

**Oracle® Trade Management**

Implementation Guide

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# Send Us Your Comments

## Oracle Trade Management Implementation Guide, Release 12.1

### Part No. E13591-02

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document. Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

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

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

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# Preface

## Intended Audience

Welcome to Release 12.1 of the *Oracle Trade Management Implementation Guide*.

See Related Information Sources on page xviii for more Oracle Applications product information.

## Deaf/Hard of Hearing Access to Oracle Support Services

To reach Oracle Support Services, use a telecommunications relay service (TRS) to call Oracle Support at 1.800.223.1711. An Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process. Information about TRS is available at <http://www.fcc.gov/cgb/consumerfacts/trs.html>, and a list of phone numbers is available at <http://www.fcc.gov/cgb/dro/trsphonebk.html>.

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## **Accessibility of Links to External Web Sites in Documentation**

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

## **Structure**

- 1 Overview of Oracle Trade Management**
- 2 Oracle E-Business Suite Dependencies**
- 3 Basic Oracle Trade Management Setups**
- 4 Implementing Trade Planning**
- 5 Implementing Budgets**
- 6 Implementing Claims**
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- A Profile Options**
- B Lookups**
- C Summary Of Concurrent Programs**
- D Seeded User Statuses**
- E Claim Interface Tables**

## **Related Information Sources**

### **Integration Repository**

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

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

### **Online Documentation**

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

- **PDF** - PDF documentation is available for download from the Oracle Technology Network at <http://otn.oracle.com/documentation>.

- **Online Help** - Online help patches (HTML) are available on My Oracle Support.
- **About Documents and Release Notes** - Refer to the About Document or Release Notes for the mini-pack or family pack that you have installed to learn about new documentation or documentation patches that you can download. About Documents and Release Notes are available on My Oracle Support.
- **My Oracle Support Knowledge tab** - The My Oracle Support Knowledge tab lets you browse the knowledge base by technology, industry, integration, application, documentation, training, and services, to find all documents for a product area. Use the Knowledge Home to search for release-specific information, such as FAQs, recent patches, alerts, white papers, troubleshooting tips, and other archived documents.
- **Oracle E-Business Suite Electronic Technical Reference Manuals** - Each Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on My Oracle Support as part of Online Documentation.

## 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) of an Oracle Applications product. This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent programs.

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

## Guides Related to This Product

### Oracle Advanced Pricing User's Guide

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

### Oracle General Ledger User's Guide

This guide provides you with information on how to use Oracle General Ledger. Use this guide to learn how to create and maintain ledgers, ledger currencies, budgets, and

journal entries. This guide also includes information about running financial reports.

### **Oracle Inventory User's Guide**

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

### **Oracle Order Management Implementation Manual**

This guide describes how to set up Order Management transaction types, assign workflows and order numbering sequence to them. It enables you to implement basic pricing component such as price lists, formulas, agreements, and modifiers. You can also define default values for basic shipping information such as units of measurement, pick release criteria and rules, weight and volume calculations for freight charges, and delivery grouping rules. This guide also describes how to set up required and other integrated applications based on your business needs. For example, you set up Oracle Advanced Planning and Scheduling (APS) and Oracle Inventory to provide scheduling of shipment and reservation of on-hand inventory to sales order lines. You set up Oracle Purchasing if your business supports drop shipments, or Oracle Bills of Material and Oracle Configurator if you sell models and kits. You can also learn how to set up the Configure-to-Order (CTO) process that enables you to define a possibly unique item, build the item using Oracle's Manufacturing Applications Suite, and process the item as if it were a standard item through the shipping and invoicing activities. This guide also describes how to set up the Assemble-to-Order (ATO) and the Pick-to-Order (PTO) processes.

### **Oracle Partner Management Implementation and Administration Guide**

Oracle Partner Management enables vendors to recruit and motivate partners to sell products. You can implement partner dashboards for partners to manage their activities and channel manager dashboards for vendors to manage and monitor partner activities and performance. You can also create partner profiles, set up partner activities, and create partner programs to help train partners and provide incentives and benefits.

### **Oracle Payables Implementation Guide**

This guide provides you with information on how to implement Oracle Payables. Use this guide to understand the implementation steps required for how to set up suppliers, payments, accounting, and tax.

### **Oracle Receivables User Guide**

This guide provides you with information on how to use Oracle Receivables. Use this guide to learn how to create and maintain transactions and bills receivable, enter and

apply receipts, enter customer information, and manage revenue. This guide also includes information about accounting in Receivables. Use the Standard Navigation Paths appendix to find out how to access each Receivables window.

### **Oracle Trade Management User Guide**

Oracle Trade Management enables you define sales targets, and track and monitor costs and revenues for trade promotion activities such as discounts and offers on direct and indirect sales. Both vendors and distributors can use Oracle Trade Management to manage offers and claims.

### **Oracle Trading Community Architecture Administration Guide**

This guide enables you to define entities in the TCA Registry, create relationships, search, prevent duplication, and control access. In addition, you can use this guide to define time zones and phone formats, configure adapters for the processing of data in the TCA Registry, define sources that provide data for specific entities, and create user-defined attributes to extend the registry. You can administer these TCA tools and features from the Administration tab using the Trading Community Manager responsibility. This tab is also available in Oracle Customers Online and Oracle Customer Data Librarian.

## **Installation and System Administration**

### **Oracle Alert User's Guide**

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

### **Oracle Applications Concepts**

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12, or contemplating significant changes to a configuration. After describing the Oracle Applications architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

### **Oracle Applications Developer's Guide**

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

## **Oracle Applications Installation Guide: Using Rapid Install**

This book is intended for use by anyone who is responsible for installing or upgrading Oracle Applications. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle Applications Release 12, or as part of an upgrade from Release 11i to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

## **Oracle Applications Maintenance Utilities**

Use this guide to help you run the various Applications DBA (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 Documentation Set**

This documentation set provides planning and reference information for the Oracle Applications System Administrator. *Oracle Applications System Administrator's Guide - Configuration* contains information on system configuration steps, including defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help. *Oracle Applications System Administrator's Guide - Maintenance* provides information for frequent tasks such as monitoring your system with Oracle Applications Manager, administering Oracle E-Business Suite Secure Enterprise Search, managing concurrent managers and reports, using diagnostic utilities including logging, managing profile options, and using alerts. *Oracle Applications System Administrator's Guide - Security* describes user management, data security, function security, auditing, and security configurations.

## **Oracle Applications User Interface Standards for Forms-Based Products**

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

## **Other Implementation Documentation**

### **Oracle Applications Flexfields Guide**

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

## **Oracle Applications Multiple Organizations Implementation Guide**

This guide describes how to set up multiple organizations and the relationships among them in a single installation of an Oracle Application such that transactions flow smoothly through and among organizations that can be ledgers, business groups, legal entities, operating units, or inventory organizations. You can use this guide to assign operating units to a security profile and assign this profile to responsibilities such that a user can access data for multiple operation units from a single responsibility. In addition, this guide describes how to set up reporting to generate reports at different levels and for different contexts. Reporting levels can be ledger or operating unit while reporting context is a named entity in the selected reporting level.

## **Oracle Applications User Interface Standards for Forms-Based Products**

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

## **Oracle Approvals Management Implementation Guide**

This guide describes transaction attributes, conditions, actions, and approver groups that you can use to define approval rules for your business. These rules govern the process for approving transactions in an integrated Oracle application. You can define approvals by job, supervisor hierarchy, positions, or by lists of individuals created either at the time you set up the approval rule or generated dynamically when the rule is invoked. You can learn how to link different approval methods together and how to run approval processes in parallel to shorten transaction approval process time.

## **Oracle E-Business Suite Diagnostics User's Guide**

This guide contains information on implementing, administering, and developing diagnostics tests in the Oracle E-Business Diagnostics framework.

## **Oracle E-Business Suite Integrated SOA Gateway Implementation Guide**

This guide explains the details of how integration repository administrators can manage and administer the entire service enablement process based on the service-oriented architecture (SOA) for both native packaged public integration interfaces and composite services - BPEL type. It also describes how to invoke Web services from Oracle E-Business Suite by working with Oracle Workflow Business Event System, manage Web service security, and monitor SOAP messages.

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

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

## **Oracle iSetup User Guide**

This guide describes how to use Oracle iSetup to migrate data between different instances of the Oracle E-Business Suite and generate reports. It also includes configuration information, instance mapping, and seeded templates used for data migration.

## **Oracle Product Lifecycle Management Implementation Guide**

This guide describes how you can define hierarchies of items using structure types, catalogs, and catalog categories, and define change categories and configure them for revised items or request lines. Oracle Product Lifecycle Management provides several predefined catalogs such as the Product Catalog, Asset Catalog, and the Service Catalog and predefined change categories such as change orders and ideas. Use this guide to learn how to define additional catalogs for browsing and reporting purposes and new change categories specific to your business needs. You can then learn how to set up users and responsibilities that provide or restrict access to these catalogs, catalog items, and change management objects.

## **Oracle Product Lifecycle Management User Guide**

This guide describes how to create and manage catalogs, create and maintain product attributes and attribute values, and manage item statuses and lifecycle phases. You can learn how to create change categories, create task templates for change orders, and create change management reports. In addition, you can use this guide to create roles, map roles to privileges, and maintain these roles.

## **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 XML Publisher Administration and Developer's Guide**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce outputs to meet a variety of business



needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing Oracle Applications report data, or you can use Oracle XML Publisher's data extraction engine to build your own queries. Oracle XML Publisher also provides a robust set of APIs to manage delivery of your reports via e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

## **Oracle XML Publisher Report Designer's Guide**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Using Microsoft Word or Adobe Acrobat as the design tool, you can create pixel-perfect reports from the Oracle E-Business Suite. Use this guide to design your report layouts.

## **Training and Support**

### **Training**

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

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

### **Support**

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

## **Do Not Use Database Tools to Modify Oracle Applications Data**

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

Oracle provides powerful tools you can use to create, store, change, retrieve, and

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

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

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

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# Overview of Oracle Trade Management

This chapter covers the following topics:

- Product Overview
- Sales Force Automation
- Trade Promotion Management
- Budget Management
- Claim and Deduction Management
- Indirect Sales Management
- Supplier Ship and Debit Processing
- Price Protection
- Oracle Trade Management Integration Overview
- Oracle Trade Management Key Features
- Oracle Trade Management Organization Related Enhancements
- Best Practices for Implementation

## Product Overview

Trade management is the process by which companies plan, execute, and administer payment for trade promotions. Successful trade management includes:

- Managing trade funds
- Maximizing trade promotion profitability
- Minimizing claim and deduction costs
- Successfully executing trade promotion activities through direct and indirect sales channels

Large manufacturing companies normally deal with many customers. The complexity of trade activities increases with the growing number of customers, making it difficult for manufacturing organizations to manage their funds, trade promotions, and claims. Companies that operate in Business-to-Business (B2B), Business-to-Customer (B2C), or Business-to-Business-to Customer (B2B2C), modes can use Oracle Trade Management to execute trade activities effectively and improve their return on investment (ROI).

Oracle Trade Management is a sales application that supports the iterative selling model for companies that regularly sell goods to more or less the same customers. For example, companies operating in consumer goods or life sciences.

**Important:** Oracle Trade Management is now called Channel Revenue Management and contains the following four products.

- Oracle Accounts Receivable Deductions Settlement
- Oracle Channel Rebate and Point-of-Sale Management
- Oracle Supplier Ship and Debit
- Oracle Price Protection

The table below describes the chapters in this book that are relevant to you based on the product or products for which you have a license.

| Chapter /<br>Appendix<br>Number | Chapter Name                         | Applicable Products                         |
|---------------------------------|--------------------------------------|---|
| 1                               | Overview of Oracle Trade Management  | All Products                                |
| 2                               | Oracle E-Business Suite Dependencies | All Products                                |
| 3                               | Basic Oracle Trade Management Setups | All Products                                |
| 4                               | Implementing Trade Planning          | Channel Rebate and Point-of-Sale Management |
| 5                               | Implementing Budgets                 | Channel Rebate and Point-of-Sale Management |

| Chapter / Appendix Number | Chapter Name                         | Applicable Products                            |
|---------------------------|--------------------------------------|--|
| 6                         | Implementing Claims                  | Accounts Receivable<br>Deductions Settlement   |
| 7                         | Implementing Indirect Sales          | Channel Rebate and<br>Point-of-Sale Management |
| 8                         | Implementing Supplier Ship and Debit | Supplier Ship and Debit                        |
| A                         | Profile Options                      | All Products                                   |
| B                         | Lookups                              | All Products                                   |
| C                         | Summary Of Concurrent Programs       | All Products                                   |
| D                         | Seeded User Statuses                 | All Products                                   |
| E                         | Claim Interface Tables               | Accounts Receivable<br>Deductions Settlement   |

For more information on implementing Price Protection, see the *Oracle Price Protection Implementation Guide*.

## Sales Force Automation

Sales activities of large manufacturing organizations usually span many territories and regions. Before planning for sales activities, organizations must analyze and set targets for the current year, as well as plan the products and territories to target.

Sales Force Automation tools in Oracle Trade Management include Quota Allocation and Account Manager Dashboard:

- **Quota Allocation:** Quota Allocation enables manufacturing companies to create and allocate quotas based on realistic data and sales figures of previous years. Sales Management can define markets and products that the sales teams must focus on selling.
- **Account Manager Dashboard:** The Account Manager Dashboard serves as a starting

point for sales activities, and a central point of access for real-time information on reports, and statistics. It includes customer reports and statistics that for organizing resources to reach targets. Tools such as Offer Evaluator and Offer Worksheet enable you to create and evaluate offers to obtain the desired return on investments.

## Trade Promotion Management

Trade planning in Trade Promotion Management encourages customers to buy products, and at the same time produces the desired ROI. By offering discounts, organizations can improve sales, achieve sales targets, and gain competitive advantages.

Trade planning tools simplify the process of discount planning, execution, and tracking. You can create different kinds of offers depending on the requirements and the results 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 costs and revenues for active offers.

## Budget Management

Oracle Trade Management provides efficient and cohesive budgeting and financial processing. This eliminates wasteful spending and ensures trade funding is allocated and utilized as intended. You can plan and track fund usage, and ensure that resources are deployed effectively. It offers access to historical sales and pricing information, which you can use to plan for budgets based on facts.

The budgets functionality also supports Oracle Partner Management business flow. Special Pricing, Soft Funds, and Referral compensation requests that are created in Oracle Partner Management can source funds from budgets in Oracle Trade Management.

## Claim and Deduction Management

Customers raise claims or take deductions for many reasons, for example, claiming compensation for damaged goods or for promotional accruals for which they are eligible. Distributors raise supplier ship and debit claims to compensate for the loss incurred on sales to end customers at a rate lower than their acquisition cost or expected margin. Distributors and retailers raise price protection claims to compensate for the loss in on-hand inventory value or loss incurred on inbound price lists and outstanding purchase orders when vendors decide to reduce the price of their products.

Settling claims and deductions involves determining whether a claim is valid and validating proofs. For more information on price protection claims, refer to the *Oracle Price Protection User's Guide*. For more information on supplier ship and debit claims, see *Supplier Ship and Debit Overview*, page 1-5.

The claims module enables organizations to shorten the claims-processing cycle, and reduce claims and associated costs. Information related to all claims is stored in a centralized manner. This enables you to access accurate views of promotional spending and other variable costs. You can research, validate, and settle deductions and claims. You can also identify invalid and duplicate claims and prevent unauthorized claims and deductions.

## Indirect Sales Management

The indirect sales management tools enable organizations to validate payment requests and manage and track funds when trade promotion activities are executed indirectly through retailers and wholesalers. The indirect sales management module includes:

- **Chargeback:** To settle chargeback transactions.
- **Third Party Accruals:** To pay discounts and accruals that are applicable to retailers or order channel partners.
- **Special Pricing:** To offer a special price or discount to the wholesaler for disposing existing inventory, meeting a competitor's price, or winning a deal for an existing customer.
- **Soft Funds:** To fund trade promotions that are executed by retailers or wholesales on behalf of your organizations.
- **Referral Management:** To pay incentives to retailers or wholesalers who refer business prospects, leads, or opportunities.

Chargeback and Third Party Accrual data are managed in Oracle Trade Management, while Special Pricing, Soft Funds, and Referrals features are created in Oracle Partner Management. However, approved requests related to Special Pricing, Soft Funds, and Referrals, are managed and settled in Oracle Trade Management.

For additional information on Inventory Tracking, see *Setting Profile Options for Oracle Trade Management Indirect Sales* in Chapter 3 of this guide.

## Supplier Ship and Debit Processing

The Supplier Ship and Debit process enables distributors to sell products to specific customers at a price that is below the distributor acquisition costs or the expected margin on the product. Such a sale can help meet competitor bids, gain a foothold into new accounts, or move excess or unsold inventory. As a result, an accrual offer is created between the supplier and the distributor with the customer as the qualifier and sales orders are recorded against this offer.

If the supplier approves the new price, the distributor can claim the difference from the supplier. If the supplier declines the distributor's request for the lower price, the

distributor may nevertheless go ahead and absorb this loss. In either case, the distributor raises a supplier ship and debit claim for which accounting is done as part of claims processing.

## Price Protection

Price protection agreements between distributors and retailers and between distributors and suppliers allow distributors and retailers to claim loss of value on on-hand inventory when the supplier decides to drop the price on a product. The distributor claims price protection refund from the supplier whereas the retailer claims the refund from the distributor.

Settlement of price protection claims result in the issue of a credit memo to the retailer and a debit memo to the supplier. For more information, see the *Oracle Price Protection Implementation Guide* and the *Oracle Price Protection User's Guide*.

## Oracle Trade Management Integration Overview

Oracle Trade Management integrates with the Oracle applications described in the following table:

| Oracle Application      | Description  |
|-------------------------|--|
| Oracle General Ledger   | Items such as accruals, accrual adjustments, and discounts are tracked in Oracle General Ledger. Once the integration with Oracle General Ledger is complete you can track items such as offer-related accruals, claims or deductions with promotional accruals or earnings settled by credit memo or check.   |
| Oracle Advanced Pricing | Advanced options, which is an Oracle Advanced Pricing feature, enables you to define groups of modifiers.<br><br>Modifiers enable you to set up price adjustments (for example, discounts and surcharges), benefits (for example, free goods, coupons) and freight and special charges.<br><br>Also, all offers types except scan data, net accrual and lumpsum are stored as modifiers in Advanced Pricing. This includes accrual and off invoice offers. |
| Oracle Costing          | Oracle Costing provides information on the actual Cost of Goods Sold. This information is used for calculating the promotional return on investment.   |



| Oracle Application              | Description  |
|---------------------------------|--|
| Oracle Discoverer               | Oracle Discoverer is a tool that you can access from Oracle Trade Management. Depending upon how Oracle Discoverer is implemented in your organization, you can use it as either a query tool for extracting customer information from the database, or as a page with predefined reports that you can run.  |
| Oracle Inventory                | Oracle Trade Management integrates with the product and product category definitions in Oracle Inventory. All the modules in Oracle Trade Management use these products and product definitions.   |
| Oracle iStore                   | The Funds Accrual Engine fetches information from all ordering channels including Oracle iStore. Therefore, in the Budgets module, you can track any accrual offer that applies on Oracle iStore.  |
| Oracle Marketing                | You can associate campaigns, programs, and events created in Oracle Marketing with offers and budgets in Oracle Trade Management.  |
| Oracle Partner Management (PRM) | Fund requests related to Special Pricing, Soft Funds, and Referrals, created in Oracle Partner Request are sourced from budgets in Oracle Trade Management. You can specify the budget source as a profile value. Offers and claims for PRM flows are automatically created in Oracle Trade Management; these claims are settled by the claims user. |
| Oracle Payables                 | Promotional payments related to Oracle Trade Management can be made and adjusted through checks in Oracle Payables. Budgets and offers are updated with the payment information.   |
| Oracle Receivables              | When customers make payments, the payment information is updated in Oracle Trade Management. When customers take deductions or pay in excess, Deductions and Overpayment claims are automatically created in Oracle Receivables and passed on to Oracle Trade Management.  |

| Oracle Application  | Description   |
|---|---|
| Oracle Task Management  | <p>Oracle Trade Management integrates with Oracle Task Management for:</p> <ul style="list-style-type: none"> <li>• Offers: generic tasks such as printing the offer to customer for customer review</li> <li>• Claims: research activities such as verifying the proof of delivery or contacting customers to obtain additional information about the claim.</li> </ul>  |
| Oracle Trading Community Architecture (TCA) - Data Quality Management (DQM) | <p>During Chargeback and Third Party Accrual data processing, information about end customers such as sales, identification, and PO number is captured and stored. End-customers are created as parties and accounts in Oracle TCA. The Chargeback module integrates with the DQM application available in TCA to search for duplicate data. During Chargeback or Third Party Accrual submission, based on data checking rules that are set up in DQM, the chargeback system finds the corresponding party ID that has been set up in TCA. If the party does not exist, a new party will automatically be created in TCA.</p> |
| Oracle Territory Management   | <p>Territories that are used in Oracle Trade Management for budget allocation, quota allocation, and defining markets and claim assignment, are created in Oracle E-Business Suite Territory Management module.</p>   |
| Oracle Order Management   | <p>Orders are created in Order Management. Reference information about the order such as product number, units, quantity, value and discount, as well as the offer details are updated in Oracle Trade Management. Budgets and offers are also updated with this information.</p>   |
| Oracle E-Business Tax Engine  | <p>The Oracle E-Business Tax Engine provides the quote of the estimated tax amount for a claim. The Oracle E-Business Tax Engine provides an estimate of taxes before transactions</p>  |

## Oracle Trade Management Key Features

This section describes the key features of Oracle Trade Management. The functional

areas include quota, account manager dashboard, offer, and common components

- Budget Management
- Trade Planning
- Claims
- Indirect Sales
- Ship and Debit
- Price Protection

## **Budget Management Key Features**

Budget management gives organizations a comprehensive tool for planning as well as tracking actual spending, whether accrued or immediately incurred, of sales, marketing and partnering activities. Budget Management includes the budget checkbook view.

### **Budget Checkbook View Data Collection**

You can use budget checkbook view to view actual budget usages, such as expenses or accruals.

Companies using Trade Management generally write their own reports for specific reporting needs. Trade Management enables you to easily create these reports using the materialized views that collect budget utilization data. You can then use this data to create different reports.

Data will be collected by:

- All customer levels - party, account bill to site, account ship to site
- Budget attributes - budget, budget category
- Time - month, quarter, year

You can also:

- Update General Ledger account when in draft status
- Associate General Ledger accounts with budget adjustment type
- Review the Budget Public Adjustment and Utilization API

## **Trade Planning Key Features**

Trade Planning features in this release include:

- Quota
- Account Manager Dashboard
- Offer

### Quota Key Features

To strengthen support for integration with any third party system in any industry, of Oracle Trade Management offers the following public API:

- Quota creation based on existing territory hierarchies

### Account Manager Dashboard Key Features

You can use the Oracle Trade Management dashboard as a single entry point for the iterative selling process. In an iterative sales model sales representatives manage customer accounts and sell products on a continuous and repetitive basis. The features in the Oracle Trade Management Dashboard that address the iterative selling process include the following:

#### Key Features

| Features   | Description  |
|--|--|
| Offer Worksheet for Lump Sum and Scan Data                     | Use the worksheet to create lump sum and scan data offers as well as off-invoice, accrual and trade deal offers.   |
| Account Plan and Dashboard Summary Exposing Budget Information | Without navigating to budget summary, a sales representative can access the dashboard to see his customer accounts' budget utilized, earned, paid and outstanding accrual balance. The budget information a sales user can see is limited to the customers (accounts and/or sites) within his territory. This information will be exposed both on the dashboard summary view as well as from within an account plan. |
| Configurable Related Links                                     | Quick links are configurable by an administrative user. There is also a "Report" link that brings you to Oracle Discoverer.  |

### Offer Key Features

Oracle Trade Management Offer provides comprehensive support for all types of promotional agreements. Sales users can create and monitor offers on the Account

Manager Dashboard. Additionally, sales administrators, marketing managers, pricing managers and partner managers who have full exposure to set advanced pricing and eligibility rules can also create and monitor offers on the Account Manager Dashboard.

Oracle Trade Management includes enhanced flexibility in creating volume offers and support for Indirect Sales in Volume Offers.

Volume offers, whether on an off invoice or accrual basis, are frequently used incentives to customers, buying groups or partners, based on their cumulative purchase volume over a period of time.

Oracle Trade Management includes enhanced flexibility in creating, maintaining, and monitoring volume offers and also offers support for Indirect Sales in Volume Offers.

To synchronize with Modifiers in the Oracle Pricing application Oracle Trade Management Offers includes the profile option OZF: Global Flag on Pricing Related Objects, page A-11.

### **Key Features**

| <b>Feature</b>                               | <b>Description</b>  |
|--|---|
| Creation for Multiple Customers and Products | Reduces the number of volume offers a user has to create and maintain. In a single volume offer, users can enter different sets of rates for different product categories and products. For more information see Set Up Volume Offer. |
| Indirect Sales Support                       | Oracle Trade Management handles all payment requirements both directly or indirectly, based on Point of Sale data. Volume offers can apply on both direct and indirect sales or a combination of both.                                |
| Expose Pricing Formula                       | Pricing formula, created in Advanced Pricing, is exposed on volume offers to provide flexibility in handling highly complex pricing and promotion scenarios.  |

### **Claims Key Features**

The following information describes features in the Claims module of Oracle Trade Management.

## Claims Key Features

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| Feature                    | Description  |
|----------------------------|--|
| Settlement by AP Debit     | <p>When a company wants to accrue promotional money owed to it by another company they can use Oracle Trade Management to either charge a claim or deduct from the other organization. For example, distributors may claim price protection refunds from the supplier to cover the losses incurred on on-hand inventory as a result of dropped product prices. In Oracle Trade Management when you deduct from the other organization you can create a transaction in the Oracle Payables to reduce the balance owed to the other organization. This feature is available for claim and debit claim, but not for deduction and overpayment.</p> <p>When you select this method for settlement, Trade Management automatically passes a payables credit entry into the Payables' interface table. The Payables Open Interface Import program then converts the payables credit entry into an Accounts Payable document that reduces the company's balance owed.</p> |
| Settlement by AR Credit    | <p>Used when retailers claim price protection accrual owed them by distributors as a result of losses incurred on on-hand inventory and existing purchase orders when the supplier drops the price of a product,</p>   |
| Accounting Only Settlement | <p>Used when distributor ship and debit request for refunds is not approved by the supplier. This method directly balances the distributor accounts for the loss incurred without interface to Oracle Payables.</p>  |

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| Feature                                    | Description   |
|--|---|
| Netting Settlement                         | <p>Formerly referred to as Contra Change. Use this settlement method for deduction and overpayment. When you select this settlement method the program sends out a workflow notification to users with a Netting responsibility notifying them to manually run the netting batch process.</p> <p>This refers to the action of applying a receipt on another receipt. In Trade Management's context, it means settling a deduction or overpayment claim by another claim, an AR transaction, or an AR receivable activity.</p> |
| Configurable Settlement Workflow           | <p>Allows companies to create custom settlement methods in addition to the seeded methods. You can settle promotional claims with the custom settlement method.</p>   |
| Mass Settlement                            | <p>Use this to search for related account transactions and enforce claim security.</p>  |
| Multi-Org Access Control (MOAC) for Claims | <p>You can view and/or update claims across operating units provided you have the correct access privileges. Claims remain org-stripped.</p>  |
| Oracle E-Business Tax Integration          | <p>Oracle Trade Management provides for Oracle E-Business Tax integration which allows you to obtain an accurate estimate of the tax impact of the claim lines.</p> <ul style="list-style-type: none"> <li data-bbox="976 1325 1438 1518">Tax classification codes are defined in Oracle E-Business Tax. The tax classification code values are based on whether a settlement method integrates with Accounts Receivable or Accounts Payable.</li> </ul>  |

## Payment Settlement Methods

Oracle Trade Management provides support for the following Payables related settlement methods:

- Wire Transfer

- Electronic Transfer
- Accounts Payable Default Payment

The following information applies to all three of the settlement methods listed above:

- Available on the settlement screen for claims and additionally on trade profiles, promotional payments and offer's advanced options screens.
- When you run settlement fetcher the payment details updated on the claim will carry the details of the payment including transaction type and number, date, amount, and status.
- The vendor site LOV is filtered so that only the vendor sites set up as "pay to" enabled in Accounts Payable will be available in the LOV for selection.
- All the validations that are performed for check settlement method will also be performed for these three methods as well.

#### ***Settlement Methods***

| <b>Settlement Method</b> | <b>Description</b>  |
|--------------------------|---|
| Wire Transfer            | When a claim is settled with a wire transfer settlement method, the invoice generated in Payables displays payment method of 'Wire'.  |
| Electronic Transfer      | <p>Electronic transfer refers to electronic fund transfer and is a payment method used in Payables to compensate suppliers/vendors. This new settlement method is similar to the existing check settlement method.</p> <ul style="list-style-type: none"> <li>• When a claim is settled with an electronic transfer settlement method, the invoice generated in Payables displays a payment method of 'Electronic'</li> </ul> |



| Settlement Method        | Description  |
|--------------------------|--|
| Account Defaults Payment | <p>A payment method can be associated with every supplier site. The payment method specified on the supplier site suggests the payment preference and can be used to default a payment method on the invoices generated for the supplier. The payment method associated with the supplier can be check, clearing, electronic, or wire.</p> <p>The accounts default payment allows the system to decide, based on the payment preferences setup on supplier site, what the default payment method for invoices interfaced in Accounts Payable should be. Details include :</p> <ul style="list-style-type: none"> <li>• When a claim is settled with Accounts Payable default payment settlement method, the invoice interfaced into Payables will have no value for the payment method field and instead will allow Payables to default the supplier site's payment method.</li> </ul> |

## Indirect Sales Key Features

Indirect sales is the process of using and managing external sale. Companies receive high volumes of data in different formats from different channels requiring time and resources to sort, cleanse and convert the data. In addition, they need to validate the data against often complex pricing or promotion agreements that may involve multiple parties in a selling process, some of which the company may not even transact with directly.

Post-validation, companies need to create payments to partners or customers on a timely basis, as well as track the data in a way that can be useful for production planning, customer inventory analysis, sales compensation and revenue recognition.

Oracle Trade Management handles all payment requirements both directly or indirectly, based on Point of Sale data. Volume offers can apply on both direct and indirect sales or a combination of both. Additionally, volume offer functions such as tracking total order volume, calculating the current discount rate, and making retroactive adjustments apply to both direct and indirect sales data.

## Supplier Ship and Debit Key Features

Supplier Ship and Debit includes the following key features.

- Supplier Trade Profile
- Accrual Offer

- Sales Order
- Supplier Ship and Debit Dashboard
- Debit Claims

### **Supplier Trade Profile**

For supplier ship and debit, you submit a request to the supplier for approval on discounted prices at which you want to sell products to your customers. After you make the sale, you submit a batch for supplier approval before you can debit the supplier for the difference in your acquisition and selling prices. You define a trade profile for your supplier to capture supplier preferences and attributes for the approval and claim settlement processes. For example, if your supplier does not require you to submit a batch and seek approval for the claimed amount, you can select the auto debit function on the supplier trade profile. Auto debit enables you to directly go to claims processing after you create a batch. On the supplier trade profile, you can define the frequency of batch creation, the quantity and amount limits on an offer, and claim computation and approval communication methods.

### **Accrual Offer**

After the supplier approves price changes on a supplier ship and debit request, an accrual offer is created on the request. Similarly, accrual offers are created on internal ship and debit requests. Except for the distributor being the qualifier or beneficiary on such an offer, offer approval and creation follows the existing trade management functionality.

### **Sales Order**

An accrual offer is created on a request and sales orders booked for this offer. Goods are then shipped to the retailer or end customer against these sales orders. After the sale is made, the claim can be created and settled.

### **Supplier Ship and Debit Dashboard**

The supplier ship and debit dashboard enables distributors to do the following.

- Create requests
- Generate batches
- View all the ship and debit requests initiated for each supplier
- Search for a specific request
- View approval or rejection of accrual lines in a batch

- Export request and batch information for approval and import supplier approval or rejection

Distributors create supplier requests for supplier approval of the new prices and upon approval, create batches for supplier approval of claim amounts. A batch contains all the accrual lines for which the supplier is expected to make payment. Approval transactions between distributors and suppliers use the XML gateway or Web ADI.

## Debit Claims

A supplier debit claim is created for accrual lines in a batch that the supplier approves. For rejected accrual lines, an internal ship and debit claim is created. The supplier claim is closed out on posting of a debit memo in Oracle Payables for the supplier for the total of all approved lines. Internal requests have no supplier debits; accruals are settled by relieving liability and booking the expense to the appropriate distributor GL account.

## Price Protection Key Features

The key features of Price Protection are as follows.

- Default System Parameters and Profile Options
- Trade Profiles
- Price Protection Dashboard

## Default System Parameters and Profile Options

Price protection enables distributors and retailers to streamline updates and processes when a vendor changes the price of a product. These updates are required to calculate the difference in inbound and outbound inventory costs that distributors and retailers can claim. Because Oracle Trade Management integrates with other E-Business Suite applications such as Inventory and Order Management, price lists, purchasing systems, costing and financial systems need to reflect the new price.

To ensure price protection integration with these applications and enable updates to these systems, you must enable the system profile options for price protection. To enable accounting on price protection claims, you must set default accounts in the System Parameters page. These accounts are used for cost adjustment, accrual, and contra-liability.

## Trade Profiles

If distributors and retailers are covered for losses on inventory by a price protection agreement, the retailer submits a credit claim to the distributor and the distributor submits a debit claim to the vendor. To capture preferences and attributes for the processing and settlement of price protection claims, you define trade profiles for the customer in the case of a credit claim and for the supplier in the case of a debit claim.

## Price Protection Dashboard

The price protection dashboard enables you to manage the creation and approval of transactions for updates to price lists and purchase orders. These transactions provide inventory details, price changes, and adjustments. You can create customer and supplier claims for active approved transactions and track approval and settlement of these claims from the price protection dashboard.

For more information, see the *Oracle Price Protection Implementation Guide* and the *Oracle Price Protection User's Guide*.

## Common Components for Trade Management

The following information describes some Common Component related features in Oracle Trade Management.

### Common Components

| Common Components                   | Description   |
|-------------------------------------|---|
| Operating Unit Related Enhancements | <p>To increase support of the application being used under different operating units, Oracle Trade Management includes the following:</p> <ul style="list-style-type: none"><li>• For improved synchronization with Advanced Pricing, Trade Management Offer contains the profile option OZF: Global Flag on Pricing Related Objects, page A-11. This profile option defaults whether a global flag will be checked when the offer is passed to Advanced Pricing.</li><li>• Fully accrued budget in Oracle Trade Management also uses the above profile to determine whether the accrual parameters will apply on all sales orders or only those that belong to the same operating unit that created the budget. For additional information see Overview of Operating Units in Oracle Trade Management.</li></ul> |
| Ledger Architecture Compliance      | Oracle Trade Management uses the term Ledger instead of Set of Books  |

| Common Components                 | Description   |
|-----------------------------------|---|
| Additional Descriptive Flexfields | <p data-bbox="792 306 1224 333">Additional descriptive flexfields include:</p> <ul style="list-style-type: none"> <li data-bbox="792 363 1008 390">• Price list header</li> <li data-bbox="792 430 976 457">• Price list line</li> <li data-bbox="792 497 1133 525">• Competitor product header</li> <li data-bbox="792 564 987 592">• Quota header</li> <li data-bbox="792 632 1081 659">• Offer performance line</li> <li data-bbox="792 699 1338 726">• Special pricing request header and request line</li> <li data-bbox="792 766 1279 793">• Soft fund request header and request line</li> <li data-bbox="792 833 1279 861">• Indirect sales batch header and batch line</li> <li data-bbox="792 900 1338 928">• Ship and debit request header and request line</li> <li data-bbox="792 968 1287 995">• Ship and debit batch header and batch line</li> <li data-bbox="792 1035 1425 1062">• Price protection transaction header and transaction line</li> <li data-bbox="792 1102 1409 1161">• Price protection transaction covered inventory receipt adjustment</li> <li data-bbox="792 1201 1409 1228">• Price protection transaction covered inventory details</li> <li data-bbox="792 1268 1312 1295">• Price protection transaction customer claims</li> </ul> |

## Oracle Trade Management Organization Related Enhancements

Oracle Trade Management includes enhanced support for different organizational environments. An operating unit is a business entity with its own set of business rules. Oracle Trade Management customers generally set up entities for one or more of the following reasons:

- Geographical differences: A United States operation versus a Japan operation.
- Product and target customer differences: A business unit that sells commodity products to Original Equipment Manufacturers (OEMs) and a business unit that

sells consumer products through retailers. These two types of customers make different decisions regarding sales, marketing, and pricing. These decisions need to be made independently.

- Differences in divisions: Business units that operate independently but also compete with each other.

Oracle Trade Management provides the following organization related enhancements:

- Support for different business or data model organization structures on an operating unit (org-striped) basis or a shared service basis. Using the MOAC Profile Option described in Enabling Multi-Operating Unit Access.
- Enhanced Operating Unit Support in Offer, Fully Accrued Budget and Price List integrating with Advanced Pricing and Order Management
- Claim users with access to multiple operating units can view all claims across multiple operating units without switching responsibilities.
- Enhanced synchronization with Oracle Financial application and Oracle Supply Chain application in Organization Support

## Enabling Multi-Operating Unit Access

With responsibilities, you can access more than one operating unit at a time, so you can perform business tasks for entities that have multiple organizations across all accessible operating units using a single responsibility.

Set the profile option MO: Default Operating Unit to a valid value, to stamp opportunities with your default operating unit.

This profile option setting is mandatory. Stamping your new opportunity with the default operating unit does not limit your access to the opportunity and the stamp is not visible. New account sites and new account relationships are also stamped with your default operating unit if the profile option is set. Again, this stamp is not visible, however it is displayed on the Account Details form if you have access to it through your responsibility.

If the profile MO: Default Operating Unit is not set to a valid value, an error message displays when you attempt to create a new account site, or a new account relationship:

- **For the Account site:** You will not be able to create the Account Site since your default operating unit has not been set or has been set to a value that is not valid. Please contact your System Administrator.
- **For the Account Relationship:** You will not be able to create the Account Relationship since your default operating unit has not been set or has been set to a value that is not valid. Please contact your System Administrator.

See the *Oracle Applications Multiple Organizations Implementation Guide* for information on setting the profile MO: Default Operating Unit, implementation considerations for operating unit security, and other details on enabling Oracle Trade Management users to access multiple operating units.

## Overview of Operating Units in Oracle Trade Management

The information in the following table describes Operating Unit features in Oracle Trade Management.

### Understanding Multi-Org Needs

Oracle Trade Management is sometimes referred to as a bridging application between Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP).

Org-stripping involves segregating areas based on operating units. In real-time scenarios, companies set up different operating units (OU) or business entities for different reasons. These operating units have their own business rules and they function independently. This means that the business transactions of one OU may or may not be accessed by another OU.

### How Oracle Trade Management Modules Use Operating Units

The following table lists and describes how the various Oracle Trade Management modules use operating units:

#### *Use of Operating Units*

| <b>Oracle Trade Management Module</b> | <b>Use of Operating Unit</b>  |
|---------------------------------------|---|
| Offers                                | To synchronize with Modifiers in the Oracle Pricing application Oracle Trade Management Offers includes the profile option OZF: Global Flag for Pricing Related Objects., page A-11   |
| Budgets                               | Oracle Trade Management Budgets uses Operating Units in the following manner: <ul style="list-style-type: none"><li>• <b>Fully Accrued Budget</b> - When you create a budget in Oracle Trade Management and accumulate the Total balance the profile option OZF: Global Flag on Pricing Related Objects id is used. For additional information, refer to Chapter 5, Implementing Budgets. That chapter contains a description of the profile and the Customer Liability Flag.</li></ul> |

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| <b>Oracle Trade Management Module</b> | <b>Use of Operating Unit</b> |
|---------------------------------------|------------------------------|
|---------------------------------------|------------------------------|

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|             |   |
|-------------|---|
| Price Lists | In Trade Management the OZF: Global Flag on Pricing Related Objects , page A-11 profile option determines whether a price list has the global flag checked in the background. The price list header screen contains the global flag for price lists |
|-------------|---|

|       |   |
|-------|---|
| Quota | You can use the profile OZF:Trade Planning Territories Limited to Operating Unit, page A-17 to create and maintain territories for Trade Management purposes enabling you to segregate territories by operating unit. This eliminates the requirement of setting up all territories with account sites as matching attributes. You can set the Trade Management profile option OZF: Trade Planning Territories Limited to Operating Unit, page A-17 at the site level. This profile option can handle either org-specific or non-org specific quota allocation. The default is set to |
|-------|---|

|           |   |
|-----------|---|
| Dashboard | <p>The Trade Management profile option OZF:Trade Planning Territories Limited to Operating Unit, page A-17 enables the Trade Management dashboard to expose sales orders within one or multiple operating units.</p> <p>The account's account site for all operating units (plus any other matching attributes) will be derived for the territory, and sales data will be based on those sites.</p> |
|-----------|---|

|        |   |
|--------|---|
| Claims | In Oracle Trade Management claims function you can switch from one operating unit to another. The Claim display lists all claims pertaining to all operating units that you have access to on the same claim summary page. This eliminates the need to switch responsibility. Additionally, when you create a claim (single or mass) and if you have access to multiple operating units, the claim creation page allows you to select the operating unit. |
|--------|---|

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| <b>Oracle Trade Management Module</b> | <b>Use of Operating Unit</b> |
|---------------------------------------|------------------------------|
|---------------------------------------|------------------------------|

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Indirect Sales

Trade Management Indirect Sales offers increased support for multiple operating units. The updates to operating units includes:

- All channels for importing indirect sales data will expose the operating unit field – WebADI, XML Gateway, interface table. This is not mandatory requirement.
  - The Operating Unit field will be displayed on the batch import, Chargeback summary, and Chargeback header screen to track the Operating Unit against each indirect sales batch.
- 

## Best Practices for Implementation

The best practices for implementation are described in the following sections:

- Map Out Order to Cash Processes and Business Needs
- Identify the Users Involved
- Determine Which Functional Areas to Implement
- Determine Implementation Objectives, Priorities, Phases and Milestones
- Test Out a Basic Business Flow
- Execution

## Mapping Out Order to Cash Processes and Business Needs

During the process of mapping out business processes and needs, it is essential to identify redundant processes in the existing system. It is important at the beginning stages of implementation to identify gaps between existing practices and the actual business requirements.

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 on a timely and accurate basis?

- When customers remit payments, do they short pay? If they do, are there any current systems to expedite their resolution?
- Do customers submit point of sale data? If so, for what business purposes?

## Identifying Users

Identify users based on the observations that you make when mapping out order to cash processes and business needs. For example, if budget balances are tracked by brand, a budget user could be a brand manager. If budget balances are tracked by sales territory, a budget user could be a sales representative or a sales manager.

Business needs and implementation scope can be used to determine users who create promotions in the system. Business needs may require that the person who determines promotions is the same person who creates the promotion and that person must be set up as an Oracle Trade Management user. The scope of the implementation may also involve mapping certain job activities to certain job titles. For example, if a sales administrator in an organization is responsible for creating trade promotions, then the actual Oracle Trade Management user is the sales administrator.

Depending on the requirements of a company, you can set up different groups to access Oracle Trade Management for different purposes.

Some examples are as follows:

- Finance or Accounting Users can be set up as users to account for trade promotions.
- Customer Service Representatives can be set up as users if the company's business practices indicate that customer service representatives are the ones who efficiently resolve claims.

Along with identifying users, a company should also identify an internal implementation owner, who is familiar with multiple departments and business functions.

Because Oracle Trade Management affects multiple areas of the company, it is important at this stage to form a cross-functional team of representatives from different departments that will be impacted by the implementation. This process provides a valuable opportunity to identify better ways of managing integration points, modeling customer and product data to support processes in different departments, and to effectively plan for division of labor.

## Determining Which Functional Areas and Sequence to Implement

Based on your observations during the process of mapping out order to cash processes and identifying the users involved, 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 spending the most money.
- Focus on the Indirect Sales Management functional area of Oracle Trade Management to manage distributor or wholesaler chargeback claims, track POS data and channel inventory, or create third party accruals.

## Determining Integration Points of Oracle Trade Management

Oracle Trade Management can be integrated with either third party ERP systems, or applications in the Oracle E-Business Suite, or both.

This is an important step because the manner in which the integrations are implemented depends on whether Oracle Trade Management is used with the Oracle E-Business Suite or with external ERP systems. If the application is used with external ERP systems, you should familiarize yourself with 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, you should understand how the customer and product data that are modeled in the suite are used in Oracle Trade Management.

## Determining Implementation Objectives, Priorities, Phases and Milestones

You can prioritize implementation objectives based on factors such as critical business requirements or the complexity of implementation tasks. You can phase in less urgent business requirements first and implement highly critical business requirements later if they require integration with many other systems. Designing a matrix and a scoring system for these different factors simplifies the decision making process.

For example, a company can implement the entire Oracle Trade Management application with the Oracle E-Business Suite in two phases as follows:

- **Phase One:** Allow sales users to use Oracle Trade Management for simple and easy-to-implement promotions such as Lump Sum promotions or Scan Data promotions.
- **Phase Two:** Allow sales users to integrate Oracle Trade Management with Oracle Advanced Pricing and Order Management to manage complex promotions such as volume rebate promotions.

## Testing Out a Basic Business Flow

Complete the basic setups. For example, if the implementation scope includes 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

## Execution

A full understanding of the features and functionality in Oracle Trade Management allows you to list all possible business scenarios and serves as the basis for a comprehensive testing plan.

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## Oracle E-Business Suite Dependencies

This chapter covers the following topics:

- Oracle E-Business Suite Prerequisites and Integrations
- Flexfields
- Setting Up Oracle Human Resources
- Integrating General Ledger
- Implementing and Understanding the Account Generator Workflow
- Integrating Oracle Receivables
- Integrating Oracle Payables
- Integrating Advanced Pricing
- Setting Up Oracle Order Management
- Integrating Oracle Inventory
- Oracle E-Business Tax Engine

### Oracle E-Business Suite Prerequisites and Integrations

Oracle Trade Management integrates with many applications in the Oracle E-Business Suite to provide the required functionality. This chapter provides information on the mandatory prerequisites and integrations of Oracle Trade Management. It also contains information on the conditional Dependencies.

#### **Mandatory Dependencies:**

The following Oracle applications and modules provide underlying infrastructure and support to Oracle Trade Management. You must implement these dependencies before beginning an Oracle Trade Management implementation.

- **Oracle Human Resources**

Oracle Human Resources provides the underlying technology stack, schema, and

structure for Oracle Trade Management. You must implement this application before implementing Oracle Trade Management. For more information, see the *Oracle HRMS Implementation Guide*.

