

Oracle® Accounts Receivable Deductions Settlement

Implementation Guide

Release 12.1

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Send Us Your Comments

Oracle Accounts Receivable Deductions Settlement Implementation Guide, Release 12.1

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

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

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

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.

Send your comments to us using the electronic mail address: appsdoc_us@oracle.com

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Preface

Intended Audience

Welcome to Release 12.1 of the *Oracle Accounts Receivable Deductions Settlement Implementation Guide*.

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

Structure

- 1 Introduction**
- 2 Implementing Claims**
- 3 Setting Up Profile Options and Lookups**
- 4 Concurrent Programs**
- A Claim Interface Tables**

Related Information Sources

Integration Repository

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

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

Online Documentation

All Oracle E-Business Suite documentation is available online (HTML or PDF).

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF documentation for your product with each release. The Oracle E-Business Suite Documentation Library is also available on My Oracle Support and is updated frequently
- **Online Help** - Online help patches (HTML) are available on My Oracle Support.

- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.
- **Oracle Electronic Technical Reference Manual** - The Oracle Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for each 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. The Oracle eTRM is available on My Oracle Support.

Guides Related to All Products

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 programs.

You can access this guide online by choosing "Getting Started with Oracle Applications" from any Oracle E-Business Suite product help file.

Guides Related to This Product

Oracle Channel Rebate and Point-of-Sale Management User Guide

Oracle Channel Rebate and Point of Sales Management enables suppliers to manage their product inventory and prices, create budgets for customer and partner rebates, offers, and incentives, and enlist the help of channel partners such as distributors and retailers to manage execution of these offers at the points of sale in the channel. This guide describes how to use the Account Manager Dashboard to manage products and price lists, create and manage budgets, quotas, and offers, and plan and manage customer accounts.

Oracle Channel Revenue Management Implementation and Administration Guide

Channel Revenue Management enables users to efficiently plan, promote, execute, and manage the order to cash process for improved sales and return on investment (ROI), and reduced loss in revenue. Use this guide to learn about the different products in the Oracle Channel Revenue Management Suite and the other Oracle E-Business Suite products with which this product family integrates. You can learn how to set up users, customers, and suppliers, and perform the basic configurations that will be used by all the products in this suite.

Oracle General Ledger User's Guide

This guide provides you with information on how to use Oracle General Ledger. Use this guide to learn how to create and maintain ledgers, ledger currencies, budgets, and journal entries. This guide also includes information about running financial reports.

Oracle Payables User's Guide

This guide describes how to use Oracle Payables to create invoices and make payments. In addition, it describes how to enter and manage suppliers, import invoices using the Payables open interface, manage purchase order and receipt matching, apply holds to invoices, and validate invoices. It contains information on managing expense reporting, procurement cards, and credit cards. This guide also explains the accounting for Payables transactions.

Oracle Receivables User Guide

This guide provides you with information on how to use Oracle Receivables. Use this guide to learn how to create and maintain transactions and bills receivable, enter and apply receipts, enter customer information, and manage revenue. This guide also includes information about accounting in Receivables. Use the Standard Navigation Paths appendix to find out how to access each Receivables window.

Oracle Trading Community Architecture User Guide

Oracle Trading Community Architecture (TCA) maintains information including relationships about parties, customers, organizations, and locations that belong to your commercial community in the TCA Registry. This guide enables you to use the features and user interfaces provided by TCA and by other Oracle E-Business Suite applications to view, create, and update Registry information. For example, you can import batches of party data in bulk from external source systems into the TCA Registry, merge duplicate parties, sites, and customer accounts, generate time zones for phones and locations, and run various customer reports.

Installation and System Administration

Maintaining Oracle E-Business Suite Documentation Set

This documentation set provides maintenance and patching information for the Oracle E-Business Suite DBA. *Oracle E-Business Suite Maintenance Procedures* provides a description of the strategies, related tasks, and troubleshooting activities that will help ensure the continued smooth running of an Oracle E-Business Suite system. *Oracle E-Business Suite Maintenance Utilities* describes the Oracle E-Business Suite utilities that are supplied with Oracle E-Business Suite and used to maintain the application file system and database. It also provides a detailed description of the numerous options available to meet specific operational requirements. *Oracle E-Business Suite Patching Procedures* explains how to patch an Oracle E-Business Suite system, covering the key

concepts and strategies. Also included are recommendations for optimizing typical patching operations 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 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 CRM System Administrator's Guide

This manual describes how to implement the CRM Technology Foundation (JTT) and use its System Administrator Console.

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 also 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 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 11*i* to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

Oracle 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 Applications 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 Applications Manager, administering Oracle E-Business Suite Secure Enterprise Search, managing concurrent managers and reports, using diagnostic utilities including logging, managing profile options, and using alerts. *Oracle E-Business Suite System Administrator's Guide - Security* describes User Management, data security, function security, auditing, and security configurations.

Oracle E-Business Suite User Interface Standards for Forms-Based Products

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

Other Implementation Documentation

Oracle Applications Multiple Organizations Implementation Guide

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

Oracle Approvals Management Implementation Guide

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

Oracle Diagnostics Framework User's Guide

This guide contains information on implementing, administering, and developing diagnostics tests for Oracle E-Business Suite using the Oracle Diagnostics Framework.

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 Integrated SOA Gateway Implementation Guide

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

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

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

Oracle Product Lifecycle Management User Guide

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

Oracle Web Applications Desktop Integrator Implementation and Administration Guide

Oracle Web Applications Desktop Integrator brings Oracle E-Business Suite functionality to a spreadsheet, where familiar data entry and modeling techniques can be used to complete Oracle E-Business Suite tasks. You can create formatted spreadsheets on your desktop that allow you to download, view, edit, and create Oracle E-Business Suite data, which you can then upload. This guide describes how to implement Oracle Web Applications Desktop Integrator and how to define mappings, layouts, style sheets, and other setup options.

Oracle Workflow User's Guide

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

Oracle XML Gateway User's Guide

This guide describes Oracle XML Gateway functionality and each component of the Oracle XML Gateway architecture, including Message Designer, Oracle XML Gateway Setup, Execution Engine, Message Queues, and Oracle Transport Agent. It also explains how to use Collaboration History that records all business transactions and messages exchanged with trading partners.

The integrations with Oracle Workflow Business Event System, and the Business-to-Business transactions are also addressed in this guide.

Training and Support

Training

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

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

Support

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

Do Not Use Database Tools to Modify Oracle 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.

Introduction

Overview

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

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

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

Key Features

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

Claims Key Features

Feature	Description
Accounting Only Settlement	Used when distributor ship and debit request for refunds is not approved by the supplier. This method directly balances the distributor accounts for the loss incurred without interface to Oracle Payables.
Configurable Settlement Workflow	Allows companies to create custom settlement methods in addition to the seeded methods. You can settle promotional claims with the custom settlement method.
Netting Settlement	<p>Formerly referred to as Contra Change. Use this settlement method for deduction and overpayment. When you select this settlement method the program sends out a workflow notification to users with a Netting responsibility notifying them to manually run the netting batch process.</p> <p>This refers to the action of applying a receipt on another receipt. In Trade Management's context, it means settling a deduction or overpayment claim by another claim, an AR transaction, or an AR receivable activity.</p>
Mass Approval of Claims	Enables users to review multiple rule-based settlement matches and approve them.
Mass Settlement	Use this to search for related account transactions and enforce claim security.
Multi-Org Access Control (MOAC) for Claims	You can view and/or update claims across operating units provided you have the correct access privileges. Claims remain org-striped.

Feature	Description
Oracle E-Business Tax Integration	<p>Oracle Trade Management provides for Oracle E-Business Tax integration which allows you to obtain an accurate estimate of the tax impact of the claim lines.</p> <ul style="list-style-type: none"> • Tax classification codes are defined in Oracle E-Business Tax. The tax classification code values are based on whether a settlement method integrates with Accounts Receivable or Accounts Payable.
Rule-Based Settlement	<p>Defines rules to automate the matching of claims and deductions with open AR credits and unpaid customer accruals by tasks and attributes, and to automate the approval requirements for these matches.</p>
Settlement by AP Debit	<p>When a company wants to accrue promotional money owed to it by another company they can use Oracle Trade Management to either charge a claim or deduct from the other organization. For example, distributors may claim price protection refunds from the supplier to cover the losses incurred on on-hand inventory as a result of dropped product prices. In Oracle Trade Management when you deduct from the other organization you can create a transaction in the Oracle Payables to reduce the balance owed to the other organization. This feature is available for claim and debit claim, but not for deduction and overpayment.</p> <p>When you select this method for settlement, Trade Management automatically passes a payables credit entry into the Payables' interface table. The Payables Open Interface Import program then converts the payables credit entry into an Accounts Payable document that reduces the company's balance owed.</p>

Feature	Description
Settlement by AR Credit	Used when retailers claim price protection accrual owed them by distributors as a result of losses incurred on on-hand inventory and existing purchase orders when the supplier drops the price of a product,

Payables Settlement Methods

Oracle Accounts Receivable Deductions Settlement provides support for the following Payables related settlement methods:

- Accounts Payable Default Payment
- Electronic Transfer
- Wire Transfer

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

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

Settlement Methods

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

Implementing Claims

This chapter covers the following topics:

- Basic Setups for Implementing Claims
- Prerequisites for Creating a Claim
- Setting Up Claim Ownership and Assignment
- Implementing Claim Research and Approval
- Implementing Claim Settlement

Basic Setups for Implementing Claims

The information in the following sections describes the basic setups for implementing claims for Oracle Channel Revenue Management.

Setting System Parameter Defaults

On the System Parameters page you can define:

- Accounting preferences
- Price Protection accounting preferences
- Claim Source Setup (Claim defaults), such as a default claim type, reason, claim owner, and so on
- Claim settlement defaults, such as a default RMA transaction type, debit memo type, credit memo type, write off adjustment type, chargeback type, and transaction type.
- Autopay frequency and preferences
- Pay Over Earnings thresholds

- Indirect Sales and Trade Planning preferences
- Price Protection Process Execution preferences

As a prerequisite, you must define claim types and reasons, and created operating units and basic accounting preferences.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > System Parameters.

Enter information in each of the following regions of the System Parameters page.

Accounting

- **Receivable clearing account:** When a claim or deduction is created and associated to promotional accruals, and if the settlement method is a credit memo, Oracle Trade Management creates the GL entries, Debit Liabilities and Credit Receivables Clearing.
- **Vendor clearing account:** When a promotional claim is settled by a check, GL entries, including Debit Liabilities and Credit Vendor Clearing are created. The Liabilities account used is the same one used when accruals occurred. The Oracle Payables Clearing accounts used during claim settlement are taken from the following setups:
 - As defined on claim type and any Account Derivation Rules updates.
 - As defined here in system parameters and any Account Derivation Rules updates
- When the Post to GL flag is checked in system parameters, the GL entries are created for the budget utilizations and for claim lines utilizations.
- **Create GL entries for Off-invoice discounts:** Select to create General Ledger accounting for all off invoice discounts.
- **GL balancing segment:** Select an Oracle General Ledger balancing segment to filter receivable write-off activity based on an Oracle General Ledger balancing segment. These segments refer to the balancing segment values in the A/C flexfield. This field is visible only if the profile option OZF: Select Write-Off Activities Based on GL Balancing Segments, page 3-12 is enabled.

Claim

- **Claim type and Claim reason:** These values are assigned to deductions and overpayments created and passed to Oracle Trade Management from Oracle Receivables. However the claim source setup (previously referred to as claim

defaults) takes precedence over the system parameters setup.

- **Exchange type:** Claims can be created in a transaction currency different from the functional currency used by the overall set of books. When the exchange type is unclear, the default selected here is used.
- **Default owner:** Owner assignment is based on various criteria such as claim type or reason. If the assignment manager has not been implemented or fails to assign an owner, the default owner specified here is used.
- **Days due:** Specific due dates for customers are designated in their trade profiles. If there is no due date in a trade profile, the default specified here is used.
- **Territory Manager:** Select if Territory Manager is implemented for Claims.

For information on price protection claims, see the *Oracle Price Protection Implementation Guide*.

Settlement Section Notes:

Settlement

- **Receivables batch source:** This is used for transferring entries from Oracle Trade Management into Oracle Receivables. The LOV contains all imported transaction sources defined in Oracle Receivables.
- **RMA transaction source:** This is used as a default for claims settled with RMAs. The list of values contains all return order types defined in Oracle Order Management. Oracle Trade Management provides a seeded source called Trade Management Claims.
- **Debit memo, Credit memo, and Chargeback:** These are the default values for claims settled with the respective settlement methods. The LOV contains all debit memos, credit memos, and chargebacks that are defined in Oracle Receivables.
- **Payables batch source:** This is used for transferring entries from Oracle Trade Management into Oracle Payables. The LOV contains all imported transaction sources defined in Oracle Payables.
- **Payables payment term:** This is the default Payables term used on invoices created in Oracle Payables for claim settlement. The list of values for this field contains all payment terms defined in Oracle Payables.
- **Write-off threshold (Deduction):** Enter a minimum value. For example, you enter 200 as the threshold. If you receive a deduction for \$190, it is under the threshold and is eligible for automatic write off and will be automatically flagged for auto write off. The value entered here should always be a positive number.

- **Write-off threshold (Overpayment):** Enter a minimum value. For example, you enter \$150 as the threshold. If you receive an overpayment for \$140, it is under the threshold and is eligible for automatic write off.
- **Write-off adjustment:** The Receivable activities are defined in Oracle Receivables.
- **Receipt write-off (Deductions):** This is the Receivables Activity that is passed to Oracle Receivables. Use this while settling non transaction-related deductions.
- **Receipt write-off (Overpayments):** This is the Receivables Activity that is passed to Oracle Receivables. Use this while settling overpayments.

The profile option OZF: Defaulting Legal Entity for Claim is used for claims and debit claims created in Trade Management or for any claim (of any claim class) created from the Trade Management API or interface that has no legal entity. The values for this profile option include all available legal entities within the system.

Optionally, check the Route Mass Settlement Approval Based on Net Amount box to enable mass settlement approval based on the net amount rather than the open amount. See *Setting Up Mass Settlement of Claims* for more information.

