SCM Cloud

Using Customer Channel Management

24B

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1 Overview of Customer Channel Management

Channel Flows: Buy Side vs Sell Side

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

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

On the sell side we support:

- Deductions and Settlement

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

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

- Rebates to channel customers

- Royalty payments

- Rebates for customer annual co-op programs

- Rebates for customer promotion programs

- Tiered rebates for annual volume programs and customer volume programs

- Lump sum payments

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

On the buy side we support:

- Rebates from your suppliers.

- Annual rebates from your suppliers.

- Ship and debit rebates from your suppliers.

- Direct collaboration with suppliers to administer programs.

Supplier Channel Management that encompasses buy side flows:

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

- Supplier contacts can access Supplier Channel Management from the Supplier Portal.

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

Related Topics
- Starting an Implementation

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Deductions and Settlement

Deductions and Settlement

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

This has spread across all industries, and deductions are a common practice not only for collecting promotions, but also for any kind of dispute or misunderstanding, whether it's a pricing error, transportation related, damages, and so on. This is also the hardest challenge for the receivables departments to resolve because of the need for approval from outside receivables, like sales or shipping. The customer may short pay based on their own policies and procedures. It's up to you to resolve these claims.
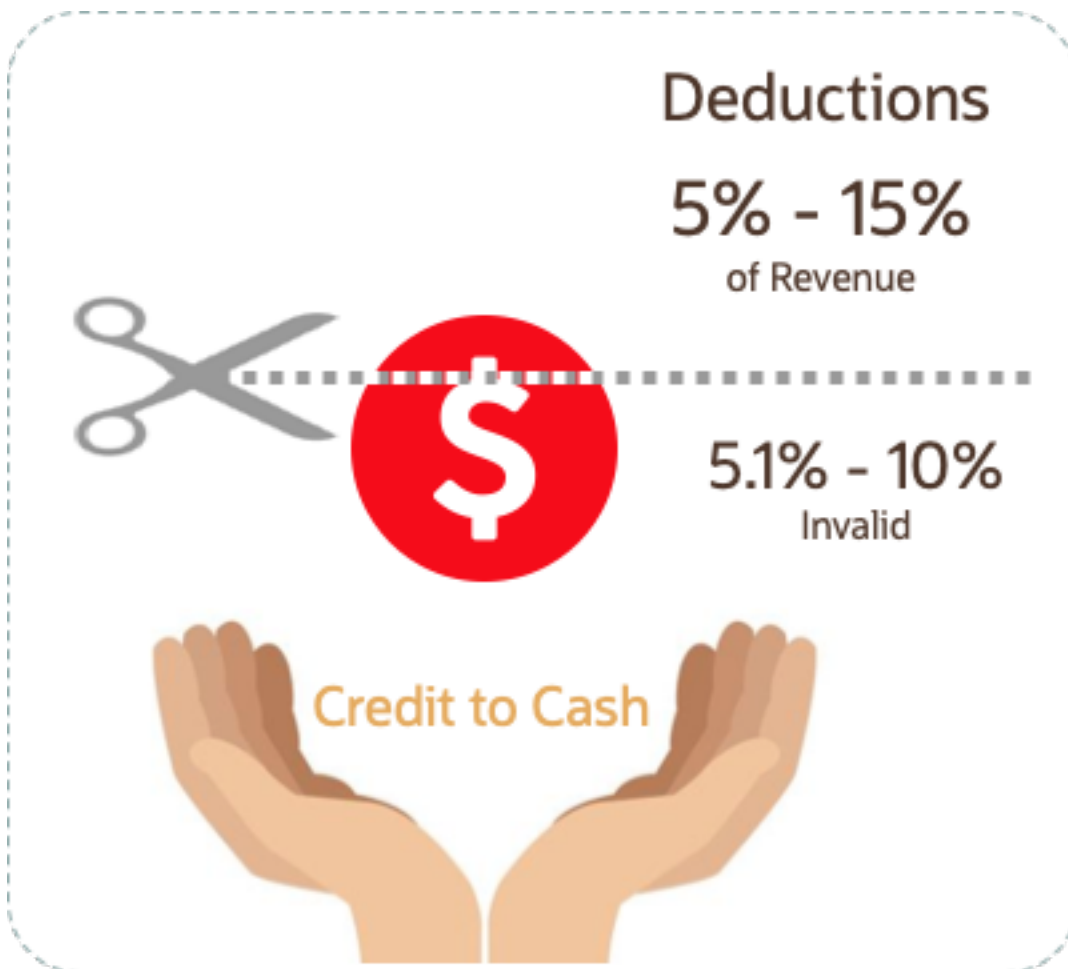
According to market surveys, deductions can represent 5 to 15 percentage of revenue, depending on the industry. Of that number, 5.1 to 10 percent are invalid or unauthorized. In some industries it can be a lot higher.

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

- Centralized deductions directly from Receivables.

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

How Deductions and Settlement Works

Overview
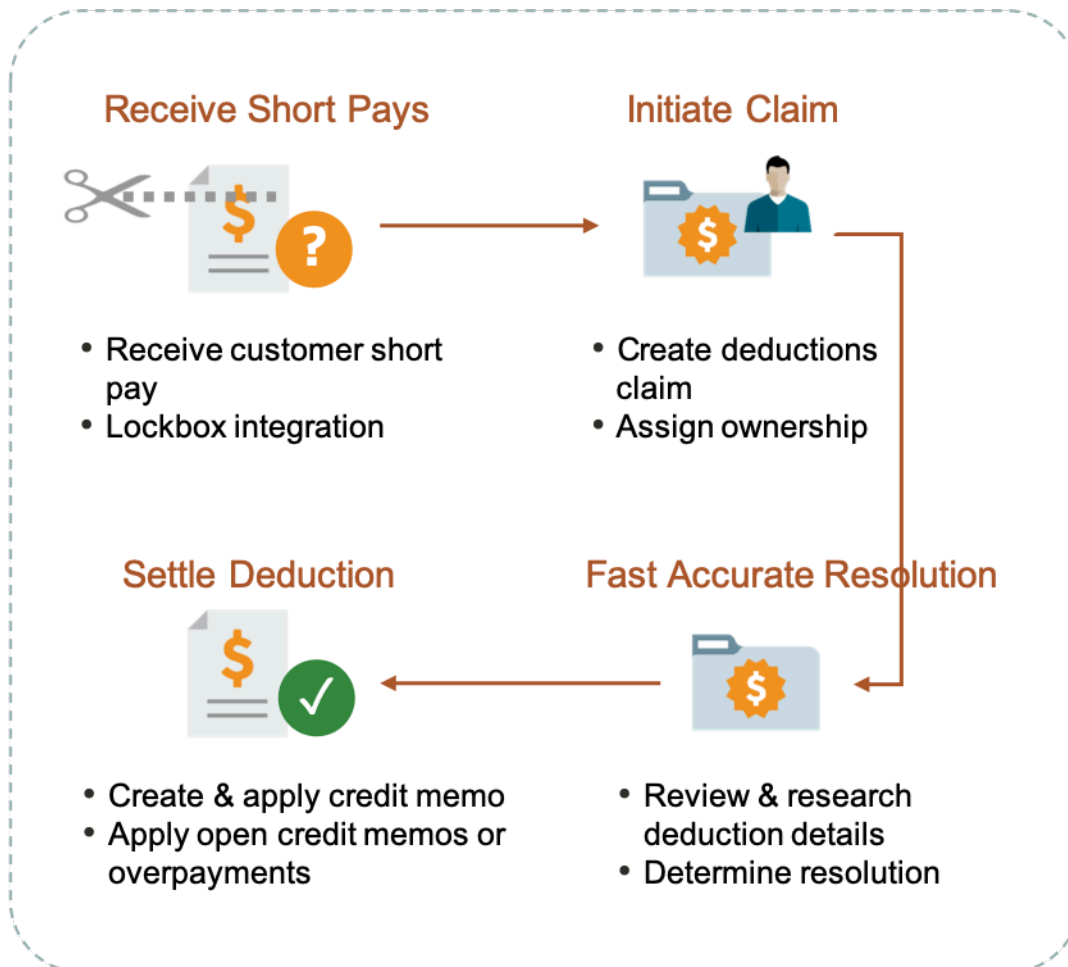
When a customer short pays you, the flow is:

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

With Deductions and Settlement you can:

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

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- o Creating manual claims

  - o Assigning claim owners

  - o Setting up aging methods

- Resolve deductions by:

  - o Associate promotional accruals

  - o Creating credit memos

  - o Applying open credit memos and open overpayments

  - o Applying write-offs

  - o Applying chargebacks only for invoice deductions

- Resolve overpayments by:
  - o Creating invoices.

  - o Applying open deductions.

- Approve your claims.

- Schedule the **Settle Customer Claims** process periodically to settle the claims in Receivables in a ready-to-use and tightly integrated manner. The settlement details are brought back to Channel Revenue Management to complete the flow.

- Analyze the root causes behind deductions, with the help of claim types and claim reasons assigned while resolving the claim.

- Proactively analyze write-off thresholds through occasional review of claim write-offs.

