SCM Cloud

Using Customer Channel Management

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1 Overview of Customer Channel Management

Channel Flows: Buy Side vs Sell Side

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

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

On the sell side we support:

- Deductions and Settlement

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

  Analysts can access Deductions and Settlement from the Order Management work area.
- Rebates to channel customers
- Royalty payments
- Rebates for customer annual co-op programs
- Rebates for customer promotion programs
- Tiered rebates for annual volume programs and customer volume programs
- Lump sum payments

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

On the buy side we support:

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

Supplier Channel Management that encompasses buy side flows:

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

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

Related Topics

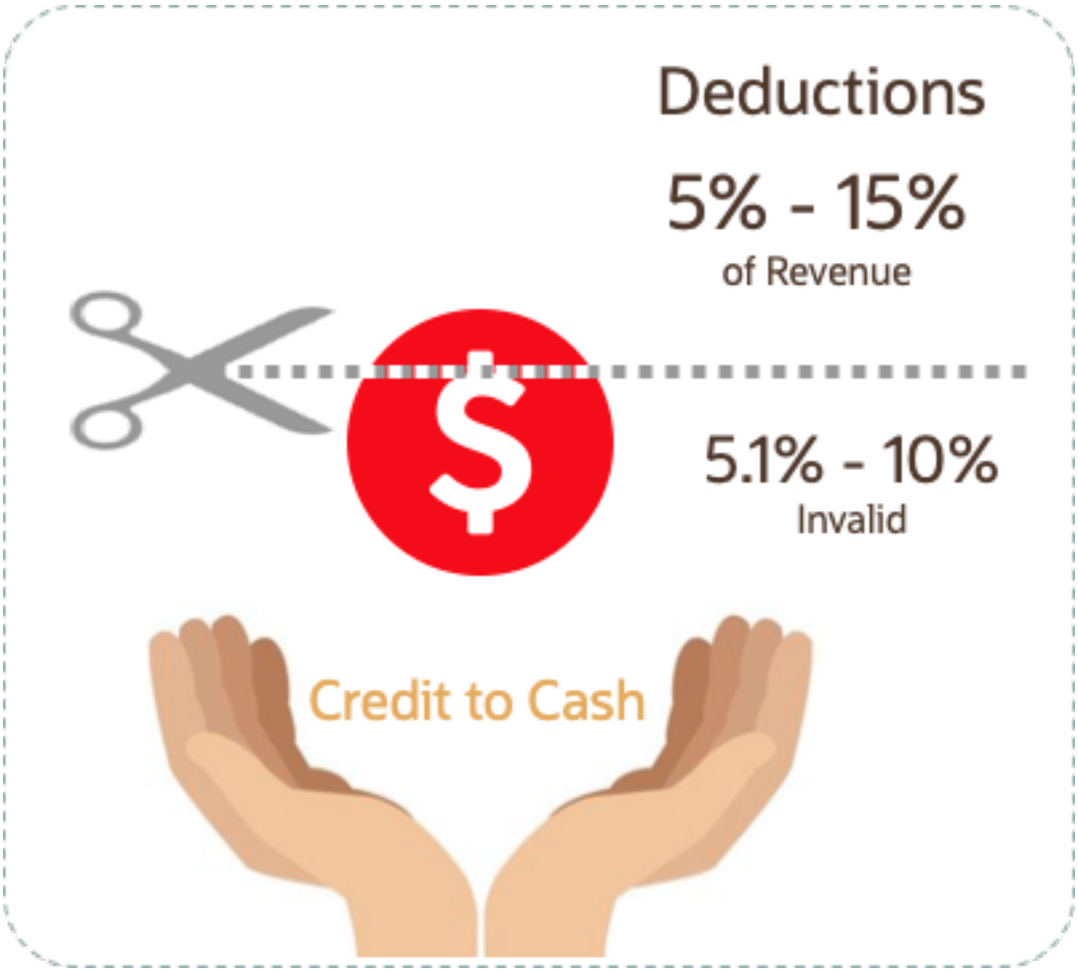
- Starting an Implementation

Deductions and Settlement

Deductions and Settlement

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

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



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

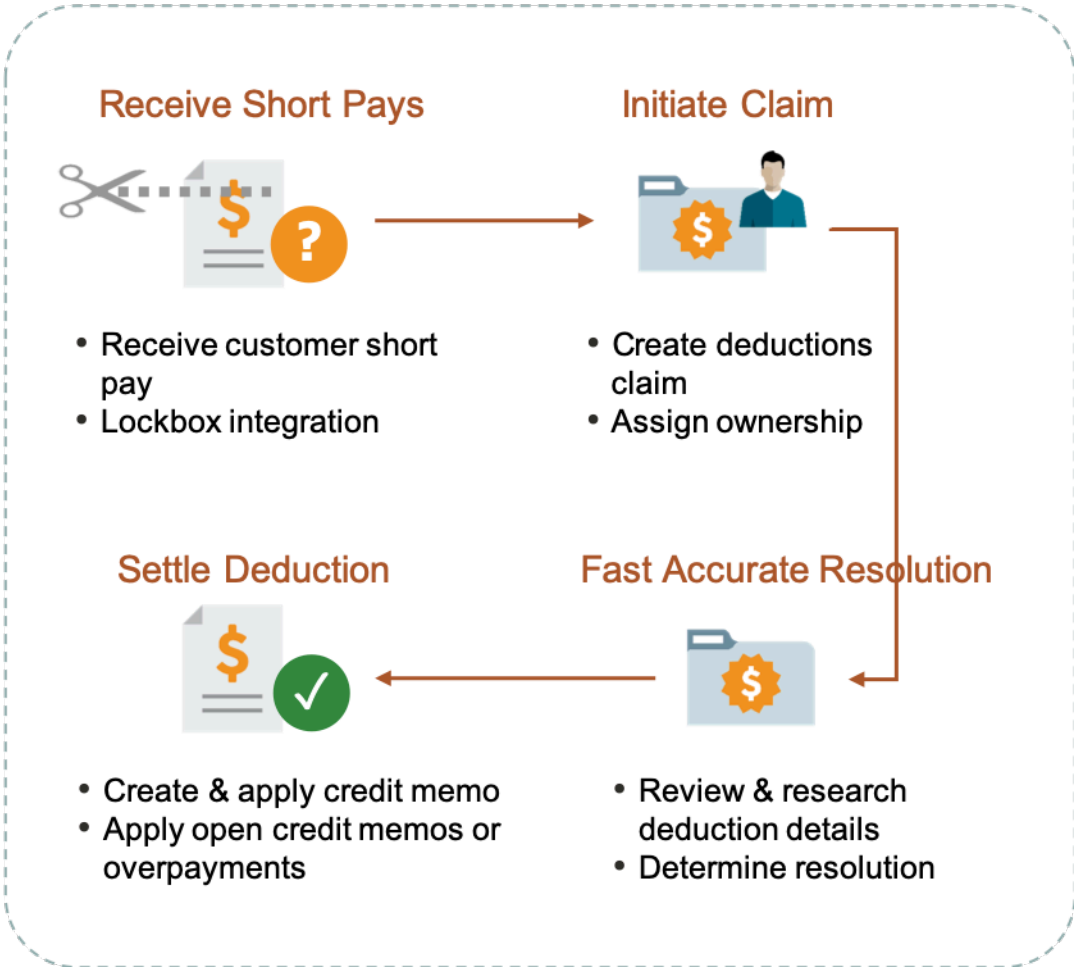
Deductions and Settlement in Channel Revenue Management enables you to take back control, and provides:

- Centralized deductions directly from Receivables.

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

How Deductions and Settlement Works

Overview



When a customer short pays you, the flow is:

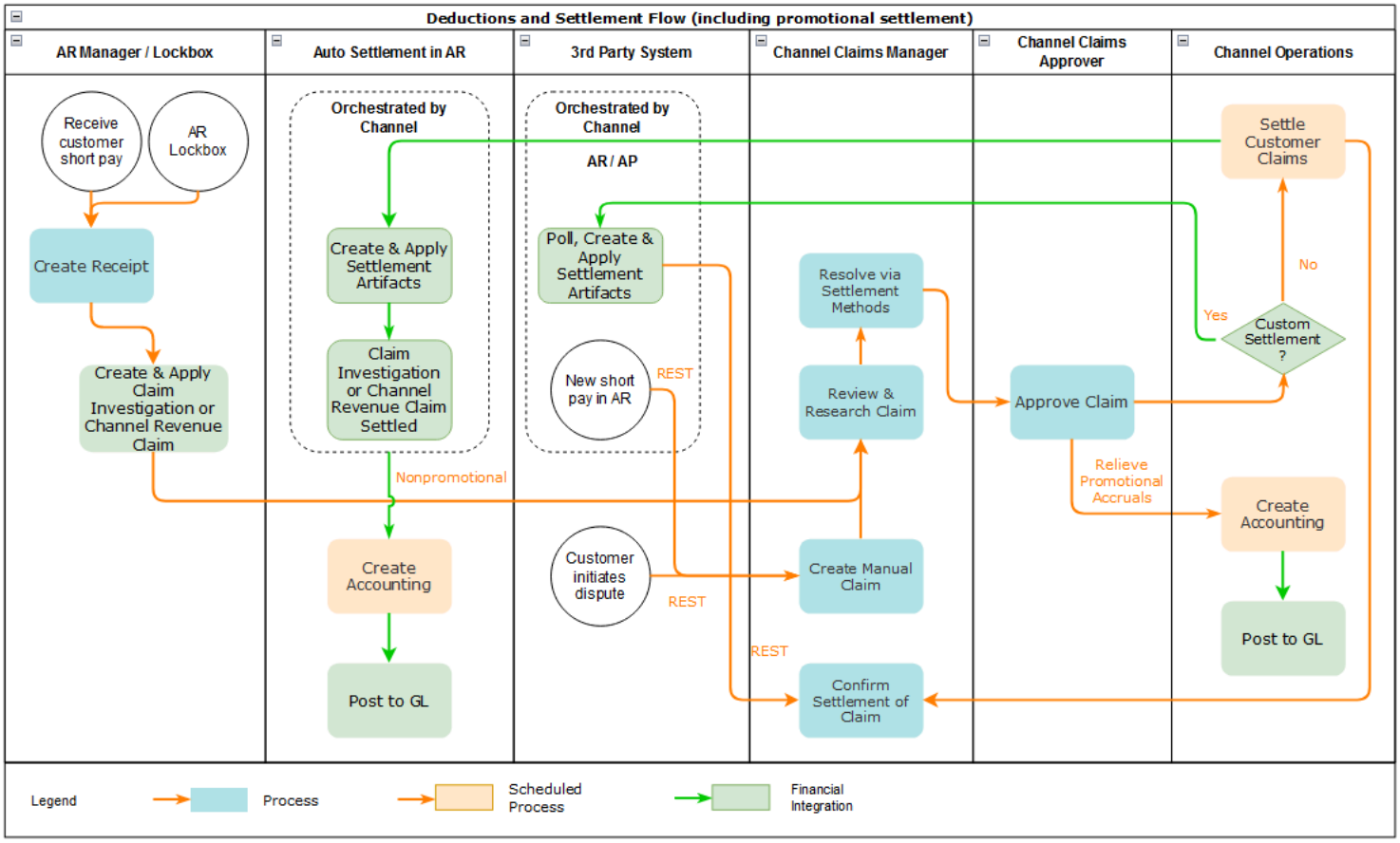
1. Receive a short pay from a customer, including from the Receivables lockbox.
2. Create a claim from Receivables for the short pay difference within the receipt.
3. Assign ownership of the claim.
4. Research and resolve deductions quickly and accurately.
5. Settle the claim.

