SCM Cloud

Using Supplier Channel Management

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There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons ⊘ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

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1 Overview of Supplier 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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Supplier Rebate

How Supplier Rebate Works

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

Overview

1. The wholesaler or retailer activates their supplier rebate programs.
2. The wholesaler/retailer buys from the supplier.
3. Supplier ships goods to the wholesaler/retailer and supplier invoices are created for the shipment.
4. The wholesaler or retailer receives the goods, makes corrections or accepts them.

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5. Channel Revenue Management then processes these transactions to create accruals. This can be done in 2 ways:

    ○ Directly process the receiving transactions and their supplier invoices. Accruals can be accrued upon receipt of shipment or upon receiving the supplier invoice. Typically, accrual happens upon supplier invoicing.
    ○ Processes supplier invoices imported using CSV files to create accruals.

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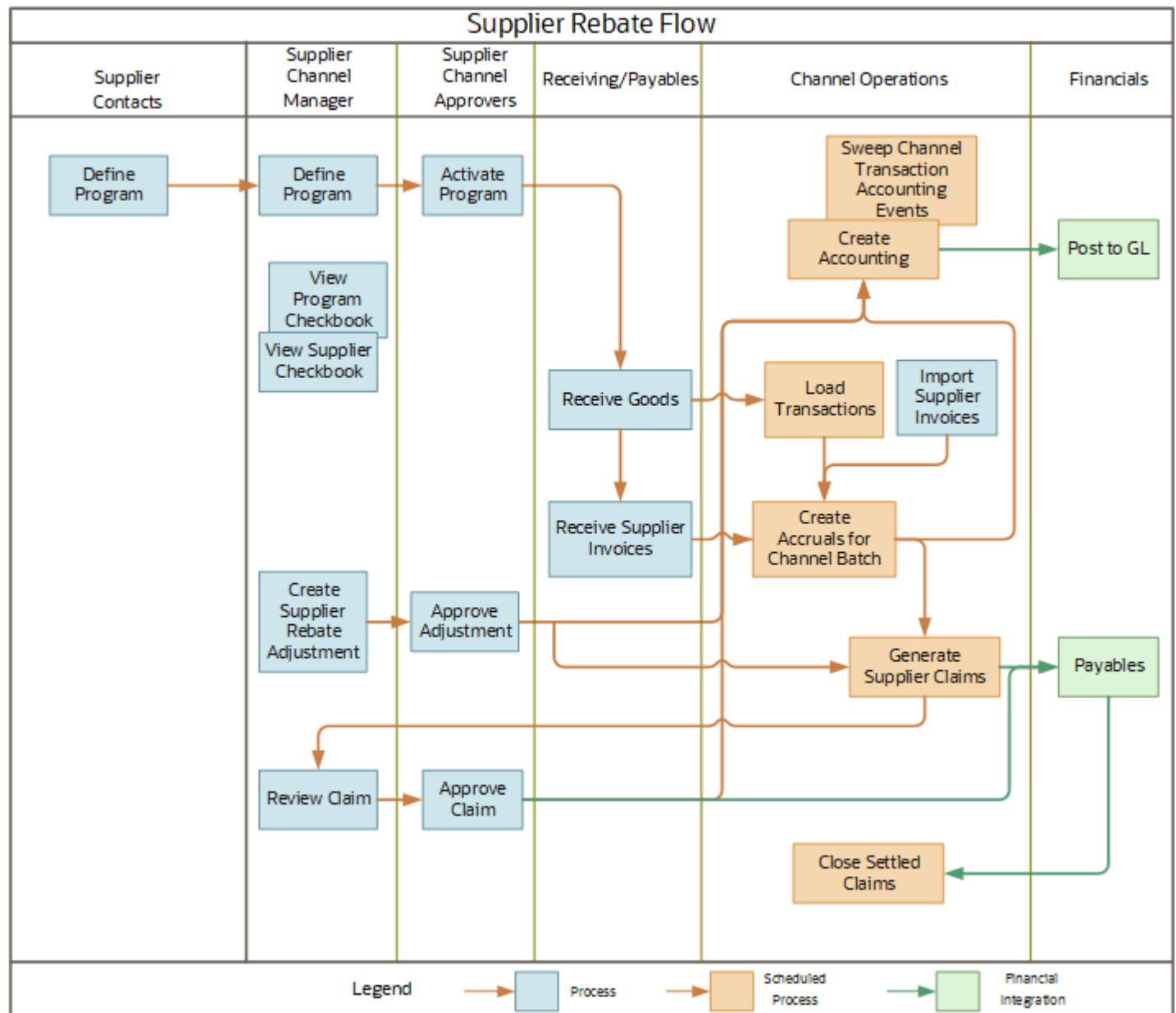
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Business Process Flow

Related Topics

- How Supplier Accruals are Accounted
- How Supplier Claims Work

How Supplier Rebate Works with Receiving and Payables

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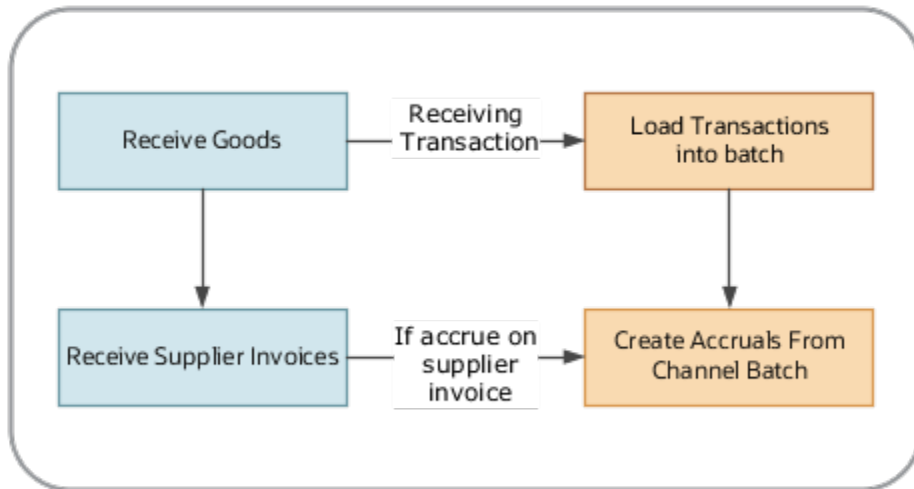
Load Transactions

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

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

Create Accruals from Channel Batch

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

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

- if the batch line is eligible, then

  creates earned accruals

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

- if the batch line is eligible but not invoiced, then

  creates open accruals
- if eligible and invoiced, then

  creates earned accruals

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

Related Topics
- How Supplier Accruals are Accounted
- How Supplier Claims Work

How Supplier Rebate Works with Imported Supplier Invoices

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

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

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

Related Topics
- Create Accruals from Imported Supplier Invoices
- How do I import data?
- How do I map import fields?
- Handling Import of Channel Data for Buy Side Flows

Supplier Annual Rebate

How Supplier Annual Program Works

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

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1. The wholesaler or retailer activates their supplier annual programs.
2. The wholesaler/retailer buys from the supplier.
3. Supplier ships goods to the wholesaler or retailer and supplier invoices are created for the shipment. Volumes are accumulated across orders.
4. Channel Revenue Management then processes the supplier invoices imported using CSV files to create accruals.
5. Earned accruals are then tracked, posted, and accrued.
6. Supplier claims are generated on demand or scheduled on a periodic basis.
7. Approved supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved. If the supplier rejects a claim line, a manual adjustment can be created to reverse the accrual.
8. After payment, the claims are closed.

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Business Process Flow
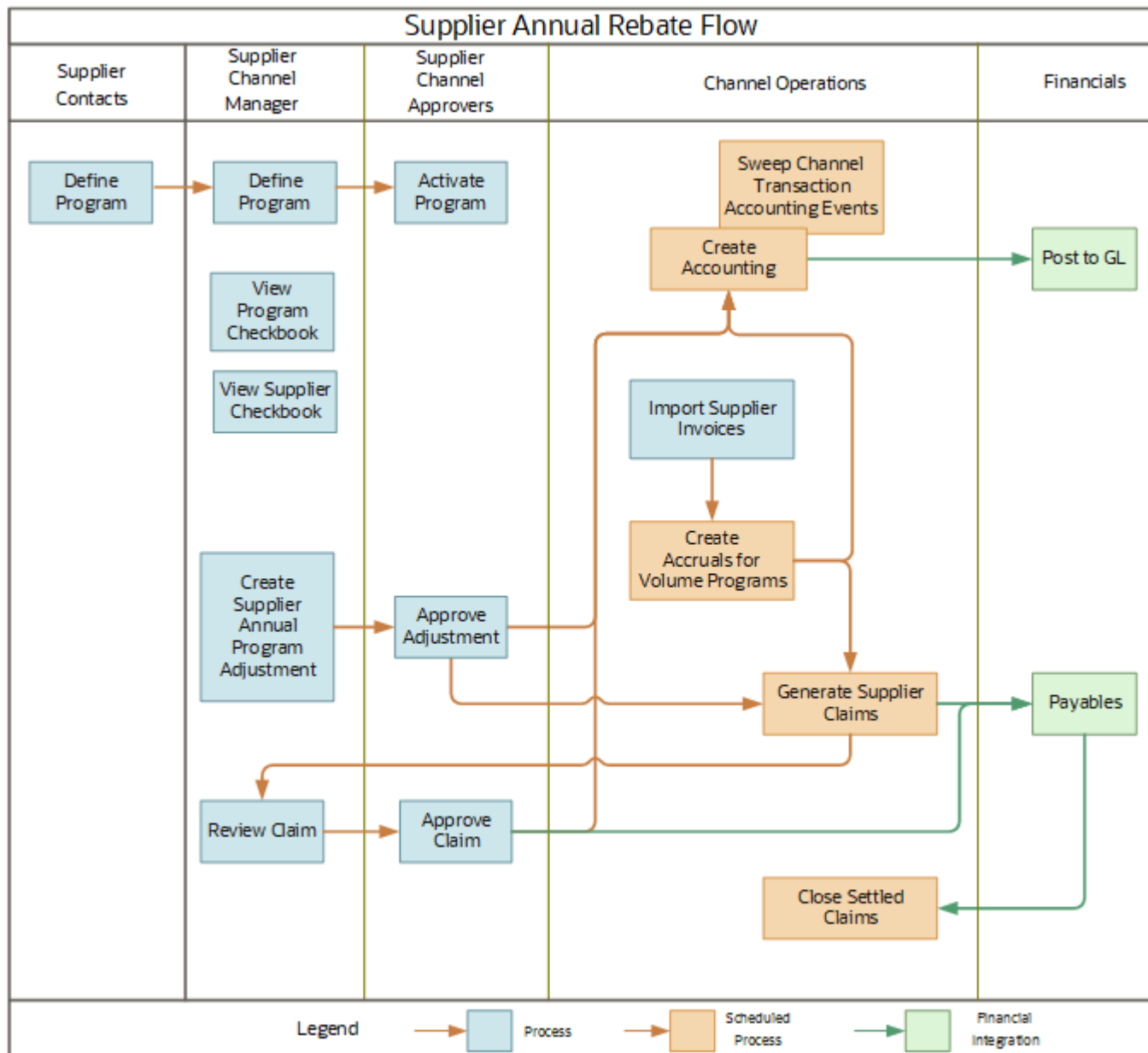
How Supplier Annual Rebates Work with Imported Supplier Invoices

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

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

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

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- The successful upload of the CSV file creates a batch of transactions for processing in Channel Revenue Management.

- The **Create Accruals for Volume Programs** process checks the eligibility of invoice lines, aggregates and creates accruals for the eligible ones. A supply chain administrator can schedule the program on a periodic basis, for example, monthly.

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

Related Topics
- How do I import data?
- How do I map import fields?

Best Practice Considerations

Here are some of the decision points for implementing supplier catalogs.

Consider the following:

Decision Point	Impact
Will the supplier's annual program be best served with the suppliers catalog and its categories defined in Oracle Fusion Product Information Management? **Note:** Hierarchical categories aren't supported. An item can only belong to a single category. Date effectivity is supported for Item-Category association for annual programs.	If the annual program is for all items with few product exceptions, it may be easier to implement without defining the supplier catalog. If the annual program is a complex subset of categories and there are a large number of products, it may easier to define the supplier catalog and use it in defining an annual program.
How best to think about: • New category introductions: Add new category to the existing catalog. • Discontinued categories: Don't remove, as supplier will naturally stop selling it. • New item introductions: Add new item to its category. • Discontinued items: End date item in the category.	Avoid creating a new catalog for a supplier unless there is a reorganization of categories. Currently new catalogs and their respective annual programs can't be introduced until all processing is completed for any supplier annual program under the existing catalog.
If a mid year reorganization of categories mandates a new catalog, it must be	Existing annual programs must be end dated with the termination of its matching catalog.

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| Decision Point	Impact
accompanied by new programs to use the new catalog.	The new catalog must be accompanied with a new set of annual programs.

Supplier Ship and Debit

How Supplier Ship and Debit Works

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

1. The distributor requests a special price or the supplier issues a special price.
2. An agreement between the distributor and the supplier is reached with the supplier providing an authorization number to the distributor.
3. The distributor defines a supplier ship and debit program capturing the supplier, date effectivity, customer eligibility, and product eligibility.

