Oracle® iReceivables

Implementation Guide

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Oracle iReceivables Implementation Guide, Release 12.1

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Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

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Preface

Intended Audience

Welcome to Release 12.1 of the *Oracle iReceivables Implementation Guide.*

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

- The principles and customary practices of your business area.

- Computer desktop application usage and terminology.

If you have never used Oracle E-Business Suite, we suggest you attend one or more of the Oracle E-Business Suite training classes available through Oracle University.

See Related Information Sources on page viii for more Oracle E-Business Suite 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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Structure

1 Introducing Oracle iReceivables
2 Setting Up iReceivables
3 Setting Up for Credit Memo Request Workflow
4 Configuring Oracle iReceivables

Related Information Sources

This document is included on the Oracle E-Business Suite Document Library, which is supplied in the Release 12 DVD Pack. You can download soft-copy documentation as PDF files from the Oracle Technology Network at http://otn.oracle.com/documentation, or you can purchase hard-copy documentation from the Oracle Store at http://oraclestore.oracle.com. The Oracle E-Business Suite Documentation Library Release 12 contains the latest information, including any documents that have changed significantly between releases. If substantial changes to this book are necessary, a revised version will be made available on the online documentation CD on My Oracle Support.

If this guide refers you to other Oracle E-Business Suite documentation, use only the Release 12 versions of those guides.

For a full list of documentation resources for Oracle E-Business Suite Release 12, see Oracle E-Business Suite Documentation Resources, Release 12, My Oracle Support Document 394692.1.

Online Documentation

All Oracle E-Business Suite 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.

- **My Oracle Support Knowledge Browser** - My Oracle Support Knowledge Browser lets you browse the knowledge base, from a single product page, to find all documents for that product area. Use the Knowledge Browser to search for release-specific information, such as FAQs, recent patches, alerts, white papers, troubleshooting tips, and other archived documents.

- **Oracle eBusiness 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 E-Business Suite product. This information helps you convert data from your existing applications and integrate Oracle E-Business Suite data with non-Oracle applications, and write custom reports for Oracle E-Business Suite products. Oracle eTRM is available on My Oracle Support.

Related Guides

You should have the following related books on hand. Depending on the requirements of your particular installation, you may also need additional manuals or guides.

Oracle E-Business Suite Installation Guide: Using Rapid Install:

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

Oracle E-Business Suite Maintenance Procedures:

This guide describes how to use AD maintenance utilities to complete tasks such as compiling invalid objects, managing parallel processing jobs, and maintaining snapshot information. Part of Maintaining Oracle E-Business Suite, a 3-book set that also includes Oracle E-Business Suite Patching Procedures and Oracle E-Business Suite Maintenance Utilities.

Oracle E-Business Suite Maintenance Utilities:

This guide describes how to run utilities, such as AD Administration and AD Controller, used to maintain the Oracle E-Business Suite file system and database. Outlines the actions performed by these utilities, such as monitoring parallel processes, generating Applications files, and maintaining Applications database entities. Part of Maintaining Oracle E-Business Suite, a 3-book set that also includes Oracle E-Business Suite Patching Procedures and Oracle E-Business Suite Maintenance Procedures.

Oracle E-Business Suite Patching Procedures:

This guide describes how to patch the Oracle E-Business Suite file system and database

using AutoPatch, and how to use other patching-related tools like AD Merge Patch, OAM Patch Wizard, and OAM Registered Flagged Files. Describes patch types and structure, and outlines some of the most commonly used patching procedures. Part of Maintaining Oracle E-Business Suite, a 3-book set that also includes Oracle E-Business Suite Maintenance Utilities and Oracle E-Business Suite Maintenance Procedures.

Oracle E-Business Suite Upgrade Guide: Release 11i to Release 12.1.1:

This guide provides information for DBAs and Applications Specialists who are responsible for upgrading a Release 11i Oracle E-Business Suite system (techstack and products) to Release 12.1.1. In addition to information about applying the upgrade driver, it outlines pre-upgrade steps and post-upgrade steps, and provides descriptions of product-specific functional changes and suggestions for verifying the upgrade and reducing downtime.

Oracle Alert User's Guide:

This guide explains how to define periodic and event alerts to monitor the status of your Oracle E-Business Suite data.

Oracle Application Framework Developer's Guide:

This guide contains the coding standards followed by the Oracle E-Business Suite development staff to produce applications built with Oracle Application Framework. This guide is available in PDF format on My Oracle Support and as online documentation in JDeveloper 10*g* with Oracle Application Extension.

Oracle Application Framework Personalization Guide:

This guide covers the design-time and run-time aspects of personalizing applications built with Oracle Application Framework.

Oracle E-Business Suite 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 E-Business Suite 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 E-Business Suite Developer's Guide:

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

Oracle E-Business Suite Flexfields Guide:

This guide provides flexfields planning, setup, and reference information for the Oracle

E-Business Suite implementation team, as well as for users responsible for the ongoing maintenance of Oracle E-Business Suite product data. This guide also provides information on creating custom reports on flexfields data.

Oracle E-Business Suite Supportability Guide:

This manual contains information on Oracle Diagnostics and the Logging Framework for system administrators and custom developers.

Oracle E-Business Suite System Administrator's Guide Documentation Set:

This documentation set provides planning and reference information for the Oracle E-Business Suite System Administrator. *Oracle E-Business Suite System Administrator's Guide - Configuration* contains information on system configuration steps, including defining concurrent programs and managers, enabling Oracle E-Business Suite Manager features, and setting up printers and online help. *Oracle E-Business Suite System Administrator's Guide - Maintenance* provides information for frequent tasks such as monitoring your system with Oracle E-Business Suite 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 E-Business Suite System Administrator's Guide - Security* describes User Management, data security, function security, auditing, and security configurations.

Oracle E-Business Suite User's Guide:

This guide explains how to navigate, enter data, query, and run reports using the user interface (UI) of Oracle E-Business Suite. This guide also includes information on setting user profiles, as well as running and reviewing concurrent requests.

Oracle E-Business Suite Diagnostics User's Guide

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

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

This guide describes the high level service enablement process, explaining how users can browse and view the integration interface definitions and services residing in Oracle Integration Repository.

Oracle E-Business Suite Integrated SOA Gateway Developer's Guide

This guide describes how system integration developers can perform end-to-end service integration activities. These include orchestrating discrete Web services into meaningful end-to-end business processes using business process execution language (BPEL), and deploying BPEL processes at run time.

It also explains in detail how to invoke Web services using the Service Invocation Framework. This includes defining Web service invocation metadata, invoking Web services, managing errors, and testing the Web service invocation.

Oracle E-Business Suite Integrated SOA Gateway Implementation Guide

This guide explains how integration repository administrators can manage and

administer the service enablement process (based on the service-oriented architecture) 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 employing the Oracle Workflow Business Event System; how to manage Web service security; and how to monitor SOAP messages.

Oracle Workflow Client Installation Guide

This guide describes how to install the Oracle Workflow Builder and Oracle XML Gateway Message Designer client components for Oracle E-Business Suite.

Oracle Workflow Administrator's Guide:

This guide explains how to complete the setup steps necessary for any product that includes workflow-enabled processes. It also describes how to manage workflow processes and business events using Oracle E-Business Suite Manager, how to monitor the progress of runtime workflow processes, and how to administer notifications sent to workflow users.

Oracle Workflow API Reference:

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

Oracle Workflow Developer's Guide:

This guide explains how to define new workflow business processes and customize existing Oracle E-Business Suite-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 users can view and respond to workflow notifications and monitor the progress of their workflow processes.

Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12:

This guides provides detailed information about the functional impacts of upgrading Oracle Financials and Oracle Procurement products from Release 11i to Release 12. This guide supplements the *Oracle E-Business Suite Upgrade Guide: Release 11i to Release 12*.

Oracle Financials Concepts Guide:

This guide describes the fundamental concepts of Oracle Financials. The guide is intended to introduce readers to the concepts used in the applications, and help them compare their real world business, organization, and processes to those used in the applications.

Oracle Financials Glossary:

The glossary includes definitions of common terms that are shared by all Oracle Financials products. In some cases, there may be different definitions of the same term for different Financials products. If you are unsure of the meaning of a term you see in an Oracle Financials guide, please refer to the glossary for clarification. You can find the

glossary in the online help or in the *Oracle Financials Implementation Guide*.

Oracle Financials Implementation Guide:

This guide provides information on how to implement the Oracle Financials E-Business Suite. It guides you through setting up your organizations, including legal entities, and their accounting, using the Accounting Setup Manager. It covers intercompany accounting and sequencing of accounting entries, and it provides examples.

Oracle Payments Implementation Guide:

This guide describes how Oracle Payments, as the central payment engine for the Oracle E-Business Suite, processes transactions, such as invoice payments from Oracle Payables, bank account transfers from Oracle Cash Management, and settlements against credit cards and bank accounts from Oracle Receivables. This guide also describes how Oracle Payments is integrated with financial institutions and payment systems for receipt and payment processing, known as funds capture and funds disbursement, respectively. Additionally, the guide explains to the implementer how to plan the implementation of Oracle Payments, how to configure it, set it up, test transactions, and how use it with external payment systems.

Oracle Payments User's Guide:

This guide describes how Oracle Payments, as the central payment engine for the Oracle E-Business Suite, processes transactions, such as invoice payments from Oracle Payables, bank account transfers from Oracle Cash Management, and settlements against credit cards and bank accounts from Oracle Receivables. This guide also describes to the Payment Administrator how to monitor the funds capture and funds disbursement processes, as well as how to remedy any errors that may arise.

Oracle Receivables Implementation Guide:

This guide provides you with information on how to implement Oracle Receivables. Use this guide to understand the implementation steps required for application use, including how to set up customers, transactions, receipts, accounting, tax, and collections. This guide also includes a comprehensive list of profile options that you can set to customize application behavior.

Oracle Receivables Reference Guide:

This guide provides you with detailed information about all public application programming interfaces (APIs) that you can use to extend Oracle Receivables functionality. This guide also describes the Oracle Receivables open interfaces, such as AutoLockbox which lets you create and apply receipts and AutoInvoice which you can use to import and validate transactions from other systems. Archiving and purging Receivables data is also discussed in this guide.

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.

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.

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite 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 E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, 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 E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite 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

Introducing Oracle iReceivables

Overview of Oracle iReceivables

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

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

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

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

Major Features

Major features of iReceivables include:

- New User Interface

- Customer Search

- Configurable Account Summary Home Page

- Account Details Page

- Online Aging

- Interactive Invoice

- Payment by Credit Card

- Payment by Bank Account Transfer

- Multiple Customer Access

- External User Self Registration

- Dispute a Bill

- Credit Memo Request Workflow

- Credit Memo Request Display

- Multi Print

- Multi Pay

New User Interface

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

Customer Search

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

bill-to site.

> **Note:** If you are searching for a customer by contact phone number or fax number, you will need to include wildcard "%" or "*" in the search string after you type the number. This is a system restriction.

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

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

• Use the custom customer search to add your own custom search-by attributes for your iReceivables customers and customer sites. You can use these custom attributes to search for customer accounts in the Customer Search page.

Configurable Account Summary Home Page

The Account Summary page is the iReceivables home page, the first page that customers and all external users see. It displays customer transaction balances, discount alerts, and information on dispute statuses. This page also contains a configurable information section that the deploying company can customize to provide users with additional information, such as news, FAQs, and policy statements.

Account Details Page

The Account Details page displays the customer's latest account activity. Users can view and sort data from invoices, debit memos, credit memos, deposits, guarantees, chargebacks, and payments as well as all the transactions in Oracle Receivables. The search engine on the Account Details page provides users with the following capabilities:

• Web-style transaction search based on transaction numbers, amounts, dates, or related documents such as order number or PO number.

• Category, currency, and transaction status search to fine tune the inquiry.

• Advanced Search that lets users display transactions that match specific selection criteria based on date range, due-date range, or amount range. For example, a customer or employee can display all transactions for Superior Plumbing Co. with outstanding amounts ranging from $100 to $10,000 and with due dates between 01-JAN-1999 and 01-FEB-1999.

• You can search transactions for a single organization or for multiple organizations within a single search operation.

You can also customize the search criteria according to your business needs with the

custom transaction search:

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

Online Aging

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

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

Interactive Invoice

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

- Use the Pay button to make a full or partial payment by credit card or bank account transfer.

- Use the Dispute button to dispute a bill online. The dispute request automatically triggers the Credit Memo Workflow process, routing the request for internal approval.

- Use the Apply Credits button to apply on-account credits to open debit transactions, including invoices, debit memos, and deposits.

- Use the Printable Page button to optimize the invoice presentation for printing on paper.

- Export data in comma delimited format.

Payment by Credit Card

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

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

Payment by Bank Account Transfer

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

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

Multiple Customer Access

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

External User Self Registration

The Self Registration feature lets you add a Register Here link to your customer portal, so that external customers (B2B or B2C users) can self register for iReceivables Account Management application access to their customer account data. The Self Registration feature uses the Challenge-Response Model. In this model, the user is asked a question pertaining to the customer account to which the user is requesting access. This lets iReceivables verify the user's access privileges. See: Set Up Rules, Profile Options, and System Parameters, page 2-20

If self registration is successful, this initiates the HZ User Creation workflow to validate and automatically create user records in TCA and FND. See: Set Up for Self

Registration, page 2-22 for more information on the self registration process.

Dispute a Bill

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

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

Credit Memo Request Workflow

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

Credit Memo Request Display

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

2

Setting Up iReceivables

This chapter covers the following topics:

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

Setup Tasks in Oracle E-Business Suite for iReceivables

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

> **Note:** You must have the URL for the Oracle E-Business Suite login.

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

- Set the MO: Operating Unit profile option at the site level for all iReceivables responsibilities.

- Set the MO: Security profile option at the site level for all iReceivables responsibilities.

- Set up Oracle Receivables Release 12.

- Set up Oracle Bill Presentment Architecture Release 12.

- Set up Oracle Workflow Release 12, if you intend to use the Dispute Invoice function, or Self Registration, or both.

- Set up Oracle Payments, if you intend to use the Pay Invoice function for credit cards or for bank account transfers using the ACH network.

The following table lists the required setup steps in Oracle iReceivables.

Required Setup Tasks in Oracle iReceivables

Step Number	Step Description
1	**Define iReceivables Internal Users.** See: Define iReceivables Internal Users, page 2-4.
2	**Define iReceivables External Users and Customer Access.** See: Define iReceivables External Users and Customer Access, page 2-5.
3	**Index the Customer Database.** See: Index the Customer Database, page 2-9
4	**Define Currencies for Customers and Customer Bill-To Sites.** See: Define Currencies for Customers and Customer Bill To Sites, page 2-10.
5	**Define Receipt Class and Payment Method.** See: Define Receipt Class and Payment Method, page 2-11.

Step Number	Step Description
6	**Assign iReceivables Payment Methods.** See: Assign iReceivables Payment Methods, page 2-16.
7	**Set up Document Sequencing for iReceivables Receipts.** See: Set Up Document Sequencing for iReceivables Receipts, page 2-17.

The following table lists the optional setup steps in Oracle iReceivables.

