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Oracle Credit Management User Guide, Release 12.2
Part No. E48901-02

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

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

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

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

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

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.
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 x for more Oracle E-Business Suite product information.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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
This book is included in the Oracle E-Business Suite Documentation Library, which is supplied in the Release 12.2 Media Pack. If this guide refers you to other Oracle E-Business Suite documentation, use only the latest Release 12.2 versions of those guides.

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

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

• **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.

• **Oracle Electronic Technical Reference Manuals** - The Oracle Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for each Oracle E-Business Suite product. This information helps you convert data from your existing applications and integrate Oracle E-Business Suite data with non-Oracle applications, and write custom reports for Oracle E-Business Suite products. The Oracle eTRM is available on My Oracle Support.

**Related Guides**

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

**Oracle Alert User’s Guide:**

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

**Oracle Application Framework Developer’s Guide:**

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

**Oracle Application Framework Personalization Guide:**

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

**Oracle Fusion Middleware Adapter for Oracle Applications User’s Guide (Oracle Application Server Adapter for Oracle Applications User’s Guide):**

This guide covers the use of Adapter for Oracle Applications in developing integrations between Oracle E-Business Suite and trading partners.

Please note that the user’s guide can be found in the following documentation libraries:

• As part of the Oracle Fusion Middleware and SOA Suite in 11g, *Oracle Fusion Middleware Adapter for Oracle Applications User’s Guide* is available in the Oracle Fusion Middleware 11g Documentation Library.

• As part of the Oracle Application Server in 10g, *Oracle Application Server Adapter for Oracle Applications User’s Guide* is available in the Oracle Application Server 10g Documentation Library.

**Oracle Diagnostics Framework User’s Guide:**
This manual contains information on implementing and administering diagnostics tests for Oracle E-Business Suite using the Oracle Diagnostics Framework.

Oracle E-Business Suite Concepts:

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12.2, or contemplating significant changes to a configuration. After describing the Oracle E-Business Suite architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

Oracle E-Business Suite CRM System Administrator's Guide:

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

Oracle E-Business Suite Desktop Integration Framework Developer's Guide:

Oracle E-Business Suite Desktop Integration Framework is a development tool that lets you define custom integrators for use with Oracle Web Applications Desktop Integrator. This guide describes how to define and manage integrators and all associated supporting objects, as well as how to download and upload integrator definitions.

Oracle E-Business Suite Developer's Guide:

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

Oracle E-Business Suite Flexfields Guide:

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

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

This book is intended for use by anyone who is responsible for installing or upgrading Oracle E-Business Suite. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle E-Business Suite Release 12.2, or as part of an upgrade to Release 12.2.

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

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

Oracle E-Business Suite Integrated SOA Gateway Implementation Guide:
This guide explains how integration repository administrators can manage and administer the Web service activities for integration interfaces including native packaged integration interfaces, composite services (BPEL type), and custom integration interfaces. It also describes how to invoke Web services from Oracle E-Business Suite by employing the Oracle Workflow Business Event System, and how to manage Web service security, configure logs, and monitor SOAP messages.

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

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

This guide also explains how to invoke Web services using the Service Invocation Framework. This includes defining Web service invocation metadata, invoking Web services, and testing the Web service invocation.

**Oracle E-Business Suite Maintenance Guide:**

This guide contains information about the strategies, tasks, and troubleshooting activities that can be used to help ensure an Oracle E-Business Suite system keeps running smoothly, together with a comprehensive description of the relevant tools and utilities. It also describes how to patch a system, with recommendations for optimizing typical patching operations and reducing downtime.

**Oracle E-Business Suite Security Guide:**

This guide contains information on a comprehensive range of security-related topics, including access control, user management, function security, data security, and auditing. It also describes how Oracle E-Business Suite can be integrated into a single sign-on environment.

**Oracle E-Business Suite Setup Guide:**

This guide contains information on system configuration tasks that are carried out either after installation or whenever there is a significant change to the system. The activities described include defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help.

**Oracle E-Business Suite User's Guide:**

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

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

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

**Oracle e-Commerce Gateway User’s Guide:**

This guide describes the functionality of Oracle e-Commerce Gateway and the
necessary setup steps in order for Oracle E-Business Suite to conduct business with trading partners through Electronic Data Interchange (EDI). It also describes how to run extract programs for outbound transactions, import programs for inbound transactions, and the relevant reports.

**Oracle e-Commerce Gateway Implementation Guide:**

This guide describes implementation details, highlighting additional setup steps needed for trading partners, code conversion, and Oracle E-Business Suite. It also provides architecture guidelines for transaction interface files, troubleshooting information, and a description of how to customize EDI transactions.

**Oracle iSetup Developer’s Guide:**

This manual describes how to build, test, and deploy Oracle iSetup Framework interfaces.

**Oracle iSetup User’s Guide:**

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

**Oracle Report Manager User’s Guide:**

Oracle Report Manager is an online report distribution system that provides a secure and centralized location to produce and manage point-in-time reports. Oracle Report Manager users can be either report producers or report consumers. Use this guide for information on setting up and using Oracle Report Manager.

**Oracle Web Applications Desktop Integrator Implementation and Administration Guide:**

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

**Oracle Workflow Administrator’s Guide:**

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

**Oracle Workflow API Reference:**

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.
**Oracle Workflow Client Installation Guide:**

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

**Oracle Workflow Developer’s Guide:**

This guide explains how to define new workflow business processes and customize existing Oracle E-Business Suite-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

**Oracle Workflow User’s Guide:**

This guide describes how users can view and respond to workflow notifications and monitor the progress of their workflow processes.

**Oracle XML Gateway User’s Guide:**

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

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

**Oracle XML Publisher Report Designer’s Guide:**

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

This guide is available through the Oracle E-Business Suite online help.

**Oracle XML Publisher Administration and Developer’s Guide:**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing Oracle E-Business Suite report data, or you can use Oracle XML Publisher’s data extraction engine to build your own queries. Oracle XML Publisher also provides a robust set of APIs to manage delivery of your reports via e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

This guide is available through the Oracle E-Business Suite online help.

**Oracle E-Business Suite Upgrade Guide Release 12.0 and 12.1 to 12.2:**

This guide provides information for DBAs and Applications Specialists who are
responsible for upgrading a Release 11i Oracle E-Business Suite system (techstack and products) to Release 12.2. In addition to information about applying the upgrade driver, it outlines pre-upgrade steps and post-upgrade steps, and provides descriptions of product-specific functional changes and suggestions for verifying the upgrade and reducing downtime.

