

Oracle® Channel Revenue Management

Implementation and Administration Guide

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Oracle Channel Revenue Management Implementation and Administration Guide, Release 12.2

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Contents

Send Us Your Comments

Preface

1 Introduction

The Channel Revenue Management Suite	1-1
Channel Rebate and Point-of-Sale Management.....	1-2
Supplier Ship and Debit.....	1-3
Price Protection.....	1-4
Accounts Receivable Deductions Settlement.....	1-5
Mapping Out the Order to Cash Process	1-6
Identifying Users.....	1-6
Determining Which Products to Implement.....	1-7
Testing Out a Basic Business Flow	1-7

2 Integration with Oracle E-Business Suite

Overview	2-1
Integrations Dependencies and Prerequisites	2-4
Mandatory Dependencies.....	2-4
Optional Dependencies.....	2-5
Flexfields	2-8
Setting Up Oracle Human Resources	2-9
Determining the HRMS Navigation Path.....	2-10
Creating Business Groups.....	2-10
Creating Organizations.....	2-11
Assigning the Security Profile.....	2-11

Adding a Legal Entity and Operating Unit	2-11
Creating A Business Unit.....	2-11
Assigning Multi-Org Responsibilities.....	2-11
Integrating with General Ledger via Subledger Accounting.....	2-13
Setting System Profile Options.....	2-15
Setting Up The Subledger Accounting Method (SLAM).....	2-16
Running Concurrent Programs.....	2-16
Setting Up General Ledger Accounts.....	2-17
Verifying General Ledger Periods.....	2-17
Verifying Sequence Assignment.....	2-18
Setting System Parameters.....	2-18
Setting Up Currency Conversion.....	2-20
Creating a Ledger.....	2-20
Integrating Oracle Receivables.....	2-20
Setting System Profile Options.....	2-21
Setting Up Defaults for Claims.....	2-22
Creating Transaction Types.....	2-22
Verifying Transaction Type Creation.....	2-23
Creating a Transaction Source for Claim-related Credit and Debit Memos.....	2-23
Creating and Verifying Aging Buckets for Claims and Deductions.....	2-24
Attaching Oracle Channel Revenue Management Requests.....	2-25
Setting Up Receivable Activity.....	2-25
Verifying Receivables System Options.....	2-26
Using Flexfields.....	2-27
Setting Up the Write-Off Limit.....	2-29
Mapping Invoice Reasons.....	2-29
Mapping Credit Memo Reasons.....	2-29
Procedure for Mapping Invoice Reasons.....	2-29
Auto Invoicing Grouping Rule.....	2-30
Integrating Oracle Payables.....	2-30
Creating a Source for Invoices.....	2-31
Verifying Payment Terms.....	2-31
Verifying Payables System Options.....	2-32
Setting Up Vendors and Vendor Sites.....	2-32
Integrating Advanced Pricing.....	2-32
Setting the QP: Source System Code Profile.....	2-32
Setting Profile Options for Oracle Channel Rebate and Point-of-Sale Management	2-33
Setting Promotional Limits.....	2-33
Using Pricing Formulas.....	2-34
Setting Up Oracle Order Management.....	2-34
Setting Up Transaction Types.....	2-35

Integrating Oracle Inventory	2-36
Oracle E-Business Tax Engine	2-37
Tax Classification Codes.....	2-37
Oracle E-Business Tax Error Messages.....	2-38

3 Implementing Channel Revenue Management

Overview	3-1
Enabling Multiple Organization Access	3-2
Understanding Multi-Org Needs.....	3-3
Setting the Multiple Organizations Profile.....	3-4
How Oracle Channel Revenue Management Uses Operating Units.....	3-5
Setting Up the Time Structure	3-6
Setting Profile Options.....	3-7
Updating the Time Structure.....	3-8
Setting up Calendars and Rates	3-8
Setting Up the Accounting Calendar.....	3-8
Setting Up a Calendar Type.....	3-9
Setting Up the Calendar.....	3-10
Assigning Usage to a Resource Group.....	3-10
Configuring User Profiles.....	3-11
Selecting Calendar Display Parameters.....	3-11
Updating Calendar Display.....	3-12
Setting Up Period Rates.....	3-12
Setting Up GL Daily Rates.....	3-12
Setting System Parameters	3-13
Updating Group Access.....	3-15
Creating Oracle Channel Revenue Management Users	3-15
Creating Users Procedure.....	3-15
Creating Resources.....	3-16
Importing the Employee as a Resource.....	3-16
Creating the Implementation User.....	3-17
Assigning a Default Responsibility.....	3-18
Creating Custom Responsibilities.....	3-18
Using Roles and Groups for Access.....	3-19
Accessing the Customer and Administration Tabs.....	3-19
Updating Group Access.....	3-20
Performing Basic Setups	3-20
Creating Activities.....	3-21
Procedure.....	3-21
Creating Marketing Mediums.....	3-22

Creating and Verifying Categories.....	3-22
Creating Thresholds.....	3-23
Creating Custom Setups.....	3-23
Setting up Rules.....	3-26
Creating Mandatory Rules.....	3-26
Creating Locking Rules.....	3-26
Creating Approval Rules.....	3-27
Creating User Statuses.....	3-28
Creating Role Types.....	3-29
Creating Default Approver Roles.....	3-30
Viewing Approval Profiles	3-31
Using the Create Approval Rule Procedure.....	3-31
Assigning Approvers.....	3-32
Configuring Product Options.....	3-32
Creating a New Template.....	3-33
Setting Up the New Template.....	3-33
Selecting Product Attributes in Seeded Product Templates.....	3-33
Setting Up Customers and Buying Groups.....	3-34
Creating Customer Classifications.....	3-34
Defining Customer Relationships.....	3-34
Setting Up Related Customer Accounts.....	3-34
Setting Up Customer Trade Profiles.....	3-34
Creating Buying Groups.....	3-35
Implementing and Verifying Oracle CRM Application Components.....	3-36
Setting Up Resource Manager.....	3-37
Setting Up Territory Manager.....	3-37
Setting Up Territory Types.....	3-38
Setting Up Territories for Budgets.....	3-38
Setting Up Territories for Claim Owner Assignment.....	3-38
Running Concurrent Processes.....	3-38
Setting Up Task Manager.....	3-39
Setting Up Note Types.....	3-40
Creating Customized Note Types.....	3-40
Associating a Note with Channel Revenue Management Objects.....	3-40

4 Implementing Profile Options, Lookups, and Concurrent Programs

Setting Profile Options.....	4-1
Profile Option Categorization.....	4-2
Before You Begin.....	4-2
Profile Options for Security Setup	4-2

Profile Option for Compatibility.....	4-3
Lookups	4-3
Creating New Lookup Types.....	4-4
User Level Lookups.....	4-4
Extensible Access Level Lookups.....	4-5
Concurrent Programs	4-7
Additional Concurrent Programs.....	4-7

Index

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- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
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If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

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

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Preface

Intended Audience

Welcome to Release 12.2 of the *Oracle Channel Revenue Management Implementation and Administration Guide*.

See Related Information Sources on page xii for more Oracle E-Business Suite product information.

Documentation Accessibility

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

Access to Oracle Support

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

Structure

- 1 Introduction
- 2 Integration with Oracle E-Business Suite
- 3 Implementing Channel Revenue Management
- 4 Implementing Profile Options, Lookups, and Concurrent Programs

Related Information Sources

Integration Repository

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

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

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

Online Documentation

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

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF documentation for your product with each release. The Oracle E-Business Suite Documentation Library is also available on My Oracle Support and is updated frequently
- **Online Help** - Online help patches (HTML) are available on My Oracle Support.
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.
- **Oracle Electronic Technical Reference Manual** - The Oracle Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for each Oracle E-Business Suite product. This information helps you convert data from your existing applications and integrate Oracle E-Business Suite data with non-Oracle applications, and write custom reports for Oracle E-Business Suite products. The Oracle eTRM is available on My Oracle Support.

Guides Related to All Products

Oracle E-Business Suite User's Guide

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

user profiles, as well as running and reviewing concurrent programs.

You can access this guide online by choosing "Getting Started with Oracle Applications" from any Oracle E-Business Suite product help file.

Guides Related to This Product

Oracle Advanced Pricing User's Guide

Oracle Advanced Pricing calculates prices including promotional prices for Oracle Order Management and other Oracle Applications based on pricing rules, pricing relationships, item hierarchies, usage brackets, and deals and promotions.

Oracle General Ledger User's Guide

This guide provides you with information on how to use Oracle General Ledger. Use this guide to learn how to create and maintain ledgers, ledger currencies, budgets, and journal entries. This guide also includes information about running financial reports.

Oracle Inventory User's Guide

This guide enables you to configure the Oracle Inventory structure to best represent your company's inventory sites and business units after you have defined your required ledger and key flexfields. You can also learn about centralized and decentralized inventory structures, and controls and reference options for using and maintaining inventory items such as categories, commodity codes, attributes, statuses, relationships, and picking rules.

Oracle Order Management Implementation Manual

This guide describes how to set up Order Management transaction types, assign workflows and order numbering sequence to them. It enables you to implement basic pricing component such as price lists, formulas, agreements, and modifiers. You can also define default values for basic shipping information such as units of measurement, pick release criteria and rules, weight and volume calculations for freight charges, and delivery grouping rules. This guide also describes how to set up required and other integrated applications based on your business needs. For example, you set up Oracle Advanced Planning and Scheduling (APS) and Oracle Inventory to provide scheduling of shipment and reservation of on-hand inventory to sales order lines. You set up Oracle Purchasing if your business supports drop shipments, or Oracle Bills of Material and Oracle Configurator if you sell models and kits. You can also learn how to set up the Configure-to-Order (CTO) process that enables you to define a possibly unique item, build the item using Oracle's Manufacturing Applications Suite, and process the item as if it were a standard item through the shipping and invoicing activities. This guide also describes how to set up the Assemble-to-Order (ATO) and the Pick-to-Order (PTO) processes.

Oracle Partner Management Implementation and Administration Guide

Oracle Partner Management enables vendors to recruit and motivate partners to sell products. You can implement partner dashboards for partners to manage their activities and channel manager dashboards for vendors to manage and monitor partner activities and performance. You can also create partner profiles, set up partner activities, and create partner programs to help train partners and provide incentives and benefits.

Oracle Payables Implementation Guide

This guide provides you with information on how to implement Oracle Payables. Use this guide to understand the implementation steps required for how to set up suppliers, payments, accounting, and tax.

Oracle Receivables User Guide

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

Oracle Channel Rebate and Point-of-Sale Management User Guide

Oracle Channel Rebate and Point of Sales Management enables suppliers to manage their product inventory and prices, create budgets for customer and partner rebates, offers, and incentives, and enlist the help of channel partners such as distributors and retailers to manage execution of these offers at the points of sale in the channel. This guide describes how to use the Account Manager Dashboard to manage products and price lists, create and manage budgets, quotas, and offers, and plan and manage customer accounts.

Oracle Trading Community Architecture Administration Guide

This guide enables you to define entities in the TCA Registry, create relationships, search, prevent duplication, and control access. In addition, you can use this guide to define time zones and phone formats, configure adapters for the processing of data in the TCA Registry, define sources that provide data for specific entities, and create user-defined attributes to extend the registry. You can administer these TCA tools and features from the Administration tab using the Trading Community Manager responsibility. This tab is also available in Oracle Customers Online and Oracle Customer Data Librarian.

Installation and System Administration

Oracle Alert User's Guide

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

Oracle E-Business Suite Concepts

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

Oracle E-Business Suite CRM System Administrator's Guide

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

Oracle E-Business Suite Developer's Guide

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

Oracle E-Business Suite Installation Guide: Using Rapid Install

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

Oracle E-Business Suite Maintenance Guide

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

Oracle E-Business Suite Security Guide

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

Oracle E-Business Suite Setup Guide

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

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

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

Other Implementation Documentation

Oracle Approvals Management Implementation Guide

This guide describes transaction attributes, conditions, actions, and approver groups that you can use to define approval rules for your business. These rules govern the process for approving transactions in an integrated Oracle application. You can define approvals by job, supervisor hierarchy, positions, or by lists of individuals created either at the time you set up the approval rule or generated dynamically when the rule is invoked. You can learn how to link different approval methods together and how to run approval processes in parallel to shorten transaction approval process time.

Oracle Diagnostics Framework User's Guide

This guide contains information on implementing, administering, and developing diagnostics tests for Oracle E-Business Suite using the Oracle Diagnostics Framework.

Oracle E-Business Suite Flexfields Guide

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

Oracle E-Business Suite Integrated SOA Gateway Implementation Guide

This guide explains the details of how integration repository administrators can manage and administer the entire service enablement process based on the service-oriented architecture (SOA) for both native packaged public integration interfaces and composite services - BPEL type. It also describes how to invoke Web services from Oracle E-Business Suite by working with Oracle Workflow Business Event System, manage Web service security, and monitor SOAP messages.

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

This guide describes how users can browse and view the integration interface definitions and services that reside in Oracle Integration Repository.

Oracle E-Business Suite Multiple Organizations Implementation Guide

This guide describes how to set up multiple organizations and the relationships among them in a single installation of an Oracle E-Business Suite product such that transactions flow smoothly through and among organizations that can be ledgers, business groups, legal entities, operating units, or inventory organizations. You can use this guide to assign operating units to a security profile and assign this profile to responsibilities such that a user can access data for multiple operating units from a single responsibility. In addition, this guide describes how to set up reporting to generate reports at different levels and for different contexts. Reporting levels can be ledger or operating unit while reporting context is a named entity in the selected reporting level.

Oracle e-Commerce Gateway Implementation Guide

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

Oracle e-Commerce Gateway User's Guide

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

Oracle iSetup User's Guide

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

Oracle Product Hub Implementation Guide

This guide explains how to set up hierarchies of items using catalogs and catalog categories and then to create user-defined attributes to capture all of the detailed information (such as cost information) about an object (such as an item or change order). It also explains how to set up optional features used in specific business cases; choose which features meet your business' needs. Finally, the guide explains the set up steps required to link to third party and legacy applications, then synchronize and enrich the data in a master product information repository.

Oracle Product Hub User's Guide

This guide explains how to centrally manage item information across an enterprise, focusing on product data consolidation and quality. The item information managed includes item attributes, categorization, organizations, suppliers, multilevel structures/bills of material, packaging, changes, attachments, and reporting.

Oracle Web Applications Desktop Integrator Implementation and Administration Guide

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

Oracle Workflow Administrator's Guide

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

Oracle Workflow Developer's Guide

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

Oracle Workflow User's Guide

This guide describes how Oracle E-Business Suite users can view and respond to workflow notifications and monitor the progress of their workflow processes.

Oracle XML Gateway User's Guide

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

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

Oracle XML Publisher Administration and Developer's Guide

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

Oracle XML Publisher Report Designer's Guide

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

Training and Support

Training

Oracle offers a complete set of training courses to help you master your product and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may

want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep your product working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle **STRONGLY RECOMMENDS** that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

Introduction

This chapter covers the following topics:

- The Channel Revenue Management Suite
- Mapping Out the Order to Cash Process
- Testing Out a Basic Business Flow

The Channel Revenue Management Suite

The Oracle Channel Revenue Management suite of products supports the iterative selling model for companies that regularly sell goods to more or less the same customers such as companies operating in consumer goods or life sciences.

Large manufacturing companies that operate in Business-to-Business (B2B), Business-to-Customer (B2C), or Business-to-Business-to Customer (B2B2C), modes can use Oracle Channel Revenue Management to efficiently plan, promote, execute, and manage the order to cash process for improved sales and return on investment (ROI), and reduced loss in revenue.

Products in the Oracle Channel Revenue Management suite support features that enable:

- Suppliers to manage trade funds, maximize trade promotion profitability, and successfully execute and track trade promotion activities through direct and point-of-sale channels.
- Distributors to sell products at a lower price and claim loss of value on on-hand inventory or profits.
- The protection of distributors and retailers against loss of value on on-hand inventory when suppliers lower prices.
- Suppliers to minimize claim and deduction costs.

Channel Rebate and Point-of-Sale Management

Channel Rebate and Point of Sales Management enables large manufacturing organizations with sales activities that span many territories and regions and that use a widespread sales channel comprising distributors, retailers, and partners plan, manage, and track their sales and distribution activities more efficiently. Before planning for sales activities, they can analyze and set targets for the current year, as well as plan the products and territories to target.

Channel Rebate and Point of Sales Management uses the following tools to maximize sales and profitability.

- **Quota Allocation:** Manufacturing companies use this and the sales figures of previous years to create and allocate quotas. Sales Management defines markets and products that sales teams must focus on.
- **Budget Management:** This provides access to historical sales and pricing information, which you can use to plan for efficient and cohesive budgeting and financial processing. It eliminates wasteful spending and ensures trade funding is allocated and utilized as intended. You can plan and track fund usage, and ensure that resources are deployed effectively. It can source funds from budgets in Channel Rebate and Point of Sales Management to support special pricing, soft funds, and referral compensation requests that are created in Oracle Partner Management.
- **Trade Planning and Offers:** This helps promote trade by encouraging customers to buy more while simultaneously generating more revenue. Through discounts and offers, organizations can achieve sales targets and gain competitive advantages. You can create different kinds of offers depending on the requirements and the results you want to achieve. You can associate offers with products or campaigns, predict the performance of new offers, create adjustments on active offers, and track and monitor costs and revenues for active offers.
- **Account Manager Dashboard:** This serves as a starting point for sales activities, and a central point of access for real-time information on reports, and statistics. It includes customer reports and statistics that you can use to organize resources and help them reach their targets.
- **Point-of-Sale Management:** This enables organizations to validate payment requests and manage and track funds when trade promotion activities are executed indirectly through retailers and wholesalers. This includes:
 - **Chargebacks:** These are claims that distributors submit to suppliers to recover the loss of value on on-hand inventory that they incur as a result of honoring price agreements that manufacturers have with customers or retailers.
 - **Third Party Accruals:** These are claims that retailers or end customers submit to

suppliers when they must buy from distributors at a price higher than that of the price agreement between them and the supplier.

- **Special Pricing Requests:** These are funds that the distributor or partner requests from the supplier to help promote sales such as a special price or discount for disposing existing inventory, meeting a competitor's price, or winning a deal for an existing customer.
- **Soft Funds:** These are funds that the supplier gives retailers and distributors for the trade promotions that they execute for the supplier organization.
- **Referral Management:** These are incentives that suppliers pay retailers or distributors who refer business prospects, leads, or opportunities.

Supplier Ship and Debit

Supplier Ship and Debit enables distributors to sell products to specific customers at a price that is below the distributor acquisition costs or the expected margin on the product and claim loss of value on their inventory from the supplier. A distributor may lower prices to help meet competitor bids, gain a foothold into new accounts, or move excess or unsold inventory.

The key components of this product are as follows.

