Oracle® Retail Invoice Matching

User Guide

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Oracle® Retail Invoice Matching User Guide, Release 15.0

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Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

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Preface

The Oracle Retail Invoice Matching User Guide describes the application user interface and how to navigate through it.

Audience

This document is intended for the users and administrators of Oracle Retail Invoice Matching. This may include merchandisers, buyers, and business analysts.

Documentation Accessibility

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

Access to Oracle Support

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

Related Documents

For more information, see the following documents in the Oracle Retail Invoice Matching Release 15.0 documentation set:

- *Oracle Retail Invoice Matching Release Notes*
- *Oracle Retail Invoice Matching Installation Guide*
- *Oracle Retail Invoice Matching Operations Guide*
- *Oracle Retail Invoice Matching Online Help*
- *Oracle Retail Invoice Matching Data Model*
- *Oracle Retail Merchandising Batch Schedule*
- *Oracle Retail Merchandising Implementation Guide*
- *Oracle Retail Merchandising Security Guide*

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 15.0) or a later patch release (for example, 15.0.1). If you are installing the base release and additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following web site:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

(Data Model documents are not available through Oracle Technology Network. You can obtain these documents through My Oracle Support.)

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Invoice Matching Introduction

Oracle Retail Invoice Matching (ReIM) allows you to verify merchandise invoice costs and quantities before payment. ReIM receives invoice data through Electronic Data Interchange (EDI), or data can be entered manually.

An automatic matching process verifies Invoice records against associated receipts. If invoices are matched to receipts within tolerance at a summary level, they are evaluated for best payment terms and posted to a staging table. The staging table interfaces with your accounts payable system, where payments are processed and corresponding accounting entries are posted.

If invoices and receipts are not matched at the summary level after a specified period of time, the auto-matching process attempts to match at the line level within tolerances. If matches are not identified at the line level, the process calculates a cost or quantity discrepancy. Discrepancies are sent to the Discrepancy Review List for resolution. You can resolve discrepancies by applying reason codes based on a set of defined actions (for example, charge-back supplier). The reason codes determine disposition of the discrepancies.

The auto-match process routes discrepancies so that you can begin manual identification of summary and detail level matches. You can resolve line-level discrepancies, and you can also access invoices and receipts.

ReIM Process Flow

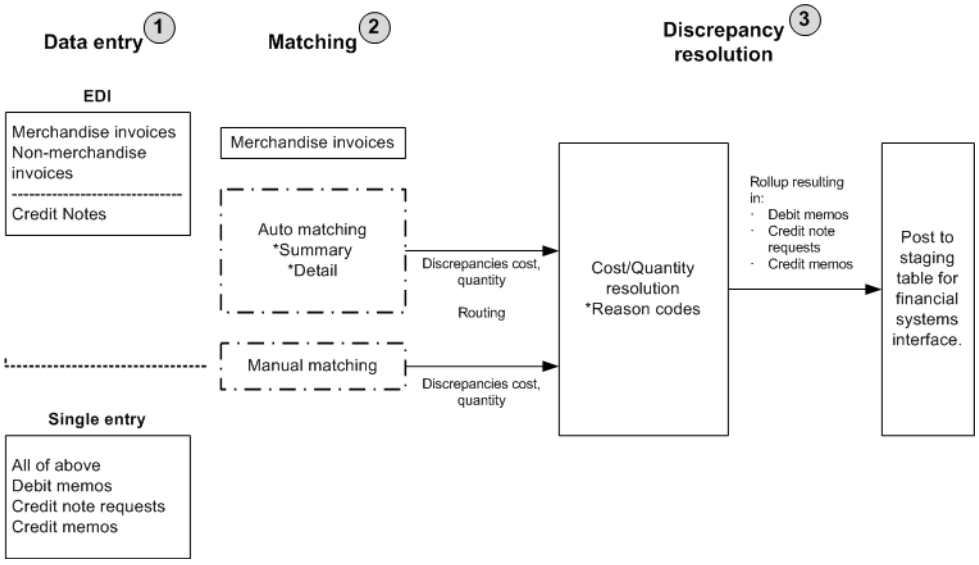
This section provides a diagram and description of the invoice matching process flow. It also describes the auto-match process through a series of detailed examples. The various levels of auto-matching are explained, including one-to-one invoice matching and line-level matching. The section concludes with a discussion of best terms calculations.

Invoice and Credit Note Matching Process Flow

This section provides a high-level explanation of the process flow in ReIM for each of the following areas:

- Data entry
- Matching
- Discrepancy resolution

Figure 1–1 Invoice and Credit Note Matching Process Flow



Note: Documents drop out of the flow when they require no further processing. For example, if an invoice is matched in Step 2, Matching, the document would not continue to Step 3, Discrepancy Resolution. The document would be posted directly to the financial (AP/GL) staging table after Step 2.

1. Data Entry

   There are three ways in which invoices and other documents enter the ReIM system:

   - **Electronic Data Interchange (EDI)**

     Invoices and credit notes uploaded as part of a batch are assigned a common control number, which is retained on the invoice table as a reference. The control number is assigned by the sender of the EDI file. It is displayed on the Invoice Maintenance screen and may be used for client reporting purposes.

     As necessary, the EDI load process allows for the uploading of supplier's vendor product number (VPN) when neither the item number nor the UPC has been provided. The VPN and the supplier number, then, are used to look up the Oracle Retail item number. ReIM assumes the VPN is related to the supplier associated with the document. Note that the VPN number is not stored in ReIM; it is used to find the Oracle Retail item number which is then retained and used for processing within ReIM.

     The item number lookup within ReIM includes the ability to lookup items by VPN.

     EDI allows ReIM to upload the following documents:

     – **Merchandise Invoices**

       The bills for goods or services received from a supplier or partner. Merchandise invoices may have both of the following:

Merchandise Costs: Costs that are associated with items on documents. Any other costs on an invoice are non-merchandise costs. The sum of the merchandise costs and non-merchandise costs is the total document cost excluding tax.

Non-Merchandise Costs: Costs that are indirectly associated with invoice items, such as freight or handling charges.

– **Non Merchandise Invoices**

Bills for non-merchandise costs only (a snow plowing service, for example). Non-merchandise invoices cannot contain items. Either suppliers or partners can create non-merchandise invoices.

– **Credit Notes**

Documents received from the supplier, often issued in response to a credit note request from the retailer, which results in a reduction of the retailer's balance owing to a supplier. A credit note request may be raised in lieu of a deduction from invoice (that is, a debit memo) resulting from invoice over-charges, RTVs, rebate bill backs, and so on. Credit notes follow a functional process flow separate from the invoice flow, where credit notes are matched against credit note requests.

– **RMS Documents**

The RMS system also utilizes the EDI load to pass documents into ReIM. These documents can include: Consignment invoices, DSD Invoices from SIM, ERS Invoices, Obligations from RTM, and Debit Memos, Credit Memos, or Credit Notes Requests generated in RMS.

- **Single Entry**

Documents can be entered via the Create Document dialog.

Single entry accommodates the same types of documents supported in the EDI as well as the following items (if not created automatically through other processes):

– **Debit Memo**

A document created to support a deduction from the invoice being paid. Deductions may result from a price or quantity discrepancy. A debit memo also refers supplier billing for rebates, RTVs, and so on. Debit memos also can be created as 'stand-alone' documents (that is, created on-line, but not supported by any processes in ReIM or the merchandising system).

– **Credit Note Request (CNR)**

A document sent from the retailer to the supplier, requesting a credit note for an over-invoiced amount (discrepancy) or in support of various billing activities (for example, rebates, RTVs). If a credit note request is not satisfied by the supplier in a timely manner, ReIM provides the ability to convert it into a debit memo (and include the number of the invoice to which it is assigned). Credit note requests also may be created as stand-alone documents.

– **Credit Memos**

A document created to refund a supplier for an under-invoiced or over-billed amount (for example, for rebates not meeting threshold perfor-

mance levels) amount. Credit memos also may be created as stand-alone documents.

Note: Reversing a Debit Memo generates a Credit Memo in Approved status. The document ID of the Credit Memo is created by concatenating a prefix on to the Debit Memo document number.

- **RMS Upload**

  Fixed and complex deals can be uploaded directly from RMS.

2. **Matching**

   - **Auto-Matching**

     Merchandise invoices are grouped by match key. Match keys are defined at the supplier or supplier group level. Possible match keys include; PO/location, PO, Supplier Site/Location, Supplier/Location, and Supplier Group/Location. ReIM requires these attributes in all merchandise invoices. ReIM accesses the merchandising system to determine what shipments (receipts) were created for the match key. The auto-matching process attempts to match invoice cost and quantities against receipt quantities at PO cost within user defined tolerances.

     If the auto-matching process identifies cost or quantity differences outside of the pre-established tolerance range, the system creates corresponding discrepancies (cost or quantity). Otherwise, matched invoices are posted to the financial staging table.

     Note: Discrepancies are logged only if the configuration calls for a discrepancy to be created. Otherwise no discrepancy is produced.

     For header-level-only invoices, TAX validation is performed as a final validation step, after cost and quantity matching has been performed.

     For more functional information about summary and detail-level auto-matching, see "Auto-Match Invoices" on page 3-8 and "Auto-Match Credit Notes" on page 4-6.

   - **On-line Matching**

     – **Invoices**

       The on-line matching dialog provides users with the ability to match invoices with even greater flexibility than the auto-match process. Online matching allows various search criteria to be used to search for documents, and then user has flexibility to select documents to be included in the match if they conform to costing rules.

       On-line matching either matches the invoice, which would then be sent to the financial staging tables by the posting process, or supports creation and resolution of a cost and/or quantity discrepancy.

     – **Credit Notes and CNRs**

       Typically, invoices for which CNRs are generated are sent to accounts payable even if matching credit notes have not yet been received. The retailer, then, is issued an invoice that actually is higher than it should be and will have to wait until credit notes are processed before receiving credit for the

overcharge. The supplier, in turn, may be overpaid. To avoid this inefficiency, ReIM allows invoices with unmatched CNRs to be held (not paid) until all corresponding credit notes are received-at which time the invoice automatically is sent to accounts payable.

When a credit note request is matched to a credit note through online matching, the ID number of the invoice to which they are associated is assigned to the credit note. In this way, the invoice and all related documents may be released to accounts payable at the same time.

When matching CNRs to credit notes on a held invoice, the original invoice should be checked for other open discrepancies. If none exist, the Hold indicator on the invoice is turned off so that the invoice and all related documents can be released to the financial system.

3. **Discrepancy Resolution**

   Users assign pre-defined reason codes against cost and quantity discrepancies to support resolutions. The reason codes direct the system to take a specific action.

   Cost and quantity discrepancies are sent to the Discrepancy Review list by the automatch program if discrepancies exist after a routing date is past (routing date is typically a date after the invoice date but before the due date. It is calculated based on system or supplier options). Users can then access the discrepancy review list to resolve outstanding discrepancies.

   Once all discrepancies are resolved for the document, it is posted to the financial staging table along with any corresponding adjustment documents, for posting to the retailer's accounts payable solution.

   Documents supporting discrepancy resolution (such as debit memos, credit note requests, and credit memos) are available for EDI download to the supplier. (Or the retailer may develop reporting from these values stored in the ReIM tables). These document records (except credit note requests) also are posted to the financial staging tables.

   If there is a discrepancy between a credit note and a credit note request, it can be resolved by generating a new credit note request, a credit memo, or by issuing a write off, depending on the type of discrepancy and the resolution action selected. In addition, CNRs created inadvertently can be voided and fully reversed to expedite resolution. (It is assumed that if all CNRs related to a held invoice are voided, that invoice is released for payment.)

2

Entering and Maintaining Documents

Manual Entry

Merchandise Invoices

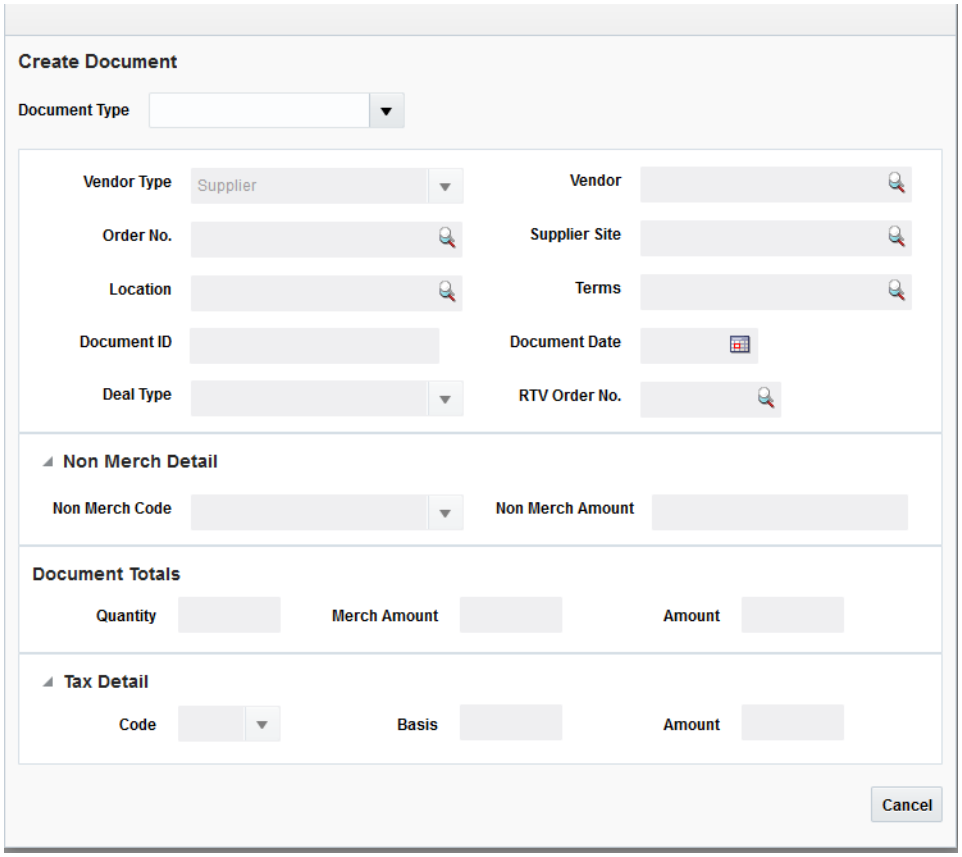
There are two ways invoices are loaded into the system: EDI and single invoice entry. An invoice is the bill for goods or services received from a supplier or partner. A merchandise invoice is a document that a supplier sends to a retailer for merchandise items. A merchandise invoice can also contain additional non-merchandise costs. Because a merchandise invoice must involve items, only suppliers can send merchandise invoices.

In addition, deal bill backs will be available for automatic invoicing sent to the ReIM from the merchandising system. Any documents resulting from a deal will be created in Approved status.

Create Merchandise Invoice

Navigate: From the Tasks menu, select **Document Maintenance > Create Document**. The Create Document dialog opens.

Figure 2–1 Create Document Dialog



1. Open the Create Document screen. The Create Document screen is launched when the user chooses to create a Document through either of the one of the following:
   - Clicking the **Create Document** link under the Document Maintenance subgroup on the Global Navigation section
   - Select **Create Document** from the Actions menu on the Search Results Pane
2. In the Document Type field, select **Merchandise Invoice**. Once the Document Type is selected, the field is disabled and the Vendor Type is set to Supplier.

Header Information

1. In the Vendor field, select the Vendor against which the Document (or Invoice) is raised.
2. In the Order No. field, select the Purchase Order against which the Document (or Invoice) is raised.

> **Note:** If a Supplier is specified before specification of the Order No, the combo box list of values dropdown displays orders corresponding to all suppliers in the same supplier group as the supplier specified.

3. In the Supplier Site field, select the Supplier Site against which the Document (or Invoice) is raised.

4. In the Location field, select the Invoicing (Billing) Location from the list of valid locations (stores and physical warehouses). These locations are defined in RMS.

   Note: The Location field value is defaulted if the Order No selected has a single Location to which it is associated.

   Note: For import PO's the Import Location is used as the location in ReIM.

5. The Terms field defaults to the term of the specified PO. The defaulted value can be modified on the invoice document.

6. In the Document field, enter the identifier for the Document in ReIM that is used in communication with the vendors and will be displayed to the end user. This must be unique by vendor, document type, and (optionally depending on system setting) by document date.

   Note: If the vendor created the document (for example, a merchandise invoice), this field will hold the vendor's id for the document. If the retailer created the document in response to a client document (for example, a credit note request), the document_id will be the document_id of the original document prefixed with the appropriate values from the im_system_options table (credit_note_req_prefix_cost, debit_memo_prefix_qty, credit_memo_suffix_dp).

7. In the Document Date field, enter the date the invoice or document was created, or click the calendar button and select a date.

Non Merch Detail

The Non Merchandise Details section allows the addition of a single non merch code / amount to an invoice document as part of a quick entry flow. Additional codes and details can be entered using the Non Merch Details window available on the Document Maintenance screen.

1. In the Non Merch Code field, specify a single non merch code that is applicable to the document. Additional codes can be entered using the Non Merch Costs screen if needed.

2. In the Non Merch Amount field, specify the non merch amount corresponding to the Non Merch Code specified.

Document Totals

The Document Totals section allows the user to specify Total Merchandise Amount, Total Quantity, and Total Invoice Amount.

1. In the Quantity field, enter the total number of units on the document.

   Note: There is a supplier option which controls which can be used to make the quantity field required

2. The Merch Amount field represents the Total Merchandise Value excluding tax.

Total Merch Amount = Total Amount - Non Merch Amount - Tax Amount

3. The Amount field represents the total value of the document. This field is automatically populated with the sum of the Non Merch Amount and Tax Amounts if not entered.

Tax Details

The Tax Detail section allows the addition of a single tax code, tax basis and amount to an invoice document as part of a quick entry flow. Additional codes and details may be entered using the Tax Breakdown window available on the Document Maintenance screen.

1. In the Code field, specify the tax code applicable on the document at a header level.
2. The basis field is automatically calculated when the tax code is entered if the merchandise amount is entered first. The calculated amount can be overwritten.
3. The Amount field is automatically populated. It is computed by applying the tax code on the taxable basis if the tax code and basis are added first. The Amount field can be overwritten by the user.

Saving the Document

When all of the necessary information is added to your Merchandise Invoice, click **Save**. Clicking the arrow adjacent to the Save button provides the following options:

- Save and Add Another – Allows you to save the current invoice and open an empty Create Document dialog.
- Save and Continue – Allows you to save the current invoice and proceed to the Document Maintenance window.

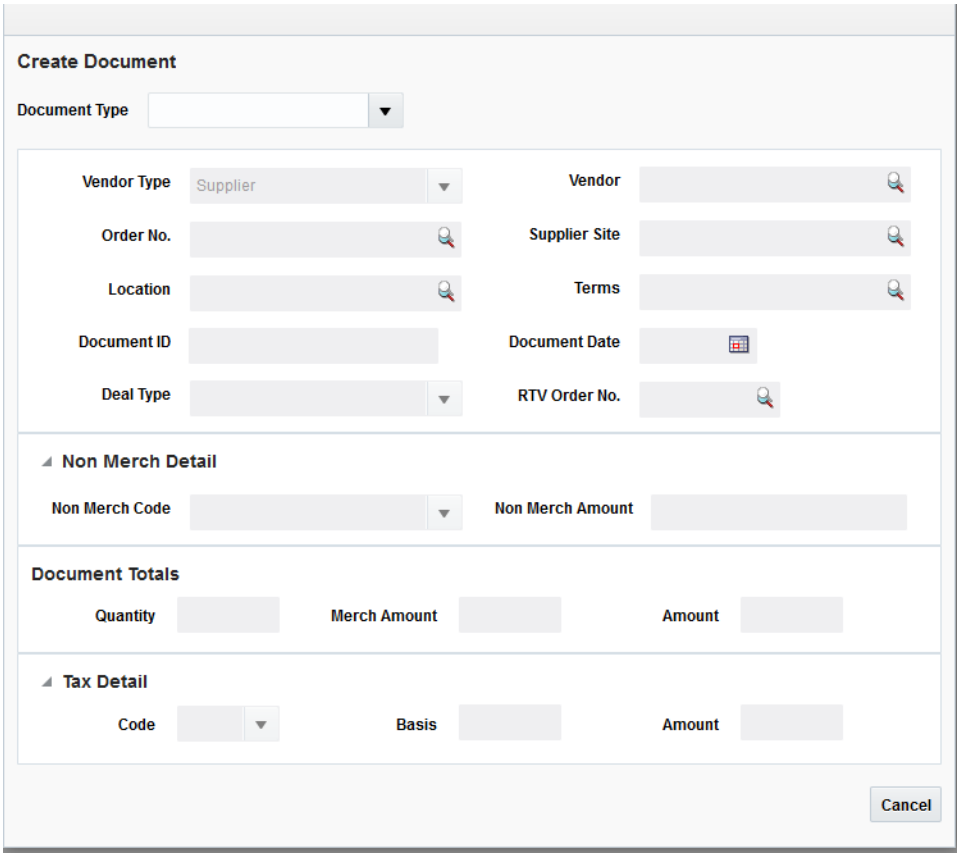
Non-Merchandise Invoices

A non-merchandise invoice is a document for non-merchandise costs only. It can be created by a supplier or a partner. Non-merchandise invoices cannot contain a bill for merchandise items.

Create a Non-Merchandise Invoice

Navigate: From the Tasks menu, select **Document Maintenance > Create Document**. The Create Document dialog opens.

Figure 2–2 Create Document Dialog



1. Open the Create Document screen. The Create Document screen is launched when the user chooses to create a Document through either of the one of the following:
   - Clicking the **Create Document** link under the Document Maintenance subgroup on the Global Navigation section
   - Select **Create Document** from the Actions menu on the Search Results Pane
2. In the Document Type field, select **Non-Merchandise Invoice**. Once the Document Type is selected, the field is disabled and the Vendor Type is set to Supplier by default, but it can be changed.

Header Information

1. In the Vendor field, select the Vendor against which the Document (or Invoice) is raised.
2. In the Order No. field, select the Purchase Order against which the Document (or Invoice) is raised.

> **Note:** If a Supplier is specified before specification of the Order No, the combo box list of values dropdown displays orders corresponding to all suppliers in the same supplier group as the supplier specified.

3. In the Supplier Site field, select the Supplier Site against which the Document (or Invoice) is raised.

4. In the Location field, select the Invoicing (Billing) Location from the list of valid locations (stores and physical warehouses). These locations are defined in RMS.

   Note: The Location field value is defaulted if the Order No selected has a single Location to which it is associated.

5. The Terms field defaults to the term of the specified PO. The defaulted value can be modified on the invoice document.
6. In the Document field, enter the identifier for the Document in ReIM that is used in communication with the vendors and will be displayed to the end user. This must be unique by vendor, document type, and (optionally depending on system setting) by document date.

   Note: If the vendor created the document (for example, a merchandise invoice), this field will hold the vendor's id for the document. If the retailer created the document in response to a client document (for example, a credit note request), the document_id will be the document_id of the original document prefixed or suffixed with the appropriate values from the im_system_options table (credit_note_req_prefix_cost, debit_memo_prefix_qty, credit_memo_suffix_dp).

7. In the Document Date field, enter the date the invoice was created, or click the calendar button and select a date.

Non Merch Detail

The Non Merchandise Details section allows the addition of a single non merch code / amount to an invoice document as part of a quick entry flow. Additional codes and details can be entered using the Non Merch Details window available on the Document Maintenance screen.

1. In the Non Merch Code field, specify a single non merch code that is applicable to the document. Additional codes can be entered using the Non Merch Costs screen if needed.
2. In the Non Merch Amount field, specify the non merch amount corresponding to the Non Merch Code specified.

Document Totals

The Document Totals section allows the user to specify Total Merchandise Amount, Total Quantity, and Total Invoice Amount.

Note: For a non-merchandise document, the quantity and merchandise amounts are null (or zero), and the Amount is non merchandise amount plus tax amount.

1. The Amount field represents the total value of the document. This field is automatically populated with the sum of the Non Merch Amount and Tax Amounts if not entered. It can be overridden or entered by the user.

Tax Details

The Tax Detail section allows the addition of a single tax code, tax basis and amount to an invoice document as part of a quick entry flow. Additional codes and details may be entered using the Tax Breakdown window available on the Document Maintenance screen.

1. In the Code field, specify the tax code applicable on the document at a header level.
2. In the Basis field, enter the taxable basis on which the tax code should be applied. This is computed by dividing the tax amount by the tax rate if the tax code and tax amount are added first.
3. The Amount field is automatically populated. It is computed by applying the tax code on the taxable basis if the tax code and basis are added first. The Amount field can be overwritten by the user.

Saving the Document

When all of the necessary information is added to your Non Merchandise Invoice, click **Save**. Clicking the arrow adjacent to the Save button provides the following options:

- Save and Add Another – Allows you to save the current invoice and open an empty Create Document dialog.
- Save and Continue – Allows you to save the current invoice and proceed to the Document Maintenance window.

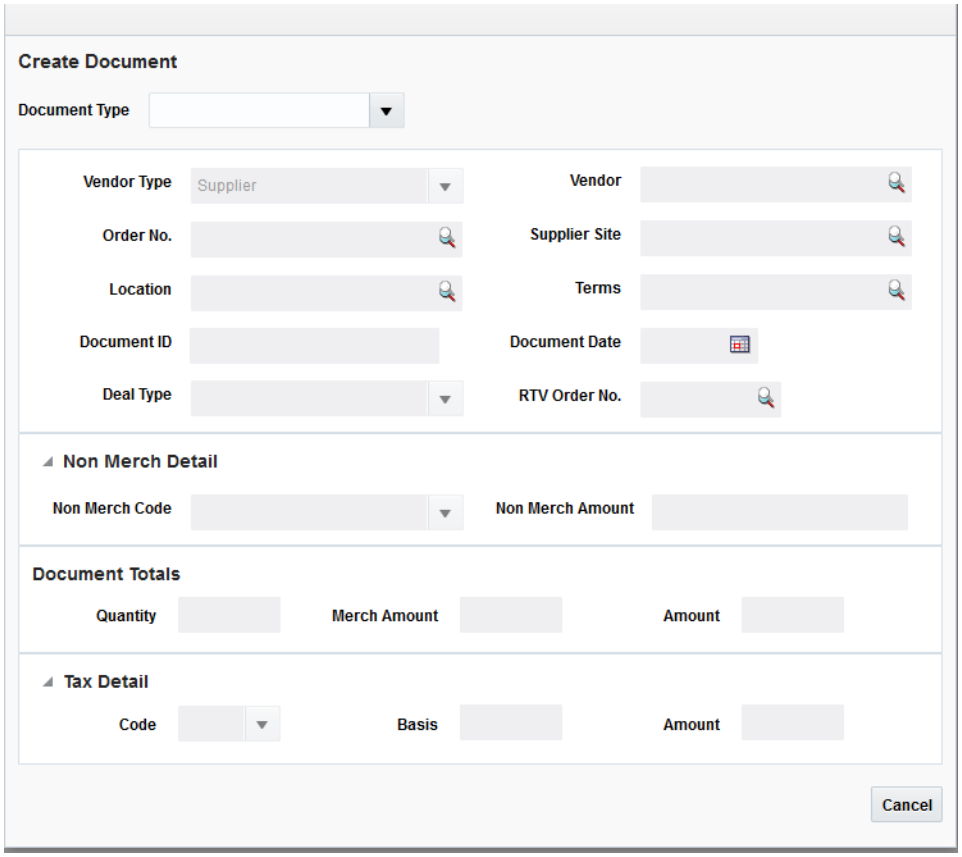
Credit Memos, Debit Memos, Credit Notes and Credit Note Requests

Credit Memos increase the payment to the supplier, Debit Memos decrease payment to the supplier. Credit Notes Requests look identical to Debit Memos, except they do not have immediate financial implications. Instead, they are a document sent to the supplier to ask them to generate a Credit Note which has identical effect of Debit Memo (reducing payment to the supplier). Therefore, a Debit Memo is a reduction in the payment to supplier generated by the retailer, and a Credit Note is a reduction in the payment to the supplier generated by the supplier in answer the Credit Note Request.

