.

Figure 6–1 Generic Claim Settlement Definition

6.24.3 Claim Settlement Seeded and Non-Seeded Processes

- The Claim Settlement Process (Seeded Subprocess - Node 3)
This can be a running, stand-alone process. It handles all of the settlement methods related to Oracle Receivables. See [Section 6.24.1, "Overview of the Claim Settlement Workflow Process"](#) for more information.
- Claim Non-Seeded Settlement Process Configurable Subprocess (Node 4)
The claim non-seeded settlement process is not a stand-alone process. It handles the settlement process for non-seeded payment methods. You can extend the existing workflow definition and customize it to meet your business needs.
- End (Node 5)
Marks the end of a process and does not perform any action.

6.24.4 Claim Settlement Process Definitions

The claim settlement process workflow is the major workflow used to handle non-automated settlement processes in Trade Management. Several scenarios can initiate this workflow. See [Section 6.24.1, "Overview of the Claim Settlement Workflow Process"](#) for more information.

Two associated subprocesses are inside the claim settlement process:

- Receivable Settlement Action (Node 10)
- Receivable Document Correction (Node 14)

Table 6–3 Claim Generic Settlement Activity

Activity	Result Type
Promotional Claim	Yes/No
Create GL Entries	Success/Error
Check Claim Class	Claim/Deduction
Create Payment	Success/Error
Reset Claim Status	N/A
Prepare Receivable instructions	Yes/No
Update Settlement Document	Success/Error
Additional Information requested from claims	N/A
Close Claim Settlement	N/A
Incomplete Claim	N/A

Table 6–4 Claim Generic Settlement: Notification

Notification	Message	Performer
Notify Claim Owner of Error (Node 6)	Settlement Error	Claim Owner
Claim Settlement Rejection/Cancellation (Node 9)	Unresolved Claim Message	Receivable Role
Additional Information Requested from claims (Node 11)	Additional Information	Claim Owner

- Start (Node 1)
Marks the start of a process and does not perform any action.
- Promotional Claim (Node 2)
Identifies the claim as promotional or non-promotional. The result type of this activity is Yes or No.
- Create GL Entries (Node 3)

Creates all accrual Oracle General Ledger entries for all promotional claims. The result type of this activity is Success or Error.

- Check Claim Class (Node 4)

Checks the claim class. The result type of this function is Claim or Deduction.

- Create Payment (Node 5)

Creates payment for promotional claims. The result of this function is Success or Error.

- Reset Claim Status (Node 7)

Reverts claim status from Pending Close to Open if an error occurs. The claim amount settled is reverted back to amount remaining.

- Prepare Receivables Instruction (Node 8)

Sets the defaults for all item attributes related to claim settlement. These attribute values are included in the notification sent to the Receivables role to create payment.

- Update Settlement Documents (Node 12)

Once the Receivables role replays the notification with Receivables Transaction Number, the result type is Request Processed. The workflow continues to the Update Settlement Document activity. Internally, this function verifies any of the five transaction numbers entered by the Receivables role, and sets the corresponding Transaction Id.

The Transaction Number could be Adjustment Write-Off Number for deductions settled by a write-off. If any of the five transaction numbers is not valid in Oracle Receivables, the value is set to item attribute, Error Transaction Number1-5. If all of the transaction numbers are valid, claim settlement docs is populated with the payment information.

- Close Claim Settlement (Node 13)

Updates the claim status to Closed, and payment status to Paid.

- Incomplete Claim (Node 15)

Sets the claim payment status to Incomplete.

- End (Node 16)

Marks the end of a process and does not perform any action.

6.24.5 Receivable Settlement Actions Definition

Receivable Settlement Actions (Node 10) is a workflow process that is associated with the Claim Settlement Workflow process. It cannot be run as a stand-alone process.

This process is initiated when item attributes are properly set from the Prepare Receivables Settlement action.

Once the Receivable Settlement Actions process is initiated, a settlement notification called Instruction for Settling Claims to Receivable Role is sent to the Receivables user and the process waits for a response. A time out value is set by the settlement workflow. A workflow background engine must be set up to handle time out notification activities.

If the original notification exceeds the settlement time out value, the workflow engine sends another notification called Instruction for Settling Claim - Reminder to the Receivables user. The result type of the notification sent to the Receivables user is Require More Information or Request Proceed.

6.24.6 Receivables Document Correction Process

Receivables Document Correction (Node 14) is a workflow process that is associated with the Claim Settlement Workflow process. It cannot be run as a stand-alone process. This process is initiated when Transaction Number1-5 item attributes are identified as invalid by Update Settlement Documents (Node 12).

Invalid transaction numbers are put into item attribute Error Transaction Number1-5. Once the Receivables Document Correction process is initiated, a settlement notification called Transaction Correction is sent to the Receivables user and waits for a response. A time out value is set by the settlement workflow. A workflow background engine must be set up to handle time out notification activities.

If the original notification exceeds the reminder time out value, the workflow engine sends another notification called Transaction Correction - Reminder to the Receivables user. The result type of the notification sent to the Receivables User should be Corrected.

6.24.7 Non-Seeded Settlement Process Definitions

The purpose of the Claim Non-Seeded Settlement process is to provide a general settlement workflow process definition for users. It can be customized to meet your business needs.

One associated subprocess, called Close Settlement Process (Node 6), is inside Claim Non-Seeded Settlement Process.

Table 6–5 Claim Generic Settlement Activity

Activity	Result Type	Allow Customization
Complete Settlement Document (Node 2)	N/A	Yes
Create Settlement Document (Node 3)	Success/Error	No
Revise Settlement Document (Node 4)	N/A	Yes
Loop Counter (Node 5)	Loop/Exit	Yes

- **Start (Node 1):**

This Start activity marks the start of a process and does not perform any action.

- **Complete Settlement Documents (Node 2)**

Can be customized or overwritten. The customized function must be populated with the following item attributes. By setting these attribute, the function Write Settlement Doc will take these attribute values and write into the OZF_SETTLEMENT_DOCS table.

Table 6–6 Payment Detail Item Attributes

Attribute (Internal Name)	Data Type	Table Field	Validation
Transaction Identifier 1 (AMS_TRX_ID_1)	NUMBER	OZF_SETTLEMENT_DOCS_ALL.settlement_id	Null
Transaction Type 1 (AMS_TRX_TYPE_1)	VARCHAR2(30)	OZF_SETTLEMENT_DOCS_ALL.settlement_type	Status Code should come from AMS_LOOKUPS where Lookup Type is AMS_OBJECT_CLASS. Possible values include: INVOICE, CM, DM, CB, ORDER, PCHO, TP_ORDER
Transaction Number 1 (AMS_TRX_NUMBER_1)	VARCHAR2(30)	OZF_SETTLEMENT_DOCS_ALL.settlement_number	Null

Table 6–6 Payment Detail Item Attributes

Attribute (Internal Name)	Data Type	Table Field	Validation
Transaction Amount 1 (AMS_TRX_AMOUNT_1)	NUMBER	OZF_ SETTLEMENT_ DOCS_ ALL. settlement_ amount	Currently, for non-seeded settlement process, there is no validation to check that the total of settlement amount needs to be equal to claim amount. If user want to keep this validation true for non-seeded payment method also, user needs to write its own validation.
Transaction Date 1 (AMS_TRX_DATE_1)	DATE	OZF_ SETTLEMENT_ DOCS_ ALL. settlement_ date	Null
Transaction Status 1 (AMS_TRX_STATUS_1)	VARCHAR2(30)	OZF_ SETTLEMENT_ DOCS_ ALL. status_ code	Status Code should come from AMS_ LOOKUPS where Lookup Type is AMS_PAYMENT_STATUS. Possible values include: IMCOMPLETE, INTERFACED, PAID, PENDING

- Create Settlement Documents (Node 3)

Cannot be customized or overwritten. Internally, this activity takes the item attributes of payment detail (refer to Table - Payment Detail Item Attributes) and populates the Settlement Doc table. If no errors occur, it passes the Success result type and continues through the next subprocess, Close Claim.

If an error occurs, it returns the Error result type, and the workflow proceeds with the Revise Settlement Documents activity.
- Revise Settlement Documents (Node 4)

Cannot be customized or overwritten. You must create an API to handle instances where the payment detail item attributes are not correct.
- Loop Counter (Node 5)

The Loop Counter is a standard workflow activity with an activity attribute called Loop Limit. The transition path from the Create Settlement Document activity to the Loop Counter activity goes in loop patch until the it exceeds the number defined in Loop Limit. The value of Loop Limit attribute is starting with 0 which means there is only one row of payment detail in settlement.
- End (Node 7)

Marks the end of a process and does not perform any action. This End activity calls standard PL/SQL procedure called WF_STANDARD.NOOP.

- Close Settlement (Node 6)

Cannot be run as a stand-alone process. Close settlement should be initiated only when the Create Settlement Document activity is successfully completed. (Refer to Create Settlement Document Node 3 for more information.)

Once Close Settlement is stated, it goes through the Close Claim Settlement activity. Claim status is changed to Closed and payment status to Paid.

If an error occurs, it returns the Error result type and calls the Reset Claim Status activity. The claim status is changed to Open.

6.25 The Tax Engine

When promotional accruals are created based on sales orders, taxes may have been charged to customers, and tax liability may have been accrued. When claims are paid, some of the tax liability may be recovered, so the total claim amount may consist of payment for promotional accruals and also as a tax recovery amount.

The tax engine supplies an estimate of taxes before transactions are interfaced into the Financial or Order Management systems. Trade Management calls the tax engine to get a quote of the estimated tax amount. This reduces the changes of errors during interfaces with Accounts Receivable and Accounts Payable.

No action is required to set up the tax engine. We do recommend, however, that you verify that it is working.

6.26 Setting Up Mass Settlement of Claims

Mass settlement functionality allows claims processors to:

- Offset overpayments with deductions
- Net overpayments with all debit items
- Net multiple deductions against multiple credit memos
- Specify multiple settlement methods per claim

Once a claims processor performs a mass settlement, the settlement must be approved. Approval rules are based on the claim type and reason associated with the mass settlement. As part of this set up, you can specify a default claim type and

reason for mass settlement groups. This set up is done via the profile options listed in the procedure below.

Another profile option is included that would enable the filtering of transaction types and receivable activity defined in Oracle Receivables before making them available for a particular claim type in Trade Management. The filtering is done based on the balancing segment in the account code combinations used to set up the various receivables-related accounts on the transaction types and receivables activities in Oracle Receivables. Enabling this option, OZF: Enable Balancing Segment on Claim Type, will cause the field GL Balancing Segment to be displayed on the Create Claim Type page. This field is mandatory if the option is set to Yes.

Prerequisite

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > System Parameters.
2. In the Settlement section of the page, select the check box called **Route mass settlement approval based on net amount**.

Selecting this check box is optional. If selected, the mass settlement amount is based on the net amount (post-netting). If not selected, the mass settlement approval amount is based on the open claims amount (pre-netting), in other words the sum of deductions and overpayments.

For example, if five deductions totalling \$100 and two overpayments totalling \$80 are selected for netting, the open claims amount will be \$20.
3. Click **Update**.
4. Log in to Oracle Forms and select the Oracle Trade Management Administrator responsibility.
5. Set the following profile options:
 - OZF: Defaulting Rule for Mass Settlement
 - OZF: LOV for claim type and reason on mass settlement
 - OZF: Enable Balancing Segment on Claim Type

These profile options are described in the table below.

Table 6–7 Profile Options for Mass Settlement of Claims

Profile Option Name	Required	Description
OZF: Defaulting Rule for Mass Settlement	No	<p>Set at the site level.</p> <p>Values are:</p> <p>Default nothing: The two other options listed in this table are not selected if this value is used. Instead, the system parameter defaults for claim type and reason are used. Balancing segment on claim type is not enabled.</p> <p>Default from most commonly used claim type and reason: Will cause the system to look at all the claims included in the settlement and select the most frequently used claim type and reason as the mass settlement defaults.</p> <p>Default from split claim: Will cause the system to use the claim type and reason designated for the split claim (remaining on split mass settlement).</p>
OZF: LOV for claim type and reason on mass settlement	No	<p>Set at the site level.</p> <p>Show all claim types and reasons: System will display all available claim types and reasons.</p> <p>Show selected claim types and reasons: Default value for this option. System will display only the claim types and reasons used in the mass settlement.</p>
OZF: Enable Balancing Segment on Claim Type	No	<p>Set at the responsibility level.</p> <p>Yes = Filter the values for claim types based on a balancing segment. Also displays an additional field in the claim type user interface for storing the balancing segment the system uses to filter claims.</p> <p>No = Default value for this option. Filtering functionality not enabled.</p>

6.27 Setting Up the Claim Aging View

Provides a summary of claim and deduction amounts by customer and days due. To implement the Claims Aging View, you must:

- Define the aging bucket in Oracle Receivables. For more information see [Section 2.2, "Setting Up Oracle Human Resources"](#).
- Run the OZF-TM: Populate Claims Aging concurrent process.

6.28 Setting Up Auto Write Off

Claims can also be mass settled by write off — either manually or automatically. The process reduces time and resources required for writing off claims.

The Write Off Adjustment field is a place holder for the activity that is used for writing off invoice related deductions. The LOV for this field comes from Oracle Receivables, and it exposes all receivable activities of type Adjustment. Oracle General Ledger accounts associated with these activities are used for creating accounting entries for invoice related deduction write offs.

Use Auto Writeoff for small amount deductions and overpayments. You can set different thresholds for deductions and overpayments. Writing off claims below the threshold amount are completely automated. Optionally, you can manually select and deselect claims for auto write off and set approvals.

Follow the procedure below to implement auto write off.

Prerequisite

None

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setup > System Parameters.
2. In the Settlement section, select or enter values for the Writeoff parameters.
 - **Writeoff Threshold (Deduction) example:** You enter 200 as the threshold. If you receive a deduction for \$190, it is under the threshold and is eligible for automatic write off. The value entered here should always be a positive number.
 - **Writeoff Threshold (Overpayment) example:** You enter 150 as the threshold. If you receive an overpayment for \$140, it is under the threshold and is eligible for automatic write off.
 - **Writeoff Adjustment:** These are receivable activities defined in Accounts Receivable.
 - **Receipt Writeoff (Deductions):** Select the appropriate Receivables Activity that will be passed to Oracle Receivables and used during settlement for nontransaction-related deductions.

- **Receipt Writeoff (Overpayments):** Select the appropriate Receivables Activity that will be passed to Oracle Receivables and used during settlement for nontransaction-related overpayments.
- 3. Log in to Oracle Forms and select the Oracle Trade Management Administrator responsibility.
- 4. Navigate to Setups > Profiles, and enter a numeric value for the profile option OZF : Claim Write Off Threshold.
- 5. OZF : Under Write Off Threshold Approval Required
- 6. Run concurrent program OZF-TM: Claim Auto Write-offs Program

The concurrent program, OZF-TM: Claim Auto Write-offs Program, is a batch process provided to write off claims that have been selected for automatic write off.

The process settles claims for:

- **Transaction-related deductions** by creating a write off adjustment against the transaction (for example, an invoice.) It reduces the disputed amount on the transaction by the claim settlement amount, and closes the claim.
- **Nontransaction-related deductions** by creating a negative write off line in Oracle Receivables.
- **Overpayments** the process creates a positive write off line in Oracle Receivables.
- For both nontransaction-related deductions and overpayments, it:
 - Unapplies the claim investigation line
 - Applies the amount to the receipt write off
 - Reapplies any remaining amount to the claim
 - Creates the accounting entries
 - Closes the claim

Claims settled by this process are identified by the Settled By field. Post settlement, the auto write off check box is read-only and cannot be changed.

Claims are flagged when they fall below the thresholds that were set up in System Parameters. When the OZF-TM: Claim Auto Write-offs Program is run, the claims are automatically closed by write-off settlement. You can include claims that are over the write-off thresholds in the automatic write-off; these claims require approval.

Special Cases

- Claims under thresholds that have been deselected for autopay by a claim processor will not be flagged again automatically. They can be selected again manually as long as the claim status is Open.
- Claims that were deselected for settlement can still be written off on a one-off basis from the Claim Settlement page. Approval may or may not be required based on the profile option OZF : Under Write Off Threshold Approval Required.
- Claims that are over threshold amounts can be written off with this concurrent program if approval dictates by the custom set up is granted.
- Claims originally over thresholds whose amounts have been reduced are not flagged automatically for write off. Claim processors can manually flag them for write off. Approval dictated by the custom set up.
- Claims originally over thresholds but later split into subclaims are still treated as claims over the threshold. They can be flagged for automatic write off with approval dictated by the custom set up.

6.29 Lockbox Integration

New in this release, the claim creation functionality includes a lockbox. For large volume claim management, lockbox integration automatically creates deductions and overpayments and uses the Quickcash feature. This reduces deduction creation time and improves deduction processing efficiency. Previously, unmatched amounts had to be handled manually.

The lockbox receives payments and automatically creates a claim for any differences between the payments received and invoices. Oracle Receivables interprets the lockbox entries based on settings in the System Option and Lockbox setup windows.

The claim preferences are configurable. Customers can communicate the reasons for the difference between their payment and the invoice. The reason codes are captured in the lockbox file and they travel through the flow with the remittance line to Trade Management, where they are translated into your company's reason code. You can map Customer reason codes to internal reason codes.

The lockbox must be set up in Oracle Receivables. See [Section 2.5.13, "Set Up Lockbox Integration"](#) for this procedure. See the *Oracle Receivables Implementation Guide* for more information.

Lockbox integration requires Oracle Receivables Family Pack E or Oracle 11.5.10.

6.30 Subsequent Receipts

This new functionality efficiently applies cash against open receipts. You can view accurate claim amounts at any time, and resolve open claims.

Subsequent Receipts updates Trade Management whenever there is a subsequent application against a transaction that has an active claim against it. For example, if a short payment claim was created for a transaction based on a receipt and a subsequent receipt is applied to the transaction, the short payment claim amount changes. This requires an update in Trade Management to reflect the change in amount.

Subsequent Receipts integration requires Oracle Receivables Family Pack E or Oracle 11.5.10.

Implementing Indirect Sales

This chapter provides the information you need to set up the Indirect Sales module for Oracle Trade Management. How this module is implemented will vary depending on your business requirements.

To implement claims, follow the procedures in these sections:

- [Section 7.1, "Set Profile Options for Indirect Sales"](#)
- [Section 7.2, "Verify Lookups for Indirect Sales"](#)
- [Section 7.3, "Run Concurrent Programs for Indirect Sales"](#)
- [Section 7.4, "Data Imports"](#)
- [Section 7.5, "Data Processing"](#)
- [Section 7.6, "Special Pricing Requests"](#)
- [Section 7.7, "Soft Fund Requests"](#)

Indirect Sales Management enables a manufacturer to validate requests as well as manage and track funds when trade promotions are executed indirectly through retailers and wholesalers (or dealers and distributors). Indirect Sales Management includes the following features:

- **Chargeback**

When wholesalers sell products to retailers or end users, they sometimes sell the products at a price that was agreed upon between retailers and the manufacturer. If this price is lower than the price the wholesaler paid to purchase the products from the manufacturer, the wholesalers can claim the difference between their purchase price and selling price from the manufacturer through chargeback.
- **Third Party Accruals**

When retailers buy products from wholesalers, they might not get the discounts that they are entitled to if they buy directly from the manufacturer. The manufacturer can accrue these discounts for the retailers based on the data that wholesalers send through Third Party Accrual.

- **Special Pricing**

Retailers or wholesalers may request a special price or discount from a manufacturer in order to dispose of existing inventory, meet a competitor's price, or win a deal for an existing customer. The manufacturer can pay the retailers the discount based on these requests through Special Pricing.

- **Soft Funds**

Retailers or wholesalers may request a budget in order to execute trade promotion activities on behalf of the manufacturer.

- **Inventory Tracking**

The manufacturer can keep track of the inventory level of the wholesalers to verify the data that the wholesalers send. This ensures that the manufacturer does not overpay the wholesalers' claims.

- **Referral Management**

Referral Management is a feature in Partner Management that integrates with Oracle Trade Management to create Referrals benefits and Referral compensation payments. Upon activation of a referral benefit, a Net Accrual Offer with the custom setup of PV Net Accrual is generated. After a customer referred by the partner makes a qualified purchase, when the Net Accrual engine program runs a utilization of type 'LEAD_ACCRUAL' is accrued for the partner as compensation. Referral Management creates a claim for payment of referral compensation for the partner. Claims indicates the source as Referral when creating the claim. For Referral claims after the claim approval, an event oracle.apps.ozf.claim.referralApproval is raised, which has a subscription from the Referrals module for further handling. After the partner accepts the compensation, a call is made back to Claims for settlement, after which the claim is closed.

Chargeback and Third Party Accrual data are managed in Oracle Marketing. Special Pricing and Soft Funds, and Referral Management are features that are available in Oracle Partner Management. Oracle Trade Management integrates with Oracle Partner Management so that whenever there are any approved requests related to Special Pricing or Soft Funds, offers and claims are automatically generated in Oracle Trade Management; these claims are settled by the claims user.

See the *Oracle Trade Management User Guide* for more information on using this application.

7.1 Set Profile Options for Indirect Sales

Set the profile options for Indirect Sales. See [Section A.6, "Profile Options for Indirect Sales"](#) for the list of profile options. For information on how to set profile options, see [Section A.2, "Setting Profile Options"](#).

7.2 Verify Lookups for Indirect Sales

There are 11 lookups that you must verify or create for Indirect Sales. See [Section B.6, "Lookups for Indirect Sales"](#) for details. See [Section B.2, "Creating New Lookup Types"](#) to create new lookups.

7.3 Run Concurrent Programs for Indirect Sales

Run the concurrent programs for indirect sales. See [Section C.6, "Concurrent Program for Indirect Sales"](#) for the table containing the programs.

You normally schedule concurrent programs, but they can be run manually if necessary. When the Submit button on the Process page and the Initial Payment button on the Detail page are clicked, you must run the concurrent program.

7.4 Data Imports

Data must be imported into Trade Management in order for Indirect Sales to work. Data can be imported by WebADI or XML Gateway. These processes are set up by setting profile options.

This section contains two subheadings:

- [Section 7.4.1, "Loading Data Using WebADI"](#)
- [Section 7.4.2, "Setting Up XML Gateway"](#)

7.4.1 Loading Data Using WebADI

To upload data to Trade Management using WebADI, you can create an empty spreadsheet and enter new data into it. If the spreadsheet already has data, the content should be converted to a delimited text file and uploaded to an empty

spreadsheet in WebADI. The APIs are available for you to upload the data, validate it, and flag any errors. If any errors occur, no data is uploaded to the database.

It is important to validate that WebADI is installed properly before proceeding with loading data. To do this, perform the following procedure.

Installation Steps

1. Install the Diagnostic Wizard patch. This patch copies BNETEST class file up to webserver.
2. Make sure that BNETEST is in the class path.
3. Copy the BNETEST.class under /servlets directory on the server.
4. Run the BNETEST using <app server:port>/oa_servlets/BNETEST URL to check if there is any problem with WebADI installation.