- **Supplier Trade Profile:** This trade profile captures supplier preferences and attributes for the approval and claim settlement processes. For example, your supplier may prefer you to auto debit instead of submitting a batch and seeking approval for claimed amounts. Your supplier may also have preferences on frequency of batch creation, the quantity and amount limits on an offer, and claim computation and approval communication methods.
- **Supplier Ship and Debit Request:** This is a request that the distributor raises for the new lower price. If the supplier approves the request, an accrual offer is created between supplier and distributor and sales made against this offer.
- **Internal Ship and Debit Request:** This is a request that follows an original supplier ship and debit request for the new lower price that the supplier declined to approve. If the distributor nevertheless decides to go ahead with the new lower price, the distributor raises this request to track the accrual or claim amount from the sales against the accrual offer that the distributor must absorb and account for.
- **Supplier Ship and Debit Batch:** This is a batch of ship and debit requests approved by the supplier that the distributor generates after shipping products to customers at the new prices and calculating accruals. The purpose of this ship and debit batch is to obtain supplier approval on claim amounts before debiting the supplier for these amounts.

- **Supplier Debit Claim:** This claim is created for accrual lines in a batch that the supplier approves. For rejected accrual lines, an internal ship and debit claim is created. The supplier claim is closed out on posting of a debit memo in Oracle Payables for the supplier for the total of all approved lines. Internal requests have no supplier debits; accruals are settled by relieving liability and booking the expense to the appropriate distributor GL account.

Price Protection

Price protection agreements between distributors and retailers and between distributors and suppliers allow distributors and retailers to claim loss of value on on-hand inventory when the supplier decides to drop the price on a product. The distributor claims price protection refund from the supplier whereas the retailer claims the refund from the distributor.

The key components of this product are as follows.

- **Trade Profiles:** If distributors and retailers are covered for losses on inventory by a price protection agreement, the retailer submits a credit claim to the distributor and the distributor submits a debit claim to the supplier. To capture preferences and attributes for the processing and settlement of price protection claims, you define trade profiles for the customer in the case of a credit claim and for the supplier in the case of a debit claim.
- **Default Price Protection Claim Accounts:** These accounts are used for cost adjustment, accrual, and contra-liability when performing accounting for price protection claims. These default accounts are part of system parameter defaults that you set for Price Protection.
- **Price Protection Transactions:** These are transactions that the distributor creates using the Price Protection Dashboard to obtain supplier approval for updates to price lists and purchase orders. These transactions provide inventory details, price changes, and adjustments.
- **Supplier Claims:** These are debit claims on distributor inventory that are generated when the effective date of the price protection transaction is equal to or prior to the system date. The claim includes covered distributor on-hand and in-transit inventory information for the supplier by product and by price drop. If the last refresh of the concurrent job for the inventory calculation has not occurred on the effective date, then you receive a warning and the application triggers the calculate process.
- **Customer Claims:** These are credit claims that end customers submit on their on-hand inventory to the distributor and the distributor in turn, submits a debit claim to the supplier or a supplier claim. All such customer claims are consolidated and passed on to the supplier with basic details that include customer, product, covered inventory, and claimed amounts. Settlement of such claims result in the

issue of a credit memo to the retailer and a debit memo to the supplier.

Accounts Receivable Deductions Settlement

Customers raise claims or take deductions for many reasons, for example, claiming compensation for damaged goods, shipping delays, invoice errors, or for promotional accruals for which they are eligible. Distributors raise supplier ship and debit claims to compensate for the loss incurred on sales to end customers when compelled to drop prices. Distributors and retailers raise price protection claims to compensate for the loss in on-hand inventory value or loss incurred on inbound price lists and outstanding purchase orders when vendors decide to reduce the price of their products.

The key components of this product are as follows.

- **System Parameter Defaults:** You can set defaults for accounting, claim source, settlement methods, payment frequencies, pay over earning thresholds, write-off thresholds for deductions and overpayments, and preferences for channel rebate and point of sales and price protection.
- **Trade Profiles:** You use the customer trade profile to define customer preferences on each bill-to site for payments on accrual reimbursements, unearned offer accruals, batch and line tolerances, and code conversion. Similarly, you use the supplier trade profile to define supplier preferences on accrual reimbursements such as payment frequency, offer limits, communication methods, batch and line tolerances, and code conversion.
- **Claim Transactions:** These are records created by other Oracle applications in Channel Revenue Management for deductions or overpayments that a customer makes. For example, a claim transaction can be a chargeback transaction created by Oracle Receivables or an RMA transaction for return of materials created by Order Management. Once created, you can view, investigate and settle these claims.
- **Earnings Association:** These are earnings accrued in the checkbook on an offer that you associate with a promotional claim line. You can set thresholds for earnings and approval rules that check against these thresholds.
- **Assignment and Approval:** Claim transactions are assigned to an owner, automatically using the Auto Assign Owner feature whenever a claim is created, by claim territory, manually using the Assignment API or by the defined system parameter default. Claim owners are responsible for settling claims and resolving disputes, if any. After a claim is created, you submit it for approval. Claim approval rules that you define determine the approval flow. You can set approval rules for earnings or sales on an offer, for offer performance requirement such as value or quantity ordered, and for claim amounts.
- **Research:** You can use various claim reports to view claims and claim details, view them by age and by customer, and investigate their settlement history. These

reports help you validate claims that are genuine, mark those that are duplicate and those eligible for write-off, and make decisions based on their origin on splitting a claim into separate ones for easier settlement.

- **Settlement:** Settlement methods are determined by the claim type, transaction type, claimant and payee, and payment type, if promotional, non-promotional, overpayment, or overcharged. If you specify payout methods for an offer during offer creation, then you can use Autopay to automatically settle claims on these offers. You can also use Mass Settlement to settle overpayments, net multiple deductions, and specify multiple settlement methods per claim. Additionally, customer loyalty, customer relationship, and volume of trade determine various settlement options such as Pay Over Earnings and Automatic Write-off for which you can specify threshold rules. For claim exceptions, you can revert GL entries, if required, and reset a claim to Open status.

Mapping Out the Order to Cash Process

During the process of mapping out business processes and needs, it is essential to identify redundant processes in the existing system. It is important at the beginning stages of implementation to identify gaps between existing practices and the actual business requirements.

Some questions to ask are:

- How do you track budget balances? Is it by sales territory, geography, customer grouping, product or brand, or budget category?
- Are promotions discount-based or accrual-based? If they are accrual-based, are their liability and impact on sales accounted on a timely and accurate basis?
- When customers remit payments, do they short pay? If they do, are there any current systems to expedite their resolution?
- Do customers submit point-of-sale data? If so, for what business purposes?

Identifying Users

Identify users based on the observations that you make when mapping out order to cash processes and business needs. For example, if budget balances are tracked by brand, a budget user could be a brand manager. If budget balances are tracked by sales territory, a budget user could be a sales representative or a sales manager.

Business needs and implementation scope can be used to determine users who create promotions in the system. Business needs may require that the person who determines promotions is the same person who creates the promotion and that person must be set up as an Oracle Trade Management user. The scope of the implementation may also involve mapping certain job activities to certain job titles. For example, if a sales

administrator in an organization is responsible for creating trade promotions, then the actual Oracle Trade Management user is the sales administrator.

Depending on the requirements of a company, you can set up different groups to access Oracle Channel Revenue Management for different purposes.

Some examples are as follows:

- Finance or Accounting Users can be set up as users to account for trade promotions.
- Customer Service Representatives can be set up as users if the company's business practices indicate that customer service representatives are the ones who efficiently resolve claims.

Along with identifying users, a company should also identify an internal implementation owner, who is familiar with multiple departments and business functions.

Because Oracle Channel Revenue Management affects multiple areas of the company, it is important at this stage to form a cross-functional team of representatives from different departments that will be impacted by the implementation. This process provides a valuable opportunity to identify better ways of managing integration points, modeling customer and product data to support processes in different departments, and to effectively plan for division of labor.

Determining Which Products to Implement

Based on your observations during the process of mapping out order to cash processes and identifying the users involved, the company should have a good idea on whether to:

- Implement all of the products of Oracle Channel Revenue Management application to integrate with the company's Order to Cash process.
- Implement the entire Oracle Channel Revenue Management application not just to streamline the back-end processes but also to provide a Sales Force Automation tool to the sales teams.
- Implement only the Accounts Receivable Deductions Settlement product because that is where the company currently is spending the most money.
- Focus on the Channel Rebate and Point-of-Sale Management product to manage distributor or wholesaler chargeback claims, track POS data and channel inventory, and create third party accruals.

Testing Out a Basic Business Flow

Complete the basic setups. For example, if the implementation scope includes the entire

Oracle Channel Revenue Management application, then test a basic business flow that spans across the whole Order to Cash process:

1. Create a budget
2. Create sales quotas/targets
3. Analyze past promotional ROI
4. Create account plans and promotions
5. Book and ship sales orders
6. Track promotional expenses and accruals in the budget
7. Pass accounting entries to the accounting system
8. Create claims or deductions
9. Associate claims or deductions to promotional accruals
10. Resolve claims or deductions

Integration with Oracle E-Business Suite

This chapter covers the following topics:

- Overview
- Integrations Dependencies and Prerequisites
- Flexfields
- Setting Up Oracle Human Resources
- Integrating with General Ledger via Subledger Accounting
- Integrating Oracle Receivables
- Integrating Oracle Payables
- Integrating Advanced Pricing
- Setting Up Oracle Order Management
- Integrating Oracle Inventory
- Oracle E-Business Tax Engine

Overview

Oracle Trade Management integrates with the Oracle applications described in the following table:

Oracle Application	Description
Oracle General Ledger	Items such as accruals, accrual adjustments, and discounts are tracked in Oracle General Ledger. Once the integration with Oracle General Ledger is complete you can track items such as offer-related accruals, claims or deductions with promotional accruals or earnings settled by credit memo or check.
Oracle Advanced Pricing	<p>Advanced options, which is an Oracle Advanced Pricing feature, enables you to define groups of modifiers.</p> <p>Modifiers enable you to set up price adjustments (for example, discounts and surcharges), benefits (for example, free goods, coupons) and freight and special charges.</p> <p>Also, all offers types except scan data, net accrual and lumpsum are stored as modifiers in Advanced Pricing. This includes accrual and off invoice offers.</p>
Oracle Costing	Oracle Costing provides information on the actual Cost of Goods Sold. This information is used for calculating the promotional return on investment.
Oracle Discoverer	Oracle Discoverer is a tool that you can access from Oracle Trade Management. Depending upon how Oracle Discoverer is implemented in your organization, you can use it as either a query tool for extracting customer information from the database, or as a page with predefined reports that you can run.
Oracle Inventory	Oracle Trade Management integrates with the product and product category definitions in Oracle Inventory. All the modules in Oracle Trade Management use these products and product definitions.
Oracle iStore	The Funds Accrual Engine fetches information from all ordering channels including Oracle iStore. Therefore, in the Budgets module, you can track any accrual offer that applies on Oracle iStore.
Oracle Marketing	You can associate campaigns, programs, and events created in Oracle Marketing with offers and budgets in Oracle Trade Management.

Oracle Application	Description
Oracle Partner Management (PRM)	Fund requests related to Special Pricing, Soft Funds, and Referrals, created in Oracle Partner Request are sourced from budgets in Oracle Trade Management. You can specify the budget source as a profile value. Offers and claims for PRM flows are automatically created in Oracle Trade Management; these claims are settled by the claims user.
Oracle Payables	Promotional payments related to Oracle Trade Management can be made and adjusted through checks in Oracle Payables. Budgets and offers are updated with the payment information.
Oracle Receivables	When customers make payments, the payment information is updated in Oracle Trade Management. When customers take deductions or pay in excess, Deductions and Overpayment claims are automatically created in Oracle Receivables and passed on to Oracle Trade Management.
Oracle Task Management	<p>Oracle Trade Management integrates with Oracle Task Management for:</p> <ul style="list-style-type: none"> • Offers: generic tasks such as printing the offer to customer for customer review • Claims: research activities such as verifying the proof of delivery or contacting customers to obtain additional information about the claim.
Oracle Trading Community Architecture (TCA) - Data Quality Management (DQM)	During Chargeback and Third Party Accrual data processing, information about end customers such as sales, identification, and PO number is captured and stored. End-customers are created as parties and accounts in Oracle TCA. The Chargeback module integrates with the DQM application available in TCA to search for duplicate data. During Chargeback or Third Party Accrual submission, based on data checking rules that are set up in DQM, the chargeback system finds the corresponding party ID that has been set up in TCA. If the party does not exist, a new party will automatically be created in TCA.

Oracle Application	Description
Oracle Territory Management	Territories that are used in Oracle Trade Management for budget allocation, quota allocation, and defining markets and claim assignment, are created in Oracle E-Business Suite Territory Management module.
Oracle Order Management	Orders are created in Order Management. Reference information about the order such as product number, units, quantity, value and discount, as well as the offer details are updated in Oracle Trade Management. Budgets and offers are also updated with this information.
Oracle E-Business Tax Engine	The Oracle E-Business Tax Engine provides the quote of the estimated tax amount for a claim. The Oracle E-Business Tax Engine provides an estimate of taxes before transactions

Integrations Dependencies and Prerequisites

Oracle Trade Management integrates with many applications in the Oracle E-Business Suite to provide the required functionality. This chapter provides information on the mandatory prerequisites and integrations of Oracle Trade Management. It also contains information on the conditional Dependencies.

Mandatory Dependencies

The following Oracle applications and modules provide underlying infrastructure and support to Oracle Trade Management. You must implement these dependencies before beginning an Oracle Trade Management implementation.

- **Oracle Human Resources**

Oracle Human Resources provides the underlying technology stack, schema, and structure for Oracle Trade Management. You must implement this application before implementing Oracle Trade Management. For more information, see the *Oracle HRMS Implementation Guide*.

- **Oracle Inventory**

Oracle Inventory is the repository for products or collateral used in conjunction with Oracle Trade Management promotions. It is also used by the ROI Calculator. Integration with this application enables you to create and execute Accrual offers, Off-invoice offers, and Budgets. This application is not required for Lump sum and

Scan Data offers.

- **Oracle General Ledger**

Oracle General Ledger enables you to post transactions to General Ledger and track accruals, accrual adjustments, and discounts. By integrating Oracle Trade Management with Oracle General Ledger, you can track:

- Promotion-related accruals
- Off-invoice promotion expenses
- Budget adjustments
- Claims or deductions with promotional accruals or earnings, which are settled by credit memo or check

For more information, see the *Oracle General Ledger User Guide*.

Optional Dependencies

You can **optionally** integrate certain applications with Oracle Trade Management to extend and enhance the product functionality. Based on your business requirements, you can integrate some or all of the following Oracle E-Business Suite applications. The setups are partial and are limited to the functions necessary for Oracle Trade Management to function as required.

- **Account Derivation Rules**

Implement Oracle Subledger Accounting to define your own account derivation rules for dynamically deriving Oracle General Ledger account codes.

- **Oracle Receivables**

Integrate Oracle Trade Management with Oracle Receivables to manage and settle claims by credit, and manage and settle deductions and overpayments. For more information, see the *Oracle Receivables User Guide*.

- **Oracle Payables**

Integrate Oracle Trade Management with Oracle Payables to settle claims by check. For more information, see the *Oracle Payables User Guide*.

- **Advanced Pricing**

Advanced Pricing provides the offer logic. Price lists and offers that are created in Oracle Trade Management, are stored in the Advanced Pricing schema.

Integrate Oracle Trade Management with Advanced Pricing to create and execute Accrual offers, Off-invoice offers, and Budgets. This application is not required for Lump sum and Scan Data offers. For more information, see the *Oracle Advanced*

Pricing Implementation Guide.

- **Oracle Order Management**

Integrate Oracle Trade Management with Order Management to execute offers, track accruals, update budgets, and create return material authorizations (RMAs) to settle claims. For more information, see the *Oracle Order Management Implementation Guide*.

- **Oracle E-Business Tax Engine**

Integration with the Oracle E-Business Tax engine is recommended if your business operates in a country where you must charge taxes, or if you have business units that are subject to taxes. The claims module in Oracle Trade Management provides the ability to obtain the estimated tax quote. This minimizes errors arising out of tax amount mismatches that result in Payables invoices being rejected.

- **Oracle Partner Management (OPM)**

Integrate Oracle Trade Management with Oracle Partner Management to support, execute, or fund some key partner flows such as Special Pricing, Soft Funds, or Referral flow. This integration provides the ability to automatically generate offers and claims in Oracle Trade Management. For more information, see the *Oracle Partner Management Implementation and Administration Guide*.

- **Data Quality Management (DQM)**

Data Quality Management is a tool from the trading community architecture (TCA) group that is used to check for potential duplicate customer, contact address, and contact points for a given customer, contact, or address. See Set Up DQM Integration for more information.

- **Costing**

Oracle Trade Management depends on Oracle Costing to get the Cost of Goods for a product. This Cost of Goods is used to calculate the Return On Investment (ROI) in Offer Forecast. The Cost of Goods is obtained by calling the API `CST_COST_API.get_item_cost` with the Product and the Organization ID. For more information, see the *Oracle Trading Community Architecture Implementation Guide*.

- **Collections**

Oracle Collections leverages Trade Management to track invoice disputes (tracked as claims in Oracle Trade Management.) For more details, see the *Oracle Collections User Guide*.

- **Resource Manager**- This component enables you to use application resources regardless of where they are created. Acting as a central repository, Resource Manager enables the creation of various types of resources, groups, teams, and roles. You can import resources such as employees, suppliers, parties, or partners,

created in other applications. Once imported, the resource becomes available for other applications to use. For more details, see the *Oracle Trade Community Architecture Technical Implementation Guide*.

- **Task Manager**- Task Manager provides a mechanism for your application to respond to customer needs in a timely manner. Using Task Manager you can create, assign, manage, sort, and prioritize tasks. If implementing task transition rules, after defining a rule and assigning it an appropriate responsibility, set the profile Task Manager: Default Task Status. If no rules are assigned to a responsibility, all statuses will be displayed in the Status List of Values (LOV). In this case, the Task Manager: Default Task Status does not need to be set.
- **Interaction History**- provides a common framework for capturing and accessing all interaction data associated with customer contact. Acting as a central repository, it provides a consistent API for tracking all customer interactions within the Oracle E-Business Suite. For example, if using the tracking mechanism within Web marketing, each response (each time a customer responds to a Web ad) is tracked in Interaction History. For more details, see the *Oracle Common Application Calendar Implementation Guide*
- **Notes and Note Types**- Use the Notes module to create, maintain, and share notes related to customers, opportunities, service requests, and other business objects. Setting up note types is also optional. Although Oracle Notes comes with a set of predefined note types, you can create customized note types. *Oracle Common Application Calendar Implementation Guide*
- **Assignment Manager**- The Assignment engine determines the best resource to be assigned to tasks based on availability and skill set. This engine is used by the various CRM modules to automatically assign tasks to a resource or a group of people.
- **Territory Manager**- Territory Manager provides an infrastructure to define territories based on flexible criteria, such as geography, zip code, area code. This engine creates automatic assignment of transactions across the entire CRM suite. For example, territories are used in Oracle Trade Management to automatically assign claims to owners (Oracle Trade Management users) based on criteria defined in the territory setup. See Oracle Territory Manager documentation for more information. *Oracle Territory Manager Implementation Guide*
- **Oracle Product Hub**- This application provides a product hierarchy located in the OLTP schemas. This hierarchy is maintained by the user in a product catalog and is expanded to a de-normalized table (designed for efficient traversal) by the Oracle Sales and Marketing applications. *Oracle Product Hub Implementation Guide*.
- **Oracle Sales** Oracle Sales, an application designed for sales representatives, sales managers, and executives, provides a complete set of tools allowing sales teams to manage the sales cycle from beginning to end. Sales Online features include

comprehensive customer management, Lead and opportunity management, forecasting, quote generation, order placement, and sales methodologies. *Oracle Sales Implementation Guide*

- **Oracle Telesales (OTS)** - OTS is an application designed for inside sales professionals, inbound telesales agents, or outbound telemarketing agents. OTS offers a multi-channel selling solution that manages leads, opportunities and forecasts across all sales channels: over the phone, the Web or through mobile devices. It provides a set of tools to help the inside sales team manage the sales cycle from prospecting for customers to booking the order. *Oracle Common TeleSales Implementation Guide*.
- **Oracle Interaction Center (Scripting)**- Oracle Interaction Center is an integrated series of products designed for consistent and effective handling of customer interactions. It provides sophisticated routing, media queuing and enhanced screen pop integration. Interaction center reduces the cost, complexity and risk associated with deploying applications. Interaction Center includes modules such as Advanced Inbound, Advanced Outbound, Email Center, Scripting, and Universal Work Queue.