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Business Process Flow

Deductions and Settlement Flow (including promotional settlement)
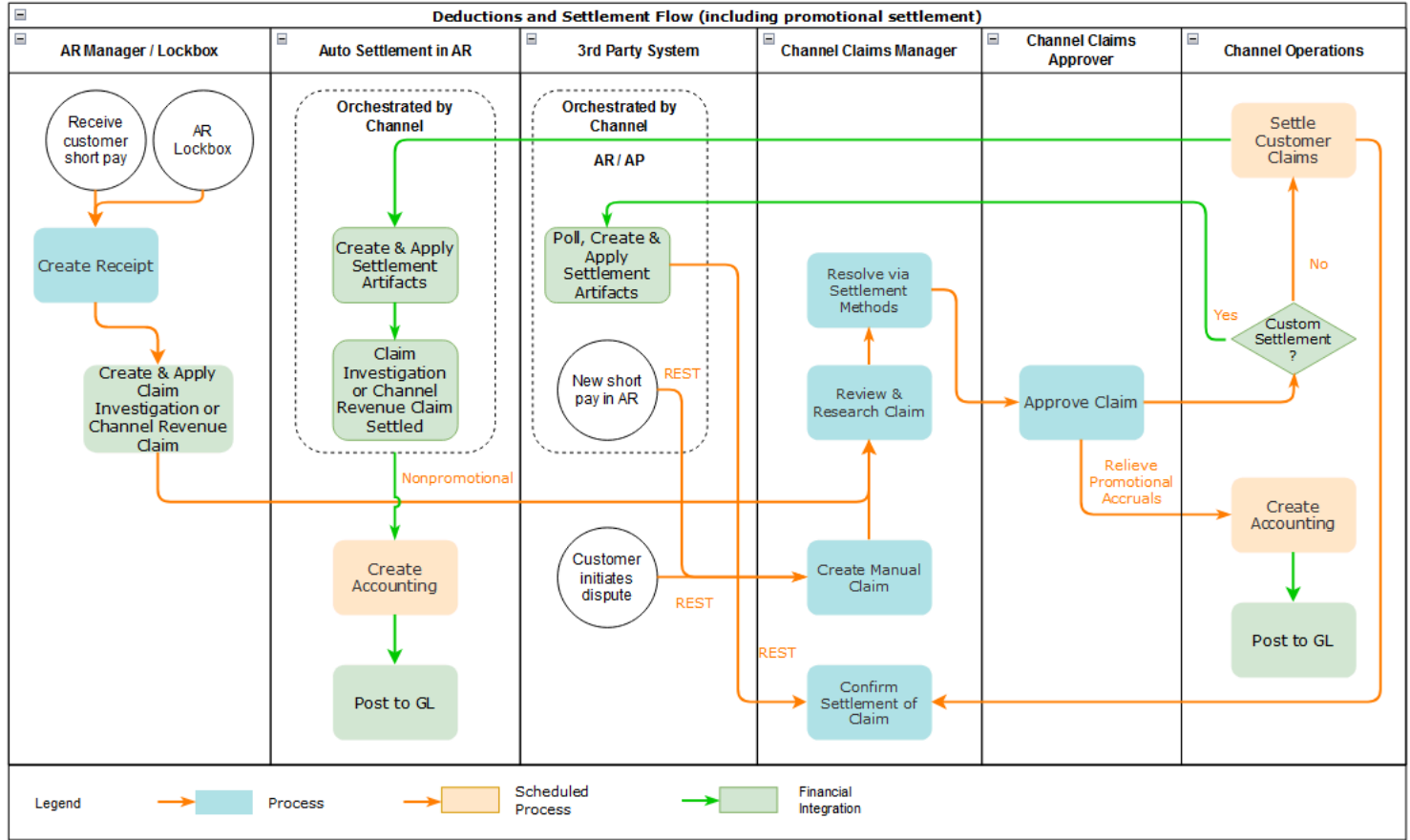
How Deductions and Settlement Works with Receivables

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

Receivables Analyst Claim Creation

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

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

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Customer Action	Action Taken by Customer Analyst or Lockbox Integration	Claim Source in Channel Revenue Management
Customer overpays a specific invoice	Create Channel Revenue Claim	Invoice Overpayment
Customer communicates a dispute	N/A	Manual Claim

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

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

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

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

Claim Creation Through Lockbox

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

Claim Settlement

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

During the settlement of a claim, the schedule process:

1. Creates credit memos in Receivables with applicable taxes, if credit memo lines are present in the resolution of the claim. Credit memos on account are then applied to the receipt. Credit memos on invoice are applied to the invoice. Similarly, for an overpayment, an invoice is created and applied to the receipt.
2. The Fusion Tax application or supported partner tax applications are supported.
3. Reverses the original claim investigation activity in the receipt.
4. Applies any open transactions that are part of resolution to the receipt if settling on account or to the invoice if settling on invoice.
5. Auto write-offs are only applicable to short pays. If the entire short pay wasn't resolved, and the remaining amount is below the write-off threshold, then this write-off amount is applied to the receipt or invoice.
6. If the entire short pay wasn't resolved, then the remaining amount results in a child claim in Deductions and Settlement. This child claim is also applied to the receipt.

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

Accounting

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

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

- Claim Type setup for an overpayment includes a one to one mapping to a Receivables invoice transaction type. This is used when an invoice is created in Receivables.

- Claim Reason setup for a deduction includes a one to one mapping to a Receivables credit memo reason. This is used when a credit memo is created in Receivables.

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

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

Related Topics
- Create Claim Investigations
- Process Receipts Through Lockbox Execution Report

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How Claims Are Processed

There are 4 stages in the life cycle of a customer claim.

1. **Creation**

   Claims can be created by the following methods:

   - A claim investigation activity, initiated in Receivables by a receivables manager, creates a claim in Channel Revenue Management.

     - Deduction claim: From short payments in a receipt
     - Overpayment claim: From over payments in a receipt

   - A channel revenue claim, initiated in Receivables by a receivables manager against an invoice application line of a receipt creates a claim in Channel Revenue Management.

     - Invoice Deduction claim: From short payments against the invoice
     - Invoice Overpayment claim: From over payments against the invoice

   - Claims can be created through Receivables lockbox.

   - A manual claim can be created directly in Deductions and Settlement.

   - A manual claim initiated by a 3rd party application can be created through a REST service.

   Once created, the claim is assigned to a claim owner. A claim owner can be assigned at various levels: business unit, customer, account, or bill site. The deductions analyst assigned to the claim will investigate and resolve the claim.

   > **Note:** Multiple non-invoice related claim investigation applications can be performed per receipt, as long as the sum of application amounts is equal to the receipt amount.

2. **Resolution**

   This table lists the available settlement methods for each claim source and the action that created the claim.

Receivables Action	Claim Source	Settlement Method	Apply Open Transactions
Create Claim Investigation	Deduction	Credit Memo - On Account Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Claim Investigation	Overpayment	Invoice	Open Deductions
Create Channel Revenue Claim	Invoice Deduction	Credit Memo on Account Credit Memo on Invoice	Open Credit Memos Open Overpayments

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Receivables Action	Claim Source	Settlement Method	Apply Open Transactions
		Manual Write-off	
		Auto Write-off	
Create Channel Revenue Claim	Invoice Overpayment	Invoice	Open Deductions
N/A	Manual Claim	Credit Memo on Account	None

- A deduction can be resolved by creating a credit memo on account or invoice, or by applying existing credit memos or overpayments.
- An overpayment can be resolved by creating an invoice or by applying existing deductions.
- When existing deductions or overpayments are applied, these claims are reserved so that they can't be accidentally applied again.

3. **Submission**

After resolving the claim, the analyst submits it for approval and settlement.

- If the analyst has been assigned the approval role, then the claim goes straight to Settlement Pending status, awaiting processing by the **Settle Customer Claims** scheduled process.
- If the analyst doesn't have the approval role, then the claim will move to Approval Pending status, awaiting approval. The approver can either approve or reject the claim.
- Rejection puts the claim in Approval Rejected status, and the deductions analyst can move it back to Open status to correct the claim. Only a Receivables analyst can cancel the claim, from the receipt.

4. **Settlement**

On a periodic basis, you can schedule the **Settle Customer Claims** process, which performs the creation of the resolution artifacts or settlement methods in Receivables, and then applies them to the appropriate receipt. These credit memos and invoices will have the transaction source as Channel Revenue Management.

- If applicable, taxes are calculated and applied to the claim.
- If there is any remaining unsettled amount which is below the set threshold, it's written off.
- If there is any remaining unsettled amount and write-offs don't apply, a child claim is automatically created and applied to the receipt.
- The original claim investigation is reversed in the receipt.

If an invoice deduction claim is settled with a settlement method other than Credit Memo - On Invoice, the following happens during settlement:

- Unapplies the invoice application on the receipt and reapplies the invoice application on the receipt for the original application amount plus the amount settled.
- Applies the Receivables transaction created as the settlement document to the receipt.
- The dispute on the invoice is removed to the extent of the settlement amount.

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Customer Programs

Overview of Customer Programs

Program managers are sales representatives for channel customers with an arsenal of program types to incentivize channel sell through.

You can use annual programs such as annual co-op and annual volume programs, which are built into the unit cost, to drive customer loyalty. Additionally, you can use shorter, more targeted programs such as customer promotions and volume programs. Use lump sum programs to promote marketing activities and behaviours, which aren't predicated on purchases.

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

To combat invalid or unauthorized deductions, customer programs in Channel Revenue Management provide:

- Centralized promotions for channel customers.
- Automated eligibility of channel incentives against sales transactions.

  This leads to fast and accurate accruals.
- Automated accrual tracking.

  This provides real time visibility of liabilities.
- Centralized claims processing.

  This helps reduce margin leakage and reduce your DDO (Days Deductions Outstanding).
- Automated channel accounting.