**Oracle E-Business Suite Multiple Organizations Implementation Guide:**

This guide describes the multiple organizations concepts in Oracle E-Business Suite. It describes in detail on setting up and working effectively with multiple organizations in Oracle E-Business Suite.

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

This guide provides detailed information about the functional impacts of upgrading Oracle Financials and Oracle Procurement products from Release 11i to Release 12.2. This guide supplements the *Oracle E-Business Suite Upgrade Guide Release 12.0 and 12.1 to 12.2*.

**Oracle Financials Concepts Guide:**

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

**Oracle Financials Glossary:**

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

**Oracle Financials Implementation Guide:**

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

**Oracle Approvals Management Implementation Guide:**

Use this guide to learn how to implement Oracle Approvals Management (AME). AME is a self-service Web application that enables users to define business rules governing the process for approving transactions in Oracle Applications where AME has been integrated.

**Oracle Loans User Guide:**

This guide describes how to set up and use Oracle Loans. It includes information on how to create, approve, fund, amortize, bill, and service extended repayment plan and direct loans.
Oracle Receivables User Guide:

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

Oracle Receivables Implementation Guide:

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

Oracle Receivables Reference Guide:

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

Oracle HRMS Documentation Set:

This documentation set includes these books:

- Oracle HRMS Compensation and Benefits Management Guide:
  Learn how to use Oracle HRMS to manage your total compensation package. For example, read how to administer salaries and benefits, set up automated grade/step progression, and allocate salary budgets. You can also learn about setting up earnings and deductions for payroll processing, managing leave and absences, and reporting on compensation across your enterprise.

- Oracle HRMS Configuring, Reporting, and System Administration Guide:
  Learn about extending and configuring Oracle HRMS, managing security, auditing, information access, and letter generation.

- Oracle HRMS Enterprise and Workforce Management Guide:
  Learn how to use Oracle HRMS to represent your enterprise. This includes setting up your organization hierarchy, recording details about jobs and positions within your enterprise, defining person types to represent your workforce, and also how to manage your budgets and costs.

- Oracle HRMS Implementation Guide:
  Learn about the setup procedures you need to carry out in order to successfully implement Oracle HRMS in your enterprise.
• **Oracle HRMS Payroll Processing Management Guide:**
  Learn about wage attachments, taxes and social insurance, the payroll run, and other processes.

• **Oracle HRMS Workforce Sourcing, Deployment, and Talent Management Guide:**
  Learn how to use Oracle HRMS to represent your workforce. This includes recruiting new workers, developing their careers, managing contingent workers, and reporting on your workforce.

**Oracle Order Management Documentation Set:**
Use the *Oracle Order Management User’s Guide* and *Oracle Order Management Implementation Manual* to learn about credit checking and credit usage rule sets.

**Oracle Trading Community Architecture User Guide:**
This guide describes the Oracle Trading Community Architecture (TCA) and how to use features from the Trading Community Manager responsibility to create, update, enrich, and cleanse the data in the TCA Registry. It also describes how to use Resource Manager to define and manage resources.

**Oracle Trading Community Architecture Administration Guide:**
This guide describes how to administer and implement Oracle Trading Community Architecture (TCA). You set up, control, and manage functionality that affects data in the TCA Registry. It also describes how to set up and use Resource Manager to manage resources.

**Oracle Trading Community Architecture Reference Guide:**
This guide contains seeded relationship types, seeded Data Quality Management data, D and B data elements, Bulk Import interface table fields and validations, and a comprehensive glossary. This guide supplements the documentation for Oracle Trading Community Architecture and all products in the Oracle Customer Data Management family.

**Oracle Trading Community Architecture Technical Implementation Guide:**
This guide explains how to use the public Oracle Trading Community Architecture application programming interfaces (APIs) and develop callouts based on Oracle Workflow Business Events System (BES). For each API, this guide provides a description of the API, the PL/SQL procedure, and the Java method, as well as a table of the parameter descriptions and validations. For each BES callout, this guide provides the name of the logical entity, its description, and the ID parameter name. Also included are setup instructions and sample code.

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

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

You can navigate to the Oracle Integration Repository through Oracle E-Business Suite Integrated SOA Gateway.

**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.
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 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.


• 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.


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 Decisioning

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.
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).

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.


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


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 requestor_type of FND_USER and the requestor_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
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.


**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*.


**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.


**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 requestors 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.