Autopay

- **Autopay:** Select to turn on the Autopay functionality.
- **Default claim type and reason:** Select for Autopay claims.
- **Frequency and frequency unit:** These values define the frequency by which the customer is paid. You can select how often you want Autopay to run. For example, if you enter 1 and select Monthly, autopay will run once a month.
- **Sales credit:** This determines the default salesperson used for Autopay and claims created manually. You can select either Default Sales Rep or No Sales Credit.

Earnings Payments

Enter values in the fields to allow the early payment of unearned accruals for offers for some or all of your customers.

- **Unearned payments:** Determines who is eligible for unearned payments.
 - Allow for All: Unearned payments are allowed for all customers unless specifically disallowed in a customer's trade profile.
 - Allow for Selected: Unearned payments are not allowed unless specifically allowed in a customer's trade profile.

The customer trade profile set up always takes precedence. For example, you select Allow for All on the System Parameters page, whereas the customer X's trade profile is

set to Disallow. As such, customer X is not eligible for unearned payments on offers.

- **Threshold type and Threshold value:** These values restrict the amount of unearned payments. For example, an offer has a committed amount of \$10,000. The offer is ending soon and the customer has earned only \$3,000 to date. You established a threshold of 20% (threshold type = percent; threshold = 20). If a claims processor receives a claim equal to or less than \$3,000, up to \$3,600 can be paid ($3,000 \times 1.2$).
- **Override threshold:** Select to permit threshold overrides. If selected, settlement can still be initiated if the unearned payment amount exceeds the threshold amount. However, the claim must go through a special approval process before payment can be made. If not selected, the claim settlement process cannot be initiated. Corresponding settings in trade profiles take precedence.
- **Prorate associate earnings by products:** Check to have the system automatically break up earnings on offers proportionately by product or product category. If not selected, the first-in first-out approach is used. For more information, refer to the *Oracle Channel Revenue Management User Guide*.

Rule Based Settlement

Enter values in the fields to define rules for the automatic matching of claims and deductions with open AR credits and unpaid accruals due to customers.

- **Enable Rule Based Settlement:** Select to automate the research and settlement process for claims and deductions.
- **Customer Name Matching:** Select to include or exclude related customers from the matching process.
- **Credit Matching Threshold:** Select if you want to enter the threshold value as a percent of the credit amount or as a direct threshold amount.
- **Threshold:** Based on your selection for Credit Matching Threshold, enter the threshold value. For example, if you enter a threshold value of 5%, the difference in credit and deduction amounts should not be greater than 5% of the credit amount.
- **Approval for New Credits:** Enable this if deductions that are matched to open accruals resulting in new Accounts Receivables credits need to be routed through the approval workflow
- **Approval for Matched Credits:** Enable this if deductions that are matched to open Accounts Receivables credits need to be routed through the approval workflow

Setting up Trade Profiles

You set up trade profiles to capture customer or supplier preferences for various Oracle

Channel Revenue Management activities such as communication methods for seeking approval, product and rejection code mapping, claim amount thresholds, claim frequency, and payment methods and frequency.

Setting Up Customer Trade Profiles

Customer trade profiles are used to:

- Link customers to vendors.
- On a single customer account, define customer trade profiles for each bill-to customer site.
- Define Autopay parameters for accrual reimbursements including payment frequency, threshold, and method for each bill-to site qualified on the offer for a particular customer account.
- Define customized parameters for claim payments including days due and write off thresholds for deductions and overpayments.
- Define earning payment parameters for unearned offer accruals including various threshold settings.
- Define indirect sales parameters including batch and line tolerances.
- Define code mapping for automatic code conversion of internal code to customer code and vice versa for all communications between customer and vendor. Code mapping can be for a product, agreement, party, party site, rejection reason, and unit of measurement.

To set up customer trade profiles, log in to Oracle Trade Management.

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

Basic Customer Information

- **Operating Unit:** Enter the Operating Unit for Trade Profile.
- **Sites:** Sites are org-striped and can be used within an operating unit.
- **Supplier information:** If the customer is also a supplier, enter the supplier information in the Supplier, Sendor Site, and Address fields.
 - A supplier is a person or company that sells to your company. To settle claims using a check, you must set up that customer as a supplier in Oracle Payables.
 - The trade profile provides a link between the two setups in the two systems. Supplier information on claims is completed automatically; therefore, claim

processors do not need to determine this. Suppliers are not org-stripped. They can be seen and used across operating units.

If not set up in the customer trade profile, the claim owner must enter the supplier information on the first claim to be settled by check for this account. When this occurs, the customer trade profile information for the account is updated automatically.

Autopay Parameters

If you choose to use Autopay, it evaluates the accruals for this customer and automates payments as required. Otherwise, automatic payments are not made though accruals exist.

- **Payment method:**
 - **Check:** If selected, the vendor and vendor sites fields must be filled in.
 - **On Account Credit Memo:** If selected, accrual earnings are grouped by the bill-to sites on the customer account and a claim created for each site. In addition, if a customer account has accruals for with no specified bill-to site, this payment method creates a single claim for the total amount of these accruals.
 - AP Settlement, AP Debit, AP Default Payment,
 - Electronic Transfer, Trade Management Settlement, Wire Transfer

Claim Parameters

- **Days due:** Claim managers may require that claims for this account be resolved within a certain number of days. Enter that number here.

For example, your company may require that all claims for an important customer account be resolved with 15 days of creation. In the customer trade profile, you can assign 15 as the default days due. If a claim for this customer account is created on January 1, the due date defaults to January 16.

Earnings Payments Parameters

The values selected here determine customer eligibility and the threshold for unearned payments for offers. This affects all promotional claims and deductions except for those related to Scan Data offers (whether settled by credit memo or check.) If a customer does not have a trade profile, the system behaves as if the trade profile setting is Null.

If no explicit threshold is set either on the System Parameters page or on the trade profile, but unearned payments are allowed, then the threshold is zero. Claim payment within the thresholds can be settled like any other promotional claim and go through the regular claim approval process.

- **Unearned payments for offers:**
 - Null: The customer may or may not be eligible for unearned payments depending on the System Parameter settings. If set to Allow for All, then this customer is eligible for unearned payments. If set to Allow for Selected, then this customer is not eligible for unearned payments.
 - Allow: Unearned payments are always allowed for this customer. This setting overrides the System Parameter setting.
 - Disallow: The customer is not eligible for unearned payments for offers regardless of the System Parameter setting.
- **Threshold type:**
 - Amount: Threshold is a currency amount. If 50 is entered in the threshold field, then the threshold is \$50. (Assuming the currency being used is U.S. dollars.)
 - Percent: Threshold is a percentage. If 90 is enter in the threshold field, then the threshold is 90% of the earnings.
 - Unconditional: The threshold is infinity. Special approval for overriding the unearned payments threshold is never required. Claims simply go through the regular claim approval process.
- **Threshold:** This value can be greater than 100 if the threshold type is Percent.
 - Example for Percent: The threshold is 20%. Customer Y's earnings total \$10,000 for an offer. Claim payments up to \$12,000 can be made.
 - Example for Amount: The value is 2,000, and the functional currency is dollars (\$). Customer Y's earnings total \$10,000 for an offer. Claim payments up to \$12,000 can be made.
- **Override threshold:** Select to allow the initiation of settlements for unearned payments where the amount is greater than the threshold.
 These claims are subject to a special approval process, and the regular approval process. This setting overrides the setting on the System Parameters page.

Point-of-Sale Parameters

The values defined in a customer's trade profile override the values set in System Parameters. For examples of setting these values, see the *Oracle Channel Rebate and Point-of-Sale Management Implementation Guide*.

Setting Up Supplier Trade Profiles

Supplier trade profiles are used in Ship and Debit and in Price Protection to:

- Link suppliers to customer accounts.
- Define parameters for accrual reimbursements including payment frequency, offer limits, and approval considerations.
- Define preferences for approval communication methods.
- Define thresholds for claim amounts including batch and line tolerances.
- Define code mapping for automatic item code conversion of internal item to supplier item for inbound and outbound transactions.

To set up trade profiles, log in to Oracle Trade Management.

Navigation: Trade Management: Administration > Trade Management > Supplier Trade Profile > Create

Basic Supplier Information

- **Operating Unit:** Select the operating unit for the supplier trade profile.
- **Customer information:** To settle claims, you must set up this supplier as a customer in TCA. In addition, perform the following steps to map supplier and customer information on the supplier trade profile.
 - Select the name of the supplier.
 - Select a supplier site. Supplier sites are not organization-specific and can be used across operating units.
 - Select the customer account that you want to map to the supplier site.
 - Select the bill-to site of the customer that you want to map to the supplier site.

Price Protection and Supplier Ship and Debit Parameters

The values defined in a supplier's trade profile override the default values set for system parameters.

For information on setting parameters for price protection, see the *Oracle Price Protection Implementation Guide*.

For information on setting supplier ship and debit parameters, see the *Oracle Supplier Ship and Debit Implementation Guide*.

Implementing Org-Striping

Org-stripping involves segregating areas based on operating units. In real-time scenarios, companies set up different operating units (OU) or business entities for different reasons. These operating units have their own business rules and they function

independently. This means that the business transactions of one OU may or may not be accessed by another OU.

The Oracle MOAC security model enables you to use a single responsibility to access multiple operating units. Details of the default operating unit are derived from the MOAC profile option, MO: Default Operating Unit. Enabling multiple organization access, enables you to select the operating unit to access the respective views, claims, and mass settlement groups without switching responsibility.

Impact of Org-Striping on Claims

Org-striping has the following impact on claims:

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

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

Prerequisites for Creating a Claim

The information in the following sections explains how to set up:

- Claim Types, page 2-11
- Claim Actions, page 2-13
- Claim Reasons, page 2-13
- Claim Sources, page 2-14

Defining Claim Types

Claims are categorized by type and reason. This categorization allows users to group claims for easier analysis and resolution of claim problems.

For example, a claim type, non-promotional, could be repetitively paired with the claim reason, shipping. Based on this and other information, the organization might decide to improve its shipping processes to reduce this type of claim.

In addition, information derived from claim types can act as the business driver for various integration points by defaulting transaction types on the claims (for example, with Account Receivables and Order Management). Transaction types can be specified for credit memos, chargebacks, debit memos and return materials authorizations (RMAs). Vendor and Receivable clearing accounts can be specified at the claim type level.

Claim and transaction types are org-stripped (specific to a particular operating unit.) Therefore, they are visible only within the operating unit in which they are created.

To set up claim types, log into Oracle Trade Management.

Navigation: Trade Management: Administration > Trade Management > Claim > Claim Types.

Notes:

- **Credit memo:** Select a negative transaction type. The transaction types are created in Oracle Receivables for claims and deductions settled with credit memos. Oracle Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the credit memo.
- **Operating Unit** An operating unit field is displayed on claim type summary, claim type create and as read only on the claim type detail screen

- **Debit memo and Chargeback:** Select a positive transaction type. The transaction types are created in Oracle Receivables for claims and deductions settled with debit memos or chargebacks. Trade Management passes it to Oracle Receivables during settlement. In Oracle Receivables, this parameter helps drive accounting for the debit memo.
- **RMA transaction type:** Select a transaction type. These transaction types are created in Order Management. They drive the default price list, line type, and workflows that ultimately determine return order processing in Order Management.
- **Write-off adjustment:** Select a Receivable activity. These activities are created in Oracle Receivables for adjustments. The activity selected here determines the accounting adjustment used when transaction-related deductions are settled by write-off.
- **Receipt write-off (Deduction):** Select a negative Receivable activity. Receivable activities are created in Oracle Receivables for receipt write-offs. The activity selected here determines the accounting for deductions when settled by receipt write-off.
- **Receipt write-off (Overpayment):** Select a positive receivable activity. Receivable activities are created in Oracle Receivables for receipt write-offs. The activity selected here determines the accounting for overpayments when settled by receipt write off.
- **GL balancing segment:** This field is visible only if the profile option OZF: Select Write-Off Activities Based on GL Balancing Segments, page 3-12 is enabled. These segments refer to the balancing segment values in the A/C flexfield. This profile option allows users to filter Receivable write-off activity based on the Oracle General Ledger balancing segment selected here. It enables the filtering of transaction types and receivable activity defined in Oracle Receivables before making them available for a particular claim type in Trade Management. The filtering is done based on the balancing segment in the account code combinations used to set up the various receivables-related accounts on the transaction types and receivables activities in Oracle Receivables. Enabling this option causes the field GL Balancing Segment to display on the Create Claim Type page. This field is mandatory if the option is set to Yes.
- **Receivable clearing account:** When promotional claims or deductions are being settled with a credit memo, a debit entry for a liability account is created. Further, a credit entry is created for this Receivable clearing account. This is passed to Oracle Receivables as the revenue account for the credit memo. The list of Oracle General Ledger accounts displayed for this field is determined by the set of books selected in System Parameters.
- **Vendor clearing account:** When promotional claims or deductions are being settled

with a check, a debit entry for a liability account is created. Further, a credit entry is created for the vendor clearing account. It is passed to Oracle Receivables as the distribution account on the Payables invoice. The list of Oracle General Ledger accounts displayed for this field is determined by the set of books selected in System Parameters.

Defining Claim Actions

Actions are predefined templates that contain a series of tasks intended to guide the research and resolution of claims. They are organization-specific, and provide the claims department with a project management tool. A set of actions can be designated as default actions for a specific claim reason.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Claim > Actions.

Notes:

- Task templates:
 - Duration and Duration Type: Indicates how much time should be spent on the task. For example, enter 2 and select week if the time spent should be 2 weeks.
 - Task Type: Select General or Approval.

When creating claims reasons, you can designate default actions. See *Set Up Claim Reasons*, page 2-13 For more information on tasks, refer to the *Oracle Common Application Components Implementation Guide*.

Defining Claim Reasons

Claims are categorized by type and reason. This categorization allows users to group claims, and makes it easier to analyze claims, identify areas of inefficiency, and make improvements that will resolve or prevent further claims.

Claim reasons are used:

- For classification purposes
- When creating claim action defaults
- For integration point setups

Claim reasons are org-stripped (specific to a particular operating unit.) Therefore, they are visible only within the operating unit in which they are created.