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

The following table provides a comparative of the available customer programs:

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Program Feature	Customer Annual Co-op Program	Customer Annual Volume Program	Customer Promotion Program	Customer Volume Program	Customer Lump Sum Program
Typical program duration	Jan – Dec Entire Year	Jan – Dec Entire Year	4-8 weeks	4-8 weeks	One time, no duration
Eligibility attributes	Customers (All)	Customer (1 or more, All not allowed)	• Customer • Bill To • Ship To • Order Type • Order Line Type • Salesperson • Warehouse • Custom Qualifiers	• Customer • Bill To • Ship To • Order Type • Order Line Type • Salesperson • Warehouse • Custom Qualifiers	Customer (only 1)
Eligibility date context attributes	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	Not applicable
Additional Mandatory Conditions (AND condition)	No	No	Yes	Yes	No
Program qualification	To check eligibility and create accruals, run the **Create Accruals for Co-op Programs** scheduled process.	To check eligibility and create accruals, run the **Create Accruals for Volume Programs** scheduled process.	Pricing Algorithms are used to check program eligibility. To create accruals, run the **Create Accruals for Channel Batch** scheduled process.	Pricing Algorithms are used to check program eligibility. To create accruals, run the **Create Accruals for Channel Batch** scheduled process.	No eligibility check performed. One time accrual creation and settlement for selected customer.
Tiers	No	Yes	No	Yes	No
Accrual record for each order line or aggregation	Accrual is calculated based on rebate type and rebate amounts defined on program's product rules and are aggregated based on Program, Business Unit, Customer account, Bill To, Item, UOM, Currency and Period.	Accruals are calculated based in tiers defined on Program and are aggregated based on Program, Business Unit, Customer account, Bill To, Item, UOM, Currency , Tiered rebate and Period.	Accrual is calculated based on rebate type and rebate amounts defined on program's product rules. One accrual is created for each order line	Accrual is calculated based on tiers defined on Program and one accrual is created and for each order line	One accrual record is created for each product distribution added on the Program.
Beneficiary support for accrual	Yes	No	Yes	Yes	No

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| Program Feature	Customer Annual Co-op Program	Customer Annual Volume Program	Customer Promotion Program	Customer Volume Program	Customer Lump Sum Program
Product category	Yes	Yes	No	Yes	No
Category exclusion	Yes	Yes	No	No	No
Calculation method	Not Applicable	Retrospective	Not Applicable	Retrospective	Not Applicable
Tier prequalification for customer	No	Yes	No	No	No
Customer rule and product rule start and end dates	No	No	Yes	Yes	No

Customer Annual Co-op Program

Co-op advertising is an annual arrangement between a manufacturer or distributor and their channel partners. With co-op programs, you can accrue rebates based on your sales, spanning the effective date of the program. This program is a variation of an annual program. It applies to all customers and you can define rebates for each product rule. You can define product eligibility by item, category, or for all items. Product eligibility supports exclusions by item or category. Eligible sales are obtained from sales orders, which are imported through a CSV file.

The program provides the ability to:

- Streamline and automate tracking and payment of co-op marketing funds.
- Improve financial visibility to volume program liabilities.
- Improve differentiation and channel awareness of the manufacturers or distributors products and services.

Customer Annual Volume Program

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

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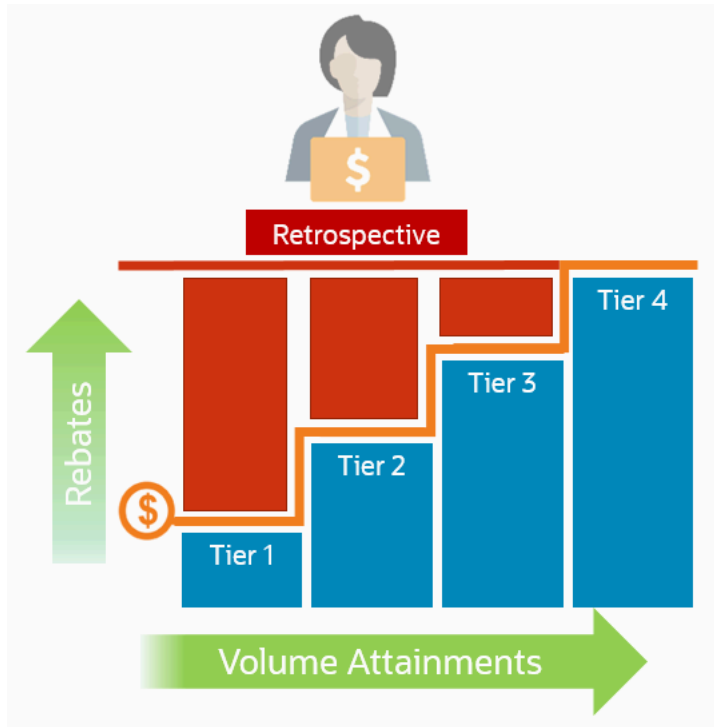
These programs are critical to promoting loyalty from channel partners because higher rebates are provided for more annual buying; and this reduces the risk of customers defecting to competitors.

Annual volume accruals are summarized and calculated on a periodic basis; not for each sales transaction. If you want volume rebates for each eligible sales transactions, then use customer volume programs.

This program provides the ability to:

- Define volume rules for tiered rebates as a percentage of sales revenue or an amount per unit for eligible products or exclusions.
- Define eligibility based on dates including invoice date which is most typically used.
- Prequalify customers with a proven track record to start at a higher tier.
- Eligible sales are obtained from sales orders, which are imported through a CSV file.
- Execute annual volume agreements with channel customers with the ability to aggregate and track cumulative sales revenue or quantity across orders for a period and to calculate retrospective volume rebates on periodic basis.
- Track accruals using Checkbook.
- Post channel transactions to General Ledger.
- Support rules based subledger accounting.

This feature benefits wholesalers, distributors, and manufacturers to:

- Promote greater loyalty from channels.
- Improve customer satisfaction.
- Reduce cost of ownership.
- Reduce invalid deductions.
- Reduce Days Deductions Outstanding (DDO).

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- Improve visibility to annual incentives and liabilities for programs, customers, and the business unit.

Customer Promotion Program

Use customer promotion programs to define the rules of a promotional agreement with your customers. Use configurable templates to create multiple program types. Define customer eligibility based on the customer, bill-to, or ship-to qualifiers. Define additional conditions based on an order type or a salesperson. Specify rebate amounts in terms of the percentage or the amount per unit.

This feature benefits wholesalers, distributors, and manufacturers to incent channel sales by offering rebates on eligible sales transactions.

This program provides the ability to:

- Negotiate and activate customer promotions.
- Define customer and product eligibility.
- Define accruals by amount or percentage.

Customer Volume Program

Use customer volume programs to accrue volume rebates based on cumulative sales volumes across orders.
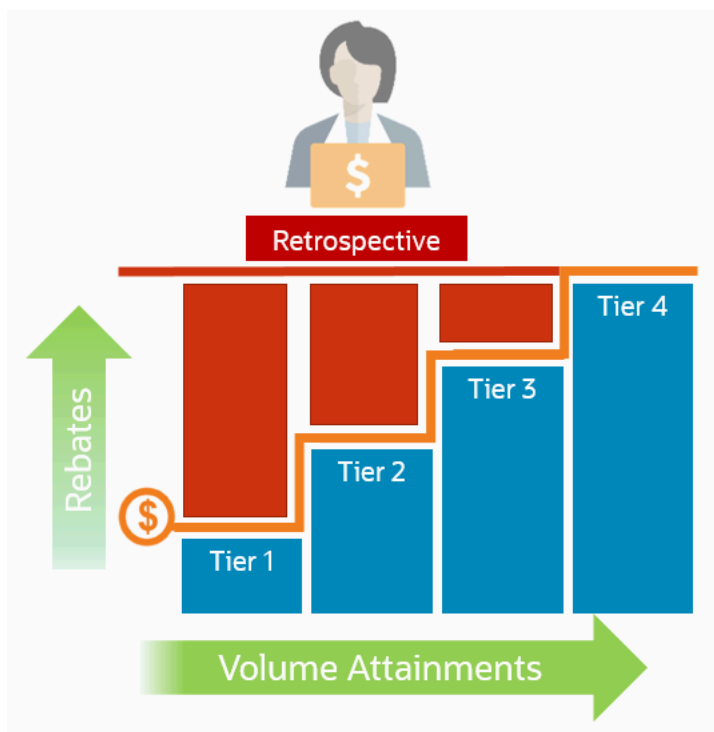
You can define the product eligibility based on item or for all items. You can also apply exclusions at the item level.

The program encourages the desired channel purchasing behavior within a specific time frame and increases the channel sell-through.

The program provides the ability to:

- Incentivize channel customers to reach predefined purchasing volume levels, and to track these rebates on each eligible sales transaction.

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- Streamline and automates tracking and payment of volume rebates.

- Improve financial visibility to volume program liabilities.

Customer Lump Sum Program

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

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

This program enables you to:

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

Related Topics
- Elements of a Customer Annual Co-op Program
- Elements of a Customer Annual Volume Program
- Elements of a Customer Promotion Program
- Elements of a Customer Volume Program
- Elements of a Customer Lump Sum Program

How Customer Programs Work

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

Use Customer Channel Management to activate customer programs that incentivize channel purchase behavior for a specific time frame, thus increasing the channel sell-through.