To set up WEBADI for Indirect Sales, set the BNE profile options to the values shown in Appendix A. See [Section A.6, "Profile Options for Indirect Sales"](#).

Prerequisites

Give jserv write access to Group and All for \$APPL_TOP/bne/11.5.0/log and \$APPL_TOP/bne/11.5.0/upload directories.

Implementation Steps

1. Log in to Oracle Trade Management and navigate to Indirect Sales Management > Chargeback.
2. Click **Import Batch** and navigate to Select Layout Page in the WebADI Application.
 - a. Select **Trade Management: Resale Layout** if the data comes from Oracle Application.
 - b. Select **Trade Management: Resale Text Layout** if the data comes from a third party application and requires external code to internal code conversion.
3. Click **Next**.
4. On the Select Content page,
 - a. Select **Download** to update a batch, or
 - b. Select **None** to enter the data manually, or

-
- c. Select **Text File** to import data to an Excel spreadsheet and upload it to Oracle Application Indirect Sales Management Interface Tables.
 5. Click **Next**.
 6. On the Select Mapping Page:
 - a. If Download is selected as content, enter the Batch Number for the batch to be downloaded.
 - b. If Trade Management: Resale Layout is selected, select Download mapping.
 - c. If Trade Management: Resale Text Layout is selected, select Download Text Map mapping.
 - d. If None is selected as content, skip the Select Mapping Page.
 - e. If Text File is selected, go to step 7.
 7. If **Text File** is selected as content on the Select Mapping Page:
 - a. For the Select Text File section:
 - Select the text file from local directory that has the data to upload into Oracle Application Indirect Sales Management Interface Tables.
 - Select one of the delimiters that is used in the text file.
 - Enter the number for the line where the actual data starts. Skip the line that has the column title. For example, if the header is at line 1 and the data starts from Line 2, Enter 2 in the Start Importing at Line Number field.
 - b. For the Select Mapping section:
 - If Trade Management: Resale Layout layout is selected, select Text File Map mapping.
 - If Trade Management: Resale Text Layout layout is selected, select Text Entry Map mapping.
 8. Click **Next**.
 9. On the Document Creation Review Page, review the entries and click **Create Document**.

When Download and Text File content is selected, an Excel spreadsheet is created and populated with data.

- If Download content is selected, update the data.

- If None content is selected, enter data in the Excel spreadsheet
10. After the data is entered, updated, or downloaded from a text file in the Excel spreadsheet, click the Oracle option menu and select **Upload**.

A status monitor page appears with Upload and Cancel buttons.

11. Click **Upload**.

The status shown on the page indicates the upload status and importer status.

Note: Importer validates the data uploaded into Oracle Application Interface Tables.

7.4.2 Setting Up XML Gateway

To set up the XML gateway to send and receive data, you must define the trading partner. You need to select the OZF transaction type and the two seeded transaction subtypes of POSI (inbound) and POSO (outbound). The POSI subtype has two maps you can use with it and the POSO has one. The basic procedure is described here, but for additional information, please refer to the *Oracle XML Gateway User's Guide*. To set up XML Gateway messages, set the three ECX profile options in Appendix A. See [Section A.6, "Profile Options for Indirect Sales"](#).

Prerequisites

None

Steps

1. Log into Oracle Forms as the XML Gateway responsibility and navigate to Trading Partner Setup.
2. Select a Trading Partner type of Customer.
3. Select a Trading Partner Name and Trading Partner Site. These lists of values are determined by previous selections.
4. Enter the email address that you want to use.
5. Select a transaction type of OZF for Oracle Trade Management Inbound and Outbound Messages. See Guidelines.

If the Document Confirmation Code is 2 for Inbound Message, then select ECX for confirmation message.

6. Select OZF for the POSI and POSO transaction subtypes.

7. Select ECX for the CBOD transaction subtype.
8. Select the following transaction subtypes:
 - For Inbound Message, select POSI.
 - For Outbound Message, select POSO.
 - For Confirmation Message, select CBODO.
9. Perform these mappings:
 - For OZF transaction type and POSI transaction sub type, select OZF_PROCESS_SHDBT_IN for Inbound 844 Transaction or OZF_PROCESS_SLRPT_IN for Inbound 867 Transaction. You can add variables to USERAREA to customize the map.
 - For "OZF" transaction type and "POSO" transaction sub type select "OZF_PROCESS_SHDBT_OUT" for Outbound 849 Transactions.
 - If Document Confirmation Code is "2" for inbound Messages, select ECX_CBODO_OAG72_OUT_CONFIRM for Outbound Confirmation Message.
10. Enter a unique location for the Source Trading Partner Location Code.

Typically this is the party site ID/location code of the party. Use this to enter the party site ID while sending data using XML Gateway.
11. Set the Document Confirmation based on what level of confirmation the trading partner wants to receive for inbound and for all outbound messages.
 - 0: Never send a confirmation
 - 2: Always send a confirmation

See Guidelines for Workflow information.

Guidelines

Transaction Type is the standard product short code for the base Oracle Application. These values are defined in the Define Transactions form. The list of values displays the available combinations of Transaction Type, Transaction Subtype, Standard Code, External Transaction Type, External Transaction Subtype, and Direction. Select the desired combination. These values are only used internally to connect to the XML Gateway.

When the XML Gateway execution engine, oracle.apps.ozf.idsm.resli subscription, is triggered successfully, it processes an inbound message, which in turn starts the OZF: Resale Pre Processing workflow. The process is as follows:

- When document confirmation is 2 for an inbound message and oracle.apps.ozf.idsm.confirm subscription is enabled, a confirmation message is sent to the trading partner that the inbound message was received by the Oracle Trade Management application.
- For data received as an inbound message processed by the Data Process, if there is any data processing error, an outbound message is sent to the trading partner informing them of the error.
- If there is any system error, the System Administrator is notified of the error.

7.5 Data Processing

Data Processing uses DQM to call an API from the TCA to get information on the party, such as name, address, phone number, and so on. This step is also where code conversion is set up to map codes from wholesalers and third parties to the codes used by your enterprise.

Data processing includes these sections:

- [Section 7.5.1, "Set System Parameter Defaults for Indirect Sales"](#)
- [Section 7.5.2, "Configure Trade Profiles"](#)
- [Section 7.5.3, "Set Up DQM Integration"](#)
- [Section 7.5.4, "Code Conversion"](#)
- [Section 7.5.5, "Import Cross References Using WebADI"](#)
- [Section 7.5.6, "Business Events and Subscription"](#)

7.5.1 Set System Parameter Defaults for Indirect Sales

To implement indirect sales, set up the defaults in the Indirect Sales section of the System Parameters page.

Batch and line tolerance are used to set a limit at which the difference between manufacturer's calculated rebate and wholesaler's claimed rebate does not cause a problem for the manufacturer to pay the claim discount. If the difference is smaller than the tolerance, the system allows the process to continue. If the difference is greater than the tolerance, the process is stopped and the line or batch is put in dispute. Batch tolerance limits the difference allowed for the whole batch, while line tolerance limits the difference allowed per unit of the product on the line.

For example, the batch tolerance is set to Amount type and to \$500. A batch is claiming \$5,000, but the system calculated amount is \$4,400. Because the difference is greater than the batch tolerance, the batch is put in dispute and cannot be paid. However, if system calculated amount is \$4,500, the batch is put in PROCESSED status and can be paid. These two options are overridden by setups in the trade profile or manual entry from the batch process page.

In a similar example, line tolerance is set to Amount type and to \$20. If the claimed amount is \$500 and calculated amount is \$470, the line is put in dispute, because the difference is greater than the line tolerance.

You can also set batch and line tolerance at the trade profile level. See [Section 7.5.2, "Configure Trade Profiles"](#) for details.

Use the Chargeback Calculation Basis field to set whether you want to pay a claimed amount from a second party or instead pay the amount calculated based on your accounting system. Sometimes the claimed amounts are higher than calculated amounts, but you may have business reasons for permitting a higher payment to a particular client, for example, if they represent a substantial part of your business and you want to maintain a good relationship.

You can create accruals on chargeback claims in situations where an offer must accumulate towards a final claim., such as in the case of a mail-in rebate or other time-sensitive offer.

You can create a relationship between an end customer who is not a party in TCA and a reseller. If you check the box, a party is created in TCA and a relationship between the end customer and the reseller is set up.

You can use inventory tracking if you are concerned about matching quantities for claims. This can be a time-consuming process, so it should not be run unless it is necessary.

If you have a need to pay claims from a third party, such as in the case of a coupon mailed in from end users, check the box to set it up. Then you can pay the claim to the end user after settling the claims of wholesalers.

Steps

1. Log in to Trade Management and navigate to Administration > Trade Management > Setups > System Parameters.
2. Enter values for Batch Tolerance Type and Batch Tolerance.
3. Enter values for Line Tolerance Type and Line Tolerance.
4. Make a selection for Chargeback Calculation Basis.

5. Check the Create Accruals on Chargeback Claims box if needed.
6. Check the Create Relationship between End User and Wholesaler box if needed.
7. Check the Inventory Tracking box if you want to use inventory tracking to verify the data received.
8. Check the Run Third Party Accrual After Chargeback Calculation box to run the for valid chargebacks.
9. Click **Update**.

7.5.2 Configure Trade Profiles

You can also configure batch and line tolerance in the trade profile for a party. To set up trade profiles, follow the steps below.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management.
2. Navigate to Administration > Trade Management > Customer > Trade Profiles.
3. Select the party for whom you want to set batch or line tolerance. Use the search fields if necessary.
4. Set batch and line tolerances (see [Section 7.5.1, "Set System Parameter Defaults for Indirect Sales"](#)).

7.5.3 Set Up DQM Integration

Data Quality Management (DQM) is a tool from the trading community architecture (TCA) group that is used to check for potential duplicate customer, contact address, and contact points for a given customer, contact, or address.

There are 3 profiles options which hold value for the DQM: Match rule. These profiles are mandatory and must hold value of match rule. See [Section A.6, "Profile Options for Indirect Sales"](#) for the profile options.

Sample rule definitions that can be used to create a match rule are as follows:

Party

For Party you can use the following match rule:

Match Rule Name: OZF_DUP_PARTY_SEARCH

Description: Finds identical organization parties based on Party name and address information

Purpose: Identify duplicates

Attribute Match	Match Threshold	Override Threshold	Automatic Merge Threshold
Match Any	40	<null>	<null>

Acquisition Attribute	Entity	Transformation Type
Name	PARTY	WORD REPLACE + EXACT + REVERSE
Country	PARTY_SITES	EXACT
Address	PARTY_SITES	WORD REPLACE + EXACT
City	PARTY_SITES	EXACT
State	PARTY_SITES	WORD REPLACE + EXACT
Postal Code	PARTY_SITES	EXACT

Scoring Attribute	Entity	Score	Transformation	Weight (%)
Name	PARTY	40	WORD REPLACE + EXACT + REVERSE	100
Country	PARTY_SITES	1	EXACT	20
Address	PARTY_SITES	2	WORD REPLACE + EXACT	60
City	PARTY_SITES	1	EXACT	80
Postal Code	PARTY_SITES	5	EXACT	100

Contact

For Contact you can use the following match rule.

Match Rule Name: OZF_DUP_PARTY_CONTACT

Description: Finds identical contact based on contact name and contact points

Purpose: Find duplicates

Attribute Match	Match Threshold	Override Threshold	Automatic Merge Threshold
Match Any	30	<null>	<null>

Acquisition Attribute	Entity	Transformation Type
Contact Name	CONTACTS	WORD REPLACE + EXACT + REVERSE
Email Address	CONTACT_POINTS	EXACT (EMAIL)
Phone Line Type	CONTACT_POINTS	EXACT
Raw Phone Number	CONTACT_POINTS	EXACT

Scoring Attribute	Entity	Score	Transformation	Weight (%)
Contact Name	CONTACT	30	WORD REPLACE + EXACT + REVERSE	100

Party Site

For Party site you can use the following matching rule:

Match Rule Name: OZF_DUP_PARTY_SITE

Description: Finds identical organization parties based on Party name and address information

Purpose: Identify duplicates

Attribute Match	Match Threshold	Override Threshold	Automatic Merge Threshold
Match Any	65	<null>	<null>

Acquisition Attribute	Entity	Transformation Type
Country	PARTY_SITES	EXACT
Address	PARTY_SITES	WORD REPLACE + EXACT
City	PARTY_SITES	EXACT
State	PARTY_SITES	WORD REPLACE + EXACT

Acquisition Attribute	Entity	Transformation Type
Postal Code	PARTY_SITES	EXACT

Scoring Attribute	Entity	Score	Transformation	Weight (%)
Address	PARTY_SITES	50	WORD REPLACE + EXACT	100
Country	PARTY_SITES	5	EXACT	100
City	PARTY_SITES	10	EXACT	100
Postal Code	PARTY_SITES	15	EXACT	100
State	PARTY_SITES	5	EXACT	100

Use the following procedure to create a match rule.

Steps

1. Log in to the Forms Application.
2. Select the Trading Community Manager responsibility.
3. Go to Data Quality Management > Set up
4. Double click **Match Rule** to launch the form.
5. Create three rules, one each for party, person and contact.
6. Save.

7.5.3.1 Mapping Acquisition Attributes to Table Column Names

When you define a rule, you need to determine which table column names are to be passed to acquisition attributes from the Pre Process API. An acquisition attribute can have values passed from several table column names. If you want to pass on the Bill_to information, for example, you can send the Name, Address, City, State, Country, Postal Code, Contact Name, Email Address, or Raw Phone Number acquisition attributes.

Table 7-1 Acquisition Attribute and Table Column Name mapping

Acquisition Attribute	Table Column Name
Name	Sold_from_party_name/Ship_from_party_name/Bill_to_party_name/Ship_to_Party_name/End_cust_party_name
Address	Sold_from_address/Ship_From_Address/Bill_to_Address/Ship_to_Address/End_cust_Address
City	Sold_from_city/Ship_from_city/Bill_to_city/Ship_to_city/End_cust_city
State	Sold_from_State/Ship_from_state/Bill_to_state/Ship_to_state/End_cust_state
Country	Sold_from_country/Ship_from_Country/Bill_to_country/Ship_to_country
Postal Code	Sold_from_postal_code/Ship_from_postal_code/Bill_to_postal_code/Ship_to_postal_code/End_cust_postal_code
DUNS Number	Bill_to_Duns_Number/Ship_to_duns_number
Contact Name	Bill_to_Contact_Name/Ship_to_Contact_Name/Sold_from_Contact_Name/Ship_from_Contact_Name/End_Cust_Contact_name
Email Address	Bill_to_email/Ship_to_email/Sold_from_email/Ship_from_email/End_Cust_email
Phone Line Type	If phone number is not null , value will be "PHONE", if fax_number is not null , value will be "FAX"
Raw Phone Number	If a phone number is not null , the value will be "PHONE"Bill_to_Phone/Ship_to_Phone/Sold_from_phone/Ship_from_phone/End_cust_phoneif fax_number is not null , value will be "FAX"Bill_to_fax/Ship_to_fax/Sold_from_fax/Ship_from_fax/End_cust_fax

7.5.4 Code Conversion

Use code conversions to map the codes in a wholesaler's system to your enterprise's internal codes. External codes received from customers are converted into the internal values for the following data elements:

- **Agreement:** Mapping between the Chargeback agreements that are set up as Price Lists and the customer's reference to these agreements.
- **Product:** Mapping between internal products and customer references to these products.
- **Reason:** Mapping between a claim reason and customer reasons.

- **OUM (Unit of Measure):** Mapping between internal unit of measure and the customer's unit of measure. For example, a wholesaler may use EA for a single unit but your enterprise uses EACH.
- **Party:** Mapping between an internal party and the customer's party reference.
- **Party Site:** Mapping between an internal party site and the customer's party site reference.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Indirect Sales > Code Conversion.
2. Select a code conversion type from the drop-down list (see above).
3. Enter the external code. Optionally, enter a description.
4. Select the internal code that you want to convert it to from the list of values.
5. Enter a Mapping Start Date. A Mapping End Date is optional.
6. Click **Update**.

7.5.5 Import Cross References Using WebADI

For code conversion, you can import cross references using WebADI.

Steps

1. Log in to Oracle Trade Management > Administration > Trade Management.
2. Continue navigation using either of the following paths:
 - a. Indirect Sales > Code Conversion
 - b. Customer > Trade Profiles > Click Code Mapping icon
3. Click **Import**.
4. On the Select Viewer Page in the WebADI Application, select Excel 2000 as viewer. Click **Next**.

Note: Steps 4 - 6 may be automated. If so, proceed directly to step 7.

5. On the Select Integrator Page, select Trade Management: Code Conversion from the integrator drop-down list. Click **Next**.
6. On the Select Layout Page, Trade Management: Code Conversion is defaulted. Click **Next**.
7. On the Select Content page:
 - a. Select **Download** to update Code Conversion Mapping, or
 - b. Select **None** to enter the data manually, or
 - c. Select **Conversion Text Map**, when selected data from a text file is imported to an Excel sheet and uploaded to the Oracle Application Code Conversion Mapping Table.
8. Click **Next**.
9. On the Select Mapping page,
 - a. If Download is selected as content, enter the Code Conversion ID of the Code Conversion Mapping to be downloaded.
 - b. If None is selected as content, the Select Mapping Page is skipped.
 - c. If Text File is selected, see step 10.
10. If Text File is selected as content,
 - a. For the Select Text file section
 - Select the text file from the local directory that has the data to upload into Oracle Application Code Conversion Mapping Table.
 - Select one of the delimiters that is used in the text file
 - Enter the number for the line where the actual data starts. Skip the line that has the column titles. For example, if the header is at line 1 and the data starts from Line 2, enter 2 in the Start Importing at Line Number field.
 - b. For the Select Mapping section, Text File Mapping is defaulted.
11. Click **Next**.
12. On the Document Creation Review Page, review the entries and click **Create Document**.
13. An Excel spreadsheet is created and populated with data when Download and Text File Content are selected.

- a. If Download is selected, update the data.
 - b. If None is selected, enter data in the Excel spreadsheet.
14. In the Context Section:
- a. For Account Level Code Conversion Mapping, Enter Value for Account ID
 - b. For Customer Level Code Conversion Mapping , Enter Value Party ID
 - c. If Party ID and Account ID then Code Conversion Mapping is set up at Org Level

After the data is entered, updated, or downloaded from the text file in the Excel spreadsheet, click the Oracle option menu and select **Upload**. A status monitor page appears with Upload and Cancel buttons. Click **Upload** to display the upload status.

7.5.6 Business Events and Subscription

A business event is an event in which you have an interest. The subscriptions to it are the actions that need to be performed when that event happens.

Business events are used to invoke one process from another. They mainly serve as a link for four processing points.

- Receiving data
- Processing
- Payment
- Sending data

All business events are seeded in the application. You can unsubscribe to any that you do not need, except for the following:

- oracle.apps.ozf.idsm.resli
- oracle.apps.ozf.idsm.ridp
- oracle.apps.ozf.idsm.rspi

Table 7–2 Business Events

Business Event Name	Display Name	Meaning
oracle.apps.ozf.idsm.WEBADIPayment	Initiate Payment for WEBADI Submission	To start payment for batches submitted through WEBADI automatically
oracle.apps.ozf.idsm.WEBADIProcess	Initiate Data Process for WEBADI Submission	To start data process for batches submitted through WEBADI automatically
oracle.apps.ozf.idsm.XMLPayment	Initiate Payment for XML Gateway Submission	To start payment for batches submitted through XML Gateway automatically
oracle.apps.ozf.idsm.XMLProcess	Initiate Data Process for XML Gateway Submission	To start data process for batches submitted through XML Gateway automatically
Oracle.apps.ozf.idsm.OMStructure	Populate the Order Management structure	To change the values of Order Management global structure for pricing simulation
oracle.apps.ozf.idsm.resli	Resale Inbound XML Event	To receive inbound messages through XML Gateway
oracle.apps.ozf.idsm.reslo	Resale Outbound Event	To send messages through XML Gateway
oracle.apps.ozf.idsm.ridp	Resale Interface Data Process	To start data process
oracle.apps.ozf.idsm.rspi	Resale Data Payment Initiation	To initiate the payment process
oracle.apps.ozf.idsm.confirm	Resale Confirmation Event	To send confirmation messages to trading partners

7.6 Special Pricing Requests

A special pricing request enables customers to request discounted pricing from the user. They can request discounts on competitive sales deals, specific end-customer deals, and on inventory that they have not been able to move.

When a request is submitted, it gets routed to the appropriate approver(s). Approvers are notified of the request and they review the request and approve or decline the request. After the special pricing request has been approved, and the customer has closed the sale, they can submit a claim to receive the discount that was approved. The claim is routed to the claim approver who then validates the claim. When the claim gets approved, the user pays the discount amount.

7.6.1 Setting Up Notifications

Partners and vendors need to be notified of the status of a request when it is submitted. Oracle Workflow notifications are triggered to notify partners, channel managers and approvers. Notifications for each status is sent to alert different users about the request.

Use the following procedure to set up notifications.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management as the Oracle Trade Management Administrator.
2. Navigate to Administration > Trade Management > Indirect Sales > Special Pricing Notifications.
3. On the Notifications setup page, enter notification rules for the special pricing request.

For example:

- Status: Pending Approval
- User Role: Vendor Approvers
- Notification Name: Request Submitted - Vendor Notification

4. Click **Apply**.
5. Define the remaining notification rules and click **Apply**.

Table 7-4 below provides information on notifications, the user roles that can receive the notifications, and the status of the notification the user role can receive. Select from these while setting up the notifications.

Table 7-3 Notifications

Notification Name	User Role	Status
Request Created - Channel Manager Notification	Channel Manager	Draft
Request Submitted - Partner Notification	Partner Contact, Special Pricing Super User (Partner)	Pending Approval

Table 7–3 Notifications

Notification Name	User Role	Status
Request Submitted - Vendor Notification	Vendor Channel Manager, Vendor Approvers, Special Pricing Super User (Vendor)	Pending Approval
Request Approved - Partner Notification	Partner Contact, Special Pricing Super User (Partner)	Approved
Request Cancelled - Partner Notification	Partner Contact, Special Pricing Super User (Partner)	Void
Request Declined - Partner Notification	Partner Contact, Special Pricing Super User (Partner)	Declined

7.6.2 Data Quality Management (DQM)

When a request is created, the end customer name and reseller names are entered by the partner and must be matched to an existing record in TCA, if any exists. DQM is used for this purpose. See [Section 7.5.3, "Set Up DQM Integration"](#) for more information on DQM.

- If there are no matches for the end customer or reseller, a new customer is automatically created by the system.
- If there are possible customer matches, the DQM approver reviews the matches and can either select an existing customer in the system or create a new customer.

Users must have permission `OZF_SPECIAL_PRICE_DQM` to be a DQM approver. Any user that has this permission and has access to the special pricing function can look up requests that need party matching from the entire request list by filtering for requests that have the Customer Merge Flag set as false.