Create a Credit Memo, Debit Memo, Credit Note or Credit Note Request

Navigate: From the Tasks menu, select **Document Maintenance > Create Document**. The Create Document dialog opens.

Figure 2–3 Create Document Dialog



1. Open the Create Document screen. The Create Document screen is launched when the user chooses to create a Document through either of the one of the following:
   - Clicking the **Create Document** link under the Document Maintenance subgroup on the Global Navigation section.
   - Select **Create Document** from the Actions menu on the Search Results Pane.
2. In the Document Type field, select one of the following:
   - Credit Note
   - Credit Note Request - Cost
   - Credit Note Request - Quantity
   - Credit Note Request- Tax
   - Debit Memo - Cost
   - Debit Memo - Quantity
   - Debit Memo - Tax
   - Credit Memo - Cost
   - Credit Memo - Quantity

   Once the Document Type is selected, the field is disabled and the Vendor Type is set to Supplier.

Header Information

1. In the Vendor field, select the Vendor against which the Document (or Invoice) is raised.
2. In the Order No. field, select the Purchase Order against which the Document (or Invoice) is raised. When Purchase Order is entered, the Vendor and Supplier site are populated with the supplier and supplier site (respectively) from the Purchase Order.

   Note: If a Supplier is specified before specification of the Order No, the combo box list of values dropdown displays orders corresponding to all suppliers in the same supplier group as the supplier specified.

3. In the Supplier Site field, select the Supplier Site against which the Document (or Invoice) is raised.
4. In the Location field, select the Invoicing (Billing) Location from the list of valid locations (stores and physical warehouses). These locations are defined in RMS.

   Note: The Location field value is defaulted if the Order No selected has a single Location to which it is associated.

5. The Terms field defaults to the term of the specified PO. The defaulted value can be modified on the invoice document.
6. In the Document field, enter the identifier for the Document in ReIM that is used in communication with the vendors and will be displayed to the end user. This must be unique by vendor, document type, and (optionally depending on system setting) by document date.

   Note: If the vendor created the document (for example, a merchandise invoice), this field will hold the vendor's id for the document. If the retailer created the document in response to a client document (for example, a credit note request), the document identifier will be the same as that of the original document prefixed with the appropriate values from the im_system_options table (credit_note_req_prefix_cost, debit_memo_prefix_qty, credit_memo_suffix_dp).

7. In the Document Date field, enter the date the invoice was created, or click the calendar button and select a date.
8. The Deal Type field displays whether the document is associated with invoicing of a fixed deal or a complex deal and determines whether the Deal Billing details tab is enabled or not on the Document Maintenance window.
9. The RTV Order No field indicates whether the Document corresponds to a RTV Chargeback. RTV charge backs are intimations for financial recovery raised by the merchandising system for goods returned to the supplier. These documents do not require any additional processing in ReIM.

Document Totals

The Document Totals section allows the user to specify Total Merchandise Amount, Total Quantity, and Total Invoice Amount.

Note: This section is disabled if the Document type is set to Credit Memo, Debit Memo, Credit Note, or Credit Note Request.

Saving the Document

When all of the necessary information is added to your Credit Memo, Debit Memo, Credit Note, or Credit Note Request, click **Save and Continue** to move on to the main document maintenance screen to continue entering the document.

Document Maintenance

The Document Maintenance window offers a single screen view of the selected Document for different Document types including Merchandise and Non Merchandise Invoices, Credit Notes, Debit Notes, Credit Memos, and Credit Note Requests. This window can be accessed using any of the following options:

- By clicking **Save and Continue** on the Create Document dialog during a document creation.
- By selecting an existing document in the Search Results pane and selecting Edit/View from the Action menu.
- By clicking the Doc ID hyperlink.

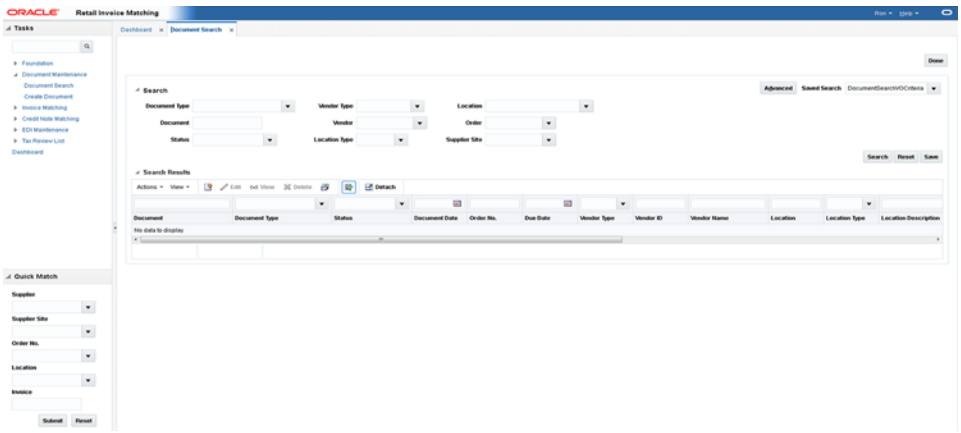
Note: Though the document is hyperlinked using the Doc ID field, the Doc ID field value by itself may not be unique and it is the data combination on the row that defines the document being opened.

Note: Only documents manually created in ReIM are editable through the user interface with the exception of the Comments Tab.

Search for a Document

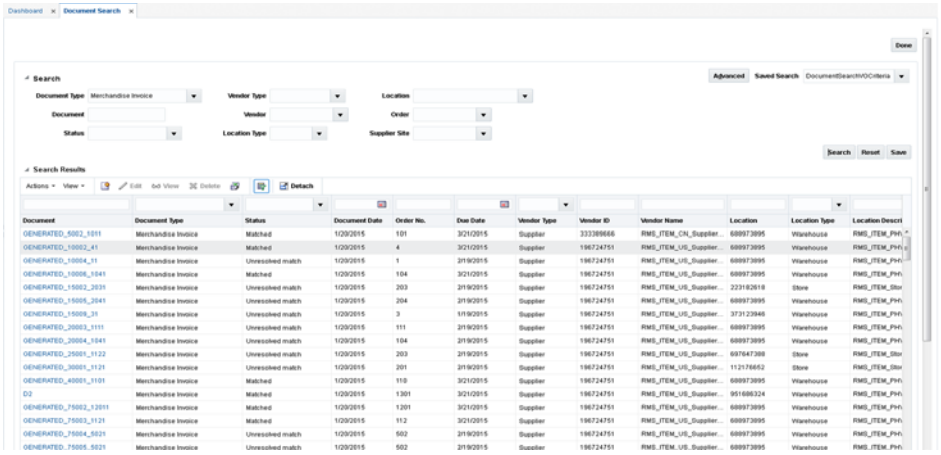
Navigate: From the Tasks menu, select **Document Maintenance > Document Search**. The Document Search window opens.

Figure 2–4 Document Search Window



1. Enter criteria as desired to make the search more restrictive. You must enter at least one search criterion.
2. Click **Search**. The search results pane displays the documents that match the search criteria.

Figure 2–5 Document Search Results



Header Pane

The Document Maintenance Header pane contains the header level details of the selected document.

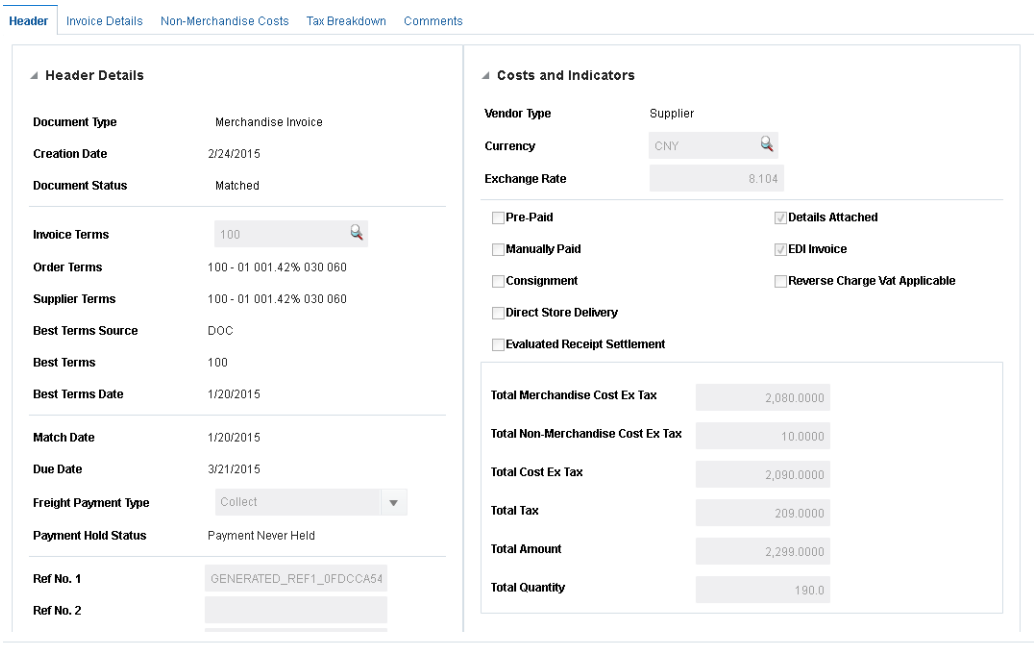
Figure 2–6 Document Maintenance Header Pane

The following display-only fields appear in the Header pane:

- Document – This field displays the Document ID which is an identifier of the Document in ReIM. This is unique by vendor, document type, and document date.
- Document Date – This field displays the Document Date which corresponds to the date on the document.
- Order No. – This field displays the order number associated with the document
- Location – This field displays the billing location on the document.
- Supplier – This field displays the ID of the supplier or vendor on the document. This field is labeled Vendor if the Vendor Type is not Supplier.
- Supplier Site – This field displays the ID of the supplier site on the document.
- Total Amount – This field displays the total amount or value of the document.
- Supplier Name – This field displays the name or description of the supplier on the document. This field is labeled Vendor Description if the Vendor Type is not Supplier.
- Supplier Site Name – This field displays name or description of the Supplier Site on the document.

Header Tab

Figure 2–7 Document Maintenance Header Tab



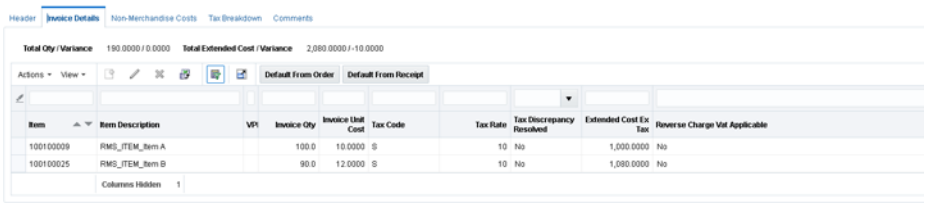
The Header Tab shows general information about the document and in allows some data to be edited. Some key editable fields on the Header Tab include:

- Invoice Terms
- Currency
- Freight Payment Types
- User Reference Fields 1 through 4
- Total Amount
- Total Quantity

Credit Note Request and Credit Note documents include a section for Credit Note Match Keys which are fields used in the Credit Note Automatch batch program.

Items Tab

Figure 2–8 Document Maintenance Items Tab



The Items tab allows for the capture of invoice detail information including Items, Quantities, Cost, and Tax information.

This tab is disabled for non-merchandise invoices and for non-merchandise fixed deal documents. For non-merchandise fixed deal documents, relevant details are entered on the Deal Billing details tabs. All the fields available in Create mode on this tab are also enabled when the document is accessed in Edit mode in any of the following document-status combinations:

- Merchandise Invoice – Worksheet/ Ready for Match/ Unresolved Match*/ Multi-Unresolved Match

  *Edit allowed if no action has been taken and discrepancies have not been resolved
- Credit Note – Worksheet/ Approved
- Credit Note Request – Worksheet/Approved
- Credit Memo – Worksheet/ Approved
- Debit Memo – Worksheet/Approved

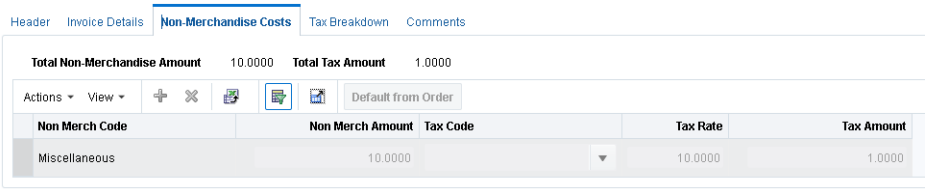
> **Note:** Only documents manually created in ReIM are editable via the user interface with the exception of adding comments on the Comments tab.

When documents are manually created or uploaded into ReIM using EDI or induction, when detail lines are added to the document, the system checks in RMS to see whether the item is eligible for Reverse Charge VAT. If the item is eligible, the information is saved against the detail line. Overall applicability of Reverse Charge VAT is determined at a document level.

The tax fields in the tab are available only if tax validation is enabled in ReIM. If the tax validation is set to retailer, then the tax fields are defaulted based on the values defined in RMS and are not editable via this screen. For tax validation type of vendor or reconcile, entry/edit of values is permitted via the UI.

Non-Merchandise Costs Tab

Figure 2–9 Document Maintenance Non-Merchandise Costs Tab



The Non-Merchandise Costs tab captures the non-merchandise costs on the document including non-merchandise totals and their associated taxes. All the fields available during create on this tab are also enabled when the document is called up in edit mode for the following document-status combinations:

- Merchandise Invoice – Worksheet/Ready for Match/ Unresolved Match*/ Multi-Unresolved Match

  *Edit allowed if no action has been taken and discrepancies have not been resolved
- Non Merchandise Invoice – Worksheet/ Approved
- Credit Note – Worksheet/ Approved
- Credit Note Request – Worksheet/ Approved

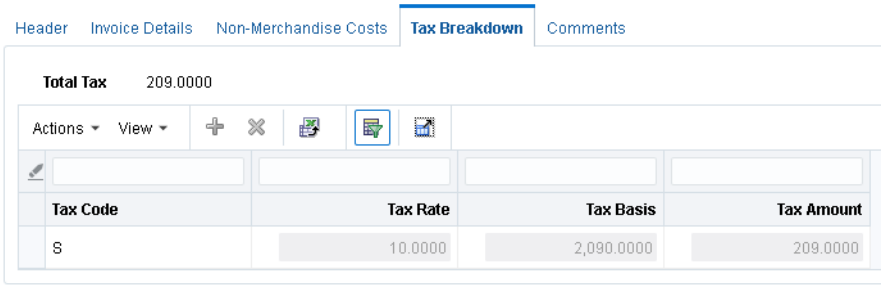
- Credit Memo – Worksheet/ Approved
- Debit Memo – Worksheet/ Approved

The tax fields in the tab are available only if tax validation is enabled in ReIM. Irrespective of the tax validation type, the tax fields are available for entry and edit for the tax validation types of Retailer, Vendor, or Reconcile.

> **Note:** Only documents created via the ReIM user interface can be edited in ReIM. Documents uploaded into ReIM from other systems via EDI upload are not available for editing with the exception of adding comments.

Tax Breakdown Tab

Figure 2–10 Document Maintenance Tax Breakdown Tab



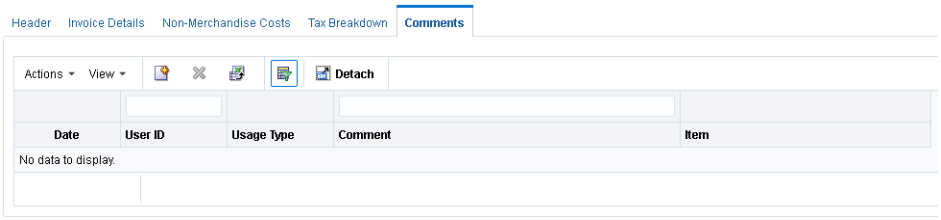
This Tax Breakdown tab captures all tax amounts (including detail level as well as non-merchandise tax components) at a tax code level and is accessible only if taxes are enabled in ReIM. All the fields available during create on this tab are enabled when this tab is accessed in edit mode for the following documents status combinations:

- Merchandise Invoice – Worksheet/ Ready for Match/ Unresolved Match/ Multi-Unresolved Match
- Non Merchandise Invoice – Worksheet/ Approved
- Credit Note – Worksheet/ Approved
- Credit Note Request – Worksheet/Approved
- Credit Memo – Worksheet/ Approved
- Debit Memo – Worksheet/ Approved

> **Note:** This tab is disabled and auto-populated based on the invoice details added if the Default Taxes from Header option is set. If the option is set, all tax amounts on the Detail lines as well as the Non Merch Codes in the document are rolled up by Tax Code and populated in the Tax Codes table. Each time a detail row is updated the same update is reflected in the Tax Header. For a particular document, the user can override the automatic generation of taxes by selecting the Allow Editing of Tax Amount check box. This makes the tax values editable for this document during the current maintenance session.

Comments Tab

Figure 2–11 Document Maintenance Comments Tab



The Comments tab allows you to add or modify comments attached to a document.

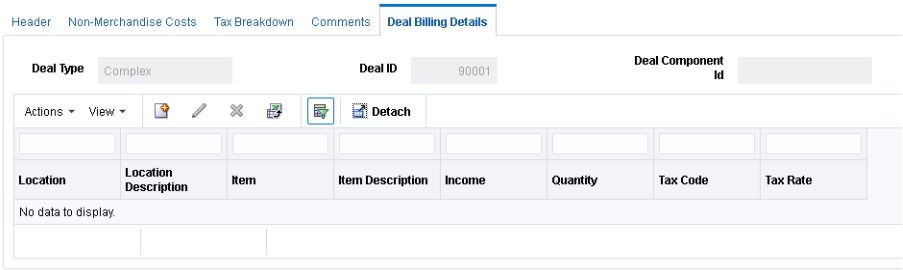
Add a Comment

Perform the following procedure to add a comment to a document:

1. Select **Create** from the Action menu. A new comment is added to the comment table. The Date and User ID fields are populated with the date the comment is being created and the user ID of the logged in user.
2. In the Usage Type field, select whether the comment is External or Internal.
3. In the Item field, specify whether the item should allow detail level comments specific to an item on the invoice. Items allowed for selection using the LOV are restricted to the items on the invoice. This field is not displayed for non-merchandise invoices as there are no item details on these documents.
4. In the Comments field, enter comments with regard to the specific resolution actions or details on the invoice that might be relevant for audit or further financial reconciliation.
5. Click **Save** to save the new comment.

Deal Billing Details Tab

Figure 2–12 Document Maintenance Deal Billing Details Tab



The Deal Billing Details tab displays details of linked deals and derived income for documents that are linked to deal invoicing for fixed and bill back deals Such documents are generally uploaded from RMS. This tab is disabled if the Document being Created/Edited/Viewed does not have associated deal information. In the create flow the presence of deal information can be indicated by specification of a Deal Type on the create document dialog. If a document is linked to a deal then the Deal Billing Details tab is enabled and the corresponding Invoice Maintainence Detail tab is disabled. Line item or Merchandise hierarchy details are entered via this tab and taxes captured on this tab drive tax breakdown calculation for such documents. Note that

the Deal Detail tab will not show deal details for off invoice deals that are associated with an invoice. The default columns and fields vary slightly based on whether the deal is fixed or complex.

Note: The Edit option in the Action menu is only available for the following document status combinations that have a deal associated:

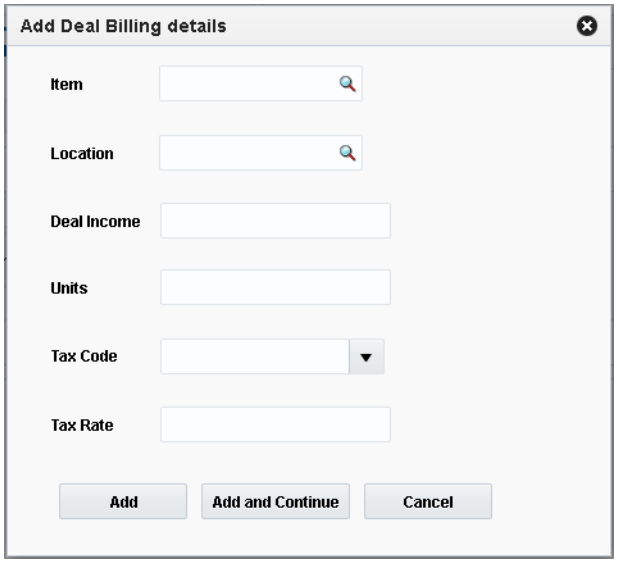
- Credit Note – Worksheet/Approved
- Credit Note Request – Worksheet/Approved
- Credit Memo – Worksheet/Approved
- Debit Memo – Worksheet/Approved

Add Deal Billing Details

Perform the following procedure to add deal billing details to a document:

1. Select **Add** from the Action menu. The Add Deal Billing Details dialog is displayed.

Figure 2–13 Add Deal Billing Detail Dialog



2. Enter the deal billing details for the following fields:
   - Item – This field allows selection of an item defined in RMS. Enter a value if available or select the item by querying for the item based on Item Number, Item Description, or VPN Number. (Item is only entered on Complex Deals.)
   - Department, Class, and Subclass – (These fields are available if the Deal Type is Fixed.) These fields allow selection of a department, class, and subclass. Valid values in RMS are available for selection.
   - Location – This field allows selection of a location defined in RMS. Only locations on the deal specified are available for selection.
   - Deal Income – This field allows for entry of deal income for the Item Location line (or for the merchandise category in the case of fixed deal).

- Units – This field allows for entry of item units relevant to the income figure.
- Tax Code – This field allows for selection of tax codes available in ReIM/RMS.
- Tax Rate – This field defaults to the tax rate associated with the selected tax code on the invoice date. It can be edited to reflect the value on the invoice. This field is displayed only if taxes are enabled in ReIM.

3. Click **Add** to save the new deal billing details. You are returned to the Deal Billing Details tab.

   You can add the details to the deal billing details table at any time by clicking **Add and Continue**.

EDI

The majority of documents are loaded in ReIM through Electronic Data Interchange (EDI). When ReIM receives an EDI file, it performs a pre-validation to ensure that the basic file format and data is correct. If the records pass the initial validation, they are loaded into the staging tables. From there, the system attempts to load the records into the ReIM base tables. If the data passes that level of validation, the documents are created in the base tables, are purged from the staging tables, and the documents are ready to be matched. If the data does not pass this validation, depending on the type of errors, users can manually correct the inaccurate data using the EDI Maintenance and Document Maintenance screens, or fix the data in the EDI file and reprocess.

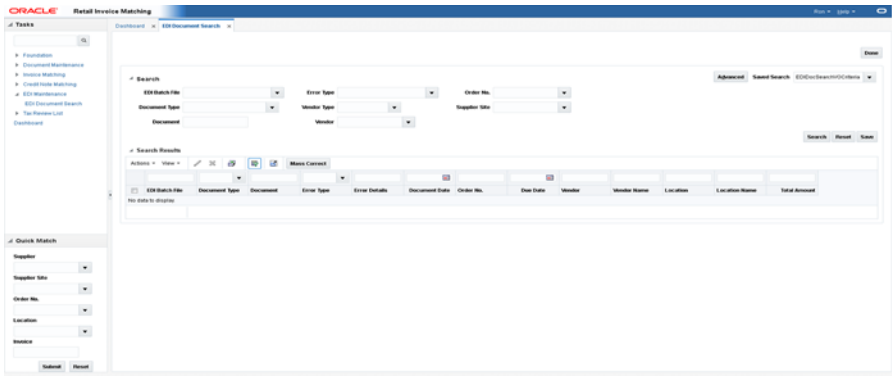
On merchandise documents, the Supplier Site should be populated in the Vendor ID field in the EDI layout. The EDI load program should use the Supplier Site to look up the parent supplier in RMS. The parent supplier in RMS is then populated as the Vendor ID in ReIM and the original value of the Vendor ID from the EDI file (that is, the Supplier Site) populates the Supplier Site ID in ReIM. From a validation perspective, ReIM does not accept Supplier in the Vendor field. Therefore, if the Supplier Site is invalid, the user should fix the Supplier Site (provided in the EDI file) and not the derived data (Supplier). Once the Supplier Site is fixed, ReIM derives the correct Supplier.

Non-merchandise documents can be either for Suppliers or for Partners. If the non-merchandise document is for a Supplier, the Vendor ID field must be populated with the Supplier Site and ReIM derives the Supplier as it does for merchandise invoices. For Partner non-merchandise documents, the Partner ID is sent in the Vendor Reference field and passed on to ReIM.

Search for an EDI Document

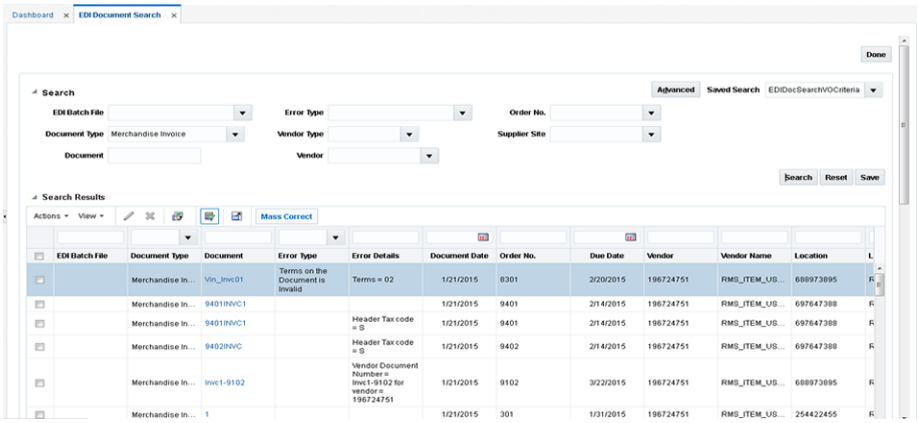
Navigate: From the Tasks menu, select EDI **Maintenance > EDI Document Search**. The EDI Document Search window opens.

Figure 2–14 EDI Document Search Window



1. Enter criteria as desired to make the search more restrictive. You must enter at least one search criterion. The following criteria are available:
   - EDI Batch File – This field allows for filtering documents with errors based on the EDI Batch File. The list of values displays all EDI Batch Files with errors.
   - Document Type – This field is a drop down list which lists the type of document being queried.
   - Document – This field represents the document ID which is a unique identifier assigned by the supplier of the document being referenced.
   - Error Type – This field allows filtering by error type (for example, rule violation). Typing the first letter of the description selects it. If more than one choice starts with the same letter, continuing to press that letter will cycle through the matching choices in the order in which they appear in the list.
   - Vendor Type – This field represents the type of vendor on the document being referenced.
   - Vendor/Supplier – The label on this field is displayed as Vendor if the Vendor Type has been changed to a value other than supplier. By default the vendor type field will be set to Supplier and this field should display the supplier label. This field allows filtering documents based on the vendor on the document being referenced.
   - Order No. – This field allows filtering documents based on the order number associated with the document. This field is available only if the Vendor Type is Supplier.
   - Supplier Site – This field allows filtering documents based on the supplier site on the document being referenced. This field is available only if the Vendor Type is Supplier.
2. Click **Search**. The results are displayed in the Search Results table. The user has the ability to select rows by checking a checkbox to select them, and then choose an action for the selected rows. The Document ID field is hyperlinked so users can quickly open a document in Document Maintenance for editing.