With Deductions and Settlement you can:

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

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

Business Process Flow



How Deductions and Settlement Works with Receivables and Payables

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

Receivables Analyst Claim Creation

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

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

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

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

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

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

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

Claim Creation Through Lockbox

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

Claim Settlement

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

During the settlement of a claim, the schedule process:

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

6. If the entire short pay wasn't resolved, and the remaining amount is greater than the write-off threshold amount, then a child claim is created in Deductions and Settlement. This child claim is also applied to the receipt.

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

In case of manual claims, settlement can be done in Receivables or Payables. The settlement method for Receivables is Credit Memo - On Account and for Payables the settlement methods are Check or Default Payment Payable. If you select a Payables settlement method, then the application creates an invoice in Payables with the information used to settle the claim. To do this, the application uses the Import Payables Invoices scheduled process and the payment details are updated in the claim when you run the Settle Customer Claims scheduled process.

Accounting

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

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

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

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

The accounting for promotional settlement is handled by Channel Revenue Management's integration with Subledger Accounting.

For more information about accounting events, see Accounting Event Details for Customer Accruals in the Implementing Channel Revenue Management guide.

Related Topics

- Create Claim Investigations
- Manage Customer Claim Sources and Settlement Methods
- Process Receipts Through Lockbox Execution Report
- Channel Revenue Management Claim Creation and Settlement for Lockbox Receipts

How Claims Are Processed

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

1. **Creation**

   Claims can be created by the following methods:

   - A claim investigation activity, initiated in Receivables by a receivables manager, creates a claim in Channel Revenue Management.
     - Deduction claim: From short payments in a receipt
     - Overpayment claim: From over payments in a receipt
   - A channel revenue claim, initiated in Receivables by a receivables manager against an invoice application line of a receipt creates a claim in Channel Revenue Management.
     - Invoice Deduction claim: From short payments against the invoice
     - Invoice Overpayment claim: From over payments against the invoice
   - Claims can be created through Receivables lockbox.
   - A manual claim can be created directly in Deductions and Settlement.
   - A manual claim initiated by a 3rd party application can be created through a REST service.

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

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

2. **Resolution**

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

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

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

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

3. **Submission**

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

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

4. **Settlement**

   On a periodic basis, you can schedule the **Settle Customer Claims** process, which performs the creation of the resolution artifacts or settlement methods in Receivables, and then applies them to the appropriate receipt.

In case of manual claims, settlement can be done in Receivables or Payables. Credit memos and invoices have Channel Revenue Management as the transaction source.

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

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

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

Customer Programs

Overview of Customer Programs

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

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

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

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

- Centralized promotions for channel customers.
- Automated eligibility of channel incentives against sales transactions.
  This leads to fast and accurate accruals.
- Automated accrual tracking.
  This provides real time visibility of liabilities.
- Centralized claims processing.
  This helps reduce margin leakage and reduce your DDO (Days Deductions Outstanding).
- Automated channel accounting.
  This configurable integration reduces time to implement and cost of ownership.

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

Program Feature	Customer Annual Co-op Program	Customer Annual Volume Program	Customer Promotion Program	Customer Volume Program	Customer Lump Sum Program
Typical program duration	Jan – Dec Entire Year	Jan – Dec Entire Year	4-8 weeks	4-8 weeks	One time, no duration
Eligibility attributes	Customers (All)	Customer (1 or more, All not allowed)	• Customer • Bill To • Ship To • Order Type • Order Line Type • Salesperson • Warehouse • Custom Qualifiers	• Customer • Bill To • Ship To • Order Type • Order Line Type • Salesperson • Warehouse • Custom Qualifiers	Customer (only 1)
Eligibility date context attributes	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	• Actual Ship Date • Invoice Date • Order Date • Requested Arrival Date • Requested Ship Date	Not applicable
Additional Mandatory Conditions (AND condition)	No	No	Yes	Yes	No
Program qualification	To check eligibility and create accruals, run the **Create Accruals for Co-op Programs** scheduled process.	To check eligibility and create accruals, run the **Create Accruals for Volume Programs** scheduled process.	Pricing Algorithms are used to check program eligibility.	Pricing Algorithms are used to check program eligibility.	No eligibility check performed. One time accrual creation and

Program Feature	Customer Annual Co-op Program	Customer Annual Volume Program	Customer Promotion Program	Customer Volume Program	Customer Lump Sum Program
			To create accruals, run the **Create Accruals for Channel Batch** scheduled process.	To create accruals, run the **Create Accruals for Channel Batch** scheduled process.	settlement for selected customer.
Tiers	No	Yes	No	Yes	No
Accrual record for each order line or aggregation	Accrual is calculated based on rebate type and rebate amounts defined on program's product rules and are aggregated based on Program, Business Unit, Customer account, Bill To, Item, UOM, Currency and Period.	Accruals are calculated based in tiers defined on Program and are aggregated based on Program, Business Unit, Customer account, Bill To, Item, UOM, Currency , Tiered rebate and Period.	Accrual is calculated based on rebate type and rebate amounts defined on program's product rules. One accrual is created for each order line	Accrual is calculated based on tiers defined on Program and one accrual is created and for each order line	One accrual record is created for each product distribution added on the Program.
Beneficiary support for accrual	Yes	No	Yes	Yes	No
Product category	Yes	Yes	Yes	Yes	No
Category exclusion	Yes	Yes	Yes	Yes	No
Calculation method	Not Applicable	Retrospective	Not Applicable	Retrospective Stepped	Not Applicable
Tier prequalification for customer	No	Yes	No	No	No
Customer rule and product rule start and end dates	No	No	Yes	Yes	No
Manual adjustments	Yes	No	Yes	No	Yes

Customer Annual Co-op Program

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

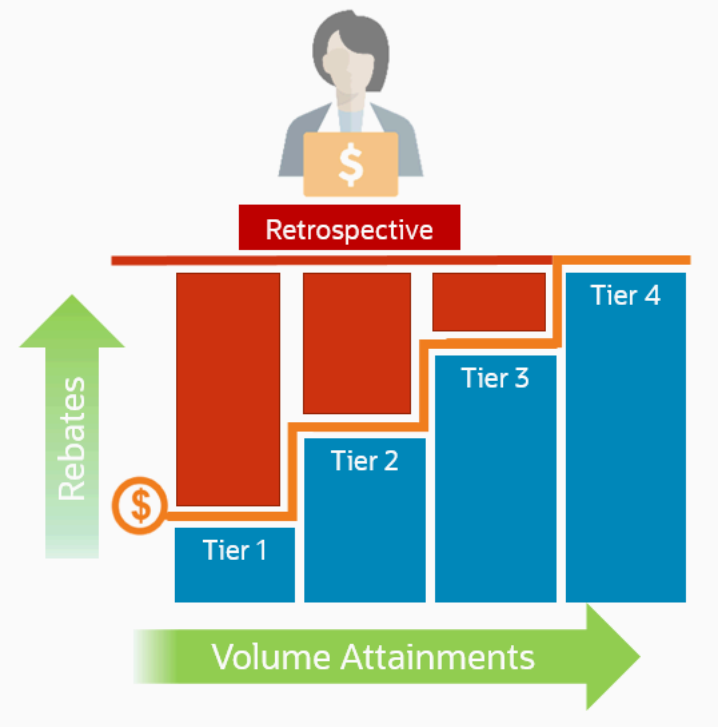
The program provides the ability to:

- Streamline and automate tracking and payment of co-op marketing funds.
- Improve financial visibility to volume program liabilities.

- Improve differentiation and channel awareness of the manufacturers or distributors products and services.

Customer Annual Volume Program

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



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

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

This feature provides wholesalers, distributors, and manufacturers the ability to:

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

Additionally, this program enables you to:

- Define volume rules for tiered rebates as a percentage of sales revenue or an amount per unit for eligible products or exclusions.
- Define eligibility based on dates including invoice date which is most typically used.
- Prequalify customers with a proven track record to start at a higher tier.

- Eligible sales are obtained from sales orders, which are imported through a CSV file. You can also use the Load Transactions scheduled process to load invoiced sales orders from Receivables and Order Management into Channel Revenue Management.
- Execute annual volume agreements with channel customers with the ability to aggregate and track cumulative sales revenue or quantity across orders for a period and to calculate retrospective volume rebates on periodic basis.
- Track accruals using Checkbook.
- Post channel transactions to General Ledger.
- Support rules based subledger accounting.

Customer Promotion Program

Use customer promotion programs to define the rules of a promotional agreement with your customers. Use configurable templates to create multiple program types. Define customer eligibility based on the customer, bill-to, or ship-to qualifiers. Define additional conditions based on an order type or a salesperson. Define product eligibility based on item, category, user-defined attributes (UDA), or all items. You can specify rebate amounts in terms of the percentage or the amount per unit, as required. Additionally, you can apply exclusions at the item or category levels. The item category in the product rule can be at any level of the category hierarchy.

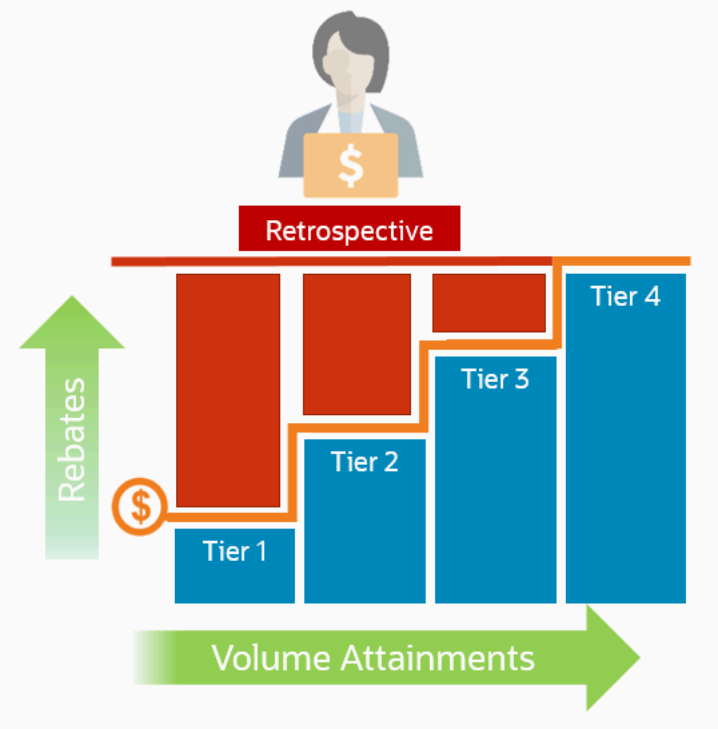
This feature benefits wholesalers, distributors, and manufacturers to incentivize channel sales by offering rebates on eligible sales transactions.

This program provides the ability to:

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

Customer Volume Program

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



Define product eligibility based on item, category, or all items. Additionally, you can apply exclusions at the item or category levels. The item category in the product rule can be at any level of the category hierarchy.

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

The program provides the ability to:

- Incentivize channel customers to reach predefined purchasing volume levels, and to track these rebates on each eligible sales transaction.
- Streamline and automates tracking and payment of volume rebates.
- Improve financial visibility to volume program liabilities.