Optional Setup Tasks in Oracle iReceivables

Step Number	Step Description
1	**Define Function Security.** See: Define Function Security, page 2-18.
2	**Set Up Rules, Profile Options, and System Parameters.** See: Set Up Rules, Profile Options, and System Parameters, page 2-20.
3	**Set Up for Self Registration.** See: Set Up for Self Registration, page 2-22.
4	**Set Up for Anonymous User Login.** See: Set Up for Anonymous User Login, page 2-25.
5	**Set Up for Applying On-Account Credits.** See: Set Up for Applying On-Account Credits, page 2-28.
6	**Define Service Charges.** See: Define Service Charges, page 2-30.
7	**Set the Grace Period for Discounts.** See: Set the Grace Period for Discounts, page 2-32.
8	**Review and Update Receivables Lookups.** See: Review and Update Receivables Lookups, page 2-33.
9	**Set the Aging Information.** See: Set the Aging Information, page 2-35.
10	**Set the Profile Option for ACH Bank Account Transfer Payments.** See: Set the Profile Option for ACH Bank Account Transfer Payments, page 2-36.
11	**Modify the Display of Account Information.** See: Modify the Display of Account Information, page 2-39.

Step Number	Step Description
12	**Integrate iReceivables into Your Business Processes.** See: Integrate iReceivables into Your Business Processes, page 2-41.

Related Topics

Setting Up, *Oracle Receivables Implementation Guide*

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

Configuring Oracle Payments, *Oracle Payments Implementation Guide*

Understanding Oracle Payments, *Oracle Payments User's Guide*

Define iReceivables Internal Users

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

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

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

To define iReceivables internal users:

1. Select the System Administrator responsibility.

2. Navigate to the Users window.

3. Query or enter the users in your company that you want to have access to iReceivables.

4. If you are using the Multi Print feature, enter the e-mail address of the first user in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after the Receivables Invoice Print concurrent program finishes.

5. Open the Direct Responsibilities tabbed region for this user.

6. In the Responsibility field, enter *iReceivables 2.0 Internal*.

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

8. Save your work.

9. Repeat steps 4 to 8 for each internal user.

Related Topics

Printing Transactions, *Oracle Receivables User Guide*

Entering and Updating Customer Information, *Oracle Receivables User Guide*

ORACLE Users Window, *Oracle E-Business Suite System Administrator's Guide - Configuration*

Define iReceivables External Users and Customer Access

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

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

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

External users can also register themselves by logging through Register Here link using the Self Registration feature. See: External User Self Registration, page 1-5

Customer Access and Indexing the Customer Database

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

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

Defining iReceivables External Users

By default, users with the iReceivables Account Management responsibility have access to the Manage Customer Account Access link, for use with the iReceivables Self Registration feature. If you do not plan to use Self Registration, then please remove this function from the iReceivables Account Management responsibility using function security. See: Set Up for Self Registration, page 2-22.

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

1. Select the Receivables Manager responsibility.

2. Navigate to the Customers - Standard window.

3. Query or enter the first customer that you want.

4. Navigate to the Addresses tabbed region and choose the customer address that you want.

5. Open the Contacts: Roles tabbed region.

6. Enter the name of the external user and the user's contact information.

7. In the Description field, enter the role *Self Service User*.

8. Save your work.

9. To assign this user to a second site of the same customer, first repeat steps 4 and 5.

10. In the Number field, choose the external user name that you entered in step 6 from the list of values.

11. In the Description field, enter the role *Self Service User*.

12. Save your work.

13. To assign this user to additional sites of the same customer, repeat steps 9 to 12.

14. Select the System Administrator responsibility.

15. Navigate to the Users window.

16. Enter the User Name and Password of the external user.

17. In the Customer Name field, choose any version of the external user's name that you defined in step 6 from the list of values.

18. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.

19. Open the Direct Responsibilities tabbed region.

20. In the Responsibility field, enter *iReceivables Account Management*.

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

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

1. Select the Receivables Manager responsibility.

2. Navigate to the Customers - Standard window.

3. Query or enter the first customer that you want to assign to an external user.

4. Open the Contacts: Roles tabbed region.

5. Enter the name of the external user and the user's contact information.

6. In the Description field, enter the role *Self Service User*.

7. Save your work.

8. Query the next customer that you want in the Customer Name or Number field.

9. Open the Contacts: Roles tabbed region.

10. In the Last field, choose the external user name that you entered in step 5 from the list of values.

11. In the Description field, enter the role *Self Service User*.

12. Repeat steps 8 to 11 for all customers that you want to assign to this external user.

13. Save your work.

14. Select the System Administrator responsibility.

15. Navigate to the Users window.

16. Enter the User Name and Password of the external user.

17. In the Customer Name field, choose any version of the external user's name that you defined in step 6 from the list of values.

18. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.

19. Open the Direct Responsibilities tabbed region.

20. In the Responsibility field, enter *iReceivables Account Management*.

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

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

1. Select the Receivables Manager responsibility.

2. Navigate to the Customers - Standard window.

3. Query or enter the customer that you want.

4. Assign the user the Customer Type *Person* and enter the necessary Person party details.

5. Save your work.

6. Select the System Administrator responsibility.

7. Navigate to the Users window.

8. Enter the User Name and Password of the external user.

9. In the Customer Name field, choose any version of the external user's name that you defined in step 4 from the list of values.

10. If you are using the Multi Print feature, enter the user's e-mail address in the E-Mail field. The Multi Print feature sends an e-mail notification to this address after completion of the Receivables Invoice Print concurrent program.

11. Open the Direct Responsibilities tabbed region.

12. In the Responsibility field, enter *iReceivables Account Management*.

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

Related Topics

Printing Transactions, *Oracle Receivables User Guide*

Entering and Updating Customer Information, *Oracle Receivables User Guide*

ORACLE Users Window, *Oracle E-Business Suite System Administrator's Guide - Configuration*

Index the Customer Database

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

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

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

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

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

> **Note:** Whenever you make changes to customer data, these changes are not available to the iReceivables customer search engine until the next time that the concurrent program runs and recreates the interMedia

index.

To build the customer indexes in your applications database:

1. Select the Receivables Manager responsibility.

2. Navigate to the Submit Request window.

3. In the Name field, choose *Customer text data creation and indexing* from the list of values.

4. In the Build Compact Index? field, enter:

   • *No* to index all customer information.

   • *Yes* to index customer and customer site information only.

5. Choose the Schedule button.

6. In the Schedule window, choose *Once*.

To schedule a regular update of your customer indexes:

1. Select the Receivables Manager responsibility.

2. Navigate to the Submit Request window again.

3. In the Name field, choose *Customer text data creation and indexing* from the list of values.

4. Choose the Schedule button.

5. In the Schedule window, choose *Periodically*.

6. In the Start At and End At fields, set the date and time for this program run.

7. In the Re-run Every field, enter *1 Day*.

Related Topics

Request Submission, *Oracle E-Business Suite User's Guide*

Define Currencies for Customers and Customer Bill To Sites

The list of available currencies in the Account Summary page and the Account Details page is based either on the profile amounts or on the amounts enabled in the credit profile. You can specify these profiles at the customer level and customer site level. If a

currency code does not exist in either of these two profiles at the customer or any customer site level, then iReceivables cannot display the customer's transactions in that currency.

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

To define currencies for a customer:

1. Select the Receivables Manager responsibility.

2. Navigate to the Customer Summary or the Customers window.

3. Query the customer that you want.

4. Open the Profile: Transaction tabbed region.

5. Enter a Profile Class.

6. To assign a profile class to a customer site, open the Addresses tabbed region, select the address, then choose Open. Repeat steps 4 and 5.