<table>
<thead>
<tr>
<th>Meaning</th>
<th>Type</th>
<th>Where Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Analysis Topic</td>
<td>AR_CMGT_ANALYSIS_TOPIC</td>
<td>Case folder</td>
</tr>
<tr>
<td>AR CM Collateral Category</td>
<td>AR_CMGT_COLLATERAL_CATEGOR Y</td>
<td>Credit application, case folder</td>
</tr>
<tr>
<td>AR CM Collateral Valuation Type</td>
<td>AR_CMGT_COLLAT_VALUATION_TYPE</td>
<td>Credit application, case folder</td>
</tr>
<tr>
<td>Credit Classification</td>
<td>AR_CMGT_CREDIT_CLASSIFICATION</td>
<td>Credit application, checklist setup</td>
</tr>
<tr>
<td>Business Entity Type</td>
<td>AR_CMGT_ENTITY_TYPE</td>
<td>Credit application</td>
</tr>
<tr>
<td>AR CM Financial Data Monetary Unit</td>
<td>AR_CMGT_FIN_DATA_MONETARY_UNIT</td>
<td>Credit application, case folder</td>
</tr>
<tr>
<td>Meaning</td>
<td>Type</td>
<td>Where Used</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Financial Reporting Period</td>
<td>AR_CMGT_FIN_REPORTING_PERIOD</td>
<td>Credit application, case folder</td>
</tr>
<tr>
<td>Credit Recommendations for Trade</td>
<td>AR_CMGT_RECOMMENDATIONS</td>
<td>Case folder, automation rules setup</td>
</tr>
<tr>
<td>Review Type</td>
<td>AR_CMGT_REVIEW_TYPE</td>
<td>Credit application</td>
</tr>
<tr>
<td>Credit Recommendations for Term</td>
<td>AR_CMGT_TERM_RECOMMENDATIONS</td>
<td>Case folder, automation rules setup</td>
</tr>
<tr>
<td>Credit Management Internal Trade Ratings</td>
<td>AR_CMGT_TRADE_RATINGS</td>
<td></td>
</tr>
<tr>
<td>Asset Classes</td>
<td>OCM_ASSET_CLASSES</td>
<td></td>
</tr>
<tr>
<td>Asset Quantity Type for Class Other</td>
<td>OCM_ASSET_QNT_ASSET_OTHER</td>
<td></td>
</tr>
<tr>
<td>Asset Quantity Type for Machinery and Equipment</td>
<td>OCM_ASSET_QNT_MACHINERY_EQ_PMNT</td>
<td></td>
</tr>
<tr>
<td>Asset Quantity Type for Real Estate</td>
<td>OCM_ASSET_QNT_REAL_ESTATE</td>
<td></td>
</tr>
<tr>
<td>Asset Quantity Type for Securities</td>
<td>OCM_ASSET_QNT_SECURITIES</td>
<td></td>
</tr>
<tr>
<td>Asset Reference Type for Class Other</td>
<td>OCM_ASSET_REF_ASSET_OTHER</td>
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<tr>
<td>Asset Reference Type for Machinery and Equipment</td>
<td>OCM_ASSET_REF_MACHINERY_EQ_PMNT</td>
<td></td>
</tr>
<tr>
<td>Asset Reference Type for Real Estate</td>
<td>OCM_ASSET_REF_REAL_ESTATE</td>
<td></td>
</tr>
<tr>
<td>Asset Reference Type for Securities</td>
<td>OCM_ASSET_REF_SECURITIES</td>
<td></td>
</tr>
<tr>
<td>OCM Request Source</td>
<td>OCM_REQUEST_SOURCE</td>
<td></td>
</tr>
<tr>
<td>User Data Point Categories</td>
<td>OCM_USER_DATA_POINT_CATEGORIES</td>
<td>Additional data points setup</td>
</tr>
</tbody>
</table>
## 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**
  

- **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*
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 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.

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

**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:

<table>
<thead>
<tr>
<th>Credit Risk</th>
<th>Range Value</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>0 to 20</td>
<td>15</td>
</tr>
<tr>
<td>Moderate</td>
<td>21 to 50</td>
<td>10</td>
</tr>
<tr>
<td>High</td>
<td>51 to 100</td>
<td>0</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Credit Risk</th>
<th>Range Value</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>-999 to 9</td>
<td>8</td>
</tr>
<tr>
<td>Moderate</td>
<td>10 to 24</td>
<td>5</td>
</tr>
<tr>
<td>High</td>
<td>25 to 34</td>
<td>2</td>
</tr>
<tr>
<td>Highest</td>
<td>35 to 999</td>
<td>1</td>
</tr>
</tbody>
</table>

**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:
Data Point Weight

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.

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Invoices Paid Late</td>
<td>75</td>
</tr>
<tr>
<td>DSO</td>
<td>15</td>
</tr>
</tbody>
</table>

1. 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:** \(5 / 8 = .625\)

2. The result from step 1 is multiplied by the weight.
   - **Percentage of Invoices Paid Late:** \(0 \times .65 = 0\)
   - **DSO:** \(.625 \times .35 = .13671875\)

3. The results of step 1 and 2 are added for each data point.
   \(0 + .13671875 = .13671875\)

4. The result of step 3 is multiplied by 100.
   \(.13671875 \times 100 = 13.671875\)

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:

<table>
<thead>
<tr>
<th>Range</th>
<th>Low</th>
<th>High</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range 1</td>
<td>A2B</td>
<td>A2B</td>
<td>10</td>
</tr>
<tr>
<td>Range 2</td>
<td>B3B</td>
<td>B3B</td>
<td>5</td>
</tr>
</tbody>
</table>

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.
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.


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.
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


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.
   

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 of 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 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.
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 Decisioning 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
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 analyses 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 decisioning 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 prefills the application with certain basic information from the account record that you selected, such as account name, account number, address, requestor 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 requestor. When you first begin a search for a saved application, Credit Management automatically displays all applications where you are the requestor.

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 requestor. 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 prefills 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 prefilled 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 prefilled 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**

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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.


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.
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 decisioning 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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Credit Request Reason</th>
<th>Case Folder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original</td>
<td>All but Guarantor Assessment</td>
<td>The first case folder in the chain.</td>
</tr>
<tr>
<td>Original</td>
<td>Guarantor Assessment</td>
<td>The case folder that the guarantor was requested for.</td>
</tr>
</tbody>
</table>
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.


**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 prefills 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 Management. By subscribing to this business event, Lease 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 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
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 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 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 Management or Loans:

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

   Use the AR_CMGT_TERM_RECOMMENDATIONS lookup code.
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 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 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 Management Integration

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

Process Flow of a Lease Management Credit Review

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

1. A new lease application is created in Lease Management.
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.

   Data points from Lease 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 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.

8. Upon approval, Credit Management raises a business event indicating if the recommendation was implemented or not.

9. Lease Management subscribes to the business event and implements the final recommendation for the lease application.

10. In Lease 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 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 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 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 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.
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.
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.


**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*
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-3
• 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.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>AR: Allow summary table refresh, page A-3</td>
<td>No Default</td>
<td>Update</td>
<td>View Only</td>
<td>View Only</td>
<td>Update</td>
<td>View Only</td>
<td></td>
</tr>
<tr>
<td>AR: Credit Hierarchy Type, page A-3</td>
<td>No Default</td>
<td>Update</td>
<td>Update</td>
<td>Update</td>
<td>Update</td>
<td>Update</td>
<td></td>
</tr>
<tr>
<td>AR: Default Credit Management Currency, page A-3</td>
<td>No Default</td>
<td>Update</td>
<td>Update</td>
<td>No Access</td>
<td>No Access</td>
<td>Update</td>
<td></td>
</tr>
</tbody>
</table>
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.
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.


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.
  

- If automation rules exist, then the rule validations are executed, leading to recommendations. This function then calls the Automation Subprocess.
  

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.


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
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.


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.