Customer Lump Sum Program

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

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

This program enables you to:

- Define trade promotion activities agreement and terms that:
  - Pay out a previously agreed-to amount
  - May require a customer to carry out certain trade promotion activities on behalf of the manufacturer or wholesaler

- Create, track, and pay immediate accruals including slotting fees, marketing incentives, and other non-transactional incentives.

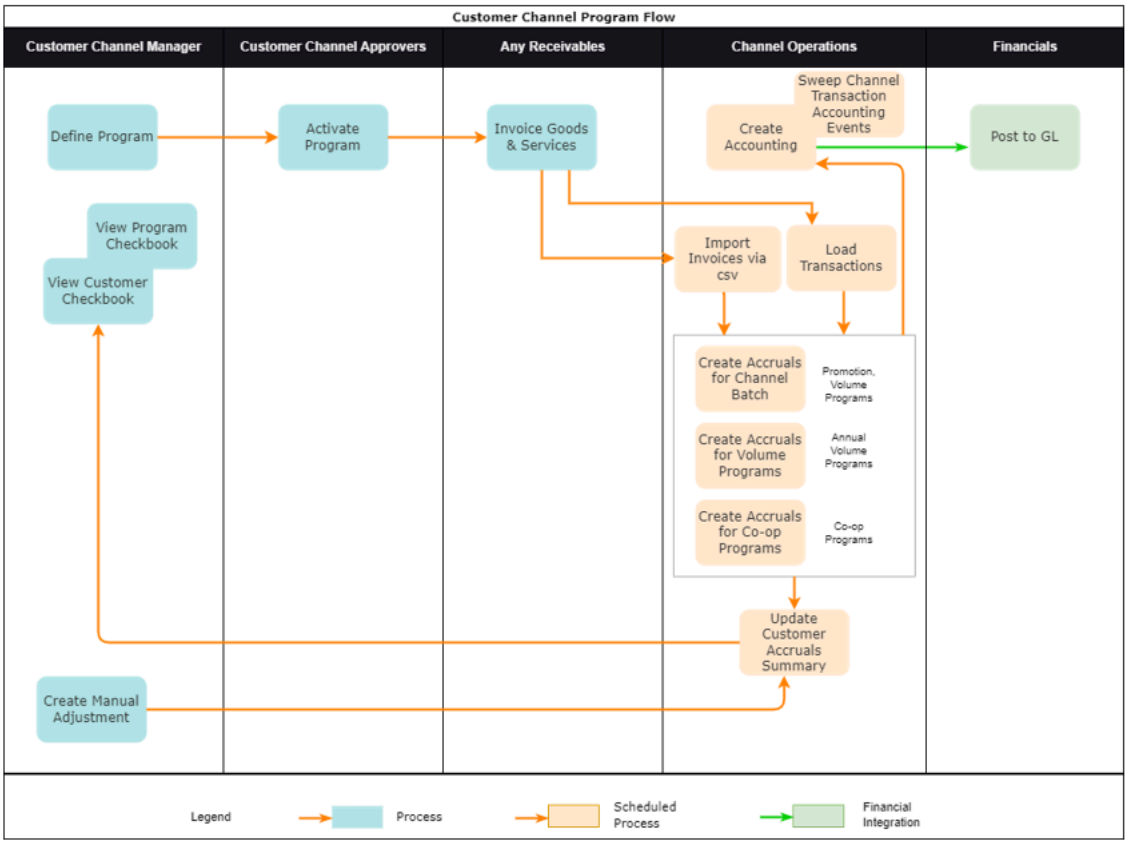
Related Topics

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

How Customer Programs Work

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

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



1. Operational administrators create program types representing channel business processes.
2. Channel sales managers negotiate and activate the programs based on configured program types.
3. Channel customers purchase products through orders that are fulfilled and invoiced, and expect a rebate if eligible.

4. Operational administrators ensure that the import of sales data is either through CSV using the Import Management Framework, or run the Load Transactions scheduled process with Invoiced Sales Orders as the source if the orders are processed through Fusion Order Management's Auto Invoicing. Process these transactions to create accruals as follows:
    - Use the **Create Accruals for Channel Batch** process to create accruals for customer promotion and customer volume programs.
    - Use the **Create Accruals for Volume Programs** process to create accruals for customer annual volume programs.
    - Use the **Create Accruals for Co-op Programs** process to create accruals for customer annual co-op programs.
5. Create, update, view, or delete manual accrual adjustments to correct missed accruals, reverse invalid accruals, and to create starting balances for customer rebate, lump sum, and co-op programs.
6. Earned accruals are then tracked in the customer checkbook and program checkbook and posted to GL.
7. Channel claim analysts investigate claims and settle them as promotional against available program accruals.
8. Associated accruals in a claim are relieved in GL.

Related Topics

- How Deductions and Settlement Works with Receivables and Payables
- Load Transactions
- Create Accruals for Channel Batch
- Create Accruals for Volume Programs
- Create Accruals for Co-op Programs

How Customer Programs are Executed Against Invoiced Sales Orders

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

You can import invoiced sales orders through a CSV file using the Import Management framework or run the **Load Transactions** scheduled process with **Invoiced Sales Orders** as the source if the orders are processed through Fusion Order Management's Auto Invoicing. Eligible rebates are calculated according to the terms of the program and accrued.

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing in the open status. You can view details of this batch on the Manage Batches page. The batch name is the same as the import activity name that you entered.
- The successful run of the **Load Transactions** scheduled process with **Invoiced Sales Orders** as the source creates a batch of transactions for processing in the open status. You can view details of the batch on the Manage Batches page. The application stamps the date and time of the batch creation in the **Batch Name** field.

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

After creation, you can:

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

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

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

Related Topics

- Overview of Managing Manual Adjustments
- Handling Import of Channel Data for Sell Side Flows
- How do I import data?
- How do I map import fields?
- Load Transactions

Solution Components of Sell Side Flows

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

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

Flows	Program Administration	Inbound Integrations	Claims Administration	Outbound Integrations
Deductions and Settlement (Nonpromotional settlement)	N/A	Claims from Oracle Receivables	Claims UI Create Manual Claims UI	Integration with Oracle Receivables happens when you run the Settle Customer Claims (scheduled process). Integration with Oracle Payables happens when you run the Import Payable Invoices (scheduled process) and the settlement is done using the Settle Customer Claims

Flows	Program Administration	Inbound Integrations	Claims Administration	Outbound Integrations
				(scheduled process) for manual claims.
Customer Promotions (Promotional settlement)	Programs UI Customer Checkbook UI Update Customer Accruals Summary(scheduled process)	• Claims from Oracle Receivables • Import Management for CSV Sales Orders • Create Accruals for Channel Batch (scheduled process for Customer Promotions and Customer Volume programs) • Create Accruals for Volume Programs (scheduled process for Customer Annual Volume programs) • Create Accruals for Co-op Programs (scheduled process for Customer Annual Co-op programs) • Manual adjustments	Claims UI Create Manual Claims UI	Integration with Oracle Receivables happens when you run the Settle Customer Claims (scheduled process). Integration with Oracle Payables happens when you run the Import Payable Invoices (scheduled process) and the settlement is done using the Settle Customer Claims (scheduled process) for manual claims. Create Accounting (scheduled process) Sweep Channel Transaction Accounting Events (scheduled process)

Overview of Managing Manual Adjustments

You can manage manual adjustments to:

- Enable creation of starting balances in implementations.
- Improve robustness of the solution to handle missed and invalid accruals.

You can use the Programs page or the Channel Customer Manual Adjustments REST API to:

- Create, update, view or delete manual accrual adjustments to correct missed accruals, reverse invalid accruals, and to create starting balances for customer rebate, lump sum, and co-op programs.
- Create necessary adjustment accruals using the **Submit** action.

Note: Channel REST APIs are available under the Order Management Tasks.

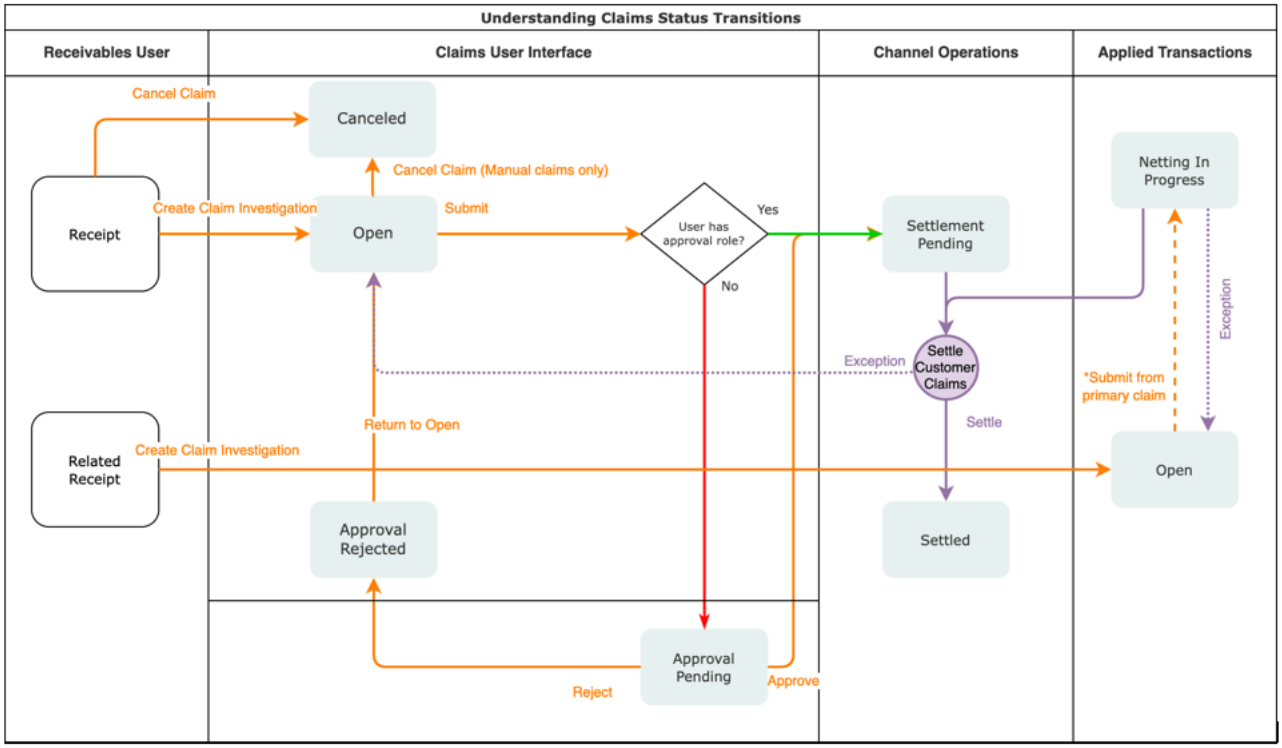
Related Topics

- Create a Manual Adjustment
- REST API for Oracle Fusion Cloud SCM

How Customer Claims Are Processed

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

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



1. **Creation**

   Claims can be created by the following methods:

   - A claim investigation activity, initiated in Receivables by a receivables manager, creates a claim in Channel Revenue Management.
     - Deduction claim: From short payments in a receipt
     - Overpayment claim: From over payments in a receipt
   - A channel revenue claim, initiated in Receivables by a receivables manager against an invoice application line of a receipt creates a claim in Channel Revenue Management.
     - Invoice Deduction claim: From short payments against the invoice
     - Invoice Overpayment claim: From over payments against the invoice
   - Claims can be created through Receivables lockbox.
   - A manual claim can be created directly in Deductions and Settlement.
   - A manual claim initiated by a 3rd party application can be created through a REST service.