- **Oracle Inventory**

Oracle Inventory is the repository for products or collateral used in conjunction with Oracle Trade Management promotions. It is also used by the ROI Calculator. Integration with this application enables you to create and execute Accrual offers, Off-invoice offers, and Budgets. This application is not required for Lump sum and Scan Data offers.

- **Oracle General Ledger**

Oracle General Ledger enables you to post transactions to General Ledger and track accruals, accrual adjustments, and discounts. By integrating Oracle Trade Management with Oracle General Ledger, you can track:

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

For more information, see the *Oracle General Ledger User Guide*.

### **Optional Dependencies**

You can **optionally** integrate certain applications with Oracle Trade Management to extend and enhance the product functionality. Based on your business requirements, you can integrate some or all of the following Oracle E-Business Suite applications. The setups are partial and are limited to the functions necessary for Oracle Trade Management to function as required.

- **Account Generator**

Implement Account Generator with General Ledger to generate Oracle General Ledger account codes dynamically.

- **Oracle Receivables**

Integrate Oracle Trade Management with Oracle Receivables to manage and settle claims by credit, and manage and settle deductions and overpayments. For more information, see the *Oracle Receivables User Guide*.

- **Oracle Payables**

Integrate Oracle Trade Management with Oracle Payables to settle claims by check.

For more information, see the *Oracle Payables User Guide*.

- **Advanced Pricing**

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

Integrate Oracle Trade Management with Advanced Pricing to create and execute Accrual offers, Off-invoice offers, and Budgets. This application is not required for Lump sum and Scan Data offers. For more information, see the *Oracle Advanced Pricing Implementation Manual*.

- **Oracle Order Management**

Integrate Oracle Trade Management with Order Management to execute offers, track accruals, update budgets, and create return material authorizations (RMAs) to settle claims. For more information, see the *Oracle Order Management Implementation Guide*.

- **Oracle E-Business Tax Engine**

Integration with the Oracle E-Business Tax engine is recommended if your business operates in a country where you must charge taxes, or if you have business units that are subject to taxes. The claims module in Oracle Trade Management provides the ability to obtain the estimated tax quote. This minimizes errors arising out of tax amount mismatches that result in Payables invoices being rejected.

- **Oracle Partner Management (OPM)**

Integrate Oracle Trade Management with Oracle Partner Management to support, execute, or fund some key partner flows such as Special Pricing, Soft Funds, or Referral flow. This integration provides the ability to automatically generate offers and claims in Oracle Trade Management. For more information, see the *Oracle Partner Management Implementation and Administration Guide*.

- **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 Set Up DQM Integration, page 7-10 for more information.

- **Costing**

Oracle Trade Management depends on Oracle Costing to get the Cost of Goods for a product. This Cost of Goods is used to calculate the Return On Investment (ROI) 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. For more information, see the *Oracle Trading Community Architecture Implementation Guide*.

- **Collections**  
Oracle Collections leverages Trade Management to track invoice disputes (tracked as claims in Oracle Trade Management.) For more details, see the *Oracle Collections User Guide*.
- **Resource Manager**- This component enables you to use application resources regardless of where they are created. Acting as a central repository, Resource Manager enables the creation of various types of resources, groups, teams, and roles. You can import resources such as employees, suppliers, parties, or partners, created in other applications. Once imported, the resource becomes available for other applications to use. For more details, see the *Oracle Trade Community Architecture Technical Implementation Guide*.
- **Task Manager**- Task Manager provides a mechanism for your application to respond to customer needs in a timely manner. Using Task Manager you can create, assign, manage, sort, and prioritize tasks. If implementing task transition rules, after defining a rule and assigning it an appropriate responsibility, set the profile Task Manager: Default Task Status. If no rules are assigned to a responsibility, all statuses will be displayed in the Status List of Values (LOV). In this case, the Task Manager: Default Task Status does not need to be set.
- **Interaction History**- provides a common framework for capturing and accessing all interaction data associated with customer contact. Acting as a central repository, it provides a consistent API for tracking all customer interactions within the Oracle E-Business Suite. For example, if using the tracking mechanism within Web marketing, each response (each time a customer responds to a Web ad) is tracked in Interaction History. For more details, see the *Oracle Common Application Calendar Implementation Guide*
- **Notes and Note Types**- Use the Notes module to create, maintain, and share notes related to customers, opportunities, service requests, and other business objects. Setting up note types is also optional. Although Oracle Notes comes with a set of predefined note types, you can create customized note types. *Oracle Common Application Calendar Implementation Guide*
- **Assignment Manager**- The Assignment engine determines the best resource to be assigned to tasks based on availability and skill set. This engine is used by the various CRM modules to automatically assign tasks to a resource or a group of people.
- **Territory Manager**- Territory Manager provides an infrastructure to define territories based on flexible criteria, such as geography, zip code, area code. This engine creates automatic assignment of transactions across the entire CRM suite. For example, territories are used in Oracle Trade Management to automatically assign claims to owners (Oracle Trade Management users) based on criteria defined in the territory setup. See Oracle Territory Manager documentation for more



information. *Oracle Territory Manager Implementation Guide*

- **Oracle Product Lifecycle Management (PLM)** - PLM provides a product hierarchy located in the OLTP schemas. This hierarchy is maintained by the user in a product catalog and is expanded to a de-normalized table (designed for efficient traversal) by the Oracle Sales and Marketing applications. *Oracle Product Lifecycle Management Implementation Guide*
- **Oracle Sales** Oracle Sales, an application designed for sales representatives, sales managers, and executives, provides a complete set of tools allowing sales teams to manage the sales cycle from beginning to end. Sales Online features include comprehensive customer management, Lead and opportunity management, forecasting, quote generation, order placement, and sales methodologies. *Oracle Sales Implementation Guide*
- **Oracle Telesales (OTS)** - OTS is an application designed for inside sales professionals, inbound telesales agents, or outbound telemarketing agents. OTS offers a multi-channel selling solution that manages leads, opportunities and forecasts across all sales channels: over the phone, the Web or through mobile devices. It provides a set of tools to help the inside sales team manage the sales cycle from prospecting for customers to booking the order. *Oracle Common TeleSales Implementation Guide.*
- **Oracle Interaction Center (Scripting)**- Oracle Interaction Center is an integrated series of products designed for consistent and effective handling of customer interactions. It provides sophisticated routing, media queuing and enhanced screen pop integration. Interaction center reduces the cost, complexity and risk associated with deploying applications. Interaction Center includes modules such as Advanced Inbound, Advanced Outbound, email Center, Interaction Center Intelligence, Scripting, and Universal Work Queue.

Oracle Scripting is a set of tools to facilitate the process of gathering of information through guided decision flows, consisting of text, questions, and answers. Oracle Scripting is composed of several components: the Script Author, the Scripting Engine, the Scripting Administration console, and the Survey Administration console. *Oracle Interaction Center Intelligence Implementation Guide.*

## Flexfields

Descriptive flexfields (DFFs) allow you to extend Oracle applications to meet business requirements without the need for programming. You can use descriptive flexfields in the Oracle Trade Management UI to gather information , important and unique to your business, that would not otherwise be captured.

You can customize a descriptive flexfield to capture just the information your organization needs. The flexfield structure can depend on the value of a context field and display only those fields (segments) that apply to the particular type of context. For

example, if the asset category were "desk, wood", your descriptive flexfield could prompt for style, size and wood type. If the asset category were "computer, hardware", your flexfield could prompt for CPU chip and memory size. You can even add to the descriptive flexfield later as you acquire new categories of assets.

Oracle Trade Management uses the following descriptive flexfields, which provide customizable expansion space on a page:

***Flexfields in Oracle Trade Management***

| <b>Application</b> | <b>DFF Name</b>                        | <b>Table Name</b>        |
|--------------------|--|--------------------------|
| Marketing          | Claims                                 | OZF_CLAIMS_ALL           |
| Marketing          | Deductions                             | OZF_CLAIMS_ALL           |
| Marketing          | Claim Lines                            | OZF_CLAIM_LINES_ALL      |
| Marketing          | Budgets                                | OZF_FUNDS_ALL_B          |
| Marketing          | Trade Profile                          | OZF_CUST_TRD_PRFLS_ALL   |
| Advanced Pricing   | Offers                                 | QP_LIST_HEADERS          |
| Advanced Pricing   | Offers                                 | QP_LIST_LINES            |
| Marketing          | List Lines DFF for non QP based offers | FND_DESCRIPTIVE_FLEXS_VL |
|                    | Price list header                      |                          |
|                    | Price list line                        |                          |
|                    | Competitor product header              |                          |
|                    | Quota header                           |                          |
|                    | Offer performance line                 |                          |
|                    | Special pricing request header         |                          |
|                    | Special pricing request line           |                          |

| Application | DFF Name                    | Table Name |
|-------------|-----------------------------|------------|
|             | Soft fund request header    |            |
|             | Soft fund request line      |            |
|             | Indirect sales batch header |            |

**Note:** The flexfields, QP\_LIST\_HEADERS and QP\_LIST\_LINES, are defined in Oracle Advanced Pricing. See the *Oracle Advanced Pricing Implementation Guide* for more information.

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

## Setting Up Oracle Human Resources

Oracle Trade Management utilizes the following information that is stored and maintained in Oracle Human Resources Management System (HRMS):

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

See *Oracle HRMS Configuring, Reporting, and System Administration Guide* for more information.

Use the following procedures to set up HRMS for Oracle Trade Management:

- Determining the HRMS Navigation Path, page 2-8
- Creating Business Group, page 2-8
- Creating Organizations, page 2-8
- Assigning the Security Profile, page 2-9
- Adding a Legal Entity, Operation Unit, and HR Organization., page 2-9
- Creating a Business Unit, page 2-9

- Assigning Multi Org Responsibilities, page 2-9

**Note:** Complete all of the following procedures only if you are implementing Oracle Trade Management as a standalone application.

## Determining the HRMS Navigation Path

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

- **Shared HRMS license:** Create employees using CRM Foundation.
  - Responsibility: CRM Administrator
  - Navigation: CRM > Resource Manager: Maintain Resources> Resources
- **Full HRMS license:** Create employees using HRMS.
  - Responsibility: HRMS Manager
  - Navigation: People > Enter and Maintain

## Creating Business Groups

The business group is the largest organizational unit representing the enterprise. A business group can 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 an abstract legal entity that employs people assigned to work in organizations beneath it.

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

For more information on business groups, see *Oracle Applications Multiple Organizations Implementation Guide*.

## Creating Organizations

Set up the Business Group as the first organization; all other organizations belong to the business group. The business group includes internal organizations such as branches, departments or sections in which employees work. Classify an organization as an HR Organization to enable the assignment of employees to an internal organization.

To create Organizations for work structures, log on with the US Super HRMS Manager Responsibility .

**Notes:** You can proceed with this field only if the classification that you selected has

additional information.

## Assigning the Security Profile

Use the profile, **HR: Security Profile**, to define the security level for specific Oracle Trade Management responsibilities. This profile enables access (based on responsibility) to a single business group. For information on assigning the security profile, see the *Oracle HRMS Configuring, Reporting, and System Administration Guide*.

## Adding a Legal Entity and Operating Unit

Use this procedure to create a Legal Entity, Operating Unit, and HR Organization. Oracle Trade Management supports a Legal Entity and Operation Unit definition through various flows and screens. For additional information, see the *Oracle HRMS Configuring, Reporting, and System Administration Guide*.

## Creating A Business Unit

Business Units are used for classifying budgets and setting up budget approval rules.

To create a new Business Unit, log in to Oracle with the appropriate HRMS Responsibility. For information on creating a business unit, , see the *Oracle HRMS Configuring, Reporting, and System Administration Guide*.

## Assigning Multi-Org Responsibilities

Oracle Trade Management requires the implementation of a Multiple Organization Structure. See *Oracle Applications Multiple Organizations Implementation Guide* for additional information.

Org-stripping restricts certain transaction types and setups to specific operating units within an organization. Org-stripping can be applied to:

- Transactions types: Transaction types such as customer parties and accounts, are visible to all operating units within an organization. Other transaction types are restricted to a particular operating unit. For example, orders, transactions, receipts, and checks can be org-stripped.
- Setups: Setups such as customer account sites, and vendor sites can also be org-stripped.

The org-stripped transactions and setups that are used in Oracle Trade Management are listed in the following table:

| <b>Trade Management Module</b> | <b>Transactions/Setups</b>  |
|--------------------------------|---|
| Offers                         | Oracle Partner Relationship Management and Oracle Marketing integrations  |
| Quota allocation               | Territories and historical sales usage in quota allocation  |
| Account Manager Dashboard      | Display and use of sales data<br>Display of budget data   |
| Budgets                        | Fully accrued budget<br>Territories and historical sales usage in quota allocation  |
| Claims                         | Setups such as claim types and reasons.<br>Approval rules, claim settlement methods, and claim summary view.<br>Creation, update, and settlement of claims, debit claims, deductions, and overpayments. |
| Indirect Sales Management      | Usage of price lists in chargeback transactions<br>Third Party Accrual pricing simulation   |
| Supplier Ship and Debit        | Creation of ship and debit requests and ship and debit batches.<br>Supplier trade profile setup.  |
| Supplier Trade Profile Setup   | Creating supplier trade profiles  |

The non org-stripped transactions and setups in Oracle Trade Management include the basic administration setups such as custom setups, locking and mandatory rules, and user status.

You can assign multi-org responsibilities to a selected Oracle Trade Management responsibility. This displays the appropriate Business Unit when using that responsibility.

See *Oracle Applications Multiple Organizations Implementation Guide* for more information.

## 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 Oracle Trade Management offers such as Accrual, Lump sum, Scan Data, and Volume offers can create accruals.

Oracle Trade Management creates the following accounting entries.

- When accruals occur:
  - Debit Sales or Expense Account
  - Credit Liability Account
- If the off-invoice posting option is enabled, it creates the following 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, the following 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, Oracle Trade Management passes the Receivables Clearing Account to Oracle Receivables and creates the following 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, Oracle Trade Management passes the Vendor Clearing Account to Oracle Payables and creates the following entries:
  - Debit Liability Account

- Credit Vendor Clearing Account

To integrate General Ledger with Oracle Trade Management, complete the following procedures:

- Setting System Profile Options, page 2-12
- Verifying Lookups, page 2-12
- Running Concurrent Programs, page 2-13
- Setting Up General Ledger Accounts, page 2-13
- Verifying the Journal Source, page 2-14
- Verifying Journal Categories for Oracle Trade Management, page 2-15

## Setting System Profile Options

Set the following system profiles to integrate General Ledger (GL) with Oracle Trade Management.

### *System Profile Options for Integration with GL*

| Profile Name  | Required | Level        | Description and Settings  |
|---|----------|--------------|---|
| OZF : Show GL Accounts on Screen, page A-36         | No       | Site<br>User | If Yes, then General Ledger accounts are displayed on the budget, system parameters, and claim type setup pages. Oracle General Ledger postings are visible when you drill down the budget Earned column.<br><br>Example: set sales user to No and finance user to Yes. |
| OZF: Common Currency for Trade Management, page A-9 | No       | Site         | Sets a common currency for use in inventory tracking.   |

## Verifying Lookups

If an error occurs, verify these General Ledger-related lookups. You cannot add lookups or change lookup codes. You can change the meaning of the lookup that is displayed to the Oracle Trade Management user. You do not need to create or verify extensible or



user lookups.

- AMS\_GL\_Event\_Line\_Type
- AMS\_GL\_Event\_Status
- AMS\_GL\_Event\_Type

## Running Concurrent Programs

Run the following concurrent programs for General Ledger integration:

- Workflow Background Process, item = Claim Settlement

This program creates General Ledger entries for promotional claims.

Refer to the *Oracle General Ledger User Guide* for more information.

- Transfer to General Ledger

This program transfers accounting entries from the Oracle Trade Management table to the General Ledger interface table. You can optionally trigger 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. Refer to the *Oracle General Ledger User Guide* for more information.

## Setting Up General Ledger Accounts

Create the following General Ledger accounts for Oracle Trade Management. See 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 Oracle Trade Management setups in the following order:

**Note:** This is informational information. You do not have to set these up now.

1. Budget set up

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

However, if you are resolving a claim in Trade Management, accounting entries use base General Ledger accounts from Oracle Trade Management setups in this order:

1. System Parameters. See *Set System Parameters*, page 3-9.
2. Budget details. See the *Oracle Trade Management User Guide* for more information.
3. Claim type

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

## Verifying the Journal Source

The journal source determines whether the journals created by Oracle Trade Management can be updated or require approval in General Ledger. After accounting entries are created in Oracle Trade Management, they are first posted to the OZF interface table. The Transfer to General Ledger, page C-6 concurrent program is used to transfer these entries to the General Ledger interface table.

The journal entries that are dynamically generated by Oracle Trade Management are identified by a General Ledger source called Marketing. For more details on General Ledger Sourcing, see the *Oracle General Ledger User's Guide*.

If you find errors in Oracle Trade Management General Ledger entries, then verify the journal source by following these steps:

Navigation: Setup > Journal > Sources.

### Steps:

1. Log on 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 are checked.
6. Verify the Effective Date Rule. See the *Oracle General Ledger User Guide* for more information.

## Verifying Journal Categories for Oracle Trade Management

Use the following Journal Ledger Categories to further identify Journal Entries created by Oracle Trade Management. You must set up these categories in General Ledger.

- 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, log on with the General Ledger Responsibility.

Navigation: Setup > Journal > Categories.

Perform queries and verify that the fixed budget, accrual budgets and settlement categories exist.

## Verifying General Ledger Periods

After General Ledger has been set up, you should 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 these steps:

### Steps

1. Log on with General Ledger User responsibility.
2. Click Setup.
3. Click Open/Close.
4. Enter fiscal years, period number or leave blank.
5. Click find and verify data.

## Verifying Sequence Assignment

Sequence assignment is mandatory for the credit memos, debit memos, chargebacks, and invoices that Oracle Trade Management interfaces to Oracle Receivables and Oracle Payables. Oracle recommends verifying the sequence assignments before using them in Oracle Trade Management.

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

To verify the sequence assignment, log in with a System Administrator responsibility and follow these steps:

**Steps:**

1. Navigate to Application : Document.
2. Verify the data in the Define, Categories, and Assign Documents screens addresses your business needs.
3. Validate if proper document sequencing exists for Oracle Receivable credit memos, debit memos, and chargeback.
4. Make sure the Oracle Payables invoices and Order Management orders are valid.
5. Save your work.

## Setting System Parameters

When you set System Parameters for General Ledger integration you can indicate the following in Oracle Trade Management:

- Whether Oracle Trade Management should integrate with General Ledger.
- Whether General Ledger should create entries for off-invoice discounts
- Default General Ledger accounts
- General Ledger balancing segment
- General Ledger date type

In System Parameters, the set of books and the accounting method Trade Management uses are already designated. The set of books specified here defines the functional currency. Functional currency is the main currency used by the General Ledger set of books and General Ledger posting creation. An equivalent functional currency is created in the background when Oracle Trade Management users work with other currencies to perform tasks such as creating budgets and offers.

**Note:** General Ledger accounts (Sales Expense, Accrual Liability, Receivables Clearing, and Vendor Clearing) for Oracle Trade Management should exist before you set up System Parameters.

To set up System Parameters, log in to Oracle Trade Management and follow these steps:

**Steps:**

1. Navigate to Trade Management: Administration > Trade Management > Setup >

System Parameters.

2. Click the search icon for an Operating Unit and select the appropriate Operating Unit.
3. 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.

4. Select the Create GL Entries for Off-Invoice Discounts check box if applicable.

Create the following General Ledger entries:

Debit Sales/Expense/Charge (Trade Management)

Credit Revenue (Oracle Receivables)

5. Select a General Ledger date type.
  6. Click the Search icons for the account fields and select the appropriate accounts.
  7. Click Update.
- **Post to GL:** Select this check box to integrate Oracle Trade Management with General Ledger. Else, the two applications will not be integrated.
  - **Create GL entries for Off-invoice discounts:** When selected, the General Ledger entries you previously selected are created.
    - Debit Sales/Expense/Charge (Oracle Trade Management)
    - Credit Revenue (Oracle Receivables)

## Setting Up Currency Conversion Rate Types

Setting up currency conversion rate types is an optional step, but is required if you plan to set up daily conversion rates. See *Setting Up Currency Conversion Rates*, page 2-17 for more information on conversion rates.

See the *Oracle General Ledger User's Guide* for information on setting up currency conversion rate types.

## Setting Up Currency Conversion Rates

Set up currency conversion rates after setting up currency conversion rate types.

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

## 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.

To report account balances in multiple currencies, set up 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.

## Implementing and Understanding the Account Generator Workflow

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

### *Accounting Entries in General Ledger*

---

|   |  |
|---|--|
| Promotional accruals                        | Base General Ledger accounts are taken from a budget, a budget category, or System Parameters.   |
| Budget adjustments                          | Base General Ledger accounts are obtained from a budget, a budget category, or System Parameters.  |
| Promotional claim and deduction settlements | Base General Ledger accounts are obtained from the claim type or system parameters.  |
| Off-invoice discounts                       | Base General Ledger accounts are obtained from Debit Sales/Expense/Charge, set up in Oracle Trade Management.  |
| Internal ship and debit accruals            | Base General Ledger accounts are taken from the cost center on the ship and debit request and the clearing account comes from claim type setup or system parameters. |
| Supplier ship and debit accruals            | Base General Ledger accounts are taken from budget setup and the clearing account comes from claim type setup or system parameters                                   |

---

By using the Oracle Trade Management account generator workflow instead of base General Ledger accounts, you can configure these accounts dynamically. Use the workflow administration tool to configure accounts by modifying the account generator

workflow. You can change values of various segments for each account.

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). The base Oracle General Ledger account is used if an inventory item cannot be determined.

For 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.

The OZF: Account Generator workflow API is used to derive Accrual liability and Expense account information. This workflow process runs 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). The base General Ledger account is used if an inventory item cannot be determined for the utilization.

Modifying the Account Generator requires expertise in the following areas:

- PL/SQL
- Oracle Workflow
- General Ledger

The Oracle Trade Management Account Generator includes the following:

- Process: Generate a default account
- Function: Get expand CCID for line
- Package: AMS\_ACCT\_GENERATOR

- Procedure: Get Cost\_Sale\_Item\_Derived

## Setting Up the Workflow Notification for Claim Settlement

Oracle Trade Management supports automation of the following settlement methods:

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

Sometimes you may want to disable 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, page A-23
- OZF: Automate RMA Settlement, page A-23

## Debugging the Account Generator

To debug the Account Generator workflow, set the profile Account Generator: Debug mode to Yes. Use the process editor to view the workflow process. The owner of the workflow 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. Change this accounting structure based on the implementation. You can add additional attributes, functions and processes, and customize the current process to suit business requirements.

## Understanding Account Generator Prerequisites

Complete the following tasks before using the Account Generator to create accrual liability or expense accounts:

- 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. Oracle Trade Management includes the Account Generator item type, Generate Default Account.

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 required. You may only need to make minor changes to the default process without changing its name.

**Note:** Refer to the *Oracle Applications Flexfields Guide* before customizing the Oracle Trade Management Account Generator.

## Implementing the Account Generator Workflow

To implement the Account Generator workflow process, complete the procedures listed in the following table. Each of these procedures is fully explained in the Account Generator chapter in the *Oracle Applications Flexfields Guide*.

| Procedure   | Description   |
|---|---|
| Generating Code Combination (Node 1)                | This is a standard activity that marks the start of the workflow process.   |
| Copying Values from Code Combinations (Node 2)      | This function copies all the segment values from a given code combination to the combination that is being generated. This function has two attributes: <ul style="list-style-type: none"><li>• <b>Code combination ID:</b> The Default Code Combination ID set when the workflow is invoked.</li><li>• <b>Replace existing value:</b> Set to True to always copy the segment values.</li></ul> |
| Getting the Code Combination ID for a Line (Node 3) | This function determines the value that is used in copying segment value from code combinations to derive the Accrual Liability/Expense Accounts. The standard Oracle workflow functions cannot be used to derive this value. Instead, a PL/SQL procedure is used to derive the COGS (Cost of Goods Sold) Account Code Combination ID for an inventory item.                                    |

| Procedure   | Description  |
|---|--|
| Copying Segment Value from Code Combinations (Node 4) | <p>This function copies a specific segment value from a given code combination to the combination being generated. This function has the following four attributes:</p> <ul style="list-style-type: none"> <li>• Code Combination ID: The COGS CCID that was derived in Node 3.</li> <li>• Segment Identifier: Set to Name because this will replace a segment that has a name of Product.</li> <li>• Segment Value: Set to a constant value of Product, which denotes the name of the segment.</li> <li>• Replace Existing Value: Set to True to always copy the segment values.</li> </ul> <p>This function gets the Product segment from COGS CCID and replaces it with this value on the generated code combination ID.</p>        |
| Validating Code Combination (Node 5)                  | <p>This function is executed after copying segment value from code combinations where the default account is modified, or after getting the Code Combination ID for a line when it fails to get COGS Code Combination ID. It validates the generated code combination and has the following two attributes:</p> <ul style="list-style-type: none"> <li>• Validation Type: Set to Generate Code Combination ID to execute a full validation and generate a code combination ID.</li> <li>• 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.</li> </ul> |
| Ending Generating Code Combination (Node 6)           | <p>This function is called to end the Generate Default Account process. This is the End activity.</p>  |
| Default Function to get COGS Account                  | <p>The function, Get Code Combination ID for a Line, gets the COGS account from inventory item and assigns the value into a workflow attribute.</p>  |

## Default Attributes Defined in Workflow

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

derived:

***Default Attributes in Workflow***

---

| <b>Attribute</b>     | <b>Field or Location</b>   |
|----------------------|--|
| 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 |
| 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              |

---

| <b>Attribute</b> | <b>Field or Location</b>    |
|------------------|-----------------------------|
| Default CC ID    | Default Account from Budget |
| Account Type     | Account Type being derived  |

### Lookups Codes for Accrual Liability and Expense Accounts

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

#### *Lookup Codes*

| <b>Attribute</b>  | <b>Source</b>                   |
|-------------------|---------------------------------|
| 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                  |

### 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.

#### *Lumpsum Offers Attributes*

| <b>Attribute</b> | <b>Field or Location</b>                |
|------------------|---|
| Organization ID  | Organization offering the Lumpsum offer |
| Customer ID      | Customer receiving the Lumpsum offer    |

| <b>Attribute</b>     | <b>Field or Location</b>   |
|----------------------|--|
| 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   |

***Accruals at Order Header Attributes***

| <b>Attribute</b>    | <b>Field or Location</b> |
|---------------------|--------------------------|
| 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    |

| <b>Attribute</b>     | <b>Field or Location</b>                            |
|----------------------|---|
| 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                         |

***Accruals at Order Line Attributes***

| <b>Attribute</b>    | <b>Field or Location</b> |
|---------------------|--------------------------|
| 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    |

| <b>Attribute</b>     | <b>Field or Location</b>                            |
|----------------------|---|
| 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                         |

#### ***Manual Adjustment Attributes***

| <b>Attribute</b>     | <b>Field or Location</b>                   |
|----------------------|--|
| 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                      |

| <b>Attribute</b> | <b>Field or Location</b>   |
|------------------|--|
| 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  |

## Integrating Oracle Receivables

Oracle 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.

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

- Credit memo-on account
- Credit memo-invoice
- Chargeback
- Write-off



- Debit memo
- On-account cash

To integrate Oracle Receivables with Oracle Trade Management, complete the following procedures:

- System Profile Options, page 2-29
- Setting Up the Workflow Notification for Claim Settlement, page 2-20
- Setting Up Defaults for Claims, page 2-30
- Creating Transaction Types, page 2-30
- Creating a Transaction Source for Claim-related Credit and Debit Memos, page 2-31
- Creating and Verifying Aging Buckets for Claims and Deductions, page 2-32
- Attaching Oracle Trade Management Requests, page 2-33
- Setting Up Related Customer Accounts, page 3-30
- Setting Up and Verify Receivable Activity, page 2-34
- Setting Up Lockbox Integration, page 2-34
- Flexfield Integration, page 2-35
- Setting Up Write Off Limit, page 2-36

## System Profile Options

The following list of required and optional system profile options for integrating Oracle Receivables with Oracle Trade Management are described in Appendix A, System Profile Options.

- OZF: AR Credit Method for Rule, page A-22
- OZF: AR Credit Method for Installment, page A-21
- OZF : Select Write-off Activities Based on GL Balancing Segments, page A-28
- OZF : Automate Deduction/Overpayment Settlement, page A-23
- OZF : Automate RMA Settlement, page A-23

- OZF : Allow Un-Related Ship To on Claims, page A-20
- OZF : Modifier to adjust unit price for RMA settlement, page A-26

To define option values for the profile OZF : Modifier to adjust unit price for RMA settlement, page A-26, see Appendix A, System Profile Options. :

## Setting Up Defaults for Claims

Define the following defaults for integration with Oracle Receivables:

- Claim type and reason
- Days due
- Owner

You must define the defaults listed above in order for deductions and overpayments to be passed to Oracle Trade Management. Select the Assignment Manager check box in Oracle Trade Management System Parameters to set up territories for automatic claim owner assignment.

For instructions on defining these and other claim defaults, see *Setting Up Claim Defaults* in the Claims chapter.

You can set up defaults in System Parameters and in other places. The claim type and reason, if set up on the Claim Defaults page, overrides the settings for deductions and overpayments from Oracle Receivables on the System Parameters page.

## Creating Transaction Types

Transaction types drive accounting, tax and cash applications rules. All Oracle Receivables transactions require a transaction type. For integration with Oracle 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 in System Parameters, the corresponding settlement methods will not work.

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

## Verifying Transaction Type Creation

You can verify transaction types only after specifying claim defaults. Transaction types are used in the claim settlement process.

1. Define transaction types in Accounts Receivable.
2. Select transaction types in System Parameters, Claim Types or Claim Source

Defaults.

## Creating a Transaction Source for Claim-related Credit and Debit Memos

When a claim is settled by debit memo or credit memo, Trade Management sends the transaction details to the Accounts Receivables interface tables. The Trade Management Autoinvoice program selects these details to create transactions. The Autoinvoice program requires that transactions have a source which gathers data and also drives validations.

The transaction source also determines whether on-account credit and debit memos created through Oracle Trade Management affect sales credits.

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

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

To create a transaction source for claim-related credit and debit memos, log on with Receivables Super User responsibility.

Navigation: Setup > Transactions > Sources.

### Steps:

1. 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
2. Save your work.

## Creating and Verifying Aging Buckets 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.

You can configure an aging bucket in Oracle Receivables for Oracle Trade Management to use to review and report open claims. It is defined by a specific time period. Each aging bucket can have multiple bucket lines (time periods) including Current, Past Due, and Future.

Define buckets in the following order:

- Future buckets
- Current buckets
- Past buckets

For a description of these see the section titled *Aging Buckets* in the *Oracle Receivables User Guide*.

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

Oracle recommends defining buckets in the following order:

- Future buckets
- Current buckets
- Past Due buckets

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.

### Creating an Aging Bucket for Oracle Trade Management

Complete the following steps to create an aging bucket for Oracle Trade Management.

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

## Verifying Aging Bucket Creation

After the bucket is created, run the OZF : Claims Aging Populating, page C-14 program using the bucket defined. The details will automatically be available.

## Attaching Oracle Trade Management Requests

You can add Oracle Trade Management concurrent requests to the Oracle Receivables user responsibility. Users with Oracle Receivables responsibilities often need to run Trade Management related claim-related requests, and it is much easier for them 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.

Similarly, you can add any Oracle Receivables concurrent request to a request group that is associated to a Oracle Trade Management responsibility.

To attach Oracle Trade Management requests to Oracle Receivables user responsibility, follow these steps:

1. Log in 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 your work.

## About Setting Up Receivable Activity

Receivable activities are used during :

- Creation of non-invoice deduction and overpayment by applying to claims investigation.
- Settlement of non-invoice deduction and overpayment by write off.

## Setting Up and Verifying Receivable Activity

To set up receivable activity, see *Receivable Activities* in the *Oracle Receivables User Guide*.

**Note:** When setting up receivable activity, accept the defaults for GL Account Source and Tax Code Source. In the Activity GL Account field, select the account that will hold amounts from nontransaction-related claims while they are being investigated and click OK.

### Verify Receivable Activity Set Up

Complete the following steps to verify that you have successfully set up receivable activity.

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

## Verifying Receivables System Options

Complete the following procedure to set up integration for claim creation for using the auto lockbox feature. This setup determines the types of unmatched remittances for which you want to create claims, and also the process 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.

To verify Receivables System Options, follow these steps:

1. Log in 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.

For information on lockboxes refer to the section titled *Lockboxes* in *Oracle Accounts Receivable User Guide*.

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. For more information, see Lockbox Integration, page 6-17 in this guide.

To use the Lockbox Integration feature, you must perform some steps in Oracle Receivables.

To set up Lockbox integration refer to the section titled *Lockboxes* in *Oracle Accounts Receivable User Guide*:

## Flexfield Integration

Oracle Receivables uses Oracle Receipt Application Information flexfields to pass receipt application information to Oracle Trade Management. There are two kinds of integration:

- Flexfield on receivable application is passed into Oracle Trade Management as the deduction flexfield.
- Invoice Transaction Flexfield and Line Transaction flexfield are used to pass information from Oracle Trade Management to Accounts Receivable for transactions such as Credit memo, Debit memo and Chargeback. These flexfields should not be modified.

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

Perform the following procedure to verify receivable application transaction flexfields.

Log on with System Administrator responsibility.

Navigation: Application > Flexfield > Descriptive > Segments.

### **Example Search**

1. Open the search mode.
2. In the Application field, enter Receivables.
3. In the Title field, enter Receipt Application Information.

#### **Perform a Query**

1. Uncheck the Freeze Flexfield Definition box.
2. 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.
3. Click Segments, and on the Segment Summary screen, enter Number, Name, Window Prompt, and Column.
4. Save, and close the Segment Summary screen.
5. Check the Freeze Flexfield Definition box.
6. Click Compile.

#### **Search**

1. Open the search mode.
2. In the Application field, enter Marketing.
3. In the Title field, enter Deductions.

#### **Perform a Query**

1. Uncheck the Freeze Flexfield Definition box.
2. 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 previously.
3. Click **Segment**, then enter Name, Window Prompt, and Column
4. Check the Freeze Flexfield Definition box.
5. Click **Compile**.

## **Setting Up the Write-Off Limit**

If you are settling a non-invoice transaction, you must set up the write-off limit to automate Receipt Write-Off settlement.



You need to make do this setup if you are settling non invoice

To set up the write-off Limit in the Oracle Receivables application, log on with Receivables responsibility.

Navigation: Setup > System > System Options > Miscellaneous tab.

## About Invoice Reason Integration

Mapping invoice reasons involves mapping a specific claim reason for chargebacks or debit memos in Oracle Trade Management to an invoice reason in Oracle Receivables. When a claim is submitted for payment processing, the invoice reason is populated automatically based on the mapping that you have created.

For example, if you have mapped the claim reason, Promotional Claims, with the invoice reason, Payment of Promotions, then this invoice reason is populated on the invoice for all claims with that particular reason.

If a claim does not have any reason, then Oracle Receivables always defaults "Invalid Claims" as the reason for chargeback transaction.

## Credit Memo Reason Integration

When a chargeback is created to settle a deduction, the chargeback reason must be passed from Oracle Trade Management to Oracle Receivables for integration purposes. Optionally, credit memo reasons can also be passed from claims in Oracle Trade Management to credit memos in Oracle Receivables.

## Mapping Invoice Reasons

To map invoice reasons follow these steps:

1. Log into Oracle Trade Management with an Oracle Trade Management User responsibility.
2. Navigation: Trade Management > Administration > Trade Management
3. Click the Admin tab to display Setup System Parameter page.
4. In the Claims section, select a value for the Claim reason to pass invoicing reason for chargeback and debit memos interfaced to Accounts Receivable from Oracle Trade Management.

**Note:** If no mapping is provided on claim reason setup, Accounts Receivable will always default "Invalid Claims" as the reason for chargeback transactions.

## Auto Invoicing Grouping Rule

Auto Invoice determines which interface lines combine to form one transaction. To be included in a group, the transaction lines must match on all of the predefined mandatory attributes and on all of the optional attributes included in a grouping rule.

The grouping rule can be defined for a transaction class in:

Receivables > Setup > Transactions > Autoinvoice > Define Grouping Rules

The hierarchy for rule usage is batch source and AR system parameters.

If claims and deductions are settled by on account credit memo/debit memo/RMA, only one AR transaction is created. To ensure this, the grouping rule for transaction classes, both credit memo and debit memo, must have grouping by attribute `interface_line_attribute1` set.

## Integrating Oracle Payables

Oracle Trade Management provides support for the following Payables related settlement methods:

- Wire Transfer
- Electronic Transfer
- Accounts Payable Default Payment

See Payment Settlement Methods for detailed information on Payables related settlement methods.

Bill back requests are entered in Oracle 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, Oracle 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 Oracle Trade Management, complete the following procedures:

- Creating a Source for Invoices, page 2-39
- Verifying Payment Terms, page 2-39
- Verifying Payables System Options, page 2-39
- Setting Up Vendors and Vendor Sites, page 2-40

## Creating a Source for Invoices

Mention the source defined here is to be selected in the system parameters.

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

**Note:** Select the source that you define here in System Parameters in Oracle Trade Management.

To create a source for identifying Oracle Payables invoices generated by Oracle Trade Management, log in with the Payables Responsibility.

Navigation: Setup > Lookups > Payables.

### Notes:

- **Source Code:**

Query for Type = SOURCE, and add the Source code to be used by Oracle Trade Management.

## Verifying Payment Terms

When settling a claim with a check, Oracle Trade Management populates the Oracle Payables invoice interface tables with Payables invoice details. After an Oracle Payables payment term is created in Oracle Payables, it can be selected in the System Parameters setup screen in Trade Management. While populating the Oracle Payables invoice interface tables, Oracle Trade Management passes this payment term to create the invoice.

For more details, see the *Oracle Payables User Guide*.

To verify Oracle Payables payment term set ups, log in with the Payables Responsibility.

Navigation: Setup > Invoice > Payment Terms.

Review the Payment Terms you intend to pass from Oracle Trade Management to Oracle Payables.

## Verifying 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 in the Payables system options. See the *Oracle Payables User Guide* for the specific steps.

To view the Oracle Payables Options, log in with Payables responsibility.

Navigation: Setup: Options > Payables Options.

## Setting Up Vendors and Vendor Sites

For information on Setting Up Vendors and Vendor Sites see the section titled *Implementing Prospective Vendor Registration and Profile Management* in the *Oracle iSupplier Portal Implementation Guide*.

**Note:** You can use Oracle Trade Management Trade Profiles to link customers and vendors.

## Integrating Advanced Pricing

Oracle Advanced Pricing provides the following functionality for Oracle Trade Management:

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

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

To implement Oracle Advanced Pricing for Oracle Trade Management, complete the following procedures:

- Setting Advanced Pricing Profiles, page 2-40
- Setting Profile Option for Indirect Sales, page 2-41
- Setting Promotional Limits, page 2-41

## Setting Advanced Pricing Profiles

Oracle 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 Oracle Trade Management, you can set this profile option to either:

- Oracle Pricing: Advanced Pricing users can edit Oracle Trade Management offers.
- Oracle Marketing: Advanced Pricing users cannot edit Oracle Trade Management offers.

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

**Note:** Modifiers that are created in Advanced Pricing directly cannot be updated directly in Oracle Trade management.

## Setting Profile Options for Oracle Trade Management Indirect Sales

Oracle 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.

You can also create special pricing requests 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 use the Indirect Inventory tracking feature to track distributor inventory levels. After the preliminary inventory level is established, the inventory is updated based on order management and POS [Point of Sales] data imports. All data coming from Order management is referred to as 'Inventory In' while POS data is referred to as 'Inventory Out'. This process ensures that your customers claim only the amount to which they are entitled. Adjustments to inventory can be made manually. The Inventory data is updated on this screen based on a concurrent job.

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.

## Setting Promotional Limits

When creating offers, Oracle 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 Oracle 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. Oracle Trade Management passes this amount to Advanced Pricing and Oracle Trade Management as the promotional limit.

For more details, see the *Oracle Advanced Pricing Implementation Guide*.

## About Using Pricing Formulas

Pricing formulas are defined in Oracle Advanced Pricing, and are used in Oracle Trade Management to handle complex pricing and promotion scenarios. See the *Oracle Advanced Pricing Implementation Guide* for the detailed procedure that describes how to define pricing formulas.

You can use pricing formulas in many different situations including the following scenarios:

When the discount values on a product fluctuate due to the price of base products, the discount amounts can be managed automatically. For example, the discounts on dairy products may vary based on the price of milk. The discount on a product may also vary depending on the territory under which the customer falls under.

## Setting Up Oracle Order Management

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

### ***Trade Management Integration with Order Management***

| <b>Application</b>                          | <b>Purpose</b>  |
|---|---|
| Advanced Pricing                            | Oracle Trade Management offers are passed directly into the Advanced Pricing schema. Although they reside in the Advanced Pricing schema, they are executed in Oracle Trade Management. No setups are required for this integration.  |
| Trade Management Budgets - Order Management | After an offer 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. No setups are required for this integration. |

| Application                                 | Purpose   |
|---|---|
| Trade Management Claims - Order Management: | When customers return products (for any reason), they can apply a deduction or claim simultaneously. For this reason, claims and deductions can be triggered by customer returns. Oracle Trade Management provides the ability to create a Return Materials Authorization (RMA), which is passed directly into Order Management in with the status Booked. When this RMA goes through Oracle Trade Management processes and generates a credit memo, Oracle Trade Management can automatically locate it by using the Claims Settlement Fetcher program. This program enables automatic closure of a claim or deduction using the credit memo. Several setups are required for this integration. For details see Setting Up Transaction Types, page 2-30. |

For more details on how to setup Order Management, see the *Oracle Order Management Implementation Manual*.

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

## Setting Up Transaction Types

For integration with Order Management, you must verify the Oracle 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 Order Management, follow these steps:

1. Log in 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:
  1. 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.
  2. Verify that the workflow is assigned to a valid transaction type.
  3. Assign this in the Trade Management System Parameters and/or Claim Types or both.
11. Save your work.

## Integrating Oracle Inventory

Oracle Inventory serves as the repository for items that can be used in Oracle 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 products from all operating units; it is the highest organizational level. Optionally, 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.

See the *Oracle Inventory User's Guide* for the procedure on implementing Oracle Inventory.

## Oracle E-Business Tax Engine

TM integrates with the Oracle E-Business Tax engine to get a tax quote. This helps claim analysts to get an idea about the tax calculated by either AR/AP. Tax quote is asked before the claim is submitted for settlement.

Oracle Trade Management integrates with the Oracle E-Business Tax engine to facilitate the claim settlement process by providing tax estimates to claim users. When a claim user researches or settles a claim, the Oracle E-Business Tax engine fetches the estimated tax amount. The claim user can use this information to validate the accuracy of the claim.



The Oracle E-Business Tax engine call enables you to estimate the tax amount of your claim. The estimate enables you to validate your research and look for the right information knowing the tax impact of the resulting resolutions.

In Oracle Trade Management instead of the existing tax codes on the claim lines screen, there are tax classification codes defined in the Oracle E-Business Tax application. The tax classification code values are determined by whether a settlement method integrates with Accounts Receivable or Accounts Payable.

Based on the business process of an organization, the claims submitted by customers may be either inclusive or exclusive of taxes. Deductions and overpayments are generally inclusive of taxes.

**Note:** The tax quote provided by the Oracle E-Business Tax engine is only an estimate, which the claim user can use to validate a claim. The actual tax amount is calculated from Oracle Receivables, Oracle Payables, or Order Management, depending on the settlement method.

## Tax Classification Codes

Tax classification codes vary depending on their purpose, either Accounts Receivable or Accounts Payable. Tax codes are used for either:

- Oracle Receivables: a tax classification code known as "Output" is derived from the "ZX\_OUTPUT\_TAX\_CLASSIFICATION" (Order to Cash O2C) lookup type.
- Oracle Payables: a tax classification code known as "Input" is derived from the "ZX\_INPUT\_TAX\_CLASSIFICATION" Payment Flow (P2P) lookup type.

Tax Classification code varies depending on whether this settlement will go into an O2C flow or a P2P flow. Oracle Trade Management supports tax quote requests only for some settlement methods.

In Oracle Trade Management you can select whether you want to use the settlement method O2C or P2P to display either output or input taxes.

## Oracle E-Business Tax Error Messages

The following Oracle E-Business Tax error messages are displayed in Oracle Trade Management:

- If you click the search icon for the tax classification code without selecting a settlement method or if you select an unsupported settlement method, the system displays the following error message:
  - "Tax Classification Code and Tax Actions are not available for this settlement method."

- If you select an Action and click Go without selecting a settlement method, select an unsupported settlement method or if you do not select a tax classification code:
  - " Tax Action not applicable."

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## Basic Oracle Trade Management Setups

This chapter covers the following topics:

- Overview of Basic Oracle Trade Management Setups
- Setting Up the Time Structure
- Setting up Calendars and Rates
- Setting System Parameters
- Creating Oracle Trade Management Users and Employees
- Performing Basic Setups
- Setting Up Product Options
- Setting Up Calendar Criteria
- Performing Customer Setups
- Setting Up Buying Groups
- Implementing and Verifying Oracle CRM Application Components
- Implement Org-Striping

### Overview of Basic Oracle Trade Management Setups

This chapter provides details on the basic tasks you must perform to implement Oracle Trade Management. It contains the following information and instructions:

- Tasks that you should perform before proceeding with the rest of the Oracle Trade Management implementation
- Tasks that affect all Oracle Trade Management modules (Budgets, Trade Planning, Claims, and Indirect Sales, and Supplier Ship and Debit)

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

- **Setting up the Time Dimension Structure:** This defines how the calendars used in Oracle Trade Management function and interact.
- **Setting System Parameters:** These define the accounting structure for the application.
- **Creating Oracle 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 Oracle Trade Management process.
- **Performing Customer Setups:** This process is used to set up your customers in the application, including classifications, relationships, and customer trade profiles.
- **Setting Up Buying Groups:** Buying groups are set up to enable to leverage high volume purchase discounts.
- **Implementing and Verifying Oracle 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).

## Setting Up the Time Structure

Setting up the time structure 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:** You must set up the time structure properly before running any concurrent programs for populating materialized views.

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

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

Oracle Trade Management must have a defined Oracle General Ledger calendar. Ensure that the Oracle General Ledger Calendar is set up correctly. For more information, see the *Oracle General Ledger User Guide*.

To use Oracle Trade Management pages effectively, ensure 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 adding more periods in the General Ledger calendar, do not change any profile options. Re-run the concurrent program to update the time structure with the new "TO DATE" parameter and view the log.