7.6.3 Setting Up Approvers in Oracle Approvals Management

When a request is created, it must be approved before it is converted to an offer. The approver views requests and approves or rejects them. Approvers are internal employees or vendors that are defined in Oracle Approvals Management (AME).

Approvers are assigned to review requests and can perform the following before approval of a request.

- Validate the information entered by the partner.
- Check for similar requests and accept or decline a request.

- Compare pricing details between similar requests.
- Forward to additional users for review.

For the procedure, see the *Oracle Approvals Management Implementation Guide*. Use the OZF: Special Pricing Request transaction type.

7.6.4 Dependent Setups

Offer Custom Setups

Three offer custom setups have been seeded for special pricing request.

- Special Pricing OffInvoice: Ship and Debit special pricing requests use this setup.
- Special Pricing Accrual: New inventory requests approved with Accrual offer use this setup.
- Special Pricing ScanData: New inventory requests approved with Off Invoice offer use this setup. The suffix defined in this offer custom setup is used as the prefix for the special price request number.

Setting Up Claims

There are some settings related to Claims in Special Pricing.

Custom Setup

A custom setup can be seeded for Special Price request claims. Creating different custom setups provides the following benefits:

- A different prefix can be used for special pricing claims.
- Approvals can be routed differently based on this setup.
- Claim validations can be different.

To create custom setups, see [Section 3.6.5, "Create Custom Setups"](#).

Claim Defaults

You can set up a default custom setup, claim type and claim reason for Special Pricing claims. For the procedure, see [Section 6.9.1, "Set Up Claim Defaults"](#).

Trade Profiles

Trade Profiles allows defaulting of payment methods, vendor, and vendor site mapping for a partner. They also enable setting of the batch level and line level threshold limits for error margins of special pricing claims submitted through Indirect Sales Management. See [Section 6.10, "Set Up Trade Profiles"](#).

7.6.5 Interaction with Other Modules

Special pricing requests interact with other modules of Oracle Trade Management.

7.6.5.1 Offers

When a special pricing request is approved, an offer is generated. Offers are generated in Oracle Trade Management and the types of offers are as below:

- **ScanData Offer:** This offer enables users to reimburse customers for the discounted amount on products that the customer has already bought.
- **Off Invoice Offer:** This offer acts as a pricing modifier for future orders. The Approver(s) can see this field during approval if the Ship from Stock check box is not selected. If approvers specify this type of offer, customers do not have to submit a claim. An authorization coded is generated for the customer upon approval, which needs to be used when booking their order to get this discount.
- **Accrual Offer:** This offer acts as a pricing modifier for future orders. The approver(s) can see this field during approval if the Ship from Stock check box is not selected. If approvers specify this type of offer, customers have to submit a claim. An authorization code is generated for the customer upon approval, which needs to be used when booking their order to get this discount.

7.6.5.2 Budgets

A default budget can be set up for sourcing special price requests. When a default budget exists, the system generates a budget request for the requested amount upon submission. The budget tab can be configured to appear or not appear for the approvers. When the budget tab appears, approvers are able to change the budget sourcing options. If approvers do not change the sourcing option, the system automatically adjusts the budget amount based on the approved amount.

Budget approval is turned off for special price requests and approvers are able to source only from budgets to which they have access.

7.6.5.3 Claims

After a sale is completed at the discounted price, the customer can submit a claim to collect payment. Optionally, claims can be submitted along with the sale data as a proof of performance through Indirect Sales. Claims are validated in Oracle Trade Management. Claims must be submitted in the same user organization as the one in which the special price request was approved.

7.6.6 Seeded Data

The following data is seeded for this functionality:

Permissions

OZF_SPECIAL_PRICING_SUPERUSER

Vendor users with this permission have view, update, approve, and DQM access to all requests. Partner users with this permission have view and update access to all requests made by their organization.

OZF_SPECIAL_PRICE_DQM

Vendor users with this permission can match a party record to a master TCA record or create a new party record.

Notifications

Notification messages that you can use to communicate on changes of status are contained in workflow item type OZFSPBEN - 'Special Price Benefit Notifications'. Seeded messages in this workflow are:

- Request Created - Channel Manager Notification
- Request Submitted - Partner Notification
- Request Submitted - Vendor Notification
- Request Cancelled - Partner Notification
- Request Declined - Partner Notification

OAM Transaction Types and Attributes

This is the transaction type used with Special Pricing:

SPECIAL_PRICE 'OZF : Special Pricing Request'

The following mandatory attributes are seeded:

- ALLOW_DELETING_RULE_GENERATED_APPROVERS
- ALLOW_REQUESTOR_APPROVAL
- AT_LEAST_ONE_RULE_MUST_APPLY
- EVALUATE_PRIORITIES_PER_LINE_ITEM
- USE_RESTRICTIVE_LINE_ITEM_EVALUATION

In addition to mandatory attributes, some custom attributes are seeded:

Nonmandatory Header Attributes

ALLOW_EMPTY_APPROVAL_GROUPS: whether to allow approval groups to have no members

This attribute requires these approval types: approval-group chain of authority, post-chain-of-authority approvals, pre-chain-of-authority approvals.

CURRENCY_CODE

END_CUSTOMER_COUNTRY

END_CUSTOMER_NAME

IS_VAD: Use to find whether the partner is a value added distributor

MEMBERSHIP_TYPE: Partner Membership Type

PARTNER_COUNTRY

PARTNER_INDUSTRY

PARTNER_LEVEL

PARTNER_NAME

PARTNER_TYPE

REQUESTED_AMOUNT

REQUEST_TYPE_CODE

SHIP_FROM_STOCK

Nonmandatory Line-Item Attributes

DISCOUNT_AMOUNT

DISCOUNT_TYPE

PRODUCT

REQUESTED_QUANTITY

REQUESTED_UOM

7.6.7 Security

Access to requests is controlled based on user permissions and roles.

User Permissions

Super User permission can be assigned to both vendors and partners. Vendors with this permission can view, update, and approve all requests. Partners with this permission can view and update all requests.

Giving DQM permission enables users to clean up their request by identifying end customers and resellers with the master party record. DQM does not have to be performed for a request to get approved.

User Types

The types of users assigned in Oracle Trade Management are listed below. To assign Partner Superuser, Partner Request User, or Channel Manager, see the *Oracle Partner Management Implementation Guide*.

- Vendor Superuser: Vendor users with the super user permission OZF_SPECIAL_PRICING_SUPERUSER. Vendor users with this permission can view, update, approve and perform DQM on all requests.
- Request Approver: Request approvers are defined in OAM and cannot access requests until an approval is required. Once access is granted, the approver can continue to access requests but will not have the approval privilege.
- DQM Approver: Users with permission 'OZF_SPECIAL_PRICING_DQM'. These users can access requests that require data maintenance.

7.7 Soft Fund Requests

Customers can request funds for specific marketing activities and thus boost sales.

When a request is submitted on behalf of a customer, it gets routed to the appropriate approver(s). Approvers are notified of the request and they review, approve, decline, or return the request. The approver can return the request asking the customer to provide additional information. After the customer resubmits the request and the request is approved, they can execute the marketing activity and submit a claim to redeem money from the user. When they submit a claim, it is

routed to the claim approver who then validates the claim. When the claim gets approved, the user pays the amount.

7.7.1 Setting Up a Soft Fund as a Benefit

A soft fund can be set up as a benefit with the benefit type of Soft Funds. The fund can have one or many budgets and notifications associated with it. Associated budgets are sourced from during fund request approval.

You can set up Notifications rules to send notifications to various roles on changes of fund request status.

Use this procedure to create a soft fund as a benefit.

Prerequisites

None

Steps

1. Log in as the Channel Administrator responsibility and navigate to Programs > Benefits > Benefit Administration page.
2. Select 'Soft Funds' from the Create list of values and click **Go**.
3. In the Budget region, enter a default budget.
The vendor approver will source from this budget during fund request approval.
4. In the Notifications region, attach a notification to the benefit. These notifications will be sent whenever there is any fund request activity.
5. Click **Apply**. The benefit is submitted.

7.7.2 Setting up Approvers in Oracle Approval Management

The first step of the approval process is to validate the information entered by a partner. Approvers are internal employees or vendors that are defined in Oracle Approval Management (AME).

When the approver receives a notification, he or she reviews the request to check if it is valid. If it is a valid request, the approver checks to see if the requested amount can be funded.

See the *Oracle Approval Management Implementation Guide* for the procedure.

7.7.3 Dependent Setups

These are the dependencies for setting up soft funds.

Setting up Expense Items

Breakdown of expenses are setup as marketing mediums in Oracle Trade Management. Accruals that are to be paid on approval of the partner fund are tracked against these marketing mediums. See [Section 3.6.2, "Create Marketing Mediums"](#) for the procedure.

Setting up an Activity

An Activity manages the relationship between an object's Activity Type and the Marketing Medium. To create an activity, see [Section 3.6.1, "Create Activities"](#).

Setting up a Budget Category

When you create a soft fund request, you need to set up budget categories. Budget categories are used for:

- Classification
- Approval rule setups
- General Ledger account defaults
- Specifying multiple sets of books

To create categories for budgets, see [Section 4.8, "Set Up Budget Categories"](#).

Setting Up Budgets

Every budget belongs to a budget category. Products specified in a soft fund request are not validated against the products in a budget. To set up a budget for a soft fund, see [Chapter 4, "Implementing Budgets"](#).

Setting Up Offers

When a request is approved, a lumpsum offer is generated in the background. The offer is used to track the fund committed for the partner.

Vendors can:

- Submit a claim using Oracle Trade Management by entering the request number.
- Link offers associated with a fund request to a campaign schedule.

Setting Up Claims

When working with a partner you can set up claims using a custom setup. Claim reasons, claim defaults, and trade profiles can be defined in Oracle Trade Management for soft fund management.

Custom Setup

A custom setup can be seeded for soft fund request claims. Creating different custom setups provides the following benefits:

- A different prefix can be used for soft fund claims
- Approvals can be routed differently based on this setup
- Claim validations can be different

To create custom setups, see [Section 3.6.5, "Create Custom Setups"](#).

Claim Reasons

Partners can give specific reasons when submitting claims on special pricing requests. Reasons that can be seen by a partner user have to be flagged for 'Partner Access'.

To set up claim reasons, see [Section 6.7, "Set Up Claim Reasons"](#).

Claim Defaults

You can set up a default custom setup, claim type and claim reason for Soft Fund claims.

For the procedure, see [Section 6.9.1, "Set Up Claim Defaults"](#).

Trade Profiles

Use Trade Profiles to set up default payment methods, vendor and vendor site mapping for a partner.

For this procedure, see [Section 6.10, "Set Up Trade Profiles"](#).

Setting Up Approval Rules

Approval rules determine what must be approved, by whom, and at what status. Approval rules for claims can be configured using multiple parameters such as amount, claim type, claim reason, and organization.

To set up an approval rule for a soft fund request, see [Section 3.6.9, "Create Approval Rules"](#).

Defining Performance Objectives

You must enter performance objectives for the soft fund as lookup codes in the OZF_PARTNER_PERFORMANCE lookup. For example, you can use Leads Generated, or Revenue Expected as performance objectives. See [Section B.2, "Creating New Lookup Types"](#) in Appendix B for the procedure.

Geography

Geographical regions where activities using soft funds will take place are defined in Oracle Territory Manager. See the *Oracle Territory Manager Implementation Guide* for the procedure.

7.7.4 Interaction with Other Modules

Soft fund requests interact with other modules of Oracle Trade Management.

7.7.4.1 Offers

When a soft fund request is approved, an offer of type lumpsum is generated. All lumpsum offers created from soft funds use the seeded custom setup Soft Fund - Lumpsum.

7.7.4.2 Budgets

Budget request approval can be enabled or disabled for soft fund requests from the Soft Fund - Lumpsum custom setup. Approvers are able to source only from budgets to which they have access.

7.7.4.3 Claims

After a request is approved and the customer has executed the desired activity, they can submit a claim to collect payment. Claims are validated in Oracle Trade Management. Claims must be submitted in the same vendor organization as the one in which the soft fund request was approved.

7.7.5 Seeded Data

The following data is seeded for this functionality:

Permission

OZF_SOFT_FUND_SUPERUSER

Vendor users with this permission can view, update and approve all requests. Partner users with this permission can view and update all requests made by their organization.

Notifications

Notification messages that can be used to communicate changes of status are contained in workflow item type OZFSFBEN - 'Special Price Benefit Notifications'. Seeded messages in this workflow are:

- Request Created - Channel Manager Notification
- Request Submitted - Partner Notification
- Request Approved - Partner Notification
- Request Returned - Partner Notification
- Request Cancelled - Partner Notification
- Request Declined - Partner Notification

Offer Custom Setups

A new custom setup has been seeded for a lumpsum offer created by a soft fund request. The suffix defined in this offer custom setup is used as the prefix for the soft fund request number.

OAM Attributes

The following mandatory attributes are seeded:

- ALLOW_DELETING_RULE_GENERATED_APPROVERS
- ALLOW_REQUESTOR_APPROVAL
- AT_LEAST_ONE_RULE_MUST_APPLY
- EVALUATE_PRIORITIES_PER_LINE_ITEM
- USE_RESTRICTIVE_LINE_ITEM_EVALUATION

In addition to mandatory attributes, some custom attributes are seeded:

Nonmandatory Header Attributes

ALLOW_EMPTY_APPROVAL_GROUPS : Whether to allow approval groups to have no members

This attribute requires these approval types: approval-group chain of authority, post-chain-of-authority approvals, pre-chain-of-authority approvals

CURRENCY_CODE

IS_VAD : To find whether the partner is a value added distributor

MEMBERSHIP_TYPE : Partner Membership Type

PARTNER_AMOUNT

PARTNER_COUNTRY

PARTNER_INDUSTRY

PARTNER_LEVEL

PARTNER_NAME

PARTNER_TYPE

REQUESTED_AMOUNT

SOFT_FUND_ACTIVITY

SOFT_FUND_BENEFIT

TOTAL_AMOUNT : Total Amount

Nonmandatory Line-Item Attribute

EXPENSE_ITEM

7.7.6 Security

Access to requests is controlled based on user permissions and roles. Super User permission can be assigned to vendors by assigning them a user type of Vendor Superuser with OZF_SOFT_FUND_SUPERUSER permission. Vendors with this permission can view, update, and approve all requests.

System Profile Options

This chapter describes profile option settings that are required for successful implementation.

Topics include:

- [Section A.1, "Before You Begin"](#)
- [Section A.2, "Setting Profile Options"](#)
- [Section A.3, "Profile Options for Budgets"](#)
- [Section A.4, "Profile Options for Trade Planning"](#)
- [Section A.5, "Profile Options for Claims"](#)
- [Section A.6, "Profile Options for Indirect Sales"](#)

A.1 Before You Begin

Before making Oracle Forms settings, ensure that all Oracle Applications server processes are up and running. In particular, if you stopped concurrent managers before applying Oracle Applications patchsets, restart them now by changing to `$COMMON_TOP/admin/scripts`, and executing `adcmctl.sh <APPS username/APPS password> start`.

A.2 Setting Profile Options

Use the following procedure to set any profile option.

Steps

1. Log in to Oracle Forms with the System Administrator responsibility.

2. Go to **Profile > System**.

The Find System Profile Values window opens.

3. Check the level(s) at which you want to set the profile option. The available levels are listed below:

- **Site:** The default setting.
- **Application:** If you select this level, choose the application from the Application LOV for which you want to set the profile option.
- **Responsibility:** If you select this level, choose the responsibility from the Responsibility LOV for which you want to set the profile option.
- **User:** If you select this level, choose the user from the User LOV for whom you want to set the profile option.

4. In the Profile field, enter the profile name, such as `OZF: Default Percent Formula`, or a wildcard search criterion such as `OZF%`.

5. Click **Find**.

The System Profile Values form opens with the results of your search.

6. Verify or set the profile option(s) at the levels that you selected.

7. Field and Variable Values window, choose **APPLICATION_ID** from the Field LOV.

The Value field in the Examine Field and Variable Values window is populated with the value of `APPLICATION_ID`.

8. In the Examine Field and Variable Values window, choose **RESPONSIBILITY_ID** from the Field LOV.

The Value field in the Examine Field and Variable Values window is populated with the value of `RESPONSIBILITY_ID`.

A.3 Profile Options for Budgets

Profile options enable an organization to configure the application to suit business requirements. Some profile options are required and some are optional. Most profile options have preset default values that you can change as needed.

To implement budgets for Trade Management, set the profiles listed in the following table. For the specific procedure for setting up system profile options, see [Section A.2, "Setting Profile Options"](#).

Table A-1 Profile Options for Budgets

Option	Required	Level	Setting	Effect/Limitation
AMS: Currency Conversion Type	Yes	Site	Select the correct value	Used across Trade Management for default conversion between currencies. Default = Corporate.
AMS: Cut Off Percentage for Approval	No	Site	Enter any number (for percentage)	This determines what percentage of the estimated budget amount an object must secure in actual funding before the object can go active. For example, if you enter 100, it means 100%. An offer's estimated budget amount is \$10K, meaning that it is estimated that this offer must get budget approved for \$10K before the offer can go active.
OZF : Allow committed budget to exceed total budget	No	Site Appl Resp User	Yes/No	If set to Yes , the committed amount for a budget can exceed its total budget amount. Set it to yes if you intend to use "budget" for initial sourcing but do not want to impose strict control over its usage. In such cases, the committed amount serves as an estimate for how much you will spend. Using this profile value, a budget may become negative. For example, there is more money spent/utilized than there is available. If set to No , the committed amount may not exceed the total budget amount. Set to no if you intend to use budget not just for sorting but also for imposing financial control over budgetary usage.
OZF : Allow Recalculation of Committed Budget	No	Site	Yes/No	Re-Calculated Committed is an option to re-calculate the necessary funding level based on the actual sales performance of a promotion (i.e. offer). Funds can be increased or decreased. If the promotion performs well, funding can be automatically increased, and vice versa. If set to Yes the concurrent process (for recalculate commit) will perform re-calculation of offers' committed amounts. If set to No re-calculation will not be performed. Users are still able to see the Re-Calculated Committed budget column, it will simply be equal the Committed column.

Table A-1 Profile Options for Budgets

Option	Required	Level	Setting	Effect/Limitation
OZF : Budget Adjustment Grace Period in Days	No	Site Appl Resp User	Enter any integer (for number of days)	<p>Reconciliation is a way to return the following money at the completion of an offer:</p> <ul style="list-style-type: none"> ▪ Adjusts previously committed, but unutilized funds, transferring them from the Committed column to the Available column (“Reconcile Un-Utilized”). ▪ Adjusts previously utilized, but un-paid funds, thus adjusting the Utilized column accordingly as well as transferring it from the Committed column to the Available column (“Reconcile Un-Utilized and Un-Paid Earnings”) <p>Budget reconciliation may be performed manually or automatically.</p> <ul style="list-style-type: none"> ▪ If automatic: The “OZF-TM: Release Committed Budget Amount After Grace Period concurrent program is used to reconcile budgets. This program waits before reconciling the sourced budgets of an object after the closing date of the object. ▪ If manual: The offer is evaluated on a case by case basis. Use automatic if you would like to systematically reconcile the budgets.
OZF: Budget has Grace Period	No	Site Appl Resp User	Yes/No	Yes indicates that budgets can have grace periods.
OZF: Create GL Entries for Orders	Yes	Site	Shipped Invoiced	Default value is Shipped. This is used to drive when GL entries are made for orders related accruals in Trade Management.
OZF : Default Budget for a Person	Yes	Site Appl Resp User	Choose a budget name from the list of available budgets	During budget request for all objects, users may decide to source from a Budget or from a Person. When sourcing is made to a person, the system will automatically default the budget name specified on this profile on to the budget request. Users will be able to change it on screen.

Table A-1 Profile Options for Budgets

Option	Required	Level	Setting	Effect/Limitation
OZF : Default_Cust_View	No	Site Appl Resp User	Yes/No	Default value is No . If set to Yes , a user can see the Budget Customer View button from the Budget summary page.
OZF : Default Partner Budget	No	Site Appl Resp User	Choose a budget name from the list of available budgets	Default budget for a partner
OZF : Default Period in Days for recalculating committed budget	No	Site Appl Resp User	Enter any integer (for number of days)	This profile determines how often updates to Re-Calculated Committed are performed. Enter any number greater than or equal to one. For example: <ul style="list-style-type: none"> ■ If set to 1, Re-Calculated Committed change after 1 day. ■ If set to 2, Re-Calculated Committed change after 2 days.
OZF : Default value for incompatibility group	No	Site Appl Resp User	Choose an incompatibility group from a list of available incompatibility groups set up in Advanced Pricing.	Incompatibility Group is setup Advanced Pricing, it determines how promotions will be grouped together and which ones will be applied together with other promotions. A fully accrued budget creates an offer in the background, and that offer will by default have this incompatibility group, so this concerns a fully accrued budget. Users can change this defaulted value while setting up the fully accrued budget.
OZF : Show GL Accounts On Screen	Yes	Site User	Yes/No	Default value is Yes . This determines if Oracle General Ledger account numbers and dates are displayed on the following screens: <ul style="list-style-type: none"> ■ System Parameters ■ Budget Category Setup ■ Budgets ■ Claim Type Setup ■ GL Date on Claim Settlement

Table A-1 Profile Options for Budgets

Option	Required	Level	Setting	Effect/Limitation
OZF : Source from Parent Object	No	Site	Yes/No	<p>This applies to the following objects:</p> <ul style="list-style-type: none"> ■ Offers ■ Campaign Schedule ■ Event Schedule <p>If set to Yes, objects may only source from their parent objects. For example, for an offer and a campaign schedule, the parent is a campaign; for an Event schedule, the parent may be an Event.</p> <p>If set to No the schedule sources funds directly from a budget.</p>
OZF : Universal Currency for Budget Rollup View	Yes	Site	Choose any valid currency from a list of available currencies	<p>This profile determines the currency for the rollup view. It allows the rollup view of a budget to display correctly by converting all entries to a single currency.</p> <p>Different users will, however, be able to see the Rollup View in different currencies based on the user level profile option JTF_PROFILE_DEFAULT_CURRENCY. (In other words, the universal currency profile is simply for storage in the background).</p> <p>Once set the profile should not be changed.</p>
OZF : Validate market and product eligibility between object and budget	No	Site Responsibility	Choose a value.	<p>Values are:</p> <p>No validation for customers and products.</p> <p>Validate customer and products by each budget.</p> <p>Validate customer by each budget, product by all budgets.</p> <p>Validate product by each budget, customer by all budgets.</p> <p>See Section 4.12, "Set Up Budget-Offer Validation" for more information.</p>

A.4 Profile Options for Trade Planning

The following table lists and describes the system profile options that must be set for Trade Planning to function properly. Select the settings that meet your business requirements. Most offers, except for lump sum and trade deals) leverage Advanced Pricing.

For the specific procedure for setting up system profile options, see [Section A.2, "Setting Profile Options"](#).

