Oracle® Channel Revenue Management

User Guide

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Oracle Channel Revenue Management User Guide, Release 12.1

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Primary Author: Rinku Mohapatra

Contributor: Amritashwar Lal, Archana Vadya, Govind Rao, Harish Ekkirala, Joshua Mahendran, Karan Dass, Rekha Kumari, Samir Agrawal, Vijay Hotanahalli

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Preface

Intended Audience

Welcome to Release 12.1 of the *Oracle Channel Revenue Management User 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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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 Implementation Manual

This guide show you how to define pricing rules that service the pricing requirements of Oracle applications. Pricing rules control the pricing actions that are applied to customer transactions such as price lists, price agreements, formulas, and modifiers. With Oracle Advanced Pricing, you can attach qualifiers to a price list that enables an item have more than one price list. You can also set up block pricing, promotional limits, multiple currency conversion, and multiple contexts per sales order.

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 Marketing Implementation Guide

Oracle Marketing provides the tools necessary to automate the planning, budgeting, execution, and tracking of your marketing initiatives. It provides a single repository of customer information that enables you to analyze, personalize, refine, and target your campaigns to better align with sales. You can set up fatigue rules to define contact limits by time period and by channel.

Oracle Marketing User Guide

This guide tells you how to create marketing programs, execute campaigns across multiple customer interaction channels such as Web, email, direct mail, and telemarketing, and monitor the performance of these programs. With Oracle Marketing, you can generate prospective customer lists and assess the effectiveness of these lists, and manage marketing collateral and marketing budgets.

Oracle Channel Revenue Management Implementation Guide

Oracle Trade Management is now called Oracle Channel Revenue Management. It integrates with Oracle Territory Manager, Oracle Receivables, Oracle Payables, and Oracle Order Management to enable you to manage trade promotions. This guide describes how to set up accounts, trade profiles, budgets, target allocations, and offer payout dates and methods.

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.

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 11*i* 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.

1

Introduction to Oracle Trade Management

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 several customers. Trade activities in these industries are executed though complex channels and patterns. The complexity of transactions increases with the growing number of customers, making it difficult for manufacturing organizations to manage their funds, trade promotions, and claims. Such 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 the return on investment.

Oracle Trade Management is a sales application that supports the iterative selling model, wherein companies operating in areas such as consumer goods, life sciences, and so on, regularly sell goods to more or less the same customers.

Oracle Trade Management eases the process of buying and selling by addressing the following critical business requirements:

- Sales Force Automation

- Trade Promotion Management

- Budget Management

- Claim and Deduction Management

- Indirect Sales Management

> **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 / Appendix Number	Chapter Name	Applicable Products
1	Introduction to Oracle Trade Management	All Products
2	Business User Flows	All Products
3	Customers	All Products
4	Products and Price Lists	All Products
5	Quota Allocation	Channel Rebate and Point-of-Sale Management
6	Account Manager Dashboard	Channel Rebate and Point-of-Sale Management
7	Trade Planning and Offers	Channel Rebate and Point-of-Sale Management
8	Campaigns and Programs	Channel Rebate and Point-of-Sale Management

Chapter / Appendix Number	Chapter Name	Applicable Products
9	Budget Management	Channel Rebate and Point-of-Sale Management
10	Claim and Deduction Management	Accounts Receivable Deductions Settlement
11	Indirect Sales Management	Channel Rebate and Point-of-Sale Management
12	Using Supplier Ship and Debit	Supplier Ship and Debit
13	Common Components	All Products
A	Home Page and Calendar	All Products

For more information on using Price Protection, see the *Oracle Price Protection User's Guide*.

Sales Force Automation

Sales activities of large manufacturing organizations usually span many territories and regions. Before planning for sales activities, it is essential to analyze what should be the target for the current year, and what territories and products the organizations should 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. The 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

Promotional planning involves planning for discounts in such a way that it encourages customers to buy products, and at the same time produces the desired return on investments. 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 12-1.

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 flows in Life Science's Industries and Deviated Pricing Flows in Food Services: to settle claim 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 organization.

- 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 supported by Oracle Partner Management. However, approved requests related to Special Pricing, Soft Funds, and Referrals, are managed and settled in Oracle Trade Management.

Supplier Ship and Debit Processing

The Supplier Ship and Debit process allows 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 account, 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. A sales orders is 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 still decide to 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	Oracle Trade Management integrates with 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 where the modifiers in a group are incompatible with each other. Advanced options enables you to accurately control the behavior of offers. 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 Trade Management integrates with Oracle Costing for 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	Offers that are created in Oracle Trade Management are visible in 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	Oracle Trade Management integrates with Oracle Task Management for: • Offers: generic tasks such as printing the offer to customer for customer review • Claims: research activities such as verifying the proof of delivery or contacting customers to obtain additional information about the claim.
Oracle Trading Community Architecture (TCA) - Data Quality Management (DQM)	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.
Oracle Territory Management	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.
Oracle Order Management	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.
Oracle E-Business Tax Engine	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

Oracle Trade Management Key Features

This section describes the key features included in the main functional areas for this

release of Oracle Trade Management. The functional areas include budget, quota, account manager dashboard, offer, claim, indirect sales, and common components.

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 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, Oracle Trade Management offers a public API. See Creating a Quota Using the Quota

Creation Public API, page 5-11 for more information.

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, sales representatives can access the dashboard to see their 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.
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 as 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 features support for Indirect Sales in Volume Offers.

Feature	Description
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.
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

Feature	Description
Settlement by AP Debit	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.
	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.
Settlement by AR Credit	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,
Accounting Only Settlement	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.

Feature	Description
Netting Settlement	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.
	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.
Configurable Settlement Workflow	Allows companies to create custom settlement methods in addition to the seeded methods. You can settle promotional claims with the custom settlement method.
Mass Settlement	Use this to search for related account transactions and enforce claim security.
Multi-Org Access Control (MOAC) for Claims	You can view and/or update claims across operating units provided you have the correct access privileges. Claims remain org-striped.
Oracle E-Business Tax Integration	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.
	• 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.

Payment Settlement Methods

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

• Wire Transfer

- Electronic Transfer

- Accounts Payable Default Payment

- Netting supporting through Accounts Payable

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

Settlement Method	Description
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	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. - When a claim is settled with an electronic transfer settlement method, the invoice generated in Payables displays a payment method of 'Electronic'

Settlement Method	Description
Account Defaults Payment	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.
	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 :
	• 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.

Indirect Sales Point of Sale Data 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 supplier 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 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 ship and debit 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	To increase support of the application being used under different operating units, Oracle Trade Management includes the following: • For improved synchronization with Advanced Pricing, Trade Management Offer contains the profile option OZF: Global Flag on Pricing Related Objects. This profile option defaults whether a global flag will be checked when the offer is passed to Advanced Pricing. For detailed information on this profile option see the *Oracle Channel Revenue Management Implementation Guide*. • 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.
Ledger Architecture Compliance	Oracle Trade Management uses the term Ledger instead of Set of Books.

Common Components	Description
Additional Descriptive Flexfields	New descriptive flexfields include: • Price list header • Price list line • Competitor product header • Quota header • Offer performance line • Special pricing request header and request line • Soft fund request header and request line • Indirect sales batch header and batch line • Supplier ship and debit request header and request line • Supplier ship and debit batch header and batch lne • Price protection transaction header and transaction line • Price protection transaction covered inventory receipt adjustment • Price protection transaction covered inventory details price protection transaction customer claims

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, page 1-20.

- 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-striping 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.

You can implement org-striping features in various modules, and design the setups accordingly to meet your business needs.

How Oracle Trade Management Modules Use Operating Units

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

> **Note:** For detailed information on the profile options listed in the following table see the Profile Option chapter in the *Oracle Channel Revenue Management Implementation Guide*.

Use of Operating Units

Oracle Trade Management Module	Use of Operating Unit
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.

Oracle Trade Management Module	Use of Operating Unit
Budgets	Oracle Trade Management Budgets uses Operating Units in the following manner: • **Fully Accrued Budget** - When you create a budget in Oracle Trade Management and accumulate the Total balance the profile option OZF: Global Flag on Pricing Related Objects is used.
Price Lists	In Trade Management the profile option OZF: Global Flag on Pricing Related Objects 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 OZF: Territories Limited to Operating Unit profile 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 OZF: Territories Limited to Operating Unit profile option at the site level. This profile option can handle either org-specific or non-org specific quota allocation. The default is set to No to ensure that all quota and dashboard functions work the same.
Dashboard	The Trade Management profile option OZF: Territories Limited to Operating Unit enables the Trade Management dashboard to expose sales orders within one or multiple operating units. 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.
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.

Oracle Trade Management Module	Use of Operating Unit
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 a 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.

2

Business User Flows

This chapter covers the following topics:

- Overview
- Account Manager Dashboard Flow
- Trade Promotion Forecasting to Execution
- Creating an Offer-related Claim and Settling it by Check Payment
- Deduction to Auto-Resolution for Non-Invoice Deduction
- Top-down Bottom-up Budgeting
- Volume Accrual

Overview

The business user flows included in this chapter describe the end-to-end process for a few common tasks and activities that you can execute in Oracle Trade Management. These business user flows will enable you to understand the budgets, offers, and claims functionality. You can also understand the background processes, and the role of concurrent programs in these processes.

Oracle Trade Management integrates with Oracle Receivables, Oracle Payables, and Order Management. Some of the steps included in the flows may need to be executed in Order Management, Oracle Receivables, and Oracle Payables. These actions are performed by the respective users and have been included in the flows for your understanding only. To perform these steps, you must log into Oracle Forms with the appropriate responsibility. The logins, users, and responsibilities, and some of the data used in these flows are seeded in the Vision demonstration database.

Account Manager Dashboard Flow

This business user flow describes how to use the Account Manager Dashboard to view the target allocation, access account plans, create and evaluate offers by using offers

evaluator and offer worksheet, and capture retail pricing information of your products as well as the competitors' products. It also describes how to use the various tools in the Account Manager Dashboard to analyze sales performance.

Dependencies and Prerequisites

- Integration with Oracle Payables and Oracle Receivables must be set up.

- Territories must be set up for quota allocation.

- The workflow background process with the parameter AMS Marketing Generic Approvals must be running to initiate an approval notification to the Budget Approver to approve the budget.

- The following concurrent programs must be running in the background:

  - Refresh Account Manager Dashboard: to refresh the data on the dashboard.

  - Refresh Materialized View for Order Sales: to refresh the materialized view that summarizes the order data from Order Management, and which is the source for all order sales information used across Oracle Trade Management.

  - Refresh Trade Management Activities (Offers and Schedules): to populate de-normalized tables with up-to-date information of new and changed Offer and Schedules.

    Important: The Administrator in your organization should automate these concurrent programs by scheduling them to run regularly.

Scenario

The Sales Management of Vision Industries targets to sell 10 million product units in the year 2005-2006. The sales activities of Vision Industries span across many territories and regions in USA. The Sales Management has allocated this total quota number to the Sales Representatives in these territories and regions. You, the Sales Representative in California have received a quota of 100,000 product units that you must achieve during this year.

You must now evaluate and create offers to achieve the desired results. The Sales Management has also requested you to submit quarterly sales reports, containing information such as the sales performance for individual accounts, budget spending for each account, and retail pricing information of similar competitor products.

Process Flow Diagram

The following figure illustrates the Account Manager Dashboard flow starting from

quota allocation to viewing the budget summary and claim summary of customer accounts.

Account Manager Dashboard Flow
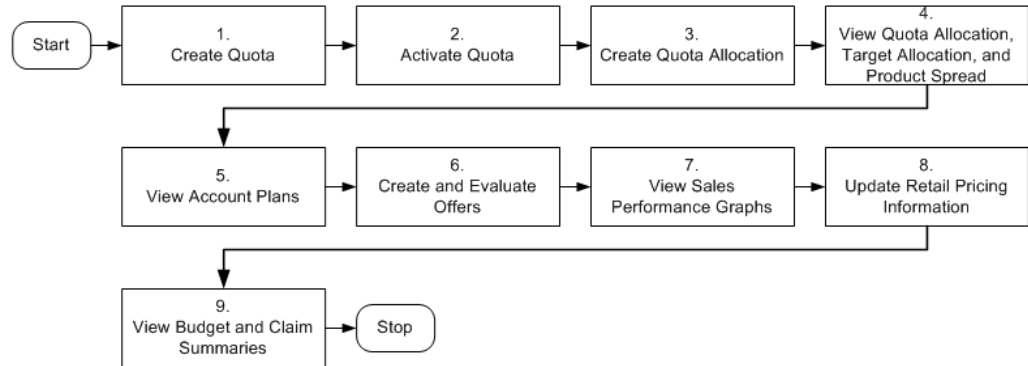
Procedure

> **Note:** Steps 1-3 will be performed by the Sales Manager with the Oracle Trade Management Super User Responsibility.

Step 1: Create Quota

Quota is the total sales target (in terms of money or quantity of products) that must be achieved in a specific time period. The Sales Management first creates a quota and then allocates the quota.

Step 2: Activate Quota

If Quota Approval is checked under Custom Setup, then the quota must go through the quota approval process to become active.

Step 3: Create Quota Allocation

Quota allocation is the process by which the Sales Management distributes targets to each level in a sales team hierarchy. If you are the Sales Manager, you can create any number of quota allocations from a quota. You can create allocations for different hierarchies within the selected territory, and for different time periods, as long as the quota remains active. Use the following procedure to create a quota allocation.

Step 4: View Quota Allocation, Target Allocation, and Product Spread

If you are the Sales Representative, you will receive notifications after the process of quota allocation is complete. As the first step, you can view the targets that have been allocated to you by logging into the Account Manager Dashboard. The quota allocated to you will be automatically reallocated to each of your customer accounts. This automatic allocation is known as Account Allocation or Target Allocation.

The target allocation worksheet gives you a comprehensive view of how the quota has been allocated to each of your accounts. It displays the targets that you must achieve for each of the accounts.

After the process of quota allocation is complete, product spreads will also be automatically generated for each account. The generated product spreads are based on the product eligibility that the Sales Management has defined. The product spread for an account appears as a worksheet and displays the products and the product allocation numbers either on a monthly basis or quarterly basis; this depends on the time spread that the Sales Management has selected while creating the quota.

Step 5: View Account Plans

After the process of quota allocation is complete, individual account plans are automatically created for each account and each of the bill-to and sold-to locations of the respective account.

Step 6: Evaluate Offers

To achieve your targets, you must now start evaluating and creating offers to encourage the customers to buy products. Offer evaluator enables you to search for a list of offers that fit specific criteria such as customers, products, territories, costs, and return on investments (ROI).

You can copy each offer that you select from the offers evaluator, as an offer worksheet. By using the offer worksheet, you can create new offers of the offer types--Accrual, Off-invoice, Lump sum, Scan Data, and Volume. After you copy an offer as a worksheet, you can evaluate and create offers that will fetch the desired return on investments.

When you create an offer from the offer worksheet, you can use the discount calculator to obtain a forecasted ROI value. You can also enter your own discount values and modify them. You can enter the performance requirements for the offer, create an offer forecast, and create new offers.

Step 7: View Sales Performance Graphs

During the target allocation process and offer creation process, you can view the sales graphs to analyze past sales performance. You can select various combination based on the customer and ship-to sites, product categories and products, and the time (start date and end date). In the graphs, the sales numbers (quota, current sales, prior year sales) are displayed in lines. The cost numbers (list price, costs of goods, margin, and discount) are displayed as columns.

Step 8: Update Retail Pricing Information

You can record the retail prices at which a retailer sells your products. You can also update information and keep track of competitive products and the prices at which they are sold. This enables you to keep track of competitive products and the associated prices. You can use this information to plan for offers and trade promotions in an optimal way.

Step 9: View Budget Summary and Claim Summary

The budget summary report summarizes the budget utilization for each customer account. The claim summary report gives a summary of claims for each of the customer accounts. You can use this information to create reports on the budget spending for each account.

Trade Promotion Forecasting to Execution

This business user flow describes how to use Oracle Trade Management to forecast product sales for an offer to a customer, create and ship orders, update the budget associated with the offer, pay the customer automatically, and settle the claim.

Dependencies and Prerequisites

- Integration with Oracle Payables and Oracle Receivables must be set up.

- The workflow background process with the parameter AMS Marketing Generic Approvals must be running to initiate an approval notification to the Budget Approver to approve the budget.

- The workflow background process with the parameter Claim Settlement must be running to close the claim.

- The following concurrent programs must be running:

    - OM Order Line: to generate an invoice from an order that is created in Order Management

    - Pick Release Process: to pick, and pack a sales order

    - Interface Trip Stop: to ship a sales order to the customer location

    - Funds Accrual Engine: to update the budget that is related to the offer and the order

    - Autopay: to automatically create a claim for the customer

    - AutoInvoice: to validate and import records as completed transactions into Oracle Receivables

    - Claim Settlement Fetcher: to close the claim that you have prepared to settle.

Scenario

Vision Industries has manufactured and launched a new product. Because the product is new in the market, not many customers are aware of the product, and the product has not been selling well. The Sales Management decides to promote the product. The Sales

Management assigns you the responsibility of creating a plan to promote and advertise this product in the market.

You, the Sales Manager decide to promote this product by creating an accrual offer to give delayed discounts on purchases of the new product within the first three months. You wish to find out how well the offer would perform, and then activate the offer. You also plan to settle accruals and pay customers automatically.

Process Flow Diagram

The following figure illustrates the Oracle Trade Management application process flow from forecasting product sales for an offer to a customer, to settling the claim.

Trade Promotion Forecasting to Execution
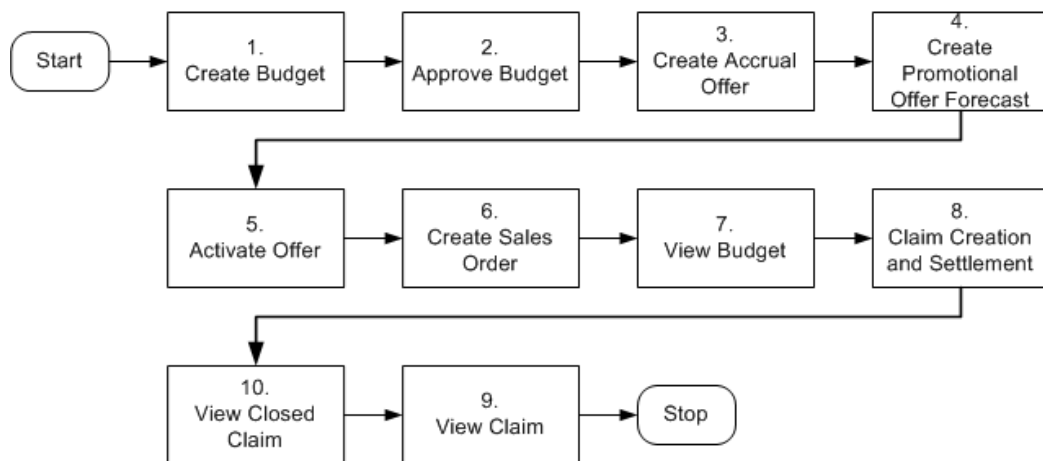
Procedure

Follow the steps in this section to complete this flow.

Step 1: Create a Budget

A Budget is a pool of money, which you can use to fund trade promotion activities such as offers and campaigns. As the first step, you create a budget for $500,000 to be used for general sales and trade promotion purpose. You can use this budget to source an accrual offer to offer delayed discounts to your customers.

Step 2: Approve the Budget

The budget must go through the budget approval process to become active. You can source funds for sales and trade promotion activities from a budget only if it is active.

Step 3: Create an Accrual Offer

In this step, you will create an accrual offer to provide 10% discount on each unit of the product, which customers purchase. An accrual offer enables you to give delayed discounts on items that the customer or distributor purchases. The discounts get

accrued over a period of time, and customers can later claim this amount. You can also enter the minimum quantity or amount that the customer must purchase to get the discount.

Step 4: Create Promotional Offer Forecast

You can create an offer forecast for the customer and product to find out how well the offer may perform. It enables you to determine whether the offer will provide the required promotional lift and yield the desired results. A forecast is created based on historical data. The offer must be in Draft status in order to create the forecast.

> **Note:** The concurrent program Refresh Materialized Views for Order Sales must be run to update Base Sales and Actual Sales. This concurrent program can be automated by scheduling it to run regularly. It updates the forecasting information to show the historical purchase of the product for the customer from the previous year period. You will use this information to create a forecast for your offer.

Step 5: Activate Offer

You must activate an offer to make it available for customers. Discounts are applied to the offer when customers place orders against the offer.

Step 6: Create a Sales Order

After an offer is active, customers can start placing orders against the offer. Orders are created in Order Management by the Order Management clerk. Discounts are applied when orders are created. To create a sales order, log into Order Management as ebusiness/welcome. This user has the Order Management Super User responsibility.

Navigation: Orders, Returns > Sales Orders.

Notes:

- **Order Type:** Enter Mixed.

- **Line Items:** Enter details as appropriate.

- **Actions:** Use this tab to create Promotion Pricing Attributes for Oracle Trade Management. Complete the following for a request only offer, for an automatic offer skip to view adjustments:

    1. Select **Promotion/Pricing Attributes** and click **OK**.

    2. Select **Promotion Number** and click **Apply**.

    3. Click **Actions** to view adjustments:

    4. Save your work and make a note of the order number.

    5. Click **Book Order**.

The Pick Release Process concurrent program picks and packs the order. The Interface Trip Stop concurrent program ships the sales order to the customer location.

Step 7: View Budget Utilization

The Funds Accrual Engine updates the budget that is related to the offer and the order. The utilized and the earned columns in the budget get updated according to the discounts that are offered against the orders that the customers have placed. The budget shows the utilized amount based on the discount applied to the order. The earned column shows the amount utilized based on the orders that have been shipped. To view the budget utilization details, log into Oracle Trade Management as trademgr/welcome. This user has the Oracle Trade Management Super User responsibility.

Navigation: Budget > Budgets.

Notes:

Look for the New Product Promotion budget. Optionally, click the amount under the Utilized column to view the order number.

Step 8: Claim Creation and Settlement

The concurrent program Claims Autopay automatically creates a claim for the customer if Autopay is enabled in the customer's Trade Profile. To enable Autopay for the customer, navigate to Administration > Trade Management > Trade Profile, and select Autopay.

After the claim is automatically created, the following processes occur in the background:

- The AutoInvoice concurrent program validates and imports records as completed transactions into Oracle Receivables. If there are any errors in the process, they are listed in the output report.

- The Claims Settlement Fetcher concurrent program closes the claim that you have prepared to settle.

- The workflow background process with the parameter Claim Settlement closes the claim.

Step 9: View Credit Memos

Review the credit memo that is created from Oracle Receivables. Log into Oracle Trade Management as trademgr/ welcome. This user has the Oracle Trade Management Super User responsibility.

Navigation: Claim > Claims.

Look for the credit memo in Receipts.

Step 10: View Closed Claim

Review that the claim has been closed. This concludes the claim settlement process. The claim will be closed when the Claims Settlement Fetcher concurrent program is

complete.

Navigation: Claim > Claims.

Notes:

Look for the claim that you created and settled. Verify that the claim status has changed to Closed. The Claim Report shows the Receipt, Settlement, Vendor, Payment Detail, and other information.

Creating an Offer-related Claim and Settling it by Check Payment

This business user flow describes how to use Oracle Trade Management to settle an offer-related claim with a check payment.

Dependencies and Prerequisites

- Oracle Trade Management must be fully implemented.

- Integration with Oracle Payables must be set up.

- The workflow background process with the parameter Claim Settlement must be running to close the claim.

- The following concurrent programs must be running:

    - Payables Open Interface Import: to track the claim in Oracle Payables the same way all other payments through Oracle Payables are tracked

    - Claim Settlement Fetcher: to close the claim that you have prepared to settle

Scenario

You, the manufacturer, wanted to promote a new shampoo. To do this, you created an accrual type offer for your customer, Goodway Stores. The offer stated that Goodway would receive 10% off all purchases of the new shampoo for a three month period. The 10% savings was accrued during that period. Goodway has now submitted a claim requesting payment for their accruals by check.

Process Flow Diagram

The following figure illustrates the Oracle Trade Management application process flow for settling a trade promotion claim by check payment.

Creating an Offer-related Claim and Settling it By Check Payment
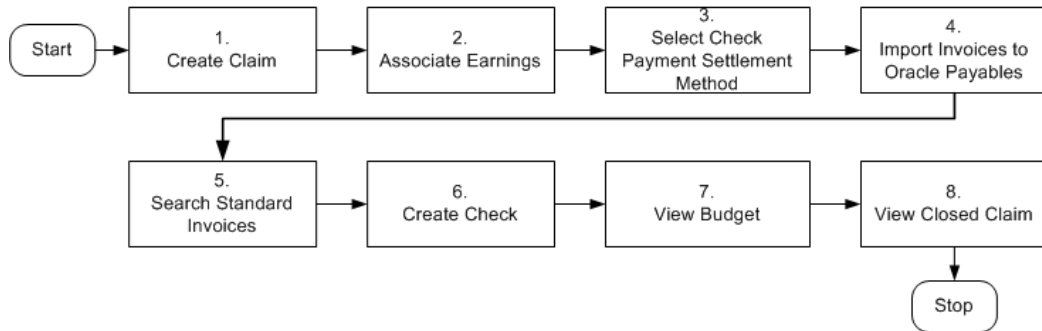
Procedure

Follow the steps in this section to complete this flow.

Step 1: Create a Claim

The claim you create for this flow will be related to an offer. However, customers can file claims for a variety of reasons including shipping errors or defective merchandise. In some cases, the reason may be unknown.

Procedure: create claims, create claim lines.

Step 2: Associate Earnings

In this step, the 10% accrual (also called "rebates" or "earnings") which you, the manufacturer, tracked for Goodway on its purchases of shampoo, will be associated to the claim. Associating the earnings to the claim means that the claim will be paying off these accruals. When you associate earnings, you associate an offer to a claim so that the claim is tied to the offer, and to the budget that is funding the offer. You can then view how much the customer has earned for the associated offer. In most cases, you will associate earnings for many offers rather than just one.

Step 3: Select the Check Payment Settlement Method

Now you will select a settlement method for the claim and submit it for approval.

Step 4: Import Invoices Into Oracle Payables

This is an interim stage for creating a check to Goodway for the 10% accrual it has earned. The purpose of this step is to track the claim in Oracle Payables the same way all other payments through Oracle Payables are tracked. You, the manufacturer, should have your Administrator automate this step. Log into Oracle Forms as ebusiness/welcome: Payables, Vision Operations (USA).

Navigation: Other > Requests > Run > Single Request.

Notes:

- **Name:** Select Payables Open Interface Import

- **Source:** CLAIMS

Navigate to View > Requests > All My Requests > View Output to view the output to confirm that the invoice was imported.

Step 5: Search Standard Invoice

This is a step performed by the manufacturer's accounts payable clerk. This is another interim stage for creating the check to Goodway. The purpose of this step is to validate the payment information before actually creating a check. The payables invoice created from the claim should indicate that the customer will be paid the amount you entered on the claim. You, the manufacturer, can ask your Administrator to automate this step.

Log into Oracle Payables as ebusiness/welcome. This user has Oracle Payables Super User responsibility.

Navigation: Invoices > Entry > Invoices.

1. Perform a query in the Invoice Number field using the claim number.

    1. Press the F11 key.

    2. Enter the claim number in the Invoice Number field.

    3. Notice that additional information related to this claim is filled in automatically, for example supplier name, invoice amount, and invoice currency. Quickly check to make sure that the Distribution Total and the amount are the same. If they are not the same, you will not be able to complete this task.

2. Click **Actions**, and select **Validate**.

3. Click **OK**.

    The invoice status changes from Never Validated to Validated. Changes are saved automatically.

    > **Note:** The concurrent program, Invoice Validation, can validate multiple invoices simultaneously.

Step 6: Create Check

This step shows how to create a check to pay the customer for the claim. The customer will be paid with the designated amount in Oracle Payables.

Navigation: Actions > Pay in Full.

Notes:

- **Bank Account:** Select BofA.

- **Document:** Select Check.

The Note window appears as the system reserves the check document. This prevents other users from generating duplicate checks.

Although the currency of this bank account is set to USD, by setting the Multiple Currency Payments flag to Yes, the system will allow you to create a check from this bank in another currency.

Save your work. Click **Actions**, select **Format**, and click **OK** to submit the Payment Process Manager.

Step 7: View Budget Utilization

The Claim Settlement Fetcher concurrent program imports the Oracle Payables information back into Oracle Trade Management, and closes the claim that you have prepared to settle. You can review the budget paid column to observe that the budget has been paid for the claim amount.

Log into Oracle HTML applications as trademgr/welcome.

Navigation: Budget > Budgets.

Notes:

Review the Budget you used to see that the claim has been paid. Optionally, click the **Paid Amount** link to verify that the Paid amount has been updated.

Step 8: View the Closed Claim

Review the claim that has been closed. This concludes the claim settlement process. The claim will be closed when the Claims Settlement Fetcher concurrent program is complete.

Navigation: Claim > Claims.

Notes:

Look for the claim you created and settled. Verify that the status has changed to Closed. The Claim Report shows the Receipt, Settlement, Vendor, Payment Detail, and other information.

Deduction to Auto-Resolution for Non-Invoice Deduction

This business user flow describes how to create a non-invoice deduction, close the claim through auto-resolution, and settle it by invoice credit.

Dependencies and Prerequisites

- Oracle Trade Management must be fully implemented.

- Integration with Oracle Receivables must be set up.

Scenario

Goodway had placed an order for a particular product. You, the manufacturer, had shipped the products, but the shipment got delayed by many days due to bad weather conditions. Because of the delay in shipment, Goodway was not able to honor the requirements of end customers and therefore suffered losses. To claim compensation for these losses, Goodway takes a deduction from the payments.

You now have to create a non-invoice deduction, ensure that the orders and invoices related to the claim are valid, and automatically settle the deduction claim.

Process Flow Diagram

The following figure illustrates the process flow for deduction to auto-resolution for a non-invoice deduction, starting from creating a receipt to reviewing the Oracle Receivables receipt.

Deduction to Auto-resolution for Non-invoice Deduction
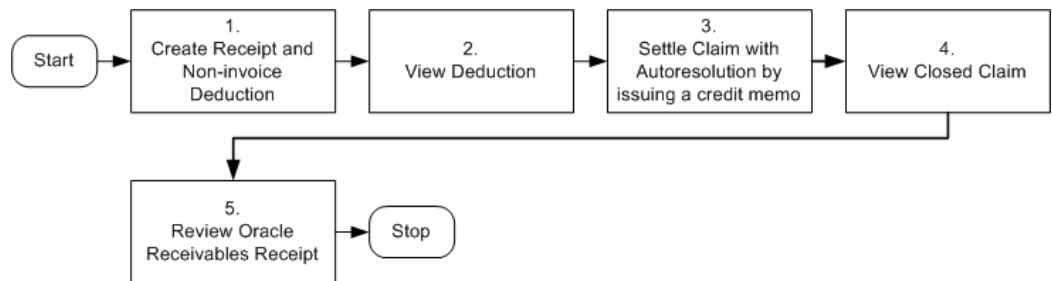
Procedure

Step 1: Create Receipt and Non-Invoice Related Deduction

You must create a non-invoice related receipt and a short payment (receipt amount is less than the invoice amount). The short payment creates a deduction claim. Based on the reason you select, the claim will be assigned to the appropriate person in Oracle Trade Management who owns the claim.

Navigation: Receipts > Receipts Summary > New.

Notes:

- **Receipt Amount:** Enter an amount that is less than the invoice for which you wish to create a deduction.

- **Payment Method:** Select Automatic Receipt.

- **Status:** Select Confirmed.

- **Applications:** Navigate to applications and enter the following details:

  - Apply To: Select invoice number.

  - Amount Applied: Apply complete invoice balance.

    Other information such as Trans Currency, Balance Due, Allocated Receipt Amount, Customer Number, GL Date, Apply Date, Class, and Type are automatically populated. Repeat this step for each invoice line that you have.

    Create another line for Claim Investigation Activity with the following details:

  - Apply To: Select Claim Investigation.

  - Amount Applied: Apply amount of Invoice (Deduction Claim is created since receipt amount is less than invoice amount).

  - Activity: Select Claim Investigation Activity.

  - Reference Type: Select Oracle Trade Management Claim.

An example of the Receipt applied to invoices is shown below:

A receipt of $800 has been received and this must be applied to 2 invoices in full. The invoice amount of the first invoice is $1062.50 and invoice amount for the second invoice is $531.25. So the claim investigation amount is $800 - $1062.50 - $531.25 = $793.75. The difference between the total amount of the invoice and the original receipt amount is the amount that is used for deduction (unresolved claim).

Apply To	Amount Applied	Balance	Deduction Amount	Activity	Reference Type	Reference Reason
Invoice 1	$1,062.50 (Including Tax)	0	-NA-	-NA-	-NA-	-NA-
Invoice 2	$531.25 (Including Tax)	0	-NA-	-NA-	-NA-	-NA-

Apply To	Amount Applied	Balance	Deduction Amount	Activity	Reference Type	Reference Reason
Claim Investigation	$793.75	-NA-	$793.75 Shows negative in Oracle Receivables Shows positive in Oracle Trade Management	Claim Investigation Activity	Oracle Trade Management Claim	Unknown

Save your work. Note down the Reference Number generated. This is the deduction number. The Deduction amount should be the sum of invoice amounts minus the Receipt Amount.

Step 2: View Deduction

Deductions are created in Oracle Receivables and can be viewed in Oracle Trade Management. To view a claim or deduction in Oracle Trade Management, log into Oracle Trade Management as trademgr/ welcome. This user has Oracle Trade Management Super User responsibility.

Navigation: Claim > Claims.

Look for the claim or deduction generated in Receipts.

Step 3: Settle Claim with AutoResolution by Issuing a Credit Memo

You decide to choose autoresolution to automatically close the claim, and choose the settlement method as credit memo. After this step is complete, the claim gets closed automatically. Procedure: Settling a Claim with an On-account credit memo.

Step 4: View Closed Claim

You can review the claim that has been closed. This concludes the claim settlement process. For auto-resolution claims, you do not have to run the AMS-TM: Claims Settlement Fetcher concurrent program.

Navigation: Claim > Claims.

Notes:

Look for the Claim you created and settled. The Claim Report shows the Receipt, Settlement, Vendor, Payment Detail, and other information.

Step 5: Review Oracle Receivables Receipt

You can review the Oracle Receivables Receipt that has been created. Note that the Receipt On-account Credit line has replaced the Claim Investigation line earlier. The deduction amount or short payment that was recorded in Oracle Receivables will be updated with the amount that is issued in the form of on-account credit. Log into Oracle Receivables as ebusiness/welcome.

Navigation: Receipt > Receipts.

Notes:

Search for the receipt. Navigate to **Applications**. Note that the on-account credit has replaced the claim investigation line earlier because the overpayment is settled. The on-account credit is a cash application line that can be used for the customer later on.

Top-down Bottom-up Budgeting

This business user flow describes how a Sales Manager can allocate a budget to the Sales Representatives. The Sales Representatives can view the budget allocation before it is activated, and manually request for more funds.

Dependencies and Prerequisites

- Oracle Trade Management must be fully implemented.

- The workflow background process with the parameter AMS Marketing Generic Approvals must be running to initiate an approval notification to the Budget Approver to approve the budget.

Scenario

You, the Sales VP in USA, plan to finalize the sales budget for the upcoming year. You create a total budget for the entire sales hierarchy and allocate it to different sales territories.

The Sales Representatives may view the allocation and offer their inputs. You may reallocate the budget based on these inputs. After the allocation is finalized, the Sales Representatives can start using the allocated funds to execute trade promotion activities in their respective territories.

Process Flow Diagram

The following figure illustrates the top-down bottom up budgeting process, starting from creating a budget and allocating it, to reviewing inputs and activating the allocation.

Top-down Bottom-up Budgeting
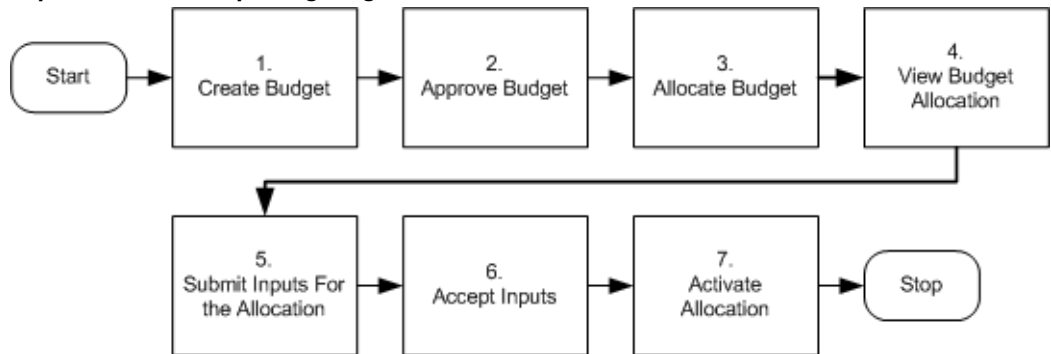
Procedure

Follow the steps in this section to complete this flow.

Step 1: Create Budget

A Budget is a pool of money, which you can use to fund trade promotion activities such as offers and campaigns.

Step 2: Approve the Budget

The budget becomes active after it is approved by the designated approvers.

Step 3: Allocate Budget

After the budget is approved, you can allocate the Budget to the Sales Representatives in the territory hierarchy.

Step 4: View Budget Allocation

After you allocate and publish the budget, the Sales Representatives can log into Oracle Trade Management and view the budget that has been allocated to them. This is a step performed by the Sales Representative. Click the **Allocation** side navigation link to view the budget allocation that you have received.

Step 5: Submit Inputs For the Allocation

After you allocate the funds, the Sales Representative who is the recipient of the allocation, can review the amount that has been allocated, and if they require a different amount than what has been allocated, they can suggest a new amount for the allocation. This is a step performed by the Sales Representative.

Step 6: Accept Inputs

You may accept or reject the request submissions that have been made by the Sales Representatives. If you accept the inputs, then the allocation gets reconfigured based on the changes.

Step 7: Activate Allocation

After the allocation is finalized, you can activate the Budget Allocation to make the funds available to the respective Sales Representatives in the hierarchy. You can skip this step if you do not wish to allocate the budget immediately.

Volume Accrual

Volume offers are created to encourage customers to buy high volumes of products. This business user flow describes how to create a Volume offer that has different discounts based on the amount of products purchased, and settle the related deduction through an on-account credit memo.

Dependencies and Prerequisites

- Oracle Trade Management must be fully implemented.

- Integration with Oracle Receivables must be set up.

- The workflow background process with the parameter AMS Marketing Generic Approvals must be running to initiate an approval notification to the Budget Approver to approve the budget.

- The workflow background process with the parameter Claim Settlement must be running to close the claim.

- The following concurrent programs must be running:

  - OM Order Line: to generate an invoice from an order that is created in Order Management

  - Pick Release Process: to pick and pack a sales order

  - Interface Trip Stop: to ship a sales order to the customer location

  - Funds Accrual Engine: to update the budget that is related to the offer and the order.

  - AutoInvoice: to validate and import records as completed transactions into Oracle Receivables

  - Claim Settlement Fetcher: to close the claim that you have prepared to settle

    Important: The Administrator in your organization should automate these concurrent programs by scheduling them to run regularly.

Scenario

Vision Industries wishes to encourage its customers to purchase a particular product in large quantities. The Sales Management assigns you the responsibility of working out a strategy to achieve this objective. You, the Sales Manager decide to create a Volume offer to encourage a particular customer--Goodway to buy the product in higher quantities. The discounts vary for a range of quantities of an item that is purchased. If Goodway purchases quantities in a higher range, they receive higher discounts. When Goodway reaches a higher sales level, they can get discounts even retroactive to the previous purchases.

You create a Volume offer to offer discounts to Goodway. You source funds for this offer from an existing budget. Goodway starts placing orders after the offer becomes active, and accrues discounts accordingly. Instead of submitting claims, Goodway takes a deduction for the amount that your organization owes them. You plan to settle these deductions by issuing on-account credit memos.

Process Flow Diagram

The following figure illustrates the process flow for creating a volume offer that has different discounts based on the amount of products purchased, and settling the related deduction through an on-account credit memo.

Volume Accrual Offer
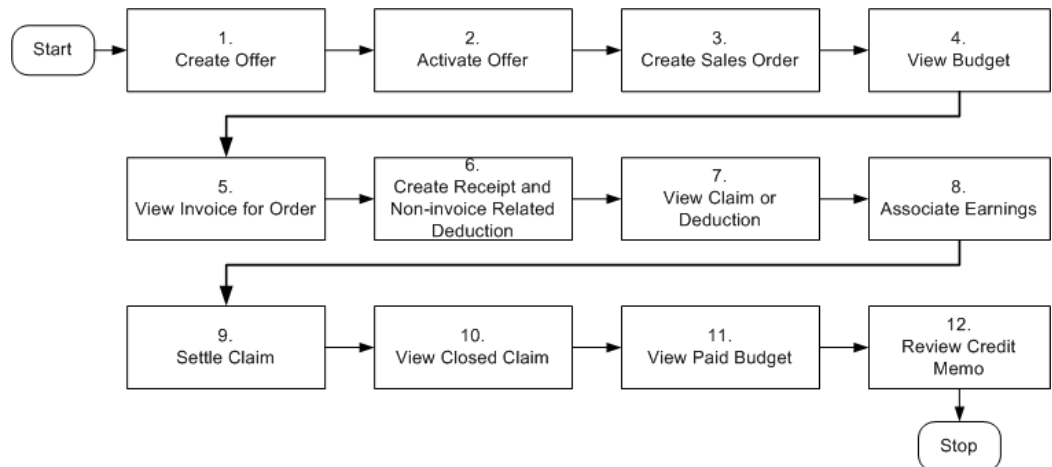
Procedure

Follow the steps in this section to complete this flow.

Step 1: Create Offer

As the first step, you create a Volume offer whereby Goodway receives discounts based on the quantity of products that they purchase. You can also enter the minimum

quantity or amount within certain ranges that the customer must purchase to get the appropriate discount.

Step 2: Activate Offer

After creating the offer, you must activate it to make it available to be used. Discounts are applied each time the customer places an order.

Step 3: Create a Sales Order

After the offer is active, Goodway can start placing orders against the offer. Goodway places an order for three units of a product, and discounts are applied when orders are created in Order Management by the Order Management clerk.

Log into Order Management as ebusiness/welcome. This user has the Order Management Super User responsibility.

Navigation: Orders, Returns > Sales Orders > Order Information.

Notes:

- **Order Type:** Select Mixed.

- **Line Items:** Enter values as appropriate.

- **Adjustments:** Use this option to create Promotion Pricing Attributes for Oracle Trade Management. Complete the following for a request only offer. For an automatic offer skip the step to view adjustments.

    1. Click **Adjustments**, select **Promotion/Pricing Attributes** and click **OK**.

    2. Select **Promotion Number**, click **Apply**, and click **OK**.

    3. Navigate to Actions to view adjustments.

Save your work. Make a note of the Order Number, and click **Book Order**.

A message appears indicating that the order has been booked. The Order Header tab reappears and the status appears as Booked. The Pick Release Process picks and packs the sales order. The Interface Trip Stop program ships the sales order to the customer location. Shipping is mandatory for Volume offers.

Step 4: View Budget Utilization

The Funds Accrual Engine updates the budget related to the offer and the order. The utilized and the earned columns in the budget get updated according to the discounts that are offered against the orders that the customers have placed. The budget shows the utilized and earned amount based on the discount applied to the order, and the orders that are shipped. Optionally, click the amount under the Utilized column to view the order number.

Step 5: View Invoice for Order

The concurrent program OM Order Line automatically creates an invoice for the order.

To view the invoice for the order, log into Oracle Receivables as ebusiness/welcome.

Navigation: Transactions > Transactions.

Notes:

Enter the Sales Order Number, and search for the invoice details. Note the invoice number. Click **Line Items** to verify the order lines.

Step 6: Create Receipt and a Non-invoice Related Deduction

Goodway takes a short payment (deduction) to claim the accrued discounts. You must create a receipt to record the payment and the short payment. The short payment creates a deduction claim. Based on the reason you select, the claim will be assigned to the appropriate person in Oracle Trade Management who owns the claim.

You must create a non-invoice related receipt and a short payment (receipt amount is less than the invoice amount). The short payment creates a deduction claim. Based on the reason you select, the claim will be assigned to the appropriate person in Oracle Trade Management who owns the claim.

Navigation: Receipts > Receipts Summary > New.

Notes:

- **Receipt:** Enter a unique receipt number.

- **Receipt Amount:** Enter an amount that is less than the invoice for which you wish to create a deduction.

- **Payment Method:** Automatic Receipt.

- **Applications:** Navigate to **Applications** and enter the following information:
    - Apply To: Select the required invoice number.

    - Amount Applied: Apply complete invoice balance.

      Other information such as Trans Currency, Balance Due, Allocated Receipt Amount, Customer Number, GL Date, Apply Date, Class, and Type are automatically populated. Repeat this step for each invoice line that you have.

Create another line for Claim Investigation Activity by entering the following details:

- Apply To: Claim Investigation.

- Amount Applied: Apply amount of Invoice (Deduction Claim is created since receipt amount is less than invoice amount).

- Activity: Claim Investigation Activity.

- Reference Type: Oracle Trade Management Claim.

Save your work. Note down the Reference Number generated. This is the deduction number. The Deduction amount should be the sum of invoice amounts minus the Receipt Amount.

Step 7: View Claim or Deduction

Deductions are created in Oracle Receivables and can be viewed in Oracle Trade Management. To view the claim in Oracle Trade Management, log into Oracle Trade Management as trademgr/ welcome. This user has Oracle Trade Management Super User responsibility.

Navigation: Claim > Claims.

Look for the claim or deduction generated in Receipts.

Step 8: Associate Earnings

Associate Earnings is used to associate an offer to the claim so that the claim can be tied to the offer and budget. After associating earnings, you can view how much Goodway has earned through the claims for the associated offer.

Step 9: Settle Claim

You wish to settle the claim with an on-account credit.

The following processes occur in the background:

- The AutoInvoice program validates and imports records as completed transactions into Oracle Receivables. If there are any errors in the process, they are listed in the output report.

- The Claims Settlement Fetcher concurrent program closes the claim that you have prepared to settle.

Step 10: View Closed Claim

You can review and check if the claim has been closed. This concludes the claim settlement process. The claim will be closed when the Claims Settlement Fetcher concurrent program is complete.

Navigation: Claim > Claims.

Notes:

Look for the claim that you created and settled. The Claim Report shows the Receipt, Settlement, Vendor, Payment Detail, and other information.

Step 11: View Paid Budget

You can optionally review the budget paid column to observe that the budget has been paid for the claim amount.

Log into Oracle Trade Management as trademgr/welcome. This user has Oracle Trade Management Super User responsibility.

Navigation: Budget > Budgets.

Notes:

Review the budget from which you have sourced funds for the offer and to settle the claim. Optionally, click **Paid Amount** to verify that the paid amount has been updated.

Step 12: Review Credit Memo

You can optionally review the generated credit memo. Make sure that the AutoInvoice Program running in the background for creating Credit Memos from claims has completed successfully before searching for the credit memo.

Log into Oracle Receivables as ebusiness/welcome.

Navigation: Transactions > Transactions.

Notes:

Search for the transaction number by entering the claim number. Click **Line Items** to review the lines.

3

Customers

This chapter covers the following topics:

- Overview
- Organization and Person
- Customer Groups (Lists)
- Creating and Managing Segments
- Creating and Managing List Imports
- Importing a List
- Handling List Import Errors
- Viewing Organization and Person Information
- Partner and Partner Contact

Overview

Customers are entities with whom you do business. Customers include organizations, persons, partners, or partner contacts. Use the Customer tab in Oracle Trade Management, to create entries for organizations and persons, and to create and generate Lists. Partner and Partner Contact information is picked from Oracle Partner Management.

The customers that you create in Oracle Trade Management are the same ones that you will use while defining market eligibility for budgets and offers, settling claims and deductions, and for all other customer-related activities. These customers appear as a list of values whenever you perform a search for fields that require customer information.

See the *Oracle Trading Community Architecture User Guide* for more information on Customers.

Organization and Person

A party is a type of Organization or Person, with which you can do business. A party exists separately from any business relationship that it enters into with another party. You can share information about a party such as addresses and contacts with the customer accounts of the party. For example, Vision Distribution could be a party within your trading community.

Information in this section will enable you to:

*   Understand the concepts of Organization and Person

*   Create an organization

*   Access Customer 360 View

*   Create a person

> **Note:** This section only gives a brief overview of Organization and Person. See the section titled *Organization* in the *Oracle Receivables User Guide* and the chapter titled *Oracle Sales Quick Reference* in the *Oracle Sales User Guide* for more detailed information.

Organization and Person Overview

Customer

A customer is an organization or a person with whom you have a selling relationship. This selling relationship can result from the purchase of products and services or from the negotiation of terms and conditions that provide the basis for future purchases.

Customer Account

A customer account represents the business relationship that a party can enter into with another party. The account has information about the terms and conditions of doing business with the party. For example, you could open a commercial account for purchases to be made by Vision Distribution for its internal use and a reseller account for purchases made by Vision Distribution for sales of your products to end–users.

Contact

You can create multiple customer accounts for a party to maintain information about categories of business activities. For example, to track invoices for different types of purchases, you can maintain an account for purchasing office supplies and another account for purchasing furniture. You can also maintain multiple customer accounts for customers with multiple lines of business in your organization. You can maintain separate customer profiles, addresses, and contacts for each customer account.

A contact communicates for or acts on behalf of a party or customer account. A contact can exist for a customer at the account or address level. A person can be a contact for an organization or another person. For example, an administrative assistant could be the contact for an executive. A contact point can be either an employee or any other person related to the customer organization who will be responsible for coordinating business transactions between your organization and the customer organization.

Buying Groups and Related Customer Accounts

Buying Group

A buying group is formed when organizations group themselves to leverage their buying power. For example, when you create a promotion for a buying group, the members place orders and the accruals for each member are tracked individually. During claim settlement, you can view the buying group member accruals and issue payment to the buying group, or directly to one of its members.

A customer site or an account site is the location where a particular party is located. Every party has only one identifying address, but a party can have multiple party sites. A customer address is a party site used in the context of a customer account for billing, shipping, or other purposes.

Related Customer Accounts

Related Customer accounts are set up with relationships. Common relationships include bill-to and ship-to. Large organizations may have many subdivisions and legal entities. Sometimes, the headquarters my place an order and request you to ship the goods to one of its divisions. Another division of the same customer may be responsible for handling the invoices related to the orders. Bill-to and ship-to accounts enable you identify the different locations of such customer organization, and process the orders, shipments, and payments seamlessly.

For example, the headquarters of an organization may be set up as the bill-to account and location for multiple retail stores. Each retail store can be set up as a ship-to account and location. In addition, the headquarters office may be handling all the claims for retail stores, but these retail stores may ultimately receive their payment directly. For more information on setting up Buying Groups and Related Customer Accounts, see the *Oracle Receivables User Guide*.

Related customer accounts are also used for tracking and reporting financial transactions. Whenever a customer places an order, an invoice is created or payment made, the transactions are posted against the customer's account. In the Campaign to Cash business flow, an account must be created before an order can be entered for the customer. See the *Oracle Receivables User Guide* for more information.

Relationships

Organizations can have the following two type of relationships:

Relationship	Description
Organization to Organization	This type of relationship exists between companies, such as, parent and subsidiary, headquarters and division, partner and competitor.
Organization to Person	This includes business contact relationships.

You can create multiple relationship addresses for a relationship. These addresses are selected from a list of customers and related customer existing addresses. When you change an addresses, you must also access the customer or related customers record and change the location there as well. Note that you cannot change the address in the relationship record itself.

Click the Relationships link to access the Relationships summary page. From this summary table you can view existing Organization to Organization, Organization to Person relationships, multiple relationship addresses, phone number, start date, end date, and relationship status.

Creating an Organization

An organization is a retailer or a wholesaler organization. When you create an organization, you are automatically added to the sales team for that organization.

To create an organization, log into Oracle Trade Management with Oracle Trade Management User responsibility.

As a prerequisite, the OS: Create Organization Privilege must be set to "Yes" to create organizations.

Navigation: Trade Management:Administration > Trade Management > Customer > Organization > Create.

Notes:

Organization Profile:

- **E-mail address, Web site, and Phone Book:** To display a specific e-mail address or web address or a phone number, select the display option against it. You can enter any number of e-mail addresses, web addresses, or phone numbers, but you can display only one of them at a time.

- **External/ Internal Radio Buttons:**Indicates whether the organization is internal to your business or an external organization.

Company Information:

- **SIC Code:** (Standard Industrial Classification Code) Index that describes the

function (manufacturer, wholesaler, retailer or service) and the business line of the organization.

- **DUNS Number:** (Data Universal Numbering System Number) DUNS number is a unique business identification number that is assigned to each commercial entity. If the organization has multiple locations, then each location will have a unique DUNS number.

Address Attribute:

- **Status**: If you select Active status, then the organization will be available for use.

Contacts:

- **Contacts:** This is the person who will be the contact point for all the business dealings. Select an existing person or enter a new person. See Contact, page 3-2 for more information.

Accessing Customer 360 View

The 360 view of a customer lists all the customer's transactions including orders, invoices, debit memos and chargebacks. From this page, you can click the link for any of these transactions and view it in more detail. To access the 360 view for a customer, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration > Trade Management > Customer > Organization > Customer Name > 360 View.

Creating a Person

A Person represents a contact point for an organization for all the business dealings and correspondence. To create a person, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration > Trade Management > Customer > Organization > Customer >Person > Create

Notes:

- **Relationship:** This is the type of relationship the person has with the organization.

To modify an existing organization, navigate to Customer > Organization, select the Organization, make appropriate changes and click **Update**.

> **Note:** Use the Quick Create option to quickly create organizations or persons, without entering detailed information.

Customer Groups (Lists)

The information in this section explains how to create and manage lists.

Creating and Managing Lists

Working with lists is the process of analyzing, building, and managing lists of customers or prospective customers. Lists are created for specific purposes and are based on predefined templates or other lists, segments, workbooks, or custom SQL. For example, for a product launch campaign, you would specifically target customers who have previously related product from you. To do so, you can use seeded cross sell list templates to build an effective cross sell list of candidates based on past orders.

For detailed information on how to create and manage lists, see the *Oracle Marketing Implementation Guide.*

Creating and Managing Segments

Market segmentation identifies groups of customers, or prospects that satisfy business-defined strategic or tactical criteria. For example, a car manufacturer may need to identify different types of consumers based on lifestyle preferences to segment their car buying market accordingly. Once segments are identified, marketers may develop specific marketing programs that will uniquely target each segment.

Topics in this section include:

- Segments Overview, page 3-6

- Creating a Segment, page 3-7

Segments Overview

Segmentation criteria can be saved and used as the basis for list, or target group generation. For example, a segment could be defined for Credit Card dormancy, based on the date of the last customer purchase transaction.

Segments can be created using either a Oracle Discover workbook, or a SQL statement. Unlike a list, which has a fixed set of entries, the entries within a segment may differ over time as customers and prospects migrate in and out of the segment as they satisfy/dissatisfy the business criteria on which the segment is based.

The segment summary page displays all the segments that you have created within Oracle Marketing. You can personalize the attributes on this page by clicking the Personalize button.

Segment Hierarchies

Segments can be organized into a segment hierarchy, in which each child segment contains a subset of the entries in their parent segment.

Consider the following example:

Segment A: All customers in the organization's customer database

Segment B: High income families

Segment C: High income families with kids

Segment B is defined as a child segment of Segment A, and Segment C is a child segment of Segment B.

The segment hierarchy for the above example is depicted in Table Segment Hierarchy Example, page 3-7.

Segment Hierarchy Example

Segment Name	Segment Criteria	Segment Count	Segment Hierarchy	Segment Condition
Segment A	All Customers	100,000	N/A	N/A
Segment B	High income families	25,000	Child Segment of Segment A	Intersection of Segment B and Segment A
Segment C	High income families with kids	10,000	Child Segment of Segment B	Intersection of Segment C and Segment B

Creating a Segment

When you create a segment, you can either choose to base it on an Oracle Discoverer Workbook or write your own SQL statement. If you choose Workbook, the associated SQL statement for the Workbook is displayed in the SQL section. This SQL statement is not editable. If you choose SQL, you must enter the SQL statement in the SQL text field.

Notes

- **Parent Segment:** To create a segment hierarchy, select a parent segment. The current segment definition will be a child of the selected parent segment.

- **Type:**

  - If the Type is Workbook, click the Search icon to select a Workbook.

- If the Type is SQL, enter a data source name, and then enter a SQL statement in the SQL field.

- The initial status of the segment will be Draft. The Available status implies that the segment is available for lists and target groups. The Cancelled status implies that the segment is not available for lists and target groups.

Valid Segment Queries

A valid SQL query (from Oracle Discoverer Workbook or directly typed in Oracle Marketing) must meet the following conditions.

- The query statement must be formatted correctly.

- The setups that map the results of the segment to a list must be complete.

- The query must contain a data source code for mapping. The code for a data source is entered by the administrator while creating it.

- The query must contain a unique identifier for the data source.

- The query must contain Country if Address 1 is included.

- The query must not contain Order By or Group By clauses within it.

  If the query contains an alias, the alias must be the same name as the data source view name. This is essential for generating lists based on such segments.

A minimal SQL statement for creating a list will be:

```
Select '<data source code>',<unique identifier> from <data source
object>
```

In the above example, if the data source's code is 'EXAMPLE_DS', the correct segment query will be:

```
select 'EXAMPLE_DS', party_name, party_id from hz_parties
```

> **Note:** Do not enter ; at the end of the SQL statement.

When a segment query is not valid for list generation, the following error message is displayed:

```
"Error: Cannot create list based on this segment. Please recheck the sql
segment"
```

For the query to execute correctly and create a list with entries in it, a data source is required.

Creating and Managing List Imports

This is the process used to import external data, such as a purchased or rented prospect list, into Oracle Trading Community Architecture.

Oracle Marketing offers a list import process, enabling marketers to map an external data source, such as a purchased or rented list, or an existing customer database, to destination target fields either within the Oracle Customer Model or a staging area within Oracle Marketing (for rented lists).

Topics in this section include:

- Overview of List Imports

- Rented vs. Purchased Lists

Overview of List Imports

The List Import feature enables you to enrich your customer data with purchased lists and also consolidate the customer data from legacy systems. This feature facilitates the importing of:

- Prospects for marketing campaigns

- Customers into the Oracle Customer Model (TCA)

- Leads for following up by Oracle TeleSales

- Event registrants for processing in Oracle Marketing's event module

The list import process imports records (in .csv or .xml format) from a client desktop, server or an ftp site. For additional details of importing from a server or FTP site, refer the *Oracle Marketing Implementation Guide*.

The list import process is in the form of a wizard that guides you through the process of importing a rented or purchased list of prospects. The steps in the wizard include:

1. Selecting the Import Type (Persons, Organization Contacts, Leads, Event Registrants)

2. Specifying the location of the file

3. Mapping the fields between the source file and the destination columns (for a list of fields that can be imported, refer to the *Oracle Marketing Implementation Guide*)

4. Importing the list import table with the source data

Once the records have been imported, they can be used for campaign or event target group generation.

Rented vs. Purchased Lists

During the import process, you can specify if the source for the import data is from a Rented or Purchased list. Table Rented Vs Purchased Lists, page 3-10 highlights the difference in processing for these two sources.

Rented vs. Purchased Lists

Rented List	Purchased List
Data stored within a staging area (AMS_LIST_ENTRIES) in Oracle Marketing	Data stored within the staging area and are added to the Oracle Customer Model (TCA)
Dummy, inactive records created in Oracle Customer Model (TCA) for the corresponding records	Corresponding customer information is inserted into the Oracle Customer Model (TCA)
Rented records are purged based on usage or expiry date	Purchased records are not purged and are maintained within the Oracle Customer Model (TCA)

Importing a List

For information on Importing a List, see the section titled Importing a List in the *Oracle Marketing User Guide.* The information includes:

• Importing Using the List Import Wizard

Handling List Import Errors

If there is an error during list import, then the status of this import will be "Error" (if no import records were successfully imported) or "Incomplete-Errors" (if some of the import records were successfully imported). You can drill down into the import results to obtain additional information about the errors (for example number of error records, number of duplicate records).

Additionally, within the context of a list import error results, the Search feature enables you to query results based on certain key attributes such as first name or last name.

For information on how to handle list import errors, see the section titled List Import Errors in the *Oracle Marketing User Guide.* Information includes:

• Import Errors

Viewing Organization and Person Information

You have a selling relationship with a person or organization, regardless of whether anything has been purchased or serviced. A selling relationship can be established simply by negotiation terms that will be used if you later sell products. You create lists, segments, and target groups from a data source of Persons in a Business to Customer (B2C) scenario and a data source of Organizations in a Business to Business (B2B) scenario.