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- ◦ Channel Revenue Management gets supplier sites already defined in Procurement and associates them to a supplier ship and debit program.

- ◦ Date eligibility can be based on requested ship date or ordered date.

- ◦ Customers from Trading Community Hub are used to define customer eligibility.

- ◦ Item and unit of measure attributes from the Product Information Management work area can be used to define product eligibility rules.

- ◦ The supplier incentive can be defined as a flat amount, a new cost, or a percentage.

- ◦ A supplier ship and debit program must belong to the same business unit as the supplier site.

4. The distributor activates the supplier ship and debit program. Approvals are optional.
5. The distributor creates a sales order and eligible program accruals are applied automatically or by request.
6. Earned accruals are tracked and accrued. Manual adjustments can be created for accruals that were missed or needed correction.
7. Supplier claims are generated on demand or scheduled on a periodic basis.
8. Supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved.
9. After payment, the claims are closed.

Business Process Flow:

Supplier Ship and Debit Flow

Supplier Contacts	Supplier Channel Manager	Supplier Channel Approvers	Customer Service Representative	Channel Operations	Financials

Define Program → Define Program → Activate Program → Manage Sales Orders

- Apply programs or Decline programs
- View applied programs
- View price breakdown

View Program Checkbook

View Supplier Checkbook

Sweep Channel Transaction Accounting Events

Create Accounting → Post to GL

Create Invoice → Create Accruals

Create Adjustment

Generate Supplier Claims → Payables

Review Claim → Approve Claim

Close Settled Claims

Legend → Process → Scheduled Process → Financial Integration

How Channel Incentives are Applied to Sales Orders and Converted to Accruals

Here's how channel incentives are converted to accruals.

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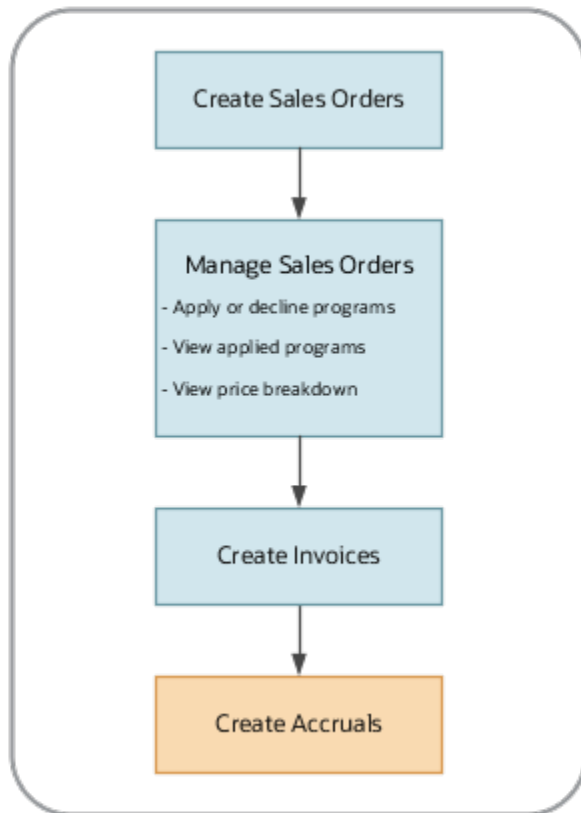
Here's how Channel Revenue Management creates accruals from sales orders:

1. Create sales orders in an order capture application specifying the customer, bill to, and ship to information. Add the line items with their quantity, unit of measure, and other fulfillment line details. The order capture application gets the list of all eligible programs.

   - Incentives applied automatically: Eligible channel programs are applied automatically to the sales orders, unless specified otherwise in the program type of your program.
   - Override incentives: You can add manual programs for each of the line items of your order. You can also remove the programs that were automatically applied.

     > **Note:** Some programs can't be declined if defined as such in their program type definition.

   - Price components: You can see the price breakdown along with the program details for each of your line items in the Amount dialog box.

2. Invoice the orders. This makes the amounts available as incentives in the order item lines eligible for accrual creation.

3. Run the Create Accruals scheduled process to convert the eligible incentive amounts to accruals. A supply chain application administrator can create the channel accruals on demand or schedule it as a batch process on a periodic basis. Channel related charge lines from the order capture application are created as channel transactions.

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Related Topics

Overview of Managing Supplier Programs

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

Here's what you can do:

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

Overview of Managing Adjustments

Here's what you can do.

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

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

How Supplier Claims Are Processed

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

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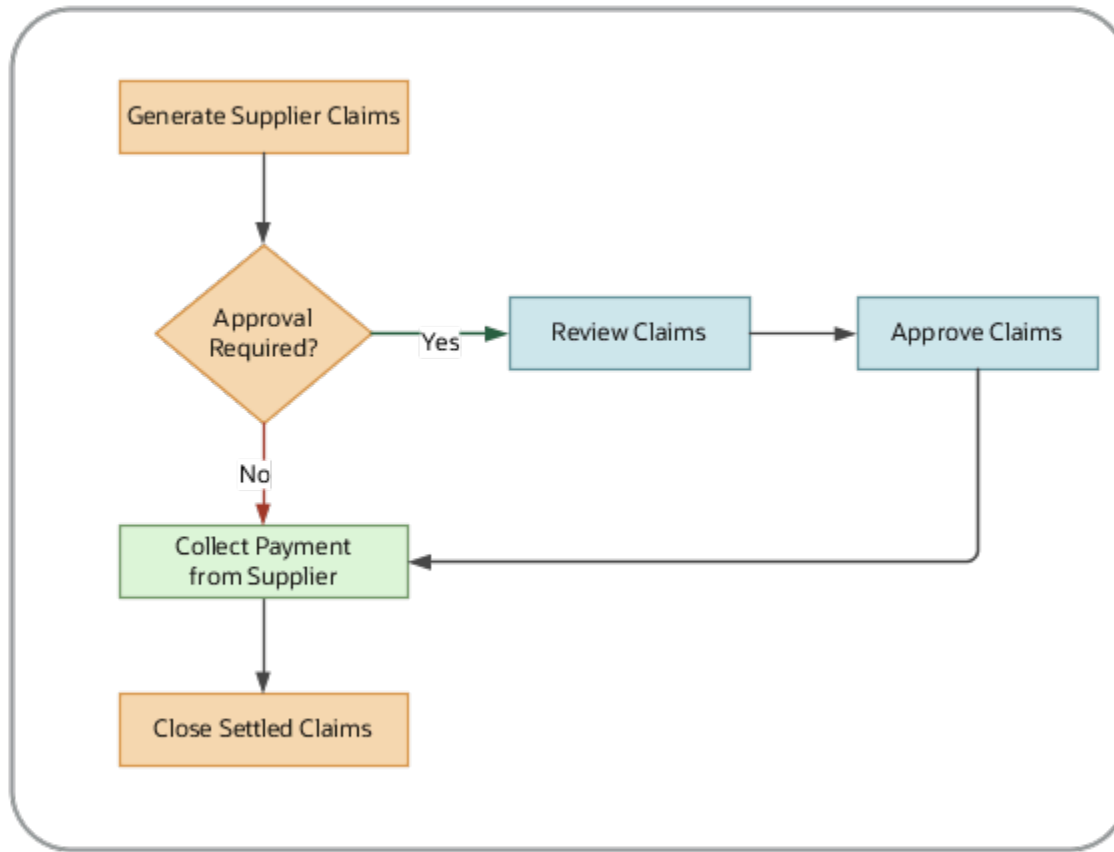
1. After an accrual is captured in Channel Revenue Management and earned, it's eligible to be picked up in a supplier claim. Manual adjustments are also reflected in supplier claims.
2. A supply chain application administrator can generate a supplier claim on demand or schedule it as a batch process on a periodic basis, using the **Generate Supplier Claims** scheduled process.

   - The process can generate a single claim for a single supplier site, or multiple claims, at least one claim for each supplier.
   - Various parameters can be used to identify the earned accruals and manual adjustments to be included for claim generation.
   - The generated claim can be immediately sent to Payables for supplier payment or sent to the claim analyst for review and approval.

3. The Financials Cloud integration can be configured to collect payment from the supplier.
4. Claims are settled by the Payables process **Import Payables Invoices**, with the Source parameter set to Claims. This checks when payment has been successfully debited and retrieves settlement details such as debit memo number or check number to confirm the claim settlement.
5. A general accounting manager can relieve accruals in Channel Revenue Management on demand or schedule it as a batch process on a periodic basis using the **Create Accounting** scheduled process.
6. After payment, a supply chain application administrator can close the settled claims on demand or schedule it as a batch process on a periodic basis using the **Close Settled Claims** scheduled process.
7. If the supplier declines a claim line, the distributor investigates and creates a manual adjustment to reverse the accrual.

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How to Claim Supplier Accruals

1. Schedule the **Generate Supplier Claims** process. This creates claims for the channel accruals and manual adjustments.

   - Claim status: Settlement Pending

   - Each claim settlement line contains the program and the line items on which it was applied.

2. Import these claims to Payables using the **Import Payables Invoices** process. The claims are now available in Payables for payment.

3. Process the Payables invoice.

4. Close the claims after payment is confirmed by running the **Close Settled Claims** process. This updates the claim with:

   - Claim status: Settled

   - Invoice or payment instrument details issued by Payables

How Supplier Accruals are Accounted

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

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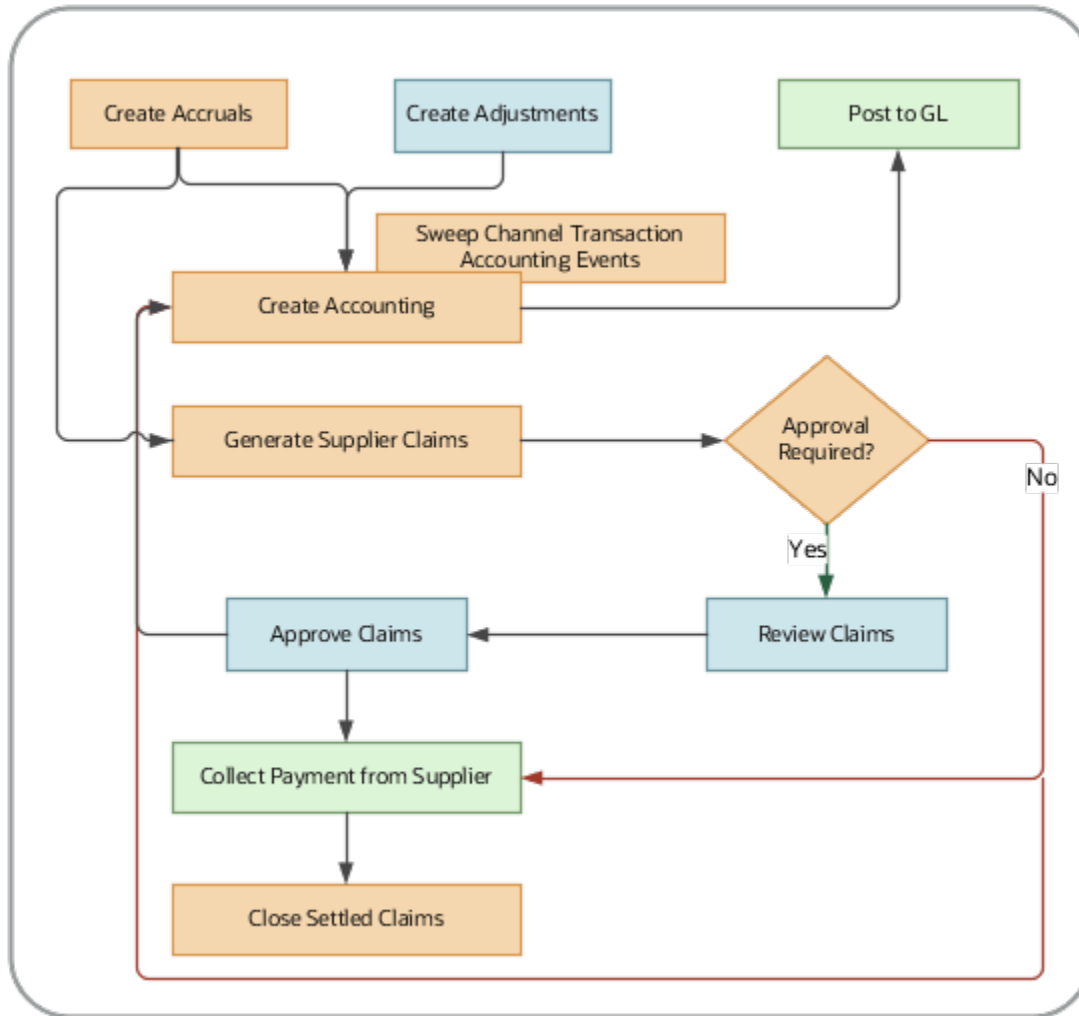
Accrue Earned Supplier Discounts

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

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

2. A supply chain application administrator can create these accruals on demand or schedule it as a batch process on a periodic basis.

3. Accruals that were missed or needs correction can be added as manual adjustments.

4. After a channel accrual is earned based on its program rules, it's eligible to be posted to the general ledger.

5. A general accounting manager can post earned accruals to the general ledger on demand, or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.