Figure 2–15 EDI Search Results



Fixing EDI Errors using Document Maintenance

The following procedure describes how to address EDI errors using the Document Maintenance window.

1. To fix a single document, select any error for that document in the results table and select Edit from the Action menu, or click on the document hyperlink. The Document Maintenance screen loads and all of the errors on the document are displayed in a popup. The popup includes all errors on the document, not just the errors from the Header Details Tab. Errors on the key fields on the header are listed first, followed by other errors on the header, and then errors on other tabs. If the number of errors exceeds the space on the popup, the popup displays as many errors as the space allows and then display a vertical scroll bar to allow users to scroll down to see the additional errors. If an error involves a discrepancy between multiple fields, the error is shown without the field reference. All fields with errors are highlighted in red.
2. The initial load of the screen takes the user to the Header Details Tab. This is true even if there are no errors on the header. In that case, users view the errors in the popup, and then click on the tab where the errors exist. For EDI generated documents, key fields are editable.
3. Click the fields with errors and the error details are displayed. Proceed to fix all errors on all tabs.
4. Once all errors on the document are fixed, click **Save** or **Save and Close**. When all errors are fixed, ReIM moves the corrected document from Staging to the ReIM base tables. If you are unable to fix all errors on a document, you will not be able to save changes, and have to cancel out of the document.

> **Note:** It is possible that additional errors exist on an EDI document that are not fixable via ReIM. In those cases, users receive an error explaining that additional errors exist that must be fixed in the vendor's EDI file.

Fixing EDI Errors using Mass Correction

To fix multiple documents at the same time, select any error for those documents in the results table, and select **Mass Correction** from the Action menu. Mass correction is only allowed for documents for the same supplier. Therefore, if multiple documents are selected that belong to different suppliers, they receive an error.

Mass Correction can only be used to fix two types of errors: Invalid Items and Invalid Purchase Order Numbers. If none of the documents selected are eligible for mass correction (that is, do not have Invalid Item or Order Number error), an error is displayed.

When **Mass Correction** is selected, the Mass Correction popup displays and displays the Supplier selected for Mass Correction.

Mass Correction – Order Number

The following procedure describes how to address EDI Order Number errors using Mass Correction.

1. From the Mass Correction popup, select Order No in the Type field.

   All invalid PO Numbers from the rows selected before clicking Mass Correction display in the Old Order No list of values.

2. Select one PO Number and then select a new PO number from the New PO No list of valid POs for the Supplier. Click **Replace**.

   The system performs a search and replace of the invalid PO number. It replaces the PO number on all of the selected documents that contain that same invalid value in the PO number field. It is possible that a selected document may have a different PO number that is invalid and in that case it would not be replaced.

   The Confirmation dialog displays the number of replacements made.

Mass Correction – Invalid Item

The following procedure describes how to address EDI Invalid Item errors using Mass Correction.

1. From the Mass Correction popup, select Item in the Type field.

   All invalid items from the rows selected before clicking Mass Correction display in the Old Item list of values.

2. Select one Item and then select a new item from the New Item list of values, or search for the new item using the item number or description field search. This searches all valid items for that Supplier. Click **Replace**.

   The system replaces that item on all of the selected documents regardless of the error codes on those documents.

   The Confirmation dialog displays the number of replacements made.

Note: If any of the selected documents has Header level errors with the Supplier, which would impact the ability to determine valid items, when users select Type - Item, the system prompts the user to fix those errors first

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Reversing Debit Memos

Navigate: From the Tasks menu, select **Document Maintenance > Document Search**. The Document Search window opens.

1. From the Document Search window, perform a search for debit memos. See Search for a Document for additional information.

2. In the Search Results pane, highlight the debit memo you want to reverse and select **Reverse** from the Action menu. The Reverse Debit Memo dialog is displayed.
3. From the Reverse Debit Memo dialog, select the items that need to be reversed and included on the Credit Memo.
4. Adjust the quantity or cost associated with those items, and select a Reason Code.
5. Click **Submit**, and the system creates a Credit Memo in Approved status for the selected line item quantities and costs.

Note: The Reverse Debit Memo dialog also allows the ability to reverse a portion of the Debit Memo by selecting individual line items, or a portion of a line item.

Note: Credit Memos created via the reversal process can be deleted until they are in Posted status. If deleted, the remaining cost/quantities available for reversal on the debit memo will be updated.

Voiding a Credit Note Request

Navigate: From the Tasks menu, select **Document Maintenance > Document Search**. The Document Search window opens.

1. From the Document Search window, perform a search for credit note requests. See Search for a Document for additional information.
2. In the Search Results pane, highlight the credit note request you want to void and select **Void** from the Action menu. The Confirm Write Off dialog is displayed.
3. From the Confirm Write Off dialog, click **Yes**. The credit note request is voided and you are returned to the Search Results window.

Note: Credit Note requests that are in Matched status cannot be voided.

Pre-Paying a Merchandise Invoice

Navigate: From the Tasks menu, select **Document Maintenance > Document Search**. The Document Search window opens.

1. From the Document Search window, perform a search for merchandise invoices. See Search for a Document for additional information.
2. In the Search Results pane, highlight the unpaid, unmatched merchandise invoice request you want to prepay and select **Prepay Documents** from the Action menu. The invoice is marked as pre-paid.

Note: Pre-paid invoices are still eligible for matching. Double-payment is prevented by ReIM verifying whether the pre-paid flag is set to yes.

3

Matching Merchandise Invoices

Manual Match

The online manual matching process allows users to combine documents, groups of invoices and receipts together, and match them. Matched invoices are then sent to the financial system for payment as part of the posting process.

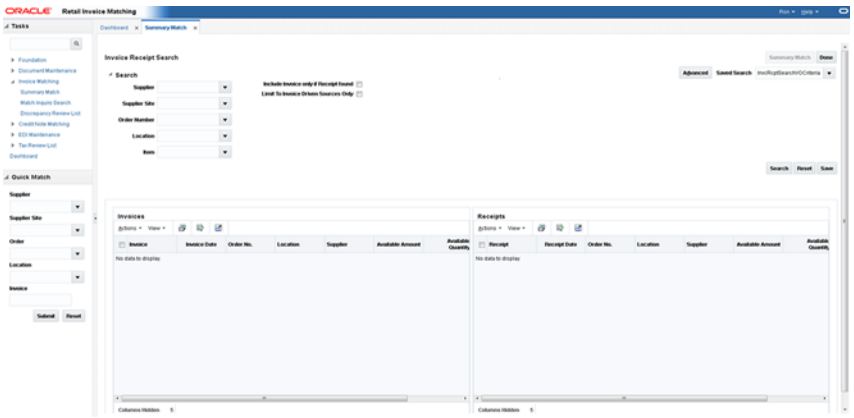
The manual matching process can take many forms. Manual summary matching allows users to select one or more invoices and attempt to match them to against any number of receipts. The selection of various combinations are initiated by user interaction with the UI by selecting or deselecting invoices and/or receipts until the desired matched results are identified and executed.

In cases where the summary match is out of tolerance, the user has the option to attempt a detail (or line level) matching process. The Line Level matching process attempts to automatically match the invoice lines based on line level tolerances and then provide the user various options to manually match or resolve the items which did not automatically match.

Search for Documents

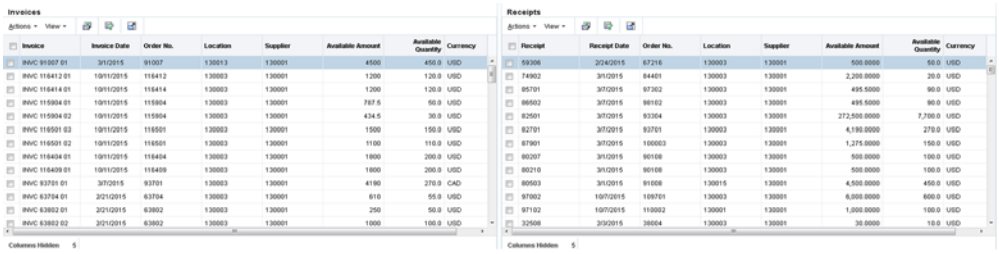
Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Summary Match Search window opens.

Figure 3–1 Summary Match Search Window



1. Enter criteria as desired to make the search more restrictive. You must enter at least one of the following search criteria: Supplier, Supplier Site, Order No., Location, and Item.
2. Click **Search**. The search results pane displays the invoices and receipts for each supplier that matches the search criteria.

Figure 3–2 Invoice/Receipt Summary Search Results



3. Select the invoices and receipts you wish to bring to the Summary Match Screen. As long as one matchable invoice is selected, this will enable the 'Summary Match' button at the top right of the screen.
4. Click **Summary Match** to bring the selected documents to the Summary Match screen.

Summary Match Invoices

The Summary Match screen allows for the manual matching of invoices which were not matched by the auto-match batch program. The screen displays invoices and receipts which meet user specified search criteria and allows the user to select any combination of invoices and receipts to attempt to bring the documents within a match tolerance. If matching at the summary level is not possible (or not desirable), the screen allows the user to navigate to a detail match screen where matching is performed against the items on the invoice(s) and receipt(s).

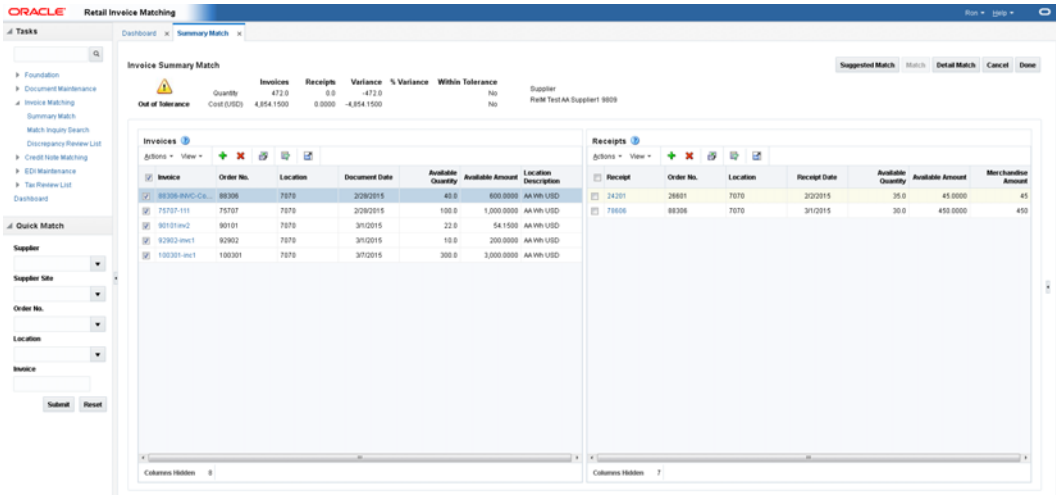
Suggested Match

Suggested Match is used to suggest which receipts might be a good match for the invoice or invoices that are selected.

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match window opens.

1. Perform a search for invoices and receipts. See "Search for Documents" for additional details.
2. In the search results, select all invoices and receipts from your search results and click **Summary Match**. The Invoice Summary Match screen is displayed.

Figure 3–3 Select Invoices for Suggested Match



3. Select one or more invoices and verify that all receipts are unselected. Click **Suggested Match**.

   The system evaluates various combinations of the receipts to determine the best match for the selected invoices. The combination of receipts which are considered the best match for the selected invoices are flagged as selected and the Summary Match table is updated to reflect the selected receipts.

   Note: The suggested match returns the best match it finds even if that match is outside of tolerance.

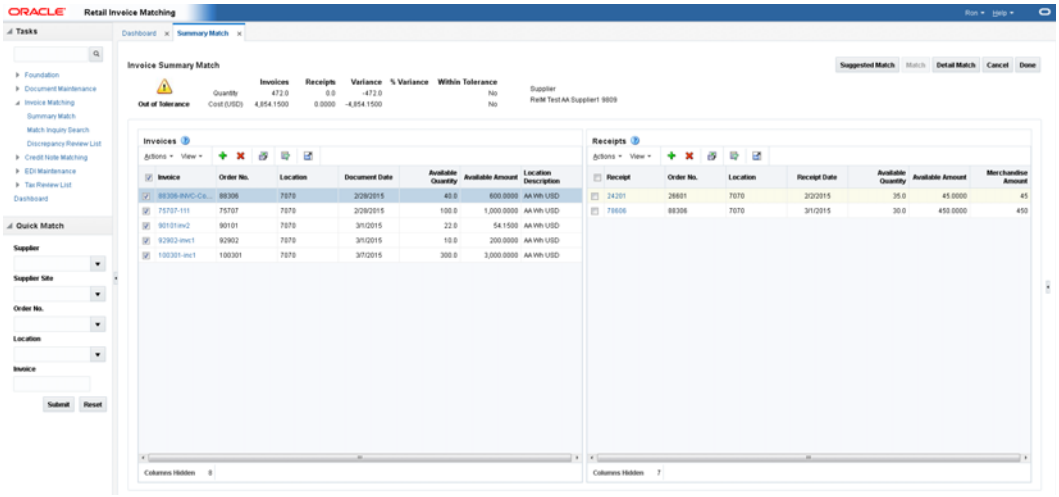
4. If the suggested match is within tolerance, click **Match** to match the invoices to the receipts. If the suggested match is out of tolerance you can elect to make adjustments as necessary.

Adding Documents to Summary Match

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match Search window opens.

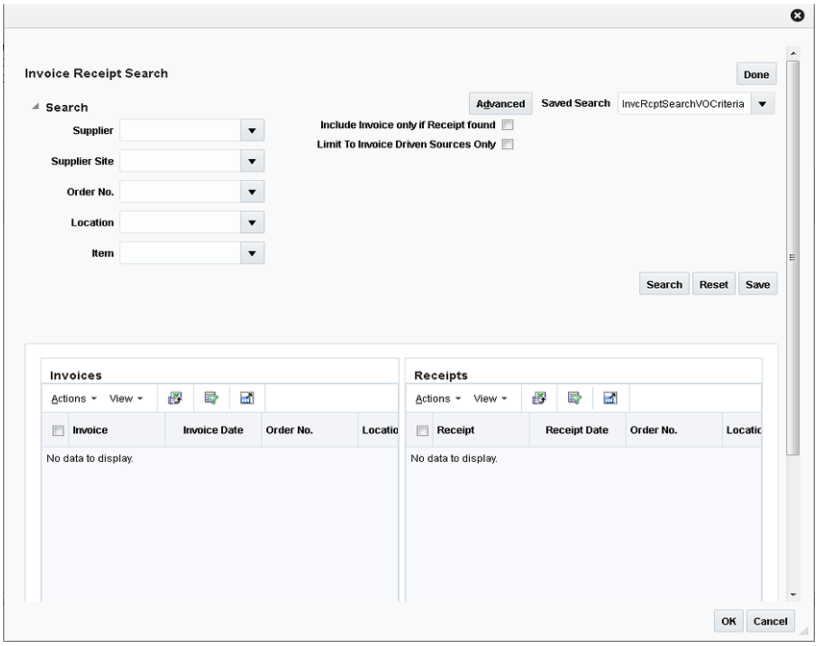
1. Perform a search for invoices and receipts. See "Search for Documents" for additional details.
2. In the search results, select the invoices and receipts you want to match from your search results and click **Summary Match**. The Invoice Summary Match Search screen is displayed.

Figure 3–4 Invoice Summary Match Search Screen



3. Determine whether an invoice or a receipt is needed to reach tolerance. From the Action menu of the invoice or receipt list, select **Add**. The Invoice Receipt Search dialog is displayed.

Figure 3–5 Invoice Receipt Search Dialog



4. Enter your search criteria and click **Search**. A list of invoices and receipts is displayed based on your search criteria.

5. Check the invoice or receipt that you want to add to the summary match and click **OK**. You are returned to the Invoice Summary Match screen and the selected invoice or receipt is added to the respective list.

Detail Match Invoices

Detail Match enables the user to match the items on invoices to the items on receipts.

When navigating to the Detail Match screen invoices and receipts are grouped by item. All the items are in an unmatched status. Items which are within tolerance are flagged as selected.

The Detail Match screen shows two tables at the top section of the screen. On the left side is the Summary Match table. This is the same table that appears on the Summary Match screen, and it shows the matching status of the invoices and receipts which were brought to the Detail Match Screen. As items are matched or resolved, they are deducted from the Summary Match Totals table. As these deductions occur, if the match becomes within tolerance at the summary level, then the Summary Match button is enabled and the user has the option of summary matching the remainder of the invoice.

The Detail Match Totals table is in the upper right section of the screen. As items are selected from the detail match table below, the Detail Match Totals table is updated showing the totals for the items being considered for matching or resolution. When a match or resolution is executed, these totals are emptied as the action will consume everything that was currently selected.

The lower section of the screen shows the Detail Match table. The Detail Match table is a hierarchical table with three possible levels. The top level is a parent (or style) level. This level is optional, and only appears when a sku item has a parent. The parent level row is only used for mass selection (or de-selection) of the child skus under the parent.

The second level in the Detail Match table is the sku level. This is the main driver of the matching process. This row displays an accumulated total of all the invoices and receipts which are set to be included in a match for the item. The sku row also contains a check box to indicate that the user wishes to take an action on this item.

The third level in the Detail Match table is the invoices and receipts level. There are two types of rows at this level; the invoice row and the receipt row. The invoice row displays a document icon to distinguish it from the receipt row, and only the invoice columns are populated. The receipt row displays a truck icon to distinguish it from the invoice row and only the receipt column is populated.

There can be multiple invoice or receipt rows for the same item. The include check box is present on both invoice and receipt rows, and if checked, that row is included in the totals of the sku row. If the sku is selected, the row is also included in the action (matching or resolution). Rows that have the include check box unchecked are not included in the action.

Matching Items within Tolerance

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match window opens.

1. Perform a search for invoices and receipts. See "Search for Documents" for additional details.
2. In the search results, select the invoices and receipts you want to match from your search results and click **Summary Match**. The Invoice Summary Match screen is displayed.
3. Select the invoice and receipts that you want to evaluate at the line level and click the **Detail Match** button. The Detail Match screen is displayed.
4. On the detail match screen, items which are 'within tolerance' are flagged as selected, click **Detail Match** to execute the Detail Matching routine. The selected items are flagged as cost and quantity matched.

Note: The Detail Match button is enabled if the variance on each selected item is within line level tolerances. If any one of the selected items is outside of the tolerance, the detail match button is disabled.

Substitution

Situations may arise where a substitution may need to be made on a receipt item. For example:

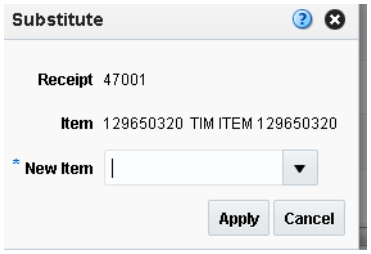
If a retailer ordered one item, but when the supplier went to ship the order there was a problem with the ordered item (maybe an out of stock). The supplier then shipped a replacement item. The replacement item is received at the retailer site, but the invoice was never updated to reflect the new item. When the invoice arrives, the summary match is outside of tolerance so detail matching is attempted. It is unsuccessful however since the invoice item which was replaced does not match to any items on the receipt.

When a situation like this occurs, the user is allowed to perform a substitute action on the receipt item to facilitate the matching process.

Substitution involves isolating a receipt row for an item, selecting it, and then identifying the sku where you want to move the substitute item. Receipt items can be selected for substitution as follows:

1. From the Invoice Matching Detail Match screen, ensure that only a single sku row is selected. Substitution only allows one sku at a time.
2. For the sku that you want to use for a substitution, uncheck the 'include' check box for any invoice row associated with the sku and check the 'include' check box for the receipt row you want to use for the substitution.
3. Click the Substitute button. The Substitute dialog is displayed.

Figure 3–6 Substitute Dialog



4. Enter the item ID for which the receipt item is a substitute. Only items from invoices in the current match are allowed in the substitute action.

   When the substitution is complete, the receipt entry displays the substituted item ID under the hierarchy of the substitute item. The original item ID is retained and is available if you hover over the substitute item. Note that when the substituted item comes over into the hierarchy of the new item, the Include checkbox on the substitute item is off and must be checked to be included for it to be included in any subsequent matching or resolution.

Note: If there was a receipt item already present for the substitute item, the unit costs must be the same on the receipt items or they can not be matched together.

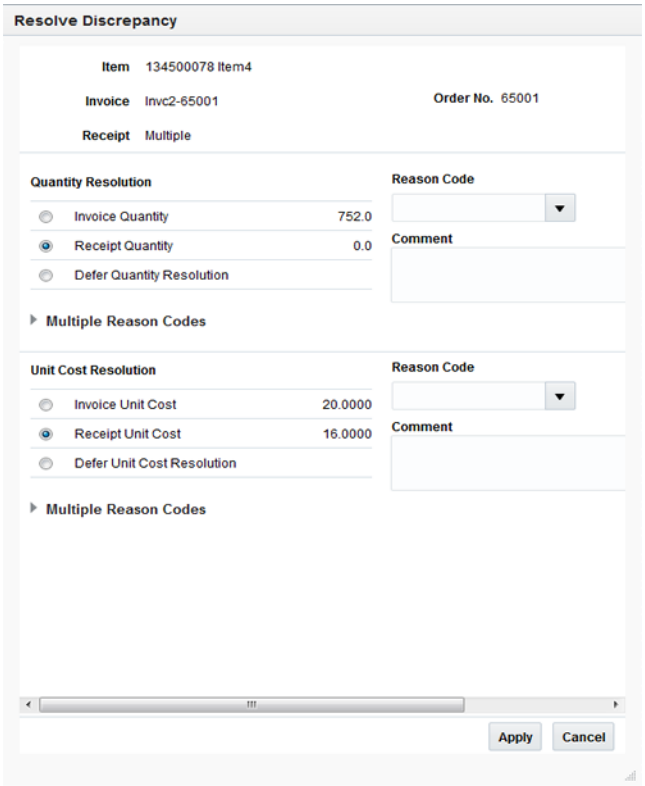
Note: If a substitute process is started, but then the substituted item is not matched or resolved with the new item, it reverts to its original state if the user leaves the Detail Match screen and then returns.

Resolving Discrepancies

The Resolve button on the Invoice Matching Detail Match screen is enabled when there are one or more unmatched items selected which are valid to be resolved together. For example, if one sku is selected with a quantity overbill, and another sku is selected with a quantity underbill, the Resolve button is disabled. This is because resolving a quantity overbill with a quantity underbill is not allowed since it is typically resolved with a different type of reason code action.

When one item is selected or multiple items with similar discrepancies are selected, clicking the Resolve button opens the Resolve Discrepancy dialog which allows the discrepancy resolution process to proceed on all selected items. Note that both cost and quantity discrepancies can be resolved with the same Resolve Discrepancy dialog.

Figure 3–7 Resolve Discrepancy Dialog



Auto-Match Invoices

The ReIM auto-match program allows for four types of matching:

1. Cost Pre-matching
2. All-to-All Summary
3. One-to-Many Summary
4. Detail Matching

Retailers will be able to select which types of matches should be attempted and in what order the match attempts should occur, with the exception of Cost Pre-Matching which must be performed first if enabled. Also, users are able to specify what match key to use to combine documents together for matching.

The batch Auto-match program utilizes Match Strategies to determine which types of matches to attempt. Match strategies are setup on the The Match Strategies Maintenance screen while the Supplier Options Maintenance screen allows a match strategy to be assigned to a supplier group or a supplier. If a match strategy is not defined at the supplier group or supplier level there is a system level default match strategy.

The auto-match program does not attempt to match an invoice if one or more items on the invoice meet the following criteria:

- a cost discrepancy exists for the for an item but the quantity is flagged as matched
- a quantity discrepancy exists for the item but the cost is flagged as matched

These conditions essentially are indicating that an item on an invoice is partially matched (either quantity or cost) to a receipt item. Therefore, the user is required to manually match the invoice which will require them to address this partially matched scenario directly during the manual matching process.

Match Strategies

The batch auto-match program performs several types of match attempts in an effort to match invoices to receipts. The Match Strategy rules feature allows retailers to build and maintain match strategies which specifically define the types of matches which should be attempted and the order in which they should be tried during the auto-match process. The match strategies can be defined at the system, supplier group, or supplier level.

Mapping Match Strategy to a Supplier Group or a Supplier

The mapping of a Match Strategy to a Supplier or Supplier Group is done in the Supplier Options UI. The Match Strategy is a field on the Supplier Options table, available for either suppliers or supplier groups. If it is populated, then the supplier or supplier group Is mapped to that strategy. If the supplier is not mapped at one of these levels, then the match strategy default is used for that supplier. For additional information, see "Match Strategy Maintenance" on page 6-13.

The creation of a Supplier Group is tightly integrated to the logic for selecting documents to be processed by the match engine. If a Supplier Group is created, all the documents for all the suppliers in the group are considered by the match engine together. If a match strategy is defined at the Supplier Group level, then it is used to determine what match attempts to apply against the documents in the supplier group.

If a match strategy is not defined at the supplier group level, then the system default match strategy is used to determine which match attempts are used to attempt to

match documents for the supplier group. If a match strategy was set up for one of the suppliers for a supplier group, it is ignored by the match engine and the UI should show it as N/A.

If a supplier is not part of a supplier group, then all the documents for that supplier are considered by the match engine together. If a match strategy is defined at the Supplier level, then it is used to determine what match attempts to apply against the documents for that supplier.

If a match strategy is not defined at the supplier level, then the system default match strategy is used to determine which match attempts should be used to attempt to match documents for the supplier.

Tax Validation on Header only Matches

ReIM uses a routine in the auto-matching program to perform a tax validation for header only invoices. The tax validation is executed when a header only invoice matches (either perfectly or within tolerance). The tax validation compares the taxes on the invoice to the taxes generated by the items from the receipt. In addition, the tax validation:

- ensures that all tax codes used on the invoice(s) are also used on the receipts in the match, and that the tax rates are exactly the same.
- ensures that all tax codes on the receipts used in the match are also on the invoice(s) and that the rates match.

If the match passes these two criteria, the invoice (and receipts) can be considered matched. If the validation fails, the invoice(s) are put into tax discrepant status.

Cost Pre-Matching

The Cost Pre-Matching routine is optional but if it is run, it is always ran as the first step of the Auto-match batch. When the Cost Pre-Matching routine is run, it is run against all suppliers. The routine is only executed if no receipts are found for the invoice in the match pool. If it finds differences in the cost on the order and the cost on the invoice which are outside of the tolerance level, it generates a cost discrepancy.

Note: If the costs do match, the item is not flagged as 'cost matched' because it is still possible that the cost in RMS will change before the receipt comes in which would then need to be recognized as a variance.

Summary Match

The Auto Match Batch attempts various types of Summary Matches based on the Match Strategy associated with the supplier or supplier group. Summary Matching involves looking at the total document values (cost and optionally quantity) without considering the specific items on each document. The various types of Summary Matches are described below.

Summary Match All-to-All

An all-to-all match attempts to match all invoice documents to all receipt documents in the match pool. Used in combination with the Match Strategy table, all-to-all matching provides the user:

- The option to choose whether or not to run the all-to-all match.

- The option to choose the order in which the all-to-all match is attempted. For example, the user could decide to execute the one-to-many match before the all-to-all match.
- The option to choose the number of times an all-to-all match is attempted. Ideally, multiple of the same type of match attempt will be separated by other types of match attempts.
- The option to decide how to group the invoices and receipts together to attempt matching by specifying the match key.

Note: The Best Match parameter is not applicable for all-to-all matches.