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

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

2. **Resolution**

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

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

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

3. **Submission**

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

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

4. **Settlement**

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

   In addition you can also use the **Settle Customer Claims** scheduled process to settle your manual claims in Payables.

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

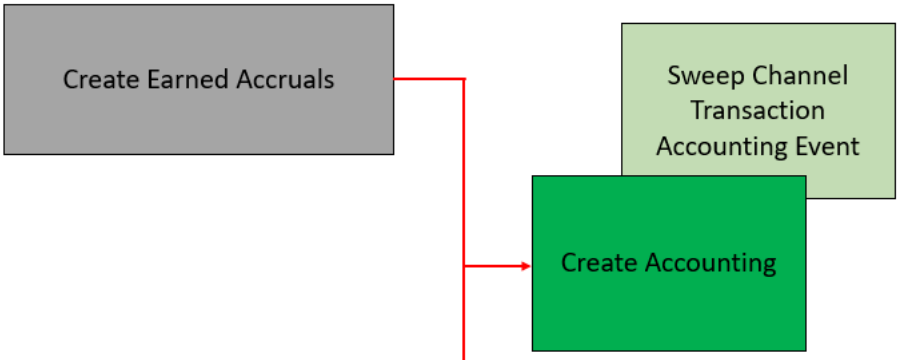
   If an invoice deduction claim is settled with a settlement method other than Credit Memo - On Invoice, the following happens during settlement:

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

How Customer Accruals are Accounted

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

Account	Debit	Credit
Sales and Expense	100	
To Accrual Liability		100



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

Accrue Earned Customer Channel Incentives

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

Relieve Customer Channel Accruals

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

Related Topics

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

Indirect Sales

Overview of Indirect Sales Management

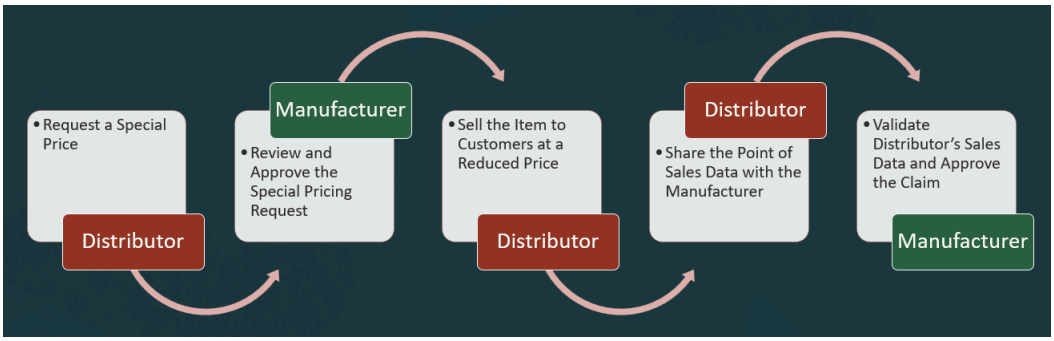
Indirect Sales Management is the process by which a manufacturer validates requests, and manages trade promotion activities are executed indirectly through retailers and wholesalers (or dealers and distributors).

Special Price Agreement

Manufacturers and distributors use channels to move products and services to their end customers. To compete in these channels, distributors offer retailers retrospective discounts wherein the retailer pays the distributor for products at selling price and afterward the distributor pays the retailer some of it back in the form of rebates upon meeting certain conditions. In addition to promoting products through channels, distributors can also request special pricing. There are 3 types of distributor requests:

1. **Bid Request**: Use this request type to set up this program when a partner wants to win a deal for a specific customer. In this case, the end customer information must be specified. After the request is approved, the manufacturer or vendor can create a Special Price Request program.
2. **Blanket Request**: Use this request type to set up this program when partners have inventory in the warehouse and haven't been able to sell it, they can ask for a discount to clear the unsold inventory. The partners might want a special price to increase sales and offer new discounts to the customers. In this case, neither the Competitor's information nor the End Customer's information is required. These requests are shipped from stock by default.
3. **Meet Competitor Price**: Use this request type to set up this program when partners want to match a competitor's price and ask you to reduce the price to complete a sale. In this case, the competitor's information can be tracked and the end-customer information must be specified. After the request is approved, the vendor can create a Special Price Agreement program.

Special price agreements enable you to manage special price requests from partners to support competitive sales deals, specific end-customer deals, and to clear existing inventory in the partner's warehouse. You can review and approve the special price request, import POS data, and validate partner claims. You can also settle claims using a check or credit memo.



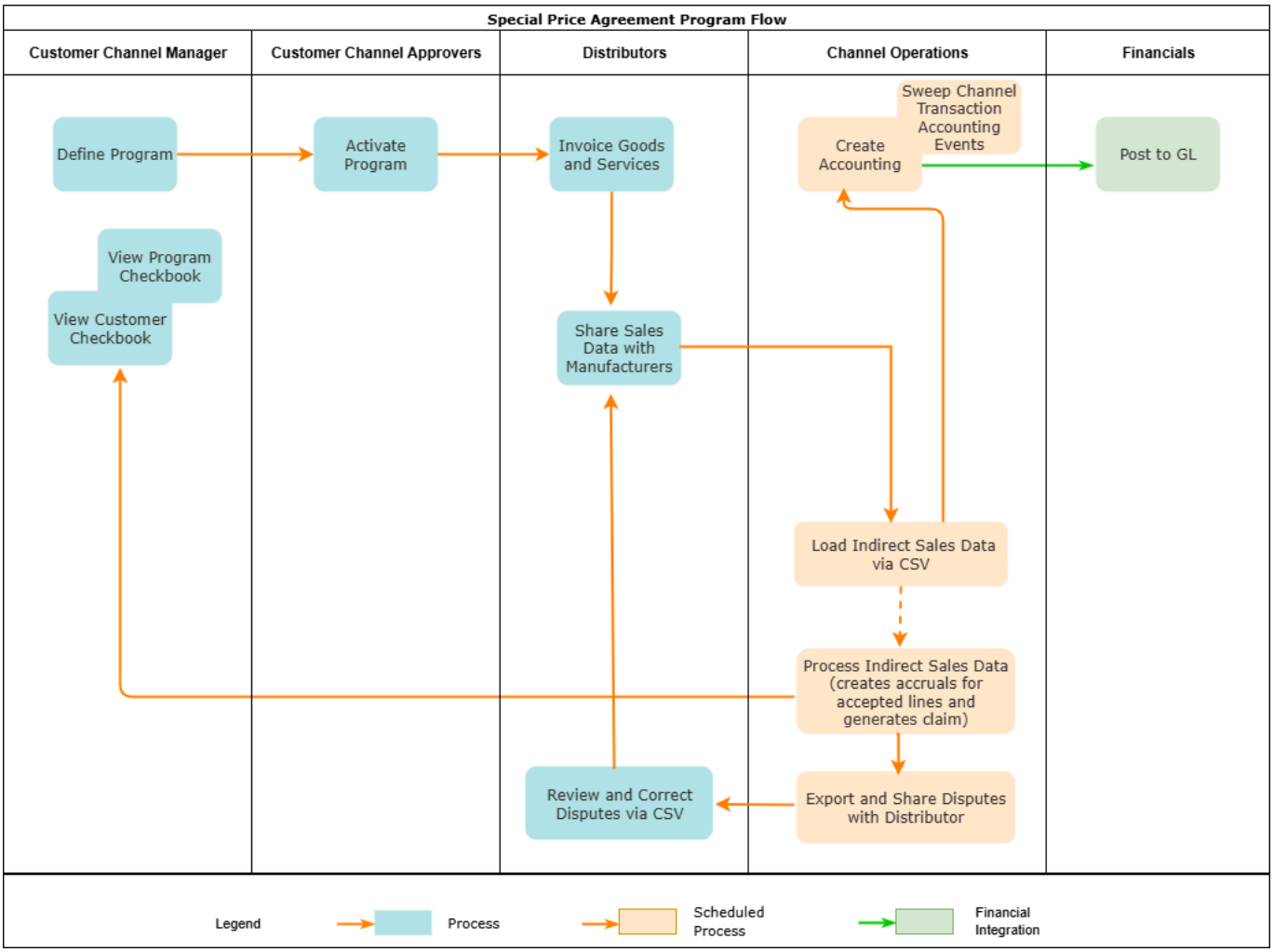
The distributor may request a special price or discount for items they have already purchased. The request is reviewed and approved by the manufacturer or the entity that sold the products to the distributor. Once approved, the distributor sells the products to their customers and then submits a claim for the discount amount by providing proof of sale.

Special price agreements enable you to:

- Increase efficiency and reduce administrative costs of receiving, reviewing, and managing special pricing requests.
- Increase partner loyalty by helping them win more deals thereby increasing their revenue.
- Increase vendor revenue by responding more quickly and intelligently to special pricing situations than your competitors therefore closing more sales.
- Enable the vendor to ensure legal compliance with regulations governing special pricing activity (applicable in the U.S.).
- Optimize product pricing analysis and strategy by gaining visibility into competitive selling situations.

How Special Price Agreement Works

Use Customer Channel Management to activate special price agreement programs to support competitive sales deals, specific end-customer deals, and to clear existing inventory in the partner's warehouse.



1. Operational administrators create program types representing channel business processes.
2. Customer Channel managers define the special price agreement program based on configured program types.

3. Distributors request a special price.
4. Customer Channel Approvers activate the special price agreement program.
5. Distributors share sales data for goods and services with the manufacturer.
6. Operational administrators ensure that the import of sales data is done through CSV using the Import Management Framework. The Load Indirect Sales Data Via CSV process triggers the **Process Indirect Sales Data** process automatically and this process creates the Channel Batch, accruals for eligible records, and updates the checkbook.

   During implementation, you can choose to generate separate claims for each special price agreement or to generate a single claim for a distributor across all special price agreements.

   Additionally, you can choose how to handle disputes. A discrepancy between what is claimed versus calculated is a dispute. You can choose to support a business process where claim analysts must review generated claims with any disputes, or to submit a claim for undisputed rebates immediately. If you have a strategic customer, you may claim immediately so their validated rebates are paid as soon as possible. You can decide how you want to treat disputed batches in general and at the distributor level. These disputes can be exported and sent back to the distributor for correction. Corrected CSV files are imported and processed as new batches in the system.
7. Earned accruals are then tracked in the customer checkbook and program checkbook and posted to GL.
8. Channel claim analysts review the special price agreement claims and settle them as promotional against the accruals.
9. Associated accruals in a claim are relieved in GL.

Related Topics

- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger
- Roadmap for Setting up Indirect Sales Promotions
- Sweep Channel Transaction Accounting Events
- Overview of Customer Claims

Sign in to Channel Revenue Management

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

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

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

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

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

2 Manage Customer Programs

Search Customer Programs

Here you'll learn how to search customer programs.

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

Keyword Search

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

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

Smart Filters (Chips)

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

The following smart filters are available:

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

3 Customer Annual Co-op Programs

Elements of a Customer Annual Co-op Program

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

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

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

- **Customers**: This section defines rules for identifying eligible customers. For customer annual co-op programs, this is always set to **All**.
- **Beneficiary**: In this section, you can add beneficiary who will receive the accruals.
- **Dates**: In this section, you specify the date range. The date context is defined in the program type.
- **Products**: In this section, you can add eligible products and their rebate.