Oracle Scripting is a set of tools to facilitate the process of gathering of information through guided decision flows, consisting of text, questions, and answers. Oracle Scripting is composed of several components: the Script Author, the Scripting Engine, the Scripting Administration console, and the Survey Administration console.

Flexfields

Descriptive flexfields (DFFs) allow you to extend Oracle applications to meet business requirements without the need for programming. You can use descriptive flexfields in the Oracle Trade Management UI to gather information , important and unique to your business, that would not otherwise be captured.

You can customize a descriptive flexfield to capture just the information your organization needs. The flexfield structure can depend on the value of a context field and display only those fields (segments) that apply to the particular type of context. For example, if the asset category were "desk, wood", your descriptive flexfield could prompt for style, size and wood type. If the asset category were "computer, hardware", your flexfield could prompt for CPU chip and memory size. You can even add to the descriptive flexfield later as you acquire new categories of assets.

Oracle Channel Revenue Management uses the following descriptive flexfields, which provide customizable expansion space on a page:

Flexfields in Oracle Channel Revenue Management

Application	DFF Name	Table Name
Marketing	Claims	OZF_CLAIMS_ALL
Marketing	Deductions	OZF_CLAIMS_ALL
Marketing	Claim Lines	OZF_CLAIM_LINES_ALL
Marketing	Budgets	OZF_FUNDS_ALL_B
Marketing	Trade Profile	OZF_CUST_TRD_PRFLS_AL L
Advanced Pricing	Offers	QP_LIST_HEADERS
Advanced Pricing	Offers	QP_LIST_LINES
Marketing	List Lines DFF for non QP based offers	FND_DESCRIPTIVE_FLEXS_ VL

Note: The flexfields, QP_LIST_HEADERS and QP_LIST_LINES, are defined in Oracle Advanced Pricing. See the *Oracle Advanced Pricing Implementation Guide* for more information.

See the *Oracle E-Business Suite Flexfields Guide* for information on setting up flexfields.

Setting Up Oracle Human Resources

Oracle Channel Revenue Management utilizes the following information that is stored and maintained in Oracle Human Resources Management System (HRMS):

- Business Groups
- Locations
- Legal Entities
- Operating unit
- Employee

See *Oracle HRMS Configuring, Reporting, and System Administration Guide* for more information.

Use the following procedures to set up HRMS for Oracle Channel Revenue Management:

- Determining the HRMS Navigation Path, page 2-10
- Creating Business Group, page 2-10
- Creating Organizations, page 2-11
- Assigning the Security Profile, page 2-11
- Adding a Legal Entity, Operation Unit, and HR Organization., page 2-11
- Creating a Business Unit, page 2-11
- Assigning Multi Org Responsibilities, page 2-11

Note: Complete all of the following procedures only if you are implementing Oracle Trade Management as a standalone application.

Determining the HRMS Navigation Path

The responsibilities and navigation paths for performing HRMS tasks vary depending on the terms of your license (shared versus full license).

- **Shared HRMS license:** Create employees using CRM Foundation.
 - Responsibility: CRM Administrator
 - Navigation: CRM > Resource Manager: Maintain Resources> Resources
- **Full HRMS license:** Create employees using HRMS.
 - Responsibility: HRMS Manager
 - Navigation: People > Enter and Maintain

Creating Business Groups

The business group is the largest organizational unit representing the enterprise. A business group can correspond to a company or corporation, or to a holding or parent company in large enterprises. It can be an organization with a physical location, or an abstract legal entity that employs people assigned to work in organizations beneath it.

Multiple sets of books can share the same business group if they share the same business group attributes including HR flexfield structures.

For more information on business groups, see *Oracle E-Business Suite Multiple Organizations Implementation Guide*.

Creating Organizations

Set up the Business Group as the first organization; all other organizations belong to the business group. The business group includes internal organizations such as branches, departments or sections in which employees work. Classify an organization as an HR Organization to enable the assignment of employees to an internal organization.

To create Organizations for work structures, log on with the US Super HRMS Manager Responsibility .

Notes: You can proceed with this field only if the classification that you selected has additional information.

Assigning the Security Profile

Use the profile, **HR: Security Profile**, to define the security level for specific Oracle Channel Revenue Management responsibilities. This profile enables access (based on responsibility) to a single business group. For information on assigning the security profile, see the *Oracle HRMS Configuring, Reporting, and System Administration Guide*.

Adding a Legal Entity and Operating Unit

Use this procedure to create a Legal Entity, Operating Unit, and HR Organization. Oracle Trade Management supports a Legal Entity and Operation Unit definition through various flows and screens. For additional information, see the *Oracle HRMS Configuring, Reporting, and System Administration Guide*.

Creating A Business Unit

Business Units are used for classifying budgets and setting up budget approval rules.

To create a new Business Unit, log in to Oracle with the appropriate HRMS Responsibility. For information on creating a business unit, , see the *Oracle HRMS Configuring, Reporting, and System Administration Guide*.

Assigning Multi-Org Responsibilities

Oracle Channel Revenue Management requires the implementation of a Multiple Organization Structure. See *Oracle E-Business Suite Multiple Organizations Implementation Guide* for additional information.

Org-stripping restricts certain transaction types and setups to specific operating units within an organization. Org-stripping can be applied to:

- Transactions types: Transaction types such as customer parties and accounts, are visible to all operating units within an organization. Other transaction types are restricted to a particular operating unit. For example, orders, transactions, receipts, and checks can be org-stripped.
- Setups: Setups such as customer account sites, and vendor sites can also be org-stripped.

The org-stripped transactions and setups that are used in Oracle Trade Management are listed in the following table:

Trade Management Module	Transactions/Setups
Offers	Oracle Partner Relationship Management and Oracle Marketing integrations
Quota allocation	Territories and historical sales usage in quota allocation
Account Manager Dashboard	Display and use of sales data Display of budget data
Budgets	Fully accrued budget Territories and historical sales usage in quota allocation
Claims	Setups such as claim types and reasons. Approval rules, claim settlement methods, and claim summary view. Creation, update, and settlement of claims, debit claims, deductions, and overpayments.
Indirect Sales Management	Usage of price lists in chargeback transactions Third Party Accrual pricing simulation
Supplier Ship and Debit	Creation of ship and debit requests and ship and debit batches. Supplier trade profile setup.
Supplier Trade Profile Setup	Creating supplier trade profiles

The non org-stripped transactions and setups in Oracle Trade Management include the basic administration setups such as custom setups, locking and mandatory rules, and user status.

You can assign multi-org responsibilities to a selected Oracle Trade Management responsibility. This displays the appropriate Business Unit when using that responsibility.

See *Oracle E-Business Suite Multiple Organizations Implementation Guide* for more information.

Integrating with General Ledger via Subledger Accounting

Accruals, accrual adjustments, and discounts are tracked in Oracle General Ledger (GL). However, accounting entries for these are first created in Oracle Subledger Accounting, corrected, and balanced before being posted to Oracle General Ledger. Oracle Subledger Accounting is an intermediate step between each of the subledger applications and Oracle General Ledger. Examples of subledger applications are Oracle Channel Revenue Management, Oracle Receivables, and Oracle Payables.

Oracle Subledger Accounting creates the final accounting for subledger journal entries and transfers the accounting to Oracle General Ledger. It stores a complete and balanced subledger journal entry in a common data model for each business event that requires accounting. In addition, it enables you to create and store multiple accounting representations for a single business event in primary, adjustment secondary, and reporting ledgers. When you set up rules in Oracle Subledger Accounting, you can define journal line types for your subledger application's event classes, descriptions, and accounts to store on journal entries. Oracle Subledger Accounting partitions data by subledger application, while storing the information in a common model.

In Channel Revenue Management, accounting occurs for the accounting entities of Accrual and of Claim Settlement. For accruals that occur as a result of various offers such as Accrual, Lump sum, Scan Data, Volume, and Off-invoice accounting events are raised on:

- Accrual creation
- Accrual adjustment
- Off-invoice offer accrual creation
- Paid adjustment creation using only the public API

Similarly for claim settlements, accounting events are raised after promotional earnings are associated and claim settlement initiated for the following settlement methods:

- AP Invoice Settlement – Check/ Wire/ EFT/ AP Default
- AR Credit Memo
- AR Debit Memo.
- AP-AR Netting

- Accounting Only (for Ship & Debit Internal Requests)
- AP Debit Memo
- AR Custom Settlement
- AP Custom Settlement

These accounting events in turn create the following accounting entries.

- When accruals occur:
 - Debit Sales or Expense Account
 - Credit Liability Account
- If the off-invoice posting option is enabled, it creates the following entries when the sales order line with the offer applied has been invoiced:
 - Debit Sales/Expense/Charge (set up in Trade Management)
 - Credit Revenue (from AR)
- For negative adjustments made to accruals, the following reversal entries are created:
 - Debit Liability Account
 - Credit Sales or Expense Account
- When a claim or deduction is associated with promotional accruals or earnings, and the claim is being settled by credit memo, Oracle Trade Management passes the Receivables Clearing Account to Oracle Receivables and creates the following entries:
 - Debit Liability Account
 - Credit Receivables Clearing Account
- When a claim or deduction is associated with promotional accruals or earnings, and the claim is being settled by check, Oracle Trade Management passes the Vendor Clearing Account to Oracle Payables and creates the following entries:
 - Debit Liability Account
 - Credit Vendor Clearing Account

These are the required default GL accounts. You can customize the way in which an entire GL accounting combination is derived or individual account segments or

flexfields are derived when defining account derivation rules in Oracle Subledger Accounting.

To integrate both Subledger Accounting and General Ledger with Oracle Channel Revenue Management, complete the following procedures:

- Setting System Profile Options, page 2-15
- Setting Up The Subledger Accounting Method (SLAM), page 2-16
- Running Concurrent Programs, page 2-16
- Setting Up General Ledger Accounts, page 2-17
- Verifying General Ledger Periods, page 2-17
- Verifying Sequence Assignment, page 2-18
- Setting System Parameters, page 2-18
- Setting Up Currency Conversion, page 2-20
- Creating a Ledger, page 2-20

Setting System Profile Options

Set the following system profiles to integrate General Ledger (GL) with Oracle Trade Management.

System Profile Options for Integration with GL

Profile Name	Required	Level	Description and Settings
OZF : Show GL Accounts on Screen	No	Site User	If Yes, then General Ledger accounts are displayed on the budget, system parameters, and claim type setup pages. Oracle General Ledger postings are visible when you drill down the budget Earned column. Example: set sales user to No and finance user to Yes.
OZF: Common Currency for Trade Management	No	Site	Sets a common currency for use in inventory tracking.

Setting Up The Subledger Accounting Method (SLAM)

You can choose from available accounting methods or you can define your own accounting method. To define your own accounting method, you must define the following in Subledger Accounting.

- Application Accounting Definition - specifies the product or subledger for which you are setting up the accounting method
- Journal Lines – specifies the event class, the journal line type, the conditions for the use of the journal line type, and the balance type, side and summarization,
- Account Derivation Rules and Mapping Sets - specifies the derivation of accounting flexfield combinations for the journal entry lines and the conditions that determine when subledger journal entry accounts and lines are created
- Journal Sources - specifies the transaction objects from which to get transaction information for the journal entry lines

The diagram below illustrates these components.

For more information, see the *Oracle Subledger Accounting Implementation Guide*.

Running Concurrent Programs

Run the following concurrent programs for Subledger Accounting and General Ledger integration:

- Validate Application Accounting Definitions
This program validates defined event classes and event types for Channel Revenue Management. If validation fails for an event class and type, accounting is not generated for it.
- Transactions Objects Diagnostics
This program helps diagnose issues with transaction information in journal lines.
- Create Accounting
This program creates accounting entries for a business or accounting event. It also processes transactions lying in the Subledger Accounting interface tables. You can drill down to the transaction from the subledger journal entry that is created to verify that all is well before the accounting is transferred to GL. You can choose to run this program to create accounting in Subledger Accounting, transfer these to General Ledger interface tables, and post them into General Ledger tables all in the same run.
- The Posting program in General Ledger.

Refer to the *Oracle General Ledger User Guide* for more information.

Setting Up General Ledger Accounts

Create the following General Ledger accounts for Oracle Trade Management. See the *Oracle General Ledger User's Guide* for instructions.

- Sales Expense
- Accrual Liability
- Receivables Clearing
- Vendor Clearing

Accounting entries use base General Ledger accounts from Oracle Trade Management setups in the following order:

Note: This is informational information. You do not have to set these up now.

1. Budget set up
2. Budget category set up
3. System parameter set up

However, if you are resolving a claim in Trade Management, accounting entries use base General Ledger accounts from Oracle Trade Management setups in this order:

1. System Parameters. See *Set System Parameters*, page 3-13.
2. Budget details. See the *Oracle Channel Rebate and Point-of-Sale Management User Guide* for more information.
3. Claim type

Alternately, if you define your own account derivation rules in Oracle Subledger Accounting, then these base accounts are configured dynamically.

Verifying General Ledger Periods

After General Ledger has been set up, you should verify that General Ledger periods are open to ensure that General Ledger postings can be created.

To verify that General Ledger periods are open follow these steps:

Steps

1. Log on with General Ledger User responsibility.
2. Click Setup.
3. Click Open/Close.
4. Enter fiscal years, period number or leave blank.
5. Click find and verify data.

Verifying Sequence Assignment

Sequence assignment is mandatory for the credit memos, debit memos, chargebacks, and invoices that Oracle Trade Management interfaces to Oracle Receivables and Oracle Payables. Oracle recommends verifying the sequence assignments in Oracle Receivables and Oracle Payables before using them in Oracle Trade Management.

You can verify document sequences, define or query document categories, and assign document sequence to categories.

To verify the sequence assignment, log in with a System Administrator responsibility and follow these steps:

Steps:

1. Navigate to Application : Document.
2. Verify the data in the Define, Categories, and Assign Documents screens addresses your business needs.
3. Validate if proper document sequencing exists for Oracle Receivable credit memos, debit memos, and chargeback.
4. Make sure the Oracle Payables invoices and Order Management orders are valid.
5. Save your work.

Setting System Parameters

When you set System Parameters for General Ledger integration you can indicate the following in Oracle Trade Management:

- Whether Oracle Trade Management should integrate with General Ledger.
- Whether General Ledger should create entries for off-invoice discounts
- Default General Ledger accounts
- General Ledger balancing segment

- General Ledger date type

In System Parameters, the ledger and the accounting method Trade Management uses are already designated. The ledger specified here defines the functional currency. An equivalent functional currency is created in the background when Oracle Trade Management users work with other currencies to perform tasks such as creating budgets and offers.

Note: General Ledger accounts (Sales Expense, Accrual Liability, Receivables Clearing, and Vendor Clearing) for Oracle Trade Management should exist before you set up System Parameters.

To set up System Parameters, log in to Oracle Trade Management and follow these steps:

Steps:

1. Navigate to Trade Management: Administration > Trade Management > Setup > System Parameters.
2. Click the search icon for an Operating Unit and select the appropriate Operating Unit.
3. Select the Post to GL check box.

Important: You must select this check box to integrate Trade Management with General Ledger. If not selected, the two applications will not be integrated.

4. Select the Create GL Entries for Off-Invoice Discounts check box if applicable.
Create the following General Ledger entries:
Debit Sales/Expense/Charge (Trade Management)
Credit Revenue (Oracle Receivables)
 5. Select a General Ledger date type.
 6. Click the Search icons for the account fields and select the appropriate accounts.
 7. Click Update.
- **Post to GL:** Select this check box to integrate Oracle Trade Management with General Ledger. Else, the two applications will not be integrated.
 - **Create GL entries for Off-invoice discounts:** When selected, the General Ledger entries you previously selected are created.

- Debit Sales/Expense/Charge (Oracle Trade Management)
- Credit Revenue (Oracle Receivables)

Setting Up Currency Conversion

Setting up currency conversion rate types is an optional step, but is required if you plan to set up daily conversion rates. Set up currency conversion rates after setting up currency conversion rate types.

See the *Oracle General Ledger User's Guide* for more information.

In Oracle Subledger Accounting, enable the Calculate Gain or Loss currency conversion option for Oracle Channel Revenue Management so Subledger Accounting can perform the required currency conversions and calculations for the reporting and secondary ledgers in case of multi-currency transactions.

For information on how currency conversion is used in processing accruals and claims when using multiple currencies, see the *Oracle Accounts Receivables Deductions Settlement User Guide*.

Creating a Ledger

You create a ledger in General Ledger. A ledger determines the functional currency, account structure, and accounting calendar for each company or group of companies.

To report account balances in multiple currencies, set up additional ledgers for each reporting currency. Your primary ledger should reflect your functional currency. Each reporting ledger should use one of your reporting currencies. See the *Oracle General Ledger User Guide* for the procedure for creating a ledger.

Integrating Oracle Receivables

Oracle Channel Revenue Management integrates with Oracle Receivables to manage and settle deductions and overpayments. The following steps describe the flow of information between the two applications.

1. Payment is received from a customer in Oracle Receivables.
2. Cash is applied with discrepancies in Oracle Receivables.
3. An overpayment or deduction is created in Oracle Trade Management.
4. An owner is assigned to the deduction or overpayment in Oracle Trade Management.
5. The deduction or overpayment is researched in Oracle Trade Management.

6. The settlement is approved in Oracle Trade Management.
7. Transactions are created and receipts are adjusted in Oracle Receivables.