**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 requestor 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
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
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
A credit request event passes 13 parameters, listed in the following table:

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREDIT_REQUEST_ID</td>
<td>The unique identifier of the credit request</td>
</tr>
<tr>
<td>USER_ID</td>
<td>The user ID of the initial session that had initiated the credit request</td>
</tr>
<tr>
<td>RESP_ID</td>
<td>The responsibility ID of the initial session that had initiated the credit request</td>
</tr>
<tr>
<td>RESP_APPL_ID</td>
<td>The application responsibility ID of the initial session that had initiated the credit request</td>
</tr>
<tr>
<td>SECURITY_GROUP_ID</td>
<td>The security group ID of the initial session that had initiated the credit request</td>
</tr>
<tr>
<td>ORG_ID</td>
<td>The Operating Unit ID of the initial session that had initiated the credit request</td>
</tr>
<tr>
<td>SOURCE_NAME</td>
<td>The source name on the credit request, which is used to identify the source product that initiated the credit request</td>
</tr>
<tr>
<td>SOURCE_COLUMN1</td>
<td>The unique identifier of the entity for which the credit request was created</td>
</tr>
<tr>
<td>SOURCE_COLUMN2</td>
<td>The unique identifier of the entity for which the credit request was created</td>
</tr>
<tr>
<td>SOURCE_COLUMN3</td>
<td>The unique identifier of the entity for which the credit request was created</td>
</tr>
</tbody>
</table>