As a prerequisite, claim actions must be created before setting up claim reasons.

Log into Oracle Trade Management.

Navigation: Administration > Trade Management > Claim > Reasons.

Notes:

- **Partner access:** Select to enable partner access in Oracle Partner Management.
- **Credit memo reason:** These reasons are created in Oracle Receivables (CREDIT_MEMO_REASON QuickCode). Credit memo reasons are passed to Oracle Receivables when claims or deductions using this reason are settled by credit memo.
- **Adjustment reason:** These reasons are created in Oracle Receivables (ADJUST_REASON QuickCode). This reason is passed to Oracle Receivables when transaction-related deductions are settled by write-off or chargeback.
- **RMA transaction type:** Displays a list of transaction types created in Order Management (created with a Transaction Category of RETURN or MIXED and with a default return line populated.) They drive the default price list, line type, and workflows that ultimately determine return order processing in Order Management.
- **Actions:** Select the Active check box to make the action available for each claim with this particular reason. Select the Default check box to make one of the actions the default for claims with this reason. .

Defining Claim Sources

When creating claims, you must specify a claim type and reason. Deductions and overpayments created in Oracle Receivables and passed to Oracle Trade Management may not have a claim reason or type. Because these fields are required for claim creation, default values for claims from Oracle Receivables must be set up. These values are specified on the System Parameters page or on the Claim Source Setup page or both. Values set on the Claim Source Setup page override the defaults set on the System Parameters page. sources:

You can define a default claim type and reason for each claim source. Claim sources are predefined based on possible claim generation sources

These defaults override the default claim type and reason set on the system parameters page.

Users can setup available settlement methods for a claim source, based on the following table. For each claim source, administrators can select to enable the settlement methods available to be used for that particular claim source. This includes all seeded and non-seeded settlement methods.

Settlement methods are usually related to claim class. For all the seeded settlement methods currently supported in Oracle Trade Management, the system automatically filters the settlement methods based on the claim class. For example the check

settlement method is available only on claims and not on deductions. You can control whether certain settlement methods should be available for a user to select.

This setup screen is available from the Claim Source Setup screen (previously referred to as Claim Defaults).

To access Claim Source Setup , log into Oracle Trade Management with Oracle Trade Management User Responsibility.

Navigation: Administration > Trade Management > Claim > Claim Source Setup.

Claim Source	Settlement Methods
Indirect Sales Claim	This icon is disabled (greyed out) for this claim source because the settlement method used is the one selected when setting up Trade Profiles for the customer of the indirect sales batch.
Indirect Sales Debit Claim	This icon is disabled (greyed out) for this claim source because the settlement method used is always debit memo.
Price Protection Customer Claim	Used by distributors to credit customers for price protection agreements when vendors decrease prices. Claims with this source type are settled with AR credit memos.
Price Protection Vendor Claim	Used by distributors to debit suppliers on price protection agreements when vendors decrease prices. Claims with this source type are settled with AP debit memos.
Price Protection Increase Supplier Claim	Used by distributors on price protection agreements to debit suppliers when vendors increase prices. Claims with this source type are settled with AP invoices.
Supplier Ship and Debit Internal Claim	Used for claims on internal ship and debit requests. For these claims, liability relieved directly and accruals posted to the GL account associated with the cost center on the internal request.
Supplier Ship and Debit Supplier Claim	Used when claiming supplier ship and debit accruals from supplier. Claims with this source type are settled with AP debit memos.

Claim Source	Settlement Methods
Manual Claim	Check / EFT/ Wire / AP Default Payment Credit Memo On Account, Return Material Authorization (RMA) AR-AP Netting Credit Memo Invoice Payables Debit (unlike the other settlement methods, this is not enabled out of the box)
Referral Claim	Check / EFT/ Wire / AP Default Payment Credit Memo On Account RMA AR-AP Netting Credit Memo Invoice Previous Open Credit Memo
Soft Fund Claim	Check / EFT/ Wire / AP Default Payment Credit Memo On Account RMA AR-AP Netting Credit Memo Invoice Previous Open Credit Memo
Special Pricing Claim	Check / EFT/ Wire / AP Default Payment Credit Memo On Account RMA AR-AP Netting Credit Memo Invoice Previous Open Credit Memo

Claim Source	Settlement Methods
Promotional Claim (for example, trade profiles, promotional payments and offer's advanced options screen)	Check / EFT/ Wire / AP Default Payment Credit Memo On Account Payables Debit
Manual Claim Group	Chargeback Write Off On Account
Manual Debit Claim	Debit Memo Payables Debit Previous Open Debit Item
Chargeback Deduction	Credit Memo On Account Credit Memo Invoice RMA Write Off Chargeback Previous Open Credit Memo
Claim Investigation Deduction	Credit Memo On Account Credit Memo Invoice RMA Write Off Chargeback Previous Open Credit Memo

Claim Source	Settlement Methods
Invoice – Deduction	Credit Memo On Account
	Credit Memo Invoice
	RMA
	Write Off
	Chargeback
	Previous Open Credit Memo
Claim Investigation Overpayment	Write Off
	On Account
	RMA
	Debit Memo
	Previous Open Debit Memo

Note: All seeded settlement methods are flagged as seeded, as shown in the seeded column. This is a view only field to make it easier for an administrator to view whether seeded or custom settlement methods are selected.

Configuring Claim Source Setup

In Oracle Trade Management, configuring a Claim source is completed by a migration script which runs in the background. This migration script moves any saved or existing data on claim defaults to the Claim Source Setup screen (previously referred to as the Claim Defaults screen).

Implementing the Claim Creation API

Use the Claim Creation API to import claims into Oracle Trade Management from outside sources. For more information, log into Oracle Applications with the Integrated SOA Gateway responsibility. Access the Integration Repository and navigate to Oracle Trade Management under the Marketing and Sales product family.

Implementing the Promotional Payment View

To set up of the promotional payment view run the concurrent program OZF-TM : Refresh Materialized Views for Promotional Payment, page 4-6, regularly.

This program updates the materialized view for promotional payments with the most recent earnings information.

Implementing Lockbox Integration

In Oracle Trade Management the claim creation functionality includes a lockbox.

AutoLockbox (or Lockbox) is a service that commercial banks offer corporate customers to enable them to outsource their accounts receivable payment processing. An AutoLockbox operation can process millions of transactions a month. AutoLockbox eliminates manual data entry by automatically processing receipts that are sent directly to your bank.

The Oracle Receivables user can specify how this information must be transmitted and Oracle Receivables ensures that the data is valid before creating QuickCash receipt batches. The customer who has remitted the receipt can be automatically identified, and the AutoCash rules may be optionally used to determine how to apply the receipts to your customer's outstanding debit items. See the *Oracle Receivables User Guide* for more information on AutoLockbox.

During AutoLockbox and Post QuickCash processing, Oracle Receivables can automatically prepare eligible remittance lines for claim creation in Oracle Trade Management. AutoLockbox can initiate claim creation for eligible remittances. Deductions and overpayments can be created from the PostBatch process when customers' remittances come from the Oracle Receivables Lockbox. All the relevant customer information including customer reason and reference number is passed to Oracle Trade Management. These claims can be settled through Oracle Trade Management. See the section titled *Settling Claims, Debit Claims, Deductions, and Overpayments* in the *Oracle Channel Revenue Management User Guide* for information on how to settle claims.

The lockbox receives payments and automatically creates a claim for any differences between the payments received and invoices. Oracle Receivables interprets the lockbox entries based on settings in its' System Option and Lockbox setup windows.

The claim preferences are configurable. Customers can communicate the reasons for the difference between their payment and the invoice. The reason codes are captured in the lockbox file and they travel through the flow with the remittance line to Trade Management, where they are translated into your company's reason code. You can map Customer reason codes to internal reason codes.

The lockbox must be set up in Oracle Receivables. See *Set Up Lockbox Integration, Oracle Channel Revenue Management Implementation Guide* for this procedure.

See the *Oracle Receivables Implementation Guide* for more information. Lockbox integration requires Oracle Receivables Family Pack E or Oracle version 11.5.10 or higher.

Defining Claim Import

Use the Import Interface tables to import claims. When using this feature, the following process occurs:

1. First you must write a program to move the data into the interface tables.
2. The Claims import program, then takes the claim details from the interface table and creates claims in Oracle Trade Management.
3. To implement Claim Import, see the following:
 - Understanding the Claim Concurrent Program, page 2-20,
 - Understanding Claim Interface Tables, page 2-20.

Understanding the Claim Concurrent Program

The concurrent program, Import Claim, page 4-4 , takes data from the interface tables, and creates claims and their associated claim lines. There are no parameters for this program.

First the claim is imported, then its corresponding claim lines are imported. When an error occurs, the program writes an error message. This message contains the id of the current record in the interface table. After writing the message, the concurrent program continues.

Understanding Claim Interface Tables

After the claim and claim lines are created successfully, the claim_id is recorded in the claim_id column of the claim interface table.

Two tables are used:

Table Name	Description
OZF_CLAIMS_INT_ALL	All claim information. Stores the data that must be imported to the ozf_claims_all table by the OZF-TM: Import Claim concurrent program.
OZF_CLAIM_LINES_INT_ALL	All claim information. Stores data that needs to be imported to ozf_claim_lines_all table using OZF-TM: Import Claim, page 4-4 program.

Importing and Mapping Customer Reason Codes

Claims are created for a variety of reasons related to promotions, shipping problems, invoice errors, or quality issues. The reason for a claim can drive the claim research and resolution process. Claim reasons can also help a company analyze its claim problems.

Manufacturers and their customers have different claim reasons. During research, a claim processor might call a customer and refer to the customer's reason code. Capturing a customer's original reason code and automatically converting it to an internal reason code can make claim research easier.

Example

The retailer Bigmart uses more than 3,500 reason codes for deductions against its manufacturers. To make sense out of its deduction patterns and route them to the appropriate departments for investigation, the manufacturer Toy House maintains only 30 reason codes.

Bigmart electronically remits payments to Toy House (either indirectly via bank and then through a lockbox, or directly via an EDI file coming through a lockbox.) On their remittances, Bigmart includes a reason code for every line in every deduction.

During the Post Batch process in Oracle Receivables, all deductions taken by Bigmart are passed to Trade Management as deductions. If Bigmart's reason codes have been mapped to Toy House's internal codes, conversion will take place during this process.

During claim creation (both in Oracle Receivables and in Trade Management), customer reason code mapping works as follows:

- If the customer reason only is entered, the corresponding internal reason is displayed automatically. If no mapping has been done for a particular customer, then the internal reason will default to the reason specified on the Claim Defaults page or the System Parameters page (in that order.)
- If a customer reason and an internal reason are entered, the customer reason takes precedence. The internal reason will be converted to the one specified during mapping.
- If an internal reason only is entered, the customer reason field is left blank.

Note: Customer reason code mapping is operating unit specific. It is based on the login of the individual performing this task. Therefore, customer reasons can differ by operating unit even though customer accounts are not org-stripped.

As a prerequisite, a trade profile for the customer must exist. WebADI must be implemented.

Mapping Customer Reason Codes

Use the following procedure to map customer reason codes.

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

Navigation: Administration: Trade Management > Trade Management > Customer > Trade Profiles.

1. Enter the batch number which appears on the spreadsheet, and click **Upload**.
The Code Conversions page appears. Code conversion type should be Reason, and the table should be populated with the customer reasons you have imported.
2. Convert the customer codes as follows:
 - Select an internal code for each customer reason
 - As an option, you can enter map start and end dates.
Map start date defaults to the system import date. Map end date is left blank by default. Claim users can add an end date to the code mapping.

Maintaining Customer Reason Mapping

As ongoing maintenance, you can:

- Create additional mappings importing more files from the customer
When you import more files, new mappings are added and updated mappings overwrite old ones.
- Create additional mappings on an individual basis
Map start date defaults to the system date; map end date is left blank.
- Change the internal reason, and the map start and end dates.
- Delete individual mappings.

Setting Up Claim Ownership and Assignment

The following information explains how to set up claim ownership assignment and how to route claims to a team leader.

Owning and Assigning Claims

Three methods are available for claim assignment:

- **Claim Territories:** Using the CRM Foundation Module Territory Manager, Trade Management can assign claims based on customer, geographical, and claim attributes. If you use this method, no API is required. For more information, see Set Up Territory Manager for Oracle Trade Management.
- **Assignment API:** Use this API only if you want to assign a customize claim ownership.
- **System Parameters:** If territories or the API are not used, the default owner in specified in System Parameters is used.

Routing Claims to Team Leader

Routing for Claims to Team Leader uses team leads to assign claim ownership. On team definitions, you can identify a member as a lead for the team. In scenarios where a territory resource is a team, assign the team leader as the claim owner.

The following structure is used to determine a claim owner.

- When there is a single resource on the territory definition, that resource becomes the owner of the claim. If the resource is a team, the team lead becomes the owner of the claim. If a team lead is not specified, the system randomly selects a team member for claim assignment.
- When there are multiple resources on the territory definition, the resource identified as the primary contact will become the claim owner. If a team is identified as a primary resource, the team lead becomes the owner of the claim. If a team lead is not specified, system randomly selects a team member for claim assignment
- If there are multiple resources on the territory definition, and no single resource is identified as primary contact the system will first look for any team and assign the claim to the team lead. If a team lead is not specified, the system randomly selects a team member for claim assignment

Implementing Claim Research and Approval

The following information describes set up procedures for setting up claim research and approval.

Defining the History Rule

Use the History Rule option to record the changes made to a claim while it is being researched and processed.

Log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Claim > History Rules.

Notes:

- **Object attribute:** These are different pages that can comprise a claim: Main, Lines, Line Detail, Associate Earnings, Split, Settlement.

Implementing the Claim Aging View

Provides a summary of claim and deduction amounts by customer and days due. To implement the Claims Aging View, you must:

- Define the aging bucket in Oracle Receivables.
- Run the Change Aging Populating, page 4-2 concurrent process.

Implementing Oracle Discoverer

Discoverer is a tool used for querying, reporting, analysis, and web publishing. With the appropriate security access, users can view information stored in their database for various activities. They can build reports and graphs to dissect the information.

For Oracle Accounts Receivable Deductions Settlement, follow the procedures in these sections to set up Discoverer.