Use the following instructions to set up the time structure:

- Setting Profile Options, page 3-3
- Running the Concurrent Program for Updating the Time Structure, page 3-4
- Setting Up the Calendar, page 3-4

## Setting Profile Options

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

**Note:** You should not change these parameters after completing the implementation process. If you change the parameters after data is loaded into Oracle Trade Management, then you must truncate all tables and rerun all concurrent processes.

To set profile options follow these steps:

1. Log in with Oracle Trade Management Administrator responsibility.
2. Navigate to Setup>Profiles.
3. Set the profile option to the value shown in the table. For a complete description of each of these profiles refer to Appendix A, System Profile Options.

| Profile Option                       | Suggested Value | Required/Optional |
|--------------------------------------|-----------------|-------------------|
| OZF: Start Day of the Week, page A-8 | 2               | Required          |
| OZF: Period Type , page A-14         | Month           | Required          |
| OZF: Global Start Date, page A-13    | 01/01/1997      | Required          |

| Profile Option         | Suggested Value             | Required/Optional |
|------------------------|-----------------------------|-------------------|
| OZF: Degree, page A-10 | 1 (Use a positive integer.) | Optional          |

## Running the Concurrent Program for Updating the Time Structure

Run the concurrent program **Update Time Structure**, page C-12. 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 *Running Concurrent Programs*, page C-1.

## Setting up Calendars and Rates

Complete the following procedures to set up calendars and rates.

- Setting Up the Accounting Calendar, page 3-4
- Setting Up Calendar Type, page 3-5
- Setting Up Period Rates, page 3-6
- GL Daily Rates, page 3-6

## Setting Up the Accounting Calendar

Set up at least one accounting calendar based on your business requirements. You can define multiple calendars, 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.

You can set up a calendar can 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.

Oracle recommends defining periods for two or more years into the future. This is useful for forecasting and quotas. Define a complete financial year and define all the periods.

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

Accounting calendars can be created in Oracle Trade Management or in General Ledger. Period (calendar) types must be created before creating Accounting calendars.

To set up the Accounting Calendar, log in to Oracle Trade Management with Trade Management User responsibility.

1. Log in to Trade Management and navigate to Trade Management: Administration > General > Globalization.
2. On the Calendar Types page 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.

## Setting Up a Calendar Type

Before setting up an accounting calendar, you must create period types. You can create period types in General Ledger or in the Oracle Trade Management user interface.

To enter period types in the Oracle Trade Management user interface follow these steps:

1. Log into Oracle Trade Management with Trade Management User responsibility.
  2. Navigation: Trade Management: Administration > General > Globalization > Calendar Types.
  3. To create new periods, enter the appropriate information in the Period Types section and click Update.
  4. To display a particular period type or group of periods:  
Enter the appropriate year and period type in the Find Period Types section of the page and click Search.
- **Period Types:** Period Types are created in General Ledger in the background. All Period Types are available in the General Ledger.

## Setting Up Period Rates

You can maintain period-average, period-end, and revaluation exchange rates for any foreign currency that 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.

To set up period rates, define rate types (conversion types) in General Ledger. Perform type mapping in General Ledger or in Oracle Trade Management.

To set up period rates, log in to Oracle Trade Management with Trade Management User Responsibility.

Navigation: Administration > General > Globalization > Period Rates.

You can create or modify pseudo period rates. You can also create new period rates.

### Notes:

- **Period:** The conversion type automatically defaults based on the type mapping.

## 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. Define the rate type (conversion type) in General Ledger before you enter rates.

To view, update, or create GL Daily Rates, log in to Oracle Trade Management.

Navigation: Administration > General > Globalization > Period Rates. **(is Period Rates correct - there is no GL Daily Rate)**

After entering rates, you can update information, and make changes to the data at any point of time.

### Notes:

- **Conversion rate:** While creating a new GL Daily Rate, the inverse conversion rate is automatically calculated when the conversion rate entered.

## Setting Up the Calendar

The calendar defined in this step becomes a value in the List Of Values (LOVs) for the profile.

To set up the calendar, log on with System Administrator responsibility.



Navigation: Profile > System.

**Steps:**

1. In the Application field enter Marketing.
2. In the Profile field enter AMS: Marketing Cal%.
3. At the Site level, use the list of values to view the available AMS: Marketing Calendar options.
4. Select the appropriate Accounting Calendar created previously. For more information, see Setting up the Accounting Calendar.
5. Save your work.

This is a generic calendar available to all Oracle Trade Management users. Different users can have different views of the Calendar, but they cannot personalize the content. The Calendar displays marketing objects based on statuses and time range.

In Oracle Trade Management, the Calendar supports Campaigns and Offers.

To centrally set up the objects that are shown in the Calendar and to implement the calendar use the following procedures:

- Assigning Usage to Resource Group, page 3-7
- Selecting Calendar Display Parameters, page 3-8
- Running Concurrent Program for Calendar, page 3-8
- Configuring User Profiles, page 3-8

## **Assigning Usage to a 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, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

To assign usage to a resource group follow these steps:

1. Navigate to Trade Management: Administration > Resources > Groups > Summary
2. Click a group name to display the Group Detail page. Click Update to save changes.
3. Fill in the mandatory fields on the Group Detail page including Group Name and Active From.

In Group Usages, select CRM Foundation Calendar Items from the drop-down menu to enable Calendar functionality.

## Selecting Calendar Display Parameters

You must decide on what information the calendar displays. You can choose to display information based on:

- Additional criteria such as date.
- Objects including Campaign Schedule, Event Schedule, One-off Events, and Offers.

To specify Calendar parameters, follow these steps:

1. Log in to Oracle Trade Management with Oracle Trade Management user responsibility.
2. Navigate to Trade Management: Administration > Trade Management > Setup > Calendar Criteria > Create.
3. At the Calendar Criteria Overview select Create.
4. At the Create Marketing Calendar Criteria page fill in the required details including Object, Custom Setup, Start Date and End Date and Priority.

Select 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.

## Running Concurrent Program for Calendar

Before the new object or criteria displays on the Calendar, run the concurrent program AMS: Interface Marketing Objects to Calendar. This program is a workflow background process that updates the Calendar as needed. For the procedure to run a concurrent program, see Running Concurrent Programs, page C-1.

## Configuring User Profiles

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

To configure user profiles for Calendar preferences follow these steps:

1. Log into Oracle Trade Management with Oracle Trade Management User responsibility.

2. Navigate to Trade Management Administration: Trade Management >Setup.
3. Click on the Profile icon.
4. Navigate to Calendar>Personalize Calendar.
5. In the Personal preferences page, click Yes in the Display Items drop-down menu.
6. Click Update.

## Setting System Parameters

System parameter defaults define the following basic information:

- **Operating Unit:** Use the search icon to select an Operating Unit.
- **Set of Books:** When a user creates a budget in Oracle Trade Management, 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 accounting entries, Debit Sales or Expense or Charge account, and Credit Liability are created in Oracle Trade Management and tracked as liabilities in Oracle General Ledger.
  - **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.

To set up System Parameter defaults, see the section titled Set System Parameter Defaults, page 6-2 in this guide.

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 in System parameters, you must first create claim types and reasons. For information on completing this section of the system parameters page, see Setting System Parameter Defaults., page 6-2

#### **Settlement Section**

Instructions are provided in Setting System Parameter Defaults, page 6-2.

#### **Autopay Section**

Instructions are provided in Setting Autopay in System Parameters and Setting System Parameter Defaults, page 6-2.

#### **Earnings Payment Section**

Instructions are provided in Setting System Parameter Defaults, page 6-2.

#### **Price Protection Section**

Instructions are provided in the *Oracle Price Protection Implementation Guide*.

#### **Indirect Sales Section**

Instructions are provided in Setting System Parameter Defaults for Indirect Sales, page 7-4.

#### **Planning Section**

Instructions are provided in Setting Up Quota Allocations, page 4-3.

## **Updating Group Access**

Perform this step to set up the implementation user as an Administrator, who is able to access all objects in Oracle Trade Management. Use the following high level procedure to update group access.

Log on with CRM Administrator responsibility.

Navigation: Resource Manager.

1. Add the implementation user to a resource group using the Trade Management Administrator Responsibility.
2. Run the Concurrent Program, AMS: Group Access Refresh to finish the process of creating the implementation user.

3. Select the resource group in the AMS: Admin Group profile option.

## Creating Oracle Trade Management Users and Employees

The following information describes how to create Oracle Trade Management users and employees.

### Creating Oracle Trade Management Users

Create the Implementation User before implementing Oracle Trade Management, and assign 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.

This section describes the following procedures:

- Creating the employee
- Creating the Implementation User
- Creating Custom Responsibility
- Setting the Default Responsibility
- Importing the Employee as a Resource
- Granting Access to Customer and Administration Tabs
- Updating Group Access

### Creating the Employee

To create an employee follow these steps:

1. Log in with US HRMS Manager Responsibility.
2. Navigation: People > Enter and Maintain.
3. In the Find Person box, select New and enter the appropriate information.
4. Save your work. A confirmation will appear in the lower left corner of the window.
5. Select Assignment and enter Organization, Team/Group, Location, and Supervisor  
If a dialog box with Update and Correction buttons displays, select Correction to revise existing data and Update to create a new record.
6. Save your work. A confirmation will appear in the lower left corner of the window.

7. Select Yes to use the new location.
8. Save your work.

**Important:** In Oracle Trade Management, page level security has been enabled for the Notes, Team, and Tasks options. Users can access these options in Trade Management objects such as offers and budgets only if they belong to the team that has access to these objects. Admin users can access these options regardless of the team to which they belong.

## Creating the Implementation User

To create the implementation user, log into Forms with System Administrator responsibility.

Navigation: Security : User > Define.

### Notes:

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
- Receivables
- Oracle Payable
- Oracle Pricing User
- Receivables Manager

Two procedures are presented below. Use the seeded Oracle Trade Management User responsibility for Oracle Trade Management. With this responsibility, the user can access basic Marketing functions (core) and Oracle Trade Management. To restrict user

access to Oracle Trade Management functionality, create a custom responsibility.

### Seeded Trade Management Users

- TRADEMGR/WELCOME
- Oracle Trade Management Administrator
- Oracle Trade Management User
- Account Manager

## Creating Custom Responsibilities

Use the following high-level procedure to create a custom responsibility:

### Check these steps.

1. Log in with System Administrator responsibility.
2. Select Application>Menu
3. Create the menu structure.
4. Select Responsibility > Define.
5. Create the new responsibility.
6. Assign the menu to the new responsibility.

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

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

### Sample Trade Management Custom Responsibility Menu Structure

| Prompt   | Submenu                              | Function          |
|----------|--------------------------------------|-------------------|
| Home     | ASF_HOME                             | ASF_HOME          |
| Customer | OZF_NEW_CUSTOMER_ME<br>NU            | ASF_ORGZN_SUMRY   |
| Product  | Oracle Marketing New<br>Product Menu | Products Overview |

| Prompt                    | Submenu                      | Function                       |
|---------------------------|------------------------------|--------------------------------|
| 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_SALE_S_MENU | OZF_RESL_SUMMARY               |
| Administration            | OZF_NEW_ADMIN_MENU           | ASF_SETUP_OPP_CALTYP<br>E_MAIN |
| Calendar                  | OZF HTML Calendar Main Menu  | JTF HTML Calendar. Daily View  |

## Setting the Default Responsibility

To assign a default responsibility to the Implementation user, log in to Oracle Trade Management, and select your default responsibility.

To change the default responsibility at any time, log into Oracle Trade Management.

Navigation: Profile > Navigation Preferences.

## Importing the Employee as a Resource

To use Oracle Trade Management, you should import an employee you created previously, into the application as a resource. As a prerequisite, the employee should exist in the Resource Manager.

To import the employee as a resource, log in with the CRM Administrator responsibility.

Navigation: Resource Manager > Maintain Resources > Import Resources.

1. Locate the employee you previously created.
2. Enter employee's name in the name fields and select Search.
3. Select Create Resource.



4. Click OK to accept default values
5. Click Save Resource (record the transaction number)
6. Click Details to validate that the User Name field is populated with the proper user created for this employee resource.

## Granting Access to Customer and Administration Tabs

Specify Roles and Groups to gain access to the Customer and the Administration tabs.

To specify roles and groups, log into Oracle Forms with the CRM Administrator responsibility.

Navigation: Resource Manager. Notes:

### Notes:

- **Resource:** Select the user.
- **Roles:** Select a role type of Sales and a Role of Sales Representative.
- **Group tab:** Select a group with Usages of Sales and TeleSales and Oracle Marketing. Ensure that the Group Member Role Sales Representative is associated with the above group on the Resource Details screen.

## Updating Group Access

Perform this step to set up the implementation user as an Administrator, who is able to access all objects in Oracle Trade Management. Use the following high level procedure to update group access.

Log on with CRM Administrator responsibility.

Navigation: Resource Manager.

1. Add the implementation user to a resource group.
2. Run the Concurrent Program, AMS: Group Access Refresh.
3. Select the resource group in the AMS: Admin Group profile option.

## Performing Basic Setups

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

- Creating Activities, page 3-16
- Creating Marketing Mediums, page 3-17

- Creating and Verifying Categories, page 3-18
- Creating Thresholds, page 3-18
- Creating Custom Setups, page 3-19
- Creating Mandatory Rules, page 3-21
- Creating Locking Rules, page 3-22
- Creating User Statuses, page 3-22
- Creating Approval Rules, page 3-23
- Setting Up Product Options, page 3-27
- Setting Up Calendar Criteria, page 3-29

## About Activities

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

Activities are used to identify the general purpose of a promotion, for example, Advertising or Listing allowance.

Use the Activity page within the Administration tab to:

- Manage the relationship between an object's Activity Type, Activity, and the available Marketing Medium.
- Specify the available Activity and Marketing Mediums combination for a given Activity Type.

You can create Activities within the application and link them to an existing Activity Type. When an Activity Type is selected for a Object Create or Custom Setup, the Activities that have been created for the Activity Type populate the Activity LOV.

If you are also implementing Oracle Marketing, then you can also use the activity setup screen to set up related activities. For more information, see the *Oracle Marketing Implementation Guide*.

## Creating Activities

To create an activity, follow these steps:

1. Log into Trade Management as a Trade Management User.
2. Navigate to Trade Management : Administration >Trade Management > Setup >

Activity.

3. Enter an Channel Name.
4. Select an Channel Category = deal. and mark as Active. Only Active Activities are available within the application.
5. Associate Marketing Medium. 6.
6. Click Go

Select a Marketing Medium from the list of active Marketing Mediums displayed.

Select Active From and Active To dates. These dates should fall within the Active From and Active To dates of the Marketing Medium.

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. Click the create button to save your work.

## Creating 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 promotion 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.

To create a marketing medium, log in to Oracle Trade Management with Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Marketing Medium. Click Create.

### Notes:

- **Marketing medium name:** This name should reflect the activity type and the activity with which it will be associated.
- **Channel:** Choose the appropriate activity that this medium will support. For example, if the Marketing Medium is Direct Mail House, choose Direct Mail for the activity.

## Creating and Verifying Categories

Categories are used to group objects. Use them as selection and search criteria to locate objects. In Oracle Trade Management, Budgets categories are used to impose a business rule and to integrate with General Ledger.

### Create Categories

To create a category, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Category.

For more information on categories, see Setting System Parameters, page 3-9.

### Verify Categories

To verify that a category is properly implemented, log in to Oracle Trade Management.

Navigation: Budget > Budgets > Create.

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

## Creating Thresholds

To create thresholds, log into Oracle Trade Management with Oracle Trade Management responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Thresholds. Click Create.

## About Custom Setups

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

Custom setups determine:

- **Source Code Suffix:** Use for budgets, offers and claims.
- **Side Navigation Menu:** The side navigation menu is the vertical menu that appears after an object is created.
- **Menu Items:** Menu items are the functional areas within the application where data can be created or where objects are viewed.
- **Component Groups:** 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 requirementsfor:**

- **Budgets:** Approval rule setup
- **Offers:** Whether a budget, budget approval, theme approval, and adjustment approval are required
- **Claims:** Whether or not approval is required

Custom setups are not org-stripped. Therefore the same setups appear in every operating unit. A few seeded custom setups are included with Oracle Trade Management. Use the following procedure to create additional custom setups.

## Creating Custom Setups

To create Custom Setups, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Custom Setup. Click Create.

### Notes:

- **Active:** Select to make the setup available for users.
- **Allow Essential and Optional Grouping:** Select if you want to change the default grouping.
- **Source Code Suffix:** The suffix that you enter is reflected when an object is created. The suffix can be alpha, numeric or a combination and the maximum number of characters is 3.

Proceed to Specifying Custom Setup Details.

You can select Offer along with Scan Data or Lump sum:

- **Scan data offers:** 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.
- **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.

For more information see, About Reversing Product Family Accruals for Lump Sum and Scan Data Offers, page 3-20.

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

A profile option 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 provides the configuration of the Oracle General Ledger accounts to post actuals for particular products even when accrual postings were created for product families. The claim itself does not need any validation.

- 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.

## Specifying Custom Setup Details

To configure a custom setup after creating it, log into Oracle Trade Management.

Navigation: Trade Management:Administration > Trade Management > Setup > Custom Setup > Custom Setup link.

**Notes:**

- **Display Sequence:** Use this column to control the order in which the objects appear. For example, if Products should appear directly below Main, then 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. You can set up the business process view at the user level.

## Creating Mandatory Rules

You can set up mandatory rules to require users to enter data in specific data fields on specific screens. You can create rules to make certain data fields mandatory. Certain values in the selected columns are seeded as mandatory and cannot be removed.

In Oracle Trade Management, procedures that use mandatory rules include budgets, offers, claims, adjustment types, claim types, budget thresholds, budget request, claim reason, system parameters, trade profile, and price lists.

For example, in Claims, Reference is not a mandatory field by default but if your business requires this field, you can create a mandatory rule to enforce this business requirement. An asterisk next to the field indicates that it is mandatory.

To create mandatory rules, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Mandatory Rule.

**Notes:**

- **Object attribute:** This is the side navigation menu for which this field appears.
- **Selected fields:** The field names in the Selected Fields column will be mandatory.

## Creating Locking Rules

Locking rules enable you to prevent users from updating data at certain statuses. In Oracle Trade Management modules that can use locking rules include budgets, claim, budget request, offers, and price lists.

To create a locking rule, log in to Oracle Trade Management with Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Locking Rule.

### Notes:

- **Parent object type:** For each selection, different object selections become available in the Object Attribute and System Status drop-down lists.
- **Object attribute:** This is the side navigational menu for which this field appears.
- **System status:** Select New.
- **Selected fields:** Move items from the Available Fields column 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.

## Creating User Statuses

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

You can create multiple user statuses to give a team of claim users who administer a claim the ability to review the performance details on the claim before they settle it:

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



The first reviewer reviews the claim, and updates the status 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. This user status also enables other claims users to know that the claim is under the first review. After reviewing the claim, the first reviewer can change the status to "Pending Close - Second Reviewer", which enables everyone to know that the second reviewer is reviewing the claim.

Seeded user statuses are included in Oracle Trade Management. See Seeded User Statuses, page D-1 for the list of seeded user statuses. Use the following procedure to create additional user statuses:

Log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management: Administration > Trade Management > Setup > User Status.

**Notes:**

- **Default:** Select this check box to set a user status as the default otherwise one of the seeded user statuses for budgets, claims or offers is used.

## Creating Approval Rules

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

You can configure approval rules for budgets or budget requests by using multiple parameters such as amount, budget category, organization, and custom setup.

For internal approval of supplier ship and debit requests, you can configure approval rules for the new transaction type of OZF: Supplier Ship and Debit Request that you create with transaction type key of SUPPLIER\_SHIP\_DEBIT. To define approval rules for ship and debit, use the Approvals Management Administrator responsibility to create the new transaction type. Next, define item classes and attributes for this transaction type. Use the Approvals Management Business Analyst responsibility to create new attributes. For example, you can define an action type such as chain of approvers, create approver groups, and add members to a defined approver group.

If no approver is set up in Oracle Approval Management, Supplier Ship and Debit uses the approver you named for the OZF\_SD\_DEFAULT\_APPROVER profile option. If no approver is found for the profile option, then either the person assigned this role on the request or the administrator approves the request.

When claim processors determine settlement methods for their claims, you can set up approval rules so that claims are settled only if they are approved by a manager.

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

You can assign approvers 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 dynamic based on each Object, and need not be assigned to a User. If you want the approval to go through a chain of approvers, set approvers in that particular order.

Approver attributes include:

- Order: the order in which approvers are notified.
- Roles: Marketing Default Approver role type.
- Function: any customized program to search for approvers.

**Warning:** After setting up approval rules, carefully test each approval rule to ensure that the correct rule is 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, the 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.

Use the following procedure to set up approval rules:

- Setting Up Role Types for Approvals, page 3-24
- Setting Up Roles for Approvers, page 3-25
- Viewing System Profiles for Approvals, page 3-26
- Creating Approval Rules, page 3-26
- Assigning Approvers, page 3-27

## 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.

To set up role types for approvals, log in to Oracle Forms and select the CRM Administrator responsibility.

Navigation: Resource Manager > Setup > Role Types.

**Notes:**

- **Role types:** Verify that the following role types exist:
  - AMSAPPR: If the role type does not exist, then create one by clicking New.
    - Code column: Enter AMSAPPR.
    - Meaning and Description: Enter Default Marketing Approver.
  - Marketing approver: If the organization requires multiple approvers, then create a role type called Marketing Approver:
    - Role Type: MKTGAPPR. If it does not exist, continue with this procedure. Otherwise, proceed to the next section.
    - Menu: Select New.
    - Code: Enter MKTGAPPR.
    - Meaning and Description: Enter Marketing Approver.

### Confirming the Setup of a Default Marketing Approver

Create the role of Default Marketing Approver and assign it to a user. The Default Marketing Approver receives approval notification for any budget, offer or claim not meeting the criteria specified in your approval rules.

**Note:** The Default Marketing Approver Role can only be assigned to one user. If more than one user receives this role, the approval process fails. Note that the system will not prevent you from assigning the role to more than one user. For information on Default Marketing Approver see the section titled *Approval Process* in the *Oracle Marketing User Guide*.

To set up approver roles, follow these steps:

1. Log on with CRM Resource Manager responsibility.
2. Navigate to Administration >Resources > Roles.
3. Query for the role AMS\_DEFAULT\_APPROVER or create it using the following steps.
4. Code column: enter AMS\_DEFAULT\_APPROVER..

5. Name: Default Marketing Approver.
6. Type: Use the LOV to select Default Marketing Approver or the description you gave the Default Marketing Approver Role Type.
7. Description: Enter Default Marketing Approver Role.
8. Check the Active and Manager boxes.
9. Save your work.

## Viewing System Profiles for Approvals

See the table below for system profiles and their values.

### *Profiles Options for Approvals*

| Option                                 | Required | Level | Setting                         | Effect/Limitation  |
|--|----------|-------|---------------------------------|--|
| AMS : Cut off percentage for Approvals | Yes      | Site  | Enter a value between 0 and 100 | <p>This determines what percentage of the estimated budget amount an offer must secure in actual funding before the offer can go active.</p> <p>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.</p> |
| OZF : Source from Parent Object        | Yes      | Site  | Yes/No                          | <p>If set to Yes, then objects can source only from their parent objects.</p> <p>If set to No, then the schedule sources funds directly from a budget.</p>   |

## 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, then 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

To create approval rules, log into Oracle Trade Management with the Oracle Trade Management User responsibility.

Navigation: Administration > Trade Management > Setup > Approval Rule.

### Assigning Approvers

You can assign approvers by role, user, function or a combination of all three. The functions in use are 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. Designate an order if the approval must be sent through a chain of approvers.

For example, you have a trade promotion budget that has three approvers for the Budget Line Approval. After creating the rule, add approvers to the rule in the order in which they should approve. Approver with Order [1] is the first approver, followed by Approver with Order [2] and so on.

### Setting Up Product Options

Product templates enable users to configure product attributes. Configurable Product Options can be defined when Oracle Trade Management is installed. Product templates:

- Determine the list of product attributes displayed in the inventory options side navigation menu for any responsibility
- Enable you to customize a list of product attributes based on business needs and integration requirements

Oracle Trade Management provides a default template based on whether you are defining a product or a service. You can change the selection of product attributes to 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 enables you to isolate product attributes and limit their access to the appropriate users in accordance with business and integration requirements.

Oracle Trade Management product options are different from inventory templates. The options created here are used only in Oracle 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. Log into Oracle Trade Management with Oracle Trade Management User responsibility.
2. Navigate to Trade Management:Administration>Trade Management>Setup>Product Options.

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

- Creating a New Product or Service Template, page 3-28
- Setting Up the New Template, page 3-28
- Selecting Product Attributes in Seeded Product Templates, page 3-29

## Creating a New Product or Service Template

To create a new template, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Product Option > Create Product Template.

## Setting Up the New Template

To set up a new template, open the new template.

**Notes:**

- **Responsibilities:** Link a responsibility to the template. You can assign only one product template and one service template to a responsibility.
- **Attributes:** Set the following parameters for each attribute:
  - **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 hide the attribute in the product screens. This is overridden by a selected Editable parameter.
  - **Select All:** Select this flag to enable all the attributes.

## Selecting Product Attributes in Seeded Product Templates

Different Inventory attributes can be assigned to a product, depending on the type of product created-- Inventory or Service. If an Inventory product is created, then the attributes screen displays the specific Inventory and Order Management attributes; if the Service option is selected, then the specific Service default attributes are displayed. This section lists the seeded attributes for the following 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.

## Setting Up Calendar Criteria

The Oracle Trade Management Administrator must decide on the parameters that should 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, log in to Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Management : Administration > Trade Management > Setup > Calendar Criteria.

### Notes:

- **Create marketing calendar criteria:** The status is the object status. For example, if the object selected is Campaign Schedule, and the status chosen is Active Schedules, then only Active Campaign Schedules appear on the Calendar.

## Running Concurrent Program for Calendar

Run the concurrent program, **AMS: Interface Marketing Objects to Calendar**, to display the new object or criteria on the Calendar. Run this program as needed to update the Calendar.

## Configuring User Profiles

Before viewing the calendar, users must specify in their user profile what objects they

want to view. Users can also personalize the Calendar by saving preferences based on their needs.

To configure user profiles for Calendar preferences, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

1. Click the Profile link.
2. Navigate to Calendar > Personalize The Calendar Personal Preferences page opens.
3. 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.
4. Click Update.

**Notes:**

- **Display items:** Choose Yes. The default value for this drop-down list is No. This profile activates the Calendar feature.

## Performing Customer Setups

The following sections describe customer setups:

- Creating Customer Classifications, page 3-30
- Defining Customer Relationships, page 3-30
- Setting Up Related Customer Accounts, page 3-30
- Creating Customer Trade Profiles, page 3-31

## Creating Customer Classifications

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

## Defining Customer Relationships

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

## Setting 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, and not parties. For example, if accruals are 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, see



the section titled *Creating Customer Account Relationships* in the *Oracle Receivables User Guide*.

## Creating Customer Trade Profiles

Customer trade profiles are used to perform the following tasks.

- 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 customer trade profiles, see *Set Up Customer Trade Profiles*, page 6-5.

## Setting Up Buying Groups

Buying groups enable companies to leverage high volume purchase discounts. Companies in the consumer goods sector and elsewhere can obtain high volume purchase discounts. You can create buying groups that aggregate the purchases from different organizations and their accounts so you can negotiate such discounts.

You can form buying groups in Oracle Marketing by linking various TCA parties together based on a predetermined party relationship.

Any account owned by a member organization can participate in the offer.

To create a buying group follow these steps.

1. Log into Trade Management with Oracle Trade Management User responsibility.
2. Navigate to Customer>Organization.
3. Drill down (click on) to the Organization that you want to set up as the Parent or Buying Group Organization.

4. Click on the Relationships cue card on the left-hand side.
5. On the Relationships page click the Add Relationship button.
6. On the 'Add an Organization Relationship to' select the Organization that you want to set up as the Child of the Buying Group.
7. Select relationship of type Buying Groups, make sure the status is set to Active and click Create.
8. A Confirmation page displays showing the related organization and relationship.
9. Once on the relationships summary page, add a new line for the Organization you just added.
10. Click on the Organization name just added, to display the child Organization details page. Click relationships cue card to validate if a new relationship type of buying group is generated for this child Org. This is done automatically by the system.
11. Log into Oracle Trade Management with Oracle Trade Management Administration forms responsibility.
12. Navigate to Concurrent Requests > Run.
13. Run the concurrent program Generate Party List for Market Qualifiers.
14. This will build the buying group and link all the Organizations so defined.

## Implementing and Verifying Oracle CRM Application Components

Certain Oracle CRM Application components are prerequisites for implementing any Oracle CRM module. They provide common infrastructure upon which all CRM applications are built. (Formerly CRM Technology Foundation)

By providing a set of application components, Oracle CRM ensures that all applications interact with key business objects in a consistent manner.

The following components 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:

- Setting Up Resource Manager, page 3-33
- Setting Up Territory Manager for Oracle Trade Management, page 3-33
- Setting Up Task Manager, page 3-35
- Setting Up Note Type, page 3-36

## Setting Up Resource Manager

Resource Manager is a central repository for various types of resources, groups, teams, and roles can be created. It enables Oracle 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 that are created in other applications. After resources are imported into Resource Manager, they can be used by other applications.

Resource Manager enables:

- Groups
- Roles
- Role Types
- Employee Import

For instructions on setting up Resource Manager, see the *Oracle Trading Community Architecture Administration Guide*.

## Setting Up Territory Manager for Oracle Trade Management

Oracle 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 to territory hierarchies.
- **Claim Owner Assignment:** For transaction types analogous to the Claim in Territory Manager.

The concept of winning territory in other applications equates to budget and claim owner assignment in Oracle Trade Management. To implement Territory Manager for Oracle Trade Management, complete the following procedures in the order in the

following order:

- Setting Up Territory Types, page 3-34
- Setting Up Territories for Budgets, page 3-34
- Setting Up Territories for Claim Owner Assignment, page 3-34
- Running Concurrent Process, page 3-35

## Setting Up Territory Types

Setting up territory types is mandatory for Oracle Trade Management budgets, but optional for claim owner assignment. It is the first task you must perform when setting up Territory Manager for Oracle Trade Management. 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, see the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.

## Setting Up Territories for Budgets

Territories are used in fixed budgets and fully accrued budgets in the following manner:

- **Fixed Budgets:** Territories are used in fixed budgets for allocation purposes, thus enabling a company to allocate money to each sales territory. When the allocation is complete, a budget hierarchy similar to 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:** Territories are used in fully accrued budgets 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 by using an Advanced Pricing modifier. When an order that meets the defined criteria is placed, the total and utilized amount in the appropriate child budget is increased. The primary resource for each territory is the budget owner. Other territory resources become team members of the budget.

For more details on Territory Manager, see the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.

## Setting Up Territories for Claim Owner Assignment

Claim owner assignment works similar to territories that are used in other applications. For example, you can set up a claim territory AZS, 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 information on setting up territories refer to the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.

### Running Concurrent Processes

Run the following concurrent programs each time you change a territory definition:

- Generate Territory Package : Run the following programs In Territory Manager:
- Import Territory Hierarchy, page C-4 and Generate Party List for Market Qualifiers, page C-11

Run these programs in Oracle Trade Management.

When running the OZF-TM: Import Territory Hierarchy, page C-4 program, you are prompted for a Territory Hierarchy Start Node. This value can be any root territory defined under Oracle Trade Management in Territory Manager.

For more information on Territory Manager, see *Oracle Territory Manager Implementation Guide*.

### Setting Up Task Manager

Task Manager is optional for a basic implementation. Task Manager helps you to manage tasks by providing an effective mechanism for organizations to respond to customer needs in a timely manner. By using Task Manager you can create, assign, manage, sort, and prioritize a task.

To implement task transition rules, set the profile, Task Manager: Default Task Status, after defining a rule and assigning it an appropriate responsibility.

**Note:** If no rules are assigned to a responsibility, you do not need not set this profile because all statuses are displayed in the Status LOV.

For complete information on how to set up Task Manager, see the *Oracle Trading Community Architecture Administration Guide*.

### Task Manager Profile Options

| Option                                | Required | Level                                   | Setting      | Effect/Limitation  |
|---------------------------------------|----------|---|--------------|--|
| Task Manager: Default Task Status     | Optional | Site, Application, Responsibility, User | User Defined | Required for implementing a task transition rule. Set this profile option to the initial status of the rule. |
| Task Manager: Owner type for a task   | Optional | Site, Application, Responsibility, User | User Defined | Specifies the default task type when creating a task.  |
| Task Manager: Default Priority        | Optional | Site, Application, Responsibility, User | User Defined | Specifies the default task priority when creating a task.  |
| Task Manager: Default assignee status | Optional | Site, Application, Responsibility, User | 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 Oracle Trade Management .

This status applies to the Oracle Trade Management Administrator.

For more information on Tasks, see the *Oracle Trading Community Architecture Administration Guide*..

## Setting 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. Predefined set of notes and the customized notes are available in Oracle Trade Management.

See the *Oracle Trading Community Architecture Administration Guide* for more information.

## Creating Customized Note Types

Navigation: Notes Setup> Note Type Setup.

### Notes:

- **Code, Meaning, and Description:** Carefully describe the Note Type meaning. This description is later used to map the Note Type to the Oracle Trade Management Object.
- **Tag:** Enter Note.

## Associating a Note With Oracle Trade Management Objects

Navigation: Notes Setups > Source and Note Type Mappings.

### Notes:

- **Source object:** Select the appropriate Oracle Trade Management object that you want to use this Note Type. For example, Campaign Schedule.
- **Note type:** Select the new Note Type created. The Note Type LOV displays the text entered as the Note Type meaning.
- **Application:** Select Trade Management.

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

## Implement Org-Striping

An operating unit is an organization within a company. It is a business entity with its own set of business rules. Companies set up different operating units for reasons such as:

- Geographical differences
- Product or target customer differences
- Competitive divisions

Because these operating units function independently, you should restrict the flow of transaction information between them. With org-striping you can logically partition application data within a single database to ensure data privacy. This means that business transactions of one operating unit cannot be accessed by other operating units within the same company.

For example, Vision Industries includes two organizations, Vision A and Vision B. Vision A sells cosmetics, while Vision B sells pharmaceutical products. Vision Industries can maintain transactions of Vision A and Vision B separately in Oracle Trade Management by defining Vision A and Vision B as operating units.

## About the Multi-Organization Access Control (MOAC) Security Model

The Oracle MOAC security model enables you to use a single responsibility to access multiple operating units. The MOAC feature is also known as security by operating unit. The MOAC profile option MO: Default Operating Unit (described below) allows you to set operating unit details for offers, budgets, and price lists.

Org-stripping enables you to restrict offers, budgets, and pricelist to the respective operating units using the settings in the MO: Default Operating Unit.

The MOAC feature includes the following profile options:

- **MO: Security Profile:** Use this profile option to associate a predefined security profile to a user responsibility. This profile option controls the access for one responsibility to multiple operating units. It determines if the user can access one, multiple, or all operating units in the system.
- **MO: Default Operating Unit:** Optionally, use this profile to set up a default operating unit value for a user. The operating unit must be a valid value within the user's security profile. When the user logs in, the value that you set here appears as the default value in the operating unit field on all the transaction screens. You can set this profile option at the following levels:
  - **Site:** if a user wants a different default operating unit for each responsibility or when a user has different organization access for each responsibility.
  - **User:** if a user wants the same operating unit as the default value for all the responsibilities that are assigned to the user.

A multi-org enabled setup provides users the flexibility to enter setup and transaction data, and run concurrent programs for multiple operating units without having to switch responsibilities. The "Operating Unit" field in the transaction user interface provides a list of operating units. Users can select the required operating unit from this LOV. The security profile settings and responsibility of the user determine the operating units that appear in the LOV.

## Org-Striping in Offers, Budgets, and Pricelists

Org striping enables you to restrict offers, budgets, and price lists to the respective operating units. By org-stripping offers, budgets, and price lists, you can:

- Apply offers to orders within the same operating unit as the offer



- Use budgets for funding trade promotion activities within the same operating unit as the budget
- Apply pricelists to products within the same operating unit as the pricelist.

In org-stripped offers, budgets, and pricelists, the operating unit details are derived from the MOAC profile options, MO:Default Operating Unit.

**Note:** Org-stripping does not affect offer security. Offer ownership and group access determine the offer security.

### Global Flag on Pricing Related Objects

Offers, budgets, and price lists include global flags that determine whether an offer, budget, or pricelist can be applied only within the same operating unit or not. You can control the global flag by setting the profile option, OZF: Global Flag on Pricing Related Objects, page A-11 at site, application, responsibility, and user levels. The profile option and the global flag work together with the QP: Security Control Profile that is set in System Administrator > Profile > System. The profile option is owned by Advanced Pricing.

You can set the profile option, OZF: Global Flag on Pricing Related Objects, page A-11, to determine whether the global flag will be checked by default for an offer, budget, or pricelist. For the values of this option refer to OZF: Global Flag on Pricing Related Objects, page A-11

Only administration users within the AMS: Admin Group can view and update this flag.

### Impact of Org-Striping on Offers

The following table describes the impact of org-stripping on different offer types.

| Offer Type  | Direct Sales   | Indirect Sales  |
|---|--|---|
| Accrual, Off-invoice, Trade Deal, Order Value, Terms Upgrade, Volume Accrual, Volume Off-invoice, Promotional Goods offer | <p>The offer applies to orders in different operating units, except in the following cases:</p> <ul style="list-style-type: none"> <li>• The Pricing Security Control Profile is set to On, the OZF: Global Flag on Pricing Related Objects profile option is checked and the global flag is unchecked.</li> <li>• Pricing Security Control Profile is set to On, but the OZF: Global Flag on Pricing Related Objects profile option is unchecked and the global flag is unchecked.</li> </ul> | <p>Same as the conditions that apply for direct sales.</p> <p>The Global flag on each modifier or price list should be checked.</p>   |
| Lump sum, Scan Data offer   | <p>No impact on offer execution or performance activity validation.</p> <p>The performance activity specified in a Lump Sum or a Scan Data offer automatically validates order volumes before claims are settled. The offer and the claim are specific to an operating unit, and hence validation takes place only on orders of that particular operating unit.</p>  | <p>No impact on offer execution or performance activity validation.</p> <p>The offer utilization does not vary based on indirect sales data.</p> <p>The performance activity for a Lump sum or a Scan Data offer does not have the ability to validate indirect sales data.</p> |

| Offer Type  | Direct Sales   | Indirect Sales |
|---|--|----------------|
| Net Accrual offer                                     | <p data-bbox="797 306 1105 401">If QP profile is set to On, and the global flag in the Net Accrual offer is:</p> <ul data-bbox="797 426 1105 1293" style="list-style-type: none"> <li data-bbox="797 426 1105 667"> <p data-bbox="842 426 943 453">• Checked:</p> <p data-bbox="842 485 1081 667">Offer utilizations are excluded even if the offers belong to an operating unit that is different from the Net Accrual offer.</p> <p data-bbox="842 699 1105 852">Similarly, marketing and receivables transactions are excluded irrespective of the operating unit to which they belong.</p> </li> <li data-bbox="797 890 1105 1293"> <p data-bbox="842 890 1105 1073">• Unchecked: The offer is treated as an exclusion only if its operating unit matches with the operating unit of the Net Accrual offer.</p> <p data-bbox="842 1104 1105 1293">Similarly, marketing and receivables transactions are treated as exclusions only if their operating units are same as that of the Net Accrual offer.</p> </li> </ul> | -NA-           |
| Offers created for Oracle Partner Management purposes | <p data-bbox="797 1356 1105 1703">If the offers created for Oracle Partner Management purpose should be global, then either the QP: Security Control profile at the site level should be set to Off, or the OZF: Global Flag on Pricing Related Objects, page A-11 profile option at the application level for PRM should be set to Yes.</p>   | -NA-           |

## Impact of Org-Striping on Budgets

Org-striping has no effect on Fixed Budgets, and budget integrations with Oracle Marketing and Oracle Partner Management.

Org-striping has the following impact on Fully Accrued Budgets:

- **Fully Accrued Budget - Sales:**

The total balance is accrued based on the offers and orders that are executed in the same operating unit as the fully accrued budget. The budget balance can be used to fund trade promotion activities in other operating units. Org-striping does not have any impact on budget-offer validation.

- **Fully Accrued Budget - Customer, Liability Flag ON:**

The total balance is accrued based on offers and orders that are executed for customers in the same operating unit as the fully accrued budget.

Accrual offers or volume offers are created automatically based on whether the customers place single purchase orders or cumulative purchase orders. In these cases, the impact on the budget is the same as the impact of org-striping on accrual and volume offers.

- **Fully Accrued Budget - Customer, Liability Flag OFF:**

The total balance is accrued based on offers and orders that are executed for customers in the same operating unit as the fully accrued budget. Only the customer specified on the budget can claim the accrued money.

## Impact of Org-Striping on Pricelists

Only users with the Administrator responsibility can view the global flag on OZF: Allow updates to Price Lists Created in Advanced Pricing from Trade Management, page A-37.. Regardless of the global flag setting of a pricelist, the organization of a product is not validated when the product is added to the pricelist.

## Org-Striping in Quota Allocations and Account Manager Dashboard

In Oracle Trade Management, territories are not org-specific; an operating unit can span multiple territories. Org-striping quota allocations and account manager dashboard enables you to:

- Segregate territories by operating units for quota allocation:

Irrespective of the territories, sales data of the same operating unit as the quota, is used for quota allocation. This option is useful for companies that have multiple operating units and segregate sales activities by operating unit rather than territories.

- Display sales data within the respective operating unit:

Sales data within the respective operating unit is displayed on the dashboard. The data specific to the operating unit is used for target allocation.

Details of the default operating unit are derived from the MOAC profile option, MO: Default Operating Unit.

### **OZF: Trade Planning Territories Limited to Operation Unit**

The profile option, OZF: Trade Planning Territories Limited to Operation Unit, page A-17, enables you to make quotas and account manager dashboard org-specific. You can set this profile option at the site level with either of the following values:

- Yes: Territories are segregated by operating units. This ensures that:
  - Quota allocations are based on the past sales orders that are executed in the operating unit specified in the territory hierarchy.
  - The account manager dashboard displays sales data of customer accounts in the specific operating unit across territories.
- No: Territories are not org-specific. Quota allocations and the sales data displayed on the account manager dashboard are based on the past sales orders of products irrespective of the operating unit.

Use this profile option in scenarios where territories are defined with non-org specific matching attributes such as customer accounts. For org-specific matching attributes such as customer account site, the operating unit by default restricts the matching attribute list of values.

### **Impact of Org-Striping on Quota Allocation**

Org-striping enables you to allocate quota based on sales data of specific operating units rather than territories.

#### **Example**

For example, Vision Industries has two operating units, Vision A and Vision B. The quota allocation is based on the territory hierarchy that is created under Vision A. A customer of Vision Industries, Bigmall, has two accounts, Account A1 in Vision A, and Account B1 in Vision B. The following table describes the manner in which the historical data is used based on whether the profile option OZF: Trade Planning Territories Limited to Operation Unit, page A-17 is set to either Yes or No.

| <b>Profile option Setting</b> | <b>Territory Transaction Matching Attributes</b> | <b>Historical Sales Data Used</b> |
|-------------------------------|--|-----------------------------------|
| Yes                           | Bigmall  | Sales data of Account A1          |

| Profile option Setting | Territory Transaction Matching Attributes | Historical Sales Data Used              |
|------------------------|---|---|
| Yes                    | Account A1                                | Sales data of Account A1                |
| No                     | Bigmall                                   | Sales data of Account A1 and Account B1 |
| No                     | Account A1                                | Sales data of Account A1                |

**Important:** In the above example, if the profile option is set to Yes, then the customer account--Account B1 is not included in the territory hierarchy that is defined in Vision A. This is because the LOV of the matching attribute, "Account Site" is restricted by operating unit.

Org-stripping has no effect on quota creation or quota access. The profile option, OZF: Trade Planning Territories Limited to Operation Unit, page A-17 does not determine access levels. Even if the profile is set to Yes, users with the Administrative responsibility can access quota allocations in the respective territory hierarchy.

### Impact of Org-Stripping on Account Manager Dashboard

The profile option, OZF: Trade Planning Territories Limited to Operating Unit, page A-17, determines whether data of a specific operating unit or all operating units should be displayed on the dashboard.

**Note:** Regardless of the profile option setting, if a territory has org-specific matching attribute such as a customer account site, then the territory is defined exclusively for a specific customer account. In such scenarios, sales data is derived based on the account site and any other matching attribute.

The Oracle Trade Management account manager dashboard can display budget data. Along with access to budgets that they own, dashboard users can also view balances of budgets created by other owners and teams.

#### Example

For example, the marketing department in Vision Industries creates a budget to execute a campaign. All customers are eligible to participate in this campaign. The marketing department is the owner of the budget. For security reasons, Julie, a trade management sales representative, cannot be a team member of this budget. However, Julie can view budget balances of customers that are assigned to her.

## Org-Striping in Claims

In Oracle Trade Management claim users can work on multiple operating units. Claim users can switch from one operating unit to another if they have access to multiple operating units. Details of the default operating unit are derived from the MOAC profile option, MO: Default Operating Unit. Users who have access to multiple operating units can select the operating unit to access the respective views, claims, and mass settlement groups.

**Note:** With MOAC, you can see setup details across organizations.

### Impact of Org-Striping on Claims

Org-striping has the following impact on claims:

| Feature   | Description   |
|---|---|
| Claim Creation                                  | During claim creation, the default operating unit on the claim is derived from the MOAC profile option, MO: Default Operating Unit profile option. A user with access to multiple operating units can change this field. Operating unit details are required for Claim Interface Tables and the Claim Creation API. |
| Promotional payments view and Claims aging view | The promotional payments and the claims aging views display details of claims that belong to the default operating unit. Users who have access to multiple operating units can select the operating unit to access the respective promotional payments view and the claims aging view.                              |
| Claim display                                   | Claim users can view all claims that they have access to.   |
| Mass settlement                                 | Claim users can view all mass settlement groups that they have access to. When creating a mass settlement group, users should select an operating unit. If they do not select an operating unit, then LOVs such as Bill to, Claim Type, Claim Reason, and so on do not display values.                              |
| Personalized search                             | For claim display and mass settlement purposes, the personalized search includes operating unit as a search criteria to enable claim users to sort claims and mass settlement groups by operating unit.   |

| Feature                  | Description  |
|--------------------------|--|
| Claim Settlement Methods | <p>Settlement documents such as check and credit memo are created in the same operating unit as the claim that is being settled.</p> <p>Settlement methods are tied to Claim Source setup. You can disable settlement methods for a specific organization.</p> |

**Note:** Org-stripping has no impact on claim security or claim access.

## Org-Stripping in Indirect Sales Management

In Oracle Trade Management the operating unit information is required when importing POS data. The operating unit can be derived from the system profile MO:Default Operating Unit or be selected by the particular user who plans to upload the data.