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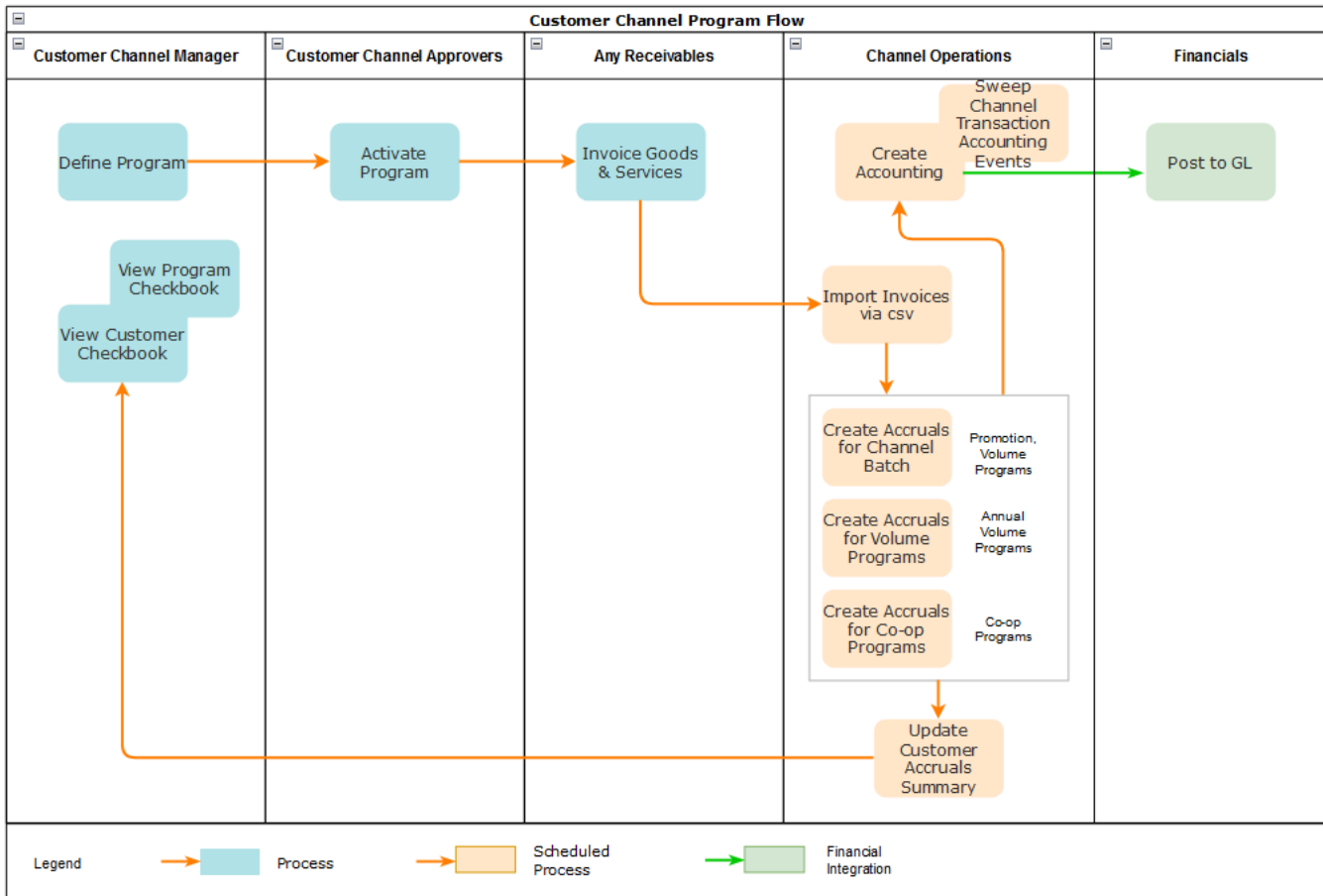
1. Operational administrators create program types representing channel business processes.
2. Channel sales managers negotiate and activate the programs based on configured program types.
3. Channel customers purchase products through orders that are fulfilled and invoiced, and expect a rebate if eligible.
4. Operational administrators ensure sales transactions are imported via CSV, then process these transactions to create accruals as follows:
   - Use the **Create Accruals for Channel Batch** process to create accruals for customer promotion and customer volume programs.
   - Use the **Create Accruals for Volume Programs** process to create accruals for customer annual volume programs.
   - Use the **Create Accruals for Co-op Programs** process to create accruals for customer annual co-op programs.
5. Earned accruals are then tracked in the customer checkbook and program checkbook and posted to GL.
6. Channel claim analysts investigate claims and settle them as promotional against available program accruals.
7. Associated accruals in a claim are relieved in GL.

Related Topics
- How Deductions and Settlement Works with Receivables

How Customer Programs are Executed Against Invoiced Sales Orders

Here's how customer programs are executed against invoiced sales orders:

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

- A set of validations are in place to identify any errors during import.

- The successful upload of the CSV file creates a batch of transactions for processing in the open status. You can view details of this batch on the Manage Batches page. The batch name is the same as the import activity name that you entered.

- The following processes check the eligibility of the batch lines and creates accruals for the eligible ones. A supply chain application administrator can create the channel accruals on demand or schedule it as a periodic batch process.
    - **Create Accruals for Channel Batch**: This process checks the eligibility of the batch lines and creates accruals for eligible customer promotion and customer volume programs.
    - **Create Accruals for Volume Programs**: This process checks the eligibility of the batch lines and creates accruals for eligible customer annual volume programs.
    - **Create Accruals for Co-op Programs**: This process checks the eligibility of the batch lines and creates accruals for eligible customer annual co-op programs.

After creation, you can:

- Track customer program accruals.

- View the performance of your customer programs using the customer and program checkbooks.

Consideration: If you import sales orders and invoices via the CSV file (Batch Transaction Type = ORA_SALES_ORDER_CSV), then you must first import the CSV file, and only then schedule the processes to create accruals.

> **Note:** No eligibility check is performed for customer lump sum programs, hence, you don't need to run any of the above scheduled processes for these programs.

Related Topics
- Import Customer Invoices
- How do I import data?
- How do I map import fields?

Solution Components of Sell Side Flows

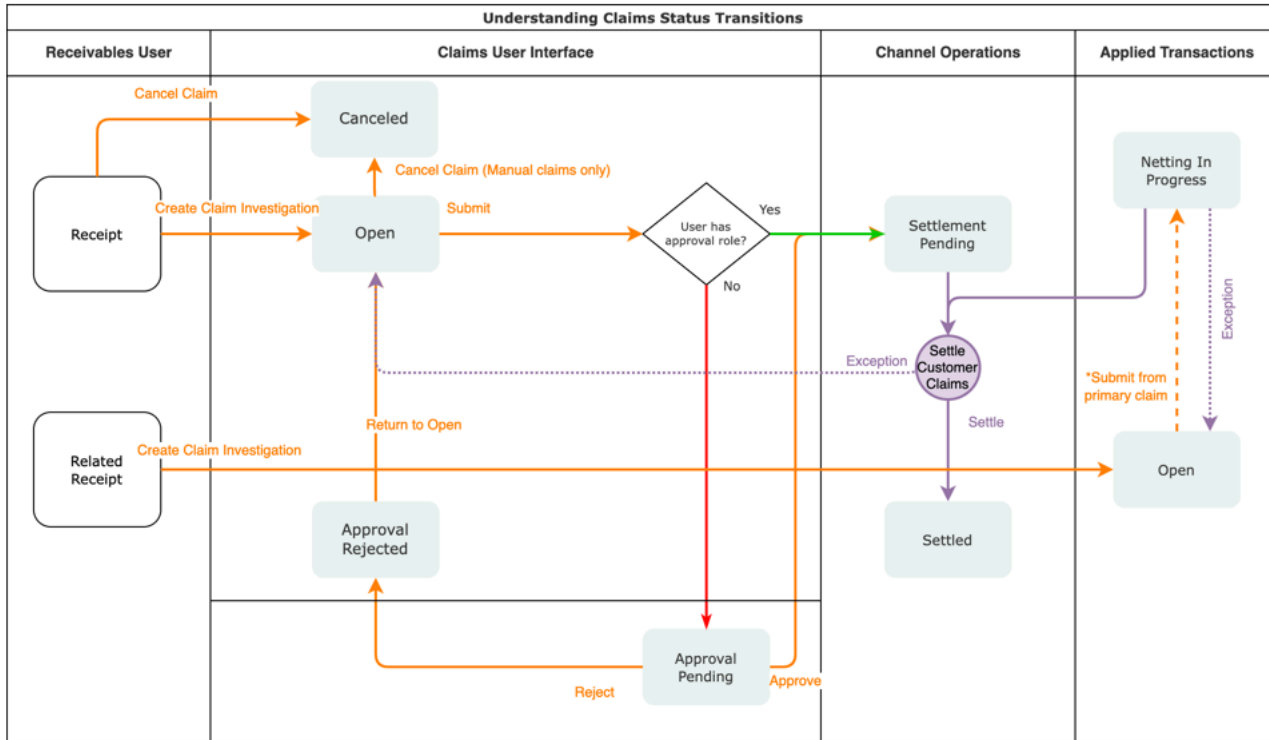Here you'll learn about the solution components of Deductions and sell side flows.

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

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

How Customer Claims Are Processed

Here you'll understand how customer claims are processed in Channel Revenue Management.

There are 4 stages in the life cycle of a customer claim.

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Understanding Claims Status Transitions

1. **Creation**

   Claims can be created by the following methods:

   ○ A claim investigation activity, initiated in Receivables by a receivables manager, creates a claim in Channel Revenue Management.

   - Deduction claim: From short payments in a receipt
   - Overpayment claim: From over payments in a receipt

   ○ A channel revenue claim, initiated in Receivables by a receivables manager against an invoice application line of a receipt creates a claim in Channel Revenue Management.

   - Invoice Deduction claim: From short payments against the invoice
   - Invoice Overpayment claim: From over payments against the invoice

   ○ Claims can be created through Receivables lockbox.

   ○ A manual claim can be created directly in Deductions and Settlement.

   ○ A manual claim initiated by a 3rd party application can be created through a REST service.

   Once created, the claim is assigned to a claim owner. A claim owner can be assigned at various levels: business unit, customer, account, or bill site. The deductions analyst assigned to the claim will investigate and resolve the claim.

   Note: Multiple non-invoice related claim investigation applications can be performed per receipt, as long as the sum of application amounts is equal to the receipt amount.

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2. **Resolution**

This table lists the available settlement methods for each claim source and the action that created the claim.

Receivables Action	Claim Source	Settlement Method	Apply Open Transactions
Create Claim Investigation	Deduction	Credit Memo - On Account Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Claim Investigation	Overpayment	Invoice	Open Deductions
Create Channel Revenue Claim	Invoice Deduction	Credit Memo on Account Credit Memo on Invoice Chargeback on Invoice Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Channel Revenue Claim	Invoice Overpayment	Invoice	Open Deductions
N/A	Manual Claim	Credit Memo on Account Custom Settlement Method	None

- A deduction can be resolved by creating a credit memo on account or invoice, or by applying existing credit memos or overpayments.
- An overpayment can be resolved by creating an invoice or by applying existing deductions.
- When existing deductions or overpayments are applied, these claims are reserved so that they can't be accidentally applied again.