Partner and Partner Contact

A partner is a company acting on behalf of your enterprise. Partners can be wholesalers or retailers who help to close business deals for you by selling your products. A partner is an entity that will assist you in sales, trade promotion, support services and so on. Partners provide industry expertise or add value to products and services. The different types of partners include:

- Prospects

- End Users

- Original Equipment Manufacturers

- Resellers

For additional information, see the *Oracle Partner Management Vendor User Guide.*

4

Products and Price Lists

This chapter covers the following topics:

- Overview
- Managing Products
- Managing Price Lists

Overview

You can use the Products tab in Oracle Trade Management to access all product-related information and attributes required to better target, define, and manage trade promotion initiatives. This includes managing products and their price lists, and tracking competitor products.

Managing Products

The Products tab enables you to review, maintain, and create new and existing products. A product is defined as anything you manufacture, purchase or sell, including physical items you can stock in inventory. A product is not necessarily physical; it can also be a service, or a combination of physical items and services. A grouping of products is often referred to as a product bundle.

The Product tab gives you a consolidated view of all trade promotion-related product information and the key Enterprise Resource Planning (ERP) decision-making variables from inventory, purchasing, sales and customer relationship management modules.

> **Note:** Oracle Trade Management supports access to the basic features of Oracle Inventory. Depending on your business practices, your organization may require further parameters to be set up in Oracle Inventory before the manufacturing and shipping of a product or bundle. See the *Oracle Inventory User's Guide* and the *Oracle Marketing Implementation Guide* for more information.

For detailed information on Products and Prices Lists see the *Oracle Marketing User Guide*. The section titled *Managing Products* contains information about the following topics:

- Understanding inventory attribute templates

- Single product catalog

- Creating products

- Modifying inventory options

- Assigning products to categories, organizations, and price lists

- Create product relationships

- Create collateral relationships

- Creating product relationships

- Creating collateral relationships with another product

- Creating product revisions

- Specifying products for product bundles

- Creating competitor products

- Associating product contents

Managing Price Lists

A price list specifies the price that must be offered to a customer. You can create price lists and associate them with products. Based on various factors, you can create different price lists for the same product. For example, as a Sales Manager, you may want to create an exclusive price list for your premium customers, and a different price list for the other customers.

You can also use price lists for validating chargeback submissions in Oracle Trade Management. The chargeback lines refer to the price list used to calculate and offer the selling price to the customer. If the chargeback transaction does not quote any list, the chargeback is not processed. However, if the chargeback line includes a price list, the program automatically verifies if the:

- List is valid on the invoice date indicated on the chargeback data

- Customer is specified in the chargeback, and the sale price is valid

The market eligibility of the agreement lists all members who are eligible for the price. Price Lists can be directly linked to an end customer or with a buying group to which the customer belongs. See the *Indirect Sales Management* chapter in this guide for more information on the chargeback process flow.

Creating a Price List

Use the following information to create a price list:

Navigation: Product > Price Lists > Create

Notes

- Setup Type: The setup type indicates the template that you want to use for this price list. It determines which side navigation items will be available for this record. See the *Oracle Marketing Implementation Guide* for information on creating custom setup types.

- A theme approval is required for the price list to become active.

Defining the Market Eligibility for a Price List

The market eligibility is a qualifier that the price list is applicable to. You must specify the market context and context attribute while defining the market eligibility for a price list. Market context is set up in Oracle Advanced Pricing. There are seeded market contexts, and you can create your own too.

Examples of Market Context and Contest Attributes:

- Order (Market Context) and Order Type (Context Attribute)

- Customer (Market Context) and Customer Bill To (Context Attribute)

5

Quota Allocation

This chapter covers the following topics:

- Overview
- Understanding Quota and Quota Allocation
- Creating and Managing Quotas and Quota Allocations

Overview

Sales activities of manufacturing organizations in general span many territories and regions. Before planning for the sales activities, it is essential to analyze what the target should be for the current year, and which territories and products you want to target. Manufacturers often face the problem of analyzing and arriving at realistic sales targets but dynamic business conditions require frequent changes in these targets. Making such real-time adjustments, driving the sales of specific products, monitoring sales activities, and communicating these changes to sales teams are some of the challenges that these organizations face.

Quota Allocation in Oracle Trade Management enables you to plan, track, and monitor sales activities by providing the ability to:

- Create and allocate quotas based on realistic data, sales figures of previous years, and by communicating and accepting inputs from the lower levels in the sales team hierarchy.

- Define the markets and products that sales teams must focus on selling.

- Make real-time adjustments and modifications to quotas and quota allocations.

- Make business information available to the sales teams on a timely basis.

Understanding Quota and Quota Allocation

Quota is the total sales target (in terms of money or quantity of products) that must be achieved in a specific time period. Quota Allocation is the process by which the Sales Management allocates quota to Sales Representatives in different territories and regions. You can allocate targets by territories and by products.

For example, the Sales Management of an organization in US West sets a target of 1 million product units for their sales teams for the year 2004-2005. The Sales Management later allocates this quota to Sales Representatives in different US West territories such as California and Oregon based on the sales performance and potential in each of these regions. In this example, 1 million product units is the quota, and quota allocation is the process by which this quota is allocated across territories.

Information in this section will enable you to:

- Understand process flows for quota allocation

- Understand the concepts of market eligibility, product eligibility, and product spread

- Understand the quota approval process and quota statuses

- Understand top-down bottom-up quota allocation

- Understand quota allocation views

Process Flow

The following figure illustrates the process flow for quota allocation:

Process Flow for Quota
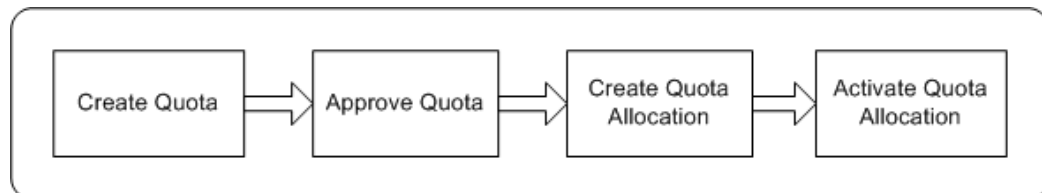
Create Quota

The trade planning process begins with the Sales Management allocating sales targets to Sales Representatives in different territories and regions. First, create a quota and then allocate it to lower levels of the sales team hierarchy. After you create a quota, you can also define the market eligibility and product eligibility for the quota to identify regions, territories, and products, which the quota must target.

Approve Quota

The designated approvers must approve a quota before it becomes active. A quota does not need to go through an approval process if you are the creator and approver of the quota according to the approval rules.

Allocate Quota

After a quota is approved, you can allocate it to Sales Representatives in the lower levels of the sales team hierarchy. Sales Representatives can then review their quota and suggest changes to the allocation. You can review these inputs and reallocate the quota. Multiple such top-down bottom-up cycles can occur before the quota numbers are finalized.

Activate Quota Allocation

You can activate a quota allocation after finalizing the quota allocation numbers. Quota allocation is the final quota number that the individual territories and regions in the sales team hierarchy must achieve.

After you activate a quota allocation, the sales teams will receive workflow notifications. They can view their targets or quota numbers by logging into the Account Manager Dashboard and you can monitor and track sales performance through the Account Manager Dashboard. For more information, see the *Account Manager Dashboard* chapter in this guide.

Market Eligibility, Product Eligibility, and Product Spread

Market Eligibility

Market eligibility defines the territories that a quota must target. Defining market eligibility enables you to classify it and ensure that sales targets are achieved by executing trade promotion activities in the specified territories. Territories are created in the Oracle E-Business Suite Territory Management module, and are based on various customer and geographical attributes.

Product Eligibility

Product Eligibility defines the products and product categories that the Sales Representatives must focus on selling. Products are items in the Inventory System. Product categories contain products. For a quota, you can define product eligibility for product categories and products. While defining product eligibility, you can either include or exclude products from the product category.

Product Spread

After defining products for a quota, the product spread is generated based on products that you define, and the sales data of the previous year. For example, the sales data of January 2004 is used to forecast the demand for January 2005, and the products are allocated based on this forecast.

The product spread appears as a worksheet and displays the products and the product allocation numbers either on monthly basis or quarterly basis, depending on the time spread that you have selected during quota creation. If a product does not fall under any of the product lines, it is accounted for in a general category. The total sum of all product allocation numbers in the product spread is exactly equal to the quota.

For example, you have created a quota for 100,000 product units for the year 2005-2006, and have selected the time spread as quarterly. You have included Product A, Product B, and Product C in the product eligibility, and have generated the product spread. Assume that the sales that was achieved in the previous year 2004-2005 was as shown in the table below:

Product	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Product A	3,600	4,050	2,790	1,080	11,520
Product B	4,500	3,645	3,600	1,890	13,635
Product C	6,750	3,510	1,485	2,700	13,635
Product D	4,500	5,400	3,600	10,800	24,300
Product E	4,950	5,040	4,050	12,060	26,100
Grand Total	-NA-	-NA-	-NA-	-NA-	90,000

The following table shows this data as the percentage value that will multiplied by the total quota number for the current year (100,000 product units) to get the new quota values.

Product	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Product A	4%	5%	3%	1%	13%
Product B	5%	4%	4%	2%	15%
Product C	8%	4%	2%	3%	16%
Product D	5%	6%	4%	12%	27%
Product E	6%	6%	5%	13%	29%

Product	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Grand Total	-NA-	-NA-	-NA-	-NA-	100%

The percentage values are multiplied by the quota number for the current year; and the products Product A, Product B, and Product C are automatically allocated based on this calculation. The product spread appears as shown in the table below:

Product	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Product A	4,000	4,500	3,100	1,200	12,800
Product B	5,000	4,050	4,000	2,100	15,150
Product C	7,500	3,900	1,650	3,000	16,050
Others	10,500	11,600	8,500	25,400	56,000
Unallocated	0	0	0	0	0
Grand Total	-NA-	-NA-	-NA-	-NA-	100, 000

The sum total of the allocation numbers of Product A, Product B, and Product C is 44,000 (12,800 plus 15,150 plus 16,050). The Products D and E that were a part of the base calculation are represented as "Others" in the allocation process. Therefore remaining 56,000 (100,000 - 44,000) product units are allocated and accounted for in the Others category.

You can also manually edit the allocation numbers and save your changes. If you reduce the quantity of products that has been assigned to a territory, then the balance is moved to the Unallocated category. For example, if you reduce the allocated number of Product A to 3,000, then the remaining 1,000 product units are moved to Unallocated. The product spread appears as shown in the table below.

> **Note:** Unallocated are not present for all time periods in the product spread.

Product	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Product A	3,000	4,500	3,100	1,200	11,800

Product	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Product B	5,000	4,050	4,000	2,100	15,150
Product C	7,500	3,900	1,650	3,000	16,050
Others	10,500	11,600	8,500	25,400	56,000
Unallocated	1,000	0	0	0	1,000
Grand Total	-NA-	-NA-	-NA-	-NA-	100,000

Notice the changes in the Total column for Product A. If required, you can later reallocate these products by moving them out of the Unallocated category.

You can also add new products to the existing product spread. The quota for the new product will be allocated based on the sales figures for the specific product in the previous year. You can also manually change the allocation numbers for the new product, and make manual adjustments to balance the allocation.

If you remove a product from an existing product spread, then the "Others" category increases by the number of the removed product.

For example, if you remove Product A from the existing product spread, then the allocation numbers of this product are moved to the Others category; the product spread appears as shown in the table below.

Product	Jan-Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Product B	5,000	4,050	4,000	2,100	15,150
Product C	7,500	3,900	1,650	3,000	16,050
Others	13,500	16,100	11,600	26,600	67,800
Unallocated	1,000	0	0	0	1,000
Grand Total	-NA-	-NA-	-NA-	-NA-	100,000

Therefore, whenever you make any manual changes in the product spread, automatic adjustments are made to the product allocation numbers such that the total sum of the product units is always equal to the quota.

> **Note:** You can make changes to the product spread only for the current and future periods.

Org-Striping In Quota Allocation

In Oracle Trade Management, territories are not org-specific; an operating unit can span multiple territories. Org-striping enables you to allocate quota based on sales data of specific operating units rather than territories.

If org-striping is implemented in your organization, then you can segregate territories by operating units for quota allocation. Regardless 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.

If you have access to multiple operating units, then you can select the operating unit that you would like to access. The quota allocation summary screen "Details of the Default Operating Unit" is derived from the MOAC profile option, MO: Default Operating Unit. See the *Oracle Channel Revenue Management Implementation Guide* for more information.

Quota Approval and Statuses

A quota can become active only after it is approved by the designated approvers. The quota status changes based on whether the approvers approve, reject, or put the quota on hold. A quota need not go through an approval process if the person who creates the quota is the approver according to the approval rules.

The following table describes the various statuses that a quota may go through.

Quota Statuses

Status	Description
Draft	The quota status appears as Draft when the quota has not yet been submitted for approval. A quota in the Draft status can be updated any time. From Draft, the quota status may change either to Pending Approval or Cancelled. If you are the quota owner, then you can directly change the status to Active.

Status	Description
Pending Approval	The quota status appears as Pending Approval if the quota is awaiting approval. The quota status may change to either Active or On Hold if all approvers respond positively. The quota status changes to Rejected if the approvers reject the quota.
On Hold	On Hold is an interim status, which means that the quota has already obtained approval, but is not completely ready to be made active. From On Hold, the quota status may change to either Active or Closed.
Rejected	The quota status appears as Rejected if the approvers reject the quota. From Rejected, the status can be changed back to Draft.
Active	The quota status appears as Active after the quota has been approved. From Active, the status may change to either Closed and Cancelled.
Cancelled	The quota status appears as Cancelled if it has been aborted. From Cancelled, the status can only change to Archived.
Archived	When the quota status appears as Archived, the quota can no longer be used. This status cannot change to any other status.
Completed	The quota status appears as Completed after all the activities that are associated with the quota are complete and the quota has been achieved.
Closed	The quota status appears as Closed after the quota period comes to an end.

Top-down Bottom-up Allocation

Oracle Trade Management supports top-down, bottom-up quota allocation. Top-down allocation is the process by which the Sales Management allocates quota to lower levels. Bottom-up allocation is the process by which the lower levels of the sales team hierarchy offer their inputs, and request for modifications to be made in the quota allocation.

In a top-down, bottom-up allocation, the Sales Management first allocates the quota to

lower levels of the sales team hierarchy. The lower levels then review the allocation, offer their inputs, and request for changes to be made in the allocation. The Sales Management may incorporate these inputs and make the changes. Multiple such top-down, bottom-up cycles may continue until the allocation numbers are finalized. After the allocation numbers are finalized, you can activate the quota.

Quota Allocation Views

The Quota Allocation page gives a summary of allocations that have been created for a quota.

The following table describes quota allocation views.

Quota Allocation Views

View	Description
Allocation Number	The unique number, which is assigned to the allocation
Allocation Type	This appears either as: • Receiving - The lower levels see this as receiving. This means that the top levels have created the allocation, and the lower levels have received it. • Distributing - the top levels see this as distributing. This means that the top levels have created this allocation and have distributed the quota to lower levels.
Hierarchy	The territory hierarchy
Allocation Status	The status of the allocation
Approved Date	The date on which the allocation was approved
Active From	The period from which the allocation will be active
Active To	The period until which the allocation will remain active
Allocation	The quota that has been allocated
Worksheet icon	The amount that has been allocated to each of the hierarchy levels

About Notes, Team, and Product Options

Notes enables you write and record information that you would like to communicate to others who deal with a quota or quota allocation at various levels. You can create any number of notes, edit and modify them.

The Team option enables you to add or remove other groups or users to the activities of quotas, claims and offers. By using this option, you can assign access to team members. The access that the group or team member gets depends upon the group type to which the team member belongs.

The Product option enables you to choose from existing product families and products you want to include or exclude in your quota, claim, or offer. Click the image for a list of values.

Creating and Managing Quotas and Quota Allocations

Information in this section will enable you to:

- Create quotas

- Update market eligibility for quotas

- Update products for quotas

- Generate and modify product spreads

- Submit quotas for approval

- Approve quotas

- Create quota allocations

- Submit change requests during top-down, bottom-up allocation

- Update request submission during top-down, bottom-up allocation

Creating a Quota

Quota is the total sales target (in terms of money or quantity of products) that must be achieved in a specific time period. You should first create a quota, and then allocate the quota.

To create a quota, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration>Trade Management > Quota > Quotas > Create.

Notes:

- **Number:** If you leave this field blank, the system generates a new quota identification number automatically.

- **Owner:** By default, the user entering the quota details becomes the quota owner.

- **Quota:** Total sales that must be achieved.

- **Start Period/End Period**: These are defined in the General Ledger (GL) calendars and limit the start and end periods for the quota. The start and end periods and the time spread determine how the quota is divided and tracked. For example, if you select the start period as Jan 04, end period as Jan 05, and select the time spread as quarterly, then the quota will be divided on a quarterly basis--Jan-Mar, Apr-Jun, July-Sep, and Oct-Dec.

  > **Note:** The values that are listed in the time spread LOV depend upon the start and end periods that you have selected. If the selected period spans a year, the time spread LOV displays the values--Yearly, Monthly, and Quarterly. If the selected period spans a quarter, the time spread LOV displays the values--Quarterly, and Monthly.

- **Threshold:** Quota thresholds enable you to monitor the activities of a quota and recognize inconsistencies such as over-spending and non-adherence to quota norms.

Creating a Quota Using the Quota Creation Public API

You can access the Create_Quota Public API in Oracle's Integration Repository as an alternative way to create a quota. The Integration Repository is an integral part of Oracle E-Business Suite. It provides a complete catalog of Oracle E-Business Suite's Business Service interfaces. The tool lets you easily discover and deploy the appropriate business service interface from the catalog for integration with any system, application, or business partner.

Access Oracle's Integration Repository by logging in as sysadmin using sysadmin as the password. Click on Integration Repository and follow this navigation path for the Quota Creation Public API:

Marketing and Sales Suite > Funds and Budgets > Trade Planning Quota > Quota Public API

You can use the Create Quota Public API to create, update and delete a quota and to create and update product and account Spreads. The API contains a list of quota creation parameters and their descriptions.

Updating Market Eligibility for a Quota

Market eligibility defines the territories that a quota must target. By updating market eligibility for a quota, you can specify the territories that the sales teams must target. Defining market eligibility ensures that the quota is achieved by executing sales activities in the specified territories.

To define market eligibility for a quota, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration>Trade Management > Quota > Quotas >

Use the Market Eligibility screen to define Market Eligibilities for the quota.

Updating Products for a Quota

You can define products for a quota by selecting broad groups of products (category sets and categories) or by selecting specific products. You can use a combination of category sets and categories. For example, you may select a particular category but exclude certain products within that category.

To update products for an existing quota, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration>Trade Management > Quota > Quotas > Quota Name > Products.

Notes:

- **Exclude:** Use this check box to exclude products.

- **Remove:** Use this check box to remove a product or product category that has been added to a quota.

Generating and Modifying a Product Spread

You can generate the product spread after defining products for a quota. The product spread is generated based on the sales data of the previous year. It appears as a worksheet and displays products and product allocation numbers either on monthly basis or quarterly basis depending on the time spread that you have selected while creating the quota.

After generating a product spread, you can modify the allocation numbers, and add new products or product categories to it. Whenever you make any manual changes to the product spread, automatic adjustments are made to adjust the allocation numbers so that the sum of all product allocation numbers in the product spread is equal to the quota.

To generate and modify the product spread for a quota, log into Oracle Trade

Management with Oracle Trade Management User responsibility.

Prerequisites

- Products must have been defined for the quota.

- The quota must be in the **Draft** status.

- Modifiers that are created in Advanced Pricing directly will not be available for update in Trade management.

Navigation: Trade Management:Administration >Trade Management > Quota >Quotas > Quota Name > Generate Product Spread.

Notes:

- **Generate Product Spread:** The product spread is generated based on the products that you have defined for the quota, and the sales figures of the previous year. If there is any remaining quota requests after the selected products have been allocated, it is accounted for in a general category named Others.

- **Edit Product Spread:** Use to modify the product spread. The product spread displays the distribution based on the time spread that you have selected (monthly or quarterly). The inventory is updated based on order management and POS [Point of Sales] data imports. The Inventory data is updated on this screen based on a concurrent job. All data coming from Order management is considered as 'Inventory In' while POS data is considered as 'Inventory Out'. A monthly time spread divides the quota on a monthly basis (January, February, March) while a quarterly time spread divides the quota is divided on a quarterly basis (January-March, April -June). The product sales achieved during the same period in the previous year is displayed against the respective targets for the current periods.

- **Add Another Item:** Enables you to add products or product categories to the product spread.

- **Recalculate:** After making changes to a product spread, click Recalculate to redistribute products based on the changes made.

    Note: You can modify the product spread only for the current and future periods. If you reduce the quantity of products that has been assigned to a territory, then the balance is moved to the Unallocated category.

Submitting a Quota for Approval

A quota becomes active only after it is approved. The only instance where the quota does not require approval is when you are both the creator, and the approver of the quota according to the approval rules.

To submit an existing quota for approval, log into Oracle Trade Management with Oracle Trade Management User responsibility. Notifications are sent to the approvers after you submit the quota for approval.

Navigation:Trade Management:Administration >Trade Management > Quota >Quotas > Quota Name > Request Approval.

Approving a Quota

After a quota has been submitted for approval, you will receive workflow notifications if you are the designated approver.

To approve a quota, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration >Trade Management >Home > Tools > View Notification Work List.

Creating a Quota Allocation

Use the quota allocation process to distribute targets to each level in a sales team hierarchy. When the discount values on a product fluctuate related 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. Also, the discount on a product may vary based on the territory that the customer falls under.

Navigation: Trade Management:Administration >Trade Management > Quota > Quotas > Quota Name > Allocation > Create.

Notes:

- **Hierarchy:** Select the territory name that you have defined in the Market Eligibility.

- **Start Level, End Level, and Start Point:** The Start Level can be anywhere within the territory hierarchy. For example, in a hierarchy level of Country > State > City, the Start Level does not always have to be Country. It can also be State or City. The End Level, and Start Point must be less than or equal to the Start Level.

- **Method :**
  - Even Distribution: Allocates quota equally across all the territories.

  - Manual: Manually enter the quota that must be allocated to each territory.

  - Prior Year Sales Total in Amount: Allocates quota based on the sales figures of the previous years

- **Basis Year:** This LOV is activated if you select the method as Prior Year Total Sales in Amount. The quota will be allocated based on the sales figures of the basis year that you select here.

Submitting a Change Request During Top-down, Bottom-up Allocation

After a quota allocation has been created, if you are a Sales Representative and recipient of the quota allocation, you can review the allocation, offer your inputs, and put in a request for changes to be made in the allocation. You can also add supporting documents to justify why you need to revise your original quota allocation; you can request an increase or decrease to your quota allocation. A workflow notification is sent to the approver after you submit the request.

To submit a change request based on an existing quota allocation, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration >Trade Management >Quota > Quotas > Quota Name > Allocation.

Notes:

- **Worksheet:** Click the link corresponding to the allocation for which you would like to offer your inputs.

- **Quota Number:** Enter the quota number that you would like to recommend, and optionally enter a justification in the Notes field.

- **Supporting Docs:** Documents can be any type of electronic file (.doc, .pdf, .xls, and so on). These are the documents that contain information to support your request for a different quota number.

Updating a Request Submission During Top-down, Bottom-up Allocation

If you are the Sales Manager who has created the allocation, you may accept or reject the request submissions that have been made by the Sales Representatives.

To accept or reject a request submission, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Prerequisites:

- An allocation has been initiated, and the allocation is not active yet.

- You are the creator of the allocation.

- The recipient has made a request submission.

Navigation: Trade Management:Administration >Trade Management > Quota > Quotas > Quota Name > Allocation.

Notes:

- **Worksheet Column:** In the Worksheet column, click the link corresponding to the allocation for which the request submission has been made. The list of all the

territory hierarchies are displayed. To identify the territory that has submitted the request, check the Requested Amount, and the Allocation Status columns. The Requested Amount column shows the details of the total amount that has been requested by the territory, and the allocation status appears as Submitted.

- **Action Required:** Select an option based on whether you wish to approve or reject the request. If you reject the request, the allocation status changes to Rejected. The submitter may make changes in the request and resubmit it.

Approving a Quota Allocation

A quota allocation can become active only after it is approved.

To approve a planned quota allocation, log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management:Administration >Trade Management > Quota > Quotas > Quota Name > Allocation > Worksheet.

Notes:

The Worksheet shows the distribution of the quota across the territory hierarchy. Change the allocation status to Active, and click **Update**.

Adding or Removing Groups and Users From a Quota

The Team option enables you to add or remove other groups or users to the activities of a quota. By using this option, you can assign access to team members. The access that the group or team member gets depends upon the group type that the team member belongs to. For example, if you add the Administrator Group to a quota, then all the team members belonging to that group will have administrator rights on the quota.

Use the following procedure to add or remove users.

Prerequisites

An existing quota.

Steps

1. Log into Oracle Trade Management as Oracle Trade Management User and navigate to Quota > Quotas.

2. Click the hyperlink of the quota.

3. Click the Collaboration side navigation link, and then click Team.

4. Select either User or Team from the User/Role drop-down list, and select the appropriate value from the Name LOV.

5. Optionally, check the Edit Metrics check box.

6. Optionally, to remove a User or a Team, click the corresponding Remove icon.

7. Click Update.

Quota Search Results

The Quota Search Results page displays the list of quotas that fit the search criteria that you specified in the Quota Summary Advanced Search page.

Click **Modify Criteria** to search for quotas based on a different search criteria.

Quota Summary Advanced Search

The Personalize option enables you to search for quotas based on specific criteria. Use the following procedure to filter the search results, select the columns that must be displayed in the Quota Summary page, and save the search.

Prerequisites

None.

Steps

1. Log into Oracle Trade Management as Oracle Trade Management User and navigate to Quota > Quotas.

2. Click Personalize.

3. To further search for quotas in an existing saved search, select the name of the saved search from the Saved Search drop-down list. To create a new search view, select All Quotas from the drop-down list.

4. In the Search Criteria region, select the criteria based on which you would like to search for quotas.

5. In the Filter search by region, select from one of the following:

   • My Records: displays all the quotas that you have created.

   • My Team's Records: displays all the quotas that are created by the team to which you belong.

   • All Records: displays all the quotas.

6. In the Display Options region:

   • Select the columns that must be displayed in the Quota Summary page, by moving the required columns from the Available Columns to Displayed Columns.

- Select values from the Sort Rows By, Then By, and Finally By drop-down lists, and select a Sort Order (Ascending or Descending) for each of the options. The data will be sorted based on the options that you select here.

- Enter the number of rows that must be displayed in the Quota Summary page.

7. Enter a name in the Save Search As region.

8. Click **Save**.

9. Click **Save and Apply** to save the search as the default search. You can also optionally check the Use as Overview Page Default to save the search as the default search.

6

Account Manager Dashboard

This chapter covers the following topics:

- Overview
- Account Manager Dashboard
- Process Flow
- Offer Evaluator and Offer Worksheet
- Discount Calculator
- About Promotional Lift and Baseline Calculations
- Quota Allocation
- Target Allocation
- Account Planning

Overview

This chapter provides an overview of the Account Manager Dashboard and explains how to use the Account Manager Dashboard features. It includes information on:

- The process flow for Account Manager Dashboard
- Account Manager Dashboard regions
- Offer Evaluator and Offer Worksheet
- Target allocation
- Account planning

Account Manager Dashboard

Trade planning involves planning the sales activities, and organizing resources to meet the sales objectives. It includes sales forecasting, analyzing business information, allocating targets, managing sales performance, and responding proactively to changing business scenarios and conditions, to help maximize sales volumes.

Organizations face many challenges due to changing customer demands and dynamic business conditions. Trade plans are affected by untested promotional plans, unrealistic targets, and unproven goals and objectives.

You can use Account Manager Dashboard, an integrated planning tool in Oracle Trade Management, to plan and monitor the execution for trade activities. The Dashboard provides solutions to achieve everyday sales objectives, enabling you to:

- View historical sales information, forecast sales, and calculate the return on investments

- View sales targets and monitor sales performance

- View reports and statistics that give an overall view of the sales activities of the organization

- Create and evaluate offers to promote sales and achieve the desired return on investments

- Collect information on the sales performance of competitors' products, and view the relevant trends and reports

Process Flow

The following figure shows the Account Manager Dashboard process flow.

Process Flow for Account Manager Dashboard
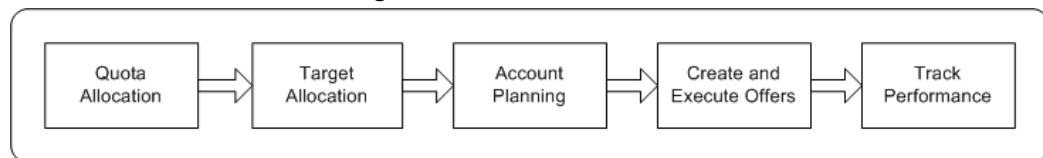
Quota Allocation

During the Quota Allocation, Sales Management allocate sales targets (by territories or products) to individual Sales Representatives of different regions and territories. The allocation is based on either the currency amount or product quantity.

Target Allocation

In Target Allocation the program automatically reallocates the Sales Representatives' sales target to their customer accounts and sites. Sales Representatives can view the target allocation by logging into the Account Manager Dashboard.

Account Planning

Based on the target allocation, the program automatically creates Account plans for each customer account. An account plan provides an overall view of the activities such as trade promotions, outstanding claims, competitive products, and all other activities that are related to the customer account.

Offer Creation and Execution

Use the Offer Evaluator and Offer Worksheet Summary to evaluate and create offers. First, use Offer Evaluator to search for an offer that fits specified criteria then copy the retrieved offer as an Offer Worksheet. You can use this Offer Worksheet to create new offers. When you create an offer from the Offer Worksheet, you can apply the following operations to the offer:

- Use the Discount Calculator to obtain a discount recommendation.

- Enter the performance requirements for the offer.

- Create an offer forecast.

Track Performance

Dashboard alerts are automatically raised whenever the sales performance is not according to the plan and expectations. During the target allocation and after the offer creation process, you can specify different graph parameters, view sales performance graphs, and analyze sales performance. Additionally, you can select one or more offers or campaigns, display them in the form of Gantt Charts and analyze them.

Retail Execution Monitoring

You can monitor the retail price information of products for each customer account. You can also monitor the performance and price changes of the competitive products in the market.

Account Manager Dashboard Regions

Account Manager Dashboard serves as a starting point for the trade planning activities in an organization. The Dashboard displays relevant links to the applications and information required to perform Trade Planning activities. The Account Manager Dashboard includes account, product and performance based reports that you can use to plan and evaluate performance based on allocated targets. You can access tools such as the Offer Evaluator and Offer Worksheet to create and evaluate offers to fetch the desired return on investments. You can also display the offers in the form of Gantt charts as well as perform retail performance capture activities.

Information in this section will enable you to:

- Understand Account Manager Dashboard regions

- Understand trade planning thresholds

- Capture retail pricing information

- View Budget Summary and Claim Summary reports

- Personalize My Accounts and My Products regions

For detailed information on any of the profile options or concurrent programs listed in this section, refer to the *Oracle Channel Revenue Management Implementation Guide*.

Personalizing the Account Manager Dashboard and Related Links

You can personalize the Account Manager Dashboard in Oracle Trade Management according to your business requirements.

Prerequisites: Run the concurrent program Refresh Account Manager Dashboard to refresh the data on the dashboard.

1. Log in with Account Manager responsibility.

2. Click on Account Manager Dashboard.

3. Click on Personalize Page to access the Personalize Page: Dashboard where you can reorder links, add additional links, or hide links.

You can personalize the Related Links section on the Account Manager Dashboard using the Personalize link at the top of the Related Links region. You can reorder links, hide links or add new links.

>   **Note:** This standard OA personalization capability.

Account Manager Dashboard Regions

The following sections describe each of the regions that you can see when you log into the Account Manager Dashboard.

Key Performance Indicators

The Key Performance Indicators (KPI) region displays the overall product-specific total target number The target numbers that appear here are based on the target allocations that have been created by the Sales Management.

To personalize your indicators click on the Personalize Key Performance Indicators link.

Sales Performance

This area of the Account Manager Dashboard shows the sales performance graphs.

Related Links

You can personalize the Trade Management Dashboard by clicking the Personalize Related Links button. 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 (links to Discoverer application. No reports are seeded)

- XML Publisher reports (links to XML Publisher application. No reports are seeded)

- Setting Up Claim Summary

- Quota Summary

- Budget Summary

- Products (links to Oracle Trade Management Product page)

- Customers (links to Oracle Trade Management Customer page)

My Accounts and My Products

Account managers with access to the dashboard can view budget utilized, earned, paid, and unpaid earnings for their customers on the My Accounts and My Products regions in the Account Manager Dashboard. You can use the personalization option to expose or hide these columns.

> **Note:** The utilized, earned and paid information is visible on the dashboard provided the customer accounts or sites fall within your territory, even if those balances belong to budgets to which you do not have any access. All Period Types will be available in General Ledger

About Trade Planning Thresholds

Trade Planning thresholds are flexible alerts set by the Administrator to notify the sales

team when business conditions change. For example, the Administrator can create a rule set to alert the sales team if it does not achieve its targets on time. This enables the sales team to take timely actions to improve its performance.

Trade planning thresholds can appear in one of the following ways and can be set up for quotas and budgets:

- **Notification Alerts:** When the threshold condition occurs in the specified start date and end date range, a notification is sent through Oracle Workflow based on the frequency indicated by the rule.

- **Dashboard Alerts:** Dashboard alerts appear as icons in the Account Manager Dashboard. When the threshold condition occurs in the specified start date and end date range, you see the icon that meets the condition in the dashboard every time you log in. The icons represent one of the following conditions:

  - **Acceptable:** indicated by a tick mark

  - **Warning:** indicated by an exclamation mark

  - **Not Acceptable:** indicated by a cross mark

Thresholds include threshold rule sets and threshold rules.

- A threshold rule set consists of one or more threshold rules. Each threshold rule set can have its own start date and end date.

- Threshold rules belonging to a threshold rule set can also have individual start dates and end dates, but these must fall within the start date and end date range of the threshold rule set.

- You can modify, extend, and personalize threshold rule sets and threshold rules based on the profile option settings made by the Administrator.

See the section titled *Set Up Threshold Rules for Quota Related Alerts* in the *Oracle Channel Revenue Management Implementation Guide* for more information on setting up thresholds.

Audit Retail Conditions

Retail price is the price at which a retailer sells your products to end-customers. Use the Audit Retail Conditions quick link to record the retail prices at which a specific retailer sells your products. Each retailer may sell your products at a different retail price. For example, Walmart may sell your product, Product A at $10.00, while Bigmall may sell the same Product A at $12.00. A history of the pricing information is also saved over time and is available for review.

To capture retail pricing information, log into Oracle Trade Management with Account Manager responsibility.

Navigation: Account Manager Dashboard > Audit Retail Conditions

1. Click the Audit Retail Conditions quick link.

2. Select a Customer Name and Location.

3. To search for the retail prices at which a retailer sells a particular product, complete the following steps:

   1. Select a product from the Product LOV.

   2. Select a Product, and select the Start Date and End Date.

   3. Click Go.

   4. Optionally to add a new product, click Add Another Row.

   5. Select a product, enter the details as required, and click Apply.

Collecting Retail Performance Data

You can also use the Account Manager Dashboard to enter store level conditions that you can use to track retail store compliance with your promotional agreements with respect to facings, displays, and features.

Follow these steps to select a specific store and product category to audit.

Log into Oracle Trade Management with Account Manager responsibility.

Navigation: Account Manager Dashboard > Audit Retail Conditions

1. Enter a Customer Name

2. Select Location (Direct Distribution (DC) or Direct Store Delivery (DSD) from Location LOV. If you selected a Customer, the Location (stores) list is restricted to those stores assigned to that customer. Otherwise, the Location LOV shows all Locations for all customers in the territory. This is a required field.

3. Select Product Category from the Product Category LOV.

4. Enter audit date to retrieve data. The default is today's date.

5. Click Go to display a table listing all associated products in the category you selected. Additional data displayed includes Retail Price and Promotional Price, Facings, Display and Feature.

6. If the product you selected has not been audited before, the retail data and audited date remain blank.

7. The Select checkbox defaults to False for all products. If you edit any date field for a

product, check the Select checkbox to indicate that the row was edited. Use the Select All and Select None check boxes to check or clear the Audit flag field of all displayed items.

8. Click the **Competitor Icon** to view a table of all competing products of the selected item with retail audit data on or before the Last Audit Date. The list displays the last reported data for each competitive product. You can also add a new competitor item to the competitive product master list from this screen.

9. Click the **History** icon to display a graph of data points you select for the product or competitive product originally selected. You can select the date range and metric to graph. Competitive item charts of price or promotional price also plot your product's price or promotional price for comparison. The default graph type is a bar graph.

Viewing Budget Summary and Claim Summary Reports

To view Budget Summary and Claim Summary reports, log into Oracle Trade Management as Account Manager.

Navigation: Account Manager Dashboard > Budgets or Claims.

Notes:

- **Budget Summary:** This helps users to navigate to the budget overview without having to change user responsibility.

- **Claim Summary:** This helps users to navigate to the claims overview without having to change user responsibility.

Personalizing the My Accounts and My Products View

You can personalize the My Accounts and My Products regions to create new views and define the manner in which the information is displayed. You can hide or show regions and change the order in which regions are displayed. A view includes data display specifications such as the number of rows and columns that must be displayed. It also includes sort settings and search criteria to filter the data that is displayed in the region. You can create any number of views, but set only one of them as a default at any given time.

To personalize My Accounts or My Products regions, log into Oracle Trade Management as Account Manager.

Navigation: Account Manager Dashboard > User Profile.

Notes:

- **Personalize:** When you click Personalize, a list of all the pre-configured and personalized views that are applicable to the My Accounts regions are displayed. Select your desired default view and click Apply.

- **Create View:** Use this option to create a new view.

- **Sort Settings:** The data is sorted based on the options that you select here.

Offer Evaluator and Offer Worksheet

After the process of target allocation is complete, you can start planning to achieve your targets. You can use Offer Evaluator and Offer Worksheets to begin evaluating and creating offers to encourage the customers to buy products.

Information in this section will enable you to:

- Understand Offer Evaluator and Offer Worksheet

- Use Offer Evaluator to search and copy offers as Offer Worksheet

- Evaluate offers by using Offer Worksheet

Understanding Offer Evaluator and Offer Worksheet

Offer Evaluator enables you to search for a list of offers that fit specific criteria such as customers, products, territories, costs, and return on investments.

When you search by using the offer evaluator, all the matching offers are displayed. You can create an offer by using one of these offers, or visit the offer worksheet summary screen.

You can also apply the following operations to the list of offers returned from the Offer Evaluator:

- Export an offer as a .csv file, save the offer and send it as an e-mail attachment.

- Display selected offers in the form of a Gantt chart.

- Copy offers to the worksheet and create new draft offers, enter and modify discount values, and create forecasts for offers.

Each offer that is selected from the Offer Evaluator can be copied as an Offer Worksheet. Using the Offer Worksheet, you can create new offers of the following offer types:

- Accrual

- Off-invoice

- Lump sum

- Scan Data

- Trade Deal

When you create an offer from the Offer Worksheet, you can use the Discount Calculator to obtain the forecasted Return on Investment (ROI). The system generates a forecasted ROI based on the following details that you enter:

- The desired retail price point or percentage off the Manufacturer's Suggested Retail Price (MSRP) that you would like to reach

- The retail unit of measurement, the desired retail price, and the retailer's margin requirement

- The forecast units information.

Based on the price and margin information, the system calculates the appropriate forecast information by using the formula:

Retail Price = (1 plus customer margin) times list price time (1 minus discount value).

You can also enter your own discount values. The ROI information is automatically calculated based on this information. The ROI information enables you to predict the performance of new offers.

You can also specify the performance requirements for the offer. Performance requirements are the requirements that the retailer or wholesaler must meet to qualify for discounts that are defined in an offer. While volume requirements are computed by the system, performance requirements based on displays and facings must be updated and tracked manually.

Using Offer Evaluator to Search and Copy Offers to Offer Worksheets

To search for offers based on a specific criteria, and copy an offer as an Offer Worksheet, log into Oracle Trade Management as Account Manager.

Navigation:Account Manager Dashboard > Offer Evaluator.

Notes:

- **Item Category:** Enables you to search for offers based on products or categories that are defined in the offer. The filter conditions apply to the selected views.

- **Qualifier Filter:** Enables you to search for offers based on qualifiers such as the customer name, bill-to and ship-to locations, buying groups, lists, or segments. The filter conditions apply to the selected views

- **Advanced Search:** Enables you to search for offers based on parameters such as the forecasted ROI, actual ROI, start date, and end date of the offer.

After all offers that match the specified criteria are returned, you can use the following options:

- **Gantt Chart:** Use this option to display offers in the form of a Gantt Chart.

- **Export:** Use this option to save the offer as a .csv file.

- **Copy to Worksheet:** Use this option to copy an offer as an Offer Worksheet. The selected offers are copied as Offer Worksheets and are displayed in the Worksheet Summary page.

Lump Sum Offer Type

You can create a Lump sum offer exclusively to offer incentives to your customers or retailers if they perform tasks or actions that have been agreed upon.

To create an lump sum offer worksheet, select Lump Sum from the Offer Type Drop down list in the Offer Details region on the Offer Worksheet page.

The following information applies to a Lump Sum Offer Worksheet page:

- In the header information the Committed Amount and Customer are required fields.

- In the Products tab :

  - In Distribution Type, select either Amount, Percent, or Quantity.

  - Level contains all available categories including Product and Category.

  - Distribution Value is either Amount or Percentage. If you do not provide a distribution value, the program allocates the committed amount evenly among all products.

  - Check the Exclude box to exclude categories or products.

Scan Data Offer Type

Scan Data offers commonly used in the Consumer Goods industry appear as manufacturer-sponsored coupons, consumer rebate programs, or discounts. Customers can redeem these coupons and avail discounts on certain products. The data is processed by third party clearing houses and passed on to the manufacturer who reimburses the retailer. Sometimes, the retailer submits the data directly to the manufacturer who validates it and reimburses the retailer.

To create a scan data offer worksheet, go to the Offer Worksheet page and select Scan Data from the Offer Type Drop down list in the Offer Details region.

The following information applies to a Scan Data Offer Worksheet page:

- In the header information the Committed Amount and Customer (Account, Bill-to, Ship-to, Buying Group) are required fields.

- In the Products tab :

    - Level contains all available categories including Product and Category.

    - Distribution Value is either Amount or Percentage. If you do not provide a distribution value, the program allocates the committed amount evenly among all products.

    - Quantity default is 1

    - Scan Type is POP Display, In-Store Coupon

    - When a Scan Data offer is created, forecasts are made regarding the scan units and values. Fill in the appropriate units and values respectively in Scan Unit Forecast and Scan Value Forecast. The budget allocated for the offer depends on the forecast value.

Net Accrual Offers

The net accrual offer type bypasses Advanced Pricing and directly processes order transaction data. Accruals are applied based on the net sales of a specific customer and product, rather than on invoiced sales. Net accrual offers can be used to establish price protection programs. They create utilization on sales that occurred in the past.

Steps

To implement net accrual offer types, run the following concurrent programs in this order:

1. AMS Web Execution: Refresh Offer Products and Parties

2. Net Accrual Engine

Set Up Net Accrual Rules

Net accrual rules are used to determine the net sales of product on which an accrual discount can be applied. These rules contain all the deductions that need to be considered on total sales of any product to arrive at the Net Sales.

For example, a sales representative sets up a deal with a customer that gives the customer a promotion of 5% based on sales to them in the previous quarter. As a part of the terms of this promotion, the sales representative wants to exclude the credit memos given to the customer in the previous quarter so as to arrive at a net sales figure. He can achieve that by creating net accrual rules and group them as a net accrual rule set. This rule set can be specified on an Offer of type Net Accrual.

Prerequisites

None

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Trade Planning > Net Accrual Rules

2. Click Create.

3. Click **Update**.

You must also create and verify Net Accrual Rule Sets. See the Oracle Implementation Guide for additional information.

For information on Off-invoice offers and Trade Deal offers see Offer Types in Chapter 7 in this Guide.

Creating Offers Using the Offer Worksheet

After you copy an offer as a worksheet, you can evaluate and create offers that will give you the desired ROI. When you create an offer from the offer worksheet, you can use the Discount Calculator to obtain a forecasted ROI value. You can also enter your own discount values and modify them. You can enter the performance requirements for the offer, create an offer forecast, and create new offers.

To evaluate existing offers by using the Offer Worksheet, log into Oracle Trade Management as Account Manager.

Navigation: Account Manager Dashboard > Offer Worksheet.

Notes:

- **Details:** Use this option to evaluate an existing offer worksheet. The Worksheet Details page picks information from the offer that was converted into the Offer Worksheet.

- **Offer Details:** The information that you enter here will be used for creating the offer forecast.

- **Offer Eligibility:** Use this section to specify the conditions on which the customers will be eligible for offers.

- **Discount Calculator:** Use this option to obtain the forecasted ROI for the offer. Use this option to display the forecasted revenue, forecasted costs, and the forecasted ROI. You can use the ROI information to offer optimum discount. You can enter different discount values until you arrive at a desired forecasted ROI.

- **Performance Requirements:** Use this option to define performance requirements for the offer:

  - **Item Level and Item Name:** Select the product item or category for which performance requirements will be defined.

- **Start Date and End Date:** These dates determine the time period within which the requirement must be executed.

- **Required check box:** Select this check box to make it mandatory for the customer to enable claims settlement. This validation is not during offer application during the order booking process but is used during claim settlement.

- **Forecast:** Use this option to create an offer forecast.
  - **Forecast Basis:** Enables you to generate a forecast based on:
    - Custom Date Range: to generate the forecast for a given time period.

    - Last Year Same Period: to generate the forecast based on the sales achieved during the same period in the last year.

    - Offer Code: to generate the forecast based on the performance of another offer.

  - **Time Spread:** The time spread that you select determines how the forecast will be divided. For example, if you select the time spread as monthly, then the forecast will be divided on a monthly basis.

  - **Offer Code:** Select an offer code if you selected Offer Code as the forecast basis.

- Offers can be created or created and submitted for approval using the Save as Draft Offer button or the Save and Submit button.

    Note: You can optionally select or more worksheets from the Worksheet Summary page and click **Copy** to create duplicate copies of the offer worksheets.

    Note: Now you add the Budgets to the Worksheet.

Discount Calculator

When you create an offer from the offer worksheet, you can use the Discount Calculator to obtain a forecasted ROI value. The system generates a forecasted ROI based on the following details that you enter:

- The desired retail price point or percentage off the Manufacturer's Suggested Retail Price (MSRP) that you would like to reach

- The retail unit of measurement, the desired retail price, and the retailer's margin requirement

- The forecast units information

Based on the price and margin information, the system calculates the forecasted ROI by using the formula, Retail Price = (1 + (plus) customer margin) * (times) list price * (times) (1 - discount value).

About Promotional Lift and Baseline Calculations

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.

- **Baseline Data**: Defined as non-promoted sales or what the volume would be if the promotion is not executed. You should define baselines at the lowest level of the Offers using the data. For example, if offers are always defined at the account level then you should provide the baseline data at the account level. Many offers are defined at the ship-to level, a baseline level commonly used.

- **Lift Factors**: Defined as percent lift as a percent price discount. You can calculate lift factors from direct shipment data and their associated price discounts as recorded in Oracle Order Management. You can define lift factors for customers, products, period, marketing activity, and offer type.

Trade Management contains an interface table which you can populate with baseline and promotional lift data in different dimensions including time, product, customer, offer type, offer activity, and territory.

First, load pre-translated baseline data into a .csv file. Keep this file in a specific location as described in the Setting Up Directory Object, page 6-16 section. Oracle recommends translating this data into the following standards:

- Map Retailers/market names to Forecasting territory's ID or Names.

- Translate products into Inventory Item Ids or Name.

- Translate periods into standard start and end date formats.

- Translate baseline quantities into Forecast UOM.

- Translate baseline amounts 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, Refresh Materialized Views, 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

The following steps describe how 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 Trade 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

    *   Generate Party List for Market Qualifiers

Setting Up Products in Oracle Inventory

Set up products in Oracle Trade Management corresponding to the products in the data (if they are not already present in Oracle Trade Management). For more information see the *Oracle Inventory User's Guide*.

Setting Up Trade Mediums and Activities

Trade mediums are promotional sales activities such as Aisle Displays, Coupons, Shelf Talker, and newspaper advertisements.

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 5.

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

- End Aisle Display

- Secondary Location

- In Aisle Display

Activity # 2

- Coupons

- Banners

Setting Up Lookups and Profiles

To set up the Data Source Lookup use the lookup OZF: Baseline Sales and Promotional Lift 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

- OZF: Currency Conversion Type

- OZF: Process Baseline Sales and Promotional Lift

- OZF: Common Currency for Trade Management

- OZF: Common Unit of Measure for Trade Management

- OZF: Global Start Date – You must set this date when populating Time Structure. If you change it, you must re-run the concurrent program OZF: Update Time Structure and the concurrent program OZF_TM: Refresh Account Manager Dashboard. as well.

- OZF: Quota Allocation by , (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.)

For a list of the column description of the Third Party Baseline Sales refer to the table Third Party Baseline Sales in the Trade Management User Guide.

For a description of the Promotional Lift Factors Data file see the table *Setting Promotional Lift Factors Data File* in the *Oracle Channel Revenue Management Implementation Guide*

Loading Data into Baseline Sales Interface

To review the steps for running the Baseline Sales Request Set and the Lift Factors Request Set see the section titled *Loading Data into Baseline Sales Interface* in the *Oracle Channel Revenue Management Implementation Guide*.

Quota Allocation

The trade planning process begins with the Sales Management allocating sales targets to the Sales Representatives in different territories and regions. Quota is the total sales target (in terms of money or quantity of products) that must be achieved in a specific time period. The process whereby the Sales Management sets sales targets for individual Sales Representatives is known as Quota Allocation.

For example, the Sales Management of an organization in US West sets a target of 1

million product units for their sales teams for the year 2004-2005. The Sales Management later allocates this quota to Sales Representatives in different US West territories such as California and Oregon, based on the sales performance and potential in each of these regions. In this case, 1 million product units is the quota, and the process by which this quota is allocated across territories is quota allocation.

The Sales Management can allocate targets by territories and by products. For more information on quotas and quota allocation, see Chapter 4, *Quota Allocation* in this guide.

Target Allocation

Information in this section will enable you to:

- Understand and work with target allocations

- Understand and work with product spreads

Understanding Target Allocation

Sales Representatives in one of the regions or territories to which the Sales Management has allocated the quota, will receive notifications when quota allocation is complete. Sales Representatives can use the Account Manager Dashboard to view their quota.

The allocated quota is automatically reallocated among each of the customer accounts. This automatic allocation is known as Account Allocation or Target Allocation. The target allocation worksheet provides a comprehensive view of how the quota has been allocated to each of your accounts and displays the targets that must be achieved for each of the accounts.

> **Note:** A customer account may have multiple bill-to and sold-to locations. The target allocation worksheet displays the targets for bill-to and sold-to locations. The rollup view of the customer account shows the sum total of all the targets that have been allocated to all of its bill-to and ship-to locations.

For example, the Sales Management of Vision Industries, USA has created a quota allocation for 1 million product units (Monitors, Keyboards, and Printers) for its sales teams for the year 2004-2005. They select a quarterly time spread. The quota that has been allocated to you, a Sales Representative in New York is 100,000 product units.

You are responsible for the customer accounts--Fabstore, Bigmall, Megastar, and Shopping World. You receive a notification after the process of quota allocation is complete. You log into the Account Manager Dashboard and view the Quota Summary. You can see that the quota allocated to you has been automatically reallocated among Fabstore, Bigmall, Megastar, and Shopping World. The target allocation worksheet will appear as shown below.

Target Allocation Worksheet

Account	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Fabstore	4,000	4,500	3,100	1,200	12,800
Bigmall	5,000	4,050	4,000	2,100	15,150
Megastar	7,500	3,900	1,650	3,000	16,050
Shopping World	10,500	11,600	8,500	25,400	56,000
Unallocated	0	0	0	0	0
Grand Total	-NA-	-NA-	-NA-	-NA-	100,000

Targets will be allocated based on the sales that were achieved during the same period in the previous year. If there is any unallocated quota, it is accounted for in a category known as Unallocated. If there is any quota that you are not able to achieve, you can justify it by using the notes feature.

You can also remove customer accounts or a bill-to or sold-to location from a target allocation. If you remove a customer account from a target allocation, the allocation is reconfigured accordingly. The target that was allocated to the specific customer account will be moved into the category--Unallocated.

For example, if you remove the customer account Shopping World from the target allocation worksheet, the new worksheet appears as shown below. Notice that the target that was allocated to Shopping World has moved into Unallocated.

Account	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Fabstore	4000	4500	3100	1200	12800
Bigmall	5000	4050	4000	2100	15150
Megastar	7500	3900	1650	3000	16050
Unallocated	10,500	11600	8500	25400	56000
Grand Total	-NA-	-NA-	-NA-	-NA-	100,000

For each of the customer accounts, you can view the product spread and the account plan.

Viewing and Modifying a Target Allocation

If you are the Sales Representative in one of the regions or territories to which the Sales Management has allocated the quota, you will receive notifications after the process of quota allocation is complete. The quota allocated to you will be automatically reallocated among each of your customer accounts. This allocation worksheet is known as Account Allocation or Target Allocation. You **cannot** modify the allocation numbers in the target allocation worksheet. However, you can remove customer accounts from the target allocation worksheet.

To view or modify a target allocation, log into Oracle Trade Management as Account Manager.

Navigation: Account Manager Dashboard > Quota Summary.

Notes:

- **Account Allocation:** Enables you to view the target allocation of the selected account and quota. All the accounts that you are responsible for will be listed in the Target Allocations Worksheet page. The allocation will be based on the sales figures during the same period in the previous year. If there is any unallocated target, it will be accounted for in the general category--Others.

- **Recalculate:** Enables you to recalculate the allocation numbers after making changes.

- **Update Account Selection:** Use this option to remove a customer account or a bill-to or sold-to location of a customer account. Note that if you remove a customer account or a related bill-to or sold-to location, the corresponding allocation numbers are moved to the category--Unallocated.

Viewing the Product Spread

To view the product spread for a customer account or any of its bill-to or sold-to location, log into Oracle Trade Management as Account Manager.

Prerequisites:

- A quota must have been allocated.

- Products must have been defined for the quota.

Navigation: Account Manager Dashboard > Quota Summary.

Notes:

- **Target Allocation:** Use this option to view the product spread for a quota. All the

accounts that you are responsible for will be listed in the Target Allocations Worksheet page. You can see that targets have been automatically allocated to each of the accounts. The business process view can be setup at the user level.

- **Product Spread:** Use this option to view the product spread of an account. To view the product spread for a bill-to or sold-to location of a customer account, first expand the customer account and then click the corresponding Product Spread icon. The product spread is based on the sales figures during the same period in the previous year. Unallocated products are accounted for in the general category--Others.

Account Planning

The account plan of a customer provides an overall view of the activities related to the customer account. You can access information such as trade promotions, outstanding claims, details of competitive products, and all other activities that are related to a customer account. You can also forecast, plan, create, and evaluate trade promotion activities such as offers and campaigns, and evaluate potential returns.

Information in this section will enable you to:

- Understand the concept of Account Planning

- Display offers in the form of a Gantt Chart

- View sales graphs of an account

- Update retail pricing and details of competitors' products

Overview of Account Plan

After the process of quota allocation is complete, along with the target allocation, account plans are automatically created for each account. An account plan of a customer account includes the customer details, quota details, activity summary report, information about the retailer's performance, retail price points, and notes and attachments.

You can access the account plan for a customer by drilling down the customer account in the Account Manager Dashboard. The quota details that appear for each of the customers is based on the target allocation.

The Activities region in an account plan enables you to view all offers and campaigns that are associated with the customer account. You can view the offer details, budget details, forecasted units and the actual units of products that have been sold.

The Activities sub tab includes two regions--Manufacturer's Activities, and Retailer's Performances.

- **Manufacturer's Activities region:** You can use the offer evaluator and offer worksheet to create and evaluate offers to fetch the desired return on investments. You can view Gantt charts for selected offers, and view the sales performance graph of the account. You can select one or more offers and export them as a .csv offer by clicking **Export**.

- **Retailer's Performances region:** You can view the performance activities associated with the offer. If the performance requirements for an offer have been met, you can mark the offer accordingly by checking the respective Activity Completed check box.

For example, you may have an agreement with a retailer where the retailer will be eligible for a lump sum amount if the they display a poster of your new product in the showroom for a month. Displaying the poster is the performance activity that has been agreed upon. After you verify that the retailer has performed according to the agreement, you can mark the offer for completion of the activity.

Displaying Offers In the Form Of a Gantt Chart

To select offers and display them in the form of a Gantt Chart, log into Oracle Trade Management as Account Manager.

Prerequisites:

- Target allocation must be complete.

- Customer accounts and offers must exist.

Navigation: Account Manager Dashboard > My Accounts region > Customer Account > Activity Summary sub tab.

Notes:

- **Activity Summary:** The Activity Summary sub tab displays the offers that are applicable to the customer's account. Select the offers that you would like to display in the form of a Gantt Chart.

Viewing Budget Utilization Details of an Account

A budget can fund many trade promotion activities. Funds from the budget are committed against each of these trade promotion activities, and are utilized over a period of time. The budget checkbook gives the status of the funds in a budget including the total, committed, utilized, earned, paid amounts, and the GL posting details of the budget.

A budget is utilized when you withdraw funds to execute trade promotion activities. The utilized, earned, and paid columns in the budget are updated during various stages of offer execution, and these columns enable you to track fund utilization.

In the My Accounts and My Products region of the Account Manager Dashboard you can view budget utilized, earned, paid and unpaid earnings. You can use the personalization option to hide or expose these columns. The columns include:

- Year to Date (YTD) Baseline (lesser of: forecasted baseline or YTD sales)

- YTD Incremental (greater of: 0 or YTD sales minus YTD baseline)

- This Month Baseline (lesser of: forecasted baseline or MTD sales)

- This Month Incremental (greater of: 0 or MTD sales minus MTD baseline)

- All Open Claims (Open Claims are linked to claims summary and are not available on My Products.)

- YTD Funds Utilized

- YTD Funds Earned

- YTD Funds Paid

- Quarter-to-day (QTD) Funds Utilized

- QTD Funds Earned

- QTD Funds Paid

- Month-to-day (MTD) Funds Utilized

- MTD Funds Earned

- MTD Funds Paid

- All Funds Unpaid

- All Open Claims

The utilized, earned, and paid information is visible on the dashboard provided the customer accounts or sites fall within your territory. This information will display even if those balances belong to budgets which you do not have access to.

The profile option OZF: Highest Period Level of Budget Utilization Payment Details determines if MTD, QTD, and YTD funds columns are hyperlinked to transactional details.

- If the profile value is YTD, then MTD, QTD, and YTD fund columns are hyperlinked to details.

- If the profile value is QTD, then MTD and 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 and YTD fund columns display the totals but do not have links to details.

Funds Earned, Funds Utilized, Funds Paid Column Details

Links for Funds Earned, Funds Utilized, and Funds Paid provide visibility to the transactional details for that period, YTD or MTD. There is also a link to Order details. The scope is restricted to the Bill-To's and Ship-To's within your Territories.

Funds Unpaid Column Details

Links for Unpaid is all money currently due. The scope is restricted to the Bill-To's and Ship-To's within your Territories. There is also a link to Order details

Open Claims Details Use the Open Claims link to view the transactional details. The scope is restricted to the Bill-To's and Ship-To's within your Territories. There are also links to open claim details.

Viewing Sales Graphs Of an Account

During the target allocation process and offer creation process, you can view the sales performance of the account in the form of a graph. You can select various combinations based on the customer and ship-to sites, product categories and products, and the time (start date and end date).

To personalize and view sales graphs for a customer account, log into Oracle Trade Management as Account Manager.

Prerequisites:

- Target allocation must be complete.

- Customer accounts and transactions must exist.

Navigation: Account Manager Dashboard > My Accounts region > Customer Account > Activities sub tab > Sales Analysis.

Notes:

- **Time Spread:** Enables you to display the graph based on time spread options such as monthly, quarterly, or yearly.

- **Item Type and Account Type:** The item type and account type that you select here determines the values for which you can generate the graphs. For example, if you select Item Type equals Products, and Account Type equals Accounts-Ship To, then all the products, and ship-to locations for the customer account are listed. Choose a combination of these values to generate the graph.

Adding a Note to an Account Plan

Use the following procedure to add a note to a customer's account plan.

Example

Prerequisites

An existing account plan.

Steps

1. Log into Oracle Trade Management as Account Manager, and click Account Manager Dashboard.

2. In the My Accounts region, drill down the customer account.

3. Click the Notes sub tab, and select a note type from the Type drop-down list. The note will be classified based on the type that you select. This will enable you to search for notes belonging to a particular type.

4. Type in any form of free text for the note.

5. Click Add to Notes. The note will be listed in the List of Notes region.

6. Optionally, complete the following steps to add an attachment to an existing note:

   1. Click the corresponding Update icon.

   2. Click Add Attachments in the Attachments page.

   3. Enter a description for the attachment.

   4. Select from one of the following options:

      - File: to add an existing file as an attachment.