Summary Match One-to-Many

A one-to-many match attempts to match one invoice document to one or more receipt documents. There are two options when performing a one-to-many summary match:

- Regular Match

  Regular Match attempts to match the invoices and receipts in the pool as one to one matches. If an invoice could match to two or more receipts within tolerance, then the match fails. Similarly, if two or more invoices could match to a single receipt (within tolerance), then the match fails and both invoices are put in multi-unresolved status. If Regular Match fails because the invoice could be matched to multiple receipts or if it failed because multiple invoices could be matched to one receipt, the invoice is flagged as multi-unresolved. If a Regular Match fails for a any other reason, the invoice is flagged as an 'Unresolved' match.

- Best Match

  The Best Match setting applies additional logic to select better matches when multiple receipts or receipt combinations can be matched to a single invoice. The best match process creates all combinations of one invoice to one or more receipts and selects the best match.

  The best match logic selects the receipt or combination of receipts that provides the lowest absolute variance. If two potential matches to the invoice have the same absolute variance but one is an overbill and one is an underbill, the underbill takes precedence. If the two potential matches have identical variances, then the invoice quantity matching will be used as additional criteria. The match with the smallest absolute quantity variance with be taken as the 'best match'. If the absolute quantity variances are the same then no best match can be determined and the invoice is left as unmatched.

SKU Compliance on Summary Match

Generally, a match is valid at the summary level if the invoices and receipts match within tolerance. The match is always checked against total cost tolerance and it is optionally checked against quantity. However, summary matching does not look at the items on the invoice at all so it is possible to get a match at the summary level where none (or only a few) of the items on the invoice are actually on the receipt. In this case, the value of the match is acceptable, so the match does happen, but the quality of the match (meaning was the invoice really charging for items which were received) can be completely suspect.

The SKU compliance feature can be used with summary matching to ensure that the items on the invoice(s) were also on the receipt(s) which were included in the match.

SKU compliance is only calculated if all invoices in a match have details. Therefore, if any of the invoices in the match is a header only invoice, the SKU compliance is skipped.

SKU compliance checks for how many of the items on the invoice(s) are on the receipt(s) and how many of the items on the receipt(s) are on the invoice(s). There is a percent calculation for each of these ratios, and both ratios must pass the Supplier's or Supplier Group's configured SKU compliance percent for the match to be accepted.

Detail Matching

Detail matching provides the last level of matching possible.

Eligibility for Detail Matching

In auto-matching, matching can be performed for the entire invoice or it can be broken down to the line level. Detail (or line level) matching is performed by item.

In order to be eligible for detail matching, an invoice or receipt must meet the following conditions:

1. Lines must be present on the invoice: Auto-matching assumes that invoices either have all lines in the system or no lines. The system neither validates nor processes partial invoices. If any lines are present, auto-matching assumes that all lines are present.
2. The invoice must not be part of a manual group. Manual groups are created during the detail match process when an item is partially resolved to a receipt item (for instance the cost is resolved but quantity is deferred). In this circumstance, the invoice and receipt will be ignored by Auto Match Batch and the match will need to be completed through the online processing.

Routing Discrepancies

Part of the detail matching process includes the 'routing' of discrepancies. The 'routing' of discrepancies means that the discrepancies will appear on the 'Discrepancy Review List'. Discrepancies are not routed until after the 'routing date' has passed.

The system uses settings and a formula to arrive at its determination of routing days. A supplier option is used to define how long the system should wait before routing discrepancies for invoices for that supplier. However, if the invoice is due sooner than the routing date, then discrepancies may be routed earlier than the routing date. A system option determines the number of days before the invoice due date that discrepancies will be routed. The earliest date between the routing date defined by the supplier option and the routing date dictated by the system option is the date on which auto-match routes discrepancies for an invoice.

Supplier option: routing days = x days

System option: maximum days before due date = y days

Supplier driven routing date = invoice date + x days

System driven routing date = invoice due date - y days

The date of actual routing is the earlier of the supplier driven routing date and the system-driven routing date.

Therefore, discrepancies are typically not seen on the Discrepancy Review List until after the routing date has passed. (A discrepancy could potentially get to the Discrepancy Review List before the routing date if it was partially resolved manually through the UI.) There is also a system option called Delay Line Matching. If this

indicator is checked, then the system does not even attempt detail matching until after the routing date has passed. If the indicator is unchecked, then detail matching is attempted before the routing date passes, but discrepancies will not show up on the Discrepancy Review List until after the routing date has passed.

Regular versus Best Match

Regular detail matching compares the invoice item with the matching receipt item from all receipts in the pool.

When regular matching is only done within a PO, the unit costs on all the receipt items are the same. If the match key being used allows the user to cross PO's, a constraint is included to require all receipt costs on an item to be the same. If receipt costs are different for the same item, detail matching is not allowed for the item.

The Best Match Strategy for detail matching does two separate routines when attempting to match items within the match pool:

1. If the cost of the item on all invoices in the pool is the same, (remember the cost of the item on all receipts also has to be the same - though not necessarily the same as the invoice item), Best Match attempts to match all invoices to all receipts in the pool for that item (an all-to-all match). If they are within tolerance for both cost and quantity in the all-to-all step, then the item is matched on all invoices and on all receipts within the pool. If either the cost or quantity match fails, then nothing is flagged as matched and the process continues with step 2.
2. For the item, look at the item on each invoice in the pool individually and compare it to the sum of all receipts in the pool and select the best match. The criteria for determining the best match in this scenario is as follows:
   - Calculate the unit cost variance, and if it is out of tolerance the invoice is rejected from best match consideration.
   - Calculate the quantity variance and if it is out of tolerance the invoice is rejected from best match consideration.
   - At this point the match is eligible for consideration for best match. Calculate the variance on the extended cost between the invoice item and the receipt item(s). This variance is compared against all matches that have passed steps 1 and 2 and thus are eligible for best match consideration.
   - Compare the absolute variance for all the matches which are eligible for best match consideration. Take the match with the least absolute variance as the best match. If two matches have the same absolute variance but one is an overbill and one is an underbill, select the underbill as the best match. If the variances are identical, then a best match is not possible, so the match is skipped.

If the Best Match attempt is unsuccessful, it means that the Regular Match would also have not been successful. However, if the routing date has passed you should attempt regular matching including the auto-resolution process and the generation of discrepancies.

Note: A Best Match may not have been valid because just the unit cost or just the quantity was out of tolerance. Therefore, it is possible that either unit cost or quantity is within tolerance.

The Regular Match attempts to match the invoice item with the receipt items from all receipts in the match key (all receipt unit costs must match the unit cost of the item for the PO/Location) for the invoice being matched).

Generating Discrepancies

During regular detail matching (not best match), the auto-matching process generates discrepancies for cost and quantity discrepancies which are outside of tolerance. There are four types of discrepancies possible:

- Cost in favor of supplier
- Quantity in favor of supplier
- Cost in favor of the retailer
- Quantity in favor of the retailer

In addition, the Tolerance table includes an Auto Resolution column which is used to determine the variance percent (or amount) allowed to complete an automatic resolution. The Auto Resolution column means that there are three types of discrepancies:

- Discrepancies which are within the 'variance within tolerance' (VWT) setting
- Discrepancies which have a variance which can be automatically resolved
- Discrepancies which have a variance which is too large to be automatically resolved. These variances generate a discrepancy and are sent to the Discrepancy Review list

Discrepancies which are within the variance within tolerance setting Variance within tolerance (VWT) is a variance that is less than or equal to the tolerance amount.

Discrepancies which have a variance which can be automatically resolved Discrepancies which can be automatically resolved are discrepancies where the variance is between the tolerance value (exclusive) and the auto resolution value (inclusive) from the tolerance table. When doing automatic resolutions, in addition to the auto resolution value being populated, the Reason Code column needs to be populated.

Discrepancies which have a variance which is too large to be automatically resolved Discrepancies which are outside of tolerance are those where the variance is greater than auto resolution value. These will have a discrepancy generated and sent to the Discrepancy Review List.

Automated Discrepancy Resolution

When a discrepancy has been identified as one which can be automatically resolved (based on comparing the variance with the applicable tolerance from the tolerance table), the resolution steps should mirror the processes which would occur if the discrepancy were resolved using the online discrepancy resolution process. These steps include:

1. The discrepancy is generated and sent to the review list.

> **Note:** The remaining steps in the process effectively remove the discrepancy from the review list, but the data trail is the same whether a discrepancy is automatically or manually resolve.

2. The system looks up the appropriate resolution action on the reason code table using the code assigned on the tolerance table row associated with the discrepancy.
3. The resolution action is applied to resolve the discrepancy. If the resolution is a receipt adjustment, entries are made to the appropriate tables in ReIM to execute the trigger which performs the receipt adjustment in RMS.
4. If this is the last item on the invoice to be resolved then the whole invoice is flagged as matched. If this was the last item for the receipt to be resolved, then the receipt is also flagged as matched.
5. When the automated resolution process has been completed, the resolution actions generate debit and/or credit memos during the rollup job assuming the invoice is not on hold. If the invoice is on hold, the documents are generated when the invoice is removed from hold after all credit note requests have been satisfied.

4

Match Credit Notes to Credit Note Requests

Manual Match Credit Notes to Credit Note Requests

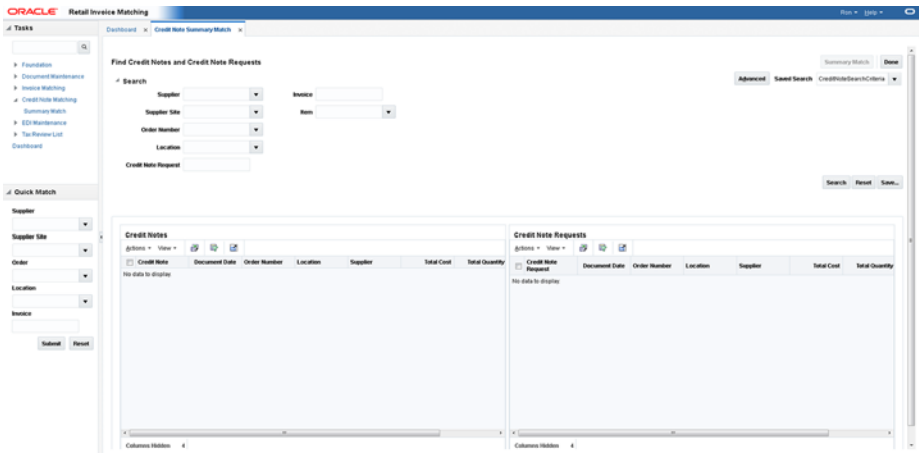
The manual matching of credit notes to credit note requests mirrors the manual matching of invoices to receipts. Therefore, the credit note matching feature includes the ability to Summary Match credit notes to credit note requests, as well as the ability to detail match a credit note to one or more credit note requests.

Credit note requests documents are of three types; CNR-Cost, CNR-Quantity, and CNR-Tax. A CNR-Cost and CNR-Quantity document could be pulled into the same match pool and matched to one or more credit note(s). (CN's do not have a separate type for cost or quantity, there is just a CN document which could include cost, quantity, or both.) A CNR-Tax is the reversal of an invoice which was determined to have the wrong tax applied. It is likely to be matched separately from other types of CNR's, it should be able to be matched like any other CNR document.

Search for Credit Note Requests and Credit Notes to Match

Navigate: From the Tasks menu, select **Credit Note Matching > Summary Match**. The Credit Note Summary Match window opens.

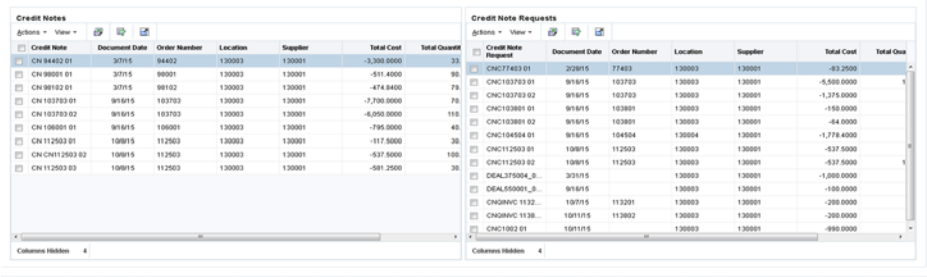
Figure 4–1 Credit Note Summary Match Window



1. Enter criteria as desired to make the search more restrictive. You must enter at least one search criterion.

2. Click **Search**. The search results pane displays the credit note requests and credit notes for each supplier that match the search criteria.

Figure 4–2 Credit Note Summary Search Results



The Credit Note Summary Match screen allows for the manual matching of Credit Notes which were not matched by the Credit Note auto-match batch program. The screen shows Credit Notes (CN) and Credit Note Requests (CNR) which meet your specified search criteria and allows you to select any combination of Credit Notes and Credit Note Receipts to attempt to bring the documents within a match tolerance. If matching at the summary level is not possible (or not desirable), the screen allows you to navigate to a detail match screen where matching is performed against the items on the Credit Notes and Credit Note Requests.

Summary Match Credit Notes

The summary matching windows allow you to match credit notes and credit note requests. By limiting the credit note request and credit note criteria on the Summary Match Find window, you can view credit note requests and credit notes with similarities.

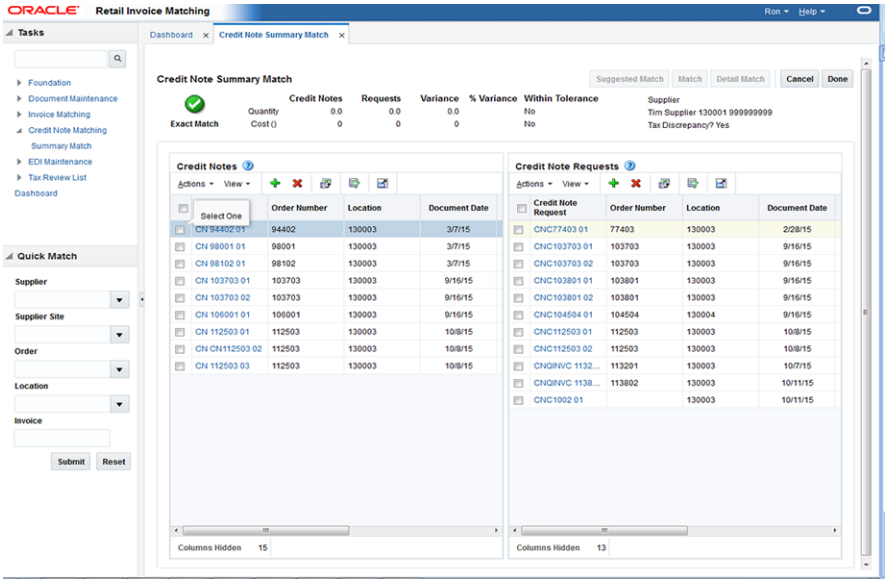
Suggested Match

Suggested Match is used to suggest which CNRs might be a good match for the CN or CNs that are selected.

Navigate: From the Tasks menu, select **Credit Note Matching > Summary Match**. The Credit Note Summary Match window opens.

1. Perform a search for credit note requests and credit notes. See Search for Credit Note Requests and Credit Notes to Match for additional details.
2. In the search results, select all CNs and CNRs from your search results and click **Summary Match**. The Credit Note Summary Match screen is displayed.

Figure 4–3 Select CNs for Suggested Match



3. Select one or more CNs and verify that all CNRs are unselected. Click **Suggested Match**.

   The system evaluates various combinations of the CNRs to determine what is the best match for the selected CNs. The combination of CNRs which are considered the best match for the selected CNs are flagged as selected and the Summary Match table is updated to reflect the selected CNRs.

   Note: The suggested match returns the best match it finds even if that match is outside of tolerance.

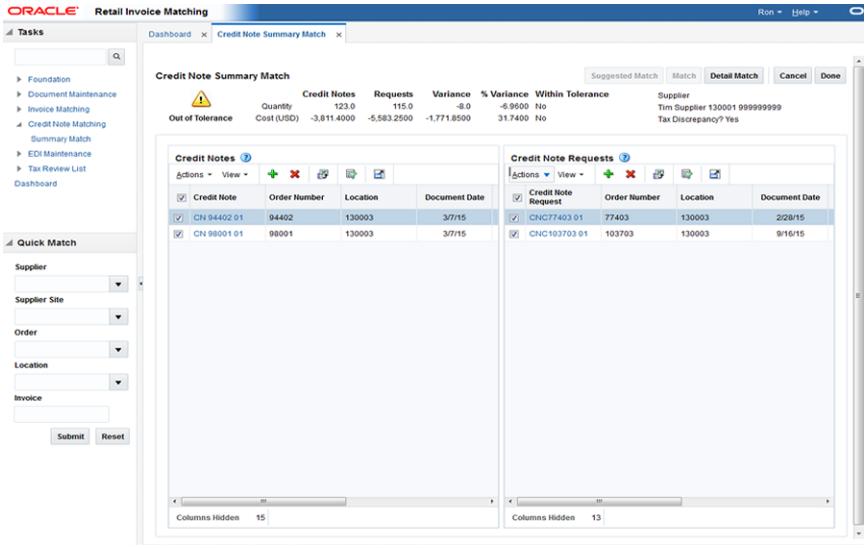
4. If the suggested match is within tolerance, click **Match** to match the CNs to the CNRs. If the suggested match is out of tolerance you can elect to make adjustments as necessary.

Adding Documents to Summary Match

Navigate: From the Tasks menu, select **Credit Note Matching > Summary Match**. The Credit Note Summary Match window opens.

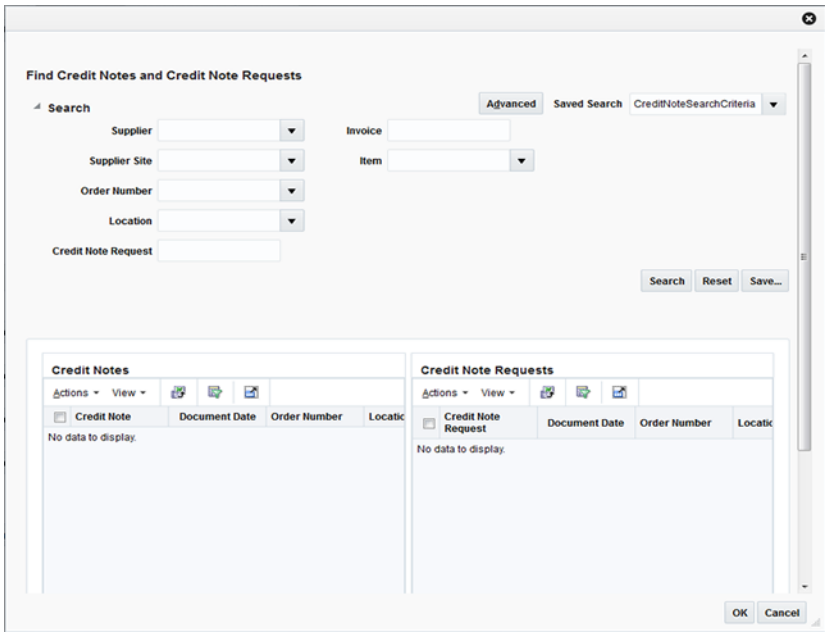
1. Perform a search for credit note requests and credit notes. See Search for Credit Note Requests and Credit Notes to Match for additional details.
2. In the search results, select the CNs and CNRs you want to match from your search results and click **Summary Match**. The Credit Note Summary Match screen is displayed.

Figure 4–4 Credit Note Summary Match Screen



3. Determine whether a CN or a CNR are needed to reach tolerance. From the Action menu of the CN or CNR list, select **Add**. The Find Credit Notes and Credit Note Requests dialog is displayed.

Figure 4–5 Find Credit Notes and Credit Note Requests Dialog



4. Enter your search criteria and click **Search**. A list of CNs and CNRs is displayed based on your search criteria.

5. Check the CN or CNR that you want to add to the summary match and click **OK**. You are returned to the Credit Note Summary Match screen and the selected CN or CNR is added to the respective list.

Detail Match Credit Notes

Detail Match enables the user to match the items on a CN to the items on a CNR.

When navigating to the Detail Match screen CNs and CNRs are grouped by item. All the items are in an unmatched status. Items which are within tolerance are flagged as selected.

> **Note:** If there are multiple CNRs and the unit cost on the CNR items is different then matching is not allowed so the item will not be selected. The same issue exists if the unit cost on an item for two CNs in the match are different. For these items, the CN and CNR amounts are included in the Detail Items Selected totals table. In addition, the Detail Match button is enabled allowing the user to complete the matching for within tolerance items.

Matching Items within Tolerance

Navigate: From the Tasks menu, select **Credit Note Matching > Summary Match**. The Credit Note Summary Match window opens.

1. Perform a search for credit note requests and credit notes. See Search for Credit Note Requests and Credit Notes to Match for additional details.
2. In the search results, select the CNs and CNRs you want to match from your search results and click **Summary Match**. The Credit Note Summary Match screen is displayed.
3. If the selected CNs and CNRs are within line level tolerance, click **Detail Match**. The selected items are flagged as cost and quantity matched and the status on the selected items is changed to matched.

> **Note:** The Detail Match button is enabled if the variance on each selected item is within line level tolerances. If any one of the selected items is outside of the tolerance, the detail match button is disabled. If there is a tax discrepancy on an item, the Detail Match button is also disabled.

Resolving Discrepancies

The Resolve button on the Credit Note Detail Match screen is enabled when there are one or more unmatched items selected.

> **Note:** If there is a tax discrepancy on an item, the Resolve button is disabled.

Clicking the Resolve button opens the Resolve dialog which allows the discrepancy resolution process to proceed on all selected items.

Resolving Tax Discrepancies

The Tax Resolution button on the Credit Note Detail Match screen is enabled if the selected item fails the tax validation check.

Note: If an item has a tax discrepancy, the Detail Match and Resolve buttons are disabled.

This action allows user to Resolve tax discrepancies between a Credit Note and a Credit Note Request.

There are two basic types of actions; either the Credit Note is correct, or the Credit Note Request is correct. If the Credit Note Request is correct, the corrective action is to reverse either the entire Credit Note (by generating a Credit Memo), or reverse just the single item on the Credit Note (again by using a Credit Memo).

Reversing the entire Credit Note includes:

- Setting the Credit Note to a matched status
- Creating the Credit Memo to offset the Credit Note.
- Generate a new Credit Note Request in approved status which is sent to the supplier to prompt them to send the correct Credit Note.

Reversing a single item of the Credit Note includes:

- Setting the Item on the Credit Note to matched status.
- If all other items on the Credit Note are also matched, set the credit note itself to matched status.
- Creating the Credit Memo for the single item to offset the matched Credit Note item.
- Generate a new Credit Note Request in approved status for the single item. The CNR is then sent to the supplier to prompt them to send the correct Credit Note.

If the Credit Note is determined to be correct, the Tax Discrepancy indicator on the item is turned off (for the current matching session), and the user is allowed to either match or resolve the item (which ever is applicable). If the user does not match or resolve the item in this session, the next time the Credit Note is brought into the matching dialog, the Tax Discrepancy needs to be considered again.

Auto-Match Credit Notes

Credit Note Auto-Matching pairs credit note requests to corresponding credit notes sent by the supplier. The CreditNoteAutoMatchBatch attempts auto-matching of credit notes from suppliers, to credit note requests from the retailer without manual intervention. The batch also creates and resolves detail level discrepancies utilizing a predefined set of reason codes. These reason codes are defined within Invoice Matching through the System Options Maintenance screen. In addition, the batch utilizes a variety of configurable keys to allow for document groups to be matched in ways other than just distinct purchase order and location combinations.

The following table describes under which circumstances credit notes and credit note requests are eligible to be matched by the CreditNoteAutoMatchBatch process.

Table 4–1 CreditNoteAutoMatchBatch Eligibility

Document Status	Document Hold Status	Holding Supplier	Credit Notes	Credit Note Requests
Approved	Never held	Yes	N/A	Eligible
Approved	Held	Yes	Eligible	N/A
Approved	Released	Yes	Eligible	Eligible
Approved	Never held	No	Ineligible	N/A
Posted	Never held	No	Eligible	N/A

In addition to the requirements listed above, the following criteria must apply for documents to be processed by the CreditNoteAutoMatchBatch:

- Credit notes must never have had a discrepancy created against them.
- Credit notes must never have been previously detail matched.

If the documents are eligible for matching, they are collected into a pool of matchable documents by the batch. The batch process is multi-threaded. It performs matching on eligible documents by first grouping the eligible documents with respect to the supplier. Once grouped with respect to the supplier, the documents are processed for each configurable key. Each document-key set is further processed using the following three matching algorithms.

- Summary matching
- One-to-one matching
- Detail (line level) matching

In summary matching, documents are matched in groups at the summary level by comparing the total extended costs for all the documents in the group. Quantity matching is only attempted if the supplier options indicate it as required. If a match is achieved, the documents are marked with the matched status, and drop out of the matching pool.

If the summary match attempt fails for the group, the batch attempts matching at the one-to-one level. One-to-one matching attempts to match each distinct eligible credit note to a single credit note request. The match is again attempted by comparing the extended cost on the credit note to that of the credit note request, and quantity matching is only attempted depending on the supplier options. If one-to-one matches are found, they are flagged as such and will not be processed by subsequent match attempts.

Line level matching is the last attempted match algorithm. This algorithm attempts to match documents at the item line level. To avoid item matching between unrelated credit notes and credit note requests, this algorithm expects just one unmatched credit note to be remaining in the matchable pool. In case there is more than one credit note still in unmatched status, no match attempt will be made. Line level matching also automatically creates and resolves discrepancies, if the appropriate system options have been set. Once these discrepancies are created, the algorithm also attempts to resolve the discrepancies by creating resolution actions in the system in accordance with the nature of the discrepancies.

On the next run of the ReasonCodeActionRollupBatch, documents are generated for any resolution action generated by the CreditNoteAutoMatchBatch.

Configurable Keys (Flexible Pool Keys)

Grouping documents into sets using configurable (flexible) pool keys allows for matching in combinations beyond just the PO / Location combination. Note that when we refer to a document set, the set can only contain documents within the same supplier.

These document-key sets are categorized by common attributes which are defined on the document itself (credit notes and credit note requests). These attributes are referred to as Configurable or Flexible Pool Keys. By default, the credit note auto match process aggregates document sets based on the following keys:

- Credit Note Request ID
- Original Invoice ID
- PO / Location combination

In case of Credit Note Request ID and Original Invoice ID, two of the four customizable reference fields of the documents are used as place holders for the key values. For instance, the Ref No.3 field is used to store the Credit Note Request ID, and the Ref No. 4 field is used to store the original Invoice ID.

A document can exists in only one document-key set at a time. Note that a document-key set will exist only if it contains both credit notes and credit note requests. Matching will be attempted only for sets not containing both credit notes and credit note requests. This makes it impossible to create, route and resolve discrepancies for credit notes that are yet to be received by the retailer.

Within each document-key set, matches are attempted using three different matching algorithms. If a match is obtained with an algorithm, the matched documents are flagged as such, and processing continues on to the next document-key set. When all configurable three algorithms are finished processing within a document-key sets, processing moves to the next configurable key-set and starts again from the first matching algorithm.

Below is the order for attempting a match in a document-key set when no match is found:

1. Credit Note Request ID (configurable key)
    - Summary Matching (matching algorithm)
    - One to One Matching (matching algorithm)
    - Line -level Matching (matching algorithm)
2. Original Invoice ID (configurable key)
    - Summary Matching (matching algorithm)
    - One to One Matching (matching algorithm)
    - Line -level Matching (matching algorithm)
3. PO / Location (configurable key)
    - Summary Matching (matching algorithm)
    - One to One Matching (matching algorithm)
    - Line -level Matching (matching algorithm)

Summary Group Matching Algorithm

Summary matching attempts to match the total extended cost of the credit notes with the total extended cost of the credit note requests. Extended cost is defined as the unit cost for an item multiplied by the quantity of the item on the document. The total extended cost for each credit note and credit note request is taken from the document header.