3. **Submission**

After resolving the claim, the analyst submits it for approval and settlement.

- If the analyst has been assigned the approval role, then the claim goes straight to Settlement Pending status, awaiting processing by the **Settle Customer Claims** scheduled process.
- If the analyst doesn't have the approval role, then the claim will move to Approval Pending status, awaiting approval. The approver can either approve or reject the claim.
- Rejection puts the claim in Approval Rejected status, and the deductions analyst can move it back to Open status to correct the claim. Only a Receivables analyst can cancel the claim, from the receipt.

4. **Settlement**

On a periodic basis, you can schedule the **Settle Customer Claims** process, which performs the creation of the resolution artifacts or settlement methods in Receivables, and then applies them to the appropriate receipt. These credit memos and invoices will have the transaction source as Channel Revenue Management.
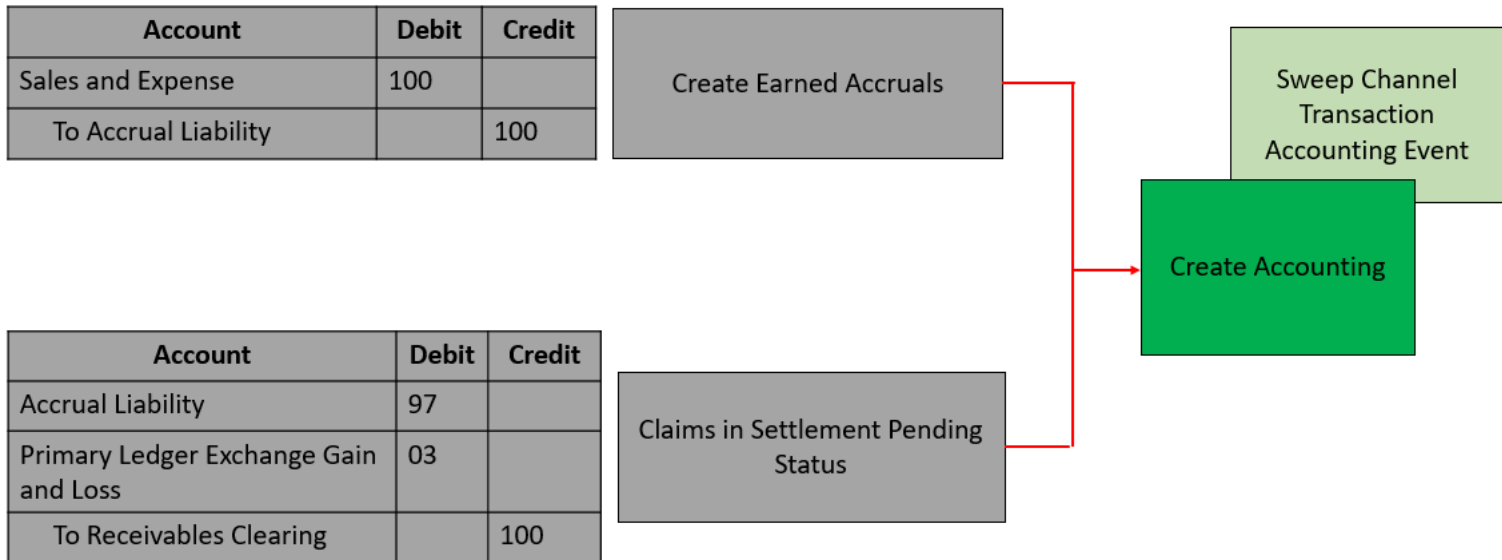
- o If applicable, taxes are calculated and applied to the claim.
- o If there is any remaining unsettled amount which is below the set threshold, it's written off.
- o If there is any remaining unsettled amount and write-offs don't apply, a child claim is automatically created and applied to the receipt.
- o The original claim investigation is reversed in the receipt.

If an invoice deduction claim is settled with a settlement method other than Credit Memo - On Invoice, the following happens during settlement:

- o Unapplies the invoice application on the receipt and reapplies the invoice application on the receipt for the original application amount plus the amount settled.
- o Applies the Receivables transaction created as the settlement document to the receipt.
- o The dispute on the invoice is removed to the extent of the settlement amount.

How Customer Accruals are Accounted

Here you'll understand how customer accruals are accounted in Channel Revenue Management.

Account	Debit	Credit
Sales and Expense	100	
To Accrual Liability		100

Create Earned Accruals

Sweep Channel Transaction Accounting Event

Create Accounting

Account	Debit	Credit
Accrual Liability	97	
Primary Ledger Exchange Gain and Loss	03	
To Receivables Clearing		100

Claims in Settlement Pending Status

Accrue Earned Customer Channel Incentives

1. Customer Promotions: After channel sales are uploaded, eligible channel incentives can be captured using the **Create Accruals for Channel Batch** process.
2. A supply chain application administrator can create these accruals on demand or schedule it as a periodic batch process.
3. After an accrual is earned, it can be posted to the general ledger.

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4. A general accounting manager can post earned accruals to the general ledger on demand or schedule it on a periodic basis. The integration to general ledger supports the Subledger Accounting architecture to drive the accounting.

Relieve Customer Channel Accruals

1. Customer claims create in from the Receivables and Lockbox integration. Optionally, manual claims can be created.
2. After the **Settle Customer Claims** scheduled process, associated accruals from promotional claims are relieved by posting to the general ledger.
3. A general accounting manager can post earned accruals to the general ledger on demand or schedule it on a periodic basis. The integration to general ledger supports the Subledger Accounting architecture to drive the accounting.
4. Sweep the unprocessed channel journal entries from closed accounting periods to open or future enterable periods using the **Sweep Channel Transaction Accounting Events** process. Run the **Create Accounting** process to post these to GL.

Related Topics
- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger
- Create Accruals for Channel Batch

Sign in to Channel Revenue Management

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

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

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

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

1. From your administrator, get the following details:
   - URL to access the Supplier Portal.
   - User account with the required privileges to manage the Supplier Portal along with the password.
2. After signing in, select the navigator. To access the channel programs, select **Supplier Portal** under Supplier Portal. From the Supplier Portal dashboard, select **Tasks**, select **Channel Programs**, and then select **Manage Supplier Programs**.

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2 Manage Customer Programs

Search Customer Programs

Here you'll learn how to search customer programs.

The Programs page summarizes all the programs from the business units you have access to. You can use keyword search and smart filters to quickly search for your programs.

Keyword Search

Keyword search supports additional searchable attributes. The application shows you automatic search suggestions based on your recent search history. You can refine your search results by adding more than one keyword, which enables you to search on the following:

- Owner (name and email address)
- Program
- Promotion Code

Smart Filters (Chips)

Smart filter-enabled pages include a single search field at the top of the page with filters that display as suggestion chips. The smart filters may include the count showing the number of applicable results for the suggested chip.

The following smart filters are available:

- My Programs (predefined filter)
- Active (predefined filter)
- Business Unit
- Start Date
- End Date
- Status
- Currency
- Program Type

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3 Customer Annual Co-op Programs

Elements of a Customer Annual Co-op Program

Here you'll understand the elements of a customer annual co-op program.

Use the customer annual co-op programs based on monthly sales.

Use customer annual co-op programs to accrue rebates based on your sales, spanning the effective date of the program. This program type is a variation of an annual program. It applies to all customers, and rebates are defined for each product rule. You can define product eligibility by item, category, or for all items. Product eligibility supports exclusions by item or category. Eligible sales are obtained from sales orders, which are imported through a CSV file.

- **Customers**: This section defines rules for identifying eligible customers. For customer annual co-op programs, this is always set to **All**.

- **Beneficiary**: In this section, you can add beneficiary who will receive the accruals.

- **Dates**: In this section, you specify the date range. The date context is defined in the program type.

- **Products**: In this section, you can add eligible products and their rebate.

Create a Customer Annual Co-op Program

Here you'll learn how to create a customer annual co-op program.

A customer co-op program is created from a customer annual co-op program type which acts as a template for the program.

The customer annual co-op program type sets the default value for some of the attributes, such as default program currency, date context, rebate for product rules, and the program applies to all customers.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

   Note: If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Enter a name for the program.
5. Optionally, add the **Program Code**.
6. Select the **Date Context**.
7. Select the **Start Date** and **End Date**.
8. Click **Create**.
9. On the General tab:
   - Optionally, change the **Status**.

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- ○ The **Business Unit** and **Program Type** you selected are displayed.
- ○ Optionally, change the **Owner**. Owner is defaulted to person creating the program.
- ○ The **Name** and **Program Code** you entered are displayed. If required, you can change the name and promotion code.

  > **Note:** If you don't add a program code, then the application automatically generates this code.

- ○ Optionally, add a description.
- ○ Select a **Currency**. By default, this is the currency defined in the program type.
- ○ Optionally, add a comment for approvers.
- ○ In the Customer section, **All** is predefined in the program type because the program is applicable for all customers.
- ○ In the Beneficiaries section, specify an alternate beneficiary to whom the accrued earnings will be paid. The beneficiary can be different from the eligible customer on the sales transaction. Select the **Same as customer** check box if the beneficiary is the same as the eligible customer on the sales transaction. If you don't select this check box, then you can enter the **Beneficiary Type** and the **Beneficiary** details. For beneficiary details, enter a customer name or an account. You can view the **Primary Address** and the **Account** details of the selected beneficiary.
- ○ In the Dates section, enter the date context and the start and end dates for the program.
- ○ In the Products section, select the eligible product item or category. To add exclusion details for the item or category, click the **Add** icon.
- ○ Click **Submit** to save and submit your program.
10. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this region.

4 Customer Annual Volume Programs

Elements of a Customer Annual Volume Program

Here you'll understand the elements of a customer annual volume program.