7. Open the Profile: Amounts tabbed region.

8. In the Curr column, set the currency or currencies that this customer uses.

Related Topics

Defining Customer Profile Classes, *Oracle Receivables Implementation Guide*

Assigning Profile Classes to Customers, Accounts, or Addresses, *Oracle Receivables Implementation Guide*

Define Receipt Class and Payment Method

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

• Bank account transfers using Receivables direct debit.

• Credit card payments using Payments.

• ACH bank account transfers using Payments.

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

A user can pay all open invoices in one payment transaction. You can also let the user make a partial payment on the entire open invoice balance. If the user is paying

multiple invoices across multiple bill-to sites, Receivables creates the receipt using the primary payment method specified at the customer level. For payments of multiple invoices across multiple bill-to sites, you must provide specific settings to use the payment methods that you assign to customers and customer sites. See: Assign iReceivables Payment Methods, page 2-16 for more information.

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

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

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

Credit Card One-Time Payment

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

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

- Define a receipt class and payment method that uses a one-step remittance method.

- Set the OIR: Save Payment Instrument Information profile option to *No*.

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

Additional Credit Card Verification

Use the Payments Setup Administrator responsibility under Oracle Payments to set up the credit card verification details. See: Setting Up System Security Options, *Oracle Payments Implementation Guide*.

> **Note:** iReceivables uses the card security code for verification purposes

only and does not save the information but it saves the cardholder billing address.

Oracle Payments and Supported Currencies

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

> **Note:** Please consult *Oracle Payment User's Guide* for the current list of Payments servlets and the currencies they support.

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

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

> **Note:** iReceivables does not support cross-currency payments. Though a user can still pay invoices with a credit card or bank account that has a different currency from that of the invoice, the receipt created in iReceivables will have the same currency as the invoice.

To define a receipt class and payment method for iReceivables:

1. Select the Receivables Manager responsibility.

2. Navigate to the Receipt Classes window.

3. Enter a Name for this receipt class. You may want to enter a name that identifies this receipt class for iReceivables.

4. Leave the Notes Receivable and Require Confirmation boxes unchecked.

5. Enter a Creation Method of:

   • *Manual* to process receipts using the standard Receivables direct debit.

- *Automatic* to process receipts by credit card or ACH bank account transfer using Payments.

6. Enter a Remittance Method of:

   - *No Remittance* for one-step credit card payments, including one-time payments. Receipts are created as Cleared and do not require remittance.

   - *Standard*, *Factoring*, or *Standard and Factoring*, according to your business practice, for two-step credit card payments and bank account transfer payments. Receipts are created as Confirmed and require remittance.

     Enter *Standard*, if you plan to allow refunds against credit card payments.

7. Enter a Clearance Method of *Directly*, *By Automatic Clearing*, or *By Matching*, according to your business practice.

8. Enter a Payment Method Name. You may want to enter a name that identifies the type of payment, such as *iReceivables direct debit*, *iReceivables 2-step credit card*, or *iReceivables ACH*.

9. Enter a name in the Printed Name field. For example, *iReceivables Credit Card*.

10. Leave the Debit Memos Inherit Receipt Numbers box unchecked.

    If you are defining a direct debit payment method, go to step 18.

11. Enter the number of receipts rule according to your business practice. This field is not used by iReceivables.

12. Enter receipt maturity date rule according to your business practice. This field is not used by iReceivables.

13. Leave the Receipts Inherit Transaction Numbers box unchecked.

    iReceivables uses document sequences to number credit card or bank account transfer receipts.

14. Enter the automatic print program according to your business practice.

15. Enter the lead days according to your business practice.

16. In the Payment Type field, enter:

    - *Credit Card* for credit card payments.

    - *ACH Bank Account* for bank account transfer payments via the ACH network.

17. If you entered a payment type of Credit Card, enter your Merchant ID number. This

number is usually provided by your bank or credit card issuer. Your credit card vendor requires this number to process credit card transactions.

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

18. Enter the range of Effective Dates for this payment method.

19. Choose the Bank Accounts button to assign a remittance bank to this payment method.

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

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

20. Save your work.

21. Assign the iReceivables payment methods that you defined to the Receivables System Options window, Customers - Standard window, and Customer Addresses window according to your business practice. See: Assign iReceivables Payment Methods, page 2-16 for more information.

22. For ACH bank account transfer, perform this additional step:

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

By default, iReceivables reads the profile option setting for all customers and customer sites. If necessary, modify the ARI_CONFIG. get_max_future_payment_date function according to your business requirements to set this function at the customer level and customer site ID level.

Related Topics

Understanding Oracle Payments, *Oracle Payments User's Guide*

About Remittances, *Oracle Receivables User Guide*

Integration with Other Oracle E-Business Suite, *Oracle Payments Implementation Guide*

Receipt Methods, *Oracle Receivables Implementation Guide*

Assign iReceivables Payment Methods

Assign the iReceivables payment methods that you defined in Oracle Payments and Supported Currencies, page 2-13 to the Receivables System Options window, Customers - Standard window, and Customer Addresses window according to your business practice.

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

Payment method assignments take precedence in the order:

- Customer bill-to site

- Customer

- Receivables System Options

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

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

- Associated receipt class has a Creation Method of *Automatic*.

- Associated Payment Type is *Credit Card*.

- There is an associated remittance bank account that accepts receipts in the payment currency.

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

To assign iReceivables payment methods:

1. Select the Receivables Manager responsibility.

2. Navigate to the Receivables System Options window.

3. Open the Miscellaneous tabbed region.

4. Enter an iReceivables credit card payment method in the Credit Card Payment Method field.

5. Enter an iReceivables direct debit or ACH bank account transfer payment method in the Bank Account Payment Method field.

6. Navigate to the Customers - Standard window.

7. Query or enter the first customer that you want.

8. Navigate to the Payment Methods tabbed region to assign iReceivables payment methods to this customer. Mark only one payment method of each type as Primary.

9. In the Addresses tabbed region, choose the customer address that you want.

10. Navigate to the Payment Methods tabbed region to assign iReceivables payment methods to this customer bill-to site.

11. Save your work.

12. Repeat steps 7 to 11 for each customer and customer bill-to site that you want.

Related Topics

Entering and Updating Customer Information, *Oracle Receivables User Guide*

Defining Receivables System Options, *Oracle Receivables Implementation Guide*

Set Up Document Sequencing for iReceivables Receipts

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

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

To set up document sequencing for iReceivables receipts:

1. Select the System Administrator responsibility.

2. Navigate to the System Profile Values window.

3. Set the Sequential Numbering profile option to *Always Used* or *Partially Used*.

4. Save your work.

5. Navigate to the Document Sequences window.

6. In the Name field, enter a document sequence name that identifies this sequence for iReceivables receipts, such as *iReceivables Credit Card Receipts*.

7. In the Application field, enter *Oracle Receivables*.

8. In the From and To fields, enter the effective dates for this document sequence.

9. In the Type field, enter *Automatic* or *Gapless*.

10. Complete the fields for this document sequence.

11. Save your work.

12. Navigate to the Sequence Assignments window.

13. In the Application field, enter *Oracle Receivables*.

14. In the Category field, enter the document category created by the corresponding iReceivables payment method you defined in Oracle Payments and Supported Currencies, page 2-13.

15. In the Method field, enter *Automatic*.

16. Open the Assignment tabbed region.

17. Enter the Start and End Dates for this sequence assignment.

18. In the Sequence field, enter the name of the document sequence that you defined in step 6.

19. Save your work.

20. Repeat steps 5 to 19 for each document sequence that you want to define for iReceivables.

Related Topics

Document Sequences, *Oracle E-Business Suite System Administrator's Guide - Configuration*

Define Function Security

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

responsibility to your internal users or to external customers or customer sites.