Quantity matching also is sometimes required. Whether quantity matching is performed is determined by supplier options. Quantity matching compares the total quantity on the credit note, with the total quantity on the credit note request. As in cost matching, the total quantity for each credit note and credit note request is taken from the header.

If the costs and quantities do not match exactly, then the system attempts to match them within tolerance. If a match is achieved, all of the credit notes, credit note requests, and their lines for that document-key set are assumed to be matched. If a match is not achieved, all credit notes and credit note requests for that document-key set are left in their original approved status. After summary matching has been completed, the credit notes and requests become eligible to be processed with a different matching algorithm if no match was found at the summary level.

Consider an attempted summary match where two credit notes were received for two credit note requests. Assuming that the invoice and receipt data in the application is as follows:

- Purchase Order=89890
- Location=1000001

Table 4–2 Attempted Summary Match

Document Type	Document ID	Unit Cost	Extended Cost	Quantity
Invoice	INV555	$11.00	$440	40
Receipt	SHP444	$10.00	$200	30

When matched, the invoice and receipt will create a cost discrepancy of $40, and a quantity discrepancy of $100--which will generate a credit note request cost for $40 and a credit note request quantity for $100.

The default Invoice Matching Pool Key configuration will have the following priority and values.

1. Credit Note Request ID
2. Invoice ID
3. Purchase Order/Location

Example 1: Matchable by credit note request ID; quantity matching not required by supplier

The following example illustrates a successful match using the first Pool Key attribute, Credit Note Request ID.

Table 4–3 Example 1: Matchable by credit note request ID

Credit Note Request ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNRC-123	40	CRDNRC-123	INV555	40
CRDNRQ-456	100	CRDNRQ-456	INV555	10

Table 4–4 Example 1: Matchable by credit note request ID

Credit Note ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNT-246	40	CRDNRC-123	INV555	40
CRDNT-369	10	CRDNRQ-456	INV555	10

The credit note request associated with a credit note is determined from the Credit Note Request ID field that should contain the credit note request Id. In the example, the total extended cost for a credit note matches exactly with the extended cost of its respective Credit Note Request. Therefore, all credit notes and credit note requests will be set to matched status.

Example 2: Quantity matching required by supplier, outside tolerance

The following example illustrates an unsuccessful match, where quantity matching is required by the supplier, and the tolerance level is set to 10%. It is assumed that the documents are matchable by credit note request ID.

Table 4–5 Example 2: Quantity matching required by supplier, outside tolerance

Credit Note Request ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNRC-123	40	CRDNRC-123	INV555	20
CRDNRC-456	100	CRDNRQ-456	INV555	2

Table 4–6 Example 2: Quantity matching required by supplier, outside tolerance

Credit Note ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNT-246	500	CRDNRC-123	INV555	25

In the example, the match is unsuccessful, despite the fact that the extended costs do match. The failed match is due to the requirement by the supplier to match quantities, and the difference in quantities on the credit note request--and the credit note is more than the allowed tolerance of 10 percent. The credit notes and credit note requests will remain in their original status.

Example 3 (quantity matching required by supplier, within tolerance)

The following example illustrates an unsuccessful match when the pool key is the credit_note_request_ID (Credit Note Request ID), but a successful match when the pool key is Invoice_ID. In this scenario, quantity matching is required by the supplier, and tolerance level is set to 10.

Table 4–7 Example 3 quantity matching required by supplier, within tolerance

Credit Note Request ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNRC-123	40	CRDNRC-123	INV555	20
CRDNRC-456	100	CRDNRQ-456	INV555	4

Table 4–8 Example 3 quantity matching required by supplier, within tolerance

Credit Note ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNT-246	500	CRDNRC-123	INV555	25

In the example, the match is not successful when using Credit Note Request ID (reference field 3) as the pool key, because the extended cost difference (500 - 400) is outside of tolerance.

However, if the batch process was using the Invoice ID (reference field 4) as the pool key the match would be successful because the extended costs (400+100 = 500) match, and the quantities match within tolerance (20+4 = 24, where 24 is within 10% of 25). All the credit note requests and credit notes will be set to the status of matched. Example 4 illustrates a scenario in which Invoice ID is used as the pool key.

In case of cost discrepancies, the costs will match if the extended cost differences between the credit note request and the credit note are within tolerance.

Example 4: Matchable by invoice ID

If the credit notes and credit requests are not matchable by the credit note request ID. The matching process will attempt a one-to-one, and then a line-level match before moving to the next document key-set which is the invoice ID. The invoice ID is populated in the Ref 4 field of the credit note. The following example illustrates an attempted summary match which failed when using credit note request ID, but is successful when the match is attempted using the second priority Pool Key attribute, Invoice ID.

Table 4–9 Example 4: Matchable by invoice ID

Credit Note Request ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNRC-123	20	CRDNRC-123	INV555	2
CRDNRC-456	80	CRDNRQ-456	INV555	8

Table 4–10 Example 4: Matchable by invoice ID

Credit Note ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNT-246	100		INV555	10

In the example, the Ref 3 field is empty. Therefore, a match attempted with the Credit Note Request ID fails. Assuming that one-to-one and live-level matches also fail, a second attempt to summary match will be made in the next document-key set (using the invoice ID). In this case, because the credit note and credit note requests match by Invoice ID, all credit notes and credit note requests will be set to matched status.

Example 5: Matchable by PO Location

If a credit note and credit request is not matchable in the document-key sets utilizing credit note request ID, or invoice ID, then the match will be attempted using the PO and Location combination which is the third priority in the default Pool Key Attributes of the system.

Assuming that the invoice and receipt data in the in application is as follows:

- Purchase Order=89890
- Location=1000001

Table 4–11 Example 5: atchable by PO Location

Document Type	Document ID	Unit Cost	Extended Cost	Quantity
Invoice	INV555	$11.00	$440	40
Receipt	SHP444	$10.00	$200	30

When matched, the invoice and receipt will create a cost discrepancy of $40 and a discrepancy of $100, which will generate a credit note request for $40 and a credit note request quantity for $100.

Table 4–12 Example 5: Matchable by PO Location

Credit Note Request ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNRC-123	40	CRDNRC-123	INV555	40
CRDNRC-456	100	CRDNRQ-456	INV666	10

Table 4–13 Example 5: Matchable by PO Location

Credit Note ID	Total Extended Cost	CNR ID	Invoice ID	Quantity
CRDNT-246	140			50

In the example, both the Credit Note Request ID and Invoice ID fields on the credit note are empty. Therefore matching is not even attempted at the Credit Note Request ID or invoice ID pool keys. A third attempt to match will be made with the PO and Location combination. As calculated from the above data, the PO and location combination for all three documents is: 89890-1000001. Since this combination is the same for all three documents, and the extended cost of the credit note requests match with the credit note, all credit notes and credit note requests will be set to matched status.

One-to-One Invoice Matching Algorithm

One-to-one credit note matching is considered another form of summary matching. The only addition to the rule is that instead of attempting matches in groups, one-to-one matching attempts to match a single credit note with a single credit note request.

The batch first attempts a match between the total extended costs. If the total extended costs do not match exactly for the credit note and the credit note request pair, then tolerances are applied to check if the cost discrepancy is within tolerance. In case quantity matching is required by the supplier, header level quantity matching is also attempted for the document pair within tolerance. If no match can be found, the documents are left in their original status.

One-to-one algorithm will attempt a match only when at least one unmatched credit note exists in the document-key set. If no unmatched credit notes remain, then processing stops for the document-key set.

Some scenarios of one-to-one matching are listed below. Note that the examples are given to demonstrate an understanding of one-to-one matching algorithm. It is assumed that quantity matching is required in the supplier options, and documents are matchable only by credit Note Request ID.

Example 1: Exact Match

The following example illustrates how one credit note matches with one and only one credit note request. One credit note and two credit note requests are left in their original approved status.

Table 4–14 Exact Match

Credit Note ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNT 1	$50,000	$5,000	Matched
CRDNT 2	$100,000	$10,000	Approved

Table 4–15 Exact Match

Credit Note Request ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNRC 1	$50,000	5.000	Matched
CRDNRC 2	$25,000	2,500	Approved
CRDNRC 3	$35,000	2,500	Approved

In the example, CRDNT 1 matches with CRDNRC 1. However, the remaining credit (CRDNT 2) does not match with either of the two remaining credit note requests so it remains unmatched. The remaining credit note requests (CRDNRC 2 and CRDNRC 3) are also left in their original state. The matching algorithm will now move to the next matching algorithm within the document-key set to consider matching these documents.

Example 2: Match unsuccessful; one credit note but two credit note requests

The following example illustrates an unsuccessful match i.e. no successful matches.

Table 4–16 Match Unsuccessful; one Credit Note – two Credit Note Requests

Credit Note ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNT 1	$50,000	5,000	Approved
CRDNT 2	$25,000	2,500	Approved
CRDNT 3	$35,000	3,000	Approved

Table 4–17 Match Unsuccessful; one Credit Note – two Credit Note Requests

Credit Note Request ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNRC 1	$40,000	5,000	Approved
CRDNRC 2	$25,000	2,500	Approved
CRDNRC 3	$25,000	2,500	Approved
CRDNRC 4	$10,000	1,000	Approved

In the example, CRDNT 2 can be successfully matched to both CRDNRC 2, and CRDNRC 3. Therefore, no match can be obtained for Invoice 2. All credit notes and credit note requests are left in their original status.

Example 3: Match unsuccessful; two credit notes for one credit note request

The following example illustrates another multi-unresolved match, with no successful matches.

Table 4–18 Match Unsuccessful

Credit Note ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNT 1	$40,000	4,000	Approved
CRDNT 2	$25,000	2,500	Approved
CRDNT 3	$25,000	2,500	Approved
CRDNT 4	$10,000	1,000	Approved

Table 4–19 Match Unsuccessful

Credit Note Request ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNRC 1	$50,000	5,000	Approved
CRDNRC 2	$25,000	2,500	Approved
CRDNRC 3	$35,000	3,000	Approved

In the example, CRDNRC 2 can be successfully matched to both CRDNT 2 and CRDNT 3. All credit notes and credit note requests are left in the original Approved status.

Example 4: All credit notes are matched, but credit note requests remain

The following example illustrates a scenario in which all credit notes match, but there are remaining unresolved credit note requests.

Table 4–20 All Credit Notes Matched, Credit Note Requests Remain

Credit Note ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNT 1	$50,000	5,000	Matched
CRDNT 2	$25,000	2,500	Matched
CRDNT 3	$35,000	3,000	Matched

Table 4–21 All Credit Notes Matched, Credit Note Requests Remain

Credit Note Request ID	Total Extended Cost	Total Quantity	Status Post Matching
CRDNRC 1	$50,000	5,000	Matched
CRDNRC 2	$25,000	2,500	Matched
CRDNRC 3	$15,000	2,500	Approved
CRDNRC 4	$35,000	3,000	Matched
CRDNRC 5	$75,000	10,000	Approved

In the example, all three credit notes are successfully matched to one and only one credit note request. However, two unmatched credit note requests remain. Since there are no credit notes left for matching, processing will stop for this document-key set.

Line Level Matching Algorithm

Once summary matching and one-to-one matching pools have been exhausted, the CreditNoteAutoMatchBatch proceeds to attempts match at the line level.

In addition to the eligibility requirements for summary matching, lines must be present on the documents for Line-level matching to proceed. The batch assumes that all lines are present and valid for that credit note and credit note request. Moreover, the algorithm attempts matches only if there is just one credit note left unmatched in the document-key set.

Considering that only one eligible credit note and zero-to-many credit note requests are unmatched for a document key-set, the system attempts to match each line item on that credit note to a credit note request line item. When a detail level match is found, the detail on the credit note and credit note request documents are both flagged as matched. Once line level matching is complete for a document key-set, and all lines have been matched, then the entire credit note and all of its related credit note requests are considered matched. Otherwise, they remain in their original approved status.

For line-level matching, cost and quantity matching are always performed. If cost matching fails, quantity matching is still performed in order to route potential quantity discrepancies that may be discovered.

For quantity line level matching, the comparison is made between the sum of quantities from the credit notes and sum of the quantities on the credit note request for that item. If a quantity match cannot be obtained, then a quantity discrepancy is generated and routed for the credit note and the credit note request lines for that item.

Example 1 (match within tolerance)

The following example illustrates a scenario in which all lines match within tolerance, and the credit notes and credit note requests are set to matched status.

Table 4–22 Credit Note Match Within Tolerance

Credit Note	Item	Unit Cost	Quantity	Status Post Matching
CRDNT 1			550	Matched
Line	1	$5.00	100	Matched
Line	2	$10.00	200	Matched
Line	3	$15.00	250	Matched

Table 4–23 Credit Note Request Match Within Tolerance

Credit Note Request	Item	Unit Cost	Quantity	Status Post Matching
CRDNRC			565	Matched
Line	1	$5.02	105	Matched
Line	2	$10.10	210	Matched
Line	3	$15.03	250	Matched

In the example, assume line-level tolerances are set such that all lines match, therefore the line-level statuses are set to matched accordingly.

Example 2 (match resolving discrepancy)

The following example illustrates a scenario in which tolerances allow only one line to matches, but the CreditNoteAutoMatchBatch is able to resolve the discrepancies in other items, and match the credit note and credit note request.

Table 4–24 Credit Note Match Resolving Discrepancy

Credit Note	Item	Unit Cost	Quantity	Status Post Matching
CRDNT 1			550	Matched
Line	1	$12.00	100	Matched (by resolving discrepancy)
Line	2	$10.00	200	Matched
Line	3	$12.00	250	Matched (by resolving discrepancy)

Table 4–25 Credit Note Request Match Resolving Discrepancy

Credit Note Request	Item	Unit Cost	Quantity	Status Post Matching
CRDNRC 1			600	Matched
Line	1	$12.00	110	Matched (by resolving discrepancy)
Line	2	$10.10	200	Matched
Line	3	$10.10	250	Matched (by resolving discrepancy)

In the example, the lines value for Item 2 is matched. However, Items 1 and 3 do not match within tolerance. If however, reason codes are entered in the appropriate default columns for automatically handling Credit Note matching discrepancies in the system options table, then discrepancies are created automatically for Item1 and Item 3 and the two items are set to matched status on both documents.

Discrepancy Creation and Resolution in Line Level Matching

When discrepancies are created as part of the line-level matching process, they are automatically resolved by the batch process. This resolution takes place by selecting the appropriate reason code from the system options and then resolving those discrepancy by creating resolution actions in the system. For instance, if a cost discrepancy is detected, then a resolution action in the form of a Credit Note Request for cost or a Credit Memo is generated. On the next run of the reason code action rollup process, these newly created resolution actions will be rolled up to create the appropriate resolution documents.

It is important to distinguish the differences between overages that are in favor of the retailer as opposed to the supplier. In credit note matching, when a credit note is greater than the credit note request issued for it, the overage is in the favor of the retailer and a credit memo is issued to reconcile the discrepancy. This is because the credit note already represents an asset to the retailer. The supplier has issued more credit to the retailer than was appropriate based on the credit note request. If the retailer does not wish to automatically issue credit memos when the credit note is larger than the credit note request, then the system options, Auto-resolution Reason Code for Credit Memo - Cost and Auto-resolution Reason Code for Credit Memo-Qty, should be left blank.

If the applicable system option for a resolution action code type does not have a reason code defined in the System Options Maintenance screen then discrepancies of that type are not generated. It is assumed that the retailer will handle these discrepancies manually. This means that the credit note will not be matched and processing will stop for the document set. This allows for the retailer to have the batch resolve only specific discrepancy types. For example, many retailers may not want to automatically generate Credit Memos in response to Credit Note overages.

Example 1 (cost discrepancy)

The following example illustrates a scenario in which the first line on the credit note matches with the first line on the credit note request. The second line has a cost discrepancy.

Table 4–26 Credit Note Cost Discrepancy

Credit Note	Item	Unit Cost	Quantity	Status Post Matching
CRDNT 1			300	Matched
Line	1	$12.00	100	Matched
Line	2	$5.00	200	Matched (by resolving discrepancy)

Table 4–27 Credit Note Request Cost Discrepancy

Credit Note Request	Item	Unit Cost	Quantity	Status Post Matching
CRDNTR 1			600	Matched
Line	1	$12.00	110	Matched (by resolving discrepancy)
Line	2	$10.10	200	Matched
Line	3	$10.00	250	Matched (by resolving discrepancy)

In the above scenario Item 2 in credit note and credit note request has a cost discrepancy of $5. The Line level match algorithm automatically generates a cost discrepancy for the item, and generates a Resolution Action in the system for a Credit Note Request - Cost, where the total extended cost on the credit note request is $1,000.00.

Example 2 (quantity discrepancy)

The following example illustrates a scenario in which the first line on the credit note matches with the first line on the credit note request. The second line has a quantity discrepancy.

Table 4–28 Credit Note Quantity Discrepancy

Credit Note	Item	Unit Cost	Quantity	Status Post Matching
CRDNT 1			300	Matched
Line	1	$12.00	100	Matched
Line	2	$10.00	200	Matched (by resolving discrepancy)

Table 4–29 Credit Note Request Quantity Discrepancy

Credit Note Request	Item	Unit Cost	Quantity	Status Post Matching
CRDNTR 1			310	Matched
Line	1	$12.00	110	Matched (by resolving discrepancy)
Line	2	$10.10	210	Matched

In the above scenario, Item 2 in credit note and credit note request has a quantity discrepancy of 10 (assumed to be above tolerance values). The Line level match algorithm automatically generates a quantity discrepancy for the item, and generates a resolution action in the system for a Credit Note Request - Quantity. The above discrepancies are in the favor of the supplier. In case of the discrepancy being in the favor of the retailer, resolution actions would have been Credit Memos (cost or quantity).

Example 3 (orphan items - credit memo)

A case might exist when an item on the credit note does not exist on the credit note request. The CreditNoteAutoMatchBatch will resolve the discrepancy of the orphan items by utilizing the resolution actions for Credit Memos.

Table 4–30 Credit Note Orphan Items - credit memo

Credit Note	Item	Unit Cost	Quantity	Status Post Matching
CRDNT 1			300	Matched
Line	1	$12.00	100	Matched
Line	2	$10.00	200	Matched (by resolving discrepancy)

Table 4–31 Credit Note Request Orphan Items - credit memo

Credit Note Request	Item	Unit Cost	Quantity	Status Post Matching
CRDNTR 1			150	Matched
Line	1	$12.00	110	Matched

In this scenario Item 2 in credit note does not exist in the credit note request. This orphan item creates a cost discrepancy. Since the discrepancy is in the favor of the retailer, the Line level match algorithm will automatically generate a Resolution Actions in the system for a Credit Memo-Cost, where total cost on the memo is $2,000.00.

Role of Reason Code Action Rollup Batch in Credit Note Matching

The ReasonCodeActionRollupBatch facilitates the CreditNoteAutoMatchBatch process in the following ways:

- **Document Creation**

  Resolution actions created as part of the discrepancy creation process of the CreditNoteAutoMatchBatch are converted to first class documents on the next run of the ReasonCodeActionRollupBatch. This is an existing feature of the ReasonCodeActionRollupBatch.

- **Tolerances**

  Tolerances are handled in a manner similar to the invoice auto match batch process, and tolerance values used for credit note auto match are same as the tolerance values used for invoice matching.

  Matching tolerances are defined at the following levels:

  – Summary or Line

  – Cost or Quantity

  – Favor of Retailer or Supplier

  – Amount or Percentage

  Summary matching and one to one matching are both considered types of summary matching, therefore, one to one matches also uses summary level tolerances.

  During the match process, tolerances are selected in the following order:

  1. Supplier
  2. Department
  3. System

  If no supplier level tolerances are defined, then departmental tolerances are used for a random item in the document set. If departmental tolerances are not defined for that item, then system level tolerances are used for the document set. Note that a document set must have items to use department level tolerances.

Currencies

Credit Note Matching will only be attempted if the Credit Note and the Credit Note Request are in the same currency. If that currency is not the same as the tolerance currency, the documents will be converted to the tolerance currency before variances are calculated.

TAX Matching

CreditNoteAutoMatchBatch only detects Tax discrepancies at the detail level. This means that when documents are being processed by the detail matching algorithm, a check is performed prior to matching, ensuring that for each item the Tax codes and rates on the credit note match those on the credit note request for the corresponding item. When a discrepancy is detected, processing for that document stops and detail matching is not performed for that document. In this circumstance, the user will have to resolve the Tax discrepancy manually through the user interface.

History and Record Keeping

ReIM records summary and detail history for matched credit notes and credit note requests. The existing credit note matching history data model will be leveraged to ensure than an accurate accounting of match data is stored in the system. In addition, a new history data model has been introduced which holds history data for a specific match. The new history tables are populated after the completion and success of a match.

Data Purge

When document data becomes dated, it is purged from the system through the TablesPurgeBatch. This is also true for the CreditNoteAutoMatchBatch related data.

5

Resolve Discrepancies

Merchandise Discrepancies

ReIM has an automatic match program which initially attempts to match invoices to receipts at the summary level. If, after enough time passes, an invoice has still not matched at the header level the auto-matching program attempts to match the detail items on the invoice. If cost or quantity discrepancies are discovered at the item level and they cannot be automatically resolved within the pre-defined tolerance levels, they are sent to the Discrepancy Review List.

Invoices with items on the Discrepancy Review List may still be resolved by the match engine. The only time an invoice is skipped by the match engine is if an item on that invoice is partially matched. Partially matched in this context means that the item is either Cost Match but has a Quantity Discrepancy, or is Quantity Matched but has a Cost Discrepancy. If either of these conditions occur, the Auto match batch skips the invoice and the user must either manually match the invoice or resolve the discrepancy from the Discrepancy Review List. Please note, it is also possible that discrepant items may appear on the Discrepancy Review List after a user has taken some action on the item from the manual match screen. The resolution process is the same regardless of what caused the discrepant items to appear on the Discrepancy Review List.

This chapter describes the functionality around resolving discrepancies using the Discrepancy Review List.

Discrepancy Review List

The Discrepancy Review List allows for two ways in which to resolve discrepancies:

- Resolve Simple Discrepancies – The user selects one or more rows from the Discrepancy Review List and selects the Resolve action which allows them to select the reason code they wish to use to resolve the discrepancy.
- Resolve Complex Discrepancies – The user selects one discrepancy and selects the Detail Match option to navigate to the Detail Match screen where they can resolve more complicated discrepancies.

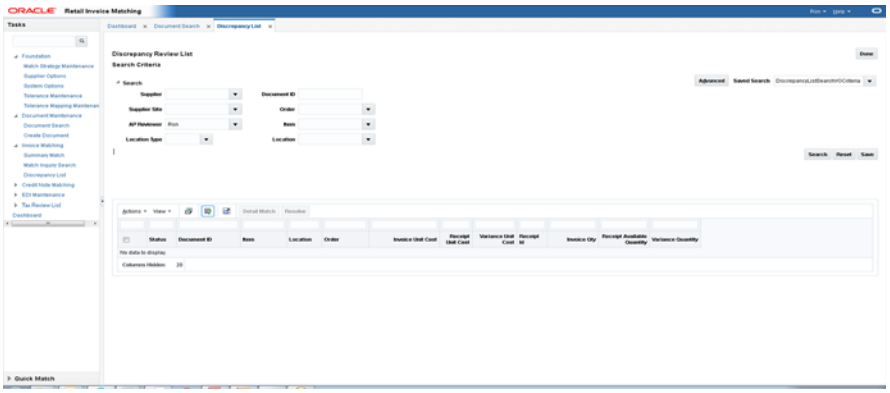
Discrepancy Search

The Discrepancy Review List window provides a way in which to search for, review, and resolve cost and quantity discrepancies.

The standard basic/advanced search screen is used for finding entries from the Discrepancy Review List. The user is then allowed to filter and select one or more discrepancies to resolve.

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

Figure 5–1 Discrepancy Review List Window



The following criteria are available to search on from the Discrepancy Review List window.

Table 5–1 Discrepancy Review Search Options

Field	Description
Supplier	The Supplier that is entered or selected is validated against the supplier master in RMS.
Supplier Site	Supplier Site is validated against the supplier site master in RMS.
AP Reviewer	The AP Reviewer that is entered is validated against the list of ReIM users.
Location Type	Location type can be either a physical warehouse or a store.
Document ID	The valid document ID of the invoice.
Order	This is the purchase order number.
Item	This is the item ID. The Item is validated against the item master
Location	Location is validated against the RMS Store and Warehouse tables.
Department	Department is validated against the RMS department table.
Class	Class can only be selected if a department is specified. When department is selected, the class LOV is narrowed down to include only classes within the selected department. Class is validated against the RMS Class table.
Subclass	Subclass can only be selected if a class is specified. When class is selected, the subclass LOV is narrowed down to include only subclasses within the selected class. Additionally, the 'validation' for subclass only allows for subclasses within the entered class. Subclass is validated against the RMS subclass table.

Table 5–1 (Cont.) Discrepancy Review Search Options

Field	Description
Start Resolve by Date	The Start Resolve by Date date allows users to exclude discrepancies which have a Resolve by Date earlier than the date specified. If End Resolve by date is not specified, then all discrepancies with a resolve by date equal to or later than the start date specified are shown.
End Resolve by Date	The End Resolve by Date allows users to exclude discrepancies which have a 'Resolve by Date' later than the date specified. If Start Resolve by date is not specified, then all discrepancies with a resolve by date equal to or earlier than the end date specified are shown.

At least one of the following fields is required as a search criterion:

- Supplier
- Supplier Site
- AP Reviewer
- Document ID
- Order
- Item

Resolve Simple Discrepancies

Simple discrepancies are those which can be resolved directly from the Discrepancy review list with the summary information shown on the sku row. They can be quantity discrepancies, cost discrepancies or both, as long as the user does not need to see more details related to multiple receipts include in the match pool. A cost discrepancy is the difference between the receipt unit cost and the invoice unit cost. A quantity discrepancy is the difference between the receipt quantity and the invoice quantity.

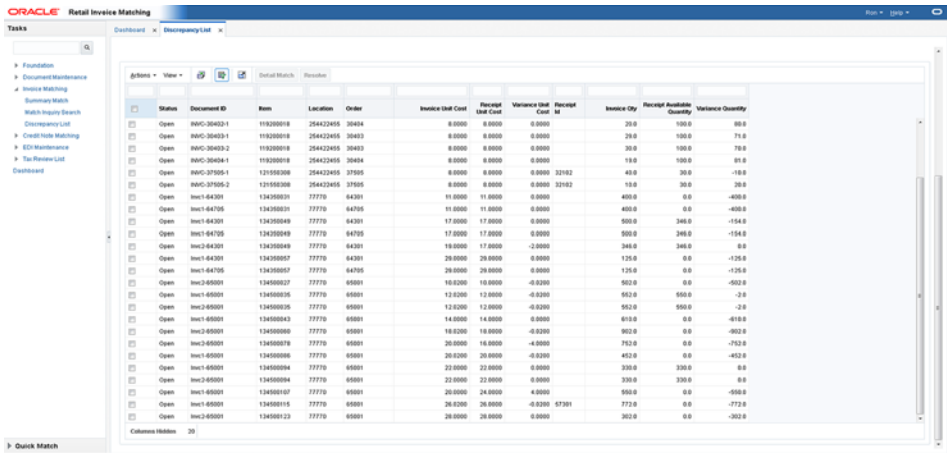
When a cost or quantity discrepancy is identified, you must review and reconcile the discrepancy. The cost discrepancy is based on a comparison between the invoice and the receipt. A quantity discrepancy is based on a comparison between the invoice and the receipt. If a receipt is not available, the invoice cost can be compared to the purchase order cost.