By integrating Oracle Receivables with Oracle Trade Management, the following settlement methods are automated:

- Credit memo-on account
- Credit memo-invoice
- Chargeback
- Write-off
- Debit memo
- On-account cash

To integrate Oracle Receivables with Oracle Trade Management, complete the following procedures:

- System Profile Options, page 2-21
- Setting Up Defaults for Claims, page 2-22
- Creating Transaction Types, page 2-22
- Creating a Transaction Source for Claim-related Credit and Debit Memos, page 2-23
- Creating and Verifying Aging Buckets for Claims and Deductions, page 2-24
- Attaching Oracle Trade Management Requests, page 2-25
- Setting Up Related Customer Accounts, page 3-34
- Setting Up and Verify Receivable Activity, page 2-26
- Setting Up Lockbox Integration, page 2-27
- Flexfield Integration, page 2-27
- Setting Up Write Off Limit, page 2-29

Setting System Profile Options

The following list contains required and optional system profile options for integrating Oracle Receivables with Oracle Trade Management:

- OZF: AR Credit Method for Rule
- OZF: AR Credit Method for Installment
- OZF : Select Write-off Activities Based on GL Balancing Segments
- OZF : Automate Deduction/Overpayment Settlement
- OZF : Automate RMA Settlement
- OZF : Allow Un-Related Ship To on Claims
- OZF : Modifier to adjust unit price for RMA settlement
- AR: Application GL Date Default

Setting Up Defaults for Claims

Define the following defaults for integration with Oracle Receivables:

- Claim type and reason
- Days due
- Owner

You must define the defaults listed above in order for deductions and overpayments to be passed to Oracle Trade Management. Select the Assignment Manager check box in Oracle Trade Management System Parameters to set up territories for automatic claim owner assignment.

For instructions on defining these and other claim defaults, see *Setting Up Claim Defaults* in the Claims chapter.

You can set up defaults in System Parameters and in other places. The claim type and reason, if set up on the Claim Defaults page, overrides the settings for deductions and overpayments from Oracle Receivables on the System Parameters page.

Creating Transaction Types

Transaction types drive accounting, tax and cash applications rules. All Oracle Receivables transactions require a transaction type. For integration with Oracle Accounts Receivable Deductions Settlement, you must create transaction types for credit memos, debit memos, and chargebacks.

These transaction types and Receivable activities are mandatory in Oracle Receivables and Order Management. If you do not enter them as a claim type in System Parameters, the corresponding settlement methods will not work.

To create transaction types, see the *Oracle Receivables User Guide*.

Verifying Transaction Type Creation

You can verify transaction types only after specifying claim defaults. Transaction types are used in the claim settlement process.

1. Define transaction types in Accounts Receivable.
2. Select transaction types in System Parameters, Claim Types or Claim Source Defaults.

Creating a Transaction Source for Claim-related Credit and Debit Memos

When a claim is settled by debit memo or credit memo, Trade Management sends the transaction details to the Accounts Receivables interface tables. The Trade Management Autoinvoice program selects these details to create transactions. The Autoinvoice program requires that transactions have a source which gathers data and also drives validations.

The transaction source also determines whether on-account credit and debit memos created through Oracle Trade Management affect sales credits.

This set up is optional because existing transaction sources can be used for Oracle Trade Management. Create a transaction source specifically for Oracle Trade Management:

- For tracking purposes.
- If validation requirements for credit and debit memos generated through Oracle Trade Management are different from others.

To create a transaction source for claim-related credit and debit memos, log on with Receivables Super User responsibility.

Navigation: Setup > Transactions > Sources.

Steps:

1. Follow these guidelines to complete the Transaction Sources form:
 - Name: Enter a name for the transaction source
 - Type: Select Imported
 - Batch Source tab: Open the Reference Field Default Value LOV and select `interface_header_attribute1`
 - Autoinvoice Options tab: Accept the defaults
 - Customer Information tab: Choose ID for all options

- Accounting Information tab: Choose ID or Percent for all options
- Other Information tab: Choose ID or Code for all options
- Sales Credit Data Validation tab: Choose ID or Percent for all options

2. Save your work.

Creating and Verifying Aging Buckets for Claims and Deductions

Claims Aging is an optional setup that summarizes all claim amounts by customer and days due. The claims processor can use this view to determine which customer has the largest number of outstanding claims and work on those claims first.

You can configure an aging bucket in Oracle Receivables for Oracle Channel Revenue Management to use to review and report open claims. It is defined by a specific time period. Each aging bucket can have multiple bucket lines (time periods) including Current, Past Due, and Future.

Define buckets in the following order:

- Future buckets
- Current buckets
- Past buckets

For a description of these see the section titled *Aging Buckets* in the *Oracle Receivables User Guide*.

If aging buckets are already defined in Oracle Receivables, you can reuse them for Oracle Channel Revenue Management. Create one specifically for Oracle Channel Revenue Management only if claim aging bucket definitions are different from others.

Oracle recommends defining buckets in the following order:

- Future buckets
- Current buckets
- Past Due buckets

To avoid duplication of amounts on claims aging, use a consistent aging bucket type for each bucket setup. For example, to set up a claims aging bucket view, set up a complete past due setup for an aging bucket without any overlapping buckets.

Creating an Aging Bucket for Oracle Channel Revenue Management

Complete the following steps to create an aging bucket for Oracle Channel Revenue Management.

1. Set up an aging bucket using the instructions listed in the *Oracle Receivables User Guide*.
2. Run the **cOZF: Claims Aging Populating** concurrent program.
3. Select the aging bucket you have set up for Oracle Channel Revenue Management when you are prompted to enter a parameter.

Verifying Aging Bucket Creation

After the bucket is created, run the OZF : Claims Aging Populating program using the bucket defined. The details are automatically available.

Attaching Oracle Channel Revenue Management Requests

You can add Oracle Channel Revenue Management concurrent requests to the Oracle Receivables user responsibility. Users with Oracle Receivables responsibilities often need to run claim-related requests, and it is much easier for them to do so from within their Oracle Receivables responsibility. Also, the Oracle Receivables user does not need to be assigned a Trade Management responsibility simply to run concurrent programs.

Similarly, you can add any Oracle Receivables concurrent request to a request group that is associated to a Oracle Trade Management responsibility.

To attach Oracle Channel Revenue Management requests to Oracle Receivables user responsibility, follow these steps:

1. Log in with System Administrator Responsibility.
2. Navigate to Security > Responsibility > Request Groups
3. Query for Group = Receivables All.
4. Under the Request table, add any program used by Trade Management.
5. Save your work.
6. To add concurrent requests to the Trade Management responsibility, query for Group = Trade%.
7. Select the Trade Management responsibility and add the Oracle Receivables concurrent requests you need.
8. Save your work.

Setting Up Receivable Activity

Receivable activities are used during :

- Creation of non-invoice deduction and overpayment by applying to claims investigation.
- Settlement of non-invoice deduction and overpayment by write off.

Setting Up and Verifying Receivable Activity

To set up receivable activity, see *Receivable Activities* in the *Oracle Receivables User Guide*.

Note: When setting up receivable activity, accept the defaults for GL Account Source and Tax Code Source. In the Activity GL Account field, select the account that will hold amounts from nontransaction-related claims while they are being investigated and click OK.

Verify Receivable Activity Set Up

Complete the following steps to verify that you have successfully set up receivable activity.

1. Create a receipt in Oracle Receivables and designate it for claim investigation.
2. Your receivable activity should be listed in the Activity column LOV.

Verifying Receivables System Options

Complete the following procedure to set up integration for claim creation for using the auto lockbox feature. This setup determines the types of unmatched remittances for which you want to create claims, and also the process to handle claims for matched remittances.

If you do not want to create deductions for credit memos, you can exclude credit memos on the system options in Oracle Receivables, so that the lockbox process does not create deductions for any short payments against credit memos.

To verify Receivables System Options, follow these steps:

1. Log in with the Oracle Receivables responsibility.
2. Navigate to Setup > System > System Options.
3. Open the Claims tab.
4. In the Unmatched Remittances region, indicate the type of remittance line for which you want Receivables to create claims.
5. In the Matched Remittance Lines region, select the Prepare for Claim Creation box if you want Receivables to create claims for matched remittances.

6. Select the Exclude Credit Memos box if you want Receivables to exclude credit memos from automatic claim creation.

For information on lockboxes refer to the section titled *Lockboxes* in *Oracle Accounts Receivable User Guide*.

For large volume claim management, lockbox integration automatically creates deductions and overpayments and uses the Quickcash feature. This reduces deduction creation time and improves deduction processing efficiency. Previously, unmatched amounts had to be handled manually. The lockbox receives payments and automatically creates a claim for any differences between the payments received and invoices. Oracle Receivables interprets the lockbox entries based on settings in the System Option and Lockbox setup windows. For more information, see Lockbox Integration in the *Oracle Accounts Receivable Deductions Settlement Implementation Guide*.

To use the Lockbox Integration feature, you must perform some steps in Oracle Receivables.

To set up Lockbox integration refer to the section titled *Lockboxes* in *Oracle Accounts Receivable User Guide*:

Using Flexfields

Oracle Receivables uses Oracle Receipt Application Information flexfields to pass receipt application information to Oracle Channel Revenue Management. There are two kinds of integration:

- Flexfield on receivable application is passed into Oracle Channel Revenue Management as the deduction flexfield.
- Invoice Transaction Flexfield and Line Transaction flexfield are used to pass information from Oracle Channel Revenue Management to Oracle Receivables for transactions such as Credit memo, Debit memo and Chargeback. These flexfields should not be modified.

For the mapping to be consistent, flexfield segments that are enabled for Receipt Application Information, Deductions, and Transaction Information must be evaluated and enabled appropriately.

Additionally, the Invoice Transaction flexfield has been seeded with a new context, CLAIM, which has the following segments:

- Claim Number
- Customer Reference
- Customer Reason
- Claim Reason

Perform the following procedure to verify receivable application transaction flexfields.

Log on with System Administrator responsibility.

Navigation: Application > Flexfield > Descriptive > Segments.

Example

Search

1. Open the search mode.
2. In the Application field, enter Receivables.
3. In the Title field, enter Receipt Application Information.

Perform a Query

1. Uncheck the Freeze Flexfield Definition box.
2. In the Context Field Values table, under the Code column, create a new context code, for example Claim Investigation. Enter a code, name, and description.
3. Click Segments, and on the Segment Summary screen, enter Number, Name, Window Prompt, and Column.
4. Save, and close the Segment Summary screen.
5. Check the Freeze Flexfield Definition box.
6. Click Compile.

Search

1. Open the search mode.
2. In the Application field, enter Marketing.
3. In the Title field, enter Deductions.

Perform a Query

1. Uncheck the Freeze Flexfield Definition box.
2. In the Context Field Values table, under the Code column, create a new context code.
The context code must be the same as the one defined previously.
3. Click **Segment**, then enter Name, Window Prompt, and Column
4. Check the Freeze Flexfield Definition box.

5. Click **Compile**.

Setting Up the Write-Off Limit

If you are settling a non-invoice transaction, you must set up the write-off limit to automate Receipt Write-Off settlement.

You need to make do this setup if you are settling non invoice

To set up the write-off Limit in the Oracle Receivables application, log on with Receivables responsibility.

Navigation: Setup > System > System Options > Miscellaneous tab.

Mapping Invoice Reasons

Mapping invoice reasons involves mapping a specific claim reason for chargebacks or debit memos in Oracle Channel Revenue Management to an invoice reason in Oracle Receivables. When a claim is submitted for payment processing, the invoice reason is populated automatically based on the mapping that you have created.

For example, if you have mapped the claim reason, Promotional Claims, with the invoice reason, Payment of Promotions, then this invoice reason is populated on the invoice for all claims with that particular reason.

If a claim does not have any reason, then Oracle Receivables always defaults "Invalid Claims" as the reason for chargeback transaction.

Mapping Credit Memo Reasons

When a chargeback is created to settle a deduction, the chargeback reason must be passed from Oracle Channel Rebate and Point-of-Sale Management to Oracle Receivables for integration purposes. Optionally, credit memo reasons can also be passed from Oracle Accounts Receivable Deductions Settlement to credit memos in Oracle Receivables.

Procedure for Mapping Invoice Reasons

To map invoice reasons follow these steps:

1. Log into Oracle Trade Management with an Oracle Trade Management User responsibility.
2. Navigation: Trade Management > Administration > Trade Management
3. Click the Admin tab to display Setup System Parameter page.
4. In the Claims section, select a value for the Claim reason to pass invoicing reason for chargeback and debit memos interfaced to Accounts Receivable from Oracle

Trade Management.

Note: If no mapping is provided on claim reason setup, Accounts Receivable will always default "Invalid Claims" as the reason for chargeback transactions.

Auto Invoicing Grouping Rule

Auto Invoice determines which interface lines combine to form one transaction. To be included in a group, the transaction lines must match on all of the predefined mandatory attributes and on all of the optional attributes included in a grouping rule.

The grouping rule can be defined for a transaction class in:

Receivables > Setup > Transactions > Autoinvoice > Define Grouping Rules

The hierarchy for rule usage is batch source and AR system parameters.

If claims and deductions are settled by on account credit memo/debit memo/RMA, only one AR transaction is created. To ensure this, the grouping rule for transaction classes, both credit memo and debit memo, must have grouping by attribute interface_line_attribute1 set.

Integrating Oracle Payables

Oracle Channel Revenue Management provides support for the following Payables related settlement methods:

- Wire Transfer
- Electronic Transfer
- Accounts Payable Default Payment

See Payment Settlement Methods for detailed information on Payables related settlement methods.

Bill back requests are entered in Oracle Accounts Receivable Deductions Settlement as claims. Claims can be associated with promotional earnings and accruals. They can be settled by check, credit memo or RMA (which creates a credit memo). When the customer is paid by check, Oracle Accounts Receivable Deductions Settlement uses Open Interface Import in Oracle Payables (AP) to create a Payables invoice. The invoice is then converted to a check.

To implement Oracle Payables for Oracle Channel Revenue Management, complete the following procedures:

- Creating a Source for Invoices, page 2-31

- Verifying Payment Terms, page 2-31
- Verifying Payables System Options, page 2-32
- Setting Up Vendors and Vendor Sites, page 2-32

Creating a Source for Invoices

Mention the source defined here is to be selected in the system parameters.

When settling a claim with a check, Oracle Accounts Receivable Deductions Settlement populates the Oracle Payables invoice interface tables with the Payables invoice details. A *source* is required for this purpose. For additional information, refer to the *Oracle Payables User Guide*.

Note: Select the source that you define here in System Parameters in Oracle Trade Management.

To create a source for identifying Oracle Payables invoices generated by Oracle Accounts Receivable Deductions Settlement, log in with the Payables Responsibility.

Navigation: Setup > Lookups > Payables.

Notes:

- **Source Code:**

Query for Type = SOURCE, and add the Source code to be used by Oracle Trade Management.

Verifying Payment Terms

When settling a claim with a check, Oracle Accounts Receivable Deductions Settlement populates the Oracle Payables invoice interface tables with Payables invoice details. After an Oracle Payables payment term is created in Oracle Payables, it can be selected in the System Parameters setup screen in Oracle Channel Revenue Management. While populating the Oracle Payables invoice interface tables, Oracle Accounts Receivable Deductions Settlement passes this payment term to create the invoice.

For more details, see the *Oracle Payables User Guide*.

To verify Oracle Payables payment term set ups, log in with the Payables Responsibility.

Navigation: Setup > Invoice > Payment Terms.

Review the Payment Terms you intend to pass from Oracle Channel Revenue Management to Oracle Payables.

Verifying Payables System Options

The interface with Oracle Payables that is used in claims integration with Oracle Payables requires reference to the tax options that are set up in the Payables system options. See the *Oracle Payables User Guide* for the specific steps.

To view the Oracle Payables Options, log in with Payables responsibility.

Navigation: Setup: Options > Payables Options.

Setting Up Vendors and Vendor Sites

For information on Setting Up Vendors and Vendor Sites see the section titled *Implementing Prospective Vendor Registration and Profile Management* in the *Oracle iSupplier Portal Implementation Guide*.

Note: You can use Oracle Channel Revenue Management Trade Profiles to link customers and vendors.

Integrating Advanced Pricing

Oracle Advanced Pricing provides the following functionality for Oracle Channel Revenue Management:

- Provides Promotion (offer) logic
- Price lists that are created in Oracle Channel Revenue Management are stored in the Advanced Pricing schema
- Offers created in Oracle Channel Rebate and Point-of-Sale Management are stored in the Oracle Advanced Pricing schema

When an offer or price list is created in Oracle Channel Rebate and Point-of-Sale Management, a call to the Oracle Advanced Pricing APIs is made.

To implement Oracle Advanced Pricing for Oracle Channel Revenue Management, complete the following procedures:

- Setting Advanced Pricing Profiles, page 2-32
- Setting Profile Option for Indirect Sales, page 2-33
- Setting Promotional Limits, page 2-33

Setting the QP: Source System Code Profile

Oracle Channel Rebate and Point-of-Sale Management offers are created in Advanced

Pricing as modifiers of type Promotion. Users can modify offers from within Advanced Pricing, as determined by the profile option **QP: Source System Code** set at either the site, application or user level.

For Oracle Channel Revenue Management, you can set this profile option to either:

- Oracle Pricing: Advanced Pricing users can edit Oracle Channel Rebate and Point-of-Sale Management offers.
- Oracle Marketing: Advanced Pricing users cannot edit Oracle Channel Rebate and Point-of-Sale Management offers.

Because offers typically go through an approval process, we recommend setting this profile to Oracle Pricing.

Note: Modifiers that are created in Advanced Pricing directly cannot be updated directly in Oracle Channel Rebate and Point-of-Sale management.

Setting Profile Options for Oracle Channel Rebate and Point-of-Sale Management

Oracle Accounts Receivable Deductions Settlement provides the ability to handle rebates and chargeback claims from customers and wholesaler networks for point of sale. Three types of gateways can be used to import customer information in batches: XML Gateway, EDI or WebADI.

From this data, chargebacks and third party accruals are created automatically.

You can also create special pricing requests in this functionality. Indirect Sales uses a price list to store the terms and conditions between the company (manufacturer) and its end customer for chargeback claim scenarios.

You can also use the Indirect Inventory tracking feature to track distributor inventory levels. After the preliminary inventory level is established, the inventory is updated based on order management and POS [Point of Sales] data imports. All data coming from Order management is referred to as 'Inventory In' while POS data is referred to as 'Inventory Out'. This process ensures that your customers claim only the amount to which they are entitled. Adjustments to inventory can be made manually. The Inventory data is updated on this screen based on a concurrent job.

To implement this functionality in Advanced Pricing, set the profile option QP: Return Manual Discounts to Yes, so that all adjustments (manual and automatic) are returned by the pricing engine.

Setting Promotional Limits

When creating offers, Oracle Trade Management users can define a promotional limit, referred to as a cap. To enable promotional limits, set the following profile options:

- Set **QP: Promotional Limits Installed** to Yes at the site level. This profile enables the promotional limit feature.
- Set **QP: Limit Exceed Action**, at site, responsibility, or user levels. For this profile select one of the following settings:
 - **Soft - Full Benefit Amount:** Sends the Oracle Trade Management user a warning message when promotional limits are being violated. Although the warning appears, the order process can proceed.
 - **Hard - Adjust Benefit Amount:** Puts the order on hold when promotional limits are violated.

These settings enable the actual limit amount of each offer to have a cap amount. Oracle Trade Management passes this amount to Advanced Pricing and Oracle Trade Management as the promotional limit.

For more details, see the *Oracle Advanced Pricing Implementation Guide*.