Create a Customer Annual Co-op Program

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

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

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

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

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

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

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

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

- Optionally, add a description.
- Select a **Currency**. By default, this is the currency defined in the program type.
- Optionally, add a comment for approvers.
- In the Customer section, **All** is predefined in the program type because the program is applicable for all customers.
- In the Beneficiaries section, specify an alternate beneficiary to whom the accrued earnings will be paid. The beneficiary can be different from the eligible customer on the sales transaction. Select the **Same as customer** checkbox if the beneficiary is the same as the eligible customer on the sales transaction. If you don't select this checkbox, then you can enter the **Beneficiary Type** and the **Beneficiary** details. For beneficiary details, enter a customer name or an account. You can view the **Primary Address** and the **Account** details of the selected beneficiary.
- In the Dates section, enter the date context and the start and end dates for the program.
- In the Products section, select the eligible product item or category. To add exclusion details for the item or category, click the **Add** icon.
- Click **Submit** to save and submit your program.

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

Related Topics

- Create a Manual Adjustment

4 Customer Annual Volume Programs

Elements of a Customer Annual Volume Program

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

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

In customer annual volume programs, eligible customers accrue rebates based on their cumulative sales volumes across orders for a period. Such offers consist of multiple performance tiers. Customers nearing a new tier may find added motivation to increase their purchase volume to qualify for a greater discount. Eligible sales are obtained from sales orders, which are imported through a CSV file. You can also use the Load Transactions scheduled process to load invoiced sales orders from Receivables and Order Management into Channel Revenue Management.

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

Create a Customer Annual Volume Program

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Import Product Rules Using Oracle Visual Builder Excel Add-in

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

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

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

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

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

Product Rule Level	Fields with Examples
Item	• Volume Rule: 2024 Sales (required) • Line: <null> • Qualifier: Item (required) • Category Code: <null> • Category: <null> • Category Description: <null> • Item: AS54888 (Item Number) • Item Description: • Include Volume Exclude Discount: FALSE

Additionally, **Change** indicates that the row has been changed, **Status** indicates whether the row has been successfully uploaded or not, and **Key** displays the identifier for the row and is automatically assigned. These columns aren't editable.

5 Customer Promotion Programs

Elements of a Customer Promotion Program

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

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

Generally, the manufacturer, wholesaler, or distributor creates the customer rebate program from a program type based on their business processes, which acts as a template for the program. Define customer eligibility based on the customer, bill-to, or ship-to qualifiers. Define additional conditions based on an order type or a salesperson. Define product eligibility based on item, category, user-defined attributes (UDA), or all items. You can specify rebate amounts in terms of the percentage or the amount per unit, as required. Additionally, you can apply exclusions at the item or category levels. The item category in the product rule can be at any level of the category hierarchy.

Eligible sales are obtained from sales orders, which are imported through a CSV file. You can also use the Load Transactions scheduled process to load invoiced sales orders from Receivables and Order Management into Channel Revenue Management.

- **Customer**: In this section, you define the rules to identify eligible customers for the program. Supported customer types are:
  - Customer
  - Ship To
  - Bill To
  - Beneficiary
- **Dates**: In this section, you define the rule to identify the required program criteria. Supported date contexts are:
  - Requested Ship Date
  - Actual Ship Date
  - Invoice Date
  - Order Date
  - Requested Arrival Date
- **Additional Conditions**: In this section, you define the additional condition qualifiers for the program. Supported qualifiers are:
  - Customer
  - Order Line Type
  - Order Type
  - Salesperson
  - Ship To
  - Warehouse
  - Bill To

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

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

Create a Customer Promotion Program

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

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

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

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

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

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

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

   - Optionally, add a description.
   - Select a **Currency**. By default, this is the currency defined in the program type.
   - If the **Group Accruals for Claim Accounting** checkbox is selected, then associated accruals lines are grouped during claim settlement, before passing them to Subledger Accounting (SLA), instead of passing individual lines. You can deselect this checkbox only when the program is in Draft status.
   - In the Customers section, select a **Customer Type** for the program. You can select **Customer**, **Ship To** or **Bill To**. Based on your selection, search for and select the customer and account details, or ship to, or bill to details from the list.
   - Use the Beneficiaries section to specify an alternate beneficiary to whom the accrued earnings will be paid. The beneficiary can be different from the eligible customer on the sales transaction. Select

the **Same as customer** checkbox if the beneficiary is the same as the eligible customer on the sales transaction. If you don't select this checkbox,then you can enter the **Beneficiary Type** and the **Beneficiary** details. You can view the **Address** and the **Account** details of the selected beneficiary. Enter the dates, as required.

- In the Dates section, enter the **Date Context** and the start and end dates for the program.
- Click **Save** to save your program and remain on the page to add additional information and product details.
- In the Additional Information section, enter additional conditions such as a **Qualifier**, **Operator**, and select a value for the qualifier you selected. Click **Submit** to save the additional conditions.
- In the Products section, you can create product eligibility rules for an item category and specify item categories in product rules to determine product eligibility. Enter the following details:
  - Select the **Qualifier** such as **All Items**, **Category**, or **Item** from the list. You can also select a user-defined attribute (UDA) if it is set up.
  - Select a **Value** for the **Qualifier**.
  - Enter details of the **UOM**, **Rebate Type**, **Rebate Amount**, and optionally the **Start Date** and **End Date** to define these details for your program.
  - Select relevant **Actions** to add, remove, or to edit a row.
  - To add exclusion details for the relevant qualifier, click the **Add** icon. For more information on handling product rules, see the section **Handling Multiple Product Rules**.
- Click **Submit** to save and submit your program.

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

Handling Multiple Product Rules

You can define product eligibility rules to exclude one or more items or categories from a category and exclude one or more items or categories from all items. You can also exclude items from a user-defined attribute. The item category in the product rule can be at any level of the category hierarchy.

The precedence (highest to lowest) that applies when a product rule is specified for the Item, Category, User Defined Attributes, and All Items levels is as follows:

- Item
- Category
- User Defined Attributes
- All Items

Sample Catalog

Sales Catalog		
Category	**Level**	**Product**
+- Electronics	1	
+-- Computers and Accessories	2	
+--- Desktops	3	

Sales Catalog		
+---- All-in-one PCs	4	Desktop1 Desktop2
+---- Mini PCs	4	PC1 PC2
+--- Laptops	3	
+---- Traditional Laptops	4	Laptop1 Laptop2
+---- Gaming Laptops	4	G-Laptop1 G-Laptop2
+--- Printers	3	Printer1 Printer2

Example 1

Product Rule1		Product Rule 2		Transaction	Result
Item	**Discount**	**Category**	**Discount**		
Laptop1	1%	Laptops	1.5%	Item Laptop1 is on the sales transaction.	Item Laptop1 receives 1% rebate because the item has a higher precedence than the category.

Example 2

Product Rule1		Product Rule 2		Transaction	Result
Category	**Discount**	**All Items**	**Discount**		
Laptops	1.5%	All Items	0.8%	Item Laptop1 is on the sales transaction.	Item Laptop1 receives 1.5% rebate because the category has a higher precedence than all items.

Note:

- If an item is eligible under multiple Item product rules, then one of the rules is randomly selected.
- If an item is eligible under multiple All items product rules, then one of the rules is randomly selected.
- If an item is eligible under multiple Category product rules within a catalog, then Channel uses the rule that has deepest category in the hierarchy to determine the qualifying product rule. If the category depth is the same for the rules, then one of the rules is randomly selected.

Example 3

Product Rule1		Product Rule 2		Transaction	Result
Category	**Discount**	**Category**	**Discount**		
Computers and Accessories	1%	Laptops	1.6%	Item Laptop2 is on the sales transaction.	Item Laptop2 receives 1.6% rebate because the category Laptops is a deeper category as compared to the category Computers and Accessories.

Date Effectivity

The date effectivity in the product catalog, category, category-item associations are ignored.

The date effectivity in the product rule is compared with the sales transaction date to determine product eligibility. If the product rule start and end dates are blank, then they default to the program start and end dates as shown in the example below.

Date Effectivity

Item	Product Rule Start Date	Product Rule End Date	Sales Transaction Date	Eligible?
AS54888	01-May-2024	31-May-2024	18-May-2024	Yes
AS54999	01-May-2024	10-May-2024	01-May-2024	Yes
AS54777	15-May-2024	31-May-2024	01-Jun-2024	No

6 Customer Volume Programs

Elements of a Customer Volume Program

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

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

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

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

Create a Customer Volume Program

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

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

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

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

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

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

- Optionally, change the **Owner**. Owner is defaulted to person logged in.
- The **Name** and **Promotion Code** you entered are displayed. If required, you can change the name and promotion code.

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

- Optionally, add a description.
- Select a **Currency**. By default, this is the currency defined in the program type.
- Enter an **Estimated Amount**.
- By default, the calculation method is defined in the program type.
- Optionally, add a comment for approvers.
- If the **Group Accruals for Claim Accounting** checkbox is selected, then associated accruals lines are grouped during claim settlement, before passing them to Subledger Accounting (SLA), instead of passing individual lines. You can deselect this checkbox only when the program is in Draft status.
- In the Volumes rules region, click **Add** or **Add Rule** to add tiers rebate to your program. The New Tiered Rebate page opens.
  - Enter the name for the tier.
  - Select **Tiers By** from the list of values:
    - **Sales**: In the Tiers section, enter the **Name**, **From**, **To**, and the percentage of **Rebate** to define the tier rule.
    - **Quantity**: Enter the **UOM**, and in the Tiers section, enter the **Name**, **From**, **To**, and the amount of Rebate to define the tier rule.

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

      - 0 – 50,000, receives a 2% discount
      - 50,000 – 5,00,000, receives a 5% discount
- In the Products section:
  - Select the eligible product item for the tier rebate program. To add exclusion details for the item, click the **Add** icon. For more information on handling product rules, see the section Handling Multiple Product Rules.
  - Optionally, select the checkbox **Include Volume Exclude Rebate** to include the item only for the tier change but to exclude the item from any discount.
  - You can specify the date range for different product item within the range of the program.
  - If you don’t want to import or export product rules, then click **Create and Close** to return to the Program page.
  - To import or export product rules from Excel, select at least one product, and then click **Manage in Excel**. You can also import item and all items product rules.
  - After importing rules from the Excel, click **Refresh Program After Excel** to view product rules.
  - Click **Update** to return to the Program page.
- In the Customer section, you can add customer qualifier and add eligibility conditions for multiple customers. To apply the program to all the customers, select **Eligible for all Customers**.

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

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

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

- In the Dates section, enter the date context and the start and end dates for the program.
- Click **Save** to save your program and remain on the page to add additional information and product details.
- In the Additional condition section, enter any additional details for descriptive flexfields that you enabled.

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

Handling Multiple Product Rules

You can exclude one or more items from all items or from a category. You can exclude one or more categories from all items or from a category. The item category in the product rule can be at any level of the category hierarchy.