Resolve Cost and Quantity Discrepancies

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

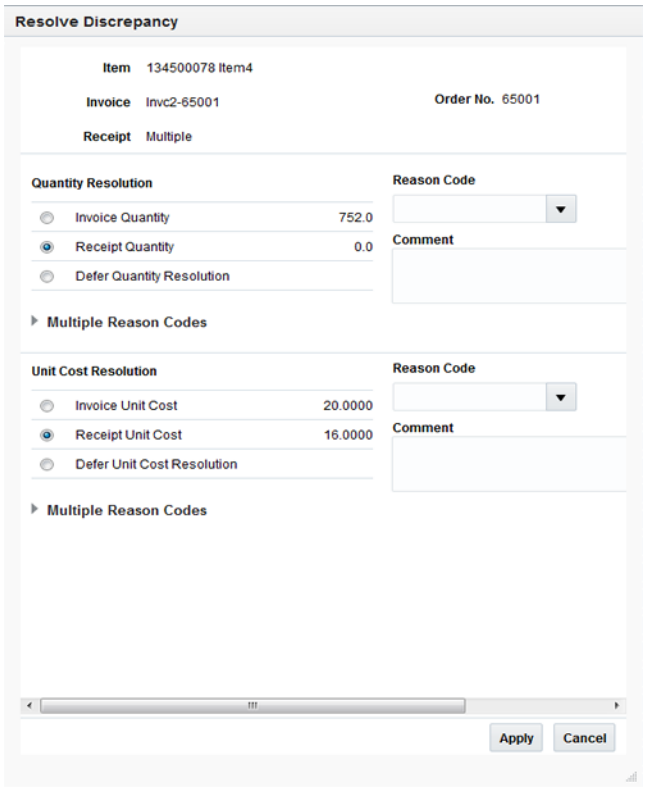
1. Enter your search criteria to locate your cost discrepancies. See "Discrepancy Search" for additional information. Your search results are displayed in the lower pane of the Discrepancy List window.

Figure 5–2 Discrepancy List



2. In the Discrepancy Review List, use the check boxes in the first column to select the cost or quantity discrepancies that you want to resolve and click the **Resolve** button. The Resolve Discrepancy dialog opens.

Figure 5–3 Resolve Discrepancy Dialog



3. For a quantity discrepancy, select either the invoice quantity or the receipt quantity as correct (the default is the receipt quantity).

   For a cost discrepancy, select either the invoice cost or the receipt cost as correct (the default is the receipt cost).

4. If you only wish to resolve the cost discrepancy, select Defer Quantity Resolution. This allows the cost discrepancy to be resolved without affecting the quantity discrepancy.
5. Enter or select (from LOV) a reason code to resolve the discrepancy.
6. Optionally, enter a comment with the reason code. In some cases, a reason code requires that a comment be entered. When a comment is required, the word Required appears to the right of the Comment heading after the reason code is selected.
7. Click **Apply** to save your changes and close the window.

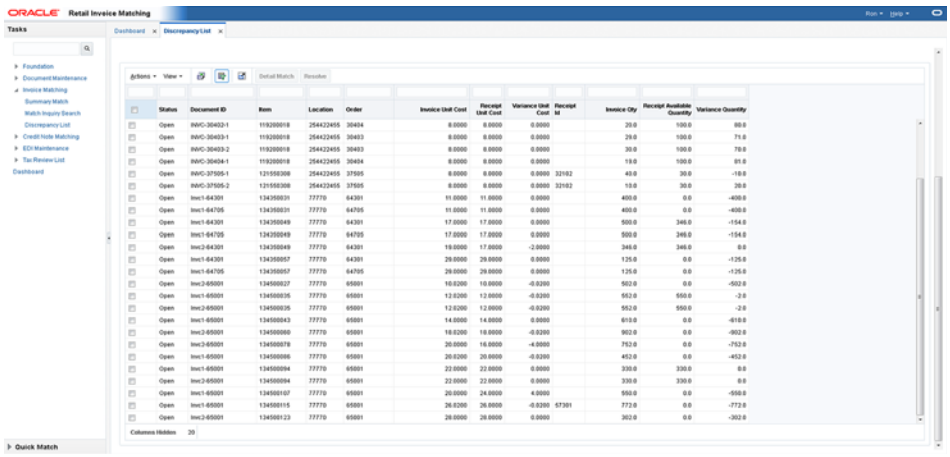
Resolve Discrepancies with Multiple Reason Codes

Occasionally, there is a need to resolve either a cost or a quantity discrepancy using multiple reason codes. This is only supported when a single item is selected for resolution.

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

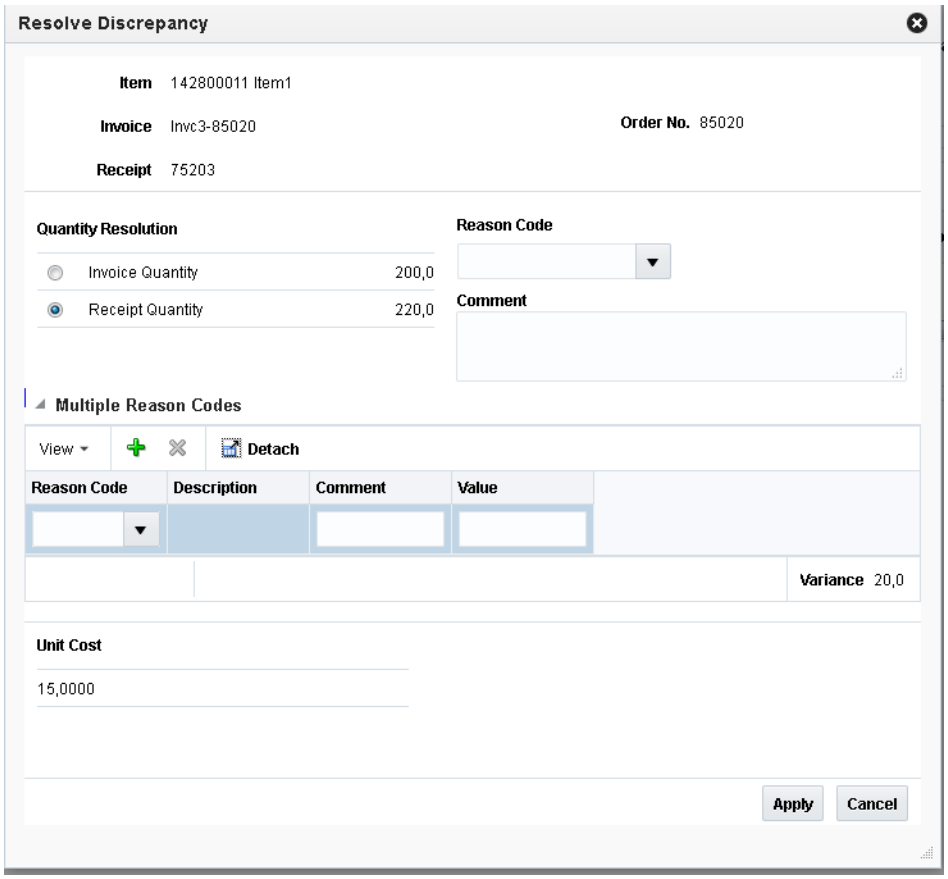
1. Enter your search criteria to locate your cost or quantity discrepancies. See "Discrepancy Search" for additional information. Your search results are displayed in the lower pane of the Discrepancy List window.

Figure 5–4 Discrepancy List



2. Select the item you want to resolve and click the **Resolve** button. The Resolve Discrepancy dialog is displayed.

Figure 5–5 Resolve Discrepancy Dialog



3. Expand the Multiple Reason Codes panel of the Results popup for the type of discrepancy you which to resolve with multiple reason codes. A Reason code table is displayed and you are able to select the 'Plus' key to add multiple reason codes to resolve the discrepancy.
4. Optionally, enter a comment with the reason code. In some cases, a reason code requires that a comment be entered. When a comment is required, the word Required appears to the right of the Comment heading after the reason code is selected.
5. Each reason code entered requires a value to be entered as well. The sum of the values for all the reason codes must match the discrepancy.
6. Click **Apply** to resolve the discrepancy and return to the Discrepancy Review List screen.

Security

The simple discrepancy resolution process has three levels of security:

- "User Privileges"
- "Data Security"
- "Department Security"

User Privileges

User privileges can be used to limit which discrepancies a user is allowed to resolve.

Cost Discrepancies Only

If a user only has the privilege to resolve cost discrepancies, then when the search criteria is entered, only items with cost discrepancies are returned. These items might also have a quantity discrepancy, but while the user may see the quantity associated with the item, they are not allowed to resolve the quantity discrepancies. When the Resolve button is clicked, only the cost discrepancy and reason code for the cost discrepancy is enabled in the Resolve Discrepancy dialog. The quantity information can be displayed in the Resolve Discrepancy dialog, but selection of reason code to resolve quantity discrepancies is disabled.

Quantity Discrepancies Only

If a user only has the privilege to resolve quantity discrepancies, then when the search criteria is entered, only items with quantity discrepancies are returned. These items might also have a cost discrepancy, but while the user may see the cost associated with the item, they are not allowed to resolve the cost discrepancies. When the Resolve button is clicked, only the quantity discrepancy and reason code for the quantity discrepancy is enabled in the Resolve Discrepancy dialog. The cost information can be displayed in the Resolve Discrepancy dialog, but selection of the reason code to resolve cost discrepancies is disabled.

Both Cost and Quantity Discrepancies

If a user has the privilege to resolve both cost and quantity discrepancies, then all cost and quantity discrepancies (for which they have data security for) are returned in the search results and the user is able to resolve both cost and quantity discrepancies.

Data Security

Location data security is a primary driver for users to have access to discrepancies on the Discrepancy Review List. A user must have Location Level Security for the location on the invoice in order to see either a cost or quantity discrepancy on the Discrepancy Review List.

Department Security

Department level security is used as a secondary level of security, part of which functions as a pre-filtering device for items where there are only cost discrepancies. If an Item has only a cost discrepancy, and there is no quantity discrepancy, then the cost discrepancy does not appear on the cost review list if the user does not have department level security for the department of the item. If an item has both a cost and a quantity discrepancy, then the user sees the item and both the cost and quantity discrepancy on the review list. However, if the user does not have department level security for the item, then when the item is selected for resolution, the cost resolution process is hidden and only the quantity resolution is allowed.

If multiple cost discrepancies are selected, the user must have security for all departments of the selected discrepancies, or the Resolve button is not enabled.

Resolve Complex Discrepancies

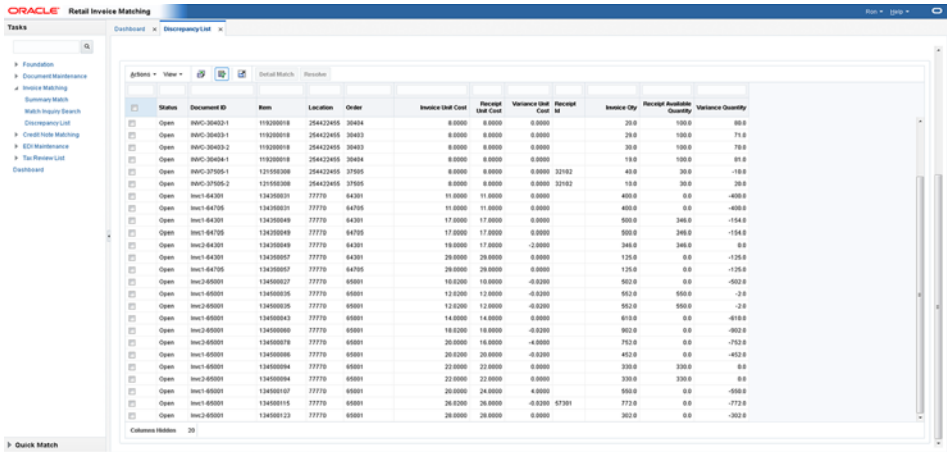
The discrepancy review list Resolve Popup will handle many types of discrepancies in a quick efficient manner. There will be occasions where the resolution process is a bit more complicated than the Resolve popup allows. The Discrepancy Review List –

Detail Match Screen can be used to resolve more complicated discrepancies. This screen is only supported when a single item is selected for resolution.

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

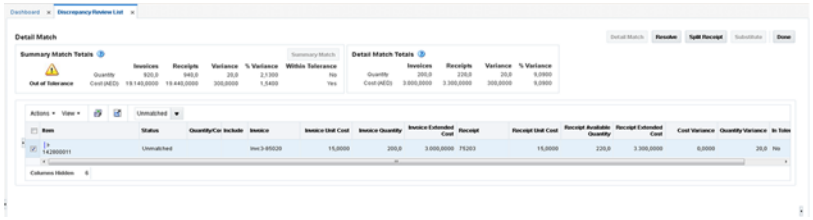
1. Enter your search criteria to locate your quantity or cost discrepancies. See "Discrepancy Search" for additional information. Your search results are displayed in the lower pane of the Discrepancy List window.

Figure 5–6 Discrepancy List



2. In the Discrepancy Review List, use the check box in the first column to select the discrepancy that you want to resolve and click the **Detail Match** button. The Detail Match window is displayed.

Figure 5–7 Discrepancy Review List Detail Match Screen



3. From here, you have all the same matching and resolution capabilities that you have from the regular Detail Match screen. Therefore, you are able to do the following:

   - Expand the hierarchical sku table to show the invoice and receipt rows. If there are multiple receipt rows, you can optionally remove one or more rows by unchecking the Include column.
   - If a there is an overbill on quantity, you can select the overbill receipt and do a split receipt.
   - If one of these changes puts your item within tolerance, the Detail Match button is enabled allowing you to match the item.
   - The **Resolution** button will be enabled as appropriate to the rules of the detail match screen.

4. When you are finished on the Detail Match screen, click **Done** to return to the Discrepancy Review List.

Tax Discrepancies

A tax discrepancy occurs when the tax stored in RMS for an item is different than the tax on a merchandise invoice. When there is a tax discrepancy in either the retailer's or supplier's favor, a reviewer must do a tax review. Tax discrepancies can also exist for header-only invoices.

When a tax discrepancy is identified, you must review and reconcile the discrepancy. The tax discrepancy is based on a comparison between the tax on the invoice and the tax stored in RMS on the item. Depending on your user permissions, you may or may not be able to access these windows or all discrepancies. Header-only tax discrepancies require details to be entered via invoice maintenance before the tax discrepancy can be addressed.

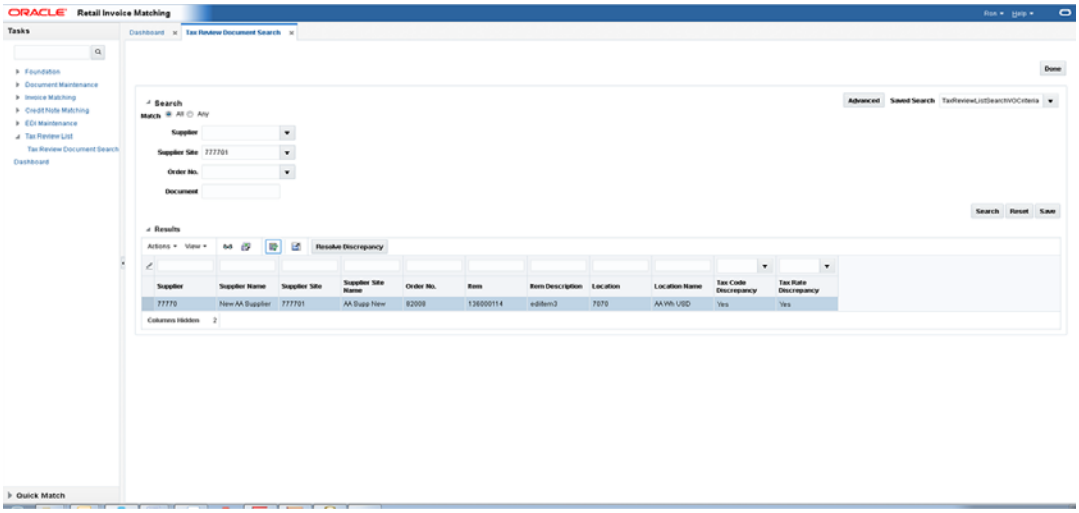
Tax discrepancies for header-level-only invoices are created during the auto-match process when the invoice tax does not match the purchase order tax.

Tax discrepancies for invoices with details are created when the invoice details are added to the invoice and when the entered tax information for an item does not match the system-maintained tax information for the item.

Resolve Tax Discrepancies

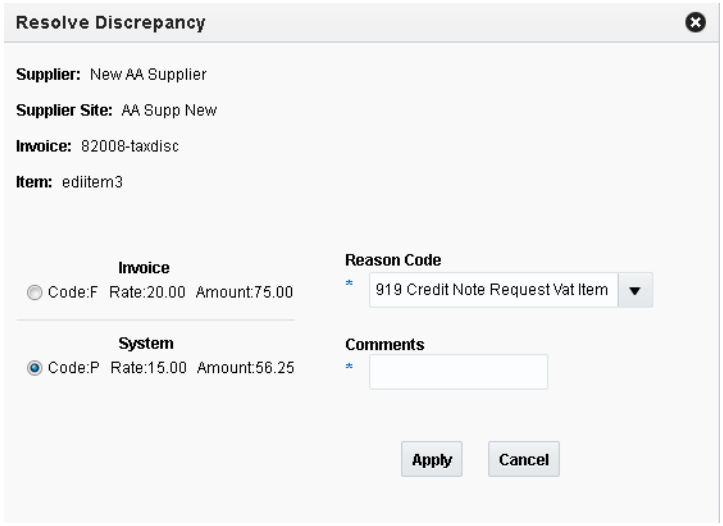
Navigate: From the Tasks menu, select **Tax Review List > Tax Review Document Search**. The Tax Review Document Search tab opens.

Figure 5–8 Tax Review Document Search Tab



1. Enter your search criteria to locate your tax discrepancies. Your search results are displayed in the lower pane of the Tax Review Document Search window.
2. From your search results, select the invoice you want to resolve and click the Resolve button. The Resolve Discrepancy dialog is displayed.

Figure 5–9 Resolve Tax Discrepancy Dialog



Note: Only one tax discrepancy may be resolved at a time.

3. From the Resolve Discrepancy dialog, select whether the Invoice tax information is correct or whether the System tax information is correct.
4. After selecting which tax information is correct, select a reason code to resolve the discrepancy. The available reason codes are filtered based on whether invoice or system was selected as correct.
5. If desired, enter a comment.
6. Click **Apply** to complete the tax discrepancy resolution.

6

System Administration

System Options

In the System Options window, you can define system-wide parameters that affect the functions of Oracle Retail Invoice Matching. You indicate how long the system maintains various documents, and you can enter the unique codes that ReIM uses to identify document types.

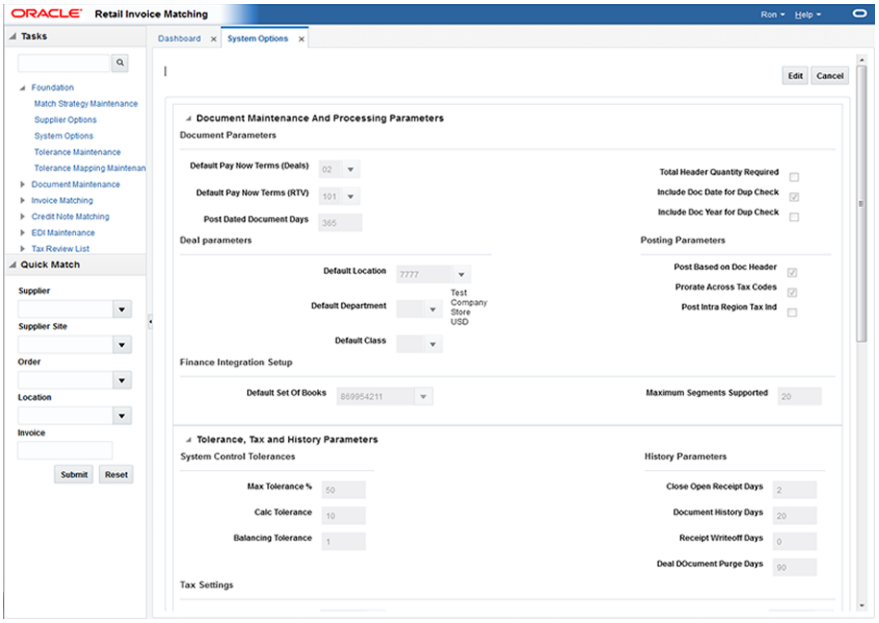
Updated settings are available for all users who log on after the changes are made. To see the changes reflected in Oracle Retail Invoice Matching, you must log out and log in again.

This section includes the following system options instructions:

- Document Maintenance and Processing Parameters
- Tolerance, Tax and History Parameters
- Discrepancy Resolution Parameter
- System Variables

Navigate: From the Tasks menu, select **Foundation > System Options**. The System Options window opens.

Figure 6–1 System Options Window



Perform the following procedure to make changes to the ReIM system parameters

1. On the upper part of the screen, click **Edit** to enable the editable fields.
2. Once you have completed your system options updates, click **Save and Close**. If you want to save changes but continue to make additional changes, click **Save**.

> **Note:** Changes are available to users who log in after you have completed the changes. To see the changes reflected, you must log out and log in again.

Document Maintenance and Processing Parameters

Figure 6–2 System Options – Document Maintenance and Processing Parameters

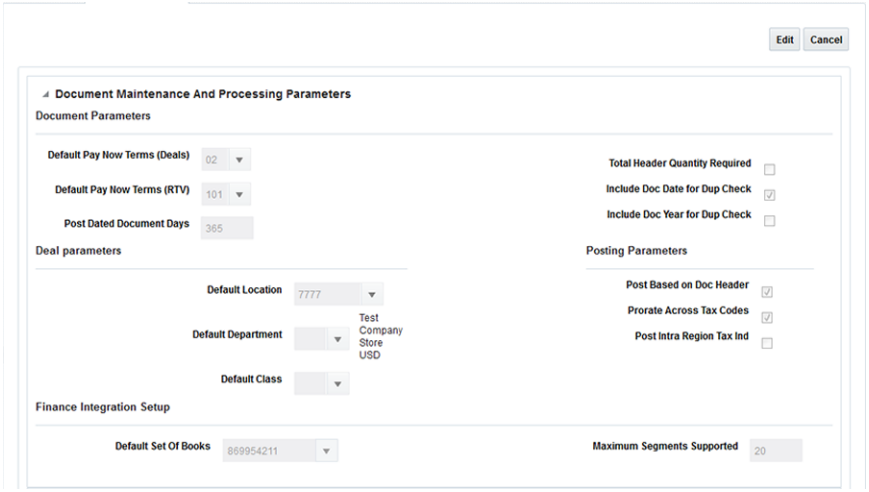


Table 6–1 Document Maintenance And Processing Parameters System Options

Field	Description
Default Pay Now Terms (Deals)	This column holds the term id that is defaulted on deal documents. In the document creation dialog, this term, its discount percentage, and due days are defaulted onto new deal documents.
Default Pay Now Terms (RTV)	This column holds the term id that is defaulted on RTVs and resulting documents. In the document creation dialog, this term, and its discount percentage and due days are defaulted onto RTVs and resolution documents.
Post Dated Document Days	How many days old a document can be when entered into the system. For example, if set to 180 then a document older than six months cannot be entered via EDI or online entry.
Total Header Quantity Required	Is header quantity required when creating a merchandise invoice.
Include Doc Date for Dup Check	Indicates whether the document date should be included in the uniqueness check. If this setting is checked, 'Include Doc Year for Dup Check' must be unchecked.
Include Doc Year for Dup Check	Indicates whether the document year should be included in the uniqueness check. If this setting is checked, 'Include Doc Date for Dup Check' must be unchecked
Default Location	Default system location, used by non merch document injection.
Default Department	Default system department, used by deal processing.
Default Class	Default system class, used by deal processing.
Post Based on Doc Header	Should posting be done based on the document header rather a than the accumulated total of the details.
Prorate Across Tax Codes	Should tax posting entries be prorated across tax codes.
Post Intra Region Tax Ind	This Indicator is applicable on documents where supplier's and location's vat region are different. When set to ON, posting will post the taxes applicable on the item on location's VAT region as it would if supplier's and locations VAT region were the same. When set to OFF, posting would post the Zero taxes on the document (as is functionality).
Default Set Of Books	Default set of books.
Maximum Segments Supported	Maximum number of supported G/L accounting segments.

