

# SCM Cloud

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## **Implementing Channel Revenue Management**

24A



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# 1 Overview of Channel Revenue Management Cloud

## Channel Flows: Buy Side vs Sell Side

Channel Revenue Management supports multiple channel flows and categorizes them as either buy side or sell side flows. Each has its own separate user interface for their transactional users.

A sell side channel flow centers around a customer account and typically involves rebates offered to customers. Deductions is part of the sell side flow. A buy side channel flow centers around a supplier site and involves administering rebates from suppliers.

On the sell side we support:

- Deductions and Settlement

For more information about Deductions and Settlement, see Oracle SCM Cloud: Using Deductions and Settlement guide.

Analysts can access Deductions and Settlement from the Order Management work area.

- Rebates to channel customers
- Royalty payments

For more information about Customer Programs, see Oracle SCM Cloud: Using Customer Channel Management guide.

- Lump sum payments
- Tiered rebates for annual volume programs

On the buy side we support:

- Rebates from your suppliers.
- Annual rebates from your suppliers.
- Ship and debit rebates from your suppliers.
- Direct collaboration with suppliers to administer programs.

Supplier Channel Management that encompasses buy side flows:

- Analysts and administrators can access Supplier Channel Management from either the Procurement or Order Management work areas.
- Supplier contacts can access Supplier Channel Management from the Supplier Portal.

For more information, see Oracle SCM Cloud: Using Supplier Channel Management guide.

### *Related Topics*

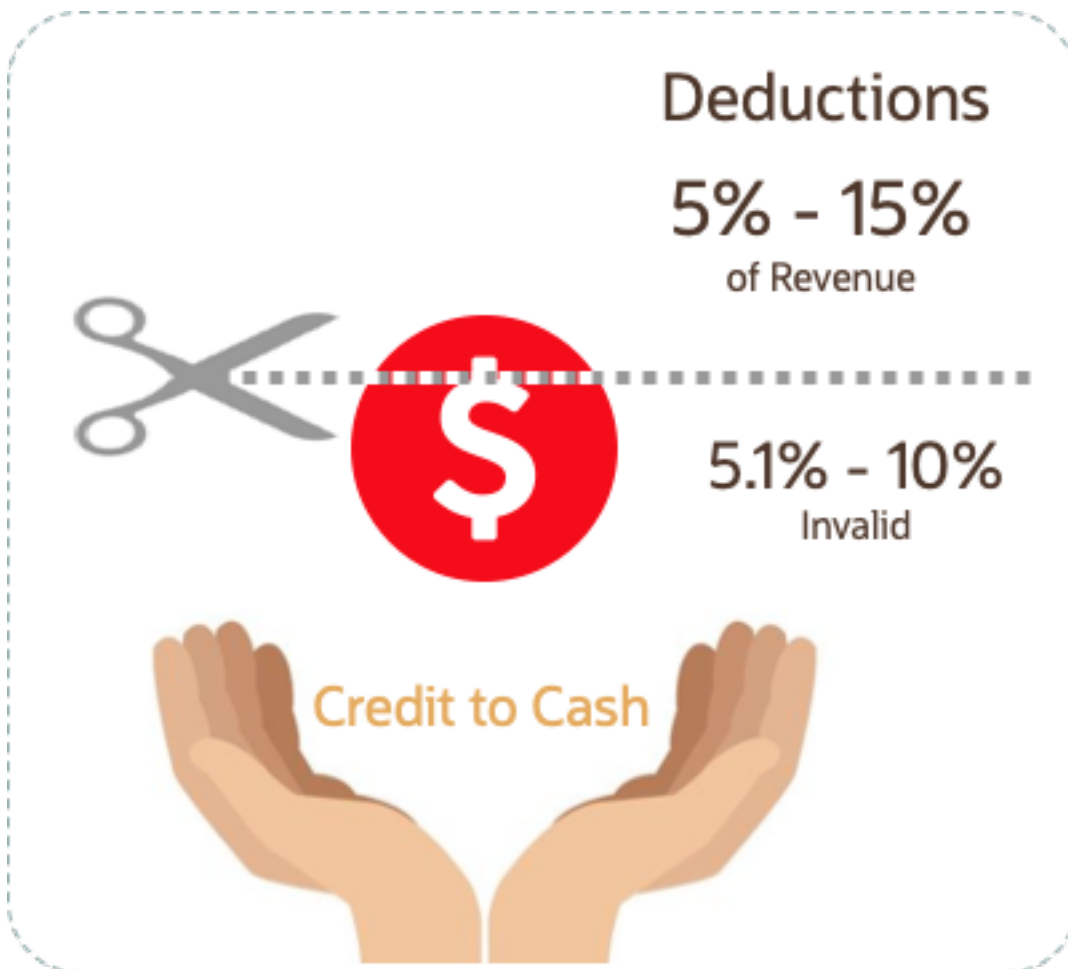
- [Starting an Implementation](#)

# Deductions and Settlement

## Deductions and Settlement

Deductions originally started in consumer goods where powerful retailers would short pay invoices based on their understanding of the trade terms or agreements.

This has spread across all industries, and deductions are a common practice not only for collecting promotions, but also for any kind of dispute or misunderstanding, whether it's a pricing error, transportation related, damages, and so on. This is also the hardest challenge for the receivables departments to resolve because of the need for approval from outside receivables, like sales or shipping. The customer may short pay based on their own policies and procedures. It's up to you to resolve these claims.



According to market surveys, deductions can represent 5 to 15 percentage of revenue, depending on the industry. Of that number, 5.1 to 10 percent are invalid or unauthorized. In some industries it can be a lot higher.

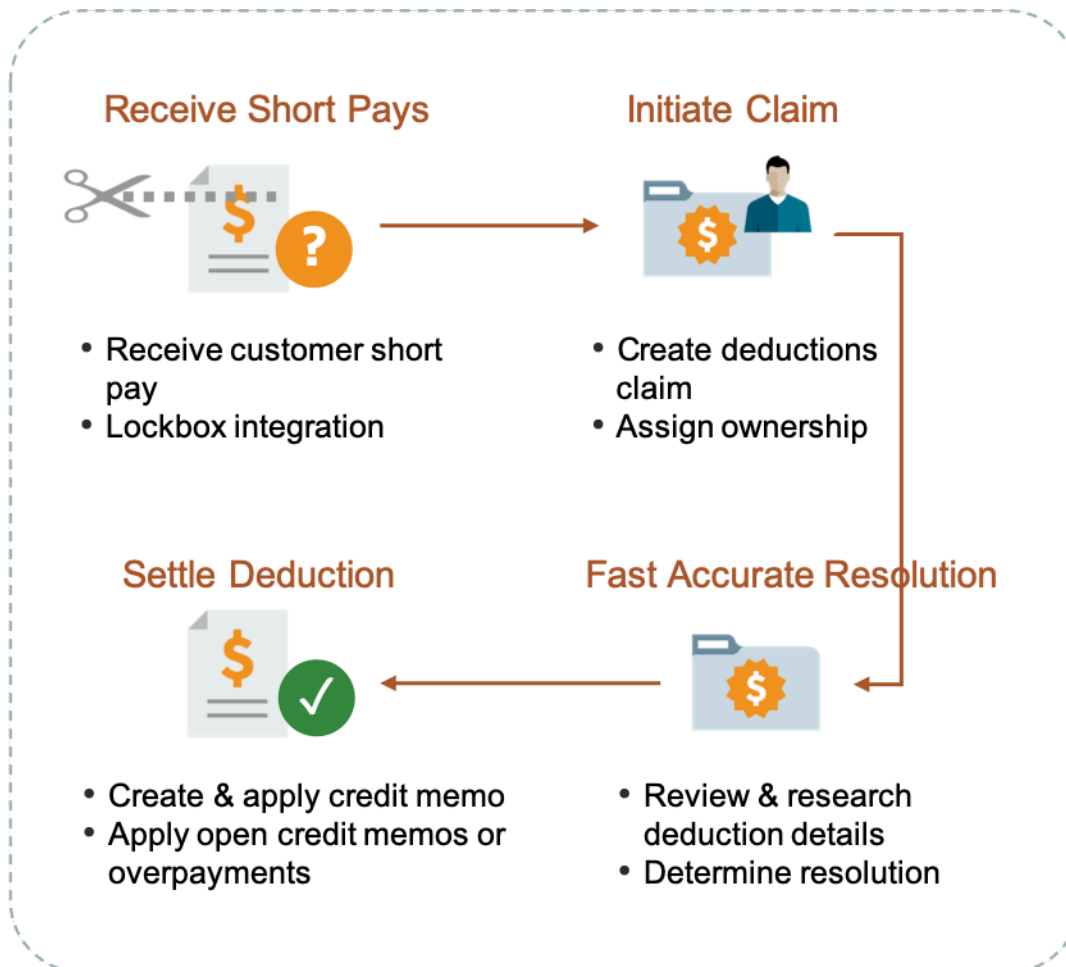
Deductions and Settlement in Channel Revenue Management enables you to take back control, and provides:

- Centralized deductions directly from Receivables.

- Accurate and fast resolution of customer short pays.
- Resolution with accountability and transparency, which enables root cause analyses.
- Settlement of deductions in Receivables.

## How Deductions and Settlement Works

### Overview



When a customer short pays you, the flow is:

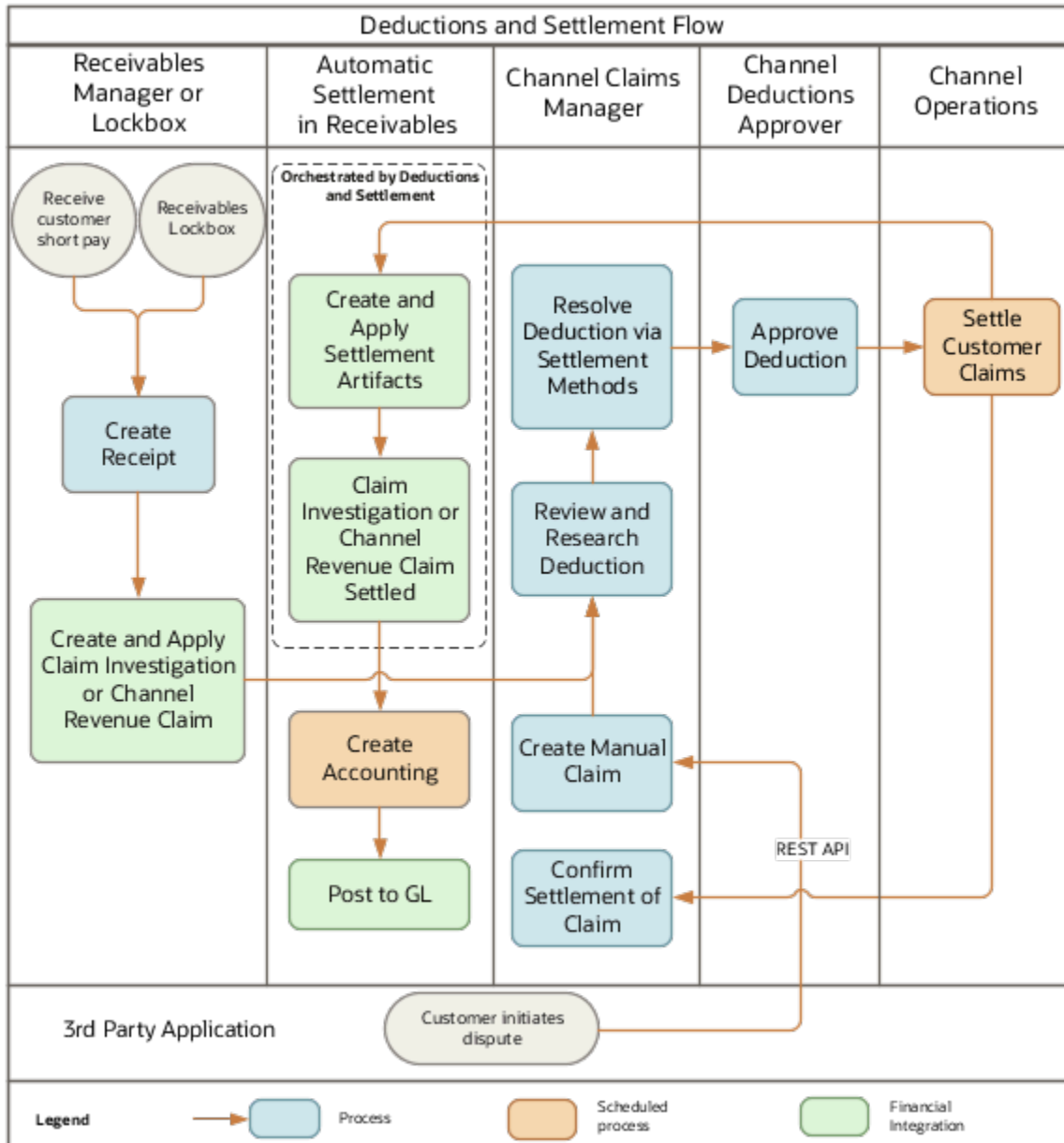
1. Receive a short pay from a customer, including from the Receivables lockbox.
2. Create a claim from Receivables for the short pay difference within the receipt.
3. Assign ownership of the claim.
4. Research and resolve deductions quickly and accurately.
5. Settle the claim.

With Deductions and Settlement you can:

- Centralize deductions and overpayments, with accountability and aging by:
  - Supporting lockbox

- Creating manual claims
  - Assigning claim owners
  - Setting up aging methods
- Resolve deductions by:
  - Associate promotional accruals
  - Creating credit memos
  - Applying open credit memos and open overpayments
  - Applying write-offs
  - Applying chargebacks only for invoice deductions
- Resolve overpayments by:
  - Creating invoices.
  - Applying open deductions.
- Approve your claims.
- Schedule the **Settle Customer Claims** process periodically to settle the claims in Receivables in a ready-to-use and tightly integrated manner. The settlement details are brought back to Channel Revenue Management to complete the flow.
- Analyze the root causes behind deductions, with the help of claim types and claim reasons assigned while resolving the claim.
- Proactively analyze write-off thresholds through occasional review of claim write-offs.

## Business Process Flow



## How Deductions and Settlement Works with Receivables

Here's how Deductions and Settlement works with Receivables to provide transparent, integrated settlement.

### Receivables Analyst Claim Creation

At the end of the day, a short pay or deduction represents any kind of dispute or misunderstanding between you and your customer. These disputes manifest themselves as short pays in customer remittances, and can take multiple forms:

| Customer Action                                                      | Action Taken by Customer Analyst or Lockbox Integration | Claim Source in Channel Revenue Management |
|----------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------|
| Customer short pays a receipt while marking invoices as paid in full | Create Claim Investigation                              | Deduction                                  |
| Customer overpays a receipt on account                               | Create Claim Investigation                              | Overpayment                                |
| Customer short pays a specific invoice                               | Create Channel Revenue Claim                            | Invoice Deduction                          |
| Customer overpays a specific invoice                                 | Create Channel Revenue Claim                            | Invoice Overpayment                        |
| Customer communicates a dispute                                      | N/A                                                     | Manual Claim                               |

Based on the action of the customer, the Receivables analyst in the Edit Receipt UI or through the lockbox integration, will behind the scenes, initiate the creation of a customer claim accordingly in Deductions and Settlement. This typically defaults to a deduction claim type and an unknown claim reason. It's part of the resolution process to determine the true claim type and reason.

For a non-invoice based deduction or overpayment, a Receivables activity is applied to the receipt in the amount of the short pay or overpayment. The receipt is updated with a reference to the created claim number.

For an invoice specific deduction or overpayment, claim details are applied to an invoice application line of the receipt in the amount of the short pay or overpayment, and the invoice application line is updated with claim details. The created invoice claim takes on the amount outstanding, the currency, and the business unit of the invoice.

**Note:** Claim creation will fail if a default claim type and default claim reason isn't specified in the claim source setup.

## Claim Creation Through Lockbox

Many enterprises leverage lockbox banking services for the receipt of payment from customers. Create claims automatically for deductions and overpayments from the **Process Receipts Through Lockbox** process in Receivables. This reduces deduction creation time and improves processing efficiency. The lockbox receives payments and automatically creates an invoice-related claim in Channel Revenue Management for underpayments and overpayments to the invoice's outstanding balance and non-invoice related overpayment claim for any remaining unapplied amount on the receipt post applications.

## Claim Settlement

After a channel manager resolves the deduction and it's approved, the **Settle Customer Claims** process can be run to create the artifacts of settlement in Receivables. A deduction can encompass one or multiple settlement methods. The process is typically scheduled by the Channel Operations user.

During the settlement of a claim, the schedule process:

1. Creates credit memos in Receivables with applicable taxes, if credit memo lines are present in the resolution of the claim. Credit memos on account are then applied to the receipt. Credit memos on invoice are applied to the invoice. Similarly, for an overpayment, an invoice is created and applied to the receipt.
2. The Fusion Tax application or supported partner tax applications are supported.
3. Reverses the original claim investigation activity in the receipt.

4. Applies any open transactions that are part of resolution to the receipt if settling on account or to the invoice if settling on invoice.
5. Auto write-offs are only applicable to short pays. If the entire short pay wasn't resolved, and the remaining amount is below the write-off threshold, then this write-off amount is applied to the receipt or invoice.
6. If the entire short pay wasn't resolved, then the remaining amount results in a child claim in Deductions and Settlement. This child claim is also applied to the receipt.

**Note:** While settling a claim, the Claim Amount Includes Tax field indicates whether the amount settled is inclusive of taxes. If the override is allowed at the controls at status and tax rate levels, then the application will check this field.

## Accounting

The accounting for settlement is handled by Receivables. Settlement artifacts are created as Receivables transactions and activities according to the Channel setups. For credit memos and invoices, Receivables performs the subledger accounting based on the Receivables transactions and activities created by Channel Revenue Management settlement.

- Claim Type setup for a deduction includes a one to one mapping to a Receivables credit memo transaction type. This is used when a credit memo is created in Receivables. A standard credit memo is always created for a credit memo on invoice.
- Claim Type setup for an overpayment includes a one to one mapping to a Receivables invoice transaction type. This is used when an invoice is created in Receivables.
- Claim Reason setup for a deduction includes a one to one mapping to a Receivables credit memo reason. This is used when a credit memo is created in Receivables.

The accounting for a claim investigation is derived from the Receivables Activity associated with the claim investigation application.

In the Manage Channel Settings page, there are two settings under the category Settlement by Credit Memo - On Invoice that drive the settlement in Receivables. A receivables method to reverse accounting entries, and a receivables method to credit installments.

### Related Topics

- [Create Claim Investigations](#)
- [Process Receipts Through Lockbox Execution Report](#)

## Customer Promotion

### Customer Promotion

Deductions started in consumer goods where retailers would short pay invoices based on their understanding of customer promotions.



To combat invalid or unauthorized deductions, customer promotion in Channel Revenue Management provides:

- Centralized promotions for channel customers.
- You can:
  - Negotiate and activate customer promotions.
  - Define customer and product eligibility.
  - Define accruals by amount or percentage.
- Automated eligibility of channel incentives against sales transactions.

This leads to fast and accurate accruals.

- Automated accrual tracking.

This provides real time visibility of liabilities.

- Centralized claims processing.

This helps reduce margin leakage and reduce your DDO (Days Deductions Outstanding).

- Automated channel accounting.

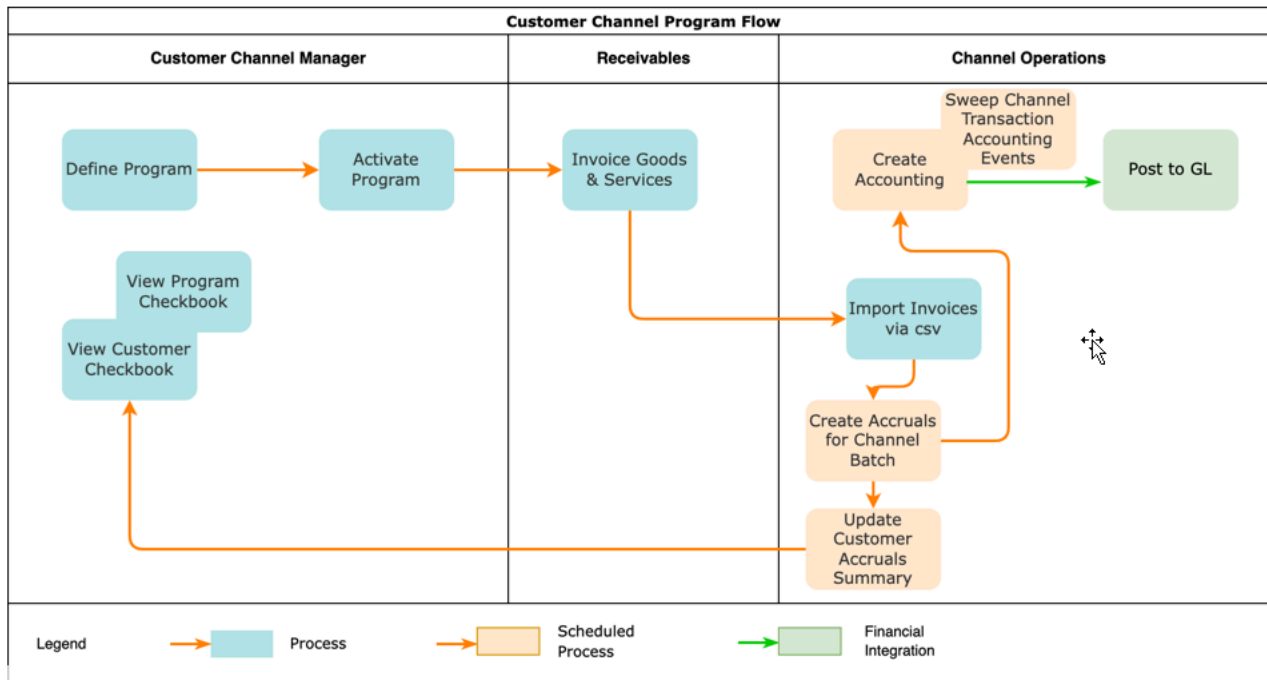
This configurable integration reduces time to implement and cost of ownership.

## How Customer Promotion Works

Customer promotions works on top of Deductions and Settlement providing centralized deductions and settlement in Receivables, and provides promotional settlement of claims.

You can use Customer Channel Management to activate channel promotions, and once sales orders or invoices are imported, the application calculates accruals for eligible customers.





1. Negotiate a promotion with channel customers and activate the program.
2. The customer makes purchases.
3. Upload your sales data, then process these transactions to create accruals.
4. Earned accruals are then tracked and posted to GL.
5. Short pays from Receivables are centralized as claims. Optionally, manual claims can be created on demand.
6. Claims are investigated. Promotional deductions can be matched with available accruals to resolve a claim.
7. Approved claims can be settled by creating various transactions in Receivables including credit memos.

#### Related Topics

- [How Deductions and Settlement Works with Receivables](#)

## How Customer Promotion Works with Imported Sales Orders and Invoices

Here's how customer promotion works with imported sales orders and invoices:

The Import Management framework can be used to import sales orders and invoices using CSV. Customer rebates are calculated according to the terms of the program with the customer, and accrued.

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing.
- The **Create Accruals for Channel Batch** process checks the eligibility of the batch lines and creates accruals for the eligible ones. A supply chain application administrator can create the channel accruals on demand or schedule it as a periodic batch process.

**Consideration:** If you import sales orders and invoices via the CSV file (Batch Transaction Type = ORA\_SALES\_ORDER\_CSV), then you must first import the CSV file, and only then schedule the processes to create accruals (Create Accruals for Channel Batch).

#### *Related Topics*

- [Import Customer Invoices](#)
- [How do I import data?](#)
- [How do I map import fields?](#)
- [Create Accruals from Imported Sales Orders and Invoices](#)

## Lump Sum Program

### Lump Sum Program

A customer lump sum program is an agreement which pays out an previously agreed-to amount and may require a customer to carry out certain trade promotion activities.

For example, an advertising campaign, on behalf of a manufacturer. You can create a lump sum program to capture the terms of the agreement. The incentive is accrued up front when the program is activated and available for immediate payment.

Channel Revenue Management enables you to:

- Define trade promotion activities agreement and terms that:
  - Pay out a previously agreed-to amount
  - May require a customer to carry out certain trade promotion activities on behalf of the manufacturer or wholesaler
- Create, track, and pay immediate accruals including slotting fees, marketing incentives, and other non-transactional incentives.

## How Lump Sum Program Works

Customer lump sum works on top of Deductions and Settlement.

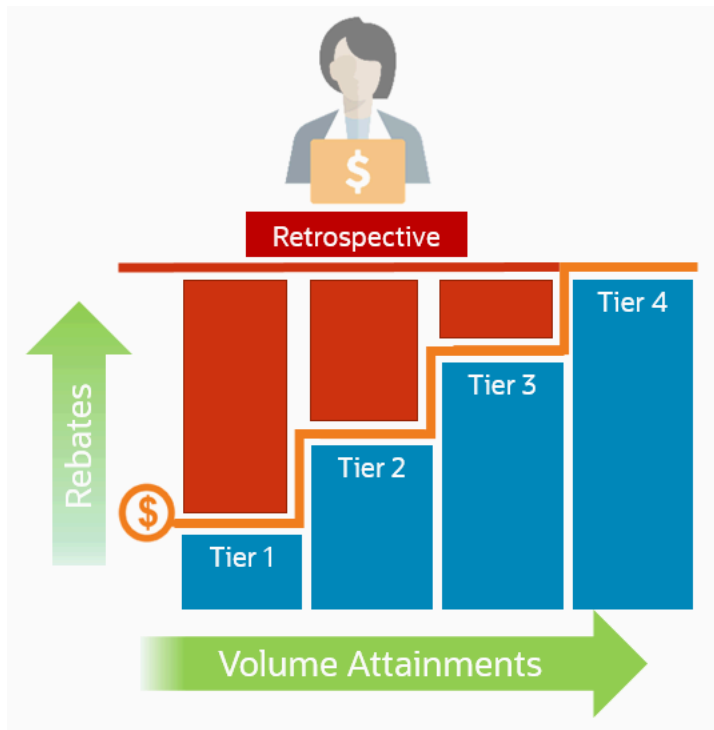
You can use Customer Channel Management to activate lump sum programs that incentivize manufacturers or wholesalers for carrying out certain trade promotion activities. Promotional payments arising out of lump sum programs are accrued as soon as the program becomes active. Lump sum programs are customer-specific and they target only one customer at a time.

1. Create the lump sum program.
  - Select the customer.
  - Enter the lump sum ammount.
  - Add products and distributions.
2. Activate the program. Accrual is earned immediately after program approval.
3. Associate the earning and settle the claim.

# Customer Annual Volume Program

## Customer Annual Volume Program

Use customer annual programs to accrue rebates based on cumulative sales volumes across orders.



These programs are critical to promoting loyalty from channel partners because higher rebates are provided for more annual buying; and this reduces the risk of customers defecting to competitors.

To that end, you can define volume rules, each with tiered rebates, as a percentage of sales or as a flat amount per unit; and a set of eligible products or categories with exclusions. Eligibility can be defined based on dates including invoice date which is most typically used. For customers with a proven track record, you can prequalify them from the start at a higher tier.

This feature provides the ability to:

- Define volume rules for tiered rebates as a percentage of sales revenue or an amount per unit for eligible products or exclusions.
- Define eligibility based on dates.
- Prequalify customers with a proven track record to start at a higher tier.
- Import sales transactions via CSV file.
- Execute annual volume agreements with channel customers with the ability to aggregate and track cumulative sales revenue or quantity across orders for a period and to calculate retrospective volume rebates on periodic basis.
- Track accruals via the Customer Checkbook and the Program Checkbook.

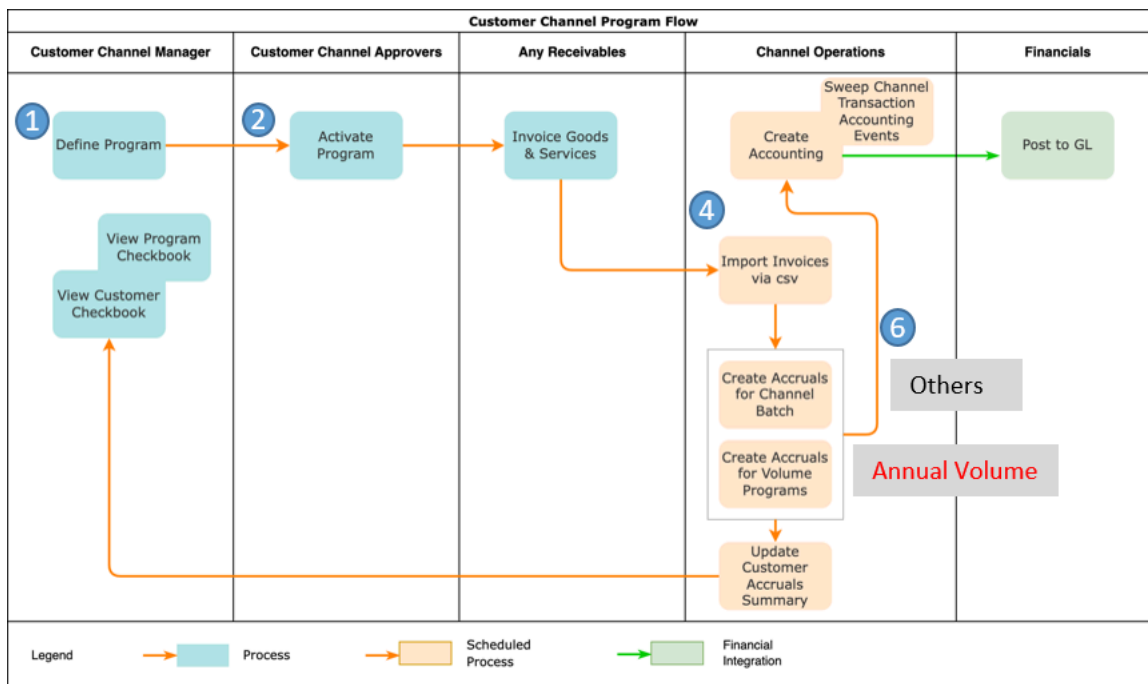
- Post channel transactions to General Ledger.
- Support rules based subledger accounting.

This feature benefits wholesalers, distributors, and manufacturers to:

- Promote greater loyalty from channels.
- Improve customer satisfaction.
- Reduce cost of ownership.
- Reduce invalid deductions.
- Reduce Days Deductions Outstanding (DDO).
- Improve visibility to annual incentives and liabilities for programs, customers, and the business unit.

## How Customer Annual Volume Program Works

Customer annual volume programs work on top of Deductions and Settlement providing centralized deductions and settlement in Receivables, and provides promotional settlement of claims.



You can use Customer Channel Management to activate customer annual volume programs and once sales orders or invoices are imported, the application then calculates accruals for eligible customers.

1. Operational administrators create and activate a customer annual program type representing channel annual business processes.
2. Channel sales managers negotiate and activate a customer annual program.
3. Channel customers purchase products and expect an annual rebate.
4. Operational administrators ensure sales transactions are imported via CSV or the FOM integration loads invoiced sales transactions on a periodic basis based on a year or fiscal calendar.
5. Channel customers deduct referencing an annual rebate believed owed.
6. Channel claim analysts investigate a customer deduction claim and settle it as promotional against accruals of a customer annual program.

7. Financial analysts review the financial status of each channel customer to see the liabilities by customer and program.

## How Customer Annual Volume Program Works with Imported Sales Orders and Invoices

Here's how customer annual volume program works with imported sales orders and invoices:

The Import Management framework can be used to import sales orders and invoices using CSV. Customer rebates are calculated according to the terms of the program with the customer, and accrued.

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing.
- The **Create Accruals for Volume Programs** process checks the eligibility of the batch lines and creates accruals for the eligible ones. A supply chain application administrator can create the channel accruals on demand or schedule it as a periodic batch process.

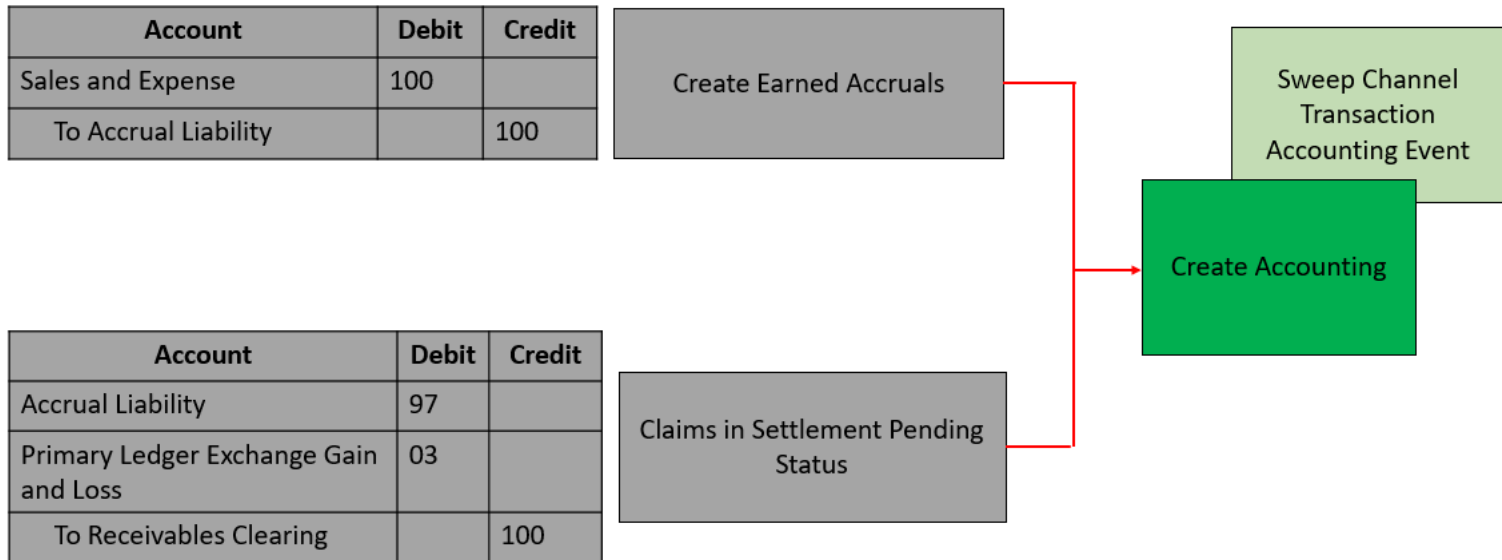
**Consideration:** If you import sales orders and invoices via the CSV file (Batch Transaction Type = ORA\_SALES\_ORDER\_CSV), then you must first import the CSV file, and only then schedule the processes to create accruals (Create Accruals for Channel Batch).

### *Related Topics*

- [Import Customer Invoices](#)
- [How do I import data?](#)
- [How do I map import fields?](#)

## How Channel Accounting Works for Sell Side

Here's how channel accounting works for the sell side.



### Accrue Customer Rebates

1. Customer Rebate: After sales orders and invoices are loaded into Channel Revenue Management, eligible program discounts can be captured using the Create Accruals for Batch process.
2. A supply chain application administrator can create these accruals on demand or schedule it as a batch process on a periodic basis.
3. After a channel accrual is earned based on its program rules, it's eligible to be posted to the general ledger.
4. A general accounting manager can post earned accruals to the general ledger on demand, or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.

### Relieve Accruals

1. After a claim is approved, it is in settlement pending status, and its then eligible to be relieved its accruals by posting to the general ledger.
2. A general accounting manager can post relief of accruals to the general ledger on demand or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.

### Related Topics

- [Schedule the Creation of Accruals for Batches](#)
- [Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger](#)

## Supplier Rebate

### Supplier Rebates

Here you can learn about what wholesalers and retailers can do using Channel Revenue Management.

Channel Revenue Management provides wholesalers and retailers the ability to:

- **Centralize rebate programs from suppliers**

You can:

- Capture program details including the supplier, effective dates, and alternate suppliers if applicable.
- Define product eligibility.
- Support accruals based on amount, or percentage.

- **Automate accrual tracking**

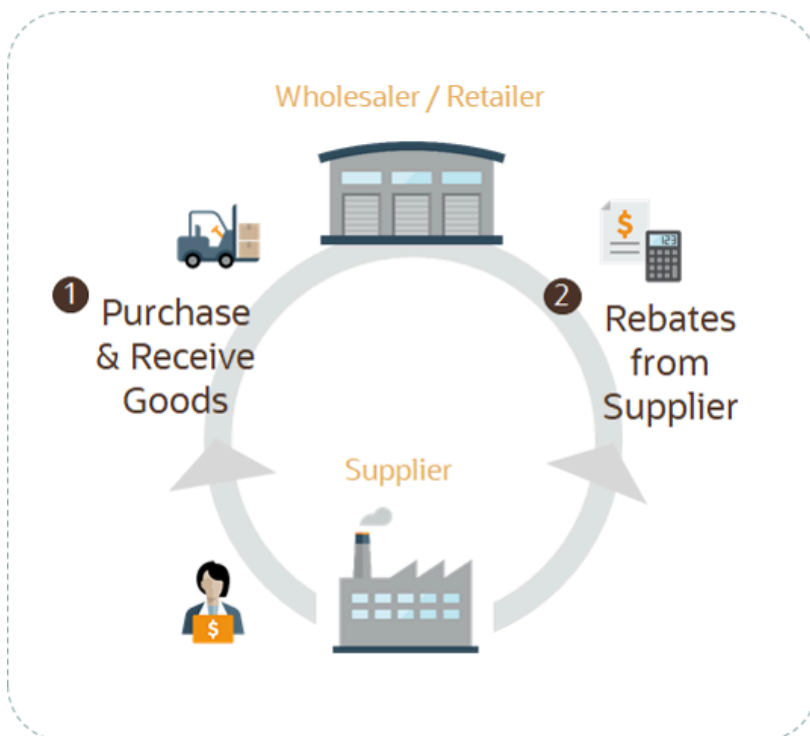
This leads to better visibility and faster realization of supplier incentives.

- **Automate claim processing**

This helps reduce margin leakage through accurate claim computation, thereby reducing supplier rejection. The streamlined process helps wholesalers realize value faster on supplier rebate claims.

- **Automate channel accounting**

The faster realization from supplier incentives through automation reduces time to implement and the cost of ownership.



### Supplier Rebate Overview

Supplier rebates is the process by which the supplier offers incentives to the wholesaler or retailer to purchase more. These are the five basic steps for a wholesaler/retailer:

1. Supplier offers rebates for specific purchases.
2. Wholesaler/retailer buys from the supplier and supplier ships the goods.
3. Wholesaler/retailer receives the shipment of goods and invoice from the supplier. Accruals are typically earned upon receipt of supplier invoice for received goods.
4. Accruals are compiled into claims for review and approval.
5. The claims are settled by issuing debit memos (or payments against the supplier invoice for supplier rejections).

## How Supplier Rebate Works

You can use Channel Revenue Management to create supplier programs and activate them so that eligible supplier accruals can be automatically applied to receiving transactions that have been invoiced by the supplier, or to supplier invoices directly imported into Channel Revenue Management. Here's how

### Overview

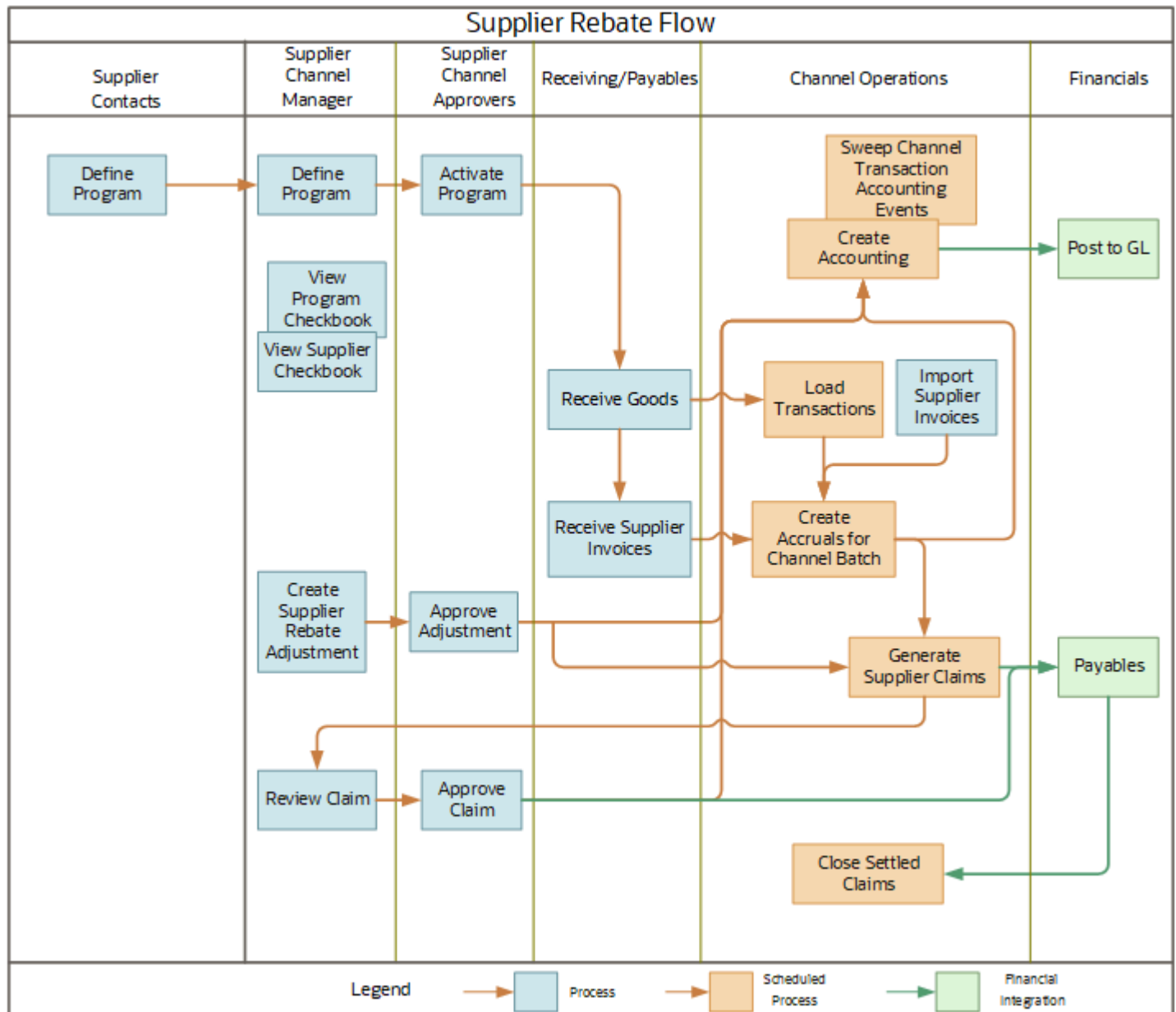


1. The wholesaler or retailer activates their supplier rebate programs.
2. The wholesaler/retailer buys from the supplier.
3. Supplier ships goods to the wholesaler/retailer and supplier invoices are created for the shipment.
4. The wholesaler or retailer receives the goods, makes corrections or accepts them.
5. Channel Revenue Management then processes these transactions to create accruals. This can be done in 2 ways:
  - Directly process the receiving transactions and their supplier invoices. Accruals can be accrued upon receipt of shipment or upon receiving the supplier invoice. Typically, accrual happens upon supplier invoicing.
  - Processes supplier invoices imported using CSV files to create accruals.



6. Earned accruals are then tracked, posted, and accrued.
7. Supplier claims are generated on demand or scheduled on a periodic basis.
8. Approved supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved. If the supplier rejects a claim line, a manual adjustment can be created to reverse the accrual.
9. After payment, the claims are closed.

## Business Process Flow

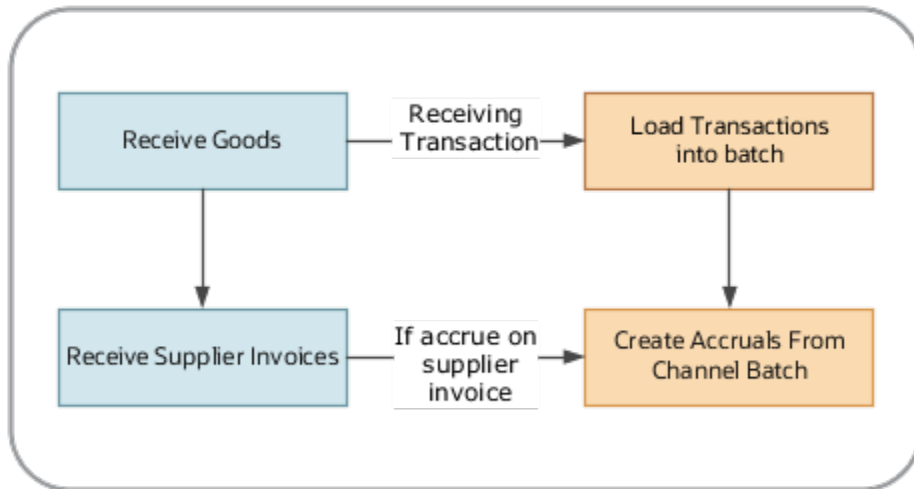


### Related Topics

- [How Supplier Claims Work](#)
- [How Channel Accounting Works for Buy Side](#)

## How Supplier Rebate Works with Receiving and Payables

Here's how supplier rebate works with Oracle Fusion Receiving and Oracle Fusion Payables to support inbound receiving transactions from Oracle Fusion. Accruals can be accrued upon receipt of shipment or upon receiving the supplier invoice. Typically, accrual happens upon supplier invoicing.



### Load Transactions

The **Load Transactions** process imports the receiving transactions from Receiving into Channel Revenue Management. A new batch is created with each load. It:

- Extracts receiving transactions and related PO details.
- Stores them as lines of a batch (1 batch per **Load Transactions** scheduled process).

### Create Accruals from Channel Batch

The **Create Accruals for Channel Batch** process converts the batch lines into accruals. A supply chain application administrator can create the channel accruals on demand or schedule it as a batch process on a periodic basis.

If the channel setting Event for Triggering Supplier Rebate Accrual = Receiving Transaction, then

- if the batch line is eligible, then  
creates earned accruals

If the channel setting Event for Triggering Supplier Rebate Accrual = Supplier Invoice, then Channel receives the supplier invoices directly from Payables, or are imported using CSV files.

- if the batch line is eligible but not invoiced, then  
creates open accruals
- if eligible and invoiced, then  
creates earned accruals

For example, a receiving transaction for a quantity of 10 units can be invoiced for a quantity of 8 units. Here, open accruals will be recorded for a quantity of 2 units, and earned accruals will be recorded for 8 units.

#### *Related Topics*

- [How Supplier Claims Work](#)
- [How Channel Accounting Works for Buy Side](#)

## How Supplier Rebate Works with Imported Supplier Invoices

The Import Management framework can be used to import supplier invoices using CSV files into Channel Revenue Management. Supplier rebate accruals are then accrued according to the terms of the agreement with the supplier.

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing in Channel Revenue Management.
- The **Create Accruals for Channel Batch** process checks the eligibility of the batch lines and creates accruals for the eligible ones. A supply chain application administrator can create the channel accruals on demand or schedule it as a batch process on a periodic basis.

**Consideration:** If you import supplier invoices via the CSV file (Batch Transaction Type = ORA\_SUPPLIER\_INVOICE\_CSV), you must first import the CSV file, and then schedule the processes to create accruals (Create Accruals for Channel Batch).

#### *Related Topics*

- [Import Supplier Invoices](#)
- [How do I import data?](#)
- [How do I map import fields?](#)
- [Create Accruals from Imported Supplier Invoices](#)

## Supplier Annual Rebate

### Supplier Annual Program

Supplier annual rebate is the process by which a wholesaler or retailer purchases goods from a supplier over a period of time, typically a year.

The supplier may offer annual rebates that encourages buying based on accumulated volume attainments for the year. Target attainments are tiered. For instance, if you purchase under a million dollars, you get 3% discount. If you purchase between 1 and 2 million dollars, you get 5%. Above 2 million, you get 8%.

Channel Revenue Management provides wholesalers and retailers the ability to:

- **Centralize annual rebates from suppliers**  
You can define annual programs based on accumulated attainments across orders, including:

- Percentage rebate based on purchase value tiers
- Amount rebate per UOM based on quantity tiers

- **Automate accrual tracking**

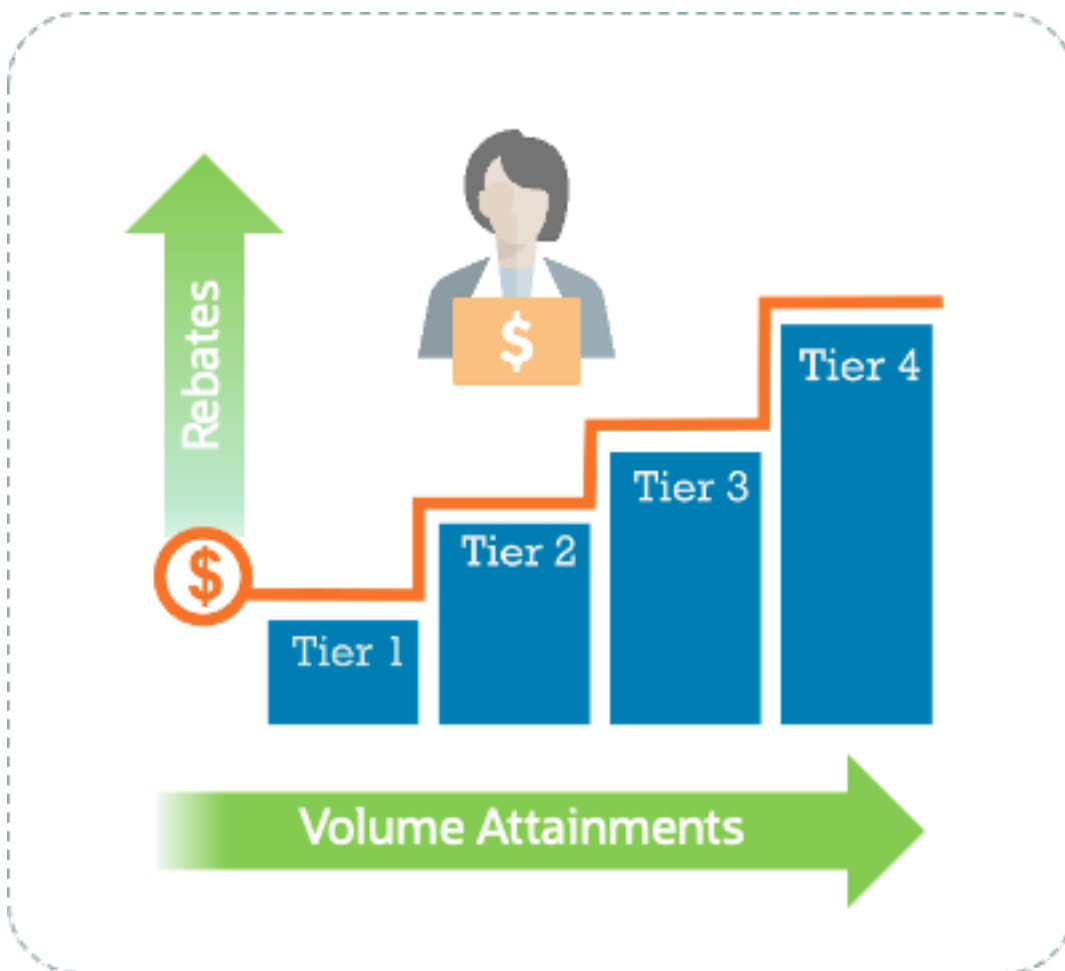
This leads to better visibility and faster realization of supplier incentives.