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Relieve Supplier Accruals

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

Related Topics
- Overview of Buy Side Scheduled Processes

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:

   o URL to access Channel Revenue Management.

   o 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.

   o To access the supplier features of Channel Revenue Management, select Supplier Channel Management under Order Management or Procurement.

   o To access claim settlement and deduction features, select Deductions and Settlement under Order Management.

   o 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:

   o URL to access the Supplier Portal.

   o 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**.

2 Manage Supplier Programs

Overview of Supplier Programs

You can create, update, and approve channel supplier programs from the Manage Supplier Programs page on the Overview tab.

You can also search for programs directly, or with multiple parameters using filters. Additionally, you can create saved searches and select one of them as your default search option. Keyword and search filters both apply while performing the search.

You can also export programs and supporting details for programs to a spreadsheet using the **Export to Excel** icon.

- If the number of rows is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.

- If the number of rows is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

Key Features

Program Statuses

Use the program statuses to monitor the creation and approval of your program.

Status	What Happens to the Channel Program
Supplier Draft	Drafted when supplier creates a program from the supplier portal.
Draft	Drafted, but not yet submitted.
Declined	Supplier draft is declined and returned to supplier for review.
Approval Pending	Submitted for approval, but not yet approved. The program is read-only.
Approval Rejected	Returned by the approver to the requester for correction or cancellation.
Active	Approved, the incentives are now active, and can be applied to sales orders.
Terminated	Terminated before its end date by the channel program manager.

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Status Transitions for Programs

Your program can go through these status transitions.

The diagram explains the program status transitions described in the table that follows.
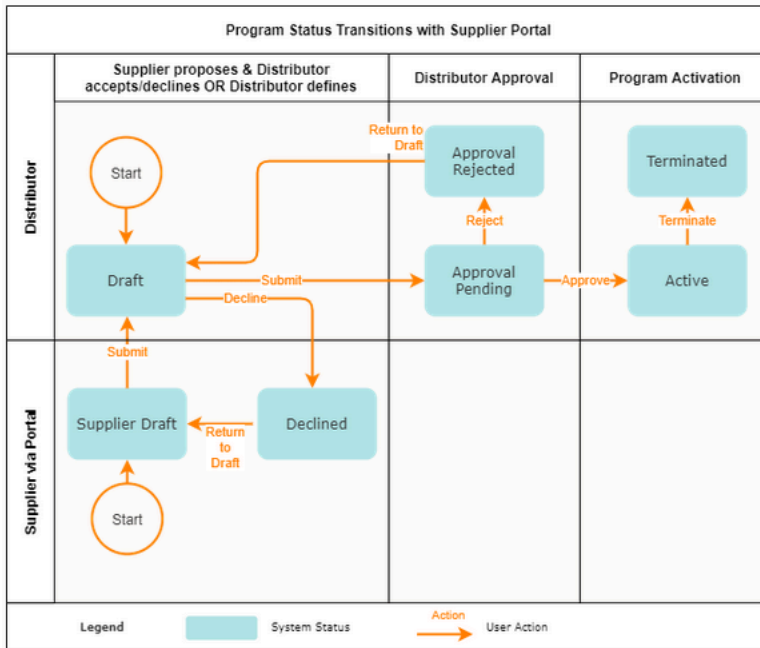
This table describes the status transition associated with each user action.

User Action	Source System Status	Target System Status
Create	-	Draft
Approve	Approval Pending	Active
Reject	Approval Pending	Approval Rejected
Submit	Draft	Approval Pending
Submit	Draft	Active (if user has approver role)
Return to Draft	Approval Rejected	Draft
Terminate	Active	Terminated

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Supplier Collaboration

This topic discusses access to the security portal and what a supplier contact can do using the supplier portal.

Supplier collaboration using the supplier portal helps you to:

- Create stronger supplier relationships.
- Improve communication of supplier incentives using a shared definition of a program.
- Expand self service to almost any supplier in an intuitive, browser-based solution for broad supplier adoption.

Access to the Supplier Portal

The application leverages the supplier portal's security model for supplier contact access; in particular, supplier, supplier hierarchical relationships and supplier site access security for supplier contacts. Supplier contacts can access the supplier programs based on their data access at the supplier or supplier site levels.

What a Supplier Contact can do

Supplier contacts can search, create, view, and edit a program in Supplier Draft status then submit it to the program owner for review which places the program in Draft status.

While in Draft status, supplier contacts can view the program, add notes and supporting docs. Supplier contact and program owners can use the notes and attachments feature to capture and share negotiation related details.

Activate Programs

For a program to become eligible to collect incentives, it must be made Active. Programs can be activated with roles having sufficient access.

To activate a draft program, from the **Actions** drop-down button, click **Submit**.

- If you have the Approve Supplier Programs privilege, then the program moves directly to the Active status after clicking Submit.
- If you don't have the privilege, the program moves to the Approval Pending status. These programs can be approved by a user with the Approve Supplier Programs privilege.

Note: Options available under the **Actions** button depends on your role.

Approvals to Activate Programs

You can approve a channel program which in the draft status, if you have been assigned the appropriate job role.

1. In the Manage Supplier Programs page, search for your supplier program which is in the **Approval Pending** status.
2. Select it and click the **Edit** icon. The program opens in a new tab.

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3. From the **Actions** drop-down button, click **Approve**.

Automatic Approval

If you want your programs to be approved automatically, assign appropriate job roles to the user creating the program. This enables them to approve the program upon creation, without going through a separate approval cycle.

Related Topics
- Roles and Duties

Manage Active Programs

You can perform limited edits on active programs. The changes are applicable only to sales orders created or updated after the program update.

- You can update the **Status** field.
- You can update the effective dates of the program. But if the start date is in the past, you can't update it.
- You can transfer the ownership of the program using the **Owner** field.
- You can add new product rules to your program.
- You can update the effective dates for existing product rules. But if the start date is in the past, you can't update it.
- You can add new market rules to your program.
- You can update the effective dates for existing market rules. But if the start date is in the past, you can't update it.

Terminate Active Programs

Programs can be locked down from update and further application to orders by terminating them.

To terminate a program, from the **Actions** drop-down button, click **Terminate**. The program status updates to Terminated, and no further activity is possible with the program.

Note: An active program ceases to apply on orders when the end date has passed.

Manage Adjustments

Adjustment Statuses

Use the adjustment statuses to monitor the creation and approval of your adjustments.

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Status	Description
Open	Saved adjustment. You can update the adjustment, except the BU and program.
Approval Pending	Submitted for approval. You can update the owner, add attachments, and update comments.
Approval Rejected	Returned by the approver to the requester for correction. You can update the owner, add attachments, and update comments.
Approved	Adjustment is approved and available for processing.

Note: User-defined statuses aren't supported for adjustments.

Status Transitions for Adjustments

Your adjustments can go through these status transitions.
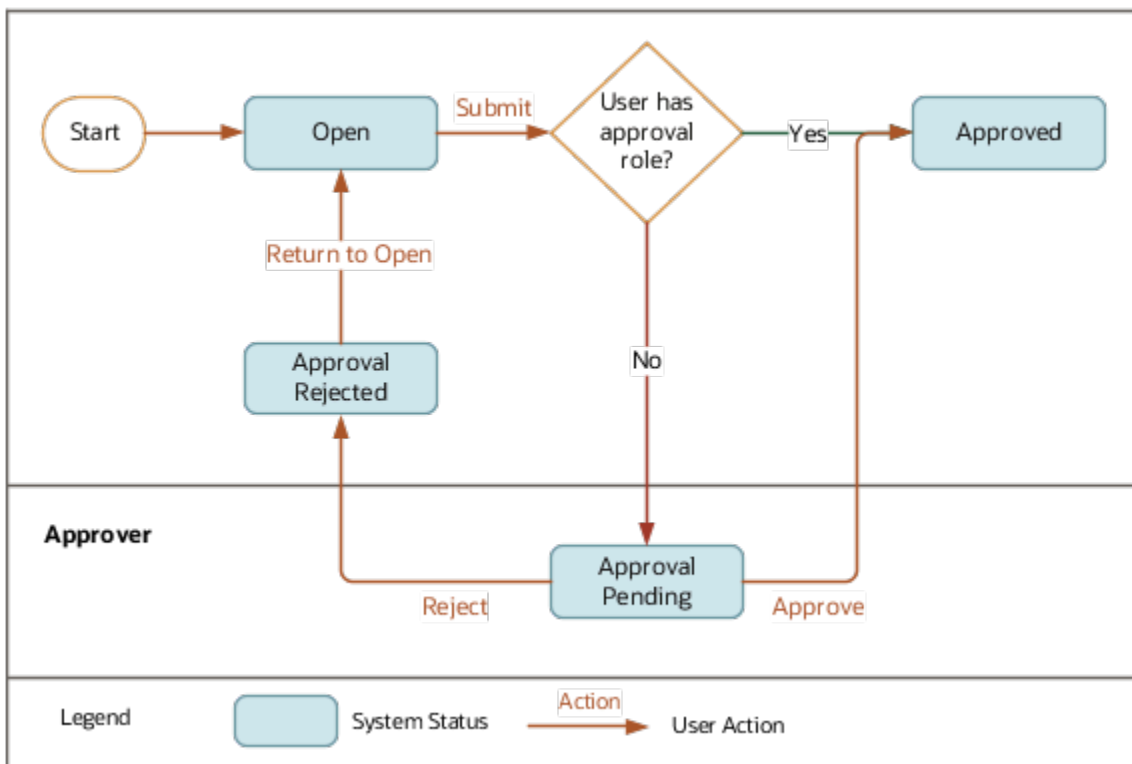
Mass Assign Adjustments

The supplier channel manager can assign multiple adjustments to a single owner.

1. Filter and select the adjustments that you want to reassign.
2. From the **Actions** menu, select **Assign Adjustments**. The Assign Selected Adjustments To dialog box opens.

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3. Select the owner from the **Owner** list.
4. Click **OK**.

Review Open Adjustments

Adjustments created in the open status must be reviewed and approved. The adjustments are processed only after approval.

Submit Open Adjustments for Approval

Here's how you can submit open adjustments for review and approval:

1. Select the adjustment that you want to submit for approval.
2. From the **Actions** drop-down button, click **Submit**. The adjustment status updates to Approval Pending.
3. If corrections must be made to the adjustment, from the **Actions** drop-down button, click **Reject**. You can add accompanying notes or attachments.
4. To make edits to a rejected adjustment, you must first move it to the open status. Select the adjustment and from the **Actions** drop-down button, click **Return to Open**.

Review Adjustments Without Approvers

If you don't require a separate internal approval for your adjustments, then assign a role that allows adjustment approvals to the user submitting the adjustment. Here the adjustments don't go through an approval cycle. On clicking **Submit**, they're automatically approved.

Approve Adjustments

A user assigned with a role that allows adjustment approvals can approve adjustments that are in the Approval Pending status. The user must also have access to the BU.

> **Note:** You can delete adjustments that are in the Open or Approval Rejected statuses.

3 Supplier Rebate

Elements of a Supplier Rebate Program

Supplier rebate programs are used to define the rules of a rebate offer from a supplier to a wholesaler or retailer.

Generally, the wholesaler creates the supplier rebate program from a program type based on their business processes, which acts as a template for the program. Supplier terms including the supplier, the target market, product eligibility as well as the discounts provided are defined in the program. Supported discounts include percentage and amount-based rebates.

- Supplier Site: A supplier site in Channel Revenue Management is a supplier concatenated with a particular site location. For example, in Oracle Fusion Procurement, supplier is ABC USA, site is Chicago. So for Channel Revenue Management, the supplier site is ABC USA - Chicago.

- Alternate Supplier Sites: Additional suppliers and sites for which the program is eligible.

- Product eligibility: Rules to identify eligible items for the program. Product rules are treated as OR conditions.

  - Product Qualifier: Product rules take the form of Product Qualifier **=** Qualifier Value. Supported product qualifiers are:

    - Item
    - All Items

      > **Note:** All Items means all items that are on the supplier invoice and defined in the item master. The item specified in the supplier invoice CSV file must be defined in the item master as well. Description based items that are not defined in the item master are not supported.

    - User-defined attributes (UDA) for product categories

  - Discount: Each product rule defined has an associated discount. This discount is a deferred rebate. A discount consists of the following:

    - Discount Type

      - Amount

      - Percent

- Market eligibility: Rules to identify eligible customers. Market rules are treated as OR conditions.

  - Market Qualifier: Market rules take the form of Market Qualifier **=** or **<>** Qualifier Value. Supported market and program qualifiers are:

    - Bill-to Location
    - Ship-to Location
    - Transaction Reason

  - Conditions: AND conditions to the parent market criteria.

- Program rules: Rules to identify the required program criteria. Program rules are treated as AND conditions.

  You can use any two date qualifiers for Supplier Rebate programs:

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- ○ Shipped Date
- ○ Purchase Order Date
- ○ Receipt Transaction Date
- ○ Requested Delivery Date
- ○ Requested Ship Date

In addition to the above qualifiers, Supplier Rebate programs that are processed via Supplier Invoice in a CSV file can use the Supplier Invoice Date qualifier.

- ○ Program Qualifier: Program rules take the form of Program Qualifier **=** or **<>** Qualifier Value. Supported market and program qualifiers are:
  - Bill-to Location
  - Ship-to Location
  - Transaction Reason

Related Topics
- Example of How Program, Market, and Product Rules Work Together

Supplier Collaboration via Supplier Portal

Suppliers use the Supplier Portal to manage supplier programs. Suppliers can securely create and offer programs directly through the Supplier Portal. It leverages the Portal's existing security model, allowing supplier contact access to supplier programs based on their data access at supplier and supplier site levels.