Claims are created in the background when indirect sales users initiate payments for batches. An indirect sales batch can contain transactions for only one operating unit and claims should be created in the same operating unit.

### Impact of Org-Stripping on Indirect Sales Management Components

Org-stripping has the following impact on various indirect sales management components:

- **Chargeback:** The profile option, QP: Security Control, determines whether the operating unit details in indirect sales orders should be matched with the operating unit details specified in the pricelist. If the profile option is set to:
  - On: If On, and if the price list was created **without** the global flag checked, the indirect sales order's operating unit is checked against that of the price list. If it does not match, then it results in a dispute of invalid price list.

Additionally, if the QP profile option is set to On **with** the global flag on the pricelist checked or set to Off, , the pricelist validation does not take place.

- **Third Party Accruals:** The validation that takes place is similar to that of offers applied to direct sales orders.
- Org-Stripping validation on price lists and offers rely on the Advanced Pricing Engine.



## Org-Striping in Administration Setups and Concurrent Processes

All org-stripped administrative setups include a new field known as Operating Unit. Administrative users who have access to multiple operating units can create, view, and maintain setups for multiple units by changing this field. The default operating unit details are derived from the MO: Default Operating Unit profile option value.

### Impact of Org-Striping on Administrative Setups and Concurrent Programs

The following information describes the impact of org-stripping on administrative setups and concurrent programs:

- **Administrative setups (system parameters, claim types, claim reasons, claim actions, and history rules):** If you have access to multiple operating units, then you can select the operating unit and view the setups and settings such as system parameter settings, claim types, claim reasons of that particular operating unit. By default, on each setup, you can see the details of the operating unit that is defined in the MO: Default Operating Unit profile option value.
- **Concurrent programs:** The following concurrent processes include the operating unit field. You can run these processes for all operating units that you can access. You can run concurrent processes with the following options:
  - **All:** Enables you to run the following concurrent programs across all operating units:
    - Claims Import Purge, page C-14
    - Import Claims, page C-16
    - Transfer to General Ledger, page C-6
  - **All, but without parameters:** Enables you to run the following concurrent programs across all operating units, but without parameters:
    - OZF-TM: Claims Auto Write-Offs Program, page C-13
    - OZF-TM: Claims Autopay, page C-14
    - OZF-TM: Claims Settlement Fetcher, page C-15

You cannot use this option to run concurrent programs with any parameter other than operating unit. To run concurrent programs with other parameters, you must run it separately for each operating unit.
  - **Without the 'All' option:** You cannot run the concurrent program, OZF-TM: Claims Aging Populating, page C-14, with the 'All' option.
- **Single Org Concurrent Programs:** In the following Concurrent Programs Operating Unit is a required field and the default value is derived if it can be found. The

program will process data for only one Operating Unit. You must select an Operating Unit before you submit the program:

- Third Party Accrual from Interface Table
- Third Party Accrual from Resale Table

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# Implementing Trade Planning

This chapter covers the following topics:

- Overview
- Basic Setups for Implementing Trade Planning
- Setups for Quotas
- Setting Up the Account Manager Dashboard
- Setups for Account Manager Dashboard
- Setups for Offers
- Set Up Posting of Offers to General Ledger
- Source Funds for Offers
- Set Up Forecasting
- Implement Forecasts for Offers
- Set Up Other Costs for ROI Calculator
- Set Up Budget-Offer Validation
- Set Up Volume Offers
- Set Up Backdating Using Offer Adjustment Function
- Set Up Scan Data Offers
- Set Up Lump Sum Offers
- Set Up Net Accrual Offers
- Set Up Business Events and Flexfields for Trade Planning
- Customize the Account Generator for Offers

## Overview

Managers can use trade planning to create and allocate sales quotas, evaluate past offers and create new ones.

Sales Representatives use the account planning area of trade planning to monitor offer and retailer performance. Account planning tools include the Activity Summary, Offer Evaluator, Discount Calculator and Offer Worksheets. See Set Up Account and Activity Planning for more details, page 4-6.

Discount planning is also 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 Oracle Trade Management 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.

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.

## Basic Setups for Implementing Trade Planning

### Set Profile Options for Trade Planning

Oracle recommends that you set certain system profile options so that Trade Planning functions properly. Select the settings that meet your business requirements.

For the profile options for Trade Planning and the specific procedure for setting up those profile options, see Profile Options for Trade Planning, page A-9.

### 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, and they ensure that you enter only valid data into Oracle Trade Management.

See Lookups for Trade Planning, page B-11 for the complete listing of lookups and for steps to setup this procedure.

## Run Concurrent Programs for Trade Planning

For Trade Planning, certain concurrent programs must be run. For the list of concurrent programs, see *Concurrent Programs for Trade Planning*, page C-10. For information on running concurrent programs see *Running Concurrent Programs*, page C-1.

## Setups for Quotas

### 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 *Set Up the Time Structure* for this procedure, page 3-2.

To set up quota allocations and alerts:

1. Set Up Territories for Quota Allocations, page 4-3
2. Set Up Quota Allocations, page 4-4
3. Set Up Threshold Rules for Quota Related Alerts, page 4-5

### Set Up Territories for Quota Allocations

To set up territories for quota allocations, follow the instructions listed under *Setting Up Territory Manager for Oracle Trade Management*, page 3-33 and *Setting Up Territories for Budgets*, page 3-34.

#### 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 one hierarchy, then there should be no overlap. For example, if a person owns the California hierarchy, containing San Francisco and Los Angeles and also owns the Western Cities hierarchy, the Western Cities hierarchy, 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.

## Set Up Quota Allocations

These are the three parts of the setup for Quota Allocations:

- Set Site level system profile to select amount or quantity
- Set System Profiles for currency, unit of measure, and conversion type
- Run a concurrent program to update order sales information

As a prerequisite, you should set up territories for quota allocations, before setting up quota allocations.

**Important:** When a quota allocation that is based on territory hierarchy is published or updated, a workflow notification is sent to the primary contact of the territory node. Therefore, you should assign workflow responsibilities the primary contact of each territory node used for quota allocation. See *Creating the Implementation User*, for the detailed procedure.

## Setting System Profiles to Select Amount or Quantity

Log into Oracle Forms and select the Oracle Trade Management Administrator responsibility.

Navigation: Setup > Profiles

Profile = Quota Allocation By

Default Value: Quantity

Description: This profile option allows you to choose whether Quota allocation can be done by Quantity or by Amount at a particular site.

- **Quota allocation type:** If you select Amount, then quotas are allocated in the currency specified by the system profile OZF: Common Currency for Trade Management, *Oracle Trade Management Implementation Guide*. If you select Quantity, then quotas are allocated based on the unit of measure specified by the profile

option OZF: Common Unit of Measure for Trade Management., page A-31

## Setting System Profiles for Currency, Unit of Measure, and Conversion Type

Log into Oracle Forms and select the Oracle Trade Management Administrator responsibility.

Navigation: Setups > Profiles.

### Notes:

- **System profiles values:** Search for the following profiles and assign values to them based on your business needs.
  - OZF: Common Currency for Trade Management, page A-9
  - OZF: Common Unit of Measure for Trade Management, page A-31
  - OZF: Currency Conversion type, page A-31
- **Concurrent Programs:**

Run Refresh Materialized View for Order Sales, page C-11 to update order information then run the Refresh Account Manager Dashboard, page C-11.

## 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 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

As a prerequisite, Oracle recommends that you set up thresholds and quota allocations before creating threshold rules for quota allocation alerts.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Thresholds.

### Notes:

- **Threshold type:** Quota
- **Run concurrent programs:** Set up the concurrent program, OZF-TM: Validate

Budget and Quota Thresholds, page C-7, to run on a daily basis. See Running Concurrent Programs, page C-1 for this procedure.

## Setting Up the Account Manager Dashboard

The Account Manager Dashboard displays data for all the accounts in the territories owned by the logged in user. Dashboard data is current as of the last time the Refresh Account Manager Dashboard, page C-11 concurrent program was run.

Use the following high level procedure to setup Account Manager Dashboard. As a prerequisite, quota must be allocated for the user.

1. Schedule the Workflow Background Engine with the parameter OM Order Line.  
This process closes orders and refreshes the MTD, QTD, and YTD KPI data in the My Accounts and My Products regions.
2. Run the Refresh Materialized View for Order Sales, page C-11 concurrent program.  
This program refreshes sales information and the sales performance graphs in the dashboard.
3. Run the OZF: Refresh Account Manager Dashboard, page C-11 concurrent program.  
This program refreshes the data on the dashboard.

## Setups for Account Manager Dashboard

### Account Planning Functions

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. Whatever you see in your account is based on the territories to which you are assigned. Tools provided include Gantt charts, sales graphs, and the following:

| <b>Tool</b>               | <b>Description</b>   |
|---------------------------|--|
| Account Manager Dashboard | Displays the performance of all of the account manager's customer accounts.  |
| Account Summary           | Displays the summary of all trade activities planned or being executed for a customer account for a given time period. |



| Tool                | Description  |
|---------------------|--|
| Offer Evaluator     | Enables sales representatives to evaluate the performance of past and current offers.                                    |
| Discount Calculator | Determines what discount will be beneficial to both the manufacturer and the retailer before actually creating an offer. |

## Personalizing the Dashboard

### Configuring Related Links

You can personalize the Trade Management Dashboard by clicking the Personalize Page button and going to the Related Links region. You can rearrange the order of the links, add additional links or hide links. Configurations are defined at the responsibility level by the Trade Manager Responsibility level. You can configure the following internal dashboard options in the Trade Management dashboard:

- Notifications (Workflow)
- My Tasks (CRM tasks)
- Calendar (CRM calendar)
- Offer Evaluator
- Offer Worksheet Summary
- Audit Retail Conditions (Renamed from Capture Retail Price)
- Discoverer Reports
- Discoverer Reports (links to Discoverer application. No reports are seeded)
- XML Publisher reports (links to XML Publisher application. No reports are seeded)
- Claim Summary
- Quota Summary
- Budget Summary
- Products (links to Oracle Trade Management Product page)

- Customers (links to Oracle Trade Management Customer page)

## Setups for Uploading Baseline Sales and Promotional Lift Data

### About Promotional Forecasting and Baseline Lift Calculation

Baseline and lift factors enable you to predict the performance of offer and promotional activities so you can reach your sales objectives. They help you to better understand past promotion performance, determine the best offers to make, and forecast future sales.

Oracle Trade Management allows you to take baseline sales and promotional lift analysis data from any demand planning system. Most syndicated data suppliers provide baseline and lift data by product, week, and retailer-market aggregate level. This data must be transformed into a standard format and granularity for internal use.

Load pre-translated baseline data into a .csv file. This file is kept in a specific location as described in the *Setting Up Directory Object* section. Oracle recommends translating this data into the following standards:

- Retailers/market names map to Forecasting territory's ID or Names.
- Products must be translated into Inventory Item Ids or Name.
- Periods must be translated into standard start and end date formats.
- Baseline quantities must be translated into Forecast UOM.
- Baseline amounts must be translated into functional currencies

Source data is often provided at the market (geography) level. Territories are set up to map specific ship-tos to markets. Depending on the level at which the source data is provided, the upload concurrent program determines the ship-tos that map to the source data. An allocation process, such as Quota Allocation distributes the baseline value among the ship-tos in proportion to historical shipments.

### Setting Up Directory Object

Follow these steps to upload third party Baseline and Lift data into Oracle Trade Management:

1. Manually create a directory object in the same environment as your Oracle Trade Management database. A directory object is a database object that stores the absolute path of a physical directory on the database node.
2. Name this object OZF\_BASELINE\_SOURCE\_DIR, and verify that the database server can read and write from the location identified by the directory object.

- For example, create the directory object in APPS as follows: CREATE or replace DIRECTORY OZF\_BASELINE\_SOURCE\_DIR AS '/emslog/tm'
3. If the object is not in APPS, you must also grant read/write access to APPS as follows
    - Grant READ access on directory OZF\_BASELINE\_SOURCE\_DIR TO apps
    - Grant WRITE access on directory OZF\_BASELINE\_SOURCE\_DIR TO apps

### **Setting Up Territories in Oracle Territory Management**

For complete information on setting up territories see the Oracle Territory Manager Implementation Guide. Set up Territories in Territory Management corresponding to the territories in the data:

1. Add the respective Sales Accounts and Geography in the Matching Attributes of these Territories.
2. Run the following two concurrent programs to pull territory setup in Trade Management.
  - Import Territory Hierarchy, page C-4
  - Generate Party List for Market Qualifiers, page C-11

### **Setting Up Products in Oracle Inventory**

Set up products in Oracle Trade Management corresponding to the products in the data. For more information see the *Oracle Inventory User's Guide*.

### **Setting Up Trade Mediums and Activities**

Set up all trade mediums and activities, corresponding to the set up mentioned in the data.

1. Log into Oracle Trade Management with Trade Management User responsibility.
2. Go to Trade Management:Administration >Setup.
3. Click on the Activity cue card under Setup.
4. Click Create button.
5. Select Deal from the Channel Category LOV.
6. Select the Marketing Medium Cue Card under Setup.

7. Click Create and associate the activity you created in Step 4.

Trade mediums are defined as promotional sales activities such as Aisle Displays, Coupons, Shelf Talker, and newspaper advertisements.

Typically, vendors provide lift data with varying combinations of activities which may include in-store Displays, Features, and marketing media (advertising) as shown in the following examples.

To support User-defined lift activities, you must decide which activities you want to use. During offer forecasting, the offer's trade mediums will be mapped to these activities to determine the lift multiplier to use. You can provide names for the activities and determine which trade mediums activities belong to each group. An example of activity types and the typical members (trade mediums) would be:

#### **Activity #1 Display**

- Trade Medium: End Aisle Display
- Trade Medium: In Aisle Display
- Secondary Location

#### **Activity #2**

- Coupons
- Banners

The administrator should define and name the activity types that will be used, determine the precedence order of the activity types that will control how lifts are calculated and define and load Trade Medium choices into the appropriate activity "buckets" during the lift data load process.

## **Setting Up Lookups and Profiles**

To set up the Data Source Lookup use the lookup OZF: Baseline Sales and Promotional Lift Data Source , page B-14(OZF\_BASELINE\_DATA\_SOURCE). To seed the data use values similar to Code: ACN Meaning: AC.Nielsen.

You can use this seeded code in data\_source column code in the baseline data csv file as well as in the lift factors csv file.

Set up the following profiles:

- OZF: Number of months to trend ship to volume for baseline calculations , page A-13
- OZF: Currency Conversion Type, page A-31
- OZF: Keep historical data for Baseline Sales and Promotional Lift , page A-13

- OZF: Common Currency for Trade Management, *Oracle Trade Management Implementation Guide*
- OZF: Common Unit of Measure for Trade Management, page A-31
- OZF: Global Start Date, page A-32 (mm/dd/yyyy) – This must be already set while populating Time Structure. If you change it, you must re-run time structure and dashboard refresh as well.
- OZF: Quota Allocation by , page A-15 (Set it to Amount or Quantity) You must set this profile before doing setup for Quotas.
- QP: Item Validation Organization (Note this is an Oracle Advanced Pricing profile.)

### Setting Baseline Sales Data File

Create your baseline sales data files and store them in the same location to which OZF\_BASELINE\_SOURCE\_DIR is pointing.

The following table list the column description of the 3rd Party Baseline Sales flat file:

#### ***Third Party Baseline Sales***

| <b>Name</b>                       | <b>Status</b>                           | <b>Description</b>   |
|-----------------------------------|---|--|
| DATA_SOURCE                       | Required                                | Lookup code as entered by the implementor in the extensible lookup for Data Source for Baseline Sales and Promotional Lift Factor Data, page B-14. |
| MARKET_TYPE                       | Required                                | Customer identifier - same as TERRITORY.   |
| MARKET_ID                         | One of the two, id or name is required. | Id as in the customer identifier. For example, territory Id.   |
| MARKET_NAME                       | One of the two, id or name is required. | Name as in the customer identifier. For example, Territory Name  |
| ITEM_LEVEL (required) This is the | Required                                | Product identifier - same as 'PRICING_ATTRIBUTE1'.   |

| Name                  | Status  | Description   |
|-----------------------|---|---|
| ITEM_ID               | One of the two, id or name is required.       | Id as in the product identifier. For example, inventory item Id         |
| ITEM_NAME             | One of the two, id or name is required.       | Name as in the product identifier. For example, concatenated_segments . |
| TRANSACTION_FROM_DATE | Required                                      | Start Date for the Data   |
| TRANSACTION_TO_DATE   | Required                                      | End Date for the Data   |
| BASELINE_QTY          | One of the two, quantity or name is required. | Baseline Sales in Quantity in UOM_CODE                                  |
| UOM_CODE              | Required if quantity is present               | UOM_CODE for Baseline Sales in Quantity                                 |
| BASELINE_AMT          | One of the two, quantity or name is required. | Baseline Sales in Amount in CURRENCY_CODE                               |
| CURRENCY_CODE         | Required if amount is present                 | CURRENCY_CODE of Baseline Sales in Amount                               |

As an example, your baseline sales data could appear as follows:

```
"IRI","TERRITORY",,"Name of My
Territory","PRICING_ATTRIBUTE1",,"CM18759","20061001","20061231","1000","Ea",,""
"IRI","TERRITORY","1924",,"PRICING_ATTRIBUTE1","149",,"20060301","20060531",,"",""
"12000","USD"
```

### Setting Promotional Lift Factors Data File

Create your promotional lift factors Data Files and keep them in the location to which OZF\_BASELINE\_SOURCE\_DIR is pointing:

**Column Description of the Third Party Lift Factors flat file**

---

| <b>Name</b>           | <b>Status</b>                           | <b>Description</b>   |
|-----------------------|---|--|
| DATA_SOURCE           | Required                                | Lookup code as entered by the implementor in the extensible lookup for Data Source for Baseline Sales and Promotional Lift Factor Data, page B-14. |
| MARKET_TYPE           | Required                                | Customer identifier - same as TERRITORY.   |
| MARKET_ID             | One of the two, id or name is required. | Id as in the customer identifier. For example, territory Id.   |
| MARKET_NAME           | One of the two, id or name is required. | Name as in the customer identifier. For example, Territory Name  |
| ITEM_LEVEL            | Required                                | Product identifier - same as 'PRICING_ATTRIBUTE1'.   |
| ITEM_ID               | One of the two, id or name is required. | Id as in the product identifier. For example, inventory item Id  |
| ITEM_NAME             | One of the two, id or name is required. | Name as in the product identifier. For example, concatenated_segments .  |
| TRANSACTION_FROM_DATE | Required                                | Start Date for the Data  |

---

| Name   | Status   | Description   |
|--|----------|---|
| OFFER_TYPE                                     | Required | Offer_code of the type of offer ACCRUAL - Accrual<br>DEAL - Trade Deal<br>LUMPSUM - Lumpsum OFF_INVOICE - Off Invoice<br>OID - Promotional Goods<br>ORDER - Order value<br>TERMS - Terms Upgrade<br>VOLUME_OFFER - Volume Offer   |
| ACTIVITY_ID                                    |          | Trade Activity ID   |
| ACTIVITY_NAME                                  |          | Trade Activity name   |
| TRADE_TACTIC_ID1 through TRADE_TACTIC_ID10     |          | Trade Medium Id   |
| TRADE_TACTIC_NAME1 through TRADE_TACTIC_NAME10 |          | Trade Medium name.  |
| TPR_PERCENT                                    | Required | Trade promotion discount percentage for the product.  |
| LIFT_FACTOR                                    | Required | Lift Factor as a multiplier (for example, 0.10 for 10% lift)<br><br>For example, "IRI","TERRITORY","My Sales Territory","PRICING_ATTRIBUTE1","CM18759","20061001","20061231","",,,,,,,,,,,,,,,10,0.12<br><br>"IRI","TERRITORY","1924","","PRICING_ATTRIBUTE1",201,"","20061001","20061231","",,,,,'End Aisle Display',"Banner","TV Ad,,,,,,,,,,,,,10,0.12 |

For example your data could appear as follows:

```
"IRI","TERRITORY","My Sales Territory","PRICING_ATTRIBUTE1","CM18759","20061001","20061231","",,,,,,,,,,,,,,1
```



0,0.12

"IRI","TERRITORY","1924","","PRICING\_ATTRIBUTE1",201,"","20061001","20061231","",  
,,End Aisle Display',"Banner"',,"TV Ad,,,,,,,,,,,,,10,0.12

## Loading Data into Baseline Sales Interface

The following information lists the steps for running the Baseline Sales request set and the Lift Factors request set:

### Load Third Party Baseline Sales:

1. Baseline Sales and Promotional Lift Factors Flat Files Upload Preprocessing
2. Baseline Sales Flat File Upload Table Creation
  - Name of Directory Object Containing the file
  - Name of Baseline Sales flat file
  - File name to store the log
  - File name to store all bad records
  - File name to store all discarded records
3. Baseline Sales Flat File Upload - Pass 1
  - Data Source (Choose 'IRI' from the dropdown)
4. Baseline Sales Flat File Upload - Pass 2
  - Data Source

### Load 3rd Party Promotional Lift Factors:

1. Baseline Sales and Promotional Lift Factors Flat Files Upload Preprocessing
2. Promotional Lift Factors Flat File Upload Table Creation parameters:
  - Name of Directory Object Containing the file
  - Name of Promotional Lift Factors flat file
  - File name to store the log
  - File name to store all bad records
  - File name to store all discarded records

3. Promotional Lift Factors Flat File Upload - Pass 1
  1. Data Source (Choose 'IRI' from the dropdown)
4. Promotional Lift Factors Flat File Upload - Pass 2
  - Data Source

Check the log file for errors. Correct the CSV file and the errors and re-run the request set.

## Budget Utilization Views

Trade Management collects and summarizes budget balances for use in creating reports. Budget utilized, earned and paid columns can all be tied specifically to a customer's transactions regardless of how the budget was "committed". Earned minus paid is the actual accrual balance. The customer budget view is now based on the transactions of the customer. Companies can easily view the information using any reporting tool such as Oracle Discover.

The following table describes **Utilized** budget balances available in Trade Management:

### ***Utilized Budget Balances***

| <b>Utilizations</b>   | <b>Description</b>  |
|---|---|
| Order related utilizations (positive), such as those for accrual and off-invoice offers   | Utilizations for orders booked but not shipped, invoiced or closed. These utilizations are not the same as "earned" balances. |
| Return related utilizations (negative)  | Utilizations for return orders booked but not invoiced (credited) or closed.  |
| Non-order related utilizations. For example, those for lump sum and scan data offers, as well as utilizations created by net accrual offers, partner activities or indirect sales purposes. | There is no difference between utilized and earned.   |

The following table describes **Earned** budget balances available in Trade Management:

### ***Earned Budget Balances***

| <b>Utilizations</b>   | <b>Description</b>   |
|---|--|
| Order related (positive)  | Earned balances for orders shipped, invoiced or closed           |
| Return related (negative)   | Earned balances for return orders invoiced (credited) or closed. |
| Non-order related utilizations and utilizations created by net accrual offers, partner activities or indirect sales purposes. | Identical to Utilized  |

The following table describes **Paid** budget balances available in Trade Management:

### ***Paid Budget Balances***

| <b>Utilizations</b>  | <b>Description</b>   |
|--|--|
| Off-invoice types of utilizations such as off-invoice, order value and promotional good offers | Paid amounts are the same as earned amounts.   |
| For accrual types of utilizations such as accrual, lump sum and scan data offers.              | Paid amounts are claim amounts associated to the accruals.<br><br>All adjustments to the paid amount, whether manually created, created by public API or system generated. |

### **View by Dimensions**

The balances described in the previous tables are available for the following dimensions. Each dimension must have a unique ID. For performance reasons only IDs can be stored in MV (Materialized Views) tables. You must provide names for these IDs at the time of report generation.

- Time - Calendar period equals month, quarter and year periods defined in the AMS: Marketing Calendar profile option

- Budget category
- Budget
- Budget security - Owner
- Customer party
- Customer account
- Customer account bill to site
- Customer account ship to site
- Operating unit (of the utilization record)

### **Cross Drill Downs**

In addition to the simple reports administrators can also build reports with cross drill down from one dimension to another as shown in the following examples:

- Time > budget
- Time > customer party > budget
- Time > customer party > account > bill to site > ship to site > budget

## **Set Up Retail Price Capture**

### **Defining Retail Attributes and Store Conditions**

Trade Management captures price and facing data by account ship-to category. Trade Management can also capture user defined promotional activities for products (as well as their competitors) in retail store locations. Follow these steps to capture user defined promotional activities:

1. Define store condition metrics you want to track by determining what specific product data to track.
2. Establish territory-store relationships by determining the specific stores to include in your retail coverage territory.
3. Capture store specific field data by collecting store-product data for stores in the territory and track that data over time.
4. View store conditions by viewing current store-product status.

## Defining Store Conditions to Track

Trade Management defines two different types of stores:

- **Direct Store Delivery (DSD)** - Retail stores who supply product directly from the vendor.
- **Direct Distribution (DC)**- Product is supplied through the retailers Distribution Center.

Using Oracle Trade Management the Account Manager can define all of the DSD and DC stores for which he is responsible even if they fall outside of his territory.

### Direct Store Delivery (DSD) Model

An example of a DSD model is a soda distributor who services all of Kroger's stores with their own delivery trucks. This type of setup makes each store a Ship-To site. Each store now has a retail outlet where they can track retail conditions, and a ship-to site for distribution.

### Direct Distribution (DC) Store Model

In the following example the cookie manufacturer delivers through the retailer's distribution chain and the retailer is centrally managed. All transactions are processed through central billing and all deals are negotiated at Headquarters. From an Oracle Trade Planning Management perspective, stores are data points where the retailer in-store performance is tracked for compliance.

## Assigning Stores to Territories

- An address (party-site) is defined for each DC store location associated to a retail customer. Set the Usage to "Store"
- Ship-to's represent DSD store locations.

The Retail Audit Condition Capture and Retail Condition status screens have a Location LOV containing a customized list of DSD and DC stores relevant for each territory.

The :Generate Party List for Market Qualifiers, page C-11 process collects all Stores (DC/DSD) for each customer in the account manager's territory. Each time you run this process it adds new Stores in the Territory to the list. The resulting list includes the Store party-sites and Ship-to's in the territory for each customer.

## Editing Retail Store List

Follow these steps to edit the retail store list in Trade Management:

1. Select a Territory in the Territory LOV to retrieve the current store list. The Administrator has access to all Territories.

2. Select a customer from the customer LOV. The LOV lists all customers in the territory.
3. Click Search to list all of the customer stores tied to the territory.
4. (Optional Step). Add a Store to Retail Territory by clicking Add Another Store icon. All Stores for this Customer are displayed and you can select the stores to add to your current Territory list.
5. (Optional Step). To remove or delete a store from the Retail Territory list, click the Remove icon.

## 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.

As a prerequisite, offers and campaigns must exist in the system.

To set up activity summary and offer evaluator, run the Refresh Trade Management Activities (Offers and Schedules), page C-12 concurrent program.

This program populates de-normalized (flattened structure of all the information in a table) tables with current information for 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 Refresh Trade Management Activities (Offers and Schedules), page C-12 concurrent program was run.

## Setups for Offers

The following sections include instructions on setups required for full offer functionality. These sections include:

- Offer Payout Dates and Methods, page 4-20
- Offer Theme Approval Set Up, page 4-21

## Offer Payout Dates and Methods

For accrual-type offers, the offer owners can specify:

- The date to automatically pay the beneficiary , or the number of days from the offer end date upon which to pay the beneficiary.
- The payment method (check or on-account credit, on-account debit, or accounting

only).

**Note:** Supplier Ship and Debit and Price Protection both use on-account debit payment for settlement of accruals. In addition, internal ship and debit claims use the Accounting Only payment method. For more information on supplier ship and debit offers and claims, see *Using Supplier Ship and Debit, Oracle Trade Management User Guide*. For details on price protection claims, see the *Oracle Price Protection User's Guide*.

- The beneficiary to be paid.

To implement this functionality, you must:

1. Verify the following lookups:
  - OZF\_AUTOPAY\_METHOD
  - Meanings are Issue Credit and Account Credit
  - OZF\_AUTOPAY\_CUST\_TYPES
  - Meanings are Customer Name; Customer - Bill To; Customer - Ship To
2. Set up OZF : Claims Autopay, page C-14 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.

## Offer Theme Approval Set Up

Theme approval functionality allows businesses to require upper management approval for promotional ideas prior to allocating budget resources. 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 *Creating Custom Setups*, page 3-19.

## 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 **Transfer to General Ledger**, page C-6 concurrent program optionally using the "Submit Journal Import" option.

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, run Journal Import and/or Post to Oracle General Ledger programs with Source equals Marketing option.

To set up Oracle Trade Management to post offers to Oracle General Ledger, follow these steps:

1. Log in to Oracle Forms and select the Oracle Trade Management Administrator responsibility.
2. Run the concurrent program **Transfer to General Ledger**, page C-6.

While running this program, you can 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.



3. Switch to the General Ledger responsibility and navigate to Journals > Enter.
4. Query the journal entries using the source Marketing.
5. Review the journal details.
6. 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.

## Source Funds for Offers

You can source individual offers 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 the available amounts the campaign contains.

Sourcing funds for offers from a campaign or budget functionality allows the sales manager to create multiple campaigns from a single budget and assign owners to specific campaigns. These functions enhance the manager's ability to monitor spending. These functions also permit 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., page A-8 See Profile Options for Trade Planning, page A-9 for details.

## Set Up Forecasting

You can use the forecast functionality in Oracle Trade Management for evaluating and considering the historical data of past offers to create successful new offers. To access this functionality click the Forecast side navigation link from the details page of any offer.

The Offer Forecast can be based on one of the following:

- Last Year Same Period
- Custom Date Range
- Offer Code
- Baseline driven forecasting options. This information depends on the data source you created earlier in the section - Setting Baseline Sales Data.

You can create Forecasts 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.

To create a forecast you need 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 cannot 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 at Offer level, it looks up the historical sales data for the customers and products selected for that given Offer. If created at 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.

## Implement Forecasts for Offers

To implement Forecasts for Offers, use the following high level procedure.

1. Run **Refresh Materialized Views for Order Sales**, page C-11.

Because Forecasts are done based on historical sales data, there must be historical sales data in the system.

2. Set **OZF: Default Forecast UOM**, page A-38 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.

## 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, log into Self Service Applications as System Administrator. Select the Workflow Administrator Web Applications responsibility.

1. Select Business Events under Administer Workflow.
2. Enter **oracle.apps.ozf.planning.OtherCosts** in the Search Criteria.

3. Click the Subscription icon for the Event.
4. Click **Create Subscription**.
5. 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                    |
| 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. <b>Note:</b> Should always be a NUMBER |

### Code Example

Users can write the generate function in the subscription as follows:

## Generate Function in the Subscription

```
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_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;
```

## Set Up Budget-Offer Validation

Enable this option to ensure that customer and product targets for promotional offers match those specified in the budget from which it is sourcing money. This option ensures 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 OZF: Validate market and product eligibility between object and budget, page A-19 profile option. 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.

## 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 \$100,000 receive 3% incentive
- Purchase \$200,000 receive 4% incentive
- Purchase \$300,000 receive 5% incentive

Oracle Trade Management accommodates volume offers. The following table lists the columns in the Offer Checkbook that describe the financial and budgeting details of an offer.

| Column   | Description  |
|----------|--|
| 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 Orders  |

| Column | Description                |
|--------|----------------------------|
| 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.

### Indirect Sales Qualifiers for Volume Offers

When you use indirect sales data for volume offers, identifying the seller and buyer are important for market eligibility rules. The following information applies to Indirect Sales for Volume Offers.

- Seeded qualifiers are required to support the ability to identify indirect sellers and buyers.
- A seller/buyer can be an account or an account site but both need to be seeded as Quoting (QP) qualifiers.
- A seller account is an actual valid account site defined in Accounts Receivable. Although the seller is a seller from the indirect sales transaction's perspective, it is still a customer from the company's perspective. For example, a distributor that a company sells to, is a customer from the company's perspective. However, if this distributor submits its sales transactions to the company, these transactions become indirect sales transactions that will be imported into Oracle Trade Management. From that perspective the distributor is a seller.
- Additionally, indirect seller and buyer account sites are valid customer account sites defined in Oracle Trading Community Architecture.
- The "Sold By" IDSM (indirect Sales Modifier) qualifier supports the following contexts and values :

| Context Attribute     | Value                           |
|-----------------------|---------------------------------|
| Channel               | Direct and Indirect Sales       |
| Distributor Name      | Distributor Name                |
| Distributor Segment   | Distributor segment name        |
| Distributor List      | Distributor List Name           |
| Distributor Territory | Trade Management territory name |

- The Pricing formula, created in Advanced Pricing, is shown on volume offers. The pricing Formula provides great flexibility in handle highly complex pricing and promotion scenarios.
- Oracle Trade Management also provides currency support for Volume offers.

## Budget Integration for Volume Offers

In Trade Management you no longer have to enter the market eligibility from the first fully accrued budget creation page. You can enter market eligibility at any time and it will be passed to the "market eligibility" page. After you enter market eligibility the "market options" page will display a corresponding line.

### Notes:

- **Budget Utilization and Earning** - All accruals and adjustments will be created in the same manner as direct sales. All accruals and adjustments will be created for volume offer in the same way they are created for a regular accrual offer when indirect data is used.
- **Accrual Parameters** - The accrual parameter page contains Market, Retroactive Flag, and Territory Level fields.
- **Accrual dropdown** :In the Accrual dropdown on the Accrual Parameters page you can select either Customer or Sales. If you select Sales, the accrual is assigned to the budget owner and the "Accrue To" and "Beneficiary" field on the Market Options become unavailable.

## Set Up Backdating Using Offer Adjustment Function

Manufacturers must often alter the original conditions of an offer while it is still active.

You can adjust discount terms and product groups by using Oracle Trade Management's backdating functionality. Using the backdating functionality in Trade Management, you can enter an active offer and adjust the discount terms and product group involved.

Manufacturers must often alter the original conditions of an offer while it is still active. You can adjust discount terms and product groups by using Oracle Trade Management's backdating functionality.

For backdating, 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 Value
- 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.

## 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.

The process works as follows:

- Manufacturer sponsored rebate programs or discounts coupons are redeemed at retail by the consumer.
- The programs or coupons are processed through a third party clearing house.



- The third party clearing house passes the data to the manufacturer.
- The manufacturer then 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 accepts such scan data from a third party source. The collected data can then be researched, verified and resolved so payment can be made to the appropriate retailer 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, page A-43

See Profile Options for Trade Planning , page A-9for more information.
2. Log in to Oracle Trade Management and navigate to Administration > Trade Management >Setup >Activity.
3. Create an activity by associating the appropriate marketing media using the table.
 

The values displayed for Marketing Media are predicated on the Activity selected. You can create and customize additional Activity /Trade Medium relationships as needs arise or you can define the values 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 *Creating Custom Setups*, page 3-19.

## 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.

To set up Lump sum offers, log into Oracle Trade Management.

Navigation: Trade Planning > Offers.

#### Notes:

- **Setup type:** Select Lumpsum.
- **Start date and end date:** The lumpsum is earned throughout the active date range.
- **Distribution type:** See Guidelines.
- **Activity type:** Select Budget or Campaign as the source for the Lump sum offer. 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.
- **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.
- **Reusable:** Select if you want to use the offer in multiple campaigns.

- **Confidential:** If you want the offer team to be able to review and edit the offer, leave the Confidential box unchecked.
- **Owner:** The owner controls the team member list and security.
- **Qualifiers:** 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).
- **Discount rules:** 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%.
- **Exclusions:** Use to make specific exclusions to a rule.

### 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.

## 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.

To implement net accrual offer types, run the following concurrent programs in this order:

- Refresh Trade Management Activities (Offers and Schedules), page C-12
- Net Accrual Engine, page C-11

## 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.

Log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Trade Planning > Net Accrual Rules.

### Notes:

- **Transaction source:** Supported sources are Account Receivables, Order Management Returns, and Trade Management Offers.
- **Transaction type and Transaction identifier:** Shows valid values based on the transaction source.

## Creating and Verifying 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.

### Creating Net Accrual Rule Sets

As a prerequisite, Net Accrual Rules must be created.

Log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Trade Planning > Net Accrual Rules.

### Notes:

- **Rule set header:** A Rule set header is created when you create a rule. A table is displayed to capture the rules. Select the Net Accrual Rule from the list of values.

### Verifying Net Accrual Rule Sets

As a prerequisite, Net Accrual Rule sets must have been set up.

Log in to Oracle Trade Management.

Navigation: Trade Planning > Offers > Create.

**Notes:**

- **Offer type:** Select Net Accrual. The List of Values for Net Accrual Rule Set should display of all the rule sets you defined.

## 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.

- Creating Subscriptions for Business Events, page 4-35
- Defining Segment Values for Flexfields, page 4-36

### Creating Subscriptions Business Events

All the events will publish XML data specific for the event in the form of a CLOB (character large object). A CLOB is used to store unicode character-based data, such as large documents in any character set.

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.

#### *Business Events for Trade Planning*

| <b>Business Event Name</b>            | <b>Display Name</b>   | <b>Description</b>  |
|---------------------------------------|-----------------------|---|
| 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. |

Use the following high level procedure to create subscriptions for business events.

Log into Self Service Applications as System Administrator and select the Workflow Administrator Web Applications responsibility.

Navigation: Administer Workflow > Business Events.

1. Search for the Business Event.

2. Click the Subscription icon for the Event.
3. Click **Create Subscription**.
4. 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.

## Defining Segment Values for Flexfields

Additional information can be captured at offer header level by enabling the descriptive flexfield "Additional Info for List Headers" available in Oracle Pricing. Use the following high level procedure to define segment values for flexfields.

Log on to Forms Application as System Administrator.

Navigation: Application > Flexfield > Descriptive > Segment.

1. Query for:
  - Application = Oracle Pricing
  - Title = Additional Info for List Headers
2. Add new contexts and define segment values.
3. Check the "Freeze flexfield definition" check box.
4. Save your work.

For more information, see the *Oracle Applications Flexfields Guide*.

## 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 OZF - Account Generator workflow:

- Process: Generate a default account
- Function: Get expand CCID for line
- Package: OZF\_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 if the Default Account Generator process meets your organization's accounting requirements. The default process may be updated later as your needs change. You can 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:

1. 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.

2. 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.

3. 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.



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# Implementing Budgets

This chapter covers the following topics:

- Overview
- Basic Setups for Implementing Budgets
- Setups for Budget Creation
- Setups for Budget Approval
- Setups for Budget Allocation
- Setups for Budget Utilization
- Setups for Budget Security, Reporting and Reconciliation
- Setups for Customer Budget View
- Setting Up Budget Roll-up Views
- About Oracle Discoverer
- Setting Up Budget Reconciliation

## Overview

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, also called live funds, 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.

## Basic Setups for Implementing Budgets

The following information describes the required setups for implementing budgets.

### 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 Oracle Trade Management, see Profile Options for Budgets, page A-3. For the specific procedure for setting up system profile options, see Setting Profile Options, page A-1.

### 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). You can leave the seeded values as is, or 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 Lookups for Budgets, page B-2 for the complete listing of lookups. For steps for setting up new lookups, see Creating New Lookup Types, page B-1.

### Run Concurrent Programs for Budgets

For Budgets, you should run certain concurrent programs based on your business requirements. See Concurrent Programs for Budgets, page C-2 for the list of concurrent programs. See Running Concurrent Programs, page C-1 for information on running concurrent programs.

### Creating 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

To create business units, log on with HRMS Super User responsibility.

Create Organizations of type "Business Unit".

### Verifying Business Unit Creation

To verify that you have successfully created business units complete the following steps:

1. Navigate to the budget creation page in Oracle Trade Management.
2. Open the Business Unit drop-down list and verify that the business units you have created appear in the list.

### 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 system.

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, page A-31. This profile is set at the site level. When viewing the budget, you will see both the transaction currency and the budget currency amounts.

### How Budgets Use Operating Units

- **For Fully Accrued Budget:**
  - **If the global flag is checked-** The evaluation order is user, responsibility, application, and site. When passed to Advanced Pricing , the underlying modifier should have this flag checked so that the budget is applicable for all operating units. The default for profile at the site level is to have global flag checked.
  - **If the global flag is unchecked -** The evaluation order is the same as above. If the global flag is unchecked and the Advanced Pricing Security Control profile option is set to On, then the budget will be considered only for the sales orders in the operating unit that created the budget to begin with.

## Associating a Ledger with a Budget

When you create a new budget in Oracle Trade Management you must associate a Ledger (Set of Books) with the budget you are creating. This ledger value drives the General Ledger accounts and the accounting for the budget.

**Note:** The information in this section is valid for both Fixed and Fully Accrued Budgets.

In Oracle Trade Management, the ledger ID values listed in the ledger LOV field on the budget creation screen are controlled by the data access set associated with the responsibility. A data access set is assigned to a responsibility to control which ledgers and balancing and management segment values you have access to when you log onto a responsibility."

The Organization ID on the sales order against which the accruals are generated is validated against the Organization ID associated with the Ledger on the budget. If the two Organization IDs do not match, the system rejects the record and does not create any utilizations.

Once the budget is active, the ledger ID field is frozen for all users except Oracle Trade Management Administration users who can change the accounts on an active budget. They can change General Ledger accounts within the same ledger ID.

When you create accruals, the Organization ID is determined as follows:

### ***Organization ID for Accruals***

| <b>Offer Type</b>   | <b>Organization ID</b>   |
|---|--|
| Accrual, Off Invoice, Trade Deal, Terms Upgrade, Promotional Goods, Order Value, Volume Offer, or Net Accrual | When you create a sales order in Oracle Order Management, the Organization ID is stamped on the sales order. |
| Scan Data, Lumpsum  | The Organization ID is associated in Trade Management when you create an offer.                              |

## Setups for Budget Creation

The following information explains how to set up budget categories and budget thresholds. These are required steps for creating a budget.

## Set Up Budget Categories

Budget categories are used for the following purposes:

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

To create categories for budgets, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Category > Create.

### Notes:

- **Created for:** Select Budget.
- **Enabled:** Select to make the category available.
- **Sales/Expense/Charge Account, and Liability Account:** These accounts are used for GL postings. The Sales/Expense/Charge Account and the Accrual Liability Account are account flexfields. For information on the Ledger field see *Associating a Ledger With a Budget*, page 5-4.
- **Prefix:** The prefix you enter is added to the budget numbers that are generated automatically.
- **Channel:** Optional. Activities are created using the activity page under the Administration tab. For more information, see *Creating Activities*.

## 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 e-mail 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, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Thresholds > Create.

**Notes:**

- **Threshold type:** Select Budget.
- **Name:** The name of the budget threshold will appear on the budget details page threshold LOV and can be assigned to a particular budget.
- **Start and End Periods:** These are periods defined in the Accounting calendar. If specified, they will limit the start and end dates that can be entered below.
- **Owner:** Defaults to the user creating it. This is for used for tracking purposes only.
- **Threshold Rules:**
  - **Off Baseline:** Values available are determined by the value limit you select.
  - **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.

## Associating General Ledger Accounts with Budget Adjustment Types

When you make adjustments to a budget you can specify the sales and liability account that you want to use for a particular budget adjustment type. The Budget Adjustment Type details screen contains the Sales/Expense Charge Account LOV and the Accrual Liability Account LOV.

The accounts defaulting mechanism is applied in Oracle Trade Management as follows:

- For every adjustment created to a budget, the General Ledger accounts used for accounting purposes will be defaulted in the following order:
  - Budget adjustment type
  - Budget
  - System Parameters

## Setups for Budget Approval

The following information explains how to set up budget approval rules in Oracle Trade Management. It also explains budget system status and user status in Oracle Trade Management.

### 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. E-mail 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.

## Creating Budget Approval Rules

Use the following procedure to create budget approval rules.

Log into Oracle Trade Management.

Navigation: Trade Management: Administration > Trade Management > Setup > Approval Rule.

1. Click **Create**.
2. 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.

3. Complete the page as required for your business needs.
  - **Start Date:** The date when the rule becomes effective.
  - **End Date:** The date when the rule will no longer be used.
  - **Organization:** Displays a list of operating units
  - **Setup Type:** Custom setups created for budgets

4. Click **Create**.

The page refreshes and an Approvers table appears.

5. 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 customized approval process), Role (defined for Trade Management and assigned to Resources - there can only be one person assigned to a Role), or User.
  - **User/Role:** Depending on the Type selected above, you will see a list of functions, roles or users.
  - **Start Date:** The date when the approval rule becomes active. Within the range of the approval rule, each line can also have a start date and end date.
  - **End Date:** The date when the approver is no longer active.
6. Click Update.
  7. Ensure that the following concurrent 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)

The page redraws and the fields might change.

For more detailed information about budget approval see the section titled Budget Approval Process in the Trade Management User Guide. That section also describes the different statuses that a budget can go through.

## Creating Automatic Budget Approval Rules in Oracle Forms

Users can set rules for themselves in Workflow to automatically approve budgets under a certain amount.

To create automatic budget approval rules in Oracle Forms, log into Oracle Forms and select the Workflow responsibility.

Navigation: Notification Rules > Create Rule.

### Steps:

1. Select AMS: Marketing Generic Approvals
2. Select approval Required: [Approval Subject]
3. Click Respond.
4. In the Approved Amount field, enter an amount (no commas). All budgets under this amount will be approved automatically by this individual.

5. Action = **Approve**.
  1. Workflow Background Process: Marketing Generic Approval (for root budget approvals)
  2. Workflow Background Process: Marketing Approval (for budget request and transfer approvals) They find the correct rule and route the approval notification.

For additional information about Approval Rules, see *Budget Approval Process* in the *Oracle Trade Management User Guide*.

## 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.

### ***Budget System Status***

| <b>Status</b>    | <b>Description</b>  |
|------------------|---|
| Draft            | <p>Budgets in draft status can be updated at any time in any way.</p> <p>Draft status may be updated to Pending Approval or Cancelled.</p> <p>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.</p> |
| Pending Approval | <p>The budget has been submitted for and is awaiting approval.</p> <p>After all approvers have responded positively, a budget may become Active or On Hold.</p> <p>If approvers reject the budget it will become Rejected.</p>  |

| Status    | Description   |
|-----------|---|
| On Hold   | <p>On Hold is an interim status that is used when a budget has already obtained approval, and is just not completely ready to be made active.</p> <p>At On Hold status, a user can then manually change it to Active or Closed.</p> |
| Rejected  | <p>Budget approvers have rejected the budget.</p> <p>From Rejected, the status can be manually changed back to Draft.</p>   |
| Active    | <p>The budget has been approved and is ready to fund various activities and promotions.</p> <p>From Active, the status can be changed to Closed and Cancelled.</p>  |
| Cancelled | <p>Indicates that the budget has been aborted.</p> <p>From Cancelled, the status can only be changed to Archived.</p>   |
| Archived  | <p>Indicates that the budget can no longer be used.</p> <p>This cannot be changed to any other status.</p>  |
| Closed    | <p>From On Hold or Active, the Budget status can be manually changed to Closed.</p> <p>It indicates that the budget has ended and is no longer available to fund activities and offers.</p>   |

## Setups for Budget Allocation

The following information provides the Oracle Trade Management setup information for budget allocation.