- **Automate claim processing**

This helps reduce margin leakage through accurate claim computation, thereby reducing supplier rejection. The streamlined process helps wholesalers realize value faster on supplier rebate claims.

- **Automate channel accounting**

The faster realization from supplier incentives through automation reduces time to implement and the cost of ownership.



### Supplier Annual Program Overview

Supplier annual rebate is the process by which a wholesaler or retailer purchases goods from a supplier across a duration of time, typically a year. What makes supplier annual rebates different from supplier rebates is that volume attainments are accumulated across orders. In supplier rebates, rebates are in the context of a given transaction. In

supplier annual rebates, rebates are in the context of accumulated volume attainments across orders over a period of a year.

1. Supplier offers or negotiates an annual rebate.
2. Wholesaler/retailer buys from the supplier and supplier ships the goods.
3. Wholesaler/retailer receives the invoice from the supplier and accumulate volumes across orders.
4. Accruals are calculated as percentage rebates based on purchase value tiers, or as an amount rebate per unit of measure based on quantity tiers. Retrospective or stepped calculations are supported.
5. Accruals are compiled into claims for review and approval.
6. The claims are settled by issuing debit memos (or payments against the supplier invoice for supplier rejections).

## How Supplier Annual Program Works

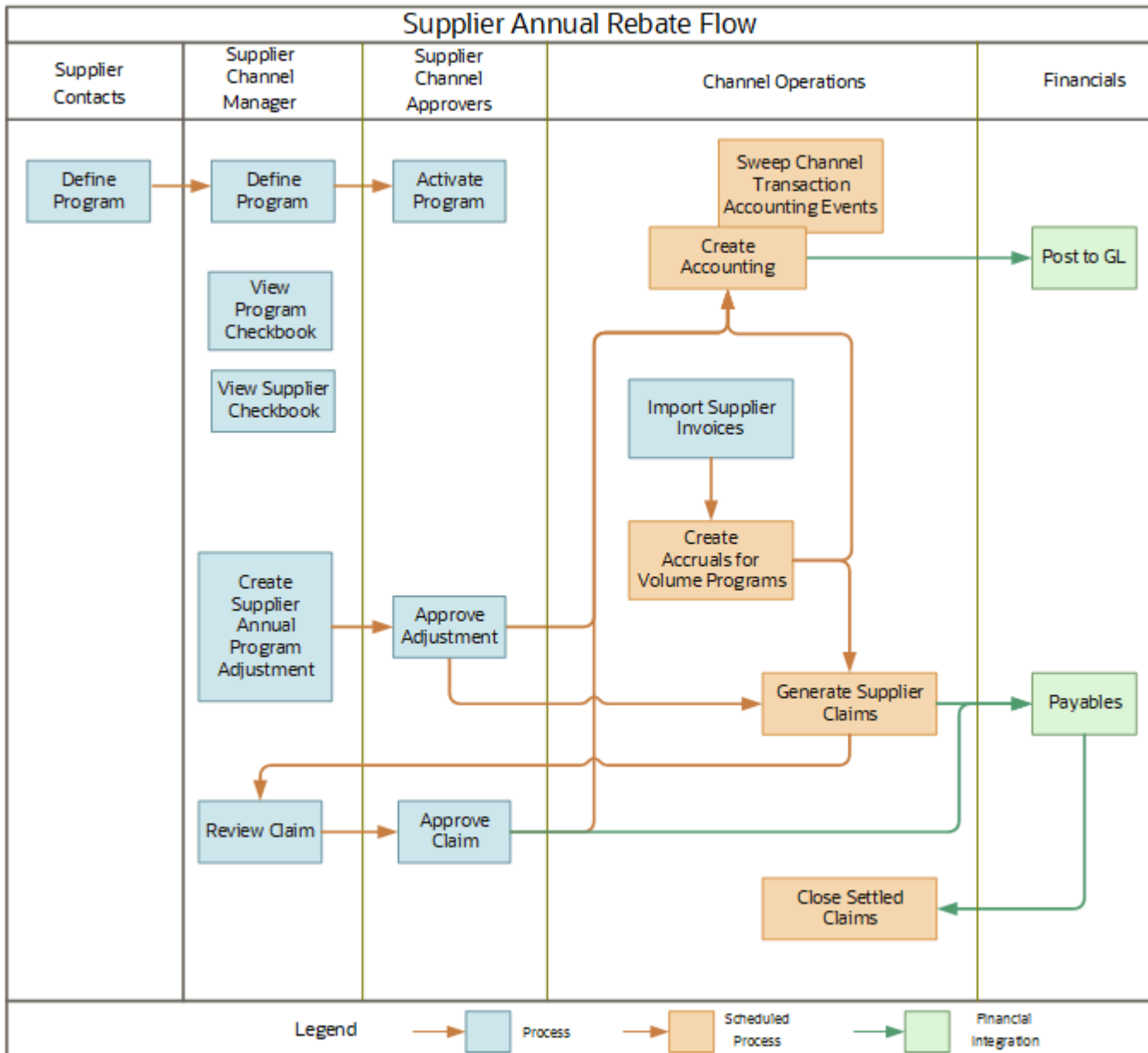
You can use Channel Revenue Management to create supplier annual programs and activate them so that eligible supplier accruals are automatically calculated from supplier invoices imported into Channel Revenue Management. Here's how the supplier annual program business process works in Channel Revenue Management.



1. The wholesaler or retailer activates their supplier annual programs.
2. The wholesaler/retailer buys from the supplier.
3. Supplier ships goods to the wholesaler or retailer and supplier invoices are created for the shipment. Volumes are accumulated across orders.

4. Channel Revenue Management then processes the supplier invoices imported using CSV files to create accruals.
5. Earned accruals are then tracked, posted, and accrued.
6. Supplier claims are generated on demand or scheduled on a periodic basis.
7. Approved supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved. If the supplier rejects a claim line, a manual adjustment can be created to reverse the accrual.
8. After payment, the claims are closed.

#### Business Process Flow



## How Supplier Annual Rebates Work with Imported Supplier Invoices

The Import Management framework can be used to import supplier invoices using CSV files into Channel Revenue Management. This is the same Import Management framework supported for supplier rebates. Supplier annual rebate accruals are then accrued according to the terms of the agreement with the supplier.

**Consideration:** If you import supplier invoices via the CSV file (Batch Transaction Type = ORA\_SUPPLIER\_INVOICE\_CSV), you must import the CSV file, and then schedule the processes to create accruals (Create Accruals for Volume Programs).

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing in Channel Revenue Management.
- The **Create Accruals for Volume Programs** process checks the eligibility of invoice lines, aggregates and creates accruals for the eligible ones. A supply chain administrator can schedule the program on a periodic basis, for example, monthly.

Unlike supplier rebates, supplier annual rebates don't create an accrual for each invoice line. Instead, qualified invoice lines are aggregated and a single accrual is created. Invoice lines are aggregated by business unit, program, volume rule, period, item, ship-to location, bill-to location, and alternate supplier site if applicable. This is an important distinction from supplier rebates.

#### *Related Topics*

- [How do I import data?](#)
- [How do I map import fields?](#)

## Supplier Ship and Debit

### Supplier Ship and Debit

Here you can understand what distributors can do using Channel Revenue Management.

Channel Revenue Management on the buy side is a supply chain management application that can help prevent margin leakage in your channel business processes with greater efficiency. With supplier ship and debit, distributors can:

- Centralize ship and debit programs from suppliers.
- Automatically apply eligible supplier programs at order capture.
- Automate accruals tracking and claims processing.

#### **Supplier Ship and Debit Overview:**



### Centralize Supplier Programs

Use Channel Revenue Management as your hub to manage ship and debit agreements from suppliers. You can:

- Capture program details including the supplier, effective dates, and supplier authorization number.
- Define customer eligibility and product eligibility.
- Support accruals based on amount, new cost, or percentage basis.

### Automatically Apply Eligible Programs at Order Capture

Sales can see eligible supplier programs and calculate channel discounts providing margin visibility before they book an order. Accruals can be included in margin calculations.

### Automate Accruals Tracking and Claims Processing

For many distributors, profitability is determined by the ability to track and collect supplier incentives. Channel Revenue Management automates accrual tracking, providing you with real-time visibility to the earned, collected, and balance accruals, for each program. Earned accruals are tracked in channel's subledgers and posted to the general ledger. Real-time supply chain integrations provide accurate supplier balance tracking and compliant accounting practices. You can:

- Improve your productivity by generating and processing supplier claims online. Accruals are relieved in General Ledger after claims are approved, and pending settlement.
- Settle supplier claims through Payables and automatically close the claim.



Supplier ship and debit is the process by which a distributor ships goods at a lower than usual price to the customer and debits the supplier for the additional discount from the acquisition price. The additional discount is claimed from the supplier.

These are the four basic steps for a distributor:

1. Request a Ship and Debit Agreement from Supplier

The salesperson for the distributor can request this new price or can decide on this price to win a deal in hopes that it will be approved. To debit the supplier for the difference, the distributor requests a special price from the supplier. If the supplier approves, a supplier ship and debit program can be created and sales are made against the program.

2. Ship to Customer

The distributor ships to the customer and earns the accrual. Accruals are calculated.

3. Claim Debit from Supplier

The distributor creates a claim with a matching debit memo or a supplier invoice to pay back the transactions (if it is a supplier rejection), in Payables. Payables issues a debit memo or invoice to the supplier.

4. Settle Claim

The issuance of a debit memo (or payment against the supplier invoice if it is a supplier rejection) closes the claim.

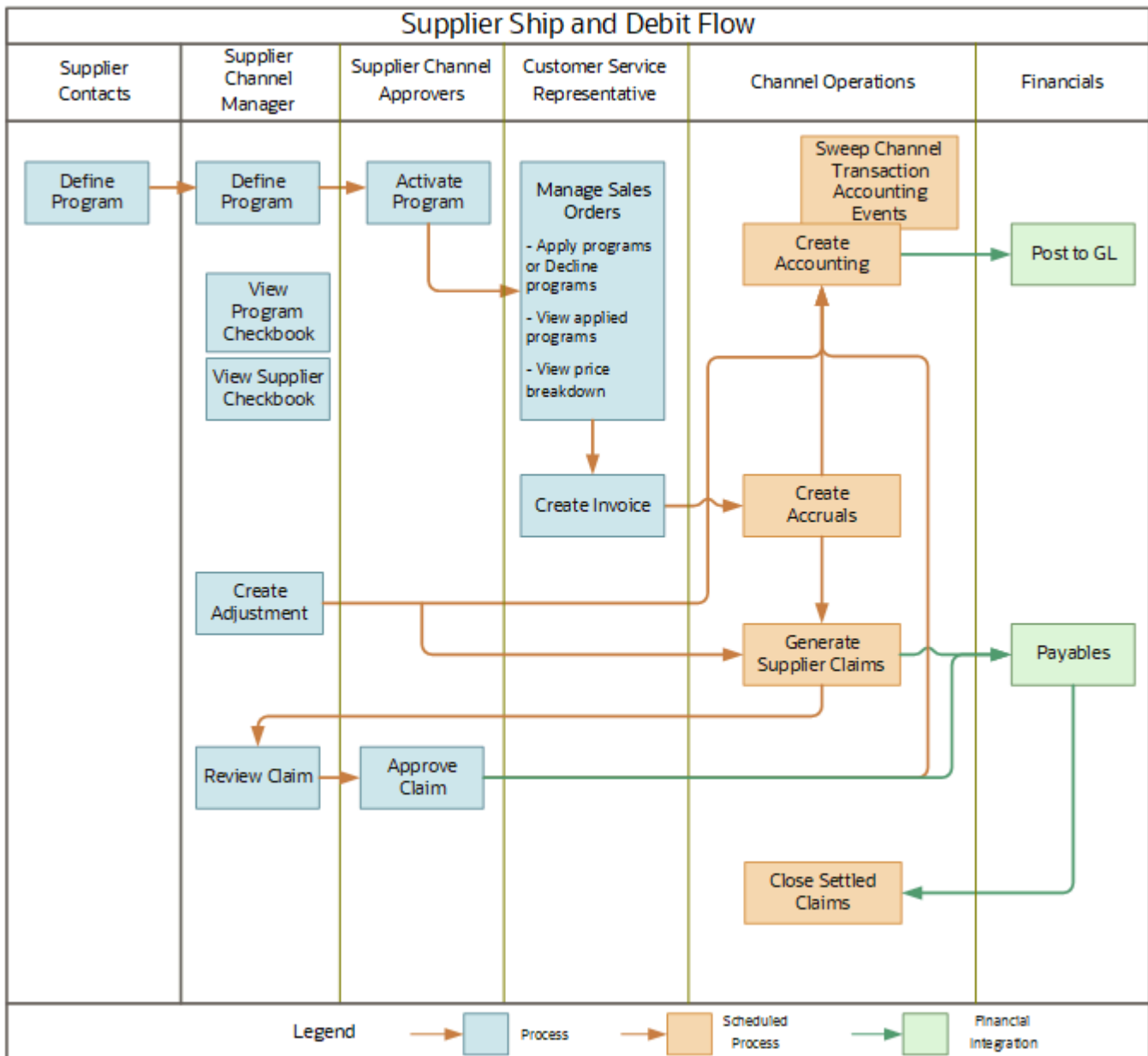
## How Supplier Ship and Debit Works

You can use Channel Revenue Management to create a supplier program and activate it so eligible supplier accruals can be automatically applied at order capture. Here's how the distributor's supplier ship and debit business process works in Channel Revenue Management.



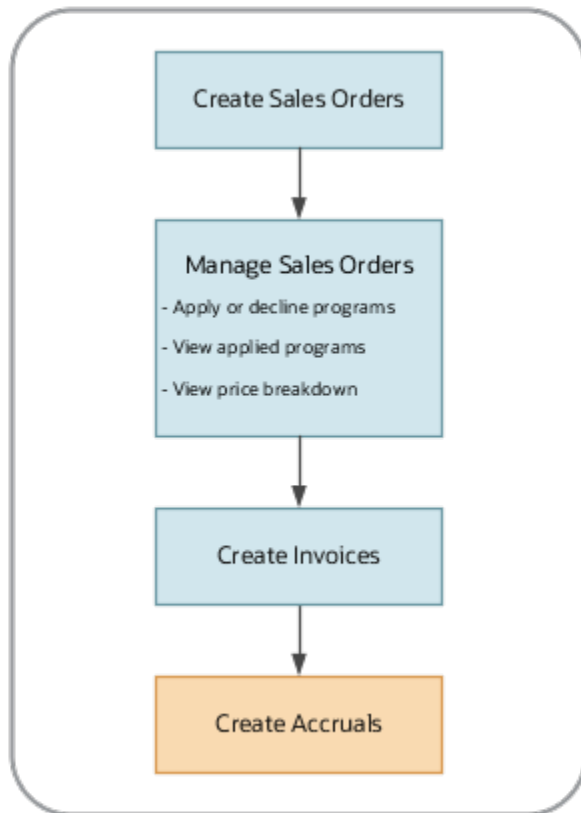
1. The distributor requests a special price or the supplier issues a special price.
2. An agreement between the distributor and the supplier is reached with the supplier providing an authorization number to the distributor.
3. The distributor defines a supplier ship and debit program capturing the supplier, date effectivity, customer eligibility, and product eligibility.
  - Channel Revenue Management gets supplier sites already defined in Procurement and associates them to a supplier ship and debit program.
  - Date eligibility can be based on requested ship date or ordered date.
  - Customers from Trading Community Hub are used to define customer eligibility.
  - Item and unit of measure attributes from the Product Information Management work area can be used to define product eligibility rules.
  - The supplier incentive can be defined as a flat amount, a new cost, or a percentage.
  - A supplier ship and debit program must belong to the same business unit as the supplier site.
4. The distributor activates the supplier ship and debit program. Approvals are optional.
5. The distributor creates a sales order and eligible program accruals are applied automatically or by request.
6. Earned accruals are tracked and accrued. Manual adjustments can be created for accruals that were missed or needed correction.
7. Supplier claims are generated on demand or scheduled on a periodic basis.
8. Supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved.
9. After payment, the claims are closed.

Business Process Flow:



## How Supplier Ship and Debit Works with Order Capture Systems

Here's how supplier ship and debit works with order capture systems.



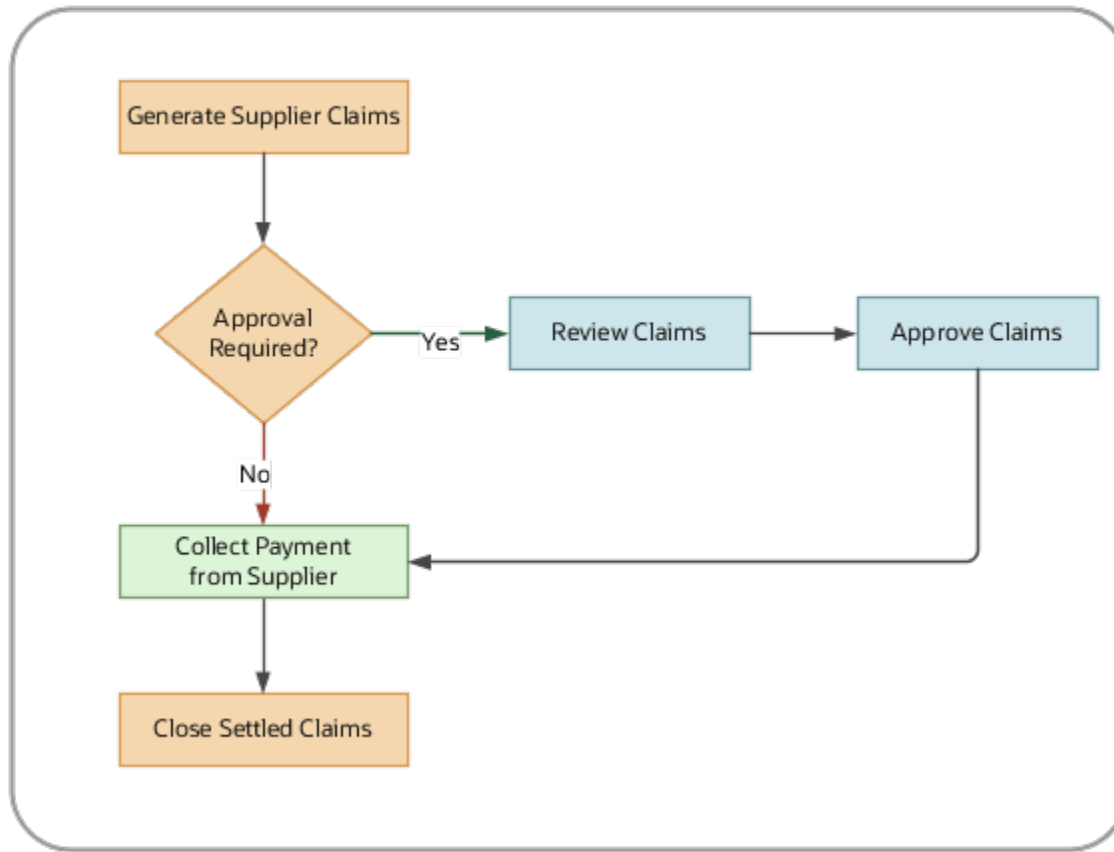
1. Sales creates a sales order in an order capture application specifying the customer, bill-to, and ship-to information, then adds several items with their quantity, unit of measure, and other fulfillment line details.
2. The order capture application gets the list of all eligible programs.
  - o Most programs are automatically applied to the line items.
  - o A type of program can be defined to be applied by request only. A sales user can apply these manual programs to line items.
  - o Most programs can be declined by a sales user, but a type of program can be prevented from being declined by sales users.
3. With the list of eligible programs, the order capture application calls on Oracle Fusion Pricing to calculate the incentives.
4. A supply chain application administrator can create channel accruals on demand or schedule it as a batch process on a periodic basis using the **Create Accruals** scheduled process. Channel related charge lines from the order capture application are created as channel transactions.

#### Related Topics

- [Manage Program Types](#)

## How Supplier Claims Work

Here's how supplier claims work for the buy side.



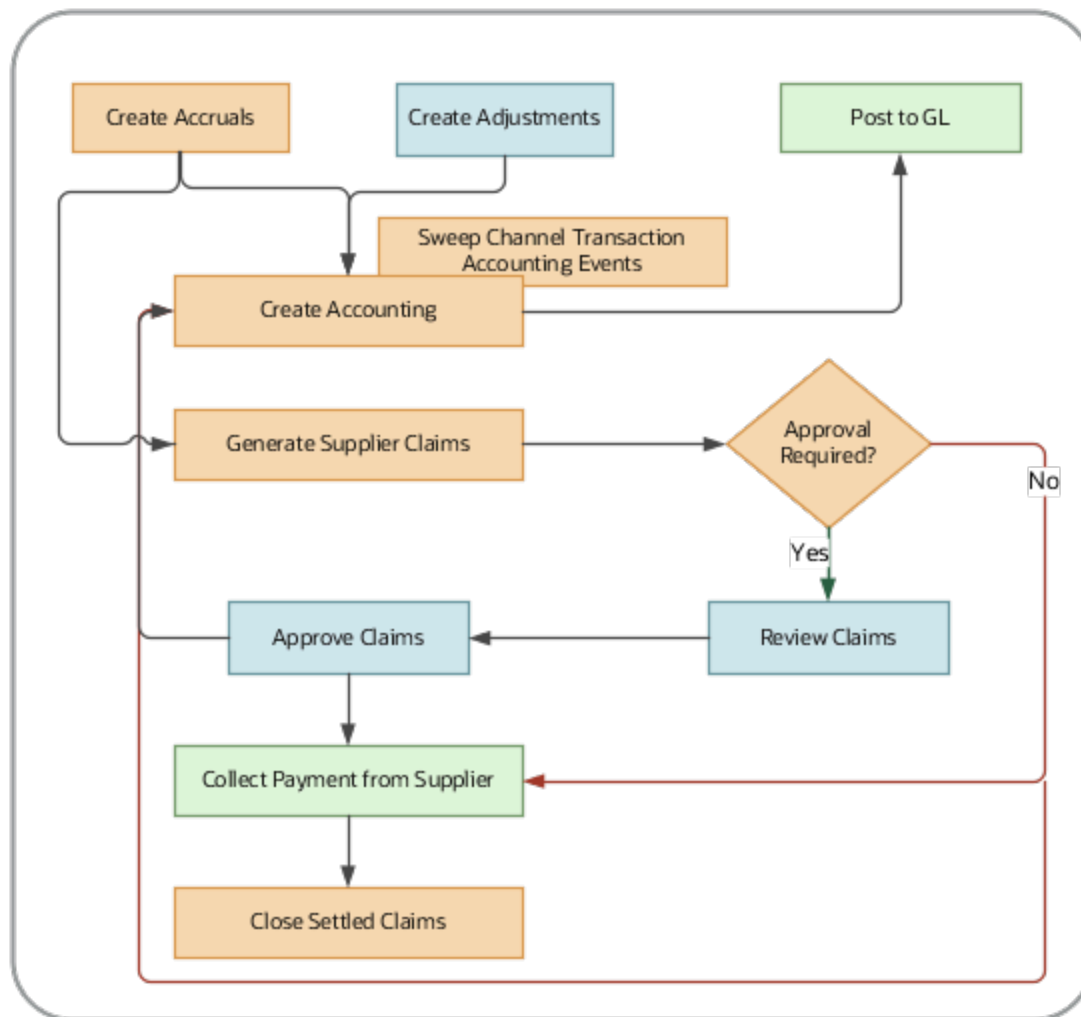
1. After an accrual is captured in Channel Revenue Management and earned, it's eligible to be picked up in a supplier claim. Manual adjustments are also reflected in supplier claims.
2. A supply chain application administrator can generate a supplier claim on demand or schedule it as a batch process on a periodic basis, using the **Generate Supplier Claims** scheduled process.
  - The process can generate a single claim for a single supplier site, or multiple claims, at least one claim for each supplier.
  - Various parameters can be used to identify the earned accruals and manual adjustments to be included for claim generation.
  - The generated claim can be immediately sent to Payables for supplier payment or sent to the claim analyst for review and approval.
3. The Financials Cloud integration can be configured to collect payment from the supplier.
4. Claims are settled by the Payables process **Import Payables Invoices**, with the Source parameter set to Claims. This checks when payment has been successfully debited and retrieves settlement details such as debit memo number or check number to confirm the claim settlement.
5. A general accounting manager can relieve accruals in Channel Revenue Management on demand or schedule it as a batch process on a periodic basis using the **Create Accounting** scheduled process.
6. After payment, a supply chain application administrator can close the settled claims on demand or schedule it as a batch process on a periodic basis using the **Close Settled Claims** scheduled process.
7. If the supplier declines a claim line, the distributor investigates and creates a manual adjustment to reverse the accrual.

*Related Topics*

- [Manage Supplier Claim Sources and Settlement Methods](#)
- [How Payables Standard Invoice Import Data Is Processed](#)

## How Channel Accounting Works for Buy Side

Here's how channel accounting works for the buy side.



## Accrue Earned Supplier Discounts

1. **Supplier Rebate:** After receiving transactions are loaded into Channel Revenue Management and supplier invoices are received, eligible program discounts can be captured using the **Create Accruals for Channel Batch** process.

**Supplier Ship and Debit:** When an order is created in an order capture application, eligible program discounts are calculated and applied as channel incentives on an order line. After the order is invoiced, it's eligible to be brought into Channel Revenue Management as a channel accrual.

2. A supply chain application administrator can create these accruals on demand or schedule it as a batch process on a periodic basis.
3. Accruals that were missed or needs correction can be added as manual adjustments.
4. After a channel accrual is earned based on its program rules, it's eligible to be posted to the general ledger.
5. A general accounting manager can post earned accruals to the general ledger on demand, or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.

## Relieve Supplier Accruals

1. After a claim is created and approved, it's eligible to relieve its accruals by posting to the general ledger.
2. A general accounting manager can post relief of accruals to the general ledger on demand or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.
3. The claim can be closed thorough the **Close Settled Claims** scheduled process.

### *Related Topics*

- [Schedule the Mass Creation of Accruals](#)
- [Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger](#)

## Overview of Managing Supplier Programs

Here you understand how to manage supplier programs in Channel Revenue Management.

Here's what you can do:

- Create a program or have suppliers create their own program via the Supplier Portal.
- Edit a draft program.
- Submit a program for approval.
- Activate a program so channel incentives can be applied to sales orders, receiving transactions, or supplier invoices.
- Edit active programs in a limited fashion.
- Terminate active programs, locking them down from update and further application to sales orders, receiving transactions, or supplier invoices.

## Overview of Managing Adjustments

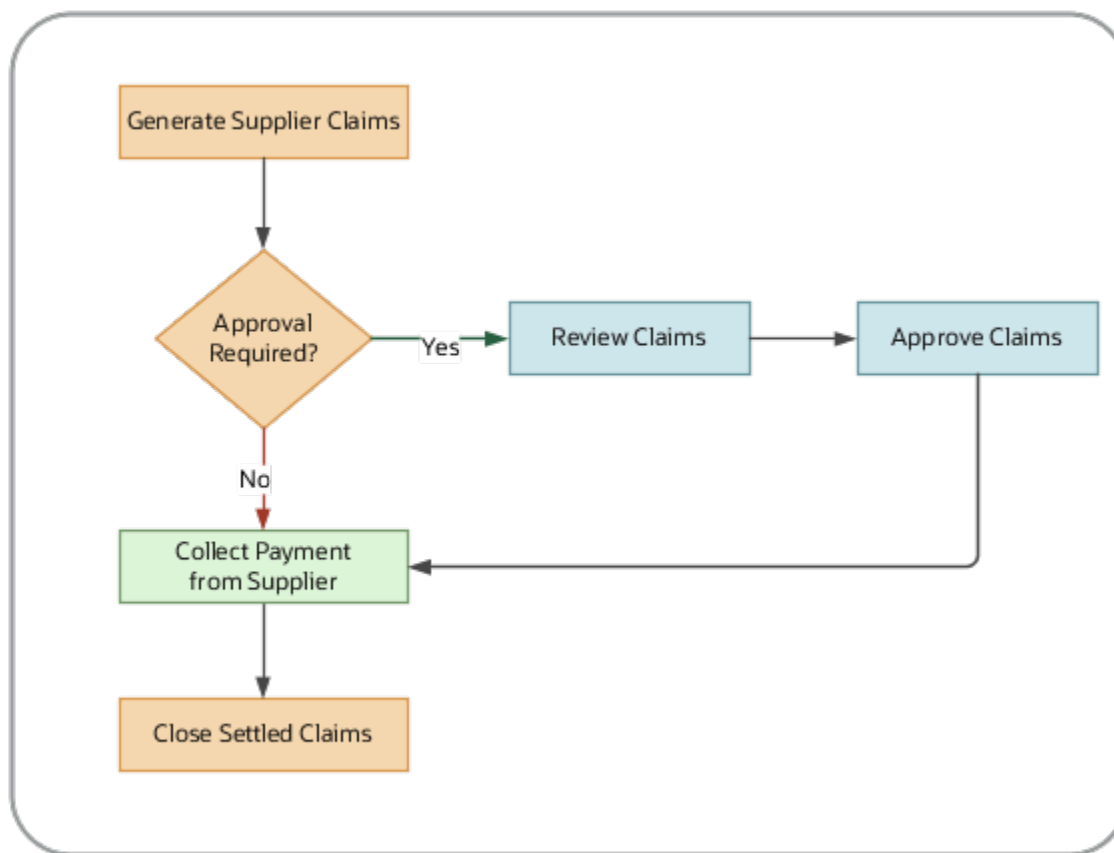
Here's what you can do.

- Create a positive or negative accrual adjustment.
- Approve the adjustment for supplier rebate adjustments.
- Reverse an accrual.

Once created or approved in the case of supplier rebate adjustments, you can't edit or delete an adjustment. You must create a reversal adjustment to negate an original adjustment.

## How Supplier Claims Are Processed

On a periodic basis, a distributor creates supplier claims to collect on channel incentives. Typically, earned incentives are gathered and associated with a supplier claim.



1. After an accrual is captured in Channel Revenue Management and earned, it's eligible to be picked up in a supplier claim. Manual adjustments are also reflected in supplier claims.



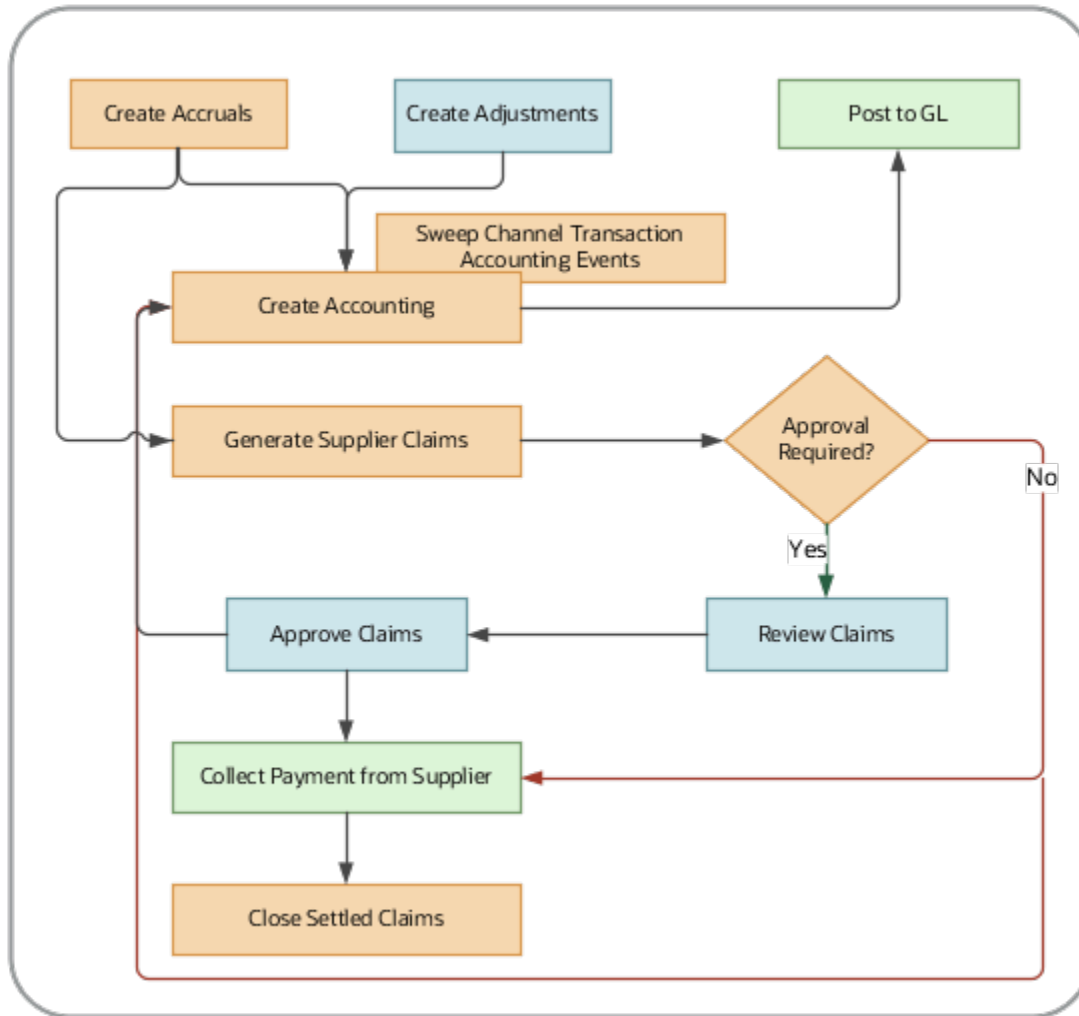
2. A supply chain application administrator can generate a supplier claim on demand or schedule it as a batch process on a periodic basis, using the **Generate Supplier Claims** scheduled process.
  - The process can generate a single claim for a single supplier site, or multiple claims, at least one claim for each supplier.
  - Various parameters can be used to identify the earned accruals and manual adjustments to be included for claim generation.
  - The generated claim can be immediately sent to Payables for supplier payment or sent to the claim analyst for review and approval.
3. The Financials Cloud integration can be configured to collect payment from the supplier.
4. Claims are settled by the Payables process **Import Payables Invoices**, with the Source parameter set to Claims. This checks when payment has been successfully debited and retrieves settlement details such as debit memo number or check number to confirm the claim settlement.
5. A general accounting manager can relieve accruals in Channel Revenue Management on demand or schedule it as a batch process on a periodic basis using the **Create Accounting** scheduled process.
6. After payment, a supply chain application administrator can close the settled claims on demand or schedule it as a batch process on a periodic basis using the **Close Settled Claims** scheduled process.
7. If the supplier declines a claim line, the distributor investigates and creates a manual adjustment to reverse the accrual.

## How to Claim Supplier Accruals

1. Schedule the **Generate Supplier Claims** process. This creates claims for the channel accruals and manual adjustments.
  - Claim status: Settlement Pending
  - Each claim settlement line contains the program and the line items on which it was applied.
2. Import these claims to Payables using the **Import Payables Invoices** process. The claims are now available in Payables for payment.
3. Process the Payables invoice.
4. Close the claims after payment is confirmed by running the **Close Settled Claims** process. This updates the claim with:
  - Claim status: Settled
  - Invoice or payment instrument details issued by Payables

## How Supplier Accruals are Accounted

Here you understand how supplier activity is accounted in Channel Revenue Management.



## Accrue Earned Supplier Discounts

1. **Supplier Rebate:** After receiving transactions are loaded into Channel Revenue Management and supplier invoices are received, eligible program discounts can be captured using the **Create Accruals for Channel Batch** process.

**Supplier Ship and Debit:** When an order is created in an order capture application, eligible program discounts are calculated and applied as channel incentives on an order line. After the order is invoiced, it's eligible to be brought into Channel Revenue Management as a channel accrual.

2. A supply chain application administrator can create these accruals on demand or schedule it as a batch process on a periodic basis.
3. Accruals that were missed or needs correction can be added as manual adjustments.
4. After a channel accrual is earned based on its program rules, it's eligible to be posted to the general ledger.
5. A general accounting manager can post earned accruals to the general ledger on demand, or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.

## Relieve Supplier Accruals

1. You can create claims against the accruals using the **Generate Supplier Claims** process.
2. After a claim is created (or approved) and is pending settlement, it's eligible to relieve its accruals by posting to the general ledger.
3. A general accounting manager can post relief of accruals to the general ledger on demand or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.
4. Sweep the unprocessed channel journal entries from closed accounting periods to open or future enterable periods using the **Sweep Channel Transaction Accounting Events** process. Run the **Create Accounting** process to post these to GL.
5. After payment, close the settled claims using the **Close Settled Claims** process.

## Sign in to Channel Revenue Management

You must sign in to Channel Revenue Management to access its various features.

1. From your administrator, get the following details:
  - URL to access Channel Revenue Management.
  - User account with the required privileges to manage the different features of Channel Revenue Management along with the password.
2. After signing in, select the navigator.
  - To access the supplier features of Channel Revenue Management, select Supplier Channel Management under Order Management or Procurement.
  - To access claim settlement and deduction features, select Deductions and Settlement under Order Management.
  - To access centralized rebate features for channel customers, select Customer Channel Management.

**Note:** If you have the Manage Customer Programs or the View Customer Programs privilege, then you can see the Customer Channel Management icon on the Fusion home page.

- To access promotional and nonpromotional claims settlement features in Redwood, opt into the following:
  - Deductions and Settlement
  - Manage Deduction Claims Using Redwood Pages
  - Customer Channel Management

**Note:** The opt into Redwood pages feature will expire in 23D, after which all implementations of Deductions and Settlement will be in Redwood.

On the buy-side, your supplier contacts can access Channel Revenue Management through the supplier portal:

1. From your administrator, get the following details:
  - URL to access the Supplier Portal.
  - User account with the required privileges to manage the Supplier Portal along with the password.

2. After signing in, select the navigator. To access the channel programs, select **Supplier Portal** under Supplier Portal. From the Supplier Portal dashboard, select **Tasks**, select **Channel Programs**, and then select **Manage Programs**.

## 2 Implement

### Starting Decision Points

Decision Points guide you in identifying the flows and deciding on the features for which you want to opt in as part of your implementation.

The following decision points help you to evaluate what you must implement:

#### Sell Side

1. Identify the flows you want and their respective user communities.
2. If you require the Deductions and Settlement flow, then under the Order Management offering, you must opt in to the function area Channel Revenue Management. Now, opt in to the feature Deductions and Settlement.
3. Use the following table to decide on the additional flows you require.

| Supported Coexistence Scenarios                                         | Opt into Deduction and Settlement | Opt into Deductions Claims Using Redwood (Planned Expiry 24A) | Opt into Customer Channel Management |
|-------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------|--------------------------------------|
| Settlement of nonpromotional claims                                     | Yes                               | No                                                            | No                                   |
| Settlement of nonpromotional claims in Redwood                          | Yes                               | Yes                                                           | No                                   |
| Settlement of nonpromotional and promotional claims in Redwood          | Yes                               | Yes                                                           | Yes                                  |
| Promotional rebates and payment, without bringing in short pays from AR | No                                | No                                                            | Yes                                  |

#### Buy Side

1. Identify the flows you want and their respective user communities.
2. If you require the Deductions and Settlement flow, then under the Order Management offering, you must opt in to the function area Channel Revenue Management. Now, opt in to the feature Deductions and Settlement.
3. If you require any buy side flow, then consider whether your user communities already use other Procurement Cloud applications.
4. If a user community requires access from Procurement, then under the Procurement offering you must opt in to the functional area: Supplier Incentives under the Purchasing functional area, and then opt in to the feature: Supplier Channel Management.
5. If a user community requires access from Order Management, then under the Order Management offering you must opt in to the functional area: Channel Revenue Management, and opt in to the feature: Supplier Channel Management.

# Roadmap for Setting Up Deductions and Settlement

Use this as a roadmap to implement Deductions and Settlement in Channel Revenue Management.

Sell side channel flow offers and administers discounts to the customers. Although deductions aren't always the results of discounts to customers, promotional rebates can be the reason behind a customer short pay, and is considered as a sell side channel flow. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

This roadmap can be used as a check list to implement Deductions and Settlement. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Deductions and Settlement.
2. Manage these channel settings:
  - Claim Owner
  - Automatically Show Available Programs to Associate
  - Settlement Type
  - Aging Method for Filtering
  - Credit Method for Accounting Rules
  - Credit Method for Installments
  - Deduction Threshold
  - Receivables Activity for Receipt Write-Offs
  - Receivables Activity for Write-Off Adjustment
3. Manage user statuses.
4. Manage claim types including the standardization of accounting for write offs.
5. Set the Default Business Unit profile option at the user level when creating a manual claim and viewing the customer checkbook. This step is optional and applies only for Redwood UIs.
6. Manage claim reasons.
7. Manage these claim sources and their settlement methods:
  - Deduction
  - Overpayment
  - Invoice Deduction
  - Invoice Overpayment
  - Manual Claim
8. Manage these setups related to the Oracle Fusion Receivables integration, including the accounting for Deductions and Settlement:
  - Manage transaction sources.
  - Manage Receivables activities.
  - Manage SLA setup tasks.

## Scheduled Processes You Must Run

You must schedule these processes for Deductions and Settlement:

- Settle Customer Claims

### Related Topics

- [Schedule the Settlement of Customer Claims](#)

## Solution Components of Sell Side Flows

Here you'll learn about the solution components of Deductions and sell side flows.

The following table summarizes the solution components of Deductions and sell side flows.

| Flows                                                    | Program Administration                                                                              | Inbound Integrations                                                                                                                      | Claims Administration                    | Outbound Integrations                                                                                                                                                                                                         |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deductions and Settlement<br>(Nonpromotional settlement) | N/A                                                                                                 | Claims from Oracle Receivables                                                                                                            | Claims UI<br><br>Create Manual Claims UI | Synchronously to Oracle Receivables upon claim approval<br><br>Settle Customer Claims (scheduled process)<br><br>Create Accounting (scheduled process)<br><br>Sweep Channel Transaction Accounting Events (scheduled process) |
| Customer Promotions<br>(Promotional settlement)          | Programs UI<br><br>Customer Checkbook UI<br><br>Update Customer Accruals Summary(scheduled process) | Claims from Oracle Receivables<br><br>Import Management for CSV Sales Orders<br><br>Create Accruals for Channel Batch (scheduled process) | Claims UI<br><br>Create Manual Claims UI | Synchronously to Oracle Receivables upon claim approval<br><br>Settle Customer Claims (scheduled process)<br><br>Create Accounting (scheduled process)<br><br>Sweep Channel Transaction Accounting Events (scheduled process) |
| Lump Sum                                                 | Programs UI<br><br>Customer Checkbook UI                                                            | Claims from Oracle Receivables                                                                                                            | Claims UI<br><br>Create Manual Claims UI | Synchronously to Oracle Receivables upon claim approval<br><br>Settle Customer Claims (scheduled process)<br><br>Create Accounting (scheduled process)                                                                        |

| Flows                          | Program Administration               | Inbound Integrations                                                                                                                        | Claims Administration                    | Outbound Integrations                                                                                                                                                                                                         |
|--------------------------------|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                      |                                                                                                                                             |                                          | Sweep Channel Transaction Accounting Events (scheduled process)                                                                                                                                                               |
| Customer Annual Volume Program | Programs UI<br>Customer Checkbook UI | Claims from Oracle Receivables<br><br>Import Management for CSV Sales Orders<br><br>Create Accruals for Volume Programs (scheduled process) | Claims UI<br><br>Create Manual Claims UI | Synchronously to Oracle Receivables upon claim approval<br><br>Settle Customer Claims (scheduled process)<br><br>Create Accounting (scheduled process)<br><br>Sweep Channel Transaction Accounting Events (scheduled process) |

## Roadmap for Setting Up Customer Promotions

The sell side channel flow receives and administers discounts to customers.

**Note:** Implement Deductions and Settlement before implementing customer promotions. Start with the Roadmap for Setting Up Deductions and Settlement.

Use this roadmap as a check list to implement the sell side promotion flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Customer Channel Management.
2. If you need deductions from Receivables, then opt in to the Deductions and Settlement feature. Then opt in to the Manage Deduction Claims Using Redwood Pages feature .
3. Under the offering: Financials and functional area: Receivables, navigate to the task **Manage Receivables System Options**. Search for and select your business unit. Click the Cash Processing tab. Select the **Enable channel revenue management integration** check box and click **Save**.
4. Under the offering: Financials, navigate to the task **Manage Legal Entity Configurator Profile Options**. Set the profile **Enable Legal Entity Time Zone** at the Site level.
5. Run the **ESS job to create index definition and perform initial ingest to OSCS** scheduled process to create index definitions and perform the initial ingest to OSCS for the program index.
6. Optionally, you can set the **Default Business Unit** profile option at the user level when creating a program and viewing the customer checkbook.
7. Configure program types.
8. Configure user statuses for programs (optional).
9. Manage the channel settings:
  - Automatically Show Available Programs to Associate. By default, Available Programs to Associate are displayed. Change this setting if you don't want to display the programs available for association.



- Settlement Type (optional)
- 10. Manage user statuses.
- 11. Manage customer claim types.
- 12. Manage customer claim reasons.
- 13. Manage the claim source for Deductions, Invoice Deductions and Manual Claims. Configure Credit Memo - On Account as the default settlement method.
- 14. Manage SLA setup tasks.

## Schedule Processes You Must Run

You must schedule the following processes for customer rebates:

- Import sales orders and invoices using the CSV file from Tools > Import Management
- Schedule the Creation of Accruals for Batches
- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger
- Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions
- Settle Customer Claims

### Related Topics

- [Roadmap for Setting Up Deductions and Settlement](#)

## Roadmap for Setting Up Lump Sum Programs

The sell side channel flow receives and administers lump sum payments to customers.

**Note:** Implement Deductions and Settlement before implementing customer promotions. Start with the Roadmap for Setting Up Deductions and Settlement.

Use this roadmap as a check list to implement the sell side promotion flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Customer Channel Management.
2. If you need deductions from Receivables, then opt in to the Deductions and Settlement feature. Then opt in to the Manage Deduction Claims Using Redwood Pages feature .
3. Under the offering: Financials and functional area: Receivables, navigate to the task **Manage Receivables System Options**. Search for and select your business unit. Click the Cash Processing tab. Select the **Enable channel revenue management integration** check box and click **Save**.
4. Under the offering: Financials, navigate to the task **Manage Legal Entity Configurator Profile Options**. Set the profile **Enable Legal Entity Time Zone** at the Site level.
5. Run the **ESS job to create index definition and perform initial ingest to OSCS** scheduled process to create index definitions and perform the initial ingest to OSCS for the program index.
6. Optionally, you can set the **Default Business Unit** profile option at the user level when creating a program and viewing the customer checkbook.
7. Configure program types.
8. Configure user statuses for programs (optional).

9. Manage the channel settings:
  - Automatically Show Available Programs to Associate. By default, Available Programs to Associate are displayed. Change this setting if you don't want to display the programs available for association.
  - Settlement Type (optional)
10. Manage user statuses.
11. Manage customer claim types.
12. Manage customer claim reasons.
13. Manage the claim source for Deductions, Invoice Deductions and Manual Claims. Configure Credit Memo - On Account as the default settlement method.
14. Manage SLA setup tasks.

## Schedule Processes You Must Run

You must schedule the following processes for customer rebates:

- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger
- Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions
- Settle Customer Claims

### Related Topics

- [Roadmap for Setting Up Deductions and Settlement](#)

## Roadmap for Setting Up Customer Annual Volume Programs

The sell side channel flow receives and administers annual rebates to customers.

**Note:** Implement Deductions and Settlement before implementing customer promotions. Start with the Roadmap for Setting Up Deductions and Settlement.

Use this roadmap as a check list to implement the sell side promotion flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Customer Channel Management.
2. If you need deductions from Receivables, then opt in to the Deductions and Settlement feature. Then opt in to the Manage Deduction Claims Using Redwood Pages feature .
3. Under the offering: Financials and functional area: Receivables, navigate to the task **Manage Receivables System Options**. Search for and select your business unit. Click the Cash Processing tab. Select the **Enable channel revenue management integration** check box and click **Save**.
4. Under the offering: Financials, navigate to the task **Manage Legal Entity Configurator Profile Options**. Set the profile **Enable Legal Entity Time Zone** at the Site level.
5. Run the **ESS job to create index definition and perform initial ingest to OSCS** scheduled process to create index definitions and perform the initial ingest to OSCS for the program index.
6. Optionally, you can set the **Default Business Unit** profile option at the user level when creating a program and viewing the customer checkbook.

7. Configure program types.
8. Configure user statuses for programs (optional).
9. Manage the channel settings:
  - Automatically Show Available Programs to Associate. By default, Available Programs to Associate are displayed. Change this setting if you don't want to display the programs available for association.
  - Catalog
  - Calendar
  - Settlement Type (optional)
10. Manage user statuses.
11. Manage customer claim types.
12. Manage customer claim reasons.
13. Manage the claim source for Deductions, Invoice Deductions and Manual Claims. Configure Credit Memo - On Account as the default settlement method.
14. Manage SLA setup tasks.

## Schedule Processes You Must Run

You must schedule the following processes for customer rebates:

- Import sales orders and invoices using the CSV file from Tools > Import Management
- Schedule the Creation of Accruals for Batches
- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger
- Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions
- Settle Customer Claims

### Related Topics

- [Roadmap for Setting Up Deductions and Settlement](#)

## Solution Components of Buy Side Flows

The following table summarizes the solution components of Supplier Rebate and Supplier Ship and Debit flows.

| Flow                    | Programs Administration                                                         | Inbound Integrations    | Create Accruals                     | Adjustments                                   | Claims Administration                                                         | Outbound Integrations                                                                                            |
|-------------------------|---------------------------------------------------------------------------------|-------------------------|-------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Supplier Ship and Debit | Supplier Portal<br><br>Manage Supplier Programs UI<br><br>Supplier Checkbook UI | Oracle Order Management | Create Accruals (scheduled process) | Manage Supplier Ship and Debit Adjustments UI | Generate Supplier Claims (scheduled process)<br><br>Manage Supplier Claims UI | Synchronously upon claim approval<br><br>Oracle Financials Cloud<br><br>Close Settled Claims (scheduled process) |

| Flow                   | Programs Administration                                                 | Inbound Integrations                                                                                                                                                                 | Create Accruals                                         | Adjustments                            | Claims Administration                                                         | Outbound Integrations                                                                                            |
|------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----------------------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Supplier Rebate        | Supplier Portal<br>Manage Supplier Programs UI<br>Supplier Checkbook UI | Oracle Inventory Management Cloud, Oracle Procurement Cloud, Oracle Financials Cloud<br><br>Load Transactions (scheduled process)<br><br>Import Management for CSV Supplier Invoices | Create Accruals for Channel Batch (scheduled process)   | Manage Supplier Rebate Adjustments UI  | Generate Supplier Claims (scheduled process)<br><br>Manage Supplier Claims UI | Synchronously upon claim approval<br><br>Oracle Financials Cloud<br><br>Close Settled Claims (scheduled process) |
| Supplier Annual Rebate | Supplier Portal<br>Manage Supplier Programs UI<br>Supplier Checkbook UI | Import Management for CSV Supplier Invoices                                                                                                                                          | Create Accruals for Volume Programs (scheduled process) | Manage Supplier Rebates Adjustments UI | Generate Supplier Claims (scheduled process)<br><br>Manage Supplier Claims UI | Synchronously upon claim approval<br><br>Oracle Financials Cloud<br><br>Close Settled Claims (scheduled process) |

## Roadmap for Setting Up Buy Side: Supplier Rebates

The buy side channel flow receives and administers discounts from suppliers and manufacturers. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

Use this roadmap as a check list to implement the buy side supplier rebate channel flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Supplier Channel Management
2. Manage the channel setting: Event for Triggering Supplier Rebate Accrual
3. Manage user statuses
4. Manage programs types
5. Manage adjustment types and reasons
6. Manage claim types
7. Manage claim reasons
8. Manage these claim sources and their settlement methods:
  - Supplier Rebate - Claim
  - Supplier Rebate - Debit Claim
9. Manage SLA setup tasks

## Scheduled Processes You Must Run

You must schedule these processes for supplier rebates:

- Load Transactions  
Run this scheduled process if you use direct integration with receiving transactions. If you don't use the direct integration with receiving transactions, then import supplier invoices using the CSV file from Tools > Import Management.
- Create Accruals for Channel Batch
- Create Accounting (from Oracle Fusion Subledger Accounting)
- Sweep Channel Transaction Accounting Events
- Import Payables Invoices (Oracle Fusion Payables scheduled process). The Source parameter must be set to Claims.
- Generate Supplier Claims
- Close Settled Claims

### Related Topics

- [Overview of Scheduled Processes](#)

## Roadmap for Setting Up Buy Side: Supplier Annual Rebates

The buy side channel flow receives and administers discounts from suppliers and manufacturers. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

Use this roadmap as a check list to implement the buy side supplier annual rebate channel flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Supplier Channel Management
2. Manage the channel setting: Calendar for Accrual Calculation
3. Manage user statuses
4. Manage programs types
5. Manage adjustment types and reasons
6. Manage claim types
7. Manage claim reasons
8. Manage these claim sources and their settlement methods:
  - Supplier Annual Program - Claim
  - Supplier Annual Program - Debit Claim
9. Manage SLA setup tasks
10. To leverage supplier categories in program definition and reporting:
  - Create a supplier catalog in PIM with no functional area.