Use the customer annual volume programs to buy larger quantities of products.

In customer annual volume programs, eligible customers accrue rebates based on their cumulative sales volumes across orders for a period. Such offers consist of multiple performance tiers. Customers nearing a new tier may find added motivation to increase their purchase volume to qualify for a greater discount. Eligible sales are obtained from sales orders, which are imported through a CSV file.

- **Volume rules**: In this section, you define rebate rules for the program.
- **Customers**: In this section, you add customer qualifier and add eligibility conditions for one or more customers.
- **Dates**: In this section, you specify the date range. The date context is defined in the program type.

Create Customer Annual Volume Program

Here you'll learn how to create a customer annual volume program.

A customer annual volume program is created from a customer annual volume program type, which acts as a template for the program.

The customer annual volume program type sets the default value for some of the attributes, such as default program currency, date context, and accrual calculation method.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

   > **Note:** If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Enter a name for the program.
5. Optionally, add the **Promotion Code**.
6. Select the **Date Context**. This is defined in the program type.
7. Select the **Start Date** and **End Date**.
8. Click **Create**.
9. On the General tab:
   - Optionally, change the **Status**.
   - The **Business Unit** and **Program Type** you selected are displayed.
   - Optionally, change the **Owner**. Owner is defaulted to the person logged in.

- ○ The **Name** and **Promotion Code** you entered are displayed. If required, you can change the name and the promotion code.

  > **Note:** If you don't add a promotion code, the application automatically generates this code.

- ○ Optionally, add a description.
- ○ Select a Currency. By default, this is the currency defined in the program type.
- ○ By default, the calculation method is defined in the program type.
- ○ Optionally, add a comment for approvers.
- ○ In the Volumes rules section, click **Add** or **Add Rule** to add tier rebates to your program. The New Tiered Rebate page appears. You can add one or more tiers.
  - Enter a **Name** for the tier.
  - Select **Tiers By** from the list of values:
    - ○ **Sales**: In the Tiers section, enter the **Name**, **From**, **To**, and the percentage of **Rebate** to define the tier rule.
    - ○ **Quantity**: Enter the **UOM**, and in the Tiers section, enter the **Name**, **From**, **To**, and the amount of **Rebate** to define the tier rule.

      > **Note:** You can have one or more tiers, however the first tier must start with a zero. The tiers also use continuous breaks, which means that the **To** value of one tier is the **From** value of the next tier. For example:
      >
      > - 0 – 10,000, receives a 3% discount
      > - 10,000 – 5,00,000, receives a 5% discount

- ○ In the Products section, select the eligible product item or category for the tier rebate program. To add exclusion details for the item or category, click the **Add** icon. Optionally, select the check box **Include Volume Exclude Rebate** to include the item or category sales volume only for the tier change but to exclude the item or category from any discount.
- ○ Click **Create**.
- ○ In the Dates section, enter the **Date Context** and the start and end dates for the program.
- ○ Click **Save** to save your program and remain on the page to add additional information and product details.
- ○ In the Additional Information section, enter any additional details for descriptive flexfields that you enabled.

10. On the Customers tab, you must add a qualifier rule for a customer.

    > **Note:** You can add or remove a qualifier rule only when the program is in draft status.

11. Click **Submit** to save and submit your program.
12. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this section.

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Import Product Rules Using Oracle Visual Builder Excel Add-in

You can use the Oracle Visual Builder Excel Add-in to import and export product rules for customer annual volume programs.

This feature is supported in the Windows operating system only. Use the **Oracle Visual Builder Excel Add-in**, which you must install once before use.

1. Click **Manage in Excel** in the Products region to save the program and download the spreadsheet.
2. Follow the **Instructions** tab on how to install the add-in and use the spreadsheet.
3. Download the volume rule to the spreadsheet. The **Volume Rule** tab is read-only. Use this to identify and copy the name of the volume rule for the product rule.
4. In the **Product Rules** tab, enter your product rules, and upload them via **Oracle Visual Builder** > **Upload Changes**. The status of the upload is displayed in Excel, along with any validation errors that you need to address.
5. Click **Refresh Program After Excel** to view the uploaded products in the program UI.

It is a good practice to use a new spreadsheet each time with each new release to ensure the REST services being invoked are in sync. If you don't downloading the spreadsheet each time, you must save the volume rule before creating product rules via Excel. Each spreadsheet session requires authentication via login.

Product Rule Level	Required Fields with Examples
All Items	• Volume Rule: 2024 Sales • Line: <null> • Level: All items • Category: <null> (Category Code) • Item: <null> (Item Number) • Include Volume Exclude Discount: FALSE
Category	• Volume Rule: 2024 Sales • Line: <null> • Level: Category • Category: LAPTOP (Category Code) • Item: <null> (Item Number) • Include Volume Exclude Discount: FALSE
Item	• Volume Rule: 2024 Sales • Line: <null> • Level: Item • Category: <null> (Category Code) • Item: AS54888 (Item Number) • Include Volume Exclude Discount: FALSE

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5 Customer Promotion Programs

Elements of a Customer Promotion Program

Here you'll understand the elements of a customer promotion program

Customer rebate programs are used to define the rules of a rebate offer from a manufacturer, wholesaler, or distributor to their customers.

Generally, the manufacturer, wholesaler, or distributor creates the customer rebate program from a program type based on their business processes, which acts as a template for the program. Terms include the customer, the additional conditions, and the product eligibility defined in the program. Rebate types include percentage and amount-based rebates. Eligible sales are obtained from sales orders, which are imported through a CSV file.

- **Customer**: In this section, you define the rules to identify eligible customers for the program. Supported customer types are:
  - Customer
  - Ship To
  - Bill To
  - Beneficiary

- **Dates**: In this section, you define the rule to identify the required program criteria. Supported date contexts are:
  - Requested Ship Date
  - Actual Ship Date
  - Invoice Date
  - Order Date
  - Requested Arrival Date

- **Additional Conditions**: In this section, you define the additional condition qualifiers for the program. Supported qualifiers are:
  - Customer
  - Order Line Type
  - Order Type
  - Salesperson
  - Ship To
  - Warehouse
  - Bill To

- **Products**: In this section, you define rules to identify eligible items for the program. Supported product types are:
  - Item
  - All Items

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Note: All Items means all items that are on the sales order and defined in the item master. The item specified in the sales order CSV file must be defined in the item master as well.

Create Customer Promotion Program

Here you'll learn how to create a customer promotion program.

A customer rebate program is created from a customer promotion program type which acts as a template for the program.

The customer rebate program sets the default value for some of the attributes such as currency and discount type. Program types can also be used to define the eligibility criteria for additional conditions and products. With appropriate roles, you can change the status of a channel program to approved or rejected. You can also withdraw a channel program which changes the program status back to draft.

1. From the Navigator, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

   > **Note:** If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Click **Continue**.
5. On the General tab:
   - Optionally, change the **Status**.
   - The **Business Unit** and **Program Type** you selected are displayed.
   - Optionally, change the **Owner**. Owner is defaulted to person logged in.
   - Enter a name for the program.
   - Optionally, add a **Promotion Code**.

     > **Note:** If you don't add a promotion code, the application automatically generates this code.

   - Optionally, add a description.
   - Select a **Currency**. By default, this is the currency defined in the program type.
   - In the Customers section, select a **Customer Type** for the program. You can select **Customer**, **Ship To** or **Bill To**. Based on your selection, search for and select the customer and account details, or ship to, or bill to details from the list.
   - Use the Beneficiaries section to specify an alternate beneficiary to whom the accrued earnings will be paid. The beneficiary can be different from the eligible customer on the sales transaction. Select the **Same as customer** check box if the beneficiary is the same as the eligible customer on the sales transaction. If you don't select this check box,then you can enter the **Beneficiary Type** and the **Beneficiary** details. You can view the **Address** and the **Account** details of the selected beneficiary. Enter the dates, as required.
   - In the Dates section, enter the **Date Context** and the start and end dates for the program.
   - Click **Save** to save your program and remain on the page to add additional information and product details.

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- ○ In the Additional Information section, enter additional conditions such as a **Qualifier**, **Operator**, and select a value for the qualifier you selected. Click **Submit** to save the additional conditions.
- ○ In the Products section, select the **Type**, **Item**, **UOM**, **Rebate Type**, **Rebate Amount**, and optionally the **Start Date** and **End Date** to define these details for your program. Click **Submit** to save the product details.
- ○ Click **Submit** to save and submit your program.

6. On the Customers tab, you can add eligibility conditions for multiple customers.
7. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this section.

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6 Customer Volume Programs

Elements of a Customer Volume Program

Here you'll understand the elements of a customer volume program.

Use the customer volume program to buy larger quantities of products.

Use customer volume programs to accrue rebates based on cumulative sales volumes across orders. Percentage rebates can be defined based on sales value attainment tiers, while amount per unit rebates can be based on sold quantity attainment tiers. These programs consist of multiple performance tiers and support retrospective calculations. You can define product eligibility by item, or for all items with specific exclusions. Eligible sales are obtained from sales orders, which are imported through a CSV file. As you approach a new tier, you can increase your purchase volume to qualify for a greater discount.

- **Volume rules**: In this section, you define rebate rules for the program.
- **Customers**: In this section, you add customer qualifiers and add eligibility conditions for multiple customers.
- **Beneficiary**: In this section, you can add a beneficiary who will receive the accruals.
- **Dates**: In this section, you specify the date range. The date context is defined in the program type.

Create Customer Volume Program

Here you'll learn how to create a customer volume program.

A customer volume program is created from a customer volume program type which acts as a template for the program.

The customer volume program type sets the default value for some of the attributes, such as default program currency, date context, and accrual calculation method.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

   > **Note:** If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Enter a name for the program.
5. Optionally, add the **Promotion Code**.
6. Select the **Date Context**.
7. Select the **Start Date** and **End Date**.
8. Click **Create**.
9. On the General tab:
   - Optionally, change the **Status**.
   - The **Business Unit** and **Program Type** you selected are displayed.