      - Text: to enter text and add it as an attachment.

      - URL: to add a URL as an attachment.

   5. Click Apply.

7. Optionally, to delete a note, click the corresponding Delete icon.

7

Trade Planning and Offers

This chapter covers the following topics:

- Trade Planning Overview
- Process Flow
- Offer Creation
- Offer Forecasting
- Offer Sourcing
- Offer Approval
- Offer Execution

Trade Planning Overview

Discount planning is an integral part of Trade Planning. It involves planning discounts in such a way that it encourages customers to buy products, and at the same time gives the desired return on investments. Different types of discounts must be offered based on different business conditions and scenarios. Some of the challenges that organizations face are those of planning discounts based on realistic data, analyzing performance of offers, tracking usage of funds, and making real-time adjustments to offers.

Offers in Oracle Trade Management simplifies the process of discount planning, execution, and tracking. Offers enables you to plan and create different kinds of offers depending upon 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 the costs and revenues for active offers.

Process Flow

The following figure illustrates the process flow for offers:

Process Flow for Offers
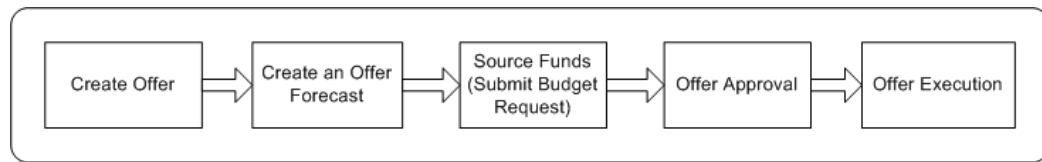
Create Offer

Offers are created to offer discounts and promote sales. You can create different kinds of offers based on the sales objectives. You can also specify the discount levels, date qualifiers, and market eligibility for the offer.

Create Offer Forecast

Creating an offer forecast enables you to predict the performance of new offers by utilizing base sales data (sales data of the previous year). You can optionally create Offer Creation offer forecasts at any time irrespective of the offer status. You cannot modify, update, or delete a forecast after it is frozen.

Request Funds

An offer must source funds from a budget or a campaign to offer discounts to the retailers and customers. An offer can source funds from multiple budgets, and a budget can fund multiple offers.

Approval

An offer must go through the offer approval process to become active. The offer approval process involves offer theme approval and budget approval. In offer theme approval the offer plan gets approved while in budget approval the budget owners approve the request to source funds from the budgets. An offer will only go 'Active' after the budget approval.

Execute Offer

After an offer becomes active the offer is available to customers and they can place orders against it. Discounts are applied when customers place orders depending on the offer eligibility. Orders are created in Order Management.

The budgets from which the offer funds have been sourced are updated booked and the discounts applied on the orders. Customers may claim the discounts offered by submitting claims or by short paying invoices. The Claims module in Oracle Trade Management handles the creation and research of these claims and deductions.

Offer Creation

Offer creation involves an understanding of the different offer types, qualifiers, discount tiers, budget-offer validation, performance rules, promotional limits, offers evaluator, offer worksheet, and offer payout dates and methods.

Information in this section will explain how to:

- Create different types of offers, page 7-3

- Define qualifiers, and discount rules, page 7-22

- Define market eligibility, and product eligibility, page 7-26

- Define advanced options, page 7-30

- Defining offer payout dates and methods, page 7-31

- Define Performance Requirements, page 7-33

- View promotional limits and multiple currency price lists, page 7-35

- Define promotional limits, page 7-37

- Create offer adjustments, page 7-40

- Approve offer adjustments, page 7-40

Offer Types

Offers refer to incentives that are given to customers to encourage them to purchase products or services. Offers are known as promotions or trade promotions and trade deals depending on whether they target specific trade customers or specific accounts.

A few examples of offers are:

- Purchase a DVD player and get a free DVD

- Buy $100 worth of items and get 20% off your entire order

- Buy one get one free.

Oracle Trade Management supports different offer types:

- Off-invoice, Order Value, Promotional Goods, Terms Upgrade, Accrual, Net Accrual, Volume, Trade Deal. Lump sum and Scan Data

Accrual Offer

In an Accrual offer, delayed discounts are offered on purchases made over a specific period of time. These delayed discounts get accrued over a period of time and retailers can later obtain this money by submitting claims. Discounts can be tiered.

For example, an organization creates an accrual offer for Wal-Mart for the period March 1, 2004 through March 31, 2004. Wal-Mart gets $1.00 for every case of Product X that Wal-Mart buys from the Manufacturer. Upon completion of the time period, the

accrued amount can either be paid back to Wal-Mart or can be accrued for use in future promotions. This creates an accrual of $1.00 per case. At the end of the offer period, Wal-Mart can raise a claim and request the organization to reimburse the accrued incentives. If Wal-Mart has bought 1,000 units of Product X during the offer period, then it is eligible to receive $1,000.00 ($1 times 1,000).

Lump sum Offer

Manufacturers may have agreements with retailers to pay them if they carry out certain trade promotion activities on behalf of the manufacturer. Lump sum offers are created exclusively to offer incentives to retailers if they perform tasks or actions that have been agreed upon. Promotional payments arising out of Lump sum offers are either accrued immediately, or over a period of time. When you create a Lump sum offer, you must include the time period within which the retailer must carry out activities that have been agreed upon. Lumpsum offers are customer-specific; they can target only one customer at a time.

For example:

- A manufacturer creates a Lump sum offer to offer an incentive to a retailer if the retailer displays the products in the showroom between January 1, 2004 and January 31, 2004.

Lump sum offers may be with spread or without spread.

- **Lump sum offer with spread**: The incentive is spread over a period of time and is paid based on time periods. The incentive is divided by the number of days the retailer is expected to carry out the activities.

  For example, you create a Lump sum offer to offer $5000 to a customer if the customer displays an in-store advertisement for 10 days. The retailer receives $500 if he displays the in-store advertisement for 1 day, $1,000 if he displays the advertisement for 2 days, and $5000 if he displays the in-store advertisement for 10 days.

- **Lump sum offer without spread**:The incentive is accrued up front all at once regardless of the time period. Using the previous Lump sum offer, the entire incentive ($5,000) is accrued as soon as the offer is active.

Net Accrual Offer

Gross sales are sales that are achieved based on the invoice value. Net sales are sales that are achieved after subtracting the discounts, promotions, allowances, returns, and freight charges from the gross sales. In a Net Accrual offer, discounts are calculated based on net sales. Net Accrual offers are used to create post sales accruals, and are created on top of accrual offers.

For example, a manufacturer reduces the price of a product because of its poor performance. To compensate the retailers for losses that were incurred in the previous purchases of this product, the manufacturer creates a Net Accrual offer with a start date before the current date and stipulates a certain accrual percentage for past product

purchases. Discounts can be tiered.

A Net Accrual offer can also have limits such as the maximum accrual amount and maximum accrual for a customer. Accrual rules determine the accrual calculation for Net Accrual offers. The Administrator can define accrual rules. See the section titled *Set Up Net Accrual Offers* in the *Oracle Channel Revenue Management Implementation Guide* for more information.

Off-invoice Offer

This is also known as On-invoice offer. In an Off-invoice offer, discount is offered on the invoice amount when customers purchase the specified quantity of a product. In this case, the discount is not accrued but is directly applied on the invoice. For example, If Product A has a price for $ 100 and a off-invoice discount of 10 % is applied, the product will be invoiced for $ 90.

Order Value Offer

In an Order Value offer, discount is offered on the entire order value, regardless of the number or type of products that a customer purchases. The customer may purchase different products; discount is offered on the total value (order amount) of these products.

Discounts can be tiered. For example:

- Spend $100 to $499 and get 10% off on the total purchase price

- Spend $500 or more and get 20% off on the total purchase price

Promotional Goods Offer

A Promotional Goods offer includes an additional product or service with the purchase of a specified product. When customers purchase certain goods or services, they are eligible for one of the following:

- To receive additional goods or services at no extra charge. For example, purchase a Computer and get a free Printer.

- To receive a percentage off on additional goods or services. For example, purchase a Refrigerator and get 50% discount on a Food Processor.

This offer type can be either on a recurring basis or non-recurring basis.

Assume that you have created Promotional Goods offer whereby customers will get 1 unit of Product B free if they purchase 10 units of Product A. In this case:

- If the offer is on a non-recurring basis, then the customer gets 1 unit of Product B on purchasing 20 units of Product A.

- If the offer is on a recurring basis, then the customer gets 2 units of Product B on purchasing 20 units of Product A.

Scan Data Offer

Scan Data offers are commonly used in the Consumer Goods industry. They appear as manufacturer-sponsored coupons, consumer rebate programs, or discounts. Customers can redeem these coupons and avail discounts on certain products. The data is processed by third party clearing houses and passed to the manufacturer who reimburses the retailer. Sometimes, the retailer submits the data directly to the manufacturer who validates it and reimburses the retailer.

Redemption data can be posted when the offer is active or after it is complete. Depending on the posting method, reimbursement can occur throughout the promotion or after the promotion is complete. For example, an organization issues a coupon for $1.00 off the retail price of its orange juice product. The coupon is valid for one year.

Terms Upgrade Offer

Oracle Trade Management supports the following types of terms upgrade:

- **Freight terms**: Enables you to specify freight terms such as paying freight charges on behalf of the customer and claiming it back from the customer at a later point of time; or waiving off freight charges for the customer.

- **Payment terms**: Enables you to enter payment specifications such as extended payment period for the customer. For example, your organization may have a policy requiring customers to pay within 30 days of buying a product. By specifying payment terms, you can extend this payment period to 60 days.

- **Shipping terms**: Enables you to offer services such as free shipping or shipping at a discounted price.

For each of these options, you can enter the cost of terms upgrade. For example, if you are extending the payment period for a customer, you can enter an estimate of how much this could cost the company. However, this field is for information purposes only and has no functional impact.

Trade Deal

Trade Deals cover a wide variety of promotions and discounts. Off invoice as well as Accrual offers can exist within the same offer and this is the advantage of creating a Trade Deal.

Trade Deal enables you to create accrual discount rule as well as off-invoice discount rule within a same offer, without having to create two separate offers for the same purpose.

When you create a Trade Deal you can either:

- **Apply only Accrual discount rules:** customers accrue funds based on sales that they achieve.

- **Apply only Off-invoice discount rules:** customers receive discounts on products that they purchase.

- **Apply Accrual discount rules as well as Off-invoice discount rules:** customers accrue funds based on the sales that they achieve and receive discounts on products that they purchase.

For example, an organization launches a new product. To promote the product, it creates a Trade Deal for retailers whereby they receive accruals for every unit of the product sold. Apart from this, customers also receive an incentive if they feature and display the new product in their store for a month.

In a Trade Deal, the two discount rules coexist and get applied to the order on the item list price and not on the discounted value; if an Off-invoice offer and Accrual offer are applied separately to the same effect, they would get applied on the order one after the other, depending on the discount buckets setup.

For example, the selling price of a product is $100. You create a trade deal that offers 10% off-invoice and 10% accruals for the customer. When customers buy the product, they receive 10% off the invoice ($10) and receive 10% accruals ($10). Therefore the actual selling price will be $100 minus $10 (off-invoice) minus $10 (accruals) = $80.

If an Off-invoice offer and an Accrual offer are applied separately to give 10% off-invoice and 10% accruals, one of these two can be based on the net price. This means that either the Off-invoice offer or the Accrual offer will be applied first. The new price of the product will be $100 minus $10 (off-invoice or accrual) = $90. Next, the second offer will be further applied. The final selling price of the product will be $90 minus $9 (10% of 90) = $81.

Volume Offer

Volume offers are created to encourage customers to purchase higher quantities of products. In a Volume offer, the qualified retailers accrue funds based on their cumulative purchases spanning over a period of time. Volume accrual offer typically includes multiple performance tiers. Retailers approaching a new tier may be motivated to purchase more goods to receive a larger discount.

The incentive can be applied to a retailer's open invoices or a discretionary business fund either as a discount, or an accrual. It can also be used to develop revenue forecasts and inventory planning strategies.

For example, Purchase any of the following amounts of Products X, Y, and Z cumulatively between January 1, 2004 and December 31, 2004, and get the related discount.

0 - 100,000 - Get 3 %

100000 - 200,000 - Get 4 %

200000 - 500,000 - Get 6 %

Note that a value of 100,000 will fall in the first tier and will receive a 3 % discount while any value over 100,000 will be eligible for a 4 % discount

Discount levels can be setup based on Amount or the quantity purchased.

Single Volume Offer with Multiple Rate Structures

Volume rebates or discounts are usually used to increase sales. Different products and product categories can have different price and cost models, different markets and growth objectives, resulting in a different set of rates for each product category or even product. To prevent companies from having to create multiple volume offers, you can use one single volume offer to support different rate structures for different products or categories.

Volume Offer Creation

The following figure shows the Volume Offer process flow:

Create Volume Offer Process Flow
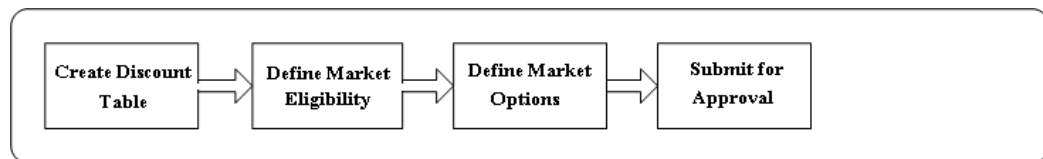
Create Discount Table

When you create a discount table you must define the following:

- Define discount tables (one or many). A discount table can contain one or many tiers and the tiers use continuous breaks. This means that the "To" value of one tier will be the "From" value of the next tier. The following example contains 3 tiers:

  - 1 – 10,000 cases, receives a 5% discount

  - 10,000 – 20,000 cases, receives a 6% discount

  - 20,000 – 30,000 cases receives a 7% discount.

- Define whether to track volume by amount or quantity

- Define whether discount is in percent, or amount

- Define whether the discount is a stated value or calculated by a formula.

- Enter eligible products or product category for each discount table; each discount table can contain one or many products or product categories.

- Add another point to specify how to select what products to select to include volume and products to apply discount

- You must separate the products you are selecting that will include volume from the

products you select to apply a discount.

Define Market Eligibility

Enter customer, buyers, and sellers you want to track.

Define Market Options

Market options include the following:

• Define beneficiary

• Decide if retroactive adjustments will be made

• Decide whether volume for each customer in a grouping will be tracked together or separately

• Decide which products will include volume and which products to apply a discount

• Decide whether volume of all products on all discount tables will be tracked together, or separately

In Volume offers, the Retroactive Flag determines whether past orders should also be adjusted based on the new accrual rate achieved. For example, a Volume accrual offer is set up for a customer to accrue funds based on the total volume of the product sold for the next 6 months, as follows:

0-1000 accrue 5%

1001-2000 accrue 8%

2001 or more accrue 10%

Each unit is priced at $1.00. The first few orders from a customer look as follows:

Order No.	Quantity Purchased	Accrual %	Accrual
1	600	5%	30
2	400	5%	20
3	100	8%	8

If the Retroactive Flag is on, then the system revisits order 1 and order 2 and makes a volume offer adjustment as follows:

Order No.	Quantity Purchased	Accrual %	Accrual	Volume Offer Adjustment	Total Accruals
1	600	5%	30	600 * (8% - 5%) = 18	48
2	400	5%	20	400 * (8% - 5%) = 12	32
3	100	8%	8	NA	8
Total	1,100	NA	NA	NA	88

Discount Tables

One Volume Offer can support multiple discount tables. The following example describes an example of a Volume Offer with multiple discount tables for different products.

Navigation: Trade Management > Trade Planning > Offers > Create > Volume Offers > Discount Table

Company X sells five different product lines to customers. For each of its top 100 customers, the sales managers negotiate an annual volume rebate promotion. For example, to incentivize a customer to exceed their previous volume of five million dollars, you can create a volume rebate such that if volume exceeds five million dollars, extra rebates will be offered. In this example, although each customer's promotion is similar to all the others', each customer gets a different set of rates for different product lines.

The following table shows how this example can be handled by just one volume offer with four discount tables – one for A, one for B, one for C and D, and one for E with its exceptions:

If Product is:	And Volume Falls Within:	Then Offer
A	1-100 cases	3%
	100-200 cases	4%
B	200-300	3.5%
	300-400	4%

C and D combined	1-150,000 cases	$0.25 per case
	150,000-175,000 cases	$0.30 per case
	175,000 cases plus	$ 0.35 per case
Category E, except products E1 and E2 in this product line	1-100,000 cases	$0.50 per case
	100,000-150,000 cases	$1.00 per case
	150,000 cases plus	$ 1.50 per case

Notes:

- Tiers by LOV lists Quantity (default) or Formula. If you select Formula on the tier line, it is used to calculate the amount or percentage discount.

- Discount by LOV by lists percent or amount. The amount or percentage discount can either be a fixed value (2.5%) or dynamically calculated at runtime.

About Qualifiers

Qualifiers enable you to specify the date range for different qualifying attributes for an offer. You can specify the following qualifiers for an offer:

- Order Dates

  Order date is the date on which a customer or retailer places an order. Discounts are offered on orders that are placed in the specified date range.

  For example, if the Order Dates are December 14, 2005 and December 30, 2005, then customers who place orders between these dates will be eligible for discounts.

- Ship Dates

  Ship date is the date on which goods are shipped to the customer location. Discounts are offered on goods that are shipped in the specified date range.

  For example, if the Ship Dates are December 14, 2003 and December 30, 2003, then goods that are shipped between these dates will be eligible for discounts.

  > **Note:** If you specify the Order Dates as well as Ship Dates for an offer, then the offer will be applied only for those orders that are booked within specified Order Dates and also shipped within specified Ship Dates. If the order is shipped after the specified dates, then the offer will be re-evaluated.

- Performance Dates

Performance rules are the conditions that a retailer or a customer must comply with to qualify for the discounts that are defined in an offer. Performance dates determine the time period within which retailers or customers must execute activities that are assigned to them to qualify for the discount. Performance dates are used to ensure that customers meet the performance criteria before a claim can be settled. Performance dates are not related to sales orders or product sales.

For performance requirements such as end-aisle display or poster display, you can attach digital photographs of the display to the offer. During claim settlement, the claims user can use this information as performance proof.

Note that while volume performance is validated automatically, any other types of performance requirements must be updated manually by the account representatives.

About Web Offers

Web Offers are offers that are created by marketing users for marketing purposes. Web offers are associated with a campaign schedule of type Internet Promotion. At runtime, eMerchandising renders the content (Web Image and Web Text) associated with an offer. See the *Oracle Marketing User Guide* for more information on Web Offers and eMerchandising.

Web Image

A Web advertisement of content type Web image, can be an existing image on your server or a new image uploaded from your client. You can specify the width and height (in pixels) of the image, or accept the defaults based on the image file selected. The image can have alternate text, which will be displayed when the cursor is placed over the image. You can specify a specific language for the image or accept the default or All Languages. Click-through destination of the image, which, as the name indicates, is the destination to which the Web visitor is directed upon clicking on the image. The content types and subtypes determine the style, or look and feel, that is applied to the Web image.

Web Text

A Web advertisement of content type Web text contains a display text that is displayed in iStore or any Web site. You can select a specific language for the text or accept the default, or All Languages. As with Web images, the subtypes are used in conjunction with Styles to display the text with the associated style.

What You Can Do

- Click Create to create a new web image or web text.

- To view and modify a web image or web text, click its description hyperlink.

- To view a web image or web text attachment, click its hyperlink.

- To remove a web image or web text, check the corresponding Remove check box, and click **Update**.

Seeded Click-Through

When creating a CTD a critical component of it is the "action" that you select. For example, if creating a CTD for web advertisement, the action for the click-though could be to send the targeted user to a specific URL.

The following table describes the seeded actions for CTDs.

Seeded Click-Through Destination Actions

Action	Description
Go to URL	Sends the user to the defined URL. The URL for this action must be preceded by HTTP:// or HTTPS://.
Go to iStore shopping cart	Uses iStore deep linking functionality to directly forward the user the shopping cart page. This action is available only if Oracle iStore is implemented.
Go to Product Details page in iStore	Uses deep linking to directly forward the user to a specific Oracle iStore product detail page. When using this functionality, the AMS: Item Validation Organization profile option setting must match the IBE: Item Validation Organization setting. These profiles must be set to the same Master Inventory Organization. If they do not match products in iStore are not visible in Oracle Marketing. This action is available only if Oracle iStore is implemented.
Go to Shopping Cart with Item	Uses deep linking to directly forward the user to the iStore shopping cart page. The shopping cart can contain an item that has previously been added. This action is available only if Oracle iStore is implemented.
Go to Section iStore	Uses deep linking to directly forward the user to a specific section within the iStore page hierarchy. This action is available only if Oracle iStore is implemented
Go to iStore Registration Page	Uses deep linking to forward the user to the Oracle iStore registration page. This action is available only if Oracle iStore is implemented.

Action	Description
Go to Catalog/Minisite in iStore	Uses deep linking to route user to the homepage of a specific specialty store. The homepage for the user will vary on the preferences selected by that user. For example, if the user hasn't registered in the store and has the responsibility of IBE_GUEST, the user will be forwarded to the generic homepage. However, if the user has previously registered and has the responsibility of IBE_CUSTOMER with a saved preference of "English", then the user will be forwarded to the English homepage for that storefront. This action is available only if Oracle iStore is implemented.

Creating a Click Through Destination for a Web image or Web Text

When creating electronic content for web offers, you can create web images and web text and insert a URL that will send the customer or prospect who will receive this piece of content to a destination. You can create URLs for Click Through Destinations (CTDs) in Oracle Trade Management for web offers. Click-Through Destinations (CTDs) enables you to generate simple and structured URLs for content while hiding the complexity of the URL. By providing an interface for creating structured URLs for content, you do not have to know all URL parameters to create a destination for that content.

Use the following procedure to create a CTD for web offers:

Prerequisites

- An offer of type "web offer" has been created

- The web offer is "Request only"

- The web offer has a discount level of "line"

- The profile AMS: Item Validation Organization and IBE: Item Validation Organization are set to the same Master Inventory Organizations.

Steps

1. Log into Oracle Trade Management as Oracle Trade Management User and navigate to Offer > Offers.

2. Click the hyperlink of the offer.

3. Navigate to Execution > Content.

4. Click Create.

5. In the Type drop-down choose one of the following:

   • Web Image: Displays an image to the user. The user clicks the image and is routed to the destination page defined.

   • Web Text: Display text to the user. The user clicks the text and is routed to the destination page defined.

6. In the Subtype drop-down choose a subtype for the Type chosen in step 3. For example, if Web Image was selected, the subtype could be full banner or half banner.

7. In the Description textbox, enter a short description for the content.

8. In the File textbox, search and select a stored image. If you are using an image that has not previously been uploaded, select Upload New Image.

9. In the Click-Through Destination section select the action "Go to Shopping Cart page in iStore with an item. See Seeded Click-Through Actions, page 7-13 and the *Oracle Marketing User Guide* for more information.

   The application will populate, as a result, enter the following mandatory fields:

   • Specialty Store: launch the "Choose a minisite" navigator. In the Minisite column, choose the appropriate minisite. This is the web storefront that is displaying the web offer to the user.

   • Section: launch the "Section Selector" navigator. In the section name column, choose the appropriate section. This is the section within the web storefront that contains the item.

   • Product/Item: launch the "Product Selector" navigator. In the product name column select the appropriate column. This is the product within the section that is the destination for the web offer.

10. Select Create to save your work.

11. Navigate to Execution > Content. Select the content created in step 3.

12. Click Preview.

    A Preview window opens displaying either the web image or web text selected for the web offer.

Modifying a Web Image or Web Text

Use the following procedure to modify a web image or a web text.

Prerequisites

- An offer of type "web offer" has been created

- The web image or web text exists

- The profile AMS: Item Validation Organization and IBE: Item Validation Organization are set to the same Master Inventory Organizations.

Steps

1. Log into Oracle Trade Management as Oracle Trade Management User and navigate to Offer > Offers.

2. Click the hyperlink of the offer.

3. Navigate to Execution > Content.

4. Click the description hyperlink of the web image or web text you would like to modify.

5. Make the required changes, and click Update.

About Discount Level and Discount Tiers

Discount rules enable you to enter discount information for individual products and product lines in the offer. For an offer, you can select the discount level, and discount tier based on how you want to offer discounts.

Discount Level

The discount level can be either Line, or Group of Lines. Line enables you to apply the discount to each individual product in the offer, whereas Group of Lines enables you to apply the discount collectively to all products in the offer.

For example, you create an Off-invoice offer to give 10% discount the following products:

- Product A: $100

- Product B: $75

- Product C: $20

If you select Line as the discount level, then the customer gets 10% discount on each of the products individually. The new selling prices of the products will be as follows:

- Product A: $100 - $10 = $90

- Product B: $75 - $7.5 = $67.5

- Product C: $20 - $2 = $18

If you select Group of Lines as the discount level, then the discount is collectively applied to the sum total of the selling prices of Product A, Product B, and Product C. The set of products costs $200 ($100+$75+$25). After applying discount, the set of products will cost $180 ($200-$20). Here, $20 is the discount that is offered on the sum total of selling prices of Product A, Product B, and Product C.

If you select Group of Lines as the discount level, it is mandatory that you specify the volume of the products. For more information on Discount Levels, see the *Oracle Advanced Pricing User's Guide.*

Discount Tiers

Discount Tiers enable you to determine the manner in which you apply discounts to an offer.

> **Note:** Discount tiers are evaluated on a single-order basis only. Use Volume offers to evaluate discount tiers on a cumulative order basis.

Discount tiers are of the following two types:

• Single-tier Discount

Single-tier Discount enables you to enter a single discount value against a product. For example, to offer 10% discount on every unit of Product A, you must select the tier type as Single and enter the discount value as 10%.

• Multiple-tier Discount

Multiple-tier Discount enables you to specify different levels of discounts based on the quantity of the product purchased. You can offer discounts based on the number of product units that the customers purchase.

For example, you can offer discounts for a product such that customers get:

  • 0 discount if they purchase less than 50 units

  • 5% discount if they purchase 50-100 units

  • 10% discount if they purchase more than 100 units

To do this, select the tier type as Multiple, and specify the discount values accordingly.

Discount tiers are supported only for Accrual, Trade Deal, Volume, Off-invoice, and Order Value offers.

Org-Striping in Offers

Org striping enables you to restrict offer application to orders within to the respective operating units. In org-striped offers, budgets, and pricelists, the operating unit details are derived from the MOAC profile options, MO:Default Operating Unit. By

org-striping offers you can:

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

    > **Note:** Org-stripping does not affect offer security and does not restrict access to offers.

Global Flag on Pricing Related Objects

Offers use the global flag to determine whether an offer can be applied across operating units. You can control the global flag by setting the profile option OZF: Global Flag on Pricing Related Objects at the site level. The profile option works together with the QP: Security Control Profile = Yes that is set in System Administrator > Profile > System.

You can set the profile option, OZF: Global Flag on Pricing Related Objects to determine whether the global flag will be checked by default for an offer, budget, or pricelist. For the values of this profile option refer to the OZF: Global Flag on Pricing Related Objects in the *Oracle Channel Revenue Management Implementation Guide*.

Impact on Org-Striping on Offers

The following table describes the impact of org-striping 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	The offer applies to orders in different operating units, except in the following cases: • The QP profile option is ON, the Oracle Trade Management profile option is checked, and global flag in the offer is unchecked • The QP profile option is ON, and the Oracle Trade Management profile option and the global flag are unchecked.	Same as the conditions that apply for direct sales. The Global flag on each modifier or price list should be checked.

Offer Type	Direct Sales	Indirect Sales
Lump sum, Scan Data offer	No impact on offer execution or performance activity validation. 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.	No impact on offer execution or performance activity validation. The offer utilization does not vary based on indirect sales data. The performance activity for a Lump sum or a Scan Data offer does not have the ability to validate indirect sales data.
Net Accrual offer	If QP profile is set to On, and the global flag in the Net Accrual offer is: • **Checked:** Offer utilizations are excluded even if the offers belong to an operating unit that is different from the Net Accrual offer. Similarly, marketing and receivables transactions are excluded irrespective of the operating unit to which they belong. • **Unchecked:** The offer is treated as an exclusion only if its operating unit matches with the operating unit of the Net Accrual offer. Similarly, marketing and receivables transactions are treated as exclusions only if their operating units are same as that of the Net Accrual offer	N/A

Offer Type	Direct Sales	Indirect Sales
Offers created for Oracle Partner Management purposes	If the offers created for Oracle Partner Management purpose must be global, then set either the QP: Security Control profile at the site level to Off, or set the OZF: Global Flag on Pricing Related Object profile option at the application level for PRM to Yes.	N/A

Creating an Offer

Use the following procedure to create Accrual, Off-invoice, and Terms Upgrade offers. You can use it for the basics of creating other offer types as well.

Log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Create.

Notes:

- **Create Offer:** The page redraws and the fields change depending on the type of offer that you select.

- **Offer Code:** If left blank, a unique code is generated automatically.

- **Request Only:** Select if the customer must specifically state participation in the offer when submitting an order. These offers will not automatically apply in the Order Management module.

- **Discount Level:** The offer type determines the choices that you have for this field:

    - Line: use to apply discount by order line.

    - Group of lines: use to apply discount to a group of lines in the order.

- **Budget:** Offers are sourced from a campaign or from multiple budgets. If you select a budget here, you can select additional budgets later from the Offer Details page.

- **Committed Amount:** Enter the amount you want to commit for the offer. If the committed amount is the maximum amount allowed for this offer, select Yes for Committed = Maximum. you select Yes, Oracle Trade Management automatically passes the committed amount to Advanced Pricing to ensure that the offer is limited to this amount. The profile option is OZF : Allow committed budget to exceed total budget.

- **Campaign:** Use this option to associate the offer with a campaign. Selecting a campaign here does not mean that you will be sourcing funds for the offer from the campaign.

- **Source from Campaign:** Use this option to fund the offer from this campaign. An offer can source funds from a campaign (parent campaign), or from one or more budgets but never from both.

- **Reusable Check Box:** Enables you to use the offer with multiple campaigns.

- **Confidential Check Box:** Enables you to keep the offer confidential until it becomes active. If selected, the offer is visible only to the owner until the offer status changes to active.

- **Owner Field:** Optionally use this option to change the offer ownership. The owner field defaults to the logged in user on offer create.

Other Offer Creation Conditions

Use the following conditions to create other offer types.

Notes: Lump sum offer

- **Distribution Type:** The distribution method that you select here determines how you might distribute the discount by line item.

- **Lump sum amount:** Enter the actual amount in this field.

  For example, if the lump sum amount is $100 and you select Percent as the distribution type, then on the Offer Details page you can specify the following:

  - Line 1 receives 25% discount

  - Line 2 receives 50% discount

  - Line 3 receives 25% discount

- **Payment Type:** Select whether the earnings will be paid by issuing a check or whether they will be accrued.

Notes: Promotional Goods offer

- **Break Type:** Select Point or Recurring.

  For example, you have created a promotional goods offer with a condition where a customer receives 1 unit of product Y free when purchasing 10 units of product X.

  A customer purchases 20 units of product X. Here, if the break type is:

  - Point: the customer receives 1 unit of product Y.

- Recurring: the customer receives 2 units of product Y.

Notes: Volume offer

- **Incentive:** Select either off-invoice or accrual discount. An off-invoice discount is shown in the invoice. An accrual discount is not shown on the invoice; it is accrued by the customer and settled by a claim at the end of the accrual period.

- **Retroactive:** Use this option to make the offer retroactive. In a retroactive volume offer, when a new volume tier is reached, past accruals are updated based on the new rate.

Notes: Net Accrual Offer

- **Tier Level:** Select either:

    - Offer: to pay customers based on the offers that they are eligible for.

    - Product: to pay customers based on the quantity of products that they have sold.

- **Net Accrual Rule:** Use Net Accrual Rules to adjust the total sales figure for specific customers and products to a Net Sales figure.

    For example, a Sales Representative creates a deal to offer a customer 10% money back for all purchases that were made in the last 3 months for a particular product. The Sales Representative finds that the customer has achieved a total sales of $1,000 over the last 3 months. But, because this customer submitted claims for various reasons and was paid $200, the Sales Representative offers 10% on $800 and not $1000. The $200 in credit memo should be a part of the net accrual rule.

    For example, 0 to 10 units receives a discount of $1.00 while 10 to 20 units receives a discount of $2.00. If the offer is retroactive, then when the volume is 10 units the accrual will be $10.00 but when the units are 11, the accrual will be 22 units based on 1 times 2 plus (1 times 10).

Defining Qualifiers and Discount Rules

Offer qualifiers and discount rules determine the behavior of the offer.

To set up qualifiers and discount rules for an existing offer, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Trade Planning > Offers > Offer name.

> **Note:** The following steps are written for Accrual offers. Use these instructions as a starting point for setting up qualifiers and discount rules for other offer types.

Notes: Discount Rules Region

- **Level:** The product levels can be:

  - Item number: a specific product

  - Item category: a product family such as batteries

  - ALL_ITEMS: all products

  - iStore section: applicable only if you are using iStore

- **Tier Type:** If you choose Multiple, then you must enter the tier information in another Offer Details page. To access this page, complete this procedure, click Update, and then click the Details icon.

- **Minimum Volume:** Minimum Value is the minimum quantity that must be purchased to qualify for the offer.

- **Volume Type:** The volume type qualifies the minimum volume. For example, if you enter 100 for the minimum volume and select quantity for the volume type, then the customer must purchase at least 100 units of the item. If you select amount for the volume type, then the customer must purchase at least $100 worth of the product.

- **Discount Type:** The discount type qualifies the discount value. For example, if you enter 5 as the discount value, then the following would result for the various discount types you could select.

  - Amount: $5.00 off the price per unit

  - Percent: 5% off the price per unit

  - Lumpsum: $5.00 off an order for that product regardless of quantity

  - New Price: the new price per unit is $5.00

The following section includes information required for defining qualifiers and discount rules for other offer types.

Qualifier and Discount Rule Setup for Other Offer Types

Notes: Trade Deal offer

- A Trade deal can have both accrual and off invoice components for each line item.

- Tiers are not supported.

Notes: Lump sum offer

- Each line item must have a discount value based on the distribution type (amount, percentage, or quantity).

- If percentage is the distribution type, the total discount value (sum of all line items) must equal 100%. Otherwise, it must equal the total lump sum amount.

Notes: Scan Data offer

- **Scan Unit Forecast:** This is the amount of units that you expect to sell during the offer. This can also be the amount of coupon or rebate units that could potentially be redeemed. You can enter the value manually or derive it from the offer forecast function. You can edit this amount only when the offer is in the Draft status.

- **Adjustment:** Check this box to allow auto-adjustments for over-utilization. This option is displayed at the Offer Details level only when the offer status is Draft or Planned.

  Adjustment is available for each line level identified in the Scan Data Profile table at the Offer Details level. Budget adjustments are made automatically for committed and utilized amounts at each line level indicated.

About Market Eligibility

Market eligibility enables you to define the customers or customer groups that will be eligible for the offer. By specifying market eligibility, you can define discount eligibility and validity.

When you request funds for an offer by submitting a budget request, the market eligibility specified in the offer is matched with the market eligibility and the product eligibility specified in the fixed budget. The offer can source funds from the budget only if these conditions match. This process of matching the conditions takes place in the background and is known as budget-offer validation.

This is controlled by setting the profile OZF: Validate market and product eligibility between object and budget.

To specify market eligibility for an offer, select the required attribute values such as customer segment, territory, list, order date, or order amount. Use conditions such as Equal to, Between to indicate attribute values. See the *Oracle Marketing User Guide* for more information on segments.

For example, you can set market eligibility for an offer as shown in the table below. Here, the offer will be valid if all the conditions specified below are met:

- Orders must be received between March 14, 2006 and August 14, 2006.

- Customers can belong to Gold segment and must place orders between $25,000 and $50,000.

  They can also belong to Bronze segment and must place orders worth $40,000 or

more.

Market Eligibility for an Offer

Market Context	Context Attribute	Condition	Attribute Value From	Attribute Value To	Group Number	Start Date	End Date
Customer	Segments	=	Gold Customer	-NA-	2	-NA-	-NA-
Order	Order Date	Between	March 14 2006	August 14 2006	2	-NA-	-NA-
Volume	Order Amount	Between	$25,000	$50,000	2	-NA-	-NA-
Customer	Segments	=	Bronze	-NA-	3	-NA-	-NA-
Order	Order Date	Between	March 14 2006	August 14 2006	3	-NA-	-NA-
Volume	Order Amount	=	$40,000	-NA-	3	-NA-	-NA-

Group numbers are used to create combinations for market eligibility. Group numbers determine how the rows are combined with each other. Rows with the same group number are evaluated as an AND condition, where as rows with different numbers are evaluated as an OR condition. See the *Oracle Channel Revenue Management Implementation Guide* for more information on setting up groups.

In the above example, assume that Group Number 2 includes Customer A, Customer B, and Customer C, and all the three customers belong to the Gold Customer Segment. Then all rows with the group number 2, apply to these customers. It means that these customers will be eligible for the discount if they place orders between March 14, 2006 and August 14, 2006, and the order amount must be between $25,000 and $50,000.

> **Note:** For volume accrual offers, you can define market eligibility only for individual customers and buying groups.

To define market eligibility for offers that relate to Chargebacks and Third Party Accruals, select the seeded qualifier in Market Eligibility. This qualifier restricts the offer so that it applies only to the Indirect Sales POS data that is processed in Oracle Trade Management.

In offers, you can support beneficiary customers who are different from qualifying customers. This means that you can distinguish between the customer of the accrual source and the customer who receives the accrual earnings. The qualifying customer and the related beneficiary customer information is set up in the Trade Profile of the customer. You can also enter details of qualifying customers and beneficiary customers, in which case the data in the Trade Profile will be superseded.

Defining Market Eligibility for an Offer

To define market eligibility for an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Execution > Market Eligibility.

Notes:

For each customer type, complete a row in the table as follows:

- . Select a value from the Market Context drop-down list.

- Select a value from the Context Attribute LOV. The Market context that you have selected will determine the values that are displayed in the Context Attribute LOV.

- **Condition:** Select one of the following operators:
  - Between: to indicate a range of values. Define the range by selecting values in the Attribute Value From and Attribute Value To columns.

  - Equal To (=): to indicate a value equal to the one specified in the Value From column.

  - Not Equal To (Not =): to indicate a value that is not equal to the one specified in the Value From column.

- **Group Number:** Group determines how the rows are combined with each other. Rows with the same group number are evaluated as an AND condition; Rows with different numbers are evaluated as an OR condition. See About Market Eligibility for more information on group numbers.

Market Options

A Market Option row is displayed for each Market Eligibility group with a customer component.

Navigation: Trade Planning > Offers > Offer Name > Execution > Market Options.

Notes:

- **Market Option Name:** Customer name

- **Retroactive Adjustments:** The retroactive flag determines if past orders are adjusted for a new discount once the volume calculation determines that the customer qualifies for higher tier.

  The enhancements for volume offer with regards to this flag include:

  Ability to set this flag per eligible entry in market eligibility

  If an offer applies on both direct sales orders and indirect data, any retroactive adjustments need to be created for both types of orders.

  If you leave this blank, no retroactive adjustments are made.

  If you do not set the profile option OZF: Default Value for Retroactive Flag in Volume Offer, the default is set to No.

- **Track Volume:** Volume tracking determines at what level the volume will be tracked for each entry in the market eligibility. Volume within the market eligibility is tracked by Account, Bill-to, Ship-to, Total Group and Distributor. You can only track the Distributor (listed in the LOV) if the mode is indirect or a direct/indirect combination. The default is Account (or Distributor for Sold By types).

- **Accrue To:** This LOV provides a list of eligible objects to which you can accrue. If the group is for direct sales only, the only choice is Account. If indirect selling is involved, the choices are the seller (Distributor) or buyer (Account). The LOV includes Account, Bill-to, or Distributor. The default is Account or Distributor if you have the option to accrue to the Distributor.

- **Alternate Beneficiary:** Instead of a single beneficiary per offer, each group in market eligibility can have its own beneficiary. This entry is optional. If you do not explicitly specify another beneficiary, the eligible accounts become the beneficiaries. Entering a beneficiary in this LOV does not affect how cumulative volume is tracked. If this is blank it implies that each member is it's own beneficiary.

- **Combine Discount Tables:** This option combines the volumes of all products (with Include Volume selected) on all discount tables on the Offer to determine the volume level for each item. The default is set to No if the profile option OZF: Default Value for Combine Discount Tables in Volume Offer is not set. If you leave this blank, the system will not combine tables. This option is only available if all discount tables use the same UOM or Amount. This option is disabled if only one table is defined for the offer.

- **Account Precedence:** If an account is a member of two market eligibility groups that qualify for an offer, the market with the lower Account Precedence value will be used to calculate the volume tier for the offer. The default is Eligibility Group number. For example, if Bigmart is an eligible customer for an offer and belongs to the Gold Club buying group, the Account Precedence value will determine which is used to calculate the volume tier and whether to accrue it to Bigmart or Gold Club.

- **Pre-Qualifying Tiers:** Click on Pre-Qualifying Tier icon to view and edit the individual pre-set discount levels for each discount table in the offer. The range of options include the number of tiers populated in each table. The dropdown displays the tier number, range, and discount. For formulas it shows the formula name. The default is the first tier. You can give Market Groups a manually defined discount volume tier for each discount table. So instead of customers starting a volume offer at the tier one level, they may begin accruing at a higher tier rate. All discount tables on the offer may have individual tier settings for each customer group. In the example below, the two customer groups have different starting tiers for the three discount tables (1-3) on the offer.

Customer Group	Retroactive	Beneficiaries	Combine Discount Tables	Discount Table	Prequalifying Tier
#10 Gold Level Dealers	Yes	Gold Level HQ	No	1	2
				2	1
				3	2
#20 California BMW	No		Yes	1	1
				2	3
				3	3

> **Note:** If you have volume tracked by both Direct and Indirect sales volume, set the Market Options to the same parameters to minimize confusion. Volume is always maintained across groups for the same Volume Tracking type. For example, if you buy Direct from a Manufacturer and Indirect from a Distributor and you set the volume tracking to customer, the volume would be the volume purchased from the manufacturer plus the volume purchased from the distributor.

Volume Offer Validation and Approval

When you submit a Volume Offer for approval or when you adjust an active Volume Offer the volume offer validation and approval process begins. If any step in the process fails the system returns a message describing the failure. The information is in a Workflow notification.

Product Validation: Volume offer validation checks for products listed in more than one discount table and notifies the owner with the product(s), categories, and discount tables where it finds duplication. Approval will not continue until you remove all duplicate products from the discount tables.

Monitor Account Status

Navigation: Trade Management > Trade Planning > Offers > Drill down to a Volume Offer > Account Status.

Account Status is a View-only screen displaying the volume status of a distributor or account, bill-to or ship-to level. The screen displays the following data:

Notes:

- Use the View LOV to select either a Distributor View or an Account View.

  - The Distributor View displays all accounts with an accrue to Distributor Market Option.

  - The Account View displays all customers listed in the Volume Offer. It displays a Bill-To LOV of all derived bill-to sites fin the offer unless a Customer has been selected. In that case. only the bill-to's of that customer are displayed. The screen also displays a Ship-To LOV of all derived ship-to sites in the offer unless a Customer has been selected. In that case, all ship-to's of that customer are displayed.

  - Both the Distributor and Account file display a choice for Product or Category. If you select Product, the screen displays a multi-select LOV of Products in the offer. If you select Category, the screen displays a category LOV of all available categories.

- After you click Go, the screen displays a table of the selected products and their volume offer status as of the report date.

  - Volume to Date/UOM: This is the same as the actual volume unless you are a member of a buying group, in which case this is the group volume used for accrual calculations.

  - The Actual tier is the current tier of he product is based on volume starting at tier number 1.

  - The Payout tier is the Pre-Qualifying tier or the Actual tier, which ever is greater.

  - Payout Accrual is the total accrual based on starting at the pre-qualifying rate.

- The current and payout discount tier, discount rate, and accrual for product. The payout discount tier, discount rate, and accrual for product is calculated using the Pre-Qualifying tier.

About Advanced Options

Use Advanced Options to accurately control the behavior of offers. Advanced options is an Oracle Advanced Pricing feature that enables you to define groups of modifiers where the modifiers in a group are incompatible with each other. Modifiers in the same incompatibility group may not be used together on the same transaction. For more detailed examples and explanation, see the *Oracle Advanced Pricing User's Guide*.

By using Advanced Options, you can specify the following for an offer:

Method	Description
Phases	Sometimes multiple modifiers in the same exclusivity or incompatibility group are eligible to be applied to the same pricing line within a pricing phase. In such situations, phases can be used to determine which modifier should be selected. The modifier providing the lowest price or most advantageous price to the customer on the given pricing line is applied. In Oracle Advanced Pricing, the Pricing Engine looks at the phase when deciding which lists should be considered in a Pricing Event.
Buckets	This determines how modifier price adjustments are applied to the list price of an item to calculate the selling price. Modifiers use the previous buckets sub-total for percentage calculation. Modifiers within the same bucket are Additive. This means that they are added together, and subtracted from the previous buckets total.
	You can create unlimited amount of buckets to calculate selling price. For example, discounts associated with bucket 0 use list price as their calculation basis. Bucket 1 prices use the subtotal resulting from subtracting bucket 0 discounts from list price as their calculation. Bucket 2 uses the subtotal remaining after subtracting bucket 1 discounts from the bucket 0 subtotal, and so on.
	Pricing engine calculates different selling prices depending on how you group your discounts into buckets. You can plan your cascading discounts so that you can assign discounts to buckets based on the subtotal on which each discount must be applied.
Incompatibility Groups and Exclusivity	You can define modifier incompatibility. Modifiers with same incompatibility group and phase combination cannot be applied together. You can determine the pricing bands to which various discounts and promotions belong to. You can also determine whether discounts and promotions are incompatible or exclusive.

Method	Description
Print On Invoice	You can determine whether the offer or the discount should be printed on the invoice, or should automatically be adjusted in the unit price without showing the discount.
Precedence	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 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.

About Offer Payout Dates and Methods

Offer payout dates and methods enable you to specify the payment date and methods for Accrual, Net Accrual, Trade Deal, and Volume offers. The Autopay program can automatically pay promotional accruals according to the payout dates and methods that you specify.

> **Note:** An additional Autopay option is available for Lump sum offers at the offer level. You can specify the number of days after the offer end date after which accruals must be paid, and also specify a frequency for payments (weekly, monthly, quarterly, and so on).

You can specify offer payout dates and methods only if the Autopay program is running in the background. When Autopay is run, claims need not be created manually to settle offers.

You can specify the following details during offer creation:

• Payout date:

  You can set the payout date at the offer level to automatically pay accruals on a particular date. Alternately, you can enter the number of days after the offer end date after which accruals must be paid. Autopay creates a claim automatically and associates earnings from this specific offer to the claim.

  However, if the customer is not eligible for Autopay at the Trade Profile level, then this setting at offers level will be overridden. If you are the Sales Administrator, you

can override the setting in the Trade Profile by using Advanced options.

- Payout method:

  You can select the payment method for the offer, and choose to pay the accruals either with check or on-account credit.

  The payout method that you specify in the offer is passed to Autopay. The claim is automatically is settled with this method. If you do not specify the payout method, then the default payment method will be on-account credit. For more information on payment methods see the *Claim and Deduction Management* chapter in this guide.

- Payout party (beneficiary party)

  When you create an offer you can specify market eligibility and define the eligible customer (source). You can also specify the customer (payout party) to whom accruals will be paid. The source can be different from the party to whom accruals are paid.

  For example, you create an accrual offer for Wal-Mart for the period March 1, 2006 through March 31, 2006. Wal-Mart receives $1.00 for every case of product "X" sold to anyone (excluding themselves) in the USA, creating an accrual of $1.00 for every case sold. Customers receive accruals when they buy the product. If Autopay is enabled, it automatically creates a claim on behalf of the customers (payout parties).

  The payout party can be a Buying group, a bill-to customer, or a ship-to customer. If you do not specify the payout party, the eligible customer automatically earns accruals.

The Administrator must perform the following to enable you specify the offer payout dates and methods:

- Schedule Autopay to run as a background process.

- Set the customer Trade Profile as Eligible for Autopay.

Depending on how Autopay is implemented in your organization, the system sends an automatic alert to the offer owner to indicate that the payment has been sent. A reference number (either a check number in the case of check, or credit memo number in the case of on-account credit) is included in the notification.

Specifying Advanced Options and Offer Payout Dates and Methods

Advanced Options enables you to accurately control the behavior of offers. Advanced options is an Oracle Advanced Pricing feature that enables you to define groups of modifiers where the modifiers in a group are incompatible with each other.

Offer payout dates and methods enable you to determine the payment date and methods for accrual offers, which includes Accrual, Net Accrual, Trade Deal, and Volume offers.

To specify advanced options, and offer payout dates and methods for an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Advanced Options.

Notes:

- **Autopay Rules:**

  - Autopay enabled: Select to enable Autopay for the offer.

  - Wait for Days: Enter the number of days after the offer comes to end, after which the payment must be made.

About Performance Rules

By specifying volume-based performance requirements, you can create incentives that have a quantifiable objective to increase the predictability of an offer. Volume-based performance requirements are applicable to Accrual, Lump sum, Trade Deal, and Volume offers.

The accrual engine tracks performance requirements against the orders placed. It checks for volume or value, based on the requirement type. After you specify performance requirements, the accrual engine calculates and stores the value and quantity of ordered products on an everyday basis. The payment will not be made until the accruals that are created between the start date and the end date for the product specified is greater or equal to the value or volume entered as a part of performance requirement specifications. If the volume requirement fails, then an alert is sent to the offer owner indicating that the volume check has failed. If the performance requirements are met, then the funds that are accrued over a period of time are paid to retailers or customers.

However, automatic checks do not work for certain trade promotion activities related to advertising and marketing where the retailers are required to perform actions such as poster display or product display, and so on. These performance activities can be defined for each item, item category, or for all items. In such cases you may attach the digital photographs of the store display to the offer as proof of performance. A performance verified check box is available in the claims page to imply that the customer has met the performance specified in the offer. The claims user makes use of this as performance proof while settling the claim. The claims user can access all the details of the performance requirements before associating an offer and settling the claim.

The following figure illustrates the process by which customers get paid based on the volume-based performance requirements.

The Volume-based Performance Requirements flow involves the following steps:

1. Create offer.

2. Specify performance rules.

3. Activate offer and accept orders.

4. Check adherence to performance rules.

5. Check volume and amount to verify requirements are met.

6. Pay accruals to the customer.

Volume-based Performance Requirements Flow
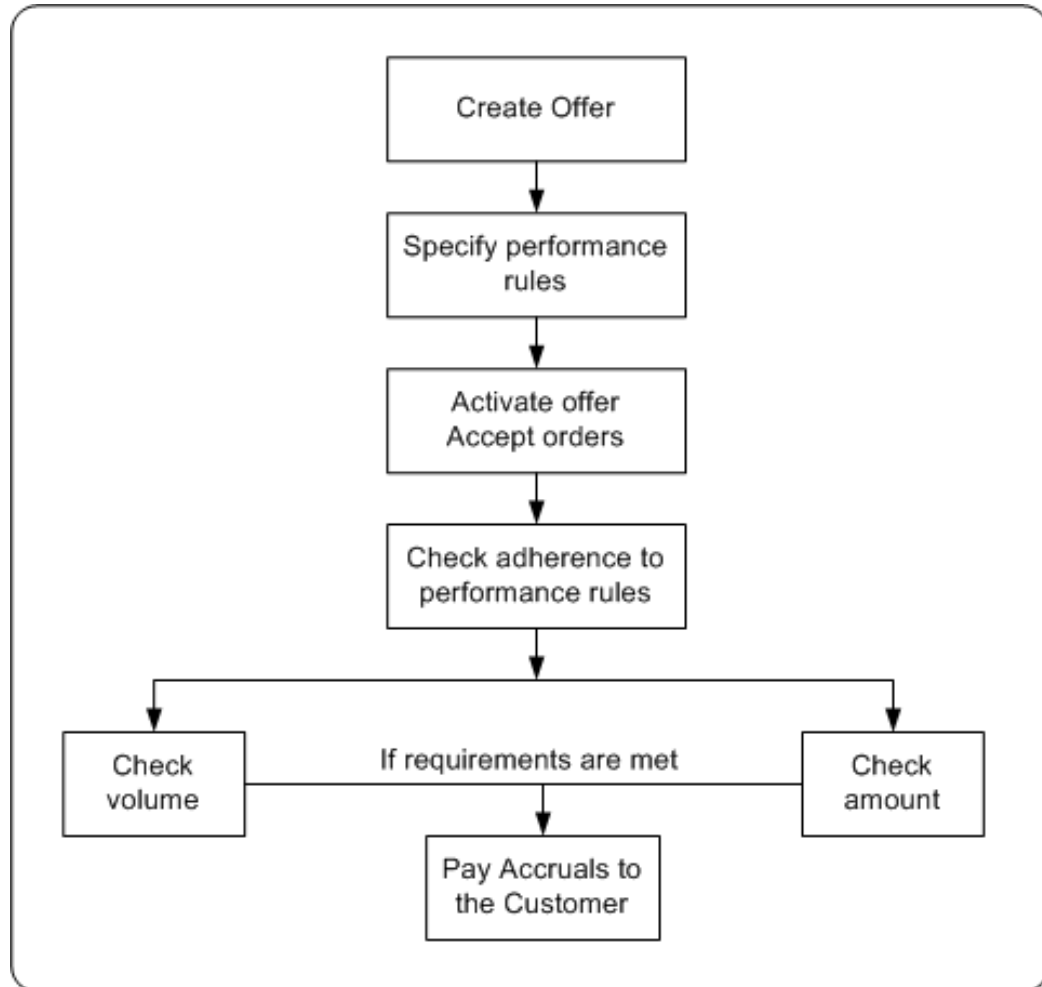
Before funds are paid to the retailer or customer, the system verifies whether the retailer or customer has adhered to performance rules specifications. If the retailer has not adhered to performance requirements, the system sends notifications to the offer owner. The offer owner can skip the performance rule and make payments only if a site level profile option has been implemented to override performance requirements. See the *Oracle Channel Revenue Management Implementation Guide* for more information on setting up this option.

Specifying Performance Rules

Performance rules are rules that a retailer or a customer must comply with to qualify for discounts that are defined in an offer. Performance rules enable you to define performance requirements for various products irrespective of whether they are associated with an offer or not.

To specify performance requirements for an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Planning > Performance.

> **Note:** Performance rules that have already been defined, are automatically displayed on the page; new rows appear at the bottom of the table.

Notes:

- **Requirement Type:** Select Amount of Quantity based on whether the performance requirement is value-based or volume-based.

- **Required check box:** Select to make the performance requirement mandatory. If you select this option, then earnings are not paid until the claims user verifies and determines that the performance requirements have been met.

About Promotional Limits and Multiple Currency Price Lists

Promotional limits refer to the maximum limits that you can specify for an offer in terms of amount and unit for each promotion. You can define the following promotional limits for an offer:

Promotional Limits

Promotional Limits	Description
Maximum number of units of products for an offer	This is the maximum units of products that the offer can support. For example, if you specify the maximum number of product units for an offer as 1,000, then the offer can accept orders only for a maximum of 1,000 units of the particular product.

Promotional Limits	Description
Maximum number of units that a customer can buy	This is the maximum number of units of a product that a customer can buy. You can define different limits for different customers. For example, if you specify the maximum number of units for a customer as 100, then the customer can place an order against the offer only for 100 units or lesser
Maximum number of orders that a customer can place	This is the maximum number of orders that a customer can place against the offer. For example, if you specify the maximum number of orders for an offer as 10, then the customer can place only 10 orders or less against the offer.
Maximum quantity in units for each discount rule	An offer can have multiple discount rules. You can specify the maximum quantity in units for each discount rule.
Maximum committed order amount for each discount rule	Order amount is the total amount of all the products for which the order has been placed. You can specifying the maximum total amount for which orders can be placed. For example, if you specify the maximum committed amount for a discount rule as $10,000, then orders for more than $10,000 worth of products will not be accepted.

You can set the above limits for any of the discount lines. You can apply these limits to either one discount line or all of the discount lines.

When the promotional limits are violated, one of the following actions take place:

- **Hard - Adjust Benefit Amount**: Adjusts the order benefit amount so that the order meets but does not exceed the promotional limit. For example, if a customer close to their promotional limit places a new order that exceeds the limit amount, the customer receives the benefit only until the amount is reached.

- **Soft - Full Benefit Amount:** Applies the full benefit to the order and then sends a status message to place a promotional hold on the order. For example, if a customer close to their promotional limit places a new order that exceeds their limit amount, under a soft limit, the customer gets the full promotion benefit applied to the order. A status message is sent to Oracle Trade Management that the limit has been exceeded.

Multiple currency price lists enables you to create price lists in different currencies other than the functional currency. If you have global customers or do pricing in different currencies, this feature enables you to maintain a single price list for multiple currencies. You can set up and maintain multiple currency conversion rates for a base currency in a single list which can be attached to multiple price lists or agreements. Price list maintenance is reduced because only one currency conversion definition can

be attached to multiple base currency price lists. If prices change, you only need to update the base price list.

When a pricing request is made, the pricing engine converts the price on the base price list to the ordering currency and returns the new price in the ordering currency (including any markup values).

See the *Oracle Advanced Pricing User's Guide* and the *Oracle Channel Revenue Management Implementation Guide* for more information on promotional limits and multiple currency price lists.

Defining Promotional Limits for an Offer

Promotional limit refers to the maximum limits that you can specify for an offer in terms of amount and unit for each promotion.

To define promotional limits for an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Discounts Region. Click the **Details** icon against the discount rule that is applied for the offer.

Notes:

- **Maximum Caps:** See the Promotional Limits table for information.

About Offer Adjustments

Offer adjustments enable you to modify active offers. For example, after an offer was created the price of the product dropped dramatically resulting in a need to change the offer price. Once the adjustments are made they are sent to the offer approval process, and applied to the offer after they are approved.

> **Note:** You cannot make any offer adjustments for Terms Upgrade and Lump Sum offers.

Different offers types have different rules that govern the adjustments. The Offer Adjustment Rules table describes the offer adjustment rules. You can make a few or all of the following adjustments to offers:

Offer Adjustments

Offer Adjustment	Description
Modify discounts	Change the date for the new discount to be effective from a future date or from a past date. You can perform either single-tier adjustments or multiple-tier adjustments to discounts depending on which adjustment you have specified for the offer.
Add or remove products	You can add products that are valid for the offer based on budget-offer validation. You can also set the discount role to 0.. The discounts that have been specified will get reconfigured based on the changes that you make.
Specify the settlement method for the offer	Specify offer payout dates and methods. Payout methods include paying through check or account credit. For offers with accrual-- Accrual, Lump sum, Trade Deal, Volume, and Scan Data, you can specify the payout date, payment method, and payout party.
Backdating Offers	Trade commitments with customers can take months to finalize. In the meantime, you continue to ship products to your customers under a temporary agreement, knowing that final terms of the deal may change. If the terms change, use the backdating functionality to modify the active offer. You can change discount terms and the products involved and the start date, and end date of the offer. Changes that are made to the offer are reflected in the offer utilization adjustment.

The following table lists and describes offer adjustment rules:

Offer Adjustment Rules

Offer Type	Adjustment Rules
Off Invoice Offer	Modify the discount amount or percent value. Backdate the request or have the new values begin on a specific date, or both.
Accrual Offer	Modify the accrual amount or percent value. Backdate the request or have the new values commence on a specific date, or both.

Offer Type	Adjustment Rules
Net Accrual Offer	No adjustments can be made to Net Accrual offers.
Order Value Offer	Modify the discount amount or percent values as they pertain to each line defined in the Offer. You cannot modify the Order Value "From" and Order Value "To" values. Backdate the amount or percent values modification, or have the new values commence on a specific date, or both.
Promotional Goods Offer	Modify the discount amount or percent value for the products detailed for the "Get" condition only. Backdate the request, or have the new values commence on a specific date, or both.
Volume Offer	Modify the discount amount or percent values as they pertain to each volume "tier" defined in the Volume Offer. You cannot modify the Volume "From" and the Volume "To" tier values. The user may backdate the amount or percent values modification or have the new values commence on a specific date, or both. See additional information on Volume Offer below.
Trade Deal	**Off Invoice Component** - Modify the discount amount or percent value. You can backdate the request or have the new values commence on a specific date, or both. **Accrual Component** - You may modify the accrual amount or percent value. You may backdate the request or have the new values commence on a specific date, or both. For Trade deal offers the effective date for backdating or commencement of modified values, or both must be the same for both the Off-invoice component and the Accrual Component. Effective dates for both the components cannot differ.

Volume Offer Adjustments

Navigation: Trade Management > Trade Planning >Offers > Volume Offer >Adjustment

You can create the following adjustments for volume offers:

Add Product to Active Offer

You can add new products to discount tables using the Offer Adjustments page by selecting a Discount Table from the Discount Table LOV on the Offer Adjustment page. Products begin accruing on the date when the adjustment go active. Historical accrual is not supported.