Using Pricing Formulas

Pricing formulas are defined in Oracle Advanced Pricing, and are used in Oracle Trade Management to handle complex pricing and promotion scenarios. See the *Oracle Advanced Pricing Implementation Guide* for the detailed procedure that describes how to define pricing formulas.

You can use pricing formulas in many different situations including the following scenarios:

When the discount values on a product fluctuate due to the price of base products, the discount amounts can be managed automatically. For example, the discounts on dairy products may vary based on the price of milk. The discount on a product may also vary depending on the territory under which the customer falls under.

Setting Up Oracle Order Management

Oracle Channel Revenue Management integrates with Oracle Order Management (OM) for the following purposes:

Trade Management Integration with Order Management

Application	Purpose
Advanced Pricing	Oracle Channel Rebate and Point-of-Sale Management offers are passed directly into the Advanced Pricing schema. Although they reside in the Advanced Pricing schema, they are executed in Oracle Channel Rebate and Point-of-Sale Management. No setups are required for this integration.
Channel Rebate and Point-of-Sale Management Budgets - Order Management	After an offer is applied to a sales order, an off-invoice discount or accrual adjustment is created for the order. AMS Funds Accrual Engine fetches the order (and the related offer adjustment information), ultimately updating the budget utilized column. No setups are required for this integration.
Oracle Accounts Receivable Deductions Settlement Claims - Order Management:	When customers return products (for any reason), they can apply a deduction or claim simultaneously. For this reason, claims and deductions can be triggered by customer returns. Oracle Trade Management provides the ability to create a Return Materials Authorization (RMA), which is passed directly into Order Management in with the status Booked. When this RMA goes through Oracle Trade Management processes and generates a credit memo, Oracle Trade Management can automatically locate it by using the Claims Settlement Fetcher program. This program enables automatic closure of a claim or deduction using the credit memo. Several setups are required for this integration. For details see Setting Up Transaction Types, page 2-22.

For more details on how to setup Order Management, see the *Oracle Order Management Implementation Manual*.

Setting Up Transaction Types

For integration with Order Management, you must verify the Oracle Channel Revenue Management Transaction Type Setup. The life-cycle of an order is driven by its transaction type and the workflow set up behind it. For an RMA, the workflow determines many factors, such as whether or not the return order will affect inventory.

To set up transaction types in Order Management, follow these steps:

1. Log in with the Order Management Responsibility.
2. Navigate to Setup > Transaction Types > Define.
3. Query for the transaction type. Query for the type you plan on using for Trade Management RMAs.

4. Verify that the transaction type code is ORDER.
5. Verify that Order Category is either Mixed or Return.
6. Note the Order Workflow.
7. On the Main tab, verify that there is a Default Return Line Type populated.
8. On the header, click the Assign Line Flows button.
9. Verify that Order Type is populated.
10. In the Assign Workflow Processes table:
 1. Find the Return Line Type entered on the Main tab, and note the Process Name.

For Oracle Accounts Receivable Deductions Settlement workflow determines whether a credit is generated for the RMA. A credit memo is generated if the workflow contains an Invoicing Activity function. This function must be checked using Oracle Workflow Builder, a mandatory setup for RMAs to work in Oracle Accounts Receivable Deductions Settlement.

After workflow does its basic check, it contains an Invoicing Activity, which generates a credit.
 2. Verify that the workflow is assigned to a valid transaction type.
 3. Assign this in the Oracle Channel Revenue Management System Parameters and/or Claim Types or both.
11. Save your work.

Integrating Oracle Inventory

Oracle Inventory serves as the repository for items that can be used in Oracle Trade Management. Use Oracle Inventory to create new products or collateral. After creating new inventory products/items you can add them to an offer or campaign. Items stored in Oracle Inventory reside in the MTL_SYSTEM_ITEMS table.

Oracle Inventory requires one Inventory Organization to be identified. Typically this is the Master Inventory Organization. In a multiple operating unit environment, the Master Inventory Organization should consist of all products from all operating units; it is the highest organizational level. Optionally, to separate products (sold from each operating unit) into different Inventory Organizations, create a separate Inventory Organization for each operating unit. These operating units should exist only as subsets of the Master Inventory Organization.

See the *Oracle Inventory User's Guide* for the procedure on implementing Oracle Inventory.

Oracle E-Business Tax Engine

Oracle Accounts Receivable Deductions Settlement integrates with the Oracle E-Business Tax engine to get a tax quote. This helps claim analysts to get an idea about the tax calculated by either AR/AP. Tax quote is asked before the claim is submitted for settlement.

Oracle Accounts Receivable Deductions Settlement integrates with the Oracle E-Business Tax engine to facilitate the claim settlement process by providing tax estimates to claim users. When a claim user researches or settles a claim, the Oracle E-Business Tax engine fetches the estimated tax amount. The claim user can use this information to validate the accuracy of the claim.

The Oracle E-Business Tax engine call enables you to estimate the tax amount of your claim. The estimate enables you to validate your research and look for the right information knowing the tax impact of the resulting resolutions.

In Oracle Accounts Receivable Deductions Settlement instead of the existing tax codes on the claim lines screen, there are tax classification codes defined in the Oracle E-Business Tax application. The tax classification code values are determined by whether a settlement method integrates with Accounts Receivable or Accounts Payable.

Based on the business process of an organization, the claims submitted by customers may be either inclusive or exclusive of taxes. Deductions and overpayments are generally inclusive of taxes.

Note: The tax quote provided by the Oracle E-Business Tax engine is only an estimate, which the claim user can use to validate a claim. The actual tax amount is calculated from Oracle Receivables, Oracle Payables, or Order Management, depending on the settlement method.

Tax Classification Codes

Tax classification codes vary depending on their purpose, either Accounts Receivable or Accounts Payable. Tax codes are used for either:

- Oracle Receivables: a tax classification code known as "Output" is derived from the "ZX_OUTPUT_TAX_CLASSIFICATION" (Order to Cash O2C) lookup type.
- Oracle Payables: a tax classification code known as "Input" is derived from the "ZX_INPUT_TAX_CLASSIFICATION" Payment Flow (P2P) lookup type.

Tax Classification code varies depending on whether this settlement will go into an O2C flow or a P2P flow. Oracle Trade Management supports tax quote requests only for some settlement methods.

In Oracle Trade Management you can select whether you want to use the settlement method O2C or P2P to display either output or input taxes.

Oracle E-Business Tax Error Messages

The following Oracle E-Business Tax error messages are displayed in Oracle Accounts Receivable Deductions Settlement

- If you click the search icon for the tax classification code without selecting a settlement method or if you select an unsupported settlement method, the system displays the following error message:
 - "Tax Classification Code and Tax Actions are not available for this settlement method."
- If you select an Action and click Go without selecting a settlement method, select an unsupported settlement method or if you do not select a tax classification code:
 - " Tax Action not applicable."

Implementing Channel Revenue Management

This chapter covers the following topics:

- Overview
- Enabling Multiple Organization Access
- Setting Up the Time Structure
- Setting up Calendars and Rates
- Setting System Parameters
- Creating Oracle Channel Revenue Management Users
- Performing Basic Setups
- Configuring Product Options
- Setting Up Customers and Buying Groups
- Implementing and Verifying Oracle CRM Application Components

Overview

This chapter provides details on the basic tasks you must perform to implement Oracle Channel Revenue Management. It contains the following information and instructions:

- Tasks that you should perform before proceeding with the rest of the Oracle Channel Revenue Management implementation
- Tasks that affect all Oracle Channel Revenue Management modules (Channel Rebate and Point-of-Sale Management, Accounts Receivable Deductions Settlement, Price Protection, and Supplier Ship and Debit)

We recommend that you perform the tasks in the order in which they are presented in this chapter. Tasks include:

- **Setting up the Time Dimension Structure:** This defines how the calendars used in Oracle Channel Revenue Management function and interact.
- **Setting System Parameters:** These define the accounting structure for various modules.
- **Creating Oracle Trade Management Users:** This process sets up the implementation user and the employee users for the modules.
- **Performing Basic Setups:** These setups include setting up activities, categories, rules, and other building blocks of the Oracle Channel Revenue Management process.
- **Performing Customer Setups:** This process is used to set up your customers in the application, including classifications, relationships, and customer trade profiles.
- **Setting Up Buying Groups:** Buying groups are set up to enable to leverage high volume purchase discounts.
- **Implementing and Verifying Oracle Applications:** These applications are the basis for running Oracle applications. They include Resource Manager, Notes, Territory Manager, Task Manager, and Calendar (HTML and Forms-based).

Enabling Multiple Organization Access

Oracle Channel Revenue Management includes enhanced support for different organizational environments. An operating unit is a business entity with its own set of business rules. Oracle Channel Revenue Management customers generally set up entities for one or more of the following reasons:

- **Geographical differences:** A United States operation versus a Japan operation.
- **Product and target customer differences:** A business unit that sells commodity products to Original Equipment Manufacturers (OEMs) and a business unit that sells consumer products through retailers. These two types of customers make different decisions regarding sales, marketing, and pricing. These decisions need to be made independently.
- **Differences in divisions:** Business units that operate independently but also compete with each other.

Because these operating units function independently, you require to restrict the flow of transaction information between them. With org-stripping you can logically partition application data within a single database to ensure data privacy. This means that business transactions of one operating unit cannot be accessed by other operating units within the same company.

For example, Vision Industries includes two organizations, Vision A and Vision B. Vision A sells cosmetics, while Vision B sells pharmaceutical products. Vision Industries can maintain transactions of Vision A and Vision B separately in Oracle Channel Revenue Management by defining Vision A and Vision B as operating units.

To increase support of the application being used under different operating units, Oracle Channel Revenue Management includes the following:

- Enhanced Operating Unit Support in Offer, Fully Accrued Budget and Price List integrating with Advanced Pricing and Order Management. The profile option OZF: Global Flag on Pricing Related Objects defaults whether a global flag is checked when the offer is passed to Advanced Pricing.
- Support for different business or data model organization structures on an operating unit (org-striped) basis or a shared service basis using the MOAC Profile Option.
- Claim users with access to multiple operating units can view all claims across multiple operating units without switching responsibilities.
- Enhanced synchronization with Oracle Financial application and Oracle Supply Chain application in Organization Support

Understanding Multi-Org Needs

Oracle Channel Revenue Management is sometimes referred to as a bridging application between Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP).

Org-striping involves segregating areas based on operating units. In real-time scenarios, companies set up different operating units (OU) or business entities for different reasons. These operating units have their own business rules and they function independently. This means that the business transactions of one OU may or may not be accessed by another OU.

The Oracle MOAC security model enables you to use a single responsibility to access multiple operating units. The MOAC feature is also known as security by operating unit. The MOAC profile option MO: Default Operating Unit (described below) allows you to set operating unit details for offers, budgets, and price lists.

Org-striping enables you to restrict offers, budgets, and pricelist to the respective operating units using the settings in the MO: Default Operating Unit.

The MOAC feature includes the following profile options:

- **MO: Security Profile:** Use this profile option to associate a predefined security profile to a user responsibility. This profile option controls the access for one responsibility to multiple operating units. It determines if the user can access one, multiple, or all operating units in the system.

- **MO: Default Operating Unit:** Optionally, use this profile to set up a default operating unit value for a user. The operating unit must be a valid value within the user's security profile. When the user logs in, the value that you set here appears as the default value in the operating unit field on all the transaction screens. You can set this profile option at the following levels:
 - **Site:** if a user wants a different default operating unit for each responsibility or when a user has different organization access for each responsibility.
 - **User:** if a user wants the same operating unit as the default value for all the responsibilities that are assigned to the user.

A multi-org enabled setup provides users the flexibility to enter setup and transaction data, and run concurrent programs for multiple operating units without having to switch responsibilities. The "Operating Unit" field in the transaction user interface provides a list of operating units. Users can select the required operating unit from this LOV. The security profile settings and responsibility of the user determine the operating units that appear in the LOV.

Setting the Multiple Organizations Profile

With responsibilities, you can access more than one operating unit at a time, so you can perform business tasks for entities that have multiple organizations across all accessible operating units using a single responsibility.

Set the profile option MO: Default Operating Unit to a valid value, to stamp opportunities with your default operating unit.

This profile option setting is mandatory. Stamping your new opportunity with the default operating unit does not limit your access to the opportunity and the stamp is not visible. New account sites and new account relationships are also stamped with your default operating unit if the profile option is set. Again, this stamp is not visible, however it is displayed on the Account Details form if you have access to it through your responsibility.

If the profile MO: Default Operating Unit is not set to a valid value, an error message displays when you attempt to create a new account site, or a new account relationship:

- **For the Account Site:** You will not be able to create the Account Site since your default operating unit has not been set or has been set to a value that is not valid. Please contact your System Administrator.
- **For the Account Relationship:** You will not be able to create the Account Relationship since your default operating unit has not been set or has been set to a value that is not valid. Please contact your System Administrator.

See the *Oracle E-Business Suite Multiple Organizations Implementation Guide* for information on setting the profile MO: Default Operating Unit, implementation considerations for operating unit security, and other details on enabling Oracle Channel

Revenue Management users to access multiple operating units.

How Oracle Channel Revenue Management Uses Operating Units

The following table lists and describes how the various Oracle Channel Revenue Management modules use operating units.

Use of Operating Units

Oracle Channel Revenue Management Module	Use of Operating Unit
Channel Rebate and Point-of-Sale Management	To synchronize with modifiers in the Oracle Pricing application offers in Oracle Channel Rebate and Point-of-Sale Management include the OZF: Global Flag for Pricing Related Objects profile option.
Channel Rebate and Point-of-Sale Management	Budgets in Channel Rebate and Point-of-Sale Management use operating units in the following manner: <ul style="list-style-type: none"> <li data-bbox="797 905 1442 1094">• Fully Accrued Budget - When you create a budget in Oracle Channel Rebate and Point-of-Sale Management and accumulate the total balance the profile option OZF: Global Flag on Pricing Related Objects id is used. For additional information, refer to <i>Oracle Channel Rebate and Point-of-Sale Management Implementation Guide</i>.
Channel Rebate and Point-of-Sale Management	In Channel Rebate and Point-of-Sale Management the OZF: Global Flag on Pricing Related Objects profile option determines whether a price list has the global flag checked in the background. The price list header screen contains the global flag for price lists
Channel Rebate and Point-of-Sale Management	You can use the OZF:Trade Planning Territories Limited to Operating Unit profile to create and maintain territories for Trade Management purposes enabling you to segregate territories by operating unit. This eliminates the requirement of setting up all territories with account sites as matching attributes. You can set tthis profile option at the site level. This profile option can handle either org-specific or non-org specific quota allocation.

Oracle Channel Revenue Management Module	Use of Operating Unit
Channel Rebate and Point-of-Sale Management	<p>The OZF:Trade Planning Territories Limited to Operating Unit profile option enables the Account Manager dashboard to expose sales orders within one or multiple operating units.</p> <p>The account's account site for all operating units (plus any other matching attributes) will be derived for the territory, and sales data will be based on those sites.</p>
Accounts Receivable Deductions Settlement	<p>In the claims function you can switch from one operating unit to another. The Claims Summary page displays all claims pertaining to all operating units that you have access to. This eliminates the need to switch responsibility. Additionally, when you create a claim (single or mass) and if you have access to multiple operating units, the claim creation page allows you to select the operating unit.</p>
Channel Rebate and Point-of-Sale Management	<ul style="list-style-type: none"> • All channels for importing point-of-sale data display the operating unit field – WebADI, XML Gateway, interface table. • The Operating Unit field is displayed on the batch import, Chargeback summary, and Chargeback header screen to track the Operating Unit against each point-of-sale batch.

Setting Up the Time Structure

Setting up the time structure is the first task you must perform when implementing Oracle Channel Revenue Management. The Time Structure facilitates activities such as quota creation quota allocation, target allocation, offer forecasting, and reporting features such as sales performance graphs.

Note: You must set up the time structure properly before running any concurrent programs for populating materialized views.

The time structure you set up provides data at these levels:

- Day
- Week
- Enterprise Period
- Enterprise Quarter

- Enterprise Year

Oracle Trade Management must have a defined Oracle General Ledger calendar. Ensure that the Oracle General Ledger Calendar is set up correctly. For more information, see the *Oracle General Ledger User Guide*.

To use Oracle Trade Management pages effectively, ensure that Enterprise calendar has periods defined from the Global Start Date to any future dated transactions on which you will report. For example, if you are reporting on future dated transactions such as quotas or forecasts, periods must be defined for all possible future dates.

When adding more periods in the General Ledger calendar, do not change any profile options. Re-run the concurrent program to update the time structure with the new "TO DATE" parameter and view the log.

Use the following instructions to set up the time structure:

- Setting Profile Options, page 3-7
- Running the Concurrent Program for Updating the Time Structure, page 3-8
- Setting Up the Calendar, page 3-8

Setting Profile Options

Set the following profile options to define the calendar that should be used by your Oracle Trade Management team. Assign values to these profiles based on your specific business needs.

Note: You should not change these parameters after completing the implementation process. If you change the parameters after data is loaded into Oracle Trade Management, then you must truncate all tables and rerun all concurrent processes.

To set profile options follow these steps:

1. Log in with Oracle Trade Management Administrator responsibility.
2. Navigate to Setup>Profiles.
3. Set the profile option to the value shown in the table.

Profile Option	Suggested Value	Required/Optional
OZF: Start Day of the Week	2	Required

Profile Option	Suggested Value	Required/Optional
OZF: Period Type	Month	Required
OZF: Global Start Date	01/01/1997	Required
OZF: Degree	1 (Use a positive integer.)	Optional

Updating the Time Structure

Run the Update Time Structure concurrent program. Suggested parameters are:

- FROM DATE: 1-JAN-1997 0:0:0
- TO DATE: 31-DEC-2005 0:0:0 (the last date previously defined in General Ledger)
- All Level: Y

For the procedure to run concurrent programs, see the Concurrent Programs section.

Setting up Calendars and Rates

Complete the following procedures to set up calendars and rates.

- Setting Up the Accounting Calendar, page 3-8
- Setting Up Calendar Type, page 3-9
- Setting Up Period Rates, page 3-12
- GL Daily Rates, page 3-12

Setting Up the Accounting Calendar

Set up at least one accounting calendar based on your business requirements. You can define multiple calendars, with a different calendar assigned to each set of books. For example, you can use a monthly calendar for one set of books and a quarterly calendar for another.

You can set up a calendar can for any fiscal year, with up to 366 accounting periods for actuals, and 60 periods for budgets. The periods can be of different lengths, but they must all be the same period type for one set of books. Otherwise, General Ledger will not recognize them.

You can define an accounting calendar for past or future periods. Be sure that the

enterprise calendar has periods defined from the Global Start Date to any future dated transactions upon which you will report.

Oracle recommends defining periods for two or more years into the future. This is useful for forecasting and quotas. Define a complete financial year and define all the periods.

The GL period type should be defined in the same language as the instance.

Accounting calendars can be created in Oracle Trade Management or in General Ledger. Period (calendar) types must be created before creating Accounting calendars.

To set up the Accounting Calendar, log in to Oracle Trade Management with Trade Management User responsibility.