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

1. From the Navigator, **Supplier Portal** under Supplier Portal. From the Supplier Portal dashboard, select **Tasks**, select **Channel Programs**, and then select **Manage Programs**
2. Click the **New** icon on the Manage Supplier Programs page to create a new program. The Create Program page opens as a new tab.
3. Select the supplier rebate program template you want for your program from the **Program Type** list.
4. Select the business unit for which you're creating the program.

   Note: You can see only the business units assigned to you.

5. Click the **Supplier Site** icon to update the supplier and site for the program. This is the supplier site used to qualify invoices and the supplier site used to collect payment for a related program claim.
6. Click **Continue**. The detailed page opens. The fields you see depend on your program type. On the General tab:
   - ○ Enter the name of your program in the **Name** field.
   - ○ Select the user status for your program from the **Status** drop-down list. The default value is the default user status for the Supplier Draft system status.
   - ○ Select the **Date Context** from the drop-down list. The values in the list depend on the program type you selected.

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- o Enter the date range for the date context you selected.
- o The **Currency** field is populated with the currency of the program type. You can change this if required.

  Note: If the program type doesn't include the currency, this field is populated with the business unit's ledger currency.

- o Enter values for the remaining fields, like **Description** and **Supplier Authorization**, if required.

  Note: By default, the supplier contact is the external creator. The owner is automatically shown and you can't edit this field.

  - **Program Code**: Enter the program code decided by your business. Leave blank for the application to generate the code.
  - Use **Notes and Attachments** to capture more information about the program.
- o Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for your channel programs. Enter the details as required.
- o Click to expand the **Alternate Supplier Sites** section. Here you can add additional supplier sites for which the program is eligible, in addition to the primary supplier site.

7. Click the **Eligible Products** tab to enter the product rules for your program. These are the rules to identify eligible items for the program. With the product rule, you can define the terms of the program, for example, for each ordered quantity of item AS54888, the discount is 20 USD. The discount models supported are percentage and amount-based accruals.

- o Click the **New** icon to add your product rules. The Create Product Rule dialog box opens.
- o Select the item for which this program must be applied. The primary UOM and item description are automatically populated with the default values. You can update these if required. You can also select **All Items** along with a UOM. This applies the program to all the items in your catalog. If you have item attributes configured for selection in the product rule, you can select them here.

  Supplier Item

  - To specify the supplier item, you must skip the internal item and use the **Supplier Item** list.
  - Selecting the supplier item populates the internal item and the supplier item. The internal item becomes read-only.
  - To revert to the internal item without the supplier item, you must clear the supplier item.

    Note: Product eligibility is based on the internal item, not on the supplier item.

- o Enter the discount value. Select the discount type from the drop-down list.
- o Optionally, indicate the maximum quantity.

  Note: Maximum quantity is for informational purposes and the application doesn't enforce the maximum quantity check.

- o If you want different dates for a particular product rule to be applicable compared to the program dates, select the **Different Dates from Program** checkbox. Enter the new dates.
- o Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for the product rules (program lines). Enter the details as required.
- o Click **OK**.

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8. Click the Target Market tab to enter the program rules and market rules for the program.

   ○ **Program Rules:**

   Program rules identify conditions for the program to be eligible. For example, the program is eligible for products shipped to a specific address. If there are multiple program rules, all the program rules must apply for the program to become eligible.

   - Click the **New** icon to add a program rule. The qualifiers available in the program rule depends on your program type.
   - Enter the qualifiers for your program. For example, Ship-to Location = ABC, California.

   ○ **Market Rules:**

   These are eligibility criteria for your program, which can be added as optional conditions. For example, we enter two market rules: Ship-to Location = ABC, Ship-to Location = XYZ. Here assuming all other criteria are met, the program becomes eligible when the ship-to location is ABC, or when the ship-to location is XYZ.

   - Click the **New** icon to add your market rules.
   - In the Create Market Rule dialog box, select the market rule qualifiers for your program from the **Market Rule** drop-down list, and add the conditions.

     > **Note:** The market rule qualifiers available in the list depends on your program type.

   - Click to expand the **Additional Conditions** section.
   - Click the **Add** icon to add more conditions to each of your market rules.

   ○ Click **OK**.

9. Click **Save and Close** to save and go back to the Manage Supplier Programs page or click **Save**. The program is now created in the **Supplier Draft** status.

   > **Note:** You can delete programs that are in the Supplier Draft status from the Manage Supplier Programs page by selecting them and clicking the **Delete** icon.

Create Supplier Rebate Programs

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

The supplier rebate program sets the default value for some of the attributes such as currency and discount type for product rules. Program types can also be used to define the eligibility criteria for program rules, target markets, 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 **Supplier Channel Management** under Order Management or Procurement to navigate to the Manage Supplier Programs page.
2. Click the **New** icon on the Manage Supplier Programs page to create a new program. The Create Program page opens as a new tab.
3. Select the supplier rebate program template you want for your program from the **Program Type** list.

4. Select the business unit for which you're creating the program.

> **Note:** You can see only the business units assigned to you.

5. Click the **Supplier Site** icon to select the supplier and site for the program. This is the supplier site used to qualify invoices and the supplier site used to collect payment for a related program claim.

6. Click **Continue**. The detailed page opens. The fields you see depend on your program type. On the General tab:

   a. Enter the name of your program in the **Name** field.
   b. Select the user status for your program from the **Status** drop-down list. The default value is the default user status for the Draft system status.
   c. Select the **Date Context** from the drop-down list. The values in the list depend on the program type you selected.
   d. Enter the date range for the date context you selected.
   e. The **Currency** field is populated with the currency of the program type. You can change this if required.

   > **Note:** If the program type doesn't include the currency, this field is populated with the business unit's ledger currency.

   f. Enter values for the remaining fields, like **Description**, **Supplier Authorization**, and **Owner**, if required.

      - **Program Code**: Enter the program code decided by your business. Leave blank for the application to generate the code.
      - Use **Notes** and **Attachments** to capture more information about the program.
   g. Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for your channel programs. Enter the details as required.
   h. Click to expand the **Alternate Supplier Sites** section. Here you can add additional supplier sites for which the program is eligible, in addition to the primary supplier site.

7. Click the **Eligible Products** tab to enter the product rules for your program. These are the rules to identify eligible items for the program. With the product rule, you can define the terms of the program, for example, for each ordered quantity of item AS54888, the discount is 20 USD. The discount models supported are percentage and amount-based accruals.

   a. Click the **New** icon to add your product rules. The Create Product Rule dialog box opens.
   b. Select the item for which this program must be applied. The primary UOM and item description are automatically populated with the default values. You can update these if required. You can also select **All Items** along with a UOM. This applies the program to all the items in your catalog. If you have item attributes configured for selection in the product rule, you can select them here.

   Supplier Item

   Your supplier might have the items mapped differently based on their business. For example, they might use a different item code for the same product. If your supplier items are mapped to your internal items, you can select that from the **Supplier Item** list. You can set up the Supplier Item and internal item mapping under the Trading Partner Item relationship type in the Manage Item Relationships UI in Oracle Fusion Product Information Management.

      - To specify the supplier item, you must skip the internal item and use the **Supplier Item** list.
      - Selecting the supplier item populates the internal item and the supplier item. The internal item becomes read-only.

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- To revert to the internal item without the supplier item, you must clear the supplier item.

> **Note:** Product eligibility is based on the internal item, not on the supplier item.

    c. Enter the discount value. Select the discount type from the drop-down list.

    d. If you want different dates for a particular product rule to be applicable compared to the program dates, select the **Different Dates from Program** checkbox. Enter the new dates.

    e. Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for the product rules (program lines). Enter the details as required.

    f. Click **OK**.

8. Click the **Target Market** tab to enter the program rules and market rules for the program.

    a. **Program Rules**:

Program rules identify conditions for the program to be eligible. For example, the program is eligible for products shipped to a specific address. If there are multiple program rules, all the program rules must apply for the program to become eligible.

        i. Click the **New** icon to add a program rule. The qualifiers available in the program rule depends on your program type.

        ii. Enter the qualifiers for your program. For example, Ship-to Location = ABC, California.

    b. **Market Rules**:

These are eligibility criteria for your program, which can be added as optional conditions. For example, we enter two market rules: Ship-to Location = ABC, Ship-to Location = XYZ. Here assuming all other criteria are met, the program becomes eligible when the ship-to location is ABC, or when the ship-to location is XYZ.

        i. Click the **New** icon to add your market rules.

        ii. In the Create Market Rule dialog box, select the market rule qualifiers for your program from the **Market Rule** drop-down list, and add the conditions.

> **Note:** The market rule qualifiers available in the list depends on your program type.

        iii. Click to expand the **Additional Conditions** section.

        iv. Click the **Add** icon to add more conditions to each of your market rules.

    c. Click **OK**.

9. Click **Save and Close** to save and go back to the Manage Supplier Programs page or click **Save**. The program is now created in the Draft status.

> **Note:** You can delete programs that are in the Draft status from the Manage Supplier Programs page by selecting them and clicking the **Delete** icon.

Related Topics

- Set Up Program Qualifiers
- How to Add User-Defined Attributes to Items
- Manage Item Relationships

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Program Checkbook

Program checkbook provides the financial overview of a program. It provides insight into summarized and individual accruals and claims belonging to a program.

You can:

- Access the program checkbook for your program from the Checkbook tab.

- Group earned accruals by Bill-to Location, Item, Purchase Order, or Ship-to Location.

- Specify the search criteria for earned accruals and then use Query by Example to filter further.

- Find available accruals.

- Find claims through Query by Example.

- Find which transactions the claim paid for.

- Click the Claim link to open each claim.

  > **Note:** For claims that span more than one program, the claim amount displayed in the program checkbook isn't the claim total, but the total filtered by the program.

- Find additional settlement information. Click the Settlement Number link to open the Claim > Settlement tab in context.

Accruals

From the Accruals subtab, you can find the eligible channel transactions belonging to a program. It contains details about the accrual, and the source of the accrual.

Field	Description
Open	Represents the potential incentives yet to be earned. For example, they may come from open receipts in supplier rebate programs.
Earned	Represents the total supplier incentives earned.
In Progress or Paid	Represents the total value of claims, which are either in progress and not yet settled or are settled.
Available	Represents the remaining balance - the available supplier incentives yet to be claimed.

Claims

From the Claims subtab you can:

- See the claims created with accruals belonging to the program.

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- Review details of claims, including the value of program accruals, settlement details, and the first payment instrument. Click the claim number or instrument count for a complete view of the claim and all payment instruments.

Field	Description
Settlement	A claim is settled in Payables through a settlement document like a debit memo or an invoice. • When settling through a debit memo, the debit memo number is same as the claim number. • When settling through an invoice, the Payables invoice number is same as the claim number.
First Payment	A settlement document generally has only one payment instrument. • A Payables invoice is generally issued through one check or EFT, but can be canceled and reissued. • A debit memo can be applied to many checks or EFTs. Only the first payment instrument is shown here. You can drill down into the claim to see all the payment instruments.

Manage Supplier Rebate Adjustments

Create Adjustments

Here you can create manual adjustments.

Manual adjustments are created for these scenarios:

- There could be missed accruals due to incorrect program definitions, which a channel program manager can correct with manual accruals.
- A channel claim analyst may receive a permanently rejected claim line if an accrual is invalid. To prevent the accrual from being picked up again during claim generation, the analyst must create a manual accrual reversing the original invalid accrual.

Adjustments can reference just the program, or the program and item. An item is required for Supplier Rebate adjustments but is optional for Supplier Annual Program adjustments.

Details of the adjustment must include:

- The adjustment type, adjustment reason, and comments for the adjustment
- The requested accounting date (usually the same as the invoice date or ship date)
- The adjustment amount

You can create adjustments for supplier annual programs and supplier rebate programs from the Manage Adjustments page.

The difference between a supplier rebate adjustment and a supplier annual rebate adjustment is that the supplier annual rebate adjustment can't reference an existing earned accrual. So, once a supplier annual program is specified, the transaction attributes are disabled in the UI.

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How to Create Manual Adjustments

1. From the **Navigator**, click **Supplier Channel Management** under Order Management or Procurement.
2. On the Manage Supplier Programs page, from the Tasks panel, click **Manage Adjustments**. The Manage Adjustments page opens as a new tab.
3. Click the **Add Row** icon to create a new adjustment.
4. Enter the business unit for which you're making the adjustment.

   Note: You can see only those business units that are assigned to you.

5. Select a program from the list of active programs. You can see the program's supplier site while selecting it.
6. Select the item for which you're making the adjustment.

   You can also specify the supplier item in the adjustment. Use the **Supplier Item** list to select the supplier item.
7. Select the **Adjustment Type** from the list. The **Adjustment Reason** is populated with the default value selected for the adjustment type. You can update this field if required.
8. Enter the amount to be adjusted in the **Amount** field.

   Note: A green up arrow next to the amount indicates an increased earned adjustment type. A red arrow indicates a decreased earned adjustment type.

9. Enter the **Adjustment Date** and the **Requested Accounting Date**, if required.

   Note: Optionally override an exchange rate date when the adjustment currency is not the same as the ledger currency. If an exchange rate date is not provided, then the adjustment approval date is used.