Modify Discount Table

The discount tables in the Discount Table LOV contain discount tables that use percentage or amount. You can edit rate or amount in these tables. You cannot adjust Formula based discount tables except to convert them to a discount or amount.

Modify Dates on an Active Offer

Adjustments before the offer start date are not supported. You can adjust offer end-dates to today or any day in the future on active offers.

Creating Offer Adjustments

The offer adjustments function enables you to modify active offers. Adjustments go through an approval process and they are applied to the offer after they are approved.

To create offer adjustments for an active offer, log into Oracle Trade Management as Oracle Trade Management User.

> **Note:** Offer Adjustments are not available for Terms Upgrade and Lump Sum Offer types.

Navigation: Trade Planning > Offers > Offer Name > Adjustments.

Notes:

- **Adjustments:**

  - You can either create a new Adjustment or modify the existing Adjustment.

  - You can create a new adjustment only if your are creating the adjustment for the first time, or if all the existing adjustments are either approved or rejected.

- **Settlement Method:** For backdated offers, to settle the difference in discount for products that have already been discharged in case of backdated offers, select the settlement method as either check or accrue the credit on account.

- **Discount Rules:** You can add new discount lines, or modify the existing discount rules. See Defining Qualifiers and Discount Rules for more information.

After you save the changes, the offer status changes to Active. The change in the status initiates a workflow for Offer Adjustment approval depending on the status order rule. During the process, the status first changes to Pending Approval initially, and later changes either to Approved or Rejected.

Approving Offer Adjustments

Offer adjustments that have been made are sent to the offer approval process, and are applied to the offer after they are approved.

To approve an offer for which adjustments have been made, log into Oracle Trade Management as Oracle Trade Management Super User.

About Copy Offer

Copy Offer enables you to create a new offer by copying information from an old offer. For example, you can create a copy of the yearly offer that repeats the same essential information each year, and update it. The new offer will be of the same offer type as the old offer.

Offer Forecasting

Offer forecasting enables you to predict the performance of new offers by utilizing base sales (sales data of the previous year). The base sales or historical sales data is segmented into three dimensions--time range, product, and market (account). By analyzing this data, you can set realistic sales targets and acceptable return on investment (ROI) for the your organization as well as the retailer.

Offer forecasts are based on quantities and not the monetary value. To create a forecast, an offer must target at least one customer and one product. Multiple customers and products are also supported. You can create offer forecasts for all types of offers except Order Value because no products are specified in Order Value offers. You can create an offer forecast at the following levels:

- Offer level: forecast is based on the historical sales data for customers and products for that particular offer

- Campaign level: forecast is based on the sum of customer and product data for all offers that are sourced by that campaign

You can create offer forecasts at any time regardless of the offer status. After creating a forecast, you can also freeze it, after which the forecast, the forecast data cannot be modified, updated, or deleted. This ensures that the forecast data remains accurate, and that the wrong data is not used for your offer. If you wish to change the data in a forecast after it is frozen, you can create a new forecast from a frozen forecast, and then modify or change the data in the new forecast.

Information in this section will enable you to:

- Understand and create offer forecasts

- Create forecast versions

- Understand and use the Manufacturer's ROI Calculator

Forecast Basis in Offer Forecast

The Offer Details Forecast page has a dropdown to allow you to select a Forecast Basis. You can generate a forecast based on:

- Last Year Same Period: to generate the forecast based on the sales achieved during the same period in the last year

- Custom Date Range: to generate the forecast for a given time period.

- Offer Code: to generate the forecast based on the performance of another offer.

- Baseline Driven Forecast - dependent upon the availability of baseline and lift data for calculations.

Navigation: Trade Management > Trade Planning > Select an Offer >Forecast

In the Forecast Basis dropdown select a Forecast Basis and click create to display a Forecast Details screen based on your Forecast Basis selection:

- Last Year Same Period: Forecast is calculated as the same as same customer/product sales that occurred for the same period in the prior year.

  - Allocation Method has two values: Across All Evenly – the forecast total is allocated across all customer, item, or combinations equally. Proportionately – the forecast total is allocated to each customer, item, or period combination proportionately to the historically value.

- Custom Date Range: Forecast is generated for the period from given custom start date up to given custom end date based upon corresponding prior year sales.

- Offer Code: To generate the forecast based on the performance of another offer.

- Baseline and Lift Forecast The options here depend on the availability of baseline and lift data for calculations. This data is historic and uploads into the system. It is not visible on the UI.

  - Discount percentage is editable at the Product level. Any changes you make to discounts will trigger a recalculation of the forecast from the database, replacing any prior manual edits for that product only.

  - Changes to the Total Forecast value allocate the change down the hierarchy proportionately to their current values.

Creating and Editing an Offer Forecast

You can create an offer forecast to evaluate and consider historical data when you design a promotional offer.

To create and edit a forecast for an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- The Administrator must have performed the following activities:

  - The concurrent manager program, AMS-TM: Refresh of Base Sales Materialized View, must be set to run and must be completed successfully at least once; else, the Base Volume will be zero.

  - The AMS-TM Default Forecast UOM profile must be completed. This profile determines the default Unit of Measure (UOM) used for calculating the Forecast. If historical sales data are in different UOMs, they will all be converted into this profile UOM.

Navigation: Trade Planning > Offers > Forecast.

Notes:

- **Verifications:** Verify the following in the offer:

  - One or more products are selected.

  - The Start and End Dates are past. Dates are used to reference historical values.

  - One or more customers are selected. Do this by navigating to Execution > Market Eligibility.

- **Total Forecast:** This is the quantity to be forecasted over the product and customer combinations. It must be inclusive of the Forward Buy quantity.

- **Forward Buy:** This is the quantity you expect will be purchased during the offer specifically to take advantage of the offer.

- **Base Volume:** The Base Volume is readily available. Base Volume is the historical sales data from Order Management, based on all closed order lines for the selected customers and products of the offer during the time period specified by the Base Volume Source. The Base Volume Source defaults to Last Year Same Period. Forecasts are always based on the sales during the period one year prior to the current offer begin and end dates.

- **Automatic Spread:**

  - Baseline Ratio: The Base Volume is divided across the products in the same ratio as the relative sales volume. For example, if Product A sold 800 units and Product B sold 400 units, and the Total Forecast is 3000 units, then the default forecast is 2000 units of Product A and 1000 units of Product B.

  - Across All Evenly: The Base Volume is divided evenly across all products. For example, if Product A sold 800 units and Product B sold 400 units, then the default forecast would be 1500 units of Product A and 1500 units of Product B.

- Buy-Get Ratio: Available for promotional goods offers only. This is used for calculating the default product forecast for these offer types.

  For example, an offer is defined as Buy 2 Units of Product A and Get 1 Unit of Product B at X discount. If the total forecast is 300, then the forecast for Product A will be 200 and Product B will be 100.

  If the get product is free (in other words, if it has a 100% discount), then the forecast for Product A will be 300 and Product B will be 300. You do not need to forecast free products. The application assumes that free products are always included when the corresponding buy product is sold.

- **Forecast Order:** Select one of the following as your first dimension:

  - Product: spreads the Total Forecast over the Products first.

  - Market: spreads the Total Forecast over Eligible Markets first.

  - Time: spreads the Total Forecast over time first. This is calculated on the Period View. The total time period for the offer is divided by the Period View to give a number of periods. This number is rounded up to the nearest whole number. For example, if the offer is good for 30 days and the Period View is one week, the number of periods will be 30 days/7 days = 4.29 rounded up to 5.

    > **Note:** Optionally, you can select second and third dimensions. Click **Details** to view the second and third dimension spreads, if any

- **Total Forecast:** Click to freeze the Forecast.

- **Freeze check box:** Select to freeze the forecast. A forecast cannot be changed after it is frozen. If changes are made to the Offer in either products or market eligibility, you must recreate the existing forecast by creating a forecast version to reflect the changes.

Creating a Forecast Version

After a Forecast is frozen, it cannot be modified. A new version must be created.

To create a forecast version, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a frozen forecast should exist.

Navigation: Trade Planning > Offers > Offer Name > Forecast.

Notes:

- **Create Next Version:** Click to create a forecast version. All the details from the most recent version of the Forecast are copied into the new Forecast.

- **Freeze check box:** Select to freeze the forecast.

About the Manufacturer's ROI Calculator

Return on Investments (ROI) in general can be defined as (revenue - cost) / cost. Cost in Oracle Trade Management refers to the cost of goods sold, promotional amount, or other costs that can be custom calculated. The Manufacturers ROI Calculator is tightly integrated with the offer forecasting functionality and is designed to provide the trade user a multi-functional planning tool that will aid in the initial analysis, strategic planning and execution of any promotional offer or activity. Additionally, the Manufacturer's ROI Calculator serves as a tracking and monitoring tool for revenue and costs for active promotional offers.

Depending upon the status of a promotional activity, the Manufacturer's ROI Calculator may serve as a planning worksheet for the user or as a barometer that measures the effects of an offer as performance actually occurs. With access to actual performance and expenses as they occur, the user may measure updated returns against forecasted sales revenue and associated costs. In turn, trade users may plan, and execute accordingly.

Viewing the Manufacturer's ROI Calculator

You can generate an ROI table from a forecast. This table takes the information from the forecast and calculates the ROI by using the unit cost for the various products, and the discount information from the Offer.

To view the Manufacturer's ROI Calculator for a completed forecast, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Forecast.

Notes:

- **Forecast version:** Select the appropriate forecast version, enter a price list, and click Save. The price list that you select here will be used to Calculate the ROI based on the selling prices. The price list can also be defaulted.

- **Manufacturer's ROI:**

  - The default view is for the forecast. Choose Forecast versus Actuals view from the drop-down list to display the selected view.

  - Calculate ROI: Click to complete the table with the ROI information. The values that can be displayed in the table are:

- Product List Price is the price of the product based on the Price List selected.

- Discount can be Percent, Amount, New Price, or Lump Sum based on the offer itself.

- Value is the numeric value of the discount per unit. For example, if the discount was 10% and the list price $100, then the value will be $10.

- Selling Price = List Price - Discount Value (Exception: For discount type Accrual, the selling price is same as list price).

- Unit Cost is the unit cost of goods, and the number is returned from Costing.

- Margin Amount = Selling Price – Unit Cost.

- Margin % = (Margin Amount/Selling Price) times 100.

- Forecast Units are taken from the Forecast itself.

- Forecast Revenue = Forecast Units times Selling Price.

- Forecast Costs = Forecast Units times (Unit Cost plus Discount Value).

- Forecast ROI = (List Price – (Unit Cost plus Discount Value)) / (Unit Cost plus Discount Value).

- Total Forecast Units = sum of all lines.

- Total Forecast Value = sum of all lines.

Offer Sourcing

Offers are created to increase sales by offering discounts on products. Organizations often treat discounts as reductions in revenue. Therefore, an offer must source funds from either a budget or a campaign to offer these discounts.

Sourcing an offer involves specifying the funding source for the offer. You can source funds for an offer from a parent campaign, budget, or from multiple budgets. When you select a parent campaign as the funding source, the campaign behaves like a mini-budget. The offer can source up to the maximum amount available for the campaign. When you source funds from multiple budgets, you must specify the amount that you would like to withdraw from each budget. There is no rule for the proportion in which you can withdraw funds from each budget. However, when you source funds from a budget, you can request only up to the maximum amount that is available in the budget.

For example, you can source an offer from three budgets. The offer has a committed

amount of $10,000. You can decide to withdraw this amount from the three budgets in the following manner:

- Budget 1- $3000

- Budget 2 -$3000

- Budget 3 - $4000

After specifying the funding source, you can submit the offer for approval. An offer becomes active after all approvers approve the offer. See Understanding the Offer Approval Process for more information.

Requesting Funding For an Offer

An offer must source funds from one or more budgets to offer discounts.

To request funding for an offer, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- An offer must be created, and you must have access to the Budget Request page for the offer.

- An active budget must exist.

Navigation: Trade Planning > Offers > Offer Name > Budget.

In the Initial Budget Estimate field, enter the amount that you would like to source for the offer from a budget, and click Update. You cannot request approval for your offer until you have specified an initial estimated budget.

Notes:

- **Create Request:** Click to create a budget request.

- **Budget Source region:** Select either Budget (the actual budget) or Person (the individual who will determine the budget to be used for the offer) from the Source Type drop-down list, and select a source name.

  The information in the Budget Recipient region of the page is automatically populated. It is based on the initial estimated budget, and the offer type, name, code, and owner.

- **Request Details region:**

  - Required By: Optionally, select the date by which you require approval for the funds. This field is for information purposes only. It allows the approver to see the urgency of the request.

- Requested Amount: Enter the amount that you require.

- Justification: This field is optional and is for information purposes only. You might want to explain the reason for the budget request or how the money will be used.

To request funding from another budget (to source the offer from multiple budgets), start afresh by clicking **Create Request** again.

Creating a Budget Transfer From an Offer

By creating a budget transfer, you can move the committed money from the offer back to the budget.

To create a budget transfer from an offer, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- The offer must be in the active status.

- Funds must be committed to the offer.

Navigation: Trade Planning > Offers > Offer Name > Budget > Create Transfer.

Notes:

- **Budget Recipient:** Select the budget to which funds will be transferred.

- **Transfer Details:** Enter the amount that you would like to transfer.

Offer Approval

The approval process for offers includes offer theme approval and budget approval. For an offer to become active, the offer plan must first be approved. After the offer plan is approved, you must submit it for budget approval to request funds for the offer.

Information in this section will enable you to:

- Understand the offer approval process

- Understand offer statuses

- Understand the concept of budget-offer validation

- Initiate offer approval

- Approve offers

Understanding the Offer Approval Process

Offer Theme Approval:

An offer must be approved by the designated approvers before it can become active. An offer can be used to offer discounts only after it becomes active.

If the offer owner and the budget owner are different, then the offer must first obtain the offer theme approval, and then the budget approval. When you create an offer, you define the offer plan by specifying the product, discounts, and the market that the offer must target. Offer theme approval is the process by which the offer plan gets approved.

During offer theme approval, the Sales Management reviews the offer, and it may approve or reject the request. If the request is rejected, you can modify the offer and resubmit it for offer theme approval. You can also cancel the offer if required. If the Sales Management approves the request, the offer proceeds to the budget approval stage.

> **Note:** The offers theme and budget approval requirement is controlled by the offer custom setup in the administration section.

Budget Approval:

Budget approval is the process by which a budget owner approves the request for funding. Budget owner is the owner of the budget from which you request for funds to execute the offer. Budget owner is also known as the fund source owner. If an offer sources funds from more than one budget, then the offer becomes active only after all the budget owners approve the request.

For example, you create an offer to source funds from three budgets--Budget A, Budget B, and Budget C. You first submit the offer for offer theme approval. The Sales Management reviews the offer and approves it. Next, the offer passes on to the budget approval stage. The request is sent to each of the budget owners. The offer becomes active after all the budget owners approve the request in a sequential manner based on the order specified in the approval rules.

If you are the offer owner as well as the budget owner, then the offer will go through an approval process only if the amount requested in the offer is not within your spending limit. For example, if you create an offer for $40,000 whereas your spending limit is $30,000, then the offer must go through an offer approval process, and the request will be sent to the defined approver. However, if your spending limit is more than the requested offer amount, then the offer does not require any approvals.

> **Note:** Offer theme approval and budget approval are optional features that your organization may implement. Your organization can choose to have only offer theme approval, or only budget approval, or both. If neither of them are implemented, the offer does not go through any approval process. Instead the offer status directly changes to Active.

Offer Statuses

Offer status enables you to know the exact status of an offer at any point of time. The status of an offer changes along with the approval flow.

The following describes different statuses that an offer may go through during offer theme approval and budget approval, and the behavior of the offer at different statuses.

Offer Statuses

Offer Status	Description
Draft	The offer status appears as Draft when the offer is in the planning stage. When the offer is in the Draft status, you can:
	• Change any offer parameter
	• Cancel the offer
	• Request for offer theme approval
	The offer status changes to Submitted-Theme Approval after it is submitted for offer theme approval.
Submitted-Theme Approval	The offer status appears as Submitted-Theme Approval after you submit the offer for theme approval.
	The offer status changes to Planning if the offer theme approval is approved. It means that the offer has reached the budget approval stage.
	The offer status changes to Draft if offer theme approval is rejected. The user may modify the offer and resubmit it for offer theme approval.
Planning	The offer status appears as Planning when it is in the budget approval stage.
	From Planning, the offer status may change either to Active, On Hold, or Rejected.
	The offer is read-only when it is in the Planning status. No parameters can be changed.

Offer Status	Description
Rejected	The offer status appears as Rejected if one or more funding source owners reject the offer.
	An offer cannot be activated when it is in the Rejected status. But it can be modified and resubmitted for approval.
Pending validation	When the offer status appears as Pending Validation, it means that the offer is being checked automatically for budget-offer validation. This status is based on the budget offer validation profile.
Active	The offer status appears as Active after it is approved by the fund source owners. It means that the offer is ready to be executed or is on temporary hold.
	The information that you can edit at this point of time depends on the implementation setups. In any case, you cannot add or modify discount rules.
On Hold	On Hold is an interim status, which means that the offer has been approved, but is not yet ready to be executed.
	From On Hold, the offer status may change to Active.
Terminated	The offer status appears as Terminated if it is cancelled before the original completion date.
	From Terminated, the offer status may change to either Active or On Hold.
Completed	The offer status appears as Complete after the offer reaches the end date, and all associated activities are complete.
	From Complete, the offer status may change to either Active, On Hold, or Closed.

About Budget-offer Validation

Budget-offer validation ensures that funds planned for certain customers and products are used as intended. If the budget-offer validation is implemented in your organization, the customer and product targets specified in the source budget are matched whenever you create an offer and submit it for approval. The offer cannot source funds from a budget if these conditions do not match.

For example, a budget has been created to source funds for trade promotion activities for California retailers and Orange Juice. If the budget-offer validation option is turned

on, then an offer created for Oregon retailers and milk will not be allowed to source from this budget.

If budget-offer validation fails, the offer status changes from Submitted or Pending, back to the previous status. At the same time, a notification is sent to the offer owner. For more information on budget-offer validation, see the Budgets chapter.

Submitting an Offer for Approval

An offer must be approved before you can make it available to the customers.

To initiate offer approval for a draft offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Request Approval.

Approving an Offer

After an offer has been submitted for approval, it goes through the offer theme approval and budget approval processes. The designated approvers according to the approval rules must approve the offer theme, where as the budget owner must approve the budget request.

To approve an offer theme for an offer that has been submitted for approval, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Workflow > Worklist or Home > Tools > View Notification Work List.

The offer proceeds to the budget approval stage after you complete the theme approval.

Offer Execution

After an offer becomes active, you can start communication and offering discounts to customers. Whenever customers place order the offer eligibility and qualifiers determine what offer should be applied to an order. The updates to budget information on the offer is based on the offer application.

An offer cannot be used if:

• The offer reaches the end date.

• The funds in the offer are completely utilized and the pay over earnings is not enabled.

• The offer is manually closed and the offer status is no longer active.

See the Budget Management chapter in this manual for more information on budget utilization and the manner in which a budget gets updated for different offer types.

8

Campaigns and Programs

This chapter covers the following topics:

- Overview of Campaigns and Programs
- Understanding Campaigns
- Working with Campaigns
- Understanding Programs

Overview of Campaigns and Programs

One of the biggest challenges for business managers is to envision and develop marketing programs for their products and services. To meet such a challenge, you can create and execute marketing activities with specific themes and goals.

Campaigns and Programs are key features of Oracle Marketing, but you can also access campaigns and programs from within Oracle Trade Management. This integration with Oracle Marketing enables the sales and marketing departments in your organization to effectively coordinate with each other to facilitate marketing and trade promotion activities. For example, the marketing department may plan for a campaign to advertise a new product. During campaign execution, they may also create offers to sell the product at a discounted price. You can use campaigns, and programs along with offers in business scenarios where the marketing and sales activities co-exist.

A campaign is a marketing activity, which primarily aims at promoting product sales and advertising products in the market to increase customer awareness.

This chapter gives you only an overview of campaigns and programs. For more information on campaigns and programs, see the chapters titled *Creating and Using Campaigns* and *Planning and Using Programs* in the *Oracle Marketing User Guide*.

Understanding Campaigns

In Oracle Marketing, a campaign is a collection of marketing activities that are designed

to support a goal. A campaign is the medium for putting information about an organization's products, services, offers, and spreading messages to existing and potential customers.

Overview of Campaigns

A marketing campaign consists of the campaign and its schedules. A schedule determines where, when, and how a campaign activity is executed. A campaign may have multiple schedules for different marketing channels, and for execution of a campaign over a period of time.

For example, Vision Mobile wants to promote their new wireless instant messaging. They create a campaign called "Wireless IM Promotion" and they add schedules under that campaign. They may add an outbound telemarketing component in which Telemarketing Representatives call a list of people to see if they want the new service. They may have a banner advertisement that promotes the service and directs people to a web registration page. They may also have an e-mail blast that goes out to a list of contacts, who can then click on a link to reach a Web registration page.

Through its life cycle, a campaign goes through a number of status transitions including Planned, New, Pending Theme Approval, Pending Budget Approval, and Active. For more details, see the chapter titled *Creating and Using Campaigns* in the *Oracle Marketing User Guide*.

Campaign Processes

Campaigns are constructed using a wide variety of marketing objects. The basic components of campaigns are its theme, funding (budgets), execution (schedules), target audience (lists and marketing mediums), cost (costs), and effectiveness measuring devices (metrics). A campaign in Oracle Marketing is a planning tool, and you can create campaign schedules to execute it.

For full details on Campaign Processes, see the chapter titled *Creating and Using Campaigns* in the *Oracle Marketing User Guide*

Working with Campaigns

For detailed information on how to create a campaign and source a budget for a campaign see the chapter titled *Creating and Using Campaigns* in the *Oracle Marketing User Guide.*

Understanding Programs

Programs are umbrella objects that are used to combine different Campaigns, Events, Deals, Promotions and other objects into one entity. In a hierarchy of marketing objects, a program is at the top. All other objects can be a part of the program. In this way, a new product launch may have events, campaigns, promotions, advertising, trade

management deals and more, all coordinated from one point in Oracle Trade Management.

For detailed information on creating a marketing program and adding components to a marketing program, see the chapter titled *Planning and Using Programs* in the *Oracle Marketing User Guide.*

9

Budget Management

This chapter covers the following topics:

- Budget Overview
- Process Flow
- Budget Creation
- Budget Approval
- Budget Allocation
- Budget Utilization
- Budget Reconciliation
- Budget Tracking

Budget Overview

The primary objective of any organization is to achieve sales goals by using funds and resources through effective budget management.

A budget is a repository of funds that can be used to fund sales and trade promotion activities. Budget management involves budget planning, allocating budgets for the right activities, budget accounting, and tracking fund utilization.

The Budgets module in Oracle Trade Management provides centralized information of all the sales and trade promotion activities, and fund usages. This enables you to 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.

You can use Oracle Trade Management Budgets to do the following:

- Create a budget, transfer funds between budgets, allocate a budget, accrue budget based on sales, and perform budget adjustments

- Define market eligibility and product eligibility for the budget, and ensure that a budget is used only for the specified purpose

- Track budget utilization at any point in time using checkbook views and reports

- View payment details and statuses of all the trade promotion activities that are associated with a budget

The budgets function also supports the 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. Fund utilization for these requests are tracked through budgets in Oracle Trade Management.

Finance Managers, Sales Managers, or a Marketing Managers can all control budgets. In this guide, we use, the terms "budget" and "fund" interchangeably.

Process Flow

The following figure illustrates the process flow for budgets, starting from budget creation to budget reconciliation.

Process Flow for Budgets
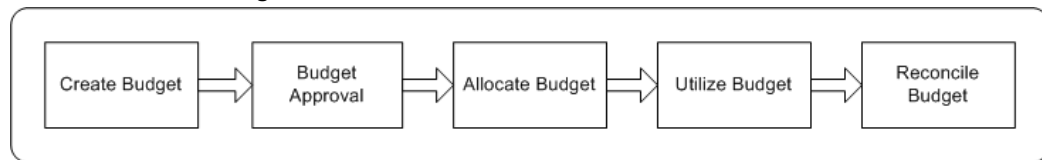
Budget Creation

A budget is a pool of funds that you can use to execute trade promotion activities such as offers and campaigns. If you are a Sales Manager you can create either a fixed budget or a fully accrued budget based on your business requirements. You can also define the market eligibility and product eligibility for the budget to ensure that a budget is used only for the specified purpose. After creating a budget, you must submit it for approval. A budget becomes active only after it is approved by the designated approvers. However, a budget does not require approval if you are the creator, and the approver according to the approval rules.

Budget Approval

Budget approval is the process by which the designated approvers approve the budget and it becomes active. During the budget approval process, the approvers may approve, reject, or put the request on hold. A budget can start funding trade promotion activities only after it is active.

Budget Allocation

Budget allocation is usually done by the Sales Manager and involves distributing funds from the budget across sales territories and regions. If you are a administrator or a sales manager a budget can be allocated down a territory hierarchy created in Territory Manager. After the initial allocation is complete, the Sales Representatives of the territories may offer their inputs for the fund allocation. You can revise the allocation and reallocate funds based on these inputs. The fund allocation must be approved before the Sales Representatives can start using the budget to fund trade promotion activities in their territories.

Budget Utilization

A budget gets utilized through budget requests and budget transfers. A budget request is a request to source funds from a budget to execute offers and campaigns. A budget transfer involves transferring funds from one budget to another.

When a budget request is submitted for approval, budget-offer validation occurs in the background. If budget-offer validation fails, then the requestor is notified. If it passes, the request is routed to the budget owner. The budget owner may approve or reject the request. If the request is approved, funds are committed to the activity.

The columns in the budget get updated according to the fund usage.

Budget Reconciliation

If you are the budget owner, then you can reconcile a budget after all the offers that are associated with a budget are closed, and a budget is no longer required. If there are any active offers that are associated, the offers must be closed before reconciling the budget.

Budget Tracking

After offers are associated with the budget, depending upon the orders received, shipped, and the claims that are settled, the Committed, Utilized, Earned, and Paid columns in a budget get updated accordingly. These columns also get updated whenever there is a transfer of funds. The following views enable you to track the funds and activities related to a budget:

- Budget checkbook view: displays the total fund usage for a budget.

- Offer checkbook view: displays the fund usage for a specific offer.

- Customer checkbook view: displays the fund usage for a specific customer.

Budget Creation

Budget creation involves planning the scope of the budget, and the manner in which it will be utilized. It includes deciding on the budget type and category, and the market and products that the budget must target. Information in this section will enable you to:

- Understand and create fixed budgets, page 9-4

- Understand and create fully accrued budgets, page 9-5

- Understand budget category, page 9-8

- Understand budget thresholds, page 9-9

- Add budget thresholds and Update account details, page 9-11

- Release or reserve holdback amount, page 9-12

- Understand and define market eligibility and product eligibility for budgets, page 9-12

- Understand budget-offer validation, page 9-15

- Understand copy budget and budget delete functions, page 9-18

Budget Tree

The budget tree enables you to view the parent budget and its child budgets.

- To view the list of child budgets expand the parent budget by clicking on the tree.

- To view the details of the parent or a child budget, click the hyperlink of the budget.

- Click the Total, Planned, Committed, Utilized, Earned, and Paid Amounts to view the respective Budget Details Checkbook.

Fixed Budget

A fixed budget is a pool of money, with value greater than zero. Fixed budgets provide better budget estimates in advance. The first step in creating a fixed budget is to decide on the maximum funds the budget can include. You can define fixed budgets for different customer and product attributes. You can allocate fixed budgets based on territories that are set up for Oracle Trade Management. Territories are set up in the Oracle E-Business Suite Territory Management module.

You can utilize a fixed budget in a number of ways including but not limited to the following:

- Accrual Offers (also known as bill-back or rebate).

- Off-invoice Offers (also known on-invoice in other regions)

- Lump sum Offers

Other core trade promotion activities such as campaigns and offers can also utilize funds from a fixed budget.

The following example shows how a fixed budget gets updated when you source an

accrual offer from the budget.

A manufacturer, Goodway sets up a fixed budget for all its sales and trade promotion activities in USA. The fixed budget has committed funds of $1 million. USA is divided into four regions. The Sales Manager of US West region gets an allocation of $500,000. A Sales Representative from the region decides to give a promotion to one of the customers whereby the customer accrues 10% of the price of the product each time he buys a unit of product X. Goodway may later pay these accruals to the customer through a claim (settled with a check or a credit memo) or a deduction (settled by a credit memo). The Sales Representative asks the Sales Manager for $10,000 to fund the offer. When this fund request is approved, the US West budget looks as follows:

Total	Committed	Utilized	Earned	Paid
$500, 000	$10,000	0	0	0

A customer places an order for 50 units of the product which has a regular price of $100. An accrual of $500 is created ($100 times 50 times 10%). The Funds Accrual Engine, a concurrent process scheduled to run in the background gets the accrual information and updates the budget as follows:

Total	Committed	Utilized	Earned	Paid
$500,000	$10,000	$500	$500	0

Fully Accrued Budget

A fully accrued budget, also called a live fund, starts with zero funds when it is created. The benefits of using a fully accrued budget are that organizations do not have to spend time and resources to perform rigorous budget planning. They can accrue budgets based on real time sales data. You can create fully accrued budgets to accrue funds for customer, or accrue funds for sales activities.

- **Accrue funds for Customers**

  When you create accrual budgets to accrue funds for customers, you use the accrued funds for promotional activities such as offering incentives to retailers based on their performance. This money earned by the retailers is accumulated over a period of time and they can later claim this amount by submitting claims or short paying invoices.

  Example: You can create a fully accrued budget to offer incentives to retailers. The retailers receive $10 for every unit of Product A that they sell. Each unit of the product costs $100. The number of units that the retailers sell are tracked, and

accruals are paid on a quarterly basis. At the end of the quarter, the fully accrued budget includes the sum total of all funds that must be paid to the retailers. A particular retailer sells 100 units of the product, and therefore accrues $1000 ($10 times 100). At the end of the quarter, the fully accrued budget includes $1000, which the retailer can claim.

You can create any number of fully accrued budgets for customers. Buying group related accounts are also supported. For example, an organization can set up a fully accrued budget for all its customers. It can also establish a second fully accrued budget for a specific customer group such as all the customers in a particular territory, or for selling items from specific product areas such as paper and janitorial supplies.

- **Accrue Funds for Sales**

  Apart from creating fully accrued budgets to offer incentives and discounts to dealers and customers, you can also create fully accrued budget accrued to sales level to accrue funds for a sales person. This kind of fully accrued budget enables the Sales Representatives to spend funds at their discretion. The total budget amount that the Sales Representative can spend depends on the sales achieved and the amount that is accrued in the budget.

  The accrued amount is updated in the Total budget column, and drilling down on the total budget amount shows details of all the accrual records that make up the total budget amount. The Sales Representative can use this amount to create other offers. The utilized and earned columns get updated when orders against these offers are booked and shipped.

  Example: You can create a fully accrued budget, accrued to sales, to give 10% discount on a product. The product costs $100. If a customer places an order for 20 units of the product, then the accrued amount as per the discount offered is $200. Because the fully accrued budget is created to accrue funds for the Sales Representative, this $200 is not paid to the customer. Instead, the Sales Representative can use this amount to create other offers for any of the other customers.

  After the funds are accrued, the Sales Representative uses $200 that is accumulated in the budget to create an Accrual offer to give 5% discount for the customers every time they place an order for a product.

  Example: The product costs $100. A customer places an order for 10 units of the product and accrues $50 [10 times $5 (5% of $100)] according to the discount offered. At the end of the month, the customer raises a claim and the Sales Representative pays this amount to the customer. The utilized and earned columns in the fully accrued budget, accrue to sales show $50 after the order is booked and shipped.

The funds in a fully accrued budget increase based on the accrual parameters that are specified in the budget. Accrual parameters are conditions based on which accruals take place and the customers placing orders earn accruals; for example, accrue 3% for

product X. A fully accrued budget can have multiple accrual parameters for products or product families just like in offers.

For example, you may define one fully accrued budget which states that:

- if a customer buys product X then accrue 3%

- if a customer buys product Y then accrue 4%

- if a customer buys product Z then accrue 5%

After you define accrual parameters, they are automatically passed to Oracle Advanced Pricing. In the background, a fully accrued budget actually creates an Accrual Offer.

The manner in which an Accrual offer updates a fixed budget is different from how it updates a fully accrued budget.

If you source an accrual offer from a fixed budget:

1. The committed column in the budget increases after the funding is approved

2. The utilized column increases after sales takes place and accruals are created

On the other hand, if you source the accrual offer from a fully accrued budget, the columns in the budget are updated according to how it is set up as explained in the table below. These two accrual types are separate activities and can even occur simultaneously on the same order transaction.

You can create fully accrued budgets to accrue to different levels:

Accrue to Level	Liability Flag	Budget Columns Updated	Comments
Customer	On	Total, Committed, Utilized	A customer purchases products and accrues funds. The customer can later claim accruals or deduct the amount from payments

Accrue to Level	Liability Flag	Budget Columns Updated	Comments
Customer	Off	Total	A customer purchases products. Money is accrued but the customer is not entitled to receive payments immediately. The money accrued in this manner can be used to pay for negotiated discounts, sales and trade promotion costs and rebates. For example, a customer organization may need to perform additional activities such as a special in-store display of the product for which they can earn money. You can create a Lump sum offer with the performance requirement for special in-store display proofs and source the offer from the budget.
Sales	On	-NA-	Not applicable; Not supported
Sales	Off	Total	A customer purchases products. Money is accrued but is given to the sales person (budget owner) who can then spend it with discretion. For example, the sales person can use the money to fund any of his promotions to any of his customers. The customer does not know about this kind of accrual.

Depending on the industry, the use of fixed budgets versus fully accrued budgets is different. For example, the consumer goods sector may have an average of 40:60 (40% of their budgets on a fixed basis, 60% on a fully accrued basis); while the more traditional food and beverage may have an average of 10:90 (10% of their budgets on a fixed basis, 90% on a fully accrued basis).

Budget Category

Budget categories serve the purpose of classification, determining the approval rules, and determining the Accounts to which the GL Postings must be made.

A budget category is a configurable way to classify a budget. A category can be for any sales or trade promotion purpose. Categories can be arranged in hierarchies.

For example, a budget category--Trade Promotion can be created for Sales Promotion, Advertising Funds, or Partner Marketing Funds. The budget category--Sales Promotion, in turn may have multiple sub-categories such as Partner Marketing, and New Product

Introduction.

Budget categories determine the approval rules. Each budget category has an approver who is responsible for approving or rejecting the budgets related to the category. All the budget requests that related to a particular category are routed to the designated approver.

For example, you create a budget to source a sales promotional activity, and select the budget category--"Sales promotion". When you submit the budget for approval, the request is routed to the approver who is responsible for approving or rejecting the budgets that are related to this category.

Budget categories are also used to default the base General Ledger accounts (GL accounts) to account entries.

About Budget Thresholds

Budget Thresholds enable you to monitor the activities of a budget, and recognize inconsistencies such as over spending and non-adherence to budget norms. The Administrator can set different rules to send out alert notifications to inform you about the fund usage and depletion at various levels. A budget threshold contains a set of rules. The Administrator sets up a budget threshold rule and then assigns it to a budget.

For example, a budget threshold can be created with 4 lines, one for each quarter. Each line contains different conditions and frequency such that notifications will be sent to alert a user if the budget utilization is for:

- The first quarter is more than 25% of the committed amount.

- The second quarter is more than 50% of the committed amount.

- The third quarter is more than 65% of the committed amount.

- The fourth quarter is more than 75% of the committed amount.

Org-Striping in Budgets

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

- Use budgets for funding trade promotion activities within the same operating unit as the budget

In org-striped budgets 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.

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.

Creating a Fixed Budget or a Fully Accrued Budget

Based on your business requirements, you can create either a fixed budget or a fully accrued budget. For a fixed budget, you must up front decide the maximum funds that it can include. A fully accrued budget on the other hand starts with zero funds; funds in the fully accrued budget increase according to the sales achieved.

To create either a fixed budget or a fully accrued budget, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, a set of books must be defined.

Navigation: Budget > Budgets > Create.

Notes:

- **Setup Type:** Select either Fixed Budget or Fully Accrued Budget.

- **Budget Number:** Enter a unique budget number. If you leave this field empty, then a unique budget number is automatically generated.

- **Business Unit:** Business units are organizations, which are set up in Oracle Human

Resources with Type = Business Unit. It is used here mainly for classification purpose. It can also affect the approval rules.

- **Parent Budget:** Selecting a parent budget name will make the current budget a child of the parent budget, thus establishing a budget hierarchy.

- **Budget Type:** The type of the budget defaults from Setup Type. For example, if you have selected the Setup Type as Fixed budget, then the value "Fixed" will be defaulted here.

- **Budget Category:** Budget categories are set up in Administration and can be used to classify the budget. If any GL accounts are associated, and if a profile for showing GL accounts on screen is set, those GL accounts will default on to the budget. In addition, an approval rule for a budget may use budget category as one of its criteria. Ledger is also defaulted based on Budget Category.

- **Budget Amount:** If it is a fixed budget, then enter the amount that the budget will have. If it is a fully accrued budget, then verify that the budget amount is zero, as a fully accrued budget starts with zero funds.

- **Currency:** By default, this field displays the functional currency of the ledger. You can change it to another currency.

- **Holdback Amount:** If it is a fixed budget, then enter the amount that you would like to reserve and not allocate down to lower levels. You may choose to reserve or release the holdback amount at any time. To release the holdback amount at a later point of time, you can manually reduce the amount that you had originally entered as holdback amount, and click Update. If it is a fully accrued budget, then verify that the holdback amount is zero.

- **Accrue To:** For a fully accrued budget, select either Customer or Sales from the Accrue To drop-down list. This field determines if the fully accrued budget accrues to the customer or to the Sales Representative.

- **Liability:** For a fully accrued budget, check the Liability Flag if the accrual offer is created to accrue funds for customer. If checked, the committed, utilized, and earned columns get updated along with the total and available columns.

Adding Budget Thresholds

A budget threshold contains a set of threshold rules. When you add thresholds to a budget, alert notifications are automatically sent to inform you about the fund usage and depletion at various levels.

To add an existing budget threshold rule to an existing budget, and to update accounting details, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name.

Notes:

Select a threshold rule from the Threshold LOV.

Releasing or Reserving Holdback Amount

To reserve or release holdback amount from an existing budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Holdback.

Notes:

Enter an amount in the Requested Amount field, and select either Release or Reserve from the Transfer Type drop-down list.

Market Eligibility and Product Eligibility

Defining the market eligibility and product eligibility for a budget, ensures that the budget is reserved to fund trade promotions only for:

- Regions and territories that you have specified in the market eligibility

- Products and product categories that you have specified in the product eligibility

When an offer sources funds from a budget, the market eligibility and product eligibility of an offer are matched with the market eligibility and product eligibility of the budget. The offer can source funds from the budget only if these conditions match. This process by which the conditions are matched is known as budget-offer validation. For more information, see About Budget-Offer Validation.

Market Eligibility

Market eligibility defines the customers or customer groups that a budget must target. For a fixed budget, defining market eligibility enables you to classify and validate a budget to ensure that a trade promotion activity matches the purpose of the budget. For example, you create a budget for all the customers in the US West region. If a Sales Representative creates an offer for a customer in the US East region, then the validation fails, and the offer will not be able to source funds from the budget.

Eligibility for a fixed budget can be defined for the following:

- Individual customers

  Individual customers include sold-to, bill-to, or ship-to customers. Bill-to and ship-to customers are different divisions of the sold-to customer. A sold-to customer can have multiple bill-to and ship-to locations. These are the customer accounts in Oracle's Trading Architecture Community (TCA).

  For example, an organization places an order for certain goods. The organization

requests you to ship the goods to the Development division, and send the invoice to the Accounts division for processing. Here:

- The parent organization is the sold-to location

- The Development division is the ship-to location because it is the location to which you ship the goods

- The Accounts division is the bill-to location because you send the invoice to this division for processing

- Buying Groups

  Buying Groups are organizations that are formed when organizations group themselves together to leverage on higher purchase volume achieved as a group. This enables them to negotiate better prices and discounts when they purchase goods from the manufacturer. To form Buying Groups, various TCA parties are linked together based on a predetermined party relationship.

  For example, a customer Organization A has sub units--Organization B, and Organization C, which are different legal entities. Organization A and its legal entities can form a Buying Group and be treated like a single customer. If they choose to have different accounts with your organization, then they will be treated like individual customers, and not a Buying Group.

- Lists

  Lists are groups of customers or customer contacts created based on specific criteria. The criteria can be specified using Oracle Discoverer workbooks or queries. For example, you can search for all customers who have purchased something from your organization in the last two months, and save the results as a list.

- Segments

  Segments are similar to lists. They are groups of customers or customer contacts. Like lists, they are also created based on user-specified criteria through Oracle Discoverer workbooks or writing queries. For example, you can query for customers with revenue more than $100, and save the results as a segment.

  The difference between a list and a segment is that a list is static, whereas a segment is dynamic. A list always contains the same number of customers. A segment on the other hand may vary. In the above example, the query may fetch 100 customers for this month, but in the next month, there may be only 75 customers who achieve this revenue.

  For more information on segments, see the *Oracle Marketing User Guide*.

- Territories

  Territories are another way to group customers together. They are created in the

Oracle E-Business Suite Territory Management module. You can create territories based on various customer and geographical attributes. For example, you can create a territory called US West and include all the customers in the US Western states under it.

For a fully accrued budget, you can define market eligibility by using the highly configurable qualifier contexts and attributes that are set up in Oracle Advanced Pricing. By using qualifier contexts and attributes, you can set up market eligibility for a fully accrued budget in a manner that is similar to setting up market eligibility for a fixed budget. You can define market eligibility for customers, buying groups, lists, segments, and territories.

If a fully accrued budget either accrues to the sales level, or to the customer level with the liability flag off, then you can use the amount in the fully accrued budget to fund offers just like a regular fixed budget. In such cases, the eligibility validation described for fixed budgets also applies to fully accrued budgets.

Product Eligibility

Product eligibility defines the product or product families or groups that a budget must target. Products are items in the Inventory System. Product categories contain products. Defining product eligibility enables you to:

- Classify budgets and reserve them for specific products or product categories

- Validate whether the purpose of an offer matches with the purpose of the budget

Validation for market eligibility and product eligibility happens simultaneously. For example, if a budget is created for the US West region and Toy products, and an offer is created for a customer in the US West region but for Games products, then the validation fails.

For a fixed budget, you can define product eligibility for product categories and products. While defining product eligibility, you can either include or exclude products from the product category. The following example shows how you can exclude a product from a product category.

Computer Devices is a product category, which includes the products Monitor, Keyboard, Mouse, Printers, and Speakers. You wish to create budget to give 15% discount on all the products except Speakers. To define the product eligibility, select the product category as Computer Devices which displays the list of all the products that belong to this category.

Next, exclude Speakers from this list. Doing this applies the product eligibility only to Monitors, Keyboards, Mouse Devices, and Printers, and only those offers that are created to promote these devices will be able to source funds from the budget. On the other hand, because you have excluded Speakers from the product eligibility, an offer for Speakers will not be able to source funds from this budget.

For a fully accrued budget, you can define product eligibility by using the product contexts and attributes that are set up in Oracle Advanced Pricing.

About Budget-offer Validation

Budget-offer validation ensures that funds from a budget are utilized only for the specified purpose. When you create a budget, you define market eligibility and product eligibility for a budget. Market eligibility and product eligibility are also defined for offers. If the budget-validation offer option is turned on, whenever there a request is submitted to source funds from a budget, the market eligibility and product eligibility of the budget and offer are matched. If the conditions do not match, then the budget request is rejected and the offer will not be able to source funds from the budget.

For example, you create a budget for US West Region and Computer Devices. If a Sales Representative creates an offer for US East Region and Beverages, and submits a budget request, then the validation fails, and the offer will not be able to source funds from the budget.

The above example shows how budget-offer validation works when an offer is sourced from one budget.

Sometimes, an offer or a campaign may source funds from multiple budgets. For example, budgets may be allocated to different Sales Managers who are responsible for different customer segments. When a new product is introduced, an offer created for that new product may receive funding from multiple budgets that have been created for different customer segments.

Depending upon the setups in your organization, one of the following takes place when an offer or campaign sources funds from multiple budgets:

- No validation for customers and products

  The market eligibility and product eligibility of the offer and the sourcing budgets will not be matched; budget-offer validation does not take place.

- Validate customer and products by each budget

  The market eligibility and product eligibility of the offer and the sourcing budgets will be matched. The offer will be able to source funds only from those budgets with which the conditions match.

- Validate customer by each budget, product by all budgets

  If this option is implemented, then:

  - The individual market eligibility of each sourcing budget must match with the market eligibility of the offer.

  - The combined product eligibility of all the sourcing budgets must match with the product eligibility of the offer.

  For example, an offer has been created for US West region for the products--Monitors, Keyboards, and Printers. The offer requests funding from two budgets with the following market and product eligibilities.

Budget Name	Market Eligibility	Product Eligibility
Budget A	US West	Monitors
Budget B	US West	Keyboards, Printers

Here, both the budgets have US West as the market eligibility and the combined product eligibility of the budgets matches with the product eligibility of the offer. Therefore, budget-offer validation passes and the offer will be able to source funds from Budget A and Budget B.

- Validate product by each budget, customer by all budgets (Relax Customer)

  If this option is implemented, then:

  - The individual product eligibility of each sourcing budget must match with the product eligibility of the offer.

  - The combined market eligibility of all the sourcing budgets must match with the market eligibility of the offer.

  For example, an offer has been created for US West region for the products--Toys, and Games. The offer requests funding from two budgets with the following market and product eligibilities.

Budget Name	Market Eligibility	Product Eligibility
Budget A	California	Toys, Games
Budget B	Oregon	Toys, Games

Here, both the budgets have Toys and Games as the product eligibility, and the combined market eligibility of the budgets match with the market eligibility of the offer because California and Oregon are parts of US West. Therefore, budget-offer validation passes and the offer will be able to source funds from Budget A and Budget B.

GL Postings for the budgets occur based on how budget-offer validation is implemented in your organization.

Defining Market Eligibility for a Fixed Budget

Defining market eligibility for a fixed budget enables you to specify the customers or customer groups that a budget must target.

To define market eligibility for a draft fixed budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Market Eligibility.

Notes:

Select a value for the Eligibility Context, and then select the Eligibility Name based on the Eligibility Context.

Defining Market Eligibility for a Fully Accrued Budget

For a fully accrued budget, market eligibility can be defined by fully using the highly configurable Qualifier Contexts and Attributes as set up in Oracle Advanced Pricing.

To define market eligibility for a draft fully accrued budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Accrual Parameter Details > Execution.

Notes:

In the Offer Details - Market Eligibility page, enter or modify information as desired.

Updating Products for a Fixed Budget

Defining product eligibility enables you to specify the products or product families or groups that a budget must target.

To define product eligibility for a draft fixed budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Products.

Notes:

- **Product Family:** The fixed budget will be limited to the product categories that you select here. You can choose multiple product categories.

- **Products:** Select the products you would like to include or exclude from the category set that you have selected. Include or exclude products as required.

Updating Products for a Fully Accrued Budget

For a fully accrued budget, product eligibility can be defined by fully using the highly configurable Qualifier Contexts and Attributes as set up in Oracle Advanced Pricing.

To define product eligibility for a draft fully accrued budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Accrual Parameter Details.

Notes:

Enter all the products that are eligible for the budget, and save the changes.

For more information, see the *Oracle Advanced Pricing User Guide*.

About Copy Budget and Budget Delete

Copy Budget enables you to create a new budget by copying information from an old budget. For example, you can create a copy of the yearly budget that repeats the same essential information each year, and update it.

You can delete a budget if it is in the Draft, Cancelled, or Archived status. After a budget is deleted, you will not be able to search and find the budget in Oracle Trade Management.

Budget Approval

After creating a budget, you must submit it for approval in order to activate the budget. After a budget becomes active, it can start funding trade promotion activities.

Information in this section will enable you to:

- Understand the budget approval process

- Initiate budget approval

- Approve budgets

Understanding the Budget Approval Process

The budget approval process involves reviewing, and approving or rejecting budgets. A budget becomes active after it is approved by the designated approvers. If the budget is approved, you can source funds for various trade promotion activities from the budgets.

On the other hand, if the budget is rejected, you will not be able to withdraw funds from the budget. In a budget hierarchy, child budgets can become active only if the parent budget has been approved and made active. The only instance where a budget does not require approval is when the budget owner is the one and only approver according to the approval rule setups.

After a budget is submitted for approval, the approval rules determine the approval flow. Approval rules can be configured, and multiple rules can be created based on the characteristics of the budget. There are two types of Approval rules:

- **Root budget approval rules:** to determine the person who will be responsible for approving a budget itself.

- **Budget approval rules:** to determine the person who will be responsible for approving an offer, a campaign, an event, or any request to source funds from a

budget.

The approver may approve, reject, or put the budget on hold. The budget status changes accordingly and appears on the screen. This enables you to know the exact status of a budget at any point of time. Budget status is also known as system status.

The following table describes the different statuses that a budget can go through.

Budget Statuses

Status	Description
Draft	The budget status appears as Draft when the budget has not yet been submitted for approval. A budget in the Draft status can be updated any time. From Draft, the budget status may change either to Pending Approval or Cancelled. If you are the budget owner and also the owner of the parent budget, you can directly change the status to Active.
Pending Approval	The budget status appears as Pending Approval if the budget is awaiting approval. The budget status may change to either Active or On Hold if all the approvers respond positively. The budget status changes to Rejected if the approvers reject the budget.
On Hold	On Hold is an interim status, which means that the budget has already obtained approval, but is not completely ready to be made active. From On Hold, the budget status may change to either Active or Closed.
Rejected	The budget status appears as Rejected if the approvers reject the budget. From Rejected, the status can be changed back to Draft.
Active	The budget status appears as Active after the budget has been approved. This means that the budget has been approved, and is ready to fund various activities and promotions. From Active, the status may change to either Closed and Cancelled.
Cancelled	The budget status appears as Cancelled if it has been aborted. You cannot cancel a budget if there is an approved offer associated with it. You must first cancel all the associated offers, and then cancel the budget. If you cancel a budget with existing offers in the approval process, the system sends an alert to the offer owner stating that the offer must either be cancelled, or funded by an alternate budget. From Cancelled, the status can only change to Archived.

Status	Description
Archived	When the budget status appears as Archived, the budget can no longer be used. This status cannot change to any other status.
Completed	The budget status appears as Completed after all the activities that are associated with the budget are complete and all the funds in the budget are utilized.
Closed	The budget status appears as Closed after budget has ended and is no longer available to fund activities, and offers.

Apart from system statuses, there are user statuses that enable multiple users to review a budget before it is submitted for approval. For example, a team of finance executives administers a budget. Each individual in the team must review a budget before submitting it for approval. So there may be multiple user statuses created as follows:

System Status	User Status
Draft	First Reviewer
Draft	Second Reviewer
Draft	Third Reviewer
Draft	Final Reviewer

The budget is initially in the "Draft - First User" status. The First Reviewer reviews the budget, and puts it in "Draft - Second Reviewer" status. This serves the purpose of letting everyone know that the budget has been reviewed and handed over to the Second Reviewer. Here, the system status is "Draft" where as the user statuses are "Draft-First Approver" and "Draft-Second Approver". Because the underlying system status is "Draft", the budget has all the behaviors of a draft budget. This means that the budget can be updated and funds cannot be withdrawn. Thus, the user status enables everyone in the team to know the state of the budget.

Initiating Budget Approval

To initiate budget approval for an existing draft budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Request Approval.

Notes:

After you submit the request, it is sent to the designated approvers. The approval status changes to Pending Approval. You can view the approval status by clicking View Approval. The View Approval button appears only until the request is in the Pending Approval status.

Approving a Budget

When a budget owner submits a budget for approval, you will receive a workflow notification if you are the designated approver.

To approve a budget, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Workflow > Worklist, or Home > Tools > View Notification Work List.

Notes:

Select the notification that corresponds to the budget that must be approved, and click **Approve**.

Budget Allocation

Budget allocation is the process of allocating a budget across territories. Budget allocation can be done only after a budget is approved and is active. After the budget is allocated, each territory receives its share of the budget, which it can use to execute trade promotion activities. Information in this section will enable you to:

- Understand the budget allocation process

- Understand top-down bottom-up budgeting

- Create and activate a budget allocation

- Submit a change request during top-down bottom-up budgeting

- Approve or reject a request submission

## Understanding the Budget Allocation Process

Sales activities of organizations may span different territories and regions (geographic locations). After a budget is approved and active, you can distribute funds down the sales territory hierarchy. This process of allocating funds down the territory hierarchy is known as budget allocation. Each of the levels in the sales territory hierarchy can use their share of funds to execute trade promotion activities in their geographic location.

For example, an active budget has $75,000. The Sales Representatives of each of the territories require funds to execute sales promotion activities. You can allocate funds among these territories based on the demand for the products in each of these territories.

As shown in the Budget Allocation diagram the allocations are as follows:

- Territory A (Active Budget) - $75,000

- Territory B - $25,000

  - Territory B1 - $8,000

  - Territory B2 - $10,000

- Territory D - $30,000

Budget Allocation
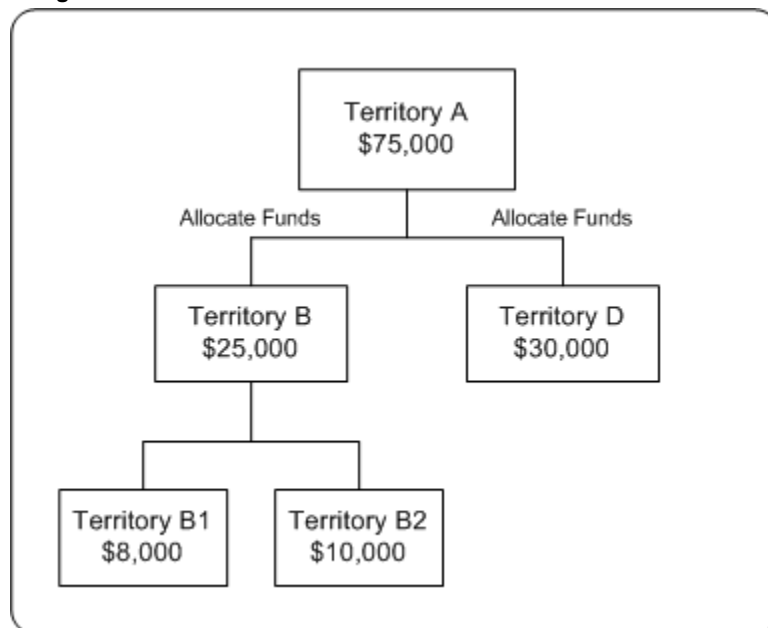
Territories can be arranged in a hierarchy. For example, a sales territory--US West can in turn include California and Oregon territories. You can allocate a fixed budget down a particular territory hierarchy. Budget allocation enables you to establish a top-level value for your budget or allocation funds and distribute the roll-down values to the lowest hierarchy levels, based on the sales data (shipped order amounts) from the previous year. When the allocation is complete, a budget hierarchy, which is similar to the territory hierarchy is created. The primary person in each territory becomes the budget owner. The other team members in the territory become team members of the budget.

During budget allocation, you can perform the following actions:

- Specify holdback amounts or holdback percentage at each level of the hierarchy

- Edit allocations

- Transfer funds

- Release holdback funds

> **Note:** Holdback amount takes precedence over holdback percentage. Holdback percentage is considered only when the holdback amount is not specified.

After creating a budget allocation, you must submit it for approval. The Sales Representatives can start utilizing funds from the budget only after the approvers approve the allocation.

The following example shows how a budget can be allocated down a sales territory hierarchy.

The following is a sales territory hierarchy:

US West

California

Oregon

The individual sales that was achieved in each of these territories is as follows.

US West territory: $300K (independent of the sales of its child territories)

California: $500K

Oregon: $200K

The total sales that was achieved in the prior year was $1 million.

A budget--Sales Budget 2006 with total funds of $10,000 is allocated down this hierarchy without holding back any funds. The allocation is based on the sales achieved in the previous year. A budget hierarchy is created by the allocation as follows:

Sales Budget 2006

Sales Budget 2006 - US West

Sales Budget 2006 - California

Sales Budget 2006 - Oregon

The budget balances for each of these territories will be as follows:

Sales Budget 2006 - $0

Sales Budget 2006 - US West: $3K

Sales Budget 2006 - California: $5K

Sales Budget 2006 - Oregon: $2K

The roll-up view of this budget hierarchy will be as follows:

Sales Budget 2006 - $10K

Sales Budget 2006 - US West: $10K

Sales Budget 2006 - California: $5K

Sales Budget 2006 - Oregon: $2K

After the process of budget allocation is complete, the owner of Sales Budget 2006 can automatically access all the three budgets in the hierarchy. The owner of Sales Budget 2006 - US West can access Sales Budget 2006 - California, and Sales Budget 2006 - Oregon.

See Roll-Up View and Self View.

> **Note:** Territories are created in Oracle E-Business Suite Territory Management module and provide a means of grouping customers. Territories may be created based on various customer and geographical attributes - customer name, account code, customer category, account hierarchy, city, country, county, postal code, province, state, account classification, party relation, site, classification, customer profile, or sales channel.

About Top-down Bottom-up Budgeting

Sales activities in an organization begin with analysis, forecasting, and allocation of funds down the hierarchies. During the planning phase, based on the sales figures of previous years, the Sales Management can allocate funds without taking inputs from the lower levels. This type of budget allocation is known as top-down budgeting.

In a bottom-up budgeting process, budget amounts are rolled up from the lower levels to the Sales Management. After funds are allocated, lower levels may offer their inputs to the Sales Management, and allocations can be altered accordingly.

Top-down bottom-up budgeting is performed by first allocating budgets based on some criteria such as prior year sales, then by accepting input from lower levels. Multiple such top-down and bottom-up cycles may continue until the budget numbers are finalized.

The following figure illustrates the top-down bottom-up budgeting process.

Top-down Bottom-up Budgeting
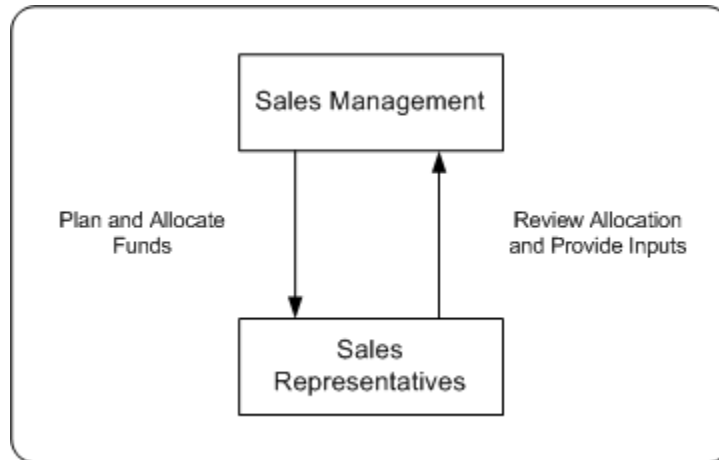
A top budget owner may be a sales or marketing executive. A mid budget owner may be a sales manager or a marketing manager. A bottom budget owner may be a marketing team member or a field sales person. Each level of management will see the roll-up numbers for the budget and the child budgets for which they are responsible.

Creating a Budget Allocation

After the budget is approved and active, you can allocate the Budget to the Sales Representatives in the territory hierarchy. Budget allocation determines the share of the budget that each of the territories and regions in the sales team hierarchy will receive.

To create a budget allocation from an approved budget. log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Allocation > Create.

Notes:

* **Action:** Select either of the following:

    * Add on to Existing Budget Hierarchy: the hierarchy that has been defined for the budget will be used.

    * Create New Budget from this Allocation: you must define the hierarchy for the allocation by specifying the Start Level and End Level.

* **Start Point and Exclude Start Node from this Allocation:** If you check the Exclude Start Node from this Allocation option, then funds will not be allocated to the top level of the hierarchy.

    For example, in the hierarchy US West > California > San Francisco, you must allocate funds only to California and San Francisco and exclude US West. You can

exclude US West from the allocation by checking this option.

- **Allocation Method:** Select one of the following options:

  - Even Distribution: Allocates funds equally across all the territories

  - Manual: You must manually enter the amount that must be allocated to each territory

  - Prior Year Sales Total in Amount: Allocates funds based on the sales figures of the previous years. Select the Basis Year if you select the method as Prior Year Total Sales Total in Amount. Funds will be allocated based on the sales figures of the basis year that you select.

- **Holdback Amount and Holdback Percentage:** This is the amount that you do not wish to allocate immediately. An amount or percentage can be withheld from the allocation process at each level in a hierarchy.

- **Worksheet**: The worksheet shows the distribution of the budget across the hierarchy that you created. If you wish to make changes in the allocation, you can make the changes here.

After you publish the allocation, the status changes to Planned. To update an existing allocation, select the required allocation number and modify the information as desired.

Submitting a Change Request During Top-down, Bottom-up Budgeting

After the Sales Management allocates funds, if you are the Sales Representative who is the recipient of the allocation, you will receive a workflow notification. You can review the amount that has been allocated to you, and if you require a different amount than what has been allocated, you can suggest a new amount for the allocation.