- Set Up User Security and Privileges, page 2-24.
- Customize Business Areas, page 2-26.

Setting Up User Security and Privileges

The steps below incorporate an example where the Oracle Trade Management user is added so that these individuals can view the Inventory Business Area. For this example, the user name is MKTMGR and the responsibility is Oracle Trade Management User.

As a prerequisite, Oracle Discoverer should be properly implemented.

Log in to Discoverer Administration version.

Select business area:

1. Click Open.
2. Select the business areas you want to edit. In this example, check Inventory and Inventory Value Added.
3. Click Finish.

Set Up User Security:

1. From the Tools menu, select Security to set up user security. This setup gives your

user access to the User Edition of Discoverer for certain business areas.

2. Select a Business Area. In this example, select the User > Business Area tab. You can use either the Business Area > User tab, or the User > Business Area tab.
3. Open the User/Resp drop-down list, and select a user.
4. From the Available Business Area, select the business areas that you want to grant access to.

In this example, select Inventory and Inventory Value Added.

5. Select the > button.

Your selections display in the selected business areas on the left.

6. Click Apply .

Select a User Responsibility

1. From the User/Resp drop-down, select a user responsibility.

In this example, select Oracle Trade Management User.

2. From the Available Business Area, select the same business areas for the user responsibility that you selected for the user.

In this example, select Inventory and Inventory Value Added.

3. Click the > button.

Your selections display in the selected business areas on the left.

4. Click Apply.

Give User Access to Admin Edition

1. From the Tools menu, select Privileges.

You will now give your user access to the Admin Edition. You can use either the Privileges tab, or the User/Role tab. In this example, use the Privileges tab.

2. Make sure that all boxes for Show privileges for User and Show privileges for Responsibility are checked

3. Open the drop-down list and select MKTMGR.

This user already has privileges for User Editing. The Schedule Workbook option is not checked, and no demos are currently planned for this function for this user. Select the check box if you would like to schedule a demo.

4. Check Administration.

5. Select all five boxes under Administration.
6. Click Apply.
Check that the boxes for Show privileges for User and Show privileges for Responsibility are checked.
7. Open the drop-down list and select Oracle Trade Management User.
8. Select all boxes for Administration and User Edition. Exit the Discoverer Administration Edition for these changes to take effect.

To customize business areas, follow the steps below.

As a prerequisite, Oracle Discoverer should be properly implemented.

Log in to the Discoverer Administration version. Navigation: Oracle Marketing business area.

Steps:

1. From the Insert menu, select Folder From Database.
2. Assuming data needed is in APPS, check APPS user.
3. Click the plus sign (+) to expand APPS.
All the tables and views for this user are loaded.
4. Highlight the views you want.
5. Select the > button to display the views in the Selected window.
6. Change the Default aggregate on datapoints to Details.

Defining Approval Rules for Claims

Approval rules can be configured using multiple parameters such as amount, claim type, claim reason, organization and custom setup.

The rules are evaluated based on the following parameters:

- Organization = 5
- Claim Reason = 4
- Claim Type = 3
- Custom Setup = 1

The lower the number, the more important the parameter in determining which rule will apply to a particular claim.

To set up approval rules for claims, log in to Oracle Trade Management.

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

Notes

- Claim type:
 - **Claim:** select if this approval rule is for the normal claim approval process
 - **Earnings:** select if this approval rule is for use when the threshold for unearned payments for offers is overridden
 - **Performance:** select if this approval rule is for offer performance validation.
- Minimum amount and maximum amount: For unearned payment threshold overrides, this sets a minimum and a maximum amount for the difference between the earned amount and associated earnings.
- Order: Enter integers in ascending order.
- Type: Can be Function (for example, budget owner), Role (for example, Manager, Senior Manager), or User (a specific individual).

Defining Statuses

System statuses drive behavior for specific Oracle Channel Revenue Management objects. User statuses are used in conjunction with system statuses for classification purposes.

The following table describes the claim statuses used in Oracle Accounts Receivable Deductions Settlement:

Claim Statuses

Status	Description
New	The claim status appears as New when it has been created in Oracle Trade Management but has not yet been researched. When a claim is created in Oracle Receivables, by default the claim status appears as Open.

Open	<p>The claim status appears as Open when a you start the claim research process.</p> <p>The claim status may change to Complete, Pending Approval, or Pending Close.</p>
Complete	<p>You can manually change the claim status from Open to Complete. No approval is required to change the claim status from Open to Complete. Complete status means that you have completed most of the research, but do not want to settle the claim immediately.</p> <p>When the claim status is Complete, you can request approval for the claim and initiate the settlement process.</p> <p>The claim status may change to either Pending Approval or Pending Close.</p>
Pending Approval	<p>You may request approval when the claim status is either Open or Complete. After you submit the claim for approval, if the approvers do not respond to the request, the claim status appears as Pending Approval.</p> <p>Depending on whether the approvers approve or reject the request, the claim status changes to either Approved or Rejected.</p> <p>You cannot change this status to any other status.</p>
Approved	<p>The claim status changes to Approved after all the approvers approve the claim. This is a temporary status because the settlement process begins immediately after the claim is approved.</p> <p>The claim status may change to either Closed or Pending Close.</p>
Rejected	<p>The claim status changes to Rejected if the approvers reject the claim.</p> <p>You may manually change the status to Open and resubmit it for approval.</p>
Pending Close	<p>After a claim is approved, the claim status appears as Pending Close if the settlement process is not automated in real time, but requires some concurrent process such as the Claim Settlement Fetcher to finish the claim processing. After the processing is complete, the claim status changes to Closed.</p> <p>After the processing is complete, the claim status changes to Closed.</p>
Closed	<p>The claim status appears as Closed after the claim is settled.</p>
Cancelled	<p>The claim status can be updated to Cancelled only from Oracle Receivables and not from Oracle Trade Management. A claim cannot be settled when it is in the Cancelled status.</p>

Claim System Status

Status	Description
New	Used for claims entered in Trade Management using Create, Mass Create, Autopay, Import Interface or API. Not used for claims created from Accounts Receivable. Claims created in Accounts Receivable have a default status of open.
Open	Claim is being researched and is not yet resolved. Open claims may be changed to various statuses: Complete, Pending Approval (if approval is turned on), Pending Close (if approval is turned off).
Complete	<p>Indicates most of the research is complete, but claim settlement is pending. No approval is required for this, the user manually changes the status from Open to Complete.</p> <p>From Complete, the user can request approval for the claim and initiate the settlement process. The claim status is changed to Pending Approval or Pending Close.</p>
Pending Approval	<p>A user has requested approval to settle an Open or Complete claim.</p> <p>Approval rules determine who approves the claim and under what circumstances.</p> <p>Users cannot change the status once a claim is Pending Approval. Depending upon the outcome of the approval, the claim status can be changed to Approved or Rejected.</p>
Approved	<p>Once all approvers have approved a claim, the claim status changes to Approved.</p> <p>This status is temporary. Immediately after approval, the settlement process is initiated and the claim status changes to Closed or Pending Close.</p>
Rejected	If a claim is not approved, the status is Rejected. From this status, a user can manually change the status to Open, make changes, and resubmit the claim for approval.
Pending Close	Once approved, a claim remains in Pending Close status. If the settlement process is not automated and requires a concurrent process to finish, it will indicate this status. Once the process finishes, the claim changes from Pending Close to Closed.
Pending Close	When the claim settlement process finishes, the status is Closed.

Cancelled	Deductions status can be changed to Cancelled from Accounts Receivable only, not directly from Trade Management. Cancelled claims cannot be settled.
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Implementing Claim Settlement

The following information describes the processes and setups required for claim settlement and security.

Defining Autopay

Autopay is a concurrent program that can be scheduled to run periodically to pay customers by credit memo or check. It sums up customer accruals, automatically creates claims, associates earnings for claims, and settles claims based on the Autopay parameters in customer trade profiles.

Oracle recommends that you schedule the Autopay concurrent program to run at least as often as the frequency for your most frequently paid customer (defined in the customer's trade profile).

Example 1: Autopay Runs More Frequently Than Customer's Trade Profile Autopay Frequency

The Autopay concurrent program is set to run daily at 4:00 PM. The autopay frequency set up in the trade profile for customer, Business World, is every two days. Their threshold is \$100.

- **Day 1:** The Autopay program runs, looks up all of the accruals for Business World, creates one claim for them, and pays it.
- **Day 2:** The Autopay program runs. Although the frequency condition for Business World is not met, Autopay checks its threshold condition. If Business World has accrued \$101 before 4 PM, then it will be paid. Otherwise it will not.
- **Day 3:** The Autopay program runs. The frequency condition for Business World is met. They are paid for all of their unpaid accruals since the last pay date, which may have been Day 1 or Day 2.

The following implementation steps are recommended for Autopay.

1. Set up trade profiles and the Autopay parameters on the System Parameters page. See Set Up Trade Profiles and Set Up Autopay in System Parameters.
2. Schedule Autopay either from the Trade Management user interface or from Oracle Forms. See Autopay Parameter Notes, page 2-7 for additional information. Also see the concurrent program OZF: Claims Autopay, page 4-3.

Getting a Tax Quote

When promotional accruals are created based on sales orders, taxes may have been charged to customers, and tax liability may have been accrued. When claims are paid, some of the tax liability may be recovered, so the total claim amount may consist of payment for promotional accruals and also as a tax recovery amount.

The tax engine supplies an estimate of taxes before transactions are interfaced into the Financial or Order Management systems. Trade Management calls the tax engine to get a quote of the estimated tax amount. This reduces the changes of errors during interfaces with Accounts Receivable and Accounts Payable.

No action is required to set up the tax engine. We do recommend, however, that you verify that it is working.

Defining Pay Over Earnings Threshold Rules

Use the Pay Over Earnings feature if you want a customer to be paid more than what he actually has earned. The pay over earnings threshold rules determine the circumstances under which the pay over earnings can be paid. You can specify an amount or percent over the committed amount for which you will allow pay over earnings.

The set up is performed on the System Parameters page. See the Earnings Payments section of Set System Parameter Defaults, page 2-1 for details and an example.

Defining Automatic Write Off Thresholds

When companies experience high claim volumes, they may prefer not to have their claim processors spend time investigating claims under a certain amount. With Oracle Trade Management, you can set up threshold rules that allow you to automatically write off claims with amounts that are under a specific threshold.

To enable automatic threshold write off functionality, perform the following procedure.

1. Set the profile option OZF: Claim Write Off Threshold.
2. Set threshold rules either on the system parameters page or individually by customer in each customer's trade profile.
 - For instructions, see Setting System Parameter Defaults.
3. Periodically run the concurrent program, Claim Auto Write-offs Program, page 4-2, to settle and close claims marked for automatic write off. This batch process can be:
 - Scheduled to run at specific intervals in Oracle Forms.
 - Run for a specific claim class (deductions or overpayments), customer, claim

type, reason or claim date period.

Implementing Mass Settlement

Mass settlement functionality allows claims processors to:

- Offset overpayments with deductions
- Net overpayments with all debit items
- Net multiple deductions against multiple credit memos
- Specify multiple settlement methods per claim

Once a claims processor performs a mass settlement, the settlement must be approved. Approval rules are based on the claim type and reason associated with the mass settlement. As part of this set up, you can specify a default claim type and reason for mass settlement groups. This set up is done via the profile options listed in the procedure below.

To set up mass settlement, log into Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > System Parameters.

Notes:

- **Route mass settlement approval based on net amount:** Selecting this check box is optional. If selected, the mass settlement amount is based on the net amount (post-netting). If not selected, the mass settlement approval amount is based on the open claims amount (pre-netting), in other words the sum of deductions and overpayments. For example, if five deductions totalling \$100 and two overpayments totalling \$80 are selected for netting, the open claims amount will be \$20.
- **Profile options:** Log in to Oracle Forms and set the following profile options:
 - OZF: LOV for claim type and reason on mass settlement
 - OZF: Select Write-Off Activities Based On GL Balancing Segments

For a description of these profile options see Setting Claim Profile Options, page 3-1.

Implementing Rule-Based Settlement

Rule Based Settlement enables claims processors to automate the process of claim research and settlement for claims that are raised by distributors against promotions or price protection agreements.

If you enable Rule Based Settlement when setting up system parameter defaults, you can also define rules that the Rule Based Settlement Engine concurrent program uses to

- match deductions with open AR credits
- match claims and deductions with unpaid distributor accruals
- set thresholds to find possible matches of deduction and claims with open credits and unpaid accruals

In addition, you can directly set up approval rules on the System Parameters page separately for credit matches and accrual matches that the Rule Based Settlement Engine concurrent program finds. If you enable one or both of the approval options for New Credits and Matched Credits, then you can use the report that the Rule Based Settlement Engine concurrent program produces to manually review, approve, and settle each of the matches found. Alternatively, to review and approve all of these claims at one go, navigate to the Mass Approvals sub tab of the Claims page, search for all claims in Pending Approval status, drill down on the claim number to review claim details, and select the approve check boxes against the ones that clear the review.

On claims against offers and price protection agreements, distributors cite a promotion ID or a pre-authorized (PAD) debit memo number on the claims. When matching, the Rule Based Settlement Engine concurrent program first looks to match deductions with a Accounts Receivables credit and if unable to find a credit match, then looks to match deductions with unpaid accruals based on the PAD number provided by the distributor on the claim.

The Matching Process

The promotion ID or PAD number is just one of the attributes in the matching process. Other matching attributes that the program uses are listed below in order of precedence. The program uses each matching attribute to find an exact or possible match before moving on to the next attribute in the order of precedence.