- Create a supplier trade profile at supplier level and specify the supplier catalog.

## Scheduled Processes You Must Run

You must schedule these processes for supplier annual rebates:

- Create Accruals for Volume Programs
- Create Accounting (from Oracle Fusion Subledger Accounting)
- Sweep Channel Transaction Accounting Events
- Import Payables Invoices (Oracle Fusion Payables scheduled process). The Source parameter must be set to Claims.
- Generate Supplier Claims
- Close Settled Claims

### Related Topics

- [Overview of Scheduled Processes](#)

## Roadmap for Setting Up Buy Side: Supplier Ship and Debit

The buy side channel flow receives and administers discounts from suppliers and manufacturers. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

Use this roadmap as a check list to implement the buy side supplier ship and debit channel flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Supplier Channel Management
2. Manage user statuses
3. Manage programs types
4. Manage adjustment types and reasons
5. Manage claim types
6. Manage claim reasons
7. Manage these claim sources and their settlement methods
  - Supplier Ship and Debit - Claim
  - Supplier Ship and Debit - Debit Claim
8. Manage SLA setup tasks

You must also perform the setups required for the integration with Oracle Fusion Pricing.

## Scheduled Processes You Must Run

You must schedule these processes for supplier ship and debit:

- Create Accruals

- Create Accounting (from Oracle Fusion Subledger Accounting)
- Sweep Channel Transaction Accounting Events
- Import Payables Invoices (Oracle Fusion Payables scheduled process). The Source parameter must be set to Claims.
- Generate Supplier Claims
- Close Settled Claims

#### Related Topics

- [Overview of Scheduled Processes](#)

## Starting an Implementation

Identify the channel revenue flows and the offering(s) your user communities will access flows from. This decision determines how you should opt in. Unlike other Fusion apps, some channel flows can be accessed from the Order Management or Procurement offering.

### Opt In To Channel Revenue Management

#### Modify the Predefined Offering

Channel Revenue Management requires opt in. You must first enable it as a functional area under Order Management or Procurement to access its setup tasks.

### Access from Order Management

1. From the Navigator, select **Setup and Maintenance**.
2. On the Setup: page, select **Order Management** from the drop-down list.
3. Click **Change Feature Opt In**.
4. On the Opt In: Order Management page, select the check box in the **Enable** column for the functional area: Channel Revenue Management.
5. Click the **Features** icon.
6. In the Edit Features page, enable the following based on your business flow:
  - Deductions and Settlement
  - Supplier Channel Management
  - Customer Channel Management
  - Manage Deduction Claims Using Redwood Pages.
  - Approve Customer Claims with BPM Workflow

**Note:** Opt into this feature only if you choose to use BPM workflow-based approvals to process and route the approval to the designated approvers.

**Note:** After 24B, you can approve claims only with the Approve Customer Claims Using BPM Workflow feature.

7. Click **Done**.

8. From the roadmap check list, finish each setup task as necessary, depending on your business requirements.

## Access from Procurement

1. From the Navigator, select **Setup and Maintenance**.
2. On the Setup: page, select **Procurement** from the drop-down list.
3. Click **Change Feature Opt In**.
4. On the Opt In: Procurement page, select the check box in the **Enable** column for the functional area: Supplier Incentives, which is under Purchasing.
5. Click the **Features** icon for Supplier Incentives.
6. In the Edit Features page, enable Supplier Channel Management.
7. Click **Done**.
8. From the roadmap check list, finish each setup task as necessary, depending on your business requirements.

If you find that modifying the predefined offering doesn't meet your business requirements, then create a new implementation.

## Create a New Implementation Project

If the predefined offering doesn't meet your business requirements for some reason, then create a new implementation project.

1. From the Navigator, select **Setup and Maintenance**.
2. On the Setup page, open the Tasks panel and select **Manage Implementation Projects**.
3. On the Implementation Projects page, click the **Create** icon, or select **Create** from the **Actions** drop-down list to create a new project.
4. On the Create Implementation Project: Enter Basic Information page, modify the values as necessary, and then click **Next**.
5. On the Create Implementation Project: Select Offerings to Implement page, in the **Name** list:
  - o **Order Management**  
Expand Order Management. Enable the **Include** option for Order Management and Channel Revenue Management.
  - o **Procurement**  
Expand Procurement > Purchasing. Enable the **Include** option for Procurement, Purchasing, and Supplier Incentives.
6. Click **Save and Open Project**.  
You can create one or more implementation projects for the offerings and options. Each Oracle application creates the task list you must finish for each project you create. An Application Implementation Manager can set up these task lists, and assign and track each task that these lists contain.
7. On the Implementation Project page, in the Task list, expand and perform the tasks that your business flow requires.

## Export Setup Data

This procedure shows you how to export setup data using offering or functional area. You need appropriate roles assigned to export setup data.

1. Click **Navigator > My Enterprise > Setup and Maintenance**.
2. In the Setup and Maintenance work area, select the offering you want to export from the **Offering** menu.
3. To export setup data:



- For an entire offering, select and open the **Actions** menu in the page header, and then select **Export**.
- For a specific functional area, select and open the **Actions** menu corresponding to the functional area, and then select **Export**.
- 4. Select **Create New** to create a new export process.
- 5. Optionally, specify appropriate scope values to filter exported setup data. By default, all existing setup data is exported for each business object processed during export. However, if scope is supported by any of those business objects, you can select scope values to filter the exported setup data. To specify scope values for one or more of the business objects:
  - a. Select the applicable business object from the Business Objects table and then click **Add**. If no related business object supports scope, then the table remains empty.
  - b. Search and select the value you want to use as scope for the business object and click **Apply**.
  - c. Repeat the previous step to add more scope values if needed. Click **Done** when finished.
- 6. Click **Submit** to start the export process.
- 7. Monitor the status of the export process until it completes by selecting **Export** from the **Actions** menu. Up to three most recent processes are listed, and are ordered from newest to oldest. Each process indicates its status at the time, and if it was completed already, then the time stamp when it was processed.
- 8. While the process is still in progress, you may select the status to view how much progress the process has made at the time. A message shows you how many business objects were already processed out of the total number of objects to be processed. Click **View Progress** to review the details on the business objects that were already processed. Click the **Refresh** button to get the most recent information. Refer to the topic Review of Export and Import Process Results for detailed description of the process results.
- 9. When the export process completes, select the status link to go to the Export Offering Data Results page.
  - If the process completes successfully, the status is set to Ready to download.
    - i. Click **Download File** to download the configuration package .zip file and save it at an appropriate location. Use this file to import setup data in the target environment.
    - ii. In addition, review the list of post export tasks. If any tasks are listed, then those tasks aren't migrated by export and import process. You must migrate that data manually in the target environment.
  - On the other hand, if the process completes with errors, the status displays Ready for error review.
    - i. The Business Objects table shows all business objects that had errors during processing. Refer to the topic Review of Export and Import Process Results for detailed description of the process results.
    - ii. Click **Download Log File** from the page header, which includes the error log of all business objects that experienced error. Alternatively, you can also click **Actions > Download Log File** corresponding to a specific business object to download error log specific to that business object.
    - iii. After correcting the cause of the errors, create a new export process.

**Note:** You can export the Order Management or Procurement Offering or the Channel Revenue Management Functional Area.

## Import Setup Data

This procedure shows you how to import setup data using an offering or functional area. You need appropriate roles assigned to import setup data.

1. Click **Navigator > My Enterprise > Setup and Maintenance**.

2. In the Setup and Maintenance work area, select the offering you want to import from the **Offering** menu.
3. If the configuration package you want to import was created by exporting:
  - An offering, select **Import** from the **Actions** menu in the page header.
  - A functional area, select **Import** from the **Actions** menu corresponding to that functional area.
4. Select **Create New** to create a new import process.
5. Browse and select the configuration package file that contains the setup data you want to import. View the Configuration Package Details to verify that you selected the correct file.
  - If the offering or functional area selected during export doesn't match the offering or functional area you chose for the import process, an error message appears. Click the **Update** button to browse and select the correct file.
6. Expand the Import Options section.
  - Best practice is to select the **Compare setup data prior to import** option. If you select this option, the import process automatically runs a comparison of the setup data in the configuration package file with that in the target environment before importing the setup data.

**Note:** Comparing setup data prior to import requires additional time. You may skip this step by not selecting the **Compare setup data prior to import** option. However, if you skip this step, you can't review how the setup data is similar or different in the source and target, and how the import process changes setup data in the target environment.

  - Optionally, select the **Import feature selection** option to import the opt-in configuration of the offering or functional area you're importing. This imports the enabled dependent functional areas and features of the offering or functional area.
  - The **Pause process each time an error occurs** option is selected by default. If an error occurs, the import process pauses so that you can take corrective action and resume the import. If you don't want the import process to be interrupted even if there are errors, deselect the option. However, note that if any prerequisite data fails, additional dependent data might not be imported correctly.
  - The **Pause process each time manual import setup data is required** option is selected by default. The import process pauses each time there's some data that you must manually import. You can deselect this option if the data to be imported manually already exists in your target environment.
7. Click **Submit** to start the import process.
8. If any setup data requires manual entry before the import can start, a warning message appears. This message shows you the tasks you must perform before submitting the process.
  - If you verified that the setup data for those tasks are already entered in the target environment, click **Submit**.
  - Otherwise, click **Cancel**. Create a new import process after you ensure that the setup data is entered in the target environment.
9. Monitor the import process by clicking **Actions > Import**. Up to three most recent processes are listed and ordered from newest to oldest. Each process indicates its status at the time and, if the process is completed, the time stamp when it was processed.
10. While the process is in progress, you can select the status to view how much progress the process made at the time. A message shows you how many business objects were already processed out of the total number of the objects to be processed. Click **View Progress** to review the details of the business objects that finished processing. Click the **Refresh** button to view the most recent information. Refer to the topic Review of Export and Import Process Results for detailed information about the process results.
11. If you selected the **Compare setup data prior to import** option, once the comparison completes, the status reads **Waiting for comparison review**. Select the status to go to the Import Offering Data Results page to

review the comparison results. Refer to the topic Compare Setup Data Using Offering or Functional Area for a detailed description of the comparison results.

12. Click **Continue to Import** from the Import Offering Data Results page to start the import process if you're satisfied with the comparison results.
13. Alternatively, if you didn't select the **Compare setup data prior to import** option, the import process starts automatically.
14. Monitor the process as before, until it completes.
15. If any setup data requires manual data entry during import, the process pauses, and the status reads **Waiting for manual import**.
  - a. Select the status to go to the Import Offering Data Results page and review the details.
  - b. A list displays the business objects that require manual data entry before import.
  - c. For each of the listed business objects, click **Go to task**. This displays a list of related tasks. Select each task to enter the required data.
  - d. After you enter the setup data for all the listed business objects, click **Resume** from the Import Offering Data Results page to restart the import process.
  - e. Click **Confirm** in the confirmation message that appears to resume the import process.
16. Continue to monitor the process until it completes.
17. If the import process completes successfully:
  - a. Review the results to verify successful completion.
  - b. If any post import tasks are listed, ensure that their setup data is entered. Otherwise, the setup data remains incomplete, and you experience errors when processing transactions.
18. If the import process completes with errors:
  - a. The Business Objects table displays all business objects which encountered errors while processing. Refer to the topic Review of Export and Import Process Results for a detailed description of the process results.
  - b. Click the **Download Log File** from the page header level. This includes the error log of all business objects that encountered errors. Alternatively, click **Actions > Download Log File** corresponding to a specific business object to download the error log specific to that business object.
  - c. Create a new import process after correcting the errors.

## Export Setup Data to a CSV File

To export setup data to a CSV file, follow these steps:

1. Click **Navigator > My Enterprise > Setup and Maintenance**.
  2. In the Setup and Maintenance work area, select the offering whose task requires setup data entry using CSV file.
  3. Identify the setup data as appropriate:
    - o For all tasks associated with the offering, click **Actions > Export to CSV File**.
    - o For all tasks associated with a functional area, select the functional area and click **Actions > Export to CSV File**.
    - o For specific tasks:
      - i. Select the appropriate functional area and go to the Tasks table.
      - ii. Select **Columns > View > Actions** to make the applicable task actions visible.
      - iii. Select the task, and from the corresponding **Actions** menu, select **Export to CSV File**.
- Note:** The **Export to CSV file** option is disabled if the task doesn't support export.

4. Select **Create New**. You can export all existing setup data represented by the task.
  - If Scope is supported for any of the selected setup tasks, you can select appropriate scope values to filter the setup data you want to export.
  - You can also download the template for managing setup data without exporting the existing setup data in the environment. To do so, select the **Export only template files** check box.
5. Click **Submit** to start the export process.
6. Select **Export to CSV file** for the offering, or functional area, or task as appropriate, to see the latest process. Monitor the process at any level until it completes.
7. Select the process after it's complete and review the results. Verify that the process completed without any error before you download the CSV file package.

If there are more than one business objects associated with the task, you may find more than one CSV files.

## Modify Setup Data in a CSV File

To enter or modify setup data before importing it into the target environment, you must edit the CSV file. While editing, ensure that you maintain the exact format for dates, numbers, and any other value that's present in the original exported CSV file.

**CAUTION:** Never delete any CSV file from the downloaded CSV package. Deleting a CSV file will cause errors during import. If you don't want to include setup data from a particular CSV file, remove all records (rows) from the CSV file except the heading row. Even if that CSV file is empty, you must include it in the CSV package to be imported.

If your file contains setup data with Date attributes, you must specify the correct date format that appears in the exported setup data file.

1. Open the original exported file using a CSV editor such as WordPad and review the date format attribute (for example, 2015/10/25).
2. Open the CSV file using Microsoft Excel.
3. Select the Date attribute and click **Format Cells**. Change the Category to **Custom** and provide the same format that appeared in the original file. In the same way, provide the format for all date columns.

**Note:** Depending on the setup data, you must use the custom format to match the correct data format in columns as suggested in the following table.

| Columns       | Data in CSV            | Custom Format Cells     |
|---------------|------------------------|-------------------------|
| Date          | 2018/03/02             | yyyy/mm/dd              |
| Date and Time | 2018/02/28 12:07:48:48 | yyyy/mm/dd hh:mm:ss.SSS |
| Long Number   | 123456789123           | Custom > 0              |

4. Modify the remaining setup data as per your requirement.

**Tip:** If you require further information to understand how to fill up the CSV file, refer to the Help associated with the task.

5. Save the file in CSV format and immediately close it to prevent any other change. Ensure that the CSV file size doesn't exceed 10MB. The CSV file is ready for import.

If your file contains setup data with special characters for other languages such as Chinese, you might need to specify **Text** as the column format to represent such information.

1. Open Microsoft Excel and click the Data tab.
2. In the **Get External Data** group, click **From Text**.
3. Navigate to and select the CSV file you downloaded. .
4. Select **Delimited as Data Type** and click **Next**.
5. Select **Comma** as delimiter and click **Next**.
6. Select **Text** as column data format for all columns and click **Finish**. You can now edit the file.
7. Save the file as file type **Unicode Text (.txt)** and close it.
8. Open the file again using **Notepad++**:
  - a. Find and replace all tab characters with commas.
  - b. Change the encoding to **Encode in UTF-8**.
9. Save and close the file.
10. Change the file extension from **.txt** to **.csv**.
11. Save the CSV into a .zip file. Ensure that the CSV file size doesn't exceed 10MB. You can now import the file.

## Import Setup Data from a CSV File

To upload the new or modified setup data, follow these steps:

1. Select **Import from CSV file** from the **Actions** menu of an offering, a functional area, or a task as appropriate.
2. Select **Create New**.
3. Select the appropriate .zip file. The application validates that the file corresponds to the selected offering, functional area, or task before you can submit the process.
4. Click **Submit**.
5. Select **Import from CSV file** to see the latest processes. Monitor the process until it completes.
6. Select the process once it completes to review the results. If any error occurs, review the details listed in **Status Details** in the Business Objects section. Fix the issues and import again, if necessary.
7. After you import the setup data successfully, you can verify the loaded data by selecting the task from the Setup page.

### Related Topics

- [Starting Decision Points](#)

## Time Zones in Channel Revenue Management

Here you will understand how to configure time zones in Channel Revenue Management.

The channel application takes into consideration these time zones:

- **Server time zone:** The time zone configured on the application server. In the case of cloud servers, this time zone is set as Coordinated Universal Time (UTC).
- **Legal entity time zone:** The time zone in which the business unit's legal entity exists. This is defined as part of the legal address linked to the legal entity. If you want the transactions to be accounted for in this time zone, you must select the legal entity time zone check box in the legal entity definition.

All dates in Channel Revenue Management use the legal entity time zone for the business unit. If the legal entity time zone is not set, then the application uses the UTC (Coordinated Universal Time).

## Important Considerations

Before commencing enablement for the legal entity time zone feature, there are implementation considerations that need to be taken into account. Consider if your server time zone is different than your legal entity time zone.

**Note:** Existing dates in channel programs, claims, adjustments and transactions will remain unchanged after the upgrade. The dates in existing programs, claims, adjustments and transactions will be treated as being in the legal entity time zone. Hence, a supplier claim may have older accruals with accrual date in the server time zone and newer accruals in the legal entity time zone.

For Deductions and Settlement:

- Existing dates stamped in server time zone by Channel in existing claims and set ups will be treated as in the legal entity time zone.
- New claims and their processing are treated in the legal entity time zone.

For Supplier Channel Management:

- Existing dates stamped in server time zone by Channel in existing programs, accruals, adjustments and claims will be treated as in the legal entity time zone.
- New inbound transactions and new processing are treated in the legal entity time zone, including CSV uploads. So consider the business processes around the preparation of inbound transactions, as imported dates will be treated in the legal entity time zone.
- There are 2 exceptions for purchase order related dates:
  - Requested Delivery Date and Requested Ship Date are displayed in Channel, as they were entered in the PO. Purchase Order does not capture a time zone for these dates. Channel will process these dates as is without any conversions.
  - The processing of the dates within the eligibility service REST will be in the legal entity time zone. However, all dates returned by the eligibility service REST are in Coordinated Universal Time (UTC).

## Set Up Legal Entity Time Zones

To enable legal entity time zone, perform the following steps.

1. With roles having the required access, Opt-in to the Use the Legal Entity Time Zone in Channel Revenue Management feature.

**Note:** Currently, this opt-in feature is a temporary opt-in. The opt-in will become mandatory from Release 22D.

2. With roles having the required access, navigate to the Setup and Maintenance work area. Click **Tasks** and search for the **Manage Administrator Profile Values** task. In the **Profile Option Code** field, query for the option XLE\_ENABLE\_LEGAL\_ENTITY\_TIMEZONE with Enable Legal Entity Time Zone as the **Profile Option Display Name**.
  3. In the **Profile Values** record, add a new row, and enter the following information:
    - **Profile Level** - Set the profile level to Site. Don't use any other level because it would result in inconsistent data in Channel Revenue Management.
    - **Profile Value** - Set the profile value to Yes to enable the legal entity time zone in Channel Revenue Management.
- Note:** It is recommended that you don't update the profile option once you have set it to Yes.
4. With roles having the required access, navigate to the Setup and Maintenance work area:
    - Offering: Order Management
    - Functional Area: Legal Structures
    - Task: Manage Legal Entity
  5. On the **Scope** dialog box, select **Search Legal Entities**, and click **Apply and Go to Task**.
  6. On the Manage Legal Entities page, search for and select the legal entity you require, and select **Edit** from the **Actions** menu.
  7. In the Legal Entity Addresses section on the Edit Legal Entity page, select the **Primary** address. Select **Edit address** from the **Actions** menu, and in the **Edit Address** dialog, select the **Time Zone** for the primary legal entity.

## Channel Revenue Time Zones

This table describes how Channel handles and processes various dates in the application.

| How Channel Uses Dates From                                                                                                                                                                                                                                                                                                                                                               | Displayed and Processed as LETZ | Additional Information                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Programs, Accruals, Claims, and Adjustments User Interface                                                                                                                                                                                                                                                                                                                                | Yes                             | All user enterable dates are in the legal entity time zone. By default, the current date with time is converted to the legal entity time zone.                                                                                                                              |
| REST (except eligibility)                                                                                                                                                                                                                                                                                                                                                                 | Yes                             | All dates passed to the REST are assumed to be in the LE time zone. By default, the current date with time is converted to the legal entity time zone. All functional dates returned by REST should be in LE time zone. WHO column dates should be in the server time zone. |
| ESS Scheduled Processes <ul style="list-style-type: none"><li>• Create Accruals Scheduled Process</li><li>• Create Accruals for Channel Batch Scheduled Process</li><li>• Create Accruals for Volume Programs Scheduled Process</li><li>• Generate Supplier Claims Scheduled Process</li><li>• Settle Supplier Claims Scheduled Process</li><li>• Mass Settle Scheduled Process</li></ul> | Yes                             | By default, the current date with time is converted to the legal entity time zone.                                                                                                                                                                                          |

| How Channel Uses Dates From                                                                                                                       | Displayed and Processed as LETZ | Additional Information                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WHO Columns                                                                                                                                       | No                              | WHO column dates always use the server time zone.                                                                                                                                                                                                                                                                                                                                                                    |
| Descriptive Flexfield Attributes                                                                                                                  | No                              | No conversion is applicable to date and datetime attributes.                                                                                                                                                                                                                                                                                                                                                         |
| FSM UI                                                                                                                                            | No                              | For FSM UI using the Reference Set, the start and end dates must be in reference to the respective transaction using it. WHO columns continue to use the server time zone. There is no impact on the following items: <ol style="list-style-type: none"><li>1. User Statuses</li><li>2. Program Types</li><li>3. Adjustment Types</li><li>4. Claim Types</li><li>5. Claim Reasons</li><li>6. Claim Sources</li></ol> |
| All dates in CSVs                                                                                                                                 | Yes                             |                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Order Management: <ul style="list-style-type: none"><li>• Ordered Date</li><li>• Requested Ship Date</li></ul>                                    | Yes                             | The Ordered Date and the Requested Ship Date are datetime attributes and they are in UTC. Channel converts these dates to the legal entity time zone and passes this information to the eligibility service.                                                                                                                                                                                                         |
| Procurement <ul style="list-style-type: none"><li>• Purchase Order Date</li><li>• Requested Delivery Date</li><li>• Requested Ship Date</li></ul> | Yes                             | The Purchase Order Date, the Requested Delivery Date, and the Requested Ship Date are datetime attributes and they are in UTC. Channel converts these dates to the legal entity time zone and passes this information to the eligibility service.                                                                                                                                                                    |
| Inventory Management <ul style="list-style-type: none"><li>• Receipt Transaction Date</li><li>• Shipped Date</li></ul>                            | Yes                             | The Receipt Transaction Date and the Shipped Date are datetime attributes and they are in UTC. Channel converts these dates to the legal entity time zone and passes this information to the eligibility service.                                                                                                                                                                                                    |

## How to Enable Smart Search

This feature uses Oracle Search Extension Framework to provide a powerful index-based search engine combined with Oracle's next user experience so you can quickly and easily perform full-text searches for programs or claims across dozens of attributes.

1. Run the scheduled process **ESS job to create index definition and perform initial ingest to OSCS** to create index definition and perform initial ingest to Oracle Search with the following parameter values:

| Parameter Name                  | Parameter Value          | Description                                                                        |
|---------------------------------|--------------------------|------------------------------------------------------------------------------------|
| Index Name to Create and Ingest | fa-cjm-customer-programs | This parameter enables you to register the customer program index and load initial |



| Parameter Name                  | Parameter Value       | Description                                                                                                                                                                                                      |
|---------------------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 |                       | index data, if any, to the Oracle Search server. To do this, you must also have the Manage Customer Programs privilege.                                                                                          |
| Index Name to Create and Ingest | fa-fscm-customerclaim | This parameter enables you to register customer claim index and load initial data for customer claims, if any, to the Oracle Search server. To do this, you must also have the Manage Customer Claims privilege. |

This creates index definitions and adds data to the Oracle search server. The time taken to run the batch process depends on the amount of data.

**Note:** If you resubmit the **ESS job to create index definition and perform initial ingest to OSCS** process after the index is already created, then the process clears the index and reingests the entire data again.

For additional details on implementing Oracle Search Extension Framework, see the section entitled *Search Extension Framework* in the *Search* chapter of the guide *Implementing Applications*.

1. Ensure you have the following Supply Chain Application Administrator predefined job role to run the **ESS job to create index definition and perform initial ingest to OSCS** to create and update the index:
2. Ensure that you have the appropriate privileges to view or manage programs:
  - Manage Customer Programs
  - View Customer Programs
3. Ensure that you have the appropriate privileges to view or manage claims:
  - Manage Customer Claims
  - View Customer Claims
4. If you have one of the following predefined duty roles, you have the required privileges to search and view programs in the Programs page:
  - Customer Channel Program Management
  - Customer Channel Program Viewing
5. If you have one of the following predefined duty roles, you have the required privileges to search and view programs in the Claims page:
  - Channel Claims Management
  - Channel Claims Viewing

#### Related Topics

- [Elements of a Customer Promotion Program](#)
- [Elements of a Customer Claim](#)

## Security Tasks

Here are some of the security tasks that are required for Channel Revenue Management.

- Create Implementation Users
- Manage HCM User Accounts
- Manage Data Security Policies
- Manage Duties
- Manage User Principal
- Provision Roles to Implementation Users

Owners in Channel Programs, Claims and Adjustments must be set up as HCM workers. A warning message is displayed when you open a program, claim, or adjustment where the owner is not set up as an HCM worker.

Run the **Validate Channel Owner Data** scheduled process to report on owners who are not HCM workers. This report display owners of programs, claims or adjustments who aren't set up as HCM workers. Select a value from the **Owner User Name** list to run this process for a specific username. Alternatively, leave this field blank to run the process for all usernames.

For more information, see Getting Started with Oracle Fusion Applications: Common Implementation (1387777.1) on My Oracle Support at <https://support.oracle.com>.

You can do these tasks using the Security Console as a super user:

- Manage Job Roles
- Manage Role Templates

### *Related Topics*

- [Manage HCM User Accounts](#)
- [Create User Accounts for Implementation Users](#)
- [Create Application Users](#)

# 3 Integrate

## Integrating Channel Revenue Management with Other Oracle Cloud Applications

Channel Revenue Management is integrated with the following Oracle applications depending on the channel flow.

- For Deductions and Settlement
  - Oracle Fusion Receivables
- For Sell Side - Customer Promotions
  - Tools > Import Management for CSV file import
  - Oracle Fusion Pricing for program eligibility
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Sell Side - Customer Lump Sum Programs
  - Tools > Import Management for CSV file import
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Sell Side - Customer Annual Volume Programs
  - Tools > Import Management for CSV file import
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Buy Side - Supplier Rebate
  - Oracle Fusion Receiving, Purchasing, and Payables for direct integration to inbound receiving transactions
  - Tools > Import Management for CSV file import
  - Oracle Fusion Subledger Accounting
  - Oracle Fusion Payables
- For Buy Side - Supplier Annual Program
  - Tools > Import Management for CSV file import
  - Oracle Fusion Subledger Accounting
  - Oracle Fusion Payables
- For Buy Side - Supplier Ship and Debit
  - Oracle Fusion Pricing
  - Oracle Fusion Order Management for direct integration to inbound sales orders
  - Oracle Fusion Subledger Accounting

- Oracle Fusion Payables

## Oracle Fusion Receivables Integration

Integration with Receivables lets you create and settle claims against receipts for deductions or overpayments. You must enable Channel Revenue Management in your Receivables application for this.

### How to Enable the Integration

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - Offering: Financials
  - Functional Area: Receivables
  - Task: Manage Receivables System Options
2. Search for and select your business unit.
3. Click the Cash Processing tab.
4. Select the **Enable channel revenue management integration** check box.
5. Click **Save**.

### Standardize Claim Reasons

Some customers may have their own set of reason codes for raising a dispute or short paying you. You can standardize your customer claim reasons by translating the reason for the dispute provided by your customers to a standard set of reason codes. You can create a mapping between your claim reasons and those provided by your customers, which can be used to automatically categorize the reason for the claim. This mapping can be created in the Manage Customer Trade Profiles page. This streamlines the initial classification of claims for immediate visibility into queues of work. This translation is supported in Lockbox, in the Receivables integration, in the Manual Claim UI, and in the channelCustomerClaims REST service.

### Manage Transaction Types

The accounting for settlement is handled by Receivables, driven through the Channel mappings to Receivables transactions and activities. For credit memos and invoices, Receivables performs the subledger accounting based on the Receivables transactions and activities created by Channel Revenue Management settlement.

- Claim Type setup for a deduction includes a one to one mapping to a Receivables credit memo transaction type.
- Claim Type setup for an overpayment includes a one to one mapping to a Receivables invoice transaction type.
- Claim Reason setup for a deduction includes a one to one mapping to a Receivables credit memo reason.

You can manage transaction types here:

- Offering: Financials
- Functional Area: Customer Billing
- Task: Manage Transaction Types

**Note:** You must set up the subledger accounting for any new Receivables transaction types.

## Manage Transaction Sources

Configure the predefined transaction source, **Channel Revenue Management**, which is available as the transaction source for the receivables credit memo or invoices created during settlement of a claim.

- Offering: Financials
- Functional Area: Customer Billing
- Task: Manage Transaction Sources

## Manage Receivables Activities

The accounting for claim investigation is derived from the receivables activity associated with the claim investigation application. Configure the predefined receivables activity for the activity type **Channel Claim Investigation** available under Manage Receivables Activities. Add the **Activity GL Account** for your business unit.

- Offering: Financials
- Functional Area: Receivables
- Task: Manage Receivables Activities

## Date Population in Receivables upon Settlement

- Receipt Application Date
  - Will be the same as Override Transaction Date if it's a future date and after the Receipt Date.
  - Else, if Override Transaction Date isn't set, and Claim Accounting Date is a future date and after the Receipt Date, then Receipt Application Date will be the Claim Accounting Date.
  - Else, if the Receipt Date is in the future, then Receipt Application Date will be the Receipt Date.
  - Else it will be the System Date (settlement system date).

For example, System Date = May 28

- Override Transaction Date = 5th June, Receipt Date = 4th June  
Then Receipt Application Date = 5th June
- Override Transaction Date = 3rd June, Receipt Date = 6th June  
Then Receipt Application Date = 6th June
- Override Transaction Date = 1st May, Receipt Date = 2nd May  
Then Receipt Application Date = 28th May

- Receipt Application Accounting Date
  - Will be the same as Claim Accounting Date, if it's a future date and after the Receipt Accounting Date.
  - Else, if the Receipt Accounting Date is in the future, then Receipt Application Accounting Date will be the Receipt Accounting Date.
  - Else it will be the System Date (settlement system date).

For example, System Date = May 28

- Claim Accounting Date = 5th June, Receipt Accounting Date = 4th June  
Then Receipt Application Accounting Date = 5th June
- Claim Accounting Date = 3rd June, Receipt Accounting Date = 6th June  
Then Receipt Application Accounting Date = 6th June
- Claim Accounting Date = 1st May, Receipt Accounting Date = 2nd May  
Then Receipt Application Accounting Date = 28th May

**Note:** In the Settle Customer Claims scheduled process, the Receivables integration for settlement synchronously calls the Receivables API and not the asynchronous Auto Invoice interface. The log file for the scheduled process documents the claims processed in Receivables.

## Privileges for Quick Links to Receivables Transactions

You must assign these privileges to users to enable them to view the Receivables transactions directly from Channel Revenue Management.

This table contains the privileges required for a user to view the Receivables transactions directly from Channel Revenue Management.

| Privilege                        | Usage    | Code                                | Description                       | Assigned to Duty Role          |
|----------------------------------|----------|-------------------------------------|-----------------------------------|--------------------------------|
| View Receivables Activities Data | DATA     | AR_VIEW_RECEIVABLES_ACTIVITIES_DATA | View Receivables activities data. | Channel Claims Manager         |
| View Receivables Credit Memo     | Function | AR_VIEW_RECEIVABLES_CREDIT_MEMO     | View a Receivables receipt.       | Channel Claims Management Duty |
| View Receivables Invoice         | Function | AR_VIEW_RECEIVABLES_INVOICE         | View a Receivables invoice.       | Channel Claims Management Duty |
| View Receivables Receipt         | Function | AR_VIEW_RECEIVABLES_RECEIPT         | View a Receivables credit memo.   | Channel Claims Management Duty |

### Related Topics

- [Requirements for Completing a Receivables Transaction](#)
- [How can I arrange the creation of transaction types?](#)
- [Receivables Activity Types](#)
- [Predefined Receivables Data in Subledger Accounting](#)
- [Receivables Accrual Accounting Entries](#)

# Oracle Fusion Receiving, Purchasing, and Payables for Direct Integration to Inbound Receiving Transactions

To claim rebates from suppliers, Channel Revenue Management directly integrates with Oracle Receiving to get the receipt of goods. When Receiving receives goods, the **Load Transactions** process can be used to extract these receiving transactions and related PO details into channel batches.

For supplier rebates, supplier invoices from Payables can be used to trigger the accruals for received shipments. The **Load Transactions** process extracts receiving transactions into channel batches. The **Create Accruals for Channel Batch** process creates potential accruals in the open status for receipts in the batch without supplier invoices. Earned accruals are recognized for receipts in the batch with invoices.

**Note:** Drop Ship purchase orders and Consignment orders aren't in scope for the Procurement integration.

## Supplier Portal Integration

The Fusion Supplier Portal enables a buying company (wholesaler/distributor) to negotiate and communicate channel agreements with their suppliers.

As a supplier contact on the Supplier Portal, you can create, submit, and view your channel programs and interact with your sales channel partner. It leverages the Portal's existing security model, allowing supplier contact access to supplier programs based on their data access at supplier and supplier site levels. This integration helps you to:

- Invite suppliers to securely create and offer programs directly from the Supplier Portal.
- Centralize the definition of supplier incentives.
- Reduce and share administrative load of managing programs.

Suppliers create their program in a draft status, which is then reviewed and approved by the supplier channel manager prior to program activation. For wholesalers and distributors this self service capability reduces and shares the administrative load of manage programs with their suppliers.

## Actions Required for Manage Supplier Programs

The Managing supplier programs through the supplier portal is delivered disabled. The following actions must be taken to use this feature.

- The enablement for the supplier portal integration requires the enablement of Supplier Channel Management, which involves the following opt ins:
  - a. Opt in to the Supplier Incentives functional area under the Procurement offering.
  - b. Then opt in to the Supplier Channel Management feature.

After you opt in, perform the following tasks:

1. Provision access to Supplier Portal for the supplier and their contacts.
2. Configure applicable Program Types.

3. Specify the **Default Program Owner** in the Supplier Trade Profile.
4. Configure supplier items using the Trading Partner Item page in the Product Information Management work area.

## Access for Manage Supplier Programs

- Access to this feature is through the shipped job role Supplier Sales Representative.
- Access to this feature is through shipped privileges:
  - Manage Supplier Programs in Supplier Portal
  - View Supplier Programs in Supplier Portal
- The Manage Channel Programs (from Supplier Portal) business processes is affected by this feature.

You can additionally capture notes in a claim and capture attachments in a claim. This capability helps to justify the resolution taken during approval and audit.

Notes and attachments for supplier claims are delivered disabled. Actions must be taken to use this feature.

- Access to this feature is through the **Supplier Channel Manager** job role.
- Access to this feature is through any role with the **Manage Supplier Claims** privilege.
- The Manage Channel Programs business processes is affected by this feature.

## Oracle Fusion Payables Integration for Settlement

Supplier claims are paid through the Payables cloud. The two settlements methods for Channel Revenue Management for payment of these supplier claims are AP Debit and AP Default Payment.

This table shows details of the Payables integration for supplier claim settlement.

| Settlement Method | AP Debit                                                                                                                                                                                                                                                                                                      | AP Default Payment                                                                                                                                                                                                                                                                                                                                                   |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Claim Class       | DEBIT CLAIM                                                                                                                                                                                                                                                                                                   | CLAIM                                                                                                                                                                                                                                                                                                                                                                |
| Usage             | When a supplier claim is positive, this amount is collected from the supplier through a debit memo with a negative amount. This is typical of a promotional supplier claim. The debit memo is applied to a payment instrument like a check. The check may be for a payment to a supplier (a positive amount). | When a supplier claim is negative, this amount is paid to the supplier through a check or EFT and is common when a supplier rejects a claim accrual and you want to issue a refund check immediately to the supplier. A payables invoice is created and a payment instrument is issued. There may be multiple checks if the original check is canceled and reissued. |
| Payment Method    | Supplier Claim - positive amounts<br>Debit Memo - negative amounts<br>Instrument - positive amounts<br>Instrument (refund) - negative amounts                                                                                                                                                                 | Supplier Claim - negative amounts<br>Invoice - positive amounts<br>Instrument - positive amounts                                                                                                                                                                                                                                                                     |



| Settlement Method        | AP Debit                                                                                                                       | AP Default Payment                 |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Settlement Document Type | Transaction (applied to check, EFT)                                                                                            | Instrument (settled by check, EFT) |
| Claim Closure            | Immediately available to be closed after Settlement Pending status, as a debit memo may be applied to any outstanding balance. | After Invoice is fully paid.       |

## Oracle Fusion Subledger Accounting Integration

### Oracle Fusion Subledger Accounting for Sell Side Integration

Subledger Accounting integration enables you to define and configure accounting rules and generate detailed accounting for business transactions in Channel Revenue Management.

#### Predefined Subledger Accounting Setup

Channel Revenue Management has been registered as a subledger application. The setup tasks are available in the Channel Revenue Management functional area to help you set up your subledger. It enables corporations to comply with corporate, local and managerial accounting and audit requirements via increased control, visibility and efficiency.

#### Journal Source and Categories

Journal entries created for transactions from Channel Revenue Management are assigned the following journal source and categories. Channel Revenue Management assigns default journal categories to each event class. You can configure the assignment in the Subledger Accounting Options task.

This table gives the journal sources and journal categories for Channel Revenue Management.

| Field            | Values                           |
|------------------|----------------------------------|
| Journal Sources  | Channel Revenue                  |
| Journal Category | Channel Accrual<br>Channel Claim |

#### Channel Revenue Management Sell Side Event Classes

An accounting event is a business event in Channel Revenue Management that has an accounting impact. Subledger Accounting categorizes accounting events as event types. Event types are grouped into event classes. The Channel Revenue Management accounting event model is predefined for you, and includes each event class and its life cycle. This accounting event model forms the basis for creating subledger accounting. An event class enables Subledger Accounting to handle the accounting for similar business events in a consistent manner.

For the sell side flows, the Subledger Accounting integration is centered on deriving accounting rules for two accounting event classes:

| Event Class               | Event Types                                                                                                                         |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Customer Accrual          | Customer Accrual Creation                                                                                                           |
| Customer Claim Settlement | <ul style="list-style-type: none"><li>Customer Claim settlement by Credit Memo</li><li>Customer Claim Settlement Reversal</li></ul> |

**Note:** If a claim/deduction is nonpromotional it isn't interfaced to Subledger Accounting or General Ledger.

## Customer Accrual Event

For all accruals that are created, an accrual event triggers its accounting to General Ledger. Accounting events are raised with the respective event types for all accruals created in Channel Revenue Management. Customer accrual events:

- Debit Sales or Expense Account
- Credit Accrual Liability Account

For example:

| Dr/Cr | Account           | Amount  |
|-------|-------------------|---------|
| Dr.   | Sales or Expense  | USD 100 |
| Cr.   | Accrual Liability | USD 100 |

## Predefined Accounting Rules for Customer Accruals

The following subledger accounting rules are used to generate accounting for customer accruals if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

| Event Class Name | Journal Entry Rule Set | Journal Line Rule | Side   | Account Rule              | Mapping Set               |
|------------------|------------------------|-------------------|--------|---------------------------|---------------------------|
| Customer Accrual | Customer Accrual Rule  | Sales or Expense  | Debit  | Sales or Expense Account  | Sales or Expense Account  |
| Customer Accrual | Customer Accrual Rule  | Accrual Liability | Credit | Accrual Liability Account | Accrual Liability Account |

## Customer Claim Settlement Event

When a claim or deduction is associated with promotional accruals or earnings, and the claim is being settled by credit memo, another accounting event is triggered. Channel Revenue Management passes the Receivables Clearing Account to Receivables and creates the following customer claim settlement entries:

- Debit Claim Accrual Liability Account
- Credit Receivables Clearing Account

For example:

| Dr/Cr | Account                         | Amount  |
|-------|---------------------------------|---------|
| Dr.   | Claim Accrual Liability Account | USD 100 |
| Cr.   | Receivables Clearing Account    | USD 100 |

## Predefined Accounting Rules for Customer Claim Settlements

The following subledger accounting rules are used to generate accounting for customer claim settlements if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

| Event Class Name          | Journal Entry Rule Set                        | Journal Line Rule       | Side   | Account Rule                    | Mapping Set                     |
|---------------------------|-----------------------------------------------|-------------------------|--------|---------------------------------|---------------------------------|
| Customer Claim Settlement | Customer Claim Settlement by Credit Memo Rule | Claim Accrual Liability | Debit  | Claim Accrual Liability Account | Claim Accrual Liability Account |
| Customer Claim Settlement | Customer Claim Settlement by Credit Memo Rule | Receivables Clearing    | Credit | Receivables Clearing Account    | Receivables Clearing Account    |

## Reversal Event for Customer Claim Settlements

If Claim is reopened from Settlement Pending status because of any issues, **Settle Customer Claims** scheduled process verifies that the event was processed successfully or not.

- If the first event was processed successfully, then the application creates a reversal event.

If the first event isn't processed, then the application deletes the existing event.

## Manage Mapping Sets for Channel Revenue Management Sell Side

The following predefined mapping sets are available for Channel Revenue Management Sell Side. These map the predefined input sources with the Chart of Accounts for your ledger.

| Mapping Set                              | Usage                                                         | Output Type         | Input Sources                                                                                                   |
|------------------------------------------|---------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------|
| Accrual Liability Account                | Mapping set for the accrual liability account.                | Account combination | <ul style="list-style-type: none"><li>Customer Accrual Business Unit</li><li>Customer Adjustment Type</li></ul> |
| Claim Accrual Liability Account          | Mapping set for the claim accrual liability account.          | Account combination | <ul style="list-style-type: none"><li>Customer Claim Business Unit</li><li>Customer Claim Type</li></ul>        |
| Exchange Gain Account for customer claim | Mapping set for the exchange gain account for customer claim. | Account combination | Customer Claim Business Unit                                                                                    |
| Exchange Loss Account for customer claim | Mapping set for the exchange loss account for customer claim. | Account combination | Customer Claim Business Unit                                                                                    |
| Receivables Clearing Account             | Mapping set for the receivables clearing account.             | Account combination | <ul style="list-style-type: none"><li>Customer Claim Business Unit</li><li>Customer Claim Type</li></ul>        |
| Sales or Expense Account                 | Mapping set for the sales or expense account.                 | Account combination | <ul style="list-style-type: none"><li>Customer Accrual Business Unit</li><li>Customer Adjustment Type</li></ul> |

## Assign Accounts to Predefined Mapping Sets

You must associate at least one output value for your ledger's chart of accounts for each of the above mapping sets if you're using the predefined journal entry rule sets.

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Mapping Sets
2. The Manage Mapping Sets: Channel Revenue Management page opens, where you can see the mapping sets for your subledger. Select a mapping set to edit it.
3. In the Chart of Accounts section of the Edit Mapping Set, click the **Add Row** icon. Select the chart of accounts from the drop-down list.
4. In the Mappings section, add the **Input** source to **Output** type mappings for your account. If applicable, select the **Default** button to identify a default account to be used in case there is no mapping available for the input source value.
5. Click **Save**.

**Note:** Create a custom mapping set only if you must map the account to different input sources.

## Sweeping the Transactions

The **Sweep Channel Transaction Accounting Events** scheduled process is used to sweep unaccounted channel transactions to open or future enterable period.

## Oracle Fusion Subledger Accounting for Buy Side Integration

Subledger Accounting integration enables you to define and configure accounting rules and generate detailed accounting for business transactions in Channel Revenue Management. General Ledger integration enables the posting of accounting journals to the general ledger for financial reporting.

### Predefined Subledger Accounting Setup

Channel Revenue Management has been registered as a subledger application. The setup tasks are available in the Channel Revenue Management functional area to help you set up your subledger.

### Journal Source and Categories

Journal entries created for transactions from Channel Revenue Management are assigned the following journal source and categories. Channel Revenue Management assigns default journal categories to each event class. You can configure the assignment in the Subledger Accounting Options task.

This table gives the journal sources and journal categories for Channel Revenue Management.

| Field            | Values                           |
|------------------|----------------------------------|
| Journal Sources  | Channel Revenue                  |
| Journal Category | Channel Accrual<br>Channel Claim |

### Channel Revenue Management Event Classes

An accounting event is a business event in Channel Revenue Management that has an accounting impact. Subledger Accounting categorizes accounting events as event types. Event types are grouped into event classes. The Channel Revenue Management accounting event model is predefined for you, and includes each event class and its life cycle. This accounting event model forms the basis for creating subledger accounting. An event class enables Subledger Accounting to handle the accounting for similar business events in a consistent manner.

For Channel Revenue Management, the Subledger Accounting integration is centered around deriving accounting rules for two accounting event classes:

| Event Class               | Event Types                                                                                     |
|---------------------------|-------------------------------------------------------------------------------------------------|
| Supplier Accrual          | Supplier Accrual Creation<br>Supplier Accrual Adjustment                                        |
| Supplier Claim Settlement | Supplier Claim Settlement by Check/Wire/EFT/AP Default<br>Supplier Claim Settlement by AP Debit |

## Supplier Accrual Event

For all accruals that are created, an accrual event triggers its accounting to General Ledger. Accounting events are raised with the respective event types for all accruals created in Channel Revenue Management. Supplier accrual events:

- Debit the Accrual Asset account
- Credit the Income or Discount on COGS account

For example:

| Dr/Cr | Account                    | Amount  |
|-------|----------------------------|---------|
| Dr.   | Accrual Asset              | USD 100 |
| Cr.   | Income or Discount on COGS | USD 100 |

## Predefined Accounting Rules for Supplier Accruals

The following subledger accounting rules are used to generate accounting for supplier accruals if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

| Event Class Name | Journal Entry Rule Set | Journal Line Rule          | Side   | Account Rule                       | Mapping Set                        |
|------------------|------------------------|----------------------------|--------|------------------------------------|------------------------------------|
| Supplier Accrual | Supplier Accrual Rule  | Accrual Asset              | Debit  | Accrual Asset Account              | Accrual Asset Account              |
| Supplier Accrual | Supplier Accrual Rule  | Income or Discount on COGS | Credit | Income or Discount on COGS Account | Income or Discount on COGS Account |

## Supplier Claim Settlement Event

For all promotional claims that are settled after association to earnings, another accounting event is triggered. Accounting events are raised after the claim is initiated for settlement. Supplier claim settlement events:

- Credit the Claim Accrual account
- Debit the Payables Clearing account
- Credit the Primary Ledger Exchange Gain and Loss account (from conversion rate differences between when it's accrued vs paid)

For example:

| Dr/Cr | Account                     | Amount  |
|-------|-----------------------------|---------|
| Cr.   | Claim Accrual Asset account | USD 100 |
| Dr.   | Payables Clearing account   | USD 100 |

| Dr/Cr | Account | Amount |
|-------|---------|--------|
|       |         |        |

## Predefined Accounting Rules for Supplier Claim Settlements

The following subledger accounting rules are used to generate accounting for supplier claim settlements if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

| Event Class Name          | Journal Entry Rule Set                     | Journal Line Rule                    | Side   | Account Rule                | Mapping Set                                    |
|---------------------------|--------------------------------------------|--------------------------------------|--------|-----------------------------|------------------------------------------------|
| Supplier Claim Settlement | Supplier Claim Settlement by Payables Rule | Payables Clearing                    | Debit  | Payables Clearing Account   | Payables Clearing Account                      |
| Supplier Claim Settlement | Supplier Claim Settlement by Payables Rule | Claim Accrual Asset                  | Credit | Claim Accrual Asset Account | Claim Accrual Asset Account                    |
| Supplier Claim Settlement | Supplier Claim Settlement by Payables Rule | Primary Ledger Exchange Gain or Loss | Credit | Claim Gain or Loss Account  | Exchange Gain Account<br>Exchange Loss Account |

## Manage Mapping Sets

The following predefined mapping sets are available for Channel Revenue Management. These map the predefined input sources with the Chart of Accounts for your ledger.

| Mapping Set                        | Usage                                                                                                          | Output Type         | Input Sources                                                                                 |
|------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------|
| Accrual Asset Account              | Map the accrual asset account to the accrual business unit and adjustment type.                                | Account combination | <ul style="list-style-type: none"><li>Accrual Business Unit</li><li>Adjustment Type</li></ul> |
| Claim Accrual Asset Account        | Map the claim accrual asset account to the claim business unit and claim type.                                 | Account combination | <ul style="list-style-type: none"><li>Claim Business Unit</li><li>Claim Type</li></ul>        |
| Exchange Gain Account              | Map the exchange gain account to the claim business unit.                                                      | Account combination | Claim Business Unit                                                                           |
| Exchange Loss Account              | Map the exchange loss account to the claim business unit.                                                      | Account combination | Claim Business Unit                                                                           |
| Income or Discount on COGS Account | Map the income or discount on the cost of goods sold account to the accrual business unit and adjustment type. | Account combination | <ul style="list-style-type: none"><li>Accrual Business Unit</li><li>Adjustment Type</li></ul> |

| Mapping Set               | Usage                                                                                                                                                                      | Output Type         | Input Sources                                                                              |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------|
| Payables Clearing Account | Map the Payables clearing account to the claim business unit and claim type. The Payables clearing account is used for claims settled through Payables settlement methods. | Account combination | <ul style="list-style-type: none"><li>• Claim Business Unit</li><li>• Claim Type</li></ul> |

## Assign Accounts to Predefined Mapping Sets

You must associate at least one output value for your ledger's chart of accounts for each of the above mapping sets if you're using the predefined journal entry rule sets.