Table A-2 Profile Options for Trade Planning

Profile Option	Required	Level	Setting	Effect/Limitation
OZF: Currency Conversion Type	Yes	Site	Select the correct value	Used across Trade Management for default conversion between currencies. Default = Corporate.
OZF: Currency for Quota Allocation	No	Site	Select the correct currency	Required to perform quota allocations based on a territory hierarchy. Default = USD.
OZF: Days from Offer End Date to start auto payment	Yes	Site	Numeric value	This value will be used to determine when an offer can be considered for automatic payment.
OZF: Default Amount Formula	Yes	Site	Formula supported in Advanced Pricing	Sets the default formula for a discount rule where Discount Type = Amount.
OZF : Default Bucket for discount rules	Yes	All	A value from Advanced Pricing Lookup PRICING_GROUP_SEQUENCE	The default value for the discount rule default bucket. Pricing buckets determine whether multiple offers and Advanced Pricing modifiers cascade from one another. Example: Product A regularly sells for \$100. Two offers are created in Trade Management. One gives a 10% discount; the other a 15% accrual. How these offers are calculated in regard to the base price of \$100 is based on this profile option setting. For example, the accrual could be calculated based on the net price of \$90 (net of the discount offer).
OZF : Default Forecast UOM	No	All	One of the available UOMs	The default unit of measure (UOM) displayed on the Forecast page.

Table A-2 Profile Options for Trade Planning

Profile Option	Required	Level	Setting	Effect/Limitation
OZF: Default Offer Formula	No	All	A pricing formula in Advanced Pricing	The value selected here will be defaulted on offers created in Trade Management. An example of using a pricing formula is to handle discount rules for product categories when the unit of measure is not specified. Handles discount rules for product categories when the unit of measure is not specified.
OZF: Default Percent Formula	Yes	Site	A formula supported in Advanced Pricing	Sets the default formula for a discount rule where Discount Type = Percent. For example, if the value is set to <i>Handling</i> , then when changing the Discount Type to Percent the value of formula is set to <i>Handling</i> .
OZF : Default phase for Line Group level discounts	Yes	All	A value derived from Event phase setup in Advanced Pricing	The default value for phase for all discount rules with a discount level of Group of Lines. Please see OZF : Default phase for Line level discounts above for a description of phase.
OZF : Default phase for Line level discounts	Yes	All	A value derived from Event phase setup in Advanced Pricing	The default value for phase for all discount rules with a Line discount level. The phase in Advanced Pricing determines the timing of when offers and other modifiers apply, e.g. whether they apply during order booking or shipping. This option also determines how to resolve multiple conflicting offers or modifiers, e.g. by a better price or by precedence.
OZF : Default phase for Order level discounts	Yes	All	A value derived from Event phase setup in Advanced Pricing	The default value for phase for all discount rules with a discount level of Order Please see OZF : Default phase for Line level discounts above for a description of phase.
OZF: Default Price List used for ROI Calculation	Yes	All	Valid price list defined in the system	The value specified here will be used in calculating the default Return on Investment for a given offer forecast.

Table A-2 Profile Options for Trade Planning

Profile Option	Required	Level	Setting	Effect/Limitation
OZF: Default Team for Offers	No	All	Any available user role	All offers will be accessible by all the members of this team.
OZF: Default value for incompatibility group	No	All	A list of available incompatibility groups set up in Advanced Pricing	Incompatibility Group is set up in Advanced Pricing. It determines how promotions will be grouped together and which ones will be applied together with other promotions. A fully accrued budget creates an offer in the background, and the offer will by default have this incompatibility group, so this concerns a fully accrued budget. Users can change this defaulted value while setting up the fully accrued budget.
OZF : Default value for print on invoice flag	Yes	Site	Yes or No	The default for all discount rules.
OZF : Default value for product precedence	Yes	All	User defined	The default for all discount rules. Precedence is one of the criteria that can be used to determine which offers or modifiers are to be used when there are conflicts.
OZF : Offer Confidential Flag	No	All	Yes or No	Y = Confidential is selected by default. The default value for the Confidential check box on the Create Offer page. Default setting can be overridden. Offers marked as confidential are not visible to users who are not allowed to update offers. Users who can update offers see the offer in the summary screen but cannot update it.
OZF : Offer Discount Level	Yes	All	Line Group of Lines	The default value for offer discount level. Example: if set to Line, and minimum volume is 5, then each order line must have a minimum quantity of five to get a discount. If set to Group of Lines, then multiple order lines with the same product will be evaluated together to determine whether the offer applies to the order.
OZF: Offer Override Flag in QP	Yes	Site	Yes or No	This flag specifies if offer overriding is allowed in Advanced Pricing.

Table A-2 Profile Options for Trade Planning

Profile Option	Required	Level	Setting	Effect/Limitation
OZF : Override offer performance requirement	Yes	All	Yes or No	Determines if Offer performance requirements can be overridden. Applies for all the performance rules specified as mandatory for an Offer.
OZF: Process Net Accrual In Batch Mode	Yes	Site	Yes or No	Default value is No. This profile determines if the Net Accrual Engine should generate accruals once for every time the program is run or for each transaction.
OZF : Relationship Type for Buying Group	Yes	Site	Any valid relationship type created in TCA	Establishes a hierarchical group of customers in Trading Community Architecture (TCA). For example, if value is set to subsidiaries then all parties who share this relationship are part of a buying group. Used as a qualification criteria for offers.
OZF : Scan Data UOM	Yes	All	One of the available UOMs	The default UOM value for discount rules for Scan Data offers. For example, if you choose <i>Each</i> , then all empty discount rules in Scan Data offers will display the UOM of <i>Each</i> .
OZF: Source from Parent Object	Yes	Site	Yes or No	This applies to the following objects: <ul style="list-style-type: none"> ■ Offers ■ Campaign Schedule ■ Event Schedule <p>If set to Yes, objects may only source from their parent objects. For example, for an offer and a campaign schedule, the parent is a campaign; for an Event schedule, the parent may be an Event or a campaign.</p> <p>If set to No the schedule sources funds directly from a budget.</p>
OZF : Store Date in Qualifiers	Yes	Site	Yes or No	Specifies the location to store date qualifiers in offers. If set to Yes, the date qualifier (for example, shipping date) is stored in the qualifier. If set to No, the date qualifier is stored in the header.
OZF: Unit Of Measure for Quota Allocation	Yes	Site	Set appropriate value	Required to perform quota allocations based on a territory hierarchy. Select the appropriate value. Default = Each. All automatic currency conversions use the rates defined in the conversion type entered in this profile.

Table A-2 Profile Options for Trade Planning

Profile Option	Required	Level	Setting	Effect/Limitation
OZF : Validate market and product eligibility between object and budget	No	Site Resp	Set value (see right)	<p>Values are:</p> <p>No validation for customers and products.</p> <p>Validate customer and products by each budget.</p> <p>Validate customer by each budget, product by all budgets.</p> <p>Validate product by each budget, customer by all budgets.</p> <p>See Section 5.10, "Set Up Budget-Offer Validation" for more information.</p>
QP : Accrual UOM Class	Yes	Site	UOM classes as set up in Oracle Inventory	Used by accrual offers. All accrual units fall under this UOM class (for example, frequent flyer miles).
QP : Item Validation Organization	Yes	Site Resp	Inventory organizations as set up in Inventory	<p>Default value: Blank</p> <p>Set this profile by site or responsibility to an organization at the level in your organization hierarchy where prices can be set for items.</p> <p>Indicates to the Oracle Manufacturing organization that items are validated and viewed against when entering items in the price list or Offer windows.</p> <p>Values are all inventory master organizations currently defined to Oracle.</p> <p>This profile option is visible and can be updated at the site and responsibility levels.</p>
QP : Source System Code	No	Appl	One of the Source Systems that can define offers	<p>Offers created using this relationship are tagged with this system source code and are used to determine update privileges of offers within the pricing module.</p> <p>If Source System Code = Advanced Pricing, then offers can be edited in Oracle Advanced Pricing.</p> <p>If Source System Code = Oracle Marketing, then offers cannot be edited in Advanced Pricing.</p>

A.5 Profile Options for Claims

The following table lists and describes the system profile options that must be set for Claims to function properly. Select the settings that meet your business requirements.

For the specific procedure for setting up system profile options, see [Section A.2, "Setting Profile Options"](#).

Table A-3 System Profiles for Claims

Option	Required	Level	Setting	Effect/Limitation
OZF : Allow Un-Related Ship To On Claims	No	Site	Yes/No	Yes = the ship to site can be un-related to the bill to site. Order Management and Oracle Receivables both allow this. Since TM integrates closely with these two, a similar profile option is provided.
OZF : AR Credit Method For Installment	Yes	Site Resp	Credit method values from AR	Determines which revenue and transaction line balances will be impacted when TM creates an invoice credit to settle a deduction. The selections are passed to Oracle Receivables.
OZF : AR Credit Method For Rule	Yes	Site Resp	Credit method values from AR	Determines which revenue and transaction line balances will be impacted when TM creates an invoice credit to settle a deduction. The selections are passed to Oracle Receivables.
OZF : Claim Update Access	No	Site User	Yes/No	Yes = non-claim owners AND non-claim team members can update and view claims. No = non-claim owners AND non-claim team members can view claims only.
OZF : Claim Write Off Threshold	No	Site Appl Resp User	Amount	The difference between the total and the settlement value returned from Oracle Receivables. For an invoice-related deduction, if the difference (claim amount less the Oracle Receivables credit memo amount) is less than the write off threshold, TM automatically creates a write off claim line and creates a negative adjustment to the invoice.
OZF: Derive accrual account during claim settlement	Yes	Site	Yes/No	Determines whether the workflow background process is required to run for carrying out promotional claim settlement. If set to Yes, users need to run the process to populating interface tables in Oracle Receivables. Is set to No, they do not need to. The default is No.

Table A-3 System Profiles for Claims

Option	Required	Level	Setting	Effect/Limitation
OZF : Implement Contra Charge Payment Method	Yes	Site	Yes/No	Yes = contra charge settlement method is available. Contra charges are used to track offsetting balances for creditors who are also debtors.
OZF : Implement Payables Integrations	Yes	Site Appl Resp User	Yes/No	Yes = settlement by check is available in Trade Management. No - settlement by check is not available in Trade Management.
OZF: Select write off activity based on GL balancing segment.	No	Site	Yes/No	This option allows users to filter receivable write off activity based on the Oracle General Ledger balancing segment selected when defining claim types.
OZF : Show GL Accounts on Screen	No	Site Appl Resp User	Yes/No	Yes = Oracle General Ledger account numbers are displayed.
OZF : Under Write Off Threshold Approval Required	No		Y/N	Y = approval required as dictated by custom setup. N = approval not required even if dictated by custom setup.

A.6 Profile Options for Indirect Sales

Set the following profile options for Indirect Sales.

Table A-4 System Profiles for Indirect Sales

Option	Required	Level	Setting	Effect/Limitation
OZF: Allow Tolerance Override	No	Site Appl	Yes/No	Used to indicate whether the tolerance can be overwritten during the process.
OZF: Chargeback Budget	Yes	Site Appl	List of active fixed budgets	Used with chargebacks.
OZF: Common Currency	Yes	Site Appl	Lists of currencies	Sets a common currency for use in inventory tracking.

Table A-4 System Profiles for Indirect Sales

Option	Required	Level	Setting	Effect/Limitation
OZF: Common UOM	Yes	Site Appl	List of Unit Of Measures	Sets a common unit of measure for inventory tracking.
OZF: Currency Conversion Type	Yes	Site	Corporate	Sets the type of currency conversion. It is used in inventory tracking.
OZF: Default benefit for soft funds	No	Site	List of soft fund benefits	Used to set up the default benefit for soft fund requests.
OZF: Default budget for special pricing	No	Site	List of active fixed budgets	Budget from this profile is used to create the budget request on submission of a special price request.
OZF: Default soft fund request approver	No	Site	List of internal employees	Request is sent to this default approver when Oracle Approval Management does not find any rule that matches the special pricing request criteria.
OZF: Default Special Pricing Request Approver	No	Site	List of internal employees	Request is sent to this default approver when Oracle Approvals Manager does not find any rule that matches the special pricing request criteria.
OZF: Event for Pricing Simulation	No	Site Appl	BATCH BOOK SHIP	Indicates which price phase third party should simulate.
OZF: Global Start Date (mm/dd/yyyy)	Yes	Site	Enter date	Sets the start date for the manufacturer to track wholesalers' inventory.
OZF: Item Validation Master Organization	Yes	Site Appl	List of Inventory Organizations	Indicates the current org_id of the products that are found.
OZF: Match Rule for Address Search Resale Contact	Yes	Site	List of DQM rules for Contact match	Used to find the master contact record for the reseller and end customer names submitted by partners when submitting a special price request.
OZF: Match Rule for Address Search Resale Party	Yes	Site	List of DQM rules for Party match	Used to find the master party record for the reseller and end customer names submitted by partners when submitting a special price request.
OZF: Match Rule for Address Search Resale party Site	Yes	Site	List of DQM rules for Site match	Used to find the master site record for the reseller and end customer names submitted by partners when submitting a special price request.

Table A-4 System Profiles for Indirect Sales

Option	Required	Level	Setting	Effect/Limitation
OZF: Price Difference Budget	Only with Third Party Accrual	Site Appl	Y/N	Used only with third party accrual. Set to Y if you want to rebate the difference when a third party customer purchases from a wholesaler at a higher price when you are unable to fill an order for the third party.
OZF: Request grace period in days for soft funds	No	Site	Numeric	Used to set up grace days to close soft fund requests. Default is 0 if not set.
OZF: Request grace period in days for special pricing	No	Site	Numeric	Used to set up grace days to close soft fund requests. Default is 0 if not set.
OZF: Third Party Accrual Price List	Yes	Site Appl	List of available price lists	Used to set a price list for third party accrual.
OZF: Third Party Accrual on Selling Price	No	Site Appl	Yes/No	Sets whether you want the third party accrual calculation to be based on the selling price. The default value is No, which means that the calculation is based on list price.
Application Framework Agent	Yes	Appl	Enter URL	Used to construct the return url, which is passed to the Web.
Apps Servlet Agent	Yes	Appl	Enter URL	Used to construct the return url, which is passed to the Web.
ICX: HTML directory	Yes	Appl	Directory name	Used to construct the return url, which is passed to the Web.

B

Lookups

This chapter describes all of the lookup values and settings that are required for successful implementation of Oracle Trade Management. Lookups that relate to specific areas of Trade Management, such as Budgets or Offers, are listed in the individual chapters.

Topics include:

- [Section B.1, "Understanding Lookups"](#)
- [Section B.2, "Creating New Lookup Types"](#)
- [Section B.3, "Lookups for Budgets"](#)
- [Section B.4, "Lookups for Trade Planning"](#)
- [Section B.5, "Lookups for Claims"](#)
- [Section B.6, "Lookups for Indirect Sales"](#)

B.1 Understanding Lookups

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Trade Management user interface. Most lookups are predefined (seeded in the application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Trade Management.

You can add new lookup values at any time. You can set the Enable flag for a value to No, so that the value no longer appears in the list of values, or you can use the start date and end date to control when a value will appear in a list.

B.2 Creating New Lookup Types

To create a new lookup type, add values to an existing lookup type, or prevent existing values from appearing in a lookup type, use the Application Utilities Lookups window. You must log out and log in again to see the effect of your changes.

To define a new lookup type and lookup value, use the following procedure:

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator Responsibility.
2. Navigate to Application > Lookups.
3. Choose the access level for the lookup type.
4. Enter the lookup type.
5. Enter the user name of the lookup. This is the name that users will see from within the application.
6. Select the application in which the lookup will be used.
7. Optionally, add a description of the lookup type.
8. If you want to add lookup values specific to the security group/business group linked to your current responsibility, un-check the Global Security Group check box. Existing lookup values are available to all business groups.

9. Enter the code, meaning and optionally a description for each value. Leave the Tag column blank.
10. If you do not enter a start date, the new lookup is valid immediately. If you do not enter an end date, the new lookup is valid indefinitely.
11. Save your work.

B.2.1 Adding Values to an Existing Lookup

To add a new value to an existing Lookup use the following procedure:

Prerequisites

None

Steps

1. Query the lookup type to which you want to add a value.
You cannot add values if the access level is System.
2. If you want to add lookup values specific to the security group/business group linked to your current responsibility, un-check the Global Security Group check box. Existing lookup values are available to all business groups.
3. Enter the code, meaning and optionally a description for each value. Leave the Tag column blank.
4. If you do not enter a start date, the new lookup is valid immediately. If you do not enter an end date, the new lookup is valid indefinitely.
5. Save your work.

B.3 Lookups for Budgets

For Trade Planning and Offers, create or verify the following lookup settings. For steps of this procedure, see [Section B.2, "Creating New Lookup Types"](#).

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_ACCOUNTING_METHOD	System	ACCRUAL CASH_BASIS	Accrual Cash Basis These Lookups are the available values for Accounting Methods in the System Parameters page. The majority of the time this will be selected as Accrual.
OZF_ACCRUAL_BASIS	System	CUSTOMER SALES	Customer Sales This lookup is the value for Fully Accrued Budget's Accrue To selection. Changing the meaning here will change the display of the values on screen.
OZF_ACCRUAL_PHASE	System	ACCRUAL VOLUME	Accrual Per Order Cumulative Order Volume. These Lookups are the Available selections for Accrual Basis when defining a fully accrued Budget. Changing the meaning here will change the display of the values on screen. For example, you may change the meaning from "Cumulative Order Volume" to "Volume Offer", and when you need to select this on a fully accrued budget, the value will be displayed as "Volume Offer".

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_ADJUSTMENT_TYPE	Extensible	DECREASE_COMMITTED DECREASE_COMM_EARNED DECREASE_EARNED INCREASE_COMMITTED INCREASE_COMM_EARNED RECALCULATE_COMMITTED STANDARD UTILIZATION	Decrease Committed Amount Decrease Committed and Earned Amounts Decrease Earned Amount Increase Earned Amount Increase Commitment Increase Committed and Earned Amounts Recalculate Committed Standard (Increase Earned) Utilization for adjusted offer These Lookups are used for: <ul style="list-style-type: none"> ■ Manual budget adjustments: Decrease Committed, Decrease Committed and Earned, Decrease Earned, Increase Earned or called Standard. Changing the meaning of these will change the display of the values on the budget's Adjustment screen. ■ Budget request: Request ■ Budget transfer: Transfer ■ Systematic budget adjustments used for scan data offers: Increase Earned, Increase Committed and Earned).
OZF_BUDGETOFFR_VALIDATION_TYPE	System	NO PRODUCT_LOOSE_CUSTOMER_STRICT PRODUCT_STRICT_CUSTOMER_LOOSE PRODUCT_STRICT_CUSTOMER_STRICT	No Product loose, customer strict Product strict, customer loose Product strict, customer strict These are validation types for Offer Budget Validation.

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_BUDGETSOURCE_STATUS	System	APPROVED CLOSED NEW PENDING PENDING_VALIDATION REJECTED	Approved Closed Planning Pending Pending Validation Rejected This lookup creates different statuses of a budget request.
OZF_FUND_ALLOC_ACTION	System	CREATE_NEW_BUDGET TRANSFER_TO_BUDGET	Create New Budget from this Allocation Add on to Existing Budget Hierarchy Lookup values here are the Available values for Budget Allocation purpose. Create New Budget from this Allocation means that the budget allocation will create sub-budgets; Add on to Existing Budget Hierarchy means that the allocation will simply add budget amounts to the existing sub-budgets. Changing the meaning here will change the display of these two Actions on the budget Allocation screen).
OZF_FUND_ALLOC_HIERTYPE	System	BUDGET_HIER TERRITORY	Budget Hierarchy Territory These Lookups are the Values used when allocating budget.
OZF_FUND_ALLOC_METHOD	System	EVEN MANUAL PRIOR_SALES_TOTAL	Even Distribution Manual Prior Year Sales Total in Amount These Lookups are the Available values for budget Allocation Method.

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_FUND_ALLOC_STATUS	System	ACTIVE CANCELLED NEW PLANNED REJECTED SUBMITTED	Active Cancelled New Planned Rejected Submitted These Lookups are the Available values for budget Allocation statuses. This is different from budget status.
OZF_FUND_ALLOC_TYPE	System	DISTRIBUTING RECEIVING	Distributing Receiving This Lookup is used for budget Allocation purpose. With top down bottoms up budgeting, both a user allocating/distributing the budget and a user receiving the allocation will see a budget worksheet. Distributing indicates the user is looking at an allocation he created; Receiving indicates the user is looking at an allocation he received. These values appear on the Allocation Summary screen and are not editable. Changing the meaning here will change the display of them.

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_FUND_ALLOC_ USERACTION	System	APPROVE_ ALLRECOMM APPROVE_ ALLREQUESTS APPROVE_ RECOMM APPROVE_ REQUEST REQUIRE_ RESUBMIT	Approve All Recommended Approve All Requests Approve Recommended Approve Request Require to re-submit These Lookups are values used for the actions that users can take during the top down bottoms up budgeting process. Recommended amounts are the budget amounts recommended on a "top down" basis. Requested amounts are the budget amounts submitted on a "bottoms up" basis. After some rounds of edits, an allocator can then decide which budget numbers to approve, or if he wants to ask his child territories to re-submit their requests. The lookup values here are used for such actions.
OZF_FUND_SOURCE	System	CAMP CSCH DELV EONE EVEH EVEO FUND OFFR PTNR OPTN PRIC SOFTFUND SPECIAL_PRICE VEND USER	Campaign Campaign Schedule Deliverable One Off Event Event Event Schedule Budget Offer Partner Other Partner Price List Soft Fund Request Special Pricing Request Vendor Person

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_FUND_STATUS	System	ACTIVE ARCHIVED CANCELLED CLOSED DRAFT ON_HOLD PENDING REJECTED	Active Archived Cancelled Closed Draft On Hold Pending Approval Rejected
OZF_FUND_TYPE	System	FIXED FULLY_ ACCRUED QUOTA	Fixed Fully accrued Quota This lookup is the Available Type values for creating a budget. Changing the meaning of this lookup will change the display of these values on the budget creation screen. For example, you may change "Fully Accrued" to "Live Funds", in this case, in the screen you will see that while creating a budget and selecting a type.
OZF_OBJECT_CLASS	System	ORDER ORDER_LINE INVOICE	Order Order Line Invoice
OZF_ORDER_GLPOST_PHASE	System	INVOICED SHIPPED	Invoiced Shipped The Order Line Phase to create GL entries.
OZF_PARTNER_HOLDING_TYPE (Holding Owner)	System	PTNR VEND	Partner Vendor Only used when Oracle Partner Management is implemented.
OZF_PRODUCT_LEVEL	System	PRODUCT FAMILY	Item Number Item Category

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_QP_ARITHMETIC_OPERATOR	System	% AMT LUMPSUM NEWPRICE	Percent Amount Lumpsum NewPrice
OZF_TRANSFER_REASON	User	SOURCING	Initial Sourcing This Lookup determines the list of values available on any Budget Request screen.
OZF_TRANSFER_TYPE	Extensible	RELEASE RESERVE TRANSFER REQUEST UTILIZED	Release Reserve Transfer Request Utilized
OZF_UTILIZATION_TYPE	System	ACCRUAL ADJUSTMENT CHARGEBACK LEAD_ACCRUAL LEAD_ADJUSTMENT REQUEST SALES_ACCRUAL TRANSFER UTILIZED	Accrual: Used to identify accruals. Adjustment: Used for budget adjustments. Chargeback Lead Referral Accrual Lead Referral Adjustment Budget Request: Used to identify budget requests. Sales Accruals Budget Transfer: Used to identify budget transfers. Budget Utilized: Used to identify utilization; different from accrual in that this identifies either off invoice type of discount offers or campaign/offer's cost postings to budget. These Lookups are the different "Type" values for the budget Committed and Utilized columns. Changing the meaning here will change the display of these values in the budget checkbooks and cells.

Table B-1 Lookups for Budgets

Key	Type	Values	Meanings
OZF_VALUE_LIMIT	Extensible	BALANCE COMMITTED EARNED PAID PLANNED RECOMMITTED UTILIZED	Balance Committed Earned Paid Planned Re-Committed Utilized

B.4 Lookups for Trade Planning

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Trade Management user interface. Most lookups are predefined (seeded in the application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Trade Management.

For Trade Planning, create or verify the following lookup settings. For steps of this procedure, see [Section B.2, "Creating New Lookup Types"](#).

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_ACCRUAL_BASIS	System	CUSTOMER SALES	Customer Sales
OZF_ACCRUAL_OPERAND	System	PERCENTAGE	Percentage
OZF_ARITHMETIC_OPERATOR	System	% AMT	Percent Amount
OZF_DENORM_QUERY_FOR	System	ELIG PROD	Market Eligibility Product Eligibility
OZF_FCAST_BASE_VOL_SOURCE	System	CUSTOM_ DATE_RANGE LAST_YEAR_ SAME_PERIOD OFFER_CODE	Custom date range Last year same period Offer code

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_FCAST_PERIOD_VIEW	System	PERIOD QUARTER YEAR	Period Quarter Year
OZF_FCAST_PERIOD_VIEW_TYPE	System	1 16 32 64 128	Day Week Month Quarter Year
OZF_FCAST_SPREAD	System	ACROSS_ALL_ EVENLY BASELINE_ RATIO BUY_GET_ RATIO	Across All Evenly Baseline Ratio Buy - Get Ratio
OZF_LUMPSUM_DISTRIBUTION_TYPE	System	% AMT QTY	Percent Amount Quantity
OZF_MODIFIER_LEVEL_CODE	System	LINE LINEGROUP	Line Group of Lines
OZF_NA_AR_TXN_TYPE	System	CM DM	Credit Memo Debit Memo
OZF_NA_ARITHMETIC_OPERATOR	System	% AMT	Percent Amount
OZF_NA_OM_TXN_TYPE	System	OM_TXN	OM Transaction
OZF_NA_TIER_LEVEL	System	HEADER LINE	Offer Product
OZF_NA_TIER_TYPE	System	DIS	Single
OZF_NA_TM_TXN_TYPE	System	OFFR	Offer

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_NA_TXN_SRC	System	AR OM TM	Accounts Receivable Order Management Trade Management
OZF_OFFER_ADJUST_STATUS	System	ACTIVE CANCELLED CLOSED DRAFT PENDING REJECTED TERMINATED	Active Cancelled Closed Draft Pending Approval Rejected Terminated
OZF_OFFER_BREAK_TYPE	System	POINT RECURRING	Point Recurring
OZF_OFFER_DATE_QUALIFIER	System	QUALIFIER_ATTRIBUTE1 QUALIFIER_ATTRIBUTE17 QUALIFIER_ATTRIBUTE18	Order Date Request Date Shipped Date
OZF_OFFER_DEAL_CUSTOMER_TYPES	System	BUYER CUSTOMER CUSTOMER_BILL_TO LIST SEGMENT SHIP_TO TERRITORY	Buying Group Customer Name Customer - Bill To List Segment Customer - Ship To Territories
OZF_OFFER_LUMP_CUST_TYPES	System	BUYER CUSTOMER	Buying Group Customer
OZF_OFFER_LUMPSUM_PAYMENT	System	ACCRUE CHECK	Accrue Issue Check

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_OFFER_OV_DISCOUNT_TYPE	System	DIS TSN	Percent Terms Upgrade
OZF_OFFER_STATUS	System	ACTIVE ARCHIVED CANCELLED CLOSED COMPLETED DENIED_TA DRAFT FAILED ONHOLD PENDING PENDING_ACTIVE PENDING_VALIDATION PLANNING REJECTED SUBMITTED_TA TERMINATED	Active Archived Cancelled Closed Completed Rejected - Theme Approval Draft Validation Failed On Hold Pending Budget Approval Pending Active Pending Validation Planning Budget Rejected Submitted - Theme Approval Terminated
OZF_OFFER_TIER_TYPE	System	DIS PHB	Single Multiple

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_OFFER_TYPE	System	ACCRUAL DEAL OID LUMPSUM NET_ ACCRUAL OFF_INVOICE ORDER SCAN_DATA TERMS VOLUME_ OFFER	Accruals Trade Deal Promotional Goods Lump Sum Net Accrual Off Invoice Order Value Scan Data Terms Upgrade Volume Offer
OZF_OFFR_PERF_REQ_TYPE	System	AMOUNT VOLUME	Amount Quantity
OZF_PERFORMANCE_UOM	System	AMOUNT NUMBER	Amount Number
OZF_PRODUCT_LEVEL	System	FAMILY PRODUCT	Item Category Item Number
OZF_QP_ARITHMETIC_OPERATOR	System	% AMT LUMPSUM NEWPRICE	Percent Amount Lump Sum New Price
OZF_QP_VOLUME_TYPE	System	PRICING_ ATTRIBUTE10 PRICING_ ATTRIBUTE12	Quantity Amount
OZF_QUOTA_ALERT_TYPE	System	ACCEPTABLE UNACCEPT- ABLE WARNING	Unacceptable Not Acceptable Warning
OZF_QUOTA_ALLOC_ACTION	System	CREATE_NEW_ BUDGET	Create New Quota from this Allocation

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_QUOTA_BASE_LINE	System	LYSP_SALES MONTHLY_ QUOTA PRIOR_YEAR_ SALES QUARTERLY_ QUOTA YEARLY_ QUOTA	LYSP Sales Monthly Quota Prior Year Sales Quarterly Quota Yearly Quota
OZF_QUOTA_COMPAR_TYPE	System	CONSTANT PERCENT	Constant Percent
OZF_QUOTA_VALUE_LIMIT	System	BACK_ORDERS MTD OUTSTAND- ING_ORDERS QTD YTD	Back Orders MTD Sales Outstanding Orders QTD Sales YTD Sales
OZF_ROI_VIEW	System	FCST_ ACTUALS_ROI FORECAST_ ROI	Forecast vs Actuals Forecast
OZF_SD_CUSTOMER_TYPES	System	Buying Group Customer	Buying Group Customer
OZF_TP_ACCOUNT_TYPES	System	BILL_TO PARTY SHIP_TO ALL CSCH OFFR	Bill To Party Ship To All Schedule Offer
OZF_TP_ARITHMETIC_OPERATOR	System	% AMT	Percent Amount

Table B-2 Trade Planning Lookups

Key	Type	Values	Meanings
OZF_TP_PRODUCT_LEVEL	System	PRICING_ ATTRIBUTE1 PRICING_ ATTRIBUTE2	Item Category
OZF_TP_TIME_SPREAD	System	1 16 32 64 128	Day Week Month Quarter Year
OZF_VO_ARITHMETIC_OPERATOR	System	% AMT	Percent Amount
OZF_VO_CUSTOMER_TYPES	System	Buying Group Customer - Ship To Customer - Bill To	Buying Group Customer - Ship To Customer - Bill To Customer Name
OZF_VOLUME_OFFER_TYPE	System	ACCRUAL OFF_INVOICE	Accrual Off Invoice

B.5 Lookups for Claims

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Trade Management user interface. Most lookups are predefined (seeded in the application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Trade Management.

For Claims, create or verify the following lookup settings. For steps of this procedure, see [Section B.2, "Creating New Lookup Types"](#).

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_ASSO_SUMMARY_VIEW	User	ACTIVITY DOC_CLASS ORDER PERIOD PRODUCT SCHEDULE	Activity Document Class Order Period Product Schedule When associating earnings, promotional accruals can be summarized by the views in these lookup.
OZF_AUTOPAY_CUST_TYPES	User	CUSTOMER CUSTOMER_BILL_TO SHIP_TO	Customer - Sold To Customer - Bill To Customer - Ship To
OZF_AUTOPAY_METHOD	User	CHECK CREDIT CREDIT-MEMO	Issue Check Account Credit Account Credit (1)
OZF_AUTOPAY_PERIOD_TYPE	System	ANNUAL DAILY DAYS MONTHLY MONTHS QUARTERLY QUARTERS SEMI_ANNUAL WEEKLY WEEKS YEAR	Annual Daily Days Monthly Months Quarterly Quarters Semi-annual Weekly Weeks Year
OZF_CLAIM_ASSO_ACT_TYPE	System	OFFR PRIC SOFT_FUND SPECIAL_PRICE	Offer Price List Soft Fund Special Price

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_CLAIM_AUTOPAY_RUNMODE	System	OFFER_ALL OFFER_AUTOPAY OFFER_NO_AUTOPAY	All Offers Offers with Autopay Offers without Autopay
OZF_CLAIM_CLASS	System	CHARGE CLAIM DEDUCTION GROUP OVERPAYMENT	Debit Claim Claim Deduction Claim Group Overpayment
OZF_CLAIM_HISTORY_EVENT	System	CHANGED CLOSED LINE NEW SPLIT	Changes Closed Line New Split
OZF_CLAIM_ITEM_TYPE	System	FAMILY MEDIA PRODUCT	Product Category Media Product
OZF_CLAIM_LINE_ACTION	System	TAX_ADJ_LINE TAX_LINE	Calculate Tax and Adjust Line Amount Calculate Tax on Line Amount.
OZF_CLAIM_LINE_ITEM_TYPE	User	FAMILY MEDIA MEMO_LINE PRODUCT	Product Category Media Standard Memo Line Product
OZF_CLAIM_PAYMENT_METHOD	System	CHECK CREDIT_MEMO REJECT WRITE_OFF	Check Credit Memo-On Account Reject Write Off
OZF_CLAIM_PAYTO_TYPE	System	CUSTOMER RELATED	Customer Related Customer

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_CLAIM_ SALESCHAN	User	ORDER TP_ORDER	Direct Sales Indirect Sales
OZF_CLAIM_SOURCE_ OBJECT	User	BATCH CB CM DM INVOICE REFERRAL SOFT_FUND SPECIAL_PRICING	Batch Chargeback Credit Memo Debit Memo Invoice Referral Soft Fund; Special Pricing
OZF_CLAIM_STATUS	System	APPROVED CANCELLED CLOSED COMPLETE DUPLICATE NEW ONHOLD OPEN PENDING PENDING_ APPROVAL PENDING_CLOSE REJECTED	Approved Cancelled Closed Complete Duplicate New Onhold Open Pending Pending Approval Pending Close Rejected
OZF_CODE_ CONVERSION_TYPE	User	OZF_ AGREEMENT_ CODES OZF_PRODUCT_ CODES OZF_REASON_ CODES OZF_UOM_CODES	Agreement Product Reason UOM

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_CREATION_SIGN	System	+ - A	Positive Negative Any These lookups are the filter conditions available for selecting transaction types in claim types.
OZF_CREDIT_CODE	User	C D	Credit Debit
OZF_CUSTOMIZED_OBJECT_CLASS	Extensible	CB CM DM INVOICE ORDER PCHO WRITE_OFF	Chargeback Credit Memo Debit Memo Invoice Order Purchase Order Write Off
OZF_EVENT_STATUS	System	ACCOUNTED ACCOUNTED WITH ERROR CREATED	Accounted Accounted with error Created a new transaction Values for the statuses of TM Oracle General Ledger postings.
OZF_GL_DATE_TYPE	System	CLAIM_DATE DUE_DATE SYSTEM_DATE	Claim Date Due Date System Date Values for selecting a Oracle General Ledger date in system parameters.
OZF_GL_EVENT_LINE_TYPE	System	ACCRUAL_LIABILITY EXPENSE ACCOUNT REC_CLEARING VEN_CLEARING	Accrual Liability Expense Account Receivable Clearing Acct. Vendor Clearing Account Values for the types of accounts used by TM Oracle General Ledger postings.

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_GL_EVENT_TYPE	System	ACCRUAL ACCRUAL_ ADJUSTMENT CONTRA_ CHARGE SETTLE_BY_ CHECK SETTLE_BY_ CREDIT SETTLE_BY_DEBIT SETTLE_BY_WO	Accrual Liability Accrual Adjustment Settle by Contra Charge Settle by Payment Voucher Settle by Credit Memo Settle by Debit Memo Settle by Writing Off
OZF_HISTORY_RULE_OBJECTS	System	CLAM	Claim
OZF_LINE_OVER_TYPE	System	CAMP CB CM CSCH DELV DM EVEH INVOICE INV_LINE OFFR ORDER PCHO PROD SOFT_FUND SPECIAL_PRICE TP_ORDER	Campaign Chargeback Credit Memo Schedule Deliverable Debit Memo Event Invoice Invoice Line Offer Order Purchase Order Product Soft Fund Special Price Third Party Order Types used when entering a claim line.

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_LINE_ACTIVITY_TYPE	System	CAMP DELV EVEH OFFR SOFT_FUND SPECIAL_PIRCE	Campaign Deliverable Event Offer Soft Fund Special Price Activities used when entering claim line details.
OZF_OBJECT_CLASS	System	CB CM DM INVOICE INV_LINE OFFR OM_TXN ORDER ORDER_LINE PCHO TP_ORDER	Chargeback Credit Memo Debit Memo Invoice Invoice Line TM Activity RMA Transaction Order Order Line Purchase Order Third Party Order

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_PAYMENT_METHOD	Extensible	ADJUSTMENT CHARGEBACK CHECK CONTRA_CHARGE CREDIT_MEMO DEBIT_MEMO MASS_SETTLEMENT ON_ACCT_CREDIT REG_CREDIT_MEMO REJECT RMA WRITE_OFF	Adjustment Chargeback Check Contra Charge Credit Memo - On Account Debit Memo Mass Settlement On Account Credit Credit Memo - Invoice Reject Return Materials Authorization Write Off These are available payment methods for claims. The user can add any customized settlement method.
OZF_PAYMENT_STATUS	System	INCOMPLETE INTERFACED PAID PENDING WAITING_ACCEPTANCE	Incomplete Interfaced Paid Pending Waiting for Referral Acceptance Payment status is different from claim status. Once a claim has been approved, the claim settlement process begins. These values indicate the status of the payment (credit memo, check, chargeback, write off, and so on). When claim status is Closed, payment status is always Paid. When claim status is Pending Close, the payment status can be Interface or Pending.

Table B-3 Lookups for Claims

Key	Type	Values	Meanings
OZF_REASON_CODE_TYPE	User	ADJUST_REASON INVOICING_REASON	Adjustment Reason Invoicing Reason When creating claim reasons, Oracle Receivables reasons can be associated. The two types of Oracle Receivables reasons available are created using this lookup.

B.6 Lookups for Indirect Sales

For Indirect Sales, create or verify the following lookup settings. For steps of this procedure, see [Section B.2, "Creating New Lookup Types"](#).

Table B-4 Lookups for Indirect Sales

Key	Type	Values	Meanings
OZF_AGREEMENT_TYPE	User	PL SPO	Price List Special Price
OZF_CREDIT_CODE	User	C D	Credit Debit
OZF_FOLLOWUP_ACTION_CODE	User	C D E N P R S W X Y	Please Correct and Resubmit Resubmit Entire Claim Resubmit This Item Only Resubmission Not Allowed Please Resubmit Original Transaction Resubmission Allowed Do Not Resubmit; Inquiry Initiated to a Third Party Please Wait 30 Days and Resubmit Please Wait 10 Days and Resubmit Do Not Resubmit; We Will Hold Your Request and Respond Again Shortly

Table B-4 Lookups for Indirect Sales

Key	Type	Values	Meanings
OZF_FUND_SOURCE	System	SPECIAL_PRICE SOFT_FUND	Special Price Soft Fund Use this setting for special pricing and soft fund requests. There are many more values in this lookup.
OZF_PARTNER_PERFORMANCE	Extensible	LEAD REVENUE	Lead Revenues
OZF_PERFORMANCE_UOM	System	AMOUNT NUMBER	Amount Number
OZF_PRODUCT_TSFR_MVMT_TYPE	User	CD DC TI TO	Customer to Distributor Distributor to Customer Transfer In Transfer Out
OZF_REJECT_REASON_CODE	User	01 02 03 04 14 26 28 29 T6	Price Authorization Invalid Price Authorization Expired Product not on the price authorization Authorized Quantity Exceeded Invalid part number Invalid Customer Number Duplicate Invoice Number Claim Submitted Past Exercise Period Claim does not contain enough information for re-pricing
OZF_REQUEST_CLASS	System	SOFT_FUND SPECIAL_PRICE	Soft Fund Special Price

Table B-4 Lookups for Indirect Sales

Key	Type	Values	Meanings
OZF_REQUEST_STATUS	System	APPROVED ARCHIVED CLOSED DECLINED DRAFT RETURNED SUBMITTED_ FOR_APPROVAL VOID	Approved Archived Closed Declined Draft Returned Pending Approval Void
OZF_REQUEST_TYPE	System	BID_REQUEST BLANKET_ REQUEST MEET_ COMPETITOR	Bid Request Blanket Request Meet Competitor Price
OZF_RESALE_BATCH_ TYPE	System	CHARGEBACK SHIP_DEBIT TP_ACCRUAL TRACING	Chargeback Ship and Debit Third Party Accrual Tracing
OZF_RESALE_PARTNER_ TYPE	System	BG BY DB DS MF SE WH	Buying Group Buying Party Distributor Branch Distributor Manufacturer of Goods Selling Party Warehouse
OZF_RESALE_ TRANSFER_TYPE	User	BN IB SD SS	Return Transfer Ship and Debit Sale Stock Sale

Table B-4 Lookups for Indirect Sales

Key	Type	Values	Meanings
OZF_RESPONSE_TYPE	System	N R U W Y	No Response Code Unknown Not Applicable Yes
OZF_SF_DECLINE_CODE	Extensible	COLLATERAL DUPLICATE INVALID	Collateral Did Not Meet Criteria Duplicate Request Invalid Request
OZF_SF_RETURN_CODE	Extensible	COLLATERAL OTHER MISS_INFO	Collateral Submission Requested Other Request Missing Information
OZF_SP_REQUEST_DECLINE_CODE	Extensible	CANNOT_MEET NEED_MORE_INFO	Cannot Meet Discount Requested Need More Information
OZF_SP_REQUEST_DISTYPE	System	AMT % NEWPRICE	Discount Amount Discount Percent New Price
OZF_SP_REQUEST_OUTCOME	Extensible	IN_PROGRESS LOST WON	In Progress Lost Won
OZF_TRANSACTION_PURPOSE_CODE	System	00	Original
OZF_TRANSACTION_TYPE_CODE	User	01 02 RA	Product Transfer Resale Request for Credit

Summary of Concurrent Programs

This appendix provides tables of the Request Sets and Concurrent Manager Programs used by Oracle Trade Management. They are arranged by section, based on the chapters in the main body of the this Implementation Guide.

Topics include:

- [Section C.1, "Running Concurrent Programs"](#)
- [Section C.2, "Checking Concurrent Program Status"](#)
- [Section C.3, "Concurrent Programs for Budgets"](#)
- [Section C.4, "Concurrent Programs for Trade Planning"](#)
- [Section C.5, "Concurrent Programs for Claims"](#)
- [Section C.6, "Concurrent Program for Indirect Sales"](#)

C.1 Running Concurrent Programs

Use the following instructions for running any Oracle Applications concurrent program or program set. You can use these procedures to run or schedule any of the Oracle Trade Management concurrent programs.

See *Oracle Applications System Administrator's Guide* for complete details on Oracle Applications concurrent programs.

Prerequisites

None

Steps

1. Log in to Oracle Forms and select the Oracle Trade Management Administrator responsibility.
The Submit a New Request Form automatically opens. Responsibilities can vary by module.
2. Choose Single Request (if running a single concurrent program) or Request Set (if running a set of concurrent programs).
3. Select **OK**. The Submit Request form opens.
4. Query for the appropriate concurrent program, if necessary.
5. Enter run immediately or select Schedule to schedule batch jobs.
6. If scheduling, select the timeframe:
 - As soon as Possible: Select this option if running the program immediately.
 - Once: Select this option to run the program(s) one at a time.
 - Periodically or On Specific Days: Select this option to run the program on a schedule that you will later specify.
7. Select Submit to submit the request.

C.2 Checking Concurrent Program Status

Use the following procedure to check the status of a concurrent program.

Prerequisites

None

Steps

1. Log in to Oracle Forms with System Administrator Responsibility.
2. Choose Concurrent > Request.
The Find Request window (defaulted to “All My Requests”) opens.
3. In the Find Request window, search for your concurrent program request.
 - If the server is not busy, then selecting Find may be the fastest way to find your request.
 - If the server is busy, it may be better to enter search criteria and look for Specific Requests.
4. The Request window displays a list of submitted requests. The Oracle Marketing concurrent programs should be listed.
5. Select **Refresh Data** occasionally to check the completion status.
6. Once in the “red” state or Phase = “completed” the “View Output” and “View Log” buttons will become active (if the log output files have been setup correctly).

C.3 Concurrent Programs for Budgets

The following table provides a summary of the concurrent programs used for Trade Budgets. **Note:** All BIM concurrent programs are documented in the *Oracle Marketing Implementation Guide*.

Table C-1 Concurrent Programs for Budgets

Concurrent Manager	Required	Description
AMS - Team Access Refresh Program	No	This program is used for all objects with Teams. When any team changes, this program needs to be run to accurately reflect who the team members are.

Table C-1 Concurrent Programs for Budgets

Concurrent Manager	Required	Description
OZF-TM: Chargeback Purge	No	<p>This program purges the entries in the OZF_RESALE_LINES_INT_ALL interface table.</p> <p>No parameter.</p>
OZF-TM: Funds Accrual Engine	Yes	<p>This is an engine that extracts all accrual and discount information from sales orders executed at all ordering channels. The following are the categories of Events handled by this engine:</p> <ul style="list-style-type: none"> ■ Calculates budget utilization and earnings based on ship confirmed orders. ■ Handles a return orders' impact on budget utilization and earnings. ■ For fully accrued type of budgets with accrue to 'customer', it updates Budget and Utilized columns with the accrued amount. ■ For budgets with accrue to 'Sales', it updates the Budget column but does not update the Committed and Utilized columns. ■ For Volume offer adjustments, it calculates the accruals for each sales order and makes accrual adjustments that are necessary as a result of volume offers. ■ For accrual rates that are adjusted retroactively, it creates the adjustments based on sales order information in the past. <p>Parameters:</p> <p>p_debug: Run in Debug Mode</p> <p>p_run_backdated_adjustment: Run Budget Utilization for Adjusted Offer</p> <p>p_run_exception: Set to Y to run Order Management Except Queue.</p> <p>p_run_unposted_gl: Repost Failed GL Posting</p> <p>p_run_volume_off_adjustment: Run Budget Utilization for Volume Offer</p>
OZF-TM: Import Territory Hierarchy	Yes	<p>This concurrent program uploads the hierarchy data from jtf_territories to OZF schema used for budget allocation to that territory hierarchy. It is also used for defining budget hierarchy for a fully accrued budget. The concurrent program expects a hierarchy id meaning which particular hierarchy the user wants to import.</p> <p>Parameters: Hierarchy Id</p> <p>These are represented by all the root territories under Oracle Trade Management in the Territory Manager module.</p>

Table C-1 Concurrent Programs for Budgets

Concurrent Manager	Required	Description
OZF-TM: Perform Recalculated Commitment for Offers	No	<p>Re-Calculated Committed is an option to re-calculate the necessary funding level based on the actual sales performance of a promotion. Funds can be increased or decreased. If the promotion performs well, funding can be automatically increased, and vice versa.</p> <p>This program performs the re-calculation.</p> <p>No parameters</p>
OZF-TM: Release Committed Budget Amount After Grace Period	Yes	<p>Reconciliation is a way to return the following money at the end of an offer:</p> <ul style="list-style-type: none"> ▪ Adjusts previously committed, but un-utilized funds, transferring them from the Committed column to the Available column (“Reconcile Un-Utilized”). ▪ Adjusts previously utilized, but un-paid funds, thus adjusting the Utilized column accordingly as well as transferring it from the Committed column to the Available column (“Reconcile Un-Utilized and Un-Paid Earnings”). <p>Budget reconciliation may be performed manually on each object such as an offer, or automatically via this concurrent process.</p> <p>Parameters:</p> <p>p_object_code: Object code</p> <p>p_object_end_date: Object end date</p> <p>p_object_status: Object status, for example, active, draft</p> <p>p_object_type: Object Type, for example, CAMP, OFFR, EVEH</p> <p>p_util_paid: Reconcile both utilized and paid</p>

Table C-1 Concurrent Programs for Budgets

Concurrent Manager	Required	Description
OZF: Transfer to General Ledger	No	<p>This program is run to transfer the accounting entries created by claims/accruals into Oracle General Ledger accounting tables.</p> <p>The accounting entries are transferred from Trade Management's interface tables to Oracle General Ledger's interface tables. There is an option to automatically create the entries as Journals using Journal Import upon arriving at Oracle General Ledger. After the entries are turned into Journals, they need to be "Posted" to complete the Oracle General Ledger process.</p> <p>Parameters:</p> <p>Set Of Books: Primary set of books</p> <p>Batch Name: Name of batch for transfer. This is optional.</p> <p>From Date: Transfer entries created starting from this date.</p> <p>To Date: Transfers entries created ending this date.</p> <p>Journal Category: All, fixed budgets (for promotional accruals created for offers funded by fixed budgets), Accrual budgets (for promotional accruals created by a fully accrued budget) and Settlement (for promotional claims).</p> <p>Validate Accounts: Yes/No. Determines whether Oracle General Ledger accounts will be validated during transfer.</p> <p>Transfer to GL Interface: In Detail (each accrual record on its own), Summarize by Accounting Date (grouping accrual records by accounting date during transfer), Summarize by Accounting Period (grouping accrual records by Accounting Period during transfer).</p> <p>Submit Journal Import: Yes/No. Determines whether Journal Import will be run when the entry gets transferred to Oracle General Ledger; if Yes, a journal will be created for an entry; if No, the entries sit in Oracle General Ledger's interface tables until a Oracle General Ledger user runs the Journal Import program in Oracle General Ledger.</p>
OZF-TM : Unutilized Commitment Mass Transfer	No	<p>Evaluates to see if the end dates of the selected budgets have passed, and if true, performs transfers to new linked budgets, if any.</p> <p>Parameters:</p> <p>p_amount_flag: Check the Amount flag</p> <p>p_fund_id: Getting the Fund Name</p> <p>p_hierarchy_flag: Check the Hierarchy flag</p> <p>p_query_id: Getting the Query Name</p>

Table C-1 Concurrent Programs for Budgets

Concurrent Manager	Required	Description
OZF-TM Utilize Lumpsum Offers	Yes	<p>If a lump sum offer’s start date is in the future, the offer has already been approved for budgets, and is active, this program is run to update the budget’s Utilized volume.</p> <p>In the case when the Offer is active on the date when Offer was created, then the budget utilization will be updated immediately not by this program.</p>
OZF-TM: Validate Budget and Quota Thresholds	Yes	<p>Threshold alerts are designed to help users monitor their budgets' activities. Different rules can be established to send out alert notifications to inform users of fund usage, depletion levels, and monitoring over spending or under spending.</p> <p>A threshold contains a set of rules. After being set up, it is assigned to a budget. Alerting budget owners to the danger of spending exceeding budget norms can help avoid over-spending.</p> <p>This concurrent process is run to monitor the different budgets and see if they meet the rules and definitions of their budget thresholds. If it does, it automatically sends a workflow notification to the budget owner.</p> <p>Parameters: None</p>
OZF-TM : Validate market and product eligibility for budget	No	<p>An offer that is are executed in Oracle Marketing is sourced by budgets approved for that offer. This concurrent program validates which budgets are eligible to fund an executed offer based on product and market eligibility. Various business scenarios cause offers to need funding from multiple budgets. In previous releases, each budget’s product and market eligibility had to be a superset of that of the offer for validation to succeed. Now, the restriction can be relaxed to support the following scenarios:</p> <ul style="list-style-type: none"> ■ No validation for customers and products ■ Validate customers and products by each budget ■ Validate customer by each budget, products by all budgets (relax product) ■ Validate products by each budget, customers by all budgets (relax customer) <p>Parameters:</p> <p>p_actbudget_id: Budget request ID</p> <p>p_object_id: Offer ID</p> <p>p_object_type: OFFER</p>

C.4 Concurrent Programs for Trade Planning

The following table provides a summary of the concurrent programs used for Trade Planning.

Table C-2 Trade Planning Concurrent Programs

Concurrent Program Name	Required	Description
OZF-TM: Funds Accrual Engine	Yes	Calculates the budget utilization and accrual earnings based on the offers executed in Order Management. Updates the budgets utilization column accordingly. If fully accrued budget with accrue as <i>customer</i> , the budget, committed and utilized columns are populated. For budgets with accrue as <i>sales</i> , only the budget column is populated. You can transfer money from fully accrued budgets to any fixed budgets.
OZF-TM: Generate Party List for Market Qualifiers	Y	Generates the party list for Trade Management territories and Buying Groups. Customers are qualified for Offers, Quota, and Target allocations only when this program is run after creation or modification of a Trade Management Territory or a Buying Group.
OZF-TM: Net Accrual Engine	Y	Calculates the net accruals for all offers of type "Net Accrual" only.

Table C-2 Trade Planning Concurrent Programs

Concurrent Program Name	Required	Description
<p>OZF-TM: Refresh Materialized Views for Order Sales</p> <p>OZF-TM: Refresh Account Manager Dashboard</p> <p>OZF-TM: Refresh Trade Management Activities (Offers and Schedules)</p>	<p>Yes</p>	<p>OZF-TM: Refresh Materialized Views for Order Sales must be run at least once. It refreshes the materialized view (OZF_ORDER_SALES_SUMRY_MV) that summarizes the Orders data from Order Management. This materialized view is the source for all Order sales information used across Trade Management.</p> <p>The OZF-TM: Refresh Account Manager Dashboard program refreshes the data on the Account Manager Dashboard.</p> <p>When you run OZF-TM: Refresh Trade Management Activities (Offers and Schedules), Offers and Schedules are denormalized into OZF tables for faster performance in the application. Offers are searched across Trade Management based on this denormalized data.</p> <p>These three programs must be run in the order listed for account planning functions to work properly. The frequency that they are run is set by the user and can be different for each program. For example, the first program can be run frequently during the day, the second can be run daily, and the third program can be run less often.</p>
<p>OZF-TM: Transfer to General Ledger</p>	<p>Yes</p>	<p>Transfers Oracle General Ledger postings from Oracle Trade Management to Oracle General Ledger.</p>
<p>OZF-TM: Update Time Structure</p>	<p>Yes</p>	<p>Must be run the first time these system profiles are set, and any time thereafter one of these profiles is changed: AMS: Marketing Calendar; OZF: Start Day of Week; OZF: Period Type; OZF: Global Start Date (mm/dd/yyyy); OZF: Degree of Parallelism-Src; OZF: Debug Mode.</p> <p>See Section 5.1, "Set Profile Options for Trade Planning" for more information.</p>
<p>OZF-TM: Utilize Lumpsum Offers</p>	<p>Yes</p>	<p>Accounts budget utilization against the lump sum offer whenever the offer start date arrives, rather than on the offer approved or create date. If the offer is active on the date it is created, then budget utilization is updated immediately.</p>
<p>OZF-TM: Validate Budget and Quota Thresholds</p>	<p>Yes</p>	<p>Must be run daily to send alerts related to quota thresholds.</p>

Table C-2 Trade Planning Concurrent Programs

Concurrent Program Name	Required	Description
OZF-TM : Validate market and product eligibility for budget	No	See text for this concurrent program in Section C.3, "Concurrent Programs for Budgets" .

C.5 Concurrent Programs for Claims

Run the following concurrent programs for claims *after* the use of claims has commenced — *not* at the time of implementation.

Table C-3 Concurrent Programs for Claims

Concurrent Manager	Required	Description
AMS - Team Access Refresh Program	Yes	This program is used for all objects using teams including claims. When changes occur to teams, this program must be run to update the team information.
AutoInvoice - Oracle Receivables	Yes	<p>This program is an Oracle Receivables concurrent program used to create transactions such as credit memos and debit memos.</p> <p>For TM purposes, this program is run for the batch source defined in system parameters. It must be run because all claim settlements for Receivables are created with that batch source.</p> <p>For more information on options see the <i>Oracle Receivables Implementation Guide</i>.</p>
OZF-TM: Claim Auto Write-offs Program	No	<p>Batch process to automatically write off claims that have the automatic write off check box selected.</p> <p>Process can be run for:</p> <ul style="list-style-type: none"> ■ Claim class—deduction or overpayment. If blank, all claims included. ■ Customer—select a customer. If blank, all claims included. ■ Claim type—select a claim type. If blank, all claims included ■ Claim reason—select a claim reason. If blank, all claims included <p>For more information, see Section 6.27, "Setting Up the Claim Aging View".</p>

Table C-3 Concurrent Programs for Claims

Concurrent Manager	Required	Description
OZF-TM: Claims Aging Populating	Yes	<p>Required for using the Claims Aging View. It must be run when using time periods, defined in the Aging Bucket created in Oracle Receivables. This program populates the Aging Bucket, grouping them by customer.</p> <p>Aging is run based on the system date. This program has to be run on a daily basis to get the daily aging analysis for the customers.</p> <p>Claims can be aged using a past due type.</p>
OZF-TM: Claims Autopay	Yes	<p>Autopay can be set up to regularly pay accruals based on a customer, budget, campaign or offer.</p> <p>When it runs, it looks at the specified budget, customer, offer, or campaign; finds their outstanding accruals; finds an Autopay payment frequency or threshold set up for each customer; finds the payment preference; and automatically creates a claim.</p> <p>It also triggers the claim settlement process, which may first go through the approval process. The settlement method selected for each claim is either check or credit and is based on the payment preference set up in the offer and customer's trade profile.</p>
OZF-TM: Claims Import Purge	No	<p>This program is used to purge the claims import interface table.</p> <p>Parameters: None.</p>

Table C-3 Concurrent Programs for Claims

Concurrent Manager	Required	Description
OZF-TM: Claims Settlement Fetcher	Yes	<p>This program retrieves transactions created in Payables (check) or Receivables (credit memo or debit memo) as a result of a claim settlement, update, or closure.</p> <p>Claim settlement on manual claims is created through Autoinvoice or Payables Open Interface Import. These programs run in batch mode. After the actual payment is created in Oracle Receivables or Oracle Payables, Claim Settlement Fetcher must run. This causes the data to show in claims.</p> <p>The Claim Settlement Fetcher closes the claim, updates the claim with payment details, and in case of deduction, also updates the receiving application with pay details.</p> <p>The program is also used:</p> <ul style="list-style-type: none"> ■ To close out deductions or overpayments settled with credit or debit memos using Autoinvoice. ■ When deductions are settled with a return materials authorization (RMA). <p>Parameters:</p> <p>Claim Class</p> <p>Payment Method</p> <p>Claim Type</p> <p>Reason</p> <p>Customer</p>
OZF-TM: Import Claims	Yes	<p>In addition to creating claims manually in TM, you can also import claims using the Import Interface. This data is from legacy or third party systems. Companies implementing TM can populate an interface table and run a concurrent process to create claims automatically in TM.</p> <p>The Import Claims program pushes the data from the interface tables into TM claims. It runs through the standard validation process for claims creation, rejecting the claims that are not successful for import.</p> <p>Parameters: None.</p>
OZF-TM: Refresh Materialized Views for Promotional Payment	Yes	<p>Updated the materialized view for promotional payments with the most recent earnings information.</p>

Table C-3 Concurrent Programs for Claims

Concurrent Manager	Required	Description
OZF-TM: Transfer to General Ledger	Yes	<p>This program transfers accounting entries created in TM interface tables to Oracle General Ledger interface tables. Optionally, you can automatically create the entries as journals using Journal Import. In this case, after the entries are turned into journals, they must be Posted to complete the Oracle General Ledger process.</p> <p>Parameters:</p> <p>Set Of Books: Primary set of books.</p> <p>Batch Name: Name of batch for transfer. This is optional.</p> <p>From Date: Transfer entries created starting from this date.</p> <p>To Date: Transfer entries created ending this date.</p> <p>Journal Category: Options are All, Fixed Budgets, Accrual Budgets, and Settlement.</p> <p>Validate Accounts: Options are Yes or No. This value determines whether Oracle General Ledger accounts are validated during transfer.</p> <p>Transfer to GL Interface: Options are In Detail, Summarize by Accounting Date, and Summarize by Accounting Period.</p> <p>Submit Journal Import: Options are Yes or No. This value determines whether Journal Import is run when the entry is transferred to Oracle General Ledger. If Yes, a journal is created for an entry. If No, the entries sit in Oracle General Ledger interface tables until an Oracle General Ledger user runs the Journal Import program in Oracle General Ledger.</p>
Payables Open Interface Import - Oracle Payables	Yes	<p>This program is used to create invoices in Payables. For TM purposes, this program is run for the batch source defined in system parameters. It must be run because all claim settlements for Payables are created with that batch source.</p> <p>For more information on parameters and options see the <i>Oracle Payables Implementation Guide</i>.</p>

C.6 Concurrent Program for Indirect Sales

Run the following concurrent programs for indirect sales:

Table C-4 Concurrent Programs for Indirect Sales

Concurrent Program Name	Required	Description
OZF-TM: Third Party Accrual from Interface table	No	This program is used to create a third party accrual based on the resale data in the OZF_RESALE_LINES_INT_ALL table. This replaces the OZF-TM: Chargeback Accrual concurrent program used in 11.5.9.
OZF-TM: Chargeback Purge	No	This program purges the entries in the OZF_RESALE_LINES_INT_ALL interface table. No parameter.
OZF-TM: Refresh Materialized View	Yes	This program is used to refresh various materialized views. Choose inventory mv to refresh the inventory materialized view. Run this program for manual inventory adjustments to be reflected on the UI.
OZF-TM: Refresh Materialized Views for Order Sales	Yes	This program imports sales orders from Order manager to Trade management so that inventory tracking can be performed based on the sales order. Choose N for incremental mode if you want to import all the Order management. This option is recommended at the beginning. Choose Y for incremental mode if you want to add the orders made after the last refresh.
OZF-TM: Release Committed Budget Amount After Grace Period	Yes	This program closes a soft fund request after the grace period. It can be scheduled to run periodically.
OZF-TM: Third Party Accrual from Interface Table	Yes	This program creates third party accrual for data that users import. This program uses data stored in OZF_RESALE_LINES_INT_ALL table that does not have a batch. The program creates batches based partner_party_id for these lines first. It then generated utilizations based on accruals that should be applied to them. The program does not create any claim or claim lines. Parameter: Data source code. When there is an error, the program writes an error message that contains id of the current record in the interface table, and continues.
OZF-TM: Third Party Accrual from Resale Table	Yes	This program is used to create a third party accrual based on the resale data in the OZF_RESALE_LINES_ALL table.
Workflow Agent Listener	Yes	Set to Wf-deferred

Seeded User Statuses

This appendix outlines the various seeded user statuses found in Oracle Trade Management.

Topics include:

- [Section D.1, "User Status Overview"](#)
- [Section D.2, "Seeded User Statuses"](#)
- [Section D.3, "User Status Limitations"](#)

D.1 User Status Overview

User Statuses can be created across the application for a combination of Activity and Status. The application is seeded with the following User Statuses. These user statuses can be modified or extended to meet your organization's Business Rules.

D.2 Seeded User Statuses

The seeded User Status values are as follows:

Table D-1 Seeded User Statuses

User Status For	SYSTEM_STATUS	User Status Name
Budget Sourcing Status	ACTIVE	Active
Budget Sourcing Status	APPROVED	Approved
Budget Sourcing Status	CLOSED	Accounting Closed
Budget Sourcing Status	PLANNING	Planning
Budget Sourcing Status	PENDING	Pending Approval
Budget Sourcing Status	PENDING VALIDATION	Pending Validation
Budget Sourcing Status	REJECTED	Rejected by Approver
Budget Status	ACTIVE	Active
Budget Status	ARCHIVED	Archived
Budget Status	CANCELLED	Cancelled
Budget Status	CLOSED	Closed
Budget Status	DRAFT	Draft
Budget Status	DRAFT	Draft Budget Status - LAF
Budget Status	ON_HOLD	On Hold
Budget Status	PENDING APPROVAL	Pending Approval
Budget Status	REJECTED	Rejected
Claim Status	APPROVED	Approved
Claim Status	CANCELLED	Cancelled
Claim Status	CLOSED	Closed
Claim Status	COMPLETE	Complete
Claim Status	DUPLICATE	Duplicate

Table D-1 Seeded User Statuses

User Status For	SYSTEM_STATUS	User Status Name
Claim Status	NEW	New
Claim Status	OPEN	Open
Claim Status	PENDING	Pending
Claim Status	PENDING_APPROVAL	Pending Approval
Claim Status	PENDING_CLOSE	Pending Close
Claim Status	REJECTED	Rejected
Offer Status	ACTIVE	Active
Offer Status	ARCHIVED	Archived
Offer Status	CANCELLED	Cancelled
Offer Status	CLOSED	Closed
Offer Status	COMPLETED	Completed
Offer Status	DRAFT	Draft
Offer Status	ONHOLD	On-Hold
Offer Status	PENDING BUDGET APPROVAL	Submitted - Budget Approval
Offer Status	PENDING_ACTIVE	Pending Active
Offer Status	PENDING VALIDATION	Pending Validation
Offer Status	PLANNING	Planned
Offer Status	REJECTED	Rejected - Budget Approval
Offer Status	REJECTED - THEME APPROVAL	Rejected - Theme Approval
Offer Status	SUBMITTED - THEME APPROVAL	Submitted - Theme Approval
Offer Status	SUBMITTED - THEME APPROVAL	Offer - Theme Approval Submitted
Offer Status	TERMINATED	Terminated
Price List Statuses	ACTIVE	Active
Price List Statuses	CANCELLED	Cancelled
Price List Statuses	DRAFT	Draft
Price List Statuses	SUBMITTED FOR APPROVAL	Submitted For Approval

Table D-1 Seeded User Statuses

User Status For	SYSTEM_STATUS	User Status Name
Price List Statuses	REJECTED	Rejected

D.3 User Status Limitations

If you add a large number of user statuses, the number of values seen in the drop-down list for an Object's Status increases by the same number.

Claim Interface Tables

This appendix contains interface tables for claims. After the claim and claim lines are created successfully, the claim_id is recorded in the claim_id column of the claim interface table.

OZF-TM: Third Party Accrual from Interface table is a concurrent program which creates third party accrual for data that users import for Indirect Sales. This program uses data stored in OZF_RESALE_LINES_INT_ALL table that does not have a batch. The program creates batches based on partner_party_id for these lines first. It then generated utilizations based on accruals that should be applied to them. The program does not create any claim or claim lines.

- [Section E.1, "OZF_CLAIMS_INT_ALL Table"](#) for claim information
- [Section E.2, "OZF_CLAIM_LINES_INT_ALL Table"](#) for claim line information.
- [Section E.3, "OZF_RESALE_LINES_INT_ALL"](#) for third party accrual.

E.1 OZF_CLAIMS_INT_ALL Table

The OZF_CLAIMS_INT_ALL table stores the data that must be imported to the OZF_CLAIMS_ALL table by the AMS-TM: Import Claim concurrent program.

Column Name: INTERFACE_CLAIM_ID

- Value: Primary key of the ozf_claims_int_all table. Cannot be null for any record.
- Validation: None.
- Destination: None.

Column Name: OBJECT_VERSION_NUMBER

- Value: version number of this record. Defaults to 1.

- Validation: None.
- Destination: None.

Column Name: CLAIM_ID

- Value: The claim_id for a claim record in ozf_claims_all table.
- Validation: Should be null before the import program.
- Destination: None.

Column Name: CLAIM_NUMBER

- Value: Customer specified claim number of a claim. If not specified, a unique number is generated.
- Validation: Claim number must be unique in the ozf_claims_all table.
- Destination: ozf_claims_all.claim_number.

Column Name: CLAIM_TYPE_ID

- Value: Id of a claim type. Defaulted from system parameters if not specified.
- Validation: Must exist in ozf_claim_types_all_b.claim_type_id.
- Destination: ozf_claims_all.claim_type_id.

Column Name: CLAIM_DATE

- Value: The date when a claim is created. Defaults to the system date if null.
- Validation: None.
- Destination: ozf_claims_all.claim_date.

Column Name: DUE_DATE

- Value: The date that a claim must be settled.
- Validation: Due_date >= claim_date.
- Destination: ozf_claims_all.due_date.

Column Name: SPLIT_FROM_CLAIM_ID

- Value: Do not populate this column.
- Validation: None.
- Destination: None.

Column Name: AMOUNT

- Value: The amount in the current (transactional) currency that is claimed.
- Validation: None.
- Destination: ozf_claims_all.amount.

Column Name: ACCTD_AMOUNT

- Value: Do not populate this column.
- Validation: None.
- Destination: None.

Column Name: CURRENCY_CODE

- Value: Currency code for the current transaction.
- Validation: Must exist in FND_CURRENCIES.CURRENCY_CODE.
- Destination: ozf_claims_all.currency_code.

Column Name: EXCHANGE_RATE_TYPE

- Value: Enter the exchange rate type for this transaction. If the currency of the transaction is not the same as the functional currency, one of the following combinations should exist:
 - exchange_rate_type and exchange_rate
 - exchange_rate_type and exchange_rate_dateOtherwise, the exchange_rate_type is defaulted based on the ozf_sys_parameters_all table and the current exchange_rate_date.
- Validation: Must exist in GL_DAILY_CONVERSION_TYPES.CONVERSION_TYPE
- Destination: ozf_claims_all.exchange_rate_type.

Column Name: EXCHANGE_RATE_DATE

- Value: The date when the exchange occurred.
- Validation: None.
- Destination: ozf_claims_all.exchange_rate_date.

Column Name: EXCHANGE_RATE

- Value: The exchange rate between transactional and functional currency.

- Validation: If `ozf_claims_int_all.exchange_rate_TYPE = 'User'` then this column must not be null; otherwise, it must be null.
- Destination: `ozf_claims_all.exchange_rate`.

Column Name: `SET_OF_BOOKS_ID`

- Value: The set of books id for the current organization.
- Validation: Must be the same `ozf_sys_parameters_all.set_of_books_id` based on `ozf_claims_int_all.org_id` and `ozf_sys_parameters_all.org_id`.
- Destination: `ozf_claims_all.set_of_books_id`.

Column Name: `ORIGINAL_CLAIM_DATE`

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: `SOURCE_OBJECT_ID`

- Value: The id for an invoice.
- Validation: If defined, it must exist in `ra_customer_trx_all.cusomter_trx_id`.
- Destination: `ozf_claims_all.SOURCE_OBJECT_ID`.

Column Name: `SOURCE_OBJECT_NUMBER`

- Value: The invoice number for an invoice
- Validation: If the `claim_class` is `DEDUCTION` and `source_object_id` is not null, then this column cannot be null. It must be the `trx_number` in `ra_customer_trx_all` where `customer_trx_id = source_object_id`.
- Destination: `ozf_claims_all.SOURCE_OBJECT_NUMBER`.

Column Name: `SOURCE_OBJECT_CLASS`

- Value: The source object class of a deduction. If the `claim_class` is `DEDUCTION` and `source_object_id` is not null, then the value of this column is `INVOICE`.
- Validation: None.
- Destination: `ozf_claims_all.SOURCE_OBJECT_CLASS`.

Column Name: `SOURCE_OBJECT_TYPE_ID`

- Value: The transaction type id for an invoice.

- Validation: If the claim_class is DEDUCTION and source_object_id is not null, then this column cannot be null. It must be the cust_trx_type_id in ra_customer_trx_all where customer_trx_id = source_object_id.
- Destination: ozf_claims_all. SOURCE_OBJECT_TYPE_ID.

Column Name: CUST_ACCOUNT_ID

- Value: The account_id of a customer.
- Validation: Cannot be null. It is cust_account_id in hz_cust_accounts WHERE hz_cust_accounts.status = 'A'.
- Destination: ozf_claims_all. CUST_ACCOUNT_ID.

Column Name: CUST_BILLTO_ACCT_SITE_ID

- Value: The billto_account_site_id for the customer.
- Validation: Must be the site_use_id for BILL_TO site from hz_cust_site_uses table for the customer.
- Destination: ozf_claims_all.CUST_BILLTO_ACCT_SITE_ID

Column Name: CUST_SHIPTO_ACCT_SITE_ID

- Value: The shipto_account_site_id for the customer.
- Validation: Must be the site_use_id for SHIP_TO site from hz_cust_site_uses table for the customer.
- Destination: ozf_claims_all.CUST_SHIPTO_ACCT_SITE_ID.

Column Name: LOCATION_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: REASON_TYPE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: REASON_CODE_ID

- Value: Id for the reason_code.

- Validation: Must exists in ozf_reason_codes_all_b.reason_code_id.
- Destination: ozf_claims_all.REASON_CODE_ID.

Column Name: STATUS_CODE

- Value: The status of the claim. Defaults to open when claim is created. Do not populate.
- Validation: None.
- Destination: None.

Column Name: USER_STATUS_ID

- Value: The user_status_id of the claim. Defaults to open when claim is created. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_METHOD

- Value: The method of a payment.
- Validation: It is the lookup_code from AMS_LOOKUPS where lookup type is AMS_CLAIM_PAYMENT_METHOD.
- Destination: ozf_claims_all.payment_method

Column Name: SALES_REP_ID

- Value: Id for the sales rep.
- Validation: It is the hz_cust_site_uses.primary_salesrep_id based on either the cust_shipto_acct_site_id or cust_billto_acct_site_id.
- Destination: ozf_claims_all. SALES_REP_ID.

Column Name: COLLECTOR_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: CONTACT_ID

- Value: Id for the contact person of the customer.

- Validation: must be a party_id from hz_parties with CONTACT_OF relationship.
- Destination: ozf_claims_all.CONTACT_ID.

Column Name: BROKER_ID

- Value: Id of the broker.
- Validation: must be a party_id from hz_parties with BROKER_OF relationship.
- Destination: ozf_claims_all.BROKER_ID.

Column Name: CUSTOMER_REF_DATE

- Value: The date an agent made a reference.
- Validation: None.
- Destination: ozf_claims_all.CUSTOMER_REF_DATE.

Column Name: CUSTOMER_REF_NUMBER

- Value: The reference number from an agent.
- Validation: None.
- Destination: ozf_claims_all. CUSTOMER_REF_NUMBER.

Column Name: RECEIPT_ID

- Value: The id of the receipt that the claim is referring to.
- Validation: Cannot be null if claim_class is DEDUCTION.
- Destination: ozf_claims_all. RECEIPT_ID.
- Column Name: RECEIPT_NUMBER.
- Value: The receipt number that the claim is referring to.
- Validation: Cannot be null if claim_class is DEDUCTION.
- Destination: ozf_claims_all. RECEIPT_NUMBER.

Column Name: SECURITY_GROUP_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: ORG_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name AMOUNT_ADJUSTED

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: AMOUNT_REMAINING

- Value: Do not populate.
- Validation: None.
- Destination: None.
- Column Name: AMOUNT_SETTLED
 - Value: Do not populate.
 - Validation: None.
 - Destination: None.

Column Name: CLAIM_CLASS

- Value: It has two values CLAIM or DEDUCTION. It defaults to DEDUCTION if not specified.
- Validation: None.
- Destination: ozf_claims_all.CLAIM_CLASS.

Column Name: PAY_RELATED_ACCOUNT_FLAG

- Value: Indicates whether there is a related account to pay. Its value is Y or N.
- Validation: Y or N.
- Destination: ozf_claims_all. PAY_RELATED_ACCOUNT_FLAG.

Column Name: RELATED_CUST_ACCOUNT_ID

- Value: Account_id of the related customer.

- Validation: Same as cust_account_id. It cannot be null if PAY_RELATED_ACCOUNT_FLAG = 'Y'.
- Destination: ozf_claims_all.RELATED_CUST_ACCOUNT_ID.

Column Name: RELATED_SITE_USE_ID

- Value: Bill to site of a related customer.
- Validation: Same as cust_billto_acct_site_id. It cannot be null if PAY_RELATED_ACCOUNT_FLAG = Y.
- Destination: ozf_claims_all.RELATED_SITE_USE_ID.

Column Name: RELATIONSHIP_TYPE

- Value: relationship type with the related customer.
- Validation: None.
- Destination: ozf_claims_all.RELATIONSHIP_TYPE.

Column Name: VENDOR_ID

- Value: Id of the vendor.
- Validation: Must exist in po_vendors.vender_id.
- Destination: ozf_claims_all.VENDOR_ID.

Column Name: VENDOR_SITE_ID

- Value: Site id of the vendor.
- Validation: Must exist in po_vendor_sites.site_id.
- Destination: ozf_claims_all.VENDOR_SITE_ID.

Column Name: TASK_TEMPLATE_GROUP_ID

- Value: Id for the template group from task module.
- Validation: None.
- Destination: ozf_claims_all.TASK_TEMPLATE_GROUP_ID.

Column Name: GL_DATE

- Value: The date on which the claim settlement amount will be posted to Oracle General Ledger. It defaults based on the payment method.
- Validation: None.
- Destination: ozf_claims_all.GL_DATE.

Column Name: EFFECTIVE_DATE

- Value: Id for the template group from task module.
- Validation: None.
- Destination: ozf_claims_all.EFFECTIVE_DATE.

Column Name: CUSTOM_SETUP_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: TASK_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: COUNTRY_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: COMMENTS

- Value: Comments about the claim.
- Validation: None.
- Destination: ozf_claims_all.COMMENTS.

Column Name: OWNER_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: HISTORY_EVENT

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

- Column Name: HISTORY_EVENT_DATE.
- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: HISTORY_EVENT_DESCRIPTION

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: DUPLICATE_CLAIM_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name SPLIT_DATE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name ROOT_CLAIM_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: ACCTD_AMOUNT_REMAINING

- Value: For future use. Do not populate.
- Validation: None
- Destination: None

Column Name: TAX_AMOUNT

- Value: For future use. Do not populate.
- Validation: None
- Destination: None

Column Name: TAX_CODE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: TAX_CALCULATION_FLAG

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: DOC_SEQUENCE_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: DOC_SEQUENCE_VALUE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: VOUCHER_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: VOUCHER_NUMBER

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: SETTLED_BY

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: SETTLED_DATE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: APPROVED_FLAG

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: APPROVED_BY

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_STATUS

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_REFERENCE_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_REFERENCE_NUMBER

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_REFERENCE_DATE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: TERRITORY_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: ASSIGNED_TO

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: ATTRIBUTE_CATEGORY

- Enter the Descriptive Flexfield category information for this transaction. Descriptive Flexfield categories allow you to store different categories of attributes. This column is optional.
- Validation: None.
- Destination: ozf_claims_all.ATTRIBUTE_CATEGORY.

Column Name:ATTRIBUTE1-15

- Enter the Descriptive Flexfield attribute information for this transaction. Descriptive Flexfield attributes allow you to store additional columns, the contents of which you define. These columns are optional.
- Validation: None.
- Destination: ozf_claims_all.ATTRIBUTE1-15.

Column Name :DEDUCTION_ATTRIBUTE_CATEGORY

- Enter the Descriptive Flexfield category information for this transaction. Descriptive Flexfield categories allow you to store different categories of attributes. This column is optional.
- Validation: None.
- Destination: ozf_claims_all.DEDUCTION_ATTRIBUTE_CATEGORY.

Column Name: DEDUCTION_ATTRIBUTE1-15

- Enter the Descriptive Flexfield attribute information for this transaction. Descriptive Flexfield attributes allow you to store additional columns, the contents of which you define. These columns are optional.

- Validation: None.
- Destination: ozf_claims_all.DEDUCTION_ATTRIBUTE1-15.

E.2 OZF_CLAIM_LINES_INT_ALL Table

This is the claim lines interface table. It stores data that needs to be imported to ozf_claim_lines_all table using AMS-TM: import Claims program.

Column Name: INTERFACE_CLAIM_LINE_ID

- Value: Primary key of the ozf_claim_lines_int_all table. Cannot be null for any record.
- Validation: None.
- Destination: None.

Column Name: OBJECT_VERSION_NUMBER

- Value: version number of this record. Defaults to 1.
- Validation: None.
- Destination: None.

Column Name: INTERFACE_CLAIM_ID

- Value: Foreign key to the ozf_claims_int_all table.interface_claim_id. Cannot be null for any record.
- Validation: None.
- Destination: None.

Column Name: SPLIT_FROM_CLAIM_LINE_ID

- Value: Do not populate this column.
- Validation: None.
- Destination: None.

Column Name: AMOUNT

- Value: The amount in the current (transactional) currency for this line.
- Validation: None.
- Destination: ozf_claim_lines_all.amount.

Column Name: CLAIM_CURRENCY_AMOUNT

- Value: The amount in the currency of the claim for the current line.
- Validation: None.
- Destination: ozf_claim_lines_all.CLAIM_CURRENCY_AMOUNT.

Column Name: ACCTD_AMOUNT

- Value: Do not populate this column.
- Validation: None.
- Destination: None.

Column Name: CURRENCY_CODE

- Value: Currency code for the current line.
- Validation: Must exist in FND_CURRENCIES.CURRENCY_CODE.
- Destination: ozf_claim_lines_all.currency_code.

Column Name: EXCHANGE_RATE_TYPE

- Value: same as ozf_claim_int_all.exchange_rate_type.
- Validation: same as ozf_claim_int_all.exchange_rate_type.
- Destination: ozf_claim_lines_all.exchange_rate_type.

Column Name: EXCHANGE_RATE_DATE

- Value: same as ozf_claim_int_all.exchange_rate_date.
- Validation: None.
- Destination: ozf_claim_lines_all.exchange_rate_date.

Column Name: EXCHANGE_RATE

- Value: same as ozf_claim_int_all.exchange_rate.
- Validation: same as ozf_claim_int_all.exchange_rate.
- Destination: ozf_claim_lines_all.exchange_rate.

Column Name: SET_OF_BOOKS_ID

- Value: same as ozf_claim_int_all.set_of_books_id.
- Validation: same as ozf_claim_int_all.set_of_books_id.
- Destination: ozf_claim_lines_all.set_of_books_id.

Column Name: SOURCE_OBJECT_ID

- Value: same as ozf_claim_int_all.source_object_id.
- Validation: same as ozf_claim_int_all.source_object_id.
- Destination: ozf_claim_lines_all. SOURCE_OBJECT_ID.

Column Name: SOURCE_OBJECT_CLASS

- Value: same as ozf_claim_int_all.source_object_class.
- Validation: None.
- Destination: ozf_claim_lines_all. SOURCE_OBJECT_CLASS.

Column Name: SOURCE_OBJECT_TYPE_ID

- Value: same as ozf_claim_int_all.source_object_type_id.
- Validation: same as ozf_claim_int_all.source_object_type_id.
- Destination: ozf_claim_lines_all. SOURCE_OBJECT_TYPE_ID.

Column Name: PAYMENT_STATUS

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: APPROVED_FLAG

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: APPROVED_DATE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: APPROVED_BY

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: SETTLED_DATE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: RELATED_CUST_ACCOUNT_ID

- Value: Account_id of the related customer.
- Validation: same as cust_account_id. It cannot be null if PAY_RELATED_ACCOUNT_FLAG = 'Y'.
- Destination: ozf_claim_lines_all.RELATED_CUST_ACCOUNT_ID.

Column Name: RELATIONSHIP_TYPE

- Value: relationship type with the related customer.
- Validation: None.
- Destination: ozf_claim_lines_all.RELATIONSHIP_TYPE.

Column Name: COMMENTS

- Value: Comments about the claim.
- Validation: None.
- Destination: ozf_claim_lines_all.COMMENTS.

Column Name: PAYMENT_METHOD

- Value: The method of a payment.
- Validation: same as ozf_claims_int_all.payment_method.
- Destination: ozf_claim_lines_all.payment_method.

Column Name: PAYMENT_REFERENCE_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_REFERENCE_NUMBER

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PAYMENT_REFERENCE_DATE

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: VOUCHER_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: VOUCHER_NUMBER

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name :ATTRIBUTE_CATEGORY

- Enter the Descriptive Flexfield category information for this transaction. Descriptive Flexfield categories allow you to store different categories of attributes. This column is optional.
- Validation: None.
- Destination: ozf_claim_lines_all.ATTRIBUTE_CATEGORY.

Column Name:ATTRIBUTE1-15

- Enter the Descriptive Flexfield attribute information for this transaction. Descriptive Flexfield attributes allow you to store additional columns, the contents of which you define. These columns are optional.
- Validation: None.
- Destination: ozf_claim_lines_all.ATTRIBUTE1-15.

Column Name : LINE_NUMBER

- Value: Number for the line created. Do not populate.
- Validation: None.
- Destination: None.

Column Name: VALID_FLAG

- Value: Indicates if the line is valid.
- Validation: None.
- Destination: None.

Column Name: PLAN_ID

- Value:
- Validation: None.
- Destination: None.

Column Name: OFFER_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: PERFORMANCE_COMPLETE_FLAG

- Value: Indicates if performance was completed for the line.
- Validation: None.
- Destination: None.

Column Name: PERFORMANCE_ATTACHED_FLAG

- Value: Indicates if performance was attached to the line.
- Validation: None.
- Destination: None.

Column Name: ORG_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: SECURITY_GROUP_ID

- Value: Do not populate.
- Validation: None.
- Destination: None.

Column Name: UTILIZATION_ID

- Value: For future use. Do not populate.
- Validation: None.
- Destination: None.

Column Name: TAX_CODE

- Value: Tax code to be applied to line. Specify AR Tax codes for Credit Memo, Chargeback and Debit Memo settlement and Oracle Payables Tax codes for Check settlement.
- Validation: None.
- Destination: None.

Column Name: ITEM_ID

- Value: Product identifier from MTL_SYSTEM_ITEMS.inventory_item_id.
- Validation: None.
- Destination: None.

Column Name: ITEM_DESCRIPTION

- Value: Product name or description.
- Validation: None.
- Destination: None.

Column Name: QUANTITY

- Value: Quantity of product.
- Validation: None.
- Destination: None.

Column Name: QUANTITY_UOM

- Value: Unit of measure for the product.
- Validation: None.
- Destination: None.

Column Name: RATE

- Value: Product price per UOM.
- Validation: None.

- Destination: None.

Column Name: ACTIVITY_TYPE

- Value: Indicates the type of promotional activity (Campaign, Event or Offer).
- Validation: Must be a valid lookup_code in AMS_ACTIVITY_TYPE.
- Destination: None.
- ACTIVITY_ID .
- Value: Internal identifier for the activity.
- Validation: Checks if the activity exists in OMO.
- Destination: None.

Column Name: EARNINGS_ASSOCIATED_FLAG

- Value: Indicates if earnings are associated to the claim. Do not populate.
- Validation: None.
- Destination: None.

E.3 OZF_RESALE_LINES_INT_ALL

This is the claim interface table. It stores data that needs to be imported to ozf_resale_lines_all, ozf_resale_headers_all, ozf_resale_adjustments_all table using OZF-TM: Third Party Accrual from Interface table.

Column Name: RESALE_LINE_INT_ID

- Value: Primary key of the ozf_resale_lines_int_all table. Can not be null for any record.
- Validation: None
- Destination: None

Column Name: OBJECT_VERSION_NUMBER

- Value: Version number of this record. Defaults to 1.
- Validation: None
- Destination: None

Column Name: RESALE_BATCH_ID

- Value: resale_batch_id to which the current line belongs.
- Validation: Should be null before the import program.
- Destination: ozf_resale_adjustments_all.RESALE_BATCH_ID

Column Name: STATUS_CODE

- Value: Status of the current line
- Validation: None
- Destination: None

Column Name: RESALE_TRANSFER_TYPE

- Value: Transfer type of the current line
- Validation: Based on lookup code with lookup type as 'OZF_RESALE_TRANSFER_TYPE'
- Destination: ozf_resale_lines_all.RESALE_TRANSFER_TYPE

Column Name: PRODUCT_TRANSFER_MOVEMENT_TYPE

- Value: transfer movement type of the current line
- Validation: based on lookup code with lookup type as 'OZF_PRODUCT_TSFR_MVMT_TYPE'
- Destination: ozf_resale_lines_all.PRODUCT_TRANSFER_MOVEMENT_TYPE

Column Name: PRODUCT_TRANSFER_DATE

- Value: date of transfer for the current line
- Validation: none
- Destination: ozf_resale_lines_all.PRODUCT_TRANSFER_DATE

Column Name: SHIP_FROM_CUST_ACCOUNT_ID

- Value: customer account id of the ship from party
- Validation: It is cust_account_id in hz_cust_accounts WHERE hz_cust_accounts.status = 'A'
- Destination: ozf_resale_lines_all.SHIP_FROM_CUST_ACCOUNT_ID, ozf_resale_headers_all.SHIP_FROM_CUST_ACCOUNT_ID

Column Name: SHIP_FROM_SITE_ID

- Value: site id of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_SITE_ID

Column Name: SHIP_FROM_PARTY_NAME

- Value: party name of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_PARTY_NAME

Column Name: SHIP_FROM_LOCATION

- Value: location of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_LOCATION

Column Name: SHIP_FROM_ADDRESS

- Value: address of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_ADDRESS

Column Name: SHIP_FROM_CITY

- Value: city of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_CITY

Column Name: SHIP_FROM_STATE

- Value: state of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_STATE

Column Name: SHIP_FROM_POSTAL_CODE

- Value: postal code of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_POSTAL_CODE

Column Name: SHIP_FROM_COUNTRY

- Value: country of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_COUNTRY

Column Name: SHIP_FROM_CONTACT_PARTY_ID

- Value: party id of contact of the ship from party
- Validation: must be a party_id from hz_parties with "CONTACT_OF" relationship.
- Destination: ozf_resale_lines_all.SHIP_FROM_CONTACT_PARTY_ID

Column Name: SHIP_FROM_CONTACT_PARTY_NAME

- Value: party name of contact of the ship from party
- Validation: must be a party_id from hz_parties with "CONTACT_OF" relationship.
- Destination: ozf_resale_lines_all.SHIP_FROM_CONTACT_PARTY_NAME

Column Name: SHIP_FROM_EMAIL

- Value: email address of the contact of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_EMAIL

Column Name: SHIP_FROM_PHONE

- Value: phone number of the contact of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_PHONE

Column Name: SHIP_FROM_FAX

- Value: fax number of the contact of the ship from party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_FROM_FAX

Column Name: SOLD_FROM_CUST_ACCOUNT_ID

- Value: customer account id of the sold from party
- Validation: It is cust_account_id in hz_cust_accounts WHERE hz_cust_accounts.status = 'A'

- Destination: ozf_resale_lines_all.SOLD_FROM_CUST_ACCOUNT_ID, ozf_resale_headers_all.SOLD_FROM_CUST_ACCOUNT_ID

Column Name: SOLD_FROM_SITE_ID

- Value: site id of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_SITE_ID

Column Name: SOLD_FROM_PARTY_NAME

- Value: party name of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_PARTY_NAME

Column Name: SOLD_FROM_LOCATION

- Value: location of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_LOCATION

Column Name: SOLD_FROM_ADDRESS

- Value: address of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_ADDRESS

Column Name: SOLD_FROM_CITY

- Value: city of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_CITY

Column Name: SOLD_FROM_STATE

- Value: state of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_STATE

Column Name: SOLD_FROM_POSTAL_CODE

- Value: postal code of the sold from party

- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_POSTAL_CODE

Column Name: SOLD_FROM_COUNTRY

- Value: country of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_COUNTRY

Column Name: SOLD_FROM_CONTACT_PARTY_ID

- Value: party id of contact of the sold from party
- Validation: must be a party_id from hz_parties with "CONTACT_OF" relationship.
- Destination: ozf_resale_lines_all.SOLD_FROM_CONTACT_PARTY_ID

Column Name: SOLD_FROM_CONTACT_PARTY_NAME

- Value: party name of contact of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_CONTACT_PARTY_NAME

Column Name: SOLD_FROM_EMAIL

- Value: email address of the contact of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_EMAIL

Column Name: SOLD_FROM_PHONE

- Value: phone number of the contact of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_PHONE

Column Name: SOLD_FROM_FAX

- Value: fax number of the contact of the sold from party
- Validation: none
- Destination: ozf_resale_lines_all.SOLD_FROM_FAX

Column Name: BILL_TO_CUST_ACCOUNT_ID

- Value: customer account id of the bill to party
- Validation: It is cust_account_id in hz_cust_accounts WHERE hz_cust_accounts.status = 'A'
- Destination: ozf_resale_lines_all.BILL_TO_CUST_ACCOUNT_ID, ozf_resale_headers_all.BILL_TO_CUST_ACCOUNT_ID

Column Name: BILL_TO_SITE_USE_ID

- Value: site use id of the bill to party
- Validation: Must be the site_use_id for "BILL_TO" site from hz_cust_site_uses table for the customer
- Destination: ozf_resale_lines_all.BILL_TO_SITE_USE_ID, ozf_resale_headers_all.BILL_TO_SITE_USE_ID

Column Name: BILL_TO_PARTY_NAME

- Value: party name of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_PARTY_NAME, ozf_resale_headers_all.BILL_TO_PARTY_NAME

Column Name: BILL_TO_PARTY_ID

- Value: id of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_PARTY_ID, ozf_resale_headers_all.BILL_TO_PARTY_ID

Column Name: BILL_TO_PARTY_SITE_ID

- Value: site id of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_PARTY_SITE_ID, ozf_resale_headers_all.BILL_TO_PARTY_SITE_ID

Column Name: BILL_TO_DUNS_NUMBER

- Value: duns number of the bill to party
- Validation: none

- Destination: ozf_resale_lines_all.BILL_TO_DUNS_NUMBER, ozf_resale_headers_all.BILL_TO_DUNS_NUMBER

Column Name: BILL_TO_LOCATION

- Value: location of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_LOCATION

Column Name: BILL_TO_ADDRESS

- Value: address of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_ADDRESS

Column Name: BILL_TO_CITY

- Value: city of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_CITY

Column Name: BILL_TO_STATE

- Value: state of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_STATE

Column Name: BILL_TO_POSTAL_CODE

- Value: postal code of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_POSTAL_CODE

Column Name: BILL_TO_COUNTRY

- Value: country of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_COUNTRY

Column Name: BILL_TO_CONTACT_PARTY_ID

- Value: party id of contact of the bill to party

- Validation: must be a party_id from hz_parties with "CONTACT_OF" relationship.
- Destination: ozf_resale_lines_all.BILL_TO_CONTACT_PARTY_ID

Column Name: BILL_TO_CONTACT_PARTY_NAME

- Value: party name of contact of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_CONTACT_PARTY_NAME

Column Name: BILL_TO_EMAIL

- Value: email address of the contact of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_EMAIL

Column Name: BILL_TO_PHONE

- Value: phone number of the contact of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_PHONE

Column Name: BILL_TO_FAX

- Value: fax number of the contact of the bill to party
- Validation: none
- Destination: ozf_resale_lines_all.BILL_TO_FAX

Column Name: SHIP_TO_CUST_ACCOUNT_ID

- Value: customer account id of the ship to party
- Validation: It is cust_account_id in hz_cust_accounts WHERE hz_cust_accounts.status = 'A'
- Destination: ozf_resale_lines_all.SHIP_TO_CUST_ACCOUNT_ID, ozf_resale_headers_all.SHIP_TO_CUST_ACCOUNT_ID

Column Name: SHIP_TO_SITE_USE_ID

- Value: site use id of the ship to party
- Validation: Must be the site_use_id for "SHIP_TO" site from hz_cust_site_uses table for the customer

- Destination: ozf_resale_lines_all.SHIP_TO_SITE_USE_ID, ozf_resale_headers_all.SHIP_TO_SITE_USE_ID

Column Name: SHIP_TO_PARTY_NAME

- Value: party name of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_PARTY_NAME, ozf_resale_headers_all.SHIP_TO_PARTY_NAME

Column Name: SHIP_TO_PARTY_ID

- Value: id of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_PARTY_ID, ozf_resale_headers_all.SHIP_TO_PARTY_ID

Column Name: SHIP_TO_PARTY_SITE_ID

- Value: site id of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_PARTY_SITE_ID, ozf_resale_headers_all.SHIP_TO_PARTY_SITE_ID

Column Name: SHIP_TO_DUNS_NUMBER

- Value: duns number of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_DUNS_NUMBER, ozf_resale_headers_all.SHIP_TO_DUNS_NUMBER

Column Name: SHIP_TO_LOCATION

- Value: location of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_LOCATION

Column Name: SHIP_TO_ADDRESS

- Value: address of the ship to party
- Validation: none

- Destination: ozf_resale_lines_all.SHIP_TO_ADDRESS

Column Name: SHIP_TO_CITY

- Value: city of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_CITY

Column Name: SHIP_TO_STATE

- Value: state of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_STATE

Column Name: SHIP_TO_POSTAL_CODE

- Value: postal code of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_POSTAL_CODE

Column Name: SHIP_TO_COUNTRY

- Value: country of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_COUNTRY

Column Name: SHIP_TO_CONTACT_PARTY_ID

- Value: party id of contact of the ship to party
- Validation: must be a party_id from hz_parties with "CONTACT_OF" relationship.
- Destination: ozf_resale_lines_all.SHIP_TO_CONTACT_PARTY_ID

Column Name: SHIP_TO_CONTACT_PARTY_NAME

- Value: party name of contact of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_CONTACT_PARTY_NAME

Column Name: SHIP_TO_EMAIL

- Value: email address of the contact of the ship to party

- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_EMAIL

Column Name: SHIP_TO_PHONE

- Value: phone number of the contact of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_PHONE

Column Name: SHIP_TO_FAX

- Value: fax number of the contact of the ship to party
- Validation: none
- Destination: ozf_resale_lines_all.SHIP_TO_FAX

Column Name: END_CUST_PARTY_ID

- Value: id of the end customer party
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_PARTY_ID, ozf_resale_headers_all.END_CUST_PARTY_ID

Column Name: END_CUST_SITE_USE_ID

- Value: site use id of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_SITE_USE_ID, ozf_resale_headers_all.END_CUST_SITE_USE_ID

Column Name: END_CUST_SITE_USE_CODE

- Value: site use code of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_SITE_USE_CODE, ozf_resale_headers_all.END_CUST_SITE_USE_CODE

Column Name: END_CUST_PARTY_SITE_ID

- Value: site id of the end customer
- Validation: none

- Destination: ozf_resale_lines_all.END_CUST_PARTY_SITE_ID, ozf_resale_headers_all.END_CUST_PARTY_SITE_ID

Column Name: END_CUST_PARTY_NAME

- Value: party name of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_PARTY_NAME, ozf_resale_headers_all.END_CUST_PARTY_NAME

Column Name: END_CUST_LOCATION

- Value: location of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_LOCATION

Column Name: END_CUST_ADDRESS

- Value: address of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_ADDRESS

Column Name: END_CUST_CITY

- Value: city of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_CITY

Column Name: END_CUST_STATE

- Value: state of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_STATE

Column Name: END_CUST_POSTAL_CODE

- Value: postal code of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_POSTAL_CODE

Column Name: END_CUST_COUNTRY

- Value: country of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_COUNTRY

Column Name: END_CUST_CONTACT_PARTY_ID

- Value: party id of contact of the end customer
- Validation: must be a party_id from hz_parties with "CONTACT_OF" relationship.
- Destination: ozf_resale_lines_all.END_CUST_CONTACT_PARTY_ID

Column Name: END_CUST_CONTACT_PARTY_NAME

- Value: party name of contact of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_CONTACT_PARTY_NAME

Column Name: END_CUST_EMAIL

- Value: email address of the contact of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_EMAIL

Column Name: END_CUST_PHONE

- Value: phone number of the contact of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_PHONE

Column Name: END_CUST_FAX

- Value: fax number of the contact of the end customer
- Validation: none
- Destination: ozf_resale_lines_all.END_CUST_FAX

Column Name: DIRECT_CUSTOMER_FLAG

- Value: Indicator whether the order is made by a direct cusotmer
- Validation: none
- Destination: ozf_resale_lines_all.DIRECT_CUSTOMER_FLAG

Column Name: ORDER_TYPE_ID

- Value: id of the order type
- Validation: none
- Destination: ozf_resale_lines_all.ORDER_TYPE_ID

Column Name: ORDER_CATEGORY

- Value:category of the order
- Validation: none
- Destination: ozf_resale_lines_all.ORDER_CATEGORY

Column Name: AGREEMENT_TYPE

- Value: type of the agreement.
- Validation: has value of 'PL' or 'SPO'
- Destination: ozf_resale_adjustments_all.AGREEMENT_TYPE

Column Name: AGREEMENT_ID

- Value: ID of the agreement.
- Validation: none
- Destination: ozf_resale_adjustments_all.AGREEMENT_ID

Column Name: AGREEMENT_NAME

- Value: name of the agreement.
- Validation: none
- Destination: ozf_resale_adjustments_all.AGREEMENT_NAME

Column Name: AGREEMENT_PRICE

- Value: price based on the agreement.
- Validation: none
- Destination: ozf_resale_adjustments_all.AGREEMENT_PRICE

Column Name: AGREEMENT_UOM

- Value: unit of measure based on the agreement.
- Validation: none
- Destination: ozf_resale_adjustments_all.AGREEMENT_UOM

Column Name: CORRECTED_AGREEMENT_ID

- Value: ID of the corrected agreement.
- Validation: none
- Destination: ozf_resale_adjustments_all.CORRECTED_AGREEMENT_ID

Column Name: CORRECTED_AGREEMENT_NAME

- Value: name of the corrected agreement.
- Validation: none
- Destination: ozf_resale_adjustments_all.CORRECTED_AGREEMENT_NAME

Column Name: PRICE_LIST_ID

- Value: id of the price list.
- Validation: none
- Destination: ozf_resale_lines_all.PRICE_LIST_ID

Column Name: PRICE_LIST_NAME

- Value: name of the price list.
- Validation: none
- Destination: ozf_resale_lines_all.PRICE_LIST_NAME

Column Name: ORIG_SYSTEM_REFERENCE

- Value: reference of the line in distributor's system
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_REFERENCE

Column Name: ORIG_SYSTEM_LINE_REFERENCE

- Value: reference of the line in distributor's system
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_LINE_REFERENCE

Column Name: ORIG_SYSTEM_CURRENCY_CODE

- Value: currency code in distributor's system
- Validation: none

- Destination: ozf_resale_lines_all.ORIG_SYSTEM_CURRENCY_CODE

Column Name: ORIG_SYSTEM_SELLING_PRICE

- Value: selling price of the line in orig_system_currency_code
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_SELLING_PRICE

Column Name: ORIG_SYSTEM_UOM

- Value: unit of measure in distributor's system
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_UOM

Column Name: ORIG_SYSTEM_QUANTITY

- Value: quantity in orig_system_UOM
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_QUANTITY

Column Name: ORIG_SYSTEM_PURCHASE_UOM

- Value: unit of measure of in distributor's system when the purchase was made
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_PURCHASE_UOM

Column Name: ORIG_SYSTEM_PURCHASE_QUANTITY

- Value: quantity of the product in orig_system_purchase_uom when the purchase was made
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_PURCHASE_QUANTITY

Column Name: ORIG_SYSTEM_PURCHASE_CURR

- Value: concurrency code in distributor's system when the purchase was made
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_PURCHASE_CURR

Column Name: ORIG_SYSTEM_PURCHASE_PRICE

- Value: price in orig_system_purchase_curr when the purchase was made
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_PURCHASE_PRICE

Column Name: ORIG_SYSTEM_ITEM_NUMBER

- Value: item number in distributor's system
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_ITEM_NUMBER

Column Name: ORIG_SYSTEM_PURCHASE_PRICE

- Value: price in orig_system_purchase_curr when the purchase was made
- Validation: none
- Destination: ozf_resale_lines_all.ORIG_SYSTEM_PURCHASE_PRICE

Column Name: ORIG_SYSTEM_AGREEMENT_UOM

- Value: unit of the measurement in agreement in distributor's system
- Validation: none
- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_UOM

Column Name: ORIG_SYSTEM_AGREEMENT_NAME

- Value: name of agreement in distributor's system
- Validation: none
- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_NAME

Column Name: ORIG_SYSTEM_AGREEMENT_TYPE

- Value: type of agreement in distributor's system
- Validation: none
- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_TYPE

Column Name: ORIG_SYSTEM_AGREEMENT_STATUS

- Value: status of the agreement in distributor's system
- Validation: none

- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_STATUS

Column Name: ORIG_SYSTEM_AGREEMENT_CURR

- Value: currency code of the agreement in distributor's system
- Validation: none
- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_CURR

Column Name: ORIG_SYSTEM_AGREEMENT_PRICE

- Value: price in orig_system_agreement_curr
- Validation: none
- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_PRICE

Column Name: ORIG_SYSTEM_AGREEMENT_QUANTITY

- Value: quantity of the product in orig_system_agreement_uom
- Validation: none
- Destination: ozf_resale_adjustments_all.ORIG_SYSTEM_AGREEMENT_QUANTITY

Column Name: CURRENCY_CODE

- Value: Currency code for the current transaction.
- Validation: Must exist in FND_CURRENCIES.CURRENCY_CODE
- Destination: ozf_resale_lines_all.currency_code

Column Name: EXCHANGE_RATE_TYPE

- Value: Enter the exchange rate type for this transaction. If the currency of the transaction is not the same as the functional currency, the one of the following combination should exist, exchange_rate_type and exchange_rate or exchange_rate_type and exchange_rate_date. Otherwise, we will default the exchange_rate_type based on the ozf_sys_parameters_all table and exchange_rate_date base on current sysdate.
- Validation: Must exist in GL_DAILY_CONVERSION_TYPES.CONVERSION_TYPE
- Destination: ozf_resale_lines_all.EXCHANGE_RATE_TYPE

Column Name: EXCHANGE_RATE_DATE

- Value: The date when the exchange happened
- Validation: none
- Destination: ozf_resale_lines_all.EXCHANGE_RATE_DATE

Column Name: EXCHANGE_RATE

- Value: The exchange rate between transactional and functional currency
- Validation: If ozf_claims_int_all.exchange_rate_TYPE = 'User' then this column must not be null; otherwise, it must be null.
- Destination: ozf_resale_lines_all.EXCHANGE_RATE

Column Name: PO_NUMBER

- Value: purchase number
- Validation: none.
- Destination: ozf_resale_lines_all.PO_NUMBER

Column Name: PO_RELEASE_NUMBER

- Value: purchase release number
- Validation: none.
- Destination: ozf_resale_lines_all.PO_RELEASE_NUMBER

Column Name: PO_TYPE

- Value: purchase type
- Validation: none.
- Destination: ozf_resale_lines_all.PO_TYPE

Column Name: INVOICE_NUMBER

- Value: invoice number in distributor's system
- Validation: none.
- Destination: ozf_resale_lines_all.INVOICE_NUMBER

Column Name: DATE_INVOICE

- Value: date of invoice
- Validation: none.

- Destination: ozf_resale_lines_all.DATE_INVOICE

Column Name: ORDER_NUMBER

- Value: order number
- Validation: none.
- Destination: ozf_resale_lines_all.ORDER_NUMBER

Column Name: DATE_ORDERED

- Value: date of the order
- Validation: none.
- Destination: ozf_resale_lines_all.DATE_ORDERED

Column Name: DATE_SHIPPED

- Value: date of the shipment
- Validation: none.
- Destination: ozf_resale_lines_all.DATE_SHIPPED

Column Name: CLAIMED_AMOUNT

- Value: claimed amount per unit
- Validation: none
- Destination: ozf_resale_adjustments_all.CLAIMED_AMOUNT

Column Name: ALLOWED_AMOUNT

- Value: allowed amount per unit
- Validation: none
- Destination: ozf_resale_adjustments_all.ALLOWED_AMOUNT

Column Name: ACCEPTED_AMOUNT

- Value: amount accepted by the system
- Validation: none
- Destination: ozf_resale_adjustments_all.ACCEPTED_AMOUNT

Column Name: TOTAL_CLAIMED_AMOUNT

- Value: total claimed amount by distributor
- Validation: none

- Destination: ozf_resale_adjustments_all. TOTAL_CLAIMED_AMOUNT

Column Name: TOTAL_ALLOWED_AMOUNT

- Value: total allowed amount by calculation
- Validation: none
- Destination: ozf_resale_adjustments_all. TOTAL_ALLOWED_AMOUNT

Column Name: TOTAL_ACCEPTED_AMOUNT

- Value: total amount accepted by the system
- Validation: none
- Destination: ozf_resale_adjustments_all. TOTAL_ACCEPTED_AMOUNT

Column Name: LINE_TOLERANCE_AMOUNT

- Value: tolerance amount of the line
- Validation: none
- Destination: ozf_resale_adjustments_all. LINE_TOLERANCE_AMOUNT

Column Name: TOLERANCE_FLAG

- Value: indicator to use tolerance for the calculation
- Validation: none
- Destination: ozf_resale_adjustments_all. TOLERANCE_FLAG

Column Name: PURCHASE_PRICE

- Value: price of which distributor purchase the product
- Validation: none
- Destination: ozf_resale_lines_all. PURCHASE_PRICE

Column Name: PURCHASE_UOM_CODE

- Value: uom_code at the time of purchase
- Validation: none
- Destination: ozf_resale_lines_all. PURCHASE_UOM_CODE

Column Name: ACCTD_PURCHASE_PRICE

- Value: purchase price of functional currency code
- Validation: none

- Destination: ozf_resale_lines_all.ACCTD_PURCHASE_PRICE

Column Name: SELLING_PRICE

- Value: price of which distributor sold the product
- Validation: none
- Destination: ozf_resale_lines_all.SELLING_PRICE

Column Name: ACCTD_SELLING_PRICE

- Value: price of which distributor sold the product in functional currency
- Validation: none
- Destination: ozf_resale_lines_all.ACCTD_SELLING_PRICE

Column Name: UOM_CODE

- Value: unit of measure of the product
- Validation: none
- Destination: ozf_resale_lines_all.UOM_CODE

Column Name: QUANTITY

- Value: quantity of the product in uom_code
- Validation: none
- Destination: ozf_resale_lines_all.QUANTITY

Column Name: CALCULATED_PRICE

- Value: price based on the agreement id
- Validation: none
- Destination: ozf_resale_adjustments_all.CALCULATED_PRICE

Column Name: ACCTD_CALCULATED_PRICE

- Value: calculated price based on functional currency code
- Validation: none
- Destination: ozf_resale_adjustments_all.ACCTD_CALCULATED_PRICE

Column Name: CALCULATED_AMOUNT

- Value: CALCULATED_price * quantity
- Validation: none

- Destination: ozf_resale_adjustments_all.CALCULATED_AMOUNT

Column Name: CREDIT_CODE

- Value: 'C' OR 'D'
- Validation: none
- Destination: ozf_resale_adjustments_all.CREDIT_CODE

Column Name: CREDIT_ADVICE_DATE

- Value: none
- Validation: none
- Destination: ozf_resale_adjustments_all. CREDIT_ADVICE_DATE

Column Name: UPC_CODE

- Value: UPC code of the product
- Validation: none
- Destination: ozf_resale_lines_all. UPC_CODE

Column Name: INVENTORY_ITEM_ID

- Value: id of the product
- Validation: none
- Destination: ozf_resale_lines_all. INVENTORY_ITEM_ID

Column Name: ITEM_NUMBER

- Value: item number of the product
- Validation: none
- Destination: ozf_resale_lines_all. ITEM_NUMBER

Column Name: ITEM_DESCRIPTION

- Value: description of the product
- Validation: none
- Destination: ozf_resale_lines_all. ITEM_DESCRIPTION

Column Name: INVENTORY_ITEM_SEGMENT1-20

- Value: item segment 1-20 of the product
- Validation: none

- Destination: ozf_resale_lines_all.INVENTORY_ITEM_SEGMENT1-20

Column Name: PRODUCT_CATEGORY_ID

- Value: id of the product category
- Validation: none
- Destination: ozf_resale_lines_all. PRODUCT_CATEGORY_ID

Column Name: CATEGORY_NAME

- Value: name of the product category
- Validation: none
- Destination: ozf_resale_lines_all. CATEGORY_NAME

Column Name: RESPONSE_TYPE

- Value: response type
- Validation: none
- Destination: ozf_resale_lines_all. RESPONSE_TYPE

Column Name: RESPONSE_CODE

- Value: response code
- Validation: none
- Destination: ozf_resale_lines_all. RESPONSE_CODE

Column Name: REJECT_REASON_CODE

- Value: reason of the rejection
- Validation: none
- Destination: ozf_resale_lines_all. REJECT_REASON_CODE

Column Name: FOLLOWUP_ACTION_CODE

- Value: followup action code
- Validation: none
- Destination: ozf_resale_lines_all. FOLLOWUP_ACTION_CODE

Column Name: DISPUTE_CODE

- Value: dispute code of the line
- Validation: none

- Destination: ozf_resale_lines_all.DISPUTE_CODE

Column Name: TRACING_FLAG

- Value: indicator whether it's tracing order
- Validation: none
- Destination: ozf_resale_lines_all.TRACING_FLAG

Column Name :HEADER_ATTRIBUTE_CATEGORY

- Value: Enter the Descriptive Flexfield category information for this transaction. Descriptive Flexfield categories allow you to store different categories of attributes. This column is optional.
- Validation: None
- Destination: ozf_resale_headers_all.HEADER_ATTRIBUTE_CATEGORY

Column Name:HEADER_ATTRIBUTE1-15

- Value: Enter the Descriptive Flexfield attribute information for this transaction. Descriptive Flexfield attributes allow you to store additional columns, the contents of which you define. These columns are optional.
- Validation: None
- Destination: ozf_resale_headers_all.HEADER_ATTRIBUTE1-15

Column Name :LINE_ATTRIBUTE_CATEGORY

- Value: Enter the Descriptive Flexfield category information for this transaction. Descriptive Flexfield categories allow you to store different categories of attributes. This column is optional.
- Validation: None
- Destination: ozf_resale_lines_all.LINE_ATTRIBUTE_CATEGORY

Column Name:LINE_ATTRIBUTE1-15

- Value: Enter the Descriptive Flexfield attribute information for this transaction. Descriptive Flexfield attributes allow you to store additional columns, the contents of which you define. These columns are optional.
- Validation: None
- Destination: ozf_resale_lines_all.LINE_ATTRIBUTE1-15