Tolerance, Tax and History Parameters

Figure 6–3 System Options – Tolerance, Tax and History Parameters

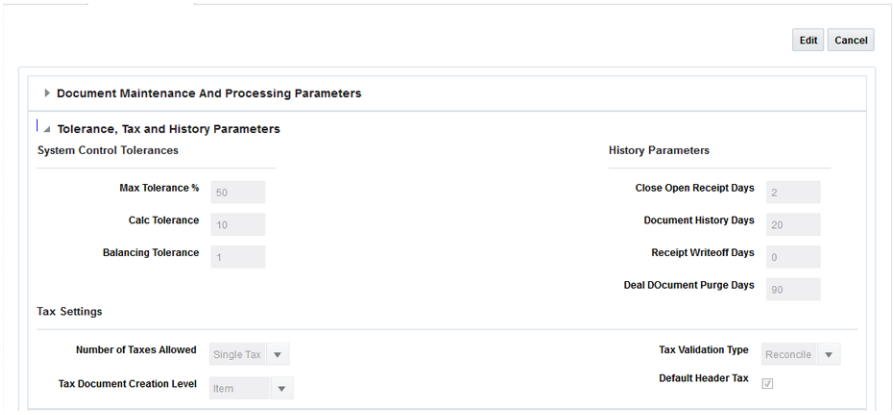


Table 6–2 Tolerance, Tax and History Parameters System Options

Field	Description
Max Tolerance %	Defines the largest percent tolerance that can be used within the system
Calc Tolerance	Calculation tolerance value. This is used to allow documents to be loaded to the system even if they have small rounding differences between the accumulated details and the document header. It is also used to allow for small rounding differences for taxes.
Balancing Tolerance	Tolerance setting for adjusting detail lines to align vat amount for balancing posting entries.
Close Open Receipt Days	This column holds the number of days that a shipment can remain in ready formatch status before it is automatically closed by ReIM.
Document History Days	Defines the number of days document history will be held before purging (for documents that have been fully processed)
Receipt Writeoff Days	Number of days to keep receipts before purging.
Deal Document Purge Days	Number of days to keep posted deals
Number of Taxes Allowed	Number of supported taxes per item. Valid values include 'Single Tax', or 'No Tax'.
Tax Document Creation Level	Tax document creation level; used to define of level at which rejection due to incorrect tax. Valid values include 'Item' or 'Full Invoice'.
Tax Validation Type	Type of tax validation. Valid values include 'Reconcile', 'Retailer', or 'Vendor'.
Default Header Tax	Should header taxes be defaulted from detail taxes

Discrepancy Resolution Parameter

Figure 6–4 System Options – Discrepancy Resolution Parameter

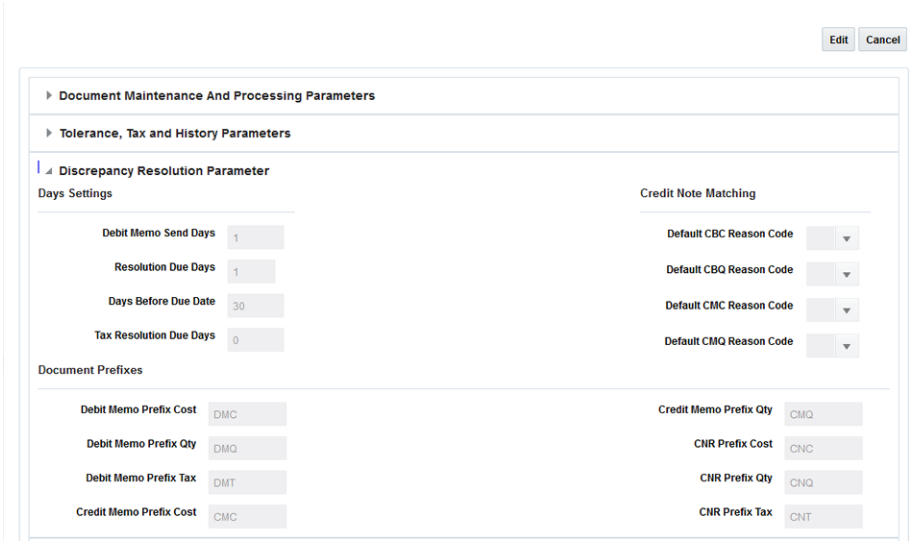


Table 6–3 Discrepancy Resolution Parameter System Options

Field	Description
Debit Memo Send Days	Describes number of days prior to the due date of an invoice that a debit memo should be sent if the credit note is late.
Resolution Due Days	Cost and Quantity discrepancy resolution due days. Used in calculation of resolve by date. This column holds the number of days that a cost resolution can stay outstanding from when it was routed for review to when it should be resolved.
Days Before Due Date	This parameter will indicate the maximum number of days before the invoice due date that any discrepancies for that invoice should be routed.
Tax Resolution Due Days	Tax discrepancy resolution due days. Used in calculation of tax discrepancy resolve by date. This column holds the number of days that a tax resolution can stay outstanding from when it was routed for review to when it should be resolved.
Default Overbill Reason Code	Default reason code for overbill cost.
Default Overbill Reason Code	Default reason code for overbill quantity.
Default Underbill Reason Code	Default reason code for underbill cost.
Default Underbill Reason Code	Default reason code for underbill quantity.
Debit Memo Prefix Cost	Document prefix for generated Debit memo cost
Debit Memo Prefix Qty	Document prefix for generated Debit memo qty
Debit Memo Prefix Tax	Document prefix for generated Debit memo tax
Credit Memo Prefix Cost	Document prefix for generated Credit memo cost
Credit Memo Prefix Qty	Document prefix for generated Credit memo qty

Table 6–3 (Cont.) Discrepancy Resolution Parameter System Options

Field	Description
CNR Prefix Cost	Document prefix for generated Credit note cost
CNR Prefix Qty	Document prefix for generated Credit note qty
CNR Prefix Tax	Document prefix for generated Credit note tax

System Variables

Figure 6–5 System Options – System Variables

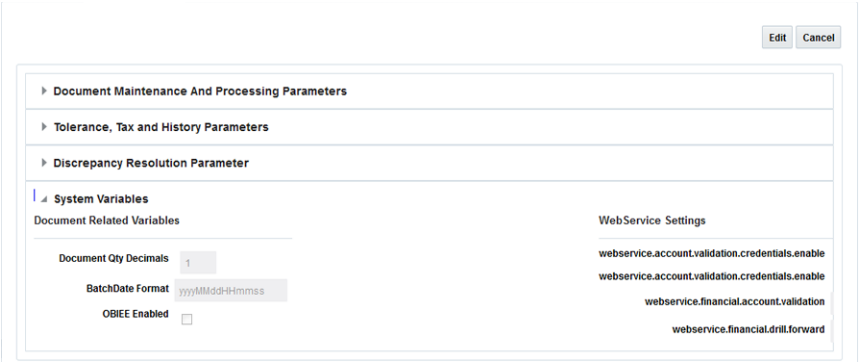


Table 6–4 System Variables System Options

Field	Description
Document Qty Decimals	Max number of digits allowed for quantity. Both display as well as accepting data
BatchDate Format	Expected data format for Injector batch
OBIEE Enabled	
webservice.account.validation.credentials.enable	provider URL for account validation
webservice.account.validation.credentials.enable	Enable validation of webservice account credentials. Should be secure
webservice.financial.account.validation	provider URL for drill forward
webservice.financial.drill.forward	Enable validation of webservice account credentials. Should be secure

Tolerances

Tolerance settings in ReIM are entities with an ID and a description. These entities are mapped to supplier sites, suppliers, supplier groups, or departments. One of the tolerance entities is also defined as the system default. The match engine looks at the documents in the match and determines the appropriate level to search for a tolerance to be applied.

Tolerance Maintenance

Tolerance Search

The Tolerance Search window provides a way in which to search for already defined tolerances.

Navigate: From the Tasks menu, select **Foundation > Tolerance Maintenance**. The Tolerance Search window opens.

1. From the Tolerance Search window, use the following criteria to search for existing tolerances:

Table 6–5 Tolerance Search Fields

Field	Description
Tolerance ID	This field allows the user to enter a tolerance ID to be used in search criteria.
Description	This field allows the user to enter the description to be used in search criteria.
System Default	The system requires one (and only one) tolerance to be flagged as the system default tolerance. This field allows searching based on this indicator. Available values include: ■ Yes – If selected, only the default tolerance is returned ■ No – If selected, all tolerances except the default tolerance meet the criteria ■ Null – all tolerances meet the criteria.
Currency Code	This field allows the user to enter a currency to be used in search criteria.

2. After you have entered the desired search criteria, click **Search**.

> **Note:** If you would like to save your search criteria to use at a later date, click **Save**.

Your search results are displayed in the Search Results pane of the Tolerance Search window.

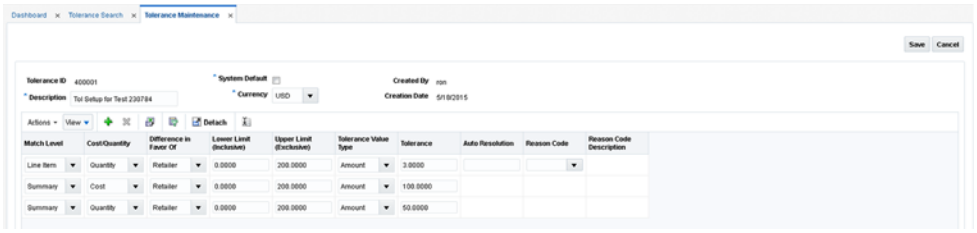
Tolerance Maintenance

The Tolerance Maintenance window is called from the Tolerance Search window. The Tolerance Maintenance window allows the user to edit, view, or delete an existing tolerance setting. One tolerance setting must be flagged as the system default. The other settings are mapped to tolerance levels such as Department, Supplier Group, Supplier, or Supplier Site.

Navigate: From the Tasks menu, select **Foundation > Tolerance Maintenance**. The Tolerance Search window opens.

1. From the Tolerance Search window, perform a search for existing tolerances. See Tolerance Search for additional information.
2. From the Search Results pane, select the tolerance you want to edit.
3. With the tolerance selected, select **Edit** from the Action menu. The Tolerance Maintenance window is displayed.

Figure 6–6 Tolerance Maintenance Window



4. From the Tolerance Maintenance window, you can perform the following:
   - Edit All – Allows you to edit all lines in the tolerance.
   - Click to Edit – Allows you to edit a single line of the tolerance.
   - Add – Allows you to add a new line to the tolerance.
   - Delete – Allows you to delete a selected line from the tolerance

   Note: In Edit mode, the Tolerance ID field is display only and cannot be changed.

5. Perform your updates to the tolerance.
6. Click **Save** to save the updated tolerance.

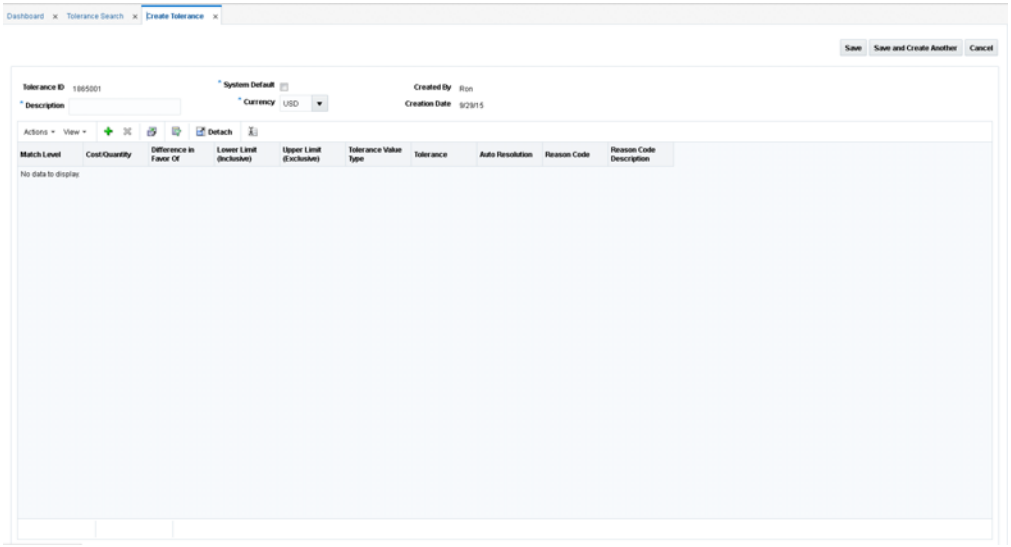
Create Tolerance

The Create tolerance action is available in the Search Results pane at all times regardless of whether a tolerance search has been performed.

Navigate: From the Tasks menu, select **Foundation > Tolerance Maintenance**. The Tolerance Search window opens.

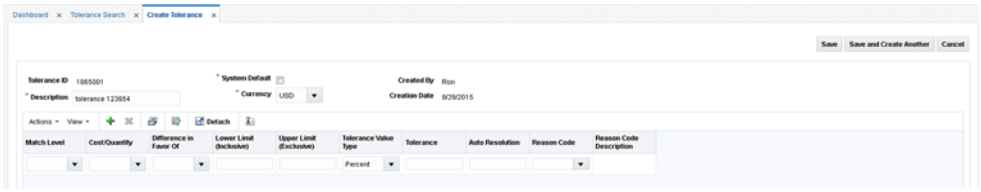
1. From the Search Results pane of the Tolerance Search window, select **Create** from the Action menu. The Create Tolerance window is displayed.

Figure 6–7 Create Tolerance Window



2. Enter a Description and select the Currency for the new tolerance. If the tolerance will be used as the default tolerance, select the Default Tolerance check box.
3. From the Create Tolerance window, select **Add** from the Action menu. An empty tolerance is added to the tolerance table.

Figure 6–8 Add a Tolerance



Note: When in create mode, the Tolerance ID is automatically assigned and cannot be changed.

4. Enter the following information for your new tolerance:
   - Match Level – Select the match level for which the tolerance settings apply.

     Summary is used for matching at the summary level. Summary level matches the accumulated total of the invoice detail lines, if they are present, to the accumulated total of the detail lines on the receipt. For Header-Only invoices, it matches the merchandise amount from the invoice header with the accumulated total of the receipt lines.

     Line Item is used for matching at the item level.
   - Cost/Quantity – Select whether the tolerance settings specified are for cost or quantity matching.
   - Difference in Favor Of – Select whether the tolerance settings specified are for when the discrepancy is in favor of the Supplier or the Retailer. A difference in Favor of the Supplier indicates that the invoice (or item) is an overbill (the invoice is more than the receipt). A difference in Favor of the Retailer indicates the invoice (or item) is an underbill (the invoice is less than the receipt).
   - Lower Limit (Inclusive) – Specify the lower limit for which this tolerance applies.

     This field is used in conjunction with the Upper Limit field to allow the user to specify different tolerance levels for different values of invoices. For example, a retailer might want to specify that low value documents (those less than $100.00) might be considered within tolerance if they have a variance of 10% or less, however, high value documents (those with document values greater than $100) might need to be within only 5% variance for them to match within tolerance.

     Note: The value must be greater than or equal to zero and must be less than the Upper Limit on the same row.
   - Upper Limit (Exclusive) – Specify the upper limit for which this tolerance applies.

This field is used in conjunction with the Lower Limit field to allow the user to specify different tolerance levels for different values of invoices.

Note: The value must be greater than zero and must be greater than the Lower Limit on the same row.

- Tolerance Value Type – Specify whether the Tolerance setting and the chargeback tolerance setting are percent or amount values.
- Tolerance – The Tolerance value is the amount by which the invoice (or invoice item) amount can vary from the receipt (or receipt item) amount yet still be considered valid for matching. Matches which are not perfect but have a variance within the tolerance setting are considered Matched within Tolerance.
- Auto Resolution – The Auto Resolution value is used to determine the variance level at which the system automatically generates a resolution action to resolve the discrepancy. It is only used at the line level. If the variance between the invoice item and receipt item is greater than the Tolerance setting, but is less than or equal to the Auto Resolution setting, then the system automatically generates a resolution action with the use of a reason code.
- Reason Code – The Reason Code is used to automatically resolve discrepancies which fall within the Auto Resolution tolerance level.

  Only Reason Codes with the following types or Resolution Actions are allowed:

  – Debit Memo Cost (if this row has Cost selected for the Cost/Quantity setting).
  – Debit Memo Quantity (if this row has Quantity selected for the Cost/Quantity setting).
  – Credit Memo Cost (if this row as Cost selected for the Cost/Quantity setting)
  – Credit Memo Quantity (if this row has Quantity selected for the Cost/Quantity setting)
  – Discrepancy Write Off (DWO)
  – Receiver Cost Adjustment (if this row has Cost selected for the Cost/Quantity setting)
  – Receiver Unit Adjustment (if this row has Quantity selected for the Cost/Quantity setting)

5. Click **Save** to save the new tolerance.

   If you want to create an additional tolerance, click **Save and Create Another**.

Tolerance Mapping Maintenance

Tolerance Mapping Maintenance allows users to create a mapping between an entity of a Tolerance Level with a Tolerance ID. For example, it allows a tolerance ID to be mapped to a particular supplier.

Tolerance Mapping Search

The Tolerance Mapping Search window provides a way in which to search for already defined tolerance mappings.

Navigate: From the Tasks menu, select **Foundation > Tolerance Mapping Maintenance**. The Tolerance Mapping Search window opens.

1. From the Tolerance Mapping Search window, use the following criteria to search for existing tolerance mappings:

Table 6–6 Tolerance Mapping Search Fields

Field	Description
Tolerance Level	When a tolerance level is selected, the value field LOV and validation is based on the tolerance level. Valid values are: ■ Department ■ Supplier Group ■ Supplier ■ Supplier Site
Department	This field allows the user to enter a department to be used in search criteria.
Supplier Group	This field allows the user to enter a supplier group to be used in search criteria.
Supplier	This field allows the user to enter a supplier to be used in search criteria.
Supplier Site	This field allows the user to enter a supplier site to be used in search criteria.
Tolerance ID	This field allows the user to enter a tolerance ID to be used in search criteria.

2. After you have entered the desired search criteria, click **Search**.

Note: If you would like to save your search criteria to use at a later date, click **Save**.

Your search results are displayed in the Search Results pane of the Tolerance Mapping Search window.

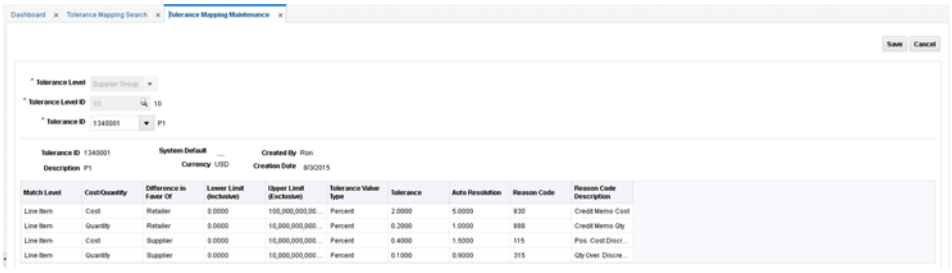
Tolerance Mapping Maintenance

The Tolerance Mapping Maintenance window is called from the Tolerance Mapping Search window. The Tolerance Mapping Maintenance window allows the user to edit, view, or delete an existing tolerance mapping. Tolerance mappings are mapped to tolerance levels such as Department, Supplier Group, Supplier, or Supplier Site.

Navigate: From the Tasks menu, select **Foundation > Tolerance Mapping Maintenance**. The Tolerance Mapping Search window opens.

1. From the Tolerance Mapping Search window, perform a search for existing tolerance mappings. See Tolerance Mapping Search for additional information.
2. From the Search Results pane, select the tolerance mapping you want to edit.
3. With the tolerance mapping selected, select **Edit** from the Action menu. The Tolerance Mapping Maintenance window is displayed.

Figure 6–9 Tolerance Mapping Maintenance Window



4. From the Tolerance Mapping Maintenance window, you can edit the Tolerance ID that is associated with the tolerance mapping.
5. Click **Save** to save the updated tolerance mapping.

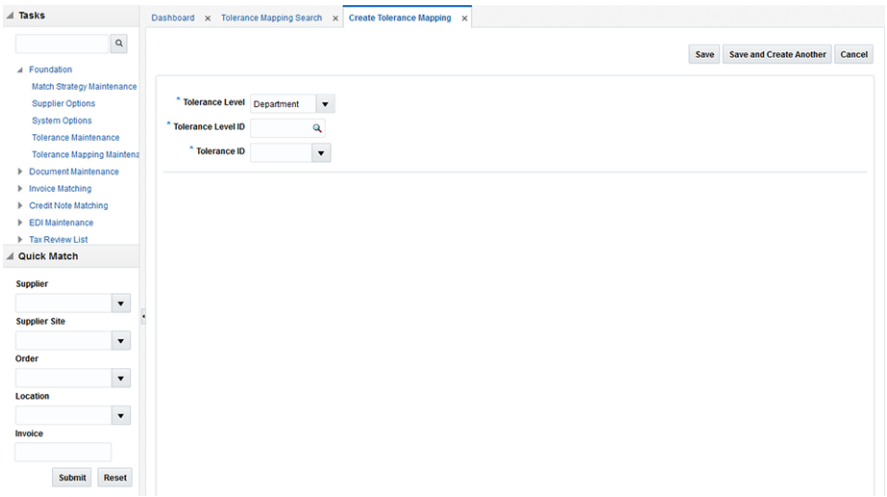
Create Tolerance Mapping

The Create tolerance mapping action is available in the Search Results pane at all times regardless of whether a tolerance mapping search has been performed.

Navigate: From the Tasks menu, select **Foundation > Tolerance Mapping Maintenance**. The Tolerance Mapping Search window opens.

1. From the Search Results pane of the Tolerance Mapping Search window, select **Create** from the Action menu. The Create Tolerance Mapping window is displayed.

Figure 6–10 Create Tolerance Mapping Window



2. Enter the following information for your new tolerance mapping:
   - Tolerance Level – Valid values are:
     - Department
     - Supplier Group
     - Supplier
     - Supplier Site

     When a tolerance level is selected, the value field LOV and validation will be based on the tolerance level.

- Tolerance Level ID – Enter the ID for the entity selected as the tolerance level. For example, if the tolerance level selected was Supplier Site, you would enter a supplier site ID for this field.
- Tolerance ID – Enter the tolerance ID to be mapped to the selected entry.

3. Click **Save** to save the new tolerance mapping.

   If you want to create an additional tolerance mapping, click **Save and Create Another**.

Match Strategy Maintenance

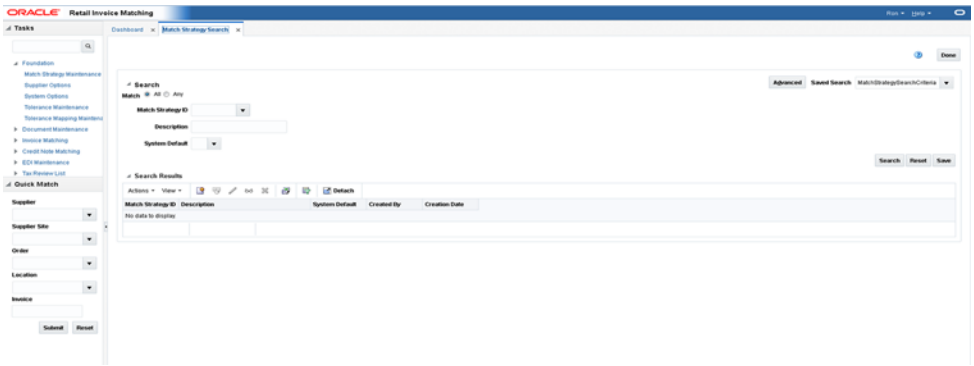
The batch auto-match program performs several types of match attempts in an effort to match invoices to receipts. The Match Strategy rules feature allows retailers to build and maintain match strategies which specifically define the types of matches which should be attempted and the order in which they should be tried during the auto-match process. The match strategies can be defined at the system, supplier group, or supplier level.

Match Strategy Search

The Match Strategy Search window provides a way in which to search for already defined match strategies.

Navigate: From the Tasks menu, select **Foundation > Match Strategy Maintenance**. The Match Strategy Search window opens.

Figure 6–11 Match Strategy Search Window



1. From the Match Strategy Search window, use the following criteria to search for existing strategies:

Table 6–7 Match Strategy Search Fields

Field	Description
Match Strategy ID	This field allows the user to enter a match strategy ID to be used in search criteria
Description	This field allows the user to enter a match strategy Description to be used in search criteria
System Default	The system requires one (and only one) match strategy to be flagged as the 'system' default strategy. This field allows searching based on this indicator.

2. After you have entered the desired search criteria, click **Search**.

Note: If you would like to save your search criteria to use at a later date, click **Save**.

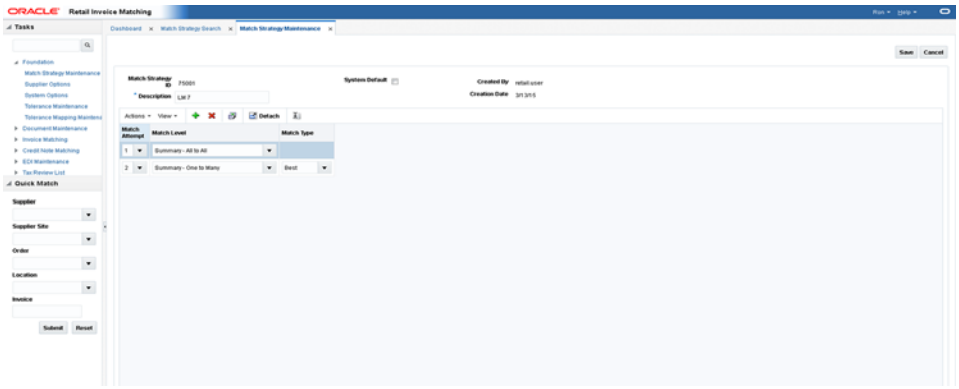
Your search results are displayed in the Search Results pane of the Match Strategy Search window.

Edit a Match Strategy

Navigate: From the Tasks menu, select **Foundation > Match Strategy Maintenance**. The Match Strategy Search window opens.

1. From the Match Strategy Search window, perform a search for existing match strategies. See Match Strategy Search for additional information.
2. From the Search Results pane, select the match strategy you want to edit.
3. With the match strategy selected, select **Edit** from the Action menu. The Match Strategy Maintenance window is displayed.

Figure 6–12 Match Strategy Maintenance Window



4. From the Match Strategy Maintenance window, you can edit the following:
   - Match Attempt – Specifies the order in which the match is attempted.
   - Match Level – Specifies the match level for this match attempt. Valid values include: Summary All-to-All, Summary One to Many, and Detail.
   - Match Type – Match Type is only applicable for Detail Matches or for Summary One-to-Many matches. Valid values include Best or Regular.
5. Click **Save** to save the updated match strategy.

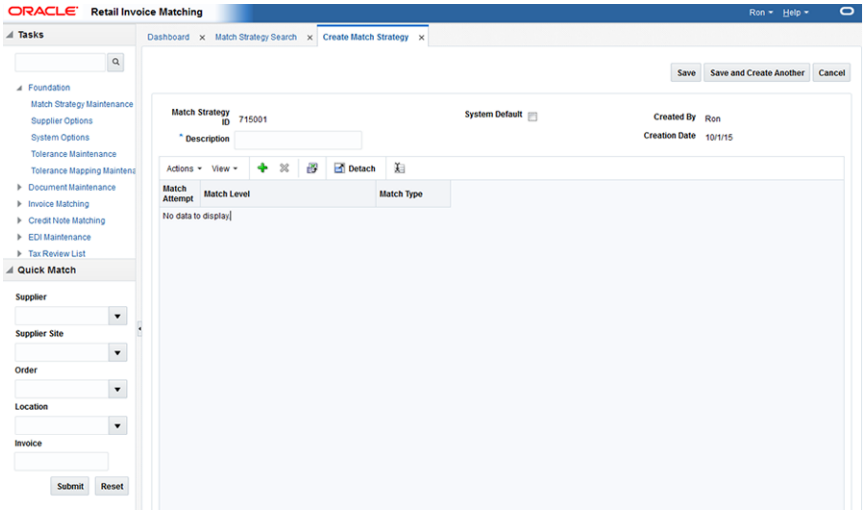
Create Match Strategy

The Create match strategy action is available in the Search Results pane at all times regardless of whether a match strategy search has been performed.

Navigate: From the Tasks menu, select **Foundation > Match Strategy Maintenance**. The Match Strategy Search window opens.

1. From the Search Results pane of the Match Strategy Search window, select **Create** from the Action menu. The Create Match Strategy window is displayed.

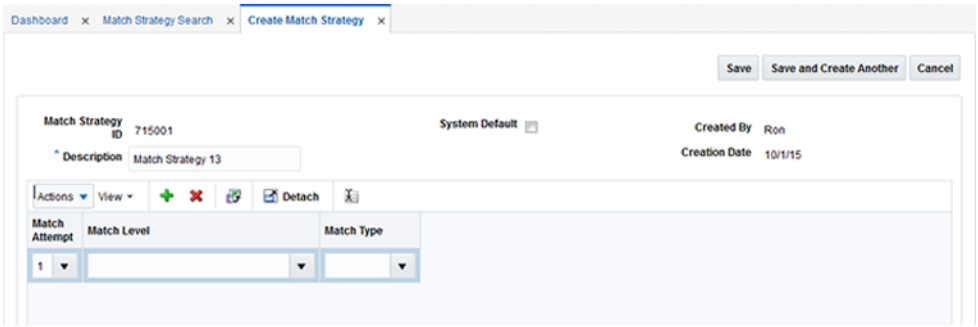
Figure 6–13 Create Match Strategy Window



2. Enter a Description for the new match strategy. If the match strategy will be used as the system default, select the System Default check box.

3. From the Create Match Strategy window, select **Add** from the Action menu. An empty match strategy is added to the Match Strategy table.

Figure 6–14 Add a Match Strategy



> **Note:** When in create mode, the Match Strategy ID is automatically assigned and cannot be changed.

4. Enter the following information for your new match strategy:
   - Match Attempt – Select the order in which the strategy is attempted.
   - Match Level – Select the match level for this match attempt. Valid values include: Summary All to All, Summary One to Many, and Detail.
   - Match Type – Match Type is only applicable for Detail Matches or for Summary One to Many matches.

5. Click **Save** to save the new match strategy.

   If you want to create an additional match strategy, click **Save and Create Another**.

General Ledger Maintenance

General Ledger Cross reference, Dynamic Segments, GL Options, and Reason codes need to be set up. Check with your system administrator on how to build this required information.