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Mapping Sets
2. The Manage Mapping Sets: Channel Revenue Management page opens, where you can see the mapping sets for your subledger. Select a mapping set to edit it.
3. In the Edit Mapping Set > Chart of Accounts section, click the **Add Row** icon. Select the chart of accounts from the drop-down list.
4. In the Mappings section, add the **Input** source to **Output** type mappings for your account. If applicable, select the **Default** button to identify a default account to be used in case there is no mapping available for the input source value.
5. Click **Save**.

**Note:** Create a custom mapping set only if you must map the account to different input sources.

## Posting to General Ledger

General Ledger integration enables the posting of accounting journals to the general ledger for financial reporting for program accruals and claims processing.

The **Create Accounting** process creates the subledger entries. To transfer the entries to general ledger, select the following while scheduling the process:

- **Transfer to General Ledger** field as **Yes**.
- **Post in General Ledger** field as **Yes**.

### Related Topics

- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger in the Using Supplier Channel Management guide.
- Schedule the Closure of Settled Claims in the Using Supplier Channel Management guide.
- Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions in the Using Supplier Channel Management guide.



# Oracle Fusion Pricing Integration

## Manage Your Integration

These are the Pricing tasks required for your implementation.

- Manage Service Mappings for Channel Revenue Management
- Manage Matrix Classes for Channel Revenue Management
- Manage Algorithms for Channel Revenue Management
- Manage Price Elements for Channel Revenue Management
- Manage Pricing Bases for Channel Revenue Management

## Program Eligibility

### Determine Supplier Ship and Debit Program Eligibility

Program eligibility determines the supplier programs that can be applied to a sales order line.

Program eligibility works by evaluating the date effectivity, program, market, and product rules against the corresponding attributes on the sales order line to determine if there is a match. If there is a match, the supplier program is applied to the sales order line. Pricing calculates these accruals and returns them as charge components for each supplier program applied.

### Manage Service Mappings for Channel Revenue Management

Service mappings store the eligibility attributes used for eligibility algorithms. To view the service mapping for Channel Revenue Management:

1. From the Navigator, select Pricing Administration.
2. On the Overview page, open the Tasks panel and select **Manage Service Mappings**.
3. On the Manage Service Mappings page, select **Sales** to manage service mappings for Channel Revenue Management.
  - Service Mapping: Sales
  - Service Name: ProgramEligibility

### Manage Matrix Classes for Channel Revenue Management

Matrix classes capture the conditions and results (dimensions) for a matrix. The predefined matrix class for Channel Revenue Management is **Channel Program Eligibility**. Each of the program and market qualifiers in the program must be setup as condition columns in the Channel Program Eligibility matrix class. The predefined qualifiers have already been setup in the Channel Program Eligibility matrix class.

## Custom Dimensions for Using Custom Qualifiers

To implement a custom qualifier in the program, you must add it as a dimension with domain in Pricing. After adding the dimension, you can use it as a custom qualifier in your program types. For example, you want to set up a program or market rule as Ship To Country Equals Canada. For this you must first create a custom qualifier for Ship To Country:

1. Add an entry in the lookup code for qualifiers ORA\_CJM\_QUALIFIER\_TYPE. Make note of the lookup code and meaning.

For example, Lookup Code = SHIP\_TO\_COUNTRY\_ID; Meaning = Ship To Country

2. Sign in to Order Management with administrative privileges.
3. From the Navigator, select Pricing Administration.
4. From the Tasks panel click **Manage Matrix Classes**.
5. On the Manage Matrix Classes page, select **Channel Program Eligibility**.
6. On the Edit Matrix Class: Channel Program Eligibility page you can see the predefined dimensions.
7. Click the **Add Row** icon.
8. In **Name** field, enter the meaning for the lookup code you entered in ORA\_CJM\_QUALIFIER\_TYPE along with the operator that should be used in the program and market rules.

For example, Ship To Country Equals

9. In the **Source Code Name** field, enter the lookup code you entered in ORA\_CJM\_QUALIFIER\_TYPE concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to.

For example, SHIP\_TO\_COUNTRY\_ID\_E

10. In the **Comparison** field, choose the comparison operator.

For example, =

11. From the **Compare to Attribute** drop-down list, select the order header, line, order header EFF, or order line EFF attributes that you want to compare.

For example, Line.ShipToLocationCountry

12. Leave the **Required** check box deselected.
13. Select the **Allow Null** and **Null Is Wildcard** check boxes.
14. From the **Domain** list, select the Domain type. Choose **Lookup**, **Custom**, or **None**.
  - If you select **Lookup**, choose the lookup from the **Lookup** drop-down list.
  - If you select **Custom**, choose **Text** or **Number** from the **Data Type** drop-down list. Specify the domain values.
  - If you select **None**, choose **Text** or **Number** from the **Data Type** drop-down list. The user specified values for the dimension (qualifier) isn't validated with this option.
15. Click **Save**.

## Manage Algorithms for Channel Revenue Management

The **Price Sales Transaction** process consists of a series of algorithm steps used to determine a base list price and arrive at a final price for items.

1. Sign in to Order Management with administrative privileges.
2. From the Navigator, select Pricing Administration.
3. From the Tasks panel click **Manage Algorithms**. The predefined algorithm for program eligibility is **Get Eligible Programs**.

**Note:** If you have previously extended your algorithms, you will need to create a new version from version 0, reconcile your algorithm extension changes to this new version, and then promote the algorithms.

#### *Related Topics*

- [Promote Pricing Algorithms Into the Latest Update](#)
- [Pricing Algorithms](#)
- [How Service Mappings, Pricing Algorithms, and Matrixes Work Together](#)

## Pricing Execution

Eligibility service determines which programs are applied to the order line, based on the eligible channel programs, and Pricing calculates the value of the accruals.

Accruals are deferred discounts which impact revenue and margin. Including accruals in the calculation of the margin provides visibility into the true profitability of the sale. When an order line is eligible for a supplier accrual, this accrual is displayed as a charge component and is included in the price breakdown on the order line. Pricing supports the calculations for amount based accruals, percentage based accruals that are a percentage of price or a cost, and New Cost based accruals.

## Manage Price Elements for Channel Revenue Management

To manage the channel accrual price element:

1. In the Setup and Maintenance work area, go to:
  - Offering: Order Management
  - Functional Area: Pricing
  - Task: Manage Price Elements
2. Use the Manage Price Elements page to create and manage your channel price elements. These must be of element type **Cost** or **Price**.

## Manage Pricing Bases for Channel Revenue Management

Select the task **Manage Pricing Bases** to manage your pricing basis, or create a new one. The basis usage **Accrual basis** is predefined for Channel Revenue Management.

You can create pricing basis for Channel Revenue Management with price element types Price and Cost. Once this is set to active, it can be referenced in the channel program types. The pricing basis can be deleted as long as it's inactive and not referenced in a pricing setup.

**Note:** Cost elements aren't supported for other types of bases.

### Pricing Bases for New Cost and Percent Discount Types

To create a pricing basis for new cost or percent discount type:

1. Click the **Create** icon in the Manage Pricing Bases page.
2. Enter the name of the pricing basis in the **Name** field.

3. From the **Price Element** drop-down list, select a price element based on the element type Cost or Price.
4. From the **Usage** drop-down list select **Accrual basis**.
5. Select the **Active** check box.
6. Click **Save**. This creates the pricing basis which is now available for selection in channel program types.

**Note:** Basis isn't used for the Amount discount type.

## Calculate Supplier Ship and Debit Accruals

### Amount

You can directly specify the accrual amount in the program product rule. Pricing calculates accruals after net price, and returns charge components of element type **Accrual**. Accruals with the adjustment type **Accrual Amount** are calculated and returned.

### New Cost

You can specify the new cost value in the program product rule. The accrual amount is calculated based on the basis for new cost, specified in the program type. New Cost accruals are calculated based on a cost or price.

The accrual amount is calculated as the difference between the charge component referenced in the basis and the new cost specified in the product rule. Accruals are calculated after net price, and returns charge components of element type **Accrual**. Accruals with the adjustment type **Accrual Difference** are calculated and returned.

### Calculation

Assuming the new program cost is captured on the program line (pricing term),

New Program Cost = Pricing Term.AdjustmentAmount (Value captured on the program)

Accrual Basis Calculation: This value is calculated by taking the charge component referenced in the Accrual Basis on the Pricing Term.

Accrual Difference Calculation = Value of Accrual Basis - New Program Cost

For example: Average Cost = 100 USD, New Program Cost = 80 USD, Quantity = 1

| Unit Price (USD) | Charge Component |
|------------------|------------------|
| 500              | Net Price        |
| -100             | Average Cost     |
| 20               | Accrual          |
| 420              | Margin           |

**Note:** Algorithm extensions may be needed to derive these costs if they're not defined in Pricing.

### Percent

You can specify the discount in percentage in the product rule. The accrual amount is calculated based on the basis for percent, specified in the program type. Pricing calculates accruals after net price, and returns charge components of element type **Accrual**. Accruals with the adjustment type **Accrual Percent** are calculated and returned.

## Returns

**Referenced Returns:** The polarity of the accrual charge components is reversed for the unit prices, and the extended amounts are calculated based on unit price multiplied by returned quantity. Charges can be marked as refundable in the Manage Pricing Charge Definitions page. As part of the standard returns processing, Pricing checks whether the charge is refundable, and if non-refundable, the base list price, list price, and net price are set to zero. Accruals are also calculated.

**Un-referenced Returns:** Pricing will price the un-referenced order line as an outbound line, apply automatic eligible programs, and then reverse the polarity of the charges. Authorized users can decline programs and add manual incentives.

### Related Topics

- [Manage Pricing Elements](#)
- [Manage Pricing Bases](#)

## Extensible Flexfields

### How to Set Up Custom Qualifiers Based on Order Header Extensible Flexfields

Here's how you can set up and use custom qualifiers based on order header extensible flexfields in your Supplier Ship and Debit programs.

#### Identify the Order Header Flexfields

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - o Offering: Order Management
  - o Functional Area: Orders
  - o Task: Manage Order Extensible Flexfields
2. On the Manage Order Extensible Flexfields page, in the Search area, enter **Header Information** as the name, then click **Search**.
3. Select the flexfield from the search results and click **Edit**.
4. On the Edit Extensible Flexfield: Header Information page, click to expand **Additional Header Information** in the Category section.
5. On the Associated Contexts tab, click **Manage Contexts**, create a new context with required details, and then save your work. For example:

| Field        | Value            |
|--------------|------------------|
| Display Name | Channel Program2 |

| Field          | Value                                 |
|----------------|---------------------------------------|
| Code           | Channel Program2                      |
| API Name       | ChannelProgram2                       |
| Enabled        | Ensure that the check box is selected |
| Behavior       | Single Row                            |
| Description    | Channel Program Qualifier             |
| Context Usages | Additional Header Information         |

Add these additional details to your sales order through **Order Management > Create Order > Actions > Edit Additional Information**.

6. In the Context Sensitive Segments section of the Edit Context page, click **Actions > Create** to add a new segment for example:

| Field    | Value                                 |
|----------|---------------------------------------|
| Name     | Service Level                         |
| Code     | Service Level                         |
| API Name | serviceLevel                          |
| Enabled  | Ensure that the check box is selected |

7. Click **Create Value Set**.
8. On the Create Value Set page, enter the details, and save your work. For example:

| Field           | Value            |
|-----------------|------------------|
| Value Set Code  | Service Level    |
| Description     | Service Level    |
| Module          | Order Management |
| Validation Type | Independent      |
| Value Data Type | Character        |

9. In the **Definition** section, enter the following details, and save your work. For example:

| Field         | Value |
|---------------|-------|
| Value Subtype | Text  |

| Field          | Value |
|----------------|-------|
| Maximum Length | 10    |

10. Click **Manage Values** and ensure that the values are enabled, and save your work. For example:

| Attribute | Value  | Description  |
|-----------|--------|--------------|
| Value     | Gold   | Gold Level   |
| Value     | Silver | Silver Level |
| Value     | Bronze | Bronze Level |

11. Return to the **Create Segment** page, enter the required details, and save your work. For example:

| Region             | Attribute             | Value           |
|--------------------|-----------------------|-----------------|
| Column Assignment  | Data Type             | Character       |
| Column Assignment  | Table Column          | ATTRIBUTE_CHAR1 |
| Validation         | Value Set             | Service Level   |
| Validation         | Value Set Description | Service Level   |
| Display Properties | Prompt                | Service Level   |
| Display Properties | Display Type          | List of Values  |
| Display Properties | Display Size          | 10              |
| Display Properties | Display Height        | 1               |

12. On the Edit Context page, ensure that the details in the **Context Sensitive Segments** section show accurately. For example:

| Field           | Value                                  |
|-----------------|----------------------------------------|
| Sequence        | 10                                     |
| Name            | Service Level                          |
| Code            | Service Level                          |
| Value Data Type | Character                              |
| Display Type    | List of Values                         |
| Value Set       | Service Level                          |
| Enabled         | Ensure that this check box is selected |

| Field  | Value         |
|--------|---------------|
| Prompt | Service Level |

13. Navigate to the Manage Context page and search for the Header Information EFF and click **Edit**.
14. On the Edit Extensible Flexfield: Header Information page, select **Additional Header Information** from the **Category** list and add an **Associated Context** in the Additional Header Information Details section.
15. Search for and add the context you created. For example, Channel Program2. Save your work.
16. Click on the Pages tab. Click **Actions** > **Create** to create a new page and add the required details. For example:

| Field        | Value                         |
|--------------|-------------------------------|
| Display Name | Channel Program Qualifiers2   |
| Code         | Channel Program Qualifiers2   |
| Description  | Channel Program Qualifiers    |
| Usage        | Additional Header Information |

17. Select the page you just created, search for, and associate the context you created with this page. For example, Channel Program2. Save your work.
18. On the Manage Order Extensible Flexfields page, search for the Header Information extensible flexfield, and click **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
19. Verify your setup.

## Download the Flexfield Archive and Obtain the View Object Details for the Extensible Flexfields Context

1. From the Manage Order Extensible Flexfields page, select your flexfield.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10008\_DOO\_HEADERS\_ADD\_INFO.zip file to your local hard drive.
3. Open the file, extract, and get the information for the context from the location:  
`10008_DOO_HEADERS_ADD_INFO\oracle\apps\scm\do\processOrder\flex\headerContextsB\view`
4. Open the XML file HeaderEffBChannelProgram2privateVO.xml. See the VO name for your flexfield. For example, name = HeaderEffBChannelProgram2privateVO.
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name=serviceLevel.

## Manage Service Mapping Setup Using Sandbox after Identifying the Order Extensible Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, click **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.
5. Select the check box for the **Manage Service Mappings** tool, then click **Create and Enter**.
6. Navigate to the Pricing Administration work area. Select **Manage Service Mappings** from the panel.



**Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Sales**. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.
8. On the Edit Service Mappings: Sales page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receive the output of the service mapping. On the Entities tab, click **Action > Add Row**, and enter the following details:

| Field       | Value                                                                                        |
|-------------|----------------------------------------------------------------------------------------------|
| Entity      | Name of your entity, for example, ServiceLevel_Custom                                        |
| Description | A description containing information about the entity for the flexfield on the order header. |

9. In the Details section, add the following attributes, for example, and then save your work.

| Attribute               | Type   | Primary Key      | Allow Null |
|-------------------------|--------|------------------|------------|
| HeaderId_Custom         | Long   | Selected         | Selected   |
| ServiceLevelCode_Custom | String | Leave this blank | Selected   |

10. To specify the services, click the Services tab, and select **ProgramEligibility**.
11. In the Program Eligibility: Details section, select the Entities tab, click **Actions > Add Row**, enter the following values, for example, and then save your work.

| Field  | Value                   |
|--------|-------------------------|
| Entity | ServiceLevelCode_Custom |
| Read   | Selected                |
| Write  | Selected                |

12. In the Details section, add the following attributes, for example, and then save your work.

| Attribute               | Alias             | Read     | Write             | Parent Attribute  |
|-------------------------|-------------------|----------|-------------------|-------------------|
| HeaderId_Custom         | Leave this blank. | Selected | Leave this blank. | Leave this blank. |
| ServiceLevelCode_Custom | Leave this blank. | Selected | Leave this blank. | Leave this blank. |

13. On the Edit Service Mappings: Sales page, select the Sources tab. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.

14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

**Source - ChannelProgramsforOrder**

| Field           | Value                                                                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Source          | ChannelProgramsForOrder                                                                                                                                         |
| Entity          | The name of the entity you created. For example, ServiceLevel_Custom                                                                                            |
| Type            | View object                                                                                                                                                     |
| View Object     | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, HeaderEffBChannel__Program2privateVO |
| Query Type      | Unique identifier                                                                                                                                               |
| Query Attribute | HeaderId                                                                                                                                                        |

In the details section of your entity, click the Attributes Mappings tab. Enter the attributes of the entity that you created and the view object attributes from the XML file, for example:

| Field                   | Value        |
|-------------------------|--------------|
| HeaderId_Custom         | HeaderId     |
| ServiceLevelCode_Custom | serviceLevel |

**Source - ChannelProgramsforOrderLine**

| Field       | Value                                                                                                                                                         |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Source      | ChannelProgramsForOrderLine                                                                                                                                   |
| Entity      | The name of the entity you created. For example, ServiceLevel_Custom                                                                                          |
| Type        | View object                                                                                                                                                   |
| View Object | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, HeaderEffBChannelProgram2privateVO |
| Query Type  | Unique identifier                                                                                                                                             |

| Field           | Value    |
|-----------------|----------|
| Query Attribute | HeaderId |

In the details section of your entity, click the Attributes Mappings tab. Enter the attributes of the entity that you created and the view object attributes from the XML file, for example:

| Attribute               | View Object Attribute |
|-------------------------|-----------------------|
| HeaderId_Custom         | HeaderId              |
| ServiceLevelCode_Custom | serviceLevel          |

### Source - ManualChannelProgramsforOrder

| Field           | Value                                                                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Source          | ManualChannelProgramsForOrder                                                                                                                                   |
| Entity          | The name of the entity you created. For example, ServiceLevel_Custom                                                                                            |
| Type            | View object                                                                                                                                                     |
| View Object     | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, HeaderEffBChannel__Program2privateVO |
| Query Type      | Unique identifier                                                                                                                                               |
| Query Attribute | HeaderId                                                                                                                                                        |

In the details section of your entity, click the Attributes Mappings tab. Enter the attributes of the entity that you created and the view object attributes from the XML file, for example:

| Attribute               | View Object Attribute |
|-------------------------|-----------------------|
| HeaderId_Custom         | HeaderId              |
| ServiceLevelCode_Custom | serviceLevel          |

15. Click **Save**.

## Pricing Algorithm Setup

**Note:** If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud: Performing Your 22C Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

After making any customizations, you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select Pricing Administration.
2. From the Tasks panel, click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

**Note:** You can either create a new version of Get Eligible Programs or you can modify the existing version. To modify the existing version, first set it to inactive, make the changes, make it active again, and then publish it.

3. If you're setting up for supplier rebate programs, then on the Edit Algorithm: Get Eligible Programs page, from the Algorithm tab, select the step **Process Supplier Rebate Programs**. Select the **Process Each Program Header** row, then select **Process Header Eligibility**, , and then select **Invoke Header Eligibility Matrix**. Add the entity you created using **Service Mappings**. Add the following details below the Header data set row:

| Field         | Value                                                                                                  |
|---------------|--------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, ServiceLevel_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.ServiceLevel_Custom. |
| Primary       | Leave this blank.                                                                                      |
| Cardinality   | Zero or one                                                                                            |
| Data Set Join | [HeaderId_Custom:{Header.HeaderId}]                                                                    |
| Order By      | Leave this blank.                                                                                      |

4. If you're setting up for supplier ship and debit or customer rebate programs, then on the Edit Algorithm: Get Eligible Programs page, from the Algorithm tab, select the step **Process Supplier Ship and Debit or Customer Rebate Programs**. Select the row **Process Eligible Program Headers** and add the entity you created using **Service Mappings**. Add the following details below the Header data set row:

| Field         | Value                                                                                                  |
|---------------|--------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, ServiceLevel_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.ServiceLevel_Custom. |
| Primary       | Leave this blank.                                                                                      |
| Cardinality   | Zero or one                                                                                            |
| Data Set Join | [HeaderId_Custom:{Header.HeaderId}]                                                                    |
| Order By      | Leave this blank.                                                                                      |

5. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the **Algorithm** tab, select **Process Each Program Candidate**, select **Process Program Eligibility** and select the **Invoke Program Eligibility Matrix Row** add the entity you created using **Service Mappings**. Add the following details below the Header data set row:

| Field         | Value                                                                                                  |
|---------------|--------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, ServiceLevel_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.ServiceLevel_Custom. |
| Primary       | Leave this blank.                                                                                      |
| Cardinality   | Zero or one                                                                                            |
| Data Set Join | [HeaderId_Custom:{Line.HeaderId}]                                                                      |
| Order By      | Leave this blank.                                                                                      |

6. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

## Adding the Qualifier

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA\_CJM\_QUALIFIER\_TYPE as the **Lookup Type**.
3. Click **Action** > **New** to add the following lookup code:

| Field       | Value                                          |
|-------------|------------------------------------------------|
| Lookup Code | Enter a name here. For example, SERVICE_LEVEL. |
| Enabled     | Selected                                       |
| Meaning     | Service Level                                  |

4. Click **Save and Close**.
5. From the Navigator, select Pricing Administration.
6. In the Overview page, from the Tasks panel select **Manage Matrix Classes**.
7. In the Manage Matrix Classes pages, select **Channel Program Eligibility**.
- 8.

| Field            | Value                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name             | Add the name of the qualifier that you entered in the lookup to the Condition Columns of the Edit Matrix Class: Channel Program Eligibility page. For example, Service Level Equals.                                                                                                                                                                                                  |
| Source Code Name | Enter the lookup code that you entered in ORA_CJM_QUALIFIER_TYPE concatenated with the operator abbreviation. The source code name of the matrix condition must match the newly created lookup code. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, SERVICE_LEVEL_E. |

| Field                | Value                                                                                                                                                                                                                                                                                                                                                       |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Comparison           | Choose the comparison operator. For example, =.                                                                                                                                                                                                                                                                                                             |
| Compare to Attribute | Select the required attribute. If you're unable to view the attribute, make any update to the description of the Channel context and save it before publishing the sandbox.<br><br><b>Note:</b> The format of the Compare To Attribute must be Entity Name.Attribute Name (from Service Mappings). For example, ServiceLevel_Custom.ServiceLevelCode_Custom |
| Required             | Leave this blank.                                                                                                                                                                                                                                                                                                                                           |
| Allow Null           | Selected                                                                                                                                                                                                                                                                                                                                                    |
| Null is Wildcard     | Selected                                                                                                                                                                                                                                                                                                                                                    |

9. Click the icon next to **Domain** to edit the column domain values.

| Field                  | Value                                                 |
|------------------------|-------------------------------------------------------|
| Name                   | Enter a name here. For example, Service Level Equals. |
| Default Value          | Leave this blank                                      |
| Default is fixed value | Don't select this.                                    |
| Domain Type            | Custom                                                |
| Data Type              | Text                                                  |

Add the required Domain Values, for example:

| Field         | Value  |
|---------------|--------|
| Domain Value  | Gold   |
| Display Value | Gold   |
| Domain Value  | Silver |
| Display Value | Silver |
| Domain Value  | Bronze |
| Display Value | Bronze |

10. Click **Save and Close**.

You can now add the qualifier value used in the program in the EFF context field to the sales order line additional information.

*Related Topics*

- [Use Extensible Flexfields with Pricing](#)
- [How Service Mappings, Pricing Algorithms, and Matrixes Work Together](#)

## How to Set Up Custom Qualifiers Based on Order Line Extensible Flexfields

Here's how you can setup and use custom qualifiers based on order line extensible flexfields in your Supplier Ship and Debit programs.

### Create a New EFF Attribute in OM Order Line

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - Offering: Order Management
  - Functional Area: Orders
  - Task: Manage Order Extensible Flexfields
2. On the Manage Order Extensible Flexfields page, in the Search area, enter Fulfillment Line Information as the name, then click **Search**.
3. Select the flexfield from the search results and click **Edit**.
4. Click **Manage Contexts** and then create a new context, and then save your work. For example:

| Field          | Value                                   |
|----------------|-----------------------------------------|
| Display Name   | Channel Program                         |
| Code           | ChannelProgram                          |
| API Name       | ChannelProgram                          |
| Enabled        | Ensure the check box is selected        |
| Behavior       | Single Row                              |
| Description    | Channel Program Qualifier               |
| Context Usages | Additional Fulfillment Line Information |

5. Add a new **Segment**, add the segment details, and save your work. For example:

| Field    | Value                  |
|----------|------------------------|
| Name     | SSD Authorization Code |
| Code     | SSD Authorization Code |
| API Name | ssdAuthorizationCode   |

| Field        | Value                                  |
|--------------|----------------------------------------|
| Description  | Channel Program SSD Authorization Code |
| Data Type    | Character                              |
| Table Column | ATTRIBUTE_CHAR1                        |

6. Click **Create Value Set**.

| Field           | Value                  |
|-----------------|------------------------|
| Value Set Code  | SSD Authorization Code |
| Description     | SSD Authorization Code |
| Module          | Order Management       |
| Validation Type | Format Only            |
| Value Data Type | Character              |

7. In the Definition section, enter the following details, and save your work.

| Field          | Value |
|----------------|-------|
| Value Subtype  | Text  |
| Maximum Length | 10    |

8. Return to the Create Segment page, enter details, and save your work. For example:

| Region             | Attribute             | Value                  |
|--------------------|-----------------------|------------------------|
| Column Assignment  | Data Type             | Character              |
| Column Assignment  | Table Column          | ATTRIBUTE_CHAR1        |
| Validation         | Value Set             | SSD Authorization Code |
| Validation         | Value Set Description | SSD Authorization Code |
| Display Properties | Prompt                | SSD Authorization Code |
| Display Properties | Display Type          | Text Box               |
| Display Properties | Display Size          | 10                     |
| Display Properties | Display Height        | 1                      |

9. Navigate to the Manage Context page and search for the Fulfillment Line Information EFF and click **Edit**.



10. On the Edit Extensible Flexfield: Fulfillment Line Information page, select **Additional Fulfillment Line Information** from the **Category** list and add an **Associated Context** in the Additional Fulfillment Line Information section.
11. Search for and add the context you created, for example Channel Program. Save your work.
12. Click the Pages tab, and then click **Actions** > **Create** to create a new page. Add required details, for example:

| Field        | Value                                   |
|--------------|-----------------------------------------|
| Display Name | Channel Program Qualifiers              |
| Code         | Channel Program Qualifiers              |
| Description  | Channel Program Qualifiers              |
| Usage        | Additional Fulfillment Line Information |

13. Search and associate the context you created with this page, for example Channel Programs.
14. Click **Save and Close**.
15. On the Manage Order Extensible Flexfields page, search for the Fulfillment Line Information extensible flexfield, and click **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
16. Navigate to the Create Orders page and verify your setup.

**Note:** These additional details are added to your sales order through **Order Management** > **Create Order** > **Select the order line** > **Actions** > **Edit Additional Information**.

## Obtain the View Object Details for the Extensible Flexfields Context

1. From the Manage Order Extensible Flexfields page, select your flexfield.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10008\_DOO\_FULFILL\_LINES\_ADD\_INFO.zip file to your local hard drive.
3. Open the file, extract and get the information for the context from the location:  

```
10008_DOO_FULFILL_LINES_ADD_INFO\oracle\apps\scm\doos\processOrder\flex\fulfillLineContextsB\view
```
4. Open the XML file FulfillLineEffBChannelProgramprivateVO.xml. for your flexfield to see the VO name. For example, name = FulfillLineEffBChannelProgramprivateVO.
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name=ssdAuthorizationCode.

## Manage Service Mapping Setup Using Sandbox after Identifying the Order Line Extensible Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, click **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.
5. Select the check box for **Manage Service Mappings** tool, then click **Create and Enter**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

**Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Sales** to edit the service mapping. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.
8. On the Edit Service Mappings: Sales page, click **Entities**. You use the Entities tab to define the line entity and its attribute details that receives the output of the service mapping. Click **Action** > **Add Row** and enter the following details, for example:

| Field       | Value                |
|-------------|----------------------|
| Entity      | SSDAuthCode_Custom   |
| Description | Enter a description. |

9. In the Details section, add the following attributes, and then save your work.

| Attribute      | Type   | Primary Key      | Allow Null |
|----------------|--------|------------------|------------|
| LineId_Custom  | Long   | Selected         | Selected   |
| SSDCode_Custom | String | Leave this blank | Selected   |

10. Click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, add the entity and its details that you just created.

| Field  | Value              |
|--------|--------------------|
| Entity | SSDAuthCode_Custom |
| Read   | Selected           |
| Write  | Selected           |

12. In the Details section, add the following attributes, and then save your work.

| Attribute      | Alias             | Read     | Write             | Parent Attribute  |
|----------------|-------------------|----------|-------------------|-------------------|
| LineId_Custom  | Leave this blank. | Selected | Leave this blank. | Leave this blank. |
| SSDCode_Custom | Leave this blank. | Selected | Leave this blank. | Leave this blank. |

13. Click **Save and Close**.
14. On the Edit Service Mappings: Sales page, select the Sources tab. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.

15. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

**Source - ChannelProgramsforOrder**

| Field                   | Value                                                                                        |
|-------------------------|----------------------------------------------------------------------------------------------|
| Source                  | ChannelProgramsForOrder                                                                      |
| Entity                  | The name of the entity you created. For example, SSDAuthCode_Custom.                         |
| Type                    | View Object                                                                                  |
| View Object             | Add the view object from the XML file. For example, FulfillLineEffBChannelProgram2privateVO. |
| Query Type              | Join                                                                                         |
| Query Attribute         | FulfillLineId                                                                                |
| Joined Entity           | Line                                                                                         |
| Joined Entity Attribute | LineId                                                                                       |

**Note:** Ensure you add the custom entity below the Line entity.

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute      | View Object Attribute |
|----------------|-----------------------|
| LineId_Custom  | FulfillLineId         |
| SSDCode_Custom | ssdAuthorizationCode  |

**Source - ChannelProgramsforOrderLine**

| Field           | Value                                                                                        |
|-----------------|----------------------------------------------------------------------------------------------|
| Source          | ChannelProgramsForOrderLine                                                                  |
| Entity          | The name of the entity you created. For example, SSDAuthCode_Custom.                         |
| Type            | View Object                                                                                  |
| View Object     | Add the view object from the XML file. For example, FulfillLineEffBChannelProgram2privateVO. |
| Query Type      | Join                                                                                         |
| Query Attribute | FulfillLineId                                                                                |

| Field                   | Value  |
|-------------------------|--------|
| Joined Entity           | Line   |
| Joined Entity Attribute | LineId |

**Note:** Ensure you add the custom entity below the Line entity.

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute      | View Object Attribute |
|----------------|-----------------------|
| LineId_Custom  | FulfillLineId         |
| SSDCode_Custom | ssdAuthorizationCode  |

#### Source - ManualChannelProgramsforOrder

| Field                   | Value                                                                                        |
|-------------------------|----------------------------------------------------------------------------------------------|
| Source                  | ChannelProgramsForOrder                                                                      |
| Entity                  | The name of the entity you created. For example, SSDAuthCode_Custom.                         |
| Type                    | View Object                                                                                  |
| View Object             | Add the view object from the XML file. For example, FulfillLineEffBChannelProgram2privateVO. |
| Query Type              | Join                                                                                         |
| Query Attribute         | FulfillLineId                                                                                |
| Joined Entity           | Line                                                                                         |
| Joined Entity Attribute | LineId                                                                                       |

**Note:** Ensure you add the custom entity below the Line entity.

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute      | View Object Attribute |
|----------------|-----------------------|
| LineId_Custom  | FulfillLineId         |
| SSDCode_Custom | ssdAuthorizationCode  |

16. Click **Save**.

## Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. Sign in to Order Management with administrative privileges.
2. From the Navigator, select Pricing Administration.
3. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

**Note:** If you have previously extended your algorithms, you will need to create a new version from version 0, reconcile your algorithm extension changes to this new version, and then promote the algorithms.

4. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the Algorithm tab, select **Process Each Program Candidate**, select the **Process Program Eligibility**, and then select the **Invoke Program Eligibility Matrix Row** add the entity you created using Service Mappings. Add the following details below the Line data set row:

| Field         | Value                                                                |
|---------------|----------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, SSDAuthCode_Custom. |
| Variable Path | EligibilityRequest.SSDAuthCode_Custom                                |
| Primary       | Leave this blank.                                                    |
| Cardinality   | Zero or one                                                          |
| Data Set Join | [LineId_Custom:{Line.LineId}]                                        |
| Order By      | Leave this blank                                                     |

5. Verify your setup and then click **Actions** and **Publish** to publish the algorithm.

## Adding the Qualifier

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Lookups
2. Search for the configurable lookup: ORA\_CJM\_QUALIFIER\_TYPE. Add the qualifier to the lookup code. For example, Lookup Code = SSDAuthCode; Meaning = SSD Auth Code.
3. Click **Save and Close**.
4. From the Navigator, select Pricing Administration. In the Overview page, from the Tasks panel select **Manage Matrix Classes**.

5. In the Manage Matrix Classes pages, select **Channel Program Eligibility**. Enter the following details:

| Field                | Value                                                                                                                                                                                                                                                                                   |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                 | Enter the meaning for the lookup code you entered in ORA_CJM_QUALIFIER_TYPE along with the operator. For example, SSDAuthCode.                                                                                                                                                          |
| Source Code Name     | Enter the lookup code you entered in ORA_CJM_QUALIFIER_TYPE concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, SSDAuthCode_E. |
| Comparison           | Choose the comparison operator. For example, =.                                                                                                                                                                                                                                         |
| Compare to Attribute | Select the attribute you created using service mappings.<br><br><b>Note:</b> The format of the Compare To Attribute must be Entity Name.Attribute Name (from Service Mappings). For example, SSDAuthCode_Custom.SSDCode_Custom.                                                         |
| Required             | Leave this blank.                                                                                                                                                                                                                                                                       |
| Allow Null           | Selected                                                                                                                                                                                                                                                                                |
| Null is Wildcard     | Selected                                                                                                                                                                                                                                                                                |
| Domain               | Text                                                                                                                                                                                                                                                                                    |

6. Click **Save and Close**.

Now you should be able to enter the qualifier value used in the program in the EFF context field to the sales order line additional information.

## How to Set Up Custom Qualifiers Based on Supplier Invoice Header Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Supplier Invoice Header descriptive flexfields in your Supplier Rebate programs.

**Note:** This setup doesn't apply to Supplier Rebate programs with direct integration to PO, Receiving, and AP.

### Configure Document Header Descriptive Flexfield

- With roles having the required access, navigate to the Setup and Maintenance work area.
  - Offering: Order Management
  - Functional Area: Channel Revenue Management
  - Task: Manage Channel Descriptive Flexfields

2. On the Manage Channel Descriptive Flexfield page, search for the Channel Document Header DFF as the name, and click to edit it.
3. On the Edit Descriptive Flexfields: Channel Document Header DFF page, in the Global Segments section, click **Actions > Create** to create a new Global Segment.

| Field    | Value                            |
|----------|----------------------------------|
| Name     | Supplier_Product_Color_headerdff |
| Code     | Supplier_Product_Color_headerdff |
| API Name | supplierProductColorHeaderdff    |
| Enabled  | Ensure the check box is selected |

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

| Field           | Value                      |
|-----------------|----------------------------|
| Value Set Code  | Supplier_Product_Color     |
| Description     | Supplier_Product_Color     |
| Module          | Channel Revenue Management |
| Validation Type | Independent                |
| Value Data Type | Character                  |

6. In the Definition section, enter the following details, and save your work. For example:

| Field          | Value |
|----------------|-------|
| Value Subtype  | Text  |
| Maximum Length | 15    |

7. Click **Manage Values** and ensure the values are enabled, and save your work. For example:

| Attribute | Value | Description | Enabled  |
|-----------|-------|-------------|----------|
| Value     | Black | Black       | Selected |

**Note:** This attribute value should have been specified in the supplier invoice and available in the imported CSV file to qualify the program.

- Return to the Create Segment page, enter the required details, and save your work. For example:

| Region             | Attribute             | Value                            |
|--------------------|-----------------------|----------------------------------|
| Column Assignment  | Data Type             | Character                        |
| Column Assignment  | Table Column          | ATTRIBUTE_CHAR2                  |
| Validation         | Value Set             | Supplier_Product_Color           |
| Validation         | Value Set Description | Supplier_Product_Color           |
| Display Properties | Prompt                | Supplier_Product_Color_headerdff |
| Display Properties | Display Type          | List of Values                   |

- On the Manage Channel Descriptive Flexfields page, search for the Channel Document Header DFF, and click **Actions > Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
- Verify your setup.

## Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Header Descriptive Flexfields Context

- From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.
- From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566\_CJM\_DOCUMENT\_HEADER\_DFF.zip file to your local hard drive.
- Open the file, extract and get the information for the context from the location:  
`10566_CJM_DOCUMENT_HEADER_DFF\oracle\apps\flex\scm\cjm\indirectSales\documentHeaderFlex\view`
- Open the XML file CjmDocumentHeaderDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentHeaderDFFVO
- You can also get the attribute name from the XML file. For example, ViewAttribute Name = supplierProductColorHeaderdff.

## Manage Service Mapping Setup Using Sandbox after Identifying the Channel Document Header Descriptive Flexfields

- With the appropriate pricing administrator role, navigate to the Sandboxes page.
- In the Navigator, click **Sandboxes**.
- On the Sandbox page, click **Create Sandbox**.
- On the Create Sandbox page, enter a name for the sandbox.
- Select the check box for the **Manage Service Mappings** tool, then click **Create and Enter**.
- Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

**Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

- On the Manage Service Mappings page, click **Channel**.
- On the Edit Service Mapping: Channel page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receives the output of the service mapping. On the Entities tab, click **Action > Add Row**, and enter the following details:



| Field       | Value                                                                                                                                           |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Entity      | Name of your entity, for example, SupplierProductColorHeaderdff_Custom                                                                          |
| Description | A description containing information about the entity for the flexfield on the order header. For example, SupplierProductColorHeaderdff_Custom. |

9. In the Details section, add the following attributes, for example, and then save your work.

| Attribute                            | Type   | Primary Key      | Allow Null |
|--------------------------------------|--------|------------------|------------|
| DocumentHeaderId_Custom              | Long   | Selected         | Selected   |
| SupplierProductColorHeaderdff_Custom | String | Leave this blank | Selected   |

10. To specify the services, click the Services tab, select **ProgramEligibility**.  
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions > Add Row**, enter the following values, for example, and then save your work.

| Field  | Value                                |
|--------|--------------------------------------|
| Entity | SupplierProductColorHeaderdff_Custom |
| Read   | Selected                             |
| Write  | Leave this blank                     |

12. In the Details section, add the following attributes, for example, and then save your work.

| Attribute                            | Alias             | Read     | Write             | Parent Attribute  |
|--------------------------------------|-------------------|----------|-------------------|-------------------|
| DocumentHeaderId_Custom              | Leave this blank. | Selected | Leave this blank. | Leave this blank. |
| SupplierProductColorHeaderdff_Custom | Leave this blank. | Selected | Leave this blank. | Leave this blank. |

13. On the Edit Service Mappings: Channel page, select the Sources tab.  
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

| Field  | Value                                                                                  |
|--------|----------------------------------------------------------------------------------------|
| Source | ChannelProgramsForSupplierDocument                                                     |
| Entity | The name of the entity you created. For example, SupplierProductColorHeaderdff_Custom. |

| Field                    | Value                                                                                                                                             |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Type                     | View object                                                                                                                                       |
| View Object              | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentHeaderDFFVO |
| Query Type               | Unique identifier                                                                                                                                 |
| Query Attribute          | DocumentHeaderId                                                                                                                                  |
| Use Existing View Object | Selected                                                                                                                                          |

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute                            | View Object Attribute         |
|--------------------------------------|-------------------------------|
| DocumentHeaderId_Custom              | DocumentHeaderId              |
| SupplierProductColorHeaderdff_Custom | supplierProductColorHeaderdff |

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

## Pricing Algorithm Setup

**Note:** If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud: Performing Your 22C Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select Pricing Administration.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

**Note:** You can either create a new version of Get Eligible Programs or you can modify the existing version by first setting it to inactive, making the changes, making it active again, and publishing it.

3. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the Algorithm tab, select **Process Supplier Rebate Programs > Process Each Program Header > Invoke Header Eligibility Matrix** and add the data set you created using **Service Mappings**. Add the following details below the Header data set row:

| Field | Value                                                                                  |
|-------|----------------------------------------------------------------------------------------|
| Name  | Enter your custom entity name here. For example, SupplierProductColorHeaderdff_Custom. |

| Field         | Value                                                                                                                   |
|---------------|-------------------------------------------------------------------------------------------------------------------------|
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.SupplierProductColorHeaderdff_Custom. |
| Primary       | Leave this blank.                                                                                                       |
| Cardinality   | Zero or one                                                                                                             |
| Data Set Join | [DocumentHeaderId_Custom:{Header.HeaderId}]                                                                             |
| Order By      | Leave this blank.                                                                                                       |

4. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

## Adding Custom Dimension based on DFF Setup

1. With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
  - o Offering: Order Management
  - o Functional Area: Pricing Administration
  - o Task: Manage Matrix Classes
2. Click **Channel Program Eligibility** to select and edit it.
3. Click **Actions > Add Row** in the Condition Columns section.

| Field                | Value                                                                     |
|----------------------|---------------------------------------------------------------------------|
| Name                 | Enter a entity name here. For example, Supplier Product Color Equals.     |
| Source Code Name     | Enter a value for example, SUPPLIER_PRODUCT_COLOR_E.                      |
| Comparison           | =                                                                         |
| Compare to Attribute | SupplierProductColorHeaderdff_Custom.SupplierProductColorHeaderdff_Custom |
| Allow Null           | Selected                                                                  |
| Null is Wildcard     | Selected                                                                  |
| Domain               | Text                                                                      |

4. Click the icon next to **Domain** to edit the column domain values.

| Field                  | Value                                                          |
|------------------------|----------------------------------------------------------------|
| Name                   | Enter a name here. For example, Supplier Product Color Equals. |
| Default Value          | Leave this blank                                               |
| Default is fixed value | Don't select this.                                             |

| Field       | Value |
|-------------|-------|
| Domain Type | None  |
| Data Type   | Text  |

## Adding the Lookup code to the Channel Lookup

1. With the appropriate channel role, navigate to the Setup and Maintenance page.
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA\_CJM\_SUP\_REBATE\_QUAL as the **Lookup Type**.
3. Click **Action > New** to add the following lookup code:

| Field       | Value                                                          |
|-------------|----------------------------------------------------------------|
| Lookup Code | Enter a name here. For example, SUPPLIER_PRODUCT_COLOR.        |
| Enabled     | Selected                                                       |
| Meaning     | Enter a description here. For example, SUPPLIER_PRODUCT_COLOR. |

## How to Set Up Custom Qualifiers Based on Supplier Invoice Line Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Supplier Invoice Line descriptive flexfields in your Supplier Rebate programs.

**Note:** This setup doesn't apply to Supplier Rebate programs with direct integration to PO, Receiving and AP.

## Configure Document Line Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfield page, search for the Channel Document Line DFF as the name, and click to edit it.

- On the Edit Descriptive Flexfields: Channel Document Line DFF page, in the Global Segments section, click **Actions > Create** to create a new Global Segment.

| Field    | Value                            |
|----------|----------------------------------|
| Name     | SupplierNumber_Linedff           |
| Code     | SupplierNumber_Linedff           |
| API Name | supplierNumberLinedff            |
| Enabled  | Ensure the check box is selected |

- Click **Create Value Set**.
- On the Create Value Set page, enter the details, and save your work. For example:

| Field           | Value                      |
|-----------------|----------------------------|
| Value Set Code  | Numbersequence             |
| Description     | Numbersequence             |
| Module          | Channel Revenue Management |
| Validation Type | Independent                |
| Value Data Type | Number                     |

- Click **Manage Values** and ensure the values are enabled, and save your work. For example:

| Attribute | Value | Description | Enabled  |
|-----------|-------|-------------|----------|
| Value     | 2     | 2           | Selected |

**Note:** This attribute value should have been specified in the supplier invoice and available in the imported CSV file to qualify the program.

- On the Manage Channel Descriptive Flexfields page, search for the Channel Document Header DFF, and click **Actions > Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
- Verify your setup.

## Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Line Descriptive Flexfields Context

- From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.
- From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566\_CJM\_DOCUMENT\_LINE\_DFF.zip file to your local hard drive.
- Open the file, extract and get the information for the context from the location:

```
10566_CJM_DOCUMENT_LINE_DFF.zip\oracle\apps\flex\scm\cjm\indirectSales\documentLineFlex\view
```

4. Open the XML file CjmDocumentLineDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentLineDFFVO
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name = suppliernumberLinedff.

## Manage Service Mapping Setup Using Sandbox after Identifying the Channel Document Line Descriptive Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, click **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.
5. Select the check box for the **Manage Service Mappings** tool, then click **Create and Enter**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

**Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receives the output of the service mapping. On the Entities tab, click **Action > Add Row**, and enter the following details:

| Field       | Value                                                                                                                                   |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Entity      | Name of your entity, for example, SuppliernumberLinedff_Custom                                                                          |
| Description | A description containing information about the entity for the flexfield on the order header. For example, SuppliernumberLinedff_Custom. |

9. In the Details section, add the following attributes, for example, and then save your work.

| Attribute                    | Type | Primary Key      | Allow Null |
|------------------------------|------|------------------|------------|
| DocumentLineId_Custom        | Long | Selected         | Selected   |
| SuppliernumberLinedff_Custom | Long | Leave this blank | Selected   |

10. To specify the services, click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions > Add Row**, enter the following values, for example, and then save your work.

| Field  | Value                        |
|--------|------------------------------|
| Entity | SuppliernumberLinedff_Custom |
| Read   | Selected                     |
| Write  | Leave this blank             |

12. In the Details section, add the following attributes, for example, and then save your work.

| Attribute                    | Alias             | Read     | Write             | Parent Attribute  |
|------------------------------|-------------------|----------|-------------------|-------------------|
| DocumentLineId_Custom        | Leave this blank. | Selected | Leave this blank. | Leave this blank. |
| SupplierNumberLinedff_Custom | Leave this blank. | Selected | Leave this blank. | Leave this blank. |

13. On the Edit Service Mappings: Channel page, select the Sources tab.
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

| Field                   | Value                                                                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Source                  | ChannelProgramsForSupplierDocument                                                                                                              |
| Entity                  | The name of the entity you created. For example, SupplierNumberLinedff_Custom.                                                                  |
| Type                    | View object                                                                                                                                     |
| View Object             | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentLineDFFVO |
| Query Type              | Join                                                                                                                                            |
| Query Attribute         | DocumentLineId                                                                                                                                  |
| Joined Entity           | Line                                                                                                                                            |
| Joined Entity Attribute | LineId                                                                                                                                          |

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute                    | View Object Attribute |
|------------------------------|-----------------------|
| DocumentLineId_Custom        | DocumentLineId        |
| SupplierNumberLinedff_Custom | suppliernumberLinedff |

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

## Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select Pricing Administration.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

**Note:** You can either create a new version of Get Eligible Programs or you can modify the existing version by first setting it to inactive, making the changes, making it active again, and publishing it.

- On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the Algorithm tab, select **Process Supplier Rebate Programs > Process Each Program Header > Invoke Program Eligibility Matrix** and add the data set you created using **Service Mappings**. Add the following details below the header row:

| Field         | Value                                                                                                           |
|---------------|-----------------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, SuppliernumberLinedff_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.SuppliernumberLinedff_Custom. |
| Primary       | Leave this blank.                                                                                               |
| Cardinality   | Zero or one                                                                                                     |
| Data Set Join | [DocumentLineId_Custom:{Line.LineId}]                                                                           |
| Order By      | Leave this blank.                                                                                               |

- Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

## Adding Custom Dimension based on DFF Setup

- With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
  - Offering: Order Management
  - Functional Area: Pricing Administration
  - Task: Manage Matrix Classes
- Click **Channel Program Eligibility** to select and edit it.
- Click **Actions > Add Row** in the Condition Columns section and add a column, for example:

| Field                | Value                                                          |
|----------------------|----------------------------------------------------------------|
| Name                 | Enter a entity name here. For example, Supplier Number Equals. |
| Source Code Name     | Enter a value for example, SUPPLIER_NUMBER_E.                  |
| Comparison           | =                                                              |
| Compare to Attribute | SuppliernumberLinedff_Custom.SuppliernumberLinedff_Custom.     |
| Allow Null           | Selected.                                                      |
| Null is Wildcard     | Selected                                                       |
| Domain               | Number                                                         |

- Click the icon next to **Domain** to edit the column domain values.



| Field                  | Value                                                   |
|------------------------|---------------------------------------------------------|
| Name                   | Enter a name here. For example, Supplier Number Equals. |
| Default Value          | Leave this blank                                        |
| Default is fixed value | Don't select this.                                      |
| Domain Type            | None                                                    |
| Data Type              | Number                                                  |

## Adding the Lookup code to the Channel Lookup

1. With the appropriate channel role, navigate to the Setup and Maintenance page.
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA\_CJM\_SUP\_REBATE\_QUAL as the **Lookup Type**.
3. Click **Action > New** to add the following lookup code:

| Field       | Value                                                   |
|-------------|---------------------------------------------------------|
| Lookup Code | Enter a name here. For example, SUPPLIER_NUMBER.        |
| Enabled     | Selected                                                |
| Meaning     | Enter a description here. For example, SUPPLIER_NUMBER. |

4. Click **Action > New** to add another lookup code:

| Field       | Value                                                   |
|-------------|---------------------------------------------------------|
| Lookup Code | Enter a name here. For example, SUPPLIER_NUMBER.        |
| Enabled     | Selected                                                |
| Meaning     | Enter a description here. For example, SUPPLIER_NUMBER. |

## How to Set Up Custom Qualifiers Based on Sales Invoice Header Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Sales Invoice Header descriptive flexfields in your Customer Rebate programs.

## Configure Document Header Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfields page, search for the **Channel Document Header DFF** as the name, and click to edit it.
3. On the Edit Descriptive Flexfields: Channel Document Header DFF page, in the Global Segments section, click **Actions > Create** to create a new Global Segment.

| Field    | Value                            |
|----------|----------------------------------|
| Name     | Customer_Project_headerDff       |
| Code     | Customer_Project_headerDff       |
| API Name | customerProjectHeaderdff         |
| Enabled  | Ensure the check box is selected |

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

| Field           | Value                      |
|-----------------|----------------------------|
| Value Set Code  | Customer_Project           |
| Description     | Customer_Project           |
| Module          | Channel Revenue Management |
| Validation Type | Independent                |
| Value Data Type | Character                  |

6. In the Definition section, enter the following details, and save your work. For example:

| Field          | Value |
|----------------|-------|
| Value Subtype  | Text  |
| Maximum Length | 15    |

7. Click **Manage Values** and ensure the values are enabled and save your work. For example:

| Attribute | Value    | Description | Enabled  |
|-----------|----------|-------------|----------|
| Value     | Project1 | Project1    | Selected |

| Attribute | Value    | Description | Enabled  |
|-----------|----------|-------------|----------|
| Value     | Project2 | Project2    | Project2 |
| Value     | Project3 | Project3    | Project3 |

**Note:** This attribute value should have been specified in the sales order and available in the imported CSV file to qualify the program.