To request for changes to be made in the original allocation, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- A draft or active fixed budget has been created and an allocation has been initiated.

- You are the recipient of the allocation.

- The allocation is not active yet.

Navigation: Budget > Budgets > Budget Name > Allocation.

Notes:

- **Worksheet:** In the worksheet column, click the link corresponding to the allocation for which you would like to offer inputs.

- **Rollup Total:** Enter the new amount that you would like to recommend.

- **Supporting Files:** You can attach documents in formats including .doc, .pdf, .xls, and so on.

The Sales Management may either accept or reject the request. If the request is rejected, then you must resubmit the request. Repeat the steps in this procedure to resubmit a request.

Approving or Rejecting a Request Submission

To accept or reject the request submissions that have been made by the Sales Representatives, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- A draft or active fixed budget has been created and an allocation has been initiated, and the allocation is not active yet.

- You are the creator of the allocation.

- The recipient has made a request submission.

Navigation: Budget > Budgets > Budget Name > Allocation.

Notes:

- **Worksheet:** Select the allocation for which the request submission has been made. The list of all the territory hierarchies are displayed. To identify the territory that has submitted the request, check the Requested Amount, and the Allocation Status columns. The Requested Amount column shows the details of the total amount that has been requested by the territory, and the allocation status appears as Submitted.

- **Action Required:** Select an option depending on whether you wish to approve or reject the request. If you reject the request, the allocation status changes to Rejected. The submitter may make changes in the request and resubmit it.

Activating a Budget Allocation

To activate a planned budget allocation, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Budget > Budgets > Budget Name > Allocation > Worksheet.

Notes:

The worksheet shows the distribution of the budget across the territory hierarchy. Change the allocation status to Active, and click **Update**.

Budget Utilization

A budget can fund many trade promotion activities. Funds from the budget are committed against each of these trade promotion activities, and are utilized over a period of time. The budget checkbook gives the status of the funds in a budget including the total, committed, utilized, earned, paid amounts, and the GL posting details of the budget. Information in this section will enable you to:

- Understand budget utilization

- Understand and process budget requests and transfers

- Understand budget mass transfer

- Understand and view recalculated committed

- Understand and create budget adjustments

- Understand the integration of budgets with offers (integration with sales orders)

- Understand basic and advanced General Ledger integration with respect to budgets

About Budget Utilization

A budget is utilized when you withdraw funds to execute trade promotion activities. The utilized, earned, and paid columns in the budget are updated during various stages of offer execution, and these columns enable you to track fund utilization.

The utilized column records integration of the budget to sales orders, regardless of the order channel. The following types of records are stored in this column:

- Costs from the trade promotion activities including Off-invoice offers

- Accruals that are created from offers

- Adjustments that are created in the budget checkbook

When an order is placed, the utilized column gets updated to show all the funds that are likely to be utilized for the order. This however, does not give you the exact earnings based on the goods shipped. The earned column records the amount that is accrued based on the goods that are actually shipped.

The paid column records all of the payment information of the budget by:

- Off-invoice offers

- Claims that are settled through credit memos or checks

- Deductions that are settled through credit memos

Example: you create an offer for $10,000 to give 10% discount on a product. After the offer is approved, the committed column in the budget shows $10,000. The cost of the product is $100. A customer places an order for 10 units of the product. Therefore, the total order value is $1,000, and after discount, it is $900. The discount offered is $100, which is the amount utilized from the budget.

You however decide to ship only 5 units of the product initially, and ship the remaining units next month. Because only 5 units of the product are shipped, the customer is eligible to claim only $50. This is the amount that is earned from the budget.

You settle the claim and pay $50 to the customer, and you make this payment through a cheque. This is the amount that is paid, and the paid column gets updated accordingly.

Therefore, the budget checkbook gets updated as shown below:

Total	Committed	Utilized	Earned	Paid
$500,000	$10,000	$100	$50	$50

In the above example:

- The total column shows the entire amount in the budget.

- The committed column shows the amount that is committed to all approved trade promotion activities that source funds from the budget. In this case, the committed column shows $10,000 after the offer has been approved.

- The utilized column gets updated after orders are placed against the offers. In this case, the utilized column gets updated to $100 after the customer places an order against the offer and the orders are booked.

- The earned column gets updated after the products are shipped. It shows the total amount spent from the budget based on the goods that are actually shipped. In this case, the earned column shows $50 after you ship 5 units of the product.

- The paid column shows the total amount that is paid towards settling all the claim requests. In this case, the paid column gets updated to $50 after you settle the claim raised by the customer.

About Budget Request and Budget Transfer

Funds are utilized from budgets when budget requests or budget transfers are approved. A budget request is a request to withdraw and use funds from a budget to execute trade promotion activities such as offers and campaigns.
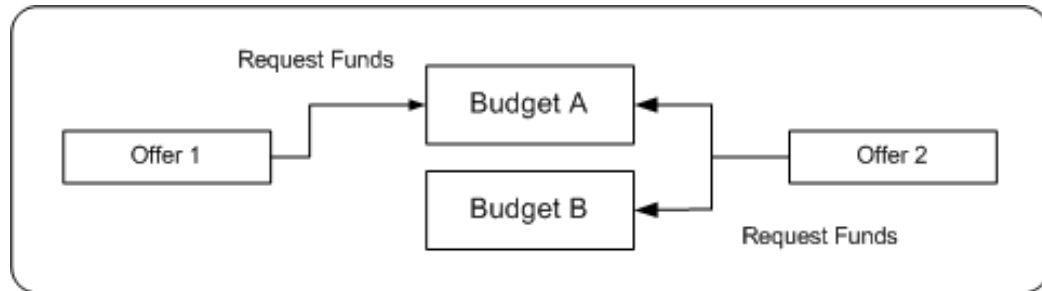
A budget transfer involves transferring funds from one budget to another; it involves

moving money from one budget to another.

Budget Request

In the Budget Request diagram Offer 1 requests funds from Budget A while Offer 2 requests funds from both Budget A and Budget B.

Budget Request

Budget request is an explicit request to withdraw funds from a budget to execute trade promotion activities such as offers and campaigns. You may submit a budget request to give an offer to customers. A budget request may also be submitted by the owner of another budget.

For example, you plan to execute a campaign--New Product Introduction to introduce a new product into the market. You must submit a budget request to source funds for this activity. You can also submit a request to source funds from a budget owned by another person.

Budget requests must be approved before the money is transferred. The Administrator configures approval rules to route different requests to different approvers. A budget may fund multiple trade promotion activities, and a trade promotion activity can source funds from multiple budgets. For more information and procedures related to sourcing offers from a budget, see the Trade Planning and Offers chapter in this guide.

Budget Transfer

In the Budget Transfer diagram, Budget A transfers funds to Budget B.

Budget Transfer
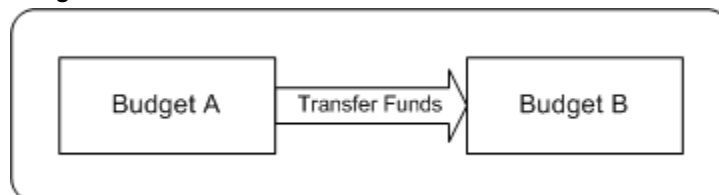
Budget transfer involves transferring funds from one budget to another. To create a budget transfer, both the budgets must be approved and active. For example, "New Product Introduction" fund may not need as much money as originally forecasted

because the new product does not perform well. You can transfer money out of it into other budgets so that the money can be spent somewhere else.

You cannot transfer funds from budgets that are cancelled, closed, or archived. Also, if a child budget is cancelled, you cannot transfer funds from the child budget to the parent budget. To transfer funds from a child budget, after the budget is complete, you must first make a manual a negative adjustment for the amount which is committed and but not paid. You must then accordingly decrease the committed amount, and then transfer the remaining funds to another budget and then close it.

If an offer or a budget that requests funds from another budget uses a different currency, then conversion can be done automatically if the profile AMS: Currency Conversion Type has been implemented in your organization.

All movements of money in and out of any given budget are tracked to provide complete audit control.

Creating Budget Request from a Budget

If you are the budget owner who wants to request additional funds from another budget, then you can do so by submitting a budget request. After you submit a budget transfer request, the granting budget owner may review your request and either accept or reject it.

> **Note:** Budget requests for offers are created by the offers users. See the Offers chapter for the detailed procedure on creating a budget request to source funds for an offer.

To submit a budget request, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, the granting and receiving budgets must be active.

Navigation: Budget > Budget Transfer > Create Request.

Notes:

- **Budget Recipient:** Select the receiving budget. This is the budget into which funds will be transferred.

- **Required By:** This field indicates the date by which you require the funds to be transferred. It is a way of letting the granting budget owner know the urgency of the request; it has no functional impact.

After you submit the request, the request status changes to Planning, and the granting budget owner is notified.

Creating a Budget Transfer

A budget transfer involves transferring funds from one budget to another. When there

are requests for funds transfer, you will receive workflow notifications if you are the owner of the granting budgets. You can transfer funds from your budget to the receiving budget by creating a budget transfer.

To create a budget transfer, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, the granting and receiving budgets must be active.

Navigation: Budget > Budget Transfer > Create Transfer.

Notes:

- **Budget Recipient:** Select the budget into which funds will be transferred.

Approving or Rejecting a Budget Request

When offer users create budget requests to source funds for offers, you will receive workflow notifications if you are the owner of the granting budgets.

To either accept or reject a budget request, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Workflow > Worklist or Home > Tools > View Notification Work List.

Notes:

From the list of open notifications, select the appropriate notification and click either Approve or Decline based on whether you wish to approve the request or reject it.

About Budget Mass Transfer

Promotional offers to customers may remain active for multiple fund periods. When an offer sources funds from a budget, funds are committed to the offer. During changeover of fund periods, new budgets will be established whereas old budgets will be closed. Some of the orders that have been placed against offers in the old fund period remain active even though the old budgets get closed. The payments against these orders that are earned in the new period must be tracked in the budgets in the new period. These committed but unearned funds can be tracked by mass transferring them from the old budget to the new budget.

When a customer places an order, initially only the utilized column in the budget gets updated. The earned columns get updated only after the order is shipped and the customer pays for the order. In between, if there is a changeover of fiscal periods, then the old budget closes and a new budget is established. The offer must start sourcing funds from the new budget, and all payments that are received in the new period must be tracked in the new budget.

For example, an offer is active between June and December. The offer closes on 1st January. A customer places an order on 31st December. Goods are dispatched during February and the customer pays for the goods in the month of March. In this case, even though the order has been placed when the old offer was active, the actual earnings are

received only in the new fund period. To track these earnings in the budget for the new fund period, all the committed but unearned funds must transferred from the old budget to the new budget.

Committed, but unearned funds can be transferred from the old budget to the new budget by creating a new budget and linking it to the old budget by a concurrent process automatically.

For example, a budget--Trade Promotion Budget 2003 is active between 1st January 2003 and 31st December 2003. You create a new budget called Trade Promotion Budget 2004 to continue executing the same set of activities for the forthcoming year. In this case, you must transfer all the funds from Trade Promotion Budget 2003 to Trade Promotion Budget 2004. The old budget can be linked to the new budget by running a concurrent process, and funds are transferred automatically.

The Administrator in your organization must run this concurrent request for you. See the *Oracle Channel Revenue Management Implementation Guide* for more information.

When the old budget and the new budget are thus linked, funds from the old budget are automatically transferred to the new budget. However, the start date of the new budget must be later than the start date of the old budget.

About Recalculated Committed

Recalculated committed enables you to spend money based on the available funds. When an offer or a campaign is sourced from a budget, the requested amount is committed to the activity. The offer may receive many orders, and sometimes the amount spent may be more than the originally committed amount or less than the committed amount. If recalculated committed is implemented in your organization, the committed funds are automatically increased or decreased based on the performance of the offer.

Organizations generally establish offers for a set period of time. For example, an offer may remain active for 6 weeks to 1 year. Even though organizations create forecasts for fund usages, the actual fund usages depend upon the performance of the offer. When organizations commit more funds than necessary to meet the actual requirements, it results in money unutilized at year-end. If recalculated committed is implemented, based on the offer performance, it automatically performs real-time adjustments to the committed funds and ensures that there are no unutilized funds at the year-end.

Recalculated committed is based on comparing the average committed amount against the actual utilized amount. While the committed amount determines the maximum of what the utilized amount can be, the relationship is reversed for recalculated committed. If recalculated committed is implemented, then the utilized amount determines the recalculated committed amount. Recalculated committed cannot be used for offers with the maximum committed indicator--Terms Upgrade or Lump sum offers.

Recalculated committed enables you to measure and account differences between the expected performance and the actual performance. You can perform adjustments to the budgets on an ongoing basis, and use budgets effectively. The Administrator sets the

frequency (daily, weekly, or monthly) for these adjustments. The adjustments occur on a timely basis and enables you to establish new deals within an acceptable time period.

For example, a promotion is established for a full year with an original committed amount of $200,000. In this example, by utilizing the simple methodology, adjustments are done on a monthly basis and the committed and utilized amounts are updated accordingly.

Month	Number of Days	Daily Forecast	Monthly Forecast	Actual Monthly Usage	Adjustments on Monthly Basis
January	31	$547.95	$16,986.30	$20,000	$3,014
February	28	$547.95	$15,342.47	$12,000	$3,3,42
March	31	$547.95	$16,986.30	$16,500	$486
April	30	$547.95	$16,438.36	$17,750	$1,312
May	31	$547.95	$16,986.30	$12,220	$4,766
June	30	$547.95	$16,438.36	$19,750	$3,312
July	31	$547.95	$16,986.30	$21,000	$4,014
August	31	$547.95	$16,986.30	$13,300	$3,656
September	30	$547.95	$16,438.36	$18,850	$2,412
October	31	$547.95	$16,986.30	$16,000	$986
November	30	$547.95	$16,438.36	$12,450	$3,988
December	31	$547.95	$16,986.30	$10,000	$6,896

> **Note:** This example shows how adjustments can be done on a monthly basis. Recalculated committed can also be implemented to make adjustments on a weekly, or daily basis. The frequency of adjustments is based on a profile option setting. For more details, see the *Oracle Channel Revenue Management Implementation Guide*.

Viewing Recalculated Committed

Recalculated committed enables you to spend money based on the available funds.

To view recalculated committed, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, the recalculated committed function must be implemented in your organization. Else, the committed amount is displayed in the recalculated column.

Navigation: Budget > Budgets > Personalize.

Notes:

Select and move Recalculated Committed from the Available Columns to the Displayed Columns. Save the changes.

Budget Adjustment Types

Budget adjustments enable you to manually decrease or increase the committed and utilized amounts in a budget. You may need to perform budget adjustments to rectify erroneous entries, and to incorporate differences in invoicing and pricing information.

You can make the following four types of adjustments to a budget:

- Increase committed

  By using this option, you can increase the amount that is committed to a trade promotion activity.

  For example, you source $10,000 for a campaign to introduce a new product into the market. Later, you realize that the committed funds are not sufficient to fund the campaign, and you need $5,000 more. You can increase the committed amount to $15,000.

- Decrease committed

  By using this option, you can decrease the amount that is committed to a trade promotion activity.

  For example, you source funds for a campaign and commit $10,000 to the activity. The campaign does not perform well and the amount utilized is only $4,000. You can decrease the committed amount to $4,000.

- Increase committed and utilized

  By using this option, you can increase the amount that is utilized for a trade promotion activity.

  Sometimes, there may be mismatches between the amount entered and the actual amount utilized from the budget. This could occur due to a various reasons such as erroneous entries, or when there are differences between the entered amount and

the invoice amount. In such cases, you may want to change the utilized amount. If the amount that was originally entered is less than the actual amount utilized, you can increase the utilized amount by using this option. When you increase the utilized amount, the committed amount increases accordingly.

For example, you source funds for a campaign, and you appoint an agency to execute the activities. The agency initially gives you an invoice for $8,000, which you enter as the utilized amount. Later the agency submits another invoice for $10,000 because there was a mistake in the first invoice. You can increase the utilized amount to $10,000.

- Decrease committed and utilized

  By using this option, you can increase the amount utilized for a trade promotion activity. Decrease utilized, like the increase utilized option, can be used to perform adjustments to the amount utilized from a budget. If the utilized amount entered is less than the actual amount utilized, you can decrease the utilized amount by using this option. When you decrease the utilized amount, the committed amount decreases accordingly.

  For example, you source funds for a campaign, and you appoint an agency to execute the activities. The agency gives you an invoice for $8,000, which you wrongly enter as $10,000. Later you realize that you made a mistake while entering the utilized amount. You can decrease the utilized amount to $8,000.

If a budget adjustment reference includes a product, then the entire adjustment is applied to the specified product. If the adjustment references a campaign or an offer, the adjustment is applied equally to all the products in the offer.

Accounting entries are created in the General Ledger by taking Base General Ledger accounts from the budget, budget category, or system parameters. The Account Generator, if implemented, replaces the General Ledger product segment account information with the product segment of the COGS account (from inventory item based on which accrual is made). If an inventory item cannot be determined for the utilization, then the base General Ledger account is used. See the *Oracle Channel Revenue Management Implementation Guide* for more information.

In addition to the adjustments mentioned above, the system creates the following automatic adjustments:

- Recalculated Committed Increase

- Recalculated Committed Decrease

- Volume Offer Adjustment Increase

- Volume Offer Adjustment Decrease

- Scan Data Offer Committed Increase

- Scan Data Offer Earned Increase

For more information on Volume and Scan Data offer adjustments, see Integration to Sales Orders (Accrual Offers).

Creating a Budget Adjustment

Budget adjustments enable you to manually decrease or increase the committed and utilized amounts in a budget.

To create a budget adjustment, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, you must be able to access the budget adjustment functions.

Navigation: Budget > Budgets > Budget Name > Checkbook > Adjustments.

Notes:

- **Type:** Select the type of adjustment that you would like to make. After you select the Type, a description of the adjustment type is displayed in the Description field. The name and description of your adjustment types is determined by your organization. They are all based on one of the adjustment types--Decrease committed, Increase committed, Decrease committed and utilized, and Increase committed and utilized.

- **Date:** The adjustment is recorded on the date that you select.

- **GL:** Specify the date for the GL postings to occur. If a date is not selected, a default date is used by the system.

- **Activity:** Select the type of activity to which this adjustment is related.

Integration to Sales Orders (Off-invoice Offers)

Off-invoice offers include Off-invoice, Order value, Promotional goods, and Terms upgrade offers. When Off-invoice offers are applied, it gives certain discounts and reduces the amount that the customers have to pay. When you source Off-invoice offers from a budget and execute the offers, the utilized and paid columns in the budget get updated simultaneously.

For example, the selling price of a product is $100. You create an off-invoice offer to give 10% discount on the product, and you source the offer from a budget. The committed amount for the offer is $10,000. A customer places an order for 10 units of the product. Because the discount offered is 10%, the customer has to pay only $900 instead of $1,000. In this case, the amount the utilized, earned, and paid columns in the budget both simultaneously get updated to $100.

Total	Committed	Utilized	Earned	Paid
$500,000	$10,000	$100	$100	$100

Integration to Sales Orders (Accrual Offers)

Accrual offers include Accrual, Lump sum, Scan data, and Volume offers. When an accrual offer is applied, it gives certain discounts, but does not reduce the amount that the customers have to pay. Instead, accruals are created for customers and the accruals are tracked in the background. The customers get paid back either by submitting a claim or through deductions.

In case of accrual offers, the utilized, earned, and paid columns are updated based on the accrual offer type. The manner in which these columns are updated for each of the accrual offer types is discussed in the following sections.

Accrual Offer

In an Accrual offer, incentives are based on cumulative purchases made over a specific period of time. Funds are accrued over a period of time before it is paid to the customer. Therefore, only the utilized column gets updated when the customer books an order. The earned column gets updated when the order is shipped, and the paid column gets updated after the claim raised by the customer is settled.

For example, an accrual offer has a committed amount of $10,000, and gives 10% discount on a product. The selling price of the product is $100. Each time customers place orders for the product, they get 10% accrual on each unit of the product purchased. A customer places an order for 5 units of the product, and accrues $50 based on the discount. The budget gets updated as follows:

Total	Committed	Utilized	Earned	Paid
$500,000	$10,000	$50	0	0

Lump sum Offer

In Lump sum offers, the utilized, earned, and paid columns get updated based on whether the Lump sum offer is with spread or without spread. For example, a Lump sum offer is created to offer $5,000 to a customer if he displays an in-store advertisement.

If the Lump sum offer is without spread, then as soon as the offer starts, the organization recognizes the whole amount as money utilized. The budget gets updated as follows:

Total	Committed	Utilized	Earned	Paid
$500,000	$5,000	$5,000	$5,000	0

If the Lump sum offer is with spread, then the amount is spread over a period of time and is utilized based on the time periods specified.

Spreading enables you to amortize the accruals over a period of time. For example, you might incur a slotting or listing allowance of 200,000 and want to "spread" the cost over a 6 month period.

Assume that the offer lasts for 10 days. The budget utilization on the first day will be as follows:

Total	Committed	Utilized	Earned	Paid
$500,000	$5,000	$500	$500	0

The budget utilization on the second day will be as follows:

Total	Committed	Utilized	Earned	Paid
$500,000	$5,000	$1,000	$1,000	0

The entire amount committed to the offer will be utilized on the tenth day, and the budget utilization on the tenth day will be as follows:

Total	Committed	Utilized	Earned	Paid
$500,000	$5,000	$5,000	$5,000	0

Scan Data Offer

Scan Data offers usually take the form of coupons. Customers can exchange these coupons and avail discounts on certain products. When a Scan Data offer is created, forecasts are made regarding the scan units and values. In case of a Scan Data offer, the committed amount and the utilized amount are updated simultaneously.

The actual data for the offer is received through claims. If the actual amount exceeds the forecasted amount, an automatic adjustment gets created to adjust the original accrual created based on forecasts. The committed and utilized columns are adjusted based on the comparison between the actual amount and the forecasted amount. Adjustments are

created only up to the available amount in the budget.

For example, a Scan Data Offer has the following forecasted details:

Total Committed	Total Utilized	Utilized - Offer 1	Utilized - Offer 2
$10,000	$8,000	$5,000	$3,000

The actual scan data shows the following for the two lines:

Total Committed	Total Utilized	Actual Utilized - Offer 1	Actual Utilized - Offer 2
$1,000	$8,000	$8,000	$5,000

Based on the comparison between the actual utilization and the forecasted utilization, adjustments must be created to increase the Committed as well as Utilized amounts.

Adjust committed [(Actual utilization - forecast utilization) - (committed - forecast utilization)] = [(13,000 - 8,000) - (10,000 - 8,000)] = 3,000

Adjust utilized (Actual - Forecast) for each line:

Adjust line 1 (8,000 - 5,000) = 3,000

Adjust line 2 by (5,000 - 3,000) = 2,000

When adjustments are made to the utilization, the GL entries Debit Sales or Expense and Credit Liability are also created.

If Recalculated Committed is implemented, and the profile to allow the committed amount to be more than the available budget is set to "Yes", then adjustments up can be created without conditions. Recalculated committed skips making any adjustments for Scan Data offers. This is because of the automatic adjustments which happen for Scan Data offers when the actual amount is greater than the forecasted amount.

If Recalculated committed is not implemented, adjustments can be created only up to the available amount in the budget. For more information on Scan Data offer adjustments, see the Claims chapter.

Volume Accrual Offer

A Volume accrual offer or a volume rebate is an offer where in the qualified customers accrue funds based on their cumulative purchase amounts spanning over a period of time. The retroactive flag determines whether past orders should also be adjusted based on the new accrual rate achieved.

For example, a Volume accrual offer is set up for a customer to accrue based on total volume of the product sold for the next 6 months as follows:

0 - 1000	accrue 5%
1001 - 2000	accrue 8%
2001 or more	accrue 10%

Each unit is priced at $1.00.

The first couple of orders from a customer look as follows:

Order No.	Quantity Purchased	Accrual %	Accrual
1	600	5%	30
2	400	5%	20
3	100	8%	8

GL Postings for Off-invoice Offers

Off-invoice discounts include Off-invoice, Promotional goods, Order Value and Terms Upgrade offers. These discounts are treated as reductions in revenue. These discounts can be treated as expenses by setting an option in System Parameters.

For example, you create an Off-invoice offer whereby a customer gets 10% off on a $100 item. When a customer places an order, Order Management takes $10 off each unit of the item, and pass $90 of revenue to Oracle Receivables which then creates GL entries, crediting revenue with $90. This treats the $10 as a reduction in revenue. If the option is set to create GL entries for Off-invoice discounts, the $10 is treated as an expense instead of reductions in revenue.

In System Parameters, the Administrator can specify whether GL entries must be created for Off-invoice discounts. If the option is checked, the Funds Accrual engine evaluates whether to create entries for such discounts or not. All the orders that are placed against Off-invoice offers will have GL entries created.

The following GL entries are created whenever the order data is passed to Order Management:

• Debit Sales or Expense or Charge (set up in Oracle Trade Management)

• Credit Revenue (set up in Oracle Receivables)

The Base Sales or Expense or Charge GL account is derived from setups done in the following order:

- Budget which funds the offer

- System Parameters

The Administrator may use the Account Generator workflow to configure this account.

Credit entries are made to the Revenue account that is used by Oracle Receivables on the invoice line of the sales order line with the offer applied.

For Off-invoice offers (Off-invoice, Order Value, Promotional Goods, Terms Upgrade, and Volume offers), the Utilized column gets updated after the offer is applied on the order. The Earned column gets updated as determined by the profile option OZF-TM: Create GL Entries for Orders. The GL entries get created when the sales order line with the offer applied has been shipped or invoiced. See the *Oracle Channel Revenue Management Implementation Guide* for more details.

Basic General Ledger Integration

When accruals are created either from a Lump sum, Accrual, Scan Data or Volume offer, such accruals may be treated as liabilities by some organizations. These accruals are tracked in the General Ledger by creating the following accounting entries.

- Debit Sales or Expense or Charge

  A debit entry reduces the balance in the Sales or Expense or Charge account selected. If the account selected is a Sales account, the accrual is treated as a reduction in the sales revenue. If the account selected is an Expense or Charge account, the accrual is treated as a promotional expense. The account type that you may select depends upon the accounting policies in your organization.

- Credit Liability

  A credit entry increases the balance in the Liability account that you select while creating the entry.

  Sales or Expenses or Charges are called Equity accounts. These two entries are created to maintain the basic accounting principle that states that the following equation must always hold true:

  Asset = Liability plus Equity

  For example, an accrual offer is set up to accrue 10% for every unit of a product sold. The product price is $200. When a customer places an order for 5 units of this product, the following accrual and accounting entries are created:

  Accrual amount: $200 x 5 x 10% = $100

  Debit Sales or Expense or Charge $100 Credit Liability $100

  Asset: Unaffected

  Liability: Credit $100 (Increase by % $100)

Equity: Debit $100 (Increase by $100)

The accounting entries created during accrual use the GL accounts from the following setups:

- GL accounts as defined for the budget itself, along with any Account Generator workflow updates

- GL accounts as defined for a budget category, along with any Account Generator workflow updates

- GL accounts as defined in the System Parameters, along with any Account Generator workflow updates

When claims or deductions are settled with the promotional earnings associated, the liabilities are reversed and a Receivables Clearing or Payables Clearing account is credited. For more details on claims and deductions, see the Claims chapter.

All the General Ledger entries associated with Oracle Trade Management are created with a source called Marketing in the General Ledger. The GL categories that are used for journal entries that are created during accrual are:

- Fixed Budgets (for accruals created for Accrual offers, Lump sum offers, Scan Data offers and Volume offers which source funds from a fixed budget)

- Accrual Budgets (for accruals created by fully accrued budget)

Advanced General Ledger Integration

The base GL accounts are generally taken from either a budget, budget category, or System Parameters. Apart from this, you can modify the Account Generator workflow to configure GL accounts dynamically. By using the Workflow Administration tool, you can modify the Account Generator workflow, and change the values of various segments for each account.

For example, the GL account structure of an organization is as follows:

Company-Account Type-Customer-Product-Others

The base liability account as set up with the budget is 01-0001-0002-0000-000

If this is an accrual created because an accrual offer is applied on a sales order, you can find the customer and product attributes from the order and derive the account--01-0001-8888-2344-000, where the segment value:

- 8888 is used to track a certain customer

- 2344 is used to track a certain product

Seeded information that you can use to derive these segment value changes are--order header ID, order category, order type ID, price adjustment ID, order line ID, line

commitment ID, salesrep ID, organization ID, sold to customer account ID, chart of accounts ID, operating unit, budget ID, offer ID, inventory item ID, item category ID. But the configuration of the GL accounts is not limited to these pieces of information only.

For example, you can use the value--offer ID to find the custom setup or any other information about the offer. You may use all this information to configure GL accounts.

Budget Reconciliation

A budget can fund multiple trade promotion activities. After a trade promotion activity comes to an end, the funds committed to the activity are no longer used. Budget reconciliation enables you to return the remaining money at the end of a trade promotion.

Reconcile Unutilized

Even after a trade promotion activity comes to an end or even after it is cancelled, it may have committed funds that are not utilized. The "Reconcile Unutilized option enables you to return back money that has been committed, but not utilized. When you reconcile a budget by choosing this option, the previously committed, but unutilized funds, are transferred from the Committed column to the Available column.

For example, a budget has an total amount of $50,000 out of which $10,000 is committed to an offer called "New Product Promotion". The amount that is utilized, earned, and paid from the offer is $8,000. The columns in the budget appear as shown below.

Total	Available	Committed	Utilized	Earned	Paid
$50,000	$40,000	$10,000	$8,000	$8,000	$8,000

The offer has reached its end date. The Sales Representative decides that there will be no more orders against the offer and decides to return back the remaining money, which is $2,000 (Committed - Utilized). The Sales Representative performs a budget reconciliation and choose the option "Reconcile Unutilized". This decreases the committed amount and increases the available amount in the budget. The columns in the budget appear as shown below.

Total	Available	Committed	Utilized	Earned	Paid
$50,000	$42,000	$8,000	$8,000	$8,000	$8,000

Notice that the amount in the Available column has increased by $2,000, whereas the amount in the Committed column has decreased by $,2000.

Reconcile Unutilized and Unpaid Earnings

If you choose the "Reconcile unutilized and unpaid earnings" option, the committed, utilized, and earned amounts get decreased by the amount of (Utilized - Paid). This amount is transferred from the committed column to the available column. If General Ledger integration is implemented, then the GL entries--Debit Liability and Credit Sales or Expense are created when the utilized is decreased.

The "Reconcile unutilized and unpaid earnings" option is used for accrual based offers such as Accrual, Lump sum, Scan Data and Volume offers. For these offers, even after an offer ends, customers can still submit claims. But after some time, when the organization believes that no more claims will be coming in for the offer, it can close the offer and reduce the outstanding accruals.

For example, a budget has an accrued amount of $10,000. The actual amount that is utilized, and earned from the budget is $7,000 whereas the amount that is paid from the budget is $6,000. The columns in the budget appear as shown below.

Total	Available	Committed	Utilized	Earned	Paid
$10,000	$3,000	$7,000	$7,000	$7,000	$6,000

The offer has reached the end date and a few days have passed. The Management conducts a review of this offer and believes that no more claims will come in. An offer user manually changes the offer status from Active to Completed. The offer user chooses reconciles the associated budget by choosing "Reconcile UnUtilized and Un-Paid Earnings". An adjustment for $1,000 (Utilized- Paid) is made to the sourcing budget, and this amount is transferred to the Available column. The committed, earned and utilized funds in the budget are decreased. The columns in the budget appear as shown below.

Total	Available	Committed	Utilized	Earned	Paid
$10,000	$4,000	$6,000	$6,000	$6,000	$6,000

Notice that the amount in the Available column has increased by $1,000, whereas the amounts in the Committed, Utilized, and Earned columns have decreased by $1,000.

The reconcile button appears only if a trade promotion reaches the end date and status is completed or closed. If the trade promotion has no end date, the status should be either Completed or Closed. A budget can be reconciled automatically based on a concurrent process that takes a predefined grace period into account. For some organizations, this grace period can range widely from a month to more than a year. For such organizations, this grace period is not systematic and therefore they can reconcile budgets at any point of time.

You can reconcile a budget only if you have the access permissions and responsibilities as defined in the Custom setup, and Responsibility setup.

Reconciling a Budget

Funds that are committed to a trade promotion activity such as an offer or a campaign are not utilized after the activity comes to an end. Budget reconciliation enables you to return the remaining amount back to the sourcing budget.

To reconcile a budget, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, the offer or campaign that is associated with the budget must have reached its end date and its status must be completed.

Navigation: Offers > Offer > Offer Name > Budget.

Notes:

The Reconciliation section at the bottom of the page appears if the offer status is Completed.

- **Reconciliation Options:** The two options that are available are:

    - Unutilized is applicable for trade promotion purpose.

    - Unutilized earnings, which is not applicable for trade promotion purposes. Unutilized amount = Committed – Utilized.

During reconciliation, the committed amount in the budget reduces, whereas the available amount increases. For example, an offer has committed = $10,000, utilized = $8,000. This kind of reconciliation will decrease the committed from $10,000 to $8,000 and increase the budget's available by $2,000.

Budget Tracking

Oracle Trade Management includes tools and techniques that enable you to obtain relevant information about any budget at any point of time. These tools and drill-down facilities provide detailed reports regarding the budget, and provide information such as:

- Available, committed, and utilized funds in the budget

- List of trade promotion activities that are sourced from the budget

- Status of each of the trade promotion activities

- Available, committed, and utilized funds against each of the trade promotion activities

Budget Checkbook View

Budget checkbooks are used to track the usage of funds in a budget, and enable you to track funds that are available, committed, utilized, transferred, and paid.

The following table describes the information that a budget checkbook provides.

Budget Checkbook Views

View	Description
Total	For a Fixed Budget, the total column shows the total funds that are committed for the budget
	For a Fully Accrued Budget, the total column shows the total funds that are utilized for trade promotion activities.
Transferred-in	The amount transferred into the budget from another budget
	Total budget amount includes the transferred-in amount
Transferred-out	The amount transferred out of the budget into another budget
	Transferred-out amount is excluded from the total budget amount
Holdback	The amount reserved in the budget
Available	The amount available to fund trade promotion activities
	Available = Total - Holdback
Planned	Total amount of all the budget requests that are waiting for approval
Recalculated Committed	The committed amount based on the actual sales and utilization
Committed	Total amount of all the approved budget requests
Utilized	The amount that is utilized from the budget based on the orders that are booked
Earned	The amount that is utilized from the budget based on the goods that are shipped
	When any manual or automatic adjustments are made to the earned column, the utilized column gets updated accordingly

View	Description
Paid	The amount that is paid to settle all the claims raised by the customers. This amount also includes promotional deductions and off-invoice updates.
Balance	The balance budget amount Balance = Available - Committed

See Fully Accrued Budget for detailed information on how the Total, Committed, and Utilized columns get updated for Fixed Budgets, Fully Accrued Budgets, and Fully Accrued Budgets that accrue to sales.

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

Utilizations	Descriptions
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

Utilizations	Descriptions
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

Utilizations	Description
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.
	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 OZF: 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

Rollup View and Shelf View

Rollup view shows the total funds in a budget including the sum of all its child budgets.

For example, for a budget that has three hierarchy levels USA, Western Region, and California, the roll-up view of USA will be the total of the budgets committed for USA, Western Region, and California.

The following profile options must be implemented to support multi-currency conversion for Rollup views:

- AMS: Currency Conversion Type - to set the rate that will be used for automatic conversions

- JTF_Profile_Default_Currency at user level - to support roll-up budget views

- AMS: Universal Currency at site level - to store all the budget currencies, and the transaction and functional currencies for budget roll-up conversions

For example, a company has this budget hierarchy:

Global

North America (N.A.)

EMEA

France

England

Budget owners in each operation want to see roll-up views in their own currency, For example, Euro for EMEA, pounds for England, and so on. The Global budget owner wants the roll-up view in U.S. dollars. To accomplish this, the JTF_Profile_Default_Currency profile must be set for England to pounds, to Euro for EMEA, to Francs for France, to U.S. dollars for N.A. and Global.

Users in a budget hierarchy can see a real time rollup view based on their user profile currency.

For example, a Manager in Canada may prefer to see the roll-up view of the budget in CAD, whereas a Manager in US who owns the same budget, may prefer to see the roll-up view in USD.

By setting the user profile currency, the Managers can see the roll-up view in the currency that they prefer. Sets of books are used in Oracle Trade Management for setting the functional currency.

Self view only shows the transactions and activities that the budget directly funds.

In the above example, the budget self view for the committed amount of the each of the hierarchy levels is same as their committed funds. Thus, the budget self view for:

- USA = $15,000

- Western Region = $10,000

- California = $5,000

Budget Transaction and Budget Details Checkbooks

The budget transaction and budget details checkbooks enable you to know the fund transactions for a budget such as the budget requests and budget transfers that have been created, details of the offers that source funds from the budget, and so on. You can also view the transaction amounts in different currencies if the transaction currency is different from the budget currency.

For example, if the transaction currency is in pounds and the budget currency is in dollars, you can view the appropriate amounts in the appropriate currencies.

- Budget Transaction Checkbook

  Drill down the Total amount in the budget summary page to view the Budget Transaction Checkbook. This checkbook gives a comprehensive view of how funds have been utilized from the budget. It shows the details of all the budget requests and budget transfers that have been created.

- Budget Planned Checkbook and Budget Committed Checkbook

Drill down the Planned and Committed amounts in the budget summary page to view the Budget Planned Checkbook and the Budget Committed checkbook respectively. These checkbooks give you a list of all the trade promotion activities that source funds from the budget. Click the hyperlink of the offer or campaign to view the details of the trade promotion activity.

- Budget Utilized Checkbook

  Drill down the Utilized amount in the budget summary page to view the Budget Utilized Checkbook. Utilized amount is the amount that is utilized from the budget based on the orders that are booked. In case of a campaign that sources funds from the budget, the Budget Utilized Checkbook enables you to view the actual cost that is posted to the budget, or an adjustment that has been made. For an offer, the amount utilized may represent an adjustment, an accrual, or a utilization line from an off-invoice type discount. You can also view the order details from the checkbook.

- Budget Earned Checkbook and Budget Paid Checkbook

  Drill down the Earned and Paid amounts in the budget summary page to view the Budget Earned Checkbook, and the Budget Paid Checkbook respectively.

  Earned amount is the amount that is utilized from the budget based on the goods that are shipped. For an offer, the earned amount may also represent an adjustment, an accrual, or a utilization line from an off-invoice type discount. The Budget Earned Checkbook enables you to view records of all the offers, order details, and GL posting details.

  Paid amount is the amount that is paid from the budget for the associated sales promotion activities. In addition to the records of all the offers, and order details, and GL posting details, the Budget Paid Checkbook enables you to view the claim and payment details.

  - To view the order details, click the corresponding number in the Document column.

  - To view details of a payment method, click the corresponding hyperlink of the payment method.

  - To view the GL posting details, click the corresponding GL Details icon.

Offer Checkbook

An offer checkbook summarizes the funds that the offer has utilized from the budget.

The following table describes the information that an offer checkbook provides.

Offer Checkbook Views

View	Description
Offer name	The name of the offer along with the source code, start and end dates, currency, and the committed amount
Budget name	Name of the budget that funds the offer
	Clicking on the budget name gives the details of the budget
Budget number	The budget number
	Every budget has a unique number
Planned amount	Total amount that is planned to be spent on the offer
Committed amount	The amount that is committed to the offer
	Clicking on the committed amount gives a summary of all the committed amounts for the budget
Recalculated committed	The committed amount based on actual sales and utilization
	Clicking on the recalculated committed amount gives a summary of all the recalculated committed amounts for the offer
Amount utilized	The amount that is utilized from the budget based on the orders that are booked
	For a campaign, this is the actual cost that is posted to the budget, or an adjustment made
	For an offer, the amount utilized may represent an adjustment, an accrual, or a utilization line from an off-invoice type discount
Amount earned	The amount that is utilized from the budget based on the goods that are shipped
Amount paid	The amount paid from the budget
	Gives a summary of all the amount that is paid from the budget for the associated sales promotion activities
	For an offer, this can be a utilization line from an off-invoice type discount or the information from a claim

View	Description
Balance	The amount remaining in the budget to fund the offer. This is based on the funds that are committed to the offer and not the total amount in the budget. Balance = Available - Committed

Customer Budget View

Customer budget view enables you to view the budget usages with respect to either one or many customers. To visit a customer checkbook, you can look at the Customer Budget View. A profile option determines if you can access the budget view with respect to all the customers or only those customers with respect to your budget.

To view the customer checkbook, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, an active budget from which funds have been withdrawn for a trade promotion object should exist.

Navigation: Budget > Budgets > Customer Budget View.

Notes:

- **View By options:** The options are:

  - My Customer: This returns the customers for the budgets that you can access. The balances shown are summed up only for all the budgets that you can access.

  - All Customers: Based on a profile option, you may be able to see the total budget balances for all the customer budgets including those that you do not have access to.

The following information is displayed:

Field	Description
Customer	Customer Name
Currency	The budget currency
Total after Holdback	Total amount if the budget minus the holdback amount

Field	Description
Planned	Total amount of the budget requests that have not yet been approved
Committed	Total amount of all the approved budget requests
Recalculated Committed	The amount of commitment calculated based on actual utilization. If recalculated committed is implemented, the amount here displays the real committed funds
Utilized	Amount that has been utilized or earned
Paid	Amount that has been paid
Balance	Holdback - Committed

Order Details

The order details page displays details of the order that has been placed against an offer that sources funds from the budget. This enables you to track the orders and shipments that are related to offers that source funds from the budget.

Shipping Details

Click the Details link to view the shipment details for the order. The Shipment Details page displays information on the products that were ordered. You can also find out if the order has been shipped or not. If the order has been shipped, you can see the shipment number, method, and the tracking number. In the Budget Detail - Shipment Detail page:

- Click the hyperlink of the invoice number to view the invoice details.

- Click the hyperlink of the shipment number to view the shipment details.

Order Items

To view the details of an ordered item, click the corresponding Item Details icon. The Budget Detail - Item Detail page displays the following information:

- Billing Information: displays information such as the customer bill-to location, invoice number, payment terms, and agreement. Click the hyperlink of the invoice number to view the invoice details.

- Shipping Information: displays information such as the customer ship-to location, shipping method, and requested delivery date.

10

Claim and Deduction Management

This chapter covers the following topics:

- Claims Overview
- Process Flow
- Claim Creation
- Claim Assignment
- Claim Approval
- Claim Research
- Claim Settlement
- Reports

Claims Overview

Business-to-Business operations (B2B operations) involve complex business activities and relationships between manufacturers and retailers. Claims and deductions form an important aspect of B2B operations. Customers raise claims or take deductions for many reasons such as to claim compensation for damaged goods and to claim promotional accruals that they are eligible to receive.

Settling claims and deductions involves determining whether a claim is valid, validating proof of performance conditions have been met, and tracking them. Sometimes, valid claims and deductions may not have the requisite proofs. Even in such cases, it is essential to settle these claims. These activities require resources, time, and effort. Customers may also submit invalid claims and deductions. While the claims remain unresolved, shipping and invoicing continue, thus giving interest-free credit to the retailers. Some of the challenges that organizations face today are those of settling deductions on time, and recognizing and preventing unauthorized claims and deductions.

Claims in Oracle Trade Management enables organizations to shorten the

claims-processing cycle, and reduce claims and the associated costs. Information related to all the claims is stored in a centralized manner. This makes it possible for you to access accurate views of promotional spending and other variable costs. You can research, validate, and settle deductions, charge backs, and claims. You can also identify invalid and duplicate claims and prevent unauthorized claims and deductions.

Process Flow

The following figure illustrates the process flow for claims, starting from claim creation to claim research and settlement.

Process Flow for Claims

Claim Creation

Customers may submit a claim or deduct/overpay for many reasons such as OS and D-over, shorts and damages. If a customer makes any over payments or short payments a resulting deduction or overpayment transaction is created by AR into Oracle Trade Management. You can view, investigate and settle these claims.

Claim Assignment

After a claim has been created in Trade Management it must be assigned to an owner. Claim owners are responsible for claim settlement and resolution of any related issues. Ownership can be assigned either to individuals or a team. This assignment can be done manually or utilize our automated assignment engine based on a claim hierarchy established in Oracle Trade Management Territories.

Claim Approval

A claim must be approved before you settle it. After you submit the claim for approval, the approver receives a notification. The approval rules determine the approval flow. The approver may approve or reject the claim. After research has been done it must be submitted for approvals before settlement is complete.

Claim Research

Before settling a claim, you can:

• Determine whether a claim or deduction is valid or invalid.

• Determine the various reasons for which a claim is submitted, split the claim accordingly, and specify different settlement methods for each portion of the claim

  Find duplicate claims and remove such claims from the system.

Claim history enables you to record various changes made to a claim during the course of investigation. You can also use Oracle Discoverer to extract customer information, and use it for research purposes.

Claim Settlement

The claim settlement methods that are available in Oracle Trade Management are check, on-account credit memo, previous on-account credit memo, debit memo, Return Materials Authorization (RMA), automatic write-off, invoice credit memo, and contra charge. The settlement method that you can use depends upon the claim type. You can settle claims for individual customers and buying groups You can also settle via a user defined customized settlement flow You can also pay to third parties.

Reports

The following reports enable you to view the claim details during and after settlement:

- Claim Report: summary of essential claim details such as customer details, claim lines, payment details, and settlement methods.

- Claim Aging View: summary of claims and deductions by customer and by days due. Claim Aging View enables you to determine which customer has had outstanding claims for the longest period time and work on those claims.

- Claim Settlement History: summary of all information that is related to the settlement of a claim. Best practices would be to resolve all claims within a 30 day period. The older claims get the harder it will be to get invalid deductions repaid.

- Customer 360 Degree View: summary of all transactions of the selected customer including all the orders, invoices, debit memos and charge backs.

Claim Creation

Customers may submit claims to submit overpayments, compensation for damaged goods, or promotional accruals. Other situations involve customers taking illegal deductions, or paying more than what they owe your organization. You can create different types of claims based on the nature of claims that must be settled.

When a claim is created, all the information necessary to process the claim is recorded. This information includes the claim type, reason for the claim, customer information, contact information, broker and sales representative details, the amount, and currency type.

The Mass Create functionality enables you to create multiple claims and debit claims on one screen. You can import claims based on data from legacy or third party systems by using Import Interface. You can also create claims and debit claims from any system by using a Public API. Claims can be imported from a legacy system either through claims import or through the claims API.

To create claims, you must understand the different claim types, classes, reasons, claim

lines, and customer-reason code mapping. Information in this section will enable you to:

- Understand claim classes, page 10-4

- Understand claim types and reasons, page 10-8

- Understand buying groups and related customer accounts, page 10-12

- Understand claim lines, page 10-12

- Understand associated earnings, page 10-15

- Understand third party accruals and pricing simulations, page 10-18

- Understand lockbox integration, page 10-19

- Create claims and debit claims , page 10-21

- Create deductions and overpayments, page 10-23

- Create overpayments, page 10-24

- View claim source, page 10-25

- Create claim lines and associate earnings, page 10-26

Claim Classes

Claim, Debit claim, Deduction, and Overpayment are the four different claim classes that are available in Oracle Trade Management. The settlement methods and processing is different for each claim class.

- Claim

  Customers may submit reimbursement requests for a number of reasons such as to claim compensation for damaged goods or payment for services. Claims are created in Oracle Trade Management to handle these reimbursement requests. Claims may or may not be promotion-related. Promotion-related claims have promotional earnings (accruals) associated with them. You can view this in the Associate Earnings page. The settlement methods for claims include check, credit memo, or Return Materials Authorization (RMA).

- Debit Claim

  Debit claims are created in Oracle Trade Management to charge back customers who have been overpaid. Debit claims are settled through debit memos.

  For example, a customer earns $10,000; you issue a check for that amount. Later on,

the same customer returns $1,000 worth of merchandise from a previous order, thus decreasing the true accrual to $9,000. To handle this situation, you can create a debit claim for $1,000, and settle the claim by generating a debit memo.

- Deduction

  Deductions are created in Oracle Receivables and you can view and settle these deductions in Oracle Trade Management. Deductions are used to handle situations where customers short pay invoices for various reasons such as to claim compensation for shipping errors, pricing errors, and to claim promotional earnings.

  When a deduction is created, all the pertinent information such as receipt numbers, dates and amounts, customer and transaction information, customer debit memo numbers and claim reasons, which is entered in Oracle Receivables, is available in Oracle Trade Management.

  For example, you send an invoice for $10,000 to a customer. But the customer remits only $8,000 for this invoice, citing a deduction of $2,000 for promotional earnings that the customer has not received. A deduction for $2,000 is automatically created in Oracle Receivables. You can view and settle this deduction in Oracle Trade Management.

  Deductions can be of one of the following types:

  - Transaction-related: deductions can be traced back to a specific transaction such as an invoice, a debit memo or a charge back.

  - Non transaction-related: deductions cannot be traced back to a specific transaction.

  - Promotion-related: deductions have associated promotional earnings. Customers make these deductions to claim discounts that have been given them for such activities as slotting fees or that are accrued when they place orders.

  Settlement methods for deductions include invoice credit memo, on-account credit memo, previous on-account credit memo, write-off, charge back, RMA, and contra charge.

  For more information on transaction types and adjustments for deductions, see the *Oracle Receivables User Guide* and the *Oracle Order Management User's Guide*.

- Overpayment

  Overpayments are created in Oracle Receivables when customers overpay what you have invoiced the for. This could be for an over shipment they have received or an inaccurately priced invoice. Settlement methods for overpayments include debit memo, write-off, and on-account credit.

Claims and Debit Claims are created in Oracle Trade Management. Deductions and Overpayments are created from Oracle Receivables. Oracle Receivables users can create

deductions or overpayments when they find mismatches between the applied transaction amount and the receipt amount from the Receipt Application window.

If the payment is directly applied to a transaction and a short pay is recognized, then a deduction can be created based on the transaction, or a claim investigation can be created for the customer.

If Oracle Receivables users identify that a customer has overpaid, then a claim investigation can be created for the customer on receipt and is distinguished as an overpayment claim class in Oracle Trade Management. All the transaction and receipt information from Oracle Receivables is carried over to Oracle Trade Management as source information for claim research.

See Settling Claims, Deductions and Overpayments for procedures related to settling claims, debit claims, deductions, and overpayments.

> **Note:** Throughout this document, the term "Claim" is used generically to encompass claims, debit claims, deductions, and overpayments.

Apart from regular claims, deductions, and overpayments, claims are also created automatically in Oracle Trade Management as a result of the integration between Oracle Trade Management and Oracle Partner Management.

Whenever any requests related to Special Pricing, Soft Funds, and Referrals are created and approved in Oracle Partner Management, offers and claims are automatically created in Oracle Trade Management.

These claims are settled by the claim users. For information on settling claims related to Special Pricing, Soft Funds, and Referrals, see the Indirect Sales Management chapter. See the *Oracle Partner Management Vendor User Guide* for more information on Special Pricing, Soft Funds, and Referrals.

Claim Detail Page

The Claim Detail page in Oracle Trade Management displays detailed information about any type of a claim. You can modify this information by making changes to the editable fields and clicking update. You can access the following information from the Claim Detail page:

Function	Description
Main	The claim detail page displays detail information about any type of a claim. You can modify this information by making changes to the editable fields and clicking update.

Function	Description
Line	This page displays information about the lines associated with the claim. You can create a line by entering information in the table below and clicking update. You can associate a line with promotional earnings by clicking Associate Earnings icon on that row.
Related Documents	Use to access relevant documents pertaining to this claim.
Team	Use to assign access to Team members
Task	Use to assign follow-up activities such as resolving problems related to the claim.
Split	Displays a list of claims that were split from the current claim. The Line Amount list of values displays all the lines that are available in original claim. The line amount should be greater than the sum of all the lines that are selected for split claim.
Attachments	Use this screen to review and edit Attachments. Attachments can be a web address, file attachment or simple text. Click the Description text to review or edit the Attachment details. Click the Attachment text to view or download the Attachment.
Notes	Use this screen to write Notes and record information that you would like to communicate to others regarding this claim. You can create any number of notes and edit and modify notes about this claim.
Settlement	Displays information/details related to the settlement of a claim. To settle a claim, fill in the required fields and select the Update button.
History	This page displays all history records of a claim. A recording is triggered by an event happened to the claim. You can specify the events that can trigger a history recording in history rule. To see history detail, click on the hyperlink in the event column
Report	Displays a report containing information about this claim. The information includes items such as Operating Unit, Claim Number and Customer Information.

Claim Advanced Search

The Personalize option on the Claim page enables you to search for a claims based on specific criteria. You can choose to filter the search by a particular set of records and select which columns you want to display.

To modify the search criteria select the Modify criteria button.

Claim Types and Reasons

Customers submit claims for various reasons such as to claim compensation from your organization for losses caused due to shipping problems, invoice errors, promotional payments, or quality issues.

Sometimes the reason for the claim may not be identified so thus is unknown. You can use internal claim types and reasons to identify the reason for which the claims have been raised and classify these claims.

Claim types and reasons also enable you to close the loop on claims processing and settlement, and to analyze claim problems. Depending on the claim type or reason, the process of claim research and resolution may be different. You can have any number of internal claim types and reasons. Your Claims Administrator can set up claim types and reasons based on your business needs.

Claim types and reasons together enable you to classify claims, and identify problem areas that need improvement. For example, you may have a large number of claims with the type--shipping and the reason--damaged goods. With this knowledge, you can improve your shipping methods and reduce the number of shipping claims arising due to damaged goods.

Claim Types

Claim types serve the following specific purposes:

- Setups for integration purpose

  Organizations can store setups required for creating transactions or adjustments in Oracle Receivables as well as in Order Management. The Oracle Receivables setups mainly drive the accounting, while the Order Management setups drive the workflow of a Return Material Authorization (RMA). These setups are as follows:

Integration Setups

Transaction Type	Description
Credit Memo	Used when a claim or a deduction must be settled with a new credit memo.
	Must be set up in Oracle Receivables.
Debit Memo	Used when a debit claim or an overpayment must be settled with new debit memo.
	Must be set up in Oracle Receivables.

Transaction Type	Description
Chargeback	Used when a deduction must be settled with a chargeback.
	Must be set up in Oracle Receivables.
RMA	Used when a claim or deduction must be settled with an RMA (return order).
	Must be set up in Order Management with a workflow tied to it. The workflow must have Invoicing Activity to generate a credit memo to close out the claim or deduction.
Write-off Adjustment Receivable Activity	Used when a deduction must be settled with a write-off.
	Must be set up in Oracle Receivables as an adjustment type receivable activity.
Receipt Write-off Receivable Activity	Used when an overpayment must be settled with a receipt write-off.
	Must be set up in Oracle Receivables as a receipt write-off type receivable activity.

- Default Receivable Clearing Accounts

  When accruals are created either from a Lump sum, Accrual, Net Accrual, Scan data or Volume offer, such accruals may be treated as liabilities by some companies. These liabilities must be tracked in the General Ledger. Oracle Trade Management enables GL integration by creating Debit Sales or Expense, and Credit Liabilities accounting entries.

  If a claim or deduction is associated to such accruals and the settlement method is a credit memo, then Oracle Trade Management creates entries for Debit Liabilities and Credit Receivables.

  The debit entry for the liabilities account reverses the liabilities created when the accruals were created. Because the claim is being settled for such accruals, and the customer will be paid by a credit memo, these liabilities must be reduced. The credit entry for Oracle Receivables clearing account offsets the debit entry that the credit memo creates to reduce revenue of the customer account.

- Default Vendor Clearing Accounts

  If a promotional claim must be settled by a check instead of a credit memo, then accounting entries for Debit Liabilities and Credit Vendor Clearing will be created. The liabilities account used will be the same as the account used when accruals were created. The Oracle Receivables or Oracle Payables Clearing accounts that will

be used during claim settlement are derived from the following setups:

- As defined in the Claim Type, and the Account Generator workflow updates if any.

- As defined in System Parameters, and Account Generator workflow updates if any.

Claim Reasons

Claim Reasons serve the following specific purposes:

- Action Default

  Action is a template of tasks. Based on the claim reason, certain repetitive tasks may need to be performed every time. Such tasks are defaulted automatically based on the claim reason. Therefore, you need not enter the tasks manually every time.

- Setups for Integration Points

  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.

For information on creating claim types and reasons, and application integration, see the *Oracle Channel Revenue Management Implementation Guide*.

Modifying Details of a Claim Type

Use the following procedure to modify the details of a claim type.

Prerequisites

An existing claim type.

Steps

1. Log into Oracle Trade Management as Oracle Trade Management Super User and navigate to Administration > Claim side navigation link > Claim Types.

2. Click the hyperlink of the claim type.

3. Make the required changes, and click Update.

Customer Reason

Customer reasons are the codes by which customers identify the claims that they submit. These customer reason codes may be different from the internal reason codes that your organization uses. The Administrator in your organization can create mappings for customer reason codes and the internal reason codes that are used by

your organization. If these codes are mapped, then whenever a customer submits a claim, the customer's original reason is captured and automatically converted to the internal reason code. This simplifies the claim research process.

In the following Customer Reason Code Mapping diagram, Customer Reasons codes Shipment Errors and Invoice Errors are mapped to an Internal Reason named Processing Errors. Damaged Goods customer reason is mapped to an Internal Reason named Quality issues.

Customer Reason Code Mapping
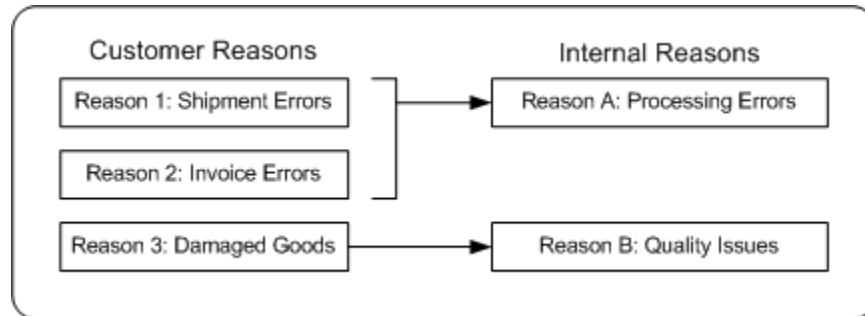
For example, a retailer--Bigmart maintains more than 3,500 reason codes for deduction against its manufacturers. One of the manufacturers--Toy House maintains only 30 internal reason codes to analyze deduction patterns and route them to different departments for investigation.

Bigmart remits payments to Toy House. On those remittances Bigmart indicates on multiple lines their deductions and their reasons for deducting. The reason codes used by Bigmart are converted to internal reason codes. The amount that is deducted is adjusted and converted into deductions in Oracle Trade Management.

The processing of claims depends upon the manner in which the customers remit payments. Customers can make payments either through:

- Electronic remittance (through bank or EDI file)

  If it is an electronic remittance, then the information goes through the Quick Cash User Interface of Oracle Receivables. A Post Batch process then updates the customer balances and turns such information into receipts. During the Post Batch process, any amounts deducted or claimed will be adjusted in Oracle Trade Management and claims will be created. Customer reason codes are converted to internal reason codes during this process.

- Manual remittance

  If it is a manual remittance, then the Oracle Receivables user enters the relevant information. Customer reason codes are converted to internal reason codes during this process. Claims are created in Oracle Trade Management and receipts are issued.

During claim creation, you can enter one of the following:

- Enter only the customer reason code

  If you enter only the customer reason without entering the internal reason code, then based on the customer reason code, the system searches and changes the code to the corresponding internal claim reason. If customer reason codes have not been mapped, then the system takes the internal reason from System Parameters.

- Enter customer reason code and internal reason code

  If you enter the customer reason code and the internal claim reason code, then the customer reason code takes precedence and it is converted to the right internal claim reason.

- Enter only the internal claim reason code

  If you enter only the internal claim reason, then the customer reason field will be empty by default.

  After a customer reason code is converted to the internal reason code, you may still make use of the customer reason code to refer to the claim.

Buying Groups and Related Customer Accounts

Buying groups are formed when organizations group themselves to leverage their buying power.

For example, you create a promotion for a buying group. When buying group members place orders, accruals for each member are tracked individually, even though the buying group entity may be handling all the invoices and claims for the group. During claim settlement, you can view the buying group member accruals and decide whether to issue payment to the buying group, or directly to one of its members.

Related Customer accounts are set up with relationships. Common relationships include bill-to and ship-to.

For example, the headquarters of an organization may be set up as the bill-to account and location for multiple retail stores. Each retail store can be set up as a ship-to account and location. In addition, the headquarters office may be handling all the claims for retail stores, but these retail stores may receive their payment directly.

Claim Lines and Associated Earnings

Claim lines serve the purposes of recording the details of a claim. Claim lines contain transaction details such as the product details, price, unit of measurement, and so on. Claim lines are used for associating offers or campaigns with a specific claim. For example, if a claim or deduction is promotion-related, it may be tied to multiple offers resulting in multiple Claim lines.