- **Customer reference ID on the deduction** - If one exists then the program looks to match the customer reference ID to that on an open credit for the customer in the system.
 - If an exact match exists, then the program offsets the deduction with the credit and closes the claim.
 - If an exact match does not exist, but the match is within the thresholds you specified on the System Parameters page, then the program lists the deduction as a possible match to the credit on the report for your review.
- **Pre-Authorized Debit Memo (PAD) number on the deduction** - If one exists then the program looks to match the PAD# to an offer code.
 - If an exact match exists, then the program associates the accruals on the offer to

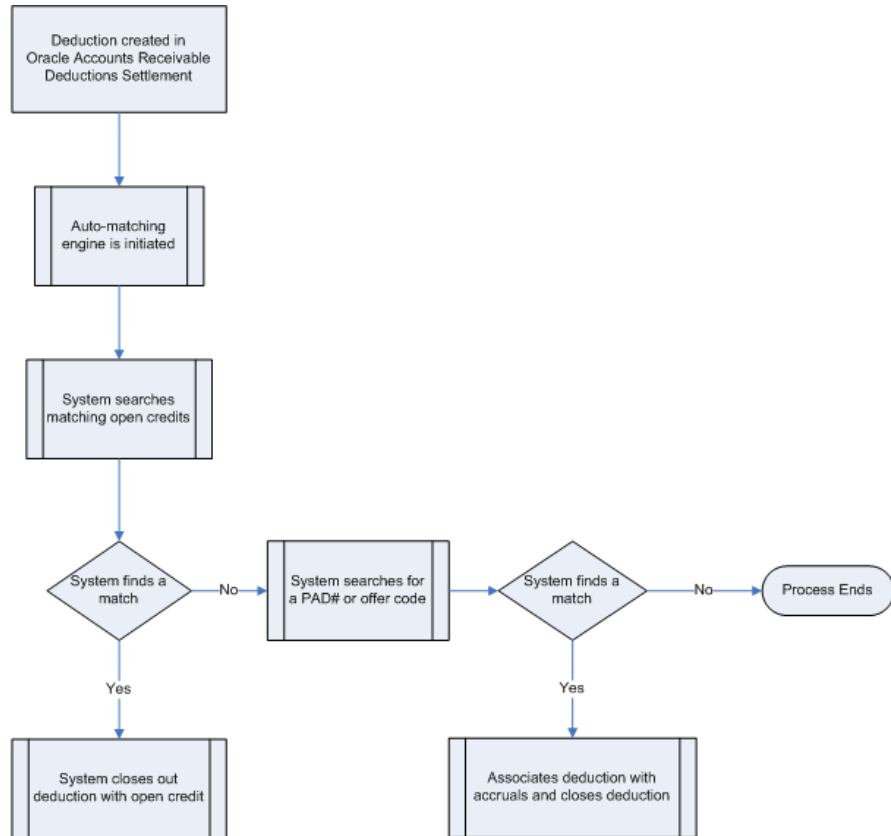
the deduction, settles the deduction with a credit memo and closes the claim.

- If an exact match does not exist, then the program moves to the next matching attribute.

Note: To add a PAD number when manually creating a deduction, set up the Receipt Application Information flexfield in Oracle Receivables to include PAD number in the segment and map it to a claim attribute. Then, set this attribute value for the OZF: RBS Receipt PAD Attribute profile option. For more information, see the Setting Profile Options section. You can update the offer code of an open deduction.

- **Amount on the deduction** - The program looks to match the deduction amount with credit amount or the unpaid accrual amount.
 - If an exact match exists, then the program offsets the deduction with the credit and closes the claim.
 - For a credit memo, if an exact match does not exist, but the difference in deduction and credit amount is within the threshold of 5 or 10 percent of the credit amount, then the program lists the deduction as a possible match to the credit on the report for your review and approval before closing it.
 - For accruals, if an exact match does not exist, but the difference in is within the pay over earnings threshold for the distributor, then the program lists the deduction as a possible match to the accrual on the report for your review and approval before closing it.

The following diagram illustrates the matching process.



The process above includes the following steps that the Rule Based Settlement Engine concurrent program uses to find matches for claims and deductions.

1. Deductions are generated.
2. The Rule Based Settlement Engine concurrent program is initiated.
3. The program first looks to match deductions with open credits.
 - If a match is found, the engine offsets the deduction with the credit.
 - If a match is not found, the engine looks to match deductions with open accruals with the same PAD number or offer code.
 - If a match is found, the engine associates the accrual with the deduction and closes out the deduction.
 - If a match is not found, the engine terminates the match process.

Implementing Auto Write Off

Claims can also be mass settled by write off — either manually or automatically. The

process reduces time and resources required for writing off claims.

The Write Off Adjustment field is a place holder for the activity that is used for writing off invoice related deductions. The LOV for this field comes from Oracle Receivables, and it exposes all receivable activities of type Adjustment. Oracle General Ledger accounts associated with these activities are used for creating accounting entries for invoice related deduction write offs.

Use Auto Writeoff for small amount deductions and overpayments. You can set different thresholds for deductions and overpayments. Writing off claims below the threshold amount are completely automated. Optionally, you can manually select and deselect claims for auto write off and set approvals.

In Oracle Accounts Receivable Deductions Settlement you can complete write-off in the following ways:

- Manually during individual claim settlement.
- By running auto write off program Claim Auto Write-offs Program, page 4-2 described below.
- During settlement fetcher program run.

To implement auto write off, log into Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > System Parameters.

Follow these steps:

1. In the Settlement section, select or enter values for the Writeoff parameters.

Parameter	Description/Example
Writeoff Threshold (Deduction)	example: You enter \$200 as the threshold. If you receive a deduction for \$190, it is under the threshold and is eligible for automatic write off. The value entered here should always be a positive number.
Writeoff Threshold (Overpayment)	example: You enter \$150 as the threshold. If you receive an overpayment for \$140, it is under the threshold and is eligible for automatic write off.
Writeoff Adjustment	: These are receivable activities defined in Accounts Receivable.
Receipt Writeoff (Deductions)	Select the appropriate Receivables Activity that will be passed to Oracle Receivables and used during settlement for non transaction-related deductions.

Parameter	Description/Example
Receipt Writeoff (Overpayments)	Select the appropriate Receivables Activity that will be passed to Oracle Receivables and used during settlement for non transaction-related overpayments.

2. Run the profile option OZF : Under Write Off Threshold Approval Required.
3. Run the concurrent program Claim Auto Write-offs Program, page 4-2 a batch process provided to write off claims that have been selected for automatic write off.

The OZF : Under Write Off Threshold Approval Required profile is used by the settlement fetcher program. Claims settled by credit memo/debit memo/RMA/AP methods can be settled for partial amounts. When the settlement fetcher program Claim Auto Write-offs Program, page 4-2 is run to close these claims, the balance on the claims can be either split or written off depending on the value of this profile.

The process settles claims for:

- **Transaction-related deductions** by creating a write off adjustment against the transaction (for example, an invoice.) It reduces the disputed amount on the transaction by the claim settlement amount, and closes the claim.
- **Non transaction-related deductions** by creating a negative write off line in Oracle Receivables.
- **Overpayments** the process creates a positive write off line in Oracle Receivables.
- For both non transaction-related deductions and overpayments, it:
 - Reverts the claim investigation line
 - Applies the amount to the receipt write off
 - Reapplies any remaining amount to the claim
 - Creates the accounting entries
 - Closes the claim

Claims settled by this process are identified by the Settled By field. Post settlement, the auto write off check box is read-only and cannot be changed.

Claims are flagged when they fall below the thresholds that were set up in System Parameters. When the OZF-TM: Claim Auto Write-offs Program is run, the claims are

automatically closed by write-off settlement. You can include claims that are over the write-off thresholds in the automatic write-off; these claims require approval.

Special Cases

- Claims under thresholds that have been deselected for autopay by a claim processor will not be flagged again automatically. They can be selected again manually as long as the claim status is Open.
- Claims that were deselected for settlement can still be written off on a one-off basis from the Claim Settlement page. Approval may or may not be required based on the profile option OZF : Under Write Off Threshold Approval Required.
- Claims that are over threshold amounts can be written off with this concurrent program if approval dictated by the custom set up is granted.
- Claims originally over thresholds whose amounts have been reduced are not flagged automatically for write off. Claim processors can manually flag them for write off. Approval dictated by the custom set up.
- Claims originally over thresholds but later split into sub claims are still treated as claims over the threshold. They can be flagged for automatic write off with approval dictated by the custom set up.

Implementing the Claim Settlement Workflow

Oracle Accounts Receivable Deductions Settlement uses Oracle Workflow to control the sequence of events and notifications that occur when settling claims. The following sections provide:

- Detailed information about Overview of the Claim Settlement Workflow Process, page 2-39 that is seeded with Oracle Trade Management.
- Instructions on configuring the OZF: Claim Settlement workflow process to extend the settlement process for any non-seeded payment methods your organization requires. For details see:
 - Claim Generic Settlement Process, page 2-40
 - Claim Settlement Seeded and Non-Seeded Processes., page 2-41
 - Claim Settlement Process Definitions, page 2-42.
 - Receivable Settlement Actions Definition, page 2-43.
 - Receivables Document Correction Process, page 2-44.
 - Non-seeded Settlement Process Definitions., page 2-46

For information on the implementation and setup of Oracle Workflow, refer to the *Oracle Workflow Administrator's Guide*.

Overview of the Claim Settlement Workflow Process

In Oracle Accounts Receivable Deductions Settlement, the settlement process is initiated when a user changes the following claim attributes:

- **Settlement method:** Select applicable settlement methods for a claim.
- **Status:** Change claim status to closed.

The claim settlement workflow process is invoked as follows:

- If the OZF : Automate Deduction/Overpayment Settlement profile option is set to No, the claim settlement workflow process is invoked if the user tries to settle deductions or overpayments by a settlement method related to Oracle Receivables.
- If the OZF: Automate RMA Settlement profile options is set to Yes, settlement automation is enabled between Oracle Receivables and Oracle Trade Management.
- For credit memo invoice settlements, the claim settlement workflow is invoked in the following cases:
 - For both transaction-related and non-transaction-related deductions, if the invoice defined in the claim line was not applied on the receipt for which the deduction was created, the claim settlement workflow is invoked. The user must verify the claim information and create a credit memo in Oracle Receivables to close the claim.
- If the OZF: Derive Accrual Account during Claims Settlement profile option is set to Yes, when you settle a claim by changing the claim status to Closed, the claim status becomes Pending Close immediately and the claim settlement workflow is invoked. The Oracle General Ledger entries and payment creation process are put into background processing. The user must run the Workflow Background Engine concurrent program to proceed with the settlement workflow.
- The Claim Settlement Workflow process is called in any of the following scenarios:
 - If post to GL is set to Yes and the OZF: Derive Accrual Account during Claims Settlement profile option is set to Yes, the creation of GL entries are deferred to the background. This is because the applicable GL account is derived based on the account derivation rules that you defined.
 - The Automate Deduction/RMA profiles is set to No.
 - Claim is settled by a credit memo invoice and:
For an invoice deduction, the invoice is not the source invoice.

For non invoice deduction, the invoice is not on the source receipt.

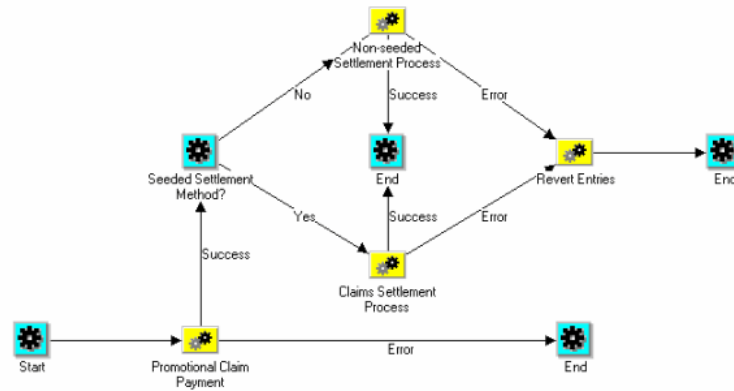
When crediting an invoice, different types of credits are mixed. An invoice can be credited as credit to total amount, credit to type where type is tax/freight/line amounts or credit to individual invoice line number.

Claim Generic Settlement Process

Claim Generic Settlement Process verifies if a settlement method is seeded. It is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Promotional Claim Payment:** This activity verifies if the activity is a Promotional Claim Payment. If not, it generate an error. If is successful, it goes to Seeded Settlement Method.
- **Seeded Settlement Method:** This activity is used to verify whether or not the settlement method is seeded. It also sets the item attribute Settlement Type to ADHOC if the settlement method is not seeded. The resulting type for this activity can be Yes or No. If Yes, it goes to the Claims Settlement Process and if No, it goes to the Non-seeded Settlement Process.
- **Claim Settlement Process :** If this activity is successful, the process ends. If the activity generated an error, it Reverts Entries and ends.
- **Non-seeded Settlement Process:** If this activity is successful, it ends. If it is not successful, it generates an error, Reverts Entries and ends.

Generic Claims Settlement



Claim Settlement New

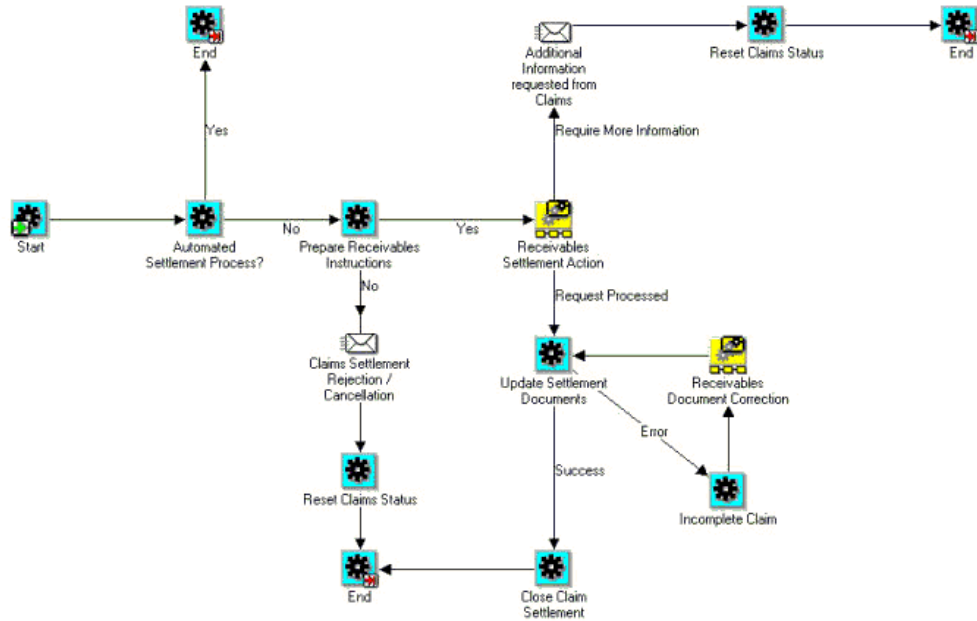
The Claim Settlement New diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Automated Settlement Process:** This activity verifies if the activity is an Automated Settlement Process. The resulting type for this activity can be Yes or No. If yes, , the activity ends. If no, it goes to Prepare Receivables Instructions.
- **Prepare Receivables Instructions:** This activity is used to Prepare Receivables Instructions. The resulting type for this activity can be Yes or No. If yes, it goes to Receivables Settlement Action. If no, it goes to Claims Settlement Rejection/Cancellation, Resets the Claims Status, and Ends.
- **Receivables Settlement Action:** If this activity is successful, a request is processed, the settlements documents are updated, and the claim settlement is closed. If there is an error during the updating settlement documents process, an incomplete claim is generated and a Receivables Document Correction is generated which in turns goes back to the Update Settlement Documents process.