### 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 : Refresh Materialized Views for Order Sales , page C-11 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 see the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.
- For more information about concurrent programs, see Appendix C, page C-1.

**Important:** When a budget allocation that is based on territory hierarchy is published or updated, a workflow notification is sent to the primary contact of the territory node. Therefore, you should assign workflow responsibilities to the primary contact of each territory node used for budget allocation. See *Creating the Implementation User*, page 3-12 in this manual for the detailed procedure.

## Set Up Top-down and Bottom-up Budgeting

Budget amounts allocated from management down to lower levels is a **top-down budgeting process**. Budget amounts rolled up from lower levels to management, is a **bottom-up budgeting process**.

Oracle 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.

Top-down Bottom-up Budgeting the 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

For more information on Top-down and Bottom-up budgets see the section titled *Top-down Bottom-up Budgeting* in the *Oracle Trade Management User's Guide*. This section explains the entire top-down bottom up budgeting process, starting from creating a budget and allocating it, to reviewing inputs and activating the allocation.

## Setups for Budget Utilization

The following sections describe information required to setup budget offer validation, budget requests, and budget adjustment types.

### 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**, page A-19 to one of the following values at the site and responsibility levels.

- **No validation for customers and products:** validation does not happen.
- **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. Each budget should cover some products, but in total, all of the brand managers' budgets should 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. The system should not fail the validation because the regular cola budget does not 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, the system should not fail the validation simply because the Bigmart national budget does not 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.

## Funds Accrual Engine Overview

The Funds Accrual Engine program handles Accrual Management capabilities in Oracle Trade Management.

### 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.

- Ability to calculate budget utilization and earnings based on booked orders and 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 is updated. Committed and Earned are not populated. This allows users to transfer money from a fully accrued budget to any other fixed budgets.
- 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.

### Volume Offer Rebate Calculation

Volume Offers, whether on an off invoice or accrual basis, are frequently used incentives to customers, buying groups or partners, based on their cumulative purchase volume over a period of time. Volume offers are common in all industries and can apply on both direct and indirect sales data.

The Oracle Trade Management Volume Offer feature reduces the number of volume offers you need to create and maintain. Using a single volume offer you can accomplish the following:

- Enter different sets of rates for different product categories and products.
- Enter different customers, with the option to either track their volume together (as in a buying group scenario) or maintain volume tracking separately for each customer.
- Pre-qualify a customer included in the offer to a higher volume tier. A multiple tier offer begins applying the next higher tier rate as soon your volume crosses the threshold. You will not be eligible for the increased benefit of a higher tier until

your volume moves into the next higher tier. For example, your discount is 5% on volume that falls within 1 to 100 units but will increase to 6% when volume falls within 1-1 to 200 units.

- Apply volume offers on indirect sales data or a combination of both.

### Discount Tables

An Discount Table in Oracle Trade Management supports volume ranges, discounts and product and category selections.

**Note:** One volume offer can support multiple discount tables.

Discount Tables include the following features:

- You can define one or more discount tables may be defined for each volume offer.
- At draft status, you can add, delete or copy discount tables.
- You can copy a Discount Table and give it a new name.

### Volume Offer with Multiple Discount Tables for Different Products

In the following example you can use one volume offer to cover multiple discount tables for different products.

In this example, Company Z sells 4 product lines to thousands of customers. With each of its top 100 customers, its sales managers negotiate an annual volume rebate promotion. These promotions may factor in sales growth objectives. For example, a customer's purchase volume last year may be \$5 million; to incentivize the customer to exceed that volume, a volume rebate may be created that offers an extra rebate if volume exceeds \$5 million.

Although each customer's promotion is similar to all the others, each customer gets a different set of rates for different product lines. Ideally Company A would like to create just one volume offer per customer. The following table shows how Company A can create one volume offer to cover the scenario described above.

| If Product is | Volume falls within:    | Offer Discount: |
|---------------|-------------------------|-----------------|
| A             | <u>\$1-\$5 million</u>  | 3%              |
|               | \$5-\$6 million         | 4%              |
| B             | <u>\$1-\$10 million</u> | 3.5 %           |
|               | \$10 million +          | 4%              |

| <b>If Product is</b> | <b>Volume falls within:</b> | <b>Offer Discount:</b> |
|----------------------|-----------------------------|------------------------|
| C and D combined     | <u>1-150,000 cases</u>      | \$0.25 per case        |
|                      | 150,001-175,000 cases       | \$0.30 per case        |
|                      | 175,000 cases +             | \$0.35 per case        |

## 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.

Run the concurrent program, OZF-TM : Unutilized Commitment Mass Transfer, page C-6 to automatically create new budgets for the next fiscal period and optionally transfer all unutilized budgets to the new budget. You can use several parameters 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. You can use several parameters 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.

## About the Budget Public Adjustment and Utilization API

When you use the Budget Public Adjustment and Utilization API you must create different adjustment types if you want to distinguish original accrual versus subsequent adjustments. The adjustment type name can handle X characters.

This API prorates the adjustments among the budgets from which the offer is sourced. For example, when an offer is sourced from multiple budgets and the adjustment record does not refer to any one particular budget as a target for the adjustment, the API will identify the budgets used to source the offer and allocate accordingly the adjustment among these budgets.

When using the Budget Public Adjustment and Utilization API you must have at least one active offer/price list created in Trade Management. You also need to create adjustment types.

For accounting purposes, when earnings are affected by the adjustment and the Post to GL flag is checked in system parameters, the following occurs:

- The Budget Public Adjustment and Utilization API requires inputs from both a debit and credit General Ledger account.

When earnings are affected by the adjustment and the Post to General Ledger flag is checked in system parameters, but no General Ledger accounts are passed to the API, the normal Account Generator workflow is called.

## Creating Adjustment Records that Update Paid Column

A new adjustment type updates the Paid column. In the Budget Public Adjustment and Utilization API, adjustment records that update the paid column are always associated with a utilization, an accrual record or another adjustment record, regardless of whether they are created manually or from the API. Only the paid column is affected by this adjustment.

The pay over earnings threshold does not need to be enforced by API because it is on a claim. However, since this type of adjustment is considered in the total paid balance it does affect other claims' threshold checking.

- As an example, if the earned column equals \$100, the paid column equals \$100 and the threshold is set to \$10. If you use the API to create an adjustment record that

increases the paid column to \$11, a claim user will not be able to pay over the earnings because the threshold is already reached.

## 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.

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

To set up budget adjustment types, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Budget > Adjustment Types.

The following table lists and describes the Budget Adjustment types:

### ***Budget Adjustment Types***

| <b>Type</b>                          | <b>Description</b>  |
|--------------------------------------|---|
| Decrease Committed Amount            | You can decrease a commitment if funds have been 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.                      |

| Type                   | Description   |
|------------------------|---|
| 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.   |

## 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 allowed Utilized amount. 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 or 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

## Setups for Budget Security, Reporting and Reconciliation

The following information describes budget reconciliation reporting and security information.

### Set Up Budget Security

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

#### ***Budget Security Levels***

| <b>Security Level</b> | <b>User Name</b> | <b>Security Level Access</b>   |
|-----------------------|------------------|--|
| 1                     | AMS: Admin Group | Update all fields: <ul style="list-style-type: none"> <li>• Excluding those locked by system</li> <li>• Including those locked by locking rules</li> </ul> |

| Security Level | User Name                         | Security Level Access  |
|----------------|-----------------------------------|--|
| 2              | Owner                             | Update all fields: <ul style="list-style-type: none"> <li>• Including Owner field</li> <li>• Including adding Team</li> <li>• Excluding those locked by system</li> <li>• Excluding those locked by locking rules</li> </ul>         |
| 3              | Team members with Edit Metrics    | Update all fields: <ul style="list-style-type: none"> <li>• Excluding Owner field</li> <li>• Including adding Team members</li> <li>• Excluding those locked by system</li> <li>• Excluding those locked by locking rules</li> </ul> |
| 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.

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

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

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.

### ***Object and Budget Security Levels***

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| <b>Number</b> | <b>User Name</b>               | <b>Security Level Access</b>  |
|---------------|--------------------------------|---|
| 1             | AMS: Admin Group               | Update all fields: <ul style="list-style-type: none"><li>• Excluding those locked by system</li><li>• Including those locked by locking rules</li></ul>   |
| 2             | Owner                          | Update all fields: <ul style="list-style-type: none"><li>• Including Owner field</li><li>• Including adding Team members</li><li>• Excluding those locked by system</li><li>• Excluding those locked by locking rules</li></ul>   |
| 3             | Team members with Edit Metrics | Update all fields: <ul style="list-style-type: none"><li>• Including adding Team members</li><li>• Including Cost &amp; Revenue Cue Card</li><li>• Including Budget Cue Card</li><li>• Excluding Owner field</li><li>• Excluding those locked by system</li><li>• Excluding those locked by locking rules</li></ul> |

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| Number | User Name                                   | Security Level Access  |
|--------|---|--|
| 4      | Team members without Edit Metrics           | Update all fields: <ul style="list-style-type: none"> <li>• Excluding adding Team members</li> <li>• Excluding Cost &amp; Revenue Cue Card</li> <li>• Excluding Budget Cue Card</li> <li>• Excluding Owner field</li> <li>• Excluding those locked by system</li> <li>• Excluding those locked by locking rules</li> </ul> |
| 5      | Everyone else, regardless of operating unit | View only  |

## Setups for Customer Budget View

With the Oracle Trade Management Customer budget view you can collect customer earnings and payment, and the outstanding earning balance by budgets. Using this type of data you can give companies access to accurate aggregate data to monitor fund usage. Although Oracle Trade Management provides the data for this information you will have to use a type of reporting tool to view the information.

### Concurrent Process for Data Collection

Trade Management uses the Refresh Materialized Views, page C-19 (for the parameter Customer Budget View) concurrent process to collect data as described in Appendix C.

### View by Dimension

You can use Oracle Trade Management to write meaningful budget reports containing the balances described in the previous section. These balances are available for a variety of dimensions listed below. Each dimension is available in IDs and is stored in Materialized View tables. You must provide ID names at the time of report generation.

### Dimensions

- Time
  - Calendar period is equal to the month, quarter and year periods defined in the AMS: Marketing Calendar profile option.
- Budget category

- Budget
- Budget security
  - Owner or team member
- Customer party
- Customer account
- Customer account bill to site
- Customer account ship to site
- Operating unit (of the utilization record)

To set up budget reconciliation run the concurrent program OZF\_TM:Release Committed Budget Amount After Grace Period., page C-20

## Setting Up Budget Roll-up Views

Budget roll-up view displays a budget's own amount plus all numbers of its descendent budgets.

Budgets can be allocated and arranged in a hierarchy, the roll-up 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 roll-up view, the details will show for the budget itself and all of its child budgets.

For example, if a budget called "California" has committed amounts of \$10,000 and a budget called "Oregon" has \$20,000 and their parent budget "Western US" funds no other activities, the roll-up view committed is \$30,000.

To set up budget roll-up views, log into Oracle Forms with the System Administrator responsibility.

### Notes:

- **Profile options:**
  - Set the profile option OZF: Universal Currency for Budget Roll-up View, page A-9.
  - For each user set the "JTF\_PROFILE\_DEFAULT\_CURRENCY" at user level. This determines what currency a user will see his budget roll-up view in.

**Note:** The roll-up view converts all budgets to the profile



currency as set up above. Because the profile is set at the user level, different users will see the roll-up view accordingly.

Self View only shows amounts for the parent budget whereas Roll-up view shows amounts summed for the parent budget, as well as its child budgets.

## About Oracle 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.

## 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 Reconcile button on the button cue card for offers.
- **Automatic Reconciliation:** Running Release Committed Budget Amount After Grace Period, page C-20 program.



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## Implementing Claims

This chapter covers the following topics:

- Basic Setups for Implementing Claims
- Setups for Claim Creation
- Setups for Claim Ownership and Assignment
- Setups for Claim Research and Approval
- Setups for Claim Settlement

### Basic Setups for Implementing Claims

The information in the following sections describes the basic setups for implementing Oracle Trade Management claims.

#### 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 *Profile Options for Claims*, page A-19. For the specific procedure for setting up system profile options, see *Setting Profile Options*, page A-1.

#### 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 *Lookups for Claims*. For the steps for creating new lookups, see *Creating New Lookup Types*, page B-1.

## Run Concurrent Programs for Claims

Run the **OZF: Defaulting Legal Entity for Claim** as a post-upgrade step. This profile option can be set at site, apps or responsibility and the values should be all available legal entities within the system. For the complete list of concurrent programs for Claims, see *Concurrent Programs for Claims*, page C-13. For steps for running a concurrent program, see *Running Concurrent Programs*, page C-1

## Set System Parameter Defaults

On the System Parameters page you can define:

- Accounting preferences
- Price Protection accounting preferences
- Claim Source Setup (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, and transaction type.
- Autopay frequency and preferences
- Pay Over Earnings thresholds
- Indirect Sales and Trade Planning preferences
- Price Protection Process Execution preferences

As a prerequisite, claim types and reasons should have been created for setting System Parameter defaults.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > System Parameters.

### Accounting Section Notes:

- **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 GL entries, Debit Liabilities and Credit Receivables Clearing.
- **Vendor clearing account:** When a promotional claim is settled by a check, GL entries, including Debit Liabilities and Credit Vendor Clearing are created. 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
- When the Post to GL flag is checked in system parameters, the GL entries are created for the budget utilizations and for claim lines utilizations.
- **Create GL entries for Off-invoice discounts:** Select to create General Ledger accounting for all off invoice discounts.
- **GL balancing segment:** Select an Oracle General Ledger balancing segment 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, page A-28 is enabled.

#### **Price Protection Section Notes:**

For information on accounting preferences for price protection and predefined price protection process execution setup, see the *Oracle Price Protection Implementation Guide*.

#### **Claim Section Notes:**

- **Claim type and Claim reason:** These values are assigned to deductions and overpayments created and passed to Oracle Trade Management from Oracle Receivables. However the claim source setup (previously referred to as claim defaults) takes precedence over the system parameters setup.
- **Exchange type:** 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.
- **Default 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.
- **Days due:** 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.
- **Territory Manager:** Select if Territory Manager is implemented for Claims.

For information on price protection claims, see the *Oracle Price Protection Implementation Guide*.

#### **Settlement Section Notes:**

- **Receivables batch source:** This is used for transferring entries from Oracle Trade

Management into Oracle Receivables. The LOV contains all imported transaction sources defined in Oracle Receivables.

- **RMA transaction source:** This is used as a default for claims settled with RMAs. The list of values contains all return order types defined in Oracle Order Management. Oracle Trade Management provides a seeded source called Trade Management Claims.
- **Debit memo, Credit memo, and Chargeback:** These are the default values for claims settled with the respective settlement methods. The LOV contains all debit memos, credit memos, and chargebacks that are defined in Oracle Receivables.
- **Payables batch source:** This is used for transferring entries from Oracle Trade Management into Oracle Payables. The LOV contains all imported transaction sources defined in Oracle Payables.
- **Payables payment term:** This is the default Payables term used on invoices created in Oracle Payables for claim settlement. The list of values for this field contains all payment terms defined in Oracle Payables.
- **Write-off threshold (Deduction):** Enter a minimum value. 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.
- **Write-off threshold (Overpayment):** Enter a minimum value. 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.
- **Write-off adjustment:** The Receivable activities are defined in Oracle Receivables.
- **Receipt write-off (Deductions):** This is the Receivables Activity that is passed to Oracle Receivables. Use this while settling non transaction-related deductions.
- **Receipt write-off (Overpayments):** This is the Receivables Activity that is passed to Oracle Receivables. Use this while settling overpayments.

The profile option OZF: Defaulting Legal Entity for Claim is used for claims and debit claims created in Trade Management or for any claim (of any claim class) created from the Trade Management API or interface that has no legal entity. The values for this profile option include all available legal entities within the system.

Optionally, check the Route Mass Settlement Approval Based on Net Amount box to enable mass settlement approval based on the net amount rather than the open amount. See *Setting Up Mass Settlement of Claims* for more information.

#### **Autopay Section Notes:**

- **Autopay:** Select to turn on the Autopay functionality.

- **Default claim type and reason:** Select for Autopay claims.
- **Frequency and frequency unit:** These values define the frequency by which the customer is paid. You can select how often you want Autopay to run. For example, if you enter 1 and select Monthly, autopay will run once a month.
- **Sales credit:** This determines the default salesperson used for Autopay and claims created manually. You can select either Default Sales Rep or No Sales Credit.

#### Earnings Payments Section Notes:

Enter values in the fields to allow the early payment of unearned accruals for offers for some or all of your customers.

- **Unearned payments:** Determines 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 customer trade profile set up always takes precedence. For example, you select Allow for All on the System Parameters page, whereas the customer X's trade profile is set to Disallow. As such, customer X is not eligible for unearned payments on offers.

- **Threshold type and Threshold value:** These values restrict the amount of unearned payments. For 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 ( $3,000 \times 1.2$ ).
- **Override threshold:** Select to permit threshold overrides. 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.
- **Prorate associate earnings by products:** Check to have the system automatically break up earnings on offers proportionately by product or product category. If not selected, the first-in first-out approach is used. For more information, refer to the *Oracle Trade Management User Guide*.

## Set Up Customer Trade Profiles

Customer trade profiles are used to:

- Link customers to vendors.

- On a single customer account, define customer trade profiles for each bill-to customer site.
- Define Autopay parameters for accrual reimbursements including payment frequency, threshold, and method for each bill-to site qualified on the offer for a particular customer account.
- 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 for automatic code conversion of internal code to customer code and vice versa for all communications between customer and vendor. Code mapping can be for a product, agreement, party, party site, rejection reason, and unit of measurement.

To set up customer trade profiles, log in to Oracle Trade Management.

Navigation: Trade Management: Administration > Trade Management > Customer Trade Profiles > Create.

#### **Basic Customer Information Notes:**

- **Operating Unit:** Enter the Operating Unit for Trade Profile.
- **Sites:** Sites are org-striped and can be used within an operating unit.
- **Supplier information:** If the customer is also a supplier, enter the supplier information in the Supplier, Sendor Site, and Address fields.
  - A supplier is a person or company that sells to your company. To settle claims using a check, you must set up that customer as a supplier in Oracle Payables.
  - The trade profile provides a link between the two setups in the two systems. Supplier information on claims is completed automatically; therefore, claim processors do not need to determine this. Suppliers are not org-striped. They can be seen and used across operating units.

If not set up in the customer trade profile, the claim owner must enter the supplier information on the first claim to be settled by check for this account. When this occurs, the customer trade profile information for the account is updated automatically.

#### **Autopay Parameter Notes**

If you choose to use Autopay, it evaluates the accruals for this customer and automates



payments as required. Otherwise, automatic payments are not made though accruals exist.

- **Payment method:**

- **Check:** If selected, the vendor and vendor sites fields must be filled in.
- **On Account Credit Memo:** If selected, accrual earnings are grouped by the bill-to sites on the customer account and a claim created for each site. In addition, if a customer account has accruals for with no specified bill-to site, this payment method creates a single claim for the total amount of these accruals.
- AP Settlement, AP Debit, AP Default Payment,
- Electronic Transfer, Trade Management Settlement, Wire Transfer

**Claim Parameters Notes:**

- **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 to January 16.

**Earnings Payments Parameters Notes:**

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, then 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.

- **Unearned payments for offers:**

- **Null:** The customer may or may not be eligible for unearned payments depending on the System Parameter settings. 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:** The customer is not eligible for unearned payments for offers

regardless of the System Parameter setting.

- **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.
- **Threshold:** 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 dollars (\$). Customer Y's earnings total \$10,000 for an offer. Claim payments up to \$12,000 can be made.
- **Override threshold:** Select 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.

#### **Indirect Sales Parameters Notes:**

The values defined in a customer's trade profile override the values set in System Parameters. For examples of setting these values, see Set System Parameter Defaults , page 7-4for Indirect Sales.

## **Set Up Supplier Trade Profiles**

Supplier trade profiles are used in Ship and Debit and in Price Protection to:

- Link suppliers to customer accounts.
- Define parameters for accrual reimbursements including payment frequency, offer limits, and approval considerations.
- Define preferences for approval communication methods.
- Define thresholds for claim amounts including batch and line tolerances.

- Define code mapping for automatic item code conversion of internal item to supplier item for inbound and outbound transactions.

To set up trade profiles, log in to Oracle Trade Management.

Navigation: Trade Management: Administration > Trade Management > Supplier Trade Profile > Create

### Basic Supplier Information Notes

- **Operating Unit:** Select the operating unit for the supplier trade profile.
- **Customer information:** To settle claims, you must set up this supplier as a customer in TCA. In addition, perform the following steps to map supplier and customer information on the supplier trade profile.
  - Select the name of the supplier.
  - Select a supplier site. Supplier sites are not organization-specific and can be used across operating units.
  - Select the customer account that you want to map to the supplier site.
  - Select the bill-to site of the customer that you want to map to the supplier site.

### Price Protection and Ship and Debit Parameter Notes

The values defined in a supplier's trade profile override the default values set for system parameters. For information on setting price protection options, see the *Oracle Price Protection Implementation Guide*. For information on setting ship and debit options, see *Creating Ship and Debit Supplier Trade Profiles*, page 8-2.

## Setups for Claim Creation

The information in the following sections explains how to set up:

- Claim Types, page 6-9
- Claim Actions, page 6-11
- Claim Reasons, page 6-12
- Claim Sources, page 6-13

## 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, a claim type, non-promotional, could be 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 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-striped (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, log into Oracle Trade Management.

Navigation: Trade Management: Administration > Trade Management > Claim > Claim Types.

**Notes:**

- **Credit memo:** Select a negative transaction type. The transaction types are created in Oracle Receivables for claims and deductions settled with credit memos. Oracle Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the credit memo.
- **Operating Unit** An operating unit field is displayed on claim type summary, claim type create and as read only on the claim type detail screen
- **Debit memo and Chargeback:** Select a positive transaction type. The transaction types are created in Oracle Receivables for claims and deductions settled with debit memos or chargebacks. Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the debit memo.
- **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 write-off (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 write-off (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:** This field is visible only if the profile option OZF : Select Write-Off Activities Based on GL Balancing Segments, page A-28 is enabled. These segments refer to the balancing segment values in the A/C flexfield. This profile option allows users to filter Receivable write-off activity based on the Oracle General Ledger balancing segment selected here. It enables 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 causes the field GL Balancing Segment to display on the Create Claim Type page. This field is mandatory if the option is set to Yes.
- **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.

## 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.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Claim > Actions.

### Notes:

- Task templates:

- 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.

When creating claims reasons, you can designate default actions. See *Set Up Claim Reasons.*, page 6-12 For more information on tasks, refer to the *Oracle Common Application Components Implementation Guide* .

## Claim Reason

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.

As a prerequisite, claim actions must be created before setting up claim reasons.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Claim > Reasons.

### Notes:

- **Partner access:** Select to enable partner access in Oracle Partner Management.
- **Credit memo reason:** These reasons are created in Oracle Receivables (CREDIT\_MEMO\_REASON QuickCode). Credit memo reasons are passed to Oracle Receivables when claims or deductions using this reason are settled by credit memo.
- **Adjustment reason:** These reasons are 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:** Displays a list of transaction types created in Order Management (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 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. .

## Claim Source Setup

When creating claims, you must specify a claim type and reason. Deductions and overpayments created in Oracle Receivables and passed to Oracle Trade Management may 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 Source Setup page or both. Values set on the Claim Source Setup page override the defaults set on the System Parameters page. sources:

You can define a default claim type and reason for each claim source. Claim sources are predefined based on possible claim generation sources

These defaults override the default claim type and reason set on the system parameters page.

Users can setup available settlement methods for a claim source, based on the following table. For each claim source, administrators can select to enable the settlement methods available to be used for that particular claim source. This includes all seeded and non-seeded settlement methods.

Settlement methods are usually related to claim class. For all the seeded settlement methods currently supported in Oracle Trade Management, the system automatically filters the settlement methods based on the claim class. For example the check settlement method is available only on claims and not on deductions. You can control whether certain settlement methods should be available for a user to select.

This setup screen is available from the Claim Source Setup screen (previously referred to as Claim Defaults).

To access Claim Source Setup , log into Oracle Trade Management with Oracle Trade Management User Responsibility.

Navigation: Administration > Trade Management > Claim > Claim Source Setup.

| Claim Source               | Settlement Methods   |
|----------------------------|--|
| Indirect Sales Claim       | This icon is disabled (greyed out) for this claim source because the settlement method used is the one selected when setting up Trade Profiles for the customer of the indirect sales batch. |
| Indirect Sales Debit Claim | This icon is disabled (greyed out) for this claim source because the settlement method used is always debit memo.  |

| <b>Claim Source</b>                      | <b>Settlement Methods</b>   |
|--|---|
| Price Protection Customer Claim          | Used by distributors to credit customers for price protection agreements when vendors decrease prices. Claims with this source type are settled with AR credit memos.   |
| Price Protection Vendor Claim            | Used by distributors to debit suppliers on price protection agreements when vendors decrease prices. Claims with this source type are settled with AP debit memos.  |
| Price Protection Increase Supplier Claim | Used by distributors on price protection agreements to debit suppliers when vendors increase prices. Claims with this source type are settled with AP invoices.   |
| Supplier Ship and Debit Internal Claim   | Used for claims on internal ship and debit requests. For these claims, liability relieved directly and accruals posted to the GL account associated with the cost center on the internal request.   |
| Supplier Ship and Debit Supplier Claim   | Used when claiming supplier ship and debit accruals from supplier. Claims with this source type are settled with AP debit memos.  |
| Manual Claim                             | <p>Check / EFT/ Wire / AP Default Payment</p> <p>Credit Memo On Account,</p> <p>Return Material Authorization (RMA)</p> <p>AR-AP Netting</p> <p>Credit Memo Invoice</p> <p>Payables Debit (unlike the other settlement methods, this is not enabled out of the box)</p> |
| Referral Claim                           | <p>Check / EFT/ Wire / AP Default Payment</p> <p>Credit Memo On Account</p> <p>RMA</p> <p>AR-AP Netting</p> <p>Credit Memo Invoice</p> <p>Previous Open Credit Memo</p>   |



| <b>Claim Source</b>   | <b>Settlement Methods</b>  |
|---|--|
| Soft Fund Claim   | Check / EFT/ Wire / AP Default Payment<br>Credit Memo On Account<br>RMA<br>AR-AP Netting<br>Credit Memo Invoice<br>Previous Open Credit Memo |
| Special Pricing Claim   | Check / EFT/ Wire / AP Default Payment<br>Credit Memo On Account<br>RMA<br>AR-AP Netting<br>Credit Memo Invoice<br>Previous Open Credit Memo |
| Promotional Claim (for example, trade profiles, promotional payments and offer's advanced options screen) | Check / EFT/ Wire / AP Default Payment<br>Credit Memo On Account<br>Payables Debit   |
| Manual Claim Group  | Chargeback<br>Write Off<br>On Account  |
| Manual Debit Claim  | Debit Memo<br>Payables Debit<br>Previous Open Debit Item   |

| <b>Claim Source</b>             | <b>Settlement Methods</b> |
|---------------------------------|---------------------------|
| Chargeback Deduction            | Credit Memo On Account    |
|                                 | Credit Memo Invoice       |
|                                 | RMA                       |
|                                 | Write Off                 |
|                                 | Chargeback                |
|                                 | Previous Open Credit Memo |
| Claim Investigation Deduction   | Credit Memo On Account    |
|                                 | Credit Memo Invoice       |
|                                 | RMA                       |
|                                 | Write Off                 |
|                                 | Chargeback                |
|                                 | Previous Open Credit Memo |
| Invoice – Deduction             | Credit Memo On Account    |
|                                 | Credit Memo Invoice       |
|                                 | RMA                       |
|                                 | Write Off                 |
|                                 | Chargeback                |
|                                 | Previous Open Credit Memo |
| Claim Investigation Overpayment | Write Off                 |
|                                 | On Account                |
|                                 | RMA                       |
|                                 | Debit Memo                |
|                                 | Previous Open Debit Memo  |

**Note:** All seeded settlement methods are flagged as seeded, as shown in the seeded column. This is a view only field to make it easier for an administrator to view whether seeded or custom settlement methods are selected.

## Configuring Claim Source Setup

In Oracle Trade Management, configuring a Claim source is completed by a migration script which runs in the background. This migration script moves any saved or existing data on claim defaults to the Claim Source Setup screen (previously referred to as the Claim Defaults screen).

## Implementing the Claim Creation API

Use the Claim Creation API to import claims into Oracle Trade Management from outside sources. For more information, log into Oracle Applications with the Integrated SOA Gateway responsibility. Access the Integration Repository and navigate to Oracle Trade Management under the Marketing and Sales product family.

## Setting Up the Promotional Payment View

To set up of the promotional payment view run the concurrent program OZF-TM : Refresh Materialized Views for Promotional Payment, page C-8, regularly.

This program updates the materialized view for promotional payments with the most recent earnings information.

## Lockbox Integration

In Oracle Trade Management the claim creation functionality includes a lockbox.

AutoLockbox (or Lockbox) is a service that commercial banks offer corporate customers to enable them to outsource their accounts receivable payment processing. An AutoLockbox operation can process millions of transactions a month. AutoLockbox eliminates manual data entry by automatically processing receipts that are sent directly to your bank.

The Oracle Receivables user can specify how this information must be transmitted and Oracle Receivables ensures that the data is valid before creating QuickCash receipt batches. The customer who has remitted the receipt can be automatically identified, and the AutoCash rules may be optionally used to determine how to apply the receipts to your customer's outstanding debit items. See the *Oracle Receivables User Guide* for more information on AutoLockbox.

During AutoLockbox and Post QuickCash processing, Oracle Receivables can automatically prepare eligible remittance lines for claim creation in Oracle Trade Management. AutoLockbox can initiate claim creation for eligible remittances. Deductions and overpayments can be created from the PostBatch process when customers' remittances come from the Oracle Receivables Lockbox. All the relevant customer information including customer reason and reference number is passed to Oracle Trade Management. These claims can be settled through Oracle Trade Management. See the section titled *Settling Claims, Debit Claims, Deductions, and Overpayments* in the *Oracle Trade Management User Guide* for information on how to

settle claims.

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 its' 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 Set Up Lockbox Integration, page 2-34 for this procedure.

See the *Oracle Receivables Implementation Guide* for more information. Lockbox integration requires Oracle Receivables Family Pack E or Oracle version 11.5.10 or higher.

## Set Up Claim Import

Use the Import Interface tables to import claims. When using this feature, the following process occurs:

1. First you must write a program to move the data into the interface tables.
2. The Claims import program, then takes the claim details from the interface table and creates claims in Oracle Trade Management.
3. To implement Claim Import, see the following:
  - Understanding the Claim Concurrent Program, page 6-18,
  - Understanding Claim Interface Tables, page 6-18.

## Understanding the Claim Concurrent Program

The concurrent program, Import Claim, page C-16 , 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.

## 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:

| Table Name              | Description  |
|-------------------------|--|
| OZF_CLAIMS_INT_ALL      | All claim information.<br><br>Stores the data that must be imported to the <code>ozf_claims_all</code> table by the OZF-TM: Import Claim concurrent program. |
| OZF_CLAIM_LINES_INT_ALL | All claim information.<br><br>Stores data that needs to be imported to <code>ozf_claim_lines_all</code> table using OZF-TM: Import Claim, page C-16 program. |

## 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.

**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.

As a prerequisite, a trade profile for the customer must exist. WebADI must be implemented.

### Mapping Customer Reason Codes

Use the following procedure to map customer reason codes.

Log into Oracle Trade Management with Oracle Trade Management User Responsibility.

Navigation: Administration :Trade Management > Trade Management > Customer > Trade Profiles.

1. Enter the batch number which appears on the spreadsheet, and click **Upload**.  
The Code Conversions page appears. Code conversion type should be Reason, and the table should be populated with the customer reasons you have imported.
2. Convert the customer codes as follows:
  - Select an internal code for each customer reason
  - 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.

### 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.

## Setups for Claim Ownership and Assignment

The following information explains how to set up claim ownership assignment and how to route claims to a team leader.

### 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 Set Up Territory Manager for Oracle 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.

### About Routing Claims to Team Leader

Routing for Claims to Team Leader uses team leads to assign claim ownership. On team definitions, you can identify a member as a lead for the team. In scenarios where a territory resource is a team, assign the team leader as the claim owner.

The following structure is used to determine a claim owner.

- When there is a single resource on the territory definition, that resource becomes the owner of the claim. If the resource is a team, the team lead becomes the owner of the claim. If a team lead is not specified, the system randomly selects a team member for claim assignment.
- When there are multiple resources on the territory definition, the resource identified as the primary contact will become the claim owner. If a team is identified as a primary resource, the team lead becomes the owner of the claim. If a team lead is not specified, system randomly selects a team member for claim assignment
- If there are multiple resources on the territory definition, and no single resource is identified as primary contact the system will first look for any team and assign the claim to the team lead. If a team lead is not specified, the system randomly selects a

team member for claim assignment

## Setups for Claim Research and Approval

The following information describes set up procedures for setting up claim research and approval.

### Set Up the History Rule

Use the History Rule option to record the changes made to a claim while it is being researched and processed.

Log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Claim > History Rules.

#### Notes:

- **Object attribute:** These are different pages that can comprise a claim: Main, Lines, Line Detail, Associate Earnings, Split, Settlement.

### 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.
- Run the Change Aging Populating, page C-14 concurrent process.

### Setting Up Oracle 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.

- Set Up User Security and Privileges, page 6-22.
- Customize Business Areas, page 6-24.

### Setting Up User Security and Privileges

The steps below incorporate an example where the Oracle 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.

As a prerequisite, Oracle Discoverer should be properly implemented.



Log in to Discoverer Administration version.

**Select business area:**

1. Click Open.
2. Select the business areas you want to edit. In this example, check Inventory and Inventory Value Added.
3. Click Finish.

**Set Up User Security:**

1. 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.
2. 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.
3. Open the User/Resp drop-down list, and select a user.
4. 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.

5. Select the > button.  
Your selections display in the selected business areas on the left.
6. Click Apply .

**Select a User Responsibility**

1. From the User/Resp drop-down, select a user responsibility.  
In this example, select Oracle Trade Management User.
2. 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.

3. Click the > button.  
Your selections display in the selected business areas on the left.
4. Click Apply.

**Give User Access to Admin Edition**

1. 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.

2. Make sure that all boxes for Show privileges for User and Show privileges for Responsibility are checked
3. 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.
4. Check Administration.
5. Select all five boxes under Administration.
6. Click Apply.  
Check that the boxes for Show privileges for User and Show privileges for Responsibility are checked.
7. Open the drop-down list and select Oracle Trade Management User.
8. Select all boxes for Administration and User Edition. Exit the Discoverer Administration Edition for these changes to take effect.

To customize business areas, follow the steps below.

As a prerequisite, Oracle Discoverer should be properly implemented.

Log in to the Discoverer Administration version. Navigation: Oracle Marketing business area.

**Steps:**

1. From the Insert menu, select Folder From Database.
2. Assuming data needed is in APPS, check APPS user.
3. Click the plus sign (+) to expand APPS.  
All the tables and views for this user are loaded.
4. Highlight the views you want.
5. Select the > button to display the views in the Selected window.
6. Change the Default aggregate on datapoints to Details.

## Set Up Approval Rules for Claims

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 lower the number, the more important the parameter in determining which rule will apply to a particular claim.

To set up approval rules for claims, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Approval Rule.

### Notes

- 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.
- 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).

## System Status and User Status

System statuses drive behavior for specific Oracle Trade Management objects. User statuses are used in conjunction with system statuses for classification purposes.

The following table describes the claim statuses used in Trade Management:

## Claim Statuses

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| 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. 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>  |

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|               |   |
|---------------|---|
| Pending Close | <p>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.</p> <p>After the processing is complete, the claim status changes to Closed.</p> |
| 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.   |

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### ***Claim System Status***

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| Status           | Description  |
|------------------|--|
| New              | Used for claims entered in Trade Management using Create, Mass Create, Autopay, Import Interface or API. Not used for claims created from Accounts Receivable. Claims created in Accounts Receivable have a default status of open.  |
| Open             | Claim is being researched and is not yet resolved. Open claims may be changed to various statuses: Complete, Pending Approval (if approval is turned on), Pending Close (if approval is turned off).   |
| Complete         | <p>Indicates most of the research is complete, but claim settlement is pending. No approval is required for this, the user manually changes the status from Open to Complete.</p> <p>From Complete, the user can request approval for the claim and initiate the settlement process. The claim status is changed to Pending Approval or Pending Close.</p> |
| Pending Approval | <p>A user has requested approval to settle an Open or Complete claim.</p> <p>Approval rules determine who approves the claim and under what circumstances.</p> <p>Users cannot change the status once a claim is Pending Approval. Depending upon the outcome of the approval, the claim status can be changed to Approved or Rejected.</p>                |

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|               |  |
|---------------|--|
| Approved      | Once all approvers have approved a claim, the claim status changes to Approved.<br><br>This status is temporary. Immediately after approval, the settlement process is initiated and the claim status changes to Closed or Pending Close.                |
| Rejected      | If a claim is not approved, the status is Rejected. From this status, a user can manually change the status to Open, make changes, and resubmit the claim for approval.  |
| Pending Close | Once approved, a claim remains in Pending Close status. If the settlement process is not automated and requires a concurrent process to finish, it will indicate this status. Once the process finishes, the claim changes from Pending Close to Closed. |
| Pending Close | When the claim settlement process finishes, the status is Closed.  |
| Cancelled     | Deductions status can be changed to Cancelled from Accounts Receivable only, not directly from Trade Management. Cancelled claims cannot be settled.   |

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## Setups for Claim Settlement

The following information describes the processes and setups required for claim settlement and security.

### Set Up Autopay

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.

Oracle recommends that you schedule the Autopay concurrent program 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.

The following implementation steps are recommended for Autopay.

1. Set up trade profiles and the Autopay parameters on the System Parameters page. See Set Up Trade Profiles and Set Up Autopay in System Parameters.
2. Schedule Autopay either from the Trade Management user interface or from Oracle Forms. See Autopay Parameter Notes, page 6-6 for additional information. Also see the concurrent program OZF: Claims Autopay, page C-14.

## Getting a Tax Quote

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.

## 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 Set System Parameter Defaults, page 6-2 for details and an example.

## 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 Oracle Trade Management, you can set up threshold rules that allow you to automatically write off claims with amounts that are under a specific threshold.

To enable automatic threshold write off functionality, perform the following procedure.

1. Set the profile option OZF: Claim Write Off Threshold, page A-23
2. Set threshold rules either on the system parameters page or individually by customer in each customer's trade profile.
  - Instructions are included Set System Parameter Defaults, page 6-2.
3. Periodically run the concurrent program, Claim Auto Write-offs Program, page C-13, 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.

## 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.

To set up mass settlement, log into Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > System Parameters.

### Notes:

- **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.



- **Profile options:** Log in to Oracle Forms and set the following profile options:  
For a description of these claims see Appendix A, Profile Options.
  - OZF: LOV for claim type and reason on mass settlement
  - OZF: Select Write-Off Activities Based On GL Balancing Segments, page A-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.

In Oracle Trade Management you can complete write-off in the following ways:

- Manually during individual claim settlement.
- By running auto write off program Claim Auto Write-offs Program, page C-13 described below.
- During settlement fetcher program run.

To implement auto write off, log into Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > System Parameters.

Follow these steps:

1. In the Settlement section, select or enter values for the Writeoff parameters.

| Parameter                      | Description/Example   |
|--------------------------------|---|
| Writeoff Threshold (Deduction) | <b>example:</b> 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. |

| Parameter                        | Description/Example   |
|----------------------------------|---|
| Writeoff Threshold (Overpayment) | <b>example:</b> 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 non transaction-related deductions.      |
| Receipt Writeoff (Overpayments)  | Select the appropriate Receivables Activity that will be passed to Oracle Receivables and used during settlement for non transaction-related overpayments.    |

- Run the profile option OZF : Under Write Off Threshold Approval Required, page A-28.
- Run concurrent program Claim Auto Write-offs Program, page C-13 a batch process provided to write off claims that have been selected for automatic write off.

The profile OZF : Under Write Off Threshold Approval Required, page A-28 is used by the settlement fetcher program. Claims settled by credit memo/debit memo/RMA/AP methods can be settled for partial amounts. When the settlement fetcher program Claim Auto Write-offs Program, page C-13 is run to close these claims, the balance on the claims can be either split or written off depending on the value of this profile.

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.
- **Non transaction-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 non transaction-related deductions and overpayments, it:
  - Reverts 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 dictated 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 sub claims are still treated as claims over the threshold. They can be flagged for automatic write off with approval dictated by the custom set up.

## Implementing a Claim Settlement Workflow

Oracle 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 *Overview of the Claim Settlement Workflow Process*, page 6-34 that is seeded with Oracle Trade Management.
- Instructions on configuring the OZF: Claim Settlement workflow process to extend the settlement process for any non-seeded payment methods your organization requires. For details see:

- *Claim Generic Settlement Process*, page 6-35
- *Claim Settlement Seeded and Non-Seeded Processes.*, page 6-36
- *Claim Settlement Process Definitions*, page 6-37.
- *Receivable Settlement Actions Definition*, page 6-38.
- *Receivables Document Correction Process*, page 6-39.
- *Non-seeded Settlement Process Definitions.*, page 6-41

For information on the implementation and setup of Oracle Workflow, refer to the *Oracle Workflow Administrator's Guide*.

## 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, page A-23 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.
- OZF: Automate RMA Settlement , page A-23: If set to Yes, settlement automation is enabled between Oracle Receivables and Oracle Trade Management.
- For credit memo invoice settlements, the claim settlement workflow is invoked in the following cases:
  - 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, page A-24 is set to Yes, when you settle 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.

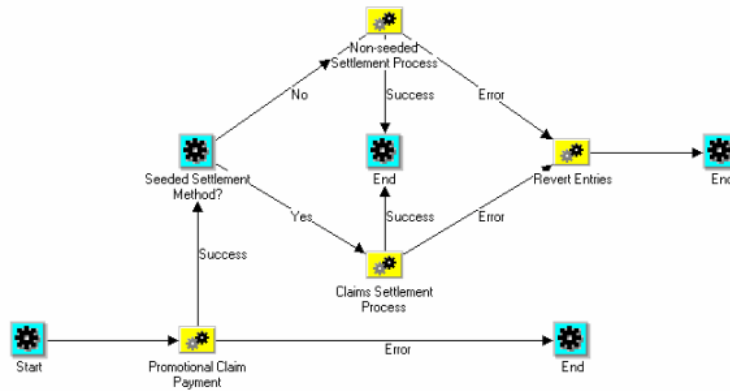
- The Claim Settlement Workflow process is called in any of the following scenarios:
  - If post to GL is set to Yes and OZF: Derive Accrual Account during Claims Settlement, page A-24 is set to Yes, the creation of GL entries are deferred to the background because the applicable GL account must be derived using the account generator.
  - The Automate Deduction/RMA profiles is set to No.
  - Claim is settled by a creditmemo invoice and:
    - For an invoice deduction, the invoice is not the source invoice.
    - For non invoice deduction, the invoice is not on the source receipt.
    - When crediting an invoice, different types of credits are mixed. An invoice can be credited as credit to total amount, credit to type where type is tax/freight/line amounts or credit to individual invoice line number.

#### **Claim Generic Settlement Process**

Claim Generic Settlement Process verifies if a settlement method is seeded. It is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Promotional Claim Payment:** This activity verifies if the activity is a Promotional Claim Payment. If not, it generate an error. If is successful, it goes to Seeded Settlement Method.
- **Seeded Settlement Method:** 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. If Yes, it goes to the Claims Settlement Process and if No, it goes to the Non-seeded Settlement Process.
- **Claim Settlement Process :** If this activity is successful, the process ends. If the activity generated an error, it Reverts Entries and ends.
- **Non-seeded Settlement Process:** If this activity is successful, it ends. If it is not successful, it generates an error, Reverts Entries and ends.

## Generic Claims Settlement



## Claim Settlement New

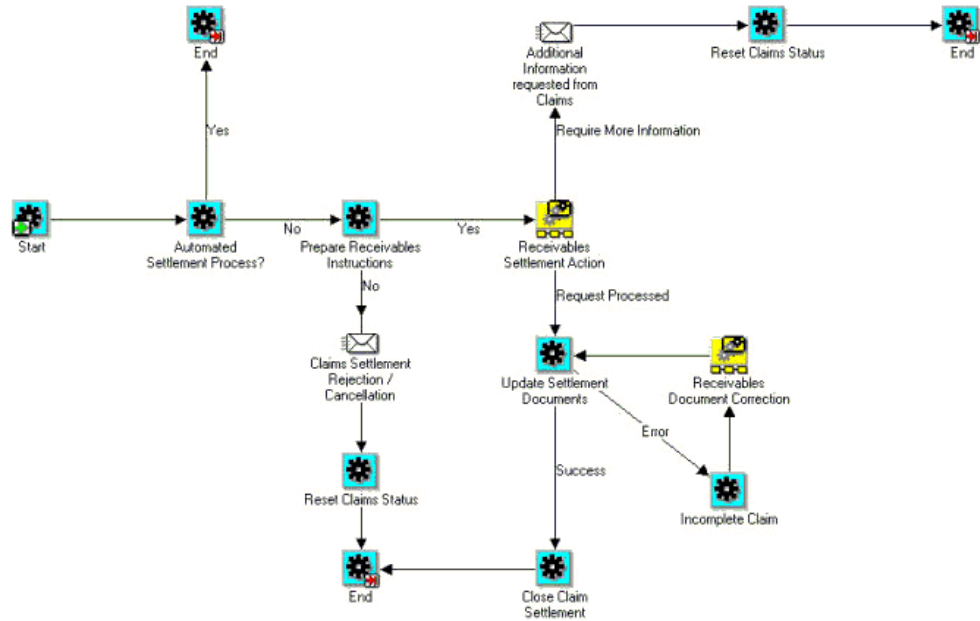
The Claim Settlement New diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Automated Settlement Process:** This activity verifies if the activity is an Automated Settlement Process. The resulting type for this activity can be Yes or No. If yes, , the activity ends. If no, it goes to Prepare Receivables Instructions.
- **Prepare Receivables Instructions:** This activity is used to Prepare Receivables Instructions. The resulting type for this activity can be Yes or No. If yes, it goes to Receivables Settlement Action. If no, it goes to Claims Settlement Rejection/Cancellation, Resets the Claims Status, and Ends.
- **Receivables Settlement Action:** If this activity is successful, a request is processed, the settlements documents are updated, and the claim settlement is closed. If there is an error during the updating settlement documents process, an incomplete claim is generated and a Receivables Document Correction is generated which in turns goes back to the Update Settlement Documents process.