When you associate one or more offers to a claim, it means that you are settling the

claim to pay the accruals that are created from these offers. From the claim lines page, you can access the Associate Earnings Summary. Here, you can see all the offers that are applicable to the customer or buying group on the claim and its related accounts, including any outstanding (unpaid) promotional accruals. You can search for accruals by offer, customer, order, invoice and products, and so on.

The Earnings Association diagram below Offer 1 and Offer 2 are associated to Claim A.

Earnings Association
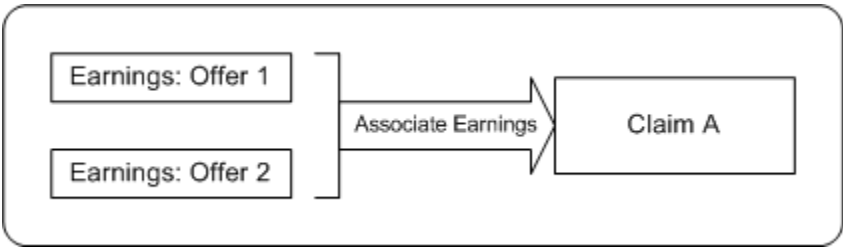
The Associate Earnings page includes all outstanding (unpaid) promotional offer accruals that are related to a specific customer and claim. By using the search function, you can view all offers that are applicable to each claim for customers and related accounts, and buying groups and buying group members. You can use associated earnings for claim research and settlement.

Some examples of how you can use associated earnings for claim research and settlement are given below. For each example, you can assume that the following has already occurred:

- A claim has been created.

- At least one claim line was created, and earnings were associated with it.

Example 1: Accruals

A customer submits a deduction for $20,000. You first look at the customer checkbook and see the following:

Offer	Earned	Paid
Offer 1	$100,000	$40,000
Offer 2	$15,000	$9,000
Offer 3	$8,000	$5,000

Next, you look at the customer's associated earnings information for this claim and see the following.

Offer	Amount	Available
Offer 1	$100,000	$60,000
Offer 2	$15,000	$9,000
Offer 3	$8,000	$5,000

Let us assume that you have determined that the deduction is related to all three offers, and you have selected credit memo as the settlement method. In the Line Amount field in the Associate Earnings page, you enter the values in the Line Amount column as shown below:

Offer	Amount	Amount Available	Line Amount
Offer 1	$100,000	$40,000	$9,000
Offer 2	$15,000	$9,000	$6,000
Offer 3	$8,000	$3,000	$5,000

When the credit memo is issued, $9,000 is withdrawn from the accruals for Offer 1, $6,000 from Offer 2, and $5,000 from Offer 3. The following GL accounting entries are created:

GL Entry	Offer 1	Offer 2	Offer 3
Debit Liabilities	$9,000	$6,000	$5,000
Credit Receivables Clearing	$9,000	$6,000	$5,000

The customer's budget checkbook is updated automatically to:

Offer	Earned	Paid
Offer 1	$100,000	$49,000
Offer 2	$15,000	$15,000

Offer	Earned	Paid
Offer 3	$8,000	$8,000

When the next claim for this customer is created, the associated earnings page will show the following details:

Offer	Amount	Amount available
Offer 1	$100,000	$51,000

Example 2: Buying Group

A Buying Group offers its members a deal whereby each unit of product that they purchase is eligible for a 10% accrual. Member A places an order and accrues $10,000. The $10,000 is tracked in the earned column of the budget for Member A.

The Buying Group handles the invoicing and claim processing for all its members. It submits a claim on behalf of Member A for $10,000. Being the claim owner, you create a claim with at least one claim line, and associate earnings with that claim line.

When you view the Associate Earnings page, you do not at first see the $10,000 in accruals because the Buying Group did not place the order directly. To research this claim further, you use the search function to view all of the accruals for all the buying group members. You can then associate the $10,000 in accruals to the claim and either pay Member A directly or pay the Buying Group, who will disburse the payment to Member A.

About Proportionately Associating Earnings by Products

In general, when you associate earnings to an offer on the claim line, the claim amount gets associated to the entire offer on a first-in-first-out basis irrespective of the item or product categorization on the offer. This means that the earliest order line with accrual is cleared first.

However, some organizations may have a policy of clearing their claims periodically, say on a monthly basis, and they may not necessarily clear the oldest liability first. Alternately, because of the many product lines involved in one single offer, when a claim comes in that partially relieves the offer's accruals, they may prefer to proportionately pay the accruals for the offer lines.

For example, the total accrual for an offer is $1,000, out of which $200 has been paid out for previous claims. The outstanding accrual balance of $800 is broken up by products, and when a claim is created for $500, and the user associates the whole $500 to this offer, the system automatically splits the associated earnings by product as follows:

Product A for $500 * (500 / 800) = $312.50

Product B for $500 * (200 / 800) = $125.00

Product C for $500 * (100 / 800) = $62.50

If the offer sources funds from multiple budgets, the accruals are proportionately relieved from the budgets. For example, in the above scenario, if the offer sources funds from two different budgets--Budget A and Budget B, then due to product eligibility validation, each budget may track the accruals for some of the products or all. Assume that the accruals for Product A, Product B, and Product C are tracked as shown in the following table.

Product	Budget A	Budget B	Total
Product A	$300	$200	$500
Product B	$200	-NA-	$200
Product C	-NA-	$100	$100

When the claim is created for $500, and the associated earnings are split proportionately by product. The funding budgets are also split proportionately and the associated earnings for the products will be sourced as below:

- The associated earnings for Product A ($312.50) is split between Budget A and B as shown below:

  - Budget A: $312.50 x (300 / 500) = $187.50

  - Budget B: $312.50 x (200 / 500) = $125.00

- The associated earnings for Product B ($125.00) is sourced entirely from Budget A.

- The associated earnings for Product C ($62.50) is sourced entirely from Budget B.

An option in the System Parameters determines whether the system will prorate the earnings based on product or not.

When the prorate earnings flag is checked, Oracle Trade Management will prorate the earnings across accruals against the offer. It will also perform the following actions:

- In the case of over utilization, the excess amount will be prorated over all of the products. An adjustment record is created containing all of the product information.

- The original claim line will be split and earnings will be redistributed so that each claim line will be associated with earnings for only one offer-product combination.

About Claim Actions

As an option, you can select an action when creating a claim. Each action typically has a series of associated tasks. These tasks enable you to research and settle claims. For more information on tasks, see the Common Components chapter.

For example, a shipping claim may have an action called Shipping Claim Tasks. The series of tasks might include:

1. Review invoices for shipped products and amounts.

2. Contact shipping department for verification.

3. Obtain proof of delivery.

The Administrator sets up actions based on the business needs of your organization. For more information on actions, see the *Oracle Channel Revenue Management Implementation Guide.*

Creating an Action

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. Follow these steps to create an Action.

Prerequisites

None.

Steps

1. Log in to Oracle Trade Management and navigate to Administration > Trade Management > Claim > Actions.

2. Select Create.

3. On the Create Action page, enter the following information: Source Object: Defaults to Marketing Claim.

   Name: Enter a name for the action.

   Start Date: The date from which the action can be used.

   End Date: The date upon which the action can no longer be used.

   Description: Enter a description for the action.

4. In the Task Templates section, enter the appropriate information in each field.

   Priority: The urgency of the task.

Duration and Duration Type: Indicates how much time should be spent on the task. For example, enter 2 and select week if the time spent should be 2 weeks.

Task Type: Select General or Approval.

5. Select Create.

Third Party Accruals and Pricing Simulations

Manufacturers often deal with their customers directly or indirectly or both through distributors. If this is the case with your organization, you may want to offer promotions to customers both directly and through distributors who also sell to the same customers.

Oracle Trade Management can take indirect purchase data for direct customers, run a pricing simulation, and determine what promotions the customer is entitled to.

For example, an organization sells directly to Customer X. The organization also sells its products to a distributor who resells to Customer X as well as to other customers that you do not deal with directly. The distributor periodically sends in sales data to help you calculate accruals for all of the customers.

For this example, assume that the data consists of the following:

Customer	Relationship	Sales Amount
X	Direct and Indirect	$100,000
Y	Indirect	$80,000
Z	Indirect	$70,000

Based on the information provided from the distributor including the data, customer and product information, order number and date, quantity, price, shipment date, invoice number and date, and so on, Oracle Trade Management simulates the price and promotion that Customer X would have received had they dealt directly with you for a particular order.

If the pricing simulation indicates the customer would have received a better price or promotion dealing directly with you (say a $10K difference for this example), Oracle Trade Management automatically creates an accrual for this customer. The $10K is tracked in the customer budget, and can be paid later to the customer by a claim or deduction.

The data for Customers Y and Z will be saved and stored separately, so that you can offer promotions to these indirect customers in the future.

About Lockbox Integration

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 Settling Claims, Deductions, and Overpayments for information on how to settle claims.

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.

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, or Claim Reason, 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.
Claim Settlement Methods	Settlement documents such as check and credit memo are created in the same operating unit as the claim that is being settled.
	Settlement methods are tied to Claim Source setup. You can disable settlement methods for a specific organization.

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

The following **Claim** related 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

- Import Claims

- Transfer to General Ledger

- All, but without parameters: enables you to run the following concurrent programs across all operating units, but without parameters:

  - Claims Auto Write-Offs Program

  - Claims Autopay

  - Claims Settlement Fetcher

  - 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.

  - 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.

Creating Claims in Open Status

You can create claims in either New or Open status using the profile option OZF: Default Status When Creating Claims.

- **New Status** - If a claim is created in New status, you must manually change the status to open before you can settle the claim. In New status you can delete the claim but not settle it.

- **Open Status** Oracle recommends setting the value of this profile option to Open. This means that 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. the default for this profile option is Open.

Creating a Claim or a Debit Claim

Customers may submit reimbursement requests for a number of reasons such as to claim compensation for damaged goods, payment for services, and so on. Debit claims can be used to charge back customers who have been overpaid.

To create a claim or a debit claim, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Claim > Claims > Create.

Notes:

- **Claim Number:** If left blank, a unique claim number is automatically generated.

- **Customer Name:** Determines the claiming customer. The available customer names and bill-to locations are customer accounts set up in the TCA

- **Amount:** Enter a positive value for a claim, or a negative value for a debit claim.

- **Exchange Type:** If a claim comes in with a currency that is different from the functional currency, the currency must be converted. Exchange Type defines the type of exchange rate. For example, a Corporate exchange type may have a set of rates determined after every month-end market close.

    > **Note:** The Exchange Type, Rate, Currency and Amount fields are used only when the transaction and accounted currencies are different. The value for this field must be used to perform an exchange rate conversion.

- **Exchange Date/ Exchange Rate:** Rates may differ based on the exchange date that you enter. Based on the Exchange Type and Exchange Date entered, an exchange rate may populate this field. If it is a user-defined exchange type, you can enter a different rate. For example, if Sterling Pound is the currency type and 2 is the exchange rate, then the value for Amount is converted at a rate of 2 Sterling Pounds:1 US dollar.

Mass Creating Claims and Debit Claims

The Mass Create function enables you to create multiple claims and debit claims on one screen. All the basic information for claims can be captured quickly so that they can be routed to the proper owners in a timely fashion. This functionality enables you to handle the massive volume of claims data that your company has to deal with, and enables you to expedite the claims process.

To mass create claims and debit claims, log into Oracle Trade Management as Oracle Trade Management User.

Navigation:Claim > Claims > Mass Create.

Notes:

- **Claim Number:** If left blank, a unique claim number is automatically generated.

- **Claim Amount:** If the amount is greater than zero, a claim is created; otherwise, a debit claim is created.

- **Exchange Type, Exchange Rate, and Exchange Date:** If the currency for the claim is different than the functional currency, select an Exchange Type, Exchange Date, and Exchange Rate.

If an error occurs, the row with the problem is highlighted. All the other claims that you entered in the table are created.

Creating a Transaction Related or a Non Transaction Related Deduction

Transaction related deductions can be traced back to a transaction (invoice, chargeback, or debit memo). Non-transaction related deductions cannot be traced back to a transaction.

Transaction related and non-transaction related deductions are created in Oracle Receivables. All the information such as the receipt number, receipt date, receipt amount, customer information and transaction information is captured from Oracle Receivables and passed to Oracle Trade Management.

To create either a transaction-related or a non-transaction related deduction, log into Oracle Receivables as Oracle Receivables User.

As a prerequisite, a deduction that can be traced back to a specific transaction should exist.

> **Note:** The Oracle Receivables user may need to perform additional data entry tasks. These notes present only a single way of creating non-transaction related deductions. See the *Oracle Receivables User Guide* for information on the different ways of entering non-transaction deductions.

Log into Oracle Receivables as Oracle Receivables User.

Navigation: Receipts > Receipts.

Notes:

- **Receipt Number:** The receipt number can be the customer check number or any other reference number. If required, change the Receipt Type to Cash, and change the Currency Code.

- **Receipt Amount:** This is the amount that the customer has paid. If required, change the Receipt Date, and the GL date.

- **Payment Method, Customer Name, Reference, and Comments:** This information is passed to Oracle Trade Management when the deduction is created.

- **Applications**: Navigate to Applications.

  If the deduction is transaction related, then enter the following specific information:

  - Apply To: This determines what the customer is paying for.

  - Balance Due: This is the balance of the transaction after the customer's payment. The balance due will be positive for deductions.

If the deduction is non-transaction related, then enter the following specific information:

- Apply To: Select Claim Investigation. The available values are open transactions and some seeded Oracle Receivables activities. Claim Investigation is seeded specifically to create non-transaction related deductions (or overpayments) in Oracle Trade Management. If the customer has referenced an internal debit memo number, you can record this as a Claim Investigation line and enter the debit memo number in the customer reference field.

- Activity : The activity selected here drives the GL entries to account for the discrepancy between the cash received and the receivables amount. For example, Receipt = $10,000; Total balance of multiple invoices that the customer is paying for is $15,000. A non-transaction related deduction is created for $5,000. The following accounting entries are created:

  Debit Cash $10,000 Debit Claim Investigation Activity $5,000 Credit Receivables $15,000

- Reference Type: Select Oracle Trade Management Claim in the Reference Type field, and select a reason in the Reference Reason field. The values that are available here are the same as in Oracle Trade Management. If a customer indicates the reason for which they have made the deduction, then this information can be captured when the cash application is created in Oracle Receivables; this information can be passed to Oracle Trade Management.

- Customer Reference: If the customer indicates an internal debit memo number, it can be captured here and passed to Oracle Trade Management.

After you save the deduction, a deduction number appears in the Reference Number field. At this point, the deduction is created.

If it is a transaction-related deduction, it may have a dispute on it. To verify the dispute, navigate to Transactions > Transactions > [transaction name] > More > Disputed Amount.

Creating an Overpayment

When customers may overpayments, Oracle Receivables creates overpayment claims in Oracle Trade Management.

To create an overpayment, log into Oracle Receivables as Oracle Receivables User.

> **Note:** As part of the cash application process, the Oracle Receivables user may need to perform additional data entry tasks. These steps present only one way to enter an overpayment. See the *Oracle Receivables User Guide* for information on the different ways of entering

overpayments.

Navigation: Receipts > Receipts.

Notes:

- **Receipt Number:** Receipt number can be the customer check number or any other reference number. If necessary, change the Receipt Type to Cash, and change the Currency Code.

- **Receipt Amount:** Receipt amount is the amount that the customer has paid. If necessary, change the Receipt Date, and the GL date.

- **Payment Method, Customer Name, Reference, and Reference:** This information is passed to Oracle Trade Management when the deduction is created.

- **Applications:** Navigate to the Applications screen.

  - Apply To: Select Claim Investigation. The available values are open transactions and some seeded receivables activities. Claim Investigation is seeded specifically to create non-transaction related overpayments (or deductions) in Oracle Trade Management.

  - Amount Applied: Enter a positive number.

  - Activity: The activity that you select here drives the GL entries to account for the overpayment.

After you save your work, an overpayment number appears in the Reference Number field.

Viewing Source

Source displays the Oracle Receivables receipt and transaction information that originally created a deduction or overpayment. Source enables you to refer back to the documents in Oracle Receivables.

To view the source of a deduction or an overpayment, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a deduction or overpayment should exist.

Navigation: Claim > Claims > Claim Name > Source.

Notes:

The following information is displayed:

- **Receipt:** The record created in Oracle Receivables when a company receives a customer payment.

- **Receipt Date:** The date when the payment was received.

- **Receipt Amount:** The amount that the customer has paid.

- **Currency Code:** The currency in which the customer has paid.

- **Receipt Comments:** Comments that were entered by the Oracle Receivables clerk.

If the deduction is transaction-related, then the following fields appear in addition to the above fields:

- **Source Type:** Values are invoice, debit memo and chargeback.

- **Source Number:** The transaction number (invoice, debit memo or chargeback number).

- **Source Date and Source Amount:** The transaction date.

- **Source Amount:** The transaction amount.

In the Receipt Application region, click the hyperlink of the event to view more details about the subsequent receipt application.

Creating Claim Lines

Claim Lines enable you to associate the claim amount to chargeback, debit memo, credit memo, offer, order, invoice, or third party accruals. For example, you can select the type as order to settle a claim that is associated with a particular order. A claim can have multiple claim lines.

To create claim lines, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a claim should exist.

Navigation: Claim > Claims > Claim Name > Lines.

Notes:

- **Settlement Method:** The settlement method that you select will determine the tax codes that are displayed. If you selected Check or Contra Charge, you will see Oracle Payables Tax Codes. For all the other methods, you will see Oracle Receivables Tax Codes. The Tax Code selected here is the default for all claim line items, unless it is overridden for an individual line.

- **Line Type:** Line Type is used to associate a claim to a chargeback, debit memo, credit memo, offer, order, invoice, or third party accrual data. The Line Type determines the transaction to which the claim amount is related.

- **Transaction LOV:** The values that are displayed in the list depend upon the Line

Type that you selected. For example, if you select the Line Type as Order, then all the order numbers are listed here.

Entering Detail Information for Claim Lines

Claim line details are used to associate promotional activities and documentation to the specified claim.

To enter claim line details, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a claim with completed claim lines should exist.

Navigation: Claim > Claims > Claim Number > Lines. Locate the line you want to add details for, and click the icon in the Detail column.

Notes:

- **Valid:** Select to indicate that the claim is valid. This check box has no functional impact.

- **Performance Verified and Proof of Performance:** Select these checkboxes to indicate that performance on the part of the customer has been verified, and to indicate that the proof of performance has been attached to the claim. These checkboxes are added as notes to the claim and they have no functional impact.

- **Number:** This is the reference number of the document.

- **Product Name:** The Part Number field is populated automatically if a Product Name is selected.

- **Quantity, UOM, Price, and Tax Code:** These fields are automatically entered if values were entered on the Lines page.

- **Amount:** Verify the amount. Claim Currency Amount is the amount shown in the Claim currency regardless of the promotional activity currency.

- **Tax Code:** Tax Code is populated automatically if a Tax Code was selected on the Lines page.

Associating Earnings With Claim Lines

Use Associate Earnings to associate a claim line with earnings accrued in the checkbook. Associating earnings is mandatory for promotional claim types.

To associate earnings with claim lines, you should first search for promotional accrual information, and then associate earnings.

Log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a claim with completed claim lines should exist.

Navigation: Claim > Claims > Claim Name > Lines.

Notes: Searching for promotional accrual information

- **Associate Earnings:** Search for the appropriate line.

- **Associate Earnings Summary:** Enter search criteria in one or more of the following fields in the Accruals Search Criteria section:

  - Relationship and Related Customer: these are account relationships that are set up in TCA.

  - Buying Group and Display Children: to search for the accruals for that particular buying group and its members.

  - Activity Type, Activity, and Schedule: to search for a particular offer and its accruals. Alternatively, you can search by campaign schedule to find its related offers and accruals.

  - Document Class and Document Number: to search for accrual records for specific document types, such as orders and invoices.

  - Product: to search for the accrual records for a specific product.

  - Summary View: to specify an Activity, Document Class or Product view.

- **Performance Verified:** Select this check box to indicate that you have verified the customer or buying group has met the performance criteria for a promotion.

Notes: Associating earnings

- **Scan Promotions Accruals:** If you have a Scan Data promotion, then enter the actual scan data units and values in the Scan Promotion Accruals table.

After you save your work and return to the Lines Summary page, you will notice that the **Associate Earnings** icon has changed to a check mark.

Claim Assignment

Claim assignment involves assigning the right owners to claims. Claim owners are responsible for settling claims and resolving claim-related issues.

Information in this section will enable you to:

- Understand the concepts of claim ownership and auto assign owner

- Reassign owners by using claim assignment owner

About Claim Ownership and Auto Assign Owner

Every claim must have an owner. Owners are assigned either manually or automatically during claim creation. Automatic assignment occurs if Auto Assign Owner has been implemented in your organization.

A claim owner can be either an individual or a team. Teams can consist of multiple individuals and pre-defined groups of individuals. When a claim is owned by a team, one individual is always designated as the primary owner. The name of the primary owner appears in the Owner field on the Claim Detail page. The primary owner can add and remove team members, and also reassign claim ownership to another individual.

Team ownership enables you to manage scenarios where a specific claim owner is not easily determined during claim creation. In such cases, collective ownership and collaborative investigation may be required. See the *Oracle Channel Revenue Management Implementation Guide* for information on setting up teams.

Assigning a team to such claims enable you to:

* Avoid settlement delays that may occur if you assign a wrong owner.

  For example, a claim that is assigned to a wrong owner may remain in a pending state for a lengthy period of time before it is reassigned to the proper owner.

* Avoid creating many complex territories to handle every business scenario.

  For example, based on the customer's address, an organization knows that Claim #1020 should be assigned to a team member in the California territory. However, there is not enough information available to select a specific team member. The claim is therefore assigned to a team in the California territory. One of the team members recognizes that it is their responsibility and takes ownership of the claim.

If the Auto Assign Owner feature has been implemented in your organization, a claim owner is assigned automatically whenever a claim is created in Oracle Trade Management or in Oracle Receivables. You can initiate owner reassignment by selecting the Auto Assign check box on the Claim Detail page.

For example, a claim with the reason--Shipping was initially assigned to John. Upon investigation, John determines that the claim is a pricing error. John changes the claim reason to Pricing Error. Because he is not sure who should be working on this claim, he checks the Auto Assign Owner box and clicks Update. The system assigns a new owner based on the new claim reason.

As a prerequisite to enable assignment of owners, the Administrator must perform the following:

* Set up pre-defined groups in Oracle Resource Manager.

* Set up automatic assignment of an individual or a team in Oracle Territory

Manager.

Claims supports the use of Oracle Territory Management to define territories and assign claim owners based on multiple customer, product, and geographical attributes, and claim type and reason.

Reassigning Claim Owners By Using Auto Assign Owner

If the Auto Assign Owner feature has been implemented, a claim owner is assigned automatically whenever a claim is created in Oracle Trade Management or in Oracle Receivables. Owner reassignment is triggered by selecting the Auto Assign check box on the Claim Detail page.

To reassign claims by using auto assign owner, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- Assignment Manager must be implemented. See the *Oracle Marketing Implementation Guide* for instructions on implementing this feature.

- Territories must have been set up for assignment purposes.

Navigation: Claim > Claims > Claim Name.

Notes:

Select the Auto Assign Owner check box, and click **Update**.

Claim Approval

After creating and assigning a claim, you must submit the claim for approval. A claim can be settled only after it is approved by the designated approvers.

Information in this section will enable you to:

- Understand the claim approval process

- Initiate claim approval

- Approve claims

Understanding the Claim Approval Process

The claim settlement process begins after you submit a claim for approval. Claim approval rules determine the approval flow, and the submitted claim is routed to the designated approvers. Claim approvers may approve or reject a claim.

The claim status changes along with the approval flow. Claim statuses enable you to know the exact status of the claim at any point of time.

The following table describes the various statuses that a claim may go through.

Claim Statuses

Claim Status	Description
New	The claim status appears as New when it is created in Oracle Trade Management, but has not yet been researched upon.
	When a claim is created in Oracle Receivables, by default the claim status appears as Open.
Open	The claim status appears as Open when a you start the claim research process.
	The claim status may change to Complete, Pending Approval, or Pending Close.
Complete	You may manually change the claim status from Open to Complete. No approval is required to change the claim status from Open to Complete. It means that you have completed most of the research, but do not want to settle the claim immediately.
	When the claim status is Complete, you can request approval for the claim and initiate the settlement process.
	The claim status may change to either Pending Approval or Pending Close.
Pending Approval	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.
	Depending on whether the approvers approve or reject the request, the claim status may change to either Approved, or Rejected.
	You cannot change this status to any other status.
Approved	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.
	The claim status may change to either Closed or Pending Close.

Claim Status	Description
Rejected	The claim status changes to Rejected if the approvers reject the claim.
	You may manually change the status to Open and resubmit it for approval.
Pending Close	After a claim is approved, the claim status appears as Pending Close if the settlement process is not automated real time, but requires some concurrent process such as the Claim Settlement Fetcher to finish the claim processing.
	After the processing is complete, the claim status changes to Closed.
Closed	The claim status appears as Closed after the claim is settled.
Cancelled	The claim status can be updated to Cancelled only from Oracle Receivables and not from Oracle Trade Management.
	A claim cannot be settled when it is in the Cancelled status.

Submitting a Claim for Approval

To submit a claim for approval, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, an existing open claim should exist.

Navigation: Claim > Claims > Claim Name > Request Approval > Confirm.

After you submit the claim for approval, the claim approval rules determine the approval flow, and the submitted claim is routed to the designated approvers and they will receive a workflow notification.

Previewing Approval

The Preview Approval page enables you to review the information before you submit it for approval. You can see the list of approvers from the Preview Approval page.

- Click Confirm to submit the object (budget, offer, or claim) for approval. The request is routed to the designated approvers and they receive a workflow notification. The status of the object changes to Active after they approve the request.

- If you are the creator and approver of the object according to the approval rules,

change the status of the object to Active and click **Confirm**.

Approving a Claim

When claims are submitted for approval, you will receive workflow notifications if you are the claim approver according to the approval rules.

To approve a claim, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, a claim must have been submitted for approval.

Navigation: Workflow > Worklist or Home > Tools > View Notification Work List.

Notes:

Select the notification that corresponds to the claim that must be approved, and click **Approve**.

Types of Approval Rules

You can set approval rules for:

*   **Earnings -** Earnings approval rules are checked only if earning associated are over the threshold. The override threshold must be set to true in the Associate Earnings page.

*   **Performance -** The Performance approval flag must be checked in Custom Setup. The profile OZF: Override Offer Performance Requirement must be set to No. Claims must have earnings associated and the associated offer must have a performance requirement.

*   **Claims** - Claim must be checked in System Parameters.

Claim Research

Oracle Trade Management provides claim research tools, which you can use to obtain information about customers, transactions, and accruals that are associated with claims. You can view claim details, identify duplicate claims, split a claim and find the cause for the claim.

Information in this section will enable you to:

*   View claim details

*   Split claims

*   Understand duplicate claims and related documents

- Understand the integration of the claims module with Oracle Discoverer

- Understand claim history and history rules

Viewing Claim Details

The claim details page includes the following information:

- Basic information including the claim number, date, type, reason, action, owner and status.

- Customer information including the customer name, account number, bill-to and ship-to addresses, contact, broker, sales representative, reference (customer debit memo) and reference date.

- Amount information including the claim amount, in both functional currency and transaction currency, and exchange rate information.

- Duplicate claim information that consists of a list of claims that might be duplicates of the claim that you are researching. If duplicate claims are discovered, then you can mark them as duplicate. Claims marked as duplicates are automatically closed.

- Auto assign owner information that includes details of owners who were automatically assigned to the claim based on the modifications made to the claim information.

Reverting Claim Status

For the check settlement method, Oracle Trade Management issues an invoice into the Payables system against which a check is issued to the vendor. When the check is created the claim is closed. Occasionally, a Payables invoice may be cancelled before it creates a check. For example, if the claim contains errors and the approver did not notice. In order to handle these type of exceptions:

- The Claim Settlement Fetcher concurrent program will find any cancellation on the AP invoice so that the claim status is changed back to open.

- In case of promotional claims, if the invoice is cancelled, the system will revert the status of the claim back to open.

- Any time an AP invoice is cancelled in Payables and the claim status reverts back to open, the system l records the activity on the claim's history. This will provide you with an orientation on all actions performed on the claim.

- During check settlement, the claim number becomes the invoice number in Payables. Since this invoice number must be unique, if the invoice is cancelled and the same claim is settled once again with a check, the AP interface will send out an

error message and append the invoice number with a suffix of "-1".

- For example, if claim CLA123 is settled with the check settlement method, it creates an invoice CLA123 in AP. If, for some reason, the invoice is cancelled in AP, the claim status reverts back to open in Trade Management. If the same claim is settled once again with a check settlement method, the system will add an invoice number of CLA123-1 in AP..

About Claim Split

Claim split enables you to split a claim into multiple smaller claims and facilitates the process of research and settlement. Split claims share the same master claim number, with the addition of a suffix as an identifier. When a claim is split, you can see the balance and the running total of the amount that is assigned to the new claims. If the entire amount of the claim is not allocated to the split claims, then the unassigned balance remains on the original claim. Splitting a claim enables you to:

- Settle only a part of a claim

  For example, a customer submits a claim for $10,000, but you can validate only $5,000. You split this claim into two claims, validate and settle one of them, and keep the remaining claim open for further investigation.

- Facilitate the investigation of a claim caused by multiple reasons

  For example, a customer submits a claim for $100,000 that is based on an audit of their records. After the initial investigation, you determine that it comprises of three earlier claims that the customer believes they never received payment for. To further investigate the claim, you split it into three claims to investigate each reason separately.

- Settle only the valid portion a claim

  Sometimes, customers may submit claims where only a part of the claim is valid. You can split such claims, verify, and settle the part you have verified. The other part of the claim may be left open for further investigation, or it may be charged back to the customer.

  For example, a customer submits a claim for a short shipment and to claim promotional discount. The promotional discount part is valid, but the short shipment part requires further investigation. You can split the claim into two claims, settle the one for the promotional discount, and leave the other claim open for further investigation.

The following example shows in more detail how a claim with multiple reasons might be split.

You send an invoice to a customer for $100,000. You receive a check for $20,000 that includes an $80,000 deduction. Because the customer does not give any reason for the

deduction, you create a deduction in Oracle Receivables by using the default reason--Unknown.

After some investigation, you determine that the customer has deducted $30,000 for promotions, $40,000 due to shipping errors, and $10,000 due to pricing errors. You can split the claim one of two ways:

Deduction Number	Status	Amount	Reason
DED1	Cancelled	$0	Unknown
DED1_1	Open	$30,000	Promotions
DED1_2	Open	$40,000	Shipping Errors
DED1_3	Open	$10,000	Pricing Errors

Deduction Number	Status	Amount	Reason
DED1	Open	$30,000	Promotions
DED1_1	Open	$40,000	Shipping Errors
DED1_2	Open	$10,000	Pricing Errors

Notice that each claim number includes the original number of DED1. This number is used in Oracle Receivables for tracking purposes. All the outstanding balances and amounts that are processed for the root claim and each of the split claims are tracked in Oracle Trade Management.

> **Note:** After a claim is split, the parent and the child claim are treated as separate claims during claim research. The fund balances in a child claim cannot be modified.

Rules for Splitting Claims With Claim Lines

The following guidelines and examples will help you split claims with claim lines. For the application to automatically split a line, the line amount must be for the full amount of the claim. In this example, the line is for less than the full amount; therefore, you must manually assign the line amount to the split claims.

For example, assume the total amount of a claim is $400.

- If there are no claim lines, then the claim can be split any way as long as the

amounts still total $400.

- If there is a claim line for $300, then you can split the claim as follows:

  - Split it into two claims where Claim 1 = $350 and includes the claim line for $300, and Claim 2 = $50 with no claim line.

  - Split it into two claims where Claim 1 = $60 and has no claim line, and Claim 2 = $340 and includes the claim line for $300.

- If there is a Claim line for $400 (the claim total), then you can split claim line automatically as follows:

  - Split it into two claims where Claim 1 = $300 with a claim line of amount $300, and Claim 2 = $100 with a claim line of amount $100. You can do this by just giving the split claim amount $300 and $100 from the UI. You cannot use this functionality if the claim line has already been associated with earnings. If there are any associated earnings, you must manually adjust the association and split claim line first.

  - Split it into two claims where Claim 1 = $0 and has no claim line, and Claim 2 = $400 and includes the claim line for $400.

- If you have multiple claim lines whose sum is less than the total claim amount (for example Line 1 = $300 and Line 2 = $40), then you can split the claim as follows:

  - Split it into two claims where Claim 1 = $380 and includes Line 1 for $300 and Line 2 for $40, and Claim 2 = $20 with no claim lines.

  - Split it into two claims where Claim 1 = $350 and includes Line 1 for $300, and Claim 2 = $50 and includes Line 2 for $40.

  - Split it into two claims where Claim 1 = $30 and has no claim line, and Claim 2 = $370 and includes Line 1 for $300 and Line 2 for $40.

- If you have multiple claim lines whose sum equals the total claim amount (for example Line 1 = $300 and Line 2 = $100), then you can split the claim into two claims where Claim 1 = $100 and includes Line 2, and Claim 2 = $300 and includes Line 1.

Splitting a Claim

Splitting a claim into multiple smaller claims facilitates the process of research and settlement. You can split claims to settle only a portion of a claim, and to facilitate the investigation of a claim caused by multiple reasons. Split claims share the same master claim number, with the addition of a suffix as an identifier.

To split a claim, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, an open claim should exist.

Navigation: Claim > Claims > Claim Name > Split.

Notes:

- **Claim Type and Reason:** If you leave these fields blank, then the type and reason of the parent claim is defaulted.

- **Amount:** Enter the amount for the split claim.

- **Line:** Select a line if the claim has:

  - Multiple line amounts

  - A single line that is for less than the total claim amount

    You must explicitly assign line amounts to be split along with the claim. For information on rules for splitting claims with claim lines, see About Claim Split.

The new claims are generated after you click **Update**.

About Duplicate Claims and Related Documents

Sometimes, customers may raise multiple claims for the same transaction. There may also be multiple deductions referring to the same offer or invoice. These claims and deductions are termed as duplicate claims. Before settling a claim, you can search for duplicate claims and deductions based on the reference numbers or names. After you identify a duplicate claim, you can mark it as duplicate after which the duplicate claim is removed. You can also mark multiple claims as duplicate. Both the deduction and claim serve as a reference to each other for future audits.

The Related Documents side navigation link enables you to automatically search for related claims and gives you a summary view of all claims with similar or same customer debit memo numbers or invoice numbers, thus allowing you to identify duplicate or invalid customer claims more quickly.

For example, a customer deducts, and references the debit memo number as DM0123. Due to an error, the customer again deducts using the same debit memo but this time the number is read as DMO123 (the letter O instead of the number zero). When you access the Related Documents function, you can automatically see a listing all the claims with similar customer debit memo numbers. You can drill down into each of them and determine further if they are really duplicates.

Marking a Claim as Duplicate

Duplicate claims are multiple claims and deductions, which the customers raise against the same transactions and invoices.

To mark a claim as duplicate, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, an existing claim with duplicates should exist.

Navigation: Claim > Claims > Claim Name > Related Documents.

If any duplicate claims exist, they are displayed here.

Notes:

Verify if the information is duplicate and make a note of the claim numbers that have duplicate information. Click **Main**, and select the duplicate claim number in the Duplicate LOV, and Click **Update**.

Integration With Oracle Discoverer

Oracle Discoverer is a tool that you can access from Oracle Trade Management. Depending upon how Discoverer is implemented in your organization, it can be used as either:

- A query tool that enables you to create and view user workbooks to extract all the customer information from the database.

- A page with pre-defined reports that you select to run and refresh whenever reports must be updated.

The Oracle Workbook formats include:

- Simple table: data is displayed in columns

- Cross tab: data is displayed in rows and columns

- Page-detail table: data is displayed in columns and is grouped by items on the page axis

- Page-detail cross tab formats: data is displayed in both rows and columns and is grouped by items on page axis

You can view information from Oracle Discoverer only from the business areas and folders for which you have access. Claims users can typically access information from the Oracle Trade Management business area and the Claim Research folder. The seeded folder includes information such as Returns, Order Headers, Order Line Details, Checks, Invoice Payments, Deductions, Receivable Transactions, and Payables Invoices.

Discoverer supports many functions that enable you to manipulate your reports. These functions include filtering by conditions, sorting, calculations and functions such as sum, average, count, minimum and maximum, standard deviation and variance. The advanced features include graphing and scheduling. You can save a workbook in the database or export it as an HTML report or an Excel file.

About Claim History and History Rules

Claim history enables you to record various changes made to a claim during the course of investigation. The Administrator sets up history rules to define the fields and information that must be captured in Claim history.

After the history rules are set up, the system records all the changes that are made to the selected fields, and enables you to trace back all the changes that have been made to the claim. This provides every claim with a complete audit trail. If a customer conducts post-audit activities and disputes the resolution of different claims, the organization can produce complete documentation of all the changes that were made to the claim resulting in resolution for the disputes.

For example, History Rules may be created for a customer contact point. Every time the customer contact is changed, it is captured in Claim history. You are assigned to the claim and you interact with the customer contact--John during research and obtain certain information. Later on, John leaves the customer organization, and the new customer contact is Mary. You change the Contact field on the claim from John to Mary. Because this field is set up with History Rules, the change is automatically captured in the History of a claim. In future, if any disagreement arises over the information supplied by the customer, you can trace back that the information had come from the original contact person John.

Claim Settlement

Claim settlement is the process by which claims, deductions, and overpayments are settled. The claim settlement functions automate a majority of claim and deduction scenarios. For a claim created in Oracle Trade Management, checks and credit memos can be automatically created in the Oracle Payables and Oracle Receivables respectively for settlement.

With Auto-Resolution, organizations can automatically close out deductions, create corresponding Receivables transactions, apply the transactions, and enter accurate accounting entries as soon as the claim is settled in Oracle Trade Management. If the currency of the claim differs from the currency used by your organization to post accounting entries, then Oracle Trade Management can convert the claim amount to the proper currency. You can settle claims for Buying Groups and Related Customer Accounts

> **Note:** If payout methods have been specified for an offer during offer creation, then you need not create a claim manually and specify the payment method. Such offers are settled automatically by the Autopay program.

Information in this section will enable you to:

- Understand Scan Data offer adjustments

- Understand promotional payments and work with the promotional payments view

- Understand the concept of paying earnings over thresholds

- Approve requests for unearned payments

- Understand the concept of mass settlement

- Net overpayments and deductions with debit items

- Understand and work with Autopay

- Understand Automatic Write-off

- Understand the concept of updating deductions based on subsequent receipts

- Understand claim settlement methods

- Understand standard memo lines

- Settle claims, debit claims, deductions, and overpayments

Understanding Scan Data Offer Adjustments

The Claims module is critical in managing the payment of Scan Data offers because the actual scan data is entered through claims. When the actual values of Scan Data offers exceed the committed amount or forecast values, the claim automatically adjusts the Scan Data accruals as required, including the committed and earned funds.

The committed and earned amounts in Scan Data offers are adjusted depending upon the fund utilization. The different types of automatic adjustments are discussed in the following sections.

Adjustments to Committed and Earned

Funds are committed to offers during offer creation. However, the amount that is earned from the offer may be more than the committed amount. When the actual data is submitted, you create a claim with at least one claim line. You associate the earnings from the claim line to the Scan Data offer, and enter the actual data in the appropriate Scan Data offer field. For the increase in the earned amount, the GL entries--Debit Sales, and Credit Liabilities are created and the committed and earned amounts are updated to show the new values.

For example, assume that a Scan Data offer was created for an organization as follows:

Product	Forecast Total Scan Value
Product A	$100,000
Product B	$80,000

The committed amount for this offer was $180,000. At the time the offer is created, the following accounting entries are made:

Debit Sales or Expense (Product A) $100,000 Credit Liabilities (Product A) $100,000

Debit Sales or Expense (Product B) $80,000 Credit Liabilities (Product B) $80,000

The Offer Checkbook appears as follows:

Committed	Earned	Paid
$180,000	$180,000	0

When the actual data is submitted, you create a claim with at least one claim line. You associate the earnings from the claim line to the scan data offer, and enter the actual data in the appropriate scan data offer field.

For this claim, the calculated actual units and values are as follows:

Product	Forecast Total Scan Value	Actual Total Scan Value
Product A	$100,000	$120,000
Product B	$80,000	$90,000

These numbers represent a $30,000 increase to both the committed and earned amounts. The following GL entries are created to account for the increase in the earned amount:

Debit Sales or Expenses (Product A) $20,000 Credit Liabilities (Product A) $20,000

Debit Sales or Expenses (Product B) $10,000 Credit Liabilities (Product B) $10,000

When the claim is settled, automatic adjustments are made to the committed and earned amounts. The Offer Checkbook looks as follows:

Committed	Earned	Paid
$210,000	$210,000	$210,000

Adjustments to Earned Only

The forecasted values for Scan Data offers may be less than the committed values. When the actual fund utilization of a Scan Data offer exceeds the forecasted values, the claim automatically adjusts earned funds.

For example, assume that the following Scan Data offer has been created:

Product	Forecast Total Scan Value
Product A	$100,000
Product B	$80,000

The committed amount for this offer was $200,000, whereas the forecasted total us $180,000. The Offer Checkbook looks as follows:

Committed	Earned	Paid
$200,000	$180,000	0

When the actual data is submitted, you enter the data in a claim. The calculated actual units and values are as follows:

Product	Forecast Total Scan Value	Actual Total Scan Value
Product A	$100,000	$110,000
Product B	$80,000	$85,000

This data represents no change in the committed amount, and an increase of the earned amount by $15,000. GL postings are created for the $15,000. When the claim is settled, an automatic adjustment is made to the earned amount, and the Offer Checkbook looks as follows:

Committed	Earned	Paid
$200,000	$195,000	$195,000

Scan Data Offer With No Adjustments

The fund earnings in a Scan Data offer may be less than the committed and forecasted amount. In such cases, when you create a claim, no adjustments are made to the committed and earned amounts. More data for the offer can be submitted at a later date. In cases where there is true under earnings, adjustments are made only if the Sales Management determines that no more actual data is expected and closes the offer. If this occurs, then you can reconcile the budget.

For example, assume that the following scan data offer has been created:

Product	Forecast Total Scan Value
Product A	$100,000
Product B	$80,000

The committed amount for this offer is $200,000. The Offer Checkbook appears as follows:

Committed	Earned	Paid
$200,000	$180,000	0

When actual data is submitted, you enter the data in a claim. The calculated actual units and values are:

Product	Forecast Total Scan Value	Actual Total Scan Value
Product A	$100,000	$70,000
Product B	$80,000	$40,000

This data represents no change to the committed and earned amounts. No GL entries are created because no adjustments are required. When the claim is settled, the Offer Checkbook looks as follows:

Committed	Earned	Paid
$200,000	$180,000	$110,000

Integration with E-Business Tax

Oracle Trade Management integrates with the E-Business Tax engine to get a tax quote. This provides information to claim analysts 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 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 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 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.

About 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.

E-Business Tax Error Messages

The following 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."

About Paying Over Earnings by Thresholds

Promotional accruals are paid to customers through claims or deductions. When the payments are authorized, GL entries are created to reduce the accumulated promotional liabilities. Depending on the nature of the business, some customers may get paid more what they have accrued. The extra funds that are paid are know as unearned funds. This happens in cases where customers have long-term ongoing business deals with the manufacturer.

Depending on how Oracle Trade Management is implemented in your organization, and the Trade Profile settings for individual customers, you can pay customers more than what they have earned. You can track such payments so that customer balances are reflected accurately.

For example, a manufacturer creates a budget and gives an offer to a customer. The customer and the manufacturer have a long-term business relationship. The customer performs according to the offer terms and conditions, and accrues some earnings. The budget appears as follows:

Available	Committed	Utilized	Earned	Paid
$100,000	$10,000	$9,000	$9,000	0

The customer knows that the offer is ending in a few days, and plans to book some more orders in the next few days before the offer ends, and anticipates to earn another $1,000. In the meantime, the customer sends payments to the manufacturer, and

deducts a total of $10,000.

The claims user in the manufacturing organization gets this deduction of $10,000. Because of the long-term business relationship that the customer and the manufacturer have, the user decides to pay the customer. The budget looks as follows:

Available	Committed	Utilized	Earned	Paid
$100,000	$10,000	$9,000	$9,000	$10,000

The Administrator can set up thresholds for such payments. Thresholds may be in terms of amounts based on various factors including the customer's last year same period sales performance, earnings on a similar offer on similar products, or the current year-to-date sales. Thresholds may also be a percentage of payments above the earned funds. If claims are within the thresholds, then you can settle them like any other regular promotional claims.

If unearned payments exceed the threshold amount or percentage, then depending upon the implementation setups, they may require approval. If approval is required, then you cannot settle a claim until the approvers approve the request for unearned payments.

Approving Requests for Unearned Payments

Requests for unearned payments may require approval when the amount exceeds the threshold amount or percentage. If you are the approver according to the approval rules, then you will receive a workflow notification when there are requests for unearned payments. The claims user cannot settle the claim until you approve the request.

To approve requests for unearned payments, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, a request for unearned payments must have been submitted for approval.

Navigation: Workflow > Worklist or Home > Tools > View Notification Work List.

Notes: Select the notification that corresponds to the unearned payments that must be approved, and click **Approve**.

About Autopay

Autopay enables you to automate payments for promotional accruals. When autopay is set up, it automatically creates claims, associates claims with the customer's accruals, and settles the claims as designated (credit memo or check).

For example, you request your Administrator to set up autopay to issue a credit memo

for promotional accruals to a customer every two weeks. Every two weeks, autopay checks the customer's accrual balance. The balance for this period is $100, 000 earned and $80,000 paid, leaving an outstanding balance of $20,000.

Autopay automatically creates a claim for the customer, associates it with the $20,000 balance, selects credit memo as the settlement method, and initiates the settlement process. The settlement process begins with claim approval and ends with the generation of a credit memo for $20,000 and closure of the claim. Because the customer knows that the organization issues a credit memo every two weeks, it is less likely that the customer will deduct from payments to your organization.

If Autopay is setup, before creating claims and making payments, it checks whether payments must be made according to the payout dates specified in the offer, or according to the dates and frequency set up in the regular Autopay schedule. It also checks if any payment methods and payment preference in terms of time have been specified in the offer, and makes payments accordingly.

If performance requirements have been specified for offers, Autopay creates and processes claims only for those offers for which performance has been verified. Performance proof may be in the form of electronic files, images or based on physical inspection of the retailer's premises. Upon verifying performance, you can update the performance flags in an offer. Where there are multiple performance criteria, Autopay processes payments for the offer only after you verify all the performance requirements.

Customers will be eligible for autopay depending if the Autopay option is checked in the individual Trade Profiles.

Running and Scheduling Autopay

When you run autopay, claims are automatically created and associated with the customer's accruals. The claims are settled as designated (credit memo or check).

To run Autopay, log into Oracle Trade Management as Oracle Trade Management Super User.

Prerequisites

- Claims with the status of Open or Completed must exist.

- Autopay must be implemented.

Navigation: Claim > Autopay > Submit Request.

Notes:

- **Request Name:** Enter a name for the request. You will use this name to identify this request at a later point of time.

- **Run Mode:** The values available are:

  - All Offers: All the offers will be settled.

- Offers with Autopay: Only those offers for which Autopay has been marked will be settled.

- Offers without Autopay: Only those offers for which Autopay has not been marked will be settled.

- **Activity Type:** The Activity Type that you select determines the reason for which the claim is being settled.

- **Start Date:** To manually specify the schedule for running the request, select one of the following options in the Start Date field:

  > **Important:** Skip this step if you wish to run the request based on a preset schedule.

  - As soon as possible: the request runs immediately.

  - Start at specific date: the request runs on the specified date.

  - In the Recurrence region, choose either Repeat or Never Repeat. If you select Repeat, then the request will be run based on the frequency that you specify

- **Schedule Name Region:** To run the request based on a preset schedule, select the schedule in the Schedule Name region. The request will be run based on the settings that have been made in the schedule

- **Increment Date Parameters check box:** If you check this option, then the recurring date parameters will be incremented by the repeat interval.

Viewing Autopay Request and Autopay Log

After running Autopay, you can view the Autopay Request and the Autopay Log to know if there were any errors encountered in the process.

To view Autopay Request and Autopay Log, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, an Autopay request must have been submitted.

Navigation: Claim > Autopay > View Request.

Notes:

- **Details:** Displays the details or log of the request. The Request Details page gives you a summary of the request including the parameters that were set while running the request, notifications if any, and other details.

- **View Log:** Displays the Autopay Log.

Understanding Automatic Write-off

When customers submit claims or take deductions, they may charge more than what they are supposed to claim or deduct. But the differences in the amount may be so small that it may not be worth spending time and resources to research them. You can decide not to spend time on researching the claim, and settle it with a write-off. When you settle claims with a write-off, it means that your organization is absorbing these costs as expenses.

Automatic write-off enables you to automatically identify claims, deductions, or overpayments that are eligible for write-off. The Administrator sets threshold limits for deductions as well as overpayments. Whenever a customer deducts or overpays, if the claim amount falls within the threshold limits, then the claims are automatically checked for automatic write-off. If required, you can manually uncheck these claims and investigate them, or settle them later.

For example, a manufacturer creates an automatic write-off threshold for $200. Claims with differences of less than $200 are checked automatically for write-off. The claims manager reviews these claims and notices that a particular customer has massive deductions slightly below the threshold, and unchecks these claims for automatic write-off to investigate them.

Claims that are originally over the threshold limit, but for various reasons have their amounts reduced, will not be automatically checked for write-off. Even if you manually check such claims, they are still treated as claims over the thresholds, and they require approval. Claims that are originally over the threshold limit, but have been split later on to smaller pieces, are still treated as claims over the threshold limit.

For example, in an organization, the write-off threshold for deduction is $200. A deduction comes in for $300. This deduction is then split into $100, $150 and $50. These split deductions are still treated as over the threshold limit. You can manually check these claims for automatic write-off, but they require approval.

The process of settling claims through write-off depends upon the type of claim or deduction.

- Transaction related deductions

  A write-off adjustment is created in Oracle Receivables. The disputed amount on the transaction is reduced and the claim is closed.

- Non-transaction related deductions

  A negative write-off line is created in Oracle Receivables. The claim is closed in Oracle Trade Management.

- Overpayments

  A positive write-off line is created in Oracle Receivables. The claim is closed in Oracle Trade Management After the claim is settled, the auto write-off check box

will be read-only.

- Special cases

  After you uncheck claims that are under the thresholds, they will not be automatically checked again. You may however manually recheck these claims for automatic write-off as long as the claim status is Open. These claims are treated as claims that are under the threshold limits. After investigation, if you wish to still settle the claim with a write-off, then you must settle the claim through the claim settlement page.

When a claim is settled through a write-off, the expenses may need to be absorbed by different departments. On the claim settlement page, you can select the department to which a claim belongs to and the write-off amount is posted to the specified GL account.

Viewing Claims Eligible for Automatic Write-off

To view claims that are eligible for automatic write-off, and manually update the write-off flag against these claims, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, claims must exist.

Navigation: Claim > Claims > Personalize.

Notes:

- **Available Column:** Move the Write-off Flag to the Displayed Column.

- **Save Search As:** Enter a name for the search.

After you save the search, the Claims page appears. Claims that are eligible for automatic write-off, are marked. Optionally, to update the write-off flags for claims, manually check or uncheck the corresponding check boxes.

> **Note:** You can update the write-off flags only for Claims that are in the Open status. The write-off check box will be disabled for claims that are in the other statuses; you cannot update these.

About Updating Deductions Based on Subsequent Receipts

When customers make subsequent payments for a single invoice, then the original deduction is updated based on the subsequent payments received. However, the manner in which the deduction gets updated depends on whether the deduction is transaction-related or non-transaction related, and the status of the previous deduction.

Transaction Related Deduction Without Splits

Transaction-related deductions can be traced back to an invoice, order, or an offer. If a previous deduction exists for the transaction and is not split, then the process will be different depending on the status of the previous deduction. The manner in which subsequent payments are processed during different statuses of the original claim is as follows:

- Open

  When the claim or deduction status is open, the remaining amount in the deduction is reduced by the subsequent receipt amount. The corresponding disputed amount on the transaction is also reduced.

  For example, an invoice is created for $500. The customer initially pays $350. This creates a deduction for $150 in Oracle Trade Management. The customer then pays $100 towards the same invoice, and the status of the original deduction is Open. Now, the original deduction that was created for $150 gets updated accordingly and shows $50 ($150 - $100) as the deduction amount. This means that the customer owes only $50.

  When the remaining amount in the deduction is reduced to zero, the status changes to Cancelled. Even if the subsequent payments made by the customer sum up to more than the invoice amount, the deduction will not be converted into an overpayment because the status changes to Cancelled as soon as the deduction amount is reduced to zero.

- Complete

  If subsequent payments are received when the status of the original deduction is Complete, then the status of the deduction changes from Complete to Open. After the status changes to Open, the remaining amount in the deduction is reduced by the subsequent receipt amount. The corresponding disputed amount on the transaction is also reduced. When the remaining amount in the deduction is reduced to zero, the status changes to Cancelled.

- Rejected

  If subsequent payments are received when the status of the original deduction is Rejected, then the status of the deduction changes from Rejected to Open. After the status changes to Open, the remaining amount in the deduction is reduced by the subsequent receipt amount. The corresponding disputed amount on the transaction is also reduced. When the remaining amount in the deduction is reduced to zero, the status changes to Cancelled.

  When the claim is resubmitted for approval and the settlement is restarted, the current amount and details of the claim are used to find the appropriate approvers.

  For example, the original deduction was for $10,000. It was sent to the Director for approval, and was rejected. The claim status changes to Rejected. A subsequent

receipt amount is later applied to the deduction. The claim status changes from Rejected to Open, and the deduction amount reduces to $8000. The claims user restarts the approval and settlement process. Based on the fact that the deduction is now only $8000, it requires a lower level of approval and is only sent to the Manager for approval instead of the Director.

- Pending Approval or Approved

  If subsequent payments are received when the status of the original deduction is Pending Approval, then the status of the deduction changes from Pending Approval to Open. If the payments are received when the status is Approved, the status changes from Approved to Open. After the status changes to Open, the remaining amount in the deduction is reduced by the subsequent receipt amount. The corresponding disputed amount on the transaction is also reduced. When the remaining amount in the deduction is reduced to zero, the status changes to Cancelled.

  When the claim is resubmitted for approval and the settlement is restarted, the current amount and details of the claim are used to find the appropriate approvers.

  If any approver has already approved the deduction before this happens, these approvers receive notifications.

- Pending Close

  The original deduction is not updated when the status of the deduction is Pending Approval. This is because when the claim status is Pending Close, it means that the deduction has already been approved, and is currently undergoing the settlement process

  For example, a credit memo may already have been generated through the AutoInvoice program. In such cases, if a subsequent receipt is applied to the original transaction, the customer will be over credited.

- Closed or Cancelled

  The original deduction is not updated when the status of the deduction is Closed or Cancelled.

  When the status of the original claim changes to Open (in cases where the status is Complete, Rejected, Pending Approval, or Approved), the re-open flag is checked to inform users that due to some changes to the transaction and deduction balance, the claim status has been modified. This enables users to know that the claim details have changed since the last time they worked on it.

Every time a customer makes subsequent payments, the claim owner receives a workflow notification. You can drill down back to the Claim Details page by clicking the claim number in the notification. The deduction keeps an audit trail of all receipts affecting it at any point of time.

Transaction-Related Deduction With Splits

If a previous deduction exists for a transaction and has been split, the original deduction or root deduction, which is still referenced in Oracle Receivables and the child deductions, which are not referenced in Oracle Receivables but maintained in Trade Management) may be at various statuses. Therefore, when subsequent receipts are received for a deduction that has been split, the balances of multiple deductions may need to be reduced. The manner in which these child deductions get processed will be determined by their statuses. However, the sequence in which the amount will be reduced will be prioritized based on status as follows:

1. Open

2. Complete

3. Rejected

4. Pending Approval

5. Approved

In the following example, the root deduction has not been completely split out and is still in Open status.

Receipt 1. A root deduction DED1 of $10,000 is created, originally of unknown reason, was found to be due to different causes upon investigations, and was therefore split into multiple child deductions.

Deduction	Claim Reason	Remaining Amount	Status
DED 1	Unknown	$2,000	Open
DED 1_1	Shipping	$5,000	Pending Close
DED 1_2	Promotions	$2,500	Pending Approval
DED 1_3	Pricing Errors	$500	Open

Receipt 2. After the deduction was created and split, subsequently, another receipt is applied on the transaction for $3,000. Based on the status prioritization, therefore, it will only reduce the balances for the following deductions in the following order:

1. DED1

2. DED 1_3

3. DED 1_2

The balances in each of the deductions is reduced as follows. The claim status changes accordingly.

Deduction	Claim Reason	Remaining Amount	Status
DED 1	Unknown	$0	Cancelled
DED 1_1	Shipping	$5,000	Pending Close
DED 1_2	Promotions	$2,000	Open
DED 1_3	Pricing Errors	$0	Cancelled

Receipt 3. Another receipt for $1,000 comes in and is applied on the transaction. Now only DED1_2 will be updated.

Deduction	Claim Reason	Remaining Amount	Status
DED 1	Unknown	$0	Cancelled
DED 1_1	Shipping	$5,000	Pending Close
DED 1_2	Promotions	$1,000	Open
DED 1_3	Pricing Errors	$0	Cancelled

If there are no more subsequent receipts, DED 1_2 will be processed further and will be submitted for approval. The status changes along with the approval flow. No subsequent receipts can be applied after the status changes to Pending Close.

Creating a Non-transaction Related Deduction

Non-transaction related deductions are those which cannot be traced back to a transaction. Non-transaction related deductions occur when instead of submitting claims, customers deduct money from their payments to manufacturers. In case of a non-transaction related deduction, all the information such as the receipt number, receipt date, receipt amount, customer information and transaction information is captured from Oracle Receivables and passed to Oracle Trade Management. Customer debit memo numbers and claim reasons may also be passed to Oracle Trade Management. Deductions support related customer accounts and buying group promotions. Non-transaction related deductions are created in Oracle Receivables.

Prerequisites

A deduction that can be traced back to a specific transaction.

Steps

> **Note:** As part of the cash application process, the Oracle Receivables user may need to perform additional data entry tasks. These steps present only one way to enter a non-transaction related deduction. See the *Oracle Receivables User Guide* for information on the different ways of entering non-transaction deductions.

1. Log in to Oracle Receivables as Oracle Receivables user and navigate to Receipts > Receipts.

2. Enter a Receipt Number. If necessary, change the Receipt Type to Cash, and change the Currency Code.

   The receipt number can be the customer check number or other reference number.

3. Enter a Receipt Amount. If necessary, change the Receipt Date and the GL date.

   Receipt amount is the amount the customer has paid.

4. Select a Payment Method.

5. Enter the Customer Name, and optionally enter a Reference and enter Comments.

   This information is passed to Oracle Trade Management when the deduction is created.

6. Click **Applications.**

7. Select Claim Investigation in the Apply To field.

   The available values are open transactions and some seeded Oracle Receivables activities. Claim Investigation is seeded specifically to create non-transaction related deductions (or overpayments) in Oracle Trade Management. If the customer has referenced an internal debit memo number, you can record this as a Claim Investigation line and enter the debit memo number in the customer reference field.

8. Enter the deduction amount as a negative number in the Amount Applied field.

9. If necessary, select Oracle Trade Management Claim in the Reference Type field.

10. Select a reason in the Reference Reason field.

    The values available here are the same values that are available in Oracle Trade Management. If a customer indicates the reason for which they have made the deduction, this information can be captured when the cash application is created in

Oracle Receivables, and be passed to Oracle Trade Management.

11. Enter a Customer Reference.

   If the customer indicates an internal debit memo number, it can be captured here and passed to Oracle Trade Management.

12. Select an Activity.

   The activity selected here drives the GL entries to account for the discrepancy between the cash received and the receivables amount. For example, Receipt = $10,000; Total balance of multiple invoices that the customer is paying for is $15,000.

   A non-transaction related deduction is created for $5,000. The following accounting entries are created:

   Debit Cash $10,000.

   Debit Claim Investigation Activity $5,000.

   Credit Receivables $15,000.

13. Click Save.

   Notice that a deduction number appears in the Reference Number field.

About Promotional Payments

The Promotional Payments tab gives a summary of the accumulated promotional accruals for all the customers that your organization deals with. Promotional accruals are the accruals that are created when customers place orders against offers. These are the discounts that the customers are eligible to receive. Customers may claim these accruals either by submitting claims or taking deductions.

By using the Promotional Payments tab, you can:

- Search for accruals that are related to a particular offer type.

- Search for accruals that are related to direct sales or indirect sales.

- Search for accruals by customer name, product category, and for a given date range.

- Compare the current earned, paid, and balance amounts with the respective amounts in the previous year.

- Create claims and initiate payment for selected customers.

The following table describes the columns that are displayed in the Promotional Payments page. All this information is displayed for each customer.