You can use function security in these situations:

- **Remove the Pay or Dispute function.** By default iReceivables users have access to both the Pay Invoice function and Dispute Invoice function. The Pay Invoice function lets a user make online payments. The Dispute Invoice function allows a user to dispute all or part of an invoice and submit a credit memo request.

To define function security for an iReceivables user:

1. Select the System Administrator responsibility.

2. Navigate to the Responsibilities window.

3. In the Responsibility Name field, enter a new responsibility name.

4. In the Application field, enter *Oracle Receivables*.

5. In the Responsibility Key field, enter the new responsibility name that you defined above.

6. In the Available From region, choose the Oracle Self Service Web Applications radio button.

7. In the Data Group Name field, enter *Standard*.

8. In the Data Group Application field, enter *Oracle Receivables*.

9. In the Menu field, choose *iReceivables 2.0 Internal* from the list of values for internal users or *iReceivables Account Management* for external users.

10. Open the Menu Exclusions tabbed region.

11. In the Type field, enter *Function*.

12. In the Name fields, enter:
    - *Pay Invoices* to exclude the Pay Invoice function.
    - *ARW_BTN_DISPUTE* to exclude the Dispute Invoice function.

13. Save your work.

14. Navigate to the Users window.

15. Query or enter the first user that you want.

16. Open the Responsibilities tabbed region.

17. In the Responsibility field, enter the new responsibility that you defined above.

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

19. Save your work.

20. Repeat steps 15 to 19 for each user that you want to assign this responsibility.

Related Topics

Responsibilities Window, *Oracle E-Business Suite System Administrator's Guide - Security*

Set Up Rules, Profile Options, and System Parameters

Use the setup checklist page to set up profile options, rules and system parameters for different functions of iReceivables.

You must have access to the iReceivables Setup responsibility to perform this setup step.

> **Important:** In iReceivables Release 12, the rules set precedence over profile options. First the rules are checked for values and then the profile options are checked.

The setup checklist page gives access to the following setups:

- Rules: Rules offer a high degree of flexibility in customizing the application behavior similar to e-mail rules. You can set the rules from this page.

- Profiles: Profile options can be set or updated easily from this page.

- System Parameters: Various system options can be set from this page.

Set Up Rules

To set up rules:

1. Click Go To Task from the setup checklist page to view rules.

2. Two types of rules can be setup from this page; Global Rules Setup and Operating Unit Dependent Rules Setup.

   - For Global Rules Setup, you can set the Customer Verification Question rule, which is used as the verification question shown to the user in Validate Customer Access page during self registration. Click Setup Rules to set the verification rule.

- For Operating Unit Dependent Rules Setup, you can set the rule for the following attributes. Select the organization and click Setup Rules to set any rule.

    1. **Site Verification Question** rule, which is used as the verification question shown to the user in Verify Access page during self registration.

    2. **Service Charge Enabled** rule, which is used to enable the iReceivables Service Charge feature.

    3. **Service Charge Activity ID** rule, which is used to set the Receivables Activity identifier for the service charge transaction created while paying through iReceivables.

    4. **Multi Print Limit** rule, which is used to set the maximum number of invoices for immediate printing from iReceivables.

    5. **Last Used Payment Instrument** rule, which is used to configure iReceivables to remember previously used payment instruments.

    6. **Future Dated Payments** rule, which is used to set the maximum limit (in days) for future dated ACH payments through iReceivables.

    7. **Discount Grace Days** rule, which is used to set the grace days to determine if discount are eligible for payments through iReceivables.

    8. **Contact Info** rule, which is used to configure contact information for iReceivables pages.

    9. **Aging Buckets** rule, which is used to configure display of aging buckets on home page.

Set Up Profile Options

To set up profile options:

1. Click Go To Task to view profiles.

    The following profile options can be set:

    - OIR: Active Contacts Display Limits

    - OIR: Aging Buckets

    - OIR: Multi Print Limit

    - OIR: Enable Discount Grace Days

- OIR: Enable Service Charge

- OIR: Maximum Future Payment Days Allowed

- OIR: Payment Approver Status

- OIR: Save Payment Instrument Information

- OIR: Service Charge Activity ID

2. Select the profile option and click Go to display its properties.

3. Click Update to change the profile option details.

Set Up System Parameters

To set up system parameters:

1. Click Go To Task to view system parameters.

2. Select the organization for which you want to set the system parameter.

   You can set for the following parameters:

   - Credit Card Receipt Method

   - Bank Account Payment Method

   - Service Charge Activity

3. Click Update to change the system parameters details.

Set Up for Self Registration

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

See: Set Up Rules, Profile Options, and System Parameters, page 2-20.

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

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

A user can register for additional accounts using either the:

- Register link that you create on the main portal page

  or

- Manage Customer Account Access link, when the user logs in to the iReceivables Account Management responsibility.

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

Prerequisites

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

- Associate the MO: Security profile option you have already created to the Guest User.

  In the Security profile option, enter all the organizations that contain customer account data for which your external users should have access to.

- Set the ICX: Session Timeout profile option at a reasonable value to avoid session timeout while a user completes the self-registration process.

Setup Tasks

To set up iReceivables Self Registration:

1. Set up iReceivables Self Registration for external users.

- Set the Local Login Mask Site Level to *48* at site level in the System Profiles Values window.

- Set the UMX: Register Here Link - Default Registration Process value to *iReceivables Self Registration* at server level in the System Profile Values window.

2. In Oracle E-Business Suite, select the System Administrator responsibility.

3. Assign the iReceivables Registration responsibility to the pre-seeded guest user account specified by the Guest User Password profile option.

   1. Navigate to the System Profile Values window.

   2. In the Profile field, enter the user account that you want and make note of the value (value format: *user/password*).

   3. Navigate to the Users window.

   4. In the User Name field, query the value of the same user account.

   5. Navigate to the Responsibilities tabbed region.

   6. Add the *iReceivables Registration* and *iReceivables Account Management* responsibilities.

4. Assign an e-mail address to the Contact Us global icon.

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

   1. Navigate to the Form Functions window.

   2. Query the function *ARI Self Registration Contact Us*.

   3. Choose the Web HTML tab.

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

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

5. Switch to the Applications Developer responsibility.

6. Use the Message Dictionary to configure the FND confirmation messages that you send to users after successful registration.

The messages that you need to configure contain this information:

- ARI_REG_APP_NAME - Enter the name of the iReceivables application that the user has access to.

- ARI_REG_APPLICATION_LOGIN_URL - Enter the login URL to access iReceivables applications.

Related Topics

User Profiles, *Oracle E-Business Suite System Administrator's Guide - Maintenance*

Profile Options in Oracle Application Object Library, *Oracle E-Business Suite System Administrator's Guide - Maintenance*

Form Functions Window, *Oracle E-Business Suite System Administrator's Guide - Security*

Message Dictionary, *Oracle E-Business Suite Developer's Guide*

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

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

Set Up for Anonymous User Login

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

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

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

The setup tasks for anonymous user login include:

- Update the anonymous login .htm files.

- Assign iReceivables 2.0 Anonymous Internal to the Guest User Password profile option.

- Modify the file AnonymousLogin.jsp, located in the OA_HTML directory, if you

have migrated from Release 11*i*.

> **Caution:** The iReceivables 2.0 Anonymous Internal responsibility by default has access to all the application features available to the registered user. Please carefully enable or disable the features accessible to the anonymous user.

To set up iReceivables for anonymous user login:

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

   ```
   /html/US/ARIANLGN.htm 120.0
   /html/US/ARIANERR.htm 120.0
   ```

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

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

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

2. In Oracle E-Business Suite, select the System Administrator responsibility.

3. If necessary, use function security to limit user access to functionality in the iReceivables Account Management responsibility. See: Define Function Security, page 2-18 for more information.