If the Receivables Settlement Action process requires more information, additional information is requested from Claims, the claim status is reset, and the process ends.

- **Non-seeded Settlement Process:** If this activity is successful, it ends. If it is not successful, it generates an error, Reverts Entries and ends.

### Claim Settlement New



### Non-Seeded Settlement New

The Non-Seeded New diagram is associated with the following sub-processes:

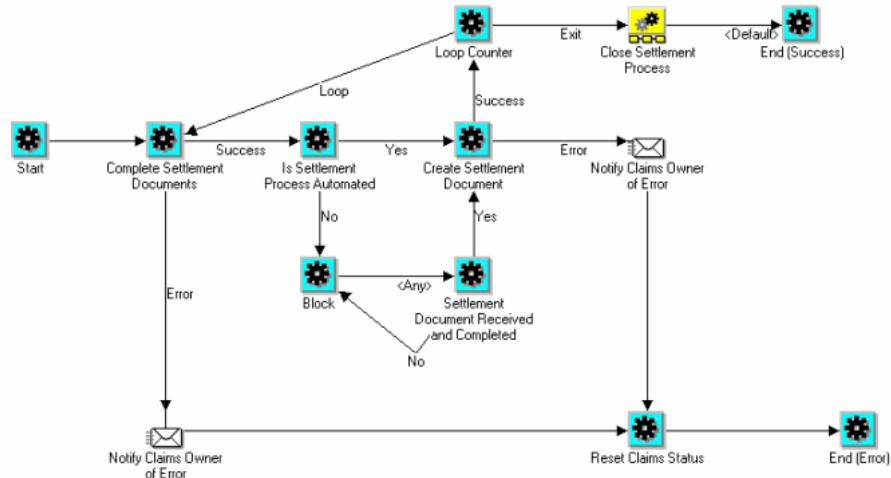
- **Start:** This activity marks the start of a process and does not perform any action.
- **Complete Settlement Documents Process:** This activity verifies if the activity is a Complete Settlement Documents Process. The resulting type for this activity can be Error or Success. If there is an error, the claims owner is notified of an error, the process reverts entries, and ends.  
If successful, the Settlement Process is automated.
- **Is Settlement Process Automated:** The resulting type for this activity can be Yes or No. If no, it continues to wait to verify that the settlement document was received and completed. If the Settlement Process is Automated, it creates a settlement document . .
- **Create Settlement Document:** If this activity is successful, it goes to a loop counter where it either closes the settlement process and ends or goes back to the Complete Settlement Documents step.

If the Create Settlement Document process generates an error, it notifies the claims owner of the error, reverts entries, and ends the process.

If the Receivables Settlement Action process requires more information, additional information is requested from Claims, the claim status is reset, and the process

ends.

### Non Seeded Settlement New



### Promotional Claim Payment

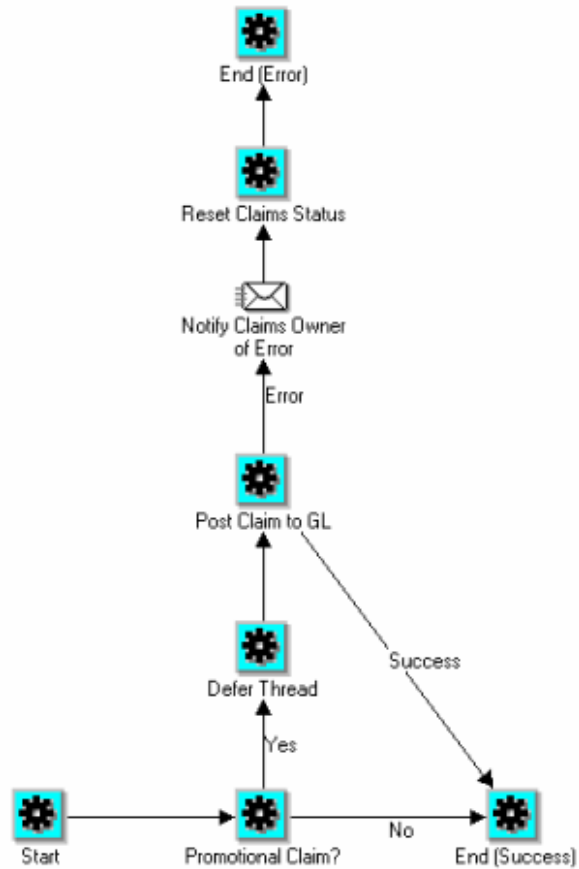
The following diagram shows the flow for Promotional Claim Payment.

The Promotional Claim Payment diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **OZF\_CHECK\_PROMO\_CLAIM:** This activity verifies if the activity is a promotional claim. The resulting type for this activity can be Yes or No. If No, it continues the flow. If yes, it defers to OZF\_CREATE\_PAYMENT.
- **OZF\_CREATE\_PAYMENT:** The resulting type for this activity can be Success or Error. If it is successful it continues the flow. If the process generates an error, it goes to OZF\_NTF\_CSETL\_ERR, resets the status and ends the process.



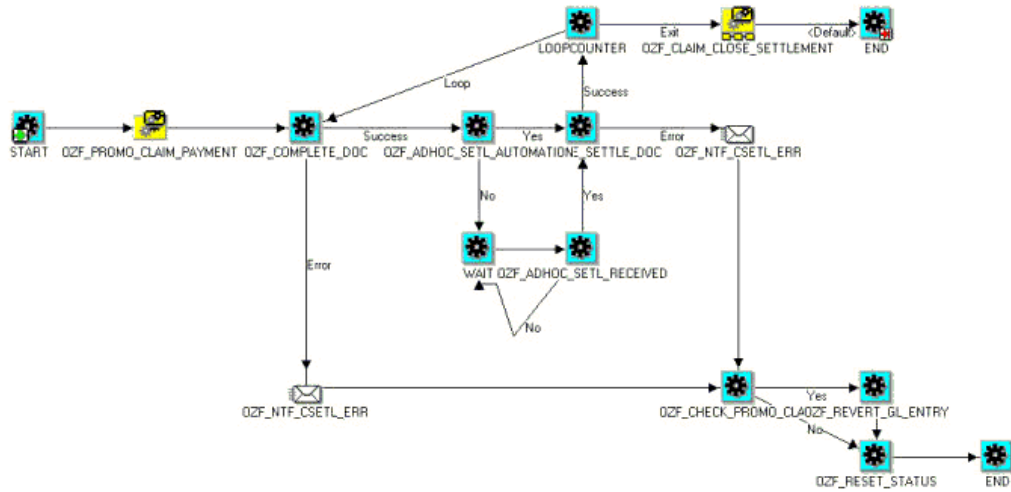
## Promotional Claim Payment



### Create a New Function

The following diagram shows the flow for creating a new function to reset the claims status to open in case of exception. This function checks if the claim has associated earnings. If yes, it calls the function to reverse GL entries (`ozf_gl_interface_pvt.reverse_gl_entry`). This would be called for non-seeded settlement methods.

## Create a New Function



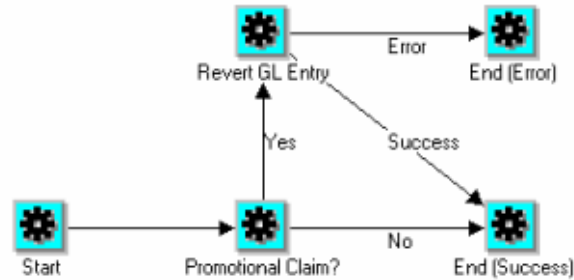
## Revert Entries

The following diagram shows the flow to revert entries.

The Revert Entries diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Promotional Claim:** This activity verifies if the activity is a promotional claim. The resulting type for this activity can be Yes or No. If No, it ends the process because it is successful. If yes, it goes to Revert GL Entry.
- **Revert GL Entry:** The resulting type for this activity can be Success or Error. If it is successful it ends the process. If the process generates an error, it ends the process with an error.

## Revert Entries



## 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.

You can customize the package for OZF\_CLAIM\_SETTLEMENT\_WF\_PVT to customize the non seeded settlement flow.

1. Use the lookup code CUSTOM\_METHOD to OZF\_PAYMENT\_METHOD
2. Add the method to the manual claim source in the claim source setup screen.
3. Submit the claim for settlement. The claim will go into pending close status.
4. Create a transaction in Accounts Receivable. Enter the Transaction Flexfield information and choose context as Claim. Enter the claim number in the appropriate field.
5. Every ten minutes the workflow process checks to see if the transaction was created. If the transaction was created, the workflow creates settlement documentation and closes the claim.

## Maintaining Team Access and Security

To control claim access to account for all levels of security use the OZF: Claim Access

Security profile option. The three values in this profile option include:

- Full Access – View and Update
- Restricted Access - View Only
- No Access

If the "Full Access" flag for a team member is checked on the claim territory, this member's "Edit Metrics" flag on the claim itself is also checked.

The following table summarizes claim security:

| Person  | Access to Individual Claim   |
|---|--|
| AMS: Admin Group member   | Can update all claims  |
| Claim Owner   | Can update any claims they own   |
| Team Member with Edit Metrics                                   | Can update a claim   |
| Team Member without Edit Metrics flag checked                   | <p>Can only view a claim. However, if the team member's OZF: Claim Security Access profile value is set to Update, the profile overrides the claim setting and the team member can also update a claim.</p> <p>The team member's claims designated as view only cannot be included in the mass settlement group the team member creates but the claims which the team member can update can be included in this group.</p>   |
| All other users who neither own nor belong to the claim's team. | <p>Dependant on the OZF: Claim Security Access profile option:</p> <ul style="list-style-type: none"> <li>• If the value is Full Access – View &amp; Update: You can update claims which don't belong to the team or which you don't own.</li> <li>• If the value is Restricted Access - View Only: You can only view those claims.</li> <li>• If the Value is No Access: You cannot view any claims.</li> </ul> <p>The claims you can view only cannot be included in the mass settlement group you create however the claims you can update can be included.</p> |

If you add a team or person as a collaborator on the claim run the AMS: Group Access Refresh Program to ensure that the added users can see the claim.

Every claim must be assigned to a team or group 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 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.

***Team Access and Security***

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| # | 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"> <li>• Excluding fields locked by the system out-of-the-box.</li> <li>• Including fields locked by locking rules.</li> </ul> |
| 2 | Claim owner and team members  | Update all fields: <ul style="list-style-type: none"> <li>• Excluding fields locked by system out-of-the-box</li> <li>• Excluding fields locked by locking rules.</li> </ul>      |
| 3 | Task assignees  | Update tasks from calendar or task list; view report of a claim.  |

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|   |  |  |
|---|--|--|
| 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"><li>• Update access excluding ability to update owner fields, fields locked by the system out-of-the-box, and fields locked by locking rules.</li><li>• View access of claims only.</li></ul> |
| 5 | All other users in different operating units from claim. | No access and no view. Claims are org-striped  |

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# Implementing Indirect Sales

This chapter covers the following topics:

- Overview
- Oracle Trade Management Indirect Sales Use of Operating Units
- Basic Setups for Implementing Direct Sales
- Setups for Data Import and Processing
- Setting Up Third Party Accrual API Import
- Setups for Special Pricing Requests
- Setups for Soft Fund Requests
- Volume Offers in Indirect Sales

## Overview

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.

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.

Oracle Trade Management and Oracle Partner Management work together in the following way:

- Chargeback and Third Party Accrual data are managed in Oracle Trade Management.
- 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.

See the *Oracle Partner Management Partner User Guide* for information on Partner Management.

## **Oracle Trade Management Indirect Sales Use of Operating Units**

The following information applies to Oracle Trade Management Indirect Sales:

- All channels for importing indirect sales data expose the operating unit field including WebADI, XML, Gateway, and interface. This is not a mandatory requirement.



## Chargeback Related Information

In Oracle Trade Management Indirect sales orders, each marked with a specific operating unit, first determine if the Advanced Pricing: Security Control profile option is set to On or Off.

- If the profile option is set to On, and if a price list was created **without** the global flag (OZF: Global Flag on Pricing Related Objects, page A-11) checked, the indirect sales order's operating unit is checked against the operating unit of the price list to see if they match. If they do not match, an invalid price list dispute occurs.
- If the profile option is set to Off, or if the option is On and the global flag on the price list is checked, additional validation does not occur.
- Org-Striping validations rely on the Oracle Advanced Pricing program not on Oracle Trade Management.
- The Operating Unit field is displayed on the following screens to track the Operating Unit against each indirect sales batch:
  - On batch import, the operating unit is displayed in the list of values as a default. The value is associated with the 'MO: Default Operating Unit' profile option.
  - On the Chargeback summary screen, the operating unit is displayed as a personalizable column
  - On the Chargeback batch header screen the operating unit is displayed as a read only field.
- The chargeback process restricts the price list List of Values on the chargeback submission. The values include all global price lists, in addition to any price list that is local to the Operating Unit at the batch header.

## Basic Setups for Implementing Direct Sales

The information in the following sections describe the basic setups for implementing Trade Management Indirect Sales.

### Set Profile Options for Indirect Sales

Set the profile options for Indirect Sales. See Profile Options for Indirect Sales, page A-30 for the list of profile options. For information on how to set profile options, see Setting Profile Options, page A-1.

## Verify Lookups for Indirect Sales

To verify or create new lookups for Indirect Sales see Lookups for Indirect Sales and Creating New Lookup Types, page B-1 respectively.

## Run Concurrent Programs for Indirect Sales

To run the concurrent programs for indirect sales see Concurrent Programs for Indirect Sales, page C-19 for the table containing the programs.

You normally schedule concurrent programs to run automatically, but you can run them manually if necessary.

## 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.

Log into Oracle Trade Management with Oracle Trade Management User responsibility. Navigate to Trade Management : Administration > Trade Management > Setup > System Parameters. Set the following parameters:

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| <b>Indirect Sales Parameter</b> | <b>Description</b>  |
|---------------------------------|---|
| Batch Tolerance Type            | You can set Batch Tolerance Type and Line Tolerance Type as either amount or percent type. Use Batch Tolerance and Line Tolerance to set a limit at which the difference between manufacturer's calculated rebate and wholesaler's claimed rebate will 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. However, If the difference is greater than the tolerance, the process is stopped and the line or batch is put in dispute.<br><br>Batch tolerance limits the difference allowed for the whole batch.<br><br>While line tolerance limits the difference allowed per unit of the product on the line.<br><br>You can also set batch and line tolerance at the trade profile level. See Configure Trade Profiles, page 7-10 for details. |
| Line Tolerance Type             |   |

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| Indirect Sales Parameter                             | Description  |
|--|--|
| Chargeback Calculation Basis                         | <p><b>Set Claimed Amount</b> - Use to set whether you want to pay a claimed amount from a second party</p> <p><b>Set Allowed Amount</b> - Use to pay the amount calculated based on your accounting system</p> <p>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.</p> |
| Create Accruals on Chargeback Claims                 | Use in situations where an offer must accumulate towards a final claim. For example, mail-in rebates or other time-sensitive offers.   |
| Inventory Tracking                                   | Check this box if you are concerned about matching quantities for claims. Note that this process can be time-consuming and you should only run it if absolutely necessary.   |
| Create Relationship Between End User and Wholesaler  | Check this box to 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   |
| Run Third Party Accrual After Chargeback Calculation | <p>Check this box if you need to pay claims from a third party. For example, a coupon mailed in from end users. You can pay the claim to the end user after settling the claims of wholesalers.</p> <p>Only select this box to run for valid chargebacks.</p>  |

## Setups for Data Import and Processing

### Data Imports

You must import data into Oracle Trade Management for Indirect Sales to work correctly. You can import using WebADI or XML Gateway.

Complete the following procedures to import data:

- Loading Data Using WebADI, page 7-6
- Setting Up XML Gateway, page 7-8

## 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, the data will not be 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

1. Install the Diagnostic Wizard patch. This patch copies BNETEST class file up to webserver.
2. Ensure 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 Profile Options for Indirect Sales, page A-30.

As a prerequisite, 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.

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.
  1. Select **Trade Management: Resale Layout** if the data comes from Oracle Application.
  2. Select **Trade Management: Resale Text Layout** if the data comes from a third party application and requires external code to internal code conversion.
3. On the Select Content page,
  1. Select **Download** to update a batch, or
  2. Select **None** to enter the data manually, or
  3. Select **Text File** to import data to an Excel spreadsheet and upload it to Oracle Application Indirect Sales Management Interface Tables.

4. On the Select Mapping Page:
  1. If Download is selected as content, enter the Batch Number for the batch to be downloaded.
  2. If Trade Management: Resale Layout is selected, select Download mapping.
  3. If Trade Management: Resale Text Layout is selected, select Download Text Map mapping.
  4. If None is selected as content, skip the Select Mapping Page.
  5. If Text File is selected, go to step 7.
  
5. If **Text File** is selected as content on the Select Mapping Page:
  - 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.
  - For the Select Mapping section:
    - If Trade Management: Resale Layout is selected, select Text File Map mapping.
    - If Trade Management: Resale Text Layout is selected, select Text Entry Map mapping.
  
6. 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
  
7. 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.

8. 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.

## 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 Profile Options for Indirect Sales, page A-30.

Log into Oracle Forms with the XML Gateway responsibility.

Navigation: Trading Partner Setup.

**Notes:**

- **Trading partner:** Customer.
- **Transaction type:** Select 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.
- **Transaction sub types:**
  - Select OZF for the POSI and POSO transaction subtypes.
  - Select ECX for the CBOD transaction subtype.
  - For Inbound Message, select POSI.
  - For Outbound Message, select POSO.
  - For Confirmation Message, select CBODO.
- **Mappings:** 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.
- **Source trading partner location code:** 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.
- **Document confirmation:** Select 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.

### 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:

- Set System Parameter Defaults for Indirect Sales, page 7-4
- Configure Trade Profiles, page 7-10
- Set Up DQM Integration, page 7-10
- Code Conversion, page 7-11
- Import Cross References Using WebADI
- Business Events and Subscription, page 7-14

## Configure Trade Profiles

You can also configure batch and line tolerance in the trade profile for a party. To set up trade profiles, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Administration > Trade Management > Administration > Setup > Customer > Trade Profiles.

For information on batch and line tolerances, see Set System Parameter Defaults, page 7-4 for Indirect Sales.

## 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 Profile Options for Indirect Sales, page A-30 for the profile options.

For additional on setting up DQM Integration refer to the *Oracle Trading Community Architecture Guide - Technical Implementation Guide*, chapter on Data Quality Management (DQM)

## 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.



### **Acquisition Attribute and Table Column Name mapping**

---

| <b>Acquisition Attribute</b> | <b>Table Column Name</b>   |
|------------------------------|--|
| 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_phonelif fax_number is not null , value will be "FAX"Bill_to_fax/Ship_to_fax/Sold_from_fax/Ship_from_fax/End_cust_fax |

---

## **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:

| Data Element          | Description  |
|-----------------------|--|
| 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.   |
| UOM (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.  |

To convert codes, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Indirect Sales > Code Conversion.

## Import Cross References Using WebADI

For code conversion, you can import cross references using WebADI.

1. Log in to Oracle Trade Management > Administration > Trade Management.
2. Continue navigation using either of the following paths:
  - Indirect Sales > Code Conversion
  - 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.

**Note:** Steps 4-6 may be automated. If so, proceed directly to On the Select Content Page, page 7-13 section.

5. On the Select Integrator Page, select Trade Management: Code Conversion from the integrator drop-down list.
6. On the Select Layout Page, select Trade Management: Code Conversion.

**On the Select Content Page:**

1. Select **Download** to update Code Conversion Mapping, or
2. Select **None** to enter the data manually, or
3. Select **Conversion Text Map**, to import data from a text file into an Excel spreadsheet and upload it to the Oracle Application Code Conversion Mapping Table.

**On the Select Mapping page:**

1. If Download is selected as content, the Select Mapping Page is skipped.
2. If None is selected as content, the Select Mapping Page is skipped.
3. If Text File is selected, see step 9.

**If the Text file is selected as content:**

- 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.
- For the Select Mapping section, Text File Mapping is defaulted.
  - On the document Creation Review Page, review the entries and click **Create Document**.
  - An Excel spreadsheet is created and populated with data when Download and Text File Content are selected. If Non is selected, enter data in the Excel spreadsheet.

**In the Context section:**

1. For Account Level Code Conversion Mapping, Enter Value for Account ID
2. For Customer Level Code Conversion Mapping, Enter Value Party ID

3. 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.

## 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

### ***Business Events***

| <b>Business Event Name</b>         | <b>Display Name</b>                         | <b>Meaning</b>   |
|------------------------------------|---|--|
| 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 |

| <b>Business Event Name</b>      | <b>Display Name</b>                              | <b>Meaning</b>   |
|---------------------------------|--|--|
| 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.           | 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                                |

## Setting 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.

## Contents of Third Party Accrual API Concurrent Programs

The API consists of the following two concurrent programs:

- Third Party Accrual from Interface Table, page C-19
- Resale Batches Purge, page C-2

## Preparing the Concurrent Program

Follow these steps before running the concurrent program:

1. Set up the profile: AMS: Price Different Budget to run the concurrent program.
2. Set up Oracle General Ledger account information in `ozf_sys_parameters`
3. Compile the Account Generator workflow.

The concurrent program purges resale order records and purges the entries in the `OZF_RESALE_LINES_INT_ALL` interface table.

## Additional Information

For additional information see the Chapter 11, Indirect Sales Management in the *Oracle Trade Management User Guide*. In the section titled Working With Chargeback and Third Party Accrual Transactions you can find information on the following:

- Import a transaction through Web ADI
- View and update lines
- Accept disputed lines and process a submission
- Initiate payment for a transaction

## Setups for 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.

## 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.

To set up notifications, log in to Oracle Trade Management as the Oracle Trade Management Administrator.

Navigation: Administration > Trade Management > Indirect Sales > Special Pricing Notifications.

The following table 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.

### **Notifications**

| <b>Notification Name</b>                       | <b>User Role</b>  | <b>Status</b>    |
|--|---|------------------|
| Request Created - Channel Manager Notification | Channel Manager   | Draft            |
| Request Submitted - Partner Notification       | Partner Contact, Special Pricing Super User (Partner)                         | Pending Approval |
| 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         |

## 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 Set Up DQM Integration, page 7-10 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.

## 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.

## 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**

The following information describes 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 the information in *Creating Custom Setups*, page 3-19.

#### **Claim Defaults**

You can set up a default custom setup, claim type and claim reason for Special Pricing claims. For the procedure, see *Set Up Defaults for Claims*.

#### **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 *Set Up Trade Profiles*, page 6-5.

## **Interaction with Other Modules**

Special pricing requests interact with other modules of Oracle Trade Management as described in the following table:

| Data    | Description   |
|---------|---|
| Offers  | <p>When a special pricing request is approved, an offer is generated in Oracle Trade Management. Offer types include:</p> <p><b>Scan Data Offer:</b> This offer enables users to reimburse customers for the discounted amount on products that the customer has already bought.</p> <p><b>OffiInvoice Offer:</b> 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.</p> <p><b>Accrual Offer :</b> 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.</p> |
| Budgets | <p>You can set up a default budget for sourcing special price requests. When a default budget exists, the system generates a budget request for the requested amount upon submission. You can configure the budget tab to display or not for the approvers. When the budget tab displays, approvers can 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.</p>  |
| Claims  | <p>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.</p>  |

## Security

Access to requests is controlled based on user permissions and roles.

### User Permissions

You can assign Superuser permission 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 in the following table. To assign Partner Superuser, Partner Request User, or Channel Manager, see the *Oracle Partner Management Implementation Guide*.

| User Type        | Description   |
|------------------|---|
| 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.  |

## Setups for 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.

### 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.

To create a soft fund as a benefit, log into Oracle Trade Management with the Channel Administrator responsibility.

Navigation: Programs > Benefits > Benefit Administration page.

**Notes:**

- **Create list of values:** Select Fund Request.
- **Budget:** The vendor approver will source from this budget during fund request approval.
- **Notifications:** Attach a notification to the benefit. These notifications will be sent whenever there is any fund request activity.

## Dependent Setups

The following table lists and describes the dependencies for setting up soft funds.

### *Dependent Setups*

| <b>Dependency</b>            | <b>Description</b>   |
|------------------------------|--|
| 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 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 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: <ul style="list-style-type: none"><li>• Classification</li><li>• Approval rule setups</li><li>• General Ledger account defaults</li><li>• Specifying multiple sets of books</li></ul> |
| 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 the Budgets chapter.  |

| Dependency        | Description   |
|-------------------|---|
| Setting Up Offers | <p>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.</p> <p>Vendors can:</p> <ul style="list-style-type: none"> <li>• Submit a claim using Oracle Trade Management by entering the request number.</li> <li>• Link offers associated with a fund request to a campaign schedule.</li> </ul>  |
| Setting Up Claims | <p>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.</p>  |
| Custom Setup      | <p>A custom setup can be seeded for soft fund request claims. Creating different custom setups provides the following benefits:</p> <ul style="list-style-type: none"> <li>• A different prefix can be used for soft fund claims</li> <li>• Approvals can be routed differently based on this setup</li> <li>• Claim validations can be different</li> </ul> <p>To create custom setups, see <i>Create Custom Setups</i>.</p> |
| Claim Reasons     | <p>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'.</p> <p>To set up claim reasons, see <i>Set Up Claim Reasons</i>, page 6-12.</p>   |
| Claim Defaults    | <p>You can set up a default custom setup, claim type and claim reason for Soft Fund claims.</p> <p>For the procedure, see <i>Set Up Claim Defaults</i>. Add Link from Chapter 3.</p>  |
| Trade Profiles    | <p>Use Trade Profiles to set up default payment methods, vendor and vendor site mapping for a partner.</p> <p>For this procedure, see <i>Set Up Trade Profiles</i></p>  |

| Dependency                      | Description   |
|---------------------------------|---|
| Setting Up Approval Rules       | <p>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.</p> <p>To set up an approval rule for a soft fund request, see <a href="#">Create Approval Rules</a>. Add Link Chapter 6.</p> |
| Defining Performance Objectives | <p>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 <a href="#">Creating New Lookup Types</a>, page B-1 for the procedure.</p>   |
| Geography                       | <p>Geographical regions where activities using soft funds will take place are defined in Oracle Territory Manager. See the <i>Oracle Territory Manager Implementation Guide</i> for the procedure.</p>  |

## Interaction with Other Modules

Soft fund requests interact with other modules of Oracle Trade Management including:

### *Interaction with Other Modules*

| Module  | Description  |
|---------|--|
| Offers  | <p>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.</p>  |
| Budgets | <p>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.</p>  |
| Claims  | <p>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.</p> |

## Seeded Data for Soft Fund Requests

The following table lists and describes the seeded data for Soft Fund Requests:

### *Seeded Data for Soft Funds Requests*

| <b>Data</b>         | <b>Description</b>  |
|---------------------|---|
| Permission          | <p>OZF_SOFT_FUND_SUPERUSER</p> <p>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.</p>  |
| Notifications       | <p>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:</p> <ul style="list-style-type: none"><li>• Request Created - Channel Manager Notification</li><li>• Request Submitted - Partner Notification</li><li>• Request Approved - Partner Notification</li><li>• Request Returned - Partner Notification</li><li>• Request Cancelled - Partner Notification</li><li>• Request Declined - Partner Notification</li></ul> |
| Offer Custom Setups | <p>A new custom setup has been seeded for a Lump sum 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.</p>  |

| Data                              | Description  |
|-----------------------------------|--|
| OAM Attributes                    | <p>The following mandatory attributes are seeded:</p> <ul style="list-style-type: none"> <li>• ALLOW_DELETING_RULE_GENERATED_APPROVERS</li> <li>• ALLOW_REQUESTOR_APPROVAL</li> <li>• AT_LEAST_ONE_RULE_MUST_APPLY</li> <li>• EVALUATE_PRIORITIES_PER_LINE_ITEM</li> <li>• USE_RESTRICTIVE_LINE_ITEM_EVALUATION</li> </ul> <p>In addition to mandatory attributes, some custom attributes are seeded:</p>  |
| Non Mandatory Header Attributes   | <p>ALLOW_EMPTY_APPROVAL_GROUPS : Whether to allow approval groups to have no members</p> <p>This attribute requires these approval types: approval-group chain of authority, post-chain-of-authority approvals, pre-chain-of-authority approvals.</p> <p>CURRENCY_CODE</p> <p>IS_VAD : To find whether the partner is a value added distributor</p> <p>MEMBERSHIP_TYPE : Partner Membership Type</p> <p>PARTNER_AMOUNT</p> <p>PARTNER_COUNTRY</p> <p>PARTNER_INDUSTRY</p> <p>PARTNER_LEVEL</p> <p>PARTNER_NAME</p> <p>PARTNER_TYPE</p> <p>REQUESTED_AMOUNT</p> <p>SOFT_FUND_ACTIVITY</p> <p>SOFT_FUND_BENEFIT</p> <p>TOTAL_AMOUNT : Total Amount</p> |
| Non Mandatory Line-Item Attribute | EXPENSE_ITEM   |



## 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.

## Volume Offers in Indirect Sales

Volume rebates or discounts are used to increase sales. Since different products and product categories can have different price and cost models, it is possible that a different set of rates exists for each product category or even product. If you are limited to one rate structure per volume offer, you must create multiple volume offers to handle this requirement, increasing time to create and maintain offers in the system.

In Oracle Trade Management you can create one single offer for multiple customers with the same rate structures.

A volume offer is configurable for the following:

- Direct sales data only
- Indirect sales data only
- Indirect purchases only
- Combination of direct and indirect purchases

Volume Offers track the cumulative sales from a customer to an end customer and update the discount or accrual rate accordingly. If both direct sales and indirect purchases qualify for this offer, both pieces of data are tracked and summed up to be evaluated for the volume offer.

## Creating a Volume Offer

Follow these steps to create a Volume Offer in Oracle Trade Management:

1. Create a volume offer by selecting custom setup.
2. Enter budget, budget amount, activity and other header details.
3. Define discount tables (one or many).
  1. Define to track volume by amount or quantity and select if discount is in percent or amount.
  2. Determine if the discount is a stated value or calculated by a formula.

3. The discount table can contain one or many tiers. For example, 1 to 10,000 cases get a 5% discount while 10,001 to 20,000 cases get a 6 % discount. The "To" value can be null on the last tier, creating an open-ended tier break. If the tier values overlap, the system sends an error message when you try to save.
4. Enter eligible products or product category for each discount table; each discount table can contain one or many products or product categories
  - Products and categories may be included or excluded from the volume calculation.
  - Products and categories may or may not be eligible for the discount.
5. Define market eligibility by entering customers, buyers and sellers to track.
6. Define market options including beneficiary and retroactive adjustments.
7. Determine if volume for each customer in a grouping will be tracked together or separately.
8. Determine if volume of all products on all discount tables will be tracked together or separately.

## Indirect Sales Qualifiers

When you use indirect sales data for volume offers, it is important to correctly identify the seller and buyer for market eligibility rules. Seeded qualifiers are required to identify indirect sellers and buyers. The "Sold By" IDSM qualifier supports the following contexts and values:

- A seller/buyer can be an account or an account site. Both need to be seeded as Advanced Pricing qualifiers.
- A seller account is a valid account site defined in Accounts Receivable.
- Indirect seller and buyer account sites are valid customer account sites defined in Territory Community Architecture (TCA).
- The "Sold By" Indirect Sales Modifier (IDSM) qualifier supports the following contexts and values:

| Context Attribute | Context Value                   |
|-------------------|---------------------------------|
| Sales Method      | Direct Sales and Indirect Sales |

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| <b>Context Attribute</b> | <b>Context Value</b>                   |
|--------------------------|--|
| Distributor Name         | Distributor Segment Name               |
| Distributor List         | Distributor List Name                  |
| Distributor Territory    | Oracle Trade Management territory name |

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# Implementing Supplier Ship and Debit

## Overview of Implementing Supplier Ship and Debit

This chapter provides the information you need to set up Supplier Ship and Debit for Oracle Trade Management. Supplier Ship and Debit enables distributors to sell goods at lower prices to customers and debit the supplier for the difference if the supplier approves the lower prices and the accruals from sales at these prices. For more information, see *Supplier Ship and Debit Overview, Oracle Trade Management User Guide*.

To enable this communication between distributor and supplier for approval on discounted prices and accruals, you must implement the following features.

- **Supplier Trade Profile** - to capture supplier preferences for payments and information exchange between supplier and distributor  
For more information, see *Creating Ship and Debit Supplier Trade Profile*, page 8-2.
- **Web Application Desktop Integrator (Web ADI)** - to communicate with the supplier for approval of ship and debit batches  
For more information, see *Implementing WebADI*, page 8-4.
- **XML Gateway** - to communicate with the supplier for approval of supplier ship and debit requests and ship and debit batches  
For more information, see *Setting Up XML Gateway*, page 8-5.

## Related Topics

[Profile Options for Supplier Ship and Debit](#), page A-34

[Concurrent Programs for Supplier Ship and Debit](#), page C-20

[Oracle Trade Management Lookups With User Access Level](#), page B-2

## Creating Ship and Debit Supplier Trade Profile

For Supplier Ship and Debit, because it is the supplier that pays out the difference between a distributor's buying and selling prices, you must set up a supplier trade profile. This profile specifies supplier preferences for payment methods, approval, communication methods, claim frequency, computation, and acceptable threshold levels. Because claims are processed using the Claims module which recognizes only customer claims, you must map the supplier to a customer name and account in the supplier trade profile. For general information on creating a supplier trade profile, see Set Up Supplier Trade Profiles, page 6-8.

The following supplier ship and debit options of a supplier trade profile influence the batch or claim process for the given supplier.

1. Enable Quantity Increase if the supplier does not wish to limit the offer quantity to that on the supplier request. If you enable this, enter the acceptable percentage increase.
2. Enter the number of days for which this request is open.
3. Enter the number of grace days after the request end date that the offer can stay open.
4. Select the supplier's preferred communication method for request approvals, if manual or through the XML Gateway
5. Select the supplier's preferred communication method for batch approvals, if through the XML Gateway or using Web ADI.
6. Select the unit of frequency and enter the frequency at which the batch or claim is generated.
7. Select the formula that ship and debit must use to calculate the cost of the item.
8. Select the supplier's preferred currency for receiving claims from the distributor.
9. Enter the minimum amount for a claim and the minimum amount for a line that is included in a claim. If you do not specify a line threshold amount for a supplier, then all lines are eligible for claim.
10. Enable AutoDebit if claim processing can begin without supplier approval on a batch. If you enable this, then the batch is automatically closed after it is created.

11. Enter the number of waiting days after the distributor submits the batch to the supplier for approval. If there is no response within this time, the Supplier Ship and Debit Batch Auto Claim concurrent program assumes that all lines on the batch are approved, initiates claim processing, and closes the batch.

Run the Supplier Ship and Debit Batch Auto Claim concurrent program to initiate claim processing and close the batch. For more information, see *Concurrent Programs for Supplier Ship and Debit*, page C-20.

## Setting Up Profile Options and Lookups for Supplier Ship and Debit

For details on supplier ship and debit profile options, see *Profile Options for Supplier Ship and Debit*, page A-34. For information on how to set profile options, see *Setting Profile Options*, page A-1.

For details on user and extensible lookups for supplier ship and debit, see *Oracle Trade Management Lookups with User Access Level*, page B-2 and *Oracle Trade Management Lookups for Extensible Access Level*, page B-11 .

## Running Concurrent Programs for Supplier Ship and Debit

You run the Create Supplier Ship and Debit Batch concurrent programs to create batches for sales made against offers on supplier requests approved by your supplier. You can specify the frequency for running this program on the supplier trade profile.

You run the Supplier Ship and Debit Batch Auto Claim concurrent program to initiate claim processing and close the batch if your supplier does not respond in the time specified on the supplier trade profile.

For information on the parameters of these concurrent programs, see *Concurrent Programs for Supplier Ship and Debit*, page C-20. For information on supplier trade profile settings, see *Creating Ship and Debit Supplier Trade Profile*, page 8-2.

## Creating Multiple Supplier Ship and Debit Requests

You can create an individual supplier request from the supplier ship and debit dashboard. Alternatively, you can import from a spreadsheet for example, all the information required to create a batch of supplier ship and debit requests. To do this, use the OZF\_SDR\_PUBLIC\_API public API. Using the API enables you to integrate with external systems to bring in request data for bulk creation, update, and copy of requests.

For more information on this public API, use the Integrated SOA Gateway responsibility to access the Integration Repository application. In the Integration Repository, navigate to the Oracle Trade Management product from the Marketing and Sales Suite product family.

For information on creating requests from the supplier ship and debit dashboard, see

## Implementing WebADI for Supplier Ship and Debit

You use the Web Applications Desktop Integrator application or Web ADI to communicate with the supplier on the batch that you have created. Alternatively, you can communicate using the XML Gateway.

WebADI has an integrator that can create, update and download data from the Oracle database tables to an interface table or viewer such as Microsoft Excel on your desktop. This application enables you to extract the data into an MS Excel spreadsheet and upload into the database from the spreadsheet using the upload menu option.

To send batch information to the supplier for approval by the method you specified on the supplier trade profile, click **Batch Export** on the Batch Details page. Before you can send batch information to the supplier, you must define a layout for your spreadsheet, map spreadsheet columns to interface columns, and create data in the spreadsheet document. Perform the following set of steps to create spreadsheet content for supplier approval.

Perform the following steps to specify the position of the fields for the layout of your spreadsheet.

1. Login into Oracle Applications using the Web ADI responsibility.
2. Select **Define Layout**.
3. Select the Ship and Debit Batch Integrator.
4. Enter **Batch Details** as the layout name and the number of headers as **two**.
5. Select the columns and specify the placement of the fields, if header or line. You can also assign default values using SQL or environment variables
6. Save your work.

Next, use the following steps to map interface columns with spreadsheet columns.

1. Using the Web ADI responsibility, select **Define Mapping**.
2. Select the Ship and Debit Batch Integrator.
3. Click on **Define Mapping**.
4. In the Mapping window, select **OZF\_SD\_BFEED\_MAP** as the map name and the mapping key, and **193** as the number of source spreadsheet columns that you are mapping to target interface columns.
5. Save your work.



Use these last steps to create the MS Excel worksheet that you must send to the supplier for approval.

1. Using the Oracle Trade Management User responsibility, navigate to the Batch Details page from the supplier ship and debit dashboard and click **Export Batch**.
2. Select **Excel** as the viewer and reporting as **No**. Selecting No for reporting ensures that the Oracle > Upload menu is available in the downloaded worksheet to enable you to upload data during the inbound transaction.
3. Select the required layout if there is more than one layout defined for the integrator.
4. Select **Download** as the content.
5. Enter OZF\_SD\_BFEED\_MAP as the mapping file name and give value to the parameter.
6. On the Document Creation Review page, click **Create Document** to populate the worksheet with data.
7. Save the worksheet.

After you receive the supplier's response, open the MS Excel worksheet sent by the supplier and click Oracle > Upload in the Web ADI Excel viewer. The internal APIs validate the data before the data is uploaded. If any errors occur during data validation, no data is uploaded to the database. You must correct the errors and upload the corrected data.

If the supplier rejected lines on the batch, all rejected lines are removed from the current batch during the upload. A new batch is created for the rejected lines and standard industry rejection reasons or dispute codes provided for each rejected line. You can view the rejection reasons, make changes to the claim amounts and resubmit this new batch for supplier approval.

## Setting Up XML Gateway for Supplier Ship and Debit

Based on the communication preferences you defined on the supplier trade profile, you can use the XML Gateway to communicate with the supplier on requests and batches. Supplier Ship and Debit uses the standard Rosettanet format for its communication transactions. Changing the status of a supplier request to Pending for Supplier Approval raises the XML gateway business event. This business event populates the XML document with valid data from the e-Business tables. You can click **Export Batch** on the Batch Details page to transmit this data.

To implement and use the XML Gateway, you must define the transaction subtypes for each predefined supplier ship and debit transaction. To do this, perform the following steps.

1. Use the XML Gateway responsibility to log into Oracle Applications.
2. Navigate to Define Transactions.
3. Select **Supplier** as the party type.
4. Enter **OZF** as the transaction type.
5. Select from the following transaction subtypes
  - SDRO for outbound supplier request for vendor approval
  - SDRI for inbound request for vendor approval
  - SDBO for outbound batch for vendor approval
  - SDBI for inbound batch for vendor approval.
6. For each transactions subtype, select **OZFS** as the external transaction type.
7. Based on the transaction subtype that you selected, select from the following appropriate external transaction subtype
  - REQI for external transactions subtype of SDRI
  - REQO for external transactions subtype of SDRO
  - BATO for external transactions subtype of SDBI
  - BATI for external transactions subtype of SDBO
8. Save your work and close the window.

After you define transactions, you must map XML file and database columns for each transaction subtype. For this mapping, use the XML message designer. See the *XML Gateway Implementation Guide*. After you have defined maps, you must set up your trading partner or supplier in XML Gateway. To do this, use the following steps.

1. Log into Oracle Applications with the XML Gateway responsibility.
2. Navigate to Trading Partner Setup.
3. Select the operating unit of the supplier ship and debit transactions.
4. Select **Supplier** as the trading partner type.
5. Search and select the name of the supplier or trading partner.
6. Search and select the trading partner site.

7. Enter the company e-mail address of the administrator who receives confirmation on message transmissions.
8. To enter trading partner select from the following supplier ship and debit transaction subtypes for the OZF transaction type.
  - SDRI - for inbound request transactions
  - SDRO - for outbound request transactions
  - SDBI - for inbound batch transactions
  - SDBO - for outbound batch transactions
9. Based on the transaction subtype you selected, select from the following maps available for supplier ship and debit.
  - OZF\_SD\_BATCH\_IN - Select this if you selected the SDBI transaction subtype.
  - OZF\_SD\_BATCH\_OUT - Select this if you selected the SDBO transaction subtype.
  - OZF\_SD\_REQ\_IN - Select this if you selected the SDRI transaction subtype.
  - OZF\_SD\_REQ\_OUT - Select this if you selected the SDRO transaction subtype.
10. For inbound transactions, enter the party site ID or the location code of the trading partner that is the source of the transaction. If you select an HTTP or SMTP hub, select hub username and enter destination trading partner location code.

For outbound transactions, enter the party site ID or the location code of the trading partner that is the destination for the transaction. If the transaction is routed through a hub, select the hub, the protocol type for the hub, and the hub user. If you are transmitting directly, select **Direct** as the hub. If you select a connection type of SMTP for this hub, enter the e-mail address of the person receiving the transmitted message as the protocol address.

**Note:** To find the value for the party site ID, click in the Trading Partner Site field and navigate to the Examine Field and Variable Values window. To navigate to this window, click Help > Diagnostics > Examine in the menu. Find and select the PARTY\_SITE\_ID field to retrieve its value.
11. Select the type of confirmation that the trading partner wants to receive for all inbound or outbound messages of the selected transaction subtype.
  - 0: Never send a confirmation

- 1: Send notification about transmission error, if any
  - 2: Always send a confirmation
12. Click **User Setup** to set up users by their user name for the specified supplier site and hub. Save your work and close the Trading Partner User Setup window.
  13. Click **Code Conversion** to set up the DUNS number for the specified supplier site. Dun & Bradstreet (D&B) provides a unique nine-digit identification DUNS number, for each physical location of your business. You enter this DUNS number as the unique number for the supplier in Oracle Trade Management. Enter the Oracle value of OZFSDDUNS as the runtime value for the field, for the DUNS category. The runtime value determines the set of mapped values that are used in the communication transaction.
  14. Save your work and close the Trading Partner Setup window.

For additional information, please refer to the *Oracle XML Gateway User's Guide*. To set up XML Gateway messages, set the ICX profile option and the profile options for Application Framework and Servlet Agents, see Profile Options for Indirect Sales, page A-30.

## Supplier Ship and Debit and Other Modules

Supplier Ship and Debit interacts with other modules of Oracle Trade Management as described in the following table.

| Data    | Description   |
|---------|---|
| Offers  | When a supplier ship and debit request is approved, an accrual offer is generated in Oracle Trade Management. For accruals on such an offer, if approved, the distributor submits claims to the supplier.   |
| Budgets | You can set up a default budget for supplier ship and debit requests. If a default budget exists, the system generates a budget request for the requested amount when you submit a request. You can configure the Budget tab for display. If you choose to have this tab displayed, internal approvers for supplier requests can 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. |

| Data      | Description   |
|-----------|---|
| Claims    | After a sale is completed at the new, lower price, the distributor can submit a claim to collect payment. When submitting a claim, the claim must be for the same organization as the one for which the request was approved. With the claim, you can submit sales data as a proof of performance. Claims are validated in Oracle Trade Management. |
| Approvals | Approval rules determine who can approve supplier ship and debit requests.  |

## Supplier Ship and Debit Users

Access to requests is controlled based on user permissions and roles. You can assign Oracle Trade Management User permission to distributors. Distributors with this permission can create, view, update, and approve all supplier ship and debit requests and batches. In addition, distributors can view and track offers and claims.

The types of users for Supplier Ship and Debit and their responsibilities are listed below.

- Sales User - Distributor users with the Oracle Trade Management User permission who can create and update supplier ship and debit requests.
- Request Approver - Distributor users who are defined in Oracle Approvals Management, or on the OZF\_SD\_DEFAULT\_APPROVER profile option, or on supplier ship and debit requests as assignee. These users can send request and batch details to suppliers for approval and receive supplier responses. In addition, they can create internal requests and create accounting for such requests after the sale.
- Administrator User - Distributor users who can set up supplier trade profiles, supplier ship and debit profile options, and other users. They can also change the status of a request, implement WebADI and XML Gateway for supplier ship and debit, use the public API to create multiple requests, and run the supplier ship and debit concurrent programs.



# A

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## Profile Options

This appendix covers the following topics:

- Before You Begin
- Setting Profile Options
- Profile Option Categorization
- Profile Options for Budgets Setup
- Profile Options for Trade Planning Setup
- Profile Options for Claims
- Profile Options for Indirect Sales Management Setup
- Profile Options for Supplier Ship and Debit
- Profile Options for Security Setup
- Profile Options for User Interface (UI) Defaults
- Profile Options for System Defaults
- Profile Option for Compatibility
- Additional Profile Options
- Obsolete Profile Options
- Renamed Oracle Trade Management Profile Options

### Before You Begin

Oracle recommends that you set your profile options prior to putting Oracle Trade Management into production.

### Setting Profile Options

Use the following high level procedure to set any profile option. Log into Oracle Forms

with the System Administrator responsibility.

You can also set Profile Options when you log in with the Oracle Trade Management Administrator Responsibility.

Navigation: Profile > System.