1. Log in to Trade Management and navigate to Trade Management: Administration > General > Globalization.
2. On the Calendar Types page click Create
3. Enter the calendar name.
4. Enter a prefix. For example, Jan or Q1, or FY04.
5. Select a type.
6. Enter a year.

Setting Up a Calendar Type

Before setting up an accounting calendar, you must create period types. You can create period types in General Ledger or in the Oracle Channel Revenue Management user interface.

To enter period types in the Oracle Channel Revenue Management user interface follow these steps:

1. Log into Oracle Trade Management with Trade Management User responsibility.
2. Navigation: Trade Management: Administration > General > Globalization > Calendar Types.
3. To create new periods, enter the appropriate information in the Period Types section and click Update.
4. To display a particular period type or group of periods:

Enter the appropriate year and period type in the Find Period Types section of the page and click Search.

- **Period Types:** Period Types are created in General Ledger in the background. All

Period Types are available in the General Ledger.

Setting Up the Calendar

The calendar defined in this step becomes a value in the List Of Values (LOVs) for the profile.

To set up the calendar, log on with System Administrator responsibility.

Navigation: Profile > System.

Steps:

1. In the Application field enter Marketing.
2. In the Profile field enter AMS: Marketing Cal%.
3. At the Site level, use the list of values to view the available AMS: Marketing Calendar options.
4. Select the appropriate Accounting Calendar created previously. For more information, see Setting up the Accounting Calendar.
5. Save your work.

This is a generic calendar available to all Oracle Trade Management users. Different users can have different views of the Calendar, but they cannot personalize the content. The Calendar displays marketing objects based on statuses and time range.

In Oracle Trade Management, the Calendar supports Campaigns and Offers.

To centrally set up the objects that are shown in the Calendar and to implement the calendar use the following procedures:

- Assigning Usage to Resource Group, page 3-10
- Selecting Calendar Display Parameters, page 3-11
- Running Concurrent Program for Calendar, page 3-12
- Configuring User Profiles, page 3-11

Assigning Usage to a Resource Group

Before users can view the Calendar, their group must be assigned the CRM Foundation Calendar Items Group Usage. Only users on groups with "Calendar Item" usage will be able to view Objects. For more information, see the *Oracle Marketing User Guide*.

To assign usage to a resource group, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

To assign usage to a resource group follow these steps:

1. Navigate to Trade Management: Administration > Resources > Groups >Summary
2. Click a group name to display the Group Detail page. Click Update to save changes.
3. Fill in the mandatory fields on the Group Detail page including Group Name and Active From.

In Group Usages, select CRM Foundation Calendar Items from the drop-down menu to enable Calendar functionality.

Configuring User Profiles

Before users view the Calendar, they must specify in their user profile what objects they want to view. Users can further personalize the Calendar by saving preferences based on their needs.

To configure user profiles for Calendar preferences follow these steps:

1. Log into Oracle Trade Management with Oracle Trade Management User responsibility.
2. Navigate to Trade Management Administration: Trade Management >Setup.
3. Click on the Profile icon.
4. Navigate to Calendar>Personalize Calendar.
5. In the Personal preferences page, click Yes in the Display Items drop-down menu.
6. Click Update.

Selecting Calendar Display Parameters

You must decide on what information the calendar displays. You can choose to display information based on:

- Additional criteria such as date.
- Objects including Campaign Schedule, Event Schedule, One-off Events, and Offers.

To specify Calendar parameters, follow these steps:

1. Log in to Oracle Trade Management with Oracle Trade Management user responsibility.
2. Navigate to Trade Management: Administration > Trade Management > Setup > Calendar Criteria > Create.
3. At the Calendar Criteria Overview select Create.
4. At the Create Marketing Calendar Criteria page fill in the required details including

Object, Custom Setup, Start Date and End Date and Priority.

Select Object Status. For example, if the Object selected for display is "Campaign Schedule", the status chosen may be Active Schedules. In this case, only Active Campaign Schedules will appear on the Marketing Calendar.

5. Click Update to save your work.

Updating Calendar Display

Before the new object or criteria displays on the Calendar, run the concurrent program AMS: Interface Marketing Objects to Calendar. This program is a workflow background process that updates the Calendar as needed. For the procedure to run a concurrent program, see the Concurrent Program section.

Setting Up Period Rates

You can maintain period-average, period-end, and revaluation exchange rates for any foreign currency that you have enabled. General Ledger uses:

- Period-average and period-end rates when you translate your actual and budget account balances.
- The revaluation rate when you revalue account balances that are denominated in a foreign currency.

To set up period rates, define rate types (conversion types) in General Ledger. Perform type mapping in General Ledger or in Oracle Trade Management.

To set up period rates, log in to Oracle Trade Management with Trade Management User Responsibility.

Navigation: Administration > General > Globalization > Period Rates.

You can create or modify pseudo period rates. You can also create new period rates.

Notes:

- **Period:** The conversion type automatically defaults based on the type mapping.

Setting Up GL Daily Rates

The GL Daily Rate is the actual exchange rate between two currencies on a particular day. Use this procedure to enter the rate so it can be used throughout the application whenever currency conversion is performed for that date. Define the rate type (conversion type) in General Ledger before you enter rates.

To view, update, or create GL Daily Rates, log in to Oracle Trade Management.

Navigation: Administration > General > Globalization > Period Rates. **(is Period Rates correct - there is no GL Daily Rate)**

After entering rates, you can update information, and make changes to the data at any

point of time.

Notes:

- **Conversion rate:** While creating a new GL Daily Rate, the inverse conversion rate is automatically calculated when the conversion rate entered.

Setting System Parameters

On the System Parameters page you can define:

- Accounting preferences
- Price Protection accounting preferences
- Claim source setup defaults, such as a default claim type, reason, claim owner, and so on
- Claim settlement defaults, such as a default RMA transaction type, debit memo type, credit memo type, write off adjustment type, chargeback type, and transaction type, and rule based settlement thresholds and approvals.
- Autopay frequency and preferences
- Pay Over Earnings thresholds
- Indirect Sales and Trade Planning preferences
- Price Protection Process Execution preferences
- Supplier Ship and Debit adjustment preferences

System parameter defaults define the following basic information:

- **Operating Unit:** Use the search icon to select an Operating Unit.
- **Set of Books:** When a user creates a budget in Oracle Trade Management, it can be in any currency. In the background, however, a functional currency is recorded with the budget. The functional currency (defined for this set of books) is the main currency used by the Oracle General Ledger set of books. Oracle General Ledger postings are created in this functional currency.
- **Accounting Method:** Select Accrual.
- **Accounting section:** Oracle General Ledger integration parameters including default accounts.
 - Sales, Expense, and Charge Account: For accruals created from Lump sum,

Accrual, Scan Data or Volume offers. If the option to post off invoice discounts to Oracle General Ledger is enabled, this is also used for the debit entry there. The accounting created will be debit sales/expense/charge, credit revenue account from the invoice in Oracle Receivables. The accounting entries, Debit Sales or Expense or Charge account, and Credit Liability are created in Oracle Trade Management and tracked as liabilities in Oracle General Ledger.

- Accrual liability account: Accruals created either from a Lump Sum, Accrual, Scan Data, or Volume offers may be treated as liabilities by some companies. Crediting the liability account increases the liability balance.
- Receivable clearing account: This Oracle General Ledger entry, along with Debit Liabilities, is created when a claim or deduction is created and associated to promotional accruals if the claim settlement method is a credit memo.
- Vendor clearing account: This Oracle General Ledger entry, along with Debit Liabilities, is created when a claim or deduction is created and associated to promotional accruals if the claim settlement method is a check.

To set up System Parameter defaults, see the Setting System Parameter Defaults section in this guide.

The remaining sections of the System Parameters page do not need to be completed at this time. Some require other setups to be completed before values can be entered. The instructions for completing these sections are provided in other sections of this document and are referenced below.

Claim Section

To complete this section in System parameters, you must first create claim types and reasons. For information on completing this section of the system parameters page, see Setting System Parameter Defaults section of the *Oracle Accounts Receivable Deductions Settlement Implementation Guide*.

Settlement Section

Instructions are provided in the Setting System Parameter Defaults section.

Autopay Section

Instructions are provided in the Setting Autopay in System Parameters and the Setting System Parameter Defaults sections of the *Oracle Accounts Receivable Deductions Settlement Implementation Guide*.

Earnings Payment Section

Instructions are provided in the Setting System Parameter Defaults section of the *Oracle Accounts Receivable Deductions Settlement Implementation Guide*.

Price Protection Section

Instructions are provided in the *Oracle Price Protection Implementation Guide*.

Indirect Sales Section

Instructions are provided in the Setting System Parameter Defaults section of the *Oracle Channel Rebate and Point-of-Sale Management Implementation Guide*.

Planning Section

Instructions are provided in the Setting Up Quota Allocations section of the *Oracle Channel Rebate and Point-of-Sale Management Implementation Guide*.

Rule Based Settlement Section

Instructions are provided in the *Oracle Accounts Receivables Deductions and Settlement Implementation Guide*.

Supplier Ship and Debit Section

Instructions are provided in the *Oracle Supplier Ship and Debit Implementation Guide*.

Updating Group Access

Perform this step to set up the implementation user as an Administrator, who is able to access all objects in Oracle Trade Management. Use the following high level procedure to update group access.

Log on with CRM Administrator responsibility.

Navigation: Resource Manager.

1. Add the implementation user to a resource group using the Trade Management Administrator Responsibility.
2. Run the Concurrent Program, AMS: Group Access Refresh to finish the process of creating the implementation user.
3. Select the resource group in the AMS: Admin Group profile option.

Creating Oracle Channel Revenue Management Users

The following information describes how to create Oracle Trade Management users and employees.

Creating Users Procedure

Create the Implementation User before implementing Oracle Trade Management, and assign the roles and responsibilities necessary to complete implementation tasks. Having a single implementation user makes the process easier as only one user and password is required to complete all steps.

This section describes the following procedures:

- Creating the employee

- Creating the Implementation User
- Creating Custom Responsibility
- Setting the Default Responsibility
- Importing the Employee as a Resource
- Granting Access to Customer and Administration Tabs
- Updating Group Access

Creating Resources

To create an employee follow these steps:

1. Log in with US HRMS Manager Responsibility.
2. Navigation: People > Enter and Maintain.
3. In the Find Person box, select New and enter the appropriate information.
4. Save your work. A confirmation will appear in the lower left corner of the window.
5. Select Assignment and enter Organization, Team/Group, Location, and Supervisor
If a dialog box with Update and Correction buttons displays, select Correction to revise existing data and Update to create a new record.
6. Save your work. A confirmation will appear in the lower left corner of the window.
7. Select Yes to use the new location.
8. Save your work.

Important: In Oracle Trade Management, page level security has been enabled for the Notes, Team, and Tasks options. Users can access these options in Trade Management objects such as offers and budgets only if they belong to the team that has access to these objects. Admin users can access these options regardless of the team to which they belong.

Importing the Employee as a Resource

To use Oracle Channel Revenue Management, you should import an employee you created previously, into the application as a resource. As a prerequisite, the employee should exist in the Resource Manager.

To import the employee as a resource, log in with the CRM Administrator responsibility.

Navigation: Resource Manager > Maintain Resources > Import Resources.

1. Locate the employee you previously created.
2. Enter employee's name in the name fields and select Search.
3. Select Create Resource.
4. Click OK to accept default values
5. Click Save Resource (record the transaction number)
6. Click Details to validate that the User Name field is populated with the proper user created for this employee resource.

Creating the Implementation User

To create the implementation user, log into Forms with System Administrator responsibility.

Navigation: Security : User > Define.

Notes:

Assign the following responsibilities to the Implementation User:

- General Ledger Super User
- HRMS Manager
- Inventory
- CRM Administrator
- Oracle Trade Management User
- Oracle Trade Management Administrator
- Account Manager
- Workflow User Web Applications
- System Administrator
- Receivables
- Oracle Payable
- Oracle Pricing User

- Receivables Manager

Two procedures are presented below. Use the seeded Oracle Trade Management User responsibility for Oracle Trade Management. With this responsibility, the user can access basic Marketing functions (core) and Oracle Trade Management. To restrict user access to Oracle Trade Management functionality, create a custom responsibility.

Seeded Trade Management Users

- TRADEMGR/WELCOME
- Oracle Trade Management Administrator
- Oracle Trade Management User
- Account Manager

Assigning a Default Responsibility

To assign a default responsibility to the Implementation user, log in to Oracle Trade Management, and select your default responsibility.

To change the default responsibility at any time, log into Oracle Trade Management.

Navigation: Profile > Navigation Preferences.

Creating Custom Responsibilities

Use the following high-level procedure to create a custom responsibility:

Check these steps.

1. Log in with System Administrator responsibility.
2. Select Application>Menu
3. Create the menu structure.
4. Select Responsibility > Define.
5. Create the new responsibility.
6. Assign the menu to the new responsibility.

For specific procedures on creating a custom responsibility, see the Oracle E-Business Suite Security Guide.

A sample menu structure for a custom Oracle Trade Management responsibility is provided in the following table:

Sample Trade Management Custom Responsibility Menu Structure

Prompt	Submenu	Function
Home	ASF_HOME	ASF_HOME
Customer	OZF_NEW_CUSTOMER_MENU	ASF_ORGZN_SUMRY
Product	Oracle Marketing New Product Menu	Products Overview
Quota	OZF_NEW_QUOTA_MENU	OZF_TP_QUOTA_OVER
Budget	OZF_NEW_BUDGET_MENU	OZF_FUND_OVER
Trade Planning	OZF_NEW_TRADE_PLANNING_MENU	OMO Programs Overview
Claim	OZF_NEW_CLAIM_MENU	OZF_CLAM_SUMMARY
Indirect Sales Management	OZF_NEW_INDIRECT_SALE_MENU	OZF_RESL_SUMMARY
Administration	OZF_NEW_ADMIN_MENU	ASF_SETUP_OPP_CALTYP E_MAIN
Calendar	OZF HTML Calendar Main Menu	JTF HTML Calendar. Daily View

Using Roles and Groups for Access

You can use roles and groups to control user access to application windows, tabs, and functions.

Accessing the Customer and Administration Tabs

Specify Roles and Groups to gain access to the Customer and the Administration tabs.

To specify roles and groups, log into Oracle Forms with the CRM Administrator responsibility.

Navigation: Resource Manager. Notes:

Notes:

- **Resource:** Select the user.

- **Roles:** Select a role type of Sales and a Role of Sales Representative.
- **Group tab:** Select a group with Usages of Sales and TeleSales and Oracle Marketing. Ensure that the Group Member Role Sales Representative is associated with the above group on the Resource Details screen.

Updating Group Access

Perform this step to set up the implementation user as an Administrator, who is able to access all objects in Oracle Trade Management. Use the following high level procedure to update group access.

Log on with CRM Administrator responsibility.

Navigation: Resource Manager.

1. Add the implementation user to a resource group.
2. Run the Concurrent Program, AMS: Group Access Refresh.
3. Select the resource group in the AMS: Admin Group profile option.

Performing Basic Setups

This section includes the instructions for performing the following basic setups:

- Creating Activities, page 3-21
- Creating Marketing Mediums, page 3-22
- Creating and Verifying Categories, page 3-22
- Creating Thresholds, page 3-23
- Creating Custom Setups, page 3-23
- Creating Mandatory Rules, page 3-26
- Creating Locking Rules, page 3-26
- Creating User Statuses, page 3-28
- Creating Approval Rules, page 3-27
- Setting Up Product Options, page 3-32

Creating Activities

An Activity manages the relationship between an object's Activity Type and the Marketing Medium.

Activities are used to identify the general purpose of a promotion, for example, Advertising or Listing allowance.

Use the Activity page within the Administration tab to:

- Manage the relationship between an object's Activity Type, Activity, and the available Marketing Medium.
- Specify the available Activity and Marketing Mediums combination for a given Activity Type.

You can create Activities within the application and link them to an existing Activity Type. When an Activity Type is selected for a Object Create or Custom Setup, the Activities that have been created for the Activity Type populate the Activity LOV.

If you are also implementing Oracle Marketing, then you can also use the activity setup screen to set up related activities. For more information, see the *Oracle Marketing Implementation Guide*.

Procedure

To create an activity, follow these steps:

1. Log into Trade Management as a Trade Management User.
2. Navigate to Trade Management : Administration >Trade Management > Setup > Activity.
3. Enter an Channel Name.
4. Select an Channel Category = deal. and mark as Active. Only Active Activities are available within the application.
5. Associate Marketing Medium. 6.
6. Click Go

Select a Marketing Medium from the list of active Marketing Mediums displayed.

Select Active From and Active To dates. These dates should fall within the Active From and Active To dates of the Marketing Medium.

Marketing Medium shown up on the Object details page based on the Association of the Marketing Medium with the various activities in the create Activity screen. A single Marketing Medium may be associated with multiple Activities.

7. Click the create button to save your work.

Creating Marketing Mediums

Marketing mediums relate to a specific channel used by a customer to execute a promotion's performance activity. Therefore, they differ by activity.

For example, a trade promotion for a new toy includes the activities of Advertisement and In-Store Display. The advertising appears in the local newspaper, community magazine, and on the radio. In-Store displays include an End-Aisle Display and a display by the cash register.

Use the following procedure to create a marketing medium.

To create a marketing medium, log in to Oracle Trade Management with Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Marketing Medium. Click Create.

Notes:

- **Marketing medium name:** This name should reflect the activity type and the activity with which it will be associated.
- **Channel:** Choose the appropriate activity that this medium will support. For example, if the Marketing Medium is Direct Mail House, choose Direct Mail for the activity.

Creating and Verifying Categories

Categories are used to group objects. Use them as selection and search criteria to locate objects. In Oracle Channel Rebate and Point-of-Sale Management Oracle Channel Revenue Management, budgets categories are used to impose a business rule and to integrate with General Ledger.

Creating Categories

To create a category, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Category.

For more information on categories, see Setting System Parameters, page 3-13.

Verifying Categories

To verify that a category is properly implemented, log in to Oracle Trade Management.

Navigation: Budget > Budgets > Create.

Verify that the category you created is displayed as a value in the Category drop-down menu.

Creating Thresholds

To create thresholds, log into Oracle Trade Management with Oracle Trade Management responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Thresholds. Click Create.

Creating Custom Setups

In Oracle Channel Revenue Management, budgets, offers, claims, quota, and price list use custom setups.

Custom setups determine:

- **Source Code Suffix:** Use for budgets, offers and claims.
- **Side Navigation Menu:** The side navigation menu is the vertical menu that appears after an object is created.
- **Menu Items:** Menu items are the functional areas within the application where data can be created or where objects are viewed.
- **Component Groups:** Menu items are logically grouped into various sections based on functionality. Component Groups include Planning, Execution, Tracking, Collaboration and Approval. Within each Component Group is a logical collection of menu items.
- **Approval requirementsfor:**
 - **Budgets:** Approval rule setup
 - **Offers:** Whether a budget, budget approval, theme approval, and adjustment approval are required
 - **Claims:** Whether or not approval is required

Custom setups are not org-stripped. Therefore the same setups appear in every operating unit. A few seeded custom setups are included with Oracle Trade Management. Use the following procedure to create additional custom setups.