4. Assign the iReceivables anonymous login responsibility that you defined in step 3 to the pre-seeded guest user account specified by the Guest User Password profile option.

   1. Navigate to the System Profile Values window.

   2. In the Profile field, enter *Guest User Password* and make note of the value (value format: *user/password*).

   3. Navigate to the Users window.

   4. In the User Name field, query the value of the Guest User Password account.

   5. Navigate to the Responsibilities tabbed region.

   6. Add the iReceivables anonymous loginresponsibility that you defined above.

5. Modify the SQL code in AnonymousLogin.jsp.

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

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

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

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

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

Page	Function	Mandatory Parameters	Optional Parameters	Other Semantics
Account Details	ARIACCOUNT	Ircustomerid=<id>	Ircustomersiteuseid=<site_id> Iracctdtlstype_ext=<type> Iraccountstatus_ext=<status>	Values for <type> are from the lookup ARI_ACCOUNT_DETAILS_TYPE. Values for <status> are from the lookup ARI_ACCT_STATUS. If you are using aging buckets, then you can also use aging status codes. The format for the aging status code is: OIR_AGING_ +<days from> + <days to> **Note:** You must have a corresponding aging bucket defined for <days from> and<days to>.

Set Up for Applying On-Account Credits

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

- Select one or more on-account credit memos or unapplied payments and apply them to multiple invoices and other debit transactions.

- Shortpay one or more invoices and other debit transactions and apply on-account

credit memos, on-account payments, or unapplied payment to the remaining balance.

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

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

- Set the OIR: Apply Credits profile option to *Yes* to enable the Apply Credits button and Apply Credits pages.

- Set up the Receivables Payment Netting activity and GL account to offset debit and credit receipts against one another.

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

To set up for applying on-account credits:

1. Select the System Administrator responsibility.

2. Navigate to the System Profile Values window.

3. Set the OIR: Apply Credits profile option to *Yes*.

4. Save your work.

5. Select the Receivables responsibility.

6. Navigate to the Receivables Activities window.

7. Enter a Name and Description.

8. Select the *Payment Netting* Type.

9. Select *Activity GL Account* for the GL Account Source.

10. Enter an Activity GL Account.

11. Complete the window according to your requirements.

Related Topics

Receivables Activities, *Oracle Receivables Implementation Guide*

Oracle Receivables Profile Options, *Oracle Receivables Implementation Guide*

Define Service Charges

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

Setup Tasks Using Rules

The setup tasks for applying service charges if you are new to iReceivables are:

- Set the Service Charge Enabled and Service Charge Activity ID rules for an operating unit or customer site.

See: Set Up Rules, Profile Options, and System Parameters, page 2-20.

Setup Tasks Using Profile Options

The setup tasks for applying service charges for iReceivables Release 11*i* and earlier releases, are:

- Define a Receivables activity and document sequencing for service charges.

- Set the OIR: Service Charge Enabled and OIR: Service Charge Activity ID profile options.

  If you are migrating from Release 11*i* and before, the values set using the OIR: Service Charge Activity ID and OIR: Enable Service Charge profile options are automatically enabled in Release 12. See: Set Up Rules, Profile Options, and System Parameters, page 2-20.

- Along with the profile option settings, you can set the service charge profile at the customer and customer site level by configuring the appropriate parameters in the ARI_CONFIG package.

- Enter the service charge calculation in the ARI_SERVICE_CHARGE_PKG.compute_service_charge function.

To define service charges on invoice payments using iReceivables:

1. Select the Receivables Manager responsibility.

2. Navigate to the Receivables Activities window.

3. Enter a Name and Description for the activity.

4. Enter *Adjustment* in the Type field.

5. Complete the Receivables Activities window according to your business

requirements.

6. Save your work.

7. Remain in the Receivables Activities window with the new activity that you just created. From the Help menu, choose Diagnostics > Examine.

   The Examine window appears.

8. In the Field field, enter *RECEIVABLES_TRX_ID*. Make note of the value in the Value field. You will enter this value in the OIR: Service Charge Activity ID profile option (see step 28, page 2-32).

9. Select the System Administrator responsibility.

10. Navigate to the System Profile Values window.

11. Set the Sequential Numbering profile option to *Always Used* or *Partially Used*.

12. Save your work.

13. Navigate to the Document Sequences window.

14. In the Name field, enter a document sequence name that identifies this sequence for iReceivables service charges.

15. In the Application field, enter *Oracle Receivables*.

16. In the From and To fields, enter the effective dates for this document sequence.

17. In the Type field, enter *Automatic* or *Gapless*.

18. Complete the fields for this document sequence.

19. Save your work.

20. Navigate to the Sequence Assignments window.

21. In the Application field, enter *Oracle Receivables*.

22. In the Category field, enter the document category created by the Receivables activity that you defined above.

23. In the Method field, enter *Automatic*.

24. Open the Assignment tabbed region.

25. Enter the Start and End Dates for this sequence assignment.

26. In the Sequence field, enter the name of the document sequence that you defined in step 14.

27. Save your work.

28. Set these profile options for service charges:

    • Set the OIR: Service Charge Activity ID profile option to the value of RECEIVABLES_TRX_ID for the new Receivables activity that you defined for service charges.

    • Set the OIR: Enable Service Charge profile option to *Yes*.

29. By default, iReceivables reads the profile option settings for all customers and customer sites. If necessary, modify the ARI_CONFIG.get_service_charge_activity_id function and ARI_CONFIG.is_service_charge_enabled function according to your business requirements to set these functions at the customer level and customer site ID level.

30. Set the ARI_SERVICE_CHARGE_PKG.compute_service_charge function to calculate the appropriate service charge. The default calculation is .05% on every transaction in the payment list.

Related Topics

Receivables Activities, *Oracle Receivables Implementation Guide*

Document Sequences, *Oracle E-Business Suite System Administrator's Guide - Configuration*

Oracle Receivables Profile Options, *Oracle Receivables Implementation Guide*

Set the Grace Period for Discounts

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

Setup Tasks Using Rules

The setup tasks for setting the discount grace days, if you are new to iReceivables are:

• Set the Discount Grace Days rule for an operating unit or customer site.

See: Set Up Rules, Profile Options, and System Parameters, page 2-20.

Setup Tasks Using Profile Options

The setup tasks for setting the discount grace days for iReceivables Release 11*i* and earlier releases, are:

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

   - Last Date column in the Discount Alerts table on the Home Page includes the grace days allowed for the discount.

   - Discount amount displayed on the Payment page considers the grace days allowed for the discount.

   - All payments made through iReceivables consider the grace days when calculating payment on transactions.

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

   - If necessary, enter the grace days in the Discount Grace Days field in the Profile: Transaction tabbed region of the Customers - Standard window or the Customer Addresses window for the customers and customer sites that you want.

   - Set the OIR: Enable Discount Grace Days profile option to *Yes*. The default value is *No*.

     > **Note:** When the OIR: Enable Discount Grace Days profile option is set to *No*, iReceivables does not consider grace days when calculating discounts, even if grace days are defined for the customer or customer site.

Related Topics

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

Oracle Receivables Profile Options, *Oracle Receivables Implementation Guide*

Review and Update Receivables Lookups

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

- CREDIT_MEMO_REASON

- ARI_CUSTOMER_SEARCH_TYPE

- ARI_INVOICE_SECTION

- AR_IREC_CREDIT_CARD_TYPES

- ARI_ACCOUNT_DETAILS_TYPE

- ARI_ACCT_STATUS

For the lookup types CREDIT_MEMO_REASON and ARI_INVOICE_SECTION, review and update both your seeded and user-defined lookup codes. For the lookup type AR_IREC_CREDIT_CARD_TYPES, update the seeded credit card types that you plan to accept for iReceivables payments.