- Return to the Create Segment page, enter the required details, and save your work. For example:

| Section            | Attribute             | Value                      |
|--------------------|-----------------------|----------------------------|
| Column Assignment  | Data Type             | Character                  |
| Column Assignment  | Table Column          | ATTRIBUTE_CHAR1            |
| Validation         | Value Set             | Customer_Project           |
| Validation         | Value Set Description | Customer_Project           |
| Display Properties | Prompt                | Customer_Project_headerDff |
| Display Properties | Display Type          | List of Values             |

On the Manage Channel Descriptive Flexfields page, search for the Channel Document Header DFF, and click **Actions > Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.

- Verify your setup.

## Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Header Descriptive Flexfields Context

- From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.
- From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566\_CJM\_DOCUMENT\_HEADER\_DFF.zip file to your local hard drive.
- Open the file, extract and get the information for the context from the location:  
10566\_CJM\_DOCUMENT\_HEADER\_DFF\oracle\apps\flex\scm\cjm\indirectSales\documentHeaderFlex\view
- Open the XML file CjmDocumentHeaderDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentHeaderDFFVO
- You can also get the attribute name from the XML file. For example, ViewAttribute Name =customerProjectHeaderdff.

## Manage Service Mapping Setup Using Sandbox after Identifying the Channel Document Header Descriptive Flexfields

- With the appropriate pricing administrator role, navigate to the Sandboxes page.
- In the Navigator, Configuration, click **Sandboxes**.
- On the Sandboxes page, click **Create Sandbox**.
- On the Create Sandbox page, enter a name for the sandbox. For example, CR\_Sandbox1

5. Select the check box for the **Manage Service Mappings** tool, then click **Create and Enter**. Ensure that **Publishable** is set to **Yes**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

**Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. Use the Entities tab to define the entity and its attribute details that receive the output of the service mapping. On the Entities tab, click **Actions > Add Row**, and enter the following details:

| Field       | Value                                                                                                                                      |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Entity      | Name of your entity, for example, CustomerProjectHeaderDff_Custom.                                                                         |
| Description | A description containing information about the entity for the flexfield on the order header. For example, CustomerProjectHeaderDff_Custom. |

9. In the Details section, add the following attributes, for example, and then save your work.

| Attribute                       | Type   | Primary Key      | Allow Null |
|---------------------------------|--------|------------------|------------|
| DocumentHeaderId_Custom         | Long   | Selected         | Selected   |
| CustomerProjectHeaderDff_Custom | String | Leave this blank | Selected   |

10. To specify the services, click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions > Add Row**, enter the following values, for example, and then save your work.

| Field  | Value                                                                                      |
|--------|--------------------------------------------------------------------------------------------|
| Entity | Select the name of the entity from the list. For example, CustomerProjectHeaderDff_Custom. |
| Read   | Selected                                                                                   |
| Write  | Leave this blank                                                                           |

12. In the Entities section for the entity you created, add the following attributes, for example, and then save your work.

| Attribute                       | Alias            | Read     | Write            | Parent Attribute |
|---------------------------------|------------------|----------|------------------|------------------|
| DocumentHeaderId_Custom         | Leave this blank | Selected | Leave this blank | Leave this blank |
| CustomerProjectHeaderDff_Custom | Leave this blank | Selected | Leave this blank | Leave this blank |

13. On the Edit Service Mappings: Channel page, select the Sources tab.

14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

| Field                    | Value                                                                                                                                             |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Source                   | ChannelProgramsForCustomerDocument                                                                                                                |
| Entity                   | The name of the entity you created. For example, CustomerProjectHeaderDff_Custom .                                                                |
| Type                     | View object                                                                                                                                       |
| View Object              | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentHeaderDFFVO |
| Query Type               | Unique identifier                                                                                                                                 |
| Query Attribute          | DocumentHeaderId                                                                                                                                  |
| Use Existing View Object | Selected                                                                                                                                          |

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute                       | View Object Attribute    |
|---------------------------------|--------------------------|
| DocumentHeaderId_Custom         | DocumentHeaderId         |
| CustomerProjectHeaderDff_Custom | customerProjectHeaderdff |

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

## Pricing Algorithm Setup

**Note:** If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud:

Performing Your 22C Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select Pricing Administration.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

**Note:** You must create a new version of Get Eligible Programs to make changes and publish it. You cannot modify published versions, for example, Version 0 and Version 1. If you're unable to create a new version, click **Actions** and select **Promote All** before creating a new version.

3. On the Edit Algorithm: Get Eligible Programs page, select **Process Supplier Ship and Debit or Customer Rebate Programs > Process Eligible Program Headers**. In the Data Sets section of the Algorithm tab, add the data set you created using **Service Mappings**. Add the following details below the Header data set row:

| Field         | Value                                                                                                              |
|---------------|--------------------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, CustomerProjectHeaderDff_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.CustomerProjectHeaderDff_Custom. |
| Primary       | Leave this blank.                                                                                                  |
| Cardinality   | Zero or one                                                                                                        |
| Data Set Join | [DocumentHeaderId_Custom:{Header.HeaderId}]                                                                        |
| Order By      | Leave this blank.                                                                                                  |

4. In the Data Sets section of the Algorithm tab, select **Process Each Program Candidate > Process Program Eligibility > Invoke Program Eligibility Matrix**. Add the following details below the Header data set row:

| Field         | Value                                                                                                              |
|---------------|--------------------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, CustomerProjectHeaderDff_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.CustomerProjectHeaderDff_Custom. |
| Primary       | Leave this blank.                                                                                                  |
| Cardinality   | Zero or one                                                                                                        |
| Data Set Join | [DocumentHeaderId_Custom:{Line.HeaderId}]                                                                          |
| Order By      | Leave this blank.                                                                                                  |

5. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

## Adding Custom Dimension based on DFF Setup

1. With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
  - o Offering: Order Management
  - o Functional Area: Pricing Administration
  - o Task: Manage Matrix Classes
2. Click **Channel Program Eligibility** to select and edit it.

3. Click **Actions** > **Add Row** in the Condition Columns section.

| Field                | Value                                                           |
|----------------------|-----------------------------------------------------------------|
| Name                 | Enter an entity name here. For example, XX_Project Equals.      |
| Source Code Name     | Enter a value for example, XX_PROJECT_E.                        |
| Comparison           | =                                                               |
| Compare to Attribute | CustomerProjectHeaderDff_Custom.CustomerProjectHeaderDff_Custom |
| Allow Null           | Selected                                                        |
| Null is Wildcard     | Selected                                                        |
| Domain               | Text                                                            |

4. Click the icon next to **Domain** to edit the column domain values.

| Field                  | Value                                              |
|------------------------|----------------------------------------------------|
| Name                   | Enter a name here. For example, XX_Project Equals. |
| Default Value          | Leave this blank                                   |
| Default is fixed value | Don't select this.                                 |
| Domain Type            | Custom                                             |
| Data Type              | Text                                               |

## Adding the Lookup code to the Channel Lookup

1.
  - o With the appropriate channel role, navigate to the Setup and Maintenance page.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA\_CJM\_CUST\_REBATE\_QUAL as the **Lookup Type**.
3. Click **Actions** > **New** to add the following lookup code:

| Field            | Value                                                  |
|------------------|--------------------------------------------------------|
| Lookup Code      | Enter a name here. For example, XX_Project.            |
| Display Sequence | 12                                                     |
| Enabled          | Selected                                               |
| Meaning          | Enter a description here. For example, Custom Project. |

# How to Set Up Custom Qualifiers Based on Sales Invoice Line Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Sales Invoice Line descriptive flexfields in your Customer Rebate programs.

## Configure Document Line Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfields page, search for the Channel Document Line DFF as the name- and click to edit it.
3. On the Edit Descriptive Flexfields: Channel Document Line DFF page, in the Global Segments section, click **Actions > Create** to create a new Global Segment.

| Field    | Value                            |
|----------|----------------------------------|
| Name     | Ship-to Country_Linedff          |
| Code     | Ship-to Country_Linedff          |
| API Name | shipToCountryLinedff             |
| Enabled  | Ensure the check box is selected |

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

| Field           | Value                      |
|-----------------|----------------------------|
| Value Set Code  | Country_Code               |
| Description     | Country_Code               |
| Module          | Channel Revenue Management |
| Validation Type | Independent                |
| Value Data Type | Character                  |



6. In the Definition section, enter the following details, and save your work. For example:

| Field          | Value |
|----------------|-------|
| Value Subtype  | Text  |
| Maximum Length | 15    |

7. Click **Manage Values** and ensure the values are enabled and save your work. For example:

| Attribute | Value | Description              | Enabled  |
|-----------|-------|--------------------------|----------|
| Value     | CAN   | Canada                   | Selected |
| Value     | IND   | India                    | Selected |
| Value     | USA   | United States of America | Selected |
| Value     | ZMB   | Zambia                   | Selected |

**Note:** This attribute value should have been specified in the sales order and available in the imported CSV file to qualify the program.

8. Return to the Create Segment page, enter the required details, and save your work. For example:

| Section            | Attribute             | Value                   |
|--------------------|-----------------------|-------------------------|
| Column Assignment  | Data Type             | Character               |
| Column Assignment  | Table Column          | ATTRIBUTE_CHAR2         |
| Validation         | Value Set             | Country_Code            |
| Validation         | Value Set Description | Country_Code            |
| Display Properties | Prompt                | Ship-to Country_Linedff |
| Display Properties | Display Type          | List of Values          |

9. On the Manage Channel Descriptive Flexfields page, search for the Channel Document Line DFF, click **Actions** and select **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
10. Verify your setup.

## Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Line Descriptive Flexfields Context

1. From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566\_CJM\_DOCUMENT\_LINE\_DFF.zip file to your local hard drive.

3. Open the file, extract and get the information for the context from the location:  
10566\_CJM\_DOCUMENT\_LINE\_DFF.zip\oracle\apps\flex\scm\cjm\indirectSales\documentLineFlex\view
4. Open the XML file CjmDocumentLineDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentLineDFFVO
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name = shipToCountryLineDff.

## Manage Service Mapping Setup Using Sandbox After Identifying the Channel Document Line Descriptive Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, Configuration, click **Sandboxes**.
3. On the Sandboxes page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox. For example, CR\_Sandbox2.
5. Select the check box for the **Manage Service Mappings** tool, then click **Create and Enter**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

**Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receives the output of the service mapping. On the Entities tab, click **Actions > Add Row**, and enter the following details:

| Field       | Value                                                                                                                                  |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Entity      | Name of your entity, for example, ShipToCountryLineDff_Custom.                                                                         |
| Description | A description containing information about the entity for the flexfield on the order header. For example, ShipToCountryLineDff_Custom. |

9. In the Details section, add the following attributes, for example, and then save your work.

| Attribute                   | Type | Primary Key      | Allow Null |
|-----------------------------|------|------------------|------------|
| DocumentLineId_Custom       | Long | Selected         | Selected   |
| ShipToCountryLineDff_Custom | Long | Leave this blank | Selected   |

10. To specify the services, click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions > Add Row**, enter the following values, for example, and then save your work.

| Field  | Value                       |
|--------|-----------------------------|
| Entity | ShipToCountryLineDff_Custom |
| Read   | Selected                    |
| Write  | Leave this blank            |

12. In the Entities section for the entity you created, add the following attributes, for example, and then save your work.

| Attribute                   | Alias            | Read     | Write            | Parent Attribute |
|-----------------------------|------------------|----------|------------------|------------------|
| DocumentLineId_Custom       | Leave this blank | Selected | Leave this blank | Leave this blank |
| ShipToCountryLineDff_Custom | Leave this blank | Selected | Leave this blank | Leave this blank |

13. On the Edit Service Mappings: Channel page, select the Sources tab.
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

| Field                    | Value                                                                                                                                           |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Source                   | ChannelProgramsForCustomerDocument                                                                                                              |
| Entity                   | The name of the entity you created. For example, ShipToCountryLineDff_Custom.                                                                   |
| Type                     | View object                                                                                                                                     |
| View Object              | The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentLineDFFVO |
| Query Type               | Join                                                                                                                                            |
| Query Attribute          | DocumentLineId                                                                                                                                  |
| Use Existing View Object | Selected                                                                                                                                        |
| Joined Entity            | Line                                                                                                                                            |
| Joined Entity Attribute  | LineId                                                                                                                                          |

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

| Attribute                   | View Object Attribute |
|-----------------------------|-----------------------|
| DocumentLineId_Custom       | DocumentLineId        |
| ShipToCountryLineDff_Custom | shipToCountryLinedff  |

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

## Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select Pricing Administration.

- From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

**Note:** You must create a new version of Get Eligible Programs to make changes and publish it. You cannot modify published versions, for example, Version 0 and Version 1.

- In the Algorithm tab, select **Process Each Program Candidate > Expand Process Program Eligibility > Invoke Program Eligibility Matrix**. Add the following details below the Header data set row:

| Field         | Value                                                                                                          |
|---------------|----------------------------------------------------------------------------------------------------------------|
| Name          | Enter your custom entity name here. For example, ShipToCountryLineDff_Custom.                                  |
| Variable Path | Add the variable path to your custom entity here. For example, EligibilityRequest.ShipToCountryLineDff_Custom. |
| Primary       | Leave this blank.                                                                                              |
| Cardinality   | Zero or one                                                                                                    |
| Data Set Join | [DocumentLineId_Custom:{Line.LineId}]                                                                          |
| Order By      | Leave this blank.                                                                                              |

- Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

## Adding Custom Dimension Based on DFF Setup

- With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
  - Offering: Order Management
  - Functional Area: Pricing Administration
  - Task: Manage Matrix Classes
- Click **Channel Program Eligibility** to select and edit it.
- Click **Actions > Add Row** in the Condition Columns section and add a column, for example:

| Field                | Value                                                    |
|----------------------|----------------------------------------------------------|
| Name                 | Enter an entity name here. For example, Ship To Country. |
| Source Code Name     | Enter a value for example, SHIP_TO_COUNTRY_E.            |
| Comparison           | =                                                        |
| Compare to Attribute | ShipToCountryLineDff_Custom.ShipToCountryLineDff_Custom  |
| Allow Null           | Selected                                                 |
| Null is Wildcard     | Selected                                                 |
| Domain               | Text                                                     |

## Adding the Lookup Code to the Channel Lookup

1.
  - o With the appropriate channel role, navigate to the Setup and Maintenance page.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for `ORA_CJM_CUS_REBATE_QUAL` as the **Lookup Type**.
3. Click **Actions > New** to add the following lookup code:

| Field       | Value                                                   |
|-------------|---------------------------------------------------------|
| Lookup Code | Enter a name here. For example, SHIP_TO_COUNTRY.        |
| Enabled     | Selected                                                |
| Meaning     | Enter a description here. For example, Ship To Country. |

## Oracle Fusion Order Management Integration

When creating or revising a sales order, eligible channel programs can be applied to the order line in the form of incentives.

Channel program details are exposed in order management extension rules to write additional rules to control how channel programs are applied and managed on the order.

### Note:

- Channel Revenue Management supports **Requested Ship Date** as a qualifier. In the Sales Order page, the Request Type is **Ship On**.
- **Requested Arrival Date** isn't supported as a qualifier. In the Sales Order page, the Request Type is **Arrive On**.

### Related Topics

- [Overview of Using Extensible Flexfields in Order Management](#)



# 4 Workflow Approvals and Notifications

## Overview of BPM Workflow-based Approvals

With Business Process Management workflow, you can configure customer claim and program approval rules that the application uses to process and route approvals to designated approvers.

BPM Workflow-based approvals are only available for customer claims and customer programs. Approvers receive notifications to take action on customer claims or customer programs.

Use the approval rules to:

- Automate your approval business process
- Improve business rules flexibility through:
  - Serial and parallel routing
  - Escalation
- Facilitate approver actions to:
  - Request for additional information, Approve, Reject
  - Reassignment
- Improve auditability with:
  - Approval history

You can configure notifications to:

- Control when to send notifications to users involved with the task
- Disable or enable in-app or email notifications, or both

### *Related Topics*

- [Configure Workflow Approvals and Notifications](#)

## Program Approvals

In this topic, you'll learn about how program approvals work with BPM Workflow.

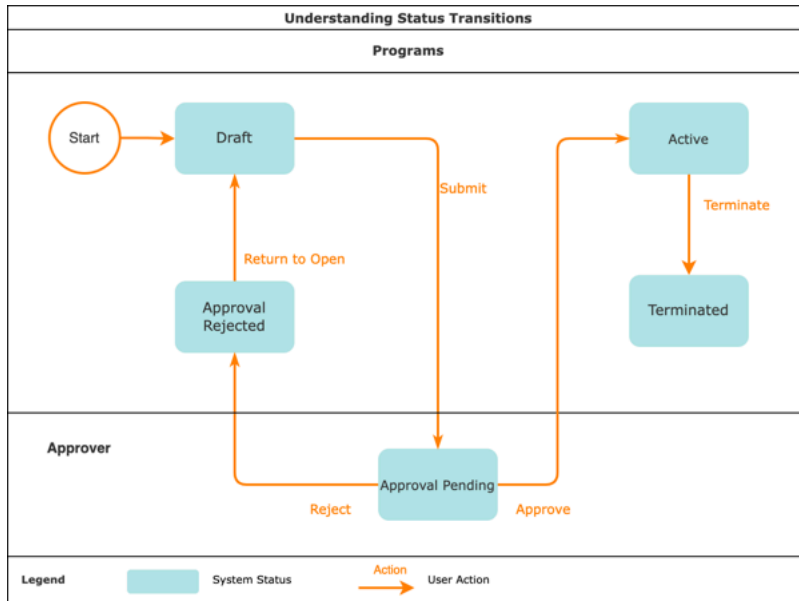
If you've opted into the Approve Customer Programs with BPM Workflow feature, then configure program approval rules through Business Process Management workflow to process and route to designated approvers.

When a customer program is submitted for approval, the application routes it to the designated approvers. If you are a program approver, then you receive workflow notifications and emails when programs are submitted for approval. You can configure process rules using predefined program attributes.

You can:

- Manage Stuck Approvals using the Transaction Console:

- View in-flight and completed approval processes using the keyword **Customer Program**.
- Terminate the approval process and move the program to Open status.
- Restart the approval process after correcting the approval rule.
- Submitted claim reverts to Draft status
  - The submitted program will move from Approval Pending to Draft status if the approval task flow is in error. This can happen if there are no active stages or participants.
- Program attributes in approval rules
  - Program attributes used in approval rules must be prefixed by **Task.payload.getCustomerProgramResponse..**



- Submitted programs are created in Draft status.
- Programs are submitted for BPM based approvals move to an Approval Pending status.
- Submitted programs move from Approval Pending to Approval Rejected status if the program is rejected. You can move Approval Rejected programs to Draft status using the **Return to Draft** action.
- Submitted programs move from Approval Pending to Active status if the program is approved.

Active programs can be terminated, removing a program immediately from further accruals.

## Claim Approvals

In this topic, you'll learn about how claim approvals work with BPM Workflow.

If you've opted into the Approve Customer Claims with BPM Workflow feature, then configure claim approval rules through Business Process Management workflow to process and route to designated approvers. If you've not opted into the feature, then the application uses privilege based approvals.

You can:

- Manage Stuck Approvals using the Transaction Console:



- View in-flight and completed approval processes using the keyword **Customer Claim**.
- Terminate the approval process and move the claim to Open status.
- Restart the approval process after correcting the approval rule.
- Skip approvals
  - If you settle a claim using only Open Deductions, Open Overpayments, or Open Credit Memos, then the application skips the approval process and moves the claim directly from Open to Settlement Pending status. This applies only if the Approve Customer Claims with BPM Workflow feature is opted in.
- Submitted claim reverts to Open status
  - The submitted claim will move from Approval Pending to Open status if the approval task flow is in error. This can happen if there are no active stages or participants.
- Settlement amount used for approval
  - The settlement amount used for approval will not include the amount from Open Deductions, Open Overpayments, and Open Credit Memos.
- Claim attributes in approval rules
  - Claim attributes used in approval rules must be prefixed by **Claim..**

## Configure Workflow Approvals and Notifications

The BPM Worklist enables you to configure claim and program approvals through a set of workflows.

Here are some examples of what you can do to configure workflow tasks, including notifications:

- Set how many levels of approval are needed for transactions over a particular amount
- Define the assignees based on the following hierarchies:
  - Supervisory hierarchy: Use this to create approval rules based on the supervisor hierarchy in Oracle Human Capital Management Cloud. The approval process ascends the defined supervisor hierarchy.
  - Position hierarchy: Use this to create approval rules based on the position hierarchy in Oracle Human Capital Management Cloud. The approval process ascends the defined position hierarchy, starting at the position level specified in the approval rule, and continuing until a sufficient position is found, based on other conditions in the rule.
- Reviewers can view the comments from the submitter in the approval notification.
- Create approval groups so that the workflow task can be assigned to the set of users in the group instead of an individual user
- Control when to send notifications to users involved with the task
- Disable or enable in-app or email notifications, or both

Here's a summary of the configuration tasks:

- Sign in as a supply chain administrator.
- Opt into the Approve Customer Claims with BPM Workflow feature to use the BPM Workflow feature to approve customer claims.
- Opt into the Approve Customer Programs with BPM Workflow to use the BPM Workflow feature to approve programs.

- To access the BPM Worklist, run the Manage Task Configurations for Supply Chain Management task in the Customers functional area as follows:
  - For customer claims approvals, search for the ChannelCustomerClaimsApprovalTask.
  - For program approvals, search for the ChannelCustomerProgramsApprovalTask.
- Update the workflow tasks by including details of deadlines and escalation policy.
- Select the notification type and provide additional details to configure the notification.
- Create approval groups that include a predefined set of users configured to act on the notification.
- Create approval rules that include conditions for approval.

## Predefined Attributes Used in Program Approval Rules

Predefined attributes are provided for use in program approval rules.

The following table contains the list of predefined attributes used in program approval.

| Attribute Prefixed by<br>Task.payload.getCustomerProgramResponse. | Description                                                                                                                                                                        | Sample Value    |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| accountedEstimatedAmount                                          | Indicates the estimated amount in the functional currency.                                                                                                                         | 3400            |
| accountedLumpSumAmount                                            | Indicates the amount defined for the lump-sum program in the functional currency. Applies only to lump sum programs.                                                               |                 |
| businessUnitId                                                    | Value that uniquely identifies the business unit.                                                                                                                                  | 300100578911837 |
| currencyCode                                                      | Abbreviation that identifies the currency used for the customer program.                                                                                                           | USD             |
| estimatedAmount                                                   | Indicates the estimated amount for the program.                                                                                                                                    | 3400            |
| functionalCurrencyCode                                            | Abbreviation that identifies the functional currency.                                                                                                                              | USD             |
| lumpSumAmount                                                     | Lump-sum program amount. Applies only to lump sum programs.                                                                                                                        |                 |
| pricingDateFrom                                                   | Date from when the program is applicable.                                                                                                                                          | 2023-10-01      |
| pricingDateTo                                                     | Date until when the program is applicable.                                                                                                                                         | 2023-11-30      |
| programId                                                         | Value that uniquely identifies the customer program.                                                                                                                               | 300100578945838 |
| programOwner                                                      | Username of the user who created the customer program.                                                                                                                             | PGM_MGR_109     |
| programTemplateCode                                               | Abbreviation that identifies the predefined program template on which the customer program is based. A list of accepted values is defined in the lookup type ORA_CJM_PROGRAM_TYPE. | CUSTOMER_REBATE |

| Attribute Prefixed by<br><code>Task.payload.getCustomerProgramResponse.</code> | Description                                                                                                                                                                                    | Sample Value    |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <code>promotionCode</code>                                                     | Abbreviation that uniquely identifies the customer program.                                                                                                                                    | CREB39023       |
| <code>submitterPositionId</code>                                               | Value that uniquely identifies the position of the submitter in HCM. The submitter must be a HCM worker. This attribute is used for setting up approval rules based on the position hierarchy. | 300100478945123 |

## Predefined Attributes Used in Claim Approval Rules

Predefined attributes are provided for use in claim approval rules.

The following table contains the list of predefined attributes used in claim approval.

| Attribute                                   | Description                                                                       | Sample Value      |
|---------------------------------------------|-----------------------------------------------------------------------------------|-------------------|
| <code>Claim.billToAccountNumber</code>      | Number of the bill-to customer account.                                           | 1008              |
| <code>Claim.billToCountryCode</code>        | Abbreviation that identifies the country for the bill-to address.                 | US                |
| <code>Claim.billToCustomer</code>           | Name of the bill-to customer.                                                     | Seven Corporation |
| <code>Claim.businessUnitId</code>           | Value that uniquely identifies the business unit.                                 | 2304              |
| <code>Claim.claimCurrencyCode</code>        | Abbreviation that identifies the currency used for the channel claim.             | USD               |
| <code>Claim.claimDate</code>                | Date when a claim is created.                                                     | 2023-08-10        |
| <code>Claim.claimId</code>                  | Value that uniquely identifies the channel claim.                                 | 300100578945838   |
| <code>Claim.claimNumber</code>              | Number that indicates the customer claim.                                         | CLM37054          |
| <code>Claim.claimOwnerUsername</code>       | Username of the user who created the claim.                                       | ANALYST109        |
| <code>Claim.claimReasonCode</code>          | Abbreviation that identifies the channel claim reason.                            | SHIPPING          |
| <code>Claim.claimSalespersonNumber</code>   | Value that uniquely identifies the claim's salesperson.                           |                   |
| <code>Claim.claimSourceCode</code>          | Abbreviation that identifies the claim source.                                    | CLAIM             |
| <code>Claim.claimTypeCode</code>            | Abbreviation that identifies the channel claim type.                              | DAMAGES           |
| <code>Claim.functionalCurrencyCode</code>   | Abbreviation that identifies the functional currency.                             | USD               |
| <code>Claim.invoiceSalespersonNumber</code> | Value that uniquely identifies the claim salesperson associated with the invoice. | 49032             |

| Attribute                  | Description                                                                                                                                                                                    | Sample Value        |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Claim.settlementAmount     | Amount associated with the settlement method. It doesn't include the amount from Open Deductions, Open Overpayments, or Open Credit Memos.                                                     | 935.32              |
| Claim.settlementMethod     | The name of the payment method used to settle the claim.                                                                                                                                       | Credit Memo         |
| Claim.settlementMethodCode | Abbreviation that identifies the payment method used to settle the claim.                                                                                                                      | CM_ON_ACCOUNT       |
| Claim.settlementTypeCode   | Abbreviation that identifies the settlement type selected to settle the claim.                                                                                                                 | ORA_NON_PROMOTIONAL |
| Claim.shipToCountryCode    | Abbreviation that identifies the country for the ship-to address.                                                                                                                              | US                  |
| Claim.shipToCustomerId     | Value that uniquely identifies the ship-to customer.                                                                                                                                           | 1008                |
| Claim.submittedBy          | Username of the claim submitter.                                                                                                                                                               | ANALYST109          |
| Claim.submitterPositionId  | Value that uniquely identifies the position of the submitter in HCM. The submitter must be a HCM worker. This attribute is used for setting up approval rules based on the position hierarchy. | 300100578945848     |
| Claim.Task.Creator         | Username of the user submitting the claim.                                                                                                                                                     | ANALYST109          |

## Migrate Pending Approvals to BPM Workflow

The Migrate Pending Approvals to BPM Workflow scheduled process to enable BPM workflow-based approvals for channel entities in pending approval status.

If there are claims in Approval Pending status when you opt in to the Approve Customer Claims with BPM Workflow feature, then the claims for the netting use cases are considered as approved and moved to Settlement Pending status. This means that when you settle a using only Open Deductions, Open Overpayments, or Open Credit Memos, then these claims are considered approved and moved to settlement pending status.

| Parameter               | Description                                                                                                                                                                                                                                     | Required |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Migrate Customer Claims | Select a value from the list to decide whether to migrate customer claims. By default, this is <b>No</b> . Select <b>Yes</b> to run the scheduled process. If there are no claims in approval pending status, then no claims will be processed. | No       |

# 5 Set Up Channel Settings

## Manage Channel Settings

Use the Manage Settings page to review and update values for the predefined Channel Revenue Management settings. You can't create a new setting, or delete existing ones. You can update them based on your business needs.

In the Setup and Maintenance work area, go to:

- Offering: Order Management/Procurement
- Functional Area: Channel Revenue Management/Supplier Incentives
- Task: Manage Channel Settings

**Note:** Some of these settings are required tasks.

| Setting                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                             | Required                             |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Aging Method for Filtering                         | <p>Use this setting to select the aging bucket that should be used to filter claims at your site. Aging Methods can be created in Receivables using the task: Manage Aging Methods.</p> <p><b>Note:</b><br/>You can select only one aging method, and it must belong to the Common Set.</p> <p>If you don't configure the aging method, Manage Claims page won't have the capability to filter by age.</p>                                              | Yes, for Deductions and Settlement   |
| Automatically Include Programs with Zero Balances  | <p>Use this setting to specify whether programs with zero balances should be displayed for accrual association. By default, this is set to <b>Yes</b> and programs with zero balances and programs without accruals (in case pay over is enabled) are displayed for accrual association. <b>No</b> indicates that programs with zero balances and programs without accruals (in case pay-over is enabled) aren't displayed for accrual association.</p> | Yes for Customer Promotion Programs. |
| Automatically Show Available Programs to Associate | <p>By default, programs available to be associated are displayed. Change this setting if you don't want to display the programs available for association.</p>                                                                                                                                                                                                                                                                                          | Yes for Customer Promotion Programs. |
| Calendar for Accrual Calculation                   | <p>Use this setting to specify the calendar period used to associate supplier annual program accruals based on your fiscal periods.</p>                                                                                                                                                                                                                                                                                                                 | Yes, for Supplier Annual Programs    |

| Setting                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Required                                 |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
|                                    | <p><b>Tip:</b><br/>Don't define a calendar based your fiscal periods. Typically a January to December calendar is used to communicate with all your suppliers.</p> <p><b>Tip:</b><br/>The CSV import will fail if the invoice date of the supplier invoice can't find a matching period. Don't forget to open periods for a new year.</p> <p><b>CAUTION:</b><br/>You won't be able to update or disable the setting after it's saved.</p> <p><b>Recommendation:</b> Start your Period Name with the year.</p>                                                                                                                                                                                                                                                                                                                                                                                    |                                          |
| Calendar                           | Specify the calendar used to determine the periods for customer channel processing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Yes, for Customer Annual Volume Programs |
| Catalog                            | Specify the catalog created in Oracle Fusion Product Information Management for customer channel processing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Yes, for Customer Annual Volume Programs |
| Claim Owner                        | <p>Use this setting to assign a claim owner for your claims at the BU level.</p> <p><b>Note:</b> The value you add in this setting is used as the default if you haven't configured the Customer Trade Profile or the Supplier Trade Profile. However, it is recommend that you configure the owner for the Customer Trade Profile and the Supplier Trade Profile.</p> <p>To create a new assignment:</p> <ol style="list-style-type: none"> <li>1. In the Assignment - Claim Owner: Values section, click the <b>Add</b> icon.</li> <li>2. From the list, select the <b>Business Unit</b> for which you want to assign a claim owner. You can see only the BUs you have access to.</li> <li>3. Select the <b>Claim Owner</b> from the list.</li> <li>4. Enter a <b>Value Code</b>. This acts as a unique identifier for the setting, and is required.</li> <li>5. Click <b>Save</b>.</li> </ol> | No, but recommended.                     |
| Credit Method for Accounting Rules | Use this setting to select the receivables method that must be used to reverse accounting entries for the settlement method Credit Memo - On Invoice, if accounting rules are used in the original invoice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Yes, for Deductions and Settlement       |

| Setting                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Required                           |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
|                                | <ol style="list-style-type: none"> <li>In the Settlement by Credit Memo - On Invoice - Credit Method for Accounting Rules: Values section, select a value from the <b>Credit Method for Accounting Rules</b> list.<br/><br/>LIFO: Last In First Out. Starts from the last accounting period and reverses all prior periods till the credit memo is used up.<br/><br/>Prorate: Credits an equal percentage to all the account assignments for the invoice. This is the value which is enabled by default.<br/><br/>Unit: Reverses revenue for the number of units specified in the original invoice line.</li> <li>The Value Code is SITE, as this is a site level setting.</li> <li>Click <b>Save</b>.</li> </ol>                                                                                                                                                              |                                    |
| Credit Method for Installments | <p>Use this setting to select the receivables method that must be used to credit installments for the settlement method Credit Memo - On Invoice, if there are multiple installments in the original invoice.</p> <ol style="list-style-type: none"> <li>In the Settlement by Credit Memo - On Invoice - Credit Method for Installments: Values section, select a value from the <b>Credit Method for Installments</b> list.<br/><br/>FIFO: First in First Out. Credits the first installment first.<br/><br/>LIFO: Last In First Out. Credits the last installment first.<br/><br/>Prorate: Credit the installments of the credited transactions and prorate them based on the amount remaining for each installment. This is the value which is enabled by default.</li> <li>The Value Code is SITE, as this is a site level setting.</li> <li>Click <b>Save</b>.</li> </ol> | Yes, for Deductions and Settlement |
| Deduction Threshold            | <p>Use this setting to set the threshold amount for your deduction write-offs.</p> <ol style="list-style-type: none"> <li>In the Settlement by Write-off - Deduction Threshold: Values section, click the <b>Add</b> icon.</li> <li>From the list, select the <b>Business Unit</b> for which you're setting up the write-off threshold. You can see only the BUs you have access to.</li> <li>Enter the threshold amount in the <b>Deduction Threshold</b> field. This is in the ledger currency of the BU you selected.</li> </ol>                                                                                                                                                                                                                                                                                                                                            | Yes, for Deductions and Settlement |

| Setting                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Required                             |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
|                                              | <p>4. Enter a <b>Value Code</b>. This acts as a unique identifier for the setting, and is required.</p> <p>5. Click <b>Save</b>.</p> <p><b>Note:</b><br/>When you update the threshold amount, there's no impact on existing deductions which are already eligible for write-offs.</p> <p>The write-off threshold amount in Channel Revenue Management must be between the <b>From Write-off Limit per Receipt</b> and <b>To Write-off Limit per Receipt</b> in the Receivables System Options page &gt; Cash Processing tab for the corresponding BU.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                      |
| Event for Triggering Supplier Rebate Accrual | <p>Use this setting to specify the event that triggers the creation of supplier rebate accruals.</p> <p>1. In the Supplier Rebate - Event for Triggering Supplier Rebate Accrual: Values section, click the <b>Add</b> icon.</p> <p>2. From the list, select the <b>Business Unit</b> for which you're setting up the triggering event. You can see only the BUs you have access to.</p> <p>3. Select the triggering event from the <b>Event for Triggering Supplier Rebate Accrual</b> list.</p> <p><b>Receiving Transaction:</b> Supplier rebate accruals are created after the PO is received.</p> <p><b>Supplier Invoice:</b> Supplier rebate accruals are created only after the PO is received and invoiced.</p> <p>4. Enter a <b>Value Code</b>. This acts as a unique identifier for the setting, and is required.</p> <p>5. Click <b>Save</b>.</p> <p><b>Note:</b><br/>An important deployment best practices for supplier rebates is determining when to trigger the posting of accruals. The best practice approach is that most organizations should trigger the posting of accruals upon the receipt of a supplier invoice for received goods, because this validates that the received goods weren't delivered in error, and there is no doubt with an invoice number which received goods are being accrued and claimed.</p> | Yes, for Supplier Rebate             |
| Override Threshold                           | Use this setting to specify whether threshold values for pay over earnings can be overridden.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Yes for Customer Promotion Programs. |



| Setting                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Required                                                                               |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Pay Over Earnings                             | Use this setting to specify whether payments are allowed to exceed program earnings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes for Customer Promotion Programs.                                                   |
| Receivables Activity for Receipt Write-Offs   | <p>Use this setting to select the receivables activity that should be used for receipt write-offs for non-invoice related deductions.</p> <ol style="list-style-type: none"> <li>1. In the Settlement by Write-off - Receivables Activity for Receipt Write-Offs: Values section, click the <b>Add</b> icon.</li> <li>2. From the list, select the <b>Business Unit</b> for which you're setting up the write-off. You can see only the BUs you have access to.</li> <li>3. Select the <b>Receivables Activity</b> from the list.</li> <li>4. Enter a <b>Value Code</b>. This acts as a unique identifier for the setting, and is required.</li> <li>5. Click <b>Save</b>.</li> </ol> | Yes, for Deductions and Settlement                                                     |
| Receivables Activity for Write-Off Adjustment | <p>Use this setting to select the receivables activity that should be used for write-off adjustments for invoice related deductions.</p> <ol style="list-style-type: none"> <li>1. In the Settlement by Write-off - Receivables Activity for Write-Off Adjustment: Values section, click the <b>Add</b> icon.</li> <li>2. From the list, select the <b>Business Unit</b> for which you're setting up write-offs. You can see only the BUs you have access to.</li> <li>3. Select the <b>Receivables Activity</b> from the list.</li> <li>4. Enter a <b>Value Code</b>. This acts as a unique identifier for the setting, and is required.</li> <li>5. Click <b>Save</b>.</li> </ol>   | Yes, for Deductions and Settlement                                                     |
| Settlement Type                               | Use this setting to choose the default settlement type. You can choose between Promotional and Nonpromotional.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Yes, for Deductions and Settlement and Customer Promotion Programs.                    |
| Threshold Type                                | Use this setting to choose the threshold type for pay over earnings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes for Customer Promotion Programs.                                                   |
| Threshold Value                               | Use this setting to choose the threshold value for pay over earnings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Yes for Customer Promotion Programs.                                                   |
| Write-off Reviewer                            | <p>Use this setting to select the claim owner who must review the write-offs for your business unit.</p> <ol style="list-style-type: none"> <li>1. In the Settlement by Write-off - Write-Off Reviewer: Values section, click the <b>Add</b> icon.</li> <li>2. From the list, select the <b>Business Unit</b> for which you're setting up the write-off. You can see only the BUs you have access to.</li> <li>3. Select the reviewer from the <b>Write-Off Reviewer</b> list.</li> </ol>                                                                                                                                                                                             | <p>No.</p> <p><b>Note:</b> If you use Redwood, then this setting isn't applicable.</p> |

| Setting | Description                                                                                                                                                                    | Required |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|         | <ol style="list-style-type: none"><li>4. Enter a <b>Value Code</b>. This acts as a unique identifier for the setting, and is required.</li><li>5. Click <b>Save</b>.</li></ol> |          |

**Note:** After saving a setting, you can't delete it. You can only disable it, by deselecting the **Enable** check box.

## Manage Aging Methods

Aging methods aid in the timely and efficient resolution of deductions. Claim age is calculated based on days from claim creation to resolution. Use the Manage Aging Methods page to create or update your aging methods. This must belong to the common set.

In the Setup and Maintenance work area, go to:

- Offering: Order Management
- Functional Area: Channel Revenue Management
- Task: Manage Aging Methods

### How Age is Calculated for a Claim

- For Open Claims

Age = System Date - Claim Date + 1

- For Resolved Claims

Age = Resolved Date - Claim Date + 1

### Related Topics

- [Aging Methods](#)

## How to Set Up Write-offs

Investigating deductions can be time intensive and often not cost effective for smaller deductions. By configuring thresholds at the business unit, customer, account, and bill-to site levels, automatic write offs can process eligible claims without any human intervention.

After claim investigation of a deduction or invoice deduction, a claim analyst with the correct privileges can manually write off any amount because it will go through approvals.

You must also configure receivables activity used in the creation of the receipt write-off or of write-off adjustment in AR. For invoice deductions, you settle as a write-off adjustment. For deductions, you settle as a receipt write-off.

| Write-off Type                                                                    | Thresholds                                                                                                                                                                                                                         | Approvals | Receivables Activity for Receipt Write Off                                                                                                     | Receivables Activity for Write-Off Adjustment                                                                                                  |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Automatic                                                                         | Set at: <ul style="list-style-type: none"><li>Business Unit - in Channel Settings</li><li>Party - in Customer Trade Profile</li><li>Account - in Customer Trade Profile</li><li>Bill-to Site - in Customer Trade Profile</li></ul> | N/A       | Set at: <ul style="list-style-type: none"><li>Business Unit - in Channel Settings</li></ul>                                                    | Set at: <ul style="list-style-type: none"><li>Business Unit - in Channel Settings</li></ul>                                                    |
| Manual (requires the claim analyst to have the privilege to do manual write offs) | N/A                                                                                                                                                                                                                                | Required  | Set at: <ul style="list-style-type: none"><li>Business Unit - in Channel Settings</li><li>Claim Type - in Manage Channel Claim Types</li></ul> | Set at: <ul style="list-style-type: none"><li>Business Unit - in Channel Settings</li><li>Claim Type - in Manage Channel Claim Types</li></ul> |

## How to Configure Deduction Claims for Write-Off

You can configure deduction claims to be written off using the following settings:

- From the Manage Channel Settings page, set up the following at the business unit level:
  - Deduction Threshold
  - Receivables Activity for Receipt Write-offs
  - Receivables Activity for Write-off Adjustment
  - Write-off Reviewer

**Note:** If you use Redwood, then this setting isn't applicable.

If the claim amount is less than or same as the threshold amount, and a reviewer is selected, then this reviewer is assigned the claim, as the claim owner. The claim is created in the Open status.

If the write-off reviewer isn't enabled, and the deduction amount is less than or same as the threshold amount, then the claim is created directly in the Settlement Pending status.

- From the Manage Claim Types page, you can set up a default receivables activity for receipt write-off and for write-off adjustment for a business unit and claim type when writing off customer claims. This mapping enables you to standardize write-off accounting for a set of claim types.

If the receivables activity isn't specified for the claim type, then the value is defaulted from the business unit.

### Related Topics

- [Manage Supplier Claim Types](#)
- [Write-offs and Receipts](#)
- [Create Customer Trade Profiles](#)



# 6 Set Up User Statuses

## User Statuses

Claims and Programs have predefined statuses based on their various stages. In addition to this, you can create user-defined statuses based on your business needs.

For example, you might want a review of a program that's pending for approval from another department. You can use a user status to indicate the same.

## Manage User Statuses

You can use the Manage User Statuses page to create and update user-defined statuses for program and claim statuses. Each system status comes with a predefined user status. Make sure you minimally update the description and change the user status name, if necessary. You can create new statuses based on additional business needs.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management/Supplier Incentives
  - o Task: Manage Channel User Statuses
2. On the Manage User Statuses page, click the **Add** icon to create a new user status.

**Note:** You can have multiple user statuses for each system status.

3. Enter a code for your user status in the **User Status Code** field. This code:
  - o Acts as a unique identifier for the user status, and is required.
  - o Is used to identify and synchronize setup data across multiple environments.
  - o Is not available to users in the transactional pages.
4. From the **User Status For** drop-down list, select either **Claim** or **Program**.
5. Use the **Buy Side** and **Sell Side** check boxes to select the channel flows for which you want the user status enabled. You can't update this after saving the user status.
6. Enter the name of your user status in the **User Status** field.
7. From the **System Status** drop-down list, select the system status for which you're creating this user status.
8. Select the **Buy-side Default** check box if you want to make this user status the default for the selected system status for buy side channel flows. Select the **Sell-side Default** check box if you want to make this user status the default for the selected system status for sell side channel flows. For every system status, there must be one default user status.
9. Select the **Enable** check box to enable the user status.
10. Enter values for the remaining fields, if required. Click **Save**.

**Note:** Once saved, you can't delete a user status. You can only disable it.



# 7 Set Up Sell Side Programs

## Overview of Customer Programs

A customer program is used to define a channel agreement between the manufacturer, distributor, or wholesaler and their channel customers.

Customer Programs encompass Customer Rebate Programs, Customer Lump Sum Programs, and Customer Annual Volume Programs.

Program managers can negotiate customer promotions and create programs.

Delivered program templates represent supported channel business processes. The purpose of a program type is to model the enterprise's channel business requirements by configuring features of a program type based on a program template.

The program type controls and simplifies the program creation. When a program manager creates a program, the identification of a program type is required and this will drive how a program is created, applied, and processed.

### *Related Topics*

- [Elements of a Customer Promotion Program](#)
- [Elements of a Lump Sum Program](#)
- [Elements of a Customer Annual Volume Program](#)

## Set Up Customer Program Qualifiers

Here you'll understand how to set up customer program qualifiers.

Qualifiers are attributes used to define eligibility in the form of customer, additional conditions, and product rules in a channel program. Only those qualifiers that are part of the program type can be selected in the program. That is, you have to select the qualifiers during program type creation, and only these are available for selection in the programs. If you need a new qualifier type to be available in the program, you must first add that qualifier in the corresponding program type.

### *Related Topics*

- [How to Set Up Custom Qualifiers Based on Order Header Extensible Flexfields](#)
- [How to Set Up Custom Qualifiers Based on Order Line Extensible Flexfields](#)

## How to Add User-Defined Attributes to Items

You can create user-defined attributes that can be used in the program product rules to identify eligible products beyond predefined rules.

You must set it up as an item extensible attribute in an item class to represent details about the item.

### Create an Attribute Group and Attributes

1. With roles allowing access, in the Setup and Maintenance work area, go to:
  - o Offering: Product Management
  - o Functional Area: Items
  - o Task: Manage Item Attribute Groups and Attributes
2. In the Manage Attribute Groups page, from the **Actions** drop-down button, click **Create** to create an attribute group.
3. In the Create Attribute Group page, enter the details for the following fields:

| Field         | Description                                                              |
|---------------|--------------------------------------------------------------------------|
| Display Name  | Enter a display name for the attribute group. For example, Item Color.   |
| Internal Name | Enter an internal reference name. For example, Item Color Specification. |
| API Name      | Automatically populated, edit if required.                               |
| Behavior      | Select <b>Single Row</b> from the list.                                  |

4. On the Context Usages tab, select **Create** from the **Actions** drop-down list.
5. Select **Item** from the **Name** list as the context usage. Click **Save**. This creates the attributes group with context usage as Item.
6. In the Edit Attributes page, in the Attributes section, click **Create** from the **Actions** drop-down button.
7. In the Create Attribute page, enter the details for the following required fields:

| Field         | Description                                                                     |
|---------------|---------------------------------------------------------------------------------|
| Display Name  | Enter a display name for the attribute. For example, Color.                     |
| Internal Name | Enter an internal reference name. For example, Product Color.                   |
| API Name      | Automatically populated, edit if required.                                      |
| Data Type     | Select the data type of the attribute. For example, for color select Character. |
| Table Column  | Automatically populated, edit if required.                                      |

8. Select a **Value Set** from the list, or create one by clicking **Create Value Set**.  
If you're creating a value set, in the Create Value Set page, enter the details for the following fields:



- Enter a code for your value set. For example, PRODUCT\_COLOR.
  - Enter a description to for the value set. For example, Value set for product colors.
  - Select **Product Model** from the **Module** list.
  - Select a **Validation Type**. You must select Independent or Format Only for each item extensible attribute that you plan to use with Pricing.
  - Select the data type of your value set from the **Value Data Type** list. You must select either Number or Character for the data type. Other data types aren't supported.
  - In the Definition section, enter the required details and save.
  - Click **Manage Values** to add the values for the value set.
  - In the Manage Values page, Click **Create** from the **Actions** drop-down button.
  - Add the values you want for your value set. For example, different product colors like blue, red, and so on.
  - Click **Save and Close** to navigate back to the Create Attributes page.
9. In the Create Attributes page, the Display Properties are now populated. You can edit this if required.
- Prompt: The prompt for your attribute. For example, Color.
  - Display Type: How the values should be displayed. For example, List of Values.
10. Click **Save** and **Close**. The attribute for the attribute group is saved, and you're now on the Edit Attribute Group page. You can create more attributes for this group if required. Note down the flexfield code and save.

## Add the Attribute Group to an Item Class

1. With roles allowing access, in the Setup and Maintenance work area, go to:
  - Offering: Product Management
  - Functional Area: Items
  - Task: Manage Item Classes
2. In the Manage Item Classes page, select the Item Class under which you want to add the attribute group and its attributes as extensible attributes. You can select the Root Item Class to add the attribute group to all the item classes.
3. In the Edit Item Class page, click Pages and Attribute Groups tab. On the Attribute Groups subtab, from the **Actions** drop-down button, click **Select and Add**.
4. Select your attribute group and click **Apply**, then click **OK**. Click **Save** to save the updates to the item class.
5. Navigate to the Pages subtab. Select **Pricing Item Attributes**. If it's not available, add it. See the Add Your Attribute Group to An Item Class section in the Add Your Own Attributes to Items in Pricing topic from the Pricing Administration guide.
6. In the Attributes Group: Pricing Item Attributes section, click **Select and Add** from the **Actions** drop-down button. Select your attribute group. Click **Apply**, then **OK**. Click **Save** to save the updates to the item class.
7. Navigate to the Functional Item Pages subtab and ensure that the following is available:
  - Functional Area: Pricing
  - Usage: Pricing
  - Item page: Pricing Item Attributes

The attribute group is added to the item classes.

## Deploy the Item Extensible Flexfield

After associating the attribute groups to the item classes, you must deploy the extensible flexfield.

1. With roles allowing access, in the Setup and Maintenance work area, go to:
  - o Offering: Product Management
  - o Functional Area: Items
  - o Task: Deploy Item Extensible Flexfields
2. Search for your flexfield code. Select it and click **Deploy Flexfield**.
3. After successful deployment, you must sign out and sign back in to view the EFF configuration on the item.

## Edit the Pricing Matrix Class

You must now add the item attribute to the Pricing Matrix Class.

1. With roles allowing access, from the Navigator, select **Pricing Administration**. In the Overview page, open the **Tasks** panel and select **Manage Matrix Classes**.
2. In the Manage Matrix Classes pages, select **Channel Program Eligibility**.
3. In the Edit Matrix Classes page, click **Add Row** from the **Actions** drop-down list. This creates a new dimension to Channel Program Eligibility.
4. In the **Name** field, enter a name for your dimension. For example, Color.
5. In the **Source Code Name** field, enter a code concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, COLOR\_E.
6. In the **Comparison** field, choose the comparison operator. For example, =.
7. From the **Compare to Attribute** drop-down list, select one of the following. You must select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page. If the data types don't match, then the eligibility rules won't work correctly.
  - o itemExtensibleAttribute.VarcharValue
  - o itemExtensibleAttribute.NumberValue
8. Leave the **Required** check box deselected. Select the **Allow Null** and **Null Is Wildcard** check boxes.
9. From the **Domain** list, select:
  - o **Domain Type:** Item Extensible Attribute
  - o **Data Type:** Select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page
  - o **Attribute:** Select the attribute you created in the Manage Item Attribute Groups and Attributes page.
  - o **Attribute Group Identifier:** ItemExtensibleAttribute.AttributeGroupCode (default value)
  - o **Attribute Identifier:** ItemExtensibleAttribute.AttributeCode (default value)
10. Leave the **Default Value** field blank as it's not used. Click **OK**.
11. Click **Save**.

## Update Channel Lookup

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management/Supplier Incentives

- Task: Manage Channel Lookups
- 2. Search for the extensible lookup: `ORA_CJM_CUST_ITEM_LEVEL` and add a new lookup code.
- 3. In the **Lookup Code** field, enter the same name as the Source Code Name used for Channel Program Eligibility matrix class (without the concatenated operator). For example, if the Source Code Name in the matrix class is `COLOR_E`, then enter `COLOR` as the lookup code.
- 4. Enter values for the remaining fields and click **Save**.