The precedence (highest to lowest) that applies when a product rule is specified for the Item, Category and All Items levels is as follows:

- Item
- Category
- All Items

Sample Catalog

Sales Catalog		
Category	**Level**	**Product**
+ Electronics	1	
+-- Computers and Accessories	2	
+--- Desktops	3	
+---- All-in-one PCs	4	Desktop1 Desktop2
+---- Mini PCs	4	PC1 PC2
+--- Laptops	3	
+---- Traditional Laptops	4	Laptop1 Laptop2
+---- Gaming Laptops	4	G-Laptop1 G-Laptop2

Sales Catalog		
+--- Printers	3	Printer1 Printer2

Example 1

Product Rule1		Product Rule 2		Transaction	Result
Item	**Discount**	**Category**	**Discount**		
Laptop1	1%	Laptops	1.5%	Item Laptop1 is on the sales transaction.	Item Laptop1 receives 1% rebate because the item has a higher precedence than the category.

Example 2

Product Rule1		Product Rule 2		Transaction	Result
Category	**Discount**	**All Items**	**Discount**		
Laptops	1.5%	All Items	0.8%	Item Laptop1 is on the sales transaction.	Item Laptop1 receives 1.5% rebate because the category has a higher precedence than all items.

Note:

- If an item is eligible under multiple Item product rules, then one of the rules is randomly selected.
- If an item is eligible under multiple All items product rules, then one of the rules is randomly selected.
- If an item is eligible under multiple Category product rules within a catalog, then Channel uses the rule that has deepest category in the hierarchy to determine the qualifying product rule. If the category depth is the same for the rules, then one of the rules is randomly selected.

Example 3

Product Rule1		Product Rule 2		Transaction	Result
Category	**Discount**	**Category**	**Discount**		
Computers and Accessories	1%	Laptops	1.6%	Item Laptop2 is on the sales transaction.	Item Laptop2 receives 1.6% rebate because

Product Rule1		Product Rule 2		Transaction	Result
					the category Laptops is a deeper category as compared to the category Computers and Accessories.

Date Effectivity

The date effectivity in the product catalog, category, category-item associations are ignored.

The date effectivity in the product rule is compared with the sales transaction date to determine product eligibility. If the product rule start and end dates are blank, then they default to the program start and end dates as shown in the example below.

Date Effectivity

Item	Product Rule Start Date	Product Rule End Date	Sales Transaction Date	Eligible?
AS54888	01-May-2024	31-May-2024	18-May-2024	Yes
AS54999	01-May-2024	10-May-2024	01-May-2024	Yes
AS54777	15-May-2024	31-May-2024	01-Jun-2024	No

Import Product Rules Using Oracle Visual Builder Excel Add-in

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

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

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

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

Product Rule Level	Required Fields with Examples
All Items	• Volume Rule: Spring Sales (required)

Product Rule Level	Required Fields with Examples
	• Line: <null> • Qualifier: All items (required) • Category Code: <null> • Category: <null> • Category Description: <null> • Catalog: • Item: <null> (Item Number) • Item Description: • Include Volume Exclude Discount Flag: FALSE • Start Date • End Date
Category	• Volume Rule: Spring Sales (required) • Line: <null> • Qualifier: Category (required) • Category Code: LAPTOP (Category Code) • Category: Laptops • Category Description: Laptops • Catalog: • Item: <null> (Item Number) • Item Description: • Include Volume Exclude Discount Flag: FALSE • Start Date • End Date
Item	• Volume Rule: Spring Sales (required) • Line: <null> • Qualifier: Item (required) • Category Code: <null> • Category: <null> • Category Description: <null> • Catalog: • Item: AS54888 (Item Number) • Item Description: • Include Volume Exclude Discount Flag: FALSE • Start Date • End Date

Additionally, **Change** indicates that the row has been changed, **Status** indicates whether the row has been successfully uploaded or not, and **Key** displays the identifier for the row and is automatically assigned. These columns aren't editable.

7 Customer Lump Sum Programs

Elements of a Customer Lump Sum Program

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

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

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

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

Create a Lump Sum Program

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

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

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

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

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

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

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

   - Optionally, add a description.

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

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

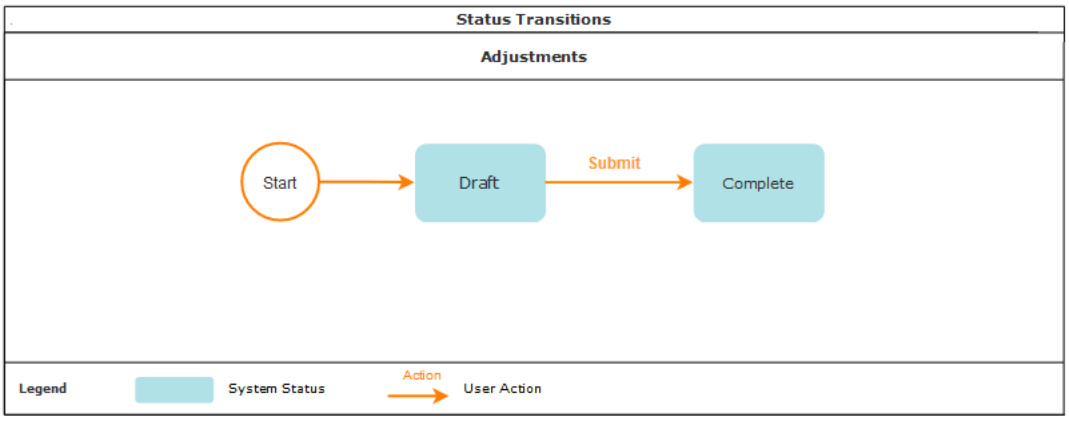
8 Manage Adjustments for a Program

Adjustment Statuses

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

Status	Description
Draft	Saved adjustment. You can update other attributes except the Business Unit, Program, Promotion Code, Program Type, and Invoice Date.
Complete	Adjustment is complete. You can only update Notes and Attachments.

Your adjustments can go through these status transitions.



Create a Manual Adjustment

Here you'll learn how to create manual adjustments for programs that don't use tiered adjustments, such as customer promotion, co-op, and lump sum programs.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Search for and select the program for which you want to create the adjustment.
3. Click or select **Create Manual Adjustment**.
4. Select the **Adjustment Type**.
5. Select the **Adjustment Reason**. The adjustment reason is displayed by default if it is set up for the adjustment type.
6. Select a value for the **Bill To** customer. The related **Bill-to Address** and the **Bill To Account** displays.
7. Optionally, enter an **Invoice** number. This invoice number is validated against all prior sales transactions.
8. The **Invoice Date** is read-only. This date defaults from the **Invoice** after the invoice is validated from prior sales transaction.

9. By default, the **Adjust by product** switch is set to on. The arrow icon indicates whether the adjustment is an increase or a decrease.
10. Enter the **Adjustment Amount**.
    - If the **Adjust by product** switch is set to on, then you must enter an adjustment amount for each product line. When you save the adjustment, the application displays the total amount of the adjustments in the **Adjustment Amount** field, which isn't editable.
    - If the **Adjust by product** switch is set to off, then you must enter the adjustment amount.
11. By default, the **Beneficiary same as customer** checkbox is selected. This isn't applicable for adjustments in lump sum programs.
12. Add any comments for approvers.
13. Click **More...**to add view and further details for the adjustment as follows:
    - **Adjustment Number**: Enter a unique value. If you leave this blank, then the application automatically adds a number.
    - **Owner**: The default owner based on your business rules. You can select another owner, if required.
    - **Adjustment Date**: By default, this is the legal entity time zone set in the business rules. You can enter another date, if required.
    - **Requested Accounting Date**: This is an optional field. If SLA accounting rules are integrated and you leave this field blank, then the **Adjustment Date** is considered as the **Requested Accounting Date** for accounting purposes.
    - You can view the **Program**, the **Promotion Code**, and the **Program Type**.
14. If the **Adjust by product** switch is on, then the Products region displays. In the Products region,search for a product by item or description, or click **Add** and enter the following details:
    - **Line**: This is automatically displayed.
    - **Item**: Select the item from the list.
    - **Item Description**: This is automatically displayed.
    - **Adjustment Amount**: Enter the adjustment amount in the program currency.
    - **Action**: Click the applicable icon to apply or discard your changes to the row. You can also edit the row using the edit icon.
15. In the Notes region, you can create, edit, or delete rich text formatted general or reference notes.
16. In the Attachments region, you can drag and drop supporting documentation as attachments. Additionally, you can include URLs in this region.
17. Click **Save** to save your program.
18. Click **Submit** to submit your program.

9 Indirect Sales Management

Elements of a Special Price Agreement

Here you'll understand the elements of a special price agreement.

Use the special price agreement program to support competitive sales deals, specific end-customer deals, and to clear existing inventory in the partner's warehouse.

In special price agreement programs, the distributor may request a special price or discount for items they have already purchased. The request is reviewed and approved by the manufacturer or the entity that sold the products to the distributor. Once approved, the distributor sells the products to their customers and then submits a claim for the discount amount by providing proof of sale. The import of sales data is done through CSV using the Import Management Framework.

- **Distributor**: In this section, you define details of the distributor.
- **End Customer:** In this section, you define details of the end customer. This section is available only when the Request Type is Bid Request or Meet Competitor Price.
- **Competitor**: In the section, you define the details of the competitor. This section is available only when the Request Type is Meet Competitor Price.
- **Dates**: In this section, you define the effective dates for the special price agreement.
- **Additional Information**: In this section, you define any additional details for descriptive flexfields that you enabled.
- **Products**: In this section, you can add eligible products and their rebate.

Create a Special Price Agreement

Here you'll learn how to create a special price agreement.

A special price agreement program is created from a special price agreement program type, which acts as a template for the program.

The special price agreement program type sets the default value for some of the attributes, such as how you want to accrual point of sales data, the qualifiers to use, the request type, default program currency, and the type of discount applicable to the product rule

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Special Price Agreements tab of the Indirect Sales page.
2. Click the **Add** icon to create a new program. The New special price agreement page appears.
3. Select the **Business Unit** and the **Program Type**.

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

4. Select the **Request Type**. If you configured this in the **Program Type**, then it is displayed by default. Based on the selected **Request Type**, the **End customer**, and **Competitor** regions are rendered. If you choose **Blanket Request**, these regions won't be rendered.
5. Enter a **Name** for the program.
6. Optionally, add the **Agreement Number**. If you didn't enter an agreement number, the application automatically generates this number.
7. In the Distributor section, select the **Distributor** and the **Distributor Account** from the list. The **Address** is displayed. Optionally, select the **Contact**. The **Contact Email** and **Contact Phone** are displayed.
8. In the End Customer section, select the **End Customer** from the list. The **Address** is displayed. Optionally enter the **Contact**, **Contact Email**, and **Contact Phone** details.
9. In the Competitor section, select the **Competitor** from the list. The **Address** is displayed. Optionally enter the **Contact**, **Contact Email**, and **Contact Phone** details.
10. In the Dates section, select the **Date Context**, the **Start Date** and **End Date**.
11. Click **Create**.
12. On the General tab:
    - Optionally, change the **Status**.
    - The **Business Unit** and **Program Type** you selected are displayed.
    - Optionally, change the **Owner**. The owner is defaulted to the person logged in.
    - The **Request Type** you selected is displayed.
    - The **Name** you entered is displayed.
    - The **Agreement Number** is displayed.
    - Optionally, add a **Description**.
    - Select a **Currency**. By default, this is the currency defined in the program type.
    - An **Estimated Amount** is generated based on the product rebates specified upon saving. This is read-only.
    - Enter a **Justification** for approvers.
    - In the Distributor section, you can view the details of the distributor including the name, account, address, and contact information.
    - In the End Customer section, you can enter the details of the end customer including the name, address, and contact information.
    - In the Competitor section, you can enter the details of the competitor including the name, address, and contact information.
    - In the Dates section, you can view the **Date Context** and the start and end dates.
    - In the Additional Information section, enter any additional details for descriptive flexfields that you enabled.
    - In the Products section, you can create product eligibility rules for an item to determine product eligibility. Enter the following details:
      - Select the **Item** from the list. The item **Description** is displayed.
      - Enter details of the **UOM**, **Original Unit Selling Price**, **Competitor Item**, **Competitor Item Unit Price**, **Rebate Type**, **Rebate Amount**, and **Quantity** to define these details for your program. The **Estimated Amount** is displayed.