> **Note:** You cannot modify the seeded lookups for the lookup types CREDIT_MEMO_REASON and AR_IREC_CREDIT_CARD_TYPES. You cannot add new lookup codes for the lookup types ARI_INVOICE_SECTION and AR_IREC_CREDIT_CARD_TYPES.

For the lookup type ARI_CUSTOMER_SEARCH_TYPE, review and update the seeded lookup codes that you want to appear on the Search By poplist on the Customer Search page. If you plan to extend the customer search, define lookup codes for your new customer search attributes. The custom transaction search attributes that you define are queried by the procedure search_custom_customer() in the file ARICNFGB.pls. See: Extending the iReceivables Search, page 4-6 for more information.

For the lookup types ARI_ACCOUNT_DETAILS_TYPE and ARI_ACCT_STATUS review and update the seeded lookup codes that you want to appear on the Status and Transaction Type poplists on the Account Details page. If you plan to extend the transaction search, define lookup codes for your new transaction search attributes. The custom transaction search attributes that you define are queried by the procedure search_custom_trx() in the file ARICNFGB.pls. See: Extending the iReceivables Search, page 4-6 for more information.

To update Receivables lookups for use with iReceivables:

1. Select the Receivables Manager responsibility.

2. Navigate to the Oracle Receivables Lookups window.

3. In the Type field, query the lookup type that you want.

4. In the User Name field, enter the user name for the applicable lookup codes.

5. In the Application field, enter *Oracle Receivables*. The system displays the lookup codes.

6. To disable a lookup code, enter a date in the Effective Dates To field or uncheck the Enabled box.

7. For ARI_CUSTOMER_SEARCH_TYPE and CREDIT_MEMO_REASON, enter *Y* in the Tag field to make a code available to external users or *N* to make the code available to internal users only. Replace any null values in the Tag field with *Y* or *N*.

8. Enter any new lookup codes for ARI_CUSTOMER_SEARCH_TYPE and CREDIT_MEMO_REASON that you want.

Related Topics

Lookup Types, *Oracle E-Business Suite Developer's Guide*

Defining Receivables Lookups, *Oracle Receivables Implementation Guide*

Set the Aging Information

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

Setup Tasks Using Rules

The setup tasks for applying service charges if you are new to iReceivables are:

• Set the Aging Bucket rule for an operating unit or customer site.

See: Set Up Rules, Profile Options, and System Parameters, page 2-20.

Setup Tasks Using Profile Options

The setup tasks for applying service charges for iReceivables Release 11*i* and earlier releases, are:

1. Set the OIR: Aging Buckets profile option to display aging information for iReceivables users.

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

   To set the aging buckets profile option:

   1. Select the System Administrator responsibility.

2. Navigate to the System Profile Values window.

3. Set the OIR: Aging Buckets profile option at the site, responsibility, or user level to display the aging buckets that you want.

Related Topics

Oracle Receivables Profile Options, *Oracle Receivables Implementation Guide*

Aging Buckets and Interest Tiers, *Oracle Receivables Implementation Guide*

Set the Profile Option for ACH Bank Account Transfer Payments

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

> **Note:** If you set the OIR: Save Payment Instrument Information profile option to *No*, iReceivables can only accept payment by credit card using a one-step remittance method. You cannot use the ACH bank account transfer to process payments. See: Define Receipt Class and Payment Method, page 2-11 for more information.

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

To use the local file, you must download the ACH directory from the Federal Reserve Financial Services web site and use SQL*Loader to upload it to the AR_IREC_ACH_BANKS table. See: Download and Upload the E-Payment ACH Directory to a Local Table, page 2-37 for information about downloading and uploading the ACH directory.

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

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

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

1. Select the System Administrator responsibility.

2. Navigate to the System Profile Values window.

3. Set the OIR: Bank Directory Source profile option to *Local* or *None*.

4. If you set the OIR: Bank Directory Source profile option to *Local*, then download and upload the E-Payment ACH directory.

   See: Download and Upload the E-Payment ACH Directory to a Local Table, page 2-37.

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

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

- Download the E-Payment ACH directory from the Federal Reserve Financial Services web site.

- Use SQL*Loader to upload the directory to the AR_IREC_ACH_BANKS table.

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

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

1. Open your web browser.

2. Navigate to the Federal Reserve Financial Services web site: http://www.fedwiredirectory.frb.org.

3. Click Download E-Payments Directories link to go to the Download E-Payments page.

4. Right-click Receive All Fed ACH Participants link and choose Save Target As.

5. Save the file in a local file that your Receivables system can access.

6. In Oracle E-Business Suite, select the System Administrator responsibility.

7. Navigate to the Request Group window.

8. In the Group field, query *Receivables All*.

9. Add *Import Bank Directory* to the Requests.

10. Switch the responsibility from System Administrator to Receivables Manager.

11. Navigate to the Submit Request window.

12. In the Name field, choose *Import Bank Directory* from the list of values.

13. In the Parameters window, enter in the Data File field the path to the local file that you saved in step 4.

14. Press the OK button.

15. Press the Schedule button.

16. In the Schedule window, choose *Once*.

17. Press the OK button.

18. Press the Submit button to submit the request.

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

> **Note:** ORACLE PROVIDES THE E-PAYMENT ROUTING DIRECTORY ON AN "AS IS" BASIS. ORACLE EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. ORACLE MAKES NO WARRANTY THAT: (i) THE E-PAYMENT ROUTING DIRECTORY WILL BE AVAILABLE UNINTERRUPTED, ON A TIMELY BASIS, SECURE, OR ERROR-FREE, AND (ii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE. IN NO EVENT SHALL ORACLE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY YOU OR ANY THIRD PARTY IN CONNECTION

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Related Topics

Oracle Receivables Profile Options, *Oracle Receivables Implementation Guide*

Modify the Display of Account Information

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

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

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

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

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

Controller Class Restrictions

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

- You cannot create new controller classes or modify existing controller classes. Any modifications to controller classes are not supported.

- In some cases, the controller class for a given page may override your personalization settings.

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

1. Set the Personalize Self-Service Defn profile option to *Yes*.

2. Log in to iReceivables and navigate to the Account Details page for the customer that you want.

3. Click the available personalization link. These personalization links vary according to the search, but always appear in the Search region of the Account Details page, after the search results table.

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

1. Set the Personalize Self-Service Defn profile option to *Yes*.

2. Log in to iReceivables and navigate to the Invoice page for the customer that you want.

3. To display transaction header-level flexfields on the Invoice page, click the personalization link *Personalize Invoice Terms Table*. To display transaction line-level flexfields in the Invoice page, click the *Personalize Invoice Lines Table* personalization link.

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

1. Set the Personalize Self-Service Defn profile option to *Yes*.

2. Log in to iReceivables and navigate to the Payments page for the customer that you want.

3. To display receipt flexfields in the Payments page, click the personalization link *Personalize Payment Row*. To display transaction line-level flexfields in the Payment page, click the personalization link *Personalize Application Table*.

Related Topics

Planning and Defining Descriptive Flexfields, *Oracle E-Business Suite Flexfields Guide*

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

Transaction Flexfields, *Oracle Receivables User Guide*

Integrate iReceivables into Your Business Processes

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

- Make sure your printed Collections and Receivables documents reference the URL that customers use to access your iReceivables web site.

- Make sure your voice messages reference your iReceivables web site.

- Have your collectors mention your iReceivables web site when speaking with customers.