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○ Optionally, change the **Owner**. Owner is defaulted to person logged in.

○ The **Name** and **Promotion Code** you entered are displayed. If required, you can change the name and promotion code.

  Note: If you don't add a promotion code, the application automatically generates this code.

○ Optionally, add a description.

○ Select a **Currency**. By default, this is the currency defined in the program type.

○ Enter an **Estimated Amount**.

○ By default, the calculation method is defined in the program type.

○ Optionally, add a comment for approvers.

○ In the Volumes rules region, click **Add** or **Add Rule** to add tiers rebate to your program. The New Tiered Rebate page opens.
  - Enter the name for the tier.
  - Select **Tiers By** from the list of values:
    ○ **Sales**: In the Tiers section, enter the **Name**, **From**, **To**, and the percentage of **Rebate** to define the tier rule.
    ○ **Quantity**: Enter the **UOM**, and in the Tiers section, enter the **Name**, **From**, **To**, and the amount of Rebate to define the tier rule.

      Note: You can have one or more tiers, however the first tier must start with a zero. The tiers also use continuous breaks, which means that the **To** value of one tier is the **From** value of the next tier. For example:

        • 0 – 50,000, receives a 2% discount
        • 50,000 – 5,00,000, receives a 5% discount

○ In the Products section:
  - Select the eligible product item for the tier rebate program. To add exclusion details for the item, click the **Add** icon.
  - Optionally, select the check box **Include Volume Exclude Rebate** to include the item only for the tier change but to exclude the item from any discount.
  - You can specify the date range for different product item within the range of the program.
  - If you don't want to import or export product rules, then click **Create and Close** to return to the Program page.
  - To import or export product rules from Excel, select at least one product, and then click **Manage in Excel**. You can also import item and all items product rules.
  - After importing rules from the Excel, click **Refresh Program After Excel** to view product rules.
  - Click **Update** to return to the Program page.

○ In the Customer section, you can add customer qualifier and add eligibility conditions for multiple customers. To apply the program to all the customers, select **Eligible for all Customers**.

  Note: You can change the start date and end date if the program is in future date.

○ In the Beneficiary section, you can add beneficiary who will receive the accruals.

  Note: To add same beneficiary as customer, select **Same as Customer**.

○ In the Dates section, enter the date context and the start and end dates for the program.

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- ○ Click **Save** to save your program and remain on the page to add additional information and product details.
- ○ In the Additional condition section, enter any additional details for descriptive flexfields that you enabled.
10. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this region.

Import Product Rules Using Oracle Visual Builder Excel Add-in

You can use the Oracle Visual Builder Excel Add-in to import and export product rules for customer volume programs.

This feature is supported in the Windows operating system only. Use the **Oracle Visual Builder Excel Add-in**, which you must install once before use.

1. Click **Manage in Excel** in the Products region to save the program and download the spreadsheet.
2. Follow the **Instructions** tab on how to install the add-in and use the spreadsheet.
3. Download the volume rule to the spreadsheet. The **Volume Rule** tab is read-only. Use this to identify and copy the name of the volume rule for the product rule.
4. In the **Product Rules** tab, enter your product rules, and upload them via **Oracle Visual Builder** > **Upload Changes**. The status of the upload is displayed in Excel, along with any validation errors that you need to address.
5. Click **Refresh Program After Excel** to view the uploaded products in the program UI.

It is a good practice to use a new spreadsheet each time with each new release to ensure the REST services being invoked are in sync. If you don't downloading the spreadsheet each time, you must save the volume rule before creating product rules via Excel. Each spreadsheet session requires authentication via login.

Product Rule Level	Required Fields with Examples
All Items	• Volume Rule: Spring Sales • Line: <null> • Level: All items • Item: <null> (Item Number) • Include Volume Exclude Discount: FALSE
Item	• Volume Rule: Spring Sales • Line: <null> • Level: Item • Item: AS54888 (Item Number) • Include Volume Exclude Discount: FALSE

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7 Customer Lump Sum Programs

Elements of a Customer Lump Sum Program

Here you'll understand the elements of a customer lump sum program

Customer lump sum programs are used by manufacturers to offer incentives to retailers for promotional activities.

Promotional payments arising out of lump sum offers are accrued immediately as soon as the program is active. Lump sum programs are customer-specific and they target only one customer at a time.

- **Customer**: In this section, you select the eligible customer.
- **Dates**: In this section, you specify the **Start Date** for the program.
- **Product distributions**: In this section, you define the **Distribution Type** and the **Lump Sum Amount** for the program.

Create Lump Sum Program

Here you'll learn how to create a lump sum program.

A lump sum program is created from a lump sum program type which acts as a template for the program.

The lump sum program type sets the default value for some of the attributes such as default program currency and default product distribution type.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

   Note: If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Click **Continue**.
5. On the General tab:
   - View the default **Status**.
   - The **Business Unit** and **Program Type** you selected are displayed.
   - Optionally, change the **Owner**. Owner is defaulted to person logged in.
   - Enter a name for the program.
   - Optionally, add a **Promotion Code**.

     Note: If you don't add a promotion code, the application automatically generates this code.

   - Optionally, add a description.

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- o In the Customers section, select a value for the **Customer**.
- o In the Dates section, view the start date for the program. By default, this is the creation date of the program.
- o In the Additional Information section, enter any additional details for descriptive flexfields that you enabled.
- o In the Product distributions section:
  - - o Optionally, change the default **Currency**
    - o Enter the **Lump Sum Amount**
    - o Optionally, change the **Distribution Type**
      - **Even** - Select this to evenly distribute the lump sum amount amongst the products.
      - **Percent** - Select this to specify the percentage of the lump sum amount for the product. The total percentage for all the products must be 100.
      - **Amount** - Select this to specify the amount for the product. The total amount for all the products must be equal to the lump sum amount.
- o Click **Submit** to save and submit your program.

6. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this section.

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8 Checkbook

Customer Checkbook

Here you'll learn about customer checkbook.

You can view and analyze the current financial status and performance of your customer programs. For a specific business unit and year, you can summarize by customer, and drill down by program. You can view information about rebates that customers have earned, claims that are in-process and paid, and view the balance available for customer payment. You can drill down to the program checkbook in the last drill down. Use the customer checkbook to understand how customers leverage your programs.

> **Note:** If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you view the customer checkbook. You can select another business unit to which you have access, if required.

How to use customer checkbook

1. Select the business unit from the **Business Unit** list.
2. Select the year for which you want to view the checkbook from the **Year** list.
3. Use the **My programs** check box to view checkbooks for all your programs. By default, this check box is selected.
4. Use the **Filter by customer** field to search and view the checkbook for a specific customer.
5. Click the **Accrue-to Customer** link to drill into the linked customer to see their active programs.
6. Click the **Program** link to drill into the linked program to view the checkbook tab of the program, in the context of the specific customer to see the break down by bill to.

Program Checkbook

Here you'll learn about the program checkbook for customer programs.

View and analyze the current performance of customer programs. You can view information about rebates that customers have earned, claims that are in-process and paid, and view the balance available for customer payment.

The program checkbook provides an understanding of the success of a single program. Here you can analyze accruals by customer and bill to. This analysis helps to:

- Improve your understanding of the overall success of your promotions

- Reveal how customers are using your promotions, and through which programs

> **Note:** The Checkbook tab displays only when the program is in **Active**, **Approval Pending**, **Approval Rejected**, or **Terminated status**.

How to use program checkbook

1. Select a value from the **Accrue-to Customer** list to view accruals for the specific customer.
2. Select a value from the **Bill To** list to view accruals for the specific customer.
3. Click **Search** to search for the performance of the customer programs based on the filters you applied. In the search results in the Customers section, you can view details such as **Accrue-to Account**, **Earned**, **In Progress**, **Paid**, **Available**, and so on.
4. Click the value in the **In Progress** or **Paid** fields to navigate to the Customer Payments page. This page displays the claim amounts that are in progress or paid to the customer. You can view details such as **Claim Number**, **Status**, **Customer Reference**, **Settlement Method**, **Instrument Number**, and so on.

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9   Manage Customer Trade Profiles

Profile Levels

Customer trade profiles enable you to capture the preferences of a customer and process claims accordingly.

You can use customer trade profiles to create and manage the claim owner and set the write-off deduction threshold, for your customer at the customer, account, and account site levels. The order of precedence is from highest to lowest, where the higher-level value overrides a lower-level value, as follows:

- Bill-to site
- Account
- Customer
- Business unit: Set up using the Functional Setup Manager, in the Manage Channel Settings page.

You can also configure pay over earnings at the account and customer levels. The order of precedence is from highest to lowest, where the higher-level value overrides a lower-level value, as follows:

- Account
- Customer

Create Customer Trade Profiles

You can create customer trade profiles from the Manage Customer Trade Profiles page. This is an optional setup.

1. From the Navigator, click **Deductions and Settlement** or **Customer Channel Management** under **Order Management**.
2. You can navigate to the Manage Customer Trade Profiles page as follows:
   - **Deductions and Settlement**: The Claims page opens. Select the Administration tab to open the Administration page. Select **Manage Customer Trade Profiles** from the What do you want to do or manage? section.
   - **Customer Channel Management**: The Checkbook page opens. Select the Administration tab to open the Administration page. Select **Manage Customer Trade Profiles** from the What do you want to do or manage? section.
1. From the **Business Unit** drop-down list, select the business unit for which you want to set up the trade profiles. You can see the claim owner assigned at the BU level in the setup Manage Channel Settings here.

   > **Note:** If your role has access to only one business unit, it's displayed by default.