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 eBusiness 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": 

```java
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.AppendText');
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:

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.
<table>
<thead>
<tr>
<th>Credit Request Phase</th>
<th>Action</th>
<th>Description</th>
<th>ID Parameter Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automation</td>
<td>Failure</td>
<td>Failure of an automated credit request processing because of non-availability of the required data-points on the checklist or the scoring model.</td>
<td>CREDIT_REQUEST_ID</td>
</tr>
<tr>
<td>Recommendation</td>
<td>Implement</td>
<td>Implementation of the recommendations, coming out of the analysis performed on the credit request.</td>
<td>CREDIT_REQUEST_ID</td>
</tr>
</tbody>
</table>
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 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-12
• Collateral, page D-14
Business Information and Credit Data Points

This table includes the Business Information and Credit data points. The data point category is Credit.

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Scorable?</th>
<th>Checklist Setup</th>
<th>Source Table</th>
<th>Source Column</th>
<th>User-entered, Automatic, or D&amp;B</th>
<th>If Automatic, Time-Sensitive?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Credit Limit</td>
<td>Yes</td>
<td>No</td>
<td>hz_credit_profile_amounts</td>
<td>trx_credit_limit</td>
<td>Automatic</td>
<td>No</td>
</tr>
<tr>
<td>Overall Credit Limit</td>
<td>Yes</td>
<td>No</td>
<td>hz_credit_profile_amounts</td>
<td>overall_credit_limit</td>
<td>Automatic</td>
<td>No</td>
</tr>
<tr>
<td>Tax Name</td>
<td>No</td>
<td>Yes</td>
<td>hz_parties</td>
<td>tax_name</td>
<td>Automatic</td>
<td>No</td>
</tr>
<tr>
<td>Business Entity Type</td>
<td>No</td>
<td>Yes</td>
<td>ar_lookups</td>
<td>lookup_code</td>
<td>User-entered</td>
<td></td>
</tr>
<tr>
<td>Year Established</td>
<td>No</td>
<td>Yes</td>
<td>hz_parties</td>
<td>year_established</td>
<td>Automatic</td>
<td>No</td>
</tr>
<tr>
<td>Industrial Code</td>
<td>No</td>
<td>Yes</td>
<td>hz_parties</td>
<td>sic_code_type</td>
<td>Automatic</td>
<td>No</td>
</tr>
<tr>
<td>Industrial Code Number</td>
<td>No</td>
<td>Yes</td>
<td>hz_parties</td>
<td>sic_code</td>
<td>Automatic</td>
<td>No</td>
</tr>
<tr>
<td>Bond Rating</td>
<td>No</td>
<td>Yes</td>
<td>ar_cmgt_credit_requests</td>
<td>bond_rating</td>
<td>User-entered</td>
<td></td>
</tr>
<tr>
<td>Count of Pending Litigations</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_cmgt_credit_requests</td>
<td>pending_litigation_count</td>
<td>User-entered</td>
<td></td>
</tr>
<tr>
<td>Stock Symbol</td>
<td>No</td>
<td>Yes</td>
<td>ar_cmgt_credit_requests</td>
<td></td>
<td>User-entered</td>
<td></td>
</tr>
<tr>
<td>Data Point</td>
<td>Scorable?</td>
<td>Checklist Setup</td>
<td>Source Table</td>
<td>Source Column</td>
<td>User-entered, Automatic, or D&amp;B</td>
<td>If Automatic, Time-Sensitive?</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-----------</td>
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#### Related Topics

Oracle Credit Management Data Points, page D-1

#### Financial Data Data Points

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### Related Topics

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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.

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<td>No</td>
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<td>Guarantee Available From Date</td>
<td>No</td>
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<td>ar_cmgt_guarantor_data funding_available_from</td>
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<td>No</td>
<td>No</td>
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<td>Primary Flag</td>
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<td>Guaranteed Amount</td>
<td>Yes</td>
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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.
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<td>No</td>
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<td>Province/State</td>
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<td>No</td>
</tr>
<tr>
<td>Postal Code</td>
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<td>Key Executive</td>
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<td>Contact</td>
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<td>Phone</td>
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<td>No</td>
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<td>Funding Amount</td>
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<tr>
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<tr>
<td>Currency</td>
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<td>No</td>
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<tr>
<td>Percent Invested</td>
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<td>No</td>
</tr>
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<td>Describe Future Funding Plans</td>
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<td>No</td>
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<td>Capital Stage</td>
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<tr>
<td>Balance</td>
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<td>Yes</td>
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</table>

**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.

<table>
<thead>
<tr>
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<tr>
<td>Description</td>
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<td>Value of Collateral</td>
<td>Yes</td>
<td>Yes, Required</td>
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<td>No</td>
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<td>Location of Collateral</td>
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<td>Notes</td>
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<td>No</td>
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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.

<table>
<thead>
<tr>
<th>Data Point</th>
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<th>Source Table</th>
<th>Source Column</th>
<th>Calculations</th>
</tr>
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<tbody>
<tr>
<td>Days Sales Outstanding</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>(sum(current_receivables) * cer_dso_days ) / sum(total_dso_days) / credit</td>
<td>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</td>
</tr>
<tr>
<td>Delinquent Days Sales</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>SUM(DSO) - SUM(BEST_DSO)</td>
<td>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</td>
</tr>
<tr>
<td>Unapplied Cash Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>unresolved_cash_value</td>
<td>sum of unresolved cash available on all the Cash Receipts</td>
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<tr>
<td>Unapplied Cash Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>unresolved_cash_count</td>
<td>count of unresolved cash available on all the Cash Receipts</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Data Point</th>
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<th>Source Column</th>
<th>Calculations</th>
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</thead>
<tbody>
<tr>
<td>Weighted Average Days Paid</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>sum(inv_inst_payment_days_sum)/sum(COUNT_OF_TOT_INV_INST_PAID)</td>
<td>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</td>
</tr>
<tr>
<td>Weighted Average Days Paid Late</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>sum(sum_app_amount_days_late)/sum(sum_of_app_amount)</td>
<td>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</td>
</tr>
<tr>
<td>High Credit Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>op_bal_high_watermark</td>
<td>This column value contains the highest Open Receivables Balance for the specific Account, Site, Currency and date (identified by as_of_date).</td>
</tr>
<tr>
<td>High Credit Date</td>
<td>No</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>op_bal_high_watermark_date</td>
<td>Highest Open receivables date</td>
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<td>Weighted Days Credit Granted</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>sum(days_credit_granted_sum)/sum(COUNT_OF_TOT_INV_INST_PAID)</td>
<td>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</td>
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<tr>
<td>Data Point</td>
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<tr>
<td>Last Payment Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>last_payment_amount</td>
<td>Amount of the most recent cash receipt (based on receipt date)</td>
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<tr>
<td>Last Payment Date</td>
<td>No</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>last_payment_date</td>
<td>Date of the most recent cash receipt (based on receipt date)</td>
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<td>Cash Receipts Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_cash_receip.ts_value</td>
<td>Sum of the amounts of all Cash Receipts</td>
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<td>Cash Receipts Count</td>
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<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_cash_receip.ts_count</td>