10. Click **Save**.

    Note: To process your accrual adjustment, while scheduling the Generate Supplier Claims process, select the adjustment type of your adjustment from the **Adjustment Type** list.

View Adjustments

You can view your manual adjustments from the Manage Adjustments page.

- Search for an adjustment based on adjustment number, item, supplier site, and so on. You can create saved searches and select one of them as your default search option. Keyword and search filters both apply while performing the search.

- Click **Show Filters** to see the available filters.

- Select any row and click the **Duplicate** icon to create a duplicate of the row. The duplicate row copies these attributes: Business Unit, Program, and Supplier Site.

- Select the **Export to Excel** icon to export the filtered adjustments to a spreadsheet.

  o If the number of adjustment lines is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.
  o If the number of lines is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

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Create Accruals from Received Goods

Transactions eligible for supplier rebates are first loaded into Channel Revenue Management. The **Load Transactions** process extracts and uploads receiving transactions, along with receipt and purchase orders details. This data is uploaded to a channel batch.

You can view the details of these batches in the Manage Batches page.

1. From the Navigator, click **Supplier Channel Management** under Order Management or Procurement.
2. On the Manage Supplier Programs page, from the **Tasks** panel, click **Manage Batches**.

You can then create accruals for supplier rebate programs using the **Create Accruals for Channel Batch** process. This process checks to see if an accrual can be recorded for each receiving transactions in a channel batch. Based on the channel setting **Event for Triggering Supplier Rebate Accrual**, you can either choose to record accruals upon receipt of supplier invoice for received goods, or record accruals immediately upon receipt of goods. If you choose to record accruals on supplier invoicing, then the application checks to see if goods received have been invoiced through Payables.

Create Accruals from Imported Supplier Invoices

You can use Import Management from the Tools work area to import your supplier invoices from a CSV file into Channel Revenue Management. The successful upload of the CSV file creates a batch of transactions for processing.

On successful import, a channel batch is created in 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.

- For a list of the attributes that can be used in the import of supplier invoices, see the topic Import Supplier Invoices under Related Topics.

- For steps to perform the import, see the topic Import Data under Related Topics.

After the successful creation of a batch, you can create accruals for your supplier rebate programs by running the **Create Accruals for Channel Batch** process. This process checks to see if an accrual can be recorded for each supplier invoice in the channel batch. After creation, you can:

- Track supplier rebate accruals in supplier and program checkbooks, and in claims.

- View the performance of your supplier programs using the program checkbooks by grouping them based on purchase orders, items, bill-to locations, or ship-to locations.

- Create and approve adjustments to the supplier rebate accruals.

Related Topics
- Handling Import of Channel Data for Buy Side Flows
- How do I import data?
- How do I map import fields?
- Overview of Import Queues

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4 Supplier Annual Rebate

Elements of a Supplier Annual Program

Supplier annual programs are used to define the rules of annual rebates offer from a supplier to a purchaser. Generally, the purchaser creates the supplier annual program from a program type based on their business processes, which acts as a template for the program.

- Supplier site: A supplier site in Channel Revenue Management is a supplier concatenated with a particular site location. For example, in Oracle Fusion Procurement, supplier is ABC USA, site is Chicago. So for Channel Revenue Management, the supplier site is ABC USA - Chicago.

- Alternate supplier sites: Additional suppliers and sites for which the program is eligible.

- Volume tier-based rules: Rules to identify eligible items for the program. When defining products that are eligible for a volume rule, you can choose to leverage or not to leverage categories.

- Invoice Period: Calendar period an invoice falls into based on invoice date. Periods are used to aggregate invoice line attainments before calculating an accrual, and become an attribute of supplier annual rebate accruals.

- Annual program start and end date: The annual program start and end dates are matched against the supplier invoice date in the supplier invoice.

Create Supplier Annual Programs

A supplier annual program is created from a supplier annual program type which acts as a template for the program.

The supplier annual program sets the default value for some of the attributes such as currency and calculation method. Program types can also be used to define the tier type for volume rules. 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.

How to Create Supplier Annual Programs

1. From the **Navigator**, click **Supplier Channel Management** under Order Management or Procurement to navigate to the Manage Supplier Programs page.
2. Click the **New** icon on the Manage Supplier Programs page to create a new program. The Create Program page opens as a new tab.
3. Select the supplier annual program template you want for your program from the **Program Type** list.
4. Select the business unit for which you're creating the program.

   Note: You can see only those business units that are assigned to you.

5. Click the **Supplier Site** icon to select the supplier and site for the program. This is the supplier site used to qualify invoices and the supplier site used to collect payment for a related program claim.
6. Click **Continue**. The detailed page opens. The fields you see depend on your program type. On the General tab:
   a. Enter the name of your program in the **Name** field.

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b. Select the calculation method for your program from the **Calculation Method** list.

- **Retrospective**: Retrospective volume rules further encourages purchases because your highest tier attainment retrospectively apply to earlier purchases.

  If you select the retrospective calculation method without a pre-qualified tier or you reach a tier above your pre-qualified tier, then your earlier accruals are adjusted based upon reaching a new tier.

- **Stepped**: If you select the stepped calculation method, the discount that each tier specifies is applied to the order.

c. Select the user status for your program from the **Status** drop-down list. The default value is the default user status for the Draft system status.

d. Enter the start and end dates for your program.

e. The **Currency** field is populated with the currency of the program type. You can change this if required.

> **Note:** If the program type doesn't include the currency, this field is populated with the business unit's ledger currency.

f. Enter values for the remaining fields, like **Description**, **Supplier Authorization**, and **Owner**, if required.

- **Program Code**: Enter the program code decided by your business. Leave blank for the application to generate the code.
- Use **Notes** and **Attachments** to capture more information about the program.

g. Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for your channel programs. Enter the details as required.

h. Click to expand the **Alternate Supplier Sites** section. Here you can add additional supplier sites for which the program is eligible, in addition to the primary supplier site.

> **Note:** If your organization has rebate relationships directly with a manufacturer but buys from a distributor, then the supplier annual rebate program is from the manufacturer and the product rules are based on the manufacturer's catalog for easier rule administration. However, supplier invoices are from an alternate supplier site, or the distributor, and not the manufacturer.

This reduces the administration of supplier annual programs with alternate distributors through catalog-based product rules.

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7. Click the Volume Rules tab. Here you can create the eligibility rules for your program, which includes the discount type, tier definitions, and products eligible for discounts.

    a. Click the **New** icon to add a volume rule.

    b. Enter a name for the volume rule.

    c. Select a tier type.

        - **Purchases**: The discount is calculated based on the total value the items in your orders. The discount type for purchases is percent.

        - **Quantity**: The discount is calculated based on the quantity of items ordered. The discount type for quantity is amount.

              Tip: You can accomplish growth-related supplier annual programs by converting growth percentages to purchase value or quantity based tiers.

    d. If your tier type is **Quantity**, then you can select a **UOM** for your items from the **UOM** list.

    e. For each volume rule, you must define tiers for the discounts, and products that are part for the volume rule.

Tiers

    ○ In the Tiers table, create the tiers for your volume rule. Enter the name, the tier range, and discount percent or amount.

    ○ The **Pre-Qualifying Tier** checkbox is available when the calculation method is retrospective. If this box is checked, then the respective tier effectively becomes the first tier. Select the Pre-Qualifying tier checkbox against a tier if you're sure of attaining the volume, in purchases or quantity, mentioned in the tier, within the life cycle of your program.

Products

You can add products at 3 levels:

    ○ **All Items**: All the items in your inventory become eligible for discounts. If you want to exclude categories or items from receiving the discounts, you can do so using **Exclusions**.

        Note: All Items means all items that are on the supplier invoice and defined in the item master. The item specified in the supplier invoice CSV file must be defined in the item master as well. Description based items that are not defined in the item master are not supported.

    ○ **Category**: You can select categories from your catalog. The items belonging to the categories become eligible for discounts. If you want to exclude certain items present in a category from receiving discounts, you can do so using **Exclusions**.

        Note: For categories to become available for selection, you must add the respective catalog to the supplier trade profile.

    ○ **Item**: You can select each item eligible for discounts.

        Supplier Item

        Your supplier might have the items mapped differently based on their business. For example, they might use a different item code for the same product. If your supplier items are mapped to your internal items, you can select that from the **Supplier Item** list. You can set up the Supplier Item and internal

item mapping under the Trading Partner Item relationship type in the Manage Item Relationships UI in Product Information Management.

If you select the **Include Volume, Exclude Discount** checkbox against a line, the purchase value or quantity of the line is considered for your tier attainments, but the line doesn't get a discount. For example, during a pandemic, your Personal Protective Equipment (PPE) purchases may count toward your volume attainments but are ineligible for an annual rebate.

8. Click **Save and Close** to save and go back to the Manage Supplier Programs page or click **Save**. The program is now created in the Draft status.

> **Note:** You can delete programs that are in the Draft status from the Manage Supplier Programs page by selecting them and clicking the **Delete** icon.

Related Topics
- How Supplier Annual Program Works
- Manage Program Types

Program Checkbook in Supplier Annual Rebate

Program checkbook provides the financial overview of a program. It provides insight into summarized accruals and claims belonging to a program.

You can:

- Access the program checkbook for your program from the Checkbook tab.
- Group earned accruals by Category or Item, Item in Category, or Period.
- Specify a grouping criteria to view the accrual summary.
- Find available accruals.
- Find claims through Query by Example.
- Find which transactions the claim paid for.
- Click the Claim link to open each claim.

> **Note:** For claims that span more than one program, the claim amount displayed in the program checkbook isn't the claim total, but the total filtered by the program.

Find additional settlement information. Click the Settlement Number link to open the Claim > Settlement tab, in context.

Accruals

From the Accruals subtab, you can find the eligible channel transactions belonging to a program. It contains details about the accrual, and the source of the accrual.

Field	Description
Purchases	Represents the total purchases made so far.

Field	Description
Earned	Represents the total supplier incentives earned through the program.
In Progress	Represents the total value of claims, which are either in progress and not yet settled.
Paid	Represents the total value of settled claims.
Available	Represents the remaining balance - the available supplier incentives yet to be claimed.

Claims

From the Claims subtab you can:

- See the claims created with accruals belonging to the program.
- Review details of claims, including the value of program accruals, settlement details, and the first payment instrument. Click the claim number or instrument count for a complete view of the claim and all payment instruments.

Field	Description
Settlement	A claim is settled in Payables through a settlement document like a debit memo or an invoice. - When settling through a debit memo, the debit memo number is same as the claim number. - When settling through an invoice, the Payables invoice number is same as the claim number.
First Payment	A settlement document generally has only one payment instrument. - A Payables invoice is generally issued through one check or EFT, but can be canceled and reissued. - A debit memo can be applied to many checks or EFTs. Only the first payment instrument is shown here. You can drill down into the claim to see all the payment instruments.

Manage Supplier Annual Rebate Adjustments

Create Adjustments

Here you can create manual adjustments.

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Manual adjustments are created for these scenarios:

- There could be missed accruals due to incorrect program definitions, which a channel program manager can correct with manual accruals.

- A channel claim analyst may receive a permanently rejected claim line if an accrual is invalid. To prevent the accrual from being picked up again during claim generation, the analyst must create a manual accrual reversing the original invalid accrual.

Adjustments can reference just the program, or the program and item. An item is required for Supplier Rebate adjustments but is optional for Supplier Annual Program adjustments.

Details of the adjustment must include:

- The adjustment type, adjustment reason, and comments for the adjustment

- The requested accounting date (usually the same as the invoice date or ship date)

- The adjustment amount

You can create adjustments for supplier annual programs and supplier rebate programs from the Manage Adjustments page.

The difference between a supplier rebate adjustment and a supplier annual rebate adjustment is that the supplier annual rebate adjustment can't reference an existing earned accrual. So, once a supplier annual program is specified, the transaction attributes are disabled in the UI.

How to Create Manual Adjustments

1. From the **Navigator**, click **Supplier Channel Management** under Order Management or Procurement.
2. On the Manage Supplier Programs page, from the Tasks panel, click **Manage Adjustments**. The Manage Adjustments page opens as a new tab.
3. Click the **Add Row** icon to create a new adjustment.
4. Enter the business unit for which you're making the adjustment.

   Note: You can see only those business units that are assigned to you.

5. Select a program from the list of active programs. You can see the program's supplier site while selecting it.
6. Select the item for which you're making the adjustment.

   You can also specify the supplier item in the adjustment. Use the **Supplier Item** list to select the supplier item.
7. Select the **Adjustment Type** from the list. The **Adjustment Reason** is populated with the default value selected for the adjustment type. You can update this field if required.
8. Enter the amount to be adjusted in the **Amount** field.

   Note: A green up arrow next to the amount indicates an increased earned adjustment type. A red arrow indicates a decreased earned adjustment type.

9. Enter the **Adjustment Date** and the **Requested Accounting Date**, if required.

   Note: Optionally override an exchange rate date when the adjustment currency is not the same as the ledger currency. If an exchange rate date is not provided, then the adjustment approval date is used.

10. Click **Save**.

    Note: To process your accrual adjustment, while scheduling the Generate Supplier Claims process, select the adjustment type of your adjustment from the **Adjustment Type** list.

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View Adjustments

You can view your manual adjustments from the Manage Adjustments page.

- Search for an adjustment based on adjustment number, item, supplier site, and so on. You can create saved searches and select one of them as your default search option. Keyword and search filters both apply while performing the search.