If the Receivables Settlement Action process requires more information, additional information is requested from Claims, the claim status is reset, and the process ends.

- **Non-seeded Settlement Process:** If this activity is successful, it ends. If it is not successful, it generates an error, Reverts Entries and ends.

Claim Settlement New



Non-Seeded Settlement New

The Non-Seeded New diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Complete Settlement Documents Process:** This activity verifies if the activity is a Complete Settlement Documents Process. The resulting type for this activity can be Error or Success. If there is an error, the claims owner is notified of an error, the process reverts entries, and ends.

If successful, the Settlement Process is automated.

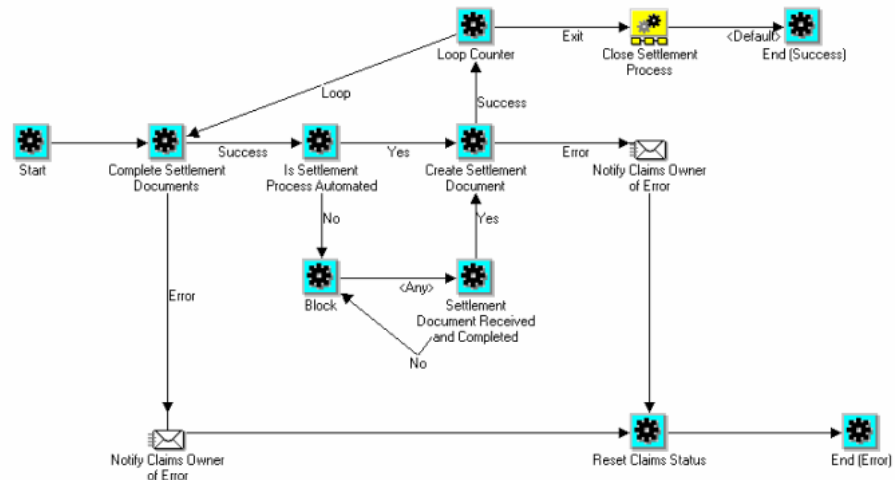
- **Is Settlement Process Automated:** The resulting type for this activity can be Yes or No. If no, it continues to wait to verify that the settlement document was received and completed. If the Settlement Process is Automated, it creates a settlement document. .
- **Create Settlement Document:** If this activity is successful, it goes to a loop counter where it either closes the settlement process and ends or goes back to the Complete Settlement Documents step.

If the Create Settlement Document process generates an error, it notifies the claims owner of the error, reverts entries, and ends the process.

If the Receivables Settlement Action process requires more information, additional information is requested from Claims, the claim status is reset, and the process

ends.

Non Seeded Settlement New



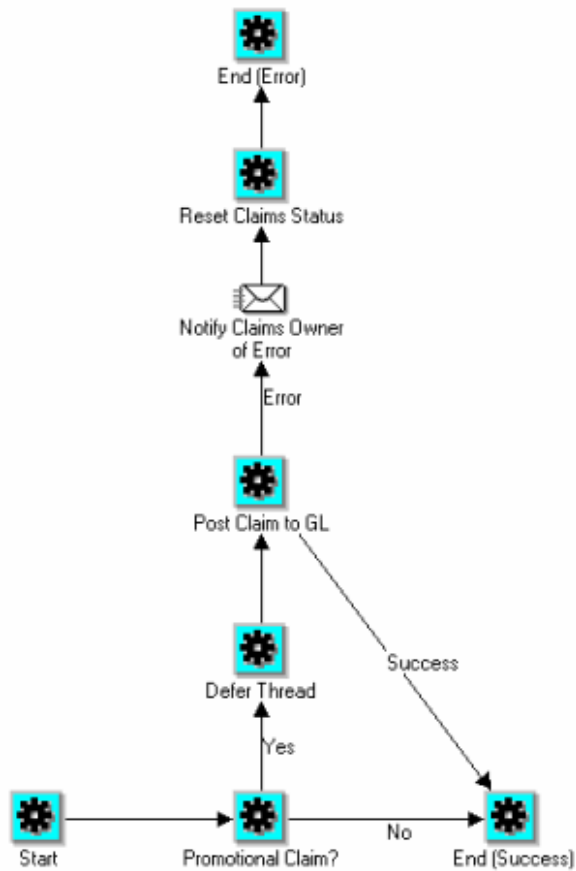
Promotional Claim Payment

The following diagram shows the flow for Promotional Claim Payment.

The Promotional Claim Payment diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **OZF_CHECK_PROMO_CLAIM:** This activity verifies if the activity is a promotional claim. The resulting type for this activity can be Yes or No. If No, it continues the flow. If yes, it defers to OZF_CREATE_PAYMENT.
- **OZF_CREATE_PAYMENT:** The resulting type for this activity can be Success or Error. If it is successful it continues the flow. If the process generates an error, it goes to OZF_NTF_CSETL_ERR, resets the status and ends the process.

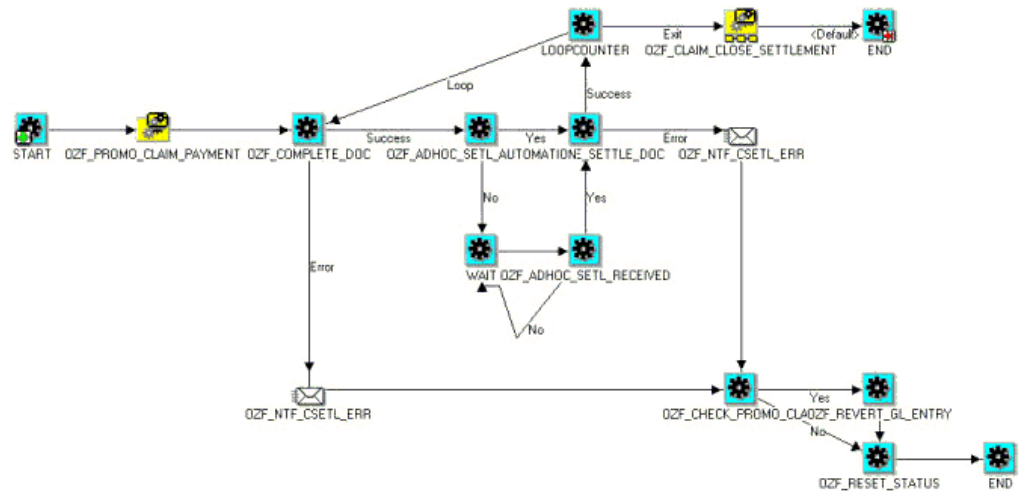
Promotional Claim Payment



Create a New Function

The following diagram shows the flow for creating a new function to reset the claims status to open in case of exception. This function checks if the claim has associated earnings. If yes, it calls the function to reverse GL entries (`ozf_gl_interface_pvt.reverse_gl_entry`). This would be called for non-seeded settlement methods.

Create a New Function



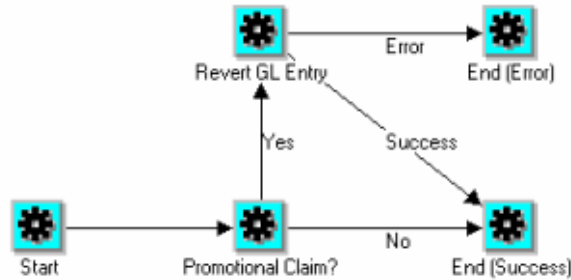
Revert GL Entries

The following diagram shows the flow to revert entries.

The Revert Entries diagram is associated with the following sub-processes:

- **Start:** This activity marks the start of a process and does not perform any action.
- **Promotional Claim:** This activity verifies if the activity is a promotional claim. The resulting type for this activity can be Yes or No. If No, it ends the process because it is successful. If yes, it goes to Revert GL Entry.
- **Revert GL Entry:** The resulting type for this activity can be Success or Error. If it is successful it ends the process. If the process generates an error, it ends the process with an error.

Revert Entries



Non-Seeded Settlement Process Definitions

The purpose of the Claim Non-Seeded Settlement process is to provide a general settlement workflow process definition for users. It can be customized to meet your business needs.

You can customize the package for OZF_CLAIM_SETTLEMENT_WF_PVT to customize the non seeded settlement flow.

1. Use the lookup code CUSTOM_METHOD to OZF_PAYMENT_METHOD
2. Add the method to the manual claim source in the claim source setup screen.
3. Submit the claim for settlement. The claim will go into pending close status.
4. Create a transaction in Accounts Receivable. Enter the Transaction Flexfield information and choose context as Claim. Enter the claim number in the appropriate field.
5. Every ten minutes the workflow process checks to see if the transaction was created. If the transaction was created, the workflow creates settlement documentation and closes the claim.

Maintaining Team Access and Security

To control claim access to account for all levels of security use the OZF: Claim Access

Security profile option. The three values in this profile option include:

- Full Access – View and Update
- Restricted Access - View Only
- No Access

If the "Full Access" flag for a team member is checked on the claim territory, this member's "Edit Metrics" flag on the claim itself is also checked.

The following table summarizes claim security:

Person	Access to Individual Claim
AMS: Admin Group member	Can update all claims
Claim Owner	Can update any claims they own
Team Member with Edit Metrics	Can update a claim
Team Member without Edit Metrics flag checked	<p>Can only view a claim. However, if the team member's OZF: Claim Security Access profile value is set to Update, the profile overrides the claim setting and the team member can also update a claim.</p> <p>The team member's claims designated as view only cannot be included in the mass settlement group the team member creates but the claims which the team member can update can be included in this group.</p>
All other users who neither own nor belong to the claim's team.	<p>Dependant on the OZF: Claim Security Access profile option:</p> <ul style="list-style-type: none">• If the value is Full Access – View & Update: You can update claims which don't belong to the team or which you don't own.• If the value is Restricted Access - View Only: You can only view those claims.• If the Value is No Access: You cannot view any claims. <p>The claims you can view only cannot be included in the mass settlement group you create however the claims you can update can be included.</p>

If you add a team or person as a collaborator on the claim run the AMS: Group Access Refresh Program to ensure that the added users can see the claim.

Every claim must be assigned to a team or group created in the CRM Foundation Resource Manager module. After the team or group is created, they can be added to a claim.

- **Groups:** Every time a change is made, run the AMS - Group Access Refresh Program to update the group information.
- **Teams:** Every time a change is made, run the Team Access Refresh Program to update the team definitions.

If teams or groups are frequently changed, you can schedule these two programs to run on a regular basis.

Team Access and Security

#	Team Member	Access
1	Members in the Group specified in the profile option AMS: Admin Group	Update all fields: <ul style="list-style-type: none"> • Excluding fields locked by the system out-of-the-box. • Including fields locked by locking rules.
2	Claim owner and team members	Update all fields: <ul style="list-style-type: none"> • Excluding fields locked by system out-of-the-box • Excluding fields locked by locking rules.
3	Task assignees	Update tasks from calendar or task list; view report of a claim.

4	All other users in the same operating unit as the claim	<p>Access level is determined by the profile option AMS: Update Claim Access. The two levels allowed are:</p> <ul style="list-style-type: none"> • Update access excluding ability to update owner fields, fields locked by the system out-of-the-box, and fields locked by locking rules. • View access of claims only.
5	All other users in different operating units from claim.	No access and no view. Claims are org-striped

Setting Up Profile Options and Lookups

Setting Claim Profile Options

There are certain system profile options that must be set for Claims to function properly. Select the settings that meet your business requirements. To set profile options for Claims, see the following table.

Use this procedure to set a profile option. Log into Oracle Forms with the System Administrator responsibility.

You can also set Profile Options when you log in with the Oracle Trade Management Administrator Responsibility.

Navigation: Profile > System.

1. Check the level(s) at which you want to set the profile option. The available levels are listed below:
 - **Site:** The default setting.
 - **Application:** If you select this level, choose the application from the Application LOV for which you want to set the profile option.
 - **Responsibility:** If you select this level, choose the responsibility from the Responsibility LOV for which you want to set the profile option.
 - **User:** If you select this level, choose the user from the User LOV for whom you want to set the profile option.
2. Search for the profile name.
3. Verify or set the profile option(s) at the levels that you selected.

Profile Options for Claims

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : Allow UnRelated Ship To	No		Yes/No	Yes	<p>If set to Yes, payment can be made to a party that is different from the party taking a deduction.</p> <p>This profile controls the ship-to customer selection for claims. If you set the profile to Yes, the ship-to customer LOV lists all customer ship-tos. If you set the profile to No, the ship-to customer LOV lists ship-tos for the selected and related customers only.</p> <p>If you settle claims by RMA, Oracle recommends setting the OM system parameter option influencing Customer Relationships and this profile option to the same values. If</p> <ul style="list-style-type: none">• If you set the OM option to all, set this profile to Yes.• If you set the OM option to Related/Single, set this profile to No. <p>If you do not set these options as described, you may encounter "Validation failed for ship-to" error during settlement.</p>

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : AR Credit Method For Installment	Yes	Appl Resp Site User	Credit method values from AR	Prorate	<p>For Credit Memo-Invoice settlement, if the crediting transaction/invoice has multiple installments, Oracle Trade Management passes information to AR stating which of the installments must be credited. This profile provides the value. The available options are:</p> <ul style="list-style-type: none"> • First in First Out (FIFO): credits the first installment first. • Last In First Out (LIFO): credits the last installment first. • Prorate: credits the installments of the credited transaction and prorates them based on the amount remaining for each installment. • If this profile value is not defined, the value defaults to Prorate.