<td>Count of payment schedules (installments) of all cash receipts</td>
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<td>Invoices Amount</td>
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<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_invoices_value</td>
<td>Sum of the amount_due_original on payment schedules (installments) of all Invoices</td>
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<td>Invoices Count</td>
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<td>Bills Receivables Amount</td>
<td>Yes</td>
<td>Yes</td>
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<td>Sum of the amount_due_original on payment schedules (installments) of all Bills Receivables</td>
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<td>Debit Memos Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_debit_memos_value</td>
<td>Sum of the amount_due_original on payment schedules (installments) of all Debit Memos</td>
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<td>Debit Memos Count</td>
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<td>Chargebacks Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
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<td>Sum of the amount_due_original on payment schedules (installments) of all Chargebacks</td>
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<td>Adjustments Amount</td>
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<td>Yes</td>
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<td>Sum of the adjustment amounts on the payment schedules of all the debit items</td>
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<td>Count of the adjustments on the payment schedules of all the debit items</td>
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<td>total_deposits_value</td>
<td>Sum of the amount_due_original on payment schedules (installments) of all Deposits</td>
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<td>Count of payment schedules (installments) of all Deposits</td>
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<td>NSF/Stop Payment Count</td>
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<td>Count of all cash receipts having a status of Reversed with a Reversal Category of Non Sufficient Funds</td>
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<td>NSF/Stop Payment Amount</td>
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<td>Sum of the amount on all Cash Receipts having a status of Reversed with a Reversal Category of Non Sufficient Funds</td>
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<td>Pending Orders Amount</td>
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<tr>
<td>Credit Memos Amount</td>
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<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_credit_memos_value</td>
<td>Count of payment schedules (installments) of all Credit Memos</td>
</tr>
<tr>
<td>Credit Memos Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_credit_memos_count</td>
<td>Transaction amount corresponding to the largest invoice</td>
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<td>Largest Invoice Amount</td>
<td>Yes</td>
<td>No</td>
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<td>largest_inv_amount</td>
<td>Transaction date corresponding to the largest invoice</td>
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<tr>
<td>Percentages Of Invoices Paid Promptly</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>((count_of_inv_inst_paid - count_of_inv_inst_paid_late) / count_of_inv_inst_paid)*100</td>
<td>(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</td>
</tr>
<tr>
<td>Percentages Of Invoices Paid Late</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>(count_of_inv_inst_paid_late / count_of_inv_ins paid)*100</td>
<td>(Count of the payment schedules (installments) that have been paid late * 100) / Count of the payment schedules (installments), that have been paid off completely</td>
</tr>
<tr>
<td>Data Point</td>
<td>Scorable?</td>
<td>Checklist Setup</td>
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<td>Source Column</td>
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</tr>
<tr>
<td>----------------------------------------</td>
<td>-----------</td>
<td>-----------------</td>
<td>--------------</td>
<td>---------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Percentage of Invoices with Discount Taken</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>count_of_disc_inv_inst</td>
<td><em>(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</em></td>
</tr>
<tr>
<td>Invoices paid Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>inv_paid_amount</td>
<td>Sum of the total amount paid against closed invoices</td>
</tr>
<tr>
<td>Installment Invoices Paid Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>count_of_tot_inst_inv_paid</td>
<td>Count of the payment schedules (installments), that have been paid off completely</td>
</tr>
<tr>
<td>Earned Discount Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_earned_disc_value</td>
<td>Sum of the Earned Discounts that were given on the closed payment schedules (installments) of all invoices</td>
</tr>
<tr>
<td>Earned Discount Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_earned_disc_count</td>
<td>Count of the Earned Discounts that were given on the closed payment schedules (installments) of all invoices</td>
</tr>
<tr>
<td>Unearned Discount Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_unearned_disc_value</td>
<td>Sum of the Unearned Discounts that was given on the closed payment schedules (installments) of all invoices</td>
</tr>
<tr>
<td>Unearned Discount Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_summary</td>
<td>total_unearned_disc_count</td>
<td>Count of the Unearned Discounts that were given on the closed payment schedules (installments) of all invoices</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Scorable?</th>
<th>Checklist Setup</th>
<th>Source Table</th>
<th>Source Column</th>
<th>Calculations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Past Due</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td></td>
<td>sum of amount_due_remaining on open payment schedules (installments) of all the Invoices</td>
</tr>
<tr>
<td>Open Invoices Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_invoices_value</td>
<td>count of the open payments schedules (installments) of all the Invoices</td>
</tr>
<tr>
<td>Open Invoices Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_invoices_count</td>
<td>sum of amount_due_remaining on open payment schedules (installments) of all the Invoices</td>
</tr>
<tr>
<td>Open Debit Memos Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_debit_memos_value</td>
<td>count of the open payments schedules (installments) of all the Debit Memos</td>
</tr>
<tr>
<td>Open Debit Memos Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_debit_memos_count</td>
<td>sum of amount_due_remaining on open payment schedules (installments) of all the Invoices</td>
</tr>
<tr>
<td>Open Deposits Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_deposits_value</td>
<td>count of the open payments schedules (installments) of all the Debit Memos</td>
</tr>
</tbody>
</table>

Oracle Credit Management Data Points   D-21
<table>
<thead>
<tr>
<th>Data Point</th>
<th>Scorable?</th>
<th>Checklist Setup</th>
<th>Source Table Source Column</th>
<th>Calculations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Deposits Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_deposits_count count of the open payments schedules (installments) of all the Deposits</td>
</tr>
<tr>
<td>Open Bills Receivables Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_bills_receivables_value sum of amount_due_remaining on open payment schedules (installments) of all the Bills Receivables</td>
</tr>
<tr>
<td>Open Bills Receivables Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_bills_receivables_count count of the open payments schedules (installments) of all the Bills Receivables</td>
</tr>
<tr>
<td>Open Chargeback Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_chargeback_value sum of amount_due_remaining on open payment schedules (installments) of all the Chargebacks</td>
</tr>
<tr>
<td>Open Chargeback Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_chargeback_count count of the open payments schedules (installments) of all the Chargebacks</td>
</tr>
<tr>
<td>Open Credit Memos Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_credit_memos_value sum of amount_due_remaining on open payment schedules (installments) of all the Credit Memos</td>
</tr>
<tr>
<td>Open Credit Memos Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>op_credit_memos_count count of the open payments schedules (installments) of all the Credit Memos</td>
</tr>
<tr>
<td>Past Due Invoice Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>past_due_invoice_value sum of the amount_due_remaining of the open payments schedules (installments) of all the Invoices</td>
</tr>
<tr>
<td>Past Due Invoice Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>past_due_invinst_count count of the open payments schedules (installments) of all the Invoices</td>
</tr>
<tr>
<td>Data Point</td>
<td>Scorable?</td>
<td>Checklist Setup</td>
<td>Source Table</td>
<td>Source Column</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------</td>
<td>-----------------</td>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Disputed Invoice Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>inv_amt_in_dispute</td>