- Click **Show Filters** to see the available filters.

- Select any row and click the **Duplicate** icon to create a duplicate of the row. The duplicate row copies these attributes: Business Unit, Program, and Supplier Site.

- Select the **Export to Excel** icon to export the filtered adjustments to a spreadsheet.

   - If the number of adjustment lines is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.
   - If the number of lines is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

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5 Supplier Ship and Debit

Elements of a Supplier Ship and Debit Program

Suppliers programs are used to define the rules of a channel agreement between the distributors and their suppliers.

Generally, a distributor organizes their supplier programs into various types, each with their own rule structure and set of business processes. This structure is encompassed in a program type. When creating a program, the identification of a program type is required, as this drives a specific set of qualifiers, the integrations with Oracle Fusion Pricing and Order Management, and how channel transactions are executed.

- Supplier Site: A supplier site in Channel Revenue Management is a supplier concatenated with a particular site location. For example, in Oracle Fusion Procurement, supplier is ABC USA, site is Chicago. So for Channel Revenue Management, the supplier site is ABC USA - Chicago.

- Product eligibility: Rules to identify eligible items for the program. Product rules are treated as OR conditions.

    o Product Qualifier: Product rules take the form of Product Qualifier **=** Qualifier Value. Supported product qualifiers are:

        - Item
        - All Items

            > **Note:** All Items means all items that are defined in the Item master and available for the applicable business unit. Description based items that are not defined in the item master are not supported.

        - User-defined attributes (UDA) for product categories

    o Discount: Each product rule defined has an associated discount. This discount is a deferred rebate. A discount consists of the following:

        - Discount Type

            o Amount
            o New cost
            o Percent

        - Basis: Basis of the discount, and is applicable to New cost and Percent only. Basis isn't predefined. You have to set this up in Pricing as a prerequisite and define in the program type. Common examples are:

            o Cost
            o List price
            o Net price, for example, invoice price

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- Market eligibility: Rules to identify eligible customers. Market rules are treated as OR conditions.
  - Market Qualifier: Market rules take the form of Market Qualifier **=** or **<>** Qualifier Value. Supported market and program qualifiers are:
    - Customer: from TCA
    - Order Type: from Order Management
    - Bill-to Account: from TCA
    - Salesperson: from TCA resources
    - Warehouse: from Inventory
    - Ship To: Ship-to Address from TCA
  - Conditions: AND conditions to the parent market criteria.

- Program rules: Rules to identify the required program criteria. Program rules are treated as AND conditions.

  We support the following two date qualifiers for Supplier Ship and Debit programs:
  - Ordered Date
  - Requested Ship Date

-
  - Program Qualifier: Program rules take the form of Program Qualifier **=** or **<>** Qualifier Value. Supported market and program qualifiers are:
    - Order Type: from Order Management
    - Customer: from TCA (typically customer qualifier should be in market rules)
    - Bill-to Account: from TCA
    - Salesperson: from TCA resources
    - Warehouse: from Inventory
    - Ship To: Ship-to Address from TCA

Example of How Program, Market, and Product Rules Work Together

Here you understand how rules work to determine program eligibility.

For a given program, rules are combined in the following manner during execution to determine if a program is eligible:

```
Program Rule 1 AND
Program Rule 2 AND

(
Product Rule 1
OR
Product Rule 2
OR
Product Rule 3
)
AND
(
( Market Rule 1 [AND Market Condition 1 AND Market Condition 2] )
OR
```

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```
   ( Market Rule 2 [AND Market Condition 3] )
   OR
   ( Market Rule 3 )
   )
```

Example

A sample agreement is reached between the distributor and a supplier XYZ Country1 that states the following:

In the month of August, XYZ Country1 agrees to provide a supplier ship and debit rebate for all standard order types:

- That the distributor sells to ABC Country1, ABC Country2, or ABC Country3.
- Providing a new lower cost of 8 USD for item AS54888.
- Providing a flat discount amount of 1 USD for item AS54999.

For this scenario, a supplier ship and debit channel program can be created with:

```
Program Rule
 Program Rule 1: Order Type = Standard
Product Rules
 Product Rule 1: Item = AS54888, then give a new cost of 8 USD
 Product Rule 2: Item = AS54999, then give a flat discount of 1 USD
Market Rule
 Market Rule 1: Customer = ABC Country1
 Market Rule 2: Customer = ABC Country2
 Market Rule 3: Customer = ABC Country3
```

This is how the market and product rules are executed for this program:

```
Order Type = Standard
 AND
(
 ( Item = AS54888 )
 OR
 ( Item = AS54999 )
)
 AND
(
 ( Customer = ABC Country1 )
 OR
 ( Customer = ABC Country2 )
 OR
 ( Customer = ABC Country3 )
)
```

Create Supplier Ship and Debit Programs

A supplier ship and debit program is created from a supplier ship and debit program type which acts as a template for the program. It sets the default value for some of the attributes such as currency and discount type for product rules.

How to Create Supplier Ship and Debit Programs

1. From the **Navigator**, click **Supplier Channel Management** under Order Management to navigate to the Manage Supplier Programs page.
2. Click the **New** icon on the Manage Supplier Programs page to create a new program. The Create Program page opens as a new tab.
3. Select the ship and debit program template you want for your program from the **Program Type** list.

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4. Select the business unit for which you're creating the program.

> **Note:** You can see only those business units that are assigned to you.

5. Click the **Supplier Site** icon and select the supplier and site for the program.
6. Click **Continue**. The detailed page opens. The fields you see depend on your program type. On the General tab:
   a. Enter the name of your program in the **Name** field.
   b. Select the user status for your program from the **Status** drop-down list. The default value is the default user status for the Draft system status.
   c. Select the **Date Context** from the drop-down list. The values in the list depend on the program type you selected.
   d. Enter the date range for the date context you selected.
   e. The **Currency** field is populated with the currency of the program type. You can change this if required.

   > **Note:** If the program type doesn't include the currency, this field is populated with the business unit's ledger currency.

   f. Enter values for the remaining fields, like **Description**, **Supplier Authorization**, and **Supplier Quote Number**, if required.
      - **Program Code**: Enter the program code decided by your business. Leave blank for the application to generate the code.
      - Use **Notes** and **Attachments** to capture more information about the program.
   g. Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for your channel programs. Enter the details as required.
7. Click the Eligible Products tab to enter the product rules for your program. These are the rules to identify eligible items for the program. With the product rule, you can define the terms of the program, for example, for each ordered quantity of item AS54888, the new item cost is 20 USD. Other discount models supported are percentage or amount-based accruals, depending on the quantity of eligible items ordered.
   a. Click the **New** icon to add your product rules. The Create Product Rule dialog box opens.
   b. Select the item for which this program must be applied. The UOM and item description are automatically populated with the default values. You can update these if required. You can also select **All Items** along with a UOM. This applies the program to all the items in your catalog. If you have item attributes configured for selection in the product rule, you can select them here.

   > **Note:** If the Pricing UOM is the secondary UOM, then the product rule UOM is the secondary UOM on the sales order.If the Pricing UOM is the primary UOM, then the product rule UOM is the ordered UOM on the sales order.

   Supplier Item

   Your supplier might have the items mapped differently based on their business. For example, they might use a different item code for the same product. If your supplier items are mapped to your internal items, you can select that from the **Supplier Item** list. You can set up the Supplier Item and internal item

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mapping under the Trading Partner Item relationship type in the Manage Item Relationships UI in Oracle Fusion Product Information Management.

- To specify the supplier item, you must skip the internal item and use the **Supplier Item** list.
- Selecting the supplier item populates the internal item and the supplier item. The internal item becomes read-only.
- To revert to the internal item without the supplier item, you must clear the supplier item.

> **Note:** Product eligibility is based on the internal item, not on the supplier item.

c. Enter the discount value. Select the discount type from the drop-down list.

> **Note:** For New Cost and Percent, the pricing basis must be specified in the program type. If you select New Cost or Percent, but haven't specified the respective basis in the program type, you will get an error message.

d. Optionally, indicate the maximum quantity.

> **Note:** Maximum quantity is for informational purposes and the application doesn't enforce the maximum quantity check.

e. If you want different dates for a particular product rule to be applicable compared to the program dates, select the **Different Dates from Program** check box. Enter the new dates.

f. Click to expand the **Additional Information** section. This section contains the descriptive flexfields configured for the product rules (program lines). Enter the details as required.

g. Click **OK**.

8. Click the Target Market tab to enter the program rules and market rules for the program.

a. **Program Rules**:

Program rules identify conditions for the program to be eligible, for example, the order type must be standard. If there are multiple program rules, all the program rules must apply for the program to become eligible.

i. Click the **New** icon to add a program rule. The qualifiers available in the program rule depends on your program type.
ii. Enter the qualifiers for your program. For example, Order Type = Standard Orders.

b. **Market Rules**:

These are eligibility criteria for your program, which can be added as optional conditions. For example, we enter two market rules - Customer =ABC, Customer = XYZ. Here assuming all other criteria are met, the program becomes eligible when the customer is ABC, or when the customer is XYZ.

i. Click the **New** icon to add your market rules.
ii. In the Create Market Rule dialog box, select the market rule qualifiers for your program from the **Market Rule** drop-down list, and add the conditions.

> **Note:** The market rule qualifiers available in the list depends on your program type.

iii. Click to expand the **Additional Conditions** section.
iv. Click the **Add** icon to add more conditions to each of your market rules.

c. Click **OK**.

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9. Click **Save and Close** to save and go back to the Manage Supplier Programs page or click **Save**. The program is now created in the Draft status.

> **Note:** You can delete programs that are in the Draft status from the Manage Supplier Programs page by selecting them and clicking the **Delete** icon.

Related Topics
- Set Up Program Qualifiers
- How to Add User-Defined Attributes to Items
- Manage Item Relationships

Program Checkbook in Supplier Ship and Debit Programs

Program checkbook provides the financial overview of a program. It provides insight into individual accruals and claims belonging to a program.

You can:

- Access the program checkbook for your program from the Checkbook tab.
- Specify the search criteria for earned accruals and then use Query by Example to filter further.
- Find available accruals.
- Export the earned accruals data into a spreadsheet using the **Export to Excel** icon.
- Export the earned accruals data into a spreadsheet using the **Export to Excel** icon.
  - ○ If the number of rows of earned accruals for the program is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.
  - ○ If the number of rows is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.
- Find claims through Query by Example.
- Find which transactions the claim paid for.
- Click the Claim link to open each claim.

> **Note:** For claims that span more than one program, the claim amount displayed in the program checkbook isn't the claim total, but the total filtered by the program.

- Find additional settlement information. Click the Settlement Number link to open the Claim > Settlement tab in context.

Accruals

From the Accruals subtab, you can find the eligible channel transactions belonging to a program. It contains details about the accrual, and the source of the accrual.

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Field	Description
Amounts	The channel transaction amounts represented in the program's currency.
Source	The channel transaction source details.
Accrual	The channel transaction accrual details.
Earned	Represents the total supplier incentives earned.
In Progress or Paid	Represents the total value of claims, which are either in progress and not yet settled or are settled.
Available	Represents the remaining balance - the available supplier incentives yet to be claimed.

Claims

From the Claims subtab you can:

- See the claims created with accruals belonging to the program.
- Review details of claims, including the value of program accruals, settlement details, and the first payment instrument. Click the claim number or instrument count for a complete view of the claim and all payment instruments.

Field	Description
Settlement	A claim is settled in Payables through a settlement document like a debit memo or an invoice. • When settling through a debit memo, the debit memo number is same as the claim number. • When settling through an invoice, the Payables invoice number is same as the claim number.
First Payment	A settlement document generally has only one payment instrument. • A Payables invoice is generally issued through one check or EFT, but can be canceled and reissued. • A debit memo can be applied to many checks or EFTs. Only the first payment instrument is shown here. You can drill down into the claim to see all the payment instruments.

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Manage Supplier Ship and Debit Adjustments

Create Adjustments in Supplier Ship and Debit

Manual adjustments are created for these scenarios:

- There could be missed accruals due to incorrect program definitions, which a channel program manager can correct with manual accruals.

- A channel claim analyst may receive a permanently rejected claim line if an accrual is invalid. To prevent the accrual from being picked up again during claim generation, the analyst must create a manual accrual reversing the original invalid accrual.

For supplier ship and debit, the adjustment must reference:

- A program.

  The program must be either in Active or Terminated status.

- An invoice and item (as the source transaction).

Details of the adjustment must include:

- The adjustment type, adjustment reason, and comments for the adjustment.

- The accounting date (must be earlier than or same as today's date).

- The requested accounting date (usually the same as the invoice date or ship date).

- The adjustment amount.

How to Create Adjustments

You can create adjustments from the Manage Supplier Ship and Debit Adjustments page.

1. From the **Navigator**, click **Supplier Channel Management** under Order Management.
2. On the Manage Supplier Programs page, from the **Tasks** panel, click **Manage Supplier Ship and Debit Adjustments**. The Manage Supplier Ship and Debit Adjustments page opens as a new tab.
3. Click the **Add Row** icon to create a new adjustment.
4. Enter the business unit for your adjustment.

   Note: You can see only those business units that are assigned to you.

5. Select a program from the list of active programs. You can see the program's supplier site while selecting it.
6. Select an invoice. You can see the invoices from the business unit you selected in the list.
7. Select the invoice line of the invoice that should be adjusted. The details associated with the item in the invoice line, like order, fulfillment line, item, currency and so on, are automatically populated.

   You can also specify the supplier item in the adjustment. Use the **Invoice Line** list or **Supplier Item** list to select the supplier item.
8. Select the adjustment type from the drop-down list. The **Adjustment Reason** is populated with the default set for the adjustment type. You can update this field if required.

9. Enter the amount to be adjusted in the **Amount** field.

   > **Note:** A green up arrow next to the amount indicates an increased earned adjustment type. A red arrow indicates a decreased earned adjustment type.

10. Enter values for the remaining fields if required.
11. Click **Save**. The adjustment is created and the Manage Supplier Ship and Debit Adjustments page is refreshed with the new adjustment number.

    > **Note:** You can't edit or delete the adjustment after clicking Save.

12. To process your accrual adjustment, while scheduling the **Generate Supplier Claims** process, select the adjustment type of your adjustment from the **Adjustment Type** drop-down list.

Related Topics
- How Supplier Accruals are Accounted
- How Supplier Claims Are Processed

View Adjustments in Supplier Ship and Debit

You can view your manual adjustments from the Manage Supplier Ship and Debit Adjustments page.

- Search for an adjustment based on adjustment number, order number, or supplier site. You can create saved searches and select one of them as your default search option. Keyword and search filters must both apply.
- Click **Show Filters** to see the available filters.
- Select any row and click the **Duplicate** icon to create a duplicate of the row. The duplicate row copies these attributes: Business Unit, Program, Supplier Site, and Invoice.
- Select the **Export to Excel** icon to export the filtered adjustments to a spreadsheet.
  - If the number of adjustment lines is less than or equal to 500, then the spreadsheet is available immediately, and is directly downloaded by your browser.
  - If the number of lines is greater than 500, then the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

Create Sales Orders with Channel Incentives

How Supplier Ship and Debit Programs are Applied on Sales Orders

Supplier ship and debit programs are applied as incentives to order lines while creating or revising sales orders.

Attributes of the sales order, such as customer or item, are compared against the program, market, and product rules to determine which channel incentive programs can be applied. You can select one or more programs from the list of eligible programs and apply them to the order line.

- Channel ship and debit programs can be defined as automatic or manual based on your program type.

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- A channel program defined as manual must be manually applied to the order line. A channel program defined as automatic is automatically applied to the order line.

How to Manage Incentives Applied to an Item

To manage the incentives applied to an item:

1. Select the order line, and click **Actions** > **Manage Incentives**.
2. In the Manage Incentives dialog box, you can see the automatic programs already applied to the order line. Click **Decline** to remove these from the order line. You can add them back later, if required.
3. You can add manual programs that are eligible to be applied to the order line by clicking **Add Incentives** and selecting the manual program.
4. Click **OK**.
5. To see the program accruals for an order line, click the amount on the order line.

After you submit and invoice the order, the program incentives that were applied to the order lines become eligible for accrual creation.

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

Standard Items, ATO, PTO, and Kits

Channel programs can be applied to standard items, ATO, PTO, and kits. For configured items, channel programs can be applied to the model item or option item, but not to included items or option classes. You won't see a Manage Incentives action on the main lines table for the model or kit parent, but instead you must navigate to the Components page to view and update them.

1. Click the **More** link on the main sales order page to open the Components page.
2. Open the **Action** menu on any line to see the Manage Incentives action on appropriate order lines. Here you can view, decline, add manual, and remove incentives, similar to the standard items.

Channel programs can also be applied to return lines which aren't referenced. For referenced returns, order management copies the incentive programs from the original order on the return line to facilitate adjustment of the accruals, but won't apply new incentive programs.

Related Topics
- Create Sales Orders
- Manage Channel Programs on Sales Orders

6 Manage Supplier Claims

Overview of Claims

Claims processing is used to initiate the relief of existing accruals. After the shipment of the channel program related inventory, the accrual is earned and may be claimed by the distributor. Channel claims manages the processing and settlement of these claims.

> **Note:** Claim analysts are assigned to business units. This and the Supplier Channel Manager role enables them to manage any claim in an assigned business unit.

The Manage Claims page summarizes all the claims from the business units you have access to.

1. From the **Navigator**, click **Supplier Channel Management** under Order Management or Procurement.
2. On the Manage Supplier Programs page, from the **Tasks** panel, click **Manage Claims**.

   On the Manage Claims page, you can search for claims directly, or with multiple parameters using filters. You can create saved searches and select one of them as your default search option. Keyword and search filters both apply while performing a search. You can create saved searches and select one of them as your default search option. Use the **Export to Excel** icon to export the filtered claims to a spreadsheet.

   - If the number of rows is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.
   - If the number of rows is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.
3. Click the claim number to navigate to the page containing all the details pertaining to that claim.

Supplier claims are generated and not manually compiled. While reviewing an open claim, an analyst can:

- Remove an accrual, and
- Optionally have the application generate the reversal adjustment
- Cancel a claim
- Submit a claim

## Key Features

Claim Statuses

Use claim statuses to monitor your claims. Each status indicates the progress of the claim from creation to settlement.

A user status can be assigned to each of the claim system status to further track the progress of the claim, based on your business practices.

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Status	What Happens to the Claim
Open	New claim
Approval Pending	Claim research is complete, with corresponding claim reason applied. The claim analyst has submitted the claim for approval, but isn't yet approved.
Approval Rejected	Claim is rejected internally.
Settlement Pending	Claim has been submitted and is pending settlement.
Settled	Claim has been updated with settlement details in the Settlement tab including: • Settlement documents • Payment instruments
Canceled	Claim is canceled by the claims analyst. This action is irreversible.

Status Transitions for Claims

The following figure shows the status transitions that can happen in a claim.

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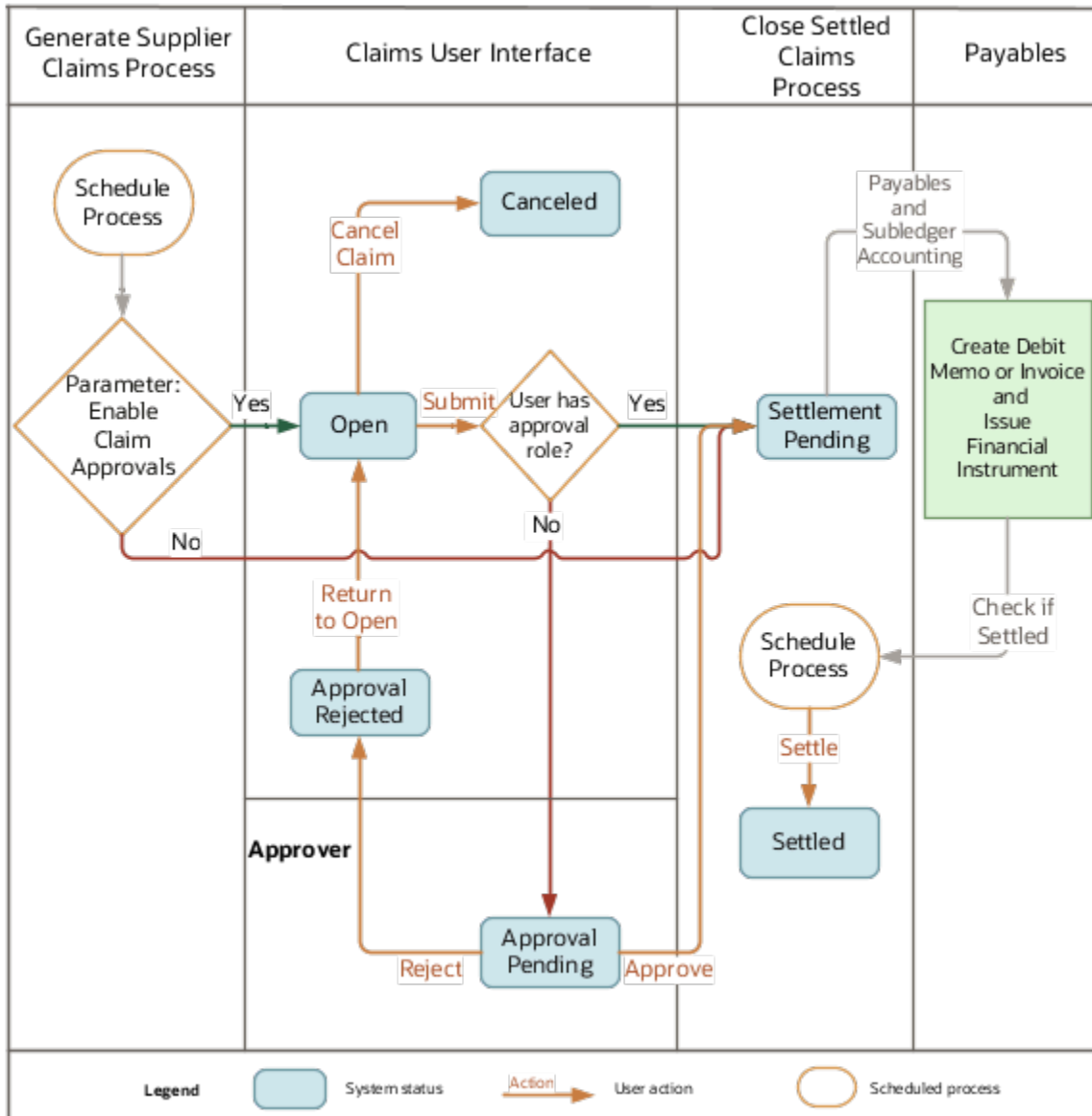
User Action and Status Transitions

User Action	Source System Status	Target System Status
Submit	Open	Approval Pending
Cancel Claim	Open	Canceled
Approve	Approval Pending	Settlement Pending
Reject	Approval Pending	Approval Rejected
Return to Open	Approval Rejected	Open

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User Action	Source System Status	Target System Status

Related Topics
- How Supplier Claims Work

Elements of a Claim

Here you can view and manage the details of your in-progress and settled claims.

You can see details of your claims in the following tabs. Examine the:

- General tab for claim details
- Lines tab for program and item subtotals
- Accruals tab for supporting details and accruals
- Settlement tab for settlement documents and payment instruments

General Tab

You can review and manage claim details from the General tab of your claim.

Field	Description
Supplier Site	The supplier and site for which the program accrual is being claimed.
Business Unit	Business unit of the generated claim is based on the business unit of the supplier site.
Status	Configured user statuses for a given system status of a claim.