- Advertise the iReceivables web site internally so that Sales, Collections, and Customer Service personnel start to use the application regularly.

3

Setting Up for Credit Memo Request Workflow

This chapter covers the following topics:

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

Setting Up Oracle Receivables for Credit Memo Request Workflow

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

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

Setup Tasks for Credit Memo Request Workflow

Setup Tasks for Credit Memo Request Workflow

Step Number	Step Description	Required or Optional
1	**Define Credit Memo Approval Limits for Approvers**. See: Define Credit Memo Approval Limits for Approvers, page 3-2.	Required

Step Number	Step Description	Required or Optional
2	**Define a Credit Memo Transaction Batch Source**. See: Define a Credit Memo Transaction Batch Source, page 3-3.	Required
3	**Update Transaction Types.** See: Update Transaction Types, page 3-3.	Required
4	**Set Up Credit Memo Request Workflow.** See: Set Up Credit Memo Request Workflow, page 3-4	Required

Define Credit Memo Approval Limits for Approvers

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

To define credit memo approval limits for approvers:

1. Select the Receivables Manager responsibility.

2. Navigate to the Approval Limits window.

3. In the Username field, enter the first approver who you are defining approval limits for.

4. In the Currency field, enter a currency code.

5. In the From Amount and To Amount fields, enter the minimum and maximum approval amounts in this currency for this user.

6. In the Document Type field, enter *Credit Memo*.

7. If this approver is the primary approver for this range, check the Primary box.

8. Save your work.

9. Repeat steps 3 to 8 for each approver.

Related Topics

Approval Limits, *Oracle Receivables Implementation Guide*

Define a Credit Memo Transaction Batch Source

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

To define a credit memo transaction batch source:

1. Select the Receivables Manager responsibility.

2. Navigate to the Transaction Sources window.

3. In the Name field, enter a name that identifies this batch source as a credit memo
   transaction batch source for iReceivables.

4. In the Type field, enter *Manual*.

5. Check either the Automatic Transaction Numbering box or the Copy Document
   Number to Transaction Number box.

Related Topics

Transaction Batch Sources, *Oracle Receivables Implementation Guide*

Update Transaction Types

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

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

To update transaction types for iReceivables:

1. Select the Receivables Manager responsibility.

2. Navigate to the Transaction Types window.

3. Query or enter the first transaction type that you want to update.

4. In the Credit Memo Type field, enter the credit memo type to use when crediting items with this transaction type.

5. Repeat steps 3 and 4 for each transaction type.

Related Topics

Transaction Types, *Oracle Receivables Implementation Guide*

Set Up Credit Memo Request Workflow

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

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

Related Topics

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

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

4

Configuring Oracle iReceivables

This chapter covers the following topics:

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

Configuring iReceivables

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

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

You can modify these components using the ARI_CONFIG configuration package:

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

- iReceivables transaction search and customer search

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

You can also:

- Customize the Dispute pages.

- Edit iReceivables messages using the Oracle Application Object Library.

Modifying the Account Summary Page Information Section

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

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

The procedure get_homepage takes the following parameters:

- user id

- customer id

- customer site use id

- encrypted customer id

- encrypted site use id

- language

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

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

Modifying the Account Summary Page Discount Alerts and Dispute Statuses Section

A company can configure the display of discount alerts and dispute statuses for each

customer or external user.

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

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

- The function returns a RENDER flag, indicating whether or not to render the region (*Y* or *N*).

- The function returns override HTML to replace the actual table.

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

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

Customizing the Dispute Pages

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

- Create customized messages for the Enter Dispute Details page and the Review Credit Request page.

- Personalize the Invoice Summary table to display invoice flexfields and attachments.

- Personalize the Invoice Lines region of the Enter Dispute Details page and the Review Credit Request page to display the invoice line flexfield.

- Personalize the Invoice Lines region of the Enter Dispute Details page to display a Search region to search by invoice line attributes, when there is a large number of invoice lines.

Creating Customized Messages

Add customized messages to the Message Dictionary for the Enter Dispute Details page and the Review Credit Request page. You create messages based on the lookup types CREDIT_MEMO_REASON and ARI_INVOICE_SECTION in these formats:

- Enter Dispute Details page - ARI_DD_<CREDIT_MEMO_REASON lookup code>

- Enter Dispute Details page: Invoice section - ARI_DD_<ARI_INVOICE_SECTION lookup code>

- Review Credit Request page - ARI_DR_<CREDIT_MEMO_REASON lookup code>

- Review Credit Request page: Invoice section - ARI_DR_<ARI_INVOICE_SECTION lookup code>

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

See: Editing iReceivables Messages, page 4-7.

Example

This example provides custom messages for the dispute reason code DAMAGED_GOODS.

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

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

Configuring the Contact Us Global Button E-mail Address

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

Setup Tasks for Release 12

The setup tasks for personalizing the e-mail information if you are new to iReceivables are:

- Enable Contact Info rule

- Create a new rule as required giving values for the following parameters:
  - Customer
  - Customer Site Use

- Language String

- Page

See: Set Up Rules, Profile Options, and System Parameters, page 2-20.

Setup Tasks for Release 11*i* or earlier

The setup tasks for personalizing the e-mail information for iReceivables Release 11*i* and earlier releases, are:

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

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

Parameter	Values
p_customer_id	Primary key for HZ_CUST_ACCOUNTS
p_customer_site_use_id	Primary key for HZ_CUST_ACCT_SITES
p_language_string	Language code used to render the page
p_page	ARI_CUSTOMER_SEARCH
p_page	ARI_HOME_PAGE
p_page	ARI_ACCOUNT_DETAILS
p_page	ARI_CREDIT_MEMO_DETAILS
p_page	ARI_CREDIT_MEMO_REQUEST_DETAILS
p_page	ARI_INVOICE_DETAILS
p_page	ARI_DEBIT_MEMO_DETAILS
p_page	ARI_DEPOSIT_DETAILS

Parameter	Values
p_page	ARI_CHARGE_BACK_DETAILS
p_page	ARI_PAYMENT_DETAILS
p_page	ARI_DISPUTE
p_page	ARI_GUARANTEE_DETAILS
p_page	ARI_INVOICE_PAYMENT_PAGE
p_trx_id	Cash Receipt ID (for payments)
p_trx_id	Customer Trx Id (for all other transactions)

Related Topics

Form Functions Window, *Oracle E-Business Suite System Administrator's Guide - Security*

Extending the iReceivables Search

You can extend the iReceivables transaction search and iReceivables customer search to include additional search attributes according to your business practices. You can extend the transaction search by providing additional transaction search attributes in the Status and Transaction Type lists on the Account Details page. You can extend the customer search by providing additional customer search attributes in the Search By list on the Customer Search page.

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

• *search_custom_trx* for the custom transaction search.

• *search_custom_customer* for the custom customer search.

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

To extend the iReceivables search:

• Use the Lookups window to define look up codes for your custom transaction or customer search attributes. See: Review and Update Receivables Lookups, page 2-33.

- Use the Messages window to define error messages that refer to validations on your input parameters.

- Write your code for the custom search attributes that you defined.

Related Topics

Message Window, *Oracle E-Business Suite Developer's Guide*

Editing iReceivables Messages

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

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

- **Do not insert returns.** Inserting returns into HTML-based messages can cause a fatal system error.

- **Do not modify text strings that contain an ampersand (&).** These text strings are parameters that iReceivables replaces with actual values. For example, the text strings *&trx_type* and *&salesperson* represent the transaction type and salesperson name respectively. iReceivables cannot display these messages correctly if you modify these strings.

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

$AR_TOP/mesg/<language>

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

Related Topics

Implementing Message Dictionary, *Oracle E-Business Suite Developer's Guide*