**Note:** For more information about creating extensible flexfields, see User Defined Attribute Groups and Attributes (Extensible Flexfields-EFFs) Setup White Paper (Doc ID 1992317.1) on My Oracle Support at <https://support.oracle.com>.

## Overview of Lump Sum Programs

Manufacturers may have agreements with retailers to incentivize them for carrying out certain trade promotion activities on behalf of the manufacturer.

Lump sum programs are created by manufacturers or wholesalers to offer incentives to retailers for these types of promotional activities. Promotional payments arising out of lump sum programs are accrued as soon as the program becomes active. Lump sum programs are customer-specific and they target only one customer at a time.

### Related Topics

- [Elements of a Lump Sum Program](#)

## Overview of Customer Annual Volume Programs

Customer annual volume programs execute annual volume agreements with channel customers.

These programs aggregate and track cumulative sales revenue or quantity across orders for a specified period.

These programs benefit wholesalers, distributors, and manufacturers by:

- Promoting greater channel loyalty
- Improving customer satisfaction
- Reducing administration cost
- Reducing invalid promotional deductions
- Increasing the efficiency and effectiveness of your claim and reducing Days Deductions Outstanding (DDO)
- Improving visibility and a better understanding of annual incentives and liabilities at the program, customer, and business unit levels.

These programs encourage customers to accrue rebates. Customers accrue rebates based on cumulative sales volumes across orders. You can define volume rules for tiered rebates by either defining a percentage rebate based on sales volume, or by defining the amount per unit rebate based on sold quantity. These programs support retrospective calculations on a periodic basis and enable you to define product eligibility with exclusions. You can define product eligibility based on customer, warehouse, order type, order line type, salesperson, and dates including invoice date. Additionally, you can prequalify customers with a proven track record to start at a higher tier.

# Set Up Program Types

## Predefined Customer Program Templates

Predefined program templates represent supported channel flows.

You must select a program template when creating a program type. Templates supported are:

- Customer Promotion
- Customer Lump Sum
- Customer Annual Volume

## Promotion Code Numbering

The promotion code is made up of a prefix and a single sequence. Prefix is defined by the program type. The predefined prefixes are:

- Customer Promotion - CREB
- Customer Lump Sum - CLUM
- Customer Annual Volume - CAV

A single sequence generates numbers from a given starting number stored in the database. This single sequence is across all programs.

**Note:** If you prefer, you can configure your own prefix for a program type. A prefix can be shared across multiple program types if so determined.

## Manage Program Types

The purpose of a program type is to model the enterprise's channel business requirements by configuring features of a program type based on a program template.

The program type controls and simplifies the program creation. When a program manager creates a program, the identification of a program type is required and this drives how a program is created, applied, and processed.

Use configurable program types to create programs.

## Program Type for Customer Promotion Programs

The customer promotion template supports different date contexts and customer eligibility based on the customer, bill-to, or ship-to qualifiers. Additional conditions may be based on order type, order line type, warehouse, or salesperson qualifiers. Specify product rebates in terms of the percentage or the amount per unit.

A program type can restrict the date contexts, selection of qualifiers, or the type of rebates available to simplify program creation.

You can create and update customer promotion program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
  - Offering: Order Management
  - Functional area: Channel Revenue Management
  - Task: Manage Channel Program Types
2. Click the **Create** icon to open the Create Program Type page.
3. Select **Customer Promotion** from the **Based on Predefined Program Template** list of values.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
  - Acts as a unique identifier for the program type.
  - Is used to synchronize setup data across multiple environments.
  - Isn't available to users in the transactional pages.
6. Update the **Prefix** field if required. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer promotion template is CREB.
7. Select the **Enable program beneficiary** check box to specify an alternate beneficiary to whom the accrued earnings will be paid. The beneficiary can be different from the eligible customer on the sales transaction. Alternate beneficiaries are defined within the context of a program, and must be a customer. Enable this check box for a royalty program type.
8. On the Qualifiers tab:
  - a. Select the applicable date contexts for your programs. From the **Qualify Programs Based On** list of values select either:
    - **Actual Ship Date:** If you select this, then the channel programs created with this program type are qualified by matching them against the actual ship date.
    - **Invoice Date:** If you select this, then the programs are qualified by matching them against the invoice date.
    - **Order Date:** If you select this, the programs are qualified by matching them against the order date.
    - **Requested Arrival Date:** If you select this, the programs are qualified by matching them against the requested arrival date.
    - **Requested Ship Date:** If you select this, the programs are qualified by matching them against the requested ship date.
  - b. Add the qualifiers you want for your customer and additional conditions rules. The values in the list of values are from the lookup ORA\_CJM\_CUST\_REBATE\_QUAL.
9. On the Accrual Calculation tab, specify the pricing charge definition that Pricing associates with an item. Select a pricing basis for discount types. You can choose between **Unit List Price** and **Unit Selling Price**. If you select **Unit List Price**, then you must ensure that the **Unit List Price** is specified in the sales transaction CSV file. The **Unit Selling Price** is mandatory in the sales transaction.
10. On the Optional Defaulting tab, specify the defaults for your programs.
  - **Default Program Currency To:** Select the default currency for your program from the list of values. For example, US Dollar.
  - **Default Discount Type for Product Rules To:** Select the default discount type for your product rule from the list of values. Available values are **Amount** and **Percent**.
11. Click **Save**. The program type is created in the **Draft** status.

## Program Type for Customer Lump Sum Programs

The lump sum program template supports lump sum programs that are customer-specific and target a single customer at a time.

This program type enables you to default the program currency and product distribution.

You can create and update lump sum program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Program Types
2. On the Manage Channel Program Types page you can create and update your program types. Click the **Create** icon to open the Create Program Type page.
3. From the **Based on Predefined Program Template** drop-down list, select **Customer Lump Sum**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
  - o Acts as a unique identifier for the program type.
  - o Is used to synchronize setup data across multiple environments.
  - o Isn't available to users in the transactional pages.
6. Update the **Prefix** field if required. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer lump sum program template is CLUM.
7. In the Optional Defaulting tab, select the defaults. The defaults you select here determine the defaults during program creation.
  - o **Default Program Currency To:** Optionally, select a default currency.
  - o **Default Product Distribution Type To:** Optionally, select the type of product distribution. You can choose from Amount, Even, or Percent.
8. From the **Actions** menu, select **Activate** to active the lump sum program type.

## Program Type for Customer Annual Volume Programs

The annual volume program template supports aggregation and tracking of cumulative sales revenue or quantity across orders for a specified period.

This program type enables you to calculate retrospective volume rebates on a periodic basis. Ensure you have set up a Catalog under Customer Claims from the Manage Settings page.

You can create and update customer annual volume program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Program Types
2. On the Manage Channel Program Types page you can create and update your program types. Click the **Create** icon. The Create Program Type page appears.
3. From the **Based on Predefined Program Template** drop-down list, select **Customer Annual Volume**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
  - o Acts as a unique identifier for the program type.
  - o Is used to synchronize setup data across multiple environments.
  - o Isn't available to users in the transactional pages.

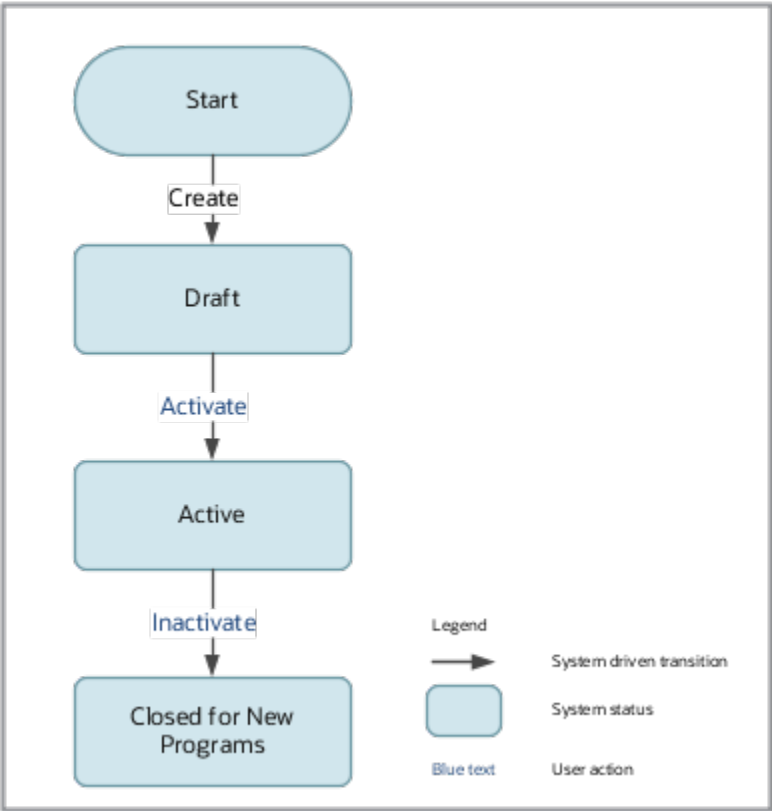
6. The **Prefix** field is automatically populated when you select the program template. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer annual volume program template is CAV.
7. In the Qualifiers section, specify the applicable date contexts for programs and select the **Default** check box. The date contexts are:
  - **Actual Ship Date:** If you select this, then the channel programs created with this program type are qualified by matching them against the actual ship date.
  - **Invoice Date:** If you select this, then the programs are qualified by matching them against the invoice date.
  - **Order Date:** If you select this, the programs are qualified by matching them against the order date.
  - **Requested Arrival Date:** If you select this, the programs are qualified by matching them against the requested arrival date.
  - **Requested Ship Date:** If you select this, the programs are qualified by matching them against the requested ship date.
8. In the Accrual Calculation section, specify the pricing charge definition that Pricing associates with an item. Select a pricing basis for discount types from the following:
  - **Unit List Price:** If you select this, then you offer a discount on the unit list price of the item.
  - **Unit Selling Price:** If you select this, then you offer a discount on the unit selling price of the item.

**Note:** If you select **Unit List Price**, then you must ensure that the **Unit List Price** is specified in the sales transaction CSV file. The **Unit Selling Price** is mandatory in the sales transaction.
9. In the Optional Defaulting section, select the default for your programs. You can set the currency and calculation method to be used during program creation and also specify the default tier to be used during discount rule creation.
  - **Default Program Currency To:** Select the default currency for your program from the list of values. For example, US Dollar.
  - **Default Calculation Method To:** By default, this is set to **Retrospective**.
  - **Default Tier Type:** Select the default tier type from the list of values to be used during creation of discount rules. Available values are **Quantity** and **Sales**.
10. From the **Actions** menu, select **Activate** to active the annual volume program type.

## Program Type Statuses

Use program type statuses to monitor your customer program types.

Use program type statuses to monitor your program types. You can update them from the Manage Program Types page. Statuses for program type are defined in the lookup ORA\_CJM\_PROGRAM\_TYPE\_STATUS.



This table shows supported program type statuses.

| Status                  | What Happens to the Channel Program                                                                                            |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Draft                   | The program type has been created and not activated.                                                                           |
| Active                  | The program type has been activated for use. Only active program types can be used to create a program.                        |
| Closed for New Programs | An active program type can be closed for use in additional new programs. These are no longer eligible for use in new programs. |



# 8 Set Up Buy Side Programs

## Overview of Supplier Programs

Suppliers programs are used to define the rules of a channel agreement between the distributor or wholesaler and their suppliers.

Generally, supplier programs are organized into various types, each with their own rule structure and set of business processes. This structure is encompassed in a program type. When creating a program, the identification of a program type is required. Use program types to determine channel guidelines, such as defining how a program is created, applied, and processed. The program type controls and simplifies the program creation.

### *Related Topics*

- [Elements of a Supplier Ship and Debit Program](#)
- [Elements of a Supplier Rebate Program](#)
- [Elements of a Supplier Annual Program](#)

## Set Up Program Qualifiers

**Important:** This section is not applicable to Supplier Annual Programs because there is no integration with Fusion Pricing. Qualifiers are attributes used to define eligibility in the form of program, market, and product rules in a channel program. Only those qualifiers that are part of the program type can be selected in the program. That is, you have to select the qualifiers during program type creation, and only these are available for selection in the programs. If you need a new qualifier type to be available in the program, you must first add that qualifier in the corresponding program type.

## Set Up Custom Qualifier for Market and Program Rules

Prior to adding a custom qualifier to a program type, it must be defined in the lookup `ORA_CJM_QUALIFIER_TYPE` and should be enabled. It should also be available in the Channel Program Eligibility matrix class.

### *Related Topics*

- [Manage Channel Lookups](#)
- [Manage Your Integration](#)

## How to Add User-Defined Attributes to Items

You can create user-defined attributes that can be used in the program product rules to determine the price or discount. You must set it up as an item extensible attributes in an item class to represent details about the item.

## Create an Attribute Group and Attributes

1. With roles allowing access, in the Setup and Maintenance work area, go to:
  - o Offering: Product Management
  - o Functional Area: Items
  - o Task: Manage Item Attribute Groups and Attributes
2. In the Manage Attribute Groups page, from the **Actions** drop-down button, click **Create** to create an attribute group.
3. In the Create Attribute Group page, enter the details for the following fields:

| Field         | Description                                                              |
|---------------|--------------------------------------------------------------------------|
| Display Name  | Enter a display name for the attribute group. For example, Item Color.   |
| Internal Name | Enter an internal reference name. For example, Item Color Specification. |
| API Name      | Automatically populated, edit if required.                               |
| Behavior      | Select <b>Single Row</b> from the list.                                  |

4. On the Context Usages tab, select **Create** from the **Actions** drop-down list.
5. Select **Item** from the **Name** list as the context usage. Click **Save**. This creates the attributes group with context usage as Item.
6. In the Edit Attributes page, in the Attributes section, click **Create** from the **Actions** drop-down button.
7. In the Create Attribute page, enter the details for the following required fields:

| Field         | Description                                                                     |
|---------------|---------------------------------------------------------------------------------|
| Display Name  | Enter a display name for the attribute. For example, Color.                     |
| Internal Name | Enter an internal reference name. For example, Product Color.                   |
| API Name      | Automatically populated, edit if required.                                      |
| Data Type     | Select the data type of the attribute. For example, for color select Character. |
| Table Column  | Automatically populated, edit if required.                                      |

8. Select a **Value Set** from the list, or create one by clicking **Create Value Set**.  
If you're creating a value set, in the Create Value Set page, enter the details for the following fields:

- a. Enter a code for your value set. For example, PRODUCT\_COLOR.
  - b. Enter a description to for the value set. For example, Value set for product colors.
  - c. Select **Product Model** from the **Module** list.
  - d. Select a **Validation Type**. You must select Independent or Format Only for each item extensible attribute that you plan to use with Pricing.
  - e. Select the data type of your value set from the **Value Data Type** list. You must select either Number or Character for the data type. Other data types aren't supported.
  - f. In the Definition section, enter the required details and save.
  - g. Click **Manage Values** to add the values for the value set.
  - h. In the Manage Values page, Click **Create** from the **Actions** drop-down button.
  - i. Add the values you want for your value set. For example, different product colors like blue, red, and so on.
  - j. Click **Save and Close** to navigate back to the Create Attributes page.
9. In the Create Attributes page, the Display Properties are now populated. You can edit this if required.
  - a. Prompt: The prompt for your attribute. For example, Color.
  - b. Display Type: How the values should be displayed. For example, List of Values.
10. Click Save and Close. The attribute for the attribute group is saved, and you're now on the Edit Attribute Group page. You can create more attributes for this group if required. Note down the flexfield code and save.

## Add the Attribute Group to an Item Class

1. With roles allowing access, in the Setup and Maintenance work area, go to:
  - o Offering: Product Management
  - o Functional Area: Items
  - o Task: Manage Item Classes
2. In the Manage Item Classes page, select the Item Class under which you want to add the attribute group and its attributes as extensible attributes. You can select the Root Item Class to add the attribute group to all the item classes.
3. In the Edit Item Class page, click Pages and Attribute Groups tab. On the Attribute Groups subtab, from the Actions drop-down button, click **Select and Add**.
4. Select your attribute group and click **Apply**, then click **OK**. Click **Save** to save the updates to the item class.
5. Navigate to the Pages subtab. Select **Pricing Item Attributes**. If it's not available, add it. See the Add Your Attribute Group to An Item Class section in the Add Your Own Attributes to Items in Pricing topic from the Pricing Administration guide.
6. In the Attributes Group: Pricing Item Attributes section, click **Select and Add** from the **Actions** drop-down button. Select your attribute group. Click **Apply**, then **OK**. Click **Save** to save the updates to the item class.
7. Navigate to the Functional Item Pages subtab and ensure that the following is available:
  - o Functional Area: Pricing
  - o Usage: Pricing
  - o Item page: Pricing Item Attributes

The attribute group is added to the item classes.

## Deploy the Item Extensible Flexfield

After associating the attribute groups to the item classes, you must deploy the extensible flexfield.

1. With roles allowing access, in the Setup and Maintenance work area, go to:
  - o Offering: Product Management
  - o Functional Area: Items
  - o Task: Deploy Item Extensible Flexfields
2. Search for your flexfield code. Select it and click **Deploy Flexfield**.
3. After successful deployment, you must sign out and sign back in to view the EFF configuration on the item.

## Edit the Pricing Matrix Class

You must now add the item attribute to the Pricing Matrix Class.

1. With roles allowing access, from the Navigator, select **Pricing Administration**. In the Overview page, open the **Tasks** panel and select **Manage Matrix Classes**.
2. In the Manage Matrix Classes pages, select **Channel Program Eligibility**.
3. In the Edit Matrix Classes page, click **Add Row** from the **Actions** drop-down list. This creates a new dimension to Channel Program Eligibility.
4. In the **Name** field, enter a name for your dimension. For example, Color.
5. In the **Source Code Name** field, enter a code concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, COLOR\_E.
6. In the **Comparison** field, choose the comparison operator. For example, =.
7. From the **Compare to Attribute** drop-down list, select one of the following. You must select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page. If the data types don't match, then the eligibility rules won't work correctly.
  - o itemExtensibleAttribute.VarcharValue
  - o itemExtensibleAttribute.NumberValue
8. Leave the **Required** check box deselected. Select the **Allow Null** and **Null Is Wildcard** check boxes.
9. From the **Domain** list, select:
  - o **Domain Type:** Item Extensible Attribute
  - o **Data Type:** Select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page
  - o **Attribute:** Select the attribute you created in the Manage Item Attribute Groups and Attributes page.
  - o **Attribute Group Identifier:** ItemExtensibleAttribute.AttributeGroupCode (default value)
  - o **Attribute Identifier:** ItemExtensibleAttribute.AttributeCode (default value)
10. Leave the **Default Value** field blank as it's not used. Click **OK**.
11. Click **Save**.

## Update Channel Lookup

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement

- Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Channel Lookups
2. Search for the extensible lookup: `ORA_CJM_ITEM_LEVEL` and add a new lookup code.
  3. In the **Lookup Code** field, enter the same name as the Source Code Name used for Channel Program Eligibility matrix class (without the concatenated operator). For example, if the Source Code Name in the matrix class is `COLOR_E`, then enter `COLOR` as the lookup code.
  4. Enter values for the remaining fields and click **Save**.

**Note:** For more information about creating extensible flexfields, see User Defined Attribute Groups and Attributes (Extensible Flexfields-EFFs) Setup White Paper (Doc ID 1992317.1) on My Oracle Support at <https://support.oracle.com>.

#### Related Topics

- [Item Attribute Groups and Attributes](#)
- [Product Value Sets: Explained](#)
- [Item Classes](#)
- [Add Your Own Attributes to Items in Pricing](#)
- [Item Specifications and Attributes](#)

## Set Up Program Types

### Predefined Program Templates

Predefined templates are templates of industry defined channel programs and flows supported by Channel Revenue Management.

You can select a predefined template while creating a program type. Types of templates supported:

- Supplier Rebate
- Supplier Annual Program
- Supplier Ship and Debit (from the standpoint of the distributor managing programs from their suppliers)

### Program Code Numbering

The program code is made up of a prefix and a single sequence. Prefix is defined by the program type. The predefined prefix for Supplier Ship and Debit program template is **SSD**, and for Supplier Rebate is **REB**. A single sequence generates numbers from a given starting number stored in the database. This single sequence is across all programs.

**Note:** A prefix can be shared across multiple program types if so determined.

For example, consider two program types prefixed with ABC and DEF:

- 1st program code is ABC1000
- 2nd program code is DEF1001
- 3rd program code is ABC1002

## Manage Program Types

Program types incorporate channel processing guidelines such as defining how a program is created, applied, and processed.

Program types control and simplify program creation. For example, within a predefined program template such as Supplier Ship and Debit, a distributor can configure different flavors of supplier ship and debit as different program types.

You can create and update program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management/Supplier Incentives
  - o Task: Manage Channel Program Types
2. On the Manage Channel Program Types page you can create and update your program types. Click the **Create** icon. The Create Program Type page opens.

### Create Supplier Rebate Program Type

1. From the **Based on Predefined Program Template** drop-down list, select **Supplier Rebate**.
2. Enter a name for your program type in the **Name** field.
3. Enter a code for your program type in the **Program Type Code** field. This code:
  - o Acts as a unique identifier for the program type, and is required.
  - o Is used to identify and synchronize setup data across multiple environments.
  - o Is not available to users in the transactional pages.
4. Update the **Prefix** field if required. This value acts as the prefix for your Program Code while creating a program. The predefined prefix for the supplier rebate template is **REB**.

5. On the Qualifiers tab:
  - a. Select the applicable date contexts for your programs. From the **Qualify Programs Based On** drop-down list select either:
    - **Purchase Order Date:** If you select this, the channel programs created with this program type are qualified by matching them against the date on the PO.
    - **Receipt Transaction Date:** If you select this, the programs are qualified by matching them against the transaction date in the receiving transaction.
    - **Requested Delivery Date:** If you select this, the programs are qualified by matching them against the requested delivery date on the order line.
    - **Requested Ship Date:** If you select this, the programs are qualified by matching them against the requested ship date on the order line.
    - **Shipped Date:** If you select this, the programs are qualified by matching them against the shipped date on the receipt.
    - **Supplier Invoice Date:** If you select this, the programs are qualified by matching them against the invoice date on the supplier invoice.

**Note:** Supplier Invoice Date doesn't apply to supplier rebates via the direct integration to inbound receiving transactions.
  - b. Add the qualifiers you want for your program and market rules. The values in the drop-down list are from the lookup ORA\_CJM\_SUP\_REBATE\_QUAL.
6. On the Optional Defaulting tab:

Specify the defaults for your programs.

  - o **Default Program Currency To:** Select the default currency for your program from the drop-down list. For example, US Dollar.
  - o **Default Discount Type for Product Rules To:** Select the default discount type for your product rule from the drop-down list. Available values are Amount and Percent.
7. Click **Save**. The program type is created in the Draft status.

## Create Supplier Annual Program Type

1. From the **Based on Predefined Program Template** drop-down list, select **Supplier Annual Program**.
2. Enter a name for your program type in the **Name** field.
3. Enter a code for your program type in the **Program Type Code** field. This code:
  - o Acts as a unique identifier for the program type, and is required.
  - o Is used to identify and synchronize setup data across multiple environments.
  - o Is not available to users in the transactional pages.
4. Update the **Prefix** field if required. This value acts as the prefix for your Program Code while creating a program. The predefined prefix for the supplier annual program template is **ANN**.
5. On the Optional Defaulting tab:

Specify the defaults for your programs.

  - o **Default Program Currency To:** Select the default currency for your program from the drop-down list. For example, US Dollar.
  - o **Default Calculation Method:** Select the default calculation method for your program. Available values are Retrospective and Stepped.

- **Default Tier Type:** Select the default tier type for your volume rule. Available values are Purchases and Quantity.
- 6. Click **Save**. The program type is created in the Draft status.

## Create Supplier Ship and Debit Program Type

1. From the **Based on Predefined Program Template** drop-down list, select **Supplier Ship and Debit**.
2. Enter a name for your program type in the **Name** field.
3. Enter a code for your program type in the **Program Type Code** field. This code:
  - Acts as a unique identifier for the program type, and is required.
  - Is used to identify and synchronize setup data across multiple environments.
  - Is not available to users in the transactional pages.
4. Update the **Prefix** field if required. This value acts as the prefix for your Program Code while creating a program. The predefined prefix for the supplier ship and debit template is **SSD**.
5. On the Qualifiers tab:
  - a. Select the applicable date contexts for your programs. From the **Qualify Programs Based On** drop-down list select either:
    - **Ordered Date:** If you select this, the channel programs created with this program type are qualified by matching them against the ordered date on the order.
    - **Requested Ship Date:** If you select this, the channel programs created with this program type are qualified by matching them against the requested ship date on the order line.
  - b. Add the qualifiers you want for your program and market rules. The values in the drop-down list are from the lookup ORA\_CJM\_QUALIFIER\_TYPE.
6. On the Pricing Integration tab:
  - Specify the pricing charge definitions. Pricing uses these to determine the accrual for an item.
    - i. From the **Charge Type** drop-down list, select the type of charge for the items in your program. For example, sale, service, or freight.
    - ii. From the **Charge Subtype** drop-down list, select the subtype for the items in your program. This provides additional details about the charge. For example, the charge is a price or a fee.
  - Specify the pricing basis for your discount types.
    - i. From the **Basis for Percent** drop-down list, select the pricing basis for a discount based on a percentage.
    - ii. From the **Basis for New Cost** drop-down list, select the pricing basis for a discount based on a new cost.

**Note:** You must select the pricing basis if your product rule discount is based on New Cost or Percent.
7. On the Order Management Integration tab:
 

Specify the Order Management action for sales orders created with programs of this program type.

  - **Apply Program Manually To Order:** If you select this check box, the program won't be automatically applied to the eligible sales orders. You have to manually add them from the Manage Incentives dialog box.
  - **Prevent User from Declining a Program:** If you select this check box, you can't remove the program from the sales order after it gets applied.
8. On the Optional Defaulting tab:



Specify the defaults for your programs.

- **Default Program Currency To:** Select the default currency for your program from the drop-down list. For example, US Dollar.
- **Default Discount Type for Product Rules To:** Select the default discount type for your product rule from the drop-down list. Available values are Amount, New Cost, and Percent.

9. Click **Save**. The program type is created in the Draft status.

## Activate Program Types

To activate a program type, with roles allowing access, open your program type from the Manage Program Types page. Click **Activate** on the **Actions** drop-down button. A program type in the draft status can either be activated or deleted.

An active program type can be made inactive. Open the program type and from the **Actions** drop-down button, click **Inactivate**. The status changes to Closed for New Programs.

**Note:** You can delete a program type after its activation only if there aren't any programs associated with the program type.

### Related Topics

- [Manage Pricing Charge Definitions](#)

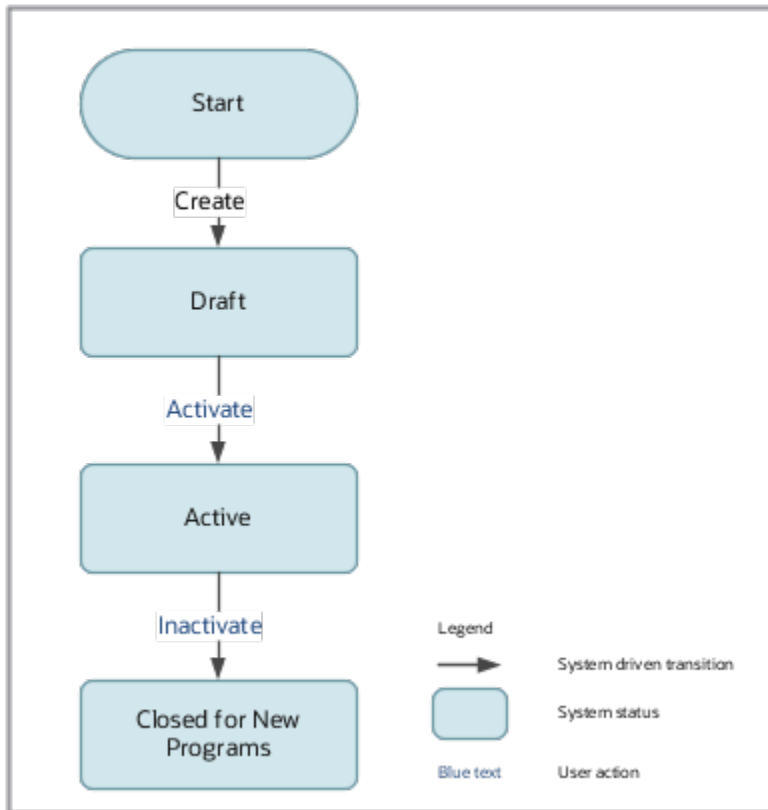
## Program Type Statuses

Use program type statuses to monitor your program types. You can update them from the Manage Program Types page. Statuses for program type are defined in the lookup ORA\_CJM\_PROGRAM\_TYPE\_STATUS. This table shows supported program type statuses.

This table shows supported program type statuses.

| Status                  | Description                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Draft                   | The program type has been created and not activated.                                                                       |
| Active                  | The program type has been activated for use. Only active program types can be used to create a program.                    |
| Closed for New Programs | An active program type can be closed for use in additional programs. These are no longer eligible for use in new programs. |

This figure shows the system status transitions for program types.



# 9 Set Up Adjustments

## Overview of Adjustment Types

Before you can create manual adjustments, you must set up adjustment types. Each adjustment must be classified by an adjustment type for processing to the checkbook and determining what prefix to use in the adjustment number.

The administration of adjustment types is partitioned by reference set. Within this setup, the predefined adjustment type defines how the adjustment type affects the checkbook. For example, the missed supplier accrual adjustments would be based on the Increase Earned predefined adjustment type, because such adjustments would increase earned accruals in the checkbook. Supplier rejection adjustments would be based on the Decrease Earned predefined adjustment type, because such adjustments would decrease earned accruals in the checkbook. In addition, you can specify a prefix that will be used in generating adjustment numbers for each adjustment type.

**Note:** Adjustment types can share the same prefix or they can have different prefixes.

## Set Up Adjustment Numbering

Adjustment numbers consist of a prefix and a single sequence. The prefix is defined in the adjustment type setup. A single sequence generates numbers from a given starting number that's stored in the database and the single sequence is used across all adjustments. The sequence starts at 1000.

Most implementations choose to have the same prefix for adjustment types. However, we also support different prefixes by adjustment type. For example, let's assume two adjustment types prefixed with ABC and DEF respectively:

- For the first adjustment number, the sequence is ABC1000.
- For the second adjustment number, the sequence is DEF1001.
- For the third adjustment number, the sequence is ABC1002.

In this example, the ABC and DEF prefixes were defined in the adjustment type setup, which can be up to any five alphanumeric characters.

### *Related Topics*

- [Reference Data Sets and Sharing Methods](#)

## Manage Adjustment Types

You can create and update adjustment types from the Manage Adjustment Types page.

1. In the Setup and Maintenance work area, go to:
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives

- Task: Manage Channel Adjustment Types
- 2. On the Manage Adjustment Types page, select the **Add** icon to create a new adjustment type.
- 3. Enter a code for your adjustment type in the **Adjustment Type Code** field. This code:
  - Acts as a unique identifier for the adjustment type, and is required.
  - Is used to identify and synchronize setup data across multiple environments.
  - Is not available to users in the transactional pages.
- 4. From the **Set Name** list, select the set for which you want to create the adjustment type.
- 5. Enter the name of your adjustment type in the **Adjustment Type** field.
- 6. From the **Predefined Adjustment Type** drop-down list, select either Decrease Earned or Increased Earned. Predefined adjustment types are defined in the lookup ORA\_CJM\_ADJUSTMENT\_TYPE.
- 7. Enter the prefix you want for your adjustments in the **Prefix** field.
- 8. Enter values for the remaining fields, if required.
- 9. Create adjustment reasons for your adjustment type in the Adjustment Reasons section. Click **Save**.

**Note:** Each adjustment type can have multiple adjustment reasons.

## Manage Adjustment Reasons

These are the reasons for making the adjustments, which you can set up based on your business needs.

You can create and update adjustment reasons for each adjustment type in the Adjustment Reasons section on the Manage Adjustment Types page.

1. Select the adjustment type for which you want to create adjustment reasons. Scroll down to the Adjustment Reason section.
2. Select the **Add** icon to create a new adjustment type.
3. Enter a code for your adjustment reason in the **Adjustment Reason Code** field. This code:
  - Acts as a unique identifier for the adjustment reason, and is required.
  - Is used to identify and synchronize setup data across multiple environments.
  - Is not available to users in the transactional pages.
4. Enter the adjustment reason in the **Adjustment Reason** field.
5. These fields are optional:
  - **Description:** Add a description to better document your reason.
  - **Enable** check box: If this check box is selected, the reason becomes available for selection in the Manage Adjustments page while creating a manual adjustment with the corresponding adjustment type.
  - **Default** check box: If this check box is selected, the reason becomes the default for the adjustment type, and is automatically selected as the adjustment reason while creating a manual adjustment with the corresponding adjustment type.
6. Click **Save**.

# 10 Set Up Customer Claims

## Overview of Customer Claims

Here you can learn about and complete the setup steps that you must perform before you can start processing claims.

Deduction claims are derived from Receivables and you can create manual claims.

You must complete the following setups:

1. Claim Types
2. Claim Reasons
3. Claim Sources and Settlement Methods

The claim source represents how and where the claim was created. The settlement methods represent type of Receivables transactions that are supported for a specific claim source. A claim can be settled with multiple settlement methods.

The following table displays the Receivables action that creates a specific claim source and all the supported settlement methods for each claim source. Configure the settlement methods for each claim source as needed.

| Receivables Action           | Claim Source      | Select 1 Primary Settlement Method                                                                                                                                                                                                                                                                                                                                              | Apply 1 or More Settlement Methods                                                              | Settlement in Receivables                                             |
|------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Create Claim Investigation   | Deduction         | <ul style="list-style-type: none"><li>• Credit Memo on Account<ul style="list-style-type: none"><li>◦ Nonpromotional</li><li>◦ Promotional</li><li>◦ Promotional Pay Over</li></ul></li><li>• Manual Write Off</li></ul>                                                                                                                                                        | <ul style="list-style-type: none"><li>• Open Credit Memos</li><li>• Open Overpayments</li></ul> | <ul style="list-style-type: none"><li>• Automatic Write Off</li></ul> |
| Create Claim Investigation   | Overpayment       | Invoice                                                                                                                                                                                                                                                                                                                                                                         | Open Deductions                                                                                 |                                                                       |
| Create Channel Revenue Claim | Invoice Deduction | <ul style="list-style-type: none"><li>• Credit Memo on Account<ul style="list-style-type: none"><li>◦ Nonpromotional</li><li>◦ Promotional</li><li>◦ Promotional Pay Over</li></ul></li><li>• Credit Memo on Invoice<ul style="list-style-type: none"><li>◦ Nonpromotional</li></ul></li><li>• Chargeback with no other settlement methods</li><li>• Manual Write Off</li></ul> | <ul style="list-style-type: none"><li>• Open Credit Memos</li><li>• Open Overpayments</li></ul> | <ul style="list-style-type: none"><li>• Automatic Write Off</li></ul> |

| Receivables Action           | Claim Source        | Select 1 Primary Settlement Method                                                                                                                                                            | Apply 1 or More Settlement Methods | Settlement in Receivables |
|------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------|
| Create Channel Revenue Claim | Invoice Overpayment | Invoice                                                                                                                                                                                       | Open Deductions                    |                           |
| Not Applicable               | Manual Claim        | <ul style="list-style-type: none"><li>• Credit Memo on Account<ul style="list-style-type: none"><li>◦ Nonpromotional</li><li>◦ Promotional</li><li>◦ Promotional Pay Over</li></ul></li></ul> | None                               |                           |

## Manage Claim Types

Here you'll understand how to manage customer claim types.

Channel Revenue Management has configurable claim types. The administration of claim types is partitioned by reference sets. You can use claim types to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management
  - Task: Manage Channel Claim Types
2. On the Manage Claim Types page, you can create and update your claim types.
3. Click the **Add** icon to create a new claim type. Enter a code for your claim type in the **Claim Type Code** field. This code:
  - Acts as a unique identifier for the claim type.
  - Is required to synchronize the setup data across multiple environments.
  - Is not available to users in the transactional pages.
4. From the **Set Name** list, select the set for which you want to create the claim type.
5. Select the **Sell Side** check box to select the channel flow for which you want the claim type enabled. You can't update this once saved.
6. Enter the name of your claim type in the **Claim Type** field.
7. Enter values for the remaining fields, if required.
  - **Description**: Add a description for your claim type.
  - **From Date** and **To Date**: Add a date range during which your claim type is valid.
8. Select the following value to map your claim type with a transaction type in Receivables.
  - Mapped Transaction Type for Credit Memo: Select **Credit Memo**.
  - Mapped Transaction Type for Invoice: Select **Invoice**.
  - Mapped Transaction Type for Chargeback: Select **Chargeback-NES**
9. Select the desired receivables activity to map your claim type and business unit for a receipt write off and a write-off adjustment settlement transaction in AR.
10. Click **Save**.

## Manage Claim Reasons

Here you'll understand how to manage customer claim reasons.

Channel Revenue Management has configurable claim reasons. The administration of claim reasons is partitioned by reference set. You can use claim reasons to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Claim Reasons
2. On the Manage Claim Reasons page, you can create and update your claim reasons.
3. Click the **Add** icon to create a new claim reason.
4. Enter a code for your claim reason in the **Claim Reason Code** field. This code:
  - o Acts as a unique identifier for the claim reason, and is required.
  - o Is used to identify and synchronize the setup data across multiple environments.
  - o Is not available to users in the transactional pages.
5. From the **Set Name** list, select the set for which you want to create the claim reason.
6. Select the **Sell Side** check boxes to select the channel flow for which you want the claim reason enabled. You can't update this once saved.
7. Enter the name of your claim reason in the **Claim Reason** field.
8. Enter values for the remaining fields, if required.
  - o **Description**: Add a description for your claim reason.
  - o **From Date** and **To Date**: Add a date range during which your claim reason is valid.
9. For Deductions and Settlement, select the following values to map your claim reason to Receivables:
  - o Mapped Credit Memo Reason: Select the Receivables credit memo reason that should be used for deductions settled with credit memos, when using this claim reason, for example Damaged Product.
  - o Mapped Adjustment Reason: Select the Receivables adjustment reason that must be applied to deduction write-offs, for example Offset.
  - o Mapped Chargeback Reason: Select the Receivables Chargeback Reason that should be used for deductions settled with chargebacks, when using this claim reason, for example Offset.
10. Click **Save**. You can't delete a claim reason after saving. You can only update it.

## Manage Customer Claim Sources and Settlement Methods

When a customer claim is settled, Receivables transactions are created based on settlement methods.

You can configure the claim sources and the settlement methods they use for processing from the Manage Claim Sources page. The administration of claim sources is partitioned by reference sets.

1. In the Setup and Maintenance work area, go to:

- Offering: Order Management
  - Functional Area: Channel Revenue Management
  - Task: Manage Channel Claim Sources
2. Click the **Add** icon to create a new claim source.
  3. From the **Set Name** list, select the set for which you want to create the claim source.
  4. From the **Claim Source** drop-down list, select your claim source. The values are from the lookup `ORA_CJM_CLAIM_SOURCE`.
  5. Select the **Enable** check box if you want the claim source to be available for your claims.
  6. Enter the prefix you want for each of your claim source in the **Prefix** field. The value is used in as the prefix along with the generated claim number for each claim belonging to this claim source.
  7. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim source.
    - **Default Claim Type**: Select the claim type you want as the default for your claim source.
    - **Default Claim Reason**: Select the claim reason you want as the default for your claim source.
  8. Select the settlement methods for your claim source from the Available Settlement Methods section. You can set a settlement method as the default for the claim source.
    - Claim settlement methods are defined in the lookup `ORA_CJM_SETTLEMENT_METHOD`.
    - The application that supports a predefined settlement method is defined in the lookup `ORA_CJM_CLAIM_ACCOUNT_FOR`.

| Claim Source | Supported Settlement Method | Accounting For |
|--------------|-----------------------------|----------------|
| Deduction    | Credit Memo – On Account    | Receivables    |

## Configure Pay Over Earnings

Pay over earnings allows for payments to be issued to customers that exceed their available amount or that have no accruals.

The pay over earnings threshold rules are guidelines that decide when this extra payment can be made. You can set a specific amount or percentage above the earned amount to determine how much extra the customer can be paid. Alternatively, you can decide on an unconditional threshold type, which enables you to pay an unlimited amount to the customer.

You can set the pay over earnings options in the customer's trade profile, either at the customer or customer account level, or you can set the options in the Channel Settings.

The pay over earnings process is initiated when you associate earnings through the user interface or REST API to a specific program and the intended amount to be associated is higher than the available earnings.

Depending on how pay over earnings are implemented in your organization, the application considers pay over eligibility based on the value configured in the Customer Trade Profile at the Customer Account level. If the value isn't configured at the Customer Account level, then the application considers the value configured in the Customer Trade Profile at the Customer Level. If both the above values aren't configured, then the application considers the value configured in the Channel Settings to determine eligibility and threshold of pay over earnings for the customer . However, if the values are configured at all three levels, Customer Account, Customer Level, and in the Channel



Settings, then the application considers the setting in the Customer Trade Profile Customer at the Account Level to determine pay over eligibility.

You can configure pay over earnings from the Manage Customer Trade Profiles page as follows:

1. **Navigator > Order Management > Customer Channel Management** or **Deductions and Settlement > Administration** tab. On the Administration page, select **Configure customer trade profiles**.
2. Select a value from the list in the **Pay over Earnings** field. Based on your selection here, you can select the **Threshold Type**, **Threshold Value**, and an **Override Threshold**.

You can also configure pay over earnings from the Manage Settings page.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Settings
2. Enable **Pay Over Earnings** if payments are allowed to exceed program earnings. Based on your selection here, you can configure the **Threshold Type**, **Threshold Value**, and the **Override Threshold** settings. You can also configure the **Automatically Include Programs with Zero Balances** setting if required.

#### *Related Topics*

- [Manage Channel Settings](#)
- [Create Customer Trade Profiles](#)
- [Resolve Promotional Claims](#)



# 11 Set Up Supplier Claims

## Overview of Supplier Claims

Here you can learn about and complete the setup steps that you must perform before you can generate claims.

You must complete the following setups:

1. Claim Types
2. Claim Reasons
3. Claim Sources and Settlement Methods

## Set Up Claims Numbering

Claim numbers consist of a prefix and a single sequence. The prefix is defined in the claim source setup. A single sequence generates numbers from a given starting number that's stored in the database and the single sequence is used across all claims. The sequence starts at 1000.

Implementations may choose to have the same or different prefix across claim sources. Consult the business owners to help make this decision. For example, let's assume two claim sources prefixed with ABC and DEF respectively:

- For the first claim number, the sequence is ABC1000.
- For the second claim number, the sequence is DEF1001.
- For the third claim number, the sequence is ABC1002.

In this example, the ABC and DEF prefixes were defined in the claim source setup, which can be up to any five alphanumeric characters.

## Set Up Supplier Claim Extract

Users must have roles allowing them to generate supplier claims to also generate and view claim extracts.

- The predefined Oracle BI Publisher templates are located under Catalog > Shared Folders > Supply Chain Management > Channel Revenue Management > Claims.

This table shows the template names for claim extracts from various claims.

| Template Name                               | Claim                          |
|---------------------------------------------|--------------------------------|
| Claim Detail Extract Report                 | Supplier ship and debit claims |
| Supplier Annual Claim Detail Extract Report | Supplier annual program claims |

| Template Name                               | Claim                  |
|---------------------------------------------|------------------------|
| Supplier Rebate Claim Detail Extract Report | Supplier rebate claims |

- You can also decide on the columns you want included in the export file, and create a BI Publisher template for it.
- The default format for date is **YYYY/MM/DD**.
- The default format for time stamp is **YYYY/MM/DD HH24:MI:SS**.

#### Related Topics

- [Generate Claim Extract](#)

## Manage Supplier Claim Types

Channel Revenue Management has configurable claim types. The administration of claim types is partitioned by reference sets. You can use claim types to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Channel Claim Types
2. On the Manage Claim Types page, you can create and update your claim types.
3. Click the **Add** icon to create a new claim type.
4. Enter a code for your claim type in the **Claim Type Code** field. This code:
  - Acts as a unique identifier for the claim type, and is required.
  - Is used to identify and synchronize the setup data across multiple environments.
  - Is not available to users in the transactional pages.
5. From the **Set Name** list, select the set for which you want to create the claim type.
6. Use the **Buy Side** and **Sell Side** check boxes to select the channel flows for which you want the claim type enabled. You can't update this once saved.
7. Enter the name of your claim type in the **Claim Type** field.
8. Enter values for the remaining fields, if required.
  - **Description:** Add a description for your claim type.
  - **From Date** and **To Date:** Add a date range during which your claim type is valid.
9. For Deductions and Settlement, select the following values to map your claim type with a transaction type in Receivables.
  - **Mapped Transaction Type for Credit Memo:** Receivables transaction type to be used with the claim type, for deductions that are settled with credit memos.

- **Mapped Transaction Type for Invoice:** Receivables transaction type to be used with the claim type for overpayments that are settled using invoices.
  - **Mapped Transaction Type for Chargeback:** Receivables transaction type to be used with the claim type for deductions that are settled with a chargeback.
10. For Deductions and Settlement, select the desired receivables activity to map your claim type and business unit for a receipt write off and write-off adjustment settlement transaction in AR.
  11. Click **Save**.

## Manage Supplier Claim Reasons

Channel Revenue Management has configurable claim reasons. The administration of claim reasons is partitioned by reference set. You can use claim reasons to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Channel Claim Reasons
2. On the Manage Claim Reasons page, you can create and update your claim reasons.
3. Click the **Add** icon to create a new claim reason.
4. Enter a code for your claim reason in the **Claim Reason Code** field. This code:
  - Acts as a unique identifier for the claim reason, and is required.
  - Is used to identify and synchronize the setup data across multiple environments.
  - Is not available to users in the transactional pages.
5. From the **Set Name** list, select the set for which you want to create the claim reason.
6. Use the **Buy Side** and **Sell Side** check boxes to select the channel flows for which you want the claim reason enabled. You can't update this once saved.
7. Enter the name of your claim reason in the **Claim Reason** field.
8. Enter values for the remaining fields, if required.
  - **Description:** Add a description for your claim reason.
  - **From Date** and **To Date:** Add a date range during which your claim reason is valid.
9. For Deductions and Settlement, select the following values to map your claim reason to Receivables:
  - **Mapped Credit Memo Reason:** Select the Receivables credit memo reason that should be used for deductions settled with credit memos, when using this claim reason.
  - **Mapped Adjustment Reason:** Select the Receivables adjustment reason that must be applied to deduction write-offs.
  - **Mapped Chargeback Reason:** Select the Receivables Chargeback Reason that should be used for deductions settled with chargebacks, when using this claim reason.
10. Click **Save**. You can't delete a claim reason after saving. You can only update it.

# Manage Supplier Claim Sources and Settlement Methods

Based on the application that generates the claim, and the claim amount, the claim class is determined.

The claim class along with the reference set determines the claim source for any claim. When this claim is interfaced to the Financials cloud to collect or pay, it uses the associated settlement method to do so.

You can configure the claim sources and the settlement methods they use for processing from the Manage Claim Sources page. The administration of claim sources is partitioned by reference sets.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management
  - o Functional Area: Channel Revenue Management
  - o Task: Manage Channel Claim Sources
2. Click the **Add** icon to create a new claim source.
3. From the **Set Name** list, select the set for which you want to create the claim source.
4. From the **Claim Source** drop-down list, select your claim source. The values are from the lookup `ORA_CJM_CLAIM_SOURCE`.
5. Select the **Enable** check box if you want the claim source to be available for your claims.
6. Claim classes are derived based on the claim source. Claim classes are defined in the lookup `ORA_CJM_CLAIM_CLASS`.

This table shows the mapping between claim source and claim class.

| Flow                      | Claim Source                          | Claim Class |
|---------------------------|---------------------------------------|-------------|
| Deductions and Settlement | Deduction                             | Deduction   |
| Deductions and Settlement | Invoice Deduction                     | Deduction   |
| Deductions and Settlement | Invoice Overpayment                   | Overpayment |
| Deductions and Settlement | Manual Claim                          | Claim       |
| Deductions and Settlement | Overpayment                           | Overpayment |
| Supplier Annual Program   | Supplier Annual Program - Claim       | Claim       |
| Supplier Annual Program   | Supplier Annual Program - Debit Claim | Debit Claim |

| Flow                    | Claim Source                          | Claim Class                                                                                       |
|-------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------|
| Supplier Rebate         | Supplier Rebate - Claim               | Claim                                                                                             |
| Supplier Rebate         | Supplier Rebate - Debit Claim         | Debit Claim                                                                                       |
| Supplier Ship and Debit | Supplier Ship and Debit - Claim       | Claim<br><br>When a supplier claim is totaled, a positive total is assigned as Claim              |
| Supplier Ship and Debit | Supplier Ship and Debit - Debit Claim | Debit Claim<br><br>When a supplier claim is totaled, a negative total is assigned as Debit Claim. |

7. Enter the prefix you want for each of your claim source in the **Prefix** field. The value is used in as the prefix along with the generated claim number for each claim belonging to this claim source.
8. Enter values for the remaining fields, if required.
  - **Description:** Add a description for your claim source.
  - **Default Claim Type:** Select the claim type you want as the default for your claim source.
  - **Default Claim Reason:** Select the claim reason you want as the default for your claim source.
9. Select the settlement methods for your claim source from the Available Settlement Methods section. You can set a settlement method as the default for the claim source.
  - Claim settlement methods are defined in the lookup `ORA_CJM_SETTLEMENT_METHOD`.
  - The application that supports a predefined settlement method is defined in the lookup `ORA_CJM_CLAIM_ACCOUNT_FOR`.

| Claim Source      | Supported Settlement Methods                                                              | Accounting For |
|-------------------|-------------------------------------------------------------------------------------------|----------------|
| Deduction         | Credit Memo - On Account<br><br>Open Credit Memo<br><br>Open Overpayment<br><br>Write-Off | Receivables    |
| Invoice Deduction | Credit Memo - On Account<br><br>Credit Memo - On Invoice<br><br>Open Credit Memo          | Receivables    |

| Claim Source                          | Supported Settlement Methods                 | Accounting For |
|---------------------------------------|----------------------------------------------|----------------|
|                                       | Open Overpayment<br>Write-Off<br>Chargebacks |                |
| Invoice Overpayment                   | Invoice<br>Open Deduction                    | Receivables    |
| Manual Claim                          | Credit Memo - On Account                     | Receivables    |
| Overpayment                           | Invoice<br>Open Deduction                    | Receivables    |
| Supplier Annual Program - Claim       | AP Debit                                     | Payables       |
| Supplier Annual Program - Debit Claim | AP Default Payment                           | Payables       |
| Supplier Rebate - Claim               | AP Debit                                     | Payables       |
| Supplier Rebate - Debit Claim         | AP Default Payment                           | Payables       |
| Supplier Ship and Debit - Claim       | AP Debit                                     | Payables       |
| Supplier Ship and Debit - Debit Claim | AP Default Payment                           | Payables       |

10. Click **Save**.



# 12 Set Up Channel Revenue Flows

## Manage Channel Lookups

Here you can view, manage, and edit the lookups for Channel Revenue Management.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management/Supplier Incentives
  - o Task: Manage Channel Lookups
2. You can search for and manage the Channel Revenue Management lookups from the Manage Channel Lookups page.