Promotional Payment Views

Column	Description
Earned	Total amount that the customer has earned.
Paid	Total amount corresponding to the customer's claims that have been settled and paid.
Balance	This is the amount that is payable to the customer. Balance = Earned - Paid.
Open Claims	Total amount corresponding to the customer's claims that are still in the process of settlement.
Last Year Same Period Earned	Total amount that the customer has earned in the same period in the previous year.
Last Year Total Earned	Total amount that the customer has earned during the previous year.

Searching for Accruals from the Promotional Payments Tab

From the Promotional Payments tab, you can search for the total promotional accruals for all customers for specific criteria such as Offer Type, Activity Type, Channel of Sales, Product Category, Customer, Start Date, and End Date.

To search for accruals, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, customers and business transactions should exist.

Navigation: Claim > Promotional Payments.

Notes:

- **Search Region:** Select values for the fields depending upon what you wish to search for. For example, to search for all the accruals related to all offers of a specific offer type, say Lump sum offers, select Lump sum from the Offer Type drop-down list. Click Go to display the list of claims that match the specified criteria.

- **Search Query to Filter Data in the Table Region:** Enter a query to filter the search results and display them.

Creating and Settling Claims from the Promotional Payments Tab

To create and settle claims from the Promotional Payments tab, log into Oracle trade Management as Oracle Trade Management User.

You can create claims from the promotional payments tab in the following two ways:

- By drilling down the Open Claims link against the customer for whom you would like to create the claim.

- By clicking the Pay button.

As a prerequisite, existing customers and transactions should exist.

Navigation: Claim > Promotional Payments.

Notes:

- **Creating Claims:**

  - Single Customer: To create claims for a single customer, click the link in the corresponding Open Claims column against the respective customer.

  - Multiple Customers: To create claims and initiate payments on a single screen for multiple customers, select the customers by checking the respective check boxes.

- **Initiating Payment**

  - Pay: Click Pay. In the Earnings Payment page, you can find out from here details such as the payment frequency (Annual, Quarterly, monthly, and so on), Last Paid Date, and also find out whether the customers are eligible to receive payments or not.

  - Initiate Payment and Create Claim: Select the Initiate Payment option and Create Claim option to create claims and initiate payment.

Claims are created and workflow notifications are sent to the designated approvers. Payments are made after the requests are approved.

To view the claims that have been created, drill down the Open Claims link against the customer for whom you have created claims. All the existing claims and the new claims that you have created are listed here.

Understanding Mass Settlement (Netting of Overpayments)

In B2B businesses, manufacturers and retailers have complex ongoing business transactions. Sometimes when the customers make payments, it may be difficult to know the exact reason for which they are making the payment. In some cases, such as when the transaction number is wrong, overpayments may be created.

When these overpayments are investigated, you may find that the overpaid amounts were meant to pay back for some transactions (debit items). The Mass Settlement function enables you to apply the overpaid amounts to such debit items.

For example, a customer receives an Invoice with the number 100080. However, the remittance amount refers to the invoice as 10008O (letter o instead of number 0). When your organization receives this payment, this invoice number will not be identified in Oracle Receivables, and therefore an overpayment will be created. You then realize that the invoice has been incorrectly entered as 10008O instead of 100080. You can settle the overpayment claim by applying the "overpaid" amount to the debit item 100080.

- During netting, the overpayments can be applied only up to the balance of the item.

- You cannot use the Mass Settlement function to settle deductions with associated earnings.

The Mass Settlement functionality enables you to create groups out of overpayments and deductions related to a customer, apply them to the customer's open transactions, and settle the overpayments and deductions on one screen. You can also specify multiple payment methods.

After netting a claim with the debit items, transactions, or other Oracle Receivables items, there may still be some remaining amount that must be settled.

For example, a customer may deduct for returns. During investigation, you may find that multiple credit memos have already been issued as a result of the RMAs that have been entered in Order Management. You can close the deduction by netting the credit memos to the deduction. However, there may still be some balance amount.

If the balance is an overpayment balance, then you can settle it through credit- on account, or write-off. If the balance is a deduction balance, then you can settle it through chargeback, or write-off.

You can perform netting and settling of balances at different times depending on how you investigate or how long it takes you to investigate the claim. The netted amount must however be approved by the designated approvers, according to the setups in your organization.

Netting Overpayments and Deductions With Debit Items

To net overpayments and log into Oracle Trade Management as Oracle Trade Management User, and use the following high-level procedure.

Navigation: Claim > Mass Settlement > Create.

Notes:

- **Search Region:** In the Search region, select the customer for whom you would like

to net the overpayments. Search for Open Claims by selecting the Claim Type, Reason, Source Object Number, Receipt Number, or the Claim Number.

- **Open Transactions:** Search for Open Transactions by selecting the Batch Source, Transaction Class, Transaction Type, and Transaction Number.

  All the open transactions that match with the selected attributes are listed in the Open Transactions region. Sometimes, when you search for open transactions, the list of invoices may appear. You can display open transactions such as debit memos by further conducting a search.

- **Open Claims Region:** Select the transactions that you would like to settle.

  When you select an open claim, the amount field gets populated with the amount that must be settled. You can also enter a partial amount from the transaction. For example, the remaining amount from a deduction may be $1000, but you can choose to settle only $600.

- **Calculate:** Select this option:

  - After selecting the transaction lines and amounts that must be settled, select this option to calculate the sub total of the open claims that you have selected for settlement.

  - After selecting the transaction or debit item in the Open Transactions field. These are the debit items with which you will settle the claims. This calculates the sub total for the open transactions as well as the net amount of the settlement group. It is the sub total of open claims minus the sub total of open transactions. If there is any remaining amount, the amount must be split during settlement.

- **Settlement Region:** In the Settlement region, you can either settle the entire amount, or split the amount and choose different settlement methods.

Claim Settlement Methods

There are various claim settlement methods that are available in Oracle Trade Management. The settlement method that you can use depends upon the claim type. The following table describes the various settlement methods that are available in Oracle Trade Management.

> **Note:** When a claim is not related to any promotions, and you wish to settle the claim with a credit memo or a debit memo, you can use memo lines to settle the claim. See About Standard Memo Lines for more information.

Navigation: Trade Management: Administration > Trade Management > Claim > Claim

Source Setup > Available Settlements Methods

Claim Settlement Methods

Settlement Method	Description
Check	Claim is settled by issuing a check to the customer.
Invoice credit memo	Invoice credit memos reduce a customer's invoice balance to settle a valid deduction.
On-account credit memo	On-account credit memos reduce a customer's account balance to settle a valid deduction.
Previous on-account credit memo	Previous on-account credit memo is an on-account credit memo that exists in Oracle Receivables, and is still open. If there is an existing credit memo, then you need not create a new credit memo. You can instead select the existing credit memo to reduce a customer's balance and settle a valid deduction.
Write-off	Write-off enables you to settle valid deductions and overpayments. You can write off deductions if they are so small that it is not worth to spend time and resources to research them. When you settle a deduction with a write-off, it means that your organization is absorbing the claim amount or deduction as an expense. On the other hand, you can settle an overpayment with a write-off, when the overpayment is significantly small. In this case, customers will lose the amount that they have overpaid.
Return Material Authorization (RMA)	RMA is issued to handle valid product returns (damaged goods, faulty equipment, and so on). When you create an RMA, a credit memo is generated to settle the deduction.
AR-AP Netting (formerly Contra Charge)	The AR-AP Netting settlement method is available for deduction and overpayment. When selected for settlement, it sends out a workflow notification to users with a Netting responsibility to notify them to manually run the netting batch process.
Previous Open Credit Memo Settlement	This settlement method is available on claims and deductions When you use this settlement method, the previous open credit memo field will become mandatory. Although the field itself is not indicated as a mandatory field (marked with '*') on the screen, the validation is triggered when you settle the claim with the previous open credit memo settlement method.

Settlement Method	Description
Previous Open Debit Memo Settlement	This settlement method is available on debit claims and overpayments. When you use this settlement method, the previous open credit memo field will become mandatory. Although the field itself is not indicated as a mandatory field (marked with '*') on the screen, the validation is triggered when you settle the claim with the previous open credit memo settlement method.
Configurable Settlement Method for Autopay	Autopay enables automatic payments for accruals. When autopay is set up and runs, the system automatically creates claims, associates with accruals, and settles them with the payment method set up in Trade Profile. In Trade Profile, companies can set up a custom settlement for autopay claims. This function is useful when Trade Management is implemented stand-alone and payments need to be routed to third party systems.
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	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.
	When a claim is settled with an electronic transfer settlement method, the invoice generated in Payables displays a payment method of 'Electronic'
Accounts Default Payment	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. 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 :
	• 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.

Custom Settlement Methods

Configurable Settlement Enhancements - Configurable settlement workflow allows

companies to create custom settlement methods in addition to the seeded methods. You can settle promotional claims with the custom settlement method.

About Standard Memo Lines

When a claim or deduction is not related to any promotions, and upon validations, you wish to settle it with a credit memo or debit memo, Oracle Trade Management integrates with Oracle Receivables to account these transactions. The Autoinvoice program in Oracle Receivables depends on the autoaccounting setups to find the correct GL accounts.

Standard memo lines are commonly used by companies in auto-accounting setups for items which are not part of their normal inventory. You can pass a memo line to Oracle Receivables, thereby enabling the auto accounting setups. Memo lines can be used when you settle claims with either a credit memo or a debit memo. Standard Memo Lines can be an input into autoaccounting in Oracle Receivables to account for freight, revenue, autoinvoice clearing, tax, unbilled receivable, and unearned revenue.

To settle claim or a deduction with a standard memo line, you must select "Memo Lines" from the setup type drop-down list in the Claim Creation page. You can view the list of all the active memo lines that have been created for the operating unit of the claim. After you select a particular memo line, the other fields on the same claim line will be affected:

- If the memo line was set up with any Unit List Price, the price will default into the Price field on the claim line. You can override this.

- The "Line/Product" LOV becomes blank.

You can still access Associate Earnings from this claim line, but if earnings have been associated, then the memo line information is replaced by the associated earnings information. For example, the claim line may show the inventory item number instead of the memo line.

Validation

The validation process for standard memo lines includes the following:

- Validation of Associate Earnings

  Where standard lines are used in Autoaccounting setups for the revenue account the following may occur:

  - If the "Post to GL" flag is checked in System Parameters, and a claim line has associated earnings, then the Oracle Receivables Clearing account from the Claim Type or System Parameters will be passed to Oracle Receivables as the "Revenue" account when the credit memo and debit memo are created through Autoinvoice. Memo lines are not used or passed in such cases.

  - If the "Post to GL" flag is not checked in System Parameters, but a claim line has

associated earnings, then the claim line references an inventory item. If not, the system gives an error message.

- Validation of Autoaccounting Setup

  From Auto accounting setups, if the memo line is used to derive the revenue account, then when you initiate claim settlement by submitting it for approval, each of the claim lines are validated to check if either an inventory item or a memo line has been selected. If any of the claim lines does not contain either of these, the system gives an error message.

Settling Claims for Related Customer Accounts

Sometimes you may want to settle claims for accounts that are related to the customer. Related Customer accounts are set up with relationships; common relationships include bill-to and ship-to.

To settle claims for related customer accounts, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a claim with a status of Open or Complete should exist.

Navigation: Claim > Claims > Claim Name > Settlement.

Notes:

- **Pay Related Customer:** Select this check box. Select the Relationship Type (parent, reciprocal, or all), the Related Customer, and the Related Site.

Submit the claim for approval.

Settling Promotional Claims for Buying Groups

Buying groups are formed when organizations group themselves to leverage their buying power. During claim settlement, you can view the buying group member accruals and decide whether to issue payment to the buying group, or directly to one of its members.

To settle promotional claims for buying groups, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- Buying groups and members must be set up.

- A promotional claim for a buying group with a status of Open or Complete.

Navigation: Claim > Claims > Claim Name > Lines.

Notes:

- **Claim Lines:** Create claim lines as necessary, and click Update. See Creating Claim Lines for information on creating claim lines.

- **Associate Earnings:** In the Associate Earnings icon corresponding to the required claim line, select the following:

  - Buying Group: the values that are available depend upon where the customer is in the buying group hierarchy.

  - Display Children: the accruals for the buying group members are displayed.

    After associating earnings, navigate to Settlement.

- **Settlement Method:** Select Credit Memo - On Account as settlement method.

Submit the claim for approval.

Settling Claims, Debit Claims, Deductions, and Overpayments

Use the following high level procedure to settle claims, deductions, and overpayments.

Prerequisites:

- An existing claim or deduction with a status of Open or Complete.

- Oracle Receivables should be set up.

- Oracle Payables should be set up for settlement with contra charge

Navigation: Claim > Claims > Claim Name > Lines.

1. Navigate to Claim Lines and verify if the claim has lines. The claim should have at least one claim line with a positive value. If a claim line does not exist, create one now. See Creating Claim Lines for information on creating claim lines. The sum of the claim lines can be less than the total claim amount, as taxes will be added.

2. Optionally, verify if earnings have been associated to the claim line. You will see a check mark in the Associate Earnings column if earnings are associated.

3. Navigate to the Settlement page, and complete any additional fields as required.

4. Submit the claim for approval.

The following table describes the settlement methods and certain specific steps that you may need to complete based on the settlement method that you select.

Claim Settlement Methods and Additional Notes for Settlement

Settlement Method	Claim Class	Additional Notes
On-account credit memo	Used to settle claims and deductions.	-NA-
Check	Used to settle claims.	**Post-approval:** The claim information is interfaced to Oracle Payables. The Payables Invoice Import Program transfers the interface information into Oracle Payables to create an invoice. The Payables clerk issues checks against the invoice. The Claim Settlement Fetcher program updates the settlement documents with the check payment details. The claim is closed after the invoice is paid.
Invoice-credit	Used to settle claims.	**Notes:** • Verify that an invoice number is entered in a claim line. • The tax code used is the one used on the invoice. **Post-approval:** The invoice credit memo is created and claim is closed under the following conditions: • Multiple invoices are credited. • Individual claim lines credit in different manners. For example one claim line credits a specific Line Number, whereas another claim line gives credit to specific type or gives credit to Total Amount, and so on. A notification is sent to Receivable role. The Receivables clerk credits the invoice and enters the credit memo transaction number in the notification. The claim is closed if the transaction number is valid.

Settlement Method	Claim Class	Additional Notes
Debit Memo	Used to settle debit claims and overpayments.	**Post-approval:** The claim details are interfaced to Oracle Receivables as debit memos. The Autoinvoice Import program transfers this information into Oracle Receivables. The Claims Settlement Fetcher program updates the settlement documents with the debit memo details and closes the claim.
Previous Credit Memo	Used to settle transaction-related and non-transaction related deductions.	**Notes:** • As an additional prerequisite, a credit memo, which can be used to settle the deduction should exist. • In the settlement page, from the Previous Open Credit Memo LOV, select a credit memo with a large enough balance to offset the deduction. • Use the transaction number, transaction type, location, source, or reference to search for the credit memo. Notice that you can see the balance due, GL date, and transaction dates for the credit memos. **Post-approval:** The deduction is unapplied, and the previous open credit memo is applied to the receipt. The overpayment is closed online.

Settlement Method	Claim Class	Additional Notes
Invoice Credit or Invoice Line Credit	• Invoice credit is used for settling transaction-related and non-transaction related deductions. It cannot be used to settle promotion-related deductions. • Invoice line credit is used to settle transaction-related deductions that occurred because of reasons that can be traced back to specific invoice line items. The deductions cannot be promotion-related.	**Notes:** • If this is an invoice credit, then verify that an invoice number is entered in a claim line, the invoice line is selected, and the line amount is a positive value. • If this is not an invoice credit, then create a claim line. For a transaction-related deduction, this invoice number must be the same as the one on which the deduction was created. For a non-transaction-related deduction, this invoice number must be on the same receipt as the deduction. If the invoice numbers do not match, then the settlement is not automated. Instead, a manual settlement workflow is initiated and notification is sent to any Oracle Receivables user with the Receivables Role responsibility. • If this is an invoice line credit, then verify that an invoice number is entered in a claim line, Multiple invoice lines can be entered, each as a separate claim line. The sum of the claim line amounts must equal the total claim amount. **Post-approval:** The invoice credit memo is created and deduction is closed under the following conditions: • For transaction related deductions, credit is to a non-source invoice. • For non transaction related deductions, credit is to an invoice not on the source receipt. The Receivables clerk receives a notification, credits the invoice and enters the credit memo transaction on the notification. The claim is closed if the

Settlement Method	Claim Class	Additional Notes
		transaction number is a valid.
Invoice Tax Only Credit	Used to settle deductions that occurred because of tax calculation errors. The deductions can be transaction-related; they cannot be related to a promotion.	**Notes:** • Verify that an invoice number is entered in a claim line. If not, select an invoice number now. For a transaction-related deduction, this invoice number must be the same as the one on which the deduction was created. Else, the settlement process is not automated. A manual settlement workflow is initiated and notification is sent to any Oracle Receivables user with the Receivables Role responsibility. • From the Previous Open Credit Memo LOV, select a credit memo with a large enough balance to offset the deduction. Use the transaction number, transaction type, location, source, or reference to search for the credit memo. **Post-approval:** The invoice credit memo is created and deduction is closed under the following conditions: • For transaction related deductions, credit is to a non-source invoice. • For non transaction related deductions, credit is to an invoice not on the source receipt. The Receivables clerk receives a notification, credits the invoice and enters the credit memo transaction on the notification. The claim is closed if the transaction number is a valid.

Settlement Method	Claim Class	Additional Notes
Chargeback	Used to settle deductions by charging back the customer in case you determine that the deductions are invalid.	**Notes:** • The tax code is not used or passed by Oracle Trade Management. • For a transaction-related deduction, the customer on the original transaction is charged. For non-transaction related deductions, the customer on the receipt is charged back. **Post-approval:** The chargeback is created online and the deduction is closed.
Write-off	Used to settle a transaction-related deductions.	**Notes:** • In the deduction is non transaction-related, a settlement workflow notification is sent to Oracle Receivables. The Oracle Receivables individual must create an adjustment. When complete, the Oracle Receivables individual updates the notification with the adjustment record, and the deduction is closed in Oracle Trade Management. • The tax code is not used or passed by Oracle Trade Management. **Post-approval:** The write-off is created online and the deduction is closed.

Settlement Method	Claim Class	Additional Notes
Return Materials Authorization	When a customer returns a product, you can use the RMA settlement method in Oracle Trade Management to settle the deduction. When the return is processed and a credit memo is generated, Oracle Trade Management automatically tracks the credit memo and uses it to close the deduction.	**Notes:** • As an additional prerequisite, Order Management must be set up. • The RMA transaction types are set up with return order workflows which drive all the processes that the return order must go through. **Post-approval:** The RMA is created online. You must ensure return is interfaced to Oracle Receivables as a credit memo. The Claims Settlement Fetcher program updates the settlement documents with the credit memo details and closes the claim.
Previous Debit Memo	Used to settle overpayments.	**Notes:** • Verify that at least one claim line with a negative value exists. If a claim line does not exist, create one now. The sum of the claim lines must equal the total claim amount. • In the Previous Open Debit Memo field, select a debit memo with a large enough balance to offset the overpayment. Use the transaction number, transaction type, location, source, or reference to search for the debit memo. **Post-approval:** The claim investigation for the overpayment is closed. The previous open debit memo is applied to the receipt and the overpayment is closed.

Settlement Method	Claim Class	Additional Notes
Receipt Write-Off	Used to settle overpayments.	**Notes:** • Verify that at least one claim line with a negative value exists. If a claim line does not exist, create one now. The sum of the claim lines must equal the total claim amount. **Post-approval:** The write-off is created online and the overpayment is closed.
On-account Cash Application	• Used to settle overpayments. When a customer has overpaid for various reasons, the overpayment can be placed on account. The overpayment amount can be applied to the customer's transactions.	**Notes:** • Verify that at least one claim line with a negative value exists. If a claim line does not exist, create one now. The sum of the claim lines must equal the total claim amount. **Post-approval:** The on account cash application is made online and the overpayment is closed.

Reports

Information in this section will enable you to:

- Understand and view claim reports, page 10-73

- Understand and view claim aging report, page 10-74

- View claim settlement history, page 10-74

Claim Report

Claim Report is a summary of essential claim details that can be printed without having to navigate to different screens. The claim report includes the Customer Details, information on the Adjusted amount, settled amount, and the currency type, Settlement method, Payment details, Vendor details, and Claim lines.

To view a claim report of an existing claim, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Claim > Claims > Claim Name > Report.

Claim Aging View

Claim Aging View gives a summary of claims and deductions by customer and by days due. It adheres to the bucket definitions in Oracle Receivables, but centralizes all claims and deductions by customer for easy viewing. From this view, you can determine which customer has had outstanding claims for the longest period time and work on those claims. You can optionally create claims, update write-off flags, and settle claims from the Claims Aging View. Aging buckets can also be configured in Oracle Receivables for claim and deduction purposes.

To view claims aging of open claims, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Claim > Claims Aging.

Notes:

To view the outstanding claims for a customer, drill down the amount in the corresponding columns. For example, to view all claims that have been outstanding for 31-60 days, drill down the amount in the corresponding column.

Claim Settlement History

The Claim Settlement History report enables you to view all the information that is related to the settlement of a claim.

The Claim History Settlement page displays the following information:

- Claim number, date, class, type, amount, status

- Customer Name

- Effective Date of the settlement

- Settlement Method

- GL Date

- Related Customer

If this field is empty when a claim is closed, then it is not displayed on the Claim History Settlement page.

- Relationship Type with the Related Customer.

- Related Site (the Related Customer's bill-to site)

- Vendor and vendor site (Vendor's physical location)

- Comments

To view the claim history of an existing claim, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Claim > Claims > Claim Name > History.

11

Indirect Sales Management

This chapter covers the following topics:

- Overview
- About Volume Offer Integration
- Working With Chargeback and Third Party Accrual Transactions
- Importing a Transaction Through WebADI
- Batch Details
- Viewing and Updating Lines
- Accepting Disputed Lines and Processing a Submission
- Initiating Payment for a Transaction
- Indirect Inventory Tracking
- Inventory Summary
- Special Pricing and Fund Requests
- Using DQM Tools to Deduplicate Customer Data
- Referrals

Overview

Indirect Sales Management is the process by which a manufacturer validates requests, and manages and tracks funds when trade promotion activities are executed indirectly through retailers and wholesalers (or dealers and distributors). The Indirect Sales Management functionality includes the following features:

- Chargeback

    The manufacturer may have different pricing agreements with some end-customers who buy products indirectly through distributors. Sometimes, distributors may have to sell products to these end-customers at a price that is less than their

acquisition cost. In such cases, they may chargeback the differential amount back to the manufacturer. Claims need to be created and settled based on the chargeback information

- Third Party Accruals

  Third party accruals include discounts and accruals that are applicable to retailers, or other channel partners. Wholesalers may track this data and submit requests on behalf of the retailers to claim these accruals.

- Special Pricing

  Retailers or wholesalers request the manufacturer for a special price or discount to dispose existing inventory, meet a competitor's price, or to win a deal for an existing customer.

- Fund Requests

  Retailers or wholesalers execute trade promotion activities on behalf of the manufacturer, and request for a budget to execute these activities.

- Referral Management

  Retailers or wholesalers refer a business prospect, lead, or an opportunity to a manufacturer. If the referral results in an order, they can claim incentive for the referral.

Chargeback and Third Party Accrual data are managed in Oracle Trade Management whereas Special Pricing, Fund Requests, and Referrals are features that are available in Oracle Partner Management. When there are approved requests related to Special Pricing, Fund Requests, or Referrals, offers and claims are automatically generated in Oracle Trade Management; these claims are settled by the claims user.

About Volume Offer Integration

When indirect sales data are used 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.

- 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	Indirect Sales
Distributor Name	Distributor name
Distributor Segment	Distributor Segment name
Distributor List	Distributor List name
Distributor Territory	Trade Management territory name

Org-Striping 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 used 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-Striping on Indirect Sales Management Components

Org-striping 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-Striping validation on price lists and offers rely on the Advanced Pricing Engine.

Chargeback and Third Party Accruals

Retailers or end-customers may buy products directly from the manufacturer, or through wholesalers. Sometimes, to honor agreements that manufacturers have with individual customers or buying groups, the wholesalers sell products at a price that is lesser than their acquisition cost. Wholesalers submit claims to claim back the difference amount from the manufacturer. These claims are known as chargebacks.

Third Party Accruals are payments that must be made to the end-customer. The accrual may be a discount or incentive that the manufacturer wants to give to the end-customer, or it may be a result of the end-customer buying the products from a wholesaler who charges a price higher than the price agreement between the manufacturer and end-customer. This amount is accrued and paid to the end-customer.

> **Note:** Chargebacks are claimed by wholesalers, whereas third party accruals are claimed either directly by the retailer or end-customer, or by the wholesaler on behalf of the retailer or end-customer.

Understanding Chargebacks

Information in this section explains:

- Chargeback Submission, page 11-6

- Chargeback Validation, page 11-8

- Chargeback Tolerances, page 11-10

- Chargeback Reconcilliaton, page 11-11

- Chargeback Settlement, page 11-13

- Chargeback Statuses, page 11-15

Overview of Chargebacks

Manufacturing organizations face the challenge of handling rebates and chargeback claims for their customers and wholesaler networks. These organizations pay accruals

to indirect and direct customers. Chargeback in Oracle Trade Management enables organizations to accurately create and report accruals, and efficiently validate and process the monthly chargeback claims that they receive from wholesalers.
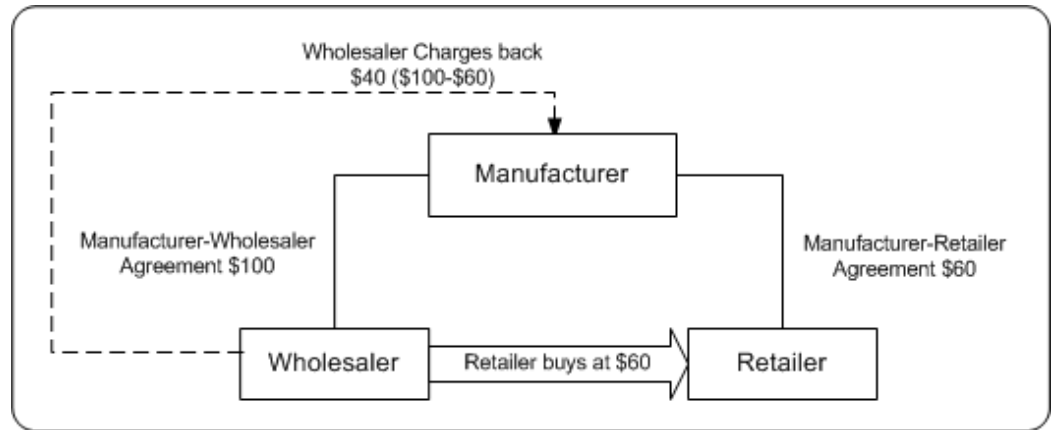
In the scenario above, the manufacturer has different pricing agreements with the wholesaler and the retailer. If the manufacturer sells products to the retailer through a wholesaler, then the wholesaler purchases products from the manufacturer at an agreed price. This price can be higher than the price agreement that the manufacturer has with the retailer. The wholesaler then resells the products to the retailer according to the pricing agreement that the manufacturer has with the retailer.

The manufacturer incurs a chargeback for this transaction as below:

1. Manufacturer sells to the wholesaler at $100

2. Wholesaler resells to end-customers at $60

3. Wholesaler submits a chargeback of $40 to the manufacturer

Depending upon how Oracle Trade Management is implemented in your organization, the chargeback data may be used for third party accruals and indirect inventory tracking for wholesalers.

Process Flow

The following figure illustrates the process flow for chargebacks, starting from chargeback submission to chargeback settlement.
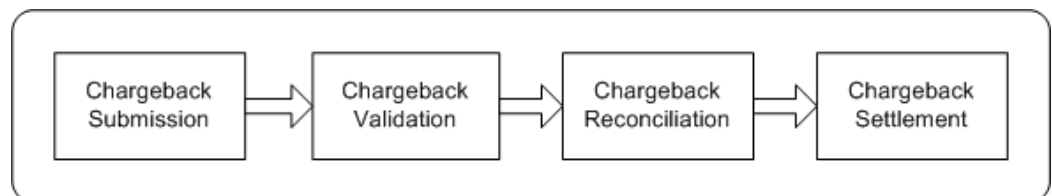
Chargeback Submission

Wholesalers or distributors may send chargeback data and claims through the Oracle XML Gateway. Oracle Trade Management supports EDI 844 and EDI 867 formats. See the *Oracle XML Gateway User's Guide* for more information.

They may also send the data in the form of .xls files or paper documents that will need to be converted and uploaded to the system using Oracle's Web ADI Tools. You can upload this into Oracle Trade Management, and process it further. If wholesalers want to change certain information in the chargebacks that were originally submitted, they can resubmit them.

Chargeback Validation

The system checks whether the wholesaler is a valid party in Oracle Trading Community Architecture (TCA), and automatically performs inventory verification, item verification, and price agreement verification. If any of these validations fail, then the system will not process the chargebacks. Notifications are sent to the submitter.

Chargeback Reconciliation

If the chargeback is valid, then the chargeback amount for each chargeback line is posted against a budget. The Administrator specifies the budget source as a profile value for the Chargeback budget. The amount in the utilized and earned columns are updated based on the batch processing results.

Chargeback Settlement

A single chargeback claim is automatically created against the chargeback transaction. If there are any disputes regarding the chargeback transaction, then the Administrator can initiate the claim for the chargeback lines without disputes. All chargeback earnings are automatically associated to the claim.

Chargeback Submission

Wholesalers may submit chargebacks in one of the following ways:

- Flat Files (.csv files)

  Wholesalers may send chargebacks in the form of .csv files. You can import these files into Oracle Trade Management by using the upload tool provided by WebADI.

- Paper documents

  Wholesalers may submit chargebacks in the form of paper documents such as paper receipts. You can manually convert these paper documents into electronic format and upload the data by using the upload tool provided by WebADI.

- XML Gateway

  Wholesalers or distributors may send chargeback data and claims through the Oracle XML Gateway. Oracle Trade Management supports EDI 844 and EDI 867 formats. See the *Oracle XML Gateway User's Guide* for more information. The chargeback process automatically runs, and in the meantime, you can see the status as "Processing".

The submitted chargeback might have one or more associated chargeback lines. Chargeback lines include transaction-related information such as Customer ID, Product ID, Sale price and wholesaler acquisition price, Quantity of the product purchased, Customer contract, Customer authorization, Order number and order date, and the Differential amount (the amount charged back).

For example, a wholesaler submits a chargeback as follows:

Customer ID	Product ID	Sale Price	Acquisition Price	Quantity Purchased	Order No.	Order Date	Chargeback amount
A	X	$40	$50	100	123	Jan 1	$1000
A	Y	$25	$30	50	245	Jan 30	$250
B	Y	$20	$30	80	624	Jan 15	$800
C	X	$45	$50	100	254	Jan 25	$500

Here, the individual rows are the chargeback lines.

Chargeback Resubmission

After wholesalers submit chargebacks, if they wish to change information in chargebacks that were originally submitted, they can make changes and resubmit them. They may:

- Resubmit a transaction multiple times

  A wholesaler may try to resubmit a chargeback repeatedly. If a wholesaler tries to submit the same chargeback twice, the transaction is rejected because the transaction lines will be duplicates. The submitter gets notified accordingly.

- Resubmit a transaction to handle corrections and disputes

  Disputes may occur if wholesalers submit erroneous or incorrect chargebacks. In such cases, the manufacturer can inform the wholesaler about the errors and disputes, and the wholesaler can resend the transaction with corrections. During resubmission, if the original submission has been paid, then the chargeback engine reprocesses these lines and reverses the old accruals. The system creates new accruals, but associates only the difference amount to the claim.

  For example, Goodway submits a chargeback a transaction for $1000. You, the manufacturer find that Goodway is eligible to chargeback only $500, and you make a payment for $500. The chargeback engine creates accruals for $500. However, Goodway feels that it is eligible to receive $1000 and not $500, and resubmits the chargeback transaction with the corrected data. You accept that Goodway is eligible

to receive $1000, and make another payment for $500. The chargeback engine now reverses the $500 accruals that were created during the first submission, and creates new accruals for $1,000.

If the original submission has not been paid, then the submission is treated as a new one, and amount for the corrected lines is paid.

- Resubmit the same transaction with additional chargeback lines

   A wholesaler may resubmit a chargeback with added chargeback lines. In these cases the chargeback engine processes only the new lines. If wholesalers resubmit the same transaction with additional chargeback lines, they must explicitly flag the lines that must be reprocessed. A combination of the wholesaler number, customer number, order number, order or invoice date, product number, and transaction code is used to determine whether the transaction has been processed before, and to identify duplicate chargeback lines.

You can view chargeback lines and the associated errors, and make manual corrections to the claim in the Chargeback Transaction Data Management page. All the transaction data is maintained to ensure accuracy and resolve future disputes. End-customer sales information such as product number, and price is captured and stored for reporting and auditing capabilities. The Administrator in your organization can also implement an option whereby you can create relationships between the end-customer and the wholesaler.

Information regarding the end-customers such as sales, identification, product number and price is captured and stored for reporting and auditing capabilities. These indirect customers are created as parties and accounts in TCA. They can optionally have a "Customer of" relationship with the wholesaler. During chargeback submission, an API call is made to the Data Quality Management (DQM) application in TCA. 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.

The Administrator can configure different rules in DQM. The required options must be set in System Parameters for the chargeback system to pass to DQM different rules. See the *Oracle Channel Revenue Management Implementation Guide* for more information.

Chargeback Validation

When a wholesaler submits chargebacks, basic chargeback validations are done out of the box. Validation is automatically done to check if the end-customer (Bill To Party and / or Ship To Party) is a valid party in Oracle Trading Community Architecture (TCA). Depending upon how Oracle Trade Management is implemented in your organization, one or more of the following validations take place:

- Wholesaler inventory verification

The wholesaler's chargeback volume is validated against the inventory level of your products that the wholesaler possesses. The wholesaler's inventory level may be

automatically tracked in Oracle Trade Management. This tracks quantity of the products that a wholesaler purchases from your organization and quantity of products that the wholesaler has sold.

If the quantity of products that the wholesaler claims to have sold is more than the quantity of products in his inventory, then the chargeback transaction is not processed.

For example, a wholesaler submits chargeback for product X for different periods:

Order	Order Date	Quantity
1	March 1, 2004	10,000
2	April 20, 2004	20,000
3	May 15, 2004	10,000

Validation is done to ensure that the wholesaler had 10,000 or more in quantity for Product X on Mar 1, 2004. Chargeback is not paid for more than 10,000 units. This validation also ensures that the wholesaler does not charge back for a product that was bought from a different manufacturer. Admin users can override this validation by unchecking the 'inventory tracking' flag in the indirect sales section of system parameters.

- Item verification

Codes and IDs that a wholesaler uses for the chargeback data (whether coming through EDI, XML gateway or by flat files) may not correspond to the internal codes and IDs that are used by your organization. The Administrator in your organization can map reference information such as wholesaler's item numbers, unit of measurement, wholesaler's end-customer number, price agreement number, to the corresponding internal codes and IDs. These code, ID conversions can be setup at the system parameter at a generic level or at the wholesaler's trade profile level. After the information is mapped, whenever a wholesaler submits a chargeback transaction, the chargeback engine automatically looks up the corresponding internal information based on the code conversion mappings defined.

- Acquisition cost verification

A wholesaler may buy products from the manufacturer at an agreed price, and sell it at a different price to the end-customer. When a wholesaler submits a chargeback to claim this difference amount, validation is done to check whether this difference amount is accurate. This is done by checking the price, which the wholesaler has originally paid for the products that he has purchased from the manufacturer. This can be through data in the order management System and corresponds to the last order price for the respective products. Validation is automatically done and the calculated chargeback is displayed. You may process the chargeback based on these calculations, or you may

change the calculated chargeback and then process it further.

- Price list verification

A price list specifies the price that must be offered to a customer. Chargeback lines refer to the price list that is used to calculate and offer the selling price to the customer. If the chargeback transaction does not quote any price list, then the chargeback is not processed. However, if the chargeback line includes a price list, verifications are automatically made to check whether the:

- Price list is valid on the invoice date indicated on the chargeback data

  - Customer is specified in the chargeback, and that the sale price is valid

The market eligibility of the agreement lists all members who are eligible for the price. Price Lists can be directly linked to an end-customer or with a buying group to which the customer belongs.

Chargeback Tolerances

The Administrator can set thresholds limits for discrepancies in chargeback submissions. When a wholesaler submits a chargeback transaction, the Processing Engine checks whether the chargeback amount sent by the wholesaler matches the amount that is calculated by your organization. If the discrepancy is within the tolerance levels set, then the chargeback is paid. If the difference is more than the tolerance level, then the chargeback transaction is considered as a disputed one, and is not processed. Tolerances can be set up for individual wholesalers in their Trade Profiles. Tolerances can also be set in System Parameters whereby the same tolerance level will be applicable to all wholesalers who deal with your organization.

Tolerances can be set in terms of either a percentage or an amount for every chargeback transaction (header tolerance), and every chargeback line (line tolerance) in a chargeback transaction. Chargeback tolerances can be either:

- Positive: amount claimed by the wholesaler is more than the manufacturer's calculation

- Negative: amount claimed by the wholesaler is less than the manufacturer's calculation

Depending upon the implementation setups in your organization, you may override chargeback tolerances while processing the transaction. When you override a tolerance, the system tracks the action and keeps a record of the tolerance being overridden.

Tolerances are used as follows:

- After a wholesaler submits a chargeback transaction, chargeback lines are checked against line tolerance.

- After all the lines are checked, the amount for all those lines which are marked as

within tolerance, are added. This amount is again checked against header tolerance.

- If the total amount is still within header tolerance, all lines that are marked as below header tolerance will be processed. If the total amount is greater than header tolerance, you must uncheck some of the chargeback lines to be processed even though the lines may fall within line tolerance.

For example, in a manufacturing organization, tolerance levels are set as follows:

Header tolerance = $100 Line tolerance = $50

A wholesaler submits a chargeback transaction with three lines as shown below:

Wholesaler's claim	Manufacturer's calculation	Difference Amount
$300	$350	$50
$450	$550	$100
$400	$400	-NA-
$400	$600	$200

In this case, the first two lines are within line tolerance. In this case, the total of difference amount of the lines is calculated based on only those lines that are marked within line tolerance. This means that the wholesaler is claiming an amount less than the manufacturer's calculation (Negative tolerance). Therefore, the batch will be considered as disputed. However, if users in the manufacturing organization have an option to override the tolerance level, they can override header tolerance and make payment.

Chargeback Reconciliation

After a chargeback is validated, chargeback processing occurs based on the implementation setups in your organization.

- The Administrator can set the option in System Parameters to accrue funds for chargebacks. This option determines whether chargebacks will debit up front accruals (created by offers or fully accrued budgets), or will simply calculate payment during chargeback processing. This option enables you to forecast the chargeback amount and accrue for it up front when sales orders are shipped to a wholesaler.

  For example, the previous year total sales of an organization was $10 million. The organization finds that for a particular wholesaler, the chargeback total was $1 million in the previous year. It therefore estimates that about 10% of this year's sales will again be claimed by the same wholesaler as chargebacks. To do this, the

organization creates an accrual offer, or a fully accrued budget with a rate of 10% that gets calculated and accrued every time the wholesaler makes purchases in the current year. This pool of accruals will be used to make payments to the wholesaler.

If this option is implemented, then:

- The Utilized and Earned columns in the Budget increase whenever automatic adjustments are made.

- The Paid column increases for the amount of the chargeback claim after approval.

To accrue funds for chargeback, you can create either of the following:

- Accrual offers (Accrual offers, Volume offers, Lump sum offers, or Scan Data offers).

- Fully Accrued Budget. While creating the budget, you must set the fully accrued budget to "Accrue to Customers" and check the Liability flag.

After the chargeback process, when payment is initiated for the chargeback submission, based on this option being checked, the following occur:

1. The system checks for existing accruals for these offers or fully accrued budgets.

2. If it finds chargeback accruals, then the market and product eligibility of the submitted chargeback transactions are matched with those of the offer. Payment is initiated only if these conditions match.

3. If there are multiple accrual records, then the oldest accruals are paid first.

   For example, the system tracks the following accrual records for a wholesaler:

Order Number	Order Date	Product	Amount
1	September 1, 2003	Product A	$100
2	September 2, 2003	Product A Product B	$200 $500
3	September 3, 2003	Product B	$300

   If the wholesaler submits a chargeback transaction for $250 for Product A, then $100 is paid against Order 1, and $150 is paid against Order 2. If the wholesaler submits a chargeback transaction for $400 for Product B, then $400 is paid against Order 2 only.

Automatic adjustments are made if funds in the accrual offer or the fully accrued budget are not sufficient to pay the chargeback amount. In the above example, if the wholesaler submits a second chargeback transaction for $500 for Product A, then because the balance accruals available for Product A is $50, an automatic adjustment up of $450 is made before creating the chargeback payment claim record.

However, if accruals are created by Lump sum offers with spread, then adjustments are made only if the chargeback amount is above the total lump sum amount.

For example, a Lump sum offer with spread is created for $100 for 100 days. Therefore an amount of $1 is accrued on a daily basis. The amount accrued on the 50th day will be $50. A wholesaler submits a claim for $100 on the 50th day of the offer, and the payment is made even though the amount is more than what has been accrued on the 50th day. However, if on the 60th day the wholesaler submits another chargeback transaction for $20, then because that total payment has already exceeded the total lump sum amount, an adjustment of $20 is made automatically.

However, if the amount claimed in the form of chargeback claims is lesser than the amount in the accrual offer or fully accrued budget, no automatic adjustments are made to decrease the amount in the offer or budget because additional chargeback claims may come in the future.

For example, if the available accruals for a product are $500 and a chargeback claim comes in for $200, no adjustments are made to decrease the available accruals.

All the claims, accruals, and adjustments that are created will have references to the chargeback transaction and lines to enable you to make reverse adjustments if required.

- If the option to accrue funds for chargebacks is not implemented, then the Administrator can specify the budget source as a profile value. Accruals for the chargebacks are created and associated on the claim payment record. The amount for each chargeback line is posted against the budget. The Utilized and Earned columns are increased accordingly. The Paid column gets updated after the claim is approved.

Irrespective of the implementation setups, the budget posting contains the following information which can be used to refer back in case of disputes:

- Wholesaler number (internal account number in TCA)

- Order number and order date

Chargeback Settlement

If chargeback validation is completed successfully, a single chargeback claim is automatically created against the chargeback transaction. In the Chargeback Claim page, you can view the claim that is created to settle the transaction. If there are any disputes, the Administrator can initiate a claim for lines that are without disputes.

Chargeback earnings are automatically associated to the claim.

For example, a wholesaler submits the following chargeback claim:

Customer	Product	Requested Amount
A	X	$1,000
B	X	$800
A	Y	$200
B	X	$1,200

As the first step, the chargeback engine processes this transaction and posts adjustments against the budget as follows:

Customer	Product	Requested Amount	Processed Amount	Budget Utilization (Earned and Utilized)
A	X	$1,000	$1,000	$,000
B	X	$800	$800	$800
A	Y	$200	$200	$200
B	X	$1,200	$1,200	$1,200

As the next step, a chargeback claim is created and earnings shown in the above table are automatically associated to claim lines. A credit memo is raised to settle the claim.

The settled claim looks as shown below along with other details such as the Claim number, Name of the Wholesaler organization, and Credit Memo number.

Product	Amount	Associated Earnings
X	$3,000	$1,000 $1,200 $800
Y	$200	$200

If there are errors or disputed lines in the claim, they can be corrected, and the

chargeback transactions can be reprocessed. If they are reprocessed after settlement, then a new claim is created and the previous budget adjustments are adjusted and accounted accordingly.

The claims, accruals, and adjustments that are created have references to chargeback transactions. This enables you to create reverse adjustments. The accrual adjustments that are created include references to the chargeback. Claim lines are automatically associated to the chargeback accruals. You can view details of the chargeback submission from the claim.

After the claim is settled, the system generates a message that includes information on adjusted lines, lines with errors, credit memo number, and claim number. Depending upon the System Parameters setting in your organization, one of the following occurs:

• The message is automatically sent to the wholesaler

• You can manually send the message to the wholesaler by clicking Send Outbound Messages

However, regardless of the System Parameters setting, automatic messages are sent to wholesalers when chargeback claims are created.

Transaction data is maintained to ensure accuracy and to resolve disputes in future.

Chargeback Statuses

The following table describes the various statuses that a chargeback transaction may go through during the chargeback processing cycle.

Chargeback Statuses

Status	Description
Open	The chargeback transaction has been imported and is ready to be processed.
Disputed	After the chargeback transaction has been imported, if the information is not accurate in any of the chargeback lines, the chargeback status appears as Disputed. You can modify the data in the disputed lines and process them. After you modify the data. the chargeback status changes from Disputed to Open.

Status	Description
Processing and Processed	After you initiate data processing, the chargeback status changes to Processing and then to Processed. This means that the chargeback submission has been processed successfully and the funding budget has been updated. You can initiate payment for the chargeback transaction only when it is in the Processed status.
Closed	The chargeback status changes to Closed after you initiate payment for the chargeback. A claim will be automatically created, and the claims user will receive a notification so as to enable completion of the settlement process.

Understanding Third Party Accruals

Topics in this section include an overview of Third Party Accruals and the process flow.

Overview of Third Party Accruals

Third party accruals supports indirect accruals for end-customers in cases of promotional accruals and price differences. Third Party Accruals refer to the amount that is claimed in the following situations:

- Manufacturers deal indirectly with the retailers, who are the end-customers. Manufacturers may use third party accruals to offer incentives to promote sales to these indirect customers.

- Manufacturers may sometimes sell directly to the retailers (end-customers). But sometimes, when the manufacturer is out of stock, the retailers may have to buy products from a wholesaler. As a result of this, the end-customers must be compensated for the promotions they would have qualified for had they bought directly from the manufacturer.
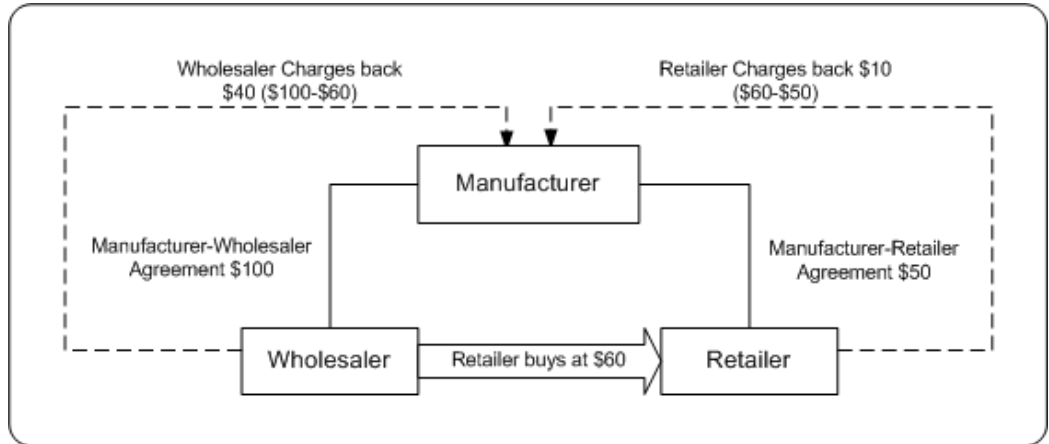
In the scenario above, a retailer buys a product for $60 from a manufacturer through a wholesaler. The price agreement between the manufacturer and the retailer is $50 for every unit of the product. The price agreement between the manufacturer and the wholesaler is $100 for every unit of the product.

The manufacturer incurs a chargeback for this transaction as below:

1. Wholesaler sells products at $60 to the retailer

2. Retailer has a price agreement with the manufacturer for $50

3. Pay back to retailer equals $10

Apart from these direct accruals, some of these purchases may be eligible for accruals if they had been directly purchased from the manufacturer. These accruals are posted against the customers. These indirect accruals are used against future deductions from end-customers.

Process Flow

The following figure illustrates the process flow for Third Party Accruals starting from request submission to request settlement.

Process Flow for Third Party Accruals
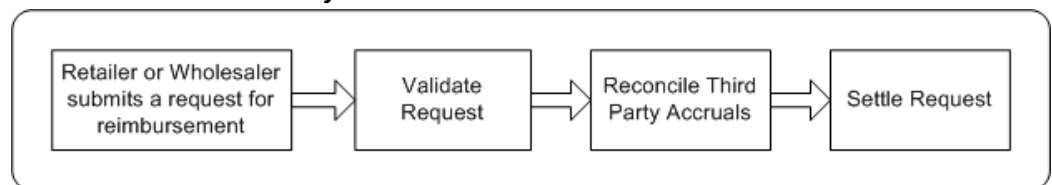
> **Note:** The submission and reconciliation processes, and tolerances are the same for Third Party Accrual data and Chargeback data. This

section highlights the differences in the data processing for Third Party Accruals. For more information on submission, validation, tolerances, and reconciliation see Understanding Chargebacks.

Submission

Retailers may submit third party accrual requests (reimbursement requests) in the form of delimited files such as .csv files. You can import this data to into Oracle Trade Management by using the tool provided by WebADI, and process it further. If retailers want to change certain information in the third party accrual requests that were originally submitted, they can resubmit them.

Information regarding the end-customers such as sales, identification, product number and price is captured and stored for reporting and auditing capabilities. These indirect customers are created as parties and accounts in TCA. They can optionally have a "Customer of" relationship with the wholesaler. During third party accrual request submission, an API call is made to the Data Quality Management (DQM) application in TCA. 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.

The Administrator can configure different rules in DQM. The required options must be set in System Parameters for the chargeback system to pass to DQM different rules. See the *Oracle Channel Revenue Management Implementation Guide* for more information.

Validation

After the third party accrual request submission is uploaded to Oracle Trade Management, the system checks whether the retailer is a valid party in Oracle Trading Community Architecture (TCA), and performs the following validations automatically:

- Item verification - The codes and IDs that a retailer uses for the third party accrual request may not correspond to the internal codes and IDs that are used by your organization. If reference information is mapped, then whenever a wholesaler or end-customer submits a third party accrual request, the chargeback engine automatically looks up the corresponding internal information.

- Price list verification - Verifications are automatically made to check whether the price list is valid on the invoice date indicated on the transaction data, and the buying price is valid.

- Offer verification - Third party accruals are created when the customers are eligible to receive accruals or incentives as specified in the offers that they are eligible for. If the retailer or end-customer has submitted the request, then validation is done to check if the end-customer is included in the market eligibility of the offer. If wholesalers have submitted the request on behalf of the retailer, then validation is done to check if the end-customers have been included in the market eligibility of an offer, and the wholesaler is the payout party. An indirect sales qualifier is

available in the Market Eligibility section in offers, which restricts offers so that they apply only to indirect sales from the POS data that is received.

If any of these validations fail, the system will not process the third party accrual requests. Notifications are sent to the submitter.

Reconciliation and Settlement

If third party accrual request validation is successful, then the offers against which the third party accruals are claimed, are picked up by the pricing simulations of the Third Party Accrual concurrent process, and created as accruals against their respective sourcing budgets. The chargeback amount for each line is posted against a budget. The Administrator specifies the budget source as a profile value. Chargebacks are posted to this budget. The utilized and earned amounts of the budget are increased.

A third party accrual claim is automatically created against the request transaction. If there are any disputes regarding the third party accrual request transaction, the Administrator can initiate a claim for lines that are without disputes. Third party accrual request earnings are automatically associated to the claim.

Working With Chargeback and Third Party Accrual Transactions

Throughout this section, the terms "submission", and "transaction" are used for representing both chargeback and third party accrual submissions.

Use the information in this section to:

- Import a transaction through Web ADI

- Batch Details

- View and update lines

- Accept disputed lines and process a submission

- Initiate payment for a transaction

Importing a Transaction Through WebADI

Wholesalers or retailers (in case of third party accruals) may send chargebacks or third party accrual transactions in the form of .csv files. They may also submit the transactions in the form of paper documents such as paper receipts. You can manually convert these paper documents into electronic format and upload the data by using the upload tool provided by WebADI.

> **Note:** You cannot upload Third Party Accrual batch from WebADI as Third Party Accrual is not one of the options under Batch Type in

WebADI. To create Third Party Accruals, you must first upload a tracing batch and then run the Oracle Trade Management concurrent program OZF-TM: Third Party Accrual from Resale Table. This program creates a third party accrual based on the resale data in the OZF_RELEASE_LINES_ALL table>

To import a transaction through WebADI, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, customers must have submitted chargeback or third party accrual data.

Navigation: Indirect Sales Management > Chargeback > Import Batch.

1. Select Trade Management: Resale Layout from the Layout drop-down list and click Next.

2. Select None from the Content drop-down list and click Next.

3. Review the details and click Create Document.

   Wait until the Excel document is created. The Excel document that is generated appears as a template. The document will have two regions--the header region to enter the header information for the chargeback or third party accrual transaction; and a region below the header region where you can enter information for the individual lines. A transaction can have any number of lines.

4. In the header region, enter the Batch Number (this should default if you are online and the macros are enabled) and select a Batch Type from the Batch Type drop-down list. Select Chargeback to create a chargeback transaction. The other options that are available are:

   Ship and Debit: To upload Special Pricing data.

   Tracing: If you select this option, the data will not be processed by the chargeback engine for validations, data conversions, or chargeback calculation. It will be used only for indirect inventory tracking purposes.

5. Enter the other details as required in the header region.

6. In the region below the header region, complete a row each for individual lines by entering the required details such as the end customer (ship to party, bill to party) details, item number, quantity, UOM, agreement name (pricelist between the manufacturer and the end-customer) and order details (the order # , order date and ship date for orders from the distributor to the end customer). Note that the information required will vary based on business processes. POS data mappings and layouts need to be defined to meet specific implementation needs.

   In the case where code conversion mappings have been defined, POS data needs to

include the external codes in the columns beginning with 'Orig'. In this case, internal codes should not be used in the POS feed.

7. After entering all the information, in the Menubar, click Oracle > Upload.

    A confirmation message is displayed after the document gets uploaded successfully. If there are any errors in the document, the errors are listed at the line level and a the batch / line related information can be corrected in the .xls before you re upload the data

8. Click Close.

9. Navigate to Indirect Sales Management > Chargeback.

    You will see the transaction with the batch number that you had assigned to it while creating it. The transaction status appears as Open.

Batch Details

The Batch Details page displays all the essential details of a chargeback or third party accrual submission. :

What you can do

If the status of the submission is Open or Disputed, you can do the following:

• View and Update Lines

• Accept Disputed Lines and Process a Submission

• Initiate Payment for a Transaction

If the status of the submission is Processed or Closed, you can view the lines, and view the details of the submission such as processed lines, claims, notes, and attachments, by clicking the respective sub tab.

Viewing and Updating Lines

After uploading a transaction, you can view the associated lines, and modify them. You can also view the associated claims, and add notes and attachments to the transaction. Sometimes, the transaction information may not be accurate. For example, the order number may be missing, or you may have selected a wrong pricelist. In such cases, the lines with inaccurate information are automatically marked as disputed. The transaction status appears as disputed if any of the lines are disputed. You can modify the data in the disputed lines and process them.

To view and update lines in a chargeback or third party accrual transaction, log into Oracle Trade Management.

Prerequisites

- Existing chargeback or third party accrual submissions with the status of either Open or Disputed.

- The submissions must have associated lines.

Navigation: Indirect Sales Management > Chargeback.

1. Click the batch number corresponding to the transaction.

2. Click **View Lines**.

    All the chargeback lines are displayed. For each chargeback line, you can see details such as the Dispute Code, Transfer Type, Invoice Date, Invoice Number and so on.

    > **Note:** You can personalize the chargeback batch lines view to display specific columns on the screen. Click **Personalize** to personalize the chargeback lines view.

3. If any of the lines are disputed, you can optionally add dispute codes to them. You can also edit the other fields as required.

4. Click **Apply** to save the changes that you have made.

5. Optionally, to view only the processed lines or only the disputed links, click the **Processed Lines** or **Disputed Lines** sub tabs respectively.

6. Optionally, click the **Claims** sub tab to view the claims that are associated with the chargeback transaction.

7. Optionally, use the Notes sub tab to view existing notes, or to add new notes to the chargeback transaction.

8. Optionally, use the Attachments sub tab to add attachments to the chargeback or third party accrual transaction.

Accepting Disputed Lines and Processing a Submission

After you have verified that all the lines are accurate, you can process a chargeback or third party accrual submission. If there are any disputed lines, you can accept them, and process the submission. The associated budget gets updated accordingly.

To process a chargeback or third party accrual transaction, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, existing submissions with the status of either Open or Disputed.

Navigation: Indirect Sales Management > Chargeback.

1. Click the batch number corresponding to the transaction.

2. If the transaction has any disputed lines, you must first accept the disputed lines:

   1. Click View Lines. All lines are displayed. The disputed lines are highlighted.

   2. Click either Accept Claimed Amount or Accept Calculated Amount.

      Claimed Amount is the amount that the customer has claimed. Calculated Amount is the amount that you owe the customer as calculated by the system based on the chargeback engine validations. After you accept either amount, the chargeback lines will no longer be considered as disputed. The chargeback status changes from Disputed to Open. Note that you need to select the specific lines for which you plan to accept the calculated or the claimed amounts for processing.

      > **Note:** The Process button will not appear after you accept the disputed lines. To process the transaction after accepting the disputed lines, you must navigate back to the Chargeback Summary page and reselect the transaction.

3. If a transaction does not have any disputed lines, click Process to process the transaction.

   The transaction status first changes to Processing and then to Processed. The Utilized column in the associated budget gets updated accordingly. You can review the budget by navigating to Budget > Budgets, and selecting the associated Budget.

Initiating Payment for a Transaction

You can initiate payment for a chargeback or third party accrual transaction after it has been processed successfully.

To initiate payment for a chargeback or third party accrual transaction, log into Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, a transaction in the Processed status should exist.

Navigation: Indirect Sales Management > Chargeback.

Notes:

Click the batch number corresponding to the transaction, and click **Initiate Payment**. The transaction status changes to Closed, and a notification is sent to the claims user.

Indirect Inventory Tracking

Wholesalers may buy a number of products from your organization and store it as

inventory. Wholesalers' inventory levels can be automatically tracked in Oracle Trade Management. This information is displayed at the Account Level in the User Interface. You can track the quantity of products that wholesalers have purchased from your organization and the quantity of products that they have sold.

> **Note:** The inventory changes are reflected in the UI based on the concurrent job 'Refresh Materialized Views for Inventory Summary' . Note that the Time Structures need to be defined prior to running the refresh programs.

The inventory level (in quantity) for a wholesaler is tracked as follows:

- Beginning Inventory

  The Administrator in your organization can set the period starting from when it would like to track the wholesalers' inventory levels. The starting period can be set only once for each wholesaler. Thereafter, the system automatically calculates the beginning inventory levels for the next period.

- Inventory In

  Inventory In stores information of all sales data and orders placed by the wholesaler. It includes details of all products that the wholesaler purchases from the manufacturer. This data is extracted from Oracle Order Management and gets automatically updated. Based on the setups in your organization, the sales data can be converted to a common unit of measurement for products.

- Inventory Out

  Inventory Out stores information of all the indirect sales data that the wholesaler submits as a part of chargeback submission.

- Adjustments

  You can manually and periodically adjust inventory levels based on validations from the wholesaler. You can adjust inventory levels only if you have the required access and responsibility. Adjustments can be either positive or negative. Adjustments are tracked and stored with information on the adjusted quantity, adjusted period, adjusted user, adjusted date, adjustment reason.

- Ending Inventory

  Ending Inventory provides information on a wholesaler's existing inventory levels at any point of time.

  Ending Inventory = Beginning Inventory + Inventory In - Inventory Out + Adjustments

Adjusting Indirect Inventory

To view and adjust indirect inventory, log into Oracle Trade Management as Oracle Trade Management Super User.

Navigation: Indirect Sales Management > Inventory Tracking > Adjust.

Notes:

- **Adjustment Date:** This is the date from which the adjustment will be effective.

- **Adjustment Quantity:** Enter a positive value to increase the inventory levels, or a negative value to decrease the inventory levels.

Inventory Summary

The Inventory Summary page displays all the essential inventory information of the selected customer organization. You can view details such as the customer number, start period, the products in the customer's inventory, and so on. See About Indirect Inventory Tracking for more information on the columns that are displayed. You can also adjust the customer's inventory level by clicking Adjust.

Special Pricing and Fund Requests

Special Pricing and Fund Requests are features in Oracle Trade Management that are also available in Oracle Partner Management. Special pricing enables partners (wholesaler organizations) to request the vendor organization (manufacturers) for a special price or discount to sell products that they have not been able to move, or to win a deal for a specific end customer, or to meet a competitor's price. Fund Requests enables partners to request the vendor for a budget to execute sales activities such as campaigns to promote the manufacturer's products. In other words the vendor requests for funds to execute trade promotion activities on behalf of the partner or the manufacturer.

Information in this section will enable you to understand and work with Special Pricing and Funds Request. For more information on these concepts, see the *Oracle Partner Management Vendor User Guide*.