2. Click the **Add** icon to create a profile for your customer.
3. From the **Customer** list, select the customer.
4. Select the **Customer**, **Account**, **Site**, and **Address**, if required.
5. Select the **Enable** check box to enable the trade profile.
6. If you're assigning the claims to a default owner, select this owner from the **Claim Owner** list.
7. To set a deduction threshold, enter the amount in the **Deduction Threshold** field.
8. Select a value from the list in the **Pay over Earnings** field.

- ○ **Null**: Indicates that the customer may or may not be eligible for Pay Over Earning depending on the setup in the Channel Settings. This is the default value.
- ○ **Allow**: Indicates that unearned payments are always allowed for this customer. This setting overrides the Channel Settings.
- ○ **Disallow**: Indicates that the customer isn't eligible for unearned payments for programs. This setting overrides the Channel Settings.

9. Select a value from the list in the **Threshold Type** field.

- ○ **Amount**: Select this to use currency amount as the threshold.
- ○ **Percentage**: Select this to use a percentage of the earnings as the threshold.
- ○ **Unconditional**: Select this if the threshold is infinite. No special approval is required for overriding this type of unearned payments threshold. Claims go through the regular claim approval process.

10. Enter a value in the **Threshold Value** field.

- ○ If you selected **Amount** as the type, then enter the threshold as a currency amount. For example, if you enter 50 in the threshold field, then the threshold limit is $50, assuming your currency is U.S. dollars. Hence, if the customer has earned $3000, and your threshold amount is $50, then you can pay up to $3050.
- ○ If you selected **Percentage** as the type, then enter the threshold as a percentage of the earnings. For example, if you enter 20 in the threshold field, then the threshold is 20% of the earnings. Hence, if the customer has earned $3000, and your threshold percentage is 20%, then you can pay up to $3,600. Note that this threshold type isn't applicable if the program has 0 or no earnings.
- ○ If you selected **Unconditional** as the type, then the threshold is infinite. No special approval is required for overriding the unearned payments threshold. Claims go through the regular claim approval process.

11. You can select a value from the list in the **Override Threshold** field only when the **Pay Over Earnings** is set to **Allow** and the **Threshold Type** is **Percentage** or **Amount**.

- a. **Yes**: If you select this and the unearned payment exceeds the threshold amount, then the claim settlement process is initiated, but must go through a special approval first.
- b. **No**: If you select this and the unearned payment exceeds the threshold amount, then the claim settlement process can't be initiated.

The **Override Threshold** field is disabled when the value for the **Pay Over Earnings** is set to **Null** or **Disallow**. This field is also disabled when the **Threshold Type** is Unconditional.

> **Note:** Pay over earnings are applicable only at the account and customer levels, not at the site level.

12. Click **Save**.
13. The **Mapping** icon becomes active after saving for profiles defined at the customer and account levels. Click this icon to create a mapping between your claim reasons and your customer's reason codes.

- a. On the Mapping page, click the **Add** icon.
- b. In the **Customer Reason** field, enter your customer's reason name or code that you want to map to your internal claim reason.
- c. Add a description for this reason in the **Reason Description** field, if required.
- d. From the **Claim Reason** list, select the claim reason to which you're mapping your customer's reason.
- e. Click **Save**.

> **Note:** You can create, view, and update customer trade profiles. You can disable them, but they can't be deleted after saving.

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Standardize Customer Claim Reasons

Your customers could have their own set of reason codes for raising a dispute or short paying you. These customer reason codes are different from the internal reason codes that your organization uses.

You can standardize these customer claim reasons by translating the reason for the dispute provided by your customers to a standard set of reason codes. If these codes are mapped, then whenever a customer submits a claim, the customer's original reason is captured and automatically converted to the internal claim reason. This simplifies the claim research process.

Customer Reason - Claim Reason mappings can be defined at these levels:

- Account (higher precedence)
- Customer

How Mapping Works

The following table describes how the mapping works for claims created from various sources:

Source	Logic
Receivables Receipt UI (deduction and overpayment claims)	Only customer reason is entered in the Receipt UI: • If you enter only the customer reason without entering the internal claim reason (Application Reference Reason), then the corresponding internal claim reason is populated during deduction or overpayment creation based on the customer reason code mapping defined in the customer trade profile. • If the customer reason code hasn't been mapped in the customer trade profile, then the application takes the default claim reason from the claim source setup. Both customer reason and internal claim reason are entered in the Receipt UI: • If a mapping has been created for the customer code in the customer trade profile, then this takes precedence and is used during the creation of the deduction or overpayment, instead of the claim reason entered in the Receipt UI. • If the customer reason code hasn't been mapped, then the application uses the claim reason entered in the Receipt UI. Only the internal claim reason is entered in the Receipt UI: • If you enter only the internal claim reason, then the customer reason field will be blank in the deduction or overpayment.
Receivables Lockbox (deduction and overpayment claims)	• During the deduction or overpayment creation, the claim reason is populated based on the customer reason code provided in the lockbox and the customer reason - internal claim reason mapping defined in the customer trade profile. • If customer reason codes haven't been mapped, then the application takes the default claim reason from the claim source setup.
Manual Claim	• If you enter only the customer reason without entering the claim reason, then based on the customer reason - internal claim reason mapping defined in the customer trade profile, the application populates the corresponding claim reason.

Source	Logic
	• Subsequent updates to the customer reason doesn't have any impact on the already populated claim reason.

Related Topics

- Manage Channel Settings

10 Manage Customer Channel Operations

Overview of Sell Side Scheduled Processes

You can set up scheduled processes to do tasks for you. Following are the business processes that you can complete using scheduled processes.

Customer Annual Co-op

Business Process	Scheduled Process Name
Import sales orders and invoices	*Schedule the Loading of CSV Sales Orders and Invoices*
Create accruals for customer annual co-op programs	*Create Accruals for Co-op Programs*
Create accounting for channel accruals and relief of accruals to General Ledger	*Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
Clean up unprocessed accounting events for Channel transactions	*Sweep Channel Transaction Accounting Events*
Settle customer claims	*Settle Customer Claims*

Customer Annual Volume

Business Process	Scheduled Process Name
Import sales orders and invoices	*Schedule the Loading of CSV Sales Orders and Invoices*
Create accruals for customer annual volume programs	*Create Accruals for Volume Programs*
Create accounting for channel accruals and relief of accruals to General Ledger	*Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
Clean up unprocessed accounting events for Channel transactions	*Sweep Channel Transaction Accounting Events*
Settle customer claims	*Settle Customer Claims*

Customer Promotion programs

Business Process	Scheduled Process Name
Import sales orders and invoices	*Schedule the Loading of CSV Sales Orders and Invoices*
Create accruals for imported sales invoices	*Create Accruals for Channel Batch*

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Business Process	Scheduled Process Name
Create accounting for channel accruals and relief of accruals to General Ledger	*Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
Clean up unprocessed accounting events for Channel transactions	*Sweep Channel Transaction Accounting Events*
Settle customer claims	*Settle Customer Claims*

Customer Volume

Business Process	Scheduled Process Name
Import sales orders and invoices	*Schedule the Loading of CSV Sales Orders and Invoices*
Create accruals for imported sales invoices	*Create Accruals for Channel Batch*
Create accounting for channel accruals and relief of accruals to General Ledger	*Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
Clean up unprocessed accounting events for Channel transactions	*Sweep Channel Transaction Accounting Events*
Settle customer claims	*Settle Customer Claims*

Customer Lump Sum

Business Process	Scheduled Process Name
Create accounting for channel accruals and relief of accruals to General Ledger	*Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
Clean up unprocessed accounting events for Channel transactions	*Sweep Channel Transaction Accounting Events*
Settle customer claims	*Settle Customer Claims*

Related Topics

- What are scheduled processes?
- Submit Scheduled Processes and Process Sets
- Statuses of Scheduled Processes

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Schedule the Loading of CSV Sales Orders and Invoices

To load CSV sales orders and invoices:

1. Navigate to the Create Import Activity: Enter Import Options page.

   Tools > **Import Management** > **Create Import Activity**
2. Add the following details in the Summary section:
   - **Name**: Enter a name for the import activity.

   - **Description**: Enter a description for the import activity.

   - **Object**: Select Channel Batch Transaction.

   - **File Name**: Select the CSV file.

3. In the Advance Options section, specify the information in the following sections as required:
   - Source File

   - Import Options

   - Create Schedule

4. Click **Next**.
5. In the Create Import Activity: Map Fields: Channel Batch Transaction page, select the type of **Import Mapping**. By default, this is **Automatic Mapping**. The Map Fields section displays the mapping of the **Column Header** to the **Attribute Display Name** based on the predefined template.
6. Click **Next**. The Create Import Activity: Review and Submit: Channel Batch Transaction appears.

Verify the mapping and click **Submit**.

Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger

Here you'll learn how to schedule the accounting of channel accruals and relief of accruals to General Ledger.

The **Create Accounting** scheduled process uses the values of sources assigned to accounting attributes and accounting rules to create subledger journal entries for accruals, adjustments, and claims.

1. With roles allowing access to **Subledger Accounting** scheduled processes, from the Navigator, select **Tools** > **Scheduled Processes**.
2. On the Scheduled Processes: Overview page, click **Schedule New Process**. The Schedule New Process dialog box opens
3. In the **Name** field, enter **Create Accounting**. Click **OK**.
4. You can enter the parameters for the process in the Process Details dialog box. You must enter all the required parameters.
5. In the **Subledger Application** field, select **Channel Revenue Management**.
6. Select the ledger for your business unit for which you want to create accounting.
7. From the **Process Category** list, select **Channel Revenue Management**. Enter the remaining parameters based on your requirements.

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8. Click **Submit**.
9. Make a note of the process ID number and click **OK** in the Confirmation dialog box.
10. On the Schedule Processes page, you can monitor the status.
11. Select the Create Accounting Execution Report to see the details of the accounting events.

Note: The posting of these journal entries happens in the Financials cloud and not through this scheduled process.

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