## List of Channel Lookups

This table lists the lookups and their codes available for Channel Revenue Management.

**Note:** You can configure lookups with Lookup Configuration Level: **Extensible** or **User**.

| Lookup Type             | Meaning                          | Description                                                                                                 | Lookup Configuration Level | Lookup Codes                                                                       |
|-------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------|
| ORA_CJM_ACCRUAL_ADJ_FOR | Accrual Adjustment For           | Indicates that the accrual adjustment is done for the supplier.                                             | System                     | SUPPLIER<br>CUSTOMER<br>PARTY                                                      |
| ORA_CJM_ACCRUAL_STATUS  | Accrual Status for Eligible Line | Indicates whether accrual has been computed for the eligible line.                                          | System                     | ORA_CJM_ACCRUAL_PENDING<br>ORA_CJM_ACCRUED<br>ORA_CJM_ERROR                        |
| ORA_CJM_ACCRUAL_TYPE    | Accrual Type                     | Indicates that the accrual is created for the supplier.                                                     | System                     | SUPPLIER                                                                           |
| ORA_CJM_ADJUSTMENT_TYPE | Manual Adjustment Type           | List of manual adjustment types supported in the channel. For example, Increase Earned, or Decrease Earned. | System                     | DECREASE_EARNED<br>INCREASE_EARNED<br>TIER_INCREASE_EARNED<br>TIER_DECREASE_EARNED |

| Lookup Type                    | Meaning                                           | Description                                                                                             | Lookup Configuration Level | Lookup Codes                                                                            |
|--------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------------------------------------------------------------|
| ORA_CJM_ANP_CHECKBOOK_GROUP_BY | Grouping Criteria for Accruals for Annual Program | Indicates the attribute used to summarize the accruals in the annual program checkbook.                 | System                     | ORA_CJM_CATEGORY_OR_ITEM<br>ORA_CJM_ITEM_IN_CATEGORY<br>ORA_CJM_PERIOD                  |
| ORA_CJM_ASSOCIATION_TYPE       | Claim Association Type                            | Indicates the level at which association is performed. For example, Program, Order, Product or Invoice. | System                     | PROGRAM                                                                                 |
| ORA_CJM_BATCH_DATA_SOURCE      | Batch Data Source Type                            | Indicates the transaction type used to categorize the transaction data in the batch.                    | System                     | ORA_RECEIVING_TRX<br>ORA_SALES_ORDER<br>ORA_SUPPLIER_INVOICE_CSV<br>ORA_SALES_ORDER_CSV |
| ORA_CJM_BATCH_LINE_STATUS      | Batch Line Status                                 | List of statuses supported in the channel batch line.                                                   | System                     | ORA_VALIDATED<br>ORA_PROCESSED                                                          |
| ORA_CJM_BATCH_SOURCE_TYPE      | Source for Load Transactions                      | Indicates the source used in the Load Transactions scheduled process.                                   | System                     | RECEIVING_TRX                                                                           |
| ORA_CJM_BATCH_STATUS           | Batch Status                                      | List of statuses supported in the channel batch.                                                        | System                     | ORA_OPEN<br>ORA_VALIDATED<br>ORA_PROCESSED                                              |
| ORA_CJM_BENEFICIARY_TYPE       | Channel Program Beneficiary Type                  | List of beneficiary types supported in the channel. For example, Bill To, Ship To, Customer, or Custom. | System                     | ORA_CJM_BILL_TO_CUSTOMER_ID                                                             |
| ORA_CJM_BUDGET_CATEGORY        | Channel Budget Category                           | List of Budget categories.                                                                              | User                       | SALES<br>VENDOR_REBATE                                                                  |
| ORA_CJM_CHANL_CUST_QUAL        | Qualifier for Customer Programs                   | List of qualifiers supported in customer annual programs.                                               | System                     | ORA_HEADER_BILL_TO_CUSTOMER_ID                                                          |
| ORA_CJM_CHECKBOOK_GROUP_BY     | Grouping Criteria for Accruals                    | Indicates the attribute used to summarize the accruals in the supplier program checkbook.               | System                     | ORA_CJM_ITEM<br>ORA_CJM_PO                                                              |

| Lookup Type                    | Meaning              | Description                                                            | Lookup Configuration Level | Lookup Codes                                                                                                                                                                                                          |
|--------------------------------|----------------------|------------------------------------------------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                      |                                                                        |                            | ORA_CJM_BILL_TO_LOCATION<br><br>ORA_CJM_SHIP_TO_LOCATION                                                                                                                                                              |
| ORA_CJM_CLAIM_ACCOUNTING_FOR   | Claim Accounting For | Indicates whether the claim accounting is for Payables or Receivables. | System                     | PAYABLES<br><br>RECEIVABLES                                                                                                                                                                                           |
| ORA_CJM_CLAIM_CLASS            | Channel Claim Class  | List of claim classes supported in the channel.                        | System                     | CLAIM<br><br>DEBIT_CLAIM<br><br>DEDUCTION<br><br>OVERPAYMENT                                                                                                                                                          |
| ORA_CJM_CLAIM_FOR              | Claim For            | Indicates that the claim is created for the supplier.                  | System                     | SUPPLIER                                                                                                                                                                                                              |
| ORA_CJM_CLAIM_LINE_TYPE        | Claim Line Type      | List of claim line types supported in the channel.                     | System                     | ITEM<br><br>MEMO_LINE<br><br>TAX<br><br>FREIGHT<br><br>ORA_DESCRIPTION                                                                                                                                                |
| ORA_CJM_CLAIM_PAY_OVER_EARNING | Pay Over Earnings    | Indicates whether the pay over earning is allowed or not.              | System                     | ORA_ALLOW<br><br>ORA_DISALLOW                                                                                                                                                                                         |
| ORA_CJM_CLAIM_SOURCE           | Channel Claim Source | List of claim sources supported in the channel claim.                  | System                     | CLAIM<br><br>CLAIM_INVESTIGATION_DED<br><br>CLAIM_INVESTIGATION_OPM<br><br>INVOICE_DEDUCTION<br><br>INVOICE_OVERPAYMENT<br><br>SA_CLAIM<br><br>SA_DEBIT_CLAIM<br><br>SSD_CLAIM<br><br>SSD_DEBIT_CLAIM<br><br>SR_CLAIM |

| Lookup Type                    | Meaning                                  | Description                                                                       | Lookup Configuration Level | Lookup Codes                                                                                                                         |
|--------------------------------|------------------------------------------|-----------------------------------------------------------------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                          |                                                                                   |                            | SR_DEBIT_CLAIM                                                                                                                       |
| ORA_CJM_CLAIM_STATUS           | Channel Claim Status                     | List of statuses supported in the channel claim.                                  | System                     | APPROVAL_PENDING<br>APPROVAL_REJECTED<br>CANCELLED<br>NETTING_IN_PROG<br>OPEN<br>UPDATE_IN_PROGRESS<br>SETTLED<br>SETTLEMENT_PENDING |
| ORA_CJM_CLM_PAY_OVER_THLD_TYPE | Pay Over Earnings Threshold Type         | List of the threshold types used for pay over earnings.                           | System                     | ORA_AMOUNT<br>ORA_PERCENTAGE<br>ORA_UNCONDITIONAL                                                                                    |
| ORA_CJM_CODE_MAPPING_TYPE      | Channel Code Mapping Type                | Indicates the mapping types for customer mappings.                                | System                     | ORA_CLAIM_REASON                                                                                                                     |
| ORA_CJM_CUST_CHKBK_TYPE        | Type of Data Shown in Customer Checkbook | Indicates whether to show customer balances, program balances, or total balances. | System                     | ORA_CUSTOMER_BAL<br>ORA_PROGRAM_BAL<br>ORA_TOTAL_BAL                                                                                 |
| ORA_CJM_CUST_CLAIM_ASSOC_TYPE  | Association Type for Customer Claims     | Indicates the level at which accrual association is performed in customer claims. | System                     | ORA_PROGRAM                                                                                                                          |
| ORA_CJM_CUST_CLAIM_RESOL_TYPE  | Resolution Type for Customer Claims      | Indicates the resolution types supported in customer claims.                      | System                     | ORA_PROMOTIONAL<br>ORA_NON_PROMOTIONAL                                                                                               |
| ORA_CJM_CUST_REB_PERCENT_BASIS | Percent Basis for Customer Rebates       | List of pricing bases for percent supported in customer rebate programs.          | System                     | ORA_UNIT_LIST_PRICE<br>ORA_UNIT_SELLING_PRICE                                                                                        |
| ORA_CJM_CUST_REBATE_DATE_QUAL  | Date Qualifier for Customer Rebates      | Indicates the date qualifiers supported in customer rebates.                      | System                     | ACTUAL_SHIP_DATE<br>SALES_INVOICE_DATE<br>ORDERED_DATE<br>REQ_ARRIVAL_DATE                                                           |

| Lookup Type                    | Meaning                                            | Description                                                                                                                 | Lookup Configuration Level | Lookup Codes                                                                                                                                                      |
|--------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                    |                                                                                                                             |                            | REQ_SHIP_DATE                                                                                                                                                     |
| ORA_CJM_CUST_REBATE_QUAL       | Qualifier for Customer Rebates                     | List of qualifiers supported in customer rebate programs.                                                                   | Extensible                 | ORA_HEADER_BILL_TO_CUSTOMER_ID<br>ORA_HEADER_BILL_TO_SITE_USE_ID<br>ORA_ORDER_LINE_TYPE<br>ORDER_TYPE<br>SALESPERSON_ID<br>SHIP_TO_PARTY_SITE_ID<br>ORA_WAREHOUSE |
| ORA_CJM_CUST_CLM_ACCRUE_TO_LVL | Level of Accrue To for Customer Claim Associations | Indicates the level of accrue to supported in customer claim associations.                                                  | System                     | ORA_ALL_ACCT_RELATIONSHIP<br>ORA_BILL_TO_RELATIONSHIP<br>ORA_RECIPROCAL_RELATIONSHIP                                                                              |
| ORA_CJM_CUST_CLM_CALENDAR_YEAR | Calendar Year for Customer Claim Associations      | Indicates the calendar years supported in customer claims associations.                                                     | System                     | ORA_CURRENT_YEAR<br>ORA_LAST_YEAR                                                                                                                                 |
| ORA_CJM_CUST_PROG_ITEM_LEVEL   | Item Level for Product Rules in Customer Programs  | Item levels supported in product rules for customer programs.                                                               | Extensible                 | ORA_ITEM<br>ORA_ALL_ITEMS                                                                                                                                         |
| ORA_CJM_CUSTOMER_OR_SUPPLIER   | Generic Customer or Supplier List of Values        | Generic list of values used to select either the customer or supplier option.                                               | System                     | ORA_SUPPLIER<br>ORA_CUSTOMER                                                                                                                                      |
| ORA_CJM_DISCOUNT_APPLIED_TO    | Discount Applied To                                | Choices to indicate the grouping option used when applying the channel program. For example, Single line or Group of lines. | System                     | LINE - Single line                                                                                                                                                |
| ORA_CJM_DISP_TYPE_STATUS       | Filter Records by Status                           | Filter used to sort records based on one of the following statuses: enabled, disabled or all statuses.                      | System                     | Y<br>N<br>ALL                                                                                                                                                     |

| Lookup Type                    | Meaning                                                    | Description                                                                                                       | Lookup Configuration Level | Lookup Codes                                                                                                                                                       |
|--------------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ORA_CJM_DISTRIBUTION_TYPE      | Product Distribution Type                                  | List of product distribution types supported in the lump sum program.                                             | System                     | ORA_EVEN<br>ORA_AMOUNT<br>ORA_PERCENT                                                                                                                              |
| ORA_CJM_DOCUMENT_TYPE          | Channel Document Type                                      | Indicates the document type.                                                                                      | System                     | ORA_RECEIVING_TRX                                                                                                                                                  |
| ORA_CJM_ESS_PARAM_PROCESS_MODE | Program Process Mode                                       | Indicates whether the program runs in preview mode or update mode.                                                | System                     | PREVIEW - In preview mode, the program reports the accounting exceptions.<br><br>UPDATE - In update mode, the program sweeps the unaccounted channel transactions. |
| ORA_CJM_GEN_SUP_CLM_DATE_TYPE  | Date Type for Generate Supplier Claims                     | Indicates the date type used for identifying eligible accruals in the Generate Supplier Claims scheduled process. | System                     | ACCT_DATE<br>REQ_ACCT_DATE                                                                                                                                         |
| ORA_CJM_INITIATED_BY           | Initiated By                                               | Indicates whether the program is created by an internal or external user.                                         | System                     | ORA_CJM_INTERNAL<br>ORA_CJM_EXTERNAL                                                                                                                               |
| ORA_CJM_ITEM_LEVEL             | Channel Program Item Level                                 | List of item levels supported in the channel program. For example, Item or All Items.                             | Extensible                 | ALL_ITEMS<br>ITEM                                                                                                                                                  |
| ORA_CJM_ITEM_VAL_ORG_SETUP_IN  | Applications with the item validation organization setting | List of applications from where channel retrieves the item validation organization setting.                       | System                     | ORA_RECEIVABLES<br>ORA_PRICING                                                                                                                                     |
| ORA_CJM_LINE_DISCOUNT_TYPE     | Line Discount Type                                         | Discount types supported in the channel program. For example, amount, percent, or new cost.                       | System                     | DISCOUNT_AMOUNT<br>DISCOUNT_PERCENT<br>NEW_COST<br>NEW_PRICE                                                                                                       |
| ORA_CJM_LINE_SOURCE_TYPE       | Claim Line Source Type                                     | List of line source types supported in the channel.                                                               | System                     | PROGRAM                                                                                                                                                            |
| ORA_CJM_LS_QUALIFIER           | Lump Sum Program Qualifier                                 | List of qualifiers supported in Lump Sum programs.                                                                | System                     | ORA_BILL_TO_CUSTOMER_ACCOUNT                                                                                                                                       |

| Lookup Type                    | Meaning                                 | Description                                                                       | Lookup Configuration Level | Lookup Codes                                                                                         |
|--------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------|
| ORA_CJM_MANUAL_ADJ_STATUS      | Manual Adjustment Status                | List of statuses supported in the manual adjustment.                              | System                     | APPROVAL_PENDING<br>APPROVAL_REJECTED<br>APPROVED<br>OPEN<br>SUCCESSFUL                              |
| ORA_CJM_MASS_SETTLEMENT_METHOD | Channel Claim Mass Settlement Method    | List of settlement methods supported in the mass settle page.                     | Extensible                 | ORA_CJM_CREDIT_MEMO<br>ORA_CJM_WRITE_OFF                                                             |
| ORA_CJM_ORDER_GL_POST_PHASE    | Order Line Phase to Create GL Entries   | Order line phase at which GL entries are created.                                 | System                     | INVOICED                                                                                             |
| ORA_CJM_PGM_CHKKBK_TYPE        | Type of Data Shown in Program Checkbook | Indicates whether to show customer balances, bill to balances, or total balances. | System                     | ORA_CUSTOMER_BAL<br>ORA_BILL_TO_BAL<br>ORA_TOTAL_BAL                                                 |
| ORA_CJM_PRICING_APP_DATE_TYPE  | Channel Program Application Date Type   | Sales order date type used for evaluating channel program eligibility.            | System                     | ORDERED_DATE<br>REQ_SHIP_DATE                                                                        |
| ORA_CJM_PROG_ITEM_LEVEL        | Item Level for Product Rules            | Item levels supported in product rules evaluated in Channel Revenue Management.   | System                     | ORA_ALL_ITEMS<br>ORA_ITEM<br>ORA_ITEM_CATEGORY                                                       |
| ORA_CJM_PROGRAM_STATUS         | Channel Program Statuses                | List of statuses supported in the channel program.                                | System                     | ACTIVE<br>APPROVAL_PENDING<br>APPROVAL_REJECTED<br>DRAFT<br>TERMINATED<br>SUPPLIER_DRAFT<br>DECLINED |
| ORA_CJM_PROGRAM_TYPE           | Channel Program Template                | List of program templates supported in Channel Revenue Management.                | System                     | SUPPLIER_ANNUAL_PROGRAM<br>SUPPLIER_SHIP_AND_DEBIT<br>SUPPLIER_REBATE                                |

| Lookup Type                 | Meaning                         | Description                                                                                | Lookup Configuration Level | Lookup Codes                                                                                                                        |
|-----------------------------|---------------------------------|--------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
|                             |                                 |                                                                                            |                            | CUSTOMER_REBATE<br>CUSTOMER_LUMP_SUM<br>CUSTOMER_ANNUAL_VOLUME                                                                      |
| ORA_CJM_PROGRAM_TYPE_STATUS | Channel Program Type Statuses   | List of statuses supported in the channel program type.                                    | System                     | ACTIVE<br>CLOSED<br>DRAFT<br>PREDEFINED                                                                                             |
| ORA_CJM_QUALIFIER_OPERATOR  | Qualifier Operator              | List of operators supported while adding qualifiers in channel.                            | System                     | E (=)<br>NE (<=)                                                                                                                    |
| ORA_CJM_QUALIFIER_TYPE      | Channel Program Qualifier       | List of qualifiers supported in Channel Revenue Management.                                | Extensible                 | BILL_TO_CUSTOMER_ID<br>ORDER_TYPE<br>SALESPERSON_ID<br>SOLD_TO_PARTY_ID<br>SHIP_TO_PARTY_SITE_ID<br>SALESPERSON_ID<br>ORA_WAREHOUSE |
| ORA_CJM_SALES_METHOD        | Sales Method                    | Source of sales for which a rebate program is applicable. For example, Direct or Indirect. | System                     | B - Both<br>D - Direct                                                                                                              |
| ORA_CJM_SETTLEMENT_DOC_TYPE | Settlement Document Type        | Indicates whether the settlement document line is a transaction or instrument.             | System                     | TRANSACTION<br>INSTRUMENT                                                                                                           |
| ORA_CJM_SETTLEMENT_METHOD   | Channel Claim Settlement Method | List of settlement methods supported in channel claims.                                    | Extensible                 | AP_DEBIT<br>AP_DEFAULT<br>CM_ON_ACCOUNT<br>CM_ON_INVOICE<br>PRE_OPEN_CREDIT<br>ON_ACCOUNT_INV<br>OPEN_DED                           |



| Lookup Type                    | Meaning                                                 | Description                                                                | Lookup Configuration Level | Lookup Codes                                                                                               |
|--------------------------------|---------------------------------------------------------|----------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------|
|                                |                                                         |                                                                            |                            | OPEN_OPM<br>WRITE_OFF<br>ORA_CHARGEBACK                                                                    |
| ORA_CJM_SUP_RBT_DISC_TYPE      | Discount Type for Supplier Rebates                      | Discount types supported in supplier rebate programs.                      | System                     | ORA_DISCOUNT_PERCENT<br>ORA_DISCOUNT_AMOUNT<br>ORA_NEW_PRICE                                               |
| ORA_CJM_SUP_RBT_EARN_ACCR_EVT  | Event for Triggering Earned Accrual for Supplier Rebate | Indicates the event for triggering supplier rebate accrual.                | System                     | ORA_CJM_ACCR_EVT_RECEIPT<br>ORA_CJM_ACCR_EVT_SUPPL_INVOICE                                                 |
| ORA_CJM_SUP_RBT_NEW_PRIC_BASIS | New Price Basis for Supplier Rebates                    | List of pricing bases for new price supported in supplier rebate programs. | Extensible                 | ORA_PO_LINE_UNIT_PRICE                                                                                     |
| ORA_CJM_SUP_RBT_PERCENT_BASIS  | Percent Basis for Supplier Rebates                      | List of pricing bases for percent supported in supplier rebate programs.   | Extensible                 | ORA_PO_LINE_UNIT_PRICE                                                                                     |
| ORA_CJM_SUP_REBATE_DATE_QUALFR | Date Qualifier for Supplier Rebates                     | Indicates the date qualifiers supported in supplier rebates.               | System                     | PO_DATE<br>RECEIPT_TRX_DATE<br>REQ_DELIVERY_DATE<br>REQ_SHIP_DATE<br>SHIPPED_DATE<br>SUPPLIER_INVOICE_DATE |
| ORA_CJM_SUP_REBATE_QUAL        | Qualifier Type for Supplier Rebates                     | List of qualifiers supported in supplier rebate programs.                  | Extensible                 | ORA_BILL_TO_LOCATION<br>ORA_SHIP_TO_LOCATION<br>ORA_TRANSACTION_REASON                                     |
| ORA_CJM_SUPPLIER_INV_REASON    | Reason for Supplier Invoice Correction                  | List of reasons for correcting an invoice.                                 | Extensible                 | -                                                                                                          |
| ORA_CJM_TIER_CALC_METHOD       | Tier Calculation Method                                 | List of tier calculation methods supported in programs.                    | System                     | ORA_RETROSPECTIVE<br>ORA_STEPPED                                                                           |

| Lookup Type              | Meaning                          | Description                                                                         | Lookup Configuration Level | Lookup Codes                     |
|--------------------------|----------------------------------|-------------------------------------------------------------------------------------|----------------------------|----------------------------------|
| ORA_CJM_TIER_TYPE        | Channel Program Tier Type        | Tier types supported in the channel program.                                        | System                     | ORA_QUANTITY<br>ORA_AMOUNT       |
| ORA_CJM_TRANSACTION_TYPE | Channel Transaction Type         | List of transaction types supported in channel. For example, Accrual or Adjustment. | System                     | ACCRUAL<br>ADJUSTMENT            |
| ORA_CJM_USER_STATUS_FOR  | User Status For                  | Indicates channel object type for which the user status is created.                 | System                     | CLAIM<br>PROGRAM<br>PROGRAM_TYPE |
| ORA_CJM_YES_NO           | Generic Yes or No List of Values | Generic Yes or No list of values.                                                   | System                     | Y - Yes<br>N - No                |

## Manage Channel Profile Options

Here you can view and manage profile options for Channel Revenue Management.

1. In the Setup and Maintenance work area, go to:
  - o Offering: Order Management/Procurement
  - o Functional Area: Channel Revenue Management/Supplier Incentives
  - o Task: Manage Channel Profile Options
2. On the Manage Channel Profile Options page:
  - o The Search Results: Profile Option section displays details of the profile option code, the profile display name, the application and its module that uses the profile option, the start and end dates, and the description of the profile option that you search for.
  - o The Profile Option: Profile Values section displays the profile level set for the profile option.

## List of Channel Profile Options

This table lists the profile options available for Channel Revenue Management.

| Profile Display Name             | Profile Option Code          | Description                                                                                                   |
|----------------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------|
| Channel Currency Conversion Type | CJM_CURRENCY_CONVERSION_TYPE | Use this option to specify the conversion rate type to be used during currency conversions at the site level. |

| Profile Display Name                                    | Profile Option Code                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Credit Method for Installments                          | ORA_CJM_AR_CR_MTHD_FOR_INSTL          | <p>For Deductions and Settlement</p> <p>Use this option to specify how installments must be credited in Receivables for transactions with multiple installments, when settling with the settlement method Credit Memo - On Invoice. This option is for the site level. Values can be:</p> <ul style="list-style-type: none"> <li>FIFO: First in First Out. Credits the first installment first.</li> <li>LIFO: Last In First Out. Credits the last installment first.</li> <li>Prorate: Credits the installments of the credited transactions and prorate them based on the amount remaining for each installment.</li> </ul>                        |
| Credit Method for Accounting Rules                      | ORA_CJM_AR_CR_MTHD_FOR_RULE           | <p>For Deductions and Settlement</p> <p>Use this option to specify how the accounting entries must be reversed in Receivables by the settlement method Credit Memo - On Invoice, if accounting rules are used. This option is for the site level. Values can be:</p> <ul style="list-style-type: none"> <li>LIFO: Last In First Out. Starts from the last accounting period and reverses all prior periods till the credit memo is used up.</li> <li>Prorate: Credits an equal percentage to all the account assignments for the invoice.</li> <li>Unit: Reverses revenue for the number of units specified in the original invoice line.</li> </ul> |
| Calendar Year Filter in Available Accruals Search       | ORA_CJM_AVAIL_ACCR_CAL_YEAR_FILTER    | <p>Use this option to specify the calendar year filter used to search available accruals. This option can be used at the site or user levels. The default value is set at the site level.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Group by in Available Accruals Search                   | ORA_CJM_AVAIL_ACCR_GROUP_BY           | <p>Use this option to specify the association type used to group results in the available accruals search. This profile can be used at the site or user levels. The default value is set at the site level.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Minimum Number of Days of Receipt Data for Initial Load | ORA_CJM_MIN_DAYS_INITIAL_LOAD_RECEIPT | <p>For Supplier Rebates</p> <p>Use this option to specify the number of days of receipt data that must be processed in the initial (first) run of the Load Transactions process at the site level. When:</p> <p>N = Minimum Number of Days of Receipt Data For Initial Load</p> <p>D1 = Start date of the active program with the earliest start date.</p> <p>D2 = D1 - N</p>                                                                                                                                                                                                                                                                        |

| Profile Display Name | Profile Option Code | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      |                     | <ul style="list-style-type: none"> <li>If D2 &lt;= Today's date, the initial start date for Load Transactions is D2.</li> <li>If D2 &gt; Today's date, the initial start date for Load Transactions is Today - N days.</li> <li>If there are no active programs, the initial start date for Load Transactions is Today - N days.</li> <li>Default value for Minimum Number of Days of Receipt Data For Initial Load is set as 30 days, if the profile value is cleared or a negative value is entered.</li> </ul> <p>The profile option is used to determine how far back in days your implementation wants to collect receiving transactions from when you first execute the Load Transactions process. This profile is only used the first time you run the Load Transactions scheduled process. After the first run, the application tracks when the process was last performed. So from the next run onward, it collects only the new receiving transactions.</p> <p>For example, if you're running the first Load Transactions process on Dec 14th and the implementation wants to bring in 1 month of transactions prior to a Jan 1st go-live date, then your initial load on Dec 14th should set Minimum Number of Days of Receipt Data from Initial Load to 14 days.</p> |

## Manage Channel Messages

Here you can view, edit, and add new messages for Channel Revenue Management.

- In the Setup and Maintenance work area, go to:
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Channel Messages
- On the Manage Channel Messages page, you can search for, and edit existing messages, or create your custom messages.

**Note:** Before creating a new message, check the existing messages to see if it meets your need.

- To create a new message, click the **New** icon, or select **New** from the **Actions** drop-down list.

4. On the Create Message page, enter your message details. The following attributes are required:

| Attribute    | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Message Name | Enter a unique name with the format: APPLICATIONSHORTNAME_LBA/SUB-LBA_MESSAGE DESCRIPTION. For example, CJM_ADJ_SUP_ATTRIB_NO_INPUT. Use all uppercase letters, and don't use symbols. <ul style="list-style-type: none"><li>Don't include spaces within the name, or at the start or end of the name. Use underscore characters to separate parts of the message name.</li><li>Don't include message numbers in the name.</li></ul> |
| Application  | Channel Revenue Management                                                                                                                                                                                                                                                                                                                                                                                                           |
| Module       | Select the area for which the message is created. For example, common.                                                                                                                                                                                                                                                                                                                                                               |
| Message Type | Select the type of the message, for example, error, warning and so on.                                                                                                                                                                                                                                                                                                                                                               |
| Short Text   | Enter the message that you want to use.                                                                                                                                                                                                                                                                                                                                                                                              |

5. If you're using tokens, in the Message Tokens area, select New and add the token details. A token is a placeholder for variable content, such as text or a number. Channel Revenue Management replaces the token with the value at runtime.
6. Click **Save and Close**.

For more information, see the Configuring and Extending Applications guide for Oracle Applications Cloud.

## Manage Channel Descriptive Flexfields

Here you can view and manage descriptive flexfields for Channel Revenue Management.

- In the Setup and Maintenance work area, go to:
  - Offering: Order Management/Procurement
  - Functional Area: Channel Revenue Management/Supplier Incentives
  - Task: Manage Channel Descriptive Flexfields
- On the Manage Descriptive Flexfields page, search for the Channel flexfield.

### Channel Descriptive Flexfields

These DFFs are available to manage additional information for Channel Revenue Management.

| Name                          | Flexfield Code            | Description                                                                  |
|-------------------------------|---------------------------|------------------------------------------------------------------------------|
| Channel Program Header DFF    | CJM_PROGRAMS              | Fields for additional information about the channel program header.          |
| Channel Program Product Rules | CJM_PROGRAM_PRODUCT_RULES | Fields for additional information about a product rule of a channel program. |
| Channel Claim Header DFF      | CJM_CLAIMS                | Fields for additional information about the channel claim header.            |
| Customer Claim Header DFF     | CCJM_CUSTOMER_CLAIMS      | Fields for additional information about the customer claim header.           |
| Channel Document Header DFF.  | CJM_DOCUMENT_HEADER_DFF   | Fields to capture additional information about the channel document header.  |
| Channel Document Line DFF     | CJM_DOCUMENT_LINE_DFF     | Fields to capture additional information about the channel document line.    |

*Related Topics*

- [Overview of Flexfields](#)

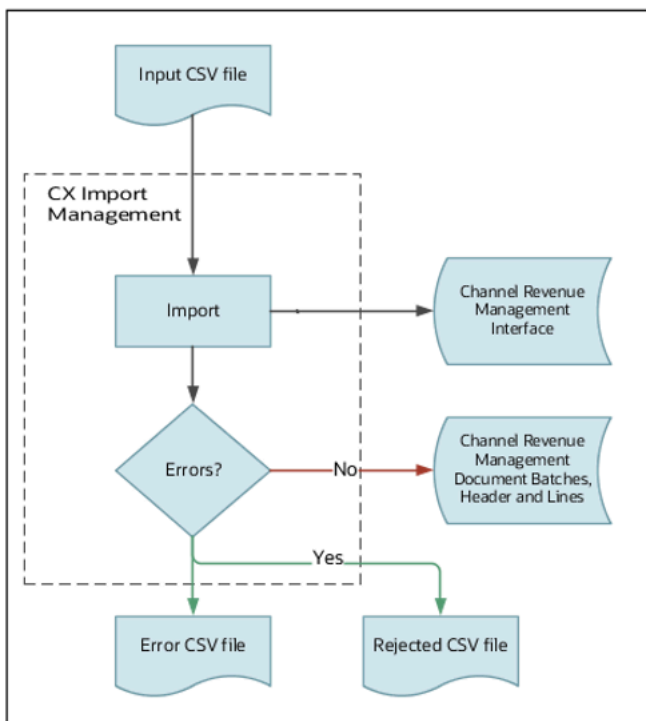
# 13 Set Up Import

## Import Customer Invoices

You can import customer invoices from CSV files into Channel Revenue Management using the Import Management application.

Import Management can be accessed from Tools > Import Management.

Consideration: If you import sales invoices via the CSV file (Batch Transaction Type = ORA\_SALES\_ORDER\_CSV), then you must first import the CSV file, and then schedule the Create Accruals for Channel Batch process to create accruals.



## How to Handle Errors

Here are some tips to handle errors that may occur during the import process:

- The import process provides you with an error.csv file and a reject.csv file for a given import. All the errors are in the error.csv file. The reject.csv file is a copy of your source CSV with additional columns with error messages.
- Correct the errors in the reject.csv file. Remember to remove the first and last columns and save as a new CSV file.
- Import the new CSV file.

**Note:** You must fix all the errors in the CSV file before rerunning the import. A batch is created only if there are no validation errors.

## Attributes Required from Oracle Fusion Cloud Applications

You must set up these attributes that are part of various Oracle Fusion Cloud applications for importing sales invoices.

| Application                    | Attribute                                        | Required?                         |
|--------------------------------|--------------------------------------------------|-----------------------------------|
| HR foundation in HCM           | Business Unit                                    | Yes                               |
| Financials foundation          | Currency                                         | Yes                               |
| Product Information Management | Item                                             | Yes                               |
| Product Information Management | UOM                                              | Yes                               |
| Pricing                        | Item Validation Organization (Pricing Parameter) | Yes                               |
| Receivables                    | Bill-to Customer, Account and Site               | Yes                               |
| TCA                            | Ship-to Customer, Site                           | Yes                               |
| TCA                            | Sold-to Customer                                 | Yes                               |
| TCA                            | Salesperson                                      | Yes, if specified in the CSV file |
| Order Management               | Sales Order Type                                 | Yes, if specified in the CSV file |
| Order Management               | Sales Order Line Type                            | Yes, if specified in the CSV file |
| Receivables                    | Sales Invoice Type                               | Yes, if specified in the CSV file |
| Receivables                    | Sales Invoice Line Type                          | Yes, if specified in the CSV file |
| Inventory                      | Warehouse                                        | Yes, if specified in the CSV file |

## Sales Invoice Attributes

You must use Channel Batch Transaction as the import object. The attribute Batch Transaction Type is a required attribute. For sales invoices, it's ORA\_SALES\_ORDER\_CSV. You can either download the Channel Batch Transaction template or map your template against the attributes in the Channel Batch Transaction object. The following attributes are available for sales invoices:

| Display Name           | Attribute Name       | Description                                                                                                                                           | Required | Validated |
|------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
| Batch Transaction Type | BatchTransactionType | The transaction type used to categorize the transaction data in the batch.                                                                            | Yes      | Yes       |
| Bill of Lading         | BillOfLadingNumber   | A carrier's contract and receipt for the goods that the carrier agrees to transport from a specific origin address to a specific destination address. | -        | No        |



| Display Name                     | Attribute Name             | Description                                                                      | Required    | Validated |
|----------------------------------|----------------------------|----------------------------------------------------------------------------------|-------------|-----------|
| Bill-to Account                  | BillToAccount              | The account number of the bill-to customer.                                      | Conditional | Yes       |
| Bill-to Account ID               | BillToAccountID            | The unique identifier for the bill-to account.                                   | Conditional | Yes       |
| Bill-to Account Site             | BillToAccountSite          | Indicates the unique user-friendly identifier of the customer account site.      | Conditional | Yes       |
| Bill-to Account Site ID          | BillToAccountSiteID        | Indicates the unique identifier of the customer account site.                    | Conditional | Yes       |
| Bill-to Customer                 | BillToCustomer             | The name of the bill-to customer.                                                | Conditional | Yes       |
| Bill-to Customer ID              | BillToCustomerID           | The unique identifier for the bill-to customer.                                  | Conditional | Yes       |
| Bill-to Customer Registry ID     | BillToCustomerRegistryID   | The user-friendly unique identifier for the bill-to customer.                    | Conditional | Yes       |
| Business Unit                    | BusinessUnit               | The business unit for the transaction.                                           | Conditional | Yes       |
| Business Unit ID                 | BusinessUnitId             | The unique identifier for the business unit.                                     | Conditional | Yes       |
| Comments                         | Comments                   | The comments for the transaction.                                                | -           | No        |
| Currency                         | Currency                   | The currency code for the transaction.                                           | Yes         | Yes       |
| Item                             | ItemNumber                 | The inventory item number.                                                       | Conditional | Yes       |
| Item Description                 | ItemDescription            | The description for the item.                                                    | -           | No        |
| Item ID                          | ItemID                     | The unique identifier for the inventory item.                                    | Conditional | Yes       |
| Line Comments                    | LineComments               | The comments for the transaction line.                                           | -           | No        |
| Original Sales Order Line Number | OriginalSalesOrderLineNum  | The line number for the original sales order line.                               | -           | No        |
| Original Sales Order Number      | OriginalSalesOrderNumber   | The sales order number for the original sales order.                             | -           | No        |
| Original System Line Reference   | OriginalSystemLineReferenc | The original document reference for the transaction line in the external system. | -           | No        |
| Original System Reference        | OriginalSystemReference    | The original document reference for the transaction in the external system.      | -           | No        |

| Display Name               | Attribute Name          | Description                                                                                | Required | Validated |
|----------------------------|-------------------------|--------------------------------------------------------------------------------------------|----------|-----------|
| Original System Source     | OriginalSystemSource    | The name of the system source.                                                             | Yes      | No        |
| Purchase Order Line Number | PurchaseOrderLineNumber | The unique identifier for the purchase order line.                                         | -        | No        |
| Purchase Order Number      | PurchaseOrderNumber     | The purchase order document number.                                                        | -        | No        |
| Requested Arrival Date     | RequestedArrivalDate    | The original date the customer requested the item arrive on.                               | -        | No        |
| Requested Ship Date        | RequestedShipDate       | The original date the customer requested the item ship on.                                 | -        | No        |
| Sales Invoice Date         | SalesInvoiceDate        | The date that appears on a customer invoice.                                               | Yes      | No        |
| Sales Invoice Line Number  | SalesInvoiceLineNumber  | The unique identifier for the invoice line.                                                | Yes      | No        |
| Sales Invoice Line Type    | SalesInvoiceLineType    | Indicates whether the invoice line corresponds to an item, tax, freight, or miscellaneous. | -        | Yes       |
| Sales Invoice Number       | SalesInvoiceNumber      | The invoice number for the customer invoice.                                               | Yes      | No        |
| Sales Invoice Type         | SalesInvoiceType        | The invoice type for the invoice.                                                          | -        | Yes       |
| Sales Order Date           | SalesOrderDate          | The ordered date on the sales order.                                                       | Yes      | No        |
| Sales Order Line Number    | SalesOrderLineNumber    | The unique identifier for the sales order line.                                            | Yes      | No        |
| Sales Order Line Type      | SalesOrderLineType      | Defines the system behavior for the order line transaction.                                | -        | Yes       |
| Sales Order Number         | SalesOrderNumber        | The identifier for the sales order.                                                        | Yes      | No        |
| Sales Order Type           | SalesOrderType          | The name of the type of order that was placed.                                             | -        | Yes       |
| Salesperson                | Salesperson             | The person who is engaged in the sale of goods and services.                               | -        | Yes       |
| Salesperson ID             | SalespersonID           | The unique identifier for the salesperson.                                                 | -        | Yes       |
| Salesperson Number         | SalespersonNumber       | The unique user-friendly number that is associated with the salesperson.                   | -        | Yes       |

| Display Name                 | Attribute Name           | Description                                                                   | Required    | Validated |
|------------------------------|--------------------------|-------------------------------------------------------------------------------|-------------|-----------|
| Shipment Number              | ShipmentNumber           | The unique identifier of a shipment.                                          | -           | No        |
| Shipped Date                 | ShippedDate              | The date the shipment was actually sent.                                      | -           | No        |
| Shipped Quantity             | ShippedQuantity          | The quantity of goods or services that was shipped by supplier.               | Yes         | No        |
| Shipped UOM                  | ShippedUOM               | The unit of measure for the shipped quantity. UOM stands for Unit of Measure. | Yes         | Yes       |
| Ship-to Customer             | ShipToCustomer           | The name of the ship-to customer.                                             | Conditional | Yes       |
| Ship-to Customer ID          | ShipToCustomerID         | The unique identifier for the ship-to customer.                               | Conditional | Yes       |
| Ship-to Customer Registry ID | ShipToCustomerRegistryID | The user-friendly unique identifier for the ship-to customer.                 | Conditional | Yes       |
| Ship-to Site                 | ShipToSite               | The unique user-friendly address identifier for the ship-to customer.         | Conditional | Yes       |
| Ship-to Site ID              | ShipToSiteID             | The unique address identifier for the ship-to customer.                       | Conditional | Yes       |
| Sold-to Customer             | SoldToCustomer           | The name of the sold-to customer.                                             | Conditional | Yes       |
| Sold-to Customer ID          | SoldToCustomerID         | The unique identifier for the sold-to customer.                               | Conditional | Yes       |
| Sold-to Customer Registry ID | SoldToCustomerRegistryID | The user-friendly unique identifier for the sold-to customer.                 | Conditional | Yes       |
| Sold-to Site                 | SoldToSite               | The unique user-friendly address identifier for the sold-to customer.         | -           | Yes       |
| Sold-to Site ID              | SoldToSiteID             | The unique address identifier for the sold-to customer.                       | -           | Yes       |
| Unit List Price              | UnitListPrice            | The base selling price before applying discounts.                             | -           | No        |
| Unit Selling Price           | UnitSellingPrice         | The price per unit that a buyer paid for an item.                             | Yes         | No        |
| Warehouse Code               | WarehouseCode            | The unique alphanumeric identifier for the inventory organization.            | No          | Yes       |
| Warehouse ID                 | WarehouseID              | The unique identifier for the warehouse that is                               | No          | Yes       |

| Display Name                | Attribute Name | Description                                                                                                                                                                                                                                      | Required       | Validated |
|-----------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
|                             |                | used to ship items from or receive items into.                                                                                                                                                                                                   |                |           |
| Waybill                     | WaybillNumber  | The non-negotiable document describing the contract for transporting cargo.                                                                                                                                                                      | -              | No        |
| Channel Document Header DFF | Based on setup | The fields to capture additional information about the channel document header.<br><br><b>Note:</b> If a DFF attribute is populated in the csv but not configured in the DFF, it will get copied to the document transaction without validation. | Based on setup | Yes       |
| Channel Document Line DFF   | Based on setup | The fields to capture additional information about the channel document line.<br><br><b>Note:</b> If a DFF attribute is populated in the csv but not configured in the DFF, it will get copied to the document transaction without validation.   | -              | -         |

**Note:** When both ID and Name values are available, for example, BusinessUnitId and BusinessUnit, the ID value is evaluated.

**Note:** The combination of Batch Transaction Type, Business Unit ID, Original System Source, Sales Order Line Number, and Sales Order Number must be unique.

## Qualifiers for Sales Invoice

Here's the list of qualifiers for sales invoices

- Order Date
- Invoice Date
- Actual Ship Date
- Requested Ship Date
- Requested Arrival Date
- Customer

- Bill To
- Ship To
- Order Type
- Order Line Type
- Salesperson
- Warehouse
- Channel Document Header DFF (only for csv integration)
- Channel Document Line DFF (only for csv integration)

## Mapping between Customer Qualifiers in Customer Rebate and Attributes in CSV

| Customer Qualifier in Customer Rebate | Name in Channel Batch Transaction Template CSV File | Accounts Receivable Transaction UI | Accounts Receivable receivablesInvoices REST API |
|---------------------------------------|-----------------------------------------------------|------------------------------------|--------------------------------------------------|
| Customer                              | Bill-to Account                                     | Bill-to Account Number             | BillToCustomerNumber                             |
| Bill To                               | Bill-to Account Site                                | Bill-to Site                       | BillToSite                                       |
| Ship To                               | Ship-to Site                                        | Ship-to Site                       | ShipToSite                                       |

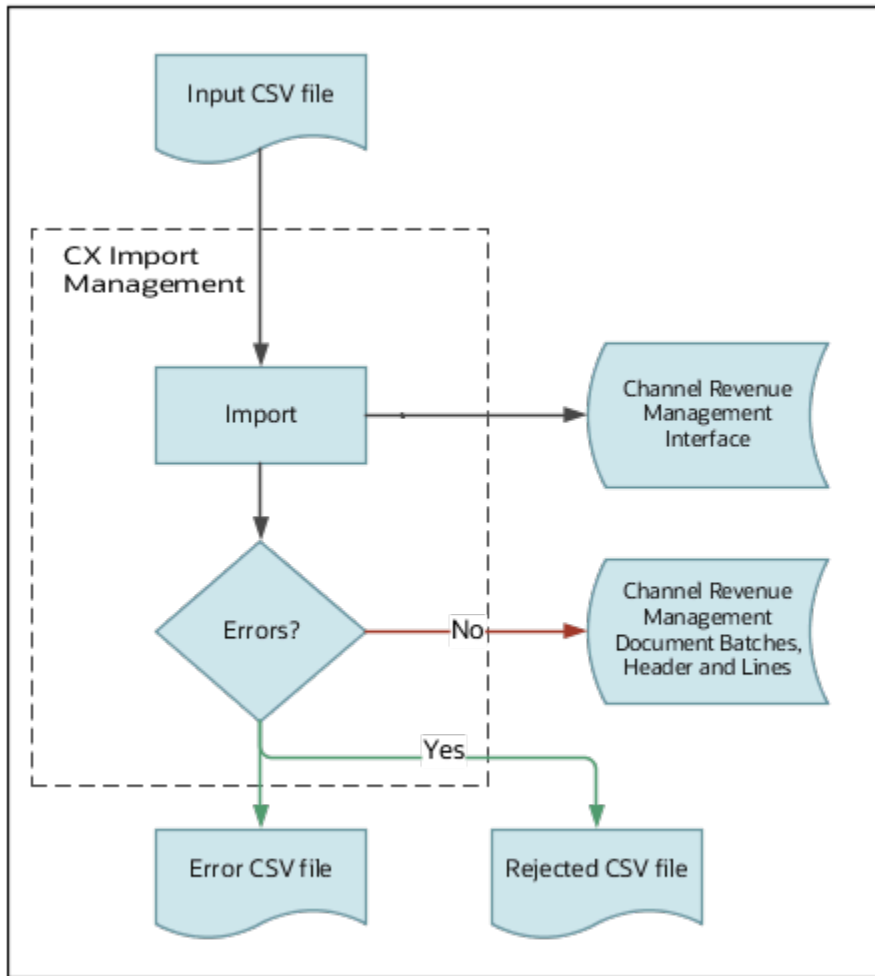
### Related Topics

- [How do I import data?](#)
- [How do I map import fields?](#)
- [Overview of Import Queues](#)

## Import Supplier Invoices

You can import supplier invoices from CSV files into Channel Revenue Management using the Import Management application. Import Management can be accessed from Tools > Import Management.

**Consideration:** If you import supplier invoices via a CSV file (Batch Transaction Type = ORA\_SUPPLIER\_INVOICE\_CSV), then import the CSV file once, and then schedule 2 processes to create accruals (for example, Create Accruals for Channel Batch and Create Accruals for Volume Programs).



## How to Handle Errors

Here are some tips to handle errors that may occur during the import process:

1. The import process provides you with an error.csv file and a reject.csv file for a given import. All the errors are in the error.csv file. The reject.csv file is a copy of your source CSV with additional columns with error messages.
2. Correct the errors in the reject.csv file. Remember to remove the first and last columns and save as a new CSV file.
3. Import the new CSV file.

**Note:** You must fix all the errors in the CSV file before rerunning the import. A batch is created only if there are no validation errors.

## Attributes Required from Oracle Fusion Cloud Applications

You must set up these attributes that are part of various Oracle Fusion Cloud applications for importing supplier invoices.

This table contains all the required attributes that must be set up in various Oracle Fusion Cloud applications, for importing supplier invoices using CSV files.

| Application                    | Attribute                                                                               | Required?                         |
|--------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------|
| HR foundation in HCM           | Business Unit                                                                           | Yes                               |
| HR foundation in HCM           | Bill-to Location                                                                        | Yes, if specified in the CSV file |
| HR foundation in HCM           | Ship-to Location                                                                        | Yes, if specified in the CSV file |
| HR foundation in HCM           | Receiving Location                                                                      | Yes, if specified in the CSV file |
| Financials foundation          | Currency                                                                                | Yes                               |
| Product Information Management | Item                                                                                    | Yes                               |
| Product Information Management | Supplier Item                                                                           | Yes, if specified in the CSV file |
| Product Information Management | UOM                                                                                     | Yes                               |
| Inventory Management           | Receiving Inventory Org                                                                 | Yes, if specified in the CSV file |
| Procurement                    | Supplier                                                                                | Yes                               |
| Procurement                    | Supplier Site                                                                           | Yes                               |
| Procurement                    | Procurement BU                                                                          | Yes, if specified in the CSV file |
| Procurement                    | Item Validation Org<br>(Configure the Procurement Business Function for Procurement BU) | Yes                               |
| Payables Invoices              | Invoice Type                                                                            | Yes                               |
| Receiving                      | Transaction Type                                                                        | Yes, if specified in the CSV file |
| Receiving or Inventory         | Transaction Reason                                                                      | Yes, if specified in the CSV file |

## Supplier Invoice Attributes

You must use **Channel Batch Transaction** as the import object. The attribute **Batch Transaction Type** is a required attribute. For supplier invoices, it's **ORA\_SUPPLIER\_INVOICE\_CSV**. You can either download the **Channel Batch Transaction** template or map your template against the attributes in the Channel Batch Transaction object. These attributes are available for supplier invoices.