Supplier Options

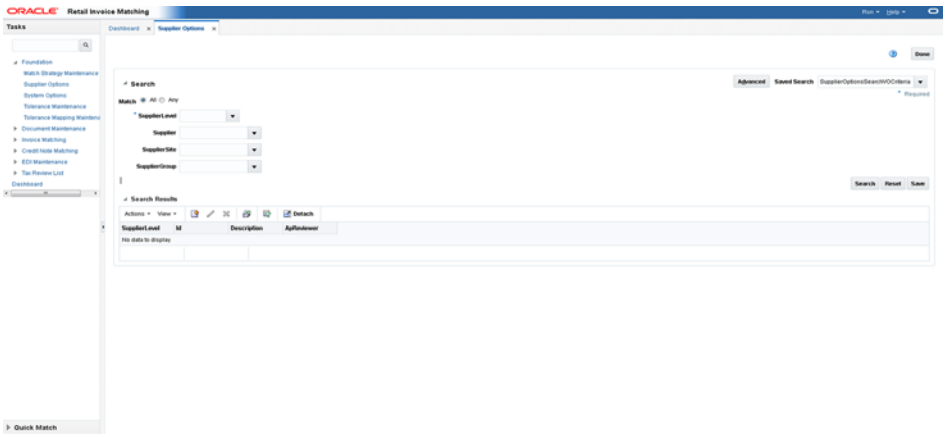
In the Supplier Options window, you can indicate how invoices from each supplier should be matched. You can associate a specific accounts payable reviewer to a supplier, and you can create Supplier Groups.

Search for a Supplier

The Supplier Options window provides a way in which to search for already defined suppliers, supplier sites, or supplier groups.

Navigate: From the Tasks menu, select **Foundation > Supplier Options**. The Supplier Options window opens.

Figure 6–15 Supplier Options Window



1. From the Supplier Options window, use the following criteria to search for existing suppliers, supplier sites, or supplier groups:

Table 6–8 Supplier Options Search Fields

Field	Description
Supplier Level	This field allows selection of a Supplier Level as a filter criterion to filter the Supplier Options records. Available options are: ▪ Supplier Group ▪ Supplier ▪ Supplier Site
Supplier	This field allows selection of a Supplier as a filter criterion to filter the Supplier Options records.
Supplier Site	This field allows filtering of Supplier Options records based on the Supplier site ID specified.
Supplier Group	This field allows filtering of Supplier Options records based on the Supplier Group ID specified.

2. After you have entered the desired search criteria, click **Search**.

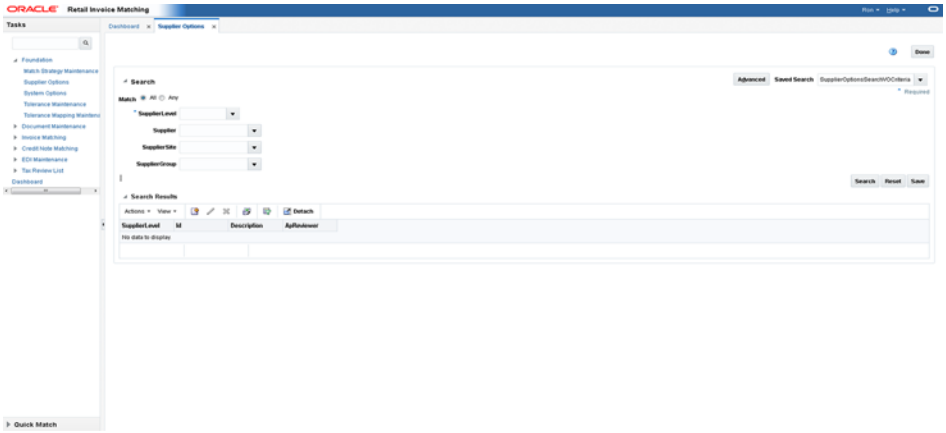
> **Note:** If you would like to save your search criteria to use at a later date, click **Save**.

Your search results are displayed in the Search Results pane of the Supplier Options window.

Edit a Supplier

Navigate: From the Tasks menu, select **Foundation > Supplier Options**. The Supplier Options window opens.

Figure 6–16 Supplier Options Window



1. In the Supplier Level field, select Supplier, Supplier Site, or Supplier Group or click the LOV buttons to select a specific Supplier, Supplier Site, or Supplier Group.

> **Note:** Differences exist between editing a supplier group, a supplier, and a supplier site. For example, when editing a Supplier Group the UI displays Suppliers associated with the Group. In addition, supplier groups have fewer possible fields. Default Match Key is not allowed on the supplier site level.

2. Click **Search**. The supplier details are displayed.
3. In the AP Reviewer field, enter the ID of an accounts payable reviewer, or click the LOV button to select the reviewer that you want to associate with the supplier, supplier site, or supplier group.
4. Edit the enabled fields as necessary:
   - **Invoices for Supplier Manually Paid**: Select the check box to indicate that invoices from this supplier should be paid manually.
   - **Match Invoices to Receipts from Other Suppliers**: Select the check box to indicate that the retailer can pay suppliers other than the one listed for the invoice.

- **Always Use Invoice Terms**: Select the check box to indicate that the terms date on the invoice is always used to pay an invoice.
- **ROG Date Allowed**: Select the check box to use the receipt of goods date to determine the due date of an invoice.
- **Send Debit Memo**: Select the frequency to indicate when to send a debit memo.

  Possible values are:

  Always - Indicates Debit Memo will be sent.

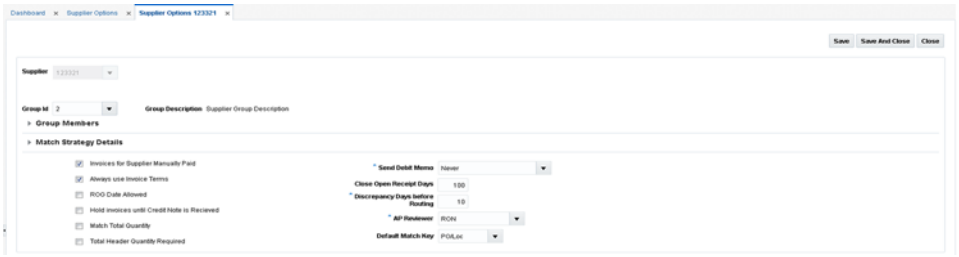
  Never - Indicates a Credit Note Request will be sent.

  Only when Credit Note is late - Indicates a Credit Note Request will be sent, but later if the Credit Note does not come in on time, a Debit Memo is then generated.

  When this setting is either Never or Only when the Credit Note is Late, an additional option called Hold Invoice is allowed. You can check or uncheck it.

Note: If Hold Invoice is checked, matched invoices will not post to the Financial System until all Credit Note Requests associated with the invoice are matched to Credit Notes.

Figure 6–17 Supplier Options Window



- **Close Open Receipt Days**: Enter the number of days that a receipt remains in the system without an invoice. After the number of days has passed, the receipt is posted for payment.
- **Discrepancy Days Before Routing**: Enter the number of days that quantity discrepancies should be held before routing for resolution.

5. Click **Save** to save your changes or **Save and Close** to save your changes and close the window.

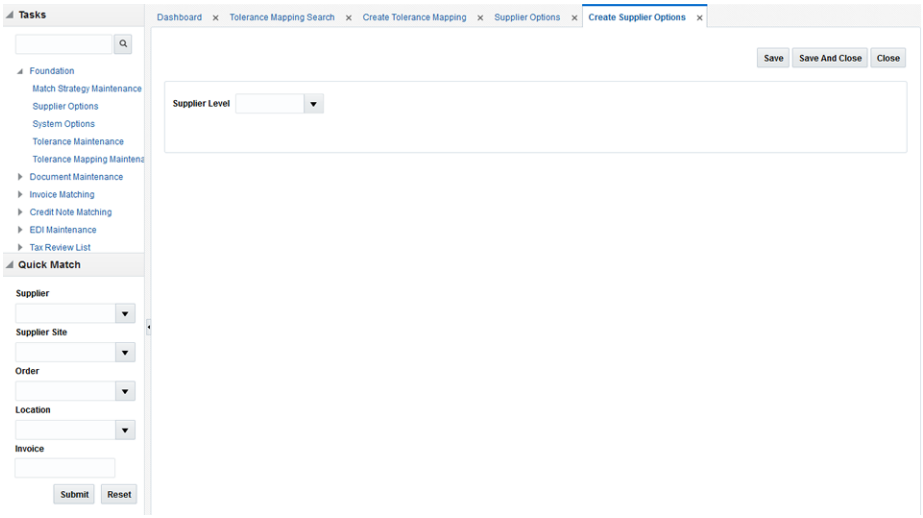
Create Supplier Options

The Create supplier action is available in the Search Results pane at all times regardless of whether a supplier search has been performed.

Navigate: From the Tasks menu, select **Foundation > Supplier Options**. The Supplier Options window opens.

1. From the Search Results pane of the Supplier Options window, select **Create** from the Action menu. The Create Supplier Options window is displayed.

Figure 6–18 Create Supplier Options Window

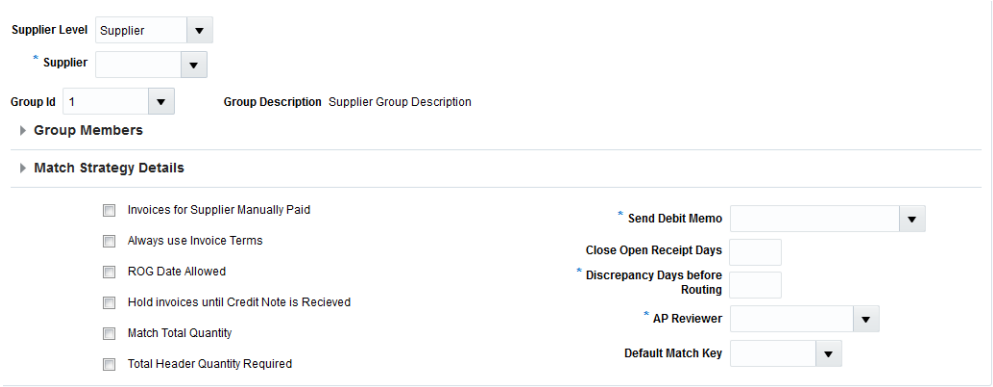


2. From the Create Supplier Options window, you can perform the following actions:
   - Create Supplier
   - Create Supplier Site
   - Create Supplier Group

Create Supplier

1. From the Create Supplier Options window, select **Supplier** in the Supplier Level field.

Figure 6–19 Create Supplier



2. In the Supplier field, select the supplier against which the new Supplier Options record is to be created. The supplier must be a valid supplier already setup in RMS.
3. If this supplier will be matching invoices to other suppliers with a supplier group, then enter the supplier group ID.
4. If the supplier is not part of a supplier group, and they do not want to use the system default match strategy, then enter the match strategy.
5. Enter values in the enabled fields as necessary:

- **Invoices for Supplier Manually Paid**: Select the check box to indicate that invoices from this supplier should be paid manually.
- **Always Use Invoice Terms**: Select the check box to indicate that the invoice terms should always be used as the best terms.
- **ROG Date Allowed**: Select the check box to use the receipt of goods date to determine the due date of an invoice.
- **Hold invoices until Credit Note is Received**: If checked, matched invoices will not post to the Financial System until all Credit Note Requests associated with the invoice are matched to Credit Notes.
- **Match Total Quantity**: Determines if Matching of Total Quantity is required for Invoices at this Supplier Level.
- **Total Header Quantity Required**: Determines if Total Header Quantity is required to be specified for Invoices at this Supplier Level.
- **Send Debit Memo**: Select the frequency to indicate when to send a debit memo.

  Possible values are:

  Always - Indicates Debit Memo will be sent.

  Never - Indicates a Credit Note Request will be sent.

  Only when Credit Note is late - Indicates a Credit Note Request will be sent, but later if the Credit Note does not come in on time, a Debit Memo is then generated.

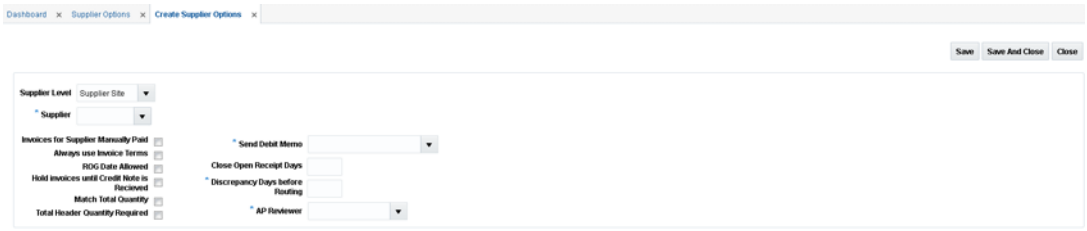
  When this setting is either Never or Only when the Credit Note is Late, an additional option called Hold Invoice is allowed. You can check or uncheck it.
- **Close Open Receipt Days**: Enter the number of days that a receipt remains in the system without an invoice. After the number of days has passed, the receipt is posted for payment.
- **Discrepancy Days Before Routing**: Enter the number of days that quantity discrepancies should be held before routing for resolution.
- **AP Reviewer**: This field specifies which accounts payable employee will be the default reviewer for invoice at this Supplier Levels.
- **Default Match Key**: Indicates the Default Match key applicable for the Supplier Group for the Auto match process.

6. Click **Save** to save your changes or **Save and Close** to save your changes and close the window.

Create Supplier Site

1. From the Create Supplier Options window, select **Supplier Site** in the Supplier Level field.

Figure 6–20 Create Supplier Site



2. In the Supplier Site field, select the supplier site against which the new Supplier Options record is to be created.
3. Enter values in the enabled fields as necessary:
   - **Invoices for Supplier Manually Paid**: Select the check box to indicate that invoices from this supplier should be paid manually.
   - **Always Use Invoice Terms**: Select the check box to indicate that the invoice terms should always be used as the best terms.
   - **ROG Date Allowed**: Select the check box to use the receipt of goods date to determine the due date of an invoice.
   - **Hold invoices until Credit Note is Received**: If checked, matched invoices will not post to the Financial System until all Credit Note Requests associated with the invoice are matched to Credit Notes.
   - **Match Total Quantity**: Determines if Matching of Total Quantity is required for Invoices at this Supplier Level.
   - **Total Header Quantity Required**: Determines if Total Header Quantity is required to be specified for Invoices at this Supplier Level.
   - **Send Debit Memo**: Select the frequency to indicate when to send a debit memo.

     Possible values are:

     Always - Indicates Debit Memo will be sent.

     Never - Indicates a Credit Note Request will be sent.

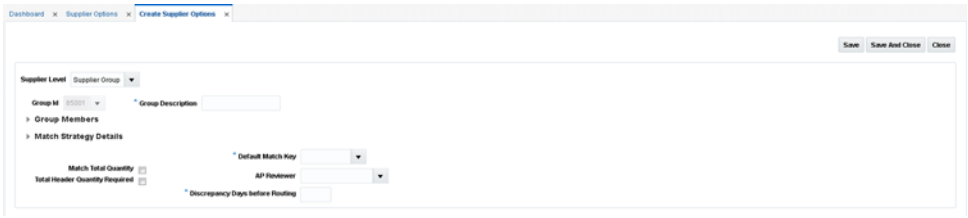
     Only when Credit Note is late - Indicates a Credit Note Request will be sent, but later if the Credit Note does not come in on time, a Debit Memo is then generated.

     When this setting is either Never or Only when the Credit Note is Late, an additional option called Hold Invoice is allowed. You can check or uncheck it.
   - **Close Open Receipt Days**: Enter the number of days that a receipt remains in the system without an invoice. After the number of days has passed, the receipt is posted for payment.
   - **Discrepancy Days Before Routing**: Enter the number of days that quantity discrepancies should be held before routing for resolution.
   - **AP Reviewer**: This field specifies which accounts payable employee will be the default reviewer for invoices at this Supplier Levels.
4. Click **Save** to save your changes or **Save and Close** to save your changes and close the window.

Create Supplier Group

1. From the Create Supplier Options window, select **Supplier Group** in the Supplier Level field.

Figure 6–21 Create Supplier Group



2. In the Group Description field, enter a description for the group being created.
3. If you do not want to use the system default match strategy, then enter the match strategy.
4. Enter values in the enabled fields as necessary:
   - **Match Total Quantity**: Determines if Matching of Total Quantity is required for Invoices at this Supplier Level.
   - **Total Header Quantity Required**: Determines if Total Header Quantity is required to be specified for Invoices at this Supplier Level.
   - **Default Match Key**: Indicates the Default Match key applicable for the Supplier Group for the Auto match process.
   - **AP Reviewer**: This field specifies which accounts payable employee will be the default reviewer for invoice at this Supplier Levels.
   - **Discrepancy Days Before Routing**: Enter the number of days that quantity discrepancies should be held before routing for resolution.
5. Click **Save** to save your changes or **Save and Close** to save your changes and close the window.

Reason Codes

Reason codes are used to resolve discrepancies between receipts and invoices. A discrepancy originates when the price or quantity variance exceeds acceptable tolerance levels. See your system administrator on how to enter this required data.

Appendix: Introducing the Common User Interface Controls

Oracle Retail applications, like Oracle Retail Invoice Matching, include some common interface options and controls that you can use throughout the application workflow. The following sections describe these user interface controls in more detail.

Although you may have more than one Oracle Retail application installed on your system, each application may use many of the same interface components and abides by common rules and constraints.

The following topics are covered in this chapter:

Using the Help

This application contains an online HTML help that can guide you through the user interface. User information is included to describe high-level processes and procedures, as well as provide step-by-step instructions for completing a task.

You can access online help for a particular page by clicking on the Help link at the top of the application home page. Once in the help, you can access additional information through the table of contents or by using the index.

Tasks

Oracle Retail applications support a variety of navigational tools and methods that allow you to move efficiently between application pages. Information on how to use and manage each of the tools and methods is included in this section.

A task is a set of links to a series of task flows organized in a specific sequence to accomplish a business process or procedure. For example, tasks can be defined for common multi-step procedures or processes so that you can quickly step through tasks. By navigating sequentially to the pages outlined in the task, you are assisted in stepping through the business process or activity.

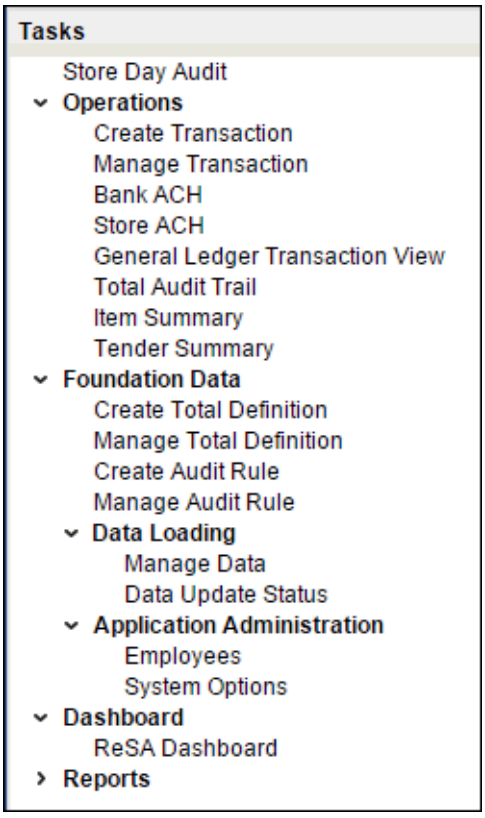
Your Tasks list appears on the extreme left side of the home page. All of the tasks to which you have access appear in the list on the Tasks window. You can either click on

the specific task name to open or use the Task Search component to search for a Task that you want to open.

To begin working with a task, choose the application feature or process from the list.

Note: Your task menu may appear slightly different, depending on your retail application.

Figure A–1 Tasks Menu



Using Detach and Export Options

You can view the tables displayed in the application in a separate window and even save these tables in as a Microsoft Excel spreadsheet.

- To view any table in a separate window, click **Detach**. The table appears in a new window.
- To export the table to an Microsoft Excel spreadsheet, click the **Export** icon. The table is saved as a Microsoft Excel spreadsheet.

Specifying Preferences

The Preferences pages are where you specify the default regional, language, and accessibility settings that you want to use throughout the system.

To set your preferred preferences, click **user name > Preferences** at the top of the application home page. The Preferences page appears. The standard preference options available are as follows:

- Regional
- Language
- Accessibility

To return to the application home page, click **Back to Home** at the top of the page. The Preferences pages are where you specify the default regional, language, and accessibility settings that you want to use throughout the system.

Regional Options

Use the following options to specify the default formats for territory, date, time, number, and time zone you want to use throughout the system.

Table A–1 Regional Options

Value	Description
Territory	Specify the country details.
Date Format	Select the date format that you want to use.
Time Format	Select the time format that you want to use.
Number Format	Select the number format that you want to use.
Time Zone	Select the time zone you want to use.

Language Options

Use the following options to specify the default language you want to use throughout the system.

Table A–2 Language Options

Value	Description
Default	Specify the default language you want to use.
Current Session	Specify the language you want to use for the current session.

Accessibility Options

Use the following options to specify the default accessibility preferences you want to use throughout the system.

Table A–3 Accessibility Options

Value	Description
Accessibility	Select the accessibility option you want applied.
Color Contrast	Specify the color contrast that you want to use.
Font Size	Specify the font size that you want to use.

Notifications

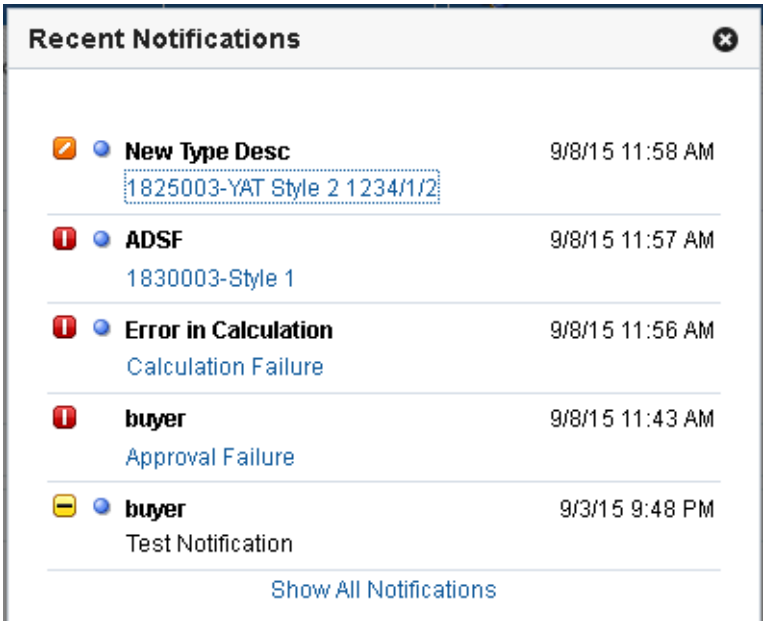
The Notifications link, at the top of the Oracle Retail application home page, is optional for the application. It is where the system quickly alerts the user to issues within the system, such as calculation failures, successes, and other important information.

Note: Your view may vary, depending upon the features selected during the setup process.

Figure A–2 Notifications menu

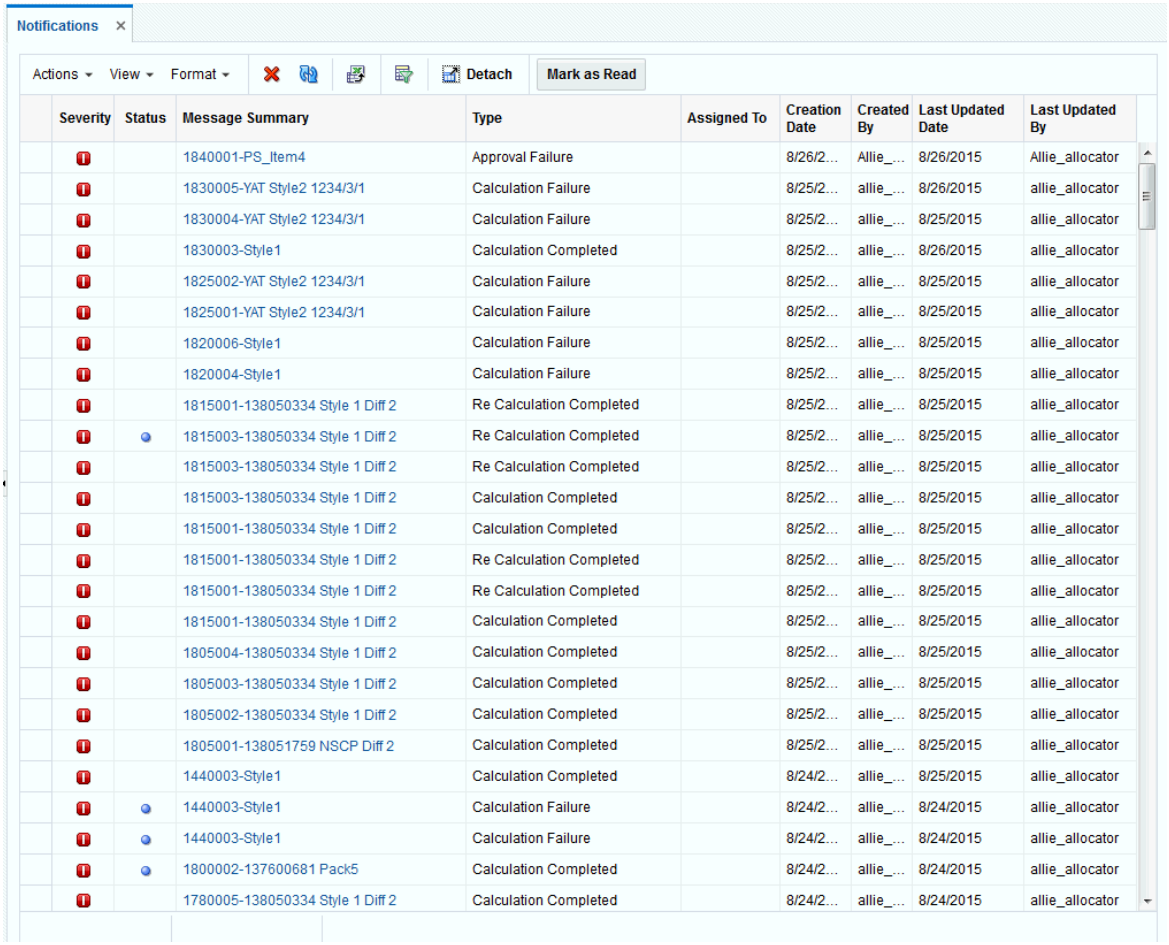
Click the menu link to open the Recent Notifications. This provides a concise list of the most recent notifications.

Figure A–3 Recent Notifications window



Click **Show All Notifications** to open the Notifications tab to view more detail on all of the Notifications.

Figure A–4 Notifications tab



To make modifications, click the item in the **Message Summary** column to open the specific notification.

Switch Between Applications

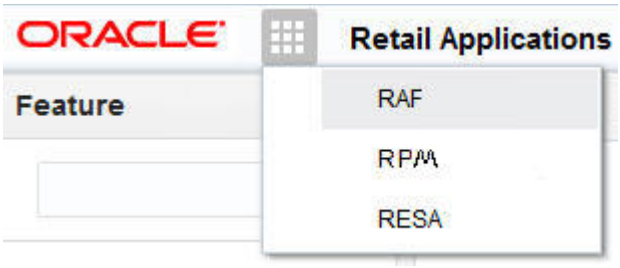
The Application Navigator, is optional for the application, and provides the ability to switch between applications.

> **Note:** Your view may vary, depending upon the features selected during the setup process.

To switch between applications:

1. At the top left of the application, click the  icon to open the list of available applications.

Figure A–5 Application Navigator



2. Select one of the listed applications. The application will open in a new tab.

Logging Out of the Application

Use the **user name** menu to log out of the application.

Figure A–6 Logging Out of the Application