</tr>
<tr>
<td>Disputed Invoice Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>disputed_inv_count</td>
</tr>
<tr>
<td>Last Interest Invoice Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>disputed_inv_count</td>
</tr>
<tr>
<td>Last interest Invoice Count</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>disputed_inv_count</td>
</tr>
<tr>
<td>Interest Paid</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>pending_adj_value</td>
</tr>
<tr>
<td>Last Interest invoice Date</td>
<td>No</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>last_dunning_date</td>
</tr>
<tr>
<td>Pending Adjustments Amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>pending_adj_value</td>
</tr>
<tr>
<td>Last Dunning Letter Date</td>
<td>No</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>last_dunning_date</td>
</tr>
<tr>
<td>Receipts at risk amount</td>
<td>Yes</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>receipts_at_risk_value</td>
</tr>
<tr>
<td>Dunning letter count</td>
<td>No</td>
<td>Yes</td>
<td>ar_trx_bal_summary</td>
<td>dunning_count</td>
</tr>
</tbody>
</table>

**Related Topics**

Oracle Credit Management Data Points, page D-1
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:
CREATE OR REPLACE PACKAGE ocm_data_points AS
FUNCTION get_data_points(
    x_resultout OUT NOCOPY VARCHAR2,
    x_errormsg OUT NOCOPY VARCHAR2
) RETURN VARCHAR2 AS
BEGIN
    x_resultout := FND_API.G_RET_STS_SUCCESS;
    BEGIN
        SELECT credit_classification
        INTO  l_credit_classification
        FROM  hz_customer_profile
        WHERE party_id = OCM_ADD_DP_PARAM_REC_TYPE.p_party_id;
    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;
    OCM_ADD_DATA_PARAM_REC_TYPE.P_data_point_value :=
        l_credit_classification;
    RETURN l_credit_classification;
END;

This is an example of a function that populates a global PL/SQL table. When the source product populates the PL/SQL table, then the source product should return a NULL value to indicate to Credit Management that the data is contained in the PL/SQL table.
CREATE OR REPLACE PACKAGE ocm_data_points AS
FUNCTION get_data_points(
  x_resultout OUT NOCOPY VARCHAR2,
  x_errormsg OUT NOCOPY VARCHAR2
) RETURN VARCHAR2 AS
  CURSOR cPaymetTerm IS
    SELECT TRX_NUMBER
    FROM RA_CUSTOMER_TRX_ALL
    Where bill_to_customer_id = OCM_ADD_DP_PARAM_REC_TYPE.P_cust_account_id;
  L_seq_number NUMBER :=1;
BEGIN
  x_resultout := FND_API.G_RET_STS_SUCCESS;
  FOR cPaymetTermRec IN cPaymetTerm
    LOOP
      OCM_DP_VALUES_TBL.P_data_point_id := OCM_ADD_DP_PARAM_REC_TYPE.P_data_point_id;
      OCM_DP_VALUES_TBL.P_parent_data_point_id := OCM_ADD_DP_PARAM_REC_TYPE.P_parent_data_point_id;
      OCM_DP_VALUES_TBL.P_sequence_number := L_seq_number;
      OCM_DP_VALUES_TBL.P_data_point_value := CPaymetTermRec.trx_number;
      L_seq_number := L_seq_number + 1;
      END LOOP;
  RETURN NULL;
END;

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 analyses on parties, accounts, or account sites. For example, Oracle Order Management and Oracle Lease 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.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Default Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_api_version</td>
<td>IN</td>
<td>NUMBER</td>
<td>Yes</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>p_init_msg_list</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>FND_API.G_FALSE</td>
<td>Allows API callers to request that the API executes initialization of the message list on their behalf.</td>
</tr>
<tr>
<td>p_commit</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>FND_API.G_FALSE</td>
<td>Used by API callers to ask the API to commit on their behalf.</td>
</tr>
</tbody>
</table>
Create Credit Request API Parameters

The following table lists the parameters that are relevant to the Create Credit Request API.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_application_number</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Application number on the credit request. This could be internally generated by a sequence based on the setting in the Credit Management system option.</td>
</tr>
<tr>
<td>p_application_date</td>
<td>IN</td>
<td>DATE</td>
<td></td>
<td>Date on the credit request.</td>
</tr>
<tr>
<td>p_requestor_type</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Requestor type. Valid values are EMPLOYEE or FND_USER.</td>
</tr>
<tr>
<td>p_requestor_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>HR PERSON_ID or FND_USER_ID, depending on requestor type.</td>
</tr>
<tr>
<td>p_review_type</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>'Review type' of the credit request. 'Review types' are created as AR lookups during Credit Management setup.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Type</td>
<td>Data-type</td>
<td>Required</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------</td>
<td>------------------</td>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>p_credit_classification</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>'Credit classification' of the party/account/site that are created as AR lookups during Credit Management setup.</td>
</tr>
<tr>
<td>p_requested_amount</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Requested credit limit amount.</td>
</tr>
<tr>
<td>p_requested_currency</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Currency of the requested credit limit.</td>
</tr>
<tr>
<td>p_trx_amount</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Transaction amount.</td>
</tr>
<tr>
<td>p_trx_currency</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Transaction currency.</td>
</tr>
<tr>
<td>credit_type</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Type of credit request. Possible values are 'Term' and 'Trade'.</td>
</tr>
<tr>
<td>p_term_length</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Term length specified as number of months. Relevant for the credit_type 'Term'.</td>
</tr>
<tr>
<td>p_credit_check_rule_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Identifier of the credit check rule defined in Order Management (OM-specific attribute).</td>
</tr>
<tr>
<td>p_credit_request_status</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Credit request status. Possible values are SAVE and SUBMIT.</td>
</tr>
<tr>
<td>p_party_id</td>
<td>IN</td>
<td></td>
<td></td>
<td>Party identifier.</td>
</tr>
<tr>
<td>p_cust_account_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Customer account identifier.</td>
</tr>
<tr>
<td>p_cust_acct_site_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Customer account site identifier.</td>
</tr>
<tr>
<td>p_contact_party_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Party identifier for the credit contact.</td>
</tr>
<tr>
<td>p_site_use_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Site use identifier.</td>
</tr>
<tr>
<td>p_source_org_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parameter</td>
<td>Type</td>
<td>Data-type</td>
<td>Required</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------</td>
<td>-----------------</td>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>p_source_user_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p_source_resp_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p_source_resp_app_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ln_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p_source_security_group_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p_source_name</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Source name on the credit request, which is used to identify the source product that initiated the credit request.</td>
</tr>
<tr>
<td>p_source_column1</td>
<td>IN</td>
<td>VARCHAR2(150)</td>
<td></td>
<td>Unique identifier of the entity for which the credit request was created.</td>
</tr>
<tr>
<td>p_source_column2</td>
<td>IN</td>
<td>VARCHAR2(150)</td>
<td></td>
<td>Unique identifier of the entity for which the credit request was created.</td>
</tr>
<tr>
<td>p_source_column3</td>
<td>IN</td>
<td>VARCHAR2(150)</td>
<td></td>
<td>Unique identifier of the entity for which the credit request was created.</td>
</tr>
<tr>
<td>p_credit_request_id</td>
<td>OUT</td>
<td>NUMBER</td>
<td></td>
<td>Credit request identifier.</td>
</tr>
<tr>
<td>p_review_cycle</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p_case_folder_number</td>
<td>IN</td>
<td>VARCHAR2(30)</td>
<td></td>
<td>Case folder number, which is used by the case folder generated by this credit request.</td>
</tr>
<tr>
<td>p_score_model_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p_parent_credit_request_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Parent credit request ID</td>
</tr>
<tr>
<td>p_credit_request_type</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Credit request type. Derived from AR lookups OCM_CREDIT_REQUEST_TYPE.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Type</td>
<td>Data-type</td>
<td>Required</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>------</td>
<td>------------</td>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>p_reco</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Recommendation name. Users can pass their own recommendations. The recommendation must be a lookup.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Data-type</th>
</tr>
</thead>
<tbody>
<tr>
<td>check_list_id</td>
<td>NUMBER</td>
</tr>
<tr>
<td>credit_analyst_id</td>
<td>NUMBER</td>
</tr>
<tr>
<td>case_folder_id</td>