Understanding Special Pricing

Special Pricing enables manufacturers (vendors) to streamline and automate the process by which retailers (partners) request discounts on high-volume, competitive sales deals. When a partner requires assistance to complete a sale in terms of pricing, they request you for a discount or a special price. A partner may also face competition from a competitor and can request you for a discount to win the customer. Information in this section will enable you to understand the Special Pricing process flow, and work with

Special Pricing requests.

Process Flow

The following figure illustrates the special pricing process flow, starting from special pricing request submission to claim settlement.

Process Flow for Special Pricing
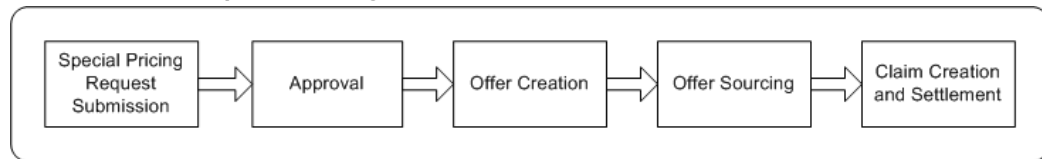
Special Pricing Request Submission

Partners or wholesalers request for a special price or discounts on competitive sales deals, specific end-customer deals, and on inventory that they have not been able to sell.

Approval

After an approver is notified of a special pricing request, the approver logs into the system, checks information on the request and either approves or declines the request. The status of the request changes accordingly. If any information is missing, the approver can decline the request. The partner may provide the missing information and resubmit the request.

Offer Creation

After the special pricing request is approved, an Accrual offer, an Off-invoice or Scan Data offer is generated and the system creates a budget request to source funds to reimburse the partner.

Offer Sourcing

The offer sources funds from a budget in Oracle Trade Management after the budget request is approved, a notification is sent to the submitter notifying them of the approval.

Claim Creation and Settlement

After a sale is completed at the discounted price, the partner can submit a claim to collect payment. They can provide you the proof of sale and when you approve the request, an offer is generated. Off-invoice offers or Scan Data offers are created based on whether the sale is made from new inventory, or from existing inventory. Partners can submit claims either manually, online or through a POS file (Point of Sale file). The claim is processed in Oracle Trade Management and the partner gets paid through check or on-account credit.

Special Pricing Request Submission

Partners can submit special pricing requests in two scenarios.

- Existing inventory: When a partner has already bought products and wants a discount for previous purchases. When they request for a special price or discount, and you approve it, they can proceed to make the sale to end-customers and claim the discounted amount by providing you the proof of sale.

- New inventory: When a partner requests a special price or discount for a new purchase and you approve it, they must book an order with you and further proceed to make the sale to the end-customer. After they complete the sale, they can provide the proof of sale to you and claim the discounted amount. You can either let the amount accrue or give it off the invoice.

Partners can make the following types of requests:

- Blanket Request: When partners have inventory in the warehouse and have not been able to sell it, they can ask for a discount to clear the unsold inventory.

- Bid Request: When partners want to win a deal for specific customers. In this case the end customer needs to be specified.

- Meet Competitor Quote: When partners want to match a competitor's price, they can ask you to reduce the price to complete a sale. In this case competitor information can be tracked.

Special Pricing Request Approval

After the approver in Oracle Partner Management receives notifications of the special pricing request, the approver checks information on the request and approves or declines the request. If it is a Meet Competitor Quote or Bid Request, the approver checks if there are existing requests from the same customer. If a request exists, then the new requests (incoming request with the existing request) are linked.

After a special pricing request has been approved, budget requests are routed to the appropriate budget approvers (as defined in the approval process associated with the request). Before a special pricing request is approved, a default budget request is generated. If you are the approver, you can source the budget from one or many budgets. You can also drill into the budget tab and change the source of the budget.

If the Special Pricing Request approver does not specify the budget sourcing options during approval, the system automatically generates a default budget request. The approver can decide whether to use it or change it. This streamlines the approval process. If the approver specifies the budget sourcing options, the system generates budget requests based on the approver's changes.

The budgets can be approved manually or automatically. If the Auto-approval feature is set in Oracle Trade Management, budgets can be approved automatically.

Offer Creation and Sourcing

After the special pricing request is approved, one of the following offers is created:

- For new inventory, the approver can specify whether to create an Accrual or an Off-invoice offer.

- For existing inventory (Ship from Stock), the system automatically generates a Scan Data offer.

When a budget request is approved, either an Accrual offer or an Off-invoice offer is generated in the background. Both the offers are generated when the partner makes a sale from new inventory. While submitting a request, if the Ship-from-Stock check box was selected, you can specify the type of offer that must be generated.

When the partner makes a sale from new inventory, a unique offer number will be generated and displayed in the user interface. When requests are approved with Off-invoice offers, this offer number can be used while placing orders. When the partner makes a sale from existing inventory, the offer number is the same as the agreement number displayed in the user interface.

Special Pricing Request Settlement

After a sale is completed at a discounted price, the partner may claim the amount either by submitting a claim, or by short paying an invoice. These claims and deductions are settled through Oracle Trade Management. Autopay must be enabled for these claims to be settled in Oracle Trade Management without any manual intervention. Note that the Special Pricing requests are now striped by Org.

When partners submit claims, they can provide the proof of sale. Partners can submit claims either manually, online or through a POS file (Point of Sale file) in one of the following ways:

- E-mail or fax: When partner submits a claim through e-mail or fax, the special pricing user can look up the request and approve or decline the claim. This is a manual process and data will need to be uploaded into the system to enable data processing.

- Online: When the claim is submitted online, the system notifies the claim approver who reviews the claim and approves or declines the claim.

- As a POS file: Each POS file has a type of either Chargeback or Special Pricing. If the POS file is of type Special Pricing, claims are automatically generated from the claim data included within the POS file.

If the claim request is approved, a claim is automatically created in Oracle Trade Management. If the partner short pays an invoice, then it is treated as a deduction. If the Autopay feature has been implemented, then the customers will be paid automatically; else you, the claims user can settle the claims and deductions by associating the offer that is created. You can make payments either in the form of a cheque or an on-account credit. For more details on claims and claim settlement methods, see the Claims chapter.

After the claim requests are settled, the committed, utilized, and earned columns in the

budget get updated accordingly. Budget checkbook view gives you the exact status of the funds at any point of time. This also depends on the execution of the Funds Accrual Engine. You can view all the special pricing offers that are associated with the budget by drilling down the paid columns in the budget. See the Budgets chapter for more details.

Process Flow

The following figure illustrates the soft fund process flow, starting from soft fund request submission to claim settlement.

Process Flow for Funds Request

Funds Request Submission

A partner requests for funds request to execute certain trade promotion activities on behalf of the vendor.

Fund Request Approval

When partners submit soft fund requests, they must first be approved by the vendor approver. Approvers are internal employees or vendors that are defined in AME. They are notified based on rules defined in AME. When the approver receives a fund request notification, they review the request and check for duplicate requests. The approver may either accept or decline the request.

If it is a valid request, the vendor approver checks whether the requested fund amount is feasible or not. If it is not feasible, or if the approver requires extra information to be able to approve the request, the approver returns the request and asks the partner to provide additional information. When the partner resubmits the request after providing the additional information required by the vendor, the request is routed to the first level approver defined in Oracle Approval Management. If the fund request is approved, a budget request is submitted to source funds from a budget in Oracle Trade Management.

Budget Sourcing

After the vendor approver approves the fund request, the soft fund sources funds from a budget in Oracle Trade Management. The budget source is specified as a profile value and the system creates a budget request to source funds from this budget. If the Auto-approval option is set, then the budget request is automatically approved. If the Auto-approval option is not set, then the request is routed to the budget approver.

The budget approver reviews the budget request and may approve or decline the

request. If the budget approver approves the request, a notification is sent to submitter notifying them of the approval.

Claim Creation and Settlement

After the budget request is approved and the partner has executed the desired activity, they can submit a claim to redeem the funds. They can specify the actual amount spent on the activity and the amount claimed for the activity. When the vendors submit claims, the system notifies the claim approver in Oracle Trade Management. The claims approval flow begins and the claims approver verifies the claim information and approves the request. If Autopay has been implemented, then the partner or the wholesaler will be paid automatically; else, you, the claims user can manually settle the claims by associating earnings and choosing a payment method. You can pay the partner either through on-account credit memo, or by check.

After the claims are settled, the committed, utilized, and earned columns in the budget get updated accordingly. The budget checkbook view gives you the exact status of the funds at any point of time. You can view all the soft fund requests that are associated with the budget by drilling down the paid columns in the budget. See the Budgets chapter for more details.

Fund Requests Statuses

Fund Request statuses enable you to know the exact status of a soft fund request. The following table describes the various statuses that a soft fund request may go through.

Fund Request Statuses

Status	Description
Draft	A request has been created but has not yet been submitted for approval. A request in the Draft status can be edited.
Pending Approval	The request has been submitted for approval. From Pending Approval, the status may change to either Declined or Approved. You cannot modify the information in the request after you submit it for approval.
Returned	The request has been returned by approver asking for additional information.
Return Request	Request has been returned when information or collateral is missing and the return reason is Collateral Submission Required.
Approved	The status changes to Approved if all the approvers approve the request.

Status	Description
Declined	The status changes to Declined if either the special pricing approver or the budget approver declines the request.
Archived	This means that the request has been archived.
Closed	The status appears as Closed if the request has been archived after "x" days. The date is greater that the waiting period that is specified in the system profile. The status gets changed to Closed after "x" days by running a concurrent program.
Deleted	The status appears as Cancelled if the request has been cancelled.
Void	The status appears as Void if the request has been cancelled by a vendor super user in the vendor or wholesaler organization.
Cancelled	The status changes to Cancelled if a super user cancels the request when it is invalid.

Special Pricing Request Statuses

Special pricing request statuses enable you to know the exact status of a special pricing request. The following table describes the various statuses that a special pricing request may go through.

Special Pricing Request Statuses

Status	Description
Draft	A request has been created but has not yet been submitted for approval. A request in the Draft status can be edited.
Pending Approval	The request has been submitted for approval. From Pending Approval, the status may change to either Declined or Approved. You cannot modify the information in the request after you submit it for approval.
Approved	The status changes to Approved if all the approvers approve the request.

Status	Description
Declined	The status changes to Declined if either the special pricing approver or the budget approver declines the request.
Archived	This means that the request has been archived.
Cancelled	The status appears as Cancelled if the request has been cancelled.

Process Flow for Fund Request

The Funds Request functionality enables vendors to set aside funds to support the trade promotion activities of a partner. By assisting partners financially, a partner remains motivated and this also helps in building loyalty. The vendor can provide funds for specific time periods and base it on fiscal periods of their organization. Information in this section will enable you to understand the funds request process flow. It also describes the various statuses that a soft fund request can go through.

The following figure illustrates the soft fund process flow, starting from soft fund request submission to claim settlement.

Process Flow for Funds Request

Funds Request Submission

A partner requests for funds request to execute certain trade promotion activities on behalf of the vendor.

Fund Request Approval

When partners submit soft fund requests, they must first be approved by the vendor approver. Approvers are internal employees or vendors that are defined in AME. They are notified based on rules defined in AME. When the approver receives a fund request notification, they review the request and check for duplicate requests. The approver may either accept or decline the request.

If it is a valid request, the vendor approver checks whether the requested fund amount is feasible or not. If it is not feasible, or if the approver requires extra information to be able to approve the request, the approver returns the request and asks the partner to provide additional information. When the partner resubmits the request after providing

the additional information required by the vendor, the request is routed to the first level approver defined in Oracle Approval Management. If the fund request is approved, a budget request is submitted to source funds from a budget in Oracle Trade Management.

Budget Sourcing

After the vendor approver approves the fund request, the soft fund sources funds from a budget in Oracle Trade Management. The budget source is specified as a profile value and the system creates a budget request to source funds from this budget. If the Auto-approval option is set, then the budget request is automatically approved. If the Auto-approval option is not set, then the request is routed to the budget approver.

The budget approver reviews the budget request and may approve or decline the request. If the budget approver approves the request, a notification is sent to submitter notifying them of the approval.

Claim Creation and Settlement

After the budget request is approved and the partner has executed the desired activity, they can submit a claim to redeem the funds. They can specify the actual amount spent on the activity and the amount claimed for the activity. When the vendors submit claims, the system notifies the claim approver in Oracle Trade Management. The claims approval flow begins and the claims approver verifies the claim information and approves the request. If Autopay has been implemented, then the partner or the wholesaler will be paid automatically; otherwise, you, the claims user can manually settle the claims by associating earnings and choosing a payment method. You can pay the partner either through on-account credit memo, or by check.

After the claims are settled, the committed, utilized, and earned columns in the budget get updated accordingly. The budget checkbook view gives you the exact status of the funds at any point of time. You can view all the soft fund requests that are associated with the budget by drilling down the paid columns in the budget. See the Budgets chapter for more details.

Working With Special Pricing and Fund Requests

Use the information in this section to:

- Create and submit a Special Pricing or a Soft Fund request, page 11-34

- View and edit Special Pricing request details, page 11-34

- Approve, reject, or reassign a Special Pricing or a Soft Fund request, page 11-36

- Approve a budget request for Special Pricing or Funds request, page 11-36

- Submit a Special Pricing request or Soft Fund request claim, page 11-37

- Settle a Special Pricing or a Soft Fund Claim, page 11-37

- View claims and budgets associated with a Special Pricing or a Funds Request, page 11-37

Creating and Submitting a Special Pricing Request

Special Pricing requests can be created in Oracle Partner Management and also from Oracle Trade Management.

To create a special pricing request from Oracle Trade Management, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Indirect Sales Management > Special Pricing Request > Create.

Notes:

- **Requester's Name:** Enter the name of the contact person in the wholesaler organization.

- **Ship From Stock check box:** This check box determines whether you will make the sale from new inventory or from the existing inventory.

- **End Customer:** Enter the name of the customer to whom the wholesaler intends to sell the products.

- **Products:** Enter the details of the products for which you would like to request for a special price or discount. Complete a row for each product.

After you submit the request for approval, the status changes to Pending Approval. The special pricing request approver receives a workflow notification.

> **Note:** The special pricing request does not require approval if you are the creator and approver according to the special pricing request approval rules.

Viewing and Editing Special Pricing Request Details

After creating or uploading a special pricing request, you can view the information associated with the request and modify the data.

To view and update special pricing request details, Log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a special pricing request in the Draft status should exist.

Navigation: Indirect Sales Management > Special Pricing Request.

Notes:

Click the **Details** icon corresponding to the special pricing request and modify the data as required. You can also add new notes or attachments by using the respective sub tabs.

Creating and Submitting a Fund Request

Special Pricing requests can be created in Oracle Partner Management and also from Oracle Trade Management.

To create a funds request on behalf of a partner or a wholesaler, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Soft Fund Requests > Create Request.

Notes:

- **Partner:** Select the wholesaler or distributor organization for whom you are creating the special pricing request.

- **Requestor's Name:** Select the contact person in the wholesaler organization.

- **Activity:** This field determines the activity that will be carried out with the fund.

- **Partner Contribution:** If the partner is contributing towards the fund, then enter the partner's contribution.

- **Ship From Stock:** This check box determines whether you will make the sale from new inventory or from the existing inventory.

- **Expense Breakdown:** This is the breakdown of expenses for the trade promotion activity. The 'Total' and 'Requested Amount' are amounts that will be utilized for an activity.

- **Performance Objectives:** This is the outcome that is expected for an activity. This information will enable you to measure the success of your trade promotion expenditure.

- **Products:** These are the products that will be promoted by the trade promotion activity.

- **Geography region:** These are the geographical regions where the trade promotion activity will be executed.

After you submit the request for approval, the status changes to Pending Approval. The special pricing request approver receives a workflow notification.

> **Note:** The soft fund request status does not require approval if you are the creator and approver according to the approval rules.

Viewing and Editing Fund Request Details

After creating or uploading a special pricing request, you can view the information associated with the request and modify the data.

To view and update special pricing request details, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, a special pricing request in the Draft status should exist.

Navigation: Trade Planning > Soft Fund Requests.

Notes:

Click the **Details** icon corresponding to the soft fund request, and make the required changes.

Approving, Rejecting, or Reassigning a Special Pricing or a Fund Request"

If you are the approver for a special pricing request or a soft fund request, then you will receive workflow notifications whenever a request is submitted for approval.

Use the following high-level procedure to accept, reject, or reassign a request.

Log into Oracle Trade Management as Oracle Trade Management User.

Navigation:

- Navigate to Indirect Sales Management > Special Pricing Request to approve, reject or resign a special pricing request.

- Navigate to Trade Planning > Soft Fund Requests to approve, reject or resign a soft fund request.

Notes:

Click the **Details** icon corresponding to the special pricing request or soft fund request, and approve, decline, or reassign the request as appropriate.

Approving a Budget Request for Special Pricing or Funds Requests

After a special pricing request has been approved by the special pricing request approver, an off-invoice offer or an accrual offer is generated in the background. These offers must source funds from a budget to offer the discounts or the special price. Even in case of soft fund requests, funds must be sourced from an existing budget. The budget sourcing options for special pricing requests and soft fund requests are specified in System Parameters. If you are the owner of the budget that will fund these requests, then you will receive notifications if the Auto-approval feature is not set.

To approve a budget request for a special pricing or a funds request, Oracle Trade Management as Oracle Trade Management Super User.

As a prerequisite, an approved special pricing request or a funds request must exist.

Navigation: Workflow > Worklist or Home > Tools > View Notification Work List.

Notes:

From the list of open notifications, select the appropriate notification, and click **Approve**.

Submitting a Special Pricing Request or a Fund Request Claim

If you have appropriate permissions you can submit claims on behalf of partners, to get reimbursed for the discounted amount.

To submit a special pricing or soft fund request claim, log into Oracle Trade Management as Oracle Trade Management User.

As a prerequisite, approved special pricing or soft fund requests should exist.

Navigation:

- Navigate to Indirect Sales Management > Special Pricing Requests to submit a special pricing request claim.

- Navigate to Trade Planning > Soft Fund Requests to submit a soft fund request claim

Click the **Submit Claim** icon corresponding to the special pricing or soft fund request for which you would like to submit the claim.

Notes: Soft Fund Requests

- **Expense Breakdown:** Enter the amount spent for each activity. This gives a breakdown view of how and what exactly the funds have been spent for.

Settling a Special Pricing or a Fund Request Claim

After special pricing or soft fund claims are submitted, these claims are treated as all the other claims in Oracle Trade Management. If you are the claims user who is responsible for settling claims that are related to special pricing or funds request, then you must settle these claims from the Claims tab. Check and On-account credit memo are the two settlement methods that are available for special pricing and soft fund claims.

For the detailed procedures on how to settle claims with a check or a credit memo, see the Claims chapter.

Viewing Claims and Budgets Associated With a Special Pricing or a Funds Request

To view claims and budgets that are associated with a special pricing request or a soft fund request, log into Oracle Trade Management as Oracle Trade Management User.

Prerequisites:

- To view the associated budget, the special pricing request or funds request must have been submitted for approval.

- To view the associated claims, claims must have been created for the special pricing request or the soft fund request.

Navigation:

- Navigate to Indirect Sales Management > Special Pricing Request to view the view the budgets and claims that are associated with a special pricing request.

- Navigate to Trade Planning > Soft Fund Requests to view the budgets and claims that are associated with a soft fund request.

Click the **Details** icon corresponding to the special pricing request or soft fund request you would like to access.

Notes:

- **Claims:** Claims that have been created to settle the request are displayed here.

- **Budgets:** Budgets from which funds have been sourced for the request are displayed.

Using DQM Tools to Deduplicate Customer Data

DQM approval is not required to happen during the approval of a special pricing request. It can happen at any time after approval of the special pricing request. The DQM approver can complete the DQM process by linking into the Special Pricing Requests area and performing a search on all requests that have not had DQM run. The DQM approver can choose to create a new end-customer or reseller account or use an existing account.

When a request is created, the end-customer name and reseller entered can be matched to an existing record in TCA.

If a duplicate record exists, the approver selects the existing end-customer or reseller or creates a new record and the system links the selected or newly created end-customer or reseller with the request. If a duplicate record does not exist, the approver creates a new record.

Use this procedure to check for existing end-customer or reseller records in TCA and to link the special pricing request to an existing TCA record or create a new one.

Prerequisites

None.

Steps

1. Log in as the vendor DQM Approver and navigate to Message Center Link > Message Center page. To be a DQM approver, you need to have the appropriate permission.

2. Click the hyperlink for a special pricing request. Potential duplicates are displayed.

3. If you find a duplicate end-customer or reseller, select the record and click Merge.

4. If you do not find a duplicate end-customer or reseller, click Create New Organization. The system will create a new record using the information hat you enter in the customer fields.

Referrals

Referral Management is a feature that is available in Oracle Partner Management whereby the partner (retailer or wholesaler) refers a business prospect, lead, or an opportunity to a vendor (manufacturer). If the referral results in an order, the partner can claim incentive for the referral. When partners claim incentives, offers and claims are automatically generated in Oracle Trade Management, and these claims are settled by the claims user. For more information on Referral Management, see *Oracle Partner Management Vendor User Guide*.

Process Flow

The following figure illustrates the process flow for referrals, starting from referral submission to claim settlement.

Process Flow for Referrals
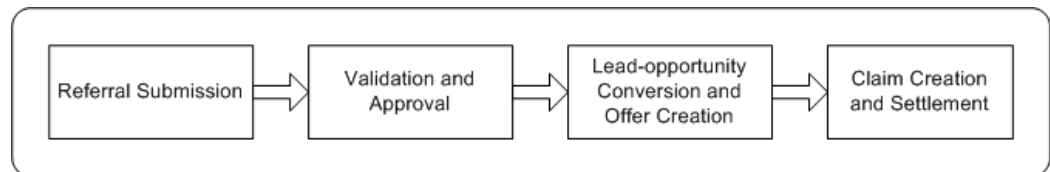
Submission

A partner submits a referral. Alternately, the vendor can also submit referrals on behalf of a partner. After a referral is submitted, it has to be approved by the appropriate person. If it is approved, a lead is created in the system. If it is rejected, the partner is notified accordingly.

Referral Validation and Approval

The approver reviews the referral, searches for duplicate referrals, and approves or declines the referral. Before approving the referral, the approver checks if the referral matches any existing referral, lead, opportunity, and contact.

Lead-Opportunity Conversion and Offer Creation

If the lead is converted to an opportunity and the opportunity results in an order, an offer is generated in Oracle Trade Management.

Claim Creation and Settlement

If a partner's referral results in orders in the system, they have to be compensated for the same. Whenever a referral results in a successful order, the partner accrues

incentives accordingly. These accruals are accumulated in the partner's account. This offer sources funds from a budget. The Administrator specifies the budget source as a profile value. Accruals that are claimed by the partner are posted for orders that are placed and shipped. A claim is automatically created in Oracle Trade Management after shipments for the order are complete. The claim is routed to the claims user who views the claim and adjusts the claim amount if necessary. The compensation is posted to the partner for acceptance. If the partner accepts the claim, the claim is processed further and settled.

12

Using Supplier Ship and Debit

Supplier Ship and Debit Overview

Supplier Ship and Debit is the process by which a distributor ships goods at a lower price to the customer and either debits the supplier for the difference in the acquisition and selling price or absorbs this. The customer can request this new price or the distributor can decide on this price to make a bulk sale, retain a customer, or interest a new customer. In order to debit the supplier for the difference, the distributor raises a supplier ship and debit request for the new price and sends it for supplier approval. If the supplier approves, an accrual offer is created and sales made against the offer. After accruals are calculated, the distributor creates a supplier ship and debit batch, obtains supplier approval on the claim amount, and debits the supplier for this amount. If the supplier declines the distributor's request, the distributor raises an internal ship and debit request. The accrual or claim amount from sales against offers for internal ship and debit requests are accounted for on the distributor's side.

Supplier Ship and Debit uses the following Oracle Trade Management modules.

- Oracle Approvals Manager - for internal approvals on supplier ship and debit requests

- Offers - for offers created against supplier ship and debit requests

- Claims - for settlement of accruals against approved supplier ship and debit batches and accounting for internal requests

In addition, the ship and debit process integrates with the following applications.

- Order Management – for booking of sales orders against offers and shipping of these orders

- Web Applications Desktop Integrator (Web ADI) – for approval interaction on supplier ship and debit batches if specified as the supplier's preferred request communication method

- XML Gateway – for approval interaction on supplier ship and debit requests and batches if specified as the supplier's preferred request or batch communication method

The key steps in the supplier ship and debit process are described below.

- **Supplier Ship and Debit Request**

  A distributor creates this request to obtain supplier approval for the new prices or discounts on one or more product and customer combinations. The supplier can approve of some of these prices in a request and reject others. All rejected lines are removed from the request and a new request created for them. An accrual offer can then be created for the approved request and sales made for this offer. You then consolidate accruals against ship and debit offers in a batch that you intend to claim or debit the supplier for, if approved.

- **Internal Ship and Debit Request**

  A distributor creates this request for prices that the supplier rejects on a supplier ship and debit request. Ship and Debit allows you to copy the original request and modify it to create a new one. Because an internal ship and debit request requires no internal or supplier approval, an offer is directly created based on the request. When the sale is processed and accruals calculated, you can directly create accounting on the cost center specified on the request. This cost center absorbs the costs of the offer.

- **Ship and Debit Batch**

  A distributor generates a ship and debit batch to obtain supplier approval on amounts from accruals against sales for offers on approved supplier ship and debit requests. The supplier can approve some amounts and reject others. Rejected lines and lines with no response from the supplier are retained in the batch with a batch status of Work in Progress (WIP) and a new batch is created for all approved lines. You can review and correct information in the WIP batch and resubmit the corrected lines for supplier approval. A supplier claim is automatically created for the approved ship and debit batch and this, in turn, generates a debit memo for the supplier in Oracle Payables.

The process described above is illustrated in the following diagram.
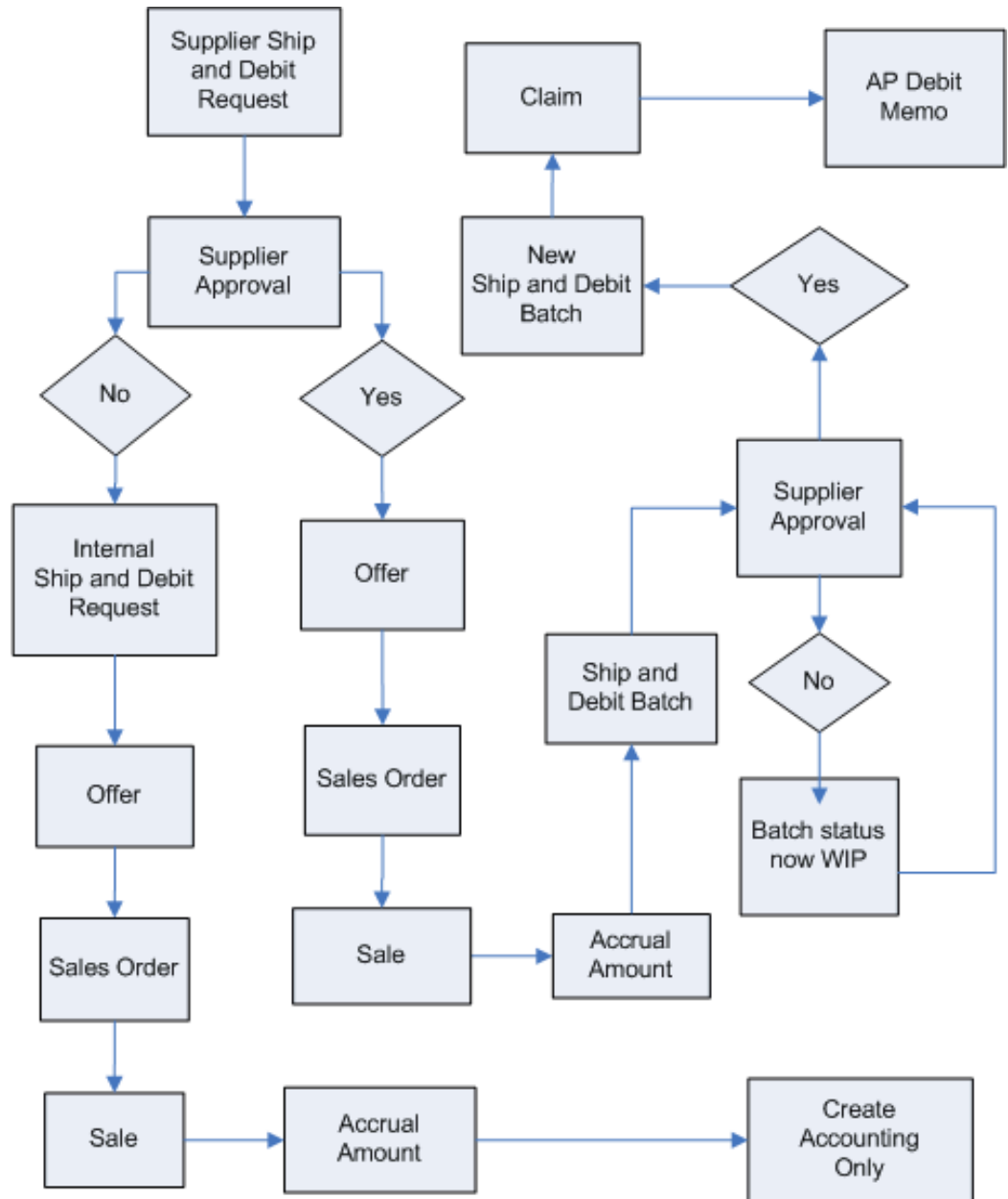
Related Topics

Creating a Supplier Ship and Debit Request, page 12-4

Generating a Supplier Ship and Debit Batch, *Oracle Channel Revenue Management Implementation Guide*

Overview of Implementing Supplier Ship and Debit, page 12-7

Creating a Supplier Ship and Debit Request

The sales user or requester creates a supplier ship and debit request for the distributor from the supplier ship and debit dashboard. A request can be for one or more products. You enter your new selling price as well as your retailer and end customer information. Alternatively, you can integrate with external systems to import request information for the creation, update, and copy of multiple ship and debit requests using the ship and debit public API. For more information on OZF_SDR_PUBLIC_API, see Creating Multiple Ship and Debit Requests, *Oracle Channel Revenue Management Implementation Guide*.

A request must be internally approved before any further action can be taken on the request. The sales user and the internal approver can be the same or different individuals in the same distributor organization. The approver approves the request and sends the request details for supplier approval either manually or using the XML Gateway. If the supplier approves, an accrual offer is created for approved lines. For rejected lines, you can create a new, internal ship and debit request.

As the distributor, you use the supplier ship and debit dashboard to create ship and debit requests and ship and debit batches, and view and track requests, batches, offers, budgets, and claims. The status of a request controls the flow from creation through approvals and offers to the closing of the request.

This section explains the process from creating to closing a supplier ship and debit request.

Creating a Supplier Ship and Debit Request

To create a supplier ship and debit request, perform the following steps.

1. Log in using the Oracle Trade Management User responsibility and navigate to Supplier Ship and Debit under Trade Management. From the Ship and Debit Overview page that functions as the supplier ship and debit dashboard, you can view requests, batches, and related information.

2. Click **Create Ship and Debit Request** to create a new request.

3. Select the Supplier accrual type. You can also create requests for Internal accrual. If you are creating an internal request, you must select a cost center used in claims accounting

4. Select the operating unit for the offer.

5. Select Bid Request, if you are creating this request for a specific customer or group of customers. You can then enter customer information and ensure that resultant offers apply only to these customers. If you are creating this request to make a bulk sale and move your inventory, then select Blanket Request. In this case, the offer

that is created applies to all customers.

6. Enter supplier name, contact, e-mail, phone number, and the response by date.

7. Select your currency (request currency) and the currency of your customer (sales order currency). The offer is created in the sales order currency that you selected.

8. Optionally, enter the supplier quote number that you use to track supplier approval and accruals, the internal order number for the sales booked against the offer that the supplier must know before approving the request, and the authorization number that the supplier sends you authorizing you to proceed with the sale against the offer.

9. If the Request Only check box is selected you must manually apply the offer to an eligible sales order. Otherwise, the offer is automatically applied. Use the OZF: Request Based Ship and Debit profile option to set the default value for the check box. For more information, see Profile Options for Supplier Ship and Debit, *Oracle Channel Revenue Management Implementation Guide*.

10. Enter the start and end dates of the request. The end date you enter is added to the grace days that you specified on the supplier's trade profile to derive the end date of the offer. The offer start date is the date on which you update the status of this request to Pending Offer Approval, see step 8 of Closing a Supplier Ship and Debit Request. For more information on the supplier trade profile, see Creating Ship and Debit Supplier Trade Profile, *Oracle Channel Revenue Management Implementation Guide*.

11. Click **Next** to enter product and price information in the Price Request Details section. After you create this request, you can view these details in the Product tab of the Ship and Debit Request Details page. Product details include the vendor's product code if product mapping is defined, the list price of the product, competitor information, quantity that you intend to sell, the discount amount or percentage on the list price at which you want to sell, and the final selling price for which you are requesting authorization. The Vendor Approved check box is selected for products for which you receive authorization to sell at the requested final price. This enables offer creation for these products.

12. If this is a bid request, enter the billing, shipping, and buying group details of your customer. If you have a specific end customer lined up for the sale, enter relevant information in the End Customer section. This information is used on the offer and is validated against the sales order.

13. Use the Notes & Attachments tab to include remarks and attach documents.

14. Click **Apply** to create and save this request. This opens the new draft request that you created in the Ship and Debit Request Details page with an outcome status of In Progress and the creator of the request displayed as the requester. The outcome

status is used in reporting.

Closing a Supplier Ship and Debit Request

To close a supplier ship and debit request, perform the following steps.

1. Navigate to the supplier ship and debit dashboard using the Oracle Trade Management User responsibility. On the dashboard, search and select the request you created. For an internal draft request go directly to step 7 to change the status from Draft to Pending Offer Approval. For a supplier request, update the status of the request in the Ship and Debit Request Details page from Draft to Assigned and apply your changes.

   > **Note:** If you have set up a default approver in Oracle Approval Management or for the OZF: Default Ship & Debit Request Approver profile option, a workflow notification to approve the request is sent to this approver.

2. As the assignee, navigate to the supplier ship and debit dashboard and select the supplier request that needs your approval. On the Ship and Debit Request Details page, click **Accept**. The approver is displayed on the request as the assignee.The assignee can be the distributor's product manager who internally approves the request and subsequently interacts with the supplier for authorization.

3. Update the status of the request to Pending Supplier Approval and apply your changes.

4. Click **Report** and use the OZF: Ship & Debit Request Template to create a report of the request and e-mail this to the supplier for approval. Alternatively, you can send the information by the selected request communication method on the supplier trade profile. If the selected communication method is XML Gateway, the Pending Supplier Approval status automatically initiates the XML Gateway transaction and sends the XML message directly for supplier approval.

5. Based on supplier response, update the status of the request to either Supplier Approved or Supplier Rejected and apply your changes. If approved, then go to step 7.

6. If your supplier rejects the request and you decide to go ahead with the new prices, click **Copy** on the Ship and Debit Request Details page to create a new internal request from this supplier request. A new request number is generated. Enter your cost center and the start and end dates for this new request. The cost center is used in accounting. Select the components that you want to copy: product, customer, and end customer. Click **Apply** to create the new request.

> **Note:** An internal ship and debit request does not require internal or supplier approval but the offers created go through standard Oracle Trade Management approval the same as for approved supplier requests. .

7. For a supplier request update the status from Supplier Approved to Pending Offer Approval. Similarly, update the status of a draft internal request. Apply your changes. This creates the offer and changes the status of the request to Active.

    > **Note:** You can send a Supplier Approved request to the sales user for sales approval. This confirms the continued availability of the sales opportunity.

8. You can view the offer details in the Offer tab of the Ship and Debit Request Details page. If you click on the Accrual Details icon, you can see that the offer is created on the default budget source for accrual offers. After the offer is created, you can update the Product section of the request with the approved amount and the maximum approved quantity on the offer.

9. After sales are made against offers on supplier requests, you generate a supplier ship and debit batch for these requests and seek supplier approval. If the supplier approves the claim amounts, a claim is created for the batch. You can view this claim in the Claims tab of the Ship and Debit Request Details page. After the claim is settled, you can also view the settled amount and the difference between the claimed and settled amounts, if any. After sales are made for offers on internal requests, you can directly navigate to the Claims tab of the Ship and Debit Request Details page and click **Create Accounting** to settle the claim.

    For more information, see Generating a Supplier Ship and Debit Batch, page 12-7.

10. After claim settlement, return to the Ship and Debit Request Details page to close the request.

Generating a Supplier Ship and Debit Batch

A batch is created for a single supplier and can include one or more requests approved by this supplier. The batch provides your supplier with sales information and claims for accrual amounts submitted for supplier approval and payment. For offers on supplier requests, accruals against sales orders are generated by the funds accrual engine. Based on the batch creation frequency for the supplier site that you set on the supplier trade profile, the Ship and Debit Batch Creation concurrent program generates supplier ship and debit batches. Alternatively, you can manually run the concurrent program from the supplier ship and debit dashboard, when required.

After you create a batch, you can review and edit it before you release it for supplier approval. The method you use to communicate with the supplier is based on your selection on the supplier trade profile. Rejected amounts are retained in the original batch. A new batch is automatically generated for approved lines, a claim is created for it, and then the batch is closed out. For rejected lines, you can review the reasons for rejection communicated using industry standard dispute codes and work on resolving them.

This section explains the process from creating to closing a supplier ship and debit batch.

Creating a Supplier Ship and Debit Batch

To generate a supplier ship and debit batch, perform the following steps.

1. Log in using the Oracle Trade Management User responsibility and navigate to Supplier Ship and Debit under Trade Management.

2. From the Ship and Debit Overview page (supplier ship and debit dashboard), navigate to the Batch Creation subtab.

3. You can enter a unique request name to help search for your request later.

4. Click **Next** to enter the parameters for the batch that you want to create.

5. Select the operating unit and supplier.

6. Optionally, select to enter one or more of the following parameters to restrict the accruals considered for this batch. Parameters include supplier site, fund or budget, ship and debit request number, product, and start and end dates and GL period for accruals to be considered.

7. If this is a one-time manual batch creation, you can directly click **Submit** on the Parameters page.

8. If you intend to create a schedule for batches for approved requests for a supplier, click **Next** and create a new schedule. Click **Advanced Schedule** to select specific days and months.

9. If you do intend to include recipients, click **Next** to enter recipients and respective notification types.

10. If you do not intend to print the batch, submit the program. Otherwise, click **Next** to specify printing options and then click **Next** to review and submit the request.

11. Click **Submit** to navigate to the Review page. Review the details and click **Submit** again. This generates a new batch with a system generated batch number and a request ID for the concurrent program. If you did not specify a product or a ship

and debit request number, the batch considers the accrual amounts for all approved and unclaimed accruals for the specified supplier.

12. Click **OK** on the batch schedule confirmation page to view your completed new batch on the Requests page. You can click **Submit Request** to resubmit this batch or copy this batch to a new batch. You can click on the Details icon to view the details of your request.

Sending Batch Information for Supplier Approval

Before you send batch information to the supplier for approval, please perform the following steps.

1. Navigate to the Batch Summary subtab from the supplier ship and debit dashboard. The Batch Details page displays a list of batches.

2. Select the batch you created and navigate to the Lines subtab to view accrual information by product. Accrual information includes quantity, order, invoice number, and claimed amount.

3. Click **Export Batch** to submit batch information to the supplier. You cannot edit a batch that you have submitted for supplier approval. You transmit information to an MS excel worksheet for Web ADI or to interface tables for the XML Gateway based on the selected communication method on the supplier trade profile.

4. If you are using Web ADI, your supplier edits accrual lines on the excel sheet stating rejection codes for rejected lines and sends the excel sheet back to you. When you upload the returned excel sheet into the system, the batch is updated automatically. A new batch is generated for all approved lines and a claim is generated for this batch. Rejected lines and their rejection codes are displayed on the existing batch that was submitted for approval and the batch status changes to Work in Progress. If you are using the XML gateway, the whole process of exporting and importing approval and creating a new batch is automatic.

5. For rejected lines, you can navigate to the Dispute subtab of the Batch Details page for a consolidated view of disputed lines grouped by dispute codes. Click on a dispute code to review and resolve individual lines in the Lines Detail page. Select the line to update and apply your resolution. Alternatively, you can do a mass update to correct multiple lines. You can select and delete unresolved rejected lines.

6. You can then select the lines you want transmitted and export this Work in Progress batch to resubmit the changes to the supplier for approval. See step 4 onwards.

> **Note:** You can use the descriptive flexfield provided to capture additional information relevant to the batch irrespective of the batch status.

7. You can return to the Batch Details page and navigate to the Claims subtab to view the child batches and claims that are automatically generated for each approval cycle. You can click on the links for the batches and for their claims to see details of approved and closed batches and claims.

Related Topics

Supplier Ship and Debit Overview , page 12-1

Creating a Supplier Ship and Debit Request, page 12-4

Creating Ship and Debit Supplier Trade Profile, *Oracle Channel Revenue Management Implementation Guide*

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Common Components

This chapter covers the following topics:

- Collaboration
- Security and User Types
- User Profile Overview
- Trade Profile
- System Parameters
- Custom Setups, Mandatory Rules, and Locking Rules

Collaboration

Sales organizations are composed of teams that include many team members. Budget, Offer, and Claim collaboration enables you to communicate and coordinate the efforts within the team to deal with problems and track them. You can create contact points for different trade promotion objects and activities (budgets, offers, claims, and so on), communicate with the team members through notes and attachments, assign and keep track of tasks, and add or remove team members or groups from the activities of the trade promotion object.

> **Note:** Page level security has been enabled for the Notes, Team, and Tasks options. You can access these options in Trade Management objects such as offers and budgets only if you belong to the team that has access to these objects. However, Admin users can access these options irrespective of the team to which they belong.

About Notes, Tasks, and Attachments

This guide contains a brief overview of Notes, Tasks, and Attachments and provides examples specifically related to Oracle Trade Management. For detailed information

about these products, see the *Oracle Common Application Calendar User Guide* and the *Oracle Common Application Calendar Implementation Guide.*

Notes

Notes enables you write and record information that you would like to communicate to others who deal with a trade promotion object at various levels. You can create any number of notes, and edit and modify notes. In Oracle Trade Management, you can associate notes to trade promotion objects such as budgets, offers, quota, and claims. When you create a note, you must select a category. This enables all the users concerned with that category to view the notes.

For example, to create a note for the approvers of an offer, you must select the category--"Approval" and create the note. This enables the approvers to view this note when the offer is submitted for approval.

Tasks

Tasks enables you to assign follow-up activities such as resolving problems related to the budget, offer, or claim. A task may be a follow-up action, a reminder, or a daily work assignment. For example, a support manager of a company may want to create a task for an employee stating, "Please call back customer by 9:00am." This task specifies that the employee must call back the customer.

Attachments

Attachments are used for sharing and storing information about trade management activities. You can add files, text, or web addresses as attachments to budgets, offers, and claims. After you add the attachments, the associated team members can access and download them.

For example, you create an offer for a customer to offer an incentive if the customer displays a product banner in his store for one month. The customer performs as expected and raises a claim. You have a photograph of the banner display as proof of performance. You scan this photograph and add it as an attachment to the claim.

Creating and Editing a Note

The following procedure describes how to create and edit a note for a budget. You can also use this procedure to create and edit a note for any trade promotion object.

To create and edit a note for an existing Oracle Trade Management object, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Budget > Budgets > Budget Name > Collaboration > Notes > Create.

Notes:

- **Note Type:** The note will be classified based on the type that you select. This enables you to search for notes belonging to a particular type.

Creating a Task

The following procedure describes how to create a task for an offer. Use this procedure to create a task for any other trade promotion object. However, a budget cannot have any tasks associated with it.

To create a task for an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Collaboration > Tasks > Create.

Notes:

- **Task Type:** The task will be classified based on the type that you select. This enables you to search for tasks belonging to a particular type.

- **Parent Task:** Select a parent task to make the existing task a sub task of the parent.

Adding and Modifying an Attachment

The following procedure describes how to add an attachment to an offer. You can also use this procedure to add an attachment for any other trade promotion object.

To add an attachment to an existing offer, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Collaboration > Attachments > Create.

Notes:

You can add files, text, or url as attachments. To modify an existing attachment, navigate to the object, make the required changes and save the changes.

Adding or Removing a Contact Point

Contact points for trade promotion objects serve as a reference to direct customers for further information. You can specify contact points for a budget, offer, or claim. A trade promotion object may have any number of contact points. Contact points can be defined for one of the following:

- User: The selected individual becomes the contact point.

- Team: All the individuals who belong to the specific team become the contact points.

This procedure describes how to create a contact point for an existing offer. Use this procedure to create contact points for any object.

Log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Collaboration > Contact Point.

Notes:

- **Remove:** Use this icon to remove an existing contact point.

Adding or Removing Groups and Users From an Offer

The Team option enables you to add or remove other groups or users to the activities of budgets, offers, quotas, or claims. By using this option, you can assign access to team members. The access that the group or team member gets depends upon the group type that the team member belongs to.

For example, if you add the Administrator Group to a budget, then all the team members belonging to that group will have administrator rights on the budget.

The following procedure describes how to add users to an existing offer. Use this procedure to add users to any other trade promotion object.

Log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Trade Planning > Offers > Offer Name > Collaboration > Team.

Security and User Types

Oracle Trade Management provides different access levels based on the security group. Under this rule, the owner of the an object such as a claim, budget, offer, and so on, can change the all the fields including the Owner field. A member of the security group can update claim information except the Owner. A non-member cannot update any field. An application profile option is also provided to disable this feature, if necessary.

The security of the object is ensured by dividing the users into different types. Each user type has defined access permissions that determine the actions that users can perform on the claim. Only those users who create or own the trade management object can view and update parameters of the respective object. The authority to view and edit an object also depends on the hierarchy.

For example, a Vice President of Sales or a Regional Sales Director may view and update objects, such as offers that belong to their reporting subordinates. Offer owners can select users to view the promotional activity vertically through the sales hierarchy while limiting visibility across the hierarchy. For example, peer Sales Representatives of the same region who manage separate account bases may be denied editing rights, and in some cases viewing rights to each others promotional activities.

The following table describes the different user types and the access levels in Oracle Trade Management. These user types apply to all the modules in Oracle Trade Management.

User Type	Access Level
AMS:Admin Group	Update all the fields: • Including the fields that are locked by locking rules • Excluding the fields that are locked by the system
Owner	Update all fields: • Including the Owner field • Excluding those locked by system • Excluding those locked by locking rules The Owner can add team members
Team Member with Edit Metrics	Update all fields: • Excluding the Owner field • Excluding those locked by system • Excluding those locked by locking rules A team member with Edit Metrics, who is also the owner of the offer, can add other team members
Team Member without Edit Metrics	View the object (budget, offer, claim, and so on)

User Profile Overview

Oracle Trade Management includes a few attributes that you may modify. The Profile link displays the profile page with items such as passwords, calendar preferences, navigation preferences, default currency and other attributes.

Access to many of the tabs is controlled by a responsibility. Each user is given a responsibility which determines what tabs are displayed and what rights a user may

have. You can modify user profiles based on your preferences. The changes that you make to your user profile do not affect the functionality of the application.

Changing Password

To change your password, log into Oracle Trade Management as Oracle Trade Management User, and click the Profile link.

Navigation: Account Setting > Change Password.

Setting Calendar Preferences

You can set your calendar preferences to modify the manner in which the calendar items are displayed in your personal calendar. You can modify the weekly setup, add new resources to your calendar, create new groups, and subscribe to group calendars.

Log into Oracle Trade Management as Oracle Trade Management User and click the **Profile** link.

Navigation: Calendar.

Notes:

* **Personalize:** Use this option to modify the manner in which the calendar items are displayed.

* **Privileges:** Use this option to add new users to the activities of your calendar. If you would like the user only to view your calendar, then add the user under the View Only Access region. If you wish to grant the user complete access to your calendar, then add the user under the Full Access region.

* **Group Calendar:** Use this option to create a new subscription group or to subscribe to an existing group. The options available are:

    * Request New Group: Enables you to create a new group.

    * Subscribe To Group: Enables you to subscribe to an existing group.

Personalizing Navigation and Display

Navigation preferences, display preferences, and quick menu enable you to switch responsibilities and set default responsibilities, specify the manner in which data must be displayed, and customize the quick menu.

Log into Oracle Trade Management as Oracle Trade Management User and click the **Profile** link.

Navigation: **Personalization > Navigation Preferences.**

Notes:

- **Current Responsibility:** Use this option to switch responsibilities.

- **Default Responsibility:** Use this option to set the default responsibility. This is the responsibility with which you will log in next time.

- **Display Preferences:** Use this option to customize data display.

- **Quick Menu:** Use this option to customize the quick menu.

Setting Application Preferences

Application preferences enables you to set general preferences for data display, and also specify the default searches that each of the tabs in Oracle Trade Management must display.

To set application preferences, log into Oracle Trade Management as Oracle Trade Management User and click the **Profile** link.

Navigation: Trade Management.

Notes:

You can set general preferences such as the default country, time zone, and number of rows that a search should return. You can also specify the default searches that each of the tabs in Oracle Trade Management must display.

Trade Profile

Manufacturers may deal with multiple customers. Each customer may have different preferences for payment, such as different means, methods, and frequency for payments. The trade profile of a customer can store the frequency for paying a customer, the customer's preference for receiving the payment in check or in credit, as well as any threshold amount whereby a customer gets paid only if the customer's accruals reach the threshold limit. Based on these preferences and schedule setups, you can set Autopay to periodically reimburse customers for their accruals.

The trade profile of a customer serves the following main purposes:

- Link to Vendor Setup

  The Administrator can link a customer with the vendor setup in Oracle Payables so that the related claims can be settled with checks.

- Assigning Days Due

  If claims are not settled on time, they become disputed items in Oracle Receivables. To avoid such situations, the Administrator may establish a time period for claim settlement.

  For example, your organization determines that all claims for an important

customer must be resolved with 15 days from the time they are created. In the customer's trade profile, the default days due is assigned as 15 days. When a claim for this customer is created on January 1st, it automatically gets a due date of January 16th.

Similarly, distributors may deal with multiple suppliers or manufacturers. Each supplier may have different preferences for payments and approval communication. The trade profile of a supplier can store the frequency of debit, the threshold tolerance on an offer, and approval requirements and communication methods.

Related Topics

Set Up Customer Trade Profiles, *Oracle Channel Revenue Management Implementation Guide*

Set Up Supplier Trade Profiles, *Oracle Channel Revenue Management Implementation Guide*

Creating Ship and Debit Supplier Trade Profile, *Oracle Channel Revenue Management Implementation Guide*

System Parameters

System Parameters define the basic functionality for budgets, offers, and claims. System Parameters includes the following components:

- Set of Books

  When you create a budget, offer, or claim in Oracle Trade Management, you can define it in any currency. In the background, however, a functional currency is always recorded with the budget. The functionality currency is the main currency used by a Set of Books. In cases when the exchange type is unclear, the currency that is specified in the System Parameters will be used. The GL postings are created in the functional currency.

- Accounting

  GL integration parameters are determined in the System Parameters.

- Sales or Expense or Charge Account

  When accruals are created either from a Lump Sum, Accrual, Scan Data or Volume offers, such accruals may be treated as liabilities by some companies. These accruals are tracked in the General Ledger. Oracle Trade Management provides GL integration by creating the accounting entries--Debit Sales or Expense or Charge, and Credit Liability.

  The accounting entries that are created by Oracle Trade Management during accrual use the GL accounts from the following setups:

- As defined on a budget itself

- According to any Account Generator workflow updates. For more details on the Account Generator Workflow, see the Budgets chapter.

- As defined in the System Parameters

- Accrual Liability Account

  Liabilities represent the monetary obligations of an organization. When accruals are created either from a Lump sum, Accrual, Scan Data, or Volume offers, such accruals may be treated as liabilities because the customers will ultimately claim the amount through claims or deductions.

  These liabilities are tracked in the General Ledger. Oracle Trade Management provides GL integration by creating the accounting entries--Debit Sales or Expense or Charge, and Credit Liability. Crediting the liability account means that the liability balance will be increased.

- Receivable Clearing Account

  When a claim or deduction is created and associated to promotional accruals, during claim settlement, if the settlement method is a credit memo, the GL entries--Debit Liabilities, and Credit Receivables Clearing are created. While the Liabilities account that is used will be the same as the account used at the time of accruals, the Oracle Receivables clearing accounts that will be used during claim settlement will be taken from the following setups:

  - As defined on the Claim Type

  - According to the Account Generator workflow updates.

  - As defined in the System Parameters

- Vendor Clearing Account

  If a promotional claim is settled by a check instead of a credit, the GL entries--Debit Liabilities, and Credit Vendor Clearing are created. While the Liabilities account that is used will be the same as the account used at the time of accruals, the Oracle Payables clearing account that is used during claim settlement will be taken from the following setups:

  - As defined on Claim Type

  - According to the Account Generator workflow updates

  - As defined in the System Parameters

System Parameters enables the Administrator to setup the following information for

claims:

- Claim Reason

  When a deduction or an overpayment comes through Oracle Receivables, the claim reason is often not supplied by the customer's remittance and therefore the claim reason is unknown when the claim is created. In such cases, the Claim Reason selected in the System Parameters will default on the deductions or overpayments.

  For example, the Administrator in an organization can set it up such that all deductions and overpayments that do not have a reason are created with the claim reason--"Unknown Claim Reason".

- Claim Type

  When deductions or overpayments come through the Oracle Receivables, sometimes, the claim type is not captured. Such claims will therefore be created with the claim type defaulted from the System Parameters page.

  For example, the Administrator in an organization may set such claim types as Unknown Claim Type or To be Determined.

- Days Due

  The number of days due determines the due date of each claim. If this is not set up for customers, the due date can be defaulted from System Parameters. When a claim is created, the days that are due according to the customer's Trade Profile will first be assessed to determine the due date of the claim. But if that is not assigned, the number of days due that is set up in the System Parameters will be used to derive the due date of the claim.

- Default Owner

  An owner of a claim is the person responsible for driving a claim to resolution. Claims may be assigned based on various criteria such as claim type, reason, customer or geographical attributes. In cases when certain claims are created and for various reasons the claims assignment territories fail to assign an owner, it is still imperative that a default owner be assigned. This default owner may be an Administrator or a Claims Analyst who will be responsible for resolving the claims or for finding the proper owners.

Custom Setups, Mandatory Rules, and Locking Rules

Custom Setups

Custom Setups generally serve the following purposes:

- Defining the prefix for the source code or number (a unique identifier for a budget, offer, or claim)

- Determining the layout of the navigation items on the side navigation bar

- Determining whether a budget, offer, or claim requires approval

For a budget, however, the last function does not apply since a budget almost always requires approval. The only time when a budget does not require approval is when the one and only approver according to approval rule setups is actually the budget owner himself.

Mandatory Rules

Mandatory Rules enable you to control data entry by mandating that certain fields must always be entered on screen by users. In addition to data mandated by system, mandatory rules can be created to make other data fields mandatory.

For example, Business Unit in a budget is not a system mandatory field. Ordinarily users have a choice to select value for it or not. If the Management wants to ensure that users always select value for this for reasons such as proper classifications, reports, and so on, a mandatory rule may be created for Business Unit.

Locking Rules

Locking Rules are another way for organizations to control data entry by disallowing updates to certain data at certain statuses.

For example, you cannot update certain fields and information after an offer becomes active because they are locked.

> **Note:** By design, locking rules are ignored for the Oracle Trade Management Super User responsibility. Whenever a user is logged in as Oracle Trade Management Super User, the user can update the fields that are locked.

A

Home Page and Calendar

This appendix covers the following topics:

- Home Page
- Calendar

Home Page

This guide contains a brief overview of the Home Page and Calendar and provides examples specifically related to Oracle Trade Management. For detailed information about these products, see the *Oracle Common Application Calendar User Guide* and the *Oracle Common Application Calendar Implementation Guide.*

Use the information in this section to learn about the following features:

- Tools

- Marketing

- News and Encyclopedia

- Resources and Reports

Tools

The Tools page contains links to External Tools and Internal Tools. External tools include all the links and applications that you can access from outside Oracle Trade Management. The options that appear here depend upon the implementation setups.

Internal Tools include the following:

- Territory Lookup: Enables you to find an organization and know which territory it belongs to.

- Events: Enables you to search for records of active events.

Marketing

The Marketing page includes links to the following information. The options that appear here depend upon the implementation setups.

- Deliverables: Includes category wise links to lists of all the deliverables that exist within Oracle Trade Management.

- Event Schedules: Includes categorizes links to lists of all the event schedules that exist within Oracle Trade Management.

- Offers: Includes links to all the offer types that exist within Oracle Trade Management. You can view the list of all offers belonging to a particular offer type by clicking on the relevant link. For example, click the Accrual link to view all accrual type of offers that have been created.

- Campaign Schedules: Includes category wise links to lists of all the campaign schedules that exist within Oracle Trade Management.

- Pricelists: Includes links to all the pricelists. The pricelists are classified based on their currency type. All the pricelists that are of a specific currency type are grouped accordingly. To view all the pricelists of a specific currency, click the respective currency. For example, click Australian Dollar to view all the pricelists that have currency type = Australian Dollars.

- Products: Includes a category wise listing of all the products that exist within Oracle Trade Management

News and Encyclopedia

You can access the latest news from the News page. The information that appears here is based on the news preferences setting in your organization.

The Encyclopedia page contains links to My Channels, Categories, Publish, and Administration. The Encyclopedia sub tab is set up by using the Oracle Marketing Encyclopedia System. The options that appear here depend upon the implementation setups. The following sections briefly describe the significance of each of these links, and the tasks that you can perform.

My Channels

Channels are the lowest level in the hierarchy of categories that contain published items. My Channels screen displays all the categories and channels to which you have subscribed. The My Channels link includes the following:

- My Group Channels: Enables you to view information such as links and reports with respect to a specific channel of information. For example, you can view

information and useful links related to a specific channel, say, Sales and Marketing.

- My Territories: Enables you to view different territory hierarchies.

- My Messages: Enables you to view all your messages.

- My Published Items: Published items are all the items such as notes and tasks that have been published. Publishing items to a specific team or group enables all the team members belonging to the group to view these items. My Published Items enables you to remove published items from the repository and select a specific item to edit by clicking on it.

Categories

Categories are a means to store, organize, and distribute different types of content items such as Company News, Marketing, and Sales in the Oracle Marketing Encyclopedia System repository. The Categories page enables you to view category wise information that is related to your organization. The options that appear here depend upon the implementation setups. It also contains links from where you can access your messages, notifications, and approvals.

Publish

The Publish page enables you to publish an item type of a file, URL, or a message to various categories or groups.

Administration

The Administration page enables you to perform the following tasks:

- Create and manage content types for published items.

- Create and manage new categories, and groups.

- Establish hierarchical relationship among categories.

- Create and manage perspectives for published items.

- Create and assign properties to new channels, and edit and remove existing channels.

- Assign channel access privileges, and user and group privileges.

Resources and Reports

The Resources page enables you to search for Employees, Groups, and Teams. You can perform the following tasks by using this option:

- Search for an employee, and view the employee details along with the organization

structure. You can view and add skill sets to the employee's profile. You can view the Role History of the employee and find out in what capacities the person has worked in your organization. You can also view the list of groups of which the employee is or has been a member of.

- Search for a specific group, and view the group details such as the list of members belonging to specific group. You can view the group hierarchy including the child and parent groups if they exist. You can also view a list of all the group members.

- Search for employees with a specific set of roles. For example, you can find a list of employees who are the Managers and also the Administrators.

- Search for teams and view team-related information.

The Reports page includes a number of reports that are related to the business activities of your organization. You can access these reports by navigating to Home Page > Reports.

Calendar

Calendar enables you to create and manage appointments for your activities. By using the calendar, you can:

- Choose from the different calendar views, and view public calendars.

- Create and view notes and attachments.

- View availability of other team members, and send them e-mails.

- Create and view appointments for current and future dates.

Calendar Views

The different calendar views that are available are Daily, Weekly, Monthly, and Yearly, and Combination. The calendar view that you select determines the manner in which the dates and appointments will be displayed. For example, if you select Daily, you can view the calendar for the current day only, whereas if you select Weekly, you can view the calendar for the current week.

Combination view enables you to see the calendar for the current day and a list of all your tasks. You can view the task details, and also create or remove tasks from this screen.

Adding a Team Member and Checking Availability

By using the calendar, you can check the availability of a team member. You can must add team members to your calendar in order to view their availability.

To add new team members to your calendar and check their availability, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Calendar > Views > Availability.

If there are any existing team members, you can see their names, and their schedules for the current day. All the time periods without appointments are highlighted as Available.

Notes:

- **Add Resource:** Use this option to add a new team member to your calendar.

About Public Calendar

Public calendars are group calendars that can be accessed by members of a particular group. For example, the sales management team in an organization can have a public calendar called Management Calendar that includes meeting and presentation appointments for all the managers. Each of the managers can subscribe to this group to view the activities that are related to this calendar.

See the Common Components chapter for information on how you can subscribe to public calendars.

Creating an Appointment

When you create an appointment, you will receive e-mails reminding you about the appointment.

To create an appointment, log into Oracle Trade Management as Oracle Trade Management User.

Navigation: Calendar > Views > Appointments.

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