Accounting Date	The date used to post to General Ledger. Must be in an open accounting period. • Editable in Open status. • Read only in the claims pages after the Open status. **Note:** If a period is closed after a claim has been submitted but not posted, then use the Sweep Channel Transaction Accounting Events scheduled process to update the accounting date of the claim to an open period.
Owner	The user to whom the claim is assigned.
Claim Type	Configured claim types.
Claim Reason	Configured claim reasons.

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Field	Description
DFF	Configured descriptive flexfields.
Resolved By	The user who submitted the claim for approval.
Approved By	The user who approved the claim internally.
Approved Date	Date when the claim was internally approved.
Settlement Date	Date when the debit memo or invoice is created in Payables.

Lines Tab

Use the Lines tab to expand the hierarchy of the claim or use **Find Item** to see the program and item subtotals. Drill down to specific program items to see supporting details and accruals. This tab provides an approver with an overview of a claim. The claim is summarized by program and item. The value of accruals from manual adjustments versus that from sales order lines is highlighted for easy review.

You can export the claim lines to a spreadsheet using the **Export to Excel** icon.

- If the number of rows is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.

- If the number of rows is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

How claims are pushed to Payables

These claim lines are available in Payables as debit memo lines or invoice lines, and are at a program and item level.

Accruals Tab

View the settlement document and related payment instruments using the Accruals tab. Search and review accruals in support of the claim. You can selectively remove and reverse accruals. A claim must provide suppliers with supporting details or accruals to back it up.

- Use Query by Example to identify specific accruals.

- You can export the filtered accruals to a spreadsheet using the **Export to Excel** icon. If the number of rows is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser. If the number of rows is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

- If you have invoices or accruals that you don't want to claim yet, you can select one or many individual accruals to remove them from the claim.

- For various reasons, you may want to remove specific accruals from a claim. For example, it has come to your attention that a particular shipment is under contention and you want to claim that next month. In that case, you can remove the accruals related to that shipment from the claim.

- If a program was activated too early or for some reason an accrual is invalid, you can remove them and automatically generate the reversal adjustments. To do this, your role must allow you to create adjustments.

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- If you remove all the supporting details and accruals, then the claim is automatically canceled.

Settlement Tab

The Settlement tab becomes available after the **Close Supplier Claims** process is run for the claim. It contains payment-related details for the claim.

Dates in a Claim

This table describes the important dates in a claim.

Date	Description
Claim Date	Date when the claim is created.
Resolved Date	Date when the claim is resolved and submitted for approval. The **Enable Claims Approval** parameter of the **Generate Supplier Claims** scheduled process determines if: • The claim should be resolved by a claim analyst • Or it should skip any approvals or user intervention and go straight to the Settlement Pending stage.
Approved Date	Date when the claim is approved.
Settlement Date	Date when the debit memo or invoice is created in Payables.

Generate Supplier Claims

Generate Supplier Claims

Claims can be generated in either of the following two statuses based on the parameter **Enable Claim Approvals** in the **Generate Supplier Claims** process.

- Settlement Pending (where approvals or claim analyst intervention isn't required)
- Open

When Approvals and Analyst Review isn't Required

Claims are immediately pushed to Payables and the status of the claim is Settlement Pending. Debit memos can be applied immediately.

How to Assign a Claim Owner

In businesses where millions of dollars can be held in claims, accurate ownership and reduced claim aging is critical to financial health. The supplier channel claims can often represent a distributor's profit margin.

A claim owner is responsible for processing a claim. You can assign claim owners using the following methods. The claims are assigned based on the given order of precedence.

Precedence	Method	Explanation
1	**Generate Supplier Claims** scheduled process, using the optional parameter **Claim Owner**.	Assign an owner while generating a supplier claim. This overrides all the other methods.
2	In the Supplier Trade Profile page, using the optional field **Default Claim Owner**.	Define an owner for a given supplier site in the Supplier Trade Profile page.
3	**Generate Supplier Claims** scheduled process: • The optional parameter **Claim Owner** isn't set, and • The optional parameter **Enable Claim Approvals** is selected as **Yes**.	After the process completes successfully: • The claims created have the field **Owner** as **Unassigned**. Claim supervisors can manually assign an owner using the Manage Claims page, or from the page containing the claim details. • If the **Enable Claim Approvals** parameter is selected as **No**, the claim is directly created in the Settlement Pending status. The **Owner** field is updated with the user who scheduled the process.

Mass Assign Supplier Claims

The claims supervisor can assign multiple claims to a single owner.

1. Navigate to the Manage Claims page.
2. Filter and select the claims for which you want to reassign the ownership.
3. From the **Actions** menu, select **Assign Claims**.
4. The Assign Selected Claims To dialog box opens. Select the owner from the **Owner** list.
5. Click **OK**.

Review Open Claims

Claims created in this status must be reviewed and approved. After approval, the claims are processed for payment.

Submit Open Claims for Approval

Users with appropriate roles to manage supplier claims can submit open claims for review and approval.

1. To view a claim, from the Manage Claims page, click its **Claim Number** link. The claim opens in a new tab.
2. From the **Actions** drop-down button, click **Submit**.
3. The claim status updates to Approval Pending, awaiting approval.

Review Claims Without Approvers

If you want claim analysts to review claims, but don't require a separate internal approval, then assign claim approval roles to the user submitting the claim. Here the claims don't go through an approval cycle. On clicking **Submit**, it's automatically approved and moves into the Settlement Pending status.

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Approve Claims

A claim analyst with appropriate roles assigned can select the following options from the **Actions** drop-down button after analyzing each claim:

- Submit
- Cancel Claim
- Return to Open

A claim approver with appropriate roles assigned can select the following options from the **Actions** drop-down button:

- Approve
- Reject

> **Note:** You can't delete a claim.

Remove and Reverse Accruals from a Claim

You can remove earned accruals from an open claim and create manual adjustments reversing those accruals.

1. Navigate to the Accruals tab of the claim.
2. Select the accruals that you want to remove from the claim, and click the **Delete** icon. The Remove Accruals dialog box opens.
3. To create a manual adjustment to reverse the accruals:
   a. Select the **Reverse Accruals** checkbox.
   b. Provide the reason for removing the accruals in the **Comments** field.
   c. Select the **Requested Accounting Date**, if required.
   d. Select the adjustment type and adjustment reason for your adjustment.
      - If you're reversing positive accruals, provide a decreasing adjustment type and reason.
      - If you're reversing negative accruals, provide an increasing adjustment type and reason.

   > **Note:** To reverse accruals, your role must allow you to create adjustments. If your roles doesn't allow this, you won't see the **Reverse Accruals** checkbox.

4. Click **OK**.

Close Settled Claims

Claims are settled after payment is complete by running the **Close Settled Claims** scheduled process.

- After the process completes, a Settlement tab becomes available for the claim. This contains the financial instrument details used to settle the claim.
- The claim is updated to the Settled status.

Related Topics
- Close Settled Claims

Generate Claim Extract

You can export claim details, including the associated accruals and settlement details, to a spreadsheet.

To generate claim extracts:

1. On the Manage Claims page, select the claims for which you want the details extracted.
2. From the **Actions** menu, click **Generate Claim Extract**. The **Notifications** icon alerts you when the extract completes.
3. The **Export to Excel** icon under **Extract** becomes active for these claims, using which you can open each claim extract in a spreadsheet.

You can generate the claim extract more than once. The most recent version is accessible from the Extract link.

> **Note:** You can configure the predefined claim templates based on your business requirements in Oracle BI Publisher.

Related Topics
- Set Up Supplier Claim Extract

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7 Supplier Checkbook

Supplier Checkbook

You can use the supplier checkbook to track the incentives received from suppliers. Each business unit has a supplier checkbook view, which provides a financial overview of how much money is earned from supplier programs.

A checkbook provides a real time view into the financial health of the buy side channel business. You can see the total supplier incentives yet to be earned, already earned, are in the progress of claiming, have been paid, and the balance of available accruals.

The programs available in the supplier checkbook either:

- Have been active in the current year.
- Have a balance or in-progress amount greater than or less than zero.

Note: Checkbooks are always displayed in their ledger currencies.

How to Access the Supplier Checkbook

To access the supplier checkbook:

1. From the Navigator, click **Supplier Channel Management** under Order Management or Procurement.
2. On the Manage Supplier Programs page, from the **Tasks** panel, click **Supplier Checkbook**. The Supplier Checkbook page opens as a new tab.
3. From the **Business Unit** list, select a business unit. The list shows the business units you have access to.
4. These fields are available as part of the supplier checkbook:

Field	Description
Hierarchy	The supplier checkbook tree containing the supplier, supplier site, and program hierarchy.
Open	Potential incentives that are yet to be earned. For example, they may come from open receipts in supplier rebate programs. Not applicable for supplier ship and debit.
Earned	Earned accruals represents the supplier incentives earned.
In Progress	Represents the value of claims in Open, Approval Pending, and Approval Rejected system statuses.
Paid	Represents the supplier incentives collected by the distributor through Settlement Pending or Settled claims.

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Field	Description
Balance	Represents the remaining balance - the available supplier incentives yet to be claimed.

5. You can:
   - Find a checkbook for a single supplier or a single supplier site.
   - Set a supplier or supplier site as the top of the hierarchy. To do this, select **Show as Top** from the **View** menu or right-click > Show as Top.
   - Click the program name link to navigate to the Checkbook tab of the respective program.
   - Click the balance or earned amount links to navigate to the Checkbook tab > Earned Accruals subtab of the program.
   - Click the paid or in-progress amount links to navigate to the Checkbook tab > Claims subtab of the program.
   - Export the checkbook data to a spreadsheet using the **Export to Excel** icon.
     - If the number of rows is less than or equal to 500, the spreadsheet is available immediately, and is directly downloaded by your browser.
     - If the number of rows is greater than 500, the spreadsheet is generated in the background and becomes available in the Notifications area of the application.

8 Supplier Trade Profiles

Overview of Supplier Trade Profiles

A distributor deals with multiple suppliers. Each supplier site can optionally have their own preferences in how distributors want to process the supplier's programs and claims. Supplier trade profiles enable distributors to capture the preference of a supplier site and process the programs accordingly.

A supplier trade profile can be created for a unique combination of supplier, supplier site, and business unit.

The following sections explain the preferences available for each flow.

Supplier Rebate

You can set preferences for these attributes for your supplier rebate program:

- **Default Claim Owner**: This field captures the name of the claim owner.
- **Default Program Owner**: This field captures the name of the program owner and is applicable only for programs created by suppliers to aid the transition from supplier draft to draft status.

Supplier Annual Program

You can set preferences for these attributes for your supplier annual rebate programs:

- **Catalog**: This field captures the catalog created in Oracle Fusion Product Information Management, which is assigned to the supplier and used in the Supplier Annual Program.

  > **Note:** Catalogs can be added only at the supplier level, not at the site level.

  Hierarchical categories aren't supported. An item can only belong to a single category.

  > **Note:** Date effectivity is supported for the Item-Category association for annual programs.

- **Default Claim Owner**: This field captures the name of the claim owner.
- **Default Program Owner**: This field captures the name of the program owner and is applicable only for programs created by suppliers to aid the transition from supplier draft to draft status.

Supplier Ship and Debit

You can set your preferences for these attributes for your supplier ship and debit programs:

- **Grace Period in Days**: This field captures the number of days for which the program can be applied beyond the program end date. Grace days apply only to active programs (programs in the Active status). If a program is terminated prior to the end date or the extended end date (with grace period), then the program doesn't apply beyond the termination date. The maximum number of days for grace period is 9999.
  When a channel program is created for a supplier site having a supplier trade profile, the application considers the grace period value. Once this program is activated, the end date is extended after considering the grace

period. For example, if the program end date is 30-Sept-2019, and the grace period in days for the supplier site in the trade profile is 10 days, the channel program becomes eligible till 10-Oct-2019.

> **Note:** Grace period isn't applicable to end dates specified in market rules or product rules.

- **Process Accruals for Returns**: Return Material Authorization (RMA) orders provide permission from the supplier for the customer to return inventory for credit, replacement, or repair. If this attribute is selected as Yes, then accruals are generated and processed for RMA orders. The default value is No. This is applicable only to supplier ship and debit.

  When channel programs for supplier sites with trade profiles set for processing accruals for returns are applied on RMA orders, accruals can be generated and processed for these orders using the Create Accruals scheduled process.

  - If the attribute **Process Accruals for Returns** is set to yes, then negative accruals are processed by the **Create Accruals** scheduled process, and are included in the next claim.
  - If set to no, then the **Create Accruals** scheduled process doesn't generate accruals for the RMA order.

- **Default Claim Owner**: This field captures the name of the claim owner.

- **Default Program Owner**: This field captures the name of the program owner and is applicable only for programs created by suppliers to aid the transition from supplier draft to draft status.

Create Supplier Trade Profiles

You can create supplier trade profiles from the Manage Supplier Trade Profiles page.

A supplier trade profile is optional for a supplier site. If the trade profile is available for a supplier site, actions of the supplier programs and claims for that supplier site is based on the profile setup.

How to Create Supplier Trade Profile

1. From the Navigator, click **Supplier Channel Management** under Order Management or Procurement.
2. On the Manage Supplier Programs page, from the **Tasks** panel, click **Manage Supplier Trade Profiles**. The Manage Supplier Trade Profiles page opens as a new tab.
3. Click the **Add Row** icon to create a new trade profile for your supplier.
4. From the **Business Unit** drop-down list, select your business unit.
5. From the **Supplier** list, select the supplier for which you're setting up the trade profile.
6. From the **Site** list, select the supplier's site for which you're setting up the trade profile.
7. From the **Default Claim Owner** list, select the user who should be assigned by default to claims created for this supplier's site.
8. For supplier annual programs:

   To use categories defined in Product Information Management in your volume rules, you must add the catalog to which they belong in the supplier's trade profile. From the **Catalog** list, select the catalog.

   > **Note:** Catalogs can be added only at the supplier level, not at the site level.

9. For supplier ship and debit programs:
   - If you're using a grace period, enter the number of days in the **Grace Period in Days** field.

       ◦ To process RMA orders, select the **Process Accruals for Returns** checkbox.

   10. Click **Save**.

> **Note:** You can create, view, and update a supplier trade profile. You can disable, but not delete them.

Related Topics
- Best Practice Considerations
- How Catalogs Work Together

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9   Buy Side: Manage Channel Operations

Overview of Buy 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.

Supplier Rebate

Business Process	Scheduled Process Name
Schedule the loading of transactions into Channel	*Load Transactions*
Schedule the mass creation of accruals for a channel batch.	*Create Accruals for Channel Batch*
Schedule the accounting of channel accruals and relief of accruals to General Ledger.	*Subledger Accounting: Create Accounting*
Schedule the clean up of unprocessed accounting events for channel transactions.	*Sweep Channel Transaction Accounting Events*
Schedule the generation of supplier claims.	*Generate Supplier Claims*
Schedule the closure of settled claims.	*Close Settled Claims*

Supplier Annual Program

Business Process	Scheduled Process Name
Schedule the mass creation of accruals for volume programs	*Create Accruals for Volume Programs*
Schedule the accounting of channel accruals and relief of accruals to General Ledger.	*Subledger Accounting: Create Accounting*
Schedule the clean up of unprocessed accounting events for channel transactions.	*Sweep Channel Transaction Accounting Events*

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Business Process	Scheduled Process Name
Schedule the generation of supplier claims.	*Generate Supplier Claims*
Schedule the closure of settled claims.	*Close Settled Claims*

Supplier Ship and Debit

Business Process	Scheduled Process Name
Schedule the mass creation of accruals.	*Create Accruals*
Schedule the accounting of channel accruals and relief of accruals to General Ledger.	*Subledger Accounting: Create Accounting*
Schedule the clean up of unprocessed accounting events for channel transactions.	*Sweep Channel Transaction Accounting Events*
Schedule the generation of supplier claims.	*Generate Supplier Claims*
Schedule the closure of settled claims.	*Close Settled Claims*

Related Topics

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

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

Channel Revenue Management integrates with Subledger Accounting to derive accounts to debit and credit. These are then posted to the 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**.

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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.

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.

Related Topics

- How Supplier Accruals are Accounted
- How You Submit Accounting Process

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