This table contains all the attributes that are available for supplier invoice import

| Attribute Name               | Display Name                          | Description                                                                            | Required?   | Validated?                                                       |
|------------------------------|---------------------------------------|----------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------|
| BatchTransactionType         | Batch Transaction Type                | The transaction type used to categorize the transaction data in the batch.             | Yes         | Yes<br><br>Value is from the lookup<br>ORA_CJM_BATCH_DATA_SOURCE |
| BusinessUnit                 | Business Unit                         | The business unit for the transaction.                                                 | Conditional | Yes                                                              |
| BusinessUnitId               | Business Unit ID                      | The unique identifier for the business unit.                                           | Conditional | Yes                                                              |
| Comments                     | Comments                              | The comments for the transaction.                                                      | No          | No                                                               |
| Currency                     | Currency                              | The currency code for the transaction.                                                 | Yes         | Yes                                                              |
| ItemNumber                   | Item                                  | The inventory item number.                                                             | Conditional | Yes                                                              |
| ItemDescription              | Item Description                      | The description for the item.                                                          | No          | No                                                               |
| ItemID                       | Item ID                               | The unique identifier for the inventory item.                                          | Conditional | Yes                                                              |
| LineComments                 | Line Comments                         | The comments for the transaction line.                                                 | No          | No                                                               |
| OriginalReceivingTransaction | Original Receiving Transaction Number | The unique identifier for the original transaction associated with the receiving line. | No          | No                                                               |
| OriginalSupplierInvoiceLine  | Original Supplier Invoice Line Number | The line number for the original supplier invoice line.                                | No          | No                                                               |
| OriginalSupplierInvoiceNum   | Original Supplier Invoice Number      | The supplier invoice number for the original supplier invoice.                         | No          | No                                                               |
| OriginalSystemLineReferenc   | Original System Line Reference        | The original document reference for the transaction line in the external system.       | No          | No                                                               |
| OriginalSystemReference      | Original System Reference             | The original document reference for the                                                | No          | No                                                               |



| Attribute Name                    | Display Name                                | Description                                                                        | Required? | Validated? |
|-----------------------------------|---------------------------------------------|------------------------------------------------------------------------------------|-----------|------------|
|                                   |                                             | transaction in the external system.                                                |           |            |
| OriginalSystemSource              | Original System Source                      | The name of the system source.                                                     | Yes       | No         |
| ProcurementBusinessUnit           | Procurement Business Unit                   | The procurement business unit on the purchase order.                               | No        | Yes        |
| ProcurementBusinessUnitId         | Procurement Business Unit ID                | The unique identifier for the procurement business unit on the purchase order.     | No        | Yes        |
| PurchaseOrderBillToLocation       | Purchase Order Bill-to Location Code        | The unique identifier for the bill-to location.                                    | No        | Yes        |
| PurchaseOrderBillToLocationId     | Purchase Order Bill-to Location ID          | The unique identifier of the address for the bill-to location.                     | No        | Yes        |
| PurchaseOrderDate                 | Purchase Order Date                         | The date on which the purchase order was communicated to the supplier.             | No        | No         |
| PurchaseOrderLineNumber           | Purchase Order Line Number                  | The unique identifier for the purchase order line.                                 | No        | No         |
| PurchaseOrderLineRequestDate      | Purchase Order Line Requested Delivery Date | The date by which the buyer has requested delivery of a line item by the supplier. | No        | No         |
| PurchaseOrderLineRequestShipDate  | Purchase Order Line Requested Ship Date     | The date by which the buyer asked suppliers to ship goods from their location.     | No        | No         |
| PurchaseOrderLineShipToLocation   | Purchase Order Line Ship-to Location Code   | The unique identifier for the ship-to location.                                    | No        | Yes        |
| PurchaseOrderLineShipToLocationId | Purchase Order Line Ship-to Location ID     | The unique identifier of the address for the ship-to location.                     | No        | Yes        |
| PurchaseOrderNumber               | Purchase Order Number                       | The purchase order document number.                                                | No        | Yes        |
| ReceiptBillOfLadingNumber         | Receipt Bill of Lading                      | A carrier's contract and receipt for the goods                                     | No        | No         |

| Attribute Name                   | Display Name                          | Description                                                                                            | Required? | Validated? |
|----------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------|-----------|------------|
|                                  |                                       | that the carrier agrees to transport from a specific origin address to a specific destination address. |           |            |
| ReceiptNumber                    | Receipt Number                        | The number that acknowledges that a shipment was received in the warehouse.                            | No        | No         |
| ReceiptShipmentNumber            | Receipt Shipment Number               | A shipment from one supplier that can include several items ordered on many purchase orders.           | No        | No         |
| ReceiptShippedDate               | Receipt Shipped Date                  | The date when goods or services were shipped by the supplier.                                          | No        | No         |
| ReceiptWaybillNumber             | Receipt Waybill                       | The non-negotiable document describing the contract for transporting cargo.                            | No        | No         |
| ReceivingInventoryOrganization   | Receiving Inventory Organization Code | The user-defined unique code for the inventory organization.                                           | No        | Yes        |
| ReceivingInventoryOrganizationId | Receiving Inventory Organization ID   | The unique identifier for the inventory organization.                                                  | No        | Yes        |
| ReceivingLocationCode            | Receiving Location Code               | The unique identifier for the receiving location.                                                      | No        | Yes        |
| ReceivingLocationId              | Receiving Location ID                 | The unique identifier for the receiving location.                                                      | No        | Yes        |
| ReceivingTransactionDate         | Receiving Transaction Date            | The date on which the transaction was performed.                                                       | No        | No         |
| ReceivingTransactionNumber       | Receiving Transaction Number          | The unique identifier for the transaction associated with the receiving line.                          | No        | No         |
| ReceivingTransactionReason       | Receiving Transaction Reason          | An explanation or justification that explains why the transaction is performed.                        | No        | Yes        |
| ReceivingTransactionReasonId     | Receiving Transaction Reason ID       | The unique identifier for the transaction reason.                                                      | No        | Yes        |

| Attribute Name               | Display Name                     | Description                                                                                                                               | Required?   | Validated?                                                                                                                                   |
|------------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| ReceivingTransactionType     | Receiving Transaction Type       | The transaction type used to categorize the transaction.                                                                                  | No          | Yes<br><br>Value is from the Receiving lookup RCV_TRANSACTION_TYPE.                                                                          |
| SupplierName                 | Supplier                         | The organization or individual that provides goods or services to the buying organization for payment, bound by a contractual obligation. | Conditional | Yes                                                                                                                                          |
| SupplierId                   | Supplier ID                      | The unique identifier for the supplier.                                                                                                   | Conditional | Yes                                                                                                                                          |
| SupplierInvoiceDate          | Supplier Invoice Date            | The invoice date of the supplier invoice.                                                                                                 | Yes         | No                                                                                                                                           |
| SupplierInvoiceLineNumber    | Supplier Invoice Line Number     | The line number for the supplier invoice line.                                                                                            | Yes         | No                                                                                                                                           |
| SupplierInvoiceLineQuantity  | Supplier Invoice Line Quantity   | The quantity for the supplier invoice line.                                                                                               | Yes         | No                                                                                                                                           |
| SupplierInvoiceLineReason    | Supplier Invoice Line Reason     | An explanation or justification that explains why the transaction is performed.                                                           | No          | No                                                                                                                                           |
| SupplierInvoiceLineUnitPrice | Supplier Invoice Line Unit Price | The unit price for the supplier invoice line.                                                                                             | Yes         | No                                                                                                                                           |
| SupplierInvoiceLineUOM       | Supplier Invoice Line UOM        | The unit of measure for the supplier invoice line. UOM stands for Unit of Measure.                                                        | Yes         | Yes                                                                                                                                          |
| SupplierInvoiceNumber        | Supplier Invoice Number          | The supplier invoice number for the supplier invoice.                                                                                     | Yes         | No                                                                                                                                           |
| SupplierInvoiceType          | Supplier Invoice Type            | The supplier invoice type for the supplier invoice.                                                                                       | Yes         | Yes<br><br>Values are from the Payables lookup type INVOICE TYPE, lookup code STANDARD, CREDIT, and DEBIT. The reference data set is Common. |

| Attribute Name              | Display Name     | Description                                                                                                                                                                                                                                             | Required?      | Validated? |
|-----------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------|
| SupplierItemNumber          | Supplier Item    | The supplier item number from the purchase order shipment line.                                                                                                                                                                                         | No             | Yes        |
| SupplierItemId              | Supplier Item ID | The unique identifier for the supplier item.                                                                                                                                                                                                            | No             | Yes        |
| SupplierNumber              | Supplier Number  | The unique identifier of the supplier assigned by the buying organization.                                                                                                                                                                              | Conditional    | Yes        |
| SupplierSite                | Supplier Site    | The entity that models how the buying organization conducts business with the supplier.                                                                                                                                                                 | Conditional    | Yes        |
| SupplierSiteId              | Supplier Site ID | The unique identifier for the supplier site.                                                                                                                                                                                                            | Conditional    | Yes        |
| Channel Document Header DFF | Based on setup   | <p>The fields to capture additional information about the channel document header.</p> <p><b>Note:</b> If a DFF attribute is populated in the csv but not configured in the DFF, it will get copied to the document transaction without validation.</p> | Based on setup | Yes        |
| Channel Document Line DFF   | Based on setup   | <p>The fields to capture additional information about the channel document line.</p> <p><b>Note:</b> If a DFF attribute is populated in the csv but not configured in the DFF, it will get copied to the document transaction without validation.</p>   |                |            |

**Note:** When both ID and Name values are available, for example, BusinessUnitId and BusinessUnit, the ID value is evaluated.

**Note:** The combination of Batch Transaction Type, Business Unit ID, Original System Source, Supplier Invoice Line Number, Supplier Invoice Number, and Supplier Site ID must be unique.

## Qualifiers for Supplier Invoice

Here's the list of qualifiers for supplier invoices

- Purchase Order Date
- Requested Delivery Date
- Requested Ship Date
- Supplier Invoice Date
- Receipt Transaction Date
- Transaction Reason
- Bill-to Location
- Ship-to Location
- Channel Document Header DFF (only for csv integration)
- Channel Document Line DFF (only for csv integration)

**Note:** Only global segment descriptive flexfields are supported as program qualifiers, not context-based segments. However, your implementation can import context-based segments if it doesn't use them as qualifiers.

### Related Topics

- [Create Accruals from Imported Supplier Invoices](#)
- [How do I import data?](#)
- [How do I map import fields?](#)
- [Overview of Import Queues](#)

## Privileges for Import

You must assign these privileges to users to enable them to use the Import Management application to import data from CSV files into Channel Revenue Management.

This table contains the privileges required for a channel user to import data using CSV files.

| Privilege Name                                                       | Code                                                     | Description                                                                       | Usage | Assigned To                         |
|----------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------|-------|-------------------------------------|
| View Channel Batch Transaction File Import Activity Object Type Data | CJM_VIEW_BATCH_TRX_FILE_IMPORT_ACTIVITY_OBJECT_TYPE_DATA | Allows viewing channel batch transaction import activities across the enterprise. | Data  | Channel Integration Specialist Duty |
| View Channel Batch Transaction File Import Mapping Object Type Data  | CJM_VIEW_BATCH_TRX_FILE_IMPORT_MAPPING_OBJECT_TYPE_DATA  | Allows viewing channel batch transaction import mappings across the enterprise.   | Data  | Channel Integration Specialist Duty |

| Privilege Name                                              | Code                                            | Description                                                                                                                                                                                                            | Usage                           | Assigned To                         |
|-------------------------------------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------------|
| View Channel Batch Transaction File Import Object Type Data | CJM_VIEW_BATCH_TRX_FILE_IMPORT_OBJECT_TYPE_DATA | Allows viewing channel batch transaction import objects across the enterprise.                                                                                                                                         | Data                            | Channel Integration Specialist Duty |
| Run File Import Scheduler                                   | ZCA_RUN_FILE_IMPORT_SCHEDULER                   | Allows scheduling and monitoring the process that schedules file import activities.                                                                                                                                    | Function (Common CRM Privilege) | Channel Integration Specialist Duty |
| Set Up File Import Activity                                 | ZCA_SET_UP_FILE_IMPORT_ACTIVITY                 | Allows creating and maintaining import activities that contain process criteria, file mapping, and schedule to import external files containing business objects, such as customers and contacts, into staging tables. | Function (Common CRM Privilege) | Channel Integration Specialist Duty |
| Set Up File Import Object and Mapping                       | ZCA_SET_UP_FILE_IMPORT_OBJECT_AND_MAPPING       | Allows creating and maintaining import activities that contain process criteria, file mapping, and schedule to import external files containing business objects, such as customers and contacts, into staging tables. | Function (Common CRM Privilege) | Channel Integration Specialist Duty |

# 14 Security

## Deductions and Settlement

### Business Functions

This topic lists the required business functions.

You must associate the Billing and Revenue Management business function with the business unit on the manual claim.

### Roles and Duties

This topic describes roles and duties in Deductions and Settlement.

This table gives the duty roles that can be assigned to your users:

#### ***Roles and Duties in Deductions and Settlement***

| Name                           | Code                                   | Description                                                                                                                                                                               |
|--------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BPM Workflow System Admin Role | BPMWorkflowAdmin                       | BPM Workflow Administrator Application Role.                                                                                                                                              |
| Channel Administration         | ORA_CJM_CHANNEL_ADMINISTRATION_DUTY    | Manages channel setup and administration tasks.                                                                                                                                           |
| Channel Claims Management      | ORA_CJM_CHANNEL_CLAIMS_MANAGEMENT_DUTY | Manages customer claims.                                                                                                                                                                  |
| Channel Claims Viewing         | ORA_CJM_CHANNEL_CLAIMS_VIEW_DUTY       | Views customer claims.                                                                                                                                                                    |
| Channel Operations             | ORA_CJM_CHANNEL_OPERATIONS_DUTY        | Manages execution of scheduled processes.                                                                                                                                                 |
| Channel Setup Viewing          | ORA_CJM_CHANNEL_SETUP_VIEW_DUTY        | Views setups required for channel execution. This includes viewing the setups for program types, adjustment types and reasons, claim types and reasons, claim sources, and user statuses. |

For information, see:

- Role-Based Access Control, Oracle Fusion Applications Understanding Security guide
- Provisioning Roles to Application Users, Oracle SCM Cloud Securing SCM guide

## Privileges

You can assign these privileges to your users based on their responsibilities.

### Assign Privileges for Deductions and Settlement Users

This table gives the privileges your users require to perform various functions. It contains the names, codes, and descriptions of the privileges that can be assigned to a channel user.

| Privilege                                                  | Usage    | Code                                                | Description                                                                                                                                                                                                                                                                                                                                        | Assigned to Duty Role          |
|------------------------------------------------------------|----------|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Allow Claim Write-Offs                                     | Function | CJM_ALLOW_CLAIM_WRITE_OFFS_PRIV                     | Allows to write-off deductions irrespective of the write-off threshold value.                                                                                                                                                                                                                                                                      | Channel Claims Management Duty |
| Approve Customer Claims                                    | UI       | CJM_APPROVE_CUSTOMER_CLAIMS_PRIV                    | <p>If you haven't opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows viewing and approval of customer claims.</p> <p>If you have opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows the approver to view all the details of the claim in the notification.</p> | Channel Claims Management Duty |
| Create Customer Claims                                     | UI       | CJM_CREATE_CUSTOMER_CLAIMS_PRIV                     | Enables creation of customer claims.                                                                                                                                                                                                                                                                                                               | Channel Claims Management Duty |
| Maintain Collections Aging Buckets (Collections privilege) | UI       | IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_PRIV         | Allows a user to maintain aging buckets.                                                                                                                                                                                                                                                                                                           | Channel Administration Duty    |
| Manage Channel Administration Using REST Service           | REST     | CJM_MANAGE_CHANNEL_ADMINISTRATION_REST_SERVICE_PRIV | Enables creation and update of channel claim sources, channel claim types, channel adjustment types, and channel user statuses using REST services.                                                                                                                                                                                                | Channel Administration Duty    |



| Privilege                                         | Usage             | Code                                                | Description                                                                                  | Assigned to Duty Role          |
|---------------------------------------------------|-------------------|-----------------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------|
| Manage Channel Claim Reasons                      | UI                | CJM_MANAGE_CHANNEL_CLAIM_REASONS_PRIV               | Enables creation, update, and viewing of channel claim reasons.                              | Channel Administration Duty    |
| Manage Channel Claim Sources                      | UI                | CJM_MANAGE_CHANNEL_CLAIM_SOURCES_PRIV               | Enables creation, update, and viewing of channel claim sources.                              | Channel Administration Duty    |
| Manage Channel Claim Types                        | UI                | CJM_MANAGE_CHANNEL_CLAIM_TYPES_PRIV                 | Enables creation, update, and viewing of channel claim types.                                | Channel Administration Duty    |
| Manage Channel Customer Claims using REST Service | REST              | CJM_MANAGE_CHANNEL_CUSTOMER_CLAIM_REST_SERVICE_PRIV | Enables creation, update, and viewing of channel customer claims using REST service.         | Channel Claims Management Duty |
| Manage Channel Settings                           | UI                | CJM_MANAGE_CHANNEL_SETTINGS_PRIV                    | Enables creation, update, and viewing of channel settings.                                   | Channel Administration Duty    |
| Manage Channel Settings using REST Service        | REST              | CJM_MANAGE_CHANNEL_SETTING_REST_SERVICE_PRIV        | Enables creation, update, and viewing of channel settings using REST service.                | Channel Administration Duty    |
| Manage Channel User Statuses                      | UI                | CJM_MANAGE_CHANNEL_USER_STATUSES_PRIV               | Enables creation, update, and viewing of channel user statuses.                              | Channel Administration Duty    |
| Manage Customer Claims                            | UI                | CJM_MANAGE_CUSTOMER_CLAIMS_PRIV                     | Enables update, and viewing of customer claims.                                              | Channel Claims Management Duty |
| Manage Customer Trade Profiles                    | UI                | CJM_MANAGE_CUSTOMER_TRADE_PROFILES_PRIV             | Enables creation, update, and viewing of customer trade profiles.                            | Channel Claims Management Duty |
| Manage Customer Trade Profiles using REST Service | REST              | CJM_MANAGE_CUSTOMER_TRADE_PROFILE_REST_SERVICE_PRIV | Enables creation, update, and viewing of customer trade profiles using REST service.         | Channel Claims Management Duty |
| Reprocess Stalled Claims                          | Scheduled Process | CJM_REPROCESS_STALLED_CLAIMS_PRIV                   | Allows submission of the process that reprocesses claims stuck in update in progress status. | Channel Operations Duty        |
| Review Claim Write-Offs                           | UI                | CJM_REVIEW_CLAIM_WRITE_OFFS_PRIV                    | Allows oversight of systematic write-offs when review of claim write-offs is enabled.        | Channel Claims Management Duty |

| Privilege                                                | Usage             | Code                                        | Description                                                                                                                  | Assigned to Duty Role                                         |
|----------------------------------------------------------|-------------------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Review Collections Aging Buckets (Collections privilege) | UI                | IEX_REVIEW_COLLECTIONS_AGING_BUCKETS_PRIV   | Allows a user to see the aged transactions for a customer.                                                                   | Channel Administration Duty                                   |
| Settle Customer Claims                                   | Scheduled Process | CJM_SETTLE_CUSTOMER_CLAIMS_PRIV             | Allows submission of the process that closes settled customer claims.                                                        | Channel Operations Duty                                       |
| View Channel Claim Reasons                               | UI                | CJM_VIEW_CHANNEL_CLAIM_REASONS_PRIV         | Allows viewing of channel claim reasons.                                                                                     | Channel Setup Viewing Duty                                    |
| View Channel Claim Sources                               | UI                | CJM_VIEW_CHANNEL_CLAIM_SOURCES_PRIV         | Allows viewing of channel claim sources.                                                                                     | Channel Setup Viewing Duty                                    |
| View Channel Claim Types                                 | UI                | CJM_VIEW_CHANNEL_CLAIM_TYPES_PRIV           | Allows viewing of channel claim types.                                                                                       | Channel Setup Viewing Duty                                    |
| View Channel Settings                                    | UI                | CJM_VIEW_CHANNEL_SETTINGS_PRIV              | Allows viewing of system settings and their child entities.                                                                  | Channel Setup Viewing Duty                                    |
| View Channel User Statuses                               | UI                | CJM_VIEW_CHANNEL_USER_STATUSES_PRIV         | Allows viewing of channel user statuses.                                                                                     | Channel Setup Viewing Duty                                    |
| View Customers                                           | Function          | AR_VIEW_CUSTOMERS_PRIV                      | Allows the viewing of the customer, account and the site information.                                                        | Channel Claims Management Duty                                |
| View Customer Claims                                     | UI                | CJM_VIEW_CUSTOMER_CLAIMS_PRIV               | Allows viewing of all customer claims.                                                                                       | Channel Claims Viewing Duty                                   |
| View Customer Trade Profiles                             | UI                | CJM_VIEW_CUSTOMER_TRADE_PROFILES_PRIV       | Allows viewing of customer trade profiles and their child entities.                                                          | Channel Claims Viewing Duty                                   |
| View Only Activity                                       | REST              | ZMM_VIEW_ONLY_ACTIVITY_PRIV                 | Allows only viewing of activities.                                                                                           | Channel Claims Management Duty<br>Channel Claims Viewing Duty |
| View Trading Community Organization                      | UI                | HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_PRIV | Allows exporting, searching, and viewing of organization details such as addresses, classifications, identifiers, and names. | Channel Claims Management Duty                                |

## Data Security

Data security consists of controlling access to data through various policies.

- Transactional users with access to transactional pages and scheduled processes must have data access through BUs.
- Administrators with access to the Functional Setup Manager pages must have data access through Reference Sets.

### Data Security for Deductions and Settlement Users

This table provides the data security policies that are required for your users for various roles.

| Data Security Policy                                            | Code                                         | Description                                                                                     | Assigned to Duty Role                                                                 |
|-----------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Maintain Collections Aging Buckets Data (Collections privilege) | IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_DATA  | Allows a user to maintain aging bucket data.                                                    | Channel Administration Duty                                                           |
| Manage Channel Claims Data                                      | CJM_MANAGE_CHANNEL_CLAIMS_DATA               | Controls user access to channel claims of the business units they're authorized for.            | Supplier Channel Management Duty<br>Channel Operations Duty<br>Channel Claims Manager |
| Manage Channel Claim Reason Data                                | CJM_MANAGE_CHANNEL_CLAIM_REASON_DATA         | Controls user access to channel claim reason reference data set they're authorized for.         | Channel Administration Duty                                                           |
| Manage Channel Claim Source Mapping Data                        | CJM_MANAGE_CHANNEL_CLAIM_SOURCE_MAPPING_DATA | Controls user access to channel claim source mapping reference data set they're authorized for. | Channel Administration Duty                                                           |
| Manage Channel Claim Type Data                                  | CJM_MANAGE_CHANNEL_CLAIM_TYPE_DATA           | Controls user access to channel claim type reference data set they're authorized for.           | Channel Administration Duty                                                           |
| Manage Channel Notes Data                                       | CJM_MANAGE_CHANNEL_NOTES_DATA                | Allows viewing, updating, and deleting of internal notes for channel objects.                   | Channel Claims Manager                                                                |
| Manage Channel Setting Data                                     | CJM_MANAGE_CHANNEL_SETTING_DATA              | Controls user access to channel system setting of the business units they're authorized for.    | Supply Chain Application Administrator                                                |
| Manage Customer Trade Profile Data                              | CJM_MANAGE_CUSTOMER_TRADE_PROFILE_DATA       | Controls user access to customer trade profile of the business units they're authorized for.    | Channel Claims Manager                                                                |

| Data Security Policy                                | Code                                        | Description                                                                                                                                                                                         | Assigned to Duty Role   |
|-----------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Manage Receivables Activity (Receivables privilege) | AR_MANAGE_RECEIVABLES_ACTIVITIES_DATA       | Controls user access to receivables activity of the business units they're authorized for.                                                                                                          | Channel Operations Duty |
| View Customer Account Data                          | HZ_VIEW_CUSTOMER_ACCOUNT_DATA               | Allows viewing customer account data for all customer accounts in the enterprise.                                                                                                                   | Channel Claims Manager  |
| View Trading Community Organization Data            | HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_DATA | Allows viewing trading community organization data for all organizations in the enterprise. Allows viewing trading community organization data where they are a member of the partner organization. | Channel Claims Manager  |

#### Related Topics

- [Data Security](#)

## Customer Channel Flows

### Business Functions

This topic lists the required business functions.

You must associate the Billing and Revenue Management business function with the business unit on the manual claim.

### Roles and Duties

This topic describes roles and duties in customer channel flows.

You can assign these job roles and duties to your users based on their responsibilities.

This table displays the job roles that can be assigned to your users:

#### **Job Roles in Customer Channel Flows**

| Name                             | Code                                         | Description                                                                             |
|----------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------|
| Channel Claims Manager           | ORA_CJM_CHANNEL_CLAIMS_MANAGER_JOB           | Individual responsible for creating, managing, and approving customer claims.           |
| Customer Channel Program Manager | ORA_CJM_CUSTOMER_CHANNEL_PROGRAM_MANAGER_JOB | Individual responsible for creating, managing, and approving customer channel programs. |

| Name                                   | Code                                               | Description                                                                                                                                                                       |
|----------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supply Chain Integration Specialist    | ORA_RCS_SUPPLY_CHAIN_INTEGRATION_SPECIALIST_JOB    | Individual responsible for planning, coordinating, and supervising all activities related to the integration of supply chain management information systems.                      |
| Supply Chain Application Administrator | ORA_RCS_SUPPLY_CHAIN_APPLICATION_ADMINISTRATOR_JOB | Individual responsible for supply chain application administration. Collaborates with supply chain application users to maintain consistent application setup, rules, and access. |

This table displays the duty roles that can be assigned to your users:

### *Duty Roles in Customer Channel Flows*

| Name                                | Code                                             | Description                                                                                      |
|-------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Customer Channel Program Management | ORA_CJM_CUSTOMER_CHANNEL_PROGRAM_MANAGEMENT_DUTY | Manages customer programs and manual adjustments.                                                |
| Customer Channel Program Viewing    | ORA_CJM_CUSTOMER_CHANNEL_PROGRAM_VIEW_DUTY       | View customer programs.                                                                          |
| Channel Claims Management           | ORA_CJM_CHANNEL_CLAIMS_MANAGEMENT_DUTY           | Manages customer claims.                                                                         |
| Channel Claims Viewing              | ORA_CJM_CHANNEL_CLAIMS_VIEW_DUTY                 | Views customer claims.                                                                           |
| Channel Integration Specialist      | ORA_CJM_CHANNEL_INTEGRATION_SPECIALIST_DUTY      | Manages import of transactional data from external applications into Channel Revenue Management. |
| Channel Administration              | ORA_CJM_CHANNEL_ADMINISTRATION_DUTY              | Manages channel setup and administration tasks.                                                  |
| Channel Operations                  | ORA_CJM_CHANNEL_OPERATIONS_DUTY                  | Manages execution of scheduled processes.                                                        |

## Privileges

Here you'll understand the privileges for customer channel flows.

You can assign these privileges to your users based on their responsibilities.

| Privilege               | Usage | Code                             | Description                                                                                                                                          | Assigned to Duty Role          |
|-------------------------|-------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Approve Customer Claims | UI    | CJM_APPROVE_CUSTOMER_CLAIMS_PRIV | If you haven't opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows viewing and approval of customer claims. | Channel Claims Management Duty |

| Privilege                                                          | Usage    | Code                                                         | Description                                                                                                                                                                           | Assigned to Duty Role                                                        |
|--------------------------------------------------------------------|----------|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
|                                                                    |          |                                                              | If you have opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows the approver to view all the details of the claim in the notification.       |                                                                              |
| Approve Customer Programs                                          | UI       | CJM_APPROVE_CUSTOMER_PROGRAMS_PRIV                           | If you have opted into the Approve Customer Programs with BPM Workflow feature, then this privilege allows the approver to view and approve the customer program in the notification. | Customer Channel Program Management Duty                                     |
| Get Channel Customer Checkbook Balances using REST Service         | REST     | CJM_GET_CHANNEL_CUSTOMER_CHECKBOOK_BAL_REST_SERVICE_PRIV     | Gets the customer checkbook balances using REST service.                                                                                                                              | Customer Channel Program Management Duty                                     |
| Get Channel Customer Program Checkbook Balances using REST Service | REST     | CJM_GET_CHANNEL_CUSTOMER_PGM_CHECKBOOK_BAL_REST_SERVICE_PRIV | Gets the program checkbook balances using REST service.                                                                                                                               | Customer Channel Program Management Duty                                     |
| Manage Customer Claims                                             | UI       | CJM_MANAGE_CUSTOMER_CLAIMS_PRIV                              | Enables update, and viewing of customer claims.                                                                                                                                       | Channel Claims Management Duty                                               |
| Manage Customer Programs                                           | Function | CJM_MANAGE_CUSTOMER_PROGRAMS_PRIV                            | Enables creation, update, deletion, and viewing of customer programs and their child entities.                                                                                        | Customer Channel Program Management Duty                                     |
| View Customers                                                     | Function | AR_VIEW_CUSTOMERS_PRIV                                       | Allows the viewing of the customer, account and the site information.                                                                                                                 | Customer Channel Program Management Duty                                     |
| View Customer Checkbook                                            | UI       | CJM_VIEW_CUSTOMER_CHECKBOOK_PRIV                             | Allows viewing of customer checkbook.                                                                                                                                                 | Customer Channel Program Management Duty                                     |
| View Customer Claims                                               | UI       | CJM_VIEW_CUSTOMER_CLAIMS_PRIV                                | Allows viewing of all customer claims.                                                                                                                                                | Channel Claims Viewing Duty                                                  |
| View Customer Programs                                             | Function | CJM_VIEW_CUSTOMER_PROGRAMS_PRIV                              | Allows viewing of all customer programs and their child entities.                                                                                                                     | Customer Channel Program Viewing Duty                                        |
| View Only Activity                                                 | REST     | ZMM_VIEW_ONLY_ACTIVITY_PRIV                                  | Allows only viewing of activities.                                                                                                                                                    | Customer Channel Program Management Duty<br>Customer Channel Program Viewing |

## Data Security

Here you'll understand the data security for customer channel flows.

Data security consists of controlling access to data through various policies.

- Transactional users with access to transactional pages and scheduled processes must have data access through BUs.
- Administrators with access to the Functional Setup Manager pages must have data access through Reference Sets.

**Note:** If you already use Deductions and Settlement, then you must add the reference data set access to existing users. If you are a first time implementer of customer channel flows, then you must provide business unit and reference data set access to your users. Implementation users always access to both the business unit and the reference data set.

### Data Security for Customer Channel Flows

| Data Security Policy                    | Code                                       | Description                                                                                                                                                                                  | Assigned to Duty Role                                      |
|-----------------------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Manage Channel Claims Data              | CJM_MANAGE_CHANNEL_CLAIMS_DATA             | Controls user access to channel claims of the business units they are authorized for.                                                                                                        | Channel Claims Manager                                     |
| Manage Channel Program Data             | CJM_MANAGE_CHANNEL_PROGRAMS_DATA           | Controls user access to channel programs of the business units they are authorized for.                                                                                                      | Customer Channel Program Management                        |
| Manage Customer Trade Profile Data      | CJM_MANAGE_CUSTOMER_TRADE_PROFILE_DATA     | Controls user access to customer trade profile of the business units they are authorized for.                                                                                                | Channel Claims Manager                                     |
| View Customer Account Data              | HZ_VIEW_CUSTOMER_ACCOUNT_DATA              | Allows viewing customer account data for all customer accounts in the enterprise.                                                                                                            | Customer Channel Program Manager                           |
| View Customer Account Relationship Data | HZ_VIEW_CUSTOMER_ACCOUNT_RELATIONSHIP_DATA | Allows viewing customer account relationship data for the reference data sets for which they are authorized.                                                                                 | Channel Claims Manager<br>Customer Channel Program Manager |
| View Customer Account Site Data         | HZ_VIEW_CUSTOMER_ACCOUNT_SITE_DATA         | Allows the management of customer account site data for the reference data sets for which they are authorized. If assigning, also assign the ability to view customer account site use data. | Channel Claims Manager<br>Customer Channel Program Manager |
| View Customer Account Site Use Data     | HZ_VIEW_CUSTOMER_ACCOUNT_SITE_USE_DATA     | Allows viewing customer account site use data for the reference data sets for which they are authorized.                                                                                     | Channel Claims Manager<br>Customer Channel Program Manager |
| View Item Basic Data                    | EGO_VIEW_ITEM_BASIC_DATA                   | Allows access to query and view item basic information including attributes, attachments,                                                                                                    | Customer Channel Program Management Duty                   |

| Data Security Policy                     | Code                                        | Description                                                                                                                                                                                         | Assigned to Duty Role            |
|------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
|                                          |                                             | organizations, suppliers, relationships, and other related information.                                                                                                                             | Channel Claims Management Duty   |
| View Trading Community Organization Data | HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_DATA | Allows viewing trading community organization data for all organizations in the enterprise. Allows viewing trading community organization data where they are a member of the partner organization. | Customer Channel Program Manager |

## Buy Side Channel Flows

### Business Functions

This topic lists the required business functions.

The following business functions must be associated with the business unit on the Supplier Ship and Debit program:

- Payables Invoicing
- Payables Payment or there is a downstream payables payment service provider for the business unit
- Billing and Revenue Management

The following business functions must be associated with the business unit on the Supplier Rebate program:

- Payables Invoicing
- Payables Payment or a downstream payables payment service provider for the business unit

The following business functions must be associated with the business unit on the Supplier Annual program:

- Payables Invoicing
- Payables Payment or a downstream payables payment service provider for the business unit

### Roles and Duties

You can assign these job roles and duties to your users based on their responsibilities. Job roles and duties are the same regardless of whether you access buy side channel flows from the Procurement or Order Management offerings.

#### Job Roles for Buy Side Users

This table gives the job roles that can be assigned to your users:

| Role                     | Role Code                            | Description                                                                             |
|--------------------------|--------------------------------------|-----------------------------------------------------------------------------------------|
| Supplier Channel Manager | ORA_CJM_SUPPLIER_CHANNEL_MANAGER_JOB | Individual responsible for creating, managing, and approving supplier channel programs, |



| Role | Role Code | Description                                              |
|------|-----------|----------------------------------------------------------|
|      |           | making manual adjustments, and managing supplier claims. |

## Duty Roles for Buy Side Users

This table gives the duty roles that can be assigned to your users:

| Name                           | Code                                        | Description                                                                                                                                                                               |
|--------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Channel Administration         | ORA_CJM_CHANNEL_ADMINISTRATION_DUTY         | Manages channel setup and administration tasks.                                                                                                                                           |
| Channel Integration Specialist | ORA_CJM_CHANNEL_INTEGRATION_SPECIALIST_DUTY | Manages import of transactional data from external applications into Channel Revenue Management.                                                                                          |
| Channel Operations             | ORA_CJM_CHANNEL_OPERATIONS_DUTY             | Manages execution of scheduled processes.                                                                                                                                                 |
| Channel Setup Viewing          | ORA_CJM_CHANNEL_SETUP_VIEW_DUTY             | Views setups required for channel execution. This includes viewing the setups for program types, adjustment types and reasons, claim types and reasons, claim sources, and user statuses. |
| Supplier Channel Management    | CJM_SUPPLIER_CHANNEL_MANAGEMENT_DUTY        | Manages supplier programs, claims, manual adjustments, and channel transactions.                                                                                                          |
| Supplier Channel Viewing       | ORA_CJM_SUPPLIER_CHANNEL_VIEW_DUTY          | Views supplier programs, claims, manual adjustments, channel transactions, and program types.                                                                                             |

For information, see:

- Role-Based Access Control, Oracle Fusion Applications Understanding Security guide
- Provisioning Roles to Application Users, Oracle SCM Cloud Securing SCM guide

## Roles

Here you'll understand the roles for supplier contacts.

You can assign these job roles and duties to your users based on their responsibilities.

| Role                                                | Role Code                              | Description                                                                                                                     |
|-----------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Supplier Channel Management in Supplier Portal Duty | CJM_MANAGE_SUPPLIER_PROGRAMS_IN_PORTAL | Role associated with the privilege to create and update Supplier Programs for the associated supplier from the Supplier Portal. |
| Supplier Channel Viewing in Supplier Portal Duty    | CJM_VIEW_SUPPLIER_PROGRAMS_IN_PORTAL   | Role associated with the new privilege to view Supplier Programs for the associated supplier from the Supplier Portal.          |

## Privileges

You can assign these privileges to your users based on their responsibilities. Privileges are the same regardless of whether you are accessing buy side channel flows from the Procurement or Order Management offerings.

### Assign Privileges for Buy Side Users

This table gives the privileges your users require to perform various functions. It contains the names, codes, and descriptions of the privileges that can be assigned to a channel user.

| Privilege                           | Usage             | Code                                         | Description                                                                                                                                                                                       | Assigned to Duty Role            |
|-------------------------------------|-------------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Approve Supplier Claims             | UI                | CJM_APPROVE_SUPPLIER_CLAIMS_PRIV             | Allows viewing and approval of supplier claims.                                                                                                                                                   | Supplier Channel Management Duty |
| Approve Supplier Manual Adjustments | Function          | CJM_APPROVE_SUPPLIER_MANUAL_ADJUSTMENT_PRIV  | Allows viewing and approval of supplier manual adjustments.                                                                                                                                       | Supplier Channel Management Duty |
| Approve Supplier Programs           | UI                | CJM_APPROVE_SUPPLIER_PROGRAMS_PRIV           | Allows viewing and approval of supplier programs.                                                                                                                                                 | Supplier Channel Management Duty |
| Close Settled Claims                | Scheduled Process | CJM_CLOSE_SETTLED_CLAIMS_PRIV                | Allows submission of the process that closes settled claims.                                                                                                                                      | Channel Operations Duty          |
| Create Accruals                     | Scheduled Process | CJM_CREATE_ACCRUALS_PRIV                     | Allows submission of the process that creates accruals.                                                                                                                                           | Channel Operations Duty          |
| Create Accruals for Volume Programs | Scheduled Process | CJM_CREATE_ACCRUALS_FOR_VOLUME_PROGRAMS_PRIV | Allows submission of the process that checks eligibility for channel document transactions based on tiered attainments and creates channel program accrual entries for the eligible transactions. | Channel Operations Duty          |

| Privilege                                        | Usage             | Code                                                | Description                                                                                                                                         | Assigned to Duty Role                                             |
|--------------------------------------------------|-------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Extract Supplier Claims                          | Scheduled Process | CJM_EXTRACT_SUPPLIER_CLAIMS_PRIV                    | Allows exporting of claim details in the excel workbook.                                                                                            | Supplier Channel Management Duty<br>Supplier Channel Viewing Duty |
| Generate Supplier Claims                         | Scheduled Process | CJM_GENERATE_SUPPLIER_CLAIMS_PRIV                   | Allows submission of the process that generates supplier claims.                                                                                    | Channel Operations Duty                                           |
| Load Transactions                                | Scheduled Process | CJM_LOAD_TRANSACTIONS_PRIV                          | Allows loading of transactions from external sources into Channel Revenue Management.                                                               | Channel Operations Duty                                           |
| Maintain Collections Aging Buckets               | UI                | IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_PRIV         | Allows a user to maintain aging buckets.                                                                                                            | Channel Administration Duty                                       |
| Manage Active Supplier Programs                  | UI                | CJM_MANAGE_ACTIVE_SUPPLIER_PROGRAMS_PRIV            | Enables creation, update, deletion, and viewing of supplier programs and their child entities, and update of active programs.                       | Supplier Channel Management Duty                                  |
| Manage Channel Adjustment Types                  | UI                | CJM_MANAGE_CHANNEL_ADJUSTMENT_TYPES_PRIV            | Enables creation, update, and viewing of channel adjustment types and adjustment reasons.                                                           | Channel Administration Duty                                       |
| Manage Channel Administration Using REST Service | REST              | CJM_MANAGE_CHANNEL_ADMINISTRATION_REST_SERVICE_PRIV | Enables creation and update of channel claim sources, channel claim types, channel adjustment types, and channel user statuses using REST services. | Channel Administration Duty                                       |
| Manage Channel Batches                           | UI                | CJM_MANAGE_CHANNEL_BATCHES_PRIV                     | Allows update and viewing of channel batches.                                                                                                       | Supplier Channel Management Duty                                  |
| Manage Channel Claim Reasons                     | UI                | CJM_MANAGE_CHANNEL_CLAIM_REASONS_PRIV               | Enables creation, update, and viewing of channel claim reasons.                                                                                     | Channel Administration Duty                                       |
| Manage Channel Claim Sources                     | UI                | CJM_MANAGE_CHANNEL_CLAIM_SOURCES_PRIV               | Enables creation, update, and viewing of channel claim sources.                                                                                     | Channel Administration Duty                                       |

| Privilege                                        | Usage | Code                                                | Description                                                                                                      | Assigned to Duty Role            |
|--------------------------------------------------|-------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Manage Channel Claim Types                       | UI    | CJM_MANAGE_CHANNEL_CLAIM_TYPES_PRIV                 | Enables creation, update, and viewing of channel claim types.                                                    | Channel Administration Duty      |
| Manage Channel Claims using REST Service         | REST  | CJM_MANAGE_CHANNEL_CLAIM_REST_SERVICE_PRIV          | Enables creation, update, and viewing of channel claims using REST service.                                      | Supplier Channel Management Duty |
| Manage Channel Program Types                     | UI    | CJM_MANAGE_CHANNEL_PROGRAM_TYPES_PRIV               | Enables creation, update, deletion, and viewing of channel program types and child entities.                     | Channel Administration Duty      |
| Manage Channel Program Types using REST Service  | REST  | CJM_MANAGE_CHANNEL_PROGRAM_TYPE_REST_SERVICE_PRIV   | Enables creation, update, deletion, and viewing of channel program types and child entities.                     | Channel Administration Duty      |
| Manage Channel Programs Using REST Service       | REST  | CJM_MANAGE_CHANNEL_PROGRAMS_REST_SERVICE_PRIV       | Enables creation, update, deletion, and viewing of channel programs and their child entities using REST service. | Supplier Channel Management Duty |
| Manage Channel User Statuses                     | UI    | CJM_MANAGE_CHANNEL_USER_STATUSES_PRIV               | Enables creation, update, and viewing of channel user statuses.                                                  | Channel Administration Duty      |
| Manage Manual Adjustments using REST Service     | UI    | CJM_MANAGE_MANUAL_ADJUSTMENT_REST_SERVICE_PRIV      | Enables creation and viewing of manual adjustments using REST service.                                           | Supplier Channel Management Duty |
| Manage Supplier Claims                           | UI    | CJM_MANAGE_SUPPLIER_CLAIMS_PRIV                     | Enables creation, update, and viewing of supplier claims and their child entities.                               | Supplier Channel Management Duty |
| Manage Supplier Manual Adjustments               | UI    | CJM_MANAGE_SUPPLIER_MANUAL_ADJUSTMENT_PRIV          | Enables creation and viewing of supplier manual adjustments.                                                     | Supplier Channel Management Duty |
| Manage Supplier Programs                         | UI    | CJM_MANAGE_SUPPLIER_PROGRAMS_PRIV                   | Enables creation, update, deletion, and viewing of supplier programs and their child entities.                   | Supplier Channel Management Duty |
| Manage Supplier Trade Profile using REST Service | REST  | CJM_MANAGE_SUPPLIER_TRADE_PROFILE_REST_SERVICE_PRIV | Enables creation, update, and viewing of supplier trade profile using REST service.                              | Supplier Channel Management Duty |

| Privilege                                    | Usage             | Code                                                 | Description                                                                         | Assigned to Duty Role            |
|----------------------------------------------|-------------------|------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------|
| Manage Supplier Trade Profiles               | UI                | CJM_MANAGE_SUPPLIER_TRADE_PROFILES_PRIV              | Enables creation, update, and viewing of supplier trade profiles.                   | Supplier Channel Management Duty |
| Review Collections Aging Buckets             | UI                | IEX_REVIEW_COLLECTIONS_AGING_BUCKETS_PRIV            | Allows a user to see the aged transactions for a customer.                          | Channel Administration Duty      |
| Sweep Channel Transaction Accounting Events  | Scheduled Process | CJM_SWEEP_CHANNEL_TRANSACTION_ACCOUNTING_EVENTS_PRIV | Allows submission of the process that sweeps channel transaction accounting events. | Channel Operations Duty          |
| View Channel Adjustment Types                | UI                | CJM_VIEW_CHANNEL_ADJUSTMENT_TYPES_PRIV               | Allows viewing of channel adjustment types and adjustment reasons.                  | Channel Setup Viewing Duty       |
| View Channel Claim Reasons                   | UI                | CJM_VIEW_CHANNEL_CLAIM_REASONS_PRIV                  | Allows viewing of channel claim reasons.                                            | Channel Setup Viewing Duty       |
| View Channel Claim Sources                   | UI                | CJM_VIEW_CHANNEL_CLAIM_SOURCES_PRIV                  | Allows viewing of channel claim sources.                                            | Channel Setup Viewing Duty       |
| View Channel Claim Types                     | UI                | CJM_VIEW_CHANNEL_CLAIM_TYPES_PRIV                    | Allows viewing of channel claim types.                                              | Channel Setup Viewing Duty       |
| View Channel Program Types                   | UI                | CJM_VIEW_CHANNEL_PROGRAM_TYPES_PRIV                  | Allows viewing of channel program types and child entities.                         | Channel Setup Viewing Duty       |
| View Channel Transactions Using REST Service | REST              | CJM_VIEW_CHANNEL_TRANSACTION_REST_SERVICE_PRIV       | Enables viewing of channel transactions using REST service.                         | Supplier Channel Management Duty |
| View Channel User Statuses                   | UI                | CJM_VIEW_CHANNEL_USER_STATUSES_PRIV                  | Allows viewing of channel user statuses.                                            | Channel Setup Viewing Duty       |
| View Supplier Checkbook                      | UI                | CJM_VIEW_SUPPLIER_CHECKBOOK_PRIV                     | Allows viewing of supplier checkbook.                                               | Supplier Channel Management Duty |
| View Supplier Claims                         | UI                | CJM_VIEW_SUPPLIER_CLAIMS_PRIV                        | Allows viewing of all supplier claims and their child entities.                     | Supplier Channel Viewing Duty    |
| View Supplier Manual Adjustments             | UI                | CJM_VIEW_SUPPLIER_MANUAL_ADJUSTMENT_PRIV             | Allows viewing of all supplier manual adjustments and their child entities.         | Supplier Channel Viewing Duty    |

| Privilege                    | Usage | Code                                  | Description                                                         | Assigned to Duty Role         |
|------------------------------|-------|---------------------------------------|---------------------------------------------------------------------|-------------------------------|
| View Supplier Programs       | UI    | CJM_VIEW_SUPPLIER_PROGRAMS_PRIV       | Allows viewing of all supplier programs and their child entities.   | Supplier Channel Viewing Duty |
| View Supplier Trade Profiles | UI    | CJM_VIEW_SUPPLIER_TRADE_PROFILES_PRIV | Allows viewing of supplier trade profiles and their child entities. | Supplier Channel Viewing Duty |

**Note:** All Supplier Ship and Debit UI users must have one of the following two privileges:

- Manage Supplier Programs
- View Supplier Programs

## Assign Privileges to Supplier Contacts

This table describes the privileges for supplier contacts to access Channel Programs via the Supplier Portal.

| Privilege                                   | Usage | Code                                   | Description                                                                          | Assigned to Duty Role                               |
|---------------------------------------------|-------|----------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------|
| Manage Supplier Programs in Supplier Portal | UI    | CJM_MANAGE_SUPPLIER_PROGRAMS_IN_PORTAL | Enables creation, update, and viewing of supplier programs from the supplier portal. | Supplier Channel Management in Supplier Portal Duty |
| View Supplier Programs in Supplier Portal   | UI    | CJM_VIEW_SUPPLIER_PROGRAMS_IN_PORTAL   | Allows viewing of supplier programs from the supplier portal.                        | Supplier Channel Viewing in Supplier Portal Duty    |

## Data Security

Data security consists of controlling access to data through various policies.

- Transactional users with access to transactional pages and scheduled processes must have data access through BUs.
- Administrators with access to the Functional Setup Manager pages must have data access through Reference Sets.
- Data security policies are the same regardless of whether you access buy side channel flows from the Procurement or Order Management offerings.

## Data Security for Buy Side Users

This table provides the data security policies that are required for your users for various roles.

| Data Security Policy                                                 | Code                                                     | Description                                                                                     | Assigned to Duty Role                                       |
|----------------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| Maintain Collections Aging Buckets Data                              | IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_DATA              | Allows a user to maintain aging bucket data.                                                    | Channel Administration Duty                                 |
| Manage Channel Adjustment Type Data                                  | CJM_MANAGE_CHANNEL_ADJUSTMENT_TYPE_DATA                  | Controls user access to channel adjustment type reference data set they're authorized for.      | Channel Administration Duty                                 |
| Manage Channel Batch Data                                            | CJM_MANAGE_CHANNEL_BATCH_DATA                            | Controls user access to batches of the business units they're authorized for.                   | Supplier Channel Manager                                    |
| Manage Channel Claims Data                                           | CJM_MANAGE_CHANNEL_CLAIMS_DATA                           | Controls user access to channel claims of the business units they're authorized for.            | Supplier Channel Management Duty<br>Channel Operations Duty |
| Manage Channel Claim Reason Data                                     | CJM_MANAGE_CHANNEL_CLAIM_REASON_DATA                     | Controls user access to channel claim reason reference data set they're authorized for.         | Channel Administration Duty                                 |
| Manage Channel Claim Source Mapping Data                             | CJM_MANAGE_CHANNEL_CLAIM_SOURCE_MAPPING_DATA             | Controls user access to channel claim source mapping reference data set they're authorized for. | Channel Administration Duty                                 |
| Manage Channel Claim Type Data                                       | CJM_MANAGE_CHANNEL_CLAIM_TYPE_DATA                       | Controls user access to channel claim type reference data set they're authorized for.           | Channel Administration Duty                                 |
| Manage Channel Notes Data                                            | CJM_MANAGE_CHANNEL_NOTES_DATA                            | Allows viewing, updating, and deleting of internal notes for channel objects.                   | Supplier Channel Manager                                    |
| Manage Channel Program Data                                          | CJM_MANAGE_CHANNEL_PROGRAMS_DATA                         | Controls user access to channel programs of the business units they're authorized for.          | Supplier Channel Management Duty<br>Channel Operations Duty |
| Manage Supplier Trade Profile Data                                   | CJM_MANAGE_SUPPLIER_TRADE_PROFILE_DATA                   | Controls user access to supplier trade profile of the business units they're authorized for.    | Supplier Channel Management Duty                            |
| View Channel Batch Transaction File Import Activity Object Type Data | CJM_VIEW_BATCH_TRX_FILE_IMPORT_ACTIVITY_OBJECT_TYPE_DATA | Allows viewing channel batch transaction import activities across the enterprise.               | Channel Integration Specialist Duty                         |
| View Channel Batch Transaction File Import Mapping Object Type Data  | CJM_VIEW_BATCH_TRX_FILE_IMPORT_MAPPING_OBJECT_TYPE_DATA  | Allows viewing channel batch transaction import mappings across the enterprise.                 | Channel Integration Specialist Duty                         |

| Data Security Policy                                        | Code                                            | Description                                                                                                                                                                                         | Assigned to Duty Role               |
|-------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| View Channel Batch Transaction File Import Object Type Data | CJM_VIEW_BATCH_TRX_FILE_IMPORT_OBJECT_TYPE_DATA | Allows viewing channel batch transaction import objects across the enterprise.                                                                                                                      | Channel Integration Specialist Duty |
| View Trading Community Organization Data                    | HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_DATA     | Allows viewing trading community organization data for all organizations in the enterprise. Allows viewing trading community organization data where they are a member of the partner organization. | Supplier Channel Manager            |

*Related Topics*

- [Data Security](#)



# 15 Accounting Event Details

## Accounting Event Details for Customer Accruals

For every accrual and claim, there is an accounting entry. This appendix explains the events and their corresponding accounting entries in detail.

For every accrual and claim, there is an accounting entry. This appendix explains the events and their corresponding accounting entries in detail.

### **Customer Accrual Event**

| Debit                    | Credit                    |
|--------------------------|---------------------------|
| Sales or Expense Account | Accrual Liability Account |

### **Customer Claim Settlement Event**

| Debit                           | Credit                       |
|---------------------------------|------------------------------|
| Claim Accrual Liability Account | Receivables Clearing Account |

### **Accounting Rules for Customer Accruals and Customer Claim Settlements**

| Event Class Name          | Journal Entry Description             | Side   |
|---------------------------|---------------------------------------|--------|
| Customer Accrual          | Sales or Expense                      | Debit  |
| Customer Accrual          | Accrual Liability                     | Credit |
| Customer Claim Settlement | Claim Accrual Liability               | Debit  |
| Customer Claim Settlement | Receivables Clearing Account          | Credit |
| Customer Claim Settlement | Primary Ledger Exchange Gain and Loss | Debit  |

## Accounting Event Details for Supplier Accruals

For every accrual, adjustment, and claim, there is an accounting entry. This appendix explains the events and their corresponding accounting entries in detail.

### **Accrual Event**

| Debit                 | Credit                             |
|-----------------------|------------------------------------|
| Accrual Asset Account | Income or Discount on COGS Account |

### Claim Settlement Event

| Debit                     | Credit                      |
|---------------------------|-----------------------------|
| Payables Clearing Account | Claim Accrual Asset Account |

### Accounting Rules for Supplier Accruals and Supplier Claim Settlements

| Event Class Name          | Journal Entry Rule Set                     | Journal Line Rule           | Side   | Account Rule                       | Mapping Set                                    |
|---------------------------|--------------------------------------------|-----------------------------|--------|------------------------------------|------------------------------------------------|
| Supplier Accrual          | Supplier Accrual Rule                      | Accrual Asset               | Debit  | Accrual Asset Account              | Accrual Asset Account                          |
| Supplier Accrual          | Supplier Accrual Rule                      | Income or Discount on COGS  | Credit | Income or Discount on COGS Account | Income or Discount on COGS Account             |
| Supplier Claim Settlement | Supplier Claim Settlement by Payables Rule | Payables Clearing           | Debit  | Payables Clearing Account          | Payables Clearing Account                      |
| Supplier Claim Settlement | Supplier Claim Settlement by Payables Rule | Claim Accrual Asset         | Credit | Claim Accrual Asset Account        | Claim Accrual Asset Account                    |
| Supplier Claim Settlement | Supplier Claim Settlement by Payables Rule | Claim Accrual Asset Account | Credit | Claim Gain or Loss Account         | Exchange Gain Account<br>Exchange Loss Account |