Procedure

To create Custom Setups, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Custom Setup. Click Create.

Notes:

- **Active:** Select to make the setup available for users.
- **Allow Essential and Optional Grouping:** Select if you want to change the default grouping.
- **Source Code Suffix:** The suffix that you enter is reflected when an object is created. The suffix can be alpha, numeric or a combination and the maximum number of characters is 3.

Specifying Custom Setup Details

To configure a custom setup after creating it, log into Oracle Channel Revenue Management.

Navigation: Trade Management:Administration > Trade Management > Setup > Custom Setup > Custom Setup link.

Notes:

- **Display Sequence:** Use this column to control the order in which the objects appear. For example, if Products should appear directly below Main, then Product should be sequentially numbered directly after Main. Main is not an optional setting and must be included. In this example, Main could be given a value of 10, and Product could be given a value of 11.
- **Available Attributes:** Use this column to indicate if the attributes for this object should be made available.
- **Essential:** To control the display order of a particular object, check the Essential box (be sure to select the Essential check box that aligns with the correct object). Anything not checked in the "Essential" column is considered "Optional" and is listed in alphabetical order.
- **Essential Display Sequence:** Display sequence is a numeric setting used to order objects in cue cards. If the Essential box is checked, numeric values need to be provided enables the "Essential" objects to be ordered appropriately. The Display Sequence column is used to determine the order when "Business Process View" profile value is selected. You can set up the business process view at the user level.

You can select Offer along with Scan Data or Lump sum:

- **Scan data offers:** A common promotional tactic executed by companies in most all consumer goods industries. Common examples of scan data promotions are coupons or consumer rebate programs, which may be received by a manufacturer as an import file from a POS system.
- **Lump sum offers:** In addition to offers made to customers tied to specific product

transactions (for example, \$1.00 off per case), a supplier may pay customers for other services and expenses. These include payments to secure shelf space (slotting allowances), events (new store opening activities), and payments to reimburse customers for advertising costs, for example. For these situations, the vendor uses a Lump sum offer to issue a check or credit to the customer for a specific amount.

Reversing Accruals

A profile option allows the reversal of product family accruals for Lump sum and Scan Data offers. If enabled, the option works as follows. If an offer line specifies a product family only, then the following Oracle General Ledger entries are created during claim settlement:

1. Reversal of original accrual posting.
 - Debit original liability account by associated earnings amount
 - Credit original sales/expense account by associated earnings amount
2. Recreation of accrual posting. The base accounts are taken from the budget or budget category (should be the same as the original base accounts, unless the base Oracle General Ledger accounts on a budget or category have been changed.) Account Derivation Rules are used for the following:
 - Debit sales/expense account by associated earnings
 - Credit liability account by associated earnings amount

The Account Derivation Rules provide the configuration of the Oracle General Ledger accounts to post actuals for particular products even when accrual postings were created for product families. The claim itself does not need any validation.

For regular actual postings, there is a profile option that drives whether the liability account should be constructed by the Account Derivation Rules or should be taken directly from the original liability account. For these postings, this profile option is bypassed and the liability account referenced in the step above is always used. Both of the following entries are offsetting entries — the debit entry offsets the credit entry created in the step above; the credit entry offsets the debit entry created by Oracle Receivables or Oracle Payables. Therefore, no call to the Account Derivation Rules is necessary for:

- Debit liability account by associated earnings amount
- Credit receivables/vendor clearing account by associated earnings amount

You can also scatter lump sum postings by dividing the budget total into smaller amounts and creating postings to the budget and General Ledger periodically.

Setting up Rules

You can create the following types of rules.

- Mandatory Rules
- Locking Rules
- Approval Rules

Creating Mandatory Rules

You can set up mandatory rules to require users to enter data in specific data fields on specific screens. You can create rules to make certain data fields mandatory. Certain values in the selected columns are seeded as mandatory and cannot be removed.

In Oracle Trade Management, procedures that use mandatory rules include budgets, offers, claims, adjustment types, claim types, budget thresholds, budget request, claim reason, system parameters, trade profile, and price lists.

For example, in Claims, Reference is not a mandatory field by default but if your business requires this field, you can create a mandatory rule to enforce this business requirement. An asterisk next to the field indicates that it is mandatory.

Note: Mandatory rules do not apply for the offer types, Accrual, Off Invoice, and Trade Deal.

To create mandatory rules, log in to Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Mandatory Rule.

Notes:

- **Object attribute:** This is the side navigation menu for which this field appears.
- **Selected fields:** The field names in the Selected Fields column will be mandatory.

Creating Locking Rules

Locking rules enable you to prevent users from updating data at certain statuses. In Oracle Channel Revenue Management modules that can use locking rules include Channel Rebate and Point-of-Sale, and Accounts Receivable Deductions Settlement.

Note: Locking rules do not apply for the offer types, Accrual, Off Invoice, and Trade Deal.

To create a locking rule, log in to Oracle Trade Management with Trade Management User responsibility.

Navigation: Trade Management : Administration > Trade Management > Setup > Locking Rule.

Notes:

- **Parent object type:** For each selection, different object selections become available in the Object Attribute and System Status drop-down lists.
- **Object attribute:** This is the side navigational menu for which this field appears.
- **System status:** Select New.
- **Selected fields:** Move items from the Available Fields column to the Selected Fields column. The fields in the Selected Fields column will be locked.

Note: Certain fields are seeded in the mandatory rule and cannot be removed from the Selected Fields.

Creating Approval Rules

In Oracle Channel Revenue Management, every product can use approval rules. Approval rules determine what must be approved, by who, and at what status.

You can configure approval rules for budgets or budget requests by using multiple parameters such as amount, budget category, organization, and custom setup.

For internal approval of supplier ship and debit requests, you can configure approval rules for the new transaction type of OZF: Supplier Ship and Debit Request that you create with transaction type key of SUPPLIER_SHIP_DEBIT. To define approval rules for ship and debit, use the Approvals Management Administrator responsibility to create the new transaction type. Next, define item classes and attributes for this transaction type. Use the Approvals Management Business Analyst responsibility to create new attributes. For example, you can define an action type such as chain of approvers, create approver groups, and add members to a defined approver group.

If no approver is set up in Oracle Approval Management, Supplier Ship and Debit uses the approver you named for the OZF_SD_DEFAULT_APPROVER profile option. If no approver is found for the profile option, then either the person assigned this role on the request or the administrator approves the request.

When claim processors determine settlement methods for their claims, you can set up approval rules so that claims are settled only if they are approved by a manager.

If no approval rules are set up for a given transaction, notification is sent to users with the Marketing Default Approver role.

You can assign approvers by role, user, function or a combination of all three. You can

use functions such as Object Owner, Parent Object Owner, Budget Owner, or Parent Budget Owner. These are similar to approval roles, but are dynamic based on each Object, and need not be assigned to a User. If you want the approval to go through a chain of approvers, set approvers in that particular order.

Approver attributes include:

- Order: the order in which approvers are notified.
- Roles: Marketing Default Approver role type.
- Function: any customized program to search for approvers.

Warning: After setting up approval rules, carefully test each approval rule to ensure that the correct rule is used. This testing process identifies conflicting rules.

Example

Scenario: All claims under \$100 are automatically approved. All claims over \$100 with the reason Promotion go to Mary Smith, the Sales Administrator, for approval.

Solution: Set up two approval rules. The first one is for claim amounts \$0 to \$100. They are routed to a default dummy approver that has automatic approval set up in the workflow notification.

The second rule is for claim amounts over \$100 with reason Promotion. These claims are routed to Mary Smith for approval.

Use the following procedure to set up approval rules:

- Setting Up Role Types for Approvals, page 3-29
- Setting Up Roles for Approvers, page 3-30
- Viewing System Profiles for Approvals, page 3-31
- Creating Approval Rules, page 3-31
- Assigning Approvers, page 3-32

Creating User Statuses

In Oracle Channel Revenue Management, modules including budgets, offers, claims, price list, and budget sourcing can utilize user statuses. User statuses are meant for tracking and classification purposes only; system statuses drive system behavior. After you set up user statuses, Oracle Trade Management users can select user statuses for budgets, offers and claims.

You can create multiple user statuses to give a team of claim users who administer a claim the ability to review the performance details on the claim before they settle it:

System Status	User Status
Pending Close	First Reviewer
Pending Close	Second Reviewer
Pending Close	Third Reviewer

The first reviewer reviews the claim, and updates the status to "Pending Close - First Reviewer" user status. At this user status, because the underlying system status is Pending Close, the claim has all the behavior of a claim in the pending close status, and none of the fields on the claim can be updated. This user status also enables other claims users to know that the claim is under the first review. After reviewing the claim, the first reviewer can change the status to "Pending Close - Second Reviewer", which enables everyone to know that the second reviewer is reviewing the claim.

Seeded user statuses are included in Oracle Channel Revenue Management. See the *Oracle Accounts Receivable Deductions Settlement Implementation Guide* for the list of seeded user statuses. Use the following procedure to create additional user statuses:

Log into Oracle Trade Management with Oracle Trade Management User responsibility.

Navigation: Trade Management: Administration > Trade Management > Setup > User Status.

Notes:

- **Default:** Select this check box to set a user status as the default otherwise one of the seeded user statuses for budgets, claims or offers is used.

Creating Role Types

The required role types for approvals are:

- **Default Marketing Approver:** Approver of any new marketing object requiring approval. This role type should be assigned to one person only.
- **Marketing Approver:** Approvers specified by the approval rules.

To set up role types for approvals, log in to Oracle Forms and select the CRM Administrator responsibility.

Navigation: Resource Manager > Setup > Role Types.

Notes:

- **Role types:** Verify that the following role types exist:

- AMSAPPR: If the role type does not exist, then create one by clicking New.
 - Code column: Enter AMSAPPR.
 - Meaning and Description: Enter Default Marketing Approver.
- Marketing approver: If the organization requires multiple approvers, then create a role type called Marketing Approver:
 - Role Type: MKTGAPPR. If it does not exist, continue with this procedure. Otherwise, proceed to the next section.
 - Menu: Select New.
 - Code: Enter MKTGAPPR.
 - Meaning and Description: Enter Marketing Approver.

Creating Default Approver Roles

Create the role of Default Marketing Approver and assign it to a user. The Default Marketing Approver receives approval notification for any budget, offer or claim not meeting the criteria specified in your approval rules.

Note: The Default Marketing Approver Role can only be assigned to one user. If more than one user receives this role, the approval process fails. Note that the system will not prevent you from assigning the role to more than one user. For information on Default Marketing Approver see the section titled *Approval Process* in the *Oracle Marketing User Guide*.

To set up approver roles, follow these steps:

1. Log on with CRM Resource Manager responsibility.
2. Navigate to Administration >Resources > Roles.
3. Query for the role AMS_DEFAULT_APPROVER or create it using the following steps.
4. Code column: enter AMS_DEFAULT_APPROVER..
5. Name: Default Marketing Approver.
6. Type: Use the LOV to select Default Marketing Approver or the description you gave the Default Marketing Approver Role Type.
7. Description: Enter Default Marketing Approver Role.

8. Check the Active and Manager boxes.
9. Save your work.

Viewing Approval Profiles

See the table below for system profiles and their values.

Profiles Options for Approvals

Option	Required	Level	Setting	Effect/Limitation
AMS : Cut off percentage for Approvals	Yes	Site	Enter a value between 0 and 100	<p>This determines what percentage of the estimated budget amount an offer must secure in actual funding before the offer can go active.</p> <p>For example, if you enter 100, it means 100%. An offer's estimated budget amount is \$10K, meaning that it is estimated that this offer must get budget approved for \$10K before the offer can go active.</p>
OZF : Source from Parent Object	Yes	Site	Yes/No	<p>If set to Yes, then objects can source only from their parent objects.</p> <p>If set to No, then the schedule sources funds directly from a budget.</p>

Using the Create Approval Rule Procedure

The creation process involves first creating an approval rule and then assigning approvers to the rule.

The attributes of approval rules are weighted to determine which rules should be used in different situations. If there are multiple rules that may apply, then these weights determine which rule to use.

- Business Unit = 6 (if the business unit matches the rule, this weight is assigned)
- Organization = 5
- Approval Object Type = 4 (budget)
- Budget Category = 3
- Custom Setup = 1

To create approval rules, log into Oracle Trade Management with the Oracle Trade Management User responsibility.

Navigation: Administration > Trade Management > Setup > Approval Rule.

Assigning Approvers

You can assign approvers by role, user, function or a combination of all three. The functions in use are functions such as Object Owner, Parent Object Owner, or Budget Owner.

These are similar to approval roles but are different in the sense that they are dynamic based on each object (budget, claim, campaign, etc.) and do not have to be assigned to a User. Designate an order if the approval must be sent through a chain of approvers.

For example, you have a trade promotion budget that has three approvers for the Budget Line Approval. After creating the rule, add approvers to the rule in the order in which they should approve. Approver with Order [1] is the first approver, followed by Approver with Order [2] and so on.

Configuring Product Options

Product templates enable users to configure product attributes. Configurable Product Options can be defined when Oracle Channel Revenue Management is installed.

Product templates:

- Determine the list of product attributes displayed in the inventory options side navigation menu for any responsibility
- Enable you to customize a list of product attributes based on business needs and integration requirements

Oracle Channel Revenue Management provides a default template based on whether you are defining a product or a service. You can change the selection of product attributes to override the template. You can define the list of product attributes for each responsibility and you can also specify if the product attributes are editable in the inventory options page. This feature enables you to isolate product attributes and limit their access to the appropriate users in accordance with business and integration requirements.

Oracle Channel Revenue Management product options are different from inventory templates. The options created here are used only in Oracle Trade Management screens, which gives the user an option to configure the product attributes displayed in the inventory option side navigation menu.

To create product options:

1. Log into Oracle Trade Management with Oracle Trade Management User responsibility.

2. Navigate to Trade Management:Administration>Trade Management>Setup>Product Options.

To create and enable a new template, use the following procedures:

- Creating a New Product or Service Template, page 3-33
- Setting Up the New Template, page 3-33
- Selecting Product Attributes in Seeded Product Templates, page 3-33

Creating a New Template

To create a new template, log in to Oracle Trade Management.

Navigation: Administration > Trade Management > Setup > Product Option > Create Product Template.

Setting Up the New Template

To set up a new template, open the new template.

Notes:

- **Responsibilities:** Link a responsibility to the template. You can assign only one product template and one service template to a responsibility.
- **Attributes:** Set the following parameters for each attribute:
 - **Default:** Select to make an attribute the default when a product is created.
 - **Editable:** Select to make an attribute updatable in the product screens. If Editable is selected, Hide is ignored.
 - **Hide:** Select to make hide the attribute in the product screens. This is overridden by a selected Editable parameter.
 - **Select All:** Select this flag to enable all the attributes.

Selecting Product Attributes in Seeded Product Templates

Different Inventory attributes can be assigned to a product, depending on the type of product created-- Inventory or Service. If an Inventory product is created, then the attributes screen displays the specific Inventory and Order Management attributes; if the Service option is selected, then the specific Service default attributes are displayed. This section lists the seeded attributes for the following seeded product templates:

- Product (Inventory) Template

- Service Template

See the *Oracle Marketing User's Guide* for more information on seeded Templates for Products and Service Attributes.

Setting Up Customers and Buying Groups

The following sections describe customer setups:

- Creating Customer Classifications, page 3-34
- Defining Customer Relationships, page 3-34
- Setting Up Related Customer Accounts, page 3-34
- Creating Customer Trade Profiles, page 3-34
- Creating Buying Groups, page 3-35

Creating Customer Classifications

To create customer classifications, see the *Oracle Trading Community Architecture Administration Guide*.

Defining Customer Relationships

To define customer relationships, see the *Oracle Trading Community Architecture Administration Guide*.

Setting Up Related Customer Accounts

Claims can be settled for the claiming customer account and all other related accounts. Claims always use customer accounts in TCA, and not parties. For example, if accruals are tracked at the account level, and the claim is from a bill-to account, payments can be made to related ship-to accounts.

For instructions on defining account relationships, see the section titled *Creating Customer Account Relationships* in the *Oracle Receivables User Guide*.

Setting Up Customer Trade Profiles

Customer trade profiles are used to perform the following tasks.

- Store basic customer information such as customer name, account number, site and address.
- Provide a link to vendor setups if applicable.

- Define Autopay parameters for accrual reimbursements including payment frequency, threshold, and method.
- Define parameters for claim payments including days due and write off thresholds for deductions and overpayments.
- Define earning payment parameters for unearned offer accruals including various threshold settings.
- Define indirect sales parameters including batch and line tolerances.
- Define code mapping for customer reason, agreement, unit of measure (UOM), item, and end customer.

For instructions on how to create customer trade profiles, see *Creating Customer Trade Profiles*, page 3-34.

Creating Buying Groups

Buying groups enable companies to leverage high volume purchase discounts. Companies in the consumer goods sector and elsewhere can obtain high volume purchase discounts. You can create buying groups that aggregate the purchases from different organizations and their accounts so you can negotiate such discounts.

You can form buying groups in Oracle Marketing by linking various TCA parties together based on a predetermined party relationship.

Any account owned by a member organization can participate in the offer.

To create a buying group follow these steps.

1. Log into Trade Management with Oracle Trade Management User responsibility.
2. Navigate to Customer>Organization.
3. Drill down (click on) to the Organization that you want to set up as the Parent or Buying Group Organization.
4. Click on the Relationships cue card on the left-hand side.
5. On the Relationships page click the Add Relationship button.
6. On the 'Add an Organization Relationship to' select the Organization that you want to set up as the Child of the Buying Group.
7. Select relationship of type Buying Groups, make sure the status is set to Active and click Create.
8. A Confirmation page displays showing the related organization and relationship.

9. Once on the relationships summary page, add a new line for the Organization you just added.
10. Click on the Organization name just added, to display the child Organization details page. Click relationships cue card to validate if a new relationship type of buying group is generated for this child Org. This is done automatically by the system.
11. Log into Oracle Trade Management with Oracle Trade Management Administration forms responsibility.
12. Navigate to Concurrent Requests > Run.
13. Run the concurrent program Generate Party List for Market Qualifiers.
14. This will build the buying group and link all the Organizations so defined.

Implementing and Verifying Oracle CRM Application Components

Certain Oracle CRM Application components are prerequisites for implementing any Oracle CRM module. They provide common infrastructure upon which all CRM applications are built. (Formerly CRM Technology Foundation)

By providing a set of application components, Oracle CRM ensures that all applications interact with key business objects in a consistent manner.

The following components are required for Oracle Trade Management:

- Resource Manager
- Notes
- Territory Manager
- Task Manager
- Calendar (HTML and Forms-based)

To implement CRM Foundation for Oracle Marketing use the following procedures:

- Setting Up Resource Manager, page 3-37
- Setting Up Territory Manager for Oracle Trade Management, page 3-37
- Setting Up Task Manager, page 3-39
- Setting Up Note Type, page 3-40

Setting Up Resource Manager

Resource Manager is a central repository for various types of resources, groups, teams, and roles can be created. It enables Oracle Trade Management and other applications to use resources regardless of where they are created.