        > **Note:** **Competitor Item** and **Competitor Item Unit Price** are available only if you selected **Meet Competitor Price** as the **Request Type**.

      - Select relevant **Actions** to add, remove, or to edit a row.
13. Click **Save** to save your program. The application calculates the estimated amount when you save the program.

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

Batches

Distributor's sale representatives request special pricing.

Program managers of the manufacturer review, and either approve or reject the request. Once approved the distributor closes the deal and submits point of sales data to initiate claiming special price accruals. Indirect Sales batches are how point of sales data is submitted.

The indirect sales management process tracks and validates conditions of the special price agreement and issues claim payment to the distributor based on point of sales data uploaded from the batch.

Batch Statuses

The **Batch Processing Mode** setting you configured determines how a batch is processed. Depending on the configuration, claims are created automatically for the valid lines, or, manually after reviewing the batch. The default setting is Review and Claim if the setting isn't configured. You can override the setting for a distributor from the Customer Trade Profile.

If there is a dispute, you can decide how to treat disputed batches in general and at the distributor level. These disputes can be exported and sent back to the distributor for correction. Corrected CSV files are imported and processed as new batches in the system. In some circumstances, the distributor may choose to accept and pay the calculated amount of a dispute line.

Regardless of the mode selected:

- If all lines in a batch are valid, then the batch is closed, a claim is generated, and the batch is processed to Settlement Pending status.
- If all lines in a batch are disputed, then the batch is rejected.

Status	Description
Open	The distributors sales order transaction has been successfully imported via CX import and is ready to be processed.
Rejected	Batch is rejected and no lines are processed. • When the batch processing mode is set to **Immediate Claim**, the application automatically rejects the batch during processing if all lines are invalid. • When the batch processing mode is set to **Review and Claim**, you can manually reject a batch that is in the **Awaiting Review** status. When the batch status changes to **Rejected**, all the lines in the batch move to **Rejected** status.
Awaiting Review	After importing distributor sales order transactions, once the **Process Indirect Sales Data** scheduled process is run, if one or more lines in a batch pass validation without disputes or duplicates and some lines fail, then the application updates the batch status to **Awaiting Review**.

Status	Description
Closed	When all the lines in a batch are valid, the application creates a claim and moves the batch to **Closed** status. Additionally, when you review a batch in **Awaiting Review** status and click **Pay and Close Batch**, the batch moves to **Closed** status.

Batch Status Transitions

Mode	From Status	Condition	To Status	Performed By
Immediate Claim	Open	When all the lines in a batch are in disputed or duplicate status.	Rejected	Application
Immediate Claim	Open	When all the lines in a batch are claimable.	Closed	Application
Immediate Claim	Open	When at least one line in a batch is valid and there are disputed lines that are yet to be reviewed. **Note:** There will be a claim for the valid lines.	Awaiting Review	Application
Immediate Claim	Awaiting Review	When the batch is closed in either of the following conditions: • You fix all the disputes and click **Pay and Close Batch**. • You reject all line disputes and click **Pay and Close Batch**. • When there are no disputed lines available in the batch. **Note:** When you click **Pay and Close Batch** all the disputed or duplicate lines are changed to **Rejected** status and a claim is created for accepted lines.	Closed	Application
Immediate Claim	Awaiting Review	When you click **Pay and Close Batch** and some accepted lines are disputed.	Awaiting Review	Application
Review and Claim	Open	When the batch is in **Awaiting Review** status	Awaiting Review	Application

Mode	From Status	Condition	To Status	Performed By
		in either of the following conditions: • When all the lines in a batch are in disputed status. • When there is at least 1 valid line and 1 disputed line.		
Review and Claim	Open	When all the lines in a batch are claimable.	Closed	Application
Review and Claim	Awaiting Review	When you reject the batch or when the rejected batch is a terminal status. **Note:** The reject batch option is available only in **Review and Claim** process mode.	Rejected	User
Review and Claim	Awaiting Review	When you click **Pay and Close Batch**.	Closed	Application
Review and Claim	Awaiting Review	When you click **Pay and Close Batch** and some accepted lines are disputed.	Awaiting Review	Application

Batch Line Statuses

Status	Description
Open	The distributor's sales order transaction has been successfully imported via CX import and is ready to be processed.
Eligibility Disputed	After importing distributor sales order transactions, once the **Process Indirect Sales Data** scheduled process is run, if one or more lines in a batch fails eligibility validation, then the status is updated to **Eligibility Disputed**.
Amount Disputed	After importing distributor sales order transactions, the **Process Indirect Sales Data** scheduled process is run, if a line fails amount validations, then the status is updated to **Amount Disputed**.
Accepted	After importing distributor sales order transactions, the **Process Indirect Sales Data** scheduled process is run, if a line passes all validations, then the status is updated to **Accepted**. Accepted lines are those that are ready to be claimed. No further modifications are allowed to lines in this status. In the **Immediate Claim** and **Review and Claim** batch processing modes, you can correct and accept or directly accept amount disputed lines.
Rejected	• In the **Immediate Claim** and **Review and Claim** batch processing modes, you can reject eligibility disputed or amount disputed lines. • When a batch is rejected, all the lines move to **Rejected** status.

Status	Description
	• When you click **Pay and Close Batch** all the existing disputed or duplicate lines move to **Rejected** status. Rejected is a terminal status.
Claimed	When a claim is created for an accepted line, the line status is updated to **Claimed**.
Duplicate	When a duplicate transaction exists in the same batch or previous batches, the lines status is updated to **Duplicate**.

Batch Line Status Transitions

When you choose to process a batch in **Immediate Claim** mode, you choose to pay your distributor as soon as possible even with disputes. Hence, the first claim represents all the undisputed lines to be paid sooner, while disputed lines are being resolved. You can have 2 claims for a batch if disputes are accepted.

The following table displays the status transitions that happens when the **Batch Processing Mode** is **Immediate Claim**:

Batch Status	From Line Status	Conditions	To Status	Performed By
Open	Open	When: • A line fails the eligibility validation. • A line contains both eligibility and amount disputes.	Eligibility Disputed	Application
Open	Open	When a line fails the amount validation.	Amount Disputed	Application
Open	Open	When a line is valid and claimed.	Claimed	Application
Open	Open	When a line is duplicated.	Duplicate	Application
Awaiting Review	Eligibility Disputed	When a line is rejected.	Rejected	User
Awaiting Review	Amount Disputed	When a line is rejected.	Rejected	User
Awaiting Review	Amount Disputed	When you accept the amount calculated by the application or the claimed amount without making any changes to amount or quantity attributes.	Accepted	User
Awaiting Review	Accepted	When you click **Pay and Close Batch**.	Claimed	User
Awaiting Review	Eligibility Disputed	When you click **Pay and Close Batch**.	Rejected	Application
Awaiting Review	Amount Disputed	When you click **Pay and Close Batch**.	Rejected	Application
Awaiting Review	Duplicate	When you click **Pay and Close Batch**.	Rejected	Application

Batch Status	From Line Status	Conditions	To Status	Performed By
Awaiting Review	Accepted	When you click **Pay and Close Batch** and the amount exceeds the approved amount in the SPA (which can happen when there are multiple batches for the same item and program that have not yet created claims). The following scenarios may occur: • **Example 1:**A batch contains 100 lines, with claims already created for 80 valid lines. If you resolve the remaining 20 lines by marking them as **Accepted** and initiate the payment by clicking **Pay and Close Batch**, however, the total amount in the SPA has already reached the approved limit due to another batch, then the 20 lines move from **Accepted** to **Amount Disputed** status, and the batch remains in **Awaiting Review** status. You can click **Pay and Close** again, and those lines are moved to **Rejected** status. • **Example 2**:A batch contains 100 lines, with claims already created for 80 valid lines. If you resolve the remaining 20 lines by marking them as **Accepted** and initiate payment by clicking **Pay and Close Batch**, however, 18 lines fall within the SPA approved amount while 2 lines exceed the limit, then the 2 lines exceeding the limit will move to **Amount Disputed** status. The batch remains in **Awaiting Review** status, and no claims are created for the 18 valid lines. You can initiate payment	Amount Disputed	Application

Batch Status	From Line Status	Conditions	To Status	Performed By
		by clicking **Pay and Close Batch** again to create claims for the 18 valid lines, while the 2 disputed lines are marked as **Rejected**.		
Awaiting Review	Accepted	If you review the disputed lines and incorrectly mark them as **Accepted** manually, then later decide to change the line status to **Rejected**.	Rejected	User
Awaiting Review	Claimed	When the claim is created by the application.		Application
Rejected	Rejected	When all lines are invalid. This is a terminal status.		Application

When you choose to process the batch in **Review and Claim** mode, you choose to be more conservative in payment where accepted lines are held until a claim analyst reviews the disputes to reject them before submitting the batch for claim generation. You can only have 1 claim for a batch in this mode.

The following table displays the status transitions that happens when the **Batch Processing Mode** is **Review and Claim**:

Batch Status	From Status	Condition	To Status	Performed By
Open	Open	When: • A line fails the eligibility validation. • A line contains both eligibility and amount disputes.	Eligibility Disputed	Application
Open	Open	When a line fails the amount validation.	Amount Disputed	Application
Open	Open	When a line is valid and ready to be claimed.	Accepted	Application
Open	Open	When a line is duplicated.	Duplicate	Application
Awaiting Review	Eligibility Disputed	When you reject a line that fails the eligibility validation.	Rejected	User
Awaiting Review	Amount Disputed	When you reject a line that fails the amount validation.	Rejected	User
Awaiting Review	Amount Disputed	When you accept the amount calculated by the application or the claimed amount without making any changes to amount or quantity attributes.	Accepted	User

Batch Status	From Status	Condition	To Status	Performed By
Awaiting Review	Accepted	When you click **Pay and Close Batch** . **Note:** You won't be able to see claimed status lines in the **Awaiting Review** status because the batch status changes to **Claimed**.	Claimed	User
Awaiting Review	Eligibility Disputed	When you reject the entire batch or when you initiate payment for valid lines by clicking **Pay and Close Batch**.	Rejected	Application
Awaiting Review	Amount Disputed	When you reject the entire batch or when you initiate payment for valid lines by clicking **Pay and Close Batch**.	Rejected	Application
Awaiting Review	Accepted	When you reject the entire batch.	Rejected	Application
Awaiting Review	Duplicate	When you reject the entire batch or when you initiate payment for valid lines by clicking **Pay and Close Batch**.	Rejected	Application
Awaiting Review	Accepted	When you click **Pay and Close Batch** and the total amount exceeds the approved amount in the SPA (which can happen when there are multiple batches for the same item and program that have not yet created claims). The following scenarios may occur: • **Example 1**:A batch contains 100 lines, all 100 are accepted, but only 80 are claimable. The batch will be moved to **Awaiting Review** status, with 20 lines marked as **Amount Disputed**. • **Example 2:** A batch contains 100 lines, with 80 lines accepted. You initiate payment by clicking **Pay and Close Batch** , however, because of another batch the SPA	Amount Disputed	Application

Batch Status	From Status	Condition	To Status	Performed By
		approved amount has already been reached allowing only 60 lines to be claimed: o 60 lines will remain in **Accepted** status. o 20 lines will move from **Accepted** to **Amount Disputed** status. o The batch remains in **Awaiting Review** status. o You can click **Pay and Close Batch** again, which creates claims for the 60 claimable lines and moves the remaining 40 lines to Rejected status. • **Example 3**: A batch contains 100 lines, with 80 valid lines. If the user resolves the remaining 20 lines (marking them as **Accepted**) and initiates payment by clicking the **Pay and Close Batch** button, but only 18 of those lines fall within the SPA approved amount while 2 lines exceed the limit: o The 2 lines exceeding the limit will move to **Amount Disputed** status. o The batch will remain in **Awaiting Review** status without creating any claims. o You can click **Pay and Close Batch** again to create claims for the 98 eligible lines and move the 2 disputed lines to **Rejected** status.		
Awaiting Review	Accepted	If you review the disputed lines and incorrectly mark them as **Accepted** manually, then later decide to change the line status to **Rejected**.	Rejected	User

Batch Status	From Status	Condition	To Status	Performed By
Awaiting Review	Rejected		Rejected	User
Rejected	Rejected		Rejected	Application

Search a Batch

The Batches page summarizes all the claims from the business units you have access to. You can search for a batch using the keyword or smart search. The batches are sorted by dates in descending order. The following attributes are available in keyword search:

- Batch Name
- Distributor
- Distributor Account

The following attributes are available in smart search as filters:

- Active
- Status
- Date Range
- Business Unit
- Currency
- File Name

You can also use saved search.

The batch search results table displays the following information that can be personalized:

- Distributor
- Date
- File Name
- Batch Name
- Status
- Currency
- Lines
- Distributor Claimed Amount
- Calculated Amount
- Disputes
- Disputed Amount
- Accepted Lines
- Accepted Amount

The following columns are hidden by default, but you can enable them using column personalization.

- Business Unit

- Distributor Account
- Distributor Address
- Batch Number
- Batch Type
- Payment Amount

Batch Details

1. Click the **Batch Name** to view details of the batch.
2. The batch cards display the total number of lines in the batch, the number of disputes, and the number of accepted lines in the batch if they are more than 0. Click a card to navigate to the Lines tab in it's corresponding context filter.
3. In the Details tab, you can view details such as the status, date, file name, batch number, batch name, batch type, currency, and business unit. Additionally, in the Distributor section, you can view the distributor details such as name, account, address and contact details. If you haven't already added the contact name, you can add it here.
4. In the Lines tab, you can:
    - Search for batch lines based on criteria such as **Disputes that can be accepted**, **Status**, **Distributor Claim**, **Dispute**, **Agreement**, and **Order**.
    - You can additionally filter the results table on the basis of **Accepted Lines**, **Disputes**, or **All** lines.
    - Select a line to:
        - **Accept Calculated Amount**: Click this to accept the amount calculated by the application. Lines must be in Amount Disputed status and have sufficient allowed quantities to be accepted.
        - **Reject**: Click this to reject a line. Select a **Reject Reason** from the list. You can choose from **Amount Disputed**, **Debit Claim Not Supported**, **Duplicate**, or **Eligibility Disputed**, or a reject reason configured during implementation.

    You can also select multiple lines to accept or reject them.
5. In the Payments tab, you can view the number of **In Progress** and **Paid** amounts. The results table displays the date, the claim number, status, customer reference, amount, currency, settlement method, instrument number, instrument date, and payee details for the claim.
6. Click **Pay and Close Batch** to initiate the payment for the claim.

10 Checkbook

Customer Checkbook

Here you'll learn about customer checkbook.

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

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

How to use customer checkbook

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

Program Checkbook

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

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

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

- Improve your understanding of the overall success of your promotions
- Reveal how customers are using your promotions, and through which programs

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

How to use program checkbook

1. Select a value from the **Accrue-to Customer** list to view accruals for the specific customer.
2. Select a value from the **Bill To** list to view accruals for the specific customer.
3. Click **Search** to search for the performance of the customer programs based on the filters you applied. In the search results in the Customers section, you can view details such as **Accrue-to Account**, **Earned**, **In Progress**, **Paid**, **Available**, and so on. Click **Earned** to export earned accruals to Microsoft Excel to view and analyze supporting rebate details for customer programs. The export includes the associated invoiced order details for transactional accruals and adjustment accruals. This helps in understanding the accruals that make up earned balances for a customer and a program. Use these details to research accruals to understand if manual adjustments are required for a program, or to view additional information on how accruals are derived from corresponding invoiced orders. Click the **Bell** notification on the Fusion Home page or any ADF page to download the earned accrual extract file.

   > **Note:** You can't download the file using the **Bell** notification from a Redwood page.

4. Click the value in the **In Progress** or **Paid** fields to navigate to the Customer Payments page. This page displays the claim amounts that are in progress or paid to the customer. You can view details such as **Claim Number**, **Status**, **Customer Reference**, **Settlement Method**, **Instrument Number**, and so on.

11 Manage Customer Trade Profiles

Profile Levels

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

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

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

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

- Account
- Customer

Create Customer Trade Profiles

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

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

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

2. Click the **Add** icon to create a profile for your customer.
3. From the **Customer** list, select the customer.
4. Select the **Customer**, **Account**, **Site**, and **Address**, if required.
5. Select the **Supplier** to default this supplier as the configured supplier when the settlement method is Check or Payables for Payment Default.
6. Select the **Site** to select the supplier site for the default supplier.
7. The **Address** of the selected supplier site is displayed.

8. Select the **Enable** checkbox to enable the trade profile.
9. If you're assigning the claims to a default owner, select this owner from the **Claim Owner** list.
10. In the **Settlement by Write-Off** section, enter the amount in the **Deduction Threshold** field to set a deduction threshold.
11. In the **Pay Over** section, enter the following values:
    a. Select a value from the list in the **Pay over Earnings** field.
        - **Null**: Indicates that the customer may or may not be eligible for Pay Over Earning depending on the setup in the Channel Settings. This is the default value.
        - **Allow**: Indicates that unearned payments are always allowed for this customer. This setting overrides the Channel Settings.
        - **Disallow**: Indicates that the customer isn't eligible for unearned payments for programs. This setting overrides the Channel Settings.
    b. Select a value from the list in the **Threshold Type** field.
        - **Amount**: Select this to use currency amount as the threshold.
        - **Percentage**: Select this to use a percentage of the earnings as the threshold.
        - **Unconditional**: Select this if the threshold is infinite. No special approval is required for overriding this type of unearned payments threshold. Claims go through the regular claim approval process.
    c. Enter a value in the **Threshold Value** field.
        - If you selected **Amount** as the type, then enter the threshold as a currency amount. For example, if you enter 50 in the threshold field, then the threshold limit is $50, assuming your currency is U.S. dollars. Hence, if the customer has earned $3000, and your threshold amount is $50, then you can pay up to $3050.
        - If you selected **Percentage** as the type, then enter the threshold as a percentage of the earnings. For example, if you enter 20 in the threshold field, then the threshold is 20% of the earnings. Hence, if the customer has earned $3000, and your threshold percentage is 20%, then you can pay up to $3,600. Note that this threshold type isn't applicable if the program has 0 or no earnings.
        - If you selected **Unconditional** as the type, then the threshold is infinite. No special approval is required for overriding the unearned payments threshold. Claims go through the regular claim approval process.
    d. You can select a value from the list in the **Override Threshold** field only when the **Pay Over Earnings** is set to **Allow** and the **Threshold Type** is **Percentage** or **Amount**.
        i. **Yes**: If you select this and the unearned payment exceeds the threshold amount, then the claim settlement process is initiated, but must go through a special approval first.
        ii. **No**: If you select this and the unearned payment exceeds the threshold amount, then the claim settlement process can't be initiated.

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

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

12. In the **Payables Integration** section:
    a. Enter select the **Supplier** to default this supplier as the configured supplier when the settlement method is Check or Payables Default Payment.
    b. Select the **Site** to select the supplier site for the default supplier.
    c. The **Address** of the selected supplier site is displayed.
13. In the **Indirect Sales** section:
    a. Select a value in the **Special Price Batch Processing Mode** field.
        - **Immediate Claim**: Select this to indicate whether claims should be created automatically for the valid lines.

- **Review and Claim**: Select this to indicate whether claims should be created manually after reviewing the batch.

b. Select a value in the **Distributor Contact for Batch** field.
c. Select a value **Special Price Agreement Batch Export Report** field.

14. In the **Automatic Payment** section, select a **Settlement Method** from the list. You can choose from **Check**, **Credit Memo - On Account**, or **Payables Default Payment**.
15. Click **Save**.
16. The **Mapping** icon becomes active after saving for profiles defined at the customer and account levels. Click this icon to create a mapping between your claim reasons and your customer's reason codes.
    a. On the Mapping page, click the **Add** icon.
    b. In the **Customer Reason** field, enter your customer's reason name or code that you want to map to your internal claim reason.
    c. Add a description for this reason in the **Reason Description** field, if required.
    d. From the **Claim Reason** list, select the claim reason to which you're mapping your customer's reason.
    e. Click **Save**.

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

Standardize Customer Claim Reasons

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

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

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

- Account (higher precedence)
- Customer

How Mapping Works

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

Source	Logic
Receivables Receipt UI (deduction and overpayment claims)	Only customer reason is entered in the Receipt UI: • If you enter only the customer reason without entering the internal claim reason (Application Reference Reason), then the corresponding internal claim reason is populated during deduction or overpayment creation based on the customer reason code mapping defined in the customer trade profile. • If the customer reason code hasn't been mapped in the customer trade profile, then the application takes the default claim reason from the claim source setup.

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

Related Topics

- Manage Channel Settings

12 Manage Customer Channel Operations

Overview of Sell Side Scheduled Processes

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

Customer Annual Co-op

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

Customer Annual Volume

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

Customer Promotion programs

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

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

Customer Volume

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

Customer Lump Sum

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

Related Topics

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

Schedule the Loading of CSV Sales Orders and Invoices

To load CSV sales orders and invoices:

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

   Tools > **Import Management** > **Create Import Activity**
2. Add the following details in the Summary section:
   - **Name**: Enter a name for the import activity.
   - **Description**: Enter a description for the import activity.
   - **Object**: Select Channel Batch Transaction.
   - **File Name**: Select the CSV file.
3. In the Advance Options section, specify the information in the following sections as required:
   - Source File
   - Import Options
   - Create Schedule
4. Click **Next**.
5. In the Create Import Activity: Map Fields: Channel Batch Transaction page, select the type of **Import Mapping**. By default, this is **Automatic Mapping**. The Map Fields section displays the mapping of the **Column Header** to the **Attribute Display Name** based on the predefined template.
6. Click **Next**. The Create Import Activity: Review and Submit: Channel Batch Transaction appears.

Verify the mapping and click **Submit**.

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

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

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

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

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

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