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : AR Credit Method For Rule	Yes	Appl Resp Site User	Credit method values from AR	Prorate	<p>This determines the use of invoicing and accounting rules for the credit memo generated by Credit Memo-Invoice settlement.</p> <p>If you are settling a claim by credit memo-invoice and if the invoice being credited uses accounting rules, Trade Management needs passes information to AR stating how the accounting entries must be reversed by the credit memo. The value passed is determined by this profile.</p> <p>The available Rules Methods include:</p> <ul style="list-style-type: none"> • Last In First Out (LIFO): to back out revenue starting with the last general ledger period and reverse all prior periods until it has used up the credit memo. • Prorate: to credit an equal percentage to all account assignments for this invoice. • Unit: to reverse the revenue for the number of units you specify from an original line of the invoice. <p>If this profile value is not defined, the value defaults to Prorate.</p>

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : Automate Deduction/Overpayment Settlement			Yes/No	Yes	If profile is set to NO, Oracle Trade Management does not create the settlement document in AR. Instead, Oracle Trade Management uses the claims settlement workflow to send a notification to Receivable Role who then manually creates the settlement document in AR. If this profile is set to Yes, then creates settlement document in AR
OZF : Automate RMA Settlement	No		Yes/No	Yes	If profile is set to No, Oracle Trade Management does not create the RMA in AR. Instead, Oracle Trade Management uses the claims settlement workflow to send a notification to Receivable Role who manually creates the settlement document in OM/AR. If profile is set to Yes, Oracle Trade Management creates the RMA.
OZF : Claim Write-Off Threshold	No	Site Appl Resp User	Amount	50	This profile is used by the claims settlement fetcher when settling deductions and overpayments. If the claim was not settled for the entire amount and the balance is less then the value specified for this profile, the balance is written off. For invoice deductions, this creates an adjustment on the invoice. For non invoice deductions and overpayments, a receipt write off is created.

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF: Default Claims Settlement Workflow Role	Yes	Appl Resp Site User	A valid Oracle Receiva ble role	A valid Oracle Receivabl e role	<p>When settlement is not automatic (as identified by profiles defined earlier), Oracle Trade Management sends a notification to a Receivable Role. The Role may be set using the item attribute of the claims settlement workflow or using this profile. If no role is set, the owner receives a notification stating that the "Receivable Role" is not defined.</p> <p>In a multi-org setup, this profile option provides the ability to setup claim settlement workflow to send notifications to different roles depending on the operating unit. The profile should be set to different roles for different Oracle Trade Management responsibilities depending on the associated operating unit. The value set at the profile option is used only when the item attribute has no value to allow for backward compatibility.</p>

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : Default Status when creating Claims	Yes	Appl Resp Site User	Open (deleted))/New (Cancelled)	Open	This profile option allows you to set the status when you create a claim. You can set the claim status to: New - When a claim is in New status it can be deleted. Open - When claim is in open status it can be cancelled. Oracle recommends setting the value of this profile option to Open. This means when you create a claim or use Mass Create to create a large number of claims they will be set to Open status and you will not have to open each claim individually to cancel it.
OZF: Defaulting Legal Entity for Claim	Yes	Appl Resp Site User	All available legal entities within the system	OZF: Defaulting Legal Entity for Claim profile option	For any claim created from third party systems through Oracle Trade Management API or interface, legal entity can be accepted as a parameter. It is not mandatory. If the legal entity is not passed, it will be defaulted by the OZF: Defaulting Legal Entity for Claim profile option.

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF: Derive Accrual Account during Claims Settlement	Yes	Site	Yes/No	No	<p>Oracle Trade Management uses this profile option during claim settlement only if the claim has earnings associated and the post to GL flag in system parameters is set to Yes.</p> <ul style="list-style-type: none"> • If this profile option is set to No, the General Ledger (GL) entry creation is online. The accrual liability account for the GL entries is defaulted from the accrual liability account used for the GL entries created for the budget utilizations. • If this profile is set to yes, the GL entry creation is deferred and you must runt the workflow background process for "Claim Settlement". The accrual liability account for the GL entries is derived using the account derivation rules that you defined.
OZF : Implement Contra Charge payment method	Yes	Site Resp	Yes/No	Yes	<p>Yes = contra charge settlement method is available. Contra charges are used to track offsetting balances for creditors who are also debtors.</p>

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : Implement Payables Integrations	Yes	Site Resp	Yes/No	Yes	<p>Yes = settlement by check is available in Trade Management. If profile option is set to Yes, the following settlement methods are available for claim settlement: Check, Wire, EFT, Payables Debit and Payables Default</p> <p>No - settlement by check is not available in Trade Management.</p>
OZF : LOV for Claim Type and Reason on Mass Settlement		Appl Resp Site User		Show all claim types and reasons	<p>Set at the site level. Show all LOV in system parameters claim types and reasons.</p> <p>Show selected claim types and reasons: Default value for this option. System will display only the claim types and reasons used in the mass settlement.</p>

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF : Modifier to adjust unit price for RMA Settlement	No			Manual Override	<p>This profile is used for RMA settlement in the following case: In a claim line, a user enters a product price which is different from the price list or original invoice or order price. The modifier defined in this profile is used for adjusting the price when the price entered on the line is not equal to the price defined in OM. The option values of this profile can be defined in Order Management. Follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to Order Management with Super User responsibility. 2. Navigate to Pricing > Modifiers > Modifier Setup. The Advanced Pricing - Define Modifier window appears. 3. In the Main tab, enter a Modifier Type = Discount. 4. In the Number field, enter the modifier list number. 5. In the Name field, enter the modifier list name. 6. Check the Active box. 7. Enter a currency. The currency must be the same as the claim currency. 8. Enter the start date and

Profile Name	Required	Level	Setting	Default	Effect/Limitation
					<p>end date that the modifier lines are effective.</p> <p>9. Enter a description of the modifier list.</p> <p>10. In the Modifiers Summary tab, enter the Level = Line.</p> <p>11. Enter Modifier Type = Discount.</p> <p>12. Enter the start date and end date for this modifier line.</p> <p>13. Uncheck the Automatic box.</p> <p>14. Check the Override box.</p> <p>15. Enter Pricing Phase = All Lines Adjustment.</p> <p>16. Click Save.</p>
OZF: RBS Receipt PAD Attribute	Yes	Site Applic ation	The claim attribut e value	Attribute 15	<p>This profile enables you to specify the claim DFF attributes (any from 1 to 15) to which you have mapped the Oracle Receivables Receipt flexfield to hold the Pre Authorized Debit Memo (PAD) number on the deduction.</p>

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF: Select Write-off Activities Based on GL Balancing Segment.	No	Site	Yes/No	Yes	<p>This option allows users to filter receivable write off activity based on the Oracle General Ledger balancing segment selected when defining claim types.</p> <p>Yes= GL Balancing Segment check box appears on the System Parameters page, and GL Balancing Segment field appears on the Claim Type page.</p> <p>No = Default setting. Oracle General Ledger Balancing Segment options do not appear on these pages.</p> <p>Enables users to filter Receivable write-off activity based on Oracle General Ledger balancing segment values.</p>
OZF : Under Write Off Threshold Approval Required	No	Appl Resp Site User	Yes/No	No	<p>Yes = approval required as dictated by custom setup.</p> <p>No = approval not required even if dictated by custom setup.</p>

Defining Lookups

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

You can add new lookup values at any time. You can set the Enable flag for a value to No, so that the value no longer appears in the list of values, or you can use the start date and end date to control when a value will appear in a list.

To create a new lookup type, add values to an existing lookup type, or prevent existing values from appearing in a lookup type, use the Application Utilities Lookups window.

You must log out and log in again to see the effect of your changes.

To define a new lookup type and lookup value, log in to Oracle Trade Management with Oracle Trade Management Administrator responsibility. Click on Lookups under Setups.

Notes:

- **Global security group:** Un-check to add lookup values specific to the security group/business group linked to your current responsibility. Existing lookup values are available to all business groups.
- **Tag:** Leave blank.

To add a new value to an existing Lookup, query the lookup type to which you want to add a value, and complete the fields as required.

- You cannot add values if the access level is System.
- If you do not enter a start date, the new lookup is valid immediately. If you do not enter an end date, the new lookup is valid indefinitely.

User Access Level Lookups

The following table lists all of the claims and deductions lookups for the user access level. This table also lists the values for each lookup. Some values list the meaning (in parentheses) next to the value if the value warrants further description.

User Lookups

Lookup Name/Code	Access Level	Values
Associate Earnings Summary View	User	ACTIVITY
		DOC_CLASS (Document Class)
OZF_ASSO_SUMMARY_VIEW		ORDER
		PERIOD
		PRODUCT
		SCHEDULE

Lookup Name/Code	Access Level	Values
Autopay Beneficiary Customer Types OZF_AUTOPAY_CUST_TYPES	User	CUSTOMER_BILL_TO SHIP_TO CUSTOMER NAME
Claim Item Type OZF_CLAIM_LINE_ITEM_TYPE	User	MEDIA PRODUCT FAMILY (Product Category) MEMO_LINE (Standard Memo Line)
Claim Line Credit Methods OZF_LINE_CREDIT_TO	User	FREIGHT LINE PRORATE TAX
Claim Reason types OZF_REASON_TYPE	User	RETURNS DEFAULT
Reject Reason Code OZF_REJECT_REASON_CODES	User	04 (Authorized Quantity Exceeded) 29 (Claim Submitted Past Exercise Period) T6 (Claim does not contain enough information for repricing) 28 (Duplicate Invoice Number) 26 (Invalid Customer Number) 14 (Invalid Part Number) 02 (Price Authorization Expired) 01 (Price Authorization Invalid) 03 (Product not on the Price Authorization)
Subsequent Receipt Application History Events OZF_CLAIM_RECEIPT_HISTORY_EVENT	User	APPLY NEW UNAPPLY

Lookup Name/Code	Access Level	Values
Threshold Type	User	AMOUNT
OZF_UNEARNED_THOLD_TYPE		PERCENT UNCONDITIONAL
Under Write-off Threshold lookup	User	OVER UNDER
OZF_UNDER_WRITEOFF_THRESHOLD		
UnEarned Payments for Offers	User	ALLOW_ALL (Allow for All) ALLOW_SELECTED (Allow for Selected)
OZF_UNEARNED_PAY_ALLOW_TO		
UnEarned Payments for Offers lookup in Trade Profile	User	ALLOW DISALLOW
OZF_UNEARNED_PAY_ALLOW_TO_TP		

Extensible Access Level Lookups

The following table lists all of the claims and deductions lookups for the extensible access level. This table also lists the values for each lookup. Some values list the meaning (in parentheses) next to the value if the value warrants further description.

User Extensible Lookups

Lookup Name/Code	Key	Values
Claims Automatic Payment Methods	Extensible	AP_DEBIT AP (Debit)
OZF_PAYMENT_METHOD		AP_DEFAULT AP (Default Payment)
		CONTRA_CHARGE (AP-AR Netting)
		ADJUSTMENT (Adjustment)
		CHARGEBACK
		CHECK
		REG_CREDIT_MEMO (Credit Memo - Invoice)
		CREDIT_MEMO (Credit Memo - On Account)
		CUSTOM (Customer Method)
		DEBIT_MEMO (Debit Memo)
		EFT (Electronic Transfer)
		MASS_SETTLEMENT (Mass Settlement)
		ON_ACCT_CREDIT (On Account Credit)
		PREV_OPEN_CREDIT (Previous Open Credit)
		PREV_OPEN_DEBIT (Previous Open Debit)
		REJECT
		RMA Return Material Authorizations
		WIRE (Wire Transfer)
		WRITE_OFF (Write Off)

Lookup Name/Code	Key	Values
Followup Action Code OZF_FOLLOWUP_ACTION_CODE	Extensible	S (Do not Resubmit; Inquiry initiated to Third Party) C (Please Correct and Resubmit) X (Please Wait 10 Days and Resubmit) W (Please Wait 30 Days and Resubmit) R (Resubmission Allowed) N (Resubmission Not Allowed) D (Resubmit Entire Claim) E (Resubmit this item only)
OZF_CLAM_CONTENT_ACTIVITY OZF_CLAM_CONTENT_ACTIVITY	Extensible	Closed (Closing Claim Notification)
OZF_INV_REASONCODE OZF_INV_REASONCODE	Extensible	MISSINGSHIP (Missing Shipment) QTLYUPD (Quarterly Update)

Lookup Name/Code	Key	Values
OZF_RESALE_DISPUTE_C ODE	Extensible	OZF_UOM_CODE_MAP_MISS (Code Conversion Mapping is not defined for this UOM)
OZF_RESALE_DISPUTE_C ODE		OZF_CURRENCY_MISMATCH (Agreement Price and Selling Price must be same)
		OZF_INVALID_AGREEMENT_TYPE (Agreement Type must be Special Price or Price List)
		OZF_TP_ADJ_NOTFOUND (Agreement is Missing)
		OZF_AGREEMENT_MISS (Agreement is Null)
		OZF_CLAIM_CUST_ID_MISSING (Bill To Customer ID is Missing)
		OZF_BILL_TO_ACCT_NULL (Bill To Customer does not have an Account)
		OZF_CLAIM_CUST_NM_MISS (Bill to Customer Name is Missing)
		OZF_BILL_TO_PARTY_NAME_NULL (Bill to Party Name is Missing)
		OZF_AMT_NOT_MATCH (Calculated amount does not match claimed amount)
		OZF_RESALE_AGRM_OFF_OFF_INV (Cannot claim an agreement based on an off invoice offer)
		OZF_RESALE_AGRM_LINE_WNG (Cannot find an agreement line matching the request)
		OZF_RESALE_AGRM_OFF_NULL (Cannot find offer based on the agreement)
		OZF_RESALE_CLAIM_AMT_MISS (Claimed Amount is Missing)
		OZF_LT_INVT (Claimed quantity is less than what has been bought)
		OZF_AGREEMENT_CODE_MAP_MISS (Code Conversion Mapping is not defined for this agreement)
		(OZF_PRODUCT_CODE_MAP_MISS (Code Conversion Mapping is not defined for this