You can import resources such as employees, suppliers, parties and partners that are created in other applications. After resources are imported into Resource Manager, they can be used by other applications.

Resource Manager enables:

- Groups
- Roles
- Role Types
- Employee Import

For instructions on setting up Resource Manager, see the *Oracle Trading Community Architecture Administration Guide*.

Setting Up Territory Manager

Oracle Channel Revenue Management uses territories for:

- **Budget Allocation:** For fixed budget allocation and fully accrued budgets. Transaction Type = Offer in Territory Manager.
- **Quota Allocation:** For allocating quotas to territory hierarchies.
- **Claim Owner Assignment:** For transaction types analogous to the Claim in Territory Manager.

The concept of winning territory in other applications equates to budget and claim owner assignment in Oracle Trade Management. To implement Territory Manager for Oracle Trade Management, complete the following procedures in the order in the following order:

- Setting Up Territory Types, page 3-38
- Setting Up Territories for Budgets, page 3-38
- Setting Up Territories for Claim Owner Assignment, page 3-38
- Running Concurrent Process, page 3-38

Setting Up Territory Types

Setting up territory types is mandatory for Oracle Trade Management budgets, but optional for claim owner assignment. It is the first task you must perform when setting up Territory Manager for Oracle Trade Management. Territory types map to a specific level in a Trade Management budget. Each level in the territory hierarchy must have a unique territory type. For more details on Territory Manager, see the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.

Setting Up Territories for Budgets

Territories are used in fixed budgets and fully accrued budgets in the following manner:

- **Fixed Budgets:** Territories are used in fixed budgets for allocation purposes, thus enabling a company to allocate money to each sales territory. When the allocation is complete, a budget hierarchy similar to the territory hierarchy is created. The primary resource for each territory is the budget owner. Other territory resources become team members of the budget.
- **Fully Accrued Budgets:** Territories are used in fully accrued budgets to create budget hierarchies. These budgets can be created based on a specific territory hierarchy. When approved, a budget hierarchy mapped to the selected territory hierarchy is created. Each child node (at the lowest level of the budget) is created by using an Advanced Pricing modifier. When an order that meets the defined criteria is placed, the total and utilized amount in the appropriate child budget is increased. The primary resource for each territory is the budget owner. Other territory resources become team members of the budget.

For more details on Territory Manager, see the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.

Setting Up Territories for Claim Owner Assignment

Claim owner assignment works similar to territories that are used in other applications. For example, you can set up a claim territory AZS, so that if the claiming customer is Business World, the claim is assigned to John. Other AZS territory resources are assigned as team members to the claim. Territory A is the "winning" territory.

For information on setting up territories refer to the chapter titled *Setting Up Territories* in the *Oracle Territory Manager Implementation Guide*.

Running Concurrent Processes

Run the following concurrent programs each time you change a territory definition:

- Generate Territory Package : Run the following programs In Territory Manager:

- Import Territory Hierarchy and Generate Party List for Market Qualifiers
Run these programs in Oracle Channel Revenue Management.

When running the OZF-TM: Import Territory Hierarchy program, you are prompted for a Territory Hierarchy Start Node. This value can be any root territory defined under Oracle Channel Revenue Management in Territory Manager.

For more information on Territory Manager, see *Oracle Territory Manager Implementation Guide*.

Setting Up Task Manager

Task Manager is optional for a basic implementation. Task Manager helps you to manage tasks by providing an effective mechanism for organizations to respond to customer needs in a timely manner. By using Task Manager you can create, assign, manage, sort, and prioritize a task.

To implement task transition rules, set the profile, Task Manager: Default Task Status, after defining a rule and assigning it an appropriate responsibility.

Note: If no rules are assigned to a responsibility, you do not need not set this profile because all statuses are displayed in the Status LOV.

For complete information on how to set up Task Manager, see the *Oracle Trading Community Architecture Administration Guide*.

Task Manager Profile Options

Option	Required	Level	Setting	Effect/Limitation
Task Manager: Default Task Status	Optional	Site, Application, Responsibility, User	User Defined	Required for implementing a task transition rule. Set this profile option to the initial status of the rule.
Task Manager: Owner type for a task	Optional	Site, Application, Responsibility, User	User Defined	Specifies the default task type when creating a task.

Option	Required	Level	Setting	Effect/Limitation
Task Manager: Default Priority	Optional	Site, Application, Responsibility, User	User Defined	Specifies the default task priority when creating a task.
Task Manager: Default assignee status	Optional	Site, Application, Responsibility, User	User Defined	Specifies the default assignee status when creating or assigning a task.

The Task Manager: Default Task Status value must be set to the first status value defined in Task Status Transition Rule for Oracle Trade Management .

This status applies to the Oracle Trade Management Administrator.

For more information on Tasks, see the *Oracle Trading Community Architecture Administration Guide*..

Setting Up Note Types

Setting up note types is optional. Although Oracle Notes comes with a set of predefined note types, you can create customized note types. Predefined set of notes and the customized notes are available in Oracle Trade Management.

See the *Oracle Trading Community Architecture Administration Guide* for more information.

Creating Customized Note Types

Navigation: Notes Setup> Note Type Setup.

Notes:

- **Code, Meaning, and Description:** Carefully describe the Note Type meaning. This description is later used to map the Note Type to the Oracle Trade Management Object.
- **Tag:** Enter Note.

Associating a Note with Channel Revenue Management Objects

Navigation: Notes Setups > Source and Note Type Mappings.

Notes:

- **Source object:** Select the appropriate Oracle Trade Management object that you want to use this Note Type. For example, Campaign Schedule.
- **Note type:** Select the new Note Type created. The Note Type LOV displays the text entered as the Note Type meaning.
- **Application:** Select Trade Management.

Note: If a note type is not associated with a specific Oracle Trade Management object, it becomes available to all Oracle Trade Management objects.

Implementing Profile Options, Lookups, and Concurrent Programs

This chapter covers the following topics:

- Setting Profile Options
- Lookups
- Concurrent Programs

Setting Profile Options

Use the following high level procedure to set any profile option. Log into Oracle Forms with the System Administrator responsibility.

You can also set Profile Options when you log in with the Oracle Trade Management Administrator Responsibility.

Navigation: Profile > System.

1. Check the level(s) at which you want to set the profile option. The available levels are listed below:
 - **Site:** The default setting.
 - **Application:** If you select this level, choose the application from the Application LOV for which you want to set the profile option.
 - **Responsibility:** If you select this level, choose the responsibility from the Responsibility LOV for which you want to set the profile option.
 - **User:** If you select this level, choose the user from the User LOV for whom you want to set the profile option.
2. Search for the profile name.

3. Verify or set the profile option(s) at the levels that you selected.

Profile Option Categorization

All Oracle Channel Revenue Management profile options are grouped into one or more of the following categories:

Category Functional Name	Category Code Name
Trade Planning Setup	OZF_TP_SETUP
Claims Setup	OZF_CLAIM_SETUP
Budgets Setup	OZF_BUDGET_SETUP
IDSMS Setup	OZF_IDSMS_SETUP
System Defaults	OZF_SYSTEM_DEFAULTS
UI Defaults	OZF_UI_DEFAULTS
Security	OZF_SECURITY
Compatibility	OZF_COMPATIBILITY

Before You Begin

Oracle recommends that you set your profile options prior to putting Oracle Trade Management into production.

Profile Options for Security Setup

Set the following profile options for Oracle Channel Revenue Management Security:

Profile Options for Security - Category Code: OZF_SECURITY

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF: Allow Tolerance Override		Appl Resp Site User		Yes	This profile options allows or disallows you to override tolerance values.
OZF: Show GL Accounts On Screen		Appl Resp Site User	Yes/No	Yes	Yes = Oracle General Ledger account numbers are displayed.

Profile Option for Compatibility

Set the following profile options for Oracle Channel Revenue Management Profile Compatibility:

System Defaults Category Code: OZF_SYSTEM_DEFAULTS

Profile Name	Required	Level	Setting	Default	Effect/Limitation
OZF: Relationship Type for Buying Group	Yes	Site	Any valid relationship in TCA	Buying Groups	Establishes a hierarchical group of customers in Trading Community Architecture (TCA). For example, if value is set to subsidiaries then all parties who share this relationship are part of a buying group. Used as a qualification criteria for offers.

Lookups

Lookups supply the content of many of the lists of values (LOVs) in the Oracle Channel Revenue Management user interface. Most lookups are predefined (seeded in the

application). The seeded values can be left as is, or you can customize them to fit your business needs. Lookup values make choosing information quick and easy, they ensure that users enter only valid data into Oracle Channel Revenue Management.

You can add new lookup values at any time. You can set the Enable flag for a value to No, so that the value no longer appears in the list of values, or you can use the start date and end date to control when a value will appear in a list.

This section describes all of the lookup values and settings that are required for successful implementation of Oracle Channel Revenue Management.

Creating New Lookup Types

To create a new lookup type, add values to an existing lookup type, or prevent existing values from appearing in a lookup type, use the Application Utilities Lookups window. You must log out and log in again to see the effect of your changes.

To define a new lookup type and lookup value, log in to Oracle Trade Management with Oracle Trade Management Administrator responsibility. Click on Lookups under Setups.

Notes:

- **Global security group:** Un-check to add lookup values specific to the security group/business group linked to your current responsibility. Existing lookup values are available to all business groups.
- **Tag:** Leave blank.

Adding Values to an Existing Lookup

To add a new value to an existing Lookup, query the lookup type to which you want to add a value, and complete the fields as required.

- You cannot add values if the access level is System.
- If you do not enter a start date, the new lookup is valid immediately. If you do not enter an end date, the new lookup is valid indefinitely.

User Level Lookups

The following table lists all of the Oracle Channel Revenue Management lookups for the user access level. This table also lists the values for each Lookup. Some values list the meaning (in parentheses) next to the value if the value warrants further description.

User Lookups

Lookup Name/Code	Access Level	Values
Number Condition Operators OZF_NUM_CONDITION_O PERATORS	User	< <= = > >= BW1 (Between)
Denorm Querys For OZF_DENORM_QUERY_FO R	User	ELIG PROD
Trade Management Product Level OZF_PRODUT_LEVEL	User	FAMILY PRODUCT
Trade Management Search Categories OZF_SEARCH_CATEGORIE S	User	OZF_FUND (Budget) OZF_CLAM (Claim) OZF_OFFR (Offer) OZF_PRIC (Price List)
XTD Values OZF_XTD_VALUES	User	MTD (Month-to-Date) QTD (Quarter-to-Date) YTD (Year-to-Date)

Extensible Access Level Lookups

The following table lists all of the Oracle Channel Revenue Management Lookups for the Extensible access level. This table also lists the values for each Lookup. Some values list the meaning (in parentheses) next to the value if the value warrants further description.

User Extensible Lookups

Lookup Name/Code	Key	Values
Formula Entry Operators OZF_FORMULA_OPERATOR	Extensible	DIVIDE MINUS MULTIPLY PERCENT PLUS
Formula Entry Type OZF_FORMULA_ENT_TYPE	Extensible	CALCULATION CONSTANT METRIC
Formula Type OZF_FORMULA_TYPE	Extensible	ALLOCATION (Allocation calculation) HOLDBACK (Hold Back calculation)
Lumpsum payment type OZF_OFFER_LUMPSUM_PAYMENT	Extensible	ACCRUE (Accrue) CHECK (Issue Check)
OZF: Customized Object Class OZF_CUSTOMIZED_OBJECT_CLASS	Extensible	CB (Chargeback) CM (Credit Memo) DM (Debit Memo) INVOICE (Invoice) ORDER (Order) PCHO (Purchase Order) WRITE_OFF (Write Off)
Performance Unit OZF_PERFORMANCE_UNIT	Extensible	Amount Number
Lookup Name and Code	Access Level	Values and Meaning

Concurrent Programs

This section describes how to use the Request Sets and Concurrent Manager Programs provided by Oracle Channel Revenue Management. Use the following high level procedure for running any Oracle Applications concurrent program or program set. You can use these procedures to run or schedule any of the Oracle Channel Revenue Management concurrent programs.

See *Oracle E-Business Suite Maintenance Guide* for complete details on Oracle Applications concurrent programs.

Select the Oracle Trade Management Administrator responsibility

1. Choose Single Request (if running a single concurrent program) or Request Set (if running a set of concurrent programs).
2. Query for the appropriate concurrent program, if necessary.
3. You can run the program immediately or schedule batch jobs. If scheduling, select the time frame.

Use the following high level procedure to check the status of a concurrent program.

Log into Oracle Trade Management with System Administrator Responsibility.

Navigation: Concurrent > Request.

1. In the Find Request window, search for your concurrent program request.
 - If the server is not busy, then selecting Find may be the fastest way to find your request.
 - If the server is busy, it may be better to enter search criteria and look for Specific Requests.
2. The Request window displays a list of submitted requests.
3. Select **Refresh Data** occasionally to check the completion status.
4. Once in the "red" state or Phase = "completed" the "View Output" and "View Log" buttons will become active (if the log output files have been setup correctly).

Additional Concurrent Programs

The following program is an additional Concurrent Program.

Additional Concurrent Program

Program/ Name	Required	Description
Team Access Refresh Program	No	This program is used for all objects with Teams. When any team changes, this program needs to be run to accurately reflect who the team members are. This program updates denormalized tables with team information.

Index

A

access

- Administration tab, 3-19
- Customer tab, 3-19
- group
 - update, 3-20
- groups, 3-19
- roles, 3-19

accounting sequence, 2-18

Accounts Receivable Deductions Settlement, 1-5

approval rules, 3-27

- approver
 - default, 3-30
- approvers
 - assign, 3-32
- create
 - procedure, 3-31
- procedure, 3-31
- profiles
 - view, 3-31
- role types, 3-29

B

basic setups, 3-20

- activities, 3-21
 - marketing mediums, 3-22
 - procedure, 3-21
- calendars
 - display parameters, 3-11
 - display update, 3-12
 - usage assignment, 3-10

- user profiles, 3-11
- custom setups
 - create, 3-23
- objects
 - categories, 3-22
 - group, 3-22
- rules, 3-26
 - approval, 3-27
 - See also* approval rules
 - locking, 3-26
 - mandatory, 3-26
- system parameters
 - group access update, 3-15
- thresholds
 - create, 3-23
- users
 - employees, 3-16
 - See also* employee resources
 - procedure, 3-15
 - resources, 3-16
- business process-based
 - implementation
 - Order to Cash, 1-6
 - product choice, 1-7
 - users identification, 1-6
- buying groups, 3-35

C

Channel Rebate and Point-of-Sale Management

- introduction, 1-2

Channel Revenue Management

- business flow, 1-7

- modules, 1-1
- products, 1-1
 - Channel Rebate and Point-of-Sale Management, 1-2
 - claims
 - See* Accounts Receivable Deductions Settlement
 - deductions
 - See* Accounts Receivable Deductions Settlement
 - Price Protection, 1-4
 - Supplier Ship and Debit, 1-3

- Claims, 2-24
 - See also* Integrating Oracle Receivables

- concurrent programs
 - additional, 4-7
 - running, 4-7

- CRM components
 - notes
 - associate, 3-40
 - customize, 3-40
 - implement, 3-40

- Currency Conversion
 - rates, 2-20
 - rate types, 2-20

- customer setups, 3-34
 - buying groups, 3-35
 - classifications, 3-34
 - related accounts, 3-34
 - relationships, 3-34
 - trade profiles
 - customer, 3-34

E

- employee resources, 3-16
 - import, 3-16

F

- flexfields
 - integration, 2-8

H

- HR organization
 - legal entity, 2-11
 - operating unit, 2-11

I

- implementation user, 3-17
 - default responsibility, 3-18
 - responsibility
 - default, 3-18

- implementing
 - business processes
 - Order to Cash, 1-6
 - calendars, 3-8
 - accounting calendar, 3-8
 - calendar type, 3-9
 - procedure, 3-10
 - concurrent programs, 4-7
 - CRM components, 3-36
 - notes, 3-40
 - resource manager, 3-37
 - task manager, 3-39
 - territory manager, 3-37

- MOAC, 3-2

- overview, 3-1

- product options
 - templates, 3-32

- profile options, 4-1
- rates, 3-8

- GL daily rates, 3-12

- period rates, 3-12

- system parameters, 3-13

- territories, 3-37

- budgets, 3-38

- claims, 3-38

- concurrent programs, 3-38

- types, 3-38

- time structure, 3-6

- users, 3-15, 3-17

- custom responsibilities, 3-18

- integration

- Accounts Receivable, 2-20

- Advanced Pricing, 2-32

- formulas, 2-34

- profile options, 2-33

- promotion limits, 2-33

- Source System Code profile, 2-32

- dependencies, 2-4

- mandatory, 2-4

- optional, 2-5

- E-Business Suite
 - Oracle Human Resources, 2-9
 - overview, 2-1
 - prerequisites, 2-4
- eTax, 2-37
 - classification codes, 2-37
 - error messages, 2-38
- flexfields, 2-8
- General Ledger, 2-13
 - accounting sequence, 2-18
 - accounts setup, 2-17
 - concurrent programs, 2-16
 - currency conversion, 2-20
 - ledger, 2-20
 - periods, 2-17
 - system profile options, 2-15
- Inventory, 2-36
- Oracle Human Resources, 2-9, 2-11
 - business groups, 2-10
 - business units, 2-11
 - MOAC, 2-11
 - multi-org responsibilities, 2-11
 - navigation, 2-10
 - organizations, 2-11
 - security, 2-11
- Oracle Payables, 2-30
- Order Management, 2-34
 - transaction types, 2-35
- Payables, 2-30
 - invoice source, 2-31
 - payment terms, 2-31
 - system options, 2-32
 - vendors, 2-32
- Receivables, 2-20, 2-23
 - activity, 2-25
 - aging buckets, 2-24
 - claims defaults, 2-22
 - concurrent programs add, 2-25
 - credit memo reasons, 2-29
 - flexfields, 2-27
 - invoice grouping rule, 2-30
 - invoice reason mapping, 2-29
 - invoice reasons, 2-29
 - system options, 2-26
 - system profiles, 2-21
 - transaction type creation, 2-22
 - transaction type verification, 2-23

- write-off limit, 2-29
- Subledger Accounting, 2-13
 - accounting method, 2-16
 - accounting sequence, 2-18
 - concurrent programs, 2-16

- Integration
 - General Ledger
 - system parameters, 2-18

L

- lookups
 - extensible access, 4-5
 - lookup types
 - new, 4-4
 - new lookup types, 4-4
 - overview, 4-3
 - user access, 4-4

M

- MOAC
 - needs, 3-3
 - operating units, 3-5
 - procedure, 3-4
- multi-org access
 - See* MOAC

O

- Order to Cash
 - mapping, 1-6

P

- Price Protection
 - introduction, 1-4
- product options, 3-32
 - template
 - attributes, 3-33
 - create, 3-33
 - setup, 3-33
- profile options, 4-1
 - categorization, 4-2
 - compatibility, 4-3
 - security, 4-2

R

- Rates

currency conversion, 2-20

S

Supplier Ship and Debit
introduction, 1-3

T

time structure, 3-6
See profiles
update, 3-8

U

User Statuses
Creating, 3-28