1. 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.
2. Search for the profile name.
3. Verify or set the profile option(s) at the levels that you selected.

## Profile Option Categorization

All Oracle Trade Management profile options are grouped into one or more of the following categories:

| Category Functional Name | Category Code Name  | Count |
|--------------------------|---------------------|-------|
| Trade Planning Setup     | OZF_TP_SETUP        | 19    |
| Claims Setup             | OZF_CLAIM_SETUP     | 17    |
| Budgets Setup            | OZF_BUDGET_SETUP    | 14    |
| IDSMS Setup              | OZF_IDSMS_SETUP     | 19    |
| System Defaults          | OZF_SYSTEM_DEFAULTS | 12    |
| UI Defaults              | OZF_UI_DEFAULTS     | 16    |
| Security                 | OZF_SECURITY        | 8     |



| Category Functional Name | Category Code Name | Count |
|--------------------------|--------------------|-------|
| Compatibility            | OZF_COMPATIBILITY  | 1     |

## Profile Options for Budgets Setup

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 *Setting Profile Options*, page A-1.

### *Profile Options for Budgets Category:OZF\_BUDGET\_SETUP*

| Profile Name   | Required | Level                        | Setting | Default | Description   |
|--|----------|------------------------------|---------|---------|---|
| OZF :<br>Allow<br>committed budget<br>to exceed<br>total<br>budget | No       | Site<br>Appl<br>Resp<br>User | Yes/No  | No      | <p>If set to <b>Yes</b>, the committed amount for a budget can exceed its total budget amount.</p> <p>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.</p> <p>If set to <b>No</b>, 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.</p> |

| Profile Name  | Required | Level | Setting | Default | Description   |
|---|----------|-------|---------|---------|---|
| OZF :<br>Allow<br>Recalculation of<br>Committed<br>Budget | No       | Site  | Yes/No  | No      | <p>Re-Calculated Committed is an option to re-calculate the necessary funding level based on the actual sales performance of a promotion (for example, offer). Funds can be increased or decreased. If the promotion performs well, funding can be automatically increased, and vice versa.</p> <p>If set to <b>Yes</b> the concurrent process (for recalculate commit) will perform re-calculation of offers' committed amounts.</p> <p>If set to <b>No</b> 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.</p> |

| Profile Name  | Required | Level                        | Setting   | Default | Description  |
|---|----------|------------------------------|---|---------|--|
| OZF :<br>Budget<br>Adjustment<br>Grace<br>Period in<br>Days | No       | Site<br>Appl<br>Resp<br>User | Enter any<br>integer (for<br>number of<br>days) | 10      | <p>Reconciliation is a way to return the following money at the completion of an offer:</p> <p><b>Adjusts previously committed, but unutilized funds</b> - transferring them from the Committed column to the Available column ("Reconcile Unutilized").</p> <p><b>Adjusts previously utilized, but unpaid funds</b>, - thus adjusting the Utilized column accordingly as well as transferring it from the Committed column to the Available column ("Reconcile Unutilized and Unpaid Earnings"). Budget reconciliation may be performed manually or automatically.</p> <p><b>If automatic:</b> The 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.</p> <p><b>If manual:</b> The offer is evaluated on a case by case basis. Use automatic if you would like to systematically reconcile the budgets.</p> |
| OZF:<br>Budget<br>has Grace<br>Period                       | No       | Site<br>Appl<br>Resp<br>User | Yes/No  | Yes     | <b>Yes</b> indicates that budgets can have grace periods.  |

| Profile Name  | Required | Level                        | Setting                                | Default                    | Description   |
|---|----------|------------------------------|--|----------------------------|---|
| OZF: Create GL Entries for Orders                               | Yes      | Site                         | Shipped<br>Invoiced                    | USD (United States Dollar) | Default value is Shipped. This is used to drive order-related accruals in Trade Management for GL entries.  |
| OZF : Currency Conversion Date for Rollup View.                 | Yes      | Site<br>Appl<br>Resp<br>User |  | %                          | This date is used while converting budget rollup amounts to the user profile currency.  |
| OZF : Currency Conversion Type                                  | No       | Site<br>Appl<br>Resp<br>User |  | Corporate                  | Used across Oracle Trade Management for default conversion between currencies.<br><br>This is the currency conversion rate.   |
| OZF : Default Period In Days for recalculating committed budget | No       | Site<br>Appl<br>Resp<br>User | Enter any integer (for number of days) | 1 Day                      | This profile specifies how often the application recalculates committed budgets. Enter any number greater than or equal to one.<br><br>For example: <ul style="list-style-type: none"> <li>• If set to 1, Re-Calculated Committed change after 1 day.</li> <li>• If set to 2, Re-Calculated Committed change after 2 days.</li> </ul> |

| Profile Name  | Required | Level                                    | Setting | Default                              | Description  |
|---|----------|--|---------|--------------------------------------|--|
| OZF :<br>Global<br>Start<br>Date<br>(mm/dd/<br>yyy)                                   | No       | Site<br><br>Appl<br><br>Resp<br><br>User |         | Suggested<br>Value: "01/<br>01/1997" | This profile contains the earliest date you want to populate time structure from. Note that GL calendar should have data from that date onwards, without any breakages. It sets the absolute start date for Trade Management data. All data loaded into the Trade Management transaction tables, which refer time Structure tables, is collected as of this date. Historical data is maintained in Trade Management from this date forward.  |
| OZF :<br>Highest<br>Period<br>Level of<br>Budget<br>Utilization<br>Payment<br>Details | Yes      | Site<br><br>User                         |         | MTD                                  | This profile option determines if month-to-day (MTD), quarter-to-day (QTD), and year-to-day (YTD) funds columns are hyperlinked to transactional details. If the profile value is YTD, then MTD, QTD, & YTD fund columns are hyperlinked to details. If the profile value is QTD, then MTD & QTD fund columns are hyperlinked to details. YTD fund columns display the totals but do not have a hyperlink to details. If the profile value is MTD, then MTD fund columns are hyperlinked to details. QTD & YTD fund columns display the totals but do not have links to details. |
| OZF :<br>Period<br>Type   |          |  |         | Month                                | This profile contains the name of the period as defined in GL, for example 'Month'. Period Type sets the default period type for Trade Management. NOTE: 'x' Periods make a Quarter and 4 Quarters make a Year. Warning: The value in this profile cannot be 'Year' or 'Quarter'. Suggested Value: Month.  |

| Profile Name  | Required | Level        | Setting           | Default  | Description   |
|---|----------|--------------|-------------------|--|---|
| OZF :<br>Start Day<br>of Week   |          |              |                   | Monday<br>(2)  | This profile sets the starting day for a week (for example, Sunday or Monday). For example, if you select 2 the Week starts every Monday. Note: Name of week always has end date of week. Suggested Value: 2  |
| OZF :<br>Source<br>From<br>Parent<br>Object   | No       | Site         | Yes/No            | Yes  | <p>This applies to the following objects:</p> <ul style="list-style-type: none"> <li>• Offers</li> <li>• Campaign Schedule</li> <li>• Event Schedule</li> </ul> <p>If set to <b>Yes</b>, 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 <b>No</b> the schedule sources funds directly from a budget.</p> |
| OZF:<br>Validate<br>market<br>and<br>product<br>eligibility<br>between<br>object<br>and<br>budget | No       | Site<br>Resp | Choose a<br>Value | No<br>validation<br>for<br>customers<br>and<br>products. | <p>Values 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.</p>   |

| Profile Name  | Required | Level | Setting  | Default | Description  |
|---|----------|-------|--|---------|--|
| OZF :<br>Universal<br>Currency<br>for<br>Budget<br>Rollup<br>View | Yes      | Site  | Choose any<br>valid<br>currency<br>from a list<br>of available<br>currencies | USD     | This profile determines the currency for the roll-up view. It allows the roll-up view of a budget to display correctly by converting all entries to a single currency.<br><br>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).<br><br>Once set, the profile should not be changed. |

## Profile Options for Trade Planning Setup

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 Setting Profile Options, page A-1.

### **Profile Options for Trade Planning Category - OZF: TP\_SETUP**

| Profile Name  | Required | Level | Setting          | Default                             | Effect/Limitation   |
|---|----------|-------|------------------|-------------------------------------|---|
| Common Currency<br>for Trade<br>Management<br>(Formerly:<br>Currency for<br>Quota Allocation) | Yes      | Site  | Currency<br>Code | USD<br>(United<br>States<br>Dollar) | Required to<br>perform quota<br>allocations based on<br>a territory<br>hierarchy. |

| Profile Name                                       | Required | Level | Setting                   | Default                    | Effect/Limitation  |
|--|----------|-------|---------------------------|----------------------------|--|
| OZF: Dashboard Baseline Sales Source               | Yes      |       | Select the correct value  |                            | Source of Baseline Sales for Account Manager Dashboard   |
| OZF: Days from Offer End Date to Start Auto Payout |          |       |                           | 10 Days                    | This is the default number of days to wait after Offer's completion.   |
| OZF : Default Currency Code                        | No       |       | Enter the correct value.  | USD (United States Dollar) | Budgets can be created in multiple currencies. Oracle Trade Management automatically performs currency conversion based on the rates defined in this profile option.   |
| OZF: Default Forecast Period Type                  |          |       |                           | Month                      | A profile option on which forecast time spread calculation is based.   |
| OZF : Degree of Parallelism-Src                    |          |       | Enter a positive integer. | 1                          | This profile is used for performance reasons. For example, running Oracle 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. |



| Profile Name                | Required | Level | Setting             | Default             | Effect/Limitation  |
|-----------------------------|----------|-------|---------------------|---------------------|--|
| OZF: Global Flag on Pricing |          |       | Global Flag checked | Global flag Checked | <p>Offers, budgets, and pricelists include global flags that determine whether an offer, budget, or pricelist can be applied only within the same operating unit or not. You can control the global flag by setting this profile option, at site, application, responsibility, and user levels. The profile option and the global flag work together with the QP: Security Control Profile that is set in System Admin &gt; Profile &gt; System. The profile option is owned by Advanced Pricing.</p> <p>You can set this profile option, to determine whether the global flag will be checked by default for an offer, budget, or pricelist. The consequences of this option are:</p> <ul style="list-style-type: none"> <li>• Global flag checked: The offer, budget or pricelist can be applied to transactions in all operating units. By default, the global flag is</li> </ul> |

| Profile Name | Required | Level | Setting | Default | Effect/Limitation   |
|--------------|----------|-------|---------|---------|---|
|              |          |       |         |         | <p>checked at the site level in the profile option.</p> <ul style="list-style-type: none"> <li>Global flag unchecked: The offer, budget or pricelist can be applied only to transactions within the respective operating unit.</li> </ul> <p><b>Important:</b> If the QP:Security Control profile is set to OFF, the offer, budget, or pricelist can be applied across all operating unit regardless of whether the global flag is checked. To restrict offers, budgets or pricelists to transactions in a specific operating unit, you must first set the QP:Security Control profile to ON. The global flag only provides an additional level of control.</p> |

| Profile Name  | Required | Level                | Setting  | Default                       | Effect/Limitation   |
|---|----------|----------------------|--|-------------------------------|---|
| OZF : Global Start Date (mm/dd/yyyy)  |          | Site<br>Appl<br>Resp |  | Suggested Value: "01/01/1997" | This profile contains the earliest date you want to populate time structure from. Note that GL calendar should have data from that date onwards, without any breakages. It sets the absolute start date for Trade Management data. All data loaded into the Trade Management transaction tables, which refer time Structure tables, is collected as of this date. Historical data is maintained in Trade Management from this date forward. |
| OZF : Keep historical data for Baseline Sales and Promotional Lift Interface Tables |          |                      |  | No                            | A profile option to determine whether to keep historical data for Baseline Sales and Promotional Lift.  |
| OZF: Number of months to trend ship to volume for baseline calculations             |          |                      | Insert correct value between 0 and 100 months. | 12 months                     | Use this profile option to override using a value between 0 and 100 months. If a new product has no ship-to history (or the profile option is set to zero for all products), then the baseline is distributed evenly among the ship-tos.  |

| Profile Name  | Required | Level                        | Setting                    | Default   | Effect/Limitation   |
|---|----------|------------------------------|----------------------------|-----------|---|
| OZF: Third Party<br>Accrual Price List<br><br>(Formerly: OZF:<br>Offer Override<br>Flag in QP | Yes      | Appl<br>Resp<br>Site<br>User | Enter<br>correct<br>value. | Corporate | <p>This flag specified if offer overriding is allowed in Advanced Pricing.</p> <ul style="list-style-type: none"> <li>• Yes: Advanced Pricing users can only view the offers that are created in Oracle Trade Management. They cannot edit these offers.</li> <li>• No: Advanced Pricing users can view and edit offers that are created in Oracle Trade Management.</li> </ul> |
| OZF: Period Type  |          |                              |                            | Month     | <p>This profile contains the name of the period as defined in GL, for example 'Month'. Period Type sets the default period type for Trade Management.<br/>NOTE: 'x' Periods make a Quarter and 4 Quarters make a Year. Warning: The value in this profile cannot be 'Year' or 'Quarter'. Suggested Value: Month.</p>  |

| Profile Name                           | Required | Level | Setting    | Default   | Effect/Limitation  |
|--|----------|-------|------------|-----------|--|
| OZF: Process Net Accrual In Batch Mode | Yes      | Site  | Yes or No. | 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.  |
| Quota Allocation By                    |          |       |            | Quarterly | Use this profile option to determine whether Quota allocation can be done by Quantity or by Amount at a particular site.   |
| OZF: Start Day of Week                 |          |       |            | Monday    | Start_day of week: OZF_TP_START_D AY_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 the week starts on Monday (which is the suggested value). |

| <b>Profile Name</b>            | <b>Required</b> | <b>Level</b> | <b>Setting</b> | <b>Default</b> | <b>Effect/Limitation</b>  |
|--------------------------------|-----------------|--------------|----------------|----------------|---|
| OZF : Store Date in Qualifiers | Yes             | Site         | Yes or No      | Yes            | 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. |

| Profile Name                                | Required | Level | Setting | Default | Effect/Limitation   |
|---|----------|-------|---------|---------|---|
| OZF: Territories Limited to Operation Units | Yes      | Site  | Yes/No  | Yes     | <p>Use this profile option to determine whether quota allocation will be org-specific or non org-specific.</p> <p>The default is set to No to ensure that all quota/dashboard functions work the same. This profile enables you to create and maintain territories for Trade Management purposes so that you do not have to set up all territories with account sites as matching attributes simply to work around the issue of not being able to segregate territories by operating units. Using this profile you can create and maintain territories for Trade Management purposes enabling you to segregate territories by operating unit. This eliminates the requirement of setting up all territories with account sites as matching attributes. For more information see How Oracle Trade Management</p> |

| Profile Name  | Required | Level     | Setting               | Default | Effect/Limitation   |
|---|----------|-----------|-----------------------|---------|---|
|   |          |           |                       |         | Dashboard Uses Operating Units and How Oracle Trade Management Dashboard Uses Operating Units.  |
| OZF: Treat Discount as an Expense                   |          |           |                       | Yes     | Use this profile to determine is a Discount should be treated as an expense for ROI Calculation.  |
| OZF: Common Unit of Measure for Trade Management    | Yes      | Site Resp | Set appropriate value | Each    | Required to perform quota allocations based on a territory hierarchy.   |
| Formerly: OZF: Unit Of Measure for Quota Allocation |          |           |                       |         | Select the appropriate value.<br><br>All automatic currency conversions use the rates defined in the conversion type entered in this profile. |



| Profile Name   | Required | Level        | Setting           | Default | Effect/Limitation   |
|--|----------|--------------|-------------------|---------|---|
| OZF: Validate market and product eligibility between object and budget | No       | Site<br>Resp | Set correct value | No      | <p>Validate market and product eligibility between object and budget.</p> <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> |

## 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.

### Profile Options for Claims

| Profile Name                        | Required | Level | Setting | Default | Effect/Limitation  |
|-------------------------------------|----------|-------|---------|---------|--|
| OZF : Allow<br>UnRelated Ship<br>To | No       |       | Yes/No  | Yes     | <p>If set to Yes, payment can be made to a party that is different from the party taking a deduction.</p> <p>This profile controls the ship-to customer selection for claims. If you set the profile to Yes, the ship-to customer LOV lists all customer ship-tos. If you set the profile to No, the ship-to customer LOV lists ship-tos for the selected and related customers only.</p> <p>If you settle claims by RMA, Oracle recommends setting the OM system parameter option influencing Customer Relationships and this profile option to the same values. If</p> <ul style="list-style-type: none"><li>• If you set the OM option to all, set this profile to Yes.</li><li>• If you set the OM option to Related/Single, set this profile to No.</li></ul> <p>If you do not set these options as described, you may encounter "Validation failed for ship-to" error during settlement.</p> |

| Profile Name                           | Required | Level                        | Setting                      | Default | Effect/Limitation   |
|--|----------|------------------------------|------------------------------|---------|---|
| OZF : AR Credit Method For Installment | Yes      | Appl<br>Resp<br>Site<br>User | Credit method values from AR | Prorate | <p>For Credit Memo-Invoice settlement, if the crediting transaction/invoice has multiple installments, Oracle Trade Management passes information to AR stating which of the installments must be credited. This profile provides the value. The available options are:</p> <ul style="list-style-type: none"> <li>• First in First Out (FIFO): credits the first installment first.</li> <li>• Last In First Out (LIFO): credits the last installment first.</li> <li>• Prorate: credits the installments of the credited transaction and prorates them based on the amount remaining for each installment.</li> <li>• If this profile value is not defined, the value defaults to Prorate.</li> </ul> |

| Profile Name                    | Required | Level                        | Setting                      | Default | Effect/Limitation  |
|---------------------------------|----------|------------------------------|------------------------------|---------|--|
| OZF : AR Credit Method For Rule | Yes      | Appl<br>Resp<br>Site<br>User | Credit method values from AR | Prorate | <p>This determines the use of invoicing and accounting rules for the credit memo generated by Credit Memo-Invoice settlement.</p> <p>If you are settling a claim by credit memo-invoice and if the invoice being credited uses accounting rules, Trade Management needs passes information to AR stating how the accounting entries must be reversed by the credit memo. The value passed is determined by this profile.</p> <p>The available Rules Methods include:</p> <ul style="list-style-type: none"> <li>• Last In First Out (LIFO): to back out revenue starting with the last general ledger period and reverse all prior periods until it has used up the credit memo.</li> <li>• Prorate: to credit an equal percentage to all account assignments for this invoice.</li> <li>• Unit: to reverse the revenue for the number of units you specify from an original line of the invoice.</li> </ul> <p>If this profile value is not defined, the value defaults to Prorate.</p> |

| Profile Name                                     | Required | Level                        | Setting | Default | Effect/Limitation  |
|--|----------|------------------------------|---------|---------|--|
| OZF : Automate Deduction/Over payment Settlement |          |                              | Yes/No  | Yes     | If profile is set to NO, Oracle Trade Management does not create the settlement document in AR. Instead, Oracle Trade Management uses the claims settlement workflow to send a notification to Receivable Role who then manually creates the settlement document in AR. If this profile is set to Yes, then creates settlement document in AR  |
| OZF : Automate RMA Settlement                    | No       |                              | Yes/No  | Yes     | If profile is set to No, Oracle Trade Management does not create the RMA in AR. Instead, Oracle Trade Management uses the claims settlement workflow to send a notification to Receivable Role who manually creates the settlement document in OM/AR. If profile is set to Yes, Oracle Trade Management creates the RMA.   |
| OZF : Claim Write Off Threshold                  | No       | Site<br>Appl<br>Resp<br>User | Amount  | 50      | This profile is used by the claims settlement fetcher when settling deductions and overpayments. If the claim was not settled for the entire amount and the balance is less then the value specified for this profile, the balance is written off. For invoice deductions, this creates an adjustment on the invoice. For non invoice deductions and overpayments, a receipt write off is created. |

| Profile Name  | Required | Level        | Setting | Default | Effect/Limitation  |
|---|----------|--------------|---------|---------|--|
| OZF: Derive<br>Accrual Account<br>during Claims<br>Settlement | Yes      | Site         | Yes/No  | No      | <p>Oracle Trade Management uses this profile option during claim settlement only if the claim has earnings associated and the post to GL flag in system parameters is set to Yes.</p> <ul style="list-style-type: none"> <li>• If this profile option is set to No, the General Ledger (GL) entry creation is online. The accrual liability account for the GL entries is defaulted from the accrual liability account used for the GL entries created for the budget utilizations.</li> <li>• If this profile is set to yes, the GL entry creation is deferred and you must runt the workflow background process for "Claim Settlement". The accrual liability account for the GL entries is derived by the account generator.</li> </ul> |
| OZF : Implement<br>Contra Charge<br>payment method            | Yes      | Site<br>Resp | Yes/No  | Yes     | <p>Yes = contra charge settlement method is available. Contra charges are used to track offsetting balances for creditors who are also debtors.</p>  |

| Profile Name   | Required | Level                        | Setting | Default                          | Effect/Limitation   |
|--|----------|------------------------------|---------|----------------------------------|---|
| OZF : LOV for Claim Type and Reason on Mass Settlement |          | Appl<br>Resp<br>Site<br>User |         | Show all claim types and reasons | Set at the site level. Show all LOV in system parameters claim types and reasons.<br><br>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.  |
| OZF : Implement Payables Integrations                  | Yes      | Site<br>Resp                 | Yes/No  | Yes                              | <b>Yes</b> = settlement by check is available in Trade Management. If profile option is set to Yes, the following settlement methods are available for claim settlement: Check, Wire, EFT, Payables Debit and Payables Default<br><br><b>No</b> - settlement by check is not available in Trade Management. |

| Profile Name   | Required | Level | Setting | Default         | Effect/Limitation  |
|--|----------|-------|---------|-----------------|--|
| OZF : Modifier to adjust unit price for RMA Settlement | No       |       |         | Manual Override | <p>This profile is used for RMA settlement in the following case: 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 is used for adjusting the price when the price entered on the line is not equal to the price defined in OM. The option values of this profile can be defined in Order Management. Follow these steps:</p> <ol style="list-style-type: none"> <li>1. Log in to Order Management with Super User responsibility.</li> <li>2. Navigate to Pricing &gt; Modifiers &gt; Modifier Setup. The Advanced Pricing - Define Modifier window appears.</li> <li>3. In the Main tab, enter a Modifier Type = Discount.</li> <li>4. In the Number field, enter the modifier list number.</li> <li>5. In the Name field, enter the modifier list name.</li> <li>6. Check the Active box.</li> <li>7. Enter a currency. The currency must be the same as the claim currency.</li> <li>8. Enter the start date and</li> </ol> |



| Profile Name | Required | Level | Setting | Default | Effect/Limitation  |
|--------------|----------|-------|---------|---------|--|
|              |          |       |         |         | <p>end date that the modifier lines are effective.</p> <p>9. Enter a description of the modifier list.</p> <p>10. In the Modifiers Summary tab, enter the Level = Line.</p> <p>11. Enter Modifier Type = Discount.</p> <p>12. Enter the start date and end date for this modifier line.</p> <p>13. Uncheck the Automatic box.</p> <p>14. Check the Override box.</p> <p>15. Enter Pricing Phase = All Lines Adjustment.</p> <p>16. Click Save.</p> |

| Profile Name  | Required | Level                        | Setting | Default | Effect/Limitation  |
|---|----------|------------------------------|---------|---------|--|
| OZF: Select Write-off Activities Based on GL Balancing Segment. | No       | Site                         | Yes/No  | Yes     | <p>This option allows users to filter receivable write off activity based on the Oracle General Ledger balancing segment selected when defining claim types.</p> <p>Yes= GL Balancing Segment check box appears on the System Parameters page, and GL Balancing Segment field appears on the Claim Type page.</p> <p>No = Default setting. Oracle General Ledger Balancing Segment options do not appear on these pages.</p> <p>Enables users to filter Receivable write-off activity based on Oracle General Ledger balancing segment values.</p> |
| OZF : Under Write Off Threshold Approval Required               | No       | Appl<br>Resp<br>Site<br>User | Yes/No  | No      | <p>Yes = approval required as dictated by custom setup.</p> <p>No = approval not required even if dictated by custom setup.</p>  |

| Profile Name  | Required | Level                        | Setting                                  | Default                                  | Effect/Limitation   |
|---|----------|------------------------------|--|--|---|
| OZF: Default<br>Claims<br>Settlement<br>Workflow Role | Yes      | Appl<br>Resp<br>Site<br>User | A valid<br>Oracle<br>Receiva<br>ble role | A valid<br>Oracle<br>Receivabl<br>e role | <p>When settlement is not automatic (as identified by profiles defined earlier), Oracle Trade Management sends a notification to a Receivable Role. The Role may be set using the item attribute of the claims settlement workflow or using this profile. If no role is set, the owner receives a notification stating that the "Receivable Role" is not defined.</p> <p>In a multi-org setup, this profile option provides the ability to setup claim settlement workflow to send notifications to different roles depending on the operating unit. The profile should be set to different roles for different Oracle Trade Management responsibilities depending on the associated operating unit. The value set at the profile option is used only when the item attribute has no value to allow for backward compatibility.</p> |

| Profile Name                              | Required | Level                        | Setting  | Default   | Effect/Limitation   |
|---|----------|------------------------------|--|---|---|
| OZF : Default Status when creating Claims | Yes      | Appl<br>Resp<br>Site<br>User | Open (deleted) /New (Cancelled)                | Open  | This profile option allows you to set the status when you create a claim. You can set the claim status to: New - When a claim is in New status it can be deleted. Open - When claim is in open status it can be cancelled. Oracle recommends setting the value of this profile option to Open. This means when you create a claim or use Mass Create to create a large number of claims they will be set to Open status and you will not have to open each claim individually to cancel it. |
| OZF: Defaulting Legal Entity for Claim    | Yes      | Appl<br>Resp<br>Site<br>User | All available legal entities within the system | OZF: Defaulting Legal Entity for Claim profile option | For any claim created from third party systems through Oracle Trade Management API or interface, legal entity can be accepted as a parameter. It is not mandatory. If the legal entity is not passed, it will be defaulted by the OZF: Defaulting Legal Entity for Claim profile option.  |

## Profile Options for Indirect Sales Management Setup

Set the following profile options for Indirect Sales.

**System Profiles for Indirect Sales Category Code - OZF\_IDSMTIP**

| <b>Profile Name</b>                              | <b>Required</b> | <b>Level</b>                 | <b>Setting</b>               | <b>Default</b>             | <b>Effect/Limitation</b>   |
|--|-----------------|------------------------------|------------------------------|----------------------------|--|
| OZF: Chargeback Budget                           | Yes             | Appl<br>Resp<br>Site<br>User | List of active fixed budgets |                            | Used with chargebacks.   |
| OZF: Common Currency for Trade Management        | Yes             | Site                         | Lists of currencies          | USD (United States Dollar) | Sets a common currency for use in inventory tracking.  |
| OZF: Common Unit of Measure for Trade Management | Yes             | Site<br>Appl                 | List of Unit Of Measures     | Each                       | Sets a common unit of measure for inventory tracking.  |
| OZF: Currency Conversion Type                    | Yes             | Site                         | Default = Corporate          | Corporate                  | Sets the type of currency conversion. It is used in inventory tracking.  |
| OZF: Default benefit for soft funds              | No              | Appl<br>Resp<br>Site<br>User | List of soft fund benefits   | Default fund benefit       | Used to set up the default benefit for soft fund requests.   |
| OZF: Default budget for special pricing          | No              | Appl<br>Resp<br>Site<br>User | List of active fixed budgets | Partner Budget             | 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              | Appl<br>Resp<br>Site<br>User | List of internal employees   | Valid employee name        | Request is sent to this default approver when Oracle Approval Management does not find any rule that matches the special pricing request criteria. |

| Profile Name   | Required | Level                        | Setting                                    | Default                     | Effect/Limitation  |
|--|----------|------------------------------|--|-----------------------------|--|
| OZF: Default Special Pricing Request Approver            | No       | Appl<br>Resp<br>Site<br>User | List of internal employees                 | Valid employee name         | Request is sent to this default approver when Oracle Approvals Manager does not find any rule that matches the special pricing request criteria. |
| OZF: Enable Product Security in Special Pricing          |          | Appl<br>Resp<br>Site         |  |                             |  |
| Old Name: OZF: SP_ENABLE_PROD_SECURITY (OZF: IDSM Setup) |          | User                         |  |                             |  |
| OZF: Event for Pricing Simulation                        | No       | Appl<br>Resp<br>Site<br>User | BATCH<br>BOOK<br>SHIP                      | SHIP                        | Indicates which price phase third party should simulate.   |
| OZF: Global Start Date (mm/dd/yyyy)                      | Yes      | Site                         | Enter date                                 | Suggested value: 01/01/1997 | Sets the start date for the manufacturer to track wholesalers' inventory.  |
| OZF: Match Rule for Address Search Party                 | Yes      | Appl<br>Resp<br>Site<br>User | List of DQM Rules for Address Search Party | HZ_ORE_SIMPLE_RULE_SEARCH   | Defines the match rule that is used when searching for a specific addresses in the address merge step of the Data Librarian Feature.             |
| OZF: Match Rule for Address Search Resale Contact        | Yes      | Appl<br>Resp<br>Site<br>User | List of DQM rules for Contact match        | POS_Data_Party_Contact      | Used to find the master contact record for the reseller and end customer names submitted by partners when submitting a special price request.    |

| Profile Name  | Required                      | Level                        | Setting                           | Default                                  | Effect/Limitation   |
|---|-------------------------------|------------------------------|-----------------------------------|--|---|
| OZF: Match Rule for Address Search Resale Party       | Yes                           | Appl<br>Resp<br>Site<br>User | List of DQM rules for Party match | POS_Data_Party                           | 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                           | Appl<br>Resp<br>Site<br>User | List of DQM rules for Site match  | POS_Data_Party_Site                      | Used to find the master site record for the reseller and end customer names submitted by partners when submitting a special price request.  |
| OZF: Price Difference Budget                          | Only with Third Party Accrual | Appl<br>Resp<br>Site<br>User | Enter correct values              | Trade Management Price Difference Budget | Budget name for third party price difference  |
| OZF: Request grace period in days for soft funds      | No                            | Site                         | Numeric                           | 0  | 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                           | 0  | Used to set up grace days to close soft fund requests. Default is 0 if not set.   |
| OZF: Third Party Accrual Price List                   | Yes                           | Appl<br>Resp<br>Site<br>User | List of available price lists     | Corporate                                | Used to set a price list for third party accrual.   |

| Profile Name                              | Required | Level                        | Setting        | Default  | Effect/Limitation   |
|---|----------|------------------------------|----------------|--|---|
| OZF: Third Party Accrual on Selling Price | No       | Appl<br>Resp<br>Site<br>User | Yes/No         | 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      | http://ap6167rt.us.oracle.com:8001             | Used to construct the return URL, which is passed to the Web.   |
| Apps Servlet Agent                        | Yes      | Appl                         | Enter URL      | http://ap6167rt.us.oracle.com:8001/oa_servlets | Used to construct the return URL, which is passed to the Web.   |
| ICX: HTML directory                       | Yes      | Appl                         | Directory name | OA_HTML  | Used to construct the return URL, which is passed to the Web.   |

## Profile Options for Supplier Ship and Debit

Set the following profile options for Oracle Trade Management Supplier Ship and Debit:

### *Profile Options for Supplier Ship and Debit- Category Code: OZF\_SD\_SETUP*

| Profile Name                               | Required | Level                        | Setting                            | Default             | Effect/Limitation   |
|--|----------|------------------------------|------------------------------------|---------------------|---|
| OZF: Default Ship & Debit Request Approver | No       | Site<br>Appl<br>Resp<br>User | List of active, internal employees | Valid employee name | If no approver is set up in Oracle Approval Management, this profile option determines the default approver for supplier ship and debit requests. |



| Profile Name   | Required | Level                        | Setting                      | Default                       | Effect/Limitation  |
|--|----------|------------------------------|------------------------------|-------------------------------|--|
| OZF: Request Based Ship and Debit                              | No       | Site<br>Appl<br>Resp<br>User | Yes/No                       | No                            | This profile option determines if the offer on a supplier ship and debit request is automatically applied to the sales order or is manually applied by the Order Management user. Setting the profile to Yes selects the Request Only check box on the Ship and Debit Create/Update page. You can change this setting. |
| OZF: Ship and Debit Budget                                     | Yes      | Site<br>Appl<br>Resp<br>User | List of active fixed budgets | Valid Trade Management budget | This profile option determines the budget that supplier ship and debit uses for the offer.   |
| OZF: Supplier Ship & Debit Claims group lines by SDR & Product | No       | Site<br>Appl<br>Resp<br>User | Yes/No                       | Yes                           | This profile option determines if a claim is to be created for each approved batch line or for approved batch lines grouped by supplier ship and debit request and product.  |

## Profile Options for Security Setup

Set the following profile options for Oracle Trade Management Security:

**Profile Options for Security - Category Code: OZF\_SECURITY**

| Profile Name                                | Required | Level | Setting | Default | Effect/Limitation   |
|---|----------|-------|---------|---------|---|
| OZF: Allow Tolerance Override               |          | Appl  |         | Yes     | This profile options allows or disallows you to override tolerance values.  |
|   |          | Resp  |         |         |   |
|   |          | Site  |         |         |   |
|   |          | User  |         |         |   |
| OZF: Offer Confidential Flag                |          | Appl  | Yes/No  | Yes     | This profile option is the default Confidential Flag for Offers.  |
|   |          | Resp  |         |         |   |
|   |          | Site  |         |         | Yes = 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. |
|   |          | User  |         |         |   |
| OZF: Override Offer Performance Requirement |          | Appl  | Yes/No  | Yes     | Determines if Offer performance requirements can be overridden. Applies for all the performance rules specified as mandatory for an Offer.  |
|   |          | Resp  |         |         |   |
|   |          | Site  |         |         |   |
|   |          | User  |         |         |   |
| OZF: Show GL Accounts On Screen             |          | Appl  | Yes/No  | Yes     | <b>Yes</b> = Oracle General Ledger account numbers are displayed.   |
|   |          | Resp  |         |         |   |
|   |          | Site  |         |         |   |
|   |          | User  |         |         |   |

| Profile Name  | Required | Level                        | Setting                                   | Default     | Effect/Limitation   |
|---|----------|------------------------------|---|-------------|---|
| OZF: Allow updates to Price Lists created in Advanced Pricing from Trade Management |          | Appl<br>Resp<br>Site<br>User |   | Yes         | Allows you to update your price lists created in Advanced Pricing from Trade Management.  |
| OZF : Claim Access Security   |          | Site<br>User                 | Full access, Restricted access, No Access | Full Access | <p>To control claim access to account for all levels of security use the "Edit Metrics" flag on the OZF: Claim Access Security profile. The three values include:</p> <ul style="list-style-type: none"> <li>• Full Access – View and Update</li> <li>• Restricted Access - View Only</li> <li>• No Access</li> </ul> <p>If the "Full Access" flag for a team member is checked on the claim territory, this member's "Edit Metrics" flag on the claim itself is also checked.</p> <p>See Maintaining Team Access and Security in this guide for more information., page 6-41</p> |

## Profile Options for User Interface (UI) Defaults

Set the following profile options for Oracle Trade Management UI Defaults:

**OZF\_UI\_Defaults Profile Options - Category Code: OZF\_UI\_DEFAULTS**

| <b>Profile Name</b>                     | <b>Required</b> | <b>Level</b>                                   | <b>Setting</b>   | <b>Default</b>                        | <b>Effect/Limitation</b>   |
|---|-----------------|--|--|---------------------------------------|--|
| OZF: Default Offer Activity             | Optional        | Appl<br>Resp<br>Site<br><b>Example</b><br>User | Select the required activity from the LOV in the profile option. | Trade Management Activity_Deal        | This profile option indicates default offer activity that should be populated on the offer creation page. If this option is not set, then offer users can select the offer activity on the offer creation page.  |
| OZF: Default value for print on invoice | Yes             | Site   | Yes/No   | Yes                                   | The default for all discount rules.  |
| OZF: Offer Discount                     | Yes             | Appl<br>Resp<br>Site<br><b>Example</b><br>User | Line<br>Group of Lines   | Line                                  | 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: Default Forecast UOM               | No              | Appl<br>Resp<br>Site<br>User                   | One of the available UOMs  | Each                                  | The default unit of measure (UOM) displayed on the Forecast page   |
| OZF: Default Amount Formula             | Yes             | Site   | Formula supported in Advanced Pricing                            | A valid formula from Advanced Pricing | Sets the default formula for a discount rule where Discount Type = Amount.   |

| Profile Name                                       | Required | Level                        | Setting  | Default                               | Effect/Limitation   |
|--|----------|------------------------------|--|---------------------------------------|---|
| OZF : Default Percent Formula                      | Yes      | Site                         | A formula supported in Advanced Pricing                    | A valid formula from Advanced Pricing | Sets the default formula for a discount rule where Discount Type = Percent. For example, if the value is set to Handling, then when changing the Discount Type to Percent the value of formula is set to Handling.  |
| OZF : Default Offer Formula                        | No       | Appl<br>Resp<br>Site<br>User | A pricing formula in Advanced Pricing                      | A valid formula from 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 phase for Line Group level discounts | Yes      | Appl<br>Resp<br>Site<br>User | A value derived from Event phase setup in Advanced Pricing | All lines adjustment                  | 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.   |

| Profile Name                                  | Required | Level                        | Setting   | Default              | Effect/Limitation  |
|---|----------|------------------------------|---|----------------------|--|
| OZF : Default phase for Line level discounts  | Yes      | Appl<br>Resp<br>Site<br>User | A value derived from Event phase setup in Advanced Pricing  | All lines adjustment | 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: Display KPI Alert                        |          |                              |   | Yes                  |  |
| OZF : Root Section For Price List Report      |          |                              |   | Root                 |  |
| OZF : Default Value for incompatibility group | No       | Appl<br>Resp<br>Site<br>User | Choose an incompatibility group from a list of available incompatibility groups set up in Advanced Pricing. | Exclusive Group      | 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. |

| Profile Name                               | Required | Level                        | Setting      | Default | Effect/Limitation  |
|--|----------|------------------------------|--------------|---------|--|
| OZF : Default value for product precedence | Yes      | Appl<br>Resp<br>Site<br>User | User Defined | 5,000   | <p>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.</p> <p>Precedence is used to resolve incompatibility. Precedence controls the priority of modifiers and price lists. If a customer qualifies for multiple modifiers that are incompatible with each other, precedence determines the discount that the customer is eligible for based on the precedence level of the modifier. Precedence is the final tiebreaker for the determining which offer to apply. A lower value has higher precedence than a higher value.</p> |

| Profile Name  | Required | Level                        | Setting   | Default                     | Effect/Limitation  |
|---|----------|------------------------------|---|-----------------------------|--|
| OZF : Default<br>Bucket for<br>discount rules       | Yes      | Appl<br>Resp<br>Site<br>User | A value<br>from<br>Advance<br>d Pricing<br>Lookup<br>PRICING<br>_ _<br>GROUP_<br>SEQUEN<br>CE | Base<br>Price               | The default value for the discount rule default bucket. Order in which the modifiers are evaluated. 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<br>phase for Order<br>level discounts |          |                              |   | All lines<br>adjustme<br>nt | Pricing Phase ID for Order Level Discount.   |

## Profile Options for System Defaults

Set the following profile options for Oracle Trade Management System Defaults:



**System Defaults Category Code: OZF\_SYSTEM\_DEFAULTS**

| <b>Profile Name</b>                          | <b>Required</b> | <b>Level</b>                 | <b>Setting</b>   | <b>Default</b>    | <b>Effect/Limitation</b>  |
|--|-----------------|------------------------------|--|-------------------|---|
| OZF: Default Partner Budget                  | No              | Appl<br>Resp<br>Site<br>User | Choose a budget name from the list of available budgets. | Valid budget name | Default budget for a partner.   |
| OZF : Default View of Customer's Budgets     | No              | Appl<br>Resp<br>Site<br>User | Yes/No   | No                | If set to Yes, you can see the Budget Customer View button from the Budget summary page.  |
| OZF : Default Price List for ROI Calculation | Yes             | Appl<br>Resp<br>Site<br>User | Valid price list defined in the system                   | Corporate         | The value specified here will be used in calculating the default Return on Investment for a given offer forecast.   |
| OZF : Default Budget For a Person            | Yes             | Appl<br>Resp<br>Site<br>User | Choose a budget name from the list of available budgets  | Valid budget name | 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. |
| OZF : Scan Data UOM                          | Yes             | Appl<br>Resp<br>Site<br>User | One of the available UOMs                                | Each              | The default UOM value for discount rules for Scan Data offers. For example, if you choose Each, then all empty discount rules in Scan Data offers will display the UOM of Each.   |

| Profile Name  | Required | Level                        | Setting   | Default         | Effect/Limitation  |
|---|----------|------------------------------|---|-----------------|--|
| OZF : Default "Accrue To" for Volume Offer                        | Yes      | Appl<br>Resp<br>Site<br>User | Enter a correct value.                              | Account         | Value to default for the "Accrue To" market option for a Volume offer.   |
| OZF : Default value for "Combine Discount Tables" in Volume Offer |          | Appl<br>Resp<br>Site<br>User |   | No volume       | Value to default for the "Combine Discount Tables" market option for a Volume offer.   |
| OZF : Default Tracking Level for Volume Offer                     |          | Appl<br>Resp<br>Site<br>User |   | Account         | Value to default for the "Volume Tracking Level" market option for a Volume Offer.   |
| OZF : Default value for Retroactive Flag in Volume Offer          |          | Appl<br>Resp<br>Site<br>User |   | No              | Value to default for the "Retroactive Flag" market option for a Volume offer.  |
| OZF : Default Team for Offers                                     | Optional | Appl<br>Resp<br>Site<br>User | Select the team from the LOV in the profile option. | Valid team name | This profile option indicates the team that can access an offer. If this option is not set, then offer users can select the teams that can access the offer. |

## Profile Option for Compatibility

Set the following profile options for Oracle Trade Management Profile Compatibility:

**System Defaults Category Code: OZF\_SYSTEM\_DEFAULTS**

| <b>Profile Name</b>                     | <b>Required</b> | <b>Level</b> | <b>Setting</b>                | <b>Default</b> | <b>Effect/Limitation</b>  |
|---|-----------------|--------------|-------------------------------|----------------|---|
| OZF: Relationship Type for Buying Group | Yes             | Site         | Any valid relationship in TCA | Buying Groups  | 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. |

## Additional Profile Options

**Additional Profile Options**

| <b>Profile Name</b>                             | <b>Required</b> | <b>Level</b> | <b>Setting</b> | <b>Default</b> | <b>Effect/Limitation</b>                                  |
|---|-----------------|--------------|----------------|----------------|---|
| OZF: Custom Setup ID for Accrual Type FAB Offer | No              | Site         |                |                | Custom setup for accrual type fully accrual budget offer. |
| OZF: Custom Setup ID for Volume Type FAB Offer  | No              | Site         |                |                | Custom setup for volume type fully accrual budget offer.  |

## Obsolete Profile Options

The following Oracle Trade Management profile options are now obsolete.

- OZF: AP Source
- OZF: AR Credit Memo (CM) Batch Source
- OZF: Debit Memo (DM) Batch Source

- OZF: AR Flexfield Context for Autoinvoice
- OZF: Settlement Method for Offers Auto Payout
- OZF: Invoke Workflow for Manual Scan Data Adjustment
- OZF: Campaign Default Calendar
- OZF: Budget Order Message Counter
- OZF: Trade Planning (TP) Debug Mode

## Renamed Oracle Trade Management Profile Options

### *Renamed Profile Options*

| <b>Old Name</b>                           | <b>New Name</b>                                  |
|---|--|
| OZF: Offer Override Flag in QP            | OZF: Third Party Accrual Price List              |
| OZF: Unit of Measure for Quota Allocation | OZF: Common Unit of Measure for Trade Management |
| OZF: SP_ENABLE_PROD_SECURITY              | OZF: Enable Product Security in Special Pricing  |
| OZF: Update Claim Access                  | OZF: Claim Access Security                       |
| OZF: Currency for Quota Allocation        | OZF: Common Currency for Trade Management        |
| OZF: Unit Of Measure for Quota Allocation | OZF: Common Unit of Measure for Trade Management |

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## Lookups

This appendix covers the following topics:

- Overview
- Understanding Lookups
- Creating New Lookup Types
- Oracle Trade Management Lookups With User Access Level
- Oracle Trade Management Lookups for Extensible Access Level

### Overview

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 also listed in the individual chapters.

### 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.

### 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, log in to Oracle Trade Management with Oracle Trade Management Administrator responsibility. Click on Lookups under Setups.

**Notes:**

- **Global security group:** Un-check to add lookup values specific to the security group/business group linked to your current responsibility. Existing lookup values are available to all business groups.
- **Tag:** Leave blank.

**Adding Values to an Existing Lookup**

To add a new value to an existing Lookup, query the lookup type to which you want to add a value, and complete the fields as required.

- You cannot add values if the access level is System.
- 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.

## Oracle Trade Management Lookups With User Access Level

The following table lists all of the Oracle Trade Management Lookups for the User access level. This table also lists the values for each Lookup. Some values list the meaning (in parentheses) next to the value if the value warrants further description. For example, the Lookup "Audit Retail Condition Display Attribute" contains a value FLOORSTACK\_SEC with a meaning of Floorstack as secondary display.