<td>NUMBER</td>
</tr>
<tr>
<td>stock_exchange</td>
<td>VARCHAR2(50)</td>
</tr>
<tr>
<td>current_stock_price</td>
<td>NUMBER</td>
</tr>
<tr>
<td>stock_currency</td>
<td>VARCHAR2(30)</td>
</tr>
<tr>
<td>market_capitalization</td>
<td>NUMBER</td>
</tr>
<tr>
<td>market_cap_monetary_unit</td>
<td>VARCHAR2(15)</td>
</tr>
<tr>
<td>Parameter</td>
<td>Data-type</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>pending_litigations</td>
<td>NUMBER</td>
</tr>
<tr>
<td>bond_rating</td>
<td>VARCHAR2(30)</td>
</tr>
<tr>
<td>legal_entity_name</td>
<td>VARCHAR2(240)</td>
</tr>
<tr>
<td>entity_type</td>
<td>VARCHAR2(30)</td>
</tr>
<tr>
<td>recommendation_name</td>
<td>VARCHAR2(30)</td>
</tr>
<tr>
<td>attachment_flag</td>
<td>VARCHAR2</td>
</tr>
<tr>
<td>status</td>
<td>VARCHAR2</td>
</tr>
<tr>
<td>request_id</td>
<td>NUMBER</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_credit_request_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Credit request ID</td>
</tr>
<tr>
<td>p_withdrawl_reason_code</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Withdrawal reason code. Derived from AR_CMGT_APP_WITHDRAW_REASONS lookup type.</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x_guarantor_credit_request_id</td>
<td>OUT</td>
<td>VARCHAR2</td>
<td></td>
<td>Guarantor credit request ID</td>
</tr>
<tr>
<td>x_guarantor_application_number</td>
<td>IN OUT</td>
<td>VARCHAR2</td>
<td></td>
<td>Guarantor application number</td>
</tr>
<tr>
<td>p_party_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Party identifier</td>
</tr>
<tr>
<td>p_contact_party_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Contact party identifier</td>
</tr>
<tr>
<td>p_parent_credit_request_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Parent credit request identifier</td>
</tr>
<tr>
<td>p_currency</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Currency</td>
</tr>
<tr>
<td>p_guaranteed_amount</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Guarantee amount</td>
</tr>
<tr>
<td>p_funding_available_from</td>
<td>IN</td>
<td>DATE</td>
<td></td>
<td>Funding available from date</td>
</tr>
<tr>
<td>p_funding_available_to</td>
<td>IN</td>
<td>DATE</td>
<td></td>
<td>Funding available to date</td>
</tr>
<tr>
<td>p_case_folder_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Case folder identifier</td>
</tr>
<tr>
<td>p_notes</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Notes</td>
</tr>
<tr>
<td>Parameter</td>
<td>Type</td>
<td>Data-type</td>
<td>Required</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------</td>
<td>------------</td>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>p_credit_classification</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Credit classification of party, from AR lookups. Defaulted as &quot;GUARANTOR&quot;.</td>
</tr>
<tr>
<td>p_review_type</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Review type of party, from AR lookups. Defaulted as &quot;GUARANTOR&quot;.</td>
</tr>
<tr>
<td>p_requestor_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Requestor identifier</td>
</tr>
<tr>
<td>p_source_org_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Source product organization identifier</td>
</tr>
<tr>
<td>p_source_user_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Source product user ID</td>
</tr>
<tr>
<td>p_source RESP_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Source product responsibility ID</td>
</tr>
<tr>
<td>p_source_appln_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Source product application ID</td>
</tr>
<tr>
<td>p_source_security_group_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Source product security group ID</td>
</tr>
<tr>
<td>p_source_name</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Source product name, derived from AR lookup OCM_REQUEST_SOURCE</td>
</tr>
<tr>
<td>p_source_column1</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Source product column 1, must be passed as source product identifier</td>
</tr>
<tr>
<td>p_source_column2</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Source product column 2, must be passed as source product document number</td>
</tr>
<tr>
<td>p_source_column3</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Source product column 3</td>
</tr>
<tr>
<td>p_credit_request_status</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Request status</td>
</tr>
<tr>
<td>p_review_cycle</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Review cycle</td>
</tr>
<tr>
<td>p_case_folder_number</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Case folder number</td>
</tr>
<tr>
<td>p_score_model_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Scoring model ID</td>
</tr>
<tr>
<td>p_asset_class_code</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Asset class code</td>
</tr>
<tr>
<td>Parameter</td>
<td>Type</td>
<td>Data-type</td>
<td>Required</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>------</td>
<td>----------------</td>
<td>----------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>p_asset_type_code</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Asset type code</td>
</tr>
<tr>
<td>p_description</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Description</td>
</tr>
<tr>
<td>p_quantity</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Quantity</td>
</tr>
<tr>
<td>p_uom_code</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Unit of measurement</td>
</tr>
<tr>
<td>p_reference_type</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Reference type</td>
</tr>
<tr>
<td>p_appraiser</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Appraiser name</td>
</tr>
<tr>
<td>p_appraiser_phone</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Appraiser phone</td>
</tr>
<tr>
<td>p_valuation</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Valuation</td>
</tr>
<tr>
<td>p_valuation_method_code</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Valuation method code</td>
</tr>
<tr>
<td>p_valuation_date</td>
<td>IN</td>
<td>DATE</td>
<td></td>
<td>Valuation date</td>
</tr>
<tr>
<td>p_acquisition_date</td>
<td>IN</td>
<td>DATE</td>
<td></td>
<td>Acquisition date</td>
</tr>
<tr>
<td>p_asset_identifier</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Asset identifier</td>
</tr>
</tbody>
</table>

**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:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Default Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>p_api_version</code></td>
<td>IN</td>
<td>NUMBER</td>
<td>Yes</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td><code>p_init_msg_list</code></td>
<td>IN</td>
<td>VARCHAR2</td>
<td>FND_API.G_TRUE</td>
<td></td>
<td>Allows API callers to request that the API executes initialization of the message list on their behalf.</td>
</tr>
<tr>
<td><code>p_commit</code></td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td></td>
<td>Used by API callers to ask the API to commit on their behalf.</td>
</tr>
<tr>
<td><code>p_validation_level</code></td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td></td>
<td>Currently, not for use.</td>
</tr>
<tr>
<td><code>x_return_status</code></td>
<td>OUT</td>
<td>VARCHAR2</td>
<td></td>
<td></td>
<td>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</td>
</tr>
<tr>
<td><code>x_msg_count</code></td>
<td>OUT</td>
<td>NUMBER</td>
<td></td>
<td></td>
<td>Number of messages in the API message list.</td>
</tr>
<tr>
<td><code>x_msg_data</code></td>
<td>OUT</td>
<td>VARCHAR2</td>
<td></td>
<td></td>
<td>Message in encoded format if <code>x_msg_count</code>=1.</td>
</tr>
</tbody>
</table>

The following table lists the parameters for the Get Score API:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>p_case_folder_id</code></td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Case folder identifier</td>
</tr>
<tr>
<td><code>p_score_model_id</code></td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Scoring model identifier</td>
</tr>
</tbody>
</table>
### Parameter Type Data-type Required Description

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_score</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Score</td>
</tr>
</tbody>
</table>

The following table lists the parameters for the Include Data Points API:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_case_folder_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Case folder identifier</td>
</tr>
<tr>
<td>p_data_point_id</td>
<td>IN</td>
<td>data_point_id varray</td>
<td></td>
<td>Array of data points to be included in case folders</td>
</tr>
</tbody>
</table>

The following table lists the parameters for the Get Recommendations API:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_case_folder_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Case folder identifier</td>
</tr>
<tr>
<td>p_recommendation_s_type</td>
<td>IN</td>
<td>VARCHAR2</td>
<td></td>
<td>Name of recommendation (defined as lookup type)</td>
</tr>
<tr>
<td>p_recommendation_s_tbl</td>
<td>IN</td>
<td>credit_recommendation_tbl</td>
<td></td>
<td>List of recommendations to be included.</td>
</tr>
</tbody>
</table>

The following table lists the parameters for the Submit Case Folder API:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Type</th>
<th>Data-type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>p_case_folder_id</td>
<td>IN</td>
<td>NUMBER</td>
<td></td>
<td>Case folder identifier</td>
</tr>
</tbody>
</table>

### 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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