Lookup Name/Code	Key	Values
		product)
		OZF_RESALE_AGRM_CURRENCY_WNG (Currency of the order and agreement do not match.)
		OZF_CLAIM_CUST_NOT_IN_DB (Customer is invalid)
		OZF_DATE_ORDERED_NOT_IN_RANGE (Date Ordered is not between Batch Start Date and End Date)
		OZF_RESALE_AGRM_END_CUST_WNG (End Customer does not match that of agreement)
		OZF_GET_ORDER_PRIC_ERR (Error happened during get order price)
		OZF_PROC_PRIC_RESLT_ERR (Error happened during process order)
		OZF_CURR_CONV_ERROR (Error in Currency Conversion)
		OZF_RESALE_PRICE_ERROR (Error in Getting Product Price)
		OZF_BILL_TO_VAL_ERROR (Error in Validating Bill To Customer)
		OZF_END_CUST_VAL_ERROR (Error in Validating End Customer)
		OZF_SHIP_FROM_VAL_ERROR (Error in Validating Ship From Customer)
		OZF_SHIP_TO_VAL_ERROR (Error in Validating Ship To Customer)
		OZF_SOLD_FROM_VAL_ERROR (Error in Validating Sold From Customer)
		OZF_DQM_PROCESS_ERROR (Error in running DQM Process)
		OZF_ORDER_TYPE_ID_NULL (ID for Order Type is Missing) I
		OZF_RESALE_PRODUCT_ID_MISS (ID for Product is missing)
		OZF_RESALE_AGRM_WNG (Incorrect

Lookup Name/Code	Key	Values
		agreement)
		OZF_INVALID_AGREEMENT (Invalid Agreement)
		OZF_CLAIM_BILL_TO_ST_WRNG (Invalid Bill To Site)
		OZF_RESALE_WRNG_ORD_CGRY (Invalid Order Category)
		OZF_WRNG_ORDER_TYPE (Invalid Order Type)
		OZF_INVLD_MVMT_TYPE (Invalid Product Transfer Movement Type)
		OZF_RESALE_WRNG_TRANSFER_TYPE (Invalid Resale Transfer Type)
		_SHIP_FROM_ACC_INVALID (Invalid Ship From Customer Account Information)
		OZF_CLAIM_SHIP_TO_ST_WRNG (Invalid Ship To Site)
		OZF_SOLD_FROM_ACC_INVALID (Invalid Sold From Customer Account Information)
		OZF_RESALE_PRODUCT_NOT_IN_DB (Inventory Item is Invalid)
		OZF_INVOICE_NUMBER_NULL (Invoice Number is Missing)
		OZF_DATE_INVOICED_NULL (Invoiced Date is Missing)
		OZF_DUPLICATED_LINE (Line is Duplicated)
		OZF_RESALE_DUP (Line is Duplicated)
		OZF_RESALE_NON_TRC (Non- tracing data found in this batch)
		OZF_RESALE_ORDTYPE_NOT_IN_DB (Order Type is Invalid)
		OZF_RESALE_ORD_DATE_MISS (Order date is missing)
		OZF_ORD_DATE_LT_START(Order is made

Lookup Name/Code	Key	Values
		earlier than Report Start Date)
		OZF_ORD_DATE_GT_END (Order is made later than the Report End Date)
		OZF_RESALE_ORD_NUM_MISS (Order number is missing)
		OZF_RESALE_ORIG_QUAN_MISS (Original Quantity is Missing)
		OZF_RESALE_ORIG_UOM_MISS (Original UOM is Missing)
		OZF_RESALE_PRICE_NOT_IN_DB (Price List is Invalid)
		OZF_MOVEMENT_TYPE_NULL (Product Transfer Movement Type is Missing)
		OZF_CURRENCY_UNSUPPORTED (Purchase Price and Selling Price are not the same)
		OZF_RESALE_PUR_PRICE_MISSING (Purchase Price is missing)
		OZF_RESALE_AGRM_QUN_GT_MAX (Requested quantity greater than max quantity)
		OZF_RESALE_AGRM_QUN_LT_MIN (Requested quantity less than minimum quantity)
		OZF_SALES_TRANS_MISS (Required field(s) is missing for inventory tracking.)
		OZF_NO_CONTACT_DQM_RULE (Resale DQM Contact Rule profile must be set with a valid rule)
		OZF_NO_PARTY_DQM_RULE (Resale DQM Party Rule profile must be set with a valid rule)
		OZF_NO_SITE_DQM_RULE (Resale DQM Site Rule profile must be set with a valid rule)
		OZF_RESALE_AGRM_RESELL_WNG (Reseller does not match that of agreement)
		OZF_RESALE_SELL_PRICE_NULL (Selling Price is Missing)
		OZF_SHIP_FROM_ACCOUNT_NULL (Ship

Lookup Name/Code	Key	Values
		From Customer does not have an Account)
		OZF_RESALE_SHIP_FROM_MISS Ship (From Party ID is missing)
		OZF_SHIP_TO_ACCT_NULL (Ship to Customer does not have an Account)
		OZF_SHIP_TO_PARTY_NAME_NULL (Ship to Party Name is Missing)
		OZF_SOLD_FROM_ACCOUNT_NULL (Sold From Customer does not have an Account)
		OZF_RESALE_SOLD_FROM_MISS (Sold From Party ID is missing)
		OZF_RESALE_AGRM_RANG_WNG (The order is not qualified for the agreement)
		OZF_SPP_NO_UOM_CONV_CURR (UOM does not match the current quantity UOM)
		OZF_SPP_NO_UOM_CONV_MAX (UOM does not match the max quantity UOM)
		OZF_SPP_NO_UOM_CONV_MIN (UOM does not match the minimum quantity UOM)
		OZF_RESALE_UOM_MISS (UOM is Missing)
		OZF_RESALE_UOM_NOT_IN_DB (Unit of Measure is Invalid)
		OZF_RESALE_AGR_TYPE_WNG (Wrong Agreement type for Special Pricing Process)

Concurrent Programs

Running Concurrent Programs

Use the following high level procedure for running any Oracle Applications concurrent program or program set. You can use these procedures to run or schedule any of the Oracle Accounts Receivable Deductions Settlement concurrent programs.

See *Oracle Applications System Administrator's Guide - Maintenance* for complete details on Oracle Applications concurrent programs.

Select the Oracle Trade Management Administrator responsibility.

1. Choose Single Request (if running a single concurrent program) or Request Set (if running a set of concurrent programs).
2. Query for the appropriate concurrent program, if necessary.
3. You can run the program immediately or schedule batch jobs. If scheduling, select the time frame.

You can check the status of the program you submitted using the Find Request window. To navigate to this window, go to Requests from the View menu and click on the Find Requests button. Use the Refresh Data button to update the request status.

Concurrent Programs for Claims

Run the following concurrent programs for claims after the use of claims has commenced — not at the time of implementation.

Concurrent Programs for Claims

Program/Name	Required	Description
Claims Aging Populating	Yes	<p>Required for using the Claims Aging View. It must be run when using time periods, defined in the Aging Bucket created in Oracle Receivables. This program populates the Aging Bucket, grouping them by customer.</p> <p>Aging is run based on the system date. This program has to be run on a daily basis to get the daily aging analysis for the customers.</p> <p>Claims can be aged using a past due bucket type.</p>
Claims Auto Write-offs Program	No	<p>Batch process to automatically write off claims that have the automatic write off check box selected.</p> <p>Process can be run for:</p> <ul style="list-style-type: none">• Claim class—deduction or overpayment. If blank, all claims included.• Customer—select a customer. If blank, all claims included.• Claim type—select a claim type. If blank, all claims included

Program/Name	Required	Description
Claims Autopay	Yes	<p data-bbox="1024 306 1438 401">Autopay can be set up to regularly pay accruals based on a customer, budget, campaign or offer.</p> <p data-bbox="1024 426 1463 646">When it runs, it looks at the specified budget, customer, offer, or campaign; finds their outstanding accruals; finds an Autopay payment frequency or threshold set up for each customer; finds the payment preference; and automatically creates a claim.</p> <p data-bbox="1024 672 1463 892">It also triggers the claim settlement process, which may first go through the approval process. The settlement method selected for each claim is either check or credit and is based on the payment preference set up in the offer and customer's trade profile.</p> <p data-bbox="1024 917 1463 1045">If the Group by Offer parameter is enabled on the autopay program, the system generates a single claim per offer earnings.</p>
Claims Import Purge	No	<p data-bbox="1024 1089 1463 1152">This program is used to purge the claims import interface table.</p>

Program/Name	Required	Description
Claims Settlement Fetcher	Yes	<p>This program retrieves transactions created in Payables (check) or Receivables (credit memo or debit memo) as a result of a claim settlement, update, or closure.</p> <p>Claim settlement on manual claims is created through Autoinvoice or Payables Open Interface Import. These programs run in batch mode. After the actual payment is created in Oracle Receivables or Oracle Payables, Claim Settlement Fetcher must run. This causes the data to show in claims.</p> <p>The Claim Settlement Fetcher closes the claim, updates the claim with payment details, and in case of deduction, also updates the receiving application with pay details.</p> <p>The program is also used:</p> <ul style="list-style-type: none"> • To close out deductions or overpayments settled with credit or debit memos using Autoinvoice. • When deductions are settled with a return materials authorization (RMA). <p>Parameters:</p> <p>Claim Class</p> <p>Payment Method</p> <p>Claim Type</p> <p>Reason</p> <p>Customer</p>
Create Accounting	Yes	<p>Creates accounting entries in Oracle Subledger Accounting for promotional claim settlement events, and transfers and posts these to Oracle General Ledger.</p>

Program/Name	Required	Description
Import Claims	Yes	<p>In addition to creating claims manually in TM, you can also import claims using the Import Interface. This data is from legacy or third party systems. Companies implementing TM can populate an interface table and run a concurrent process to create claims automatically in TM.</p> <p>The Import Claims program pushes the data from the interface tables into TM claims. It runs through the standard validation process for claims creation, rejecting the claims that are not successful for import.</p> <p>Parameters: None.</p>
OZF: Legal Entity Stamping Upgrade	No	<p>To ensure legal compliance, all transactions that translate to legal documents must be stamped with the Legal Entity ID at the header level. The Claims table contains a legal entity column. This concurrent program stamps the legal entity id on the existing Claim records.</p> <p>Note: This concurrent program contains the OZF prefix.</p>

Program/Name	Required	Description
Refresh Materialized Views for Promotional Payment	Yes	<p>For the refresh for promotional payments to occur you must run the program with the parameter "earnings".</p> <p>Updated the materialized view for promotional payments with the most recent earnings information.</p> <p>This profile options collects the data as follows:</p> <ul style="list-style-type: none"> Utilized <ul style="list-style-type: none"> Order related utilizations (positive), such as those for accrual and off-invoice offers, are utilizations for orders booked but not shipped, invoiced or closed. These utilizations are not the same as "earned" balances. Return related utilizations (negative), are utilizations for return orders booked but not invoiced (credited) or closed. Non-order related utilizations, such as those for lump sum and scan data offers, as well as utilizations created by net accrual offers, partner activities or indirect sales purposes, do not distinguish between utilized and earned. Adjustments are made to the utilized amount, whether manually created, created by public API or system generated. Earned <ul style="list-style-type: none"> Order related utilizations (positive), are utilizations for orders shipped, invoiced or closed. Return related

Program/Name	Required	Description
		<p>utilizations (negative), are utilizations for return orders invoiced (credited) or closed.</p> <ul style="list-style-type: none"> • Non-order related utilizations as well as utilizations created by net accrual offers, partner activities or indirect sales purposes, are the same as utilized. • Adjustments are made to the utilized amount, whether manually created, created by public API or system generated. • Paid <ul style="list-style-type: none"> • For off-invoice types of utilizations such as off-invoice, order value and promotional good offers, the paid amounts are the same as earned amounts. • For accrual types of utilizations such as accrual, lump sum and scan data offers, the paid amounts are claim amounts associated to the accruals. • Adjustments are made to the utilized amount, whether manually created, created by public API or system generated. • Unpaid Earning (earned minus paid) <ul style="list-style-type: none"> • The Budget Materialized View does not contain an Unpaid earnings column because these values are essentially a calculation. Storing a calculated

Program/Name	Required	Description
		column on the Budget Materialized View may result in performance issues.
Rule Based Settlement Engine	No	This program automates the process of matching claims and deductions to open credits and accruals based on matching attributes and closing claims for exact matches.
Transfer to General Ledger	Yes	See description in Concurrent Programs for Budgets in the <i>Oracle Channel Rebate and Point-of-Sale Management Implementation Guide</i> .

Claim Interface Tables

This appendix covers the following topics:

- Overview

Overview

For information on interface tables for claims refer to the *Oracle eBusiness Suite Electronic Technical Reference Manual -eTRM*. eTRM is a pl/sql utility that reads design information in an Oracle database and displays its output in HTML format. It shows database design and dependency information for the Oracle eBusiness suite, including Oracle Trade Management.

Third Party Accrual from Interface table is a concurrent program which creates third party accrual for data that users import for Indirect Sales. This program uses data stored in the OZF_RESALE_LINES_INT_ALL table that does not have a batch. The program creates batches based on partner_ party_id for these lines first. It then generates utilizations based on accruals that should be applied to them. The program does not create any claim or claim lines.

Oracle Trade Management uses data stored in the following tables:

Table	Description
OZF_CLAIMS_INT_ALL	Claim information - This table stores the data that must be imported to the OZF_CLAIMS_ALL table by the AMS-TM: Import Claim concurrent program.
OZF_CLAIM_LINES_INT_ALL	Claim line information - The claim lines interface table stores data that must be imported to ozf_claim_lines_all table by the AMS-TM: import Claims concurrent program.

Table	Description
OZF_RESALE_LINES_INT_AL L	Third party accruals - This claim interface table stores data that must be imported to ozf_resale_lines_all, ozf_resale_headers_all, ozf_resale_adjustments_all table by the OZF-TM: Third Party Accrual from Interface table.

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