

**Oracle® Credit Management**

User Guide

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## Oracle Credit Management User Guide, Release 12.2

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# Preface

## Intended Audience

Welcome to Release 12.2 of the *Oracle Credit Management User Guide*.

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

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology

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

See Related Information Sources on page xii for more Oracle E-Business Suite product information.

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## Structure

### **1 Overview of Oracle Credit Management**

This chapter provides an overview of Oracle Credit Management.

### **2 Implementing Oracle Credit Management**

Complete the tasks in this chapter after installation, but before setting up credit policies.

### **3 Setting Up Your Credit Policies**

This chapter describes setting up and administering credit policies, as well as reviewing the performance of the policies.

### **4 Using Credit Management**

This chapter describes how to use Oracle Credit Management.

### **5 E-Business Suite Integration**

This chapter describes how other Oracle E-Business Suite applications integrate with Oracle Credit Management for their credit needs.

### **6 Workload Management**

This chapter describes managing credit analyst assignments.

### **7 Additional Implementation Considerations**

This chapter describes additional setup steps to consider when implementing Oracle Credit Management.

#### **A Oracle Credit Management Profile Options and Profile Option Categories**

This appendix describes setting profile options for Oracle Credit Management.

#### **B Credit Management Application Workflow**

This appendix describes the workflow in Oracle Credit Management.

#### **C Credit Request Business Events**

This appendix describes business events that you can use with Oracle Credit Management.

#### **D Oracle Credit Management Data Points**

This appendix describes the seeded data points in Oracle Credit Management.

#### **E Additional Data Point PL/SQL Guidelines**

This appendix describes guidelines for PL/SQL packages and functions that derive data point values.

#### **F Credit Management API User Notes**

This appendix describes public Oracle Credit Management APIs.

## **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 Oracle E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

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

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

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

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

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



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# Overview of Oracle Credit Management

This chapter provides an overview of Oracle Credit Management.

This chapter covers the following topics:

- Overview of Oracle Credit Management
- What Initiates a Credit Review?
- Oracle Credit Management Process Flows
- How Automation Works

## Overview of Oracle Credit Management

Oracle Credit Management provides a global, standardized system that lets you make and implement credit decisions based on the collected credit data of your business-to-business customers and prospects. Credit reviews are automated by the Credit Management workflow process.

Automated periodic credit assessments include all activities from the initial credit review request and creation of the credit application, to credit scoring and analysis, to the final implementation of credit decisions.

Why is this useful? First, an automated credit review process employs standard guidelines that you define, for a consistent approach to credit decisions across your entire credit department.

Additionally, an automated process that continuously evaluates and manages less risky credit decisions leaves your credit personnel free to concentrate their efforts on higher risk credit assessments. For example, your skilled credit analysts can focus on selected customer portfolios, such as those customers driving revenue or licenses above a threshold of \$250,000, as well as on credit reviews that fail the automation process.

Credit Management facilitates these manual credit reviews through features such as online case folders, easily generated what-if scenarios, and integration with Dun & Bradstreet.

As a result, you can increase the scope of your customers' portfolios without increasing your credit personnel overhead. And, because all credit reviews are administered according to your own established credit policies, your business can continue to grow without compromising your own overall portfolio risk and financial stability.

## What Initiates a Credit Review?

Oracle Credit Management integrates with other Oracle applications, so that business events *across* the E-Business Suite can initiate a request for a credit review. For example:

- An order entry clerk places an order in Oracle Order Management that causes a customer to exceed its current credit limit.
- A sales representative or leasing agent enters a new lease application in Oracle Lease and Finance Management for a customer.
- Six months have passed since a customer's last credit review date, automatically initiating a periodic credit review.
- A credit analyst manually enters a new credit application for a prospect.

Once initiated, a credit review can either be completely automated, or managed by a skilled credit analyst. You control how credit reviews happen when defining your credit policies.

## Oracle Credit Management Process Flows

Oracle Credit Management's business solution is comprised of these main process flows:

1. Credit policy management
2. Completion of the credit application
3. Credit analysis and implementation of decisions
4. Risk and revenue management

### 1. Credit Policy Management

Before credit analysis can begin, you must define your credit policies. In Credit Management, you model your credit policies around the intersection of two user-defined dimensions: the credit review type and the customer credit classification:

- The **credit review type** refers to the type of credit reviews that you perform at your enterprise, such as *Credit Checking*, *Periodic Credit Review*, or *Lease Application*.

- The **customer credit classification** refers to the credit relationships that you have with your customers and prospects, such as *High Risk* or *Low Risk*.

For each credit review type and credit classification combination, you assign a set of credit review tools that will vary according to your requirements. Credit review tools include:

- **Credit checklists**

Credit checklists specify which data points are required or optional during a credit review. Examples of data points are Days Sales Outstanding and Percentages Of Invoices Paid Late. When defining checklists, choose from a universe of almost 200 data points, or define your own.

See: Defining Checklists, page 3-5.

- **Scoring models**

Scoring models include the data points and scoring method that are appropriate for a particular credit review. When defining scoring models, for each data point, (1) indicate a score for each range of values and (2) optionally assign a relative weighting factor.

For example, will you use this scoring model to determine a credit limit increase for an existing customer who has years of credit history with your enterprise? In that case, you might assign a higher weighting factor to the Percentages Of Invoices Paid Late data point, and a lower weighting factor to the Credit Agency Score data point.

See: Defining Scoring Models, page 3-9.

- **Automation rules**

Automation rules guide the implementation of credit recommendations without user intervention. Optionally define automation rules and assign them to a scoring model. If a score is above a certain threshold, for example, you might want Credit Management to automatically approve and implement a higher credit limit, or release an order hold.

See: Assigning Automation Rules, page 3-17.

During setup, you model your credit policies by assigning the appropriate credit review tool to each combination of credit review type and credit classification.

For example, for the combination of *Increase Credit Limit* credit review type and *High Risk* customer credit classification, your credit policies might dictate a conservative approach. In this scenario, you would use a conservative policy (scoring model) to determine whether to grant additional credit and what the credit limit should be.

## 2. Completion of the Credit Application

Credit Management provides a modular, online credit application, which can either be

manually completed by a credit analyst or automatically populated by business events.

See: Using Credit Applications to Collect Credit Data, page 4-4.

### 3. Credit Analysis and Decision Making

In Credit Management, credit analysis can proceed with the partial or full participation of credit personnel. Using an online case folder, the credit analyst has all the information needed to make informed credit decisions.

More typically, credit analysis will proceed automatically. Credit recommendations can be implemented without user intervention through the use of automation rules, Oracle Workflow, and Oracle Approvals Management.

For example, at the conclusion of a credit review, Credit Management can automatically implement these recommendations:

- Establish a new credit limit
- Revise an existing credit limit
- Remove an order hold
- Put a customer account on hold
- Put a customer party on hold

If an automated credit review fails at any point during the process, the workflow will stop and the credit review will be routed for assignment to a credit analyst for manual processing. See: How Automation Works, page 1-5.

### 4. Risk and Revenue Management

Are your current enterprise credit policies effective? Credit Management provides the tools to help you analyze the results of past credit reviews, so that you can manage your assumed credit risk on an ongoing basis. Such analysis can help you to decide if existing credit policies require adjustment, or if you are right on track. See: Reviewing Credit Management Performance, page 3-26.

You can also manage risk from a receivables perspective, in terms of revenue recognition timing. Credit Management integrates with another E-Business Suite application, Oracle Receivables, to provide automation around revenue management.

Depending on your Receivables setup, you can manage revenue recognition based upon the customer credit classification assigned by a Credit Management credit review. For example, if a customer has a High Risk credit classification, you can defer revenue recognition on that customer's orders until payment is received. This helps you to comply with stringent revenue management requirements.

**Note:** Setup around revenue management is completed in Receivables, not in Credit Management.

See: *Defining Your Revenue Policy, Oracle Receivables Implementation Guide*.

## How Automation Works

Credit Management uses automation rules, Oracle Workflow, and Oracle Approvals Management to automate the credit review process.

If the automated review process fails, then the credit review is routed to the Credit Scheduler role. A manager logs into the Credit Scheduler responsibility to review and re-route credit reviews to the appropriate credit analyst for manual processing.

See: *Credit Management Application Workflow*, page B-1.



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# Implementing Oracle Credit Management

Complete the tasks in this chapter after installation, but before setting up credit policies.

This chapter covers the following topics:

- Defining Credit Analysts
- Maintaining Customer Data
- Populating Transaction Data
- Defining Credit Management System Options
- Defining Lookups
- Updating Customer Profile Classes
- Assign Customer Credit Classification Program

## Defining Credit Analysts

Credit analysts assist in the resolution of credit-related issues and evaluate the creditworthiness of your customers and prospects. Credit analysts can view credit applications and case folders in Oracle Credit Management, and can submit recommendations after concluding a credit analysis.

You must define employees as credit analysts and credit managers *before* they have access to view and update data in Credit Management.

**Note:** In addition to defining true credit personnel as credit analysts and credit managers, you can also assign the role of credit analyst to other interested parties who require view-only access to credit applications. For example, a sales representative who initiates a credit review request by submitting a lease application might want to view the credit application details.

**To define credit analysts:**

1. First define your credit analysts as employees in Oracle Human Resources Management System (HRMS).

See: *People Management Overview, Oracle HRMS Workforce Sourcing, Deployment, and Talent Management Guide*.

2. Next, import employees from HRMS into Resource Manager and assign roles.

Two seeded roles exist for Credit Management:

- Credit Analyst
- Credit Manager

**Note:** A credit manager has access to setup functionality. You can assign the credit manager role to a credit analyst.

See: *Overview of Setting Up Resource Manager, Oracle Trading Community Architecture Administration Guide* and *Overview of the Oracle Resource Manager, Oracle Trading Community Architecture User Guide*.

3. Finally, when defining your analysts as E-Business Suite users in the Users window, link each analyst to his or her HRMS record by selecting:

- The analyst's name in the Person field
- The analyst's Person ID for the Oracle Self-Service Web Applications ICX\_HR\_PERSON\_ID and TO\_PERSON\_ID securing attributes

See: *Users Window, Oracle E-Business Suite System Administrator's Guide - Security*.

After you define a credit analyst, you can modify any of the analyst's information, except the employee and user names.

**Tip:** Non-employees can also initiate (from an application outside Credit Management) the creation of credit applications. Non-employees are users who are not in Oracle HRMS and who are not assigned a credit analyst role in Resource Manager. For example, a non-employee might be a vendor or a contractor. To enable this integration, the passing application must send the requester\_type of FND\_USER and the requester\_id of FND\_USER\_ID to Credit Management when calling the Credit Request API.

See: *Overview of Credit Management Public APIs, page F-1*.

## Maintaining Customer Data

### Integrating with Dun & Bradstreet

Oracle Credit Management integrates with Dun & Bradstreet, which maintains a growing global database of more than 60 million businesses worldwide. With this integration, you can retrieve D&B credit information for a customer or prospect, thereby extending the accessibility of critical credit information beyond your own historical data.

Information that you purchase from D&B can be added to credit checklists as data points. During a credit review, Credit Management automatically includes those D&B data points in the case folder. See: *Adding Dun & Bradstreet Data Points to a Checklist*, page 3-9.

D&B information is available in the form of Global Access Data Products. If the information that you have in your system is outdated or does not exist, then you can purchase the information online from D&B.

Before you can purchase products from D&B, you must first enable the integration between the E-Business Suite and D&B. See: *Setting Up Third Party Data Integration, Oracle Trading Community Architecture Administration Guide*.

To allow users to purchase D&B data, set the HZ: Allow Access to D&B Online Purchase profile option to *Yes*.

### Setting Up Data Quality Management Search

Oracle Credit Management employs the Data Quality Management (DQM) match rules to identify how search results should be displayed in the application's search screens. See: *Data Quality Management Overview, Oracle Trading Community Architecture Administration Guide*.

To implement DQM in Credit Management:

1. With these profile options, specify the seeded or user-defined match rules for determining the search criteria and results. The match rules must have the Search purpose.
  - HZ: Match Rule for Organization Advanced Search

**Note:** This profile option defaults to the seeded match rule HZ\_ORG\_ADV\_SEARCH\_RULE. See: HZ\_ORG\_ADV\_SEARCH\_RULE, *Oracle Trading Community Architecture Reference Guide*.
  - HZ: Match Rule for Organization Simple Search

**Note:** This profile option defaults to the seeded match rule HZ\_ORG\_SIMPLE\_SEARCH\_RULE. See: HZ\_ORG\_SIMPLE\_SEARCH\_RULE, *Oracle Trading Community Architecture Reference Guide*.

2. Set the HZ: Enable DQM Party Search Determine profile option to *Yes*. DQM search is enabled only for searches that has an assigned match rule, based on the above profile options.
3. Run the DQM Staging program from a Trading Community Manager responsibility.

The DQM Staging program uses the match rules that you selected to create the indexes used in Oracle Credit Management search screens.

See: DQM Staging Program, *Oracle Trading Community Architecture Administration Guide*.

## Populating Transaction Data

To enable faster performance and greater processing efficiency, Oracle Credit Management populates two summary tables with Oracle Receivables data, such as the amount of open invoices and the percentage of invoices paid late.

Later, during credit reviews, Credit Management examines the data in these prepopulated tables, thus saving processing time and delivering faster results.

The tables are:

- **AR\_TRX\_BALANCES\_SUMMARY\_ALL**

Stores current balances, such as the amount of open invoices and open receivables. Balances are stored as current snapshots and are not dependent on any time parameter.

- **AR\_TRX\_SUMMARY\_ALL**

Stores data, such as the count of open invoices and total invoice value, that is summarized for a specified period of time.

You specify the period of time using the Period for Time Sensitive Data system option, which controls how data is stored in this table. Why specify a time period? Depending on whether your business is cyclical or seasonal in nature, you may want to look back at customer data for a short or long period of time. See: *Defining Credit Management System Options*, page 2-7.

**Note:** Another application in the E-Business Suite, Oracle Advanced

Collections, also uses these summary tables.

Two methods exist to populate the summary tables with data:

**1. Initial load (manual implementation step):**

During implementation, set the AR: Allow summary table refresh profile option to *Yes*. Then, run the Credit Management Refresh AR Transactions Summary Tables concurrent program from the Submit Requests window.

This program calculates and loads summarized data from Oracle Receivables for all customers.

**Note:** Once the concurrent program successfully completes, the profile option is automatically set back to *No*. If you ever want to reset the summary tables, then you must first set the profile option back to *Yes*. See: Profile Options and Profile Option Categories Overview, page A-1.

**2. Continuous updates (automatic process):**

The initial data load is only a snapshot of customer data at a point in time. To ensure that credit reviews access the most current data, all subsequent transactions for your customers must be captured in the summary tables. This data capture is automatically enabled through a series of workflow business events.

What is a business event? A business event is an occurrence in an internet or intranet application or program that might be significant to other objects in a system or to external agents. See: Events, *Oracle Workflow Developer's Guide*.

As business events occur in Oracle Receivables, those events are enqueued in the seeded WF\_DEFERRED queue, which is the standard queue for deferred subscription processing in the database. As events are enqueued, a seeded PL/SQL agent listener service component named Workflow Deferred Agent Listener runs on a scheduled basis and executes the event subscriptions (already seeded by Credit Management) by updating the summary tables.

See: Credit Management Application Workflow, page B-1.

For instance, a receipt application is an example of an Oracle Receivables business event. Credit Management considers this business event significant because receipt applications impact customer data. Accordingly, Credit Management provides a default subscription to this event, so that when receipt applications are recorded in the system, the Workflow Deferred Agent Listener automatically updates the summary tables during its next scheduled run.

The business events that can be triggered to populate the summary tables are:

- oracle.apps.ar.adjustments.Adjustment.approve

- oracle.apps.ar.adjustments.Adjustment.create
- oracle.apps.ar.applications.CashApp.apply
- oracle.apps.ar.applications.CashApp.unapply
- oracle.apps.ar.applications.CreditMemoApp.apply
- oracle.apps.ar.applications.CreditMemoApp.unapply
- oracle.apps.ar.batch.AutoAdjustments.run
- oracle.apps.ar.batch.AutoInvoice.run
- oracle.apps.ar.batch.AutoReceipts.run
- oracle.apps.ar.batch.CopyInvoices.run
- oracle.apps.ar.batch.QuickCash.PostBatch
- oracle.apps.ar.receipts.CashReceipt.DebitMemoReverse
- oracle.apps.ar.receipts.CashReceipt.Delete
- oracle.apps.ar.receipts.CashReceipt.approve
- oracle.apps.ar.receipts.CashReceipt.confirm
- oracle.apps.ar.receipts.CashReceipt.create
- oracle.apps.ar.receipts.CashReceipt.modify
- oracle.apps.ar.receipts.CashReceipt.reverse
- oracle.apps.ar.receipts.CashReceipt.unconfirm
- oracle.apps.ar.transaction.Aging.PastDue
- oracle.apps.ar.transaction.ChargeBack.create
- oracle.apps.ar.transaction.ChargeBack.modify
- oracle.apps.ar.transaction.CreditMemo.complete
- oracle.apps.ar.transaction.CreditMemo.incomplete
- oracle.apps.ar.transaction.CreditMemo.modify

- oracle.apps.ar.transaction.DebitMemo.complete
- oracle.apps.ar.transaction.DebitMemo.incomplete
- oracle.apps.ar.transaction.DebitMemo.modify
- oracle.apps.ar.transaction.Deposit.complete
- oracle.apps.ar.transaction.Deposit.incomplete
- oracle.apps.ar.transaction.Deposit.modify
- oracle.apps.ar.transaction.Guarantee.complete
- oracle.apps.ar.transaction.Guarantee.incomplete
- oracle.apps.ar.transaction.Guarantee.modify
- oracle.apps.ar.transaction.Invoice.complete
- oracle.apps.ar.transaction.Invoice.incomplete
- oracle.apps.ar.transaction.Invoice.modify

## Frequently Asked Questions

*The summary tables are not getting updated. How can I troubleshoot this problem?*

To run the seeded agent listener, you should ensure that the Workflow Agent Listener Service container is running using Oracle Applications Manager for the version of Oracle Workflow embedded in Oracle Applications, or ensure that the WFALSNRSVC container is running using Oracle Enterprise Manager for the standalone version of Oracle Workflow.

To manage agent listener service components, use Oracle Workflow Manager, which is available as a component of Oracle Applications Manager if you are using the version of Oracle Workflow embedded in Oracle Applications, or as a component of Oracle Enterprise Manager if you are using the standalone version of Oracle Workflow. For more information, please refer to the Oracle Applications Manager online help or the Oracle Enterprise Manager online help.

See: Scheduling Listeners for Local Inbound Agents, *Oracle Workflow Administrator's Guide*.

## Defining Credit Management System Options

Define these Oracle Credit Management system options.

## Aging Bucket

Specify which aging buckets to use when presenting aging data in Credit Management. Credit Management presents aging data as data points in several pages, such as from the Aging Details and Credit Summary pages.

**Note:** To ensure that credit review comparisons display consistent aging data, you cannot change this system option once you have saved it.

See: Aging Buckets and Interest Tiers, *Oracle Receivables Implementation Guide*.

## Frequently Asked Questions

*Why does my Credit Management aging data not match my Oracle Receivables aging data?*

Credit Management calculates its own aging data after pulling certain pieces of information from Oracle Receivables tables.

In Credit Management, the primary concern is around *credit* and collections. For example, what are the due dates and collection dates? In Receivables, the primary concern is around collection. For example, what are the effective dates, when was the receivable booked?

Due to this difference in focus, Credit Management and Oracle Receivables aging data can be different.

## Default Customer Credit Classification

Credit classification assignments can either be assigned by a previously completed credit review, or assigned on the customer profile.

For those customers or prospects who do not yet have credit classification assignments, use this system option to select the credit classification that you want to use as the default on credit applications.

The default is *High Risk*.

See: Defining Customer Profile Classes, *Oracle Receivables Implementation Guide*.

## Period for Time Sensitive Data

Select the period for which credit data will be collected into the summary tables and used in scoring during a credit analysis. Reviewing summarized order, invoice, and payment data over a period of time can provide you with an overall picture of a customer's past credit relationship with you, and can help to predict future performance.

A narrower time period shows short-term trends, while a longer time period shows long-term viability.

The default is 12 months.

See: Populating Transaction Data, page 2-4.

## Application Numbering Option

Indicate if you want Credit Management to automatically assign a number to each credit application.

The default is *Yes*.

**Caution:** Carefully consider your business requirements before setting this system option to *No*. For example, credit review requesters from outside Credit Management can include a credit application ID in the credit review request itself. However, if the incoming credit request does not contain the credit application ID and the Application Numbering Option system option is set to *No*, then the workflow will fail, requiring manual intervention. A credit analyst will need to add a credit application ID to the application.

## Exchange Rate Type

Select the default exchange rate type that Credit Management will use to convert foreign currency data points to your credit currency during a credit analysis. You can select Corporate, Spot, or User.

The default is *Corporate*.

Credit Management uses this value to convert data when data point values are calculated, and also for reporting.

## DSO Days

Indicate the time period that Credit Management uses to calculate Days Sales Outstanding (DSO) and Delinquent Days Sales Outstanding (DDSO).

**Note:** Credit Management uses its own DSO calculation; this value is not populated from Oracle Receivables.

The default is 90 days.

## Appeal Days

Other applications integrating with Credit Management can appeal a credit

recommendation. You control the appeal period by entering a default number of days, after which an appeal is no longer allowed. Credit Management calculates the appeal expiration date as the recommendation date plus the Appeal Days value that you select here.

## Defining Lookups

Credit Management uses lookups to help speed data entry and increase accuracy. You can use the predefined lookups that Credit Management provides, or you can create additional lookups where required.

For example, to identify an applicant's potential credit risk, you must select a credit classification, if not previously assigned, when entering a credit application. The credit classification describes the type of credit relationship that you have with the applicant.

Credit Management provides you with High Risk, Low Risk, Moderate Risk, and New Prospect, but you can optionally define new credit classifications to fit your business needs.

Use the Oracle Receivables Lookups window to define any additional lookups that you require.

**Tip:** After you add new credit classifications or reason types, bounce the Apache server to make sure that the new values are available for users to select in the application.

The following table lists lookup types used for Credit Management.

Meaning	Type	Where Used
Credit Analysis Topic	AR_CMGT_ANALYSIS_TOPIC	Case folder
AR CM Collateral Category	AR_CMGT_COLLATERAL_CATEGORY	Credit application, case folder
AR CM Collateral Valuation Type	AR_CMGT_COLLAT_VALUATION_TYPE	Credit application, case folder
Credit Classification	AR_CMGT_CREDIT_CLASSIFICATION	Credit application, checklist setup
Business Entity Type	AR_CMGT_ENTITY_TYPE	Credit application
AR CM Financial Data Monetary Unit	AR_CMGT_FIN_DATA_MONETARY_UNIT	Credit application, case folder

<b>Meaning</b>	<b>Type</b>	<b>Where Used</b>
Financial Reporting Period	AR_CMGT_FIN_REPORTING_PERIOD	Credit application, case folder
Credit Recommendations for Trade	AR_CMGT_RECOMMENDATIONS	Case folder, automation rules setup
Review Type	AR_CMGT_REVIEW_TYPE	Credit application
Credit Recommendations for Term	AR_CMGT_TERM_RECOMMENDATIONS	Case folder, automation rules setup
Credit Management Internal Trade Ratings	AR_CMGT_TRADE_RATINGS	
Asset Classes	OCM_ASSET_CLASSES	
Asset Quantity Type for Class Other	OCM_ASSET_QNT_ASSET_OTHER	
Asset Quantity Type for Machinery and Equipment	OCM_ASSET_QNT_MACHINERY_EQ_PMNT	
Asset Quantity Type for Real Estate	OCM_ASSET_QNT_REAL_ESTATE	
Asset Quantity Type for Securities	OCM_ASSET_QNT_SECURITIES	
Asset Reference Type for Class Other	OCM_ASSET_REF_ASSET_OTHER	
Asset Reference Type for Machinery and Equipment	OCM_ASSET_REF_MACHINERY_EQ_PMNT	
Asset Reference Type for Real Estate	OCM_ASSET_REF_REAL_ESTATE	
Asset Reference Type for Securities	OCM_ASSET_REF_SECURITIES	
OCM Request Source	OCM_REQUEST_SOURCE	
User Data Point Categories	OCM_USER_DATA_POINT_CATEGORIES	Additional data points setup

## Related Topics

Reviewing and Updating Receivables Lookups, *Oracle Receivables Implementation Guide*

## Updating Customer Profile Classes

In the Oracle Receivables Customer Profile Classes window, use the Collectors region on the Profile Class tab to assign credit information to your customer profile classes:

- Classification

Or, use the Assign Customer Credit Classification program, page 2-12.

- Periodic review cycle

See: Periodic Credit Review Program, page 4-24.

- Analyst

Optionally assign credit analysts to indicate who is responsible for monitoring the creditworthiness of the account and for assisting in the resolution of credit-related issues.

**Note:** Credit Management looks for an assigned credit analyst at the customer profile, only after other locations fail to provide an assignment. See: Credit Analyst Assignment Rules, page 6-1.

If a credit applicant does not have an assigned credit analyst, or is a prospect, then any credit review for that applicant is routed to the Credit Scheduler for analyst assignment. See: Credit Management Application Workflow, page B-1.

## Related Topics

Defining Customer Profile Classes, *Oracle Receivables Implementation Guide*

Defining Credit Analysts, page 2-1

Overview of Oracle Credit Management Setup, page 3-1

## Assign Customer Credit Classification Program

Use the Assign Customer Credit Classification program to add or update the credit classification on a customer.

Use this program when you first begin using credit classifications, or whenever you want to update multiple customers at once.

Otherwise, assign the credit classification at the customer profile class level, or at the

customer or address level.

## **Selected Parameters**

**Update Existing Credit Classification:** Select Yes to update the credit classification for *all* customers who are assigned to the specified profile class.

Select No if you do not want to update the credit classification for customers who already have existing credit classifications.

If you select No, then only customers who have no existing credit classifications are assigned the new credit classification.

## **Related Topics**

Overview of Oracle Credit Management Setup, page 3-1

Defining Customer Profile Classes, *Oracle Receivables Implementation Guide*



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## Setting Up Your Credit Policies

This chapter describes setting up and administering credit policies, as well as reviewing the performance of the policies.

This chapter covers the following topics:

- Overview of Oracle Credit Management Setup
- What is a Credit Data Point?
- Defining Checklists
- Adding Dun & Bradstreet Data Points to a Checklist
- Defining Scoring Models
- External Scoring
- Assigning Automation Rules
- Setting Up Credit Recommendations
- Setting Up Credit Decision Approval Policies
- Reviewing Credit Management Performance

### Overview of Oracle Credit Management Setup

The flexible setup procedures that follow reflect Oracle Credit Management's ability to meet the demands of your enterprise's particular credit policies.

During setup, you define your credit policies that determine the data used for analysis, the credit scores that are calculated, and the credit recommendations that are made.

First, design the credit review tools that Oracle Credit Management uses to assess creditworthiness:

- Define checklists, page 3-5
- Define scoring models, page 3-9

- Assign automation rules (optional), page 3-17

Then, define credit recommendations, page 3-19 and approval policies, page 3-22.

Finally, use the tools on the Performance tab to ensure that your credit policies are adequately assessing the creditworthiness of your customers and prospects. See: Reviewing Credit Management Performance, page 3-26.

## Related Topics

Chapter 2, Implementing Oracle Credit Management

## What is a Credit Data Point?

A credit data point is a single piece of credit information, such as the number of late payments or DSO days (days sales outstanding), which Oracle Credit Management uses during credit analysis.

Credit Management pulls various credit data points from a multitude of sources to assess the creditworthiness of your customers and prospects. Sources include:

- **Seeded data points**

Credit Management provides almost 200 data points that you can include in credit reviews. These data points are pulled from other applications in the E-Business Suite, such as Oracle Receivables and Oracle Order Management. See: Oracle Credit Management Data Points, page D-1.

- **Dun & Bradstreet data points**

You can purchase credit information from Dun & Bradstreet and include D&B data points in credit reviews. See: Maintaining Customer Data, page 2-3 and Adding Dun & Bradstreet Data Points to a Checklist, page 3-9.

- **User-defined data points**

- **Internal**

You can define additional data points and associate a PL/SQL package and function to derive a value for that data point.

- **External**

You can include data points from other sources from outside the E-Business Suite, such as credit bureaus that are not currently integrated with Credit Management.

**Important:** During a credit review, Credit Management will not automatically populate values for external data points upon

case folder creation. Because these data points are missing when the case folder is created, the Credit Management workflow will fail and a credit analyst must manually enter the missing data point values.

See: Defining Additional Data Points, page 3-3.

## Defining Additional Data Points

When setting up your credit review tools (credit checklist and scoring model), you indicate which data points to include for credit analysis. Later, during a credit review, Oracle Credit Management pulls the data points specified on the credit checklist and analyzes the collected information based on the scoring model parameters.

Credit Management provides you with an inventory of almost 200 seeded data points on which to base credit reviews and decisions. Data points from other E-Business Suite applications, such as Oracle Order Management and Oracle Lease and Finance Management, are also provided for your use.

But what if the seeded inventory of data points does not cover your business requirements? You can extend the menu of available data points within Credit Management by defining your own data points to be selected during checklist and scoring model definition. To do this, use the Additional Data Points page off the Policy Management tab.

**Tip:** Remember to enable newly-created data points. Data points that are not enabled are not available during checklist and scoring model definition.

**Note:** On the Additional Data Points page, you can view and update only the user-defined data points, not the seeded data points.

When defining new data points, you can:

- Add existing or user-defined PL/SQL packages and functions to automatically derive a value upon case folder creation. This ensures that the entire credit review process remains automated.

**Caution:** Carefully consider your business process before leaving the Package and Function fields empty. If you choose *not* to have Credit Management automatically derive a data point's value, then the value will be missing upon case folder creation. In this case, the workflow will fail and a credit analyst must manually add the data

point value.

If a data point has an associated function, then the data point value is not updatable in the case folder.

For PL/SQL guidelines, see: Guidelines for Deriving Data Point Values, page E-1.

**Important:** Please consider the following points while adding PL/SQL functions.

1. Do not include PL/SQL package or function names in an ADP unless the package function exists in the database and is valid and operational. If an invalid package name is included, it will not create the case folders.
2. If you define a PL/SQL function for an ADP, make sure that the function will complete normally and successfully for all customers or scenarios. Make sure that you handle all ORA-1403 or ORA-1422 (no data found/too many rows) issues which return null or zero values inside your package.
3. All ADPs are executed for all customers on all case folders. While you may not use the ADP in all cases, it should calculate or handle exceptions for cases where it cannot compute a value.

- Define hierarchical relationships between data points by selecting a parent data point.

Hierarchical relationships can involve one parent and many children, or multiple levels of children.

For example, during a credit review of a customer who is applying for a new lease agreement for a tractor, you will probably want to include in the credit analysis the tractor's rental fee. In this case, the asset is the parent data point, and its child data point is the rental fee. If the rental fee is different depending on the lease term (0-12 months vs. 13-48 months), then the lease term becomes a child of the rental fee data point.

**Note:** During checklist definition, child data points are not available for selection. If a parent data point is required, then its child data points are also required.

- Specify a data point category. A data point category acts as a filter to classify your user-defined data points. For example, you might want to organize data points by external source, such as by credit bureau name.

To implement categories, you must first define them using the OCM\_USER\_DATA\_POINT\_CATEGORIES lookup. See: Defining Lookups, page 2-10.

- Indicate if a data point is scorable.

If a data point is scorable, then you can define ranges and scores for that data point during scoring model definition.

**Tip:** If a data point is associated with a PL/SQL function that returns multiple values, then this data point is not scorable.

## Frequently Asked Questions

*When defining an additional data point, is there any impact if I do not assign a PL/SQL function?*

If no package is associated then the value will be defaulted to NULL, and your credit analysts must manually enter values in the case folder. This means that upon case folder creation, the workflow will fail and the credit review will be routed to the Credit Scheduler for assignment to a credit analyst.

*What happens if an assigned PL/SQL function fails during case folder creation?*

The workflow process will fail and the case folder will be routed to the Credit Scheduler for assignment to a credit analyst.

*How can a credit review include data points in a foreign currency?*

Set the AR: Default Credit Management Currency profile option to identify the currency in which you want to conduct your credit reviews. Credit Management checks this profile option, then converts foreign currency data points into the stated currency. See: Profile Options and Profile Option Categories Overview, page A-1.

You must also define multi-currency credit exposure usage rules. See: Defining Credit Usage Rules Sets, page 7-1.

## Related Topics

Overview of Oracle Credit Management Setup, page 3-1

## Defining Checklists

In Oracle Credit Management, you document your enterprise's credit policies via user-defined credit checklists. Using various checklists, you manage the credit analysis process by defining the required and optional data points that are included in the credit review.

Defining a checklist is a multi-step process, during which you can select checklist

criteria in the form of data points from a multitude of sources. Credit Management uses these checklists in two places:

1. Credit application - The checklist determines which fields are required on the application.
2. Credit analysis - The checklist identifies what data should be automatically collected and displayed in the case folder.

When defining a checklist, you select a credit review type and credit classification combination. During a credit review, Credit Management uses the intersection of the credit review type and the applicant's credit classification to select the appropriate checklist to use for the credit analysis. The higher the customer credit classification risk, the more stringent the credit policy (scoring model).

For example, your enterprise defines these credit review types:

- Credit checking
- Credit review
- Periodic credit review
- Credit application
- Lease application

Additionally, your enterprise defines these credit classifications:

- High Risk
- Moderate Risk
- Low Risk

For each combination of credit review type and credit classification, define a checklist based on your credit policies. For example, during a lease application credit review for a High Risk customer, the assigned checklist might require additional collateral and bank reference data points on which to base a credit decision.

**Note:** For any combination of credit review type and credit classification, only one checklist is active at a time.

This table lists the pages from which you select data points that you want to include in the checklist.

<b>Checklist Definition Page</b>	<b>Data Point Description</b>	<b>Data Point Source</b>
Select Credit Data Points	Indicates which credit-related data from Receivables and user-entered business information to include in the credit analysis	Receivables and user-entered
Select References Data Points	Indicates the number of bank references and trade references to enter in the credit analysis, as well as guarantors, venture capital, and collateral	User-entered
Select Payments Data Points	Indicates which historical order and receivables data to include in the credit analysis	Order Management and Receivables
Select Aging Data Points	Indicates which aging data to include in the credit analysis	Receivables
Select Dun & Bradstreet Data Points	Indicates which data points from the specific Dun & Bradstreet Global Access Data Products report to include in the credit analysis	Dun & Bradstreet
Define Additional Items	Indicates if the credit analysis requires additional information from an outside source	User-entered

### **Prerequisites**

You must first define your enterprise's credit classifications as well as credit review types. See: *Defining Lookups*, page 2-10.

### **To define a checklist:**

1. On the Define Checklist page, enter a name and description for this checklist.
2. Select the credit classification that you want to associate with this checklist.
3. Select the credit review type that you want to associate with this credit classification and checklist.
4. In the Notes field, optionally enter comments about this checklist.
5. The Start Date field defaults to the current date, but you can change it to a future

date.

If your credit policies change, then you can end date a checklist for a combination and create a new checklist.

After you designate an end date for a checklist, you cannot change or remove it.

**Note:** If you enter a future end date, then you can associate a second checklist with this same combination of credit classification and credit review type, provided that the second checklist's start date is after this checklist's end date.

6. Optionally assign a scoring model to this checklist.

Whenever Credit Management uses this checklist for a credit analysis, the scoring model that you assign here will be the default.

**Note:** During a credit analysis, you can generate various what-if scenarios by changing the scoring model that is attached to the checklist. See: Calculating a Credit Score, page 4-18.

**Important:** Before assigning a scoring model, ensure that the scoring model's selected data points are also included by this checklist.

7. Use the Credit Policy Statement field to optionally enter a description of the credit policy that this checklist enforces.
8. The following group of pages display various data points that you can select for inclusion in this checklist.

Select the data points that you want this checklist to include.

If you do not select either check box, then the checklist will not include the data point at all.

Data points that are user-entered or from an external source can be designated as required or optional. See: Defining Additional Data Points, page 3-3.

For additional information about selecting data points from Dun & Bradstreet, see Adding Dun & Bradstreet Credit Data to a Checklist, page 3-9.

On each page, you can view the checklist criteria that you have saved up to that point.

9. Click Submit to freeze the checklist.

Once you have submitted the checklist, you cannot modify it. If modifications are

necessary, then you must end date the checklist and create a new checklist.

## Related Topics

Overview of Oracle Credit Management Setup, page 3-1

## Adding Dun & Bradstreet Data Points to a Checklist

When you first set up a checklist, the Select Dun & Bradstreet Data Points page provides you with an overview of Global Access Data Products that you can purchase. From this page, select the data product whose data points you want to include on your checklist. You can select more than one data product, but you would typically include only one product on a checklist.

Later, during a credit analysis, the case folder displays the D&B data points that you included on the associated checklist.

## Purchasing All Data Points from a D&B Data Product

When you include a Global Access Data Product on a checklist, all data points for that report are displayed.

During a credit analysis, Credit Management checks to see whether the data exists in your database and is current:

- If the data is not available and you selected the All Data Required check box, then you must purchase the data. Credit Management will not complete the credit analysis and make a recommendation until the data is imported from Dun & Bradstreet.
- If the data is not available and you selected the All Data Optional check box, then you will receive a notification that the data does not exist. However, Credit Management will still complete the credit analysis and make a recommendation.

## Related Topics

Third Party Data Integration Overview, *Oracle Trading Community Architecture User Guide*

Overview of Oracle Credit Management Setup, page 3-1

## Defining Scoring Models

A scoring model is one of the primary credit review tools that Oracle Credit Management uses to assess the creditworthiness of your customers and prospects. See: Overview of Oracle Credit Management, page 1-1.

Scoring models include the data points and scoring method that are appropriate for a particular credit review. When defining scoring models, for each data point, (1) indicate a score for each range of values and (2) optionally assign a relative weighting factor.

During a credit analysis, Credit Management uses the scores that you assigned to each data point range of values to calculate a score. The lower the credit score, the greater the credit risk.

**Note:** Credit scores are calculated as whole integers, with decimal values .5 or greater rounded up. For example, 70.5 becomes 71, and 70.4 becomes 70.

The power of the scoring model lies in its ability to facilitate the automated credit review process, because you can attach recommendations to each score range. Once a score has been calculated, Credit Management can automatically determine the appropriate credit recommendations without user intervention. See: Assigning Automation Rules, page 3-17.

Credit Management provides you with the ability to define multiple scoring models. Define a different scoring model for each type of credit review that you need. This lets you apply standard and consistent scoring guidelines across your customers and prospects.

You can assign a default scoring model to a credit checklist. See: Defining Checklists, page 3-5.

Later, during credit analysis, you can generate various "what-if" scenarios during a credit review by selecting different scoring models from the case folder. See: Calculating a Credit Score, page 4-18.

**Tip:** You can ignore Credit Management's scoring model altogether and use an external scoring engine to derive a credit score. See: External Scoring, page 3-15.

## Defining Scoring Model Formulas

You can assign different scoring attributes to each data point in your scoring model.

### Assigning Scores

For each data point that the scoring model includes, you must assign a range of values and a corresponding score for each range. The ranges of values for a data point typically represent levels of credit risk.

Numeric ranges can be positive or negative, and you can use decimal points. Scores must be numeric values, either positive or negative.

For example, this table illustrates sample ranges and scores for the Percentage of

Invoices Paid Late data point:

Credit Risk	Range Value	Score
Low	0 to 20	15
Moderate	21 to 50	10
High	51 to 100	0

This table illustrates sample ranges and scores for the DSO data point:

Credit Risk	Range Value	Score
Low	-999 to 9	8
Moderate	10 to 24	5
High	25 to 34	2
Highest	35 to 999	1

### Assigning Weights (Optional)

Assign a weighting factor to each data point to indicate the relative importance of each data point in the scoring model.

For example, will you use this scoring model to determine a credit limit increase for an existing customer who has years of credit history with your enterprise? In that case, you might assign a higher weighting factor to the Percentages Of Invoices Paid Late data point, and a lower weighting factor to the Credit Agency Score data point.

Or, assign no weights at all to produce a raw score. If no weights are assigned, then the calculated score could fall outside the 0 to 100 range.

**Tip:** You can view the minimum and maximum potential raw scores on the Review page during scoring model definition. This is helpful to know when defining automation rules. See: Assigning Automation Rules, page 3-17.

Continuing the previous example, this table illustrates the possible weighting factors for the Percentage of Invoices Paid Late and DSO data points:

<b>Data Point</b>	<b>Weight</b>
Percentage of Invoices Paid Late	65
DSO	35

**Note:** If you assign weights, then the sum of all data point weighting factors must equal 100.

### Score Calculation Example

This example illustrates how the credit score is calculated, based on the scoring model defined in the previous examples. This table shows the values for each data point.

<b>Data Point</b>	<b>Value</b>
Percentage of Invoices Paid Late	75
DSO	15

- For each data point, the score for the value's range is divided by the largest possible score for the data point.
  - Percentage of Invoices Paid Late:**  $0 / 15 = 0$
  - DSO:**  $5 / 8 = .625$
- The result from step 1 is multiplied by the weight.
  - Percentage of Invoices Paid Late:**  $0 * .65 = 0$
  - DSO:**  $.625 * .35 = .13671875$
- The results of step 1 and 2 are added for each data point.
 
$$0 + .13671875 = .13671875$$
- The result of step 3 is multiplied by 100.
 
$$.13671875 * 100 = 13.671875$$

The credit score is 14.

### To define a scoring model:

1. On the Define Scoring Model page, enter the name and description of this scoring model.
2. In the Currency field, from the list of values, select the currency for this scoring model.

The selected currency indicates the currency in which the data point range is expressed. Credit Management uses the Exchange Rate Type system option during currency conversion.

3. Use the Notes field to optionally enter comments about this scoring model.
4. The Start Date defaults to the current date, but you can change it to a future date.

If your credit requirements change and you want to define a new scoring model that is more in line with your revised credit policies, inactivate the outdated scoring model by entering an end date. The only valid end date is the current date.

**Tip:** Inactive scoring models do not display on the scoring models search page, unless you select the Show Inactive Scoring Model check box as a search parameter.

When you create a new case folder or attach a scoring model to a credit checklist, you can select only a scoring model that has no end date, or an end date that is greater than the case folder or checklist creation date.

**Note:** Once you enter an end date and save your work, you can no longer change or remove the date. This ensures that your credit policies are strictly enforced, and also that comparisons across scoring models remain meaningful.

5. Use the Convert null values to zero values check box to indicate how Credit Management should treat data points with null values.

**Tip:** Carefully consider your business requirements before leaving this box blank. If you do not select this box, then a scoring model will not calculate a score if a data point contains a null value. In this case, the workflow will stop and the credit review will be routed to the Credit Scheduler for credit analyst assignment.

6. On the Select Data Points page, select the data points that you want to include in the scoring model.

7. For each data point that is included in this scoring model, assign a range of values and a corresponding score for each range.

The ranges that you enter should include all possible values. You can enter up to 15 characters for each value in the range.

**Note:** If you enter alphanumeric values for a data point, then both range values must be the same. This table illustrates an example:

Range	Low	High	Score
Range 1	A2B	A2B	10
Range 2	B3B	B3B	5

8. When you have completed assigning ranges and scores to the data points in this scoring model, optionally assign a weight to each data point. The weight that you assign indicates the relative importance of the data point in the scoring model.

See: Assigning Weights (Optional), page 3-11.

9. Review the scoring model.

**Tip:** If you have not assigned weights, then the scoring model will calculate a raw score. Note the minimum and maximum potential raw scores on this page, because you will need to know this range if you define automation rules. See: Assigning Automation Rules, page 3-17.

You can still update a scoring model after you save it. After you *submit* a scoring model, however, you can no longer update it.

## Frequently Asked Questions

*What is the difference between a null data point value and a zero data point value?*

A null data point value indicates no activity, while a zero data point value indicates that activity has occurred in the past, but there is no value for the particular data point. For example, let's consider the Count of Invoices Paid Late data point. In this case, a null value might indicate that no payments have been made, while a zero value indicates that all invoices were paid on time.

## Related Topics

Assigning Automation Rules, page 3-17

Overview of Oracle Credit Management Setup, page 3-1

## External Scoring

You can bypass Oracle Credit Management's scoring functionality and score a case folder's data points using a third party scoring engine. This process involves:

1. Exporting case folder contents outside Credit Management, and scoring the contents using your own scoring engine
2. Importing the resulting credit score, and storing it in the case folder

## What Initiates External Scoring?

To determine whether a case folder's data should be externally scored, Credit Management reviews the scoring model that is associated with the checklist in the case folder. External scoring is initiated if the scoring model includes the seeded External Score data point.

See: Defining Scoring Models, page 3-9.

## Export Process Flow

If the scoring model includes the External Score data point, then the Credit Management workflow bypasses the assigned scoring model and instead automatically submits the Extract XML Case Folder concurrent program. This program extracts the case folder data points in an XML file, which you can retrieve for processing in your external system by subscribing to the business event, `oracle.apps.ar.cmgt.CaseFolder.extract`.

Upon extraction of the case folder data points, the Credit Management workflow locks the case folder to prevent manual updates and sets the case folder status to *In Process*.

Additionally, the workflow sends a notification to the credit analyst assigned to the case folder, or to the Credit Scheduler if a credit analyst has not yet been assigned. The notification indicates that the case folder was submitted for external scoring.

## Import Process Flow

After your external system completes the scoring process, you must then import the final score back into Credit Management for storage in the case folder. To import the score, use the Get Score API.

**Additional Information:** For API usage information, see: Overview of Credit Management Public APIs, page F-1.

Upon import, Credit Management records the score as the value for the External Score data point, and also includes the score in an XML file attached to the case folder for audit purposes.

To unlock the case folder and resume workflow processing, you must ensure that the Submit Case Folder API runs after the Get Score API.

The Submit Case Folder API unlocks the case folder and removes the *In Process* status. The case folder is now ready for credit recommendations:

- If automation rules are associated with the scoring model, then credit recommendations are automatically assigned according to the automation rules and the externally derived credit score. The case folder is then submitted for approval.
- If no automation rules exist, then a credit analyst must manually assign a credit recommendation and submit the case folder for approval.

Once approvals are processed, the case folder is closed.

**Note:** In addition to importing an externally derived credit score, you can also import credit recommendations, as well as additional data points. See: Importing Credit Recommendations and Other Data, page 3-16.

## Importing Credit Recommendations and Other Data

When using an external scoring engine, you are not limited to importing only the final credit score. You can also optionally import additional data points that you want to capture in the case folder, as well as credit recommendations.

**Important:** Before you can import credit recommendations, the recommendations must already be defined in Credit Management. See: Defining Lookups, page 2-10.

To import additional data points and credit recommendations, ensure that the Include Data Points API and Get Recommendations API are run after the Get Score API. As always, the Submit Case Folder API must run at the end of the process to unlock the case folder for processing.

Upon import, Credit Management refreshes the case folder with the additional data points and credit recommendations.

**Note:** Credit recommendations that are imported take precedence over any automation rules that might already exist on the scoring model.

Additional data points and credit recommendations are stored in the same XML file (attached to the case folder) where the credit score resides.

## Related Topics

Appendix F: Credit Management API User Notes

Overview of Oracle Credit Management Setup, page 3-1

## Assigning Automation Rules

For any scoring model, you can define a set of automation rules to guide the implementation of credit recommendations without user intervention. Automation rules let a credit review proceed uninterrupted through the workflow, during which a credit recommendation is automatically implemented based on the score that the scoring model calculates.

To accomplish this automatic implementation of credit recommendations, you associate credit score ranges with recommendations when defining automation rules. For example, if the credit score is below 50, you might want to automatically reject a credit request.

Such automation is preferable when the credit risk, as defined by your enterprise's credit policies, is minimal and the credit score can drive the credit decision. This lets your credit personnel focus their efforts on higher risk credit reviews.

When you define automation rules, you can also indicate approval options for each decision. Credit Management lets you decide if you want to skip the required approval on a credit decision. See: *Setting Up Credit Decision Approval Policies*, page 3-22.

You can define a set of automation rules for any of your scoring models, provided that:

1. A checklist and scoring model are defined and assigned to a credit review type and credit classification combination
2. Automation rules do not yet exist for the combination

## To define automation rules:

### Prerequisites

Create a scoring model. See: *Defining Scoring Models*, page 3-9.

1. On the Automation Rules page, search for a submitted scoring model to view its existing automation rules, or search for a saved scoring model to view and update

automation rules.

Select a scoring model and click the View Details to navigate to the Automation Rule Details page.

The Automation Rule Details page displays all credit decisions that are defined for the selected scoring model.

Otherwise, to define new rules, click Create Automation Rule.

The Create Automation Rules page displays the scoring models that are eligible for automation.

2. Select a scoring model and click the Add Rules icon to define a set of automation rules.

3. Enter the effective dates for this automation rule.

The Start Date defaults to the current date, but you can change it to a future date.

In the End Date field, optionally enter the end date for this set of automation rules. Enter an end date if your credit requirements change and you want to define a new set of automation rules that are more in line with your revised credit policies.

If the End Date field is populated, then this set of automation rules is inactive. Any credit analysis using these rules will require user intervention.

4. Use the Low Score and High Score fields to define the score range for this automation rule.

**Note:** Credit scores are calculated as whole values, so enter only integers.

5. Select the Skip Approval check box if you want to automatically implement credit recommendations without the defined approval hierarchy.

See: Setting Up Credit Decision Approval Policies, page 3-22.

6. Click the Add Recommendations icon to assign automation rules (automatic credit decisions) to this score range.

- Use the Overall Credit Limit or Transaction Credit Limit fields to define the credit limit for this score range. Or, use the Change Overall Credit Limit by Percentage or Change Overall Transaction Credit Limit fields to indicate a percentage increase limit.

You can assign additional values for a recommendation. For example, for a recommendation of increase credit limit to CAD \$800,000, value 1 is currency = CAD and value 2 is 800,000.

Do not enter a value in any field if you do not want Credit Management to

automatically implement credit increases.

- From the list of values, select a credit classification that you want to automatically assign to the applicant if they receive a credit score in this range.
  - Select the recommendation or recommendations that you want to automatically implement for an applicant who scores in this range.
7. You can add another row to enter another score range and associated automation rules.

If the scoring model uses weighting factors for each score range, then the credit score is always a complete range from 0 to 100. If not, then the scoring model will produce a raw score that can be outside the 0 to 100 range.

**Warning:** When defining automation rules, be sure to enter ranges for the entire potential range of credit scores. Later, during a credit review, if a score falls outside the automation rule score ranges, then the workflow will fail and the credit review will be assigned to an analyst for a manually selected recommendation.

Alternatively, you might want the workflow to fail for a particular score range. For example, if a credit score is below 20, then you might want to assign a credit analyst to this credit review for manual processing. In that case, you can skip a range of scores when defining automation rules.

8. Click Submit to freeze this set of automation rules for the selected scoring model. After you submit, you can no longer update these automation rules.

## Related Topics

[Defining Scoring Models, page 3-9](#)

[Overview of Oracle Credit Management Setup, page 3-1](#)

*Oracle Approvals Management Implementation Guide*

## Setting Up Credit Recommendations

Credit recommendations are made at the end of a credit review in one of either two ways:

- A credit analyst enters one or more recommendations in the case folder, on the Recommendations page.

See: [Making a Recommendation, page 4-21](#).

- The automation rules associated with the case folder's assigned scoring model use the calculated credit score to select one or more recommendations.

See: Assigning Automation Rules, page 3-17.

Oracle Credit Management provides you with a seeded inventory of credit recommendations, but you can define your own.

Credit Management distinguishes between trade credit and term credit.

Seeded trade credit recommendations include:

- Change Periodic Review Cycle
- Assign Credit Classification
- Assign Overall Credit Limit
- Place Customer on Credit Hold
- No Change
- Change Overall Credit Limit by Percentage
- Change Transaction Credit Limit by Percentage
- Remove Customer from Credit Hold
- Remove Order from Hold
- Send Credit Reference
- Assign Transaction Credit Limit

Seeded term credit recommendations include:

- Approve
- Authorize Appeal
- Extend
- Increase
- Reject
- Terminate

## Defining New Recommendations

You define recommendations using user-extensible lookup codes. Define your recommendations for both trade and term credit using these lookup codes:

- AR\_CMGT\_RECOMMENDATIONS (credit recommendations for trade credit)
- AR\_CMGT\_TERM\_RECOMMENDATIONS (credit recommendations for term credit)

See: Defining Lookups, page 2-10.

**Note:** User-defined recommendations are available for business event subscription.

If you are using Oracle Lease and Finance Management or Oracle Loans and want to define application-specific recommendations, see: Defining Recommendations for Integrated Applications, page 5-1.

## Adding Conditions to Recommendations

You can add a condition as an attribute of a user-defined recommendation. A condition will launch a new page where the user can document a large set of data points.

To add a condition to a recommendation, you must build a custom page first where condition fulfillment details can be recorded. You then add the new page's OA function to the recommendation's lookup type, in the Tag field.

**Tip:** Use the ability to add an OA function to recommendations to further extend the implementation of credit policies that require more complex information than a set of single data points.

See: Approving a Credit Review with Conditions, page 5-6.

## Frequently Asked Questions

### *How many values can I associate with a recommendation?*

When you define automation rules for a scoring model, you assign one or more recommendations to a credit score range. See: Assigning Automation Rules, page 3-17.

Recommendations can have up to two associated values. For example, for a recommendation of increase credit limit to CAD \$800,000, value 1 is currency = CAD and value 2 is 800,000.

## Related Topics

Overview of Oracle Credit Management Setup, page 3-1

## Setting Up Credit Decision Approval Policies

In Oracle Credit Management, credit recommendations are made in two ways:

- **Automatic:**  
Oracle Workflow can create a credit application and case folder, calculate a score using the assigned scoring model, and use the scoring model's automation rules to arrive at a final credit recommendation, all without user intervention.
- **Manual:**  
A credit analyst can make a credit recommendation at the conclusion of a manual credit analysis.

But how are those credit recommendations actually *approved* and implemented?

During setup, you decide which recommendations require approval. For example, certain risky credit recommendations might require approval by a defined list of approvers.

On the other hand, you might want less risky credit recommendations to be immediately implemented without approval.

This decision about whether to approve credit recommendations is another dimension of credit policy management:

- For credit recommendations that do not require approval, you implement this type of policy using the Skip Approval check box during scoring model definition. See: Bypassing the Approval Hierarchy, page 3-23.
- For credit recommendations that require approval, Credit Management works with Oracle Approvals Management (AME) to manage the list of required approvers.

## Credit Review Approval Process Using Oracle Approvals Management

When a credit review is submitted for approval, Credit Management passes the credit analyst ID to Approvals Management.

**Note:** If no credit analyst is assigned to a credit review, then the credit review must be routed to the Credit Scheduler first, before Credit Management can initiate the approval process with Approvals Management.

Approvals Management uses the HR hierarchy to determine the appropriate approver for that particular credit review, and returns the approver ID to Credit Management. Credit Management uses Workflow to send a notification to the identified approver. Upon approval, Credit Management passes the approver's ID back to Approvals Management.

If an additional approver is required, then Approvals Management returns the next approver's ID. The cycle repeats until Approvals Management returns a null value; this tells Credit Management that the approval sequence has concluded. At this point, Credit Management implements the recommendation, assigns a status of Approved to the recommendation, and closes the case folder with a status of Closed.

See: *Oracle Approvals Management Implementation Guide*.

## Bypassing the Approval Hierarchy

Depending on the associated risk, a credit recommendation typically requires approval from one or more persons in your enterprise. As described above, Approvals Management derives the list of approvers based on approval rules set up in that application.

If the associated risk is minimal, however, then you might decide an approval flow via Approvals Management is unnecessary.

To accomplish this, select the Skip Approval check box on the Create Automation Rule Details page for each recommendation that does not require approval. If a recommendation has Skip Approval enabled and the recommendation is selected according to the calculated credit score, then Credit Management automatically implements the recommendation without calling Approvals Management for a list of approvers.

This Skip Approval option lets you automatically implement credit recommendations without the defined approval hierarchy in all but the riskiest of cases.

**Tip:** Typically, all scoring models will have automation rules. For a set of automation rules, you might enable the Skip Approval option on:

- the lowest credit score range, to automatically implement the rejection recommendation due to high risk
- the highest credit score range, to automatically implement the approval recommendation due to low risk

You might require approval, however, for the mid-range credit score.

## Example of Automated Credit Decision Making Implementation

Consider Company ABC:

- Credit classification is Medium Risk
- Existing credit limit is \$100,000
- Pending orders and outstanding invoices equal \$95,000

Also consider the following credit policy that your enterprise defines for Company ABC, should ABC surpass its existing credit limit:

- During a credit review, if the customer scores 71 or higher, then the credit limit is automatically increased to \$200,000.

**Implementation:** For this credit score range, the Skip Approval check box is selected.

- If the customer scores 50 or higher, but below 71, then the credit limit is increased to \$150,000, but approval by the sales department is required.

**Implementation:** For this credit score range, the Skip Approval check box is *not* selected.

- If the customer scores less than 50, then the workflow fails and the credit review is automatically passed to a credit analyst for manual processing.

**Implementation:** This credit score range does not exist on the scoring model's automation rules.

#### *What actually happens?*

When ABC places an order in the amount of \$10,000, the order is automatically placed on hold and a request for a credit review is automatically generated.

The scoring model calculates a credit score using the included data points, with a higher credit score indicating less of a credit risk. Below are examples of outcomes based on the calculated credit score:

- A credit score is calculated between 71 and 100:
  - A recommendation to change the credit limit to \$200,000 is added to the case folder, and is assigned a status of Approved.
  - Credit Management initiates the process to change the credit limit.
  - The case folder is assigned a status of Closed.
- A credit score is calculated between 51 and 70:
  - A recommendation to change the credit limit to \$150,000 is added to the case folder.
  - Credit Management works with Approvals Management to notify the

appropriate people in the sales department for approval.

Once approval has been granted, the recommendation is assigned a status of Approved, Credit Management initiates the process to change the credit limit, and the case folder is assigned a status of Closed.

- A credit score is calculated between 0 and 50:
  - The automatic process stops and a notification is sent to the assigned credit analyst or credit manager for further action.

## More Complex Credit Approvals Policy Management

Approvals Management is set up with Credit Management to use the HR hierarchy to determine the approval chain.

However, you can leverage Approvals Management to accomplish other, more complex approval list functions. For example, you can set up a list of approvers based on:

- Credit request amount
- Job role or level, as defined in Oracle HRMS

You also have the flexibility to define a list of either parallel *or* sequential approvers.

For example, for orders placed on hold, perhaps your enterprise defined the following credit policy:

- For orders \$500 or less, the approval list should be Jane, a credit analyst, and Bob, her credit manager.
- For orders over \$500, the approval list should be Bob, the credit manager, and Mary, the vice-president of Finance.

You can define the above approval lists in Approvals Management.

In Credit Management, you might also define the following exception to the above Approvals Management rules:

- If the customer credit classification is Low Risk, the credit review type is a periodic credit review, the credit score is above 80, and the order on hold is less than \$500, then no approval is required to implement a credit recommendation. In other words, the Skip Approval check box would be enabled for this particular combination.

## Related Topics

Overview of Oracle Credit Management Setup, page 3-1

## Reviewing Credit Management Performance

Credit Management provides you with comparison tools that help you to determine if your credit policies have adequately assessed the creditworthiness of your customers.

On the Performance tab, you can access simple views into the workload and effectiveness of the checklists and scoring models that you have set up and used in credit reviews.

### Credit Workload Quick Check

The Credit Workload Quick Check displays a summary of:

- Number of Credit Reviews in Process
- Number of Automatic Reviews Processed
- Number of Customers on Credit Hold

The Quick Check provides you with a view into the amount of work that is outstanding. A high number of in-process reviews can indicate that a delay exists in meeting credit review completion goals.

### Top Ten Customer Credit Exposure

The Top Ten Customer Credit Exposure report provides you with an overview of the top ten customers with the greatest receivables balance.

By drilling down into the Aging details, you can see whether there is cause for concern.

### Customer Trends

Use this comparison to view pertinent trend data from one credit review to the next for an account. Comparison data from each case folder includes the receivables balance, weighted average days paid, and days sales outstanding.

This is particularly useful for accounts who have a long-term relationship with you and are assigned a periodic review cycle.

To perform this comparison, the account must have more than one case folder for a credit review type, and the case folders must have a status of *Closed*. The credit reviews must also use the same credit currency.

### Policy Usage by Month

Use this comparison to determine whether your credit policies have adequately assessed the creditworthiness of your customers.

This page displays the checklists that were used in completed credit reviews during the past year, broken down by month.

In addition, this page compares the checklist and credit score objectives with related recommendations, and identifies where the credit limit recommendations were above and below acceptable thresholds.

An average risk factor for each checklist is displayed, and is a ratio of the credit limits implemented vs. the calculated credit exposure for the customer.

The risk factor ranges from positive to negative:

- A positive number indicates that the credit limits might be set too conservatively
- A negative number indicates an aggressive credit policy

The absence of a risk factor indicates that a risk factor could not be calculated due to missing data.

## Scoring Model Usage by Month

Use this comparison to determine whether your scoring model ranges are correctly scored to ensure accurate recommendations.

The risk factors for each scoring model, calculated similarly to the checklist risk factors, provide intelligence about your enterprise's credit reviews that included a scoring model with credit limit recommendations.

## Customer Credit Reference

Use this outbound credit reference page to respond to trade requests from other companies.

Search for a customer, then create a printable credit reference that contains payment history and high credit.

## Related Topics

Overview of Oracle Credit Management Setup, page 3-1

Processing Credit Reviews, page 4-1



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## Using Credit Management

This chapter describes how to use Oracle Credit Management.

This chapter covers the following topics:

- Processing Credit Reviews
- Initiating a Credit Review
- Collecting Credit Data
- Using Credit Applications to Collect Credit Data
- Using Case Folders to Collect Credit Data
- Analyzing Credit Data
- Making a Recommendation
- Periodic Credit Review Program

### Processing Credit Reviews

Use Credit Management to process credit reviews for both your customers and prospects.

Depending on your setup, some types of credit reviews might require the assistance of a credit analyst, while other types might not require any user intervention at all. See: *Overview of Oracle Credit Management Setup*, page 3-1.

You can divide the credit review process into four stages:

- Initiating a credit review, page 4-2
- Collecting credit data, page 4-3
- Analyzing credit data, page 4-16
- Making and implementing the recommendation, page 4-23

During the credit review, the Credit Management Application workflow, page B-1 manages the process flow of credit data collection and analysis, as well as the implementation of credit decisions.

In addition, Credit Management provides various tools that you can use to determine if your credit policies are effective. See: Reviewing Credit Management Performance, page 3-26.

## Initiating a Credit Review

All credit reviews begin with either a manual or automatic request:

- Credit or other personnel can manually initiate a credit review for a customer or prospect by submitting an online credit application, or by creating a case folder without a credit application. A case folder is an electronic representation of a hardcopy credit file.

See: Collecting Credit Data, page 4-3.

- Certain business events can automatically initiate a credit review by calling the Create Credit Request API. This type of request creates a credit application and case folder without user intervention.

For example, if a sales order is put on credit hold, then the credit hold process in Oracle Order Management passes this information to the Create Credit Request API, which automatically initiates a credit review.

Other events, such as a quarterly review or a lease application submission, can also trigger a credit review.

If a change to the sales order amount occurs during credit review processing and the case folder is still open, then Oracle Credit Management updates the existing case folder with the new order amount and initiates the case folder data refresh, rather than creating a duplicate credit request. If the case folder is closed, then a new credit request is created.

**Note:** You can also use the Create Credit Request API to initiate a credit review from a non-Oracle system.

## Assigning a Credit Analyst to a Credit Review

You can configure Credit Management to complete the review process without assistance from credit personnel. In such cases, a credit analyst is not assigned unless a failed validation step prevents the automated process from successfully completing.

For credit reviews whose workflow processing fails, Credit Management uses the Rules Engine to determine the appropriate credit analyst for assignment. See: Credit Analyst Assignment Rules, page 6-1.

If an analyst cannot be determined, then a notification is sent to the Credit Scheduler to assign a credit analyst to complete the credit review. See: Credit Management Application Workflow, page B-1.

## Related Topics

Processing Credit Reviews, page 4-1

## Collecting Credit Data

During a credit review, you collect credit data for your customers and prospects. The type of credit data that you collect for every credit review is determined by the credit checklist.

The credit checklist indicates which data points are required for different types of credit analysis and decisions, and can optionally indicate which scoring model will be used for the review. In this way, the checklist enforces your enterprise's credit policies. See: Defining Checklists, page 3-5.

Credit Management uses credit checklists in two places:

- Credit application
- Case folder

If the checklist identifies required data points that already exist within Oracle Applications or are calculable, such as available credit, aging, and so on, then Credit Management automatically inserts that information directly into the credit application and case folder.

If the checklist requires data points that must be manually supplied, such as bank and trade references, then a credit analyst must enter the required data into the credit application or case folder.

## Credit Checklists for Credit Applications

When you create a credit application, you first specify the credit review type, as well as the customer or prospect's credit classification if it is not defaulted from the customer's profile class. Credit Management identifies the credit checklist that corresponds to this combination, and uses the checklist to build the rest of the application.

This means that the data points on a credit application vary according to its associated credit checklist. See: Using Credit Applications to Collect Credit Data, page 4-4.

For example, a new customer wants to establish credit with your company. Based on the credit checklist that you defined for the combination of credit review type (New Credit) and credit classification (New), the credit application will most likely emphasize external data and trade references, because historical receivables data will not exist for this new customer.

When you submit a credit application, Credit Management compares the application with the associated checklist to confirm that you are not missing any required data points. See: Submitting a Credit Application, page 4-11.

## Credit Checklists for Case Folders

Whenever credit or other personnel submit a credit application, Credit Management always creates a case folder. Credit Management also creates a case folder whenever the Create Credit Request API initiates a credit review.

You use the case folder as a repository for the credit data that you collect. See: Using Case Folders to Collect Credit Data, page 4-12.

Additionally, the case folder is an important tool that you use during the credit analysis and decision making stages of a credit review. See: Analyzing Credit Data, page 4-16.

Credit Management associates a credit checklist with a case folder in one of two ways:

1. When Credit Management creates a case folder upon the submission of a credit application, the case folder inherits the credit application's credit checklist.
2. When a business event, such as a periodic review or a credit hold on an order, initiates a credit review, Credit Management creates a case folder without a credit application. To associate the appropriate credit checklist with the case folder, Credit Management derives the credit review type from the business event itself, and the credit classification from the customer profile or the Default Credit Classification system option.

The checklist that Credit Management associates with the case folder ensures that, for this combination of credit review type and credit classification, all pertinent information is available for the credit analysis.

## Related Topics

Processing Credit Reviews, page 4-1

## Using Credit Applications to Collect Credit Data

The credit application is one of the primary tools that you use in Credit Management to collect credit data about your customer or prospect. After credit and other personnel complete and submit the credit application, Credit Management begins the credit review.

**Note:** You can also use the case folder to collect information. See: Using Case Folders to Collect Credit Data, page 4-12.

Use the Application tab to create or search for one of three types of credit applications:

- New application
- Saved application
- In-process application

For all three application types, you must first execute a search in order to proceed. Credit Management provides you with robust search capabilities that minimize both the possibility of creating duplicates in your system, as well as the amount of manual data entry that is required for a new application.

Search criteria is based upon the Data Quality Management (DQM) setup. See: Setting Up Data Quality Management Search, page 2-3.

**Note:** Credit requests with the Appeal, Rejection Appeal, Re-Submission, or Withdrawal reason can only come from another E-Business Suite application, as indicated by the credit request source. You cannot, for example, withdraw credit requests in Credit Management. See: E-Business Suite Integration Overview, page 5-1.

## Related Topics

Processing Credit Reviews, page 4-1

Collecting Credit Data, page 4-3

Creating a New Credit Application, page 4-5

Searching for Saved Applications, page 4-7

Searching for In-Process Applications, page 4-7

Entering Data into a Credit Application, page 4-8

Submitting a Credit Application, page 4-11

## Creating a New Credit Application

To create a new credit application, you must first enter your search criteria and then select the credit applicant. This procedure capitalizes on the data that you already maintain by automatically populating the credit application with basic information about the applicant.

When you open a new application, Credit Management automatically preselects the application with certain basic information from the account record that you selected, such as account name, account number, address, requester name, and so on.

Only those parties (both customers and prospects) who are defined with the customer type of Organization are included in the search results.

If you select a customer at the top organization level, then data for all accounts that are

related to the organization will be consolidated for the credit analysis. Or, if you select a specific customer account from the search results, then the data for all sites that are associated with the account will be consolidated.

The required fields on the application vary according to the combination of the applicant's credit classification and credit review type. See: *Collecting Credit Data*, page 4-3. For more information about the general contents of a credit application, see: *Entering Data into a Credit Application*, page 4-8.

## Window Reference

- Click the View Accounts icon to view a customer's accounts. You can view an account only if the address is All Locations or if the address type includes a bill-to business purpose.
- Click the Create Credit Application icon to create a new credit application for this prospect, customer, account, or site, depending on which search results are in view. Credit Management opens a new application and automatically updates the application with the relevant applicant data.
- Click the View Existing Applications icon to view the open credit applications that exist for this prospect, customer, account, or site.
- If your customer search returned no results or you wish to purchase Dun & Bradstreet information for an existing customer, then you can click Search D&B to purchase a Dun & Bradstreet Global Data Product report for this prospect or customer. If a new party is created, then you will receive a message indicating the new registry ID for the prospect.

When you return to the New Application Search page, type the new registry ID into the Search field. Simply click Go and the newly created customer appears in the search results. You can now create a credit application for this customer.

**Note:** With the Dun & Bradstreet for Oracle Applications feature, you can import D&B information and maintain that information directly in the application database, without installing additional software or performing additional data imports. This functionality enables easy access to already purchased D&B credit data during credit reviews.

## Related Topics

*Using Credit Applications to Collect Credit Data*, page 4-4

*Processing Credit Reviews*, page 4-1

*Third Party Data Integration Overview*, *Oracle Trading Community Architecture User Guide*

## Searching for Saved Applications

You can use the Application tab to search for a work-in-process credit application with an application status of *Saved*.

Any applications that you create automatically assign you as the requester. When you first begin a search for a saved application, Credit Management automatically displays all applications where you are the requester.

You can display all saved applications by clicking Go, or you can display a subset of saved applications by using the Advanced Search. You can update only those applications, however, that you initially created.

To continue working on a saved credit application, click the Update icon for the desired application.

### Window Reference

- Click the Update icon in any row to make changes to the related credit application.
- Click the Delete icon in any row to delete the related credit application.

### Related Topics

Using Credit Applications to Collect Credit Data, page 4-4

Processing Credit Reviews, page 4-1

## Searching for In-Process Applications

You can use the Application tab to view credit applications that have an application status of *Submitted*, *In Process*, or *Processed*. These statuses are defined as follows:

- *Submitted* indicates that the credit application cannot be updated by the requester. Only the assigned credit analyst can modify this application.  
  
If the application has no assigned credit analyst, then the Credit Analyst field will be blank, which means that the Credit Scheduler has been notified for a credit analyst assignment.
- *In Process* indicates that Credit Management is currently reviewing the credit application and performing the credit analysis. Modifications to the credit application are not permitted at this stage.
- *Processed* indicates that the credit application was submitted and the credit analysis has been performed. Recommendations were made in the case folder and have been approved. Modifications are not permitted at this stage.

If you are a credit analyst, then all applications assigned to you are automatically

displayed in the search results.

You can search for all credit applications with any of the above statuses simply by clicking Go. You can further refine your search by searching for a specific credit analyst or by using the Advanced Search options.

### Window Reference

- After you execute a search, optionally click the column headings for Application Number, Registry ID, Name, and Status to sort the search results by the selected column's data.
- Click the Update icon in any row to make changes to the related credit application. Only credit analysts assigned to the application are permitted to make changes.

### Related Topics

Using Credit Applications to Collect Credit Data, page 4-4

Processing Credit Reviews, page 4-1

## Entering Data into a Credit Application

To create a new credit application, execute a search for the credit applicant on the Application tab. See: [Creating a New Credit Application](#), page 4-5.

You can create a credit application for a party (customer or prospect) or for a customer account or site. The row at which you click the Create Credit Application icon determines whether the credit review will be conducted for the party, account, or site. Note that Credit Management preseeds the application with some basic details about the selected credit applicant. Address information is automatically populated when you save or submit the credit application.

**Note:** If the applicant is a party, then Credit Management does not populate the account name and number on the applicant page, and the preseeded address refers to the party site, not to the address location.

The credit application's contents vary according to the credit classification of the applicant and the type of credit review that you are conducting. You specify these values on the first page of the credit application. If the applicant has a predefined credit classification assigned from the customer profile class or from a previous credit review, then the credit classification is preseeded on the application. Use the left-hand menu to add information, such as bank references and financial data, to the application.

**Tip:** If a newly defined credit classification or review type is not available, make sure that your administrator has bounced the Apache server after adding those values. See: [Defining Lookups](#), page 2-10.

The structure of the credit application is modular, so you can record credit data at different points in time. Simply click Save for Later to save each credit application page as you progress through the credit data collection process. To retrieve your saved credit applications, see: Searching for Saved Applications, page 4-7.

You can optionally attach a document, URL, or text to sections of the credit application, including bank references and trade references. You can access these attachments from the case folder during credit analysis. See: Analyzing Credit Data, page 4-16.

When you have entered all required and optional data, click Submit to submit the credit application. When you submit a credit application, Credit Management reviews the credit application for possible credit analyst assignment, and creates a case folder for the application. See: Submitting a Credit Application, page 4-11.

**Tip:** You must enter required data in the Create Credit Application: Applicant page, but you can submit the credit application without data in the required fields of other pages such as Create Credit Application: Financial Data.

### **Selected Field Reference - Applicant Page**

In the General Information region, enter the currency requested. Or, optionally set the AR: Default Credit Management Currency profile option to automatically assign a default currency for each new credit application.

You can optionally enter the amount requested on the credit application.

Credit Management refers to the values that you enter here when establishing the initial credit limits for the prospect or when changing the credit limits for an existing customer.

In the Applicant Information region, the contact information is optional. You can select a contact from the existing lists of contacts for the customers. Any modifications to the following fields will update the TCA Registry:

- Contact Name
- Contact Telephone
- Contact Fax
- Contact E-mail

In the Business Background region:

- The DUNS Number field, while optional, is important because Credit Management can use this number to request credit data from Dun & Bradstreet.

The DUNS number comes from TCA, and is not an updatable field on the credit application.

## Selected Field Reference - Financial Data Page

Use the Financial Data page to enter pertinent data from the applicant's income statement and balance sheet. Although you can attach financial statements to the case folder during credit analysis, entering values directly into Credit Management provides you with data that you can use for future comparisons.

You can also select previously entered financial data from *closed* case folders, and copy that data to the current credit application or case folder. Then, you can run comparisons to assess positive or adverse trends. This is helpful because credit reviews are more effective if you have a comprehensive view of financial data, spanning multiple years or periods.

On the Financial Data page of the credit application (or case folder), you can:

- Copy financial statement data from closed case folders.  
You can copy financial data from the organization or party level, from the account level, or from the account site level. Typically, however, financial data is stored at the party level.
- Select and compare financial statements that are saved with the current credit review. This lets you view a side-by-side comparison of balance sheets and income statements.

**Note:** Select at least two objects to compare.

The capability to analyze the *trends* of your credit applicants' financial results provides a powerful analysis tool, which your credit department can leverage to increase the quality of their credit decisions, and diminish the risk of poor credit recommendations.

## Selected Field Reference - Funding Source Page

Optionally use the Funding Source page to enter information about the applicant's additional funding sources. For example, if the applicant is receiving venture capital funding, you might want to know certain data items, such as funding amount, capital stage, and burn rate. The Funding Source page includes information about:

- Venture Funding Data
- Collateral Data
- Guarantors

Assessing the creditworthiness of customers can include structures by which the debt obligation is reduced through participation of guarantors. However, guarantors also carry credit risk. On this page, you can add a new guarantor, or select an existing guarantor, by leveraging Credit Management's integration with Oracle Trading Community Architecture.

When you add a guarantor to a credit application, Credit Management automatically creates a case folder for the guarantor. This means that you can assess the creditworthiness of the guarantor, in addition to the applicant.

### **Selected Field Reference - Bank References Page**

Optionally use the Bank References page to capture initial bank account information from the applicant. The credit analyst assigned to this credit review typically verifies or supplements bank account information during the analysis stage of the credit review process.

On the Create Bank Reference page, you can attach a file, URL, or text message that is associated with the bank. This is often used to document authorizations from the customer allowing for the use of bank information, as well as the customer's bank statements.

### **Selected Field Reference - Trade References Page**

Use the Trade References page to gather and store multiple trade references for the applicant. Trade assessments from other creditors can provide you with useful insight into the applicant's creditworthiness.

### **Related Topics**

Using Credit Applications to Collect Credit Data, page 4-4

Processing Credit Reviews, page 4-1

### **Submitting a Credit Application**

When the credit application contains all required or available credit data, the credit analyst or other personnel clicks Submit Application to submit the credit application for analysis.

When you submit a credit application, Credit Management compares the application's contents against the associated credit checklist to confirm that you are not missing any required data points. Even if data points are missing, however, noncredit personnel can still submit the application.

Since additional work is required to finalize the application, the application is routed to the assigned credit analyst for completion, or to the Credit Scheduler for analyst assignment. The credit application appears in the In-Process Applications search results and the assigned credit analyst can click the Update icon to complete the application and resubmit it for analysis.

The Credit Scheduler is a workflow role that Credit Management uses to assign credit analysts to credit reviews. See: Credit Management Application Workflow, page B-1.

Once the application submission is confirmed, Credit Management creates a case folder for the credit applicant and begins a workflow process to determine whether to assign a

credit analyst to this credit review:

1. Credit Management does not assign a credit analyst to a credit review if automation rules exist for the combination of credit classification and credit review type on the credit application. If automation rules exist, then Credit Management attempts to complete the review process without assistance from credit personnel.

Should a validation step fail, then Credit Management routes the credit review to the Credit Scheduler for assignment if a credit analyst is not assigned to the customer's credit profile.

See: Assigning Automation Rules, page 3-17.

2. Credit Management assigns a credit analyst to a credit review if:
  - A credit analyst submitted the credit application, or
  - A credit analyst is assigned to the customer's credit profile
3. Credit Management routes the credit review to the Credit Scheduler for assignment if the person who submitted the credit application is not defined as a credit analyst, and:
  - The customer's profile does not have an assigned credit analyst, or
  - The party under credit review is a prospect (a party with no customer accounts)

## Related Topics

Processing Credit Reviews, page 4-1

Collecting Credit Data, page 4-3

Using Credit Applications to Collect Credit Data, page 4-4

## Using Case Folders to Collect Credit Data

In addition to the credit application, the case folder is another tool that you use to collect credit data about your customer or prospect.

The case folder is an electronic representation of a hardcopy credit file. Credit analysts use the case folder as the central repository for collecting, viewing, and analyzing credit data. After Credit Management creates the case folder, you can begin the credit analysis.

After you submit a credit application, Credit Management creates an associated case folder. Or, you can manually create a case folder without submitting a credit application. In either case, you can continue to add data about the credit applicant directly into the case folder until you conclude the credit review.

**Note:** Aside from serving as a data collection tool, the case folder is also an important analysis tool. See: Analyzing Credit Data, page 4-16.

Credit Management also creates a case folder when a business event calls the Create Credit Request API to initiate a credit review. However, the manual addition of data to a case folder is typically not required because, in such cases, Credit Management attempts all data collection, analysis, and decision making on its own. See: Credit Management Application Workflow, page B-1.

When a business event initiates a credit review, both the Update Case Folder: Summary and Case Folder pages display the originating source application, as well as additional details. For example, if a sales order hold initiated a credit review, then Credit Management displays details such as the order number and order ID.

**Note:** Credit requests with the Appeal, Rejection Appeal, Re-Submission, or Withdrawal reason can only come from another E-Business Suite application, as indicated by the credit request source. You cannot, for example, withdraw credit requests in Credit Management. See: E-Business Suite Integration Overview, page 5-1.

The Credit Request Information region on these pages also allows you to navigate to other case folders in the same chain. A chain exists when:

- A case folder is automatically created for the guarantor that is added to a credit application. The chain links the original applicant and the guarantor. See: Entering Data into a Credit Application, page 4-8.
- There is at least one appeal or resubmission, from another E-Business Suite application, in response to an original credit request. See: E-Business Suite Integration Overview, page 5-1.

The case folder you navigate to depends on the credit request reason, and other conditions, as described in this table.

Field	Credit Request Reason	Case Folder
Original	All but Guarantor Assessment	The first case folder in the chain.
Original	Guarantor Assessment	The case folder that the guarantor was requested for.

Field	Credit Request Reason	Case Folder
Current	All but Guarantor Assessment	The last case folder in the chain that is not withdrawn, unless there is only one case folder and it is withdrawn.
Current	Guarantor Assessment	None.
Previous	All but Guarantor Assessment	The previous case folder in the chain that is not withdrawn.
Previous	Guarantor Assessment or Withdrawal	None.
Next	All but Guarantor Assessment	The next case folder in the chain that is not withdrawn.
Next	Guarantor Assessment or Withdrawal	None

## Related Topics

Processing Credit Reviews, page 4-1

Collecting Credit Data, page 4-3

Retrieving a Case Folder, page 4-14

Entering Data into a Case Folder, page 4-15

Manually Creating a New Case Folder, page 4-16

## Retrieving a Case Folder

On the Analysis tab, locate the case folder that you want to update by using one of the three queries that Credit Management provides:

- **Customer:** From the search results, you can view a summary of case folders that exist for a customer or prospect. You can also use the inline icons to view the customer or prospect's accounts and credit summary. The credit summary reflects credit data in real time.
  - Credit analysts can view and update specific case folder details, provided that the case folder status is either *Created* or *Saved*.

- Noncredit personnel must use the credit summary to view pertinent credit data, such as billing, payment history, and aging details, because they cannot view or update the contents of a case folder.
- **Case Folder Number:** From the search results, you can use the inline icons to view or update details for a specific case folder, provided that the case folder status is either *Created* or *Saved*. Use this query to view a case folder's application number, assigned credit analyst, and folder status.

This query is available only to credit personnel. Only the credit analyst assigned to the case folder can update it.

- **My Case Folder:** This query is identical to the Case Folder query, except that it returns only case folders that are assigned to you. Use this query to quickly resume work on an in-process credit review, or to consider previous research that you performed. To update a case folder, the case folder status must be either *Created* or *Saved*.

This query is available only to credit personnel.

Search criteria is based on the Data Quality Management (DQM) setup. See: [Setting Up Data Quality Management Search](#), page 2-3.

## Related Topics

[Using Case Folders to Collect Credit Data](#), page 4-12

[Processing Credit Reviews](#), page 4-1

## Entering Data into a Case Folder

After you locate the case folder that you want to update, click the Update Case Folder icon to view the Update Case Folder: Summary page.

If certain credit data was not captured in the credit application or from existing account information, then you can use the links in the left-hand menu to manually provide the required data. Although the links take you to pages that resemble the credit application, any information that you add at this stage is stored in the case folder itself.

The left-hand menu contains an additional link for Recommendations that does not exist on the credit application. Also, the case folder provides you with the ability to add analysis notes. You use these two pages during credit analysis. See: [Analyzing Credit Data](#), page 4-16.

## Related Topics

[Using Case Folders to Collect Credit Data](#), page 4-12

[Processing Credit Reviews](#), page 4-1

## Manually Creating a New Case Folder

You can manually create a case folder for a prospect or customer, even if you did not submit a credit application. However, the customer or prospect must already have an existing case folder. This is because Credit Management uses preexisting case folder data to create the new case folder.

To create a new case folder, first search for the credit applicant by executing a Customer query from the Analysis tab. The search results return a list of parties only.

From the search results, click the View Case Folders icon to see a list of case folders that exist for this prospect or customer. Then, click Add Case Folder to manually create a new case folder.

**Tip:** To copy a case folder from the account or site level, first click the View Accounts icon, then the View Case Folders icon.

After clicking Add Case Folder, you must then select the credit classification, if not supplied, as well as credit review type and credit currency. You can also optionally select a scoring model. Finally, click Apply.

Credit Management preseeds the case folder with any available data, such as party information and data points from the credit checklist that matches the specified credit classification and credit review type. If you selected a scoring model for the case folder, then Credit Management displays the score elements, as well.

You can continue to add credit data to a case folder after you create it. Note that you must enter any required data points before Credit Management will make and implement credit recommendations.

### Related Topics

Processing Credit Reviews, page 4-1

Collecting Credit Data, page 4-3

Using Case Folders to Collect Credit Data, page 4-12

## Analyzing Credit Data

After initiating the review request and collecting data, the third stage of a credit review is the credit analysis. Credit Management provides you with Credit Analysis data pages that help you to make appropriate credit recommendations.

The Credit Analysis data pages comprise the universe of data points for the applicant. The Credit Analysis data pages that are available off the Analysis tab include:

- Update Case Folder: Summary

- Credit Analysis: Credit Summary
- Credit Analysis: Billing and Payment Details
- Credit Analysis: Aging Details

See: Viewing the Credit Summary, page 4-20.

Two audiences use these data pages:

1. Noncredit personnel are restricted from viewing the contents of the case folder because the folder might contain information that is pertinent only to credit personnel who are analyzing and approving credit decisions. Therefore, in order to provide a current credit snapshot of the applicant, noncredit personnel should use the Credit Summary, Billing and Payment Details, and Aging Details pages.

Access these pages by searching for a customer, then selecting the View All Data icon.

2. Credit personnel who want to view all point-in-time data for an active analysis.

Typically, a credit analyst performs a credit analysis based upon the data in the case folder, determined by the checklist associated with the customer credit classification and review type. If the credit analyst views the universe of data in addition to what is contained in the case folder, then he might notice something that could impact the outcome of the analysis. In such a case, the analyst could manually add one or more data items to the case folder.

To add data points from the database that are not specified in the checklist, click Add Data Points from the Checklist section of the Update Case Folder: Summary page. Access this page by searching for a customer, then selecting the View Case Folder > Update Case Folder icons.

For each category, only the data points not already selected in the case folder are displayed with their corresponding value.

See: Using Case Folders to Collect Credit Data, page 4-12.

## Related Topics

Using the Case Folder, page 4-18

Calculating a Credit Score, page 4-18

Adding Analysis Notes to the Case Folder, page 4-19

Viewing Case Folder Attachments, page 4-20

Refreshing Case Folder Data, page 4-20

Viewing the Credit Summary, page 4-20

Processing Credit Reviews, page 4-1

## Using the Case Folder

The case folder is an electronic representation of a hardcopy credit file. Credit analysts use the case folder as the central repository for collecting, viewing, and analyzing credit data. After Credit Management creates the case folder, you can begin the credit analysis.

Select the Analysis tab to locate or create a case folder. See: *Using Case Folders to Collect Credit Data*, page 4-12 and *Retrieving a Case Folder*, page 4-14.

You can also view the credit summary for the applicant from the Analysis tab. See: *Viewing the Credit Summary*, page 4-20.

Credit Management attempts to calculate a credit score and submit credit recommendations for approval and implementation without assistance from credit personnel. If a credit score cannot be calculated due to missing data, then the analyst must manually review the case folder's contents and make a recommendation. See: *Making a Recommendation*, page 4-21.

The case folder includes:

- Credit data
- The credit score, if one is required
- An Analysis Notes section where you can document conditions of influence and justify credit recommendations to approvers
- Any attached electronic files or scanned images
- An up-to-the-minute status of the credit review

**Note:** The exposure amount is displayed as the requested amount. For example, if the sales order that corresponds to this credit request has an order amount of \$4,000, and there is a previous balance of \$4,700, then the requested amount is \$8,700.

## Related Topics

*Analyzing Credit Data*, page 4-16

*Processing Credit Reviews*, page 4-1

## Calculating a Credit Score

The credit score, which is a point-in-time score, is always tied to a case folder. The data points included in the credit score can include any combination of automatic, user-entered, or Dun & Bradstreet data. If all data points on the checklist are automatically

supplied or have been supplied from Dun & Bradstreet, then Credit Management automatically calculates a credit score.

If credit personnel must manually supply data points used in the credit score, such as a bank account balance from the applicant's bank references, then on the Update Case Folder: Summary page, click Recalculate on the scoring model to recalculate the score after all data point values have been added.

Access the Update Case Folder: Summary page by searching for a customer, then selecting the View Case Folder > Update Case Folder icons.

A scoring model is optional when defining a checklist. If you do not assign a scoring model to a checklist, then the credit analyst must manually complete the credit analysis and generate a recommendation. See: Defining Checklists, page 3-5.

Even if a scoring model is assigned to the checklist, you can still generate a credit score by selecting a scoring model from the Update Case Folder: Summary page and clicking Go. Use this method to generate various "what-if" scenarios for the applicant.

Credit Management refreshes the case folder page to show the new data points in the scoring model and recalculates the credit score.

**Note:** If some required data point values are missing, then Credit Management cannot generate a score.

## Related Topics

Analyzing Credit Data, page 4-16

Processing Credit Reviews, page 4-1

## Adding Analysis Notes to the Case Folder

During a credit review, you can record notes in the Analysis Notes section of the case folder. The case folder displays a summary of analysis notes in chronological order.

Analysis notes assist both the credit analyst and credit reviewers to document and justify why certain recommendations were made, or to identify areas of note. These notes are also useful if a new credit analyst is assigned to an active credit review and wants to review the work that the previously assigned analyst completed.

You can select a topic for the note from a user-definable list and assign an importance level. You can choose whether to publicly display a note, or create a note that only you can view.

## Related Topics

Analyzing Credit Data, page 4-16

Processing Credit Reviews, page 4-1

## Viewing Case Folder Attachments

You can attach one or more supporting documents, such as a web page, fax, image, or scanned report, to a credit application or case folder. Credit Management displays any attachments previously created during the credit application process.

From the Update Case Folder: Summary page, you can view attachments from these case folder pages:

- Add Collateral Data
- Add Bank Reference
- Add Trade Reference

## Related Topics

Analyzing Credit Data, page 4-16

Processing Credit Reviews, page 4-1

## Refreshing Case Folder Data

If an active credit analysis has been in process for some time, the historical data collected from the system might become outdated. You can repopulate all automatically derived data point values in the case folder by clicking Refresh.

Oracle Credit Management will display the concurrent request number of the background process that is used to refresh the data. Upon completion of the concurrent request, you must refresh or requery the case folder to reflect the updated data.

**Note:** Only the case folder data, and not data in the Credit Summary Data pages, is refreshed. However, you can click Refresh Data in the Credit Summary Data pages to update the values displayed there.

## Related Topics

Analyzing Credit Data, page 4-16

Processing Credit Reviews, page 4-1

## Viewing the Credit Summary

To view the credit summary for a customer or prospect, execute a query on the Analysis tab by customer name, then click the View All Data icon. Or, when viewing the Update Case Folder: Summary page, click View All Data.

The credit summary displays the most pertinent credit data for the selected credit

applicant. Some data points reflect real-time information, while other data points are a snapshot of a single point in time. Use the credit summary as a quick reference during the credit review.

The Credit Summary page consists of several regions, comprised of the most important data points from several areas. The regions are:

- Account Information
- Billing and Payment Summary
- Credit Summary
- Aging Summary

From the Credit Summary page, you can also use the links in the left-hand menu to view additional billing and payment details, as well as additional aging details. Both the Billing and Payment Details page and Aging Details page are view only.

**Note:** No data values are shown on the Credit Summary page until an initial case folder has been created for the applicant. After that, you can view and refresh Credit Summary data at any time.

## Related Topics

Analyzing Credit Data, page 4-16

Processing Credit Reviews, page 4-1

## Making a Recommendation

At the conclusion of a credit review, either Oracle Credit Management or a credit analyst makes a recommendation in response to the original credit request:

- If a credit review is using a scoring model with assigned automation rules, then Credit Management looks at the calculated credit score to automatically select the appropriate credit recommendations, all without the assistance of credit personnel.

**Note:** If recommendations are not inserted in the case folder, it could be that values were not provided for all required data points from the used checklist. In this case, you need to manually enter the recommendation.

If all scoring data point values were provided, a credit score is still calculated.

- If a credit analyst is managing the credit review, then the analyst records

recommendations in the case folder, based on the credit analysis and resulting credit score, and submits the case folder.

**Tip:** The credit analyst can select only those credit recommendations that are relevant to the type of credit application under review. For example, during a credit application, only trade credit recommendations will display for selection; during a lease application, only term credit recommendations will display.

Generally, a recommendation is specific to the type of review that was just concluded. For example, a credit review that an order hold originally initiated would most likely result in a recommendation to:

1. Increase the credit limit to accommodate the amount of the order and remove the order from hold.  
  
or
2. Deny the request for an increase in the credit limit and leave the order on hold.

Other recommendations might also put the *customer* on credit hold so that no new orders could be processed. In such a case, Credit Management works with Oracle Receivables to place all *pending* orders on hold, as well.

Credit Management confirms that multiple recommendations are complementary. For example, you would not recommend to place the account on credit hold and increase the applicant's overall credit limit at the same time.

After the case folder is submitted, the Credit Management workflow determines whether the recommendations must be routed through an approval hierarchy. For example, if automation rules on the scoring model have the Skip Approval check box selected, then no approval is required. However, if no automation rules exist on the scoring model, or if the Skip Approval check box is not selected, then the Credit Management workflow calls the Approvals engine to route the recommendation through the approval hierarchy. See: *Setting Up Credit Decision Approval Policies*, page 3-22.

Each person in the approval hierarchy receives a notification that they must approve or reject the recommendations. Upon final approval, the credit analyst receives notification that the credit recommendations have been approved. See: *Credit Management Application Workflow*, page B-1.

Upon approval, the Credit Management workflow evaluates the recommendations and performs one of two actions:

- Implements the recommendation  
  
For example, increase create limit by 10% and change the customer credit classification to Moderate Risk.

- Creates a workflow business event that tells other E-Business Suite applications that the recommendation was approved. This method is generally used if the original credit review request came from another application, such as Oracle Lease and Finance Management. By subscribing to this business event, Lease and Finance Management can then act upon the recommendation.

For example, let's say that a term credit review is approved in Credit Management. Upon approval, a business event for the recommendation, Approve Term Credit, is raised. Lease and Finance Management subscribes to this business event and can act upon it by approving the lease application.

## Frequently Asked Questions

*Does Credit Management support conditional approvals?*

Yes. See: Approving a Credit Review with Conditions, page 5-6.

*Let's say that an incomplete credit application causes a credit review to be routed to a credit analyst for manual processing. After the credit analyst fixes the issue, can the analyst re-submit the credit application or case folder for continued automation? Or, does the analyst need to manually complete the credit review, including the manual selection of the final credit recommendation?*

In this case, after the analyst re-submits the credit application or case folder, Credit Management will evaluate whether automation rules exist on the scoring model in use. If automation rules exist, then the credit recommendations are automatically derived. In this way, Credit Management allows continued automation to improve your credit department's processing efficiency.

If the analyst already manually documented credit recommendations, then the manual recommendations supersede the automation rules.

## Related Topics

Implementing the Recommendation, page 4-23

Processing Credit Reviews, page 4-1

## Implementing the Recommendation

If additional approval is unnecessary or the approval was already obtained, then the workflow calls the appropriate APIs to implement the recommendation.

Oracle Credit Management automatically implements the recommendation after all required parties have approved it. For example, if the recommendation indicates that the order should be removed from credit hold, then the workflow will call the Remove Credit Hold API and pass the necessary information, such as order ID, account ID, and so on, to initiate the process.

When a customer is released from hold, Oracle Credit Management works with Oracle

Receivables to ensure that the customer's pending orders are released from hold, as well.

See: Credit Management Application Workflow, page B-1.

## Related Topics

Making a Recommendation, page 4-21

Processing Credit Reviews, page 4-1

## Periodic Credit Review Program

Use the Periodic Credit Review concurrent program to schedule time-oriented credit reviews that comply with your enterprise credit policies. Periodic credit reviews help to establish historical comparisons of a customer's creditworthiness.

For example, you might require credit reviews on an annual, biannual, or quarterly basis for all parties, accounts, or sites.

To be eligible for periodic credit reviews, customers must have an assigned periodic review cycle, either at the profile or customer level.

The Periodic Credit Review program uses the assigned review cycle, in conjunction with the attributes in the Credit Reviews window, to control which customers are selected for periodic credit reviews. You can manually update these attributes. Or, let Oracle Credit Management automatically determine customer eligibility.

Access the Periodic Credit Review concurrent program from the Run Credit Management Programs and Reports window, available from any Oracle Receivables responsibility.

## Determining Customer Eligibility

The Periodic Credit Review program uses a customer's assigned review cycle and the attributes on the Credit Reviews window to calculate the next review date.

To access the Credit Reviews window, query a customer on the Oracle Receivables Customers workbench, navigate to the Profile: Transaction tabbed region, and select Credit Review Dates from the Tools menu. This window contains two attributes that help to determine which customers are selected for periodic credit reviews:

- Last Review Date (view only)
- Next Scheduled Review Date (updatable)

**Tip:** These attributes also help you to decide whether a review cycle reassignment for a customer is necessary, because you can easily view when a customer is next eligible for a periodic review.

Oracle Credit Management reviews the assigned review cycle and last review date to calculate the next review date.

For example, if the assigned review cycle is monthly, and the customer was last reviewed on August 24, then the next scheduled review would be September 24.

To manually control customer eligibility for periodic credit reviews, change the assigned review cycle or update the Next Scheduled Review Date field.

Changing the review cycle forces the program to adjust the next review date:

- If a last review date is specified, then the program adds the number of days in the review cycle to determine the next review date.
- If no last review date exists, then the program keeps the next review date as is, if one exists, or leaves it empty, if null.

When the Periodic Credit Review program is submitted, the program automatically selects those customers whose next review date is less than or equal to the system date.

## Selected Parameters

Enter your selection criteria using the following parameters:

- **Review Cycle**
- **Review Cycle As of Date**

Optionally use this parameter with, or instead of, the Review Cycle parameter, as an additional filter for determining customer eligibility.

The program uses the review cycle and the attributes in the Credit Reviews window to determine the next review date:

- A customer is eligible for selection when the Review Cycle As of Date is greater than or equal to the next review date, provided that other entered parameters are not in conflict.

The next review date can be entered, or automatically calculated using the review cycle and last review date.

- If the program cannot calculate a next review date, then the customer is eligible for selection, provided that other entered parameters are not in conflict. This occurs during an initial periodic review.

- **Currency Code**

Specify the currency that you want to run a periodic credit review for.

When you submit this program for a specific currency, the program first checks if a previous case folder with a *Periodic* source exists for the entered currency.

If such a case folder is found, then the program calculates eligibility by using the case folder's review date as the last review date. See: Customer Selection Example, page 4-27.

If no case folder is found, then the program uses the standard guidelines to determine eligibility. See: Determining Customer Eligibility, page 4-24.

- **Customer Level**

Indicate which level of customer is selected for periodic review:

- Accounts
- All
- Bill-to Sites
- Parties

**Note:** No credit requests will be created if other parameters conflict with the value entered here. For example, if you select Parties but later specify an account number, then the Periodic Review Eligibility report will display no individual data.

- **Checklist**

- **Party Name**

- **Account Number**

- **Credit Classification**

- **Profile Class**

- **Processing Options**

- Generate Report Only

This option only prints the Periodic Review Eligibility report, so that you can preview which customers will be selected for processing.

- Process Reviews

This option only creates credit requests for eligible customers, and does not print the Periodic Review Eligibility report.

- Report and Reviews

This option both prints the Periodic Review Eligibility report, and creates credit

requests for eligible customers.

## Customer Selection Example

Consider this scenario for customer Vision Operations, which has a weekly review cycle.

First, run the Periodic Credit Review program for USD currency on April 12.

1. Vision Operations has no previous USD periodic reviews. Therefore, a last review date and next review date do not exist.
2. The program uses standard guidelines to calculate the next review date, which is April 19.

On the same day, run the Periodic Credit Review program for CAD currency.

1. Vision Operations has no previous CAD periodic reviews as well, but now, the next review date is April 19.
2. The program will select this customer for processing, but will maintain the next review date of April 19.

On April 20, run the Periodic Credit Review program for USD currency.

1. Vision Operations has a next review date of April 19.
2. The program will select this customer for processing, and will update the next review date to April 26.

On April 22, run the Periodic Credit Review program for CAD currency.

1. Vision Operations now has a next review date of April 26, which is greater than the system date. This customer fails the first test of eligibility.
2. Next, the program checks if a previous CAD case folder with a *Periodic* source exists. A case folder with a date of April 12 is found.
3. The program uses the review cycle (weekly) and previous date (April 12) to calculate the next review date, specifically for CAD currency. The newly calculated date is April 19, which is less than the submission date of April 22. The customer is selected for processing.

## Related Topics

Processing Credit Reviews, page 4-1



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## E-Business Suite Integration

This chapter describes how other Oracle E-Business Suite applications integrate with Oracle Credit Management for their credit needs.

This chapter covers the following topics:

- E-Business Suite Integration Overview
- Oracle Order Management Integration
- Oracle Lease and Finance Management Integration
- Oracle Loans Integration

### E-Business Suite Integration Overview

Other Oracle E-Business Suite applications integrate with Oracle Credit Management to incorporate the credit review process in their business flows. These applications are:

- Oracle Order Management, page 5-2
- Oracle Lease and Finance Management, page 5-3
- Oracle Loans, page 5-6

### Defining Recommendations for Integrated Applications

For a list of seeded recommendations, see: *Setting Up Credit Recommendations*, page 3-19. Or, follow these steps to define your own recommendations for use with Lease and Finance Management or Loans:

1. Define the recommendations that credit analysts will enter for credit reviews initiated from Lease and Finance Management or Loans. Credit analysts manually enter these recommendations in the case folder.

Use the AR\_CMGT\_TERM\_RECOMMENDATIONS lookup code.

See: Defining Lookups, page 2-10.

2. Re-enter the recommendations defined in the previous step using a second lookup code, AR\_CMGT\_RECOMMENDATIONS. Credit analysts access these recommendations when defining automation rules.

**Tip:** (Lease and Finance Management only) Use the Tag field in the Receivables Lookups window to assign a URL or OA function to a term credit recommendation. Later, when a credit analyst picks a recommendation that has an assigned URL or OA function, the analyst is presented with a new page where data can be entered and stored in Lease and Finance Management. This is used when an analyst is making a conditional approval. See: Approving a Credit Review with Conditions, page 5-6.

## Oracle Order Management Integration

### Process Flow of an Order Management Credit Review

This sequence of events describes the process flow of a credit request that is initiated from Oracle Order Management.

1. A new order in Order Management violates the customer's existing credit limit. For example, perhaps the customer's Overall Credit Limit (plus any tolerances) has been exceeded. Order Management puts the order on hold pending credit review.
2. A credit review request is sent to Oracle Credit Management via the Create Credit Request API.
3. The Create Credit Request API creates a credit application.

Using the Credit Management Application workflow, Credit Management attempts to submit the credit application and create the case folder for credit analysis without user intervention.

If, at any time, the workflow processing fails, Credit Management assigns a credit analyst to the credit review for manual processing.

4. Once a credit score has been calculated by the assigned scoring model, either Credit Management or a credit analyst assigns one or more recommendations to the case folder. The case folder is submitted.
5. If approval is required, then recommendations are sent to Oracle Approvals Management:
  - Credit Management sends the credit analyst ID to Approvals Management

using the AME Get Next Approver API.

- Approvals Management executes its own rules engine.
- Approvals Management determines the next approver and returns the approver ID to Credit Management.
- The Credit Management Application workflow sends a notification to the approver.
  - If the approver rejects, then Credit Management closes the case folder and the recommendation has status of Rejected.
  - If the approver approves, then Credit Management starts the approval process again.
- Credit Management sends the previous approver ID to Approvals Management using the AME Get Next Approver API.

Approvals Management can return a next approver. Or, Approvals Management can return NULL, which means that either no rule exists or the previous approver was the final approver.
- Once approved, Credit Management closes the case folder and assigns a status of Approved to the recommendations.

If approval is not required, then the recommendations are automatically implemented and the case folder is closed.

6. Upon approval, Credit Management raises a business event indicating if the recommendation was implemented or not.
7. Order Management subscribes to the business event and, depending on the final credit decision, can take the order off hold or not, increase the customer's credit limit, and so on.

## Oracle Lease and Finance Management Integration

Oracle Credit Management integrates with Oracle Lease and Finance Management to provide functionality around credit reviews that are initiated by lease application updates in Lease and Finance Management.

### Process Flow of a Lease and Finance Management Credit Review

This sequence of events describes the process flow of a credit request that is initiated from Oracle Lease and Finance Management.

1. A new lease application is created in Lease and Finance Management.
2. A credit review request is sent to Oracle Credit Management through the Create Credit Request API.
3. The Create Credit Request API creates a credit application.

Using the Credit Management Application workflow, Credit Management attempts to submit the credit application and create the case folder for credit analysis without user intervention.

Data points from Lease and Finance Management are listed as Additional Data Points, and can use PL/SQL functions to automatically derive data point values.

If, at any time, the workflow processing fails, Credit Management assigns a credit analyst to the credit review for manual processing.

4. Once a credit score has been calculated by the assigned scoring model, either Credit Management or a credit analyst assigns one or more recommendations to the case folder.

**Note:** The credit request can be appealed if the Authorize Appeal recommendation is selected. This authorization expires based on the appeal days set in system options. See: Defining Credit Management System Options, page 2-7.

5. Recommendations can carry conditions that can request changes in certain terms of the lease application. For example, perhaps the credit analyst disagrees with the offered payment plan.

In this *conditional approval* flow:

- The credit analyst tells the sales representative to fix the lease payment plan. The analyst assigns the case folder to the sales representative via the Credit Scheduler (provided that the sales representative has been assigned the credit analyst role).

The sales representative views the case folder and add the recommendation, Update Payment Plan, for example. This recommendation immediately opens a new user interface where the payment plan details can be updated.

Updates are stored in Lease and Finance Management.

- If the sales representative does not have access to the case folder, then the credit analyst and sales representative discuss internally, then the credit analyst updates the payment plan details accordingly.

6. Once the conditions are fulfilled, the case folder is submitted for approval.

7. For a description of the approval flow, see: Process Flow of an Order Management Credit Review, page 5-2.
8. Upon approval, Credit Management raises a business event indicating if the recommendation was implemented or not.
9. Lease and Finance Management subscribes to the business event and implements the final recommendation for the lease application.
10. In Lease and Finance Management, the sales representative can also:
  - If allowed, appeal the credit decision or credit application rejection.
  - Resubmit the lease application due to pricing parameter changes on the quote.

The sales representative accordingly selects the Appeal, Rejection Appeal, or Re-Submission credit request reason.

The appeal or re-submission from Lease and Finance Management creates a new credit request, which undergoes the same general process in Credit Management as the original request.

- A new lease application records the data of the appeal or re-submission. References to the application being appealed are passed into Credit Management.
- A case folder associated with the appeal or re-submission is generated in Credit Management. This case folder is a duplicate of the closed case folder from the original credit request, plus additional data for the new request.

**Note:** There can be a number of review and appeal/resubmission cycles for a given original lease application. Only the latest version that is not withdrawn can be appealed or resubmitted, and each version can only be appealed or resubmitted once.

At any time in the entire credit review process, the sales representative can withdraw the lease application in Lease and Finance Management. The selected withdrawal reason is passed to Credit Management.

The credit review request is automatically frozen in Credit Management, regardless of the stage of the process and whether the credit review has completed or not. The withdrawn credit application or case folder is purged from the credit analyst's work queue; the pending approvals are deleted from the approver's queue, or the approvers are notified of the cancellation of the lease application.

**Important:** There is no return back from a withdrawal, and the lease application cannot be reopened and altered or resubmitted.

## Approving a Credit Review with Conditions

When working with credit reviews that were initiated by a lease application, some credit analysts might want to approve a credit review, *provided that* certain conditions of the lease application are fulfilled.

Oracle Lease and Finance Management already provides some seeded conditions, but you can add your own.

To add a condition to a recommendation, you must build the separate page first where condition fulfillment details can be recorded, then add the new page's OA function to the Oracle Lease and Finance Management lookup type, OKL\_CR\_MGMT\_RECOMMENDATION, using the Tag field.

For example, perhaps a lease cannot be processed with the current payment plan. Instead, a new payment plan must be documented before the credit analyst can evaluate the risk associated with the proposed lease.

In this example, either the credit analyst or sales representative can enter a recommendation that carries a condition on the case folder, such as Update Payment Plan. The recommendation will open a separate page where new payment plan details can be added.

The credit analyst is not responsible for the verification of whether conditions are met. For example, lease application conditions are evaluated and confirmed by the sales representative during the lease booking and funding processes.

In Credit Management, the case folder is frozen until the condition is fulfilled outside the credit department.

## Frequently Asked Questions

*My credit department is not familiar with leasing functionality. How can I give the leasing department access to credit reviews?*

Assign the credit analyst role to the members of your leasing department. See: Defining Credit Analysts, page 2-1.

## Oracle Loans Integration

Oracle Credit Management integrates with Oracle Loans to provide functionality around credit reviews that are initiated by loan applications in Loans.

## Process Flow of a Loans Credit Review

This sequence of events describes the process flow of a credit request that is initiated from Oracle Loans.

1. A new loan application is created in Loans.

2. A credit review request is sent to Oracle Credit Management via the Create Credit Request API.

3. The Create Credit Request API creates a credit application.

Using the Credit Management Application workflow, Credit Management attempts to submit the credit application and create the case folder for credit analysis without user intervention.

**Note:** The case folder number is the same as the loan number. Co-borrower details are totaled with the primary borrower's data points in a single, combined case folder.

Data points from Loans are listed as Additional Data Points, and can use PL/SQL functions to automatically derive data point values.

If, at any time, the workflow processing fails, Credit Management assigns a credit analyst to the credit review for manual processing.

4. Once a credit score has been calculated by the assigned scoring model, either Credit Management or a credit analyst assigns one or more recommendations to the case folder, and submits and closes the case folder.

5. In Oracle Loans, the loans agent reviews the case folder, especially the recommendations.

- If the credit request is approved, the agent reviews the loan application and submits it to the loans manager for approval.
- If the recommendation is to reject the loan application, the loans agent can continue to seek approval from the loans manager, or resubmit the loan application for credit review after making modifications to the loan application based on the recommendations.

6. If the loans agent decides to resubmit for credit review, the re-submission from Loans creates a new credit request, which undergoes the same general process in Credit Management as the original request.

A case folder associated with the re-submission is generated in Credit Management. This case folder is a duplicate of the closed case folder from the original credit request, plus additional data for the new request.

**Note:** There can be a number of review and resubmission cycles for a given original loan application. Only the latest version can be resubmitted, and each version can only be resubmitted once.



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## Workload Management

This chapter describes managing credit analyst assignments.

This chapter covers the following topics:

- Credit Analyst Assignment Rules
- Reassigning Credit Reviews
- Reassign Credit Analyst Program

### Credit Analyst Assignment Rules

If, after the submission of a credit application, the Credit Management workflow cannot successfully proceed through the analysis phase, then Oracle Credit Management assigns a credit analyst for manual processing.

How does Credit Management determine which credit analyst to assign? Credit Management uses the Rules Engine, a component of the E-Business Suite, to let you define rules that control the correct credit analyst assignment.

On the Credit Analyst Assignments page, use the Rules List tab to:

- Select a default credit analyst. Credit Management uses this default when no rule either exists or applies during a particular credit review.
- Define the rules that indicate how credit analysts are automatically assigned to case folders. Credit Management evaluates the rules that you create in sequential order.

Use the Create Rule page to create your credit analyst assignment rules.

On the Create Rule page, enter the matching criteria for the rule. Then, in the Result region, enter the credit analyst who will be assigned when the rule criteria is met.

When a credit analyst is required, the appropriate assignment is determined using the following sequence:

1. The assignment rules that you defined using the Rules Engine are executed.

2. If no credit analyst is identified, then the default credit analyst, selected on the Rules List tab, is used.
3. If no default credit analyst exists, then Credit Management uses the default credit analyst on the assigned customer profile class.

If, after the above steps, Credit Management fails to identify a credit analyst, then Credit Management automatically routes the credit review to the Credit Scheduler. A credit manager must log on using the Credit Scheduler responsibility to manually select a credit analyst.

## Testing Your Assignment Rules

Use the Test Cases tab to confirm that the rules behave as expected. This is especially helpful if your assignment rules are complex.

To create a test case, enter the parameters that you want to test credit analyst assignment for, and click Get Results to have the Rules Engine evaluate the rules and automatically supply the result. Or, manually enter the expected results.

You can save the test case to run again later, which you should do whenever the rules are modified.

## Reassigning Credit Reviews

Use the Reassign Credit Reviews page to move *selected* credit applications and case folders among credit personnel. Reassignment might be necessary to rebalance workload between credit analysts. You can also use this page to assign credit analysts to unassigned credit applications.

**Tip:** This process is different from the Reassign Credit Analyst program, which moves the entire work queue of one credit analyst to another. See: Reassign Credit Analyst Program, page 6-3.

Reassignments made through the Reassign Credit Reviews page do *not* modify credit analyst assignments in the customer profile classes. As a result, the assigned credit analyst from the profile will default on subsequent case folders or credit applications submitted for the customer.

To change the credit analyst default for future credit requests, manually update the customer profile classes. Or, submit the Reassign Credit Analyst program.

Access the Reassign Credit Reviews page using the Credit Scheduler responsibility. Enter search criteria, then select one or more reviews for reassignment. Reassigned reviews appear in assignees' queues without additional notification.

## Reassign Credit Analyst Program

Over time, personnel changes might require a change to the credit analyst who is assigned to an account, credit application, or case folder. For example, a credit analyst might take a personal leave of absence, or leave the organization entirely.

Use the Reassign Credit Analyst concurrent program to specify the required analyst changes. This program executes a mass update on a batch basis, moving a credit analyst's entire work queue to another credit analyst's work queue. This program also updates the credit analyst assignment in the related customer profile class, so that future credit reviews automatically reflect the new credit analyst assignment.

**Tip:** This process is different from using the Reassign Credit Reviews page, which selectively moves credit applications and case folders between credit personnel, and does not affect the customer profile class. See: Reassigning Credit Reviews, page 6-2.

The Reassign Credit Analyst concurrent program makes permanent changes. To accommodate temporary changes, such as vacations, run this same program when the temporary period has ended to reinstate the original credit analyst.

Access the Reassign Credit Analyst concurrent program from the Run Credit Management Programs and Reports window, available from any Oracle Receivables responsibility.

### Selected Parameters

**Credit Analyst From:** Select the credit analyst that you want to remove from assignment.

**Credit Analyst To:** Select the new credit analyst that you want to use for this reassignment.



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## Additional Implementation Considerations

This chapter describes additional setup steps to consider when implementing Oracle Credit Management.

This chapter covers the following topics:

- Defining Credit Usage Rule Sets
- Defining Credit Hierarchies

### Defining Credit Usage Rule Sets

Credit usage rule sets are used as follows:

- In Oracle Order Management, credit usage rule sets define the set of currencies that will share a predefined credit limit during the credit checking process, and enable the grouping currencies for global credit checking.
- In Oracle Credit Management, credit usage rule sets ensure that all transactions for the specified currencies are converted to the credit currency and included in data point calculations in the case folder.

For example, if a customer is assigned the Default profile class with a credit usage rule set that includes USD, EUR, and CAD, then any transactions of those currencies are included in that customer's case folder for data points such as Count of Open Invoices or Amount of Open Invoices.

In Oracle Credit Management, credit usage rules are *required*. Even if you perform credit reviews in only one currency, or conduct your business in only one currency, you must still set up one credit usage rule.

### Usage Examples

#### Example 1

The most typical usage will be as follows:

- Set up one credit usage rule set with a main currency, such as USD, and attach the currencies that you need, such as USD and CAD.
- In this case, the credit application currency can be either USD or CAD.
- Credit limit currency is expressed only in USD.
- If you enter a CAD credit application, then all transactions in both CAD and USD are included in data point calculations.
- Data points are automatically converted to USD. The credit recommendation is expressed in USD.

### Example 2

Perhaps you would like to maintain two different credit policies for a single customer, based on territory. In this case, credit usage rules let you set up two different credit policies and have two different credit limits. To accomplish this:

- Set up one credit usage rule set with a main currency, such as USD, and attach USD and CAD. Set up another credit usage rule set with a main currency, such as EUR, and attach EUR, CHF, and SEK.
- Let's say an order hold occurs on an order in SEK. The resulting currency on the credit application is SEK.
- Due to the credit usage rules, Credit Management selects transactions in EUR, CHF, and SEK.
- Data points are automatically converted to EUR. The credit recommendation is expressed in EUR.

**Note:** The previous example also applies in the case where a particular currency fluctuates to a great extent. In such a case, for the purposes of a credit review, you should isolate that currency's transactions from the rest of your customer's transactions. Otherwise, what might be a high credit score on one day could be drastically lower on another day, simply due to the one fluctuating currency.

After you set up credit usage rule sets, you then assign the rule set to a credit profile class, which you can finally assign directly to a customer.

## Credit Usage Rule Setup

During setup, confirm that credit usage rule sets are properly defined and assigned to your customers:

1. Confirm existing credit usage rule sets, or define new ones, in the Define Credit Usage Rules window.
2. Then, use the Assign Credit Usage Rules window to assign a credit usage rule set or sets to each combination of customer and currency, as necessary.

The currencies default from the profile amounts in the assigned customer profile class.

**Note:** Credit usage rules are mutually exclusive for a customer. For example, if you assign credit usage rule A (USD and CAD) to USD, then you cannot also assign the same credit usage rule to CAD.

3. Assign the same credit usage rule sets to the customer's sites if you plan to create credit applications for individual customer sites. Otherwise, a case folder might not be generated when you submit a credit application for the site.

See: Defining Credit Usage Rule Sets, *Oracle Order Management Implementation Manual* and Assigning Credit Usage Rule Sets, *Oracle Order Management Implementation Manual*.

## Related Topics

Overview of Oracle Credit Management Setup, page 3-1

## Defining Credit Hierarchies

To provide global credit limits that are shared by some or all entities within a complex, multinational organization, you can define credit relationships between parties using Oracle Trading Community Architecture Relationship Manager.

Relationship Manager lets you easily build, view, and edit relationships between entities. Using Relationship Manager, you can:

- View a single party and all its relationships
- Create new relationships and edit existing relationships
- Focus on a particular portion of a hierarchy and edit the hierarchical structure

You can define a credit hierarchy of parties, party relationships, hierarchy levels, accounts, and account sites. Typically, the party object and party subject in a credit relationship represent a parent and child, or HQ and division hierarchy. For each entity in the hierarchy, you can view credit information, such as credit hold status, credit limits by currency, and credit review cycle.

Using Relationship Manager, you assign to your entities an existing relationship type, such as Global Ultimate, or your own user-defined Credit Management relationship type. You then link the relationships to Credit Management by assigning the

relationship type to the AR: Credit Hierarchy Type profile option.

When you conduct a credit review for an entity that has hierarchical relationships, Credit Management consolidates and displays all data for the entire hierarchy.

## **Related Topics**

Profile Options and Profile Option Categories Overview, page A-1

Overview of Oracle Credit Management Setup, page 3-1

Relationship Manager Overview, *Oracle Trading Community Architecture User Guide*

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# Oracle Credit Management Profile Options and Profile Option Categories

This appendix describes setting profile options for Oracle Credit Management.

This appendix covers the following topics:

- Profile Options and Profile Option Categories Overview
- Profile Option Category and Profile Options Descriptions

## Profile Options and Profile Option Categories Overview

During implementation, set a value for each Oracle Credit Management profile option to specify how Credit Management controls access to and processes data.

See: Setting User Profile Options, *Oracle Applications System Administrator's Guide - Maintenance*

Profile options are grouped into one or more profile option categories enabling you to view only the profile options that pertain to your application or function.

### Credit Management Categories

- Credit Policies Management, page A-2

### Credit Management Profile Options

- AR: Allow summary table refresh, page A-2
- AR: Credit Hierarchy Type, page A-3
- AR: Default Credit Management Currency, page A-3

## Profile Option Category and Profile Options Descriptions

This section describes profile options by category.

The tables in this section provide profile option information as follows:

- The Default column displays either the default profile option value in italics, or No Default if none exists.
- The User Access column indicates whether you can view or update the profile option.
- The System Administration: Site, Application, Responsibility, and User columns indicate at which levels the system administrator can update these profile options.

The key for each table is:

- Update: You can update the profile option.
- View Only: You can view the profile option but cannot change it.
- No Access: You cannot view or change the profile option.

## Credit Policies Management Category

The table below lists the profile options that affect credit policy management.

### *Credit Policies Management*

Profile Option	Default	User Access	System Administration: Site	System Administration: Application	System Administration: Responsibility	System Administration: User
AR: Allow Summary Table Refresh, page A-2	No Default	Update	View Only	View Only	Update	View Only
AR: Credit Hierarchy Type, page A-3	No Default	Update	Update	Update	Update	Update
AR: Default Credit Management Currency, page A-3	No Default	Update	Update	No Access	No Access	Update

### **AR: Allow Summary Table Refresh**

Set this profile option to Yes if you want to allow the data contained within the transaction summary and balance tables to be initialized or reset. After setting this profile option to Yes, run the Credit Management Refresh AR Transactions Summary Tables concurrent program from the Submit Requests window. See: Populating Transaction Data, page 2-4.

After the Refresh AR Transactions Summary Tables concurrent program populates the summary tables, the profile option is automatically reset to No. If you ever want to reset the data in the summary tables in the future, then set this profile option back to Yes.

Use this profile option for added security to ensure that the summary tables are refreshed only when necessary.

This profile option can be set by the system administrator or user at the application level only.

### **AR: Credit Hierarchy Type**

If customer relationships defined in Oracle Trading Community Architecture Relationship Manager are used for Credit Management, then you must set the **AR: Credit Hierarchy Type** profile option to the relationship type that you are using in Credit Management.

This profile option is used for determining the party relationship hierarchy when generating the case folder.

This profile option can be set by the system administrator at the site, application, and responsibility levels but cannot be updated by the user.

See: Defining Credit Hierarchies, page 7-3.

### **AR: Default Credit Management Currency**

If you typically use one currency when entering new credit applications, set the **AR: Default Credit Management Currency** profile option to automatically default the currency for each new credit application.

This profile option can be set by the system administrator at the user and site levels, and can also be updated by the user.



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## Credit Management Application Workflow

This appendix describes the workflow in Oracle Credit Management.

This appendix covers the following topics:

- Credit Management Application Workflow

### Credit Management Application Workflow

The Credit Management Application workflow manages the process flow of gathering and analyzing account or prospect credit data, and making and implementing credit decisions.

The workflow always attempts to automatically make and implement credit decisions without user intervention. If the workflow stops due to conditions such as missing data, then the workflow routes notifications to the appropriate credit analyst for resolution.

- If a credit analyst was never assigned because the credit review was automated, then the workflow assigns the credit review to the appropriate credit analyst.
- If a credit analyst cannot be identified, then the workflow notifies the person assigned to the Credit Scheduler role that a credit analyst assignment is required. The Credit Scheduler is a workflow role used in Credit Management to assign credit tasks to credit analysts.

To determine if credit recommendations require approval, the workflow checks the automation rules that you previously defined. If approval is required, then the workflow uses the approval rules that you defined in Oracle Approvals Management (AME).

Oracle Approvals Management is a self-service Web application that you can use to define business rules that govern who must approve transactions in other Oracle applications. Once you define the rules for a given application, the Oracle Approvals Management rules engine manages the approvals for that application's transactions.

See: *Oracle Approvals Management Implementation Guide*.

- If the recommendation is approved by the appropriate personnel, then the workflow automatically implements the decision and closes the case folder.
- If the recommendation is rejected as it is routed through the approval hierarchy, then the workflow sends notifications to the appropriate personnel and closes the case folder.

This section describes the unmodified workflow program.

## Related Topics

Setting Up the Credit Management Application Workflow, page B-2

Credit Management Application Workflow Main Process Activities, page B-3

Processing Credit Reviews, page 4-1

## Setting Up the Credit Management Application Workflow

### To set up the Credit Management Application workflow:

1. Install and set up Oracle Approvals Management (AME).

In AME, you define the rules that Oracle Credit Management should use to determine who the appropriate approvers are for a credit decision.

If you use HR hierarchies to generate your lists of approvers in AME, then you need to provide logic so AME can identify the starting approver. For Credit Management, the starting approver is always the credit analyst's supervisor.

For information on defining rules in AME, see: *Oracle Approvals Management Implementation Guide*.
2. Install the Oracle Workflow Builder client component program if you want to modify the Credit Management Application Workflow. For more information on workflow installations, see: Overview of Setting Up, *Oracle Workflow Administrator's Guide*.
3. Set up Oracle Workflow Notification Mailer.

You can set up Notification Mailer so the Credit Management Application Workflow can use e-mail, and your system administrator can grant approvers access to view notifications from the Oracle Workflow Notification Worklist web page.

See: Setting Up Notification Mailers, *Oracle Workflow Administrator's Guide*.
4. (Optional) Complete additional Oracle Workflow setup steps.

Credit Management does not specify a timeout value for notification responses.

Specify a timeout value if you want to set the time period in which an approver needs to respond before sending a reminder notification, or escalating the request to the approver's manager.

5. (Optional) Modify the Credit Management Application Workflow.

For example, you can modify the message text that appears on your notifications.

6. Set up a designated person who receives notification of workflow errors through the Oracle Workflow Default Error Process.

For example, the person who receives AME error notifications could also receive Oracle Workflow process error notifications.

7. From the Submit Request window using the System Administrator's responsibility, schedule the Workflow Background Process concurrent program to run on a regular basis:

- Choose the AR Credit Management Application Process item type.
- In the Process Deferred field, enter *Yes*.
- In the Process Timeout field, enter *No*.

The Workflow Background Process launches the Credit Management Application Workflow.

If you schedule this process to run more frequently, then upon the submission of credit applications, the resulting case folders will be created more quickly.

See: *To Schedule Background Engines, Oracle Workflow Administrator's Guide*.

## Related Topics

Credit Management Application Workflow, page B-1

Credit Management Application Workflow Main Process Activities, page B-3

Processing Credit Reviews, page 4-1

## Credit Management Application Workflow Main Process Activities

This section provides a description of each activity in the main process, listed by the activity's display name.

### Receive Credit Request (Node 1)

When a credit request is generated, either by the submission of a credit application or by the Credit Request API, the workflow starts.

The workflow continues to Node 2.

## **Create Case Folder (Node 2)**

This function creates the case folder, which stores all analysis data and recommendation (s) for the credit review, whether the analysis is performed automatically or by a credit analyst.

The workflow continues to Node 3.

## **Check Automation (Node 3)**

This function checks for the existence of automation rules based upon the combination of credit review type and customer credit classification:

- If automation rules do not exist, then the workflow routes the credit review to the credit analyst for manual intervention. This function then calls the Manual Subprocess.

See: Manual Subprocess, page B-6.

- If automation rules exist, then the rule validations are executed, leading to recommendations. This function then calls the Automation Subprocess.

See: Automation Subprocess, page B-6.

## **Send Recommendation for Approval (Node 4)**

This function calls the Approval subprocess to send a recommendation, either from a credit analyst or automatically generated, for approval.

See: Approval Subprocess, page B-7.

## **Implement Recommendation (Node 5)**

A recommendation has two sources:

- A credit analyst can submit a recommendation after performing the credit analysis.

The workflow continues to Node 6.

- The Automation Engine can generate a recommendation(s) based upon your automation rules.

The workflow continues to Node 7.

Credit Management provides the following recommendations that can be implemented without user intervention:

1. Remove Order from Hold
2. Adjust Credit Limit

Credit Management can increase or decrease a credit limit, based on the outcome of

the review.

**3. Set up Credit Limit**

Credit Management can assign a new credit limit to the account or prospect.

**4. Put Account on Credit Hold**

Credit Management uses this recommendation if the outcome of the credit review indicates that too much risk is associated with the account. This recommendation prevents the acceptance of additional orders.

**Inform Credit Analyst (Node 6)**

This function sends a notification to the credit analyst if the Implement Recommendation function fails for any reason.

That function could fail if, for example, the order to be released from hold does not exist, or if a credit limit already exists for an account that you are granting a new credit limit to.

The workflow continues to Node 8.

**Inform Sysadmin (Node 7)**

This function sends a notification to the system administrator if the Implement Recommendation function fails for any reason.

That function could fail if, for example, the order to be released from hold does not exist, or if a credit limit already exists for an account that you are granting a new credit limit to.

The workflow continues to Node 8.

**Retry Recommendation (Node 8)**

If the source of the failure is determined and corrected, then this function allows the credit analyst or system administrator to resubmit the recommendation for implementation.

If the resubmission is successful, then a Success notification is sent to either the credit analyst or the system administrator.

The workflow successfully ends at Node 9.

**Related Topics**

Credit Management Application Workflow, page B-1

Manual Subprocess, page B-6

Automation Subprocess, page B-6

Approval Subprocess, page B-7

Processing Credit Reviews, page 4-1

## Manual Subprocess

### Check for Credit Analyst (Node 1)

This function checks whether a credit analyst was assigned to the credit application. If the workflow can identify a credit analyst, then the workflow continues to Node 3.

If not, then the workflow continues to Node 2.

### Notify the Credit Scheduler Role (Node 2)

This function sends a notification to the Credit Scheduler role, if the workflow cannot identify a credit analyst for assignment to the credit review.

The workflow continues to Node 3.

### Notify Credit Analyst (Node 3)

This function sends an assignment notification to the assigned credit analyst.

The workflow continues to Node 4.

### Perform Analysis (Node 4)

Once the credit analyst is notified, the credit analyst conducts a manual analysis using the case folder. The workflow continues to Node 4, Send Recommendation for Approval, listed in the Main Process Activities section.

See: Credit Management Application Workflow Main Process Activities, page B-3.

## Related Topics

Credit Management Application Workflow, page B-1

Processing Credit Reviews, page 4-1

## Automation Subprocess

### Build Checklist & Gather Data (Node 1)

This function selects the data points and values on the associated checklist, according to the credit review type and credit classification combination, and stores the results in the case folder.

The workflow continues to Node 2.

## Calculate Score (Node 2)

This function calls the scoring engine to calculate the credit score.

The workflow continues to Node 3.

If no credit scoring model exists for the associated checklist, or if a scoring model exists but data points are missing, then the workflow routes this function to a credit analyst for further processing.

This function calls the Manual Subprocess. See: Manual Subprocess, page B-6.

A manual credit analysis does not require a credit scoring model.

## Recommendation Generation (Node 3)

This function generates a recommendation(s) based upon the automation rules.

For example, an automation rule indicates that a calculated credit score of 75 has a credit limit of \$100,000 USD. Credit Management will assign a credit limit of \$100,000 USD to the account if a credit limit does not yet exist, or will update the existing USD credit limit to \$100,000.

The workflow continues to Node 4, Send Recommendation for Approval, listed in the Main Process Activities section.

See: Credit Management Application Workflow Main Process Activities, page B-3.

## Related Topics

Credit Management Application Workflow, page B-1

Processing Credit Reviews, page 4-1

## Approval Subprocess

### Approval Engine (Node 1)

This function calls the Approvals Management Engine (AME) and routes the recommendation through the approval hierarchy. For information on how to set up the approval hierarchy, see: *Oracle Approvals Management Implementation Guide*.

If approval is not required, then the workflow continues to Node 2.

If approval is required, then a call is made to the Approvals Engine for routing:

- If approval is granted, then the workflow continues to Node 2.
- If approval is denied, then this function calls the Manual Subprocess.

See: Manual Subprocess, page B-6.

## Update Case Folder with Approval Status (Node 2)

This function updates the case folder with the status of the approval request:

- If rejected, then the workflow does not implement the recommendation. The workflow updates the case folder with the rejection reason, comments, and the person who rejected the recommendation. The workflow also updates the status of the case folder to *Closed*.
- If approved, then the workflow automatically implements the recommendation and updates the case folder.

The workflow also sends notifications to interested parties when a recommendation is approved or rejected. For example, the workflow can send an appropriate notification to the requester of the original credit application, if possible.

The workflow successfully ends at Node 3.

## Related Topics

Credit Management Application Workflow, page B-1

Processing Credit Reviews, page 4-1

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## Credit Request Business Events

This appendix describes business events that you can use with Oracle Credit Management.

This appendix covers the following topics:

- Credit Request Business Events
- Credit Request Events

### Credit Request Business Events

Oracle Credit Management leverages the Business Events System available in Oracle Workflow Release 2.6 to create business events during the life cycle of a credit request. This lets customers/consumer products perform custom processing.

**Note:** Credit request events are raised by the Credit Request processing workflow engine; users should not manually raise them.

### Setup

#### The Event Subscription

1. Log on to Oracle Applications with the System Administrator responsibility.
2. Navigate Workflow > Add subscription to Event.
3. Every Credit Request event follows the same naming convention:  
"oracle.apps.ar.cmgt.CreditRequest.<phase><action>"

For example, if you want to subscribe your business process (such as custom recommendations) to the implementation of the default recommendations for a credit request, then you should subscribe your routine or custom program (also known as the

rule function) to the oracle.apps.ar.cmgt.CreditRequest.Recommendation.implement event.

## Deferred Subscriptions

The Workflow Release 2.6 Business Event System allows subscriptions to be executed in deferred mode so that no overhead is added to the process raising the event. For Credit Request business events, it is recommended that user subscriptions be executed in the deferred mode.

One of the mechanisms to defer a subscription would be by setting the phase number of a user-defined subscription to greater than 99. For additional details on different mechanisms for deferring a subscription, see: *Event Subscriptions, Oracle Workflow Developer's Guide*.

When the credit request processing flow raises an event for a deferred subscription, the event message is sent to the deferred queue.

Subscriptions will be executed when the "Workflow Agent Listener" with the parameter "WF\_DEFERRED" is executed. When this concurrent program is executed, every subscription from every instance of events in the DEFERRED queue at that moment will be executed.

This concurrent program is seeded in the request group of the System Administrator responsibility.

## Coding a Subscription

### How to subscribe

Per Oracle Workflow coding standards, two kinds of subscriptions exist for use:

- Oracle Workflow Release 2.6 rule function (which is a PL/SQL function)
- Workflow processes

For information about the standards for the event subscription rule function, see: *Standard API for an Event Subscription Rule Function, Oracle Workflow Developer's Guide*.

### The parameters provided by events

Oracle Workflow uses the object type WF\_EVENT\_T to store event messages. WF\_EVENT\_T defines the event message structure that the Business Event System and the Workflow Engine use to represent a business event.

For more information about this Event Message structure, see: *Event Message Structure, Oracle Workflow API Reference*.

As part of the event message, the raised event can pass a number of parameters to the subscription rule function in a named varying array WF\_PARAMETER\_LIST\_T. The

credit request event passes 13 parameters, listed in the following table:

Parameter Name	Description
CREDIT_REQUEST_ID	The unique identifier of the credit request
USER_ID	The user ID of the initial session that had initiated the credit request
RESP_ID	The responsibility ID of the initial session that had initiated the credit request
RESP_APPL_ID	The application responsibility ID of the initial session that had initiated the credit request
SECURITY_GROUP_ID	The security group ID of the initial session that had initiated the credit request
ORG_ID	The Operating Unit ID of the initial session that had initiated the credit request
SOURCE_NAME	The source name on the credit request, which is used to identify the source product that initiated the credit request
SOURCE_COLUMN1	The unique identifier of the entity for which the credit request was created
SOURCE_COLUMN2	The unique identifier of the entity for which the credit request was created
SOURCE_COLUMN3	The unique identifier of the entity for which the credit request was created

The `org_id`, `user_id`, `resp_id`, `resp_appl_id`, and `security_group_id` parameters let users re-create the application environment at the moment the credit request was raised. This is useful if your business logic depends on some application context parameters, such as for a multi-organization environment.

You can use `FND_GLOBAL.APPS_INITIALIZE(<USER_ID>, <RESP_ID>, <RESP_APPL_ID>, <SECURITY_GROUP_ID>)` to re-create the original application context in your process.

### Example of a PL/SQL rule function subscription

For example, for a particular requirement, consumer products in Oracle E-Business

Suite need to implement their custom recommendations after the Credit Request workflow has implemented its own recommendations for a particular credit request.

Here is one example of rule function.

If the following rule function is subscribed to Credit Request event: "oracle.apps.ar.cmgt.CreditRequest.Reccomendation.implement":

```
FUNCTION Rule_Credit_Recco_Impl
(p_subscription_guid in raw,
p_event              in out wf_event_t)
RETURN VARCHAR2
IS
  l_key              varchar2(240) := p_event.GetEventKey();
  ....
BEGIN
  l_org_id := p_event.GetValueForParameter('ORG_ID');
  l_user_id := p_event.GetValueForParameter('USER_ID');
  l_resp_id := p_event.GetValueForParameter('RESP_ID');
  l_resp_appl_id := p_event.GetValueForParameter('RESP_APPL_ID');
  l_security_group_id := p_event.GetValueForParameter
('SECURITY_GROUP_ID');
  l_credit_request_id := p_event.GetValueForParameter
('CREDIT_REQUEST_ID');
  l_source_name := p_event.GetValueForParameter('SOURCE_NAME');
  l_source_column1 := p_event.GetValueForParameter('SOURCE_COLUMN1');
  l_source_column2 := p_event.GetValueForParameter('SOURCE_COLUMN2');
  l_source_column3 := p_event.GetValueForParameter('SOURCE_COLUMN3');
  l_party_id := p_event.GetValueForParameter('PARTY_ID');
  l_cust_account_id := p_event.GetValueForParameter('CUST_ACCOUNT_ID');
  l_cust_acct_site_id := p_event.GetValueForParameter
('CUST_ACCT_SITE_ID');
  fnd_global.apps_initialize (l_user_id, l_resp_id, l_resp_appl_id,
                             l_security_group_id);
  --
  --Implement custom recommendations.
  --
END;
```

## Credit Request Events

Credit Request events follow this naming pattern: oracle.apps.ar.cmgt.CreditRequest.<Phase>.<Action>.

This name contains three parts:

1. oracle.apps.ar.cmgt.CreditRequest means that the event belongs to Credit Request entity in the Credit Management application.
2. <Phase> indicates the current stage in the life cycle of a credit request in which an action is going to be performed.
3. <Action> indicates the action performed in the current phase of the credit request.

This table lists the possible phases and actions.

---

<b>Credit Request Phase</b>	<b>Action</b>	<b>Description</b>	<b>ID Parameter Name</b>
Automation	Failure	Failure of an automated credit request processing because of non-availability of the required data-points on the checklist or the scoring model.	CREDIT_REQUEST_ID
Recommendation	Implement	Implementation of the recommendations, coming out of the analysis performed on the credit request.	CREDIT_REQUEST_ID

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## Oracle Credit Management Data Points

This appendix describes the seeded data points in Oracle Credit Management.

This appendix covers the following topics:

- Oracle Credit Management Data Points
- Business Information and Credit Data Points
- Financial Data Points
- References Data Points
- Guarantors Data Points
- Venture Funding Data Points
- Collateral Data Points
- Billing and Payments Data Points
- Aging Data Points

### Oracle Credit Management Data Points

This appendix includes a list of the seeded data points that Oracle Credit Management provides:

- Business Information and Credit, page D-2
- Financial Data, page D-4
- References, page D-8
- Guarantors, page D-12
- Venture Funding, page D-13
- Collateral, page D-14

- Billing and Payments, page D-15
- Aging, page D-21

## Business Information and Credit Data Points

This table includes the Business Information and Credit data points. The data point category is Credit.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	User-entered, Automatic, or D&B	If Automatic, Time-Sensitive?
Bond Rating	No	Yes	ar_cmgt_credit_requests	bond_rating	User-entered	
Business Entity Type	No	Yes	ar_lookups	lookup_code	User-entered	
Count of Pending Litigations	No	Yes	ar_cmgt_credit_requests	pending_litigation_count	User-entered	
Credit Exposure	?	?	?	?		
Current Receivables Balance	Yes	Done	ar_trx_balance_summary	OP_INVOICE_VALUE +OP_DEBIT_MEMOS_VALUE +OP_BILLS_RECEIVABLES_VALUE +OP_CHARGEBACK_VALUE +OPEN_CREDIT_MEMOS_VALUE +UNRESOLVED_CASH_VALUE	Automatic	No
Current Stock Price	No	Yes	ar_cmgt_credit_requests		User-entered	

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	User-entered, Automatic, or D&B	If Automatic, Time-Sensitive?
High Credit Amount	Yes	Yes	ar_trx_summary	op_bal_high_water_mark	Automatic	Yes
High Credit Date	No	Yes	ar_trx_summary	op_bal_high_water-mark_date	Automatic	Yes
Industrial Code	No	Yes	hz_parties	sic_code_type	Automatic	No
Industrial Code Number	No	Yes	hz_parties	sic_code	Automatic	No
Last Credit Review Date	No	Yes	ar_cmgt_case_folders		Automatic	No
Last Calculated Credit Score	Yes	Yes	ar_cmgt_case_folders		Automatic	No
Last Case Folder	No	Yes	ar_cmgt_case_folders		Automatic	No
Last Checklist Used	No	Yes	ar_cmgt_case_folders		Automatic	No
Market Capitalization	No	Yes	ar_cmgt_credit_requests		User-entered	
Number of Employees	Yes	Yes	hz_parties	employees_total	Automatic	No
Order Amount On Credit Hold	Yes	Yes	OM_API			
Overall Credit Limit	Yes	No	hz_credit_profile_amounts	overall_credit_limit	Automatic	No

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	User-entered, Automatic, or D&B	If Automatic, Time-Sensitive?
Requested Amount	Yes	No	ar_cmgt_case_folders		User-entered	
Stock Exchange	No	Yes	ar_cmgt_credit_requests	stock_exchange	User-entered	
Stock Symbol	No	Yes	ar_cmgt_credit_requests		User-entered	
Tax Name	No	Yes	hz_parties	tax_name	Automatic	No
Transaction Credit Limit	Yes	No	hz_credit_profile_amounts	trx_credit_limit	Automatic	No
URL	No	Yes	hz_parties	URL	Automatic	No
VAT Registration Number	No	Yes				
Year Established	Yes	Yes	hz_parties	year_established	Automatic	No

## Related Topics

Oracle Credit Management Data Points, page D-1

## Financial Data Points

This table includes the Financial data points. The data point category is Credit. All data points are user-entered and none are time-sensitive.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Reporting Currency	No	Yes	AR_CMGT_FINANCIAL_DATA	reporting_currency

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>
Monetary Unit	No	Yes	AR_CMGT_FINAN CIAL_DATA	monetary_unit
Financial Statement Date	No	Yes	AR_CMGT_FINAN CIAL_DATA	curr_fin_st_date
Reporting Period	No	Yes	AR_CMGT_FINAN CIAL_DATA	reporting_period
Cash	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	cash
Net Receivables	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	net_receivables
Inventories	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	inventories
Other Current Assets	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	other_curr_assets
Total Current Assets	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	total_cur_assets
Net Fixed Assets	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	net_fixed_assets
Short-Term Investments	No	No		
Intangible Assets	No	No		
Goodwill	No	No		
Retained Earnings	No	No		
Common Stock	No	No		
Preferred Stock	No	No		

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>
Other Noncurrent Assets	Yes	Yes	AR_CMGT_FINANCIAL_DATA	other_non_cur_assets
Total Assets	Yes	Yes	AR_CMGT_FINANCIAL_DATA	total_assets
Accounts Payable	Yes	Yes	AR_CMGT_FINANCIAL_DATA	accounts_payable
Short-Term Debt	Yes	Yes	AR_CMGT_FINANCIAL_DATA	short_term_debt
Other Current Liabilities	Yes	Yes	AR_CMGT_FINANCIAL_DATA	other_cur_liabilities
Total Current Liabilities	Yes	Yes	AR_CMGT_FINANCIAL_DATA	total_cur_liabilities
Long-Term Debt	Yes	Yes	AR_CMGT_FINANCIAL_DATA	long_term_debt
Other Noncurrent Liabilities	Yes	Yes	AR_CMGT_FINANCIAL_DATA	other_non_cur_liabilities
Total Liabilities	Yes	Yes	AR_CMGT_FINANCIAL_DATA	total_liabilities
Stockholder's Equity	Yes	Yes	AR_CMGT_FINANCIAL_DATA	stockholder_equity
Total Liabilities and Equity	Yes	Yes	AR_CMGT_FINANCIAL_DATA	total_liabilities_equity
Revenue	Yes	Yes	AR_CMGT_FINANCIAL_DATA	revenue
Cost of Goods Sold	Yes	Yes	AR_CMGT_FINANCIAL_DATA	cost_of_goods_sold
General & Administrative Expense	Yes	Yes	AR_CMGT_FINANCIAL_DATA	sga_expenses

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>
Operating Income	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	operating_income
Operating Margin	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	operating_margin
Nonoperating Income	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	non_operating_inco me
Nonoperating Expenses	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	non_operating_expe nses
Income Before Taxes	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	pre_tax_net_income
Income Taxes	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	income_taxes
Net Income	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	net_income
Earnings Per Share	Yes	Yes	AR_CMGT_FINAN CIAL_DATA	earnings_per_share
Depreciation Expense	No	No		
Amortization Expense	No	No		
Extraordinary Gains	No	No		
Extraordinary Losses	No	No		
Interest Income	No	No		
Interest Expense	No	No		
Dividends	No	No		

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>
Cash Flow from Operations	No	No		
Current Ratio	No	No		
Quick Ratio	No	No		
Net working capital	No	No		
Gross Profit	No	No		
Operating Profit	No	No		
Profit Margin	No	No		

## Related Topics

Oracle Credit Management Data Points, page D-1

## References Data Points

This table includes the References data points. The data point category is Reference. All data points are user-entered and none are time-sensitive.

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>
Number of Bank References	No	Yes
Number of Trade References	No	Yes
Guarantors	No	Yes
Venture Funding	No	Yes
Collateral	No	Yes

## Bank References Data Points

This table includes the Bank References data points. The data point category is Reference and all data points are displayed in the case folder. All data points are user-entered and none are time-sensitive.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Bank Name	No	Yes	ar_cmgt_bank_ref_data	bank_name
Bank Address	No	Yes	ar_cmgt_bank_ref_data	address
City	No	Yes	ar_cmgt_bank_ref_data	city
State	No	Yes	ar_cmgt_bank_ref_data	state
Postal Code	No	Yes	ar_cmgt_bank_ref_data	postal_code
Province	No	Yes	ar_cmgt_bank_ref_data	province
Bank Routing Number	No	Yes	ar_cmgt_bank_ref_data	bank_routing_number
Country	No	Yes	ar_cmgt_bank_ref_data	country
Contact	No	Yes	ar_cmgt_bank_ref_data	contact_name
Contact Telephone	No	Yes	ar_cmgt_bank_ref_data	phone
Account Number	No	Yes	ar_cmgt_bank_ref_accounts	account_number
Account Type	No	Yes	ar_lookups	lookup_code = account_type

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Date Opened	No	Yes	ar_cmgt_bank_ref_a ccts	date_opened
Balance Date	No	Yes	ar_cmgt_bank_ref_a ccts	balance_date
Current Balance	Yes	No	ar_cmgt_bank_ref_a ccts	current_balance
Average Balance	Yes	No	ar_cmgt_bank_ref_a ccts	average_balance

## Trade References Data Points

This table includes the Trade References data points. The data point category is Reference and all data points are displayed in the case folder. All data points are user-entered and none are time-sensitive.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Reference Name	No	Yes	ar_cmgt_trade_ref_d ata	reference_name
Last Transaction Date	No	Yes	ar_cmgt_trade_ref_d ata	last_transaction_date
Payment Terms	No	Yes	ar_cmgt_trade_ref_d ata	payment_terms
Number of Years in Trade	No	Yes	ar_cmgt_trade_ref_d ata	number_of_years_in _trade
Credit Currency	No	Yes	ar_cmgt_trade_ref_d ata	currency
Report Date	No	Yes	ar_cmgt_trade_ref_d ata	report_date
Credit Type	No	Yes	ar_cmgt_trade_ref_d ata	credit_type

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>
Credit Limit	Yes	No	ar_cmgt_trade_ref_d ata	credit_limit
Credit Balance	Yes	No	ar_cmgt_trade_ref_d ata	credit_balance
Amount Owed	Yes	No	ar_cmgt_trade_ref_d ata	amount_owed
Past Due Amount	Yes	No	ar_cmgt_trade_ref_d ata	past_due_amount
Address	No	Yes	ar_cmgt_trade_ref_d ata	address
City	No	Yes	ar_cmgt_trade_ref_d ata	city
State	No	Yes	ar_cmgt_trade_ref_d ata	state
Postal Code	No	Yes	ar_cmgt_trade_ref_d ata	postal_code
Country	No	Yes	ar_cmgt_trade_ref_d ata	country
Province	No	Yes	ar_cmgt_trade_ref_d ata	province
Tax Number	No	Yes	ar_cmgt_trade_ref_d ata	tax_number
Contact	No	Yes	ar_cmgt_trade_ref_d ata	contact_name
Phone	No	Yes	ar_cmgt_trade_ref_d ata	phone_number
Fax	No	Yes	ar_cmgt_trade_ref_d ata	fax_number

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Email	No	Yes	ar_cmgt_trade_ref_data	email
URL	No	Yes	ar_cmgt_trade_ref_data	URL

## Related Topics

Oracle Credit Management Data Points, page D-1

## Guarantors Data Points

This table includes the Guarantors data points. The data point category is Reference and all data points are displayed in the case folder. All data points are user-entered and none are time-sensitive.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Order Identifier	No	No	ar_cmgt_guarantor_data	
Currency	No	No	ar_cmgt_guarantor_data	currency
Guarantee Available From Date	No	No	ar_cmgt_guarantor_data	funding_available_from
Guarantee Available To Date	No	No	ar_cmgt_guarantor_data	funding_available_to
Primary Flag	No	No	ar_cmgt_guarantor_data	
Guaranteed Amount	Yes	No	ar_cmgt_guarantor_data	guaranteed_amount
Order Amount	Yes	No	ar_cmgt_guarantor_data	

## Related Topics

Oracle Credit Management Data Points, page D-1

## Venture Funding Data Points

This table includes the Venture Funding data points. The data point category is Reference and all data points are displayed in the case folder. All data points are user-entered and none are time-sensitive.

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>
Country	No	No
Venture Capital Name	No	No, Required
Address	No	No
Province/State	No	No
Postal Code	No	No
Key Executive	No	No
Contact	No	No
Phone	No	No
Fax	No	No
Email	No	No
Funding Amount	Yes	No
Burn Rate	Yes	No
Currency	No	No
Percent Invested	Yes	No
Describe Future Funding Plans	No	No

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>
Notes	No	No
Capital Stage	No	No
Balance	Yes	Yes

## Related Topics

Oracle Credit Management Data Points, page D-1

## Collateral Data Points

This table includes the Collateral data points. The data point category is Reference and all data points are displayed in the case folder. All data points are user-entered and none are time-sensitive.

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>
Description	No	Yes, Required	ar_cmgt_collateral_data	description
Category	No	Yes, Required	ar_cmgt_collateral_data	category
Value of Collateral	Yes	Yes, Required	ar_cmgt_collateral_data	value
Currency	No	Yes, Required	ar_cmgt_collateral_data	currency
Valuation Type	No	No	ar_cmgt_collateral_data	type
Valuation Date	No	No	ar_cmgt_collateral_data	valuation_date
Previous Valuation Date	No	No	ar_cmgt_collateral_data	previous_valuation_date

Data Point	Scorable?	Checklist Setup	Source Table	Source Column
Appraiser	No	No	ar_cmgt_collateral_data	appraiser
Appraiser Phone Number	No	No	ar_cmgt_collateral_data	appraiser_phone
Location of Collateral	No	No	ar_cmgt_collateral_data	location
Notes	No	No	ar_cmgt_collateral_data	notes

## Related Topics

Oracle Credit Management Data Points, page D-1

## Billing and Payments Data Points

This table includes the Billing and Payments data points that are **not** time-sensitive. All data points are automatically derived. The data point category is Invoice.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Days Sales Outstanding	Yes	Yes	ar_trx_bal_summary	(sum (current_receivables) * cer_dso_days) / sum (total_dso_days_credit)	FROM SYSTEM OPTIONS SETUP. (Sum of all opening Balances * Number of days Days Sales Outstanding from ar_cmgt_setup_options) / Sum of all transactions based on DSO days(from ar_cmgt_setup_options) from ar_trx_summary

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Delinquent Days Sales Outstanding	Yes	Yes	ar_trx_bal_summary	SUM(DSO) - SUM (BEST_DSO)	SAME PERIOD AS DSO. ((Sum of all opening Balances - amount_due_remaining on open payment schedules (installments) of all transactions ) * Number of days Days Sales Outstanding from ar_cmgt_setup_options ) / Sum of all transactions based on DSO days(from ar_cmgt_setup_options) from ar_trx_summary
Unapplied Cash Amount	Yes	Yes	ar_trx_bal_summary	unresolved_cash_value	sum of unresolved cash available on all the Cash Receipts
Unapplied Cash Count	Yes	Yes	ar_trx_bal_summary	unresolved_cash_count	count of unresolved cash available on all the Cash Receipts

This table includes the Billing and Payments data points that **are** time-sensitive. All data points are automatically derived. The data point category is Invoice.

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Weighted Average Days Paid	Yes	Yes	ar_trx_summary	sum (inv_inst_pmt_days_sum)/sum (COUNT_OF_TOT_INV_INST_PAID)	Summation of the product of number of days to make payments against invoice installments / Sum of the amount applied against the closed payment schedules (installments) of all the Invoices

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Weighted Average Days Paid Late	Yes	Yes	ar_trx_summary	sum (sum_app_amt_days_late)/sum (sum_of_app_amt)	Summation of the product of amount applied and the difference in apply date and due date for all cash receipt applications against the Invoices Installments / Sum of the amount applied against the closed payment schedules (installments) of all the Invoices
High Credit Amount	Yes	Yes	ar_trx_summary	op_bal_high_watermark	This column value contains the highest Open Receivables Balance for the specific Account, Site, Currency and date (identified by as_of_date).
High Credit Date	No	Yes	ar_trx_summary	op_bal_high_watermark_date	Highest Open receivables date
Weighted Days Credit Granted	Yes	Yes	ar_trx_summary	sum (days_credit_granted_sum)/(COUNT_OF_TOT_INV_INST_PAID)	Summation of the product of amount_due_original and difference of the due_date and trx_date / Sum of the amount_due_original on payment schedules (installments) of all Invoices
Last Payment Amount	Yes	Yes	ar_trx_summary	last_payment_amount	Amount of the most recent cash receipt (based on receipt date)
Last Payment Date	No	Yes	ar_trx_summary	last_payment_date	Date of the most recent cash receipt (based on receipt date)
Cash Receipts Amount	Yes	Yes	ar_trx_summary	total_cash_receipts_value	Sum of the amounts of all Cash Receipts

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>	<b>Calculations</b>
Cash Receipts Count	Yes	Yes	ar_trx_summary	total_cash_receipts_count	Count of payment schedules (installments) of all cash receipts
Invoices Amount	Yes	Yes	ar_trx_summary	total_invoices_value	Sum of the amount_due_original on payment schedules (installments) of all Invoices
Invoices Count	Yes	Yes	ar_trx_summary	total_invoices_count	Count of the payment schedules (installments) of all Invoices
Bills Receivables Amount	Yes	Yes	ar_trx_summary	total_bills_receivables_value	Sum of the amount_due_original on payment schedules (installments) of all Bills Receivables
Bills Receivables Count	Yes	Yes	ar_trx_summary	total_bills_receivables_count	Count of payment schedules (installments) of all Bills Receivables
Debit Memos Amount	Yes	Yes	ar_trx_summary	total_debit_memos_value	Sum of the amount_due_original on payment schedules (installments) of all Debit Memos
Debit Memos Count	Yes	Yes	ar_trx_summary	total_debit_memos_count	Count of payment schedules (installments) of all Debit Memos
Chargebacks Amount	Yes	Yes	ar_trx_summary	total_chargeback_value	Sum of the amount_due_original on payment schedules (installments) of all Chargebacks
Chargebacks Count	Yes	Yes	ar_trx_summary	total_chargeback_count	Count of payment schedules (installments) of all Chargebacks

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>	<b>Calculations</b>
Adjustments Amount	Yes	Yes	ar_trx_summary	total_adjustments_value	Sum of the adjustment amounts on the payment schedules of all the debit items
Adjustments Count	Yes	Yes	ar_trx_summary	total_adjustments_count	Count of the adjustments on the payment schedules of all the debit items
Deposits Amount	Yes	Yes	ar_trx_summary	total_deposits_value	Sum of the amount_due_original on payment schedules (installments) of all Deposits
Deposits Count	Yes	Yes	ar_trx_summary	total_deposits_count	Count of payment schedules (installments) of all Deposits
NSF/Stop Payment Count	Yes	Yes	ar_trx_summary	nsf_stop_payment_count	Count of all cash receipts having a status of Reversed with a Reversal Category of Non Sufficient Funds
NSF/Stop Payment Amount	Yes	Yes	ar_trx_summary	nsf_stop_payment_amount	Sum of the amount on all Cash Receipts having a status of Reversed with a Reversal Category of Non Sufficient Funds
Pending Orders Amount	Yes	Yes	ar_trx_summary		
Credit Memos Amount	Yes	Yes	ar_trx_summary	total_credit_memos_value	Sum of the amount_due_original on payment schedules (installments) of all Credit Memos
Credit Memos Count	Yes	Yes	ar_trx_summary	total_credit_memos_count	Count of payment schedules (installments) of all Credit Memos

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Largest Invoice Amount	Yes	Yes	ar_trx_summary	largest_inv_amount	Transaction amount corresponding to the largest invoice
Largest Invoice Date	No	Yes	ar_trx_summary	largest_inv_date	Transaction date corresponding to the largest invoice
Percentages Of Invoices Paid Promptly	Yes	Yes	ar_trx_summary	((count_of_inv_inst_paid - count_of_inst_inv_inst_paid_late) / count_of_inv_inst_paid)*100	(Count of the payment schedules (installments), that have been paid off completely - Count of the payment schedules (installments) that have been paid late) * 100 / Count of the payment schedules (installments), that have been paid off completely
Percentages Of Invoices Paid Late	Yes	Yes	ar_trx_summary	(count_of_inst_inv_inst_paid_late / count_of_inv_inst_paid)*100	(Count of the payment schedules (installments) that have been paid late * 100) / Count of the payment schedules (installments), that have been paid off completely
Percentage of Invoices with Discount Taken	Yes	Yes	ar_trx_summary	count_of_disc_inv_inst	(Count of the payment schedules (installments) with earned or unearned discounts applied to Invoices * 100) / Count of the payment schedules (installments), that have been paid off completely
Invoices paid Amount	Yes	Yes	ar_trx_summary	inv_paid_amount	Sum of the total amount paid against closed invoices
Installment Invoices Paid Count	Yes	Yes	ar_trx_summary	count_of_tot_inst_inv_paid	Count of the payment schedules (installments), that have been paid off completely

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Earned Discount Amount	Yes	Yes	ar_trx_summary	total_earned_disc_value	Sum of the Earned Discounts that were given on the closed payment schedules (installments) of all invoices
Earned Discount Count	Yes	Yes	ar_trx_summary	total_earned_disc_count	Count of the Earned Discounts that were given on the closed payment schedules (installments) of all invoices
Unearned Discount Amount	Yes	Yes	ar_trx_summary	total_unearned_disc_value	Sum of the Unearned Discounts that was given on the closed payment schedules (installments) of all invoices
Unearned Discount Count	Yes	Yes	ar_trx_summary	total_unearned_disc_count	Count of the Unearned Discounts that were given on the closed payment schedules (installments) of all invoices

## Related Topics

Oracle Credit Management Data Points, page D-1

## Aging Data Points

This table includes the Aging data points that are **not** time-sensitive. All data points are automatically derived. The data point category is Aging.

**Note:** Aging buckets and their values are available for the checklist, but the bucket names and the number of buckets are based upon Credit Management system option settings.

<b>Data Point</b>	<b>Scorable?</b>	<b>Checklist Setup</b>	<b>Source Table</b>	<b>Source Column</b>	<b>Calculations</b>
Total Past Due	Yes	Yes	ar_trx_bal_summary		
Open Invoices Amount	Yes	Yes	ar_trx_bal_summary	op_invoices_value	sum of amount_due_remaining on open payment schedules (installments) of all the Invoices
Open Invoices Count	Yes	Yes	ar_trx_bal_summary	op_invoices_count	count of the open payments schedules (installments) of all the Invoices
Open Debit Memos Amount	Yes	Yes	ar_trx_bal_summary	op_debit_memos_value	sum of amount_due_remaining on open payment schedules (installments) of all the Debit Memos
Open Debit Memos Count	Yes	Yes	ar_trx_bal_summary	op_debit_memos_count	count of the open payments schedules (installments) of all the Debit Memos
Open Deposits Amount	Yes	Yes	ar_trx_bal_summary	op_deposits_value	sum of amount_due_remaining on open payment schedules (installments) of all the Deposits
Open Deposits Count	Yes	Yes	ar_trx_bal_summary	op_deposits_count	count of the open payments schedules (installments) of all the Deposits
Open Bills Receivables Amount	Yes	Yes	ar_trx_bal_summary	op_bills_receivables_value	sum of amount_due_remaining on open payment schedules (installments) of all the Bills Receivables
Open Bills Receivables Count	Yes	Yes	ar_trx_bal_summary	op_bills_receivables_count	count of the open payments schedules (installments) of all the Bills Receivables

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Open Chargeback Amount	Yes	Yes	ar_trx_bal_summary	op_chargeback_value	sum of amount_due_remaining on open payment schedules (installments) of all the Chargebacks
Open Chargeback Count	Yes	Yes	ar_trx_bal_summary	op_chargeback_count	count of the open payments schedules (installments) of all the Chargebacks
Open Credit Memos Amount	Yes	Yes	ar_trx_bal_summary	op_credit_memos_value	sum of amount_due_remaining on open payment schedules (installments) of all the Credit Memos
Open Credit Memos Count	Yes	Yes	ar_trx_bal_summary	op_credit_memos_count	count of the open payments schedules (installments) of all the Credit Memos
Past Due Invoice Amount	Yes	Yes	ar_trx_bal_summary	past_due_inv_value	sum of the amount_due_remaining of the open payments schedules (installments) of all the Invoices
Past Due Invoice Count	Yes	Yes	ar_trx_bal_summary	past_due_inv_inst_count	count of the open payments schedules (installments) of all the Invoices
Disputed Invoice Amount	Yes	Yes	ar_trx_bal_summary	inv_amt_in_dispute	sum of the amount in dispute on open payment schedules (installments) of all the invoices
Disputed Invoice Count	Yes	Yes	ar_trx_bal_summary	disputed_inv_count	count of open payment schedules (installments) of all Invoices
Last Interest Invoice Amount	Yes	Yes			transaction type = 'Interest Invoice'

Data Point	Scorable?	Checklist Setup	Source Table	Source Column	Calculations
Last interest Invoice Count	Yes	Yes			transaction type = 'Interest Invoice'
Interest Paid	Yes	Yes			sum(amount_due_original - amount_due_remaining) where transaction type = 'Interest Invoice'
Last Interest invoice Date	No	Yes			transaction type = 'Interest Invoice'
Pending Adjustments Amount	Yes	Yes	ar_trx_bal_summary	pending_adj_value	sum of the adjustment amounts on all debit items
Last Dunning Letter Date	No	Yes	ar_trx_bal_summary	last_dunning_date	Max. Correspondence_date for correspondence_type='DUNNING'
Receipts at risk amount	Yes	Yes	ar_trx_bal_summary	receipts_at_risk_value	sum of cash receipt amounts
Dunning letter count	No	Yes	ar_trx_bal_summary	dunning_count	Count of Correspondence type = 'DUNNING'

## Related Topics

Oracle Credit Management Data Points, page D-1

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## Additional Data Point PL/SQL Guidelines

This appendix describes guidelines for PL/SQL packages and functions that derive data point values.

This appendix covers the following topics:

- Guidelines for Deriving Data Point Values

### Guidelines for Deriving Data Point Values

You can define your own data points for inclusion on credit checklists and scoring models for credit analysis. When defining new data points, you can associate a PL/SQL package and function to derive a value for that data point.

When coding the PL/SQL functions, follow these guidelines:

- The function cannot have parameters, or commit or rollback commands.
- The function must return either a VARCHAR2 or a NULL value.
- If a data point returns multiple values, populate the OCM\_DP\_VALUES\_TBL\_TYPE table. The value must be Null.
- The function should include exceptions handling. For errors, include the error message in the OUT variable. Workflow will use the message to send an appropriate notification to the credit analyst.
- The function signature must match the coding examples below.

This is an example of a function that returns a single value:

**Package Specifications:**

```
CREATE OR REPLACE PACKAGE ocm_data_points AS
FUNCTION get_data_points(
x_resultout OUT NOCOPY VARCHAR2,
x_errormsg OUT NOCOPY VARCHAR2) return varchar2;
END ocm_data_points;
```

**Package Body:**

```
CREATE OR REPLACE PACKAGE BODY ocm_data_points AS

FUNCTION get_data_points(
x_resultout OUT NOCOPY VARCHAR2,
x_errormsg OUT NOCOPY VARCHAR2)
RETURN VARCHAR2 AS

l_credit_classification varchar2(30);
pg_ocm_add_dp_param_rec OCM_ADD_DATA_POINTS.OCM_ADD_DP_PARAM_REC_TYPE;

BEGIN

x_resultout := FND_API.G_RET_STS_SUCCESS;

SELECT credit_classification
INTO l_credit_classification
FROM hz_customer_profiles
WHERE party_id = pg_ocm_add_dp_param_rec.p_party_id;

pg_ocm_add_dp_param_rec.P_data_point_value := l_credit_classification;

RETURN l_credit_classification;

EXCEPTION
WHEN NO_DATA_FOUND THEN
l_credit_classification := NULL;
WHEN OTHERS THEN
x_resultout := FND_API.G_RET_STS_UNEXP_ERROR;
x_errormsg := sqlerrm;
END get_data_points;

END ocm_data_points;
```

---

## Credit Management API User Notes

This appendix describes public Oracle Credit Management APIs.

This appendix covers the following topics:

- Overview of Credit Management Public APIs
- Major Features
- API Usage

### Overview of Credit Management Public APIs

This document outlines the specifications and the methodology for using the Credit Management public APIs.

The Credit Management public APIs includes five APIs:

1. Create Credit Request API, page F-3
2. Update Credit Request API, page F-7
3. Withdraw Credit Request API, page F-8
4. Guarantor API, page F-9
5. Get External Decision API, page F-11

All APIs are PL/SQL APIs that create or update objects in the Credit Management system based on the specified parameters. The APIs do not cause performance degradation to the main flow calling the API.

### Basic Business Needs

Products in the Oracle e-Business Suite use Oracle Credit Management as part of their respective business flows to perform credit analysis on parties, accounts, or account sites. For example, Oracle Order Management and Oracle Lease and Finance

Management are two such products.

In addition to entering the credit request (more formally known as the credit application) from within Credit Management, e-Business Suite products might want to trigger the creation of a credit request from their existing flows.

Specific requirements from each product also exist for handling the results (which are the recommendations) of a credit analysis performed in Credit Management.

Some of these products might also want to perform custom processing if the automation process of a credit request fails.

See: Credit Request Business Events, page C-1.

## Before you begin ...

### Initialization of ARP\_STANDARD and ARP\_GLOBAL

Custom code that uses AR, OCM, or HZ APIs will set the ORG\_ID via `dbms_application_info.set_client_info()` and then call the APIs. The APIs in turn might access either ARP\_STANDARD and ARP\_GLOBAL, which initialize the global variables that are used across Credit Management when the package is first called. Most of these global variable values are organization dependent, and the first such call sets the global variables based on the current ORG\_ID.

If additional custom code then changes the ORG\_ID via another call to `dbms_application_info.set_client_info()`, then the ORG context changes, *but the ARP\_STANDARD and ARP\_GLOBAL context does not*.

In such cases, you should explicitly re-initialize the global variables by a call to these two public procedures:

1. ARP\_GLOBAL.INIT\_GLOBAL: For setting public variables in ARP\_GLOBAL.
2. ARP\_STANDARD.INIT\_STANDARD: For setting public variables in ARP\_STANDARD.

## Major Features

The major features of these public APIs are:

- Easy to administer and maintain the consumer product's processes.
- Credit Management has published business events.
- External systems can subscribe to the business events in Credit Management.

## Related Topics

Credit Request Business Events, page C-1

## API Usage

### Create Credit Request API

The `ar_cmgt_credit_request_api.create_credit_request` routine is used to create a credit request for initiating a credit review for a party, account, or account site.

This API routine has 4 output and 35 input parameters. The API returns the `credit_request_id` of the credit request created in Credit Management as one of the default output parameters. The following is the breakdown of the parameters:

#### Input

Standard API parameters: 4

Credit Request parameters: 35

#### Output

Standard API parameters: 3

Credit Request parameters: 1

### Standard API Parameters

The following table lists standard API parameters that are common to all Credit Request API routines.

Parameter	Type	Data-type	Required	Default Value	Description
<code>p_api_version</code>	IN	NUMBER	Yes		Used to compare version numbers of incoming calls to its current version number. An unexpected error is raised if version incompatibility exists. In the current version of the API, you should pass a value of 1.0 for this parameter.
<code>p_init_msg_list</code>	IN	VARCHAR2		FND_API. G_FALSE	Allows API callers to request that the API executes initialization of the message list on their behalf.
<code>p_commit</code>	IN	VARCHAR2		FND_API. G_FALSE	Used by API callers to ask the API to commit on their behalf.

Parameter	Type	Data-type	Required	Default Value	Description
p_validation_level	IN	VARCHAR2		FND_API. G_VALID_ LEVEL_ FU LL	Currently, not for use.
x_return_status	OUT	VARCHAR2			Represents the API overall return status. The expected values are: --FND_API. G_RET_STS_SUCCESS --FND_API. G_RET_STS_ERROR --FND_API. G_RET_STS_UNEXP_ERROR
x_msg_count	OUT	NUMBER			Number of messages in the API message list.
x_msg_data	OUT	VARCHAR2			Message in encoded format if x_msg_count=1.

### Create Credit Request API Parameters

The following table lists the parameters that are relevant to the Create Credit Request API.

Parameter	Type	Data-type	Required	Description
p_application_number	IN	VARCHAR2 (30)		Application number on the credit request. This could be internally generated by a sequence based on the setting in the Credit Management system option.
p_application_date	IN	DATE		Date on the credit request.
p_requestor_type	IN	VARCHAR2 (30)		Requester type. Valid values are EMPLOYEE or FND_USER.
p_requestor_id	IN	NUMBER		HR PERSON_ID or FND_USER_ID, depending on requester type.
p_review_type	IN	VARCHAR2 (30)		'Review type' of the credit request. 'Review types' are created as AR lookups during Credit Management setup.

Parameter	Type	Data-type	Required	Description
p_credit_classification	IN	VARCHAR2 (30)		'Credit classification' of the party/account/site that are created as AR lookups during Credit Management setup.
p_requested_amount	IN	NUMBER		Requested credit limit amount.
p_requested_currency	IN	VARCHAR2 (30)		Currency of the requested credit limit.
p_trx_amount	IN	NUMBER		Transaction amount.
p_trx_currency	IN	VARCHAR2 (30)		Transaction currency.
credit_type	IN	VARCHAR2 (30)		Type of credit request. Possible values are 'Term' and 'Trade'.
p_term_length	IN	NUMBER		Term length specified as number of months. Relevant for the credit_type 'Term'.
p_credit_check_rule_id	IN	NUMBER		Identifier of the credit check rule defined in Order Management (OM-specific attribute).
p_credit_request_status	IN	VARCHAR2 (30)		Credit request status. Possible values are SAVE and SUBMIT.
p_party_id	IN			Party identifier.
p_cust_account_id	IN	NUMBER		Customer account identifier.
p_cust_acct_site_id	IN	NUMBER		Customer account site identifier.
p_contact_party_id	IN	NUMBER		Party identifier for the credit contact.
p_site_use_id	IN	NUMBER		Site use identifier.
p_notes	IN	VARCHAR2 (2000)		Notes.
p_source_org_id	IN	NUMBER		

Parameter	Type	Data-type	Required	Description
p_source_user_id	IN	NUMBER		
p_source_resp_id	IN	NUMBER		
p_source_resp_app ln_id	IN	NUMBER		
p_source_security_ group_id	IN	NUMBER		
p_source_name	IN	VARCHAR2 (30)		Source name on the credit request, which is used to identify the source product that initiated the credit request.
p_source_column1	IN	VARCHAR2 (150)		Unique identifier of the entity for which the credit request was created.
p_source_column2	IN	VARCHAR2 (150)		Unique identifier of the entity for which the credit request was created.
p_source_column3	IN	VARCHAR2 (150)		Unique identifier of the entity for which the credit request was created.
p_credit_request_i d	OUT	NUMBER		Credit request identifier.
p_review_cycle	IN	VARCHAR2 (30)		
p_case_folder_num ber	IN	VARCHAR2 (30)		Case folder number, which is used by the case folder generated by this credit request.
p_score_model_id	IN	NUMBER		
p_parent_credit_re quest_id	IN	NUMBER		Parent credit request ID
p_credit_request_t ype	IN	VARCHAR2		Credit request type. Derived from AR lookups OCM_CREDIT_REQUEST_TYPE.

Parameter	Type	Data-type	Required	Description
p_reco	IN	VARCHAR2		Recommendation name. Users can pass their own recommendations. The recommendation must be a lookup.

## Update Credit Request API

The ocm\_credit\_request\_update\_pub routine is used to update an existing credit request for a party, account, or account site.

### Standard API Parameters

To view the standard API parameters that are common to all Credit Request API routines, see: Standard API Parameters, page F-3.

### Update Credit Request API Parameters

The Update Credit Request API includes the p\_credit\_request\_rec parameter of PL/SQL record type, which *shares* parameters with the Create Credit Request API. See the table that describes the shared parameters, page F-4.

The following table describes the parameters of p\_credit\_request\_rec that are *unique* to the Update Credit Request API.

Parameter	Data-type
check_list_id	NUMBER
credit_analyst_id	NUMBER
case_folder_id	NUMBER
stock_exchange	VARCHAR2(50)
current_stock_price	NUMBER
stock_currency	VARCHAR2(30)
market_capitalization	NUMBER
market_cap_monetary_unit	VARCHAR2(15)

Parameter	Data-type
pending_litigations	NUMBER
bond_rating	VARCHAR2(30)
legal_entity_name	VARCHAR2(240)
entity_type	VARCHAR2(30)
recommendation_name	VARCHAR2(30)
attachment_flag	VARCHAR2
status	VARCHAR2
request_id	NUMBER

## Withdraw Credit Request API

The `ocm_credit_req_withdraw_pub` routine is used to withdraw an existing credit request for a party, account, or account site.

### Standard API Parameters

To view the standard API parameters that are common to all Credit Request API routines, see: [Standard API Parameters](#), page F-3.

### Withdraw Credit Request API Parameters

The following table describes the parameters that are *unique* to the Withdraw Credit Request API.

Parameter	Type	Data-type	Required	Description
<code>p_credit_request_id</code>	IN	NUMBER		Credit request ID
<code>p_withdraw_reason_code</code>	IN	VARCHAR2		Withdrawal reason code. Derived from <code>AR_CMGT_APP_WITHDRAW_REASONS</code> lookup type.

## Guarantor API

The `ocm_guarantor_pub` routine is used to automatically submit a credit application for a guarantor that is included on a credit application or in a case folder.

### Standard API Parameters

To view the standard API parameters that are common to all Credit Request API routines, see: Standard API Parameters, page F-3.

### Guarantor API Parameters

The following table describes the parameters that are *unique* to the Guarantor API.

Parameter	Type	Data-type	Required	Description
<code>x_guarantor_credit_request_id</code>	OUT	VARCHAR2		Guarantor credit request ID
<code>x_guarantor_application_number</code>	IN OUT	VARCHAR2		Guarantor application number
<code>p_party_id</code>	IN	NUMBER		Party identifier
<code>p_contact_party_id</code>	IN	NUMBER		Contact party identifier
<code>p_parent_credit_request_id</code>	IN	NUMBER		Parent credit request identifier
<code>p_currency</code>	IN	VARCHAR2		Currency
<code>p_guaranteed_amount</code>	IN	NUMBER		Guarantee amount
<code>p_funding_available_from</code>	IN	DATE		Funding available from date
<code>p_funding_available_to</code>	IN	DATE		Funding available to date
<code>p_case_folder_id</code>	IN	NUMBER		Case folder identifier
<code>p_notes</code>	IN	VARCHAR2		Notes

Parameter	Type	Data-type	Required	Description
p_credit_classification	IN	VARCHAR2		Credit classification of party, from AR lookups. Defaulted as "GUARANTOR".
p_review_type	IN	VARCHAR2		Review type of party, from AR lookups. Defaulted as "GUARANTOR".
p_requestor_id	IN	NUMBER		Requester identifier
p_source_org_id	IN	NUMBER		Source product organization identifier
p_source_user_id	IN	NUMBER		Source product user ID
p_source_resp_id	IN	NUMBER		Source product responsibility ID
p_source_appln_id	IN	NUMBER		Source product application ID
p_source_security_group_id	IN	NUMBER		Source product security group ID
p_source_name	IN	VARCHAR2		Source product name, derived from AR lookup OCM_REQUEST_SOURCE
p_source_column1	IN	VARCHAR2		Source product column 1, must be passed as source product identifier
p_source_column2	IN	VARCHAR2		Source product column 2, must be passed as source product document number
p_source_column3	IN	VARCHAR2		Source product column 3
p_credit_request_status	IN	VARCHAR2		Request status
p_review_cycle	IN	VARCHAR2		Review cycle
p_case_folder_number	IN	VARCHAR2		Case folder number
p_score_model_id	IN	NUMBER		Scoring model ID
p_asset_class_code	IN	VARCHAR2		Asset class code

Parameter	Type	Data-type	Required	Description
p_asset_type_code	IN	VARCHAR2		Asset type code
p_description	IN	VARCHAR2		Description
p_quantity	IN	NUMBER		Quantity
p_uom_code	IN	VARCHAR2		Unit of measurement
p_reference_type	IN	VARCHAR2		Reference type
p_appraiser	IN	VARCHAR2		Appraiser name
p_appraiser_phone	IN	VARCHAR2		Appraiser phone
p_valuation	IN	NUMBER		Valuation
p_valuation_method_code	IN	VARCHAR2		Valuation method code
p_valuation_date	IN	DATE		Valuation date
p_acquisition_date	IN	DATE		Acquisition date
p_asset_identifier	IN	VARCHAR2		Asset identifier

## Get External Decision API

The ocm\_get\_extrl\_decsn\_pub routine is used to bypass Credit Management's scoring functionality and extract case folder contents for scoring by an external scoring engine.

This API consists of four procedures:

1. Get Score
2. Include Data Points
3. Get Recommendations
4. Submit Case Folder

## API Parameters

The following table lists standard API parameters that are common to all four Get External Decision procedures:

Parameter	Type	Data-type	Required	Default Value	Description
p_api_version	IN	NUMBER	Yes		Used to compare version numbers of incoming calls to its current version number. An unexpected error is raised if version incompatibility exists. In the current version of the API, you should pass a value of 1.0 for this parameter.
p_init_msg_list	IN	VARCHAR2		FND_API. G_TRUE	Allows API callers to request that the API executes initialization of the message list on their behalf.
p_commit	IN	VARCHAR2			Used by API callers to ask the API to commit on their behalf.
p_validation_level	IN	VARCHAR2			Currently, not for use.
x_return_status	OUT	VARCHAR2			Represents the API overall return status. The expected values are: --FND_API.G_RET_STS_SUCCESS --FND_API.G_RET_STS_ERROR --FND_API.G_RET_STS_UNEXP_ERROR
x_msg_count	OUT	NUMBER			Number of messages in the API message list.
x_msg_data	OUT	VARCHAR2			Message in encoded format if x_msg_count=1.

The following table lists the parameters for the Get Score API:

Parameter	Type	Data-type	Required	Description
p_case_folder_id	IN	NUMBER		Case folder identifier
p_score_model_id	IN	NUMBER		Scoring model identifier

Parameter	Type	Data-type	Required	Description
p_score	IN	NUMBER		Score

The following table lists the parameters for the Include Data Points API:

Parameter	Type	Data-type	Required	Description
p_case_folder_id	IN	NUMBER		Case folder identifier
p_data_point_id	IN	data_point_id_varray		Array of data points to be included in case folders

The following table lists the parameters for the Get Recommendations API:

Parameter	Type	Data-type	Required	Description
p_case_folder_id	IN	NUMBER		Case folder identifier
p_recommendation_s_type	IN	VARCHAR2		Name of recommendation (defined as lookup type)
p_recommendation_s_tbl	IN	credit_recommendations_tbl		List of recommendations to be included.

The following table lists the parameters for the Submit Case Folder API:

Parameter	Type	Data-type	Required	Description
p_case_folder_id	IN	NUMBER		Case folder identifier

## Exception Handling and Result Messages

The Credit Management APIs return three types of information to its calling programs:

- Overall status
- Messages describing the operations performed or errors encountered by the APIs

- Some output values that the API caller might want to use (this is different for different API routines and is described in API Usage, page F-3)

## Return Status

The return status (`x_return_status`) of the API informs the caller about the result of the operation (or operations) performed by the API. The different possible values for an API return status are:

- Success (`FND_API.G_RET_STS_SUCCESS`)
- Error (`FND_API.G_RET_STS_ERROR`)
- Unexpected error (`FND_API.G_RET_STS_UNEXP_ERROR`)

The following section describes the different values of return status and their meanings.

### Success

A success return status means that the API was able to perform all the operations requested by its caller. A success return status may be accompanied by messages in the API message list which will be informative.

### Error

An error return status means that the API failed to perform some or all of the operations requested by its caller. An error return status is usually accompanied by messages describing the error (or errors) and how to fix it.

In most cases, you should be able to take corrective action to fix regular, expected errors such as missing attributes or invalid date ranges.

### Unexpected error

An unexpected error status means that the API has encountered an error condition it did not expect or could not handle. In this case, the API is unable to continue with its regular processing. Examples of such errors are unrecoverable data consistency errors, memory errors, and programming errors (such as attempting a division by zero).

In most cases, only system administrators or application developers can fix these unexpected errors.

## Messages

The APIs put result messages into a message list. Programs calling the APIs can then get the messages from the list and process them by issuing them, loading them into a database table, or writing them to a log file.

Messages are stored in an encoded format to let the API callers find message names using the standard functions provided by the message dictionary. It also allows the storing of these messages in database tables and reporting off these tables in different languages.

The API message list must be initialized every time a program calls an API. API callers can either call the message list utility function `FND_MSG_PUB.Initialize` or request that the API do the initialization on their behalf by setting the `p_init_msg_list` parameter to `TRUE`.

The program calling the API can retrieve messages from the message stack using the existing FND API functions `FND_MSG_PUB.Count_Msg` and `FND_MSG_PUB.Get`.

### **Message Level Threshold**

The message level threshold is stored in a profile option named `FND_API_MSG_LEVEL_THRESHOLD`. This profile option can be updated at all levels (site, application, or user). The API checks against this threshold before writing a message to the API message list.



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