SCM Cloud

Implementing Channel Revenue Management

25D

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1 Overview of Channel Revenue Management Cloud

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

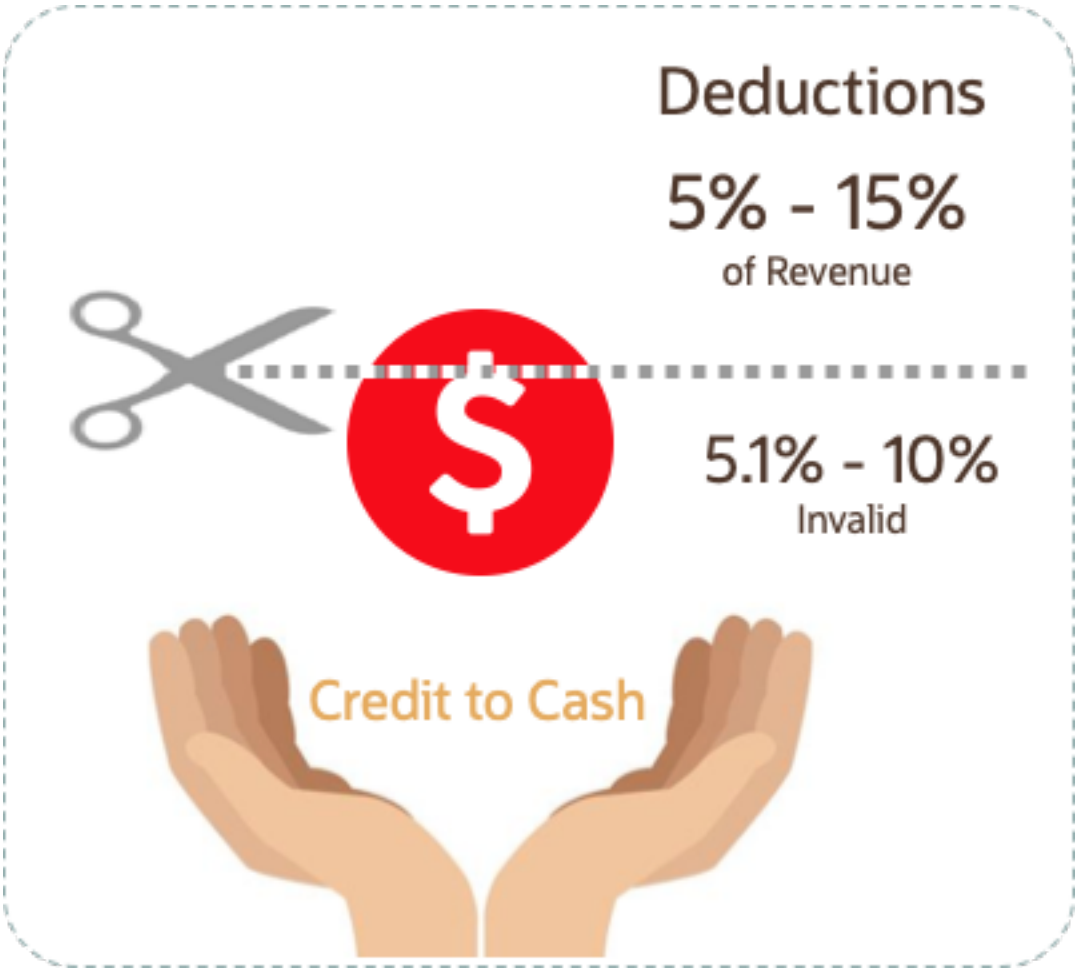
- Starting an Implementation

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.

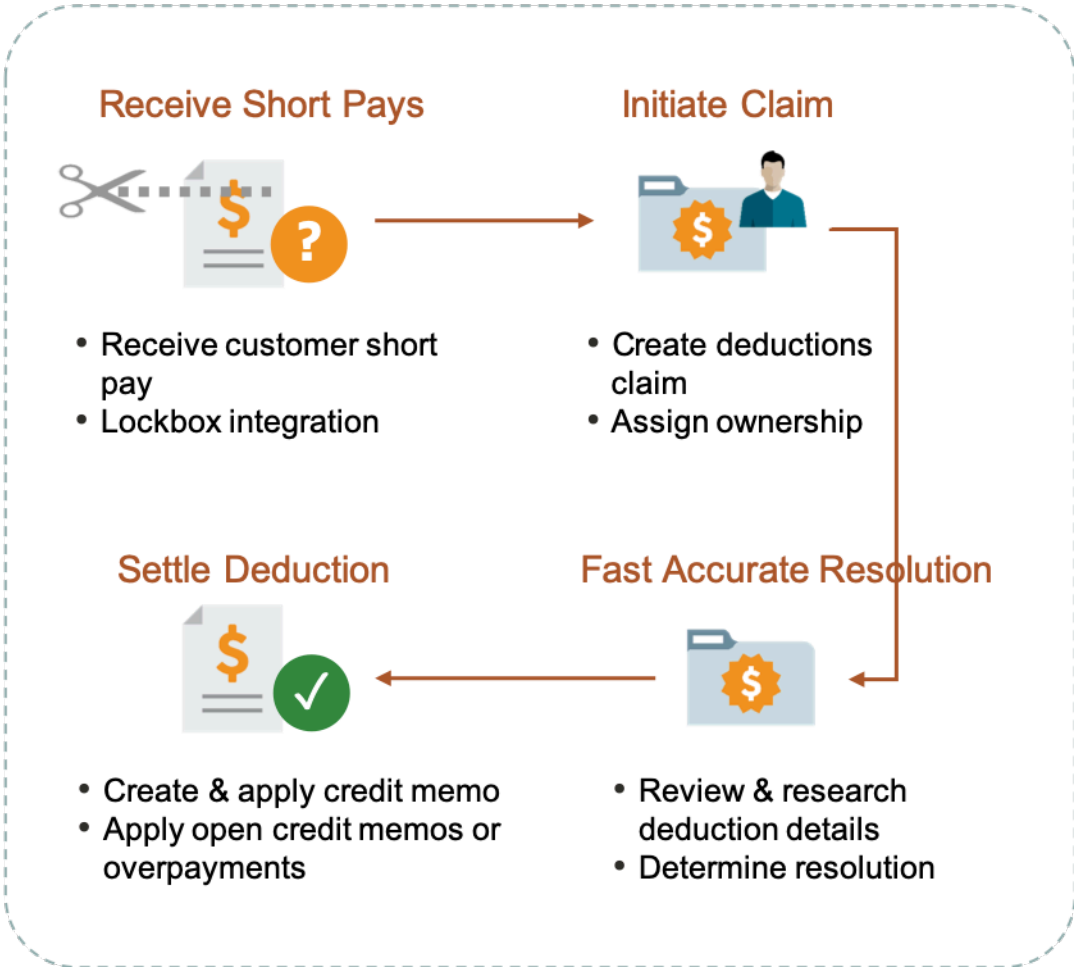
Deductions and Settlement in Channel Revenue Management enables you to take back control, and provides:

- 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:

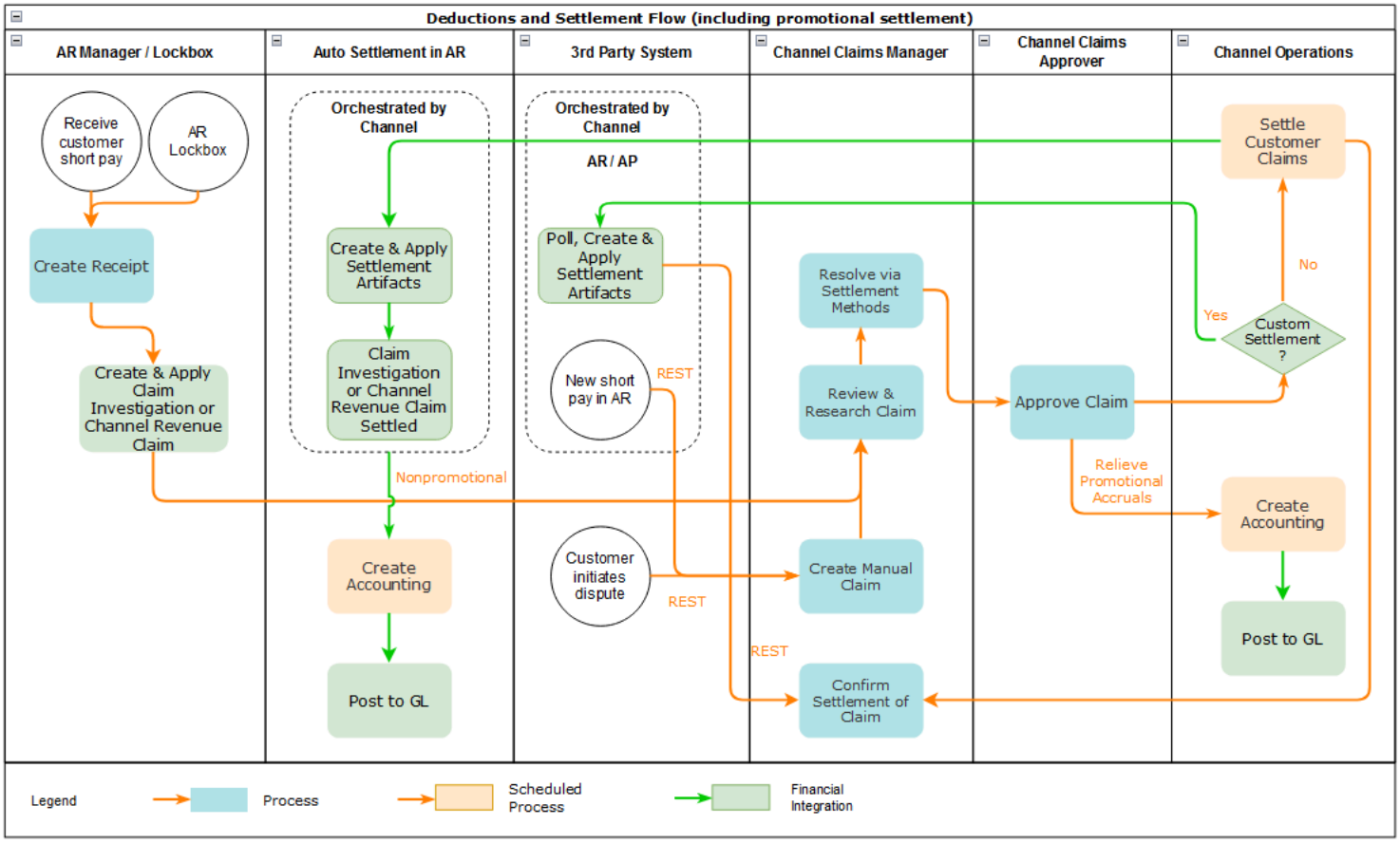
1. Receive a short pay from a customer, including from the Receivables lockbox.
2. Create a claim from Receivables for the short pay difference within the receipt.
3. Assign ownership of the claim.
4. Research and resolve deductions quickly and accurately.
5. Settle the claim.

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

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

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. To create accruals, run the **Create Accruals for Channel Batch** scheduled process.	Pricing Algorithms are used to check program eligibility. To create accruals, run the **Create Accruals for Channel Batch** scheduled process.	No eligibility check performed. One time accrual creation and settlement for selected customer.
Tiers	No	Yes	No	Yes	No
Accrual record for each order line or aggregation	Accrual is calculated based on rebate type and rebate amounts defined on program's product rules and are aggregated based on Program, Business Unit, Customer account, Bill To, Item, UOM, Currency and Period.	Accruals are calculated based in tiers defined on Program and are aggregated based on Program, Business Unit, Customer account, Bill To, Item, UOM, Currency , Tiered rebate and Period.	Accrual is calculated based on rebate type and rebate amounts defined on program's product rules. One accrual is created for each order line	Accrual is calculated based on tiers defined on Program and one accrual is created and for each order line	One accrual record is created for each product distribution added on the Program.
Beneficiary support for accrual	Yes	No	Yes	Yes	No

Program Feature	Customer Annual Co-op Program	Customer Annual Volume Program	Customer Promotion Program	Customer Volume Program	Customer Lump Sum Program
Product category	Yes	Yes	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

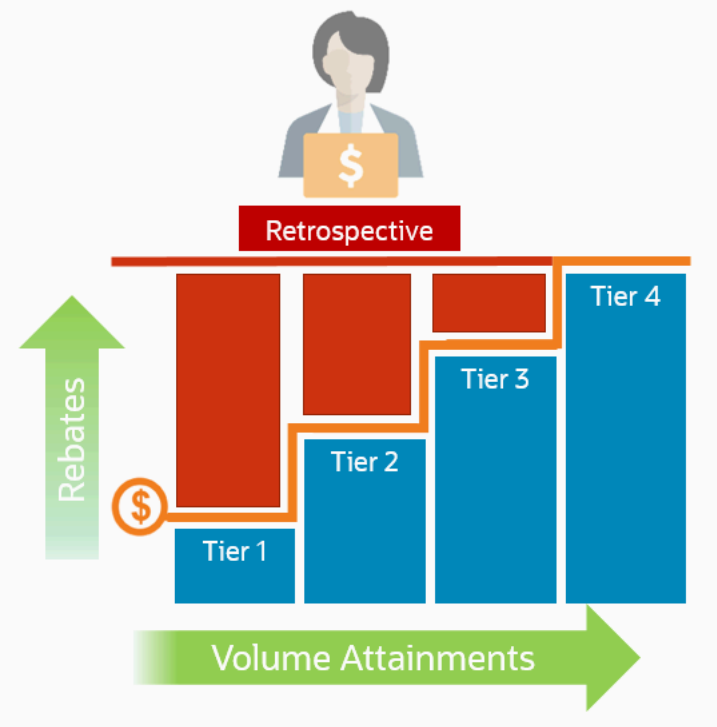
Co-op advertising is an annual arrangement between a manufacturer or distributor and their channel partners. With co-op programs, you can accrue rebates based on your sales, spanning the effective date of the program. This program is a variation of an annual program. It applies to all customers and you 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.

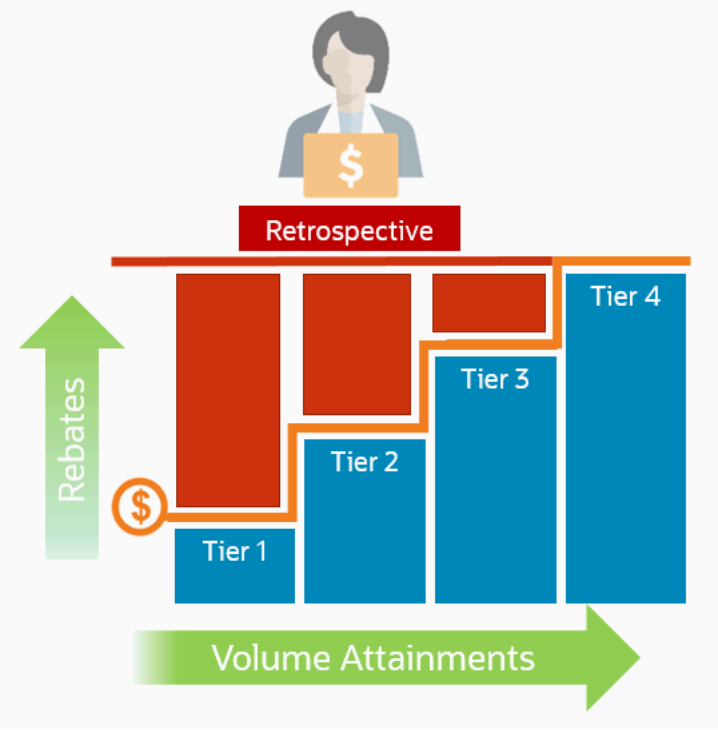
This feature benefits wholesalers, distributors, and manufacturers to incentivize channel sales by offering rebates on eligible sales transactions.

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.

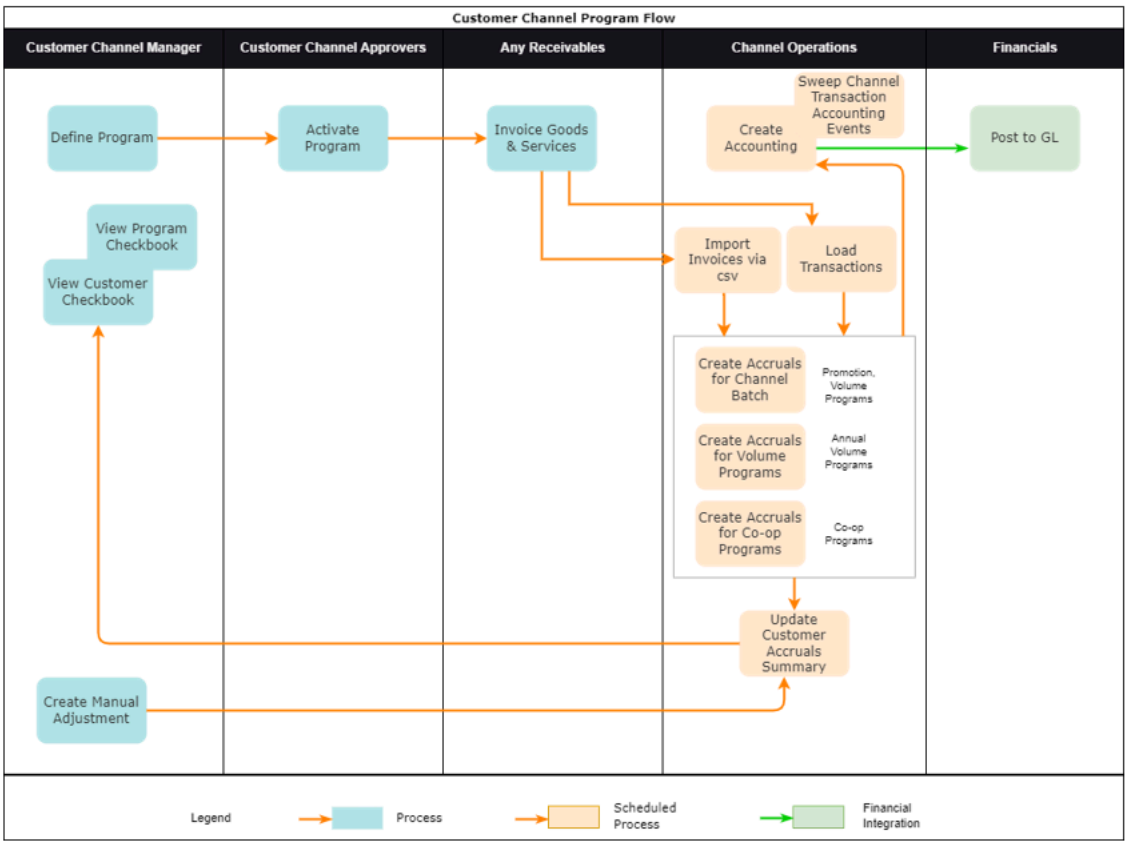
Related Topics

- 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

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

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.

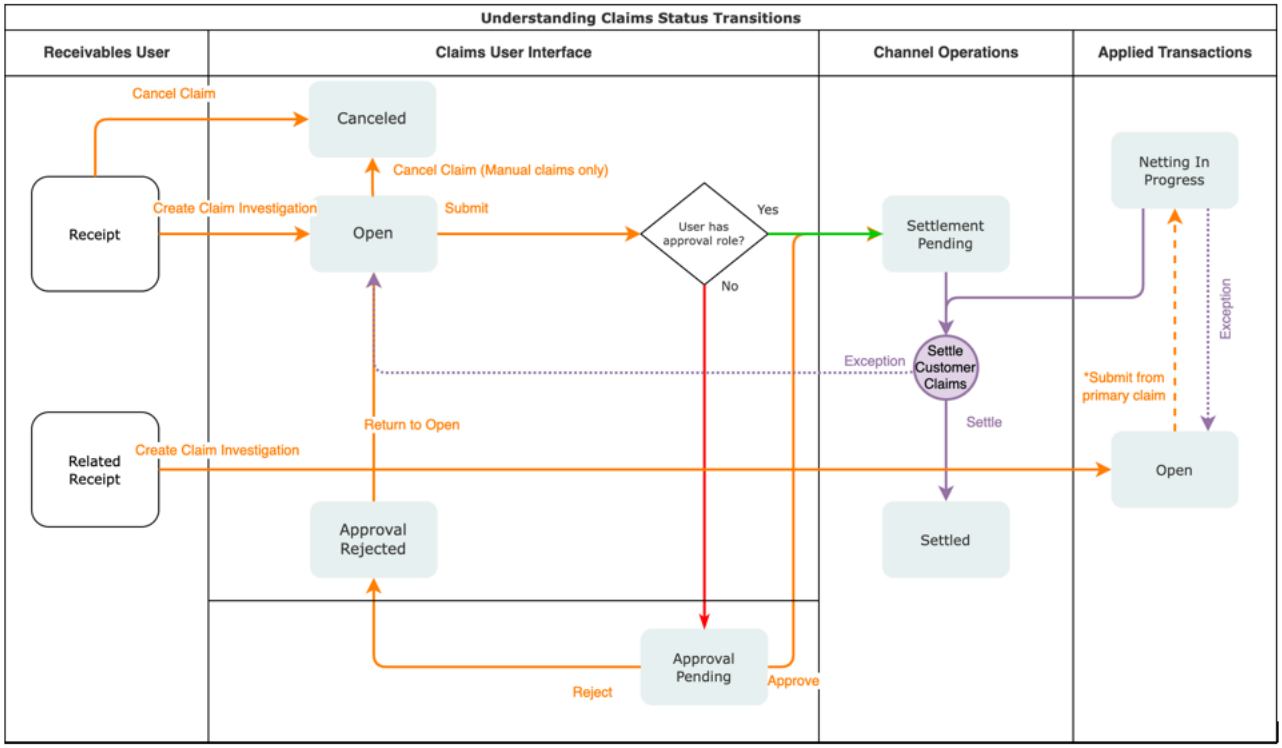
Related Topics

- 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.