**User Lookups**

| Lookup Name/Code           | Access Level | Values           |
|----------------------------|--------------|------------------|
| Autopay Beneficiary        | User         | CUSTOMER_BILL_TO |
| Customer Types             |              | SHIP_TO          |
| OZF_AUTOPAY_CUST_TY<br>PES |              | CUSTOMER NAME    |

| Lookup Name/Code   | Access Level | Values  |
|--|--------------|---|
| Associate Earnings Summary View<br>OZF_ASSO_SUMMARY_VIEW       | User         | ACTIVITY<br>DOC_CLASS (Document Class)<br>ORDER<br>PERIOD<br>PRODUCT<br>SCHEDULE  |
| Audit Retail Condition Display Attribute<br>OZF_TP_RPP_DISPLAY | User         | DUMP_BIN (Dump Bin)<br>END AISLE (End of Aisle)<br>FLOORSTACK_SEC (Floorstack as secondary display)<br>FULL_G_END (Full Gondola End)<br>MIXED_G_END (Mixed Gondola End)<br>STANDALONE_MIXED (Stand Alone, Mixed)<br>STANDALONE_SINGLE (Stand Alone, Single)                                       |
| Audit Retail Condition Feature Attribute<br>OZF_TP_RPP_FEATURE | User         | BANNERS (Banners)<br>INSTORE_BUSSTOP (In-Store Bus Stop Signs)<br>INSTORE_INST_REDEEM (In-Store Instantly Redeemable Coupon)<br>LOYALTY_POINTS (Loyalty Points Offer)<br>SHELF_TALKER (Shelf Talker)<br>SHELF_TALKER_EXTRA (Shelf Talker "extra loyalty points")<br>WINDOW_POSTER (Window Poster) |
| Channel of Sales<br>OZF_CLAIM_SALESCHAN                        | User         | ORDER<br>TP_ORDER   |
| Chargeback Source Code<br>OZF_CHARGEBACK_SOURCE                | User         | No Lookup Codes Defined   |

| Lookup Name/Code                               | Access Level | Values   |
|--|--------------|--|
| Claim Item Type                                | User         | MEDIA  |
| OZF_CLAIM_LINE_ITEM_TYPE                       |              | PRODUCT<br>FAMILY (Product Category)<br>MEMO_LINE (Standard Memo Line) |
| Claim Line Credit Methods                      | User         | FREIGHT  |
| OZF_LINE_CREDIT_TO                             |              | LINE<br>PRORATE<br>TAX   |
| Claim Reason types                             | User         | RETURNS  |
| OZF_REASON_TYPE                                |              | DEFAULT  |
| Comparison Types                               | User         | CONSTANT   |
| OZF_QUOTA_COMPAR_TYPE                          |              | PERCENT  |
| Dynamic attributes for retail store conditions | User         | CHR_ATTRIBUTE 1 through 15<br>NUM_ATTRIBUTE 1 THROUGH 15               |
| OZF_TP_DYNAMIC_ATTRIBUTES                      |              | DISPLAY<br>FACING<br>FEATURE<br>PROMOTIONALPRICE<br>RETAILPRICE        |
| Forecast ROI Views                             | User         | FCST_ACTUALS_ROI (Actuals)   |
| OZF_ROI_VIEW                                   |              | FORECAST_ROI (Forecast)  |
| Fund Request Status                            | User         | APPROVED   |
| OZF_FUND_REQUEST_STATUS                        |              | PENDING<br>REJECTED  |



| Lookup Name/Code                   | Access Level | Values                              |
|------------------------------------|--------------|-------------------------------------|
| Number Condition Operators         | User         | <                                   |
| OZF_NUM_CONDITION_O<br>PERATORS    |              | <=<br>=<br>><br>>=<br>BW1 (Between) |
| Denorm Querys For                  | User         | ELIG                                |
| OZF_DENORM_QUERY_FO<br>R           |              | PROD                                |
| Lumpsum Offer Distribution<br>Type | User         | AMT                                 |
| OZF_LUMPSUM_DISTRIBU<br>TION_TYPE  |              | %<br>QTY                            |
| Lumpsum Offer Customer<br>Type     | User         | BUYER                               |
| OZF_OFFER_LUMP_CUST_T<br>YPES      |              | CUSTOMER                            |
| Tier Type Offer                    | User         | PBH                                 |
| OZF_OFFER_TIER_TYPE                |              | DIS                                 |
| Trade Planning Account Type        | User         | BILL_TO                             |
| OZF_TP_ACCOUNT_TYPES               |              | PARTY<br>SHIP_TO                    |
| Trade Planning Activity Type       | User         | CSCH                                |
| OZF_TP_ACTIVITY_TYPES              |              | ALL<br>OFFR                         |
| Trade Planning Product Level       | User         | PRICING_ATTRIBUTE2                  |
| OZF_TP_PRODUCT_LEVEL               |              | PRICING_ATTRIBUTE1                  |

| Lookup Name/Code  | Access Level | Values  |
|---|--------------|---|
| Trade Planning Time Spread<br>OZF_TP_TIME_SPREAD                              | User         | 1 (Day)<br>32 (Month)<br>64 (Quarter)<br>16 (Week)<br>128 (Year)  |
| Volume Offer Type<br>OZF_VOLUME_OFFER_TYPE                                    | User         | ACCRUAL<br>OFF_INVOICE  |
| Offer Performance Trade Medium Type<br>OZF_PERF_TRADE_MEDIUM                  | User         | VOLPERF (Volume Performance)  |
| Order Management Transaction Type For Net Accrual Rules<br>OZF_NA_OM_TXN_TYPE | User         | OM_TXN (Order Management Transaction)   |
| Partner Funds Decline Code<br>OZF_SF_DECLINE_CODEF                            | User         | COLLATERAL (Collateral Did Not Meet Criteria)<br>DUPLICATE (Duplicate Request)<br>INVALID Invalid Request)  |
| Partner Funds Return Code<br>OZF_SF_RETURN_CODE                               | User         | COLLATER (Collateral Submission) OTHER<br>MISS_INFO (Request Missing Information)   |
| Performance Objectives<br>OZF_PARTNER_PERFORMANCE                             | User         | LEAD (Enter the number of expected leads generated from the activity )<br>PROSPECT (Enter the approx number of Prospects expected)<br>QUERY (Approx number of Queries)<br>REVENUE (Revenues Enter the total revenue expected) |

| Lookup Name/Code      | Access Level | Values                                   |
|-----------------------|--------------|--|
| Price List Statuses   | User         | ACTIVE                                   |
| OZF_PRICELIST_STATUS  |              | CANCELLED                                |
|                       |              | DRAFT                                    |
|                       |              | REJECTED                                 |
|                       |              | PENDING                                  |
| Quota Alert Types     | User         | ACCEPTABLE                               |
| OZF_QUOTA_ALERT_TYPE  |              | UNACCEPTABLE                             |
|                       |              | WARNING                                  |
| Quota Base Lines      | User         | LYSP_SALES (Last Year Same Period Sales) |
| OZF_QUOTA_BASE_LINE   |              | MONTHLY_QUOTA                            |
|                       |              | PRIOR YEAR SALES                         |
|                       |              | QUARTERLY_QUOTA                          |
|                       |              | YEARLY_QUOTA                             |
| Quota Value Limits    | User         | BACK_ORDERS                              |
| OZF_QUOTA_VALUE_LIMIT |              | MTD (Month-to-Day Sales)                 |
|                       |              | OUTSTANDING_ORDERS                       |
|                       |              | QTD                                      |
|                       |              | YTD                                      |

| Lookup Name/Code                            | Access Level | Values   |
|---|--------------|--|
| Reject Reason Code                          | User         | 04 (Authorized Quantity Exceeded)  |
| OZF_REJECT_REASON_CODE                      |              | 29 (Claim Submitted Past Exercise Period)  |
| DES   |              | T6 (Claim does not contain enough information for repricing )  |
|   |              | 28 (Duplicate Invoice Number)  |
|   |              | 26 (Invalid Customer Number)   |
|   |              | 14 (Invalid Part Number)   |
|   |              | 02 (Price Authorization Expired)   |
|   |              | 01 (Price Authorization Invalid)   |
|   |              | 03 (Product not on the Price Authorization)  |
| Sales Credit Types for System Parameter     | User         | DEFAULT_SALES_REP  |
| OZF_SALES_CREDIT_TYPE                       |              | NO_SALES_CREDIT  |
| Supplier Ship and Debit Batch Line Status   | User         | APPROVED   |
| OZF_SDB_LINE_STATUS                         |              | REJECTED   |
| Supplier Ship and Debit Batch Reject Reason | User         | Industry rejection codes for problems in price, cost, shipping location or date, credit, no response from supplier |
| OZF_SDB_REJECT_REASON_CODE                  |              |  |
| Supplier Ship and Debit Batch Status        | User         | APPROVED   |
| OZF_SDB_STATUS                              |              | CLOSED   |
|   |              | NEW  |
|   |              | REJECTED   |
|   |              | SUBMITTED  |
| Supplier Ship and Debit Request             | User         | YES  |
| OZF_SD_REQ_VEN_APPR                         |              | NO   |

| Lookup Name/Code   | Access Level | Values   |
|--|--------------|--|
| Supplier Ship and Debit Request Communication Types in Supplier Trade Profile<br>OZF_REQ_COMMUNICATION | User         | MANUAL<br>XML  |
| Supplier Claim Communication Types in Supplier Trade Profile<br>OZF_CLAIM_COMMUNICATION                | User         | WEBADI<br>XML  |
| Subsequent Receipt Application History Events<br>OZF_CLAIM_RECEIPT_HISTORY_EVENT                       | User         | APPLY<br>NEW<br>UNAPPLY  |
| Threshold Type<br>OZF_UNEARNED_THRESHOLD_TYPE  | User         | AMOUNT<br>PERCENT<br>UNCONDITIONAL   |
| Trade Management Product Level<br>OZF_PRODUT_LEVEL   | User         | FAMILY<br>PRODUCT  |
| Trade Management Search Categories<br>OZF_SEARCH_CATEGORIES  | User         | OZF_FUND (Budget)<br>OZF_CLAM (Claim)<br>OZF_OFFR (Offer)<br>OZF_PRIC (Price List) |
| Trade Management Transaction Type For Net Accrual Rules<br>OZF_NA_TM_TXN_TYPE                          | User         | OFFR (Offer)   |

| Lookup Name/Code   | Access Level | Values   |
|--|--------------|--|
| UnEarned Payments for Offers<br>OZF_UNEARNED_PAY_ALLOWED_TO                            | User         | ALLOW_ALL (Allow for All)<br>ALLOW_SELECTED (Allow for Selected)   |
| UnEarned Payments for Offers lookup in Trade Profile<br>OZF_UNEARNED_PAY_ALLOWED_TO_TP | User         | ALLOW<br>DISALLOW  |
| Under Write-off Threshold lookup<br>OZF_UNDER_WRITEOFF_THRESHOLD                       | User         | OVER<br>UNDER  |
| Utilization Type<br>OZF_UTILIZATION_TYPE   | User         | ACCRUAL (Accrual)<br>ADJUSTMENT(Adjustment)<br>REQUEST (Budget Request )<br>TRANSFER (Budget)<br>CHARGEBACK (Chargeback)<br>LEAD_ACCRUAL (Lead Referral Accrual)<br>LEAD_ADJUSTMENT (Lead Referral Adjustment)<br>SALES_ACCRUAL (Sales Accrual)<br>UTILIZED (Utilized) |
| Volume Offer Accrue to<br>OZF_VO_ACCRUE_TO   | User         | ACCOUNT<br>DISTRIBUTOR   |
| XTD Values<br>OZF_XTD_VALUES   | User         | MTD (Month-to-Date)<br>QTD (Quarter-to-Date)<br>YTD (Year-to-Date)   |

## Oracle Trade Management Lookups for Extensible Access Level

The following table lists all of the Oracle Trade Management Lookups for the Extensible access level. This table also lists the values for each Lookup. Some values list the meaning (in parentheses) next to the value if the value warrants further description. For example, the Lookup "Dispute Code" contains a value REBPR with a meaning of "Incorrect rebate price used to calculate rebate."

### *User Extensible Lookups*

| Lookup Name/Code                                 | Key        | Values   |
|--|------------|--|
| Budget Adjustment Types<br>OZF_ADJUSTMENT_TYPE   | Extensible | DECREASE_COMMITTED (Decrease Committed Amount Decrease )<br>DECREASE_COMM_EARNED (Decrease Committed and Earned Amounts)<br>DECREASE_EARNED (Decrease Earned Amount )<br>DECREASE_PAID (Decrease Paid Amount)<br>INCREASE_COMM_EARNED (Increase Committed and Earned Amounts)<br>INCREASE_COMMITTED (Increase Commitment)<br>STANDARD (Increase Earned Amount)<br>INCREASE_PAID (Increase Paid Amount) |
| Budget Threshold Value Limits<br>OZF_VALUE_LIMIT | Extensible | BALANCE (Budget Balance)<br>COMMITTED (Budget committed for the Activities)<br>EARNED (Budget Earned)<br>PAID (Budget Paid)<br>PLANNED (Activities Planned against the Budget)<br>RECOMMITTED (Re-calculated committed)<br>UTILIZED (Budget Utilized)  |

| Lookup Name/Code                                       | Key        | Values   |
|--|------------|--|
| Claims Automatic Payment Methods<br>OZF_PAYMENT_METHOD | Extensible | AP_DEBIT AP (Debit)<br>AP_DEFAULT AP (Default Payment)<br>CONTRA_CHARGE (AP-AR Netting)<br>ADJUSTMENT (Adjustment)<br>CHARGEBACK<br>CHECK<br>REG_CREDIT_MEMO (Credit Memo - Invoice)<br>CREDIT_MEMO (Credit Memo - On Account)<br>CUSTOM (Customer Method)<br>DEBIT_MEMO (Debit Memo)<br>EFT (Electronic Transfer)<br>MASS_SETTLEMENT (Mass Settlement)<br>ON_ACCT_CREDIT (On Account Credit)<br>PREV_OPEN_CREDIT (Previous Open Credit)<br>PREV_OPEN_DEBIT (Previous Open Debit)<br>REJECT<br>RMA Return Material Authorizations<br>WIRE (Wire Transfer)<br>WRITE_OFF (Write Off) |
| Code Conversion Types<br>OZF_CODE_CONVERSION_TYPE      | Extensible | OZF_AGREEMENT_CODES (Agreement)<br>OZF_PARTY_CODES (Party)<br>OZF_PARTY_SITE_CODES (Party Site)<br>OZF_PRODUCT_CODES (Product)<br>OZF_REASON_CODES (Reason)<br>OZF_UOM_CODES (UOM)   |



| Lookup Name/Code             | Key        | Values   |
|------------------------------|------------|--|
| Dispute Code                 | Extensible | EXP (Contract expired)   |
| OZF_RESALE_DISPUTE_TY<br>PE  |            | MEM (Customer is not a current member of group)<br>DUP (Duplicate rebate submission)<br>DLR (Incorrect Partner acquisition cost used to calculate rebate)<br>REBPR (Incorrect rebate price used to calculate rebate)<br>INVLD (Invalid Line)<br>NOCON (No contract found)<br>OTHER (Other)<br>PROD (Product is not on contract)<br>EXT (Rebate amount calculation error) |
| Followup Action Code         | Extensible | S (Do not Resubmit; Inquiry initiated to Third Party)  |
| OZF_FOLLOWUP_ACTION<br>_CODE |            | C (Please Correct and Resubmit)<br>X (Please Wait 10 Days and Resubmit)<br>W (Please Wait 30 Days and Resubmit )<br>R (Resubmission Allowed)<br>N (Resubmission Not Allowed)<br>D (Resubmit Entire Claim)<br>E (Resubmit this item only)   |
| Formula Entry Operators      | Extensible | DIVIDE   |
| OZF_FORMULA_OPERAT<br>OR     |            | MINUS<br>MULTIPLY<br>PERCENT<br>PLUS   |

| Lookup Name/Code   | Key        | Values   |
|--|------------|--|
| Formula Entry Type<br>OZF_FORMULA_ENT_T<br>Y<br>P<br>E   | Extensible | CALCULATION<br><br>CONSTANT<br><br>METRIC  |
| Formula Type<br>OZF_FORMULA_T<br>Y<br>P<br>E   | Extensible | ALLOCATION (Allocation calculation)<br><br>HOLDBACK (Hold Back calculation)  |
| Lumpsum payment type<br>OZF_OFFER_LUMPSUM_P<br>A<br>Y<br>M<br>E<br>N<br>T  | Extensible | ACCRUE (Accrue)<br><br>CHECK (Issue Check)   |
| OZF: Customized Object<br>Class<br>OZF_CUSTOMIZED_OBJEC<br>T<br>_C<br>L<br>A<br>S<br>S                             | Extensible | CB (Chargeback)<br><br>CM (Credit Memo)<br><br>DM (Debit Memo)<br><br>INVOICE (Invoice)<br><br>ORDER (Order)<br><br>PCHO (Purchase Order)<br><br>WRITE_OFF (Write Off) |
| OZF: Baseline Sales and<br>Promotional Lift Data Source<br>OZF_BASELINE_DATA_SO<br>U<br>R<br>C<br>E                | Extensible | ACN (ACN Syndicated Data)<br><br>IRI (IRI Syndicated Data)   |
| OZF: Trade Deal Date<br>qualifiers<br>OZF_OFFER_DATE_QUALI<br>F<br>I<br>E<br>R                                     | Extensible | QUALIFIER_ATTRIBUTE1 (Order Date)<br><br>QUALIFIER_ATTRIBUTE17 (Request Date)<br><br>QUALIFIER_ATTRIBUTE8 (Shipped Date)   |
| OZF_CLAM_CONTENT_A<br>C<br>T<br>I<br>V<br>I<br>T<br>Y<br><br>OZF_CLAM_CONTENT_A<br>C<br>T<br>I<br>V<br>I<br>T<br>Y | Extensible | Closed (Closing Claim Notification)  |

---

| <b>Lookup Name/Code</b> | <b>Key</b> | <b>Values</b>                  |
|-------------------------|------------|--------------------------------|
| OZF_INV_REASONCODE      | Extensible | MISSINGSHIP (Missing Shipment) |
| OZF_INV_REASONCODE      |            | QTLYUPD (Quarterly Update)     |

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| Lookup Name/Code            | Key        | Values  |
|-----------------------------|------------|---|
| OZF_RESALE_DISPUTE_C<br>ODE | Extensible | OZF_UOM_CODE_MAP_MISS (Code Conversion Mapping is not defined for this UOM)             |
| OZF_RESALE_DISPUTE_C<br>ODE |            | OZF_CURRENCY_MISMATCH (Agreement Price and Selling Price must be same)                  |
|                             |            | OZF_INVALID_AGREEMENT_TYPE (Agreement Type must be Special Price or Price List)         |
|                             |            | OZF_TP_ADJ_NOTFOUND (Agreement is Missing)  |
|                             |            | OZF_AGREEMENT_MISS (Agreement is Null)  |
|                             |            | OZF_CLAIM_CUST_ID_MISSING (Bill To Customer ID is Missing)                              |
|                             |            | OZF_BILL_TO_ACCT_NULL (Bill To Customer does not have an Account)                       |
|                             |            | OZF_CLAIM_CUST_NM_MISS (Bill to Customer Name is Missing)                               |
|                             |            | OZF_BILL_TO_PARTY_NAME_NULL (Bill to Party Name is Missing)                             |
|                             |            | OZF_AMT_NOT_MATCH (Calculated amount does not match claimed amount)                     |
|                             |            | OZF_RESALE_AGRM_OFF_OFF_INV (Cannot claim an agreement based on an off invoice offer)   |
|                             |            | OZF_RESALE_AGRM_LINE_WNG (Cannot find an agreement line matching the request)           |
|                             |            | OZF_RESALE_AGRM_OFF_NULL (Cannot find offer based on the agreement)                     |
|                             |            | OZF_RESALE_CLAIM_AMT_MISS (Claimed Amount is Missing)                                   |
|                             |            | OZF_LT_INVNT (Claimed quantity is less than what has been bought)                       |
|                             |            | OZF_AGREEMENT_CODE_MAP_MISS (Code Conversion Mapping is not defined for this agreement) |
|                             |            | (OZF_PRODUCT_CODE_MAP_MISS (Code Conversion Mapping is not defined for this             |

| Lookup Name/Code | Key | Values  |
|------------------|-----|---|
|                  |     | product)  |
|                  |     | OZF_RESALE_AGRM_CURRENCY_WNG<br>(Currency of the order and agreement do not match.)       |
|                  |     | OZF_CLAIM_CUST_NOT_IN_DB (Customer is invalid)  |
|                  |     | OZF_DATE_ORDERED_NOT_IN_RANGE (Date Ordered is not between Batch Start Date and End Date) |
|                  |     | OZF_RESALE_AGRM_END_CUST_WNG (End Customer does not match that of agreement)              |
|                  |     | OZF_GET_ORDER_PRIC_ERR (Error happened during get order price)                            |
|                  |     | OZF_PROC_PRIC_RESLT_ERR (Error happened during process order)                             |
|                  |     | OZF_CURR_CONV_ERROR (Error in Currency Conversion)  |
|                  |     | OZF_RESALE_PRICE_ERROR (Error in Getting Product Price)                                   |
|                  |     | OZF_BILL_TO_VAL_ERROR (Error in Validating Bill To Customer)                              |
|                  |     | OZF_END_CUST_VAL_ERROR (Error in Validating End Customer)                                 |
|                  |     | OZF_SHIP_FROM_VAL_ERROR (Error in Validating Ship From Customer)                          |
|                  |     | OZF_SHIP_TO_VAL_ERROR (Error in Validating Ship To Customer)                              |
|                  |     | OZF_SOLD_FROM_VAL_ERROR (Error in Validating Sold From Customer)                          |
|                  |     | OZF_DQM_PROCESS_ERROR (Error in running DQM Process)                                      |
|                  |     | OZF_ORDER_TYPE_ID_NULL (ID for Order Type is Missing) I                                   |
|                  |     | OZF_RESALE_PRODUCT_ID_MISS (ID for Product is missing)                                    |
|                  |     | OZF_RESALE_AGRM_WNG (Incorrect  |

| Lookup Name/Code | Key | Values   |
|------------------|-----|--|
|                  |     | agreement)   |
|                  |     | OZF_INVALID_AGREEMENT (Invalid Agreement)                                  |
|                  |     | OZF_CLAIM_BILL_TO_ST_WRNG (Invalid Bill To Site)                           |
|                  |     | OZF_RESALE_WRNG_ORD_CGRY (Invalid Order Category)                          |
|                  |     | OZF_WRNG_ORDER_TYPE (Invalid Order Type)                                   |
|                  |     | OZF_INVLD_MVMT_TYPE (Invalid Product Transfer Movement Type)               |
|                  |     | OZF_RESALE_WRNG_TRANSFER_TYPE (Invalid Resale Transfer Type )              |
|                  |     | _SHIP_FROM_ACC_INVALID (Invalid Ship From Customer Account Information)    |
|                  |     | OZF_CLAIM_SHIP_TO_ST_WRNG (Invalid Ship To Site)                           |
|                  |     | OZF_SOLD_FROM_ACC_INVALID (Invalid Sold From Customer Account Information) |
|                  |     | OZF_RESALE_PRODUCT_NOT_IN_DB (Inventory Item is Invalid)                   |
|                  |     | OZF_INVOICE_NUMBER_NULL (Invoice Number is Missing)                        |
|                  |     | OZF_DATE_INVOICED_NULL (Invoiced Date is Missing)                          |
|                  |     | OZF_DUPLICATED_LINE (Line is Duplicated)                                   |
|                  |     | OZF_RESALE_DUP (Line is Duplicated)  |
|                  |     | OZF_RESALE_NON_TRC (Non- tracing data found in this batch)                 |
|                  |     | OZF_RESALE_ORDTYPE_NOT_IN_DB (Order Type is Invalid)                       |
|                  |     | OZF_RESALE_ORD_DATE_MISS (Order date is missing)                           |
|                  |     | OZF_ORD_DATE_LT_START(Order is made  |

| Lookup Name/Code | Key | Values  |
|------------------|-----|---|
|                  |     | earlier than Report Start Date)   |
|                  |     | OZF_ORD_DATE_GT_END (Order is made later than the Report End Date)                      |
|                  |     | OZF_RESALE_ORD_NUM_MISS (Order number is missing)                                       |
|                  |     | OZF_RESALE_ORIG_QUAN_MISS (Original Quantity is Missing)                                |
|                  |     | OZF_RESALE_ORIG_UOM_MISS (Original UOM is Missing)                                      |
|                  |     | OZF_RESALE_PRICE_NOT_IN_DB (Price List is Invalid)                                      |
|                  |     | OZF_MOVEMENT_TYPE_NULL (Product Transfer Movement Type is Missing)                      |
|                  |     | OZF_CURRENCY_UNSUPPORTED (Purchase Price and Selling Price are not the same)            |
|                  |     | OZF_RESALE_PUR_PRICE_MISSING (Purchase Price is missing)                                |
|                  |     | OZF_RESALE_AGRM_QUN_GT_MAX (Requested quantity greater than max quantity)               |
|                  |     | OZF_RESALE_AGRM_QUN_LT_MIN (Requested quantity less than minimum quantity)              |
|                  |     | OZF_SALES_TRANS_MISS (Required field(s) is missing for inventory tracking.)             |
|                  |     | OZF_NO_CONTACT_DQM_RULE (Resale DQM Contact Rule profile must be set with a valid rule) |
|                  |     | OZF_NO_PARTY_DQM_RULE (Resale DQM Party Rule profile must be set with a valid rule)     |
|                  |     | OZF_NO_SITE_DQM_RULE (Resale DQM Site Rule profile must be set with a valid rule)       |
|                  |     | OZF_RESALE_AGRM_RESELL_WNG (Reseller does not match that of agreement)                  |
|                  |     | OZF_RESALE_SELL_PRICE_NULL (Selling Price is Missing)                                   |
|                  |     | OZF_SHIP_FROM_ACCOUNT_NULL (Ship  |

| Lookup Name/Code      | Key        | Values   |
|-----------------------|------------|--|
|                       |            | From Customer does not have an Account)                                    |
|                       |            | OZF_RESALE_SHIP_FROM_MISS Ship (From Party ID is missing )                 |
|                       |            | OZF_SHIP_TO_ACCT_NULL (Ship to Customer does not have an Account)          |
|                       |            | OZF_SHIP_TO_PARTY_NAME_NULL (Ship to Party Name is Missing)                |
|                       |            | OZF_SOLD_FROM_ACCOUNT_NULL (Sold From Customer does not have an Account)   |
|                       |            | OZF_RESALE_SOLD_FROM_MISS (Sold From Party ID is missing)                  |
|                       |            | OZF_RESALE_AGRM_RANG_WNG (The order is not qualified for the agreement)    |
|                       |            | OZF_SPP_NO_UOM_CONV_CURR (UOM does not match the current quantity UOM)     |
|                       |            | OZF_SPP_NO_UOM_CONV_MAX (UOM does not match the max quantity UOM)          |
|                       |            | OZF_SPP_NO_UOM_CONV_MIN (UOM does not match the minimum quantity UOM)      |
|                       |            | OZF_RESALE_UOM_MISS (UOM is Missing)                                       |
|                       |            | OZF_RESALE_UOM_NOT_IN_DB (Unit of Measure is Invalid)                      |
|                       |            | OZF_RESALE_AGR_TYPE_WNG (Wrong Agreement type for Special Pricing Process) |
| Performance Unit      | Extensible | Amount   |
| OZF_PERFORMANCE_UOM   |            | Number   |
| Period View           | Extensible | Period   |
| OZF_FCAST_PERIOD_VIEW |            | Quarter  |
|                       |            | Year   |



| Lookup Name/Code  | Key             | Values  |
|---|-----------------|---|
| Supplier Ship and Debit<br>Request Line Rejection Code<br>OZF_SD_REQ_LINE_REJEC<br>T_CODE | Extensible      | NO RESPONSE                                     |
| Special Pricing Request<br>Decline Code<br><br>OZF_SP_REQUEST_DECLI<br>NE_CODE            | Extensible      | CANNOT_MEET (Cannot Meet Discount<br>Requested) |
| Special Pricing Request<br>Outcome<br><br>OZF_SP_REQUEST_OUTCO<br>ME                      | Extensible      | IN_PROGRESS<br><br>LOST<br><br>WON              |
| UOM<br><br>OZF_FCAST_UOM  | Extensible      | CS<br><br>EA<br><br>USD                         |
| Lookup Name and Code  | Access<br>Level | Values and Meaning                              |



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## Summary Of Concurrent Programs

This appendix covers the following topics:

- Overview
- Running Concurrent Programs
- Checking Concurrent Program Status
- Concurrent Programs for Budgets
- Concurrent Programs for Trade Planning
- Concurrent Programs for Claims
- Concurrent Program for Indirect Sales
- Concurrent Programs for Supplier Ship and Debit
- Additional Concurrent Programs

### Overview

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.

### Running Concurrent Programs

Use the following high level procedure 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 - Maintenance* for complete details on Oracle Applications concurrent programs.

Select the Oracle Trade Management Administrator responsibility.

1. Choose Single Request (if running a single concurrent program) or Request Set (if

running a set of concurrent programs).

2. Query for the appropriate concurrent program, if necessary.
3. You can run the program immediately or schedule batch jobs. If scheduling, select the time frame.

## Checking Concurrent Program Status

Use the following high level procedure to check the status of a concurrent program.

Log into Oracle Trade Management with System Administrator Responsibility.

Navigation: Concurrent > Request.

1. 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.
2. The Request window displays a list of submitted requests.
3. Select **Refresh Data** occasionally to check the completion status.
4. 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).

## Concurrent Programs for Budgets

The following table provides a summary of the concurrent programs used for Trade Budgets.

### *Concurrent Programs for Budgets*

| <b>Program/Name</b>  | <b>Required</b> | <b>Description</b>   |
|----------------------|-----------------|--|
| Resale Batches Purge | No              | Purges processed resale order record. This program purges the entries in the OZF_RESALE_LINES_INT_ALL interface table. |

| Program/Name         | Required | Description  |
|----------------------|----------|--|
| 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"> <li>• Calculates budget utilization and earnings based on ship confirmed orders.</li> <li>• Handles a return orders' impact on budget utilization and earnings.</li> <li>• For fully accrued type of budgets with accrue to is 'customer', it updates Budget and Utilized columns with the accrued amount.</li> <li>• For budgets with accrue to 'Sales', it updates the Budget column but does not update the Committed and Utilized columns.</li> <li>• 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.</li> <li>• For accrual rates that are adjusted retroactively, it creates the adjustments based on sales order information in the past.</li> </ul> <p>Parameters:</p> <p>Run in Debug Mode</p> <p>Run Budget Utilization for Adjusted Offer</p> <p>Set to Y to run Order Management Except Queue.</p> <p>Repost Failed GL Posting</p> <p>Run Budget Utilization for Volume Offer</p> <p>Set the adjustment parameter to 'Yes' to close Future Dated Adjustment.</p> |

| Program/Name                               | Required | Description   |
|--|----------|---|
| 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> |
| 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>   |

| Program/Name                                       | Required | Description   |
|--|----------|---|
| Release Committed Budget Amount After Grace Period | Yes      | <p data-bbox="873 310 1458 369">Reconciliation is a way to return the following money at the end of an offer:</p> <ul data-bbox="878 394 1458 720" style="list-style-type: none"> <li data-bbox="878 394 1458 520">• Adjusts previously committed, but un-utilized funds, transferring them from the Committed column to the Available column ("Reconcile Unutilized").</li> <li data-bbox="878 562 1458 720">• Adjusts previously utilized, but unpaid funds, thus adjusting the Utilized column accordingly as well as transferring it from the Committed column to the Available column ("Reconcile Unutilized and Unpaid Earnings").</li> </ul> <p data-bbox="922 747 1458 837">Budget reconciliation may be performed manually on each object such as an offer, or automatically via this concurrent process.</p> <p data-bbox="922 865 1049 892">Parameters:</p> <p data-bbox="922 919 1049 947">Object code</p> <p data-bbox="922 974 1089 1001">Object end date</p> <p data-bbox="922 1029 1336 1056">Object status, for example, active, draft</p> <p data-bbox="922 1083 1425 1110">Object Type, for example, CAMP, OFFR, EVEH</p> <p data-bbox="922 1138 1265 1165">Reconcile both utilized and paid</p> |

| Program/Name               | Required | Description   |
|----------------------------|----------|---|
| Transfer to General Ledger | No       | <p data-bbox="781 310 1349 401">This program is run to transfer the accounting entries created by claims/accruals into Oracle General Ledger accounting tables.</p> <p data-bbox="781 428 1365 680">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 data-bbox="781 707 906 728">Parameters:</p> <p data-bbox="781 758 1149 785">Ledger Name: Primary set of books</p> <p data-bbox="781 814 1279 869">Batch Name: Name of batch for transfer. This is optional.</p> <p data-bbox="781 898 1344 953">From Date: Transfer entries created starting from this date.</p> <p data-bbox="781 982 1317 1010">To Date: Transfers entries created ending this date.</p> <p data-bbox="781 1039 1360 1192">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 data-bbox="781 1222 1365 1312">Validate Accounts: Yes/No. Determines whether Oracle General Ledger accounts will be validated during transfer.</p> <p data-bbox="781 1341 1360 1495">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 data-bbox="781 1524 1349 1738">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> |



| <b>Program/Name</b>                     | <b>Required</b> | <b>Description</b>  |
|---|-----------------|---|
| Unutilized Commitment<br>Mass Transfer  | No              | Evaluates to see if the end dates of the selected budgets have passed, and if true, performs transfers to new linked budgets, if any.   |
| 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>  |
| Validate Budget and<br>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> |

| Program/Name                                       | Required | Description   |
|--|----------|---|
| Refresh Materialized Views for Promotional Payment | Yes      | <p data-bbox="781 306 1321 369">For refresh for promotional payments to occur, run with the parameter "earnings".</p> <p data-bbox="781 394 1341 457">Updated the materialized view for promotional payments with the most recent earnings information.</p> <p data-bbox="781 480 1279 508">This profile options collects the data as follows:</p> <p data-bbox="781 533 867 560"><b>Utilized</b></p> <ul data-bbox="781 585 1354 1142" style="list-style-type: none"> <li data-bbox="781 585 1354 810">• Order related utilizations (positive), such as those for accrual and off-invoice offers, are utilizations for orders booked but not shipped, invoiced or closed. These utilizations are not the same as "earned" balances. Return related utilizations (negative), are utilizations for return orders booked but not invoiced (credited) or closed.</li> <li data-bbox="781 848 1341 1005">• Non-order related utilizations, such as those for lump sum and scan data offers, as well as utilizations created by net accrual offers, partner activities or indirect sales purposes, do not distinguish between utilized and earned.</li> <li data-bbox="781 1043 1349 1142">• Adjustments are made to the utilized amount, whether manually created, created by public API or system generated.</li> </ul> <p data-bbox="781 1180 857 1207"><b>Earned</b></p> <ul data-bbox="781 1232 1365 1692" style="list-style-type: none"> <li data-bbox="781 1232 1365 1390">• Order related utilizations (positive), are utilizations for orders shipped, invoiced or closed. Return related utilizations (negative), are utilizations for return orders invoiced (credited) or closed.</li> <li data-bbox="781 1428 1341 1556">• Non-order related utilizations as well as utilizations created by net accrual offers, partner activities or indirect sales purposes, are the same as utilized.</li> <li data-bbox="781 1593 1349 1692">• Adjustments are made to the utilized amount, whether manually created, created by public API or system generated.</li> </ul> <p data-bbox="781 1730 829 1757"><b>Paid</b></p> |

| Program/Name | Required | Description   |
|--------------|----------|---|
|              |          | <ul style="list-style-type: none"> <li>• For off-invoice types of utilizations such as off-invoice, order value and promotional good offers, the paid amounts are the same as earned amounts.</li> <li>• For accrual types of utilizations such as accrual, lump sum and scan data offers, the paid amounts are claim amounts associated to the accruals.</li> <li>• Adjustments are made to the utilized amount, whether manually created, created by public API or system generated.</li> </ul> |
|              |          | <p><b>Unpaid Earnings (Earned minus paid)</b></p>   |
|              |          | <ul style="list-style-type: none"> <li>• The Budget Materialized View does not contain an Unpaid earnings column because these values are essentially a calculation. Storing a calculated column on the Budget Materialized View may result in performance issues.</li> </ul>   |

| Program/Name                                       | Required | Description   |
|--|----------|---|
| 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"> <li>• No validation for customers and products</li> <li>• Validate customers and products by each budget</li> <li>• Validate customer by each budget, products by all budgets (relax product)</li> <li>• Validate products by each budget, customers by all budgets (relax customer)</li> </ul> <p>Parameters:</p> <p>p_actbudget_id: Budget request ID</p> <p>p_object_id: Offer ID</p> <p>p_object_type: OFFR</p> |

## Concurrent Programs for Trade Planning

The following table provides a summary of the concurrent programs used for Trade Planning.

### *Trade Planning Concurrent Programs*

| Program/Name         | Required | Description   |
|----------------------|----------|---|
| Funds Accrual Engine | Yes      | See Description in Concurrent Programs for Budgets - Funds Accrual Engine, page C-3 |

| <b>Program/Name</b>                        | <b>Required</b> | <b>Description</b>  |
|--|-----------------|---|
| Generate Party List for Market Qualifiers  | Yes             | 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.                                |
| Net Accrual Engine                         | Yes             | Calculates the net accruals for all offers of type "Net Accrual" only.  |
| Refresh Materialized Views for Order Sales | Yes             | 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. |
| Refresh Account Manager Dashboard          | Yes             | Refresh Account Manager Dashboard program refreshes the data on the Account Manager Dashboard.  |

| <b>Program/Name</b>  | <b>Required</b> | <b>Description</b>   |
|--|-----------------|--|
| Refresh Trade Management Activities (Offers and Schedules) | Yes             | <p>When you run 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 (Refresh Materialized Views for Order Sales, Refresh Account Manager Dashboard, and Refresh Trade Management Activities) 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> |
| Transfer to General Ledger                                 | Yes             | See description under Concurrent Programs for Budgets - Transfer to General Ledger., page C-6  |
| Update Time Structure                                      | Yes             | <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 Set Profile Options for Trade Planning , page 4-2for more information.</p>  |
| Utilize Lumpsum Offers                                     | Yes             | See description under Concurrent Programs for Budgets - Utilize Lumpsum Offers, page C-7.  |
| Validate Budget and Quota Thresholds                       | Yes             | See description under Concurrent Programs for Budgets - Validate Budget and Quota Thresholds, page C-7   |

| Program/Name                                       | Required | Description  |
|--|----------|--|
| Validate market and product eligibility for budget | No       | See description under Concurrent Programs for Budgets - Validate market and product eligibility for budget, page C-10. |

## Concurrent Programs for Claims

Run the following concurrent programs for claims *after* the use of claims has commenced — *not* at the time of implementation.

### *Concurrent Programs for Claims*

| Program/Name                       | Required | Description   |
|------------------------------------|----------|---|
| Claims 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"> <li>• Claim class—deduction or overpayment. If blank, all claims included.</li> <li>• Customer—select a customer. If blank, all claims included.</li> <li>• Claim type—select a claim type. If blank, all claims included</li> </ul> |
| OZF: Legal Entity Stamping Upgrade | No       | <p>To ensure legal compliance, all transactions that translate to legal documents must be stamped with the Legal Entity ID at the header level. The Claims table contains a legal entity column. This concurrent program stamps the legal entity id on the existing Claim records.</p> <p>Note: This concurrent program contains the OZF prefix.</p>  |

| <b>Program/Name</b>     | <b>Required</b> | <b>Description</b>   |
|-------------------------|-----------------|--|
| 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 bucket type.</p>   |
| 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> <p>If the Group by Offer parameter is enabled on the autopay program, the system generates a single claim per offer earnings.</p> |
| Claims Import Purge     | No              | <p>This program is used to purge the claims import interface table.</p>  |



| Program/Name              | Required | Description  |
|---------------------------|----------|--|
| 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"> <li>• To close out deductions or overpayments settled with credit or debit memos using Autoinvoice.</li> <li>• When deductions are settled with a return materials authorization (RMA).</li> </ul> <p>Parameters:</p> <p>Claim Class</p> <p>Payment Method</p> <p>Claim Type</p> <p>Reason</p> <p>Customer</p> |

| Program/Name  | Required | Description   |
|---------------|----------|---|
| Import Claims | Yes      | <p data-bbox="930 306 1354 562">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 data-bbox="930 590 1354 779">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 data-bbox="930 806 1127 827">Parameters: None.</p> |

| Program/Name                                       | Required | Description   |
|--|----------|---|
| Refresh Materialized Views for Promotional Payment | Yes      | <p data-bbox="1024 310 1463 401">For the refresh for promotional payments to occur you must run the program with the parameter "earnings".</p> <p data-bbox="1024 428 1419 518">Updated the materialized view for promotional payments with the most recent earnings information.</p> <p data-bbox="1024 546 1435 600">This profile options collects the data as follows:</p> <ul style="list-style-type: none"> <li data-bbox="1024 630 1162 657">• <b>Utilized</b> <ul style="list-style-type: none"> <li data-bbox="1076 686 1463 1066">• Order related utilizations (positive), such as those for accrual and off-invoice offers, are utilizations for orders booked but not shipped, invoiced or closed. These utilizations are not the same as "earned" balances. Return related utilizations (negative), are utilizations for return orders booked but not invoiced (credited) or closed.</li> <li data-bbox="1076 1108 1463 1360">• Non-order related utilizations, such as those for lump sum and scan data offers, as well as utilizations created by net accrual offers, partner activities or indirect sales purposes, do not distinguish between utilized and earned.</li> <li data-bbox="1076 1402 1463 1528">• Adjustments are made to the utilized amount, whether manually created, created by public API or system generated.</li> </ul> </li> <li data-bbox="1024 1583 1149 1610">• <b>Earned</b> <ul style="list-style-type: none"> <li data-bbox="1076 1640 1427 1766">• Order related utilizations (positive), are utilizations for orders shipped, invoiced or closed. Return related</li> </ul> </li> </ul> |

| Program/Name | Required | Description   |
|--------------|----------|---|
|              |          | <p>utilizations (negative), are utilizations for return orders invoiced (credited) or closed.</p> <ul style="list-style-type: none"> <li>• Non-order related utilizations as well as utilizations created by net accrual offers, partner activities or indirect sales purposes, are the same as utilized.</li> <li>• Adjustments are made to the utilized amount, whether manually created, created by public API or system generated.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Paid</b> <ul style="list-style-type: none"> <li>• For off-invoice types of utilizations such as off-invoice, order value and promotional good offers, the paid amounts are the same as earned amounts.</li> <li>• For accrual types of utilizations such as accrual, lump sum and scan data offers, the paid amounts are claim amounts associated to the accruals.</li> <li>• Adjustments are made to the utilized amount, whether manually created, created by public API or system generated.</li> </ul> </li> <li>• <b>Unpaid Earning (earned minus paid)</b> <ul style="list-style-type: none"> <li>• The Budget Materialized View does not contain an Unpaid earnings column because these values are essentially a calculation. Storing a calculated</li> </ul> </li> </ul> |

| Program/Name               | Required | Description  |
|----------------------------|----------|--|
|                            |          | column on the Budget Materialized View may result in performance issues.                   |
| Transfer to General Ledger | Yes      | See description in Concurrent Programs for Budgets - Transfer to General Ledger , page C-6 |

## Concurrent Program for Indirect Sales

Run the following concurrent programs for indirect sales:

### *Concurrent Program for Indirect Sales*

| Program/ Name                              | Required | Description  |
|--|----------|--|
| 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.<br><br>This replaces the Chargeback Accrual concurrent program used in 11.5.9.      |
| Resale Batches Purge                       | No       | This program purges the entries in the OZF_RESALE_LINES_INT_ALL interface table based upon Date Source/Patch Number and an IDSM parameter.<br><br>No parameter.  |
| Refresh Materialized Views                 | 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. |
| Refresh Materialized Views for Order Sales | Yes      | See Description in Concurrent Programs for Budgets - Refresh Materialized Views for Order Sales., page C-11  |

| Program/ Name                                      | Required | Description  |
|--|----------|--|
| 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.         |
| 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. |

## Concurrent Programs for Supplier Ship and Debit

Run the following concurrent programs for supplier ship and debit:

### *Concurrent Program for Supplier Ship and Debit*

| Program/ Name                            | Required | Description  |
|--|----------|--|
| Ship and Debit Batch Creation            | No       | This program creates a batch for all supplier-approved requests. For information on parameters see, <i>Generating Supplier Ship and Debit Batch, Oracle Trade Management User Guide</i> .  |
| Supplier Ship and Debit Batch Auto Claim | No       | <p>This program generates debit memos for the supplier's outstanding accrual balance. The parameters are as follows.</p> <ul style="list-style-type: none"> <li>• Batch Number - select the supplier ship and debit batch number.</li> <li>• Supplier Name - select the name of the supplier as on the batch.</li> <li>• Supplier Site - select the name of the supplier site as on the trade profile of the supplier named above.</li> </ul> <p>For more information on supplier trade profiles, see <i>Creating Ship and Debit Supplier Trade Profile</i>, page 8-2.</p> |

## Additional Concurrent Programs

The following program is an additional Concurrent Program.

### *Additional Concurrent Program*

---

| <b>Program/ Name</b>        | <b>Required</b> | <b>Description</b>   |
|-----------------------------|-----------------|--|
| 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. This program updates denormalized tables with team information. |

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## Seeded User Statuses

This appendix covers the following topics:

- User Status Overview
- Seeded User Statuses
- User Status Limitations

### 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.

### Seeded User Statuses

The seeded User Status values are as follows:

#### *Seeded User Statuses*

| <b>User Status For</b> | <b>SYSTEM_STATUS</b> | <b>User Status Name</b> |
|------------------------|----------------------|-------------------------|
| 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        |

| <b>User Status For</b> | <b>SYSTEM_STATUS</b> | <b>User Status Name</b> |
|------------------------|----------------------|-------------------------|
| 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          | 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               |
| Claim Status           | NEW                  | New                     |
| Claim Status           | OPEN                 | Open                    |
| Claim Status           | PENDING              | Pending                 |
| Claim Status           | PENDING_APPROVAL     | Pending Approval        |
| Claim Status           | PENDING_CLOSE        | Pending Close           |

| <b>User Status For</b> | <b>SYSTEM_STATUS</b>       | <b>User Status Name</b>          |
|------------------------|----------------------------|----------------------------------|
| 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                           |

---

| <b>User Status For</b> | <b>SYSTEM_STATUS</b>   | <b>User Status Name</b> |
|------------------------|------------------------|-------------------------|
| Price List Statuses    | CANCELLED              | Cancelled               |
| Price List Statuses    | DRAFT                  | Draft                   |
| Price List Statuses    | SUBMITTED FOR APPROVAL | Submitted For Approval  |
| Price List Statuses    | REJECTED               | Rejected                |

---

## **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.

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## Claim Interface Tables

This appendix covers the following topics:

- Overview

### Overview

For information on interface tables for claims refer to the *Oracle eBusiness Suite Electronic Technical Reference Manual -eTRM*. eTRM is a pl/sql utility that reads design information in an Oracle database and displays its output in HTML format. It shows database design and dependency information for the Oracle eBusiness suite, including Oracle Trade Management.

Third Party Accrual from Interface, page C-19 table is a concurrent program which creates third party accrual for data that users import for Indirect Sales. This program uses data stored in the 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 generates utilizations based on accruals that should be applied to them. The program does not create any claim or claim lines.

Oracle Trade Management uses data stored in the following tables:

| Table                   | Description  |
|-------------------------|--|
| OZF_CLAIMS_INT_ALL      | Claim information - This table stores the data that must be imported to the OZF_CLAIMS_ALL table by the AMS-TM: Import Claim concurrent program.                         |
| OZF_CLAIM_LINES_INT_ALL | Claim line information - The claim lines interface table stores data that must be imported to ozf_claim_lines_all table by the AMS-TM: import Claims concurrent program. |

| Table                        | Description  |
|------------------------------|--|
| OZF_RESALE_LINES_INT_AL<br>L | Third party accruals - This claim interface table stores data that must be imported to ozf_resale_lines_all, ozf_resale_headers_all, ozf_resale_adjustments_all table by the OZF-TM: Third Party Accrual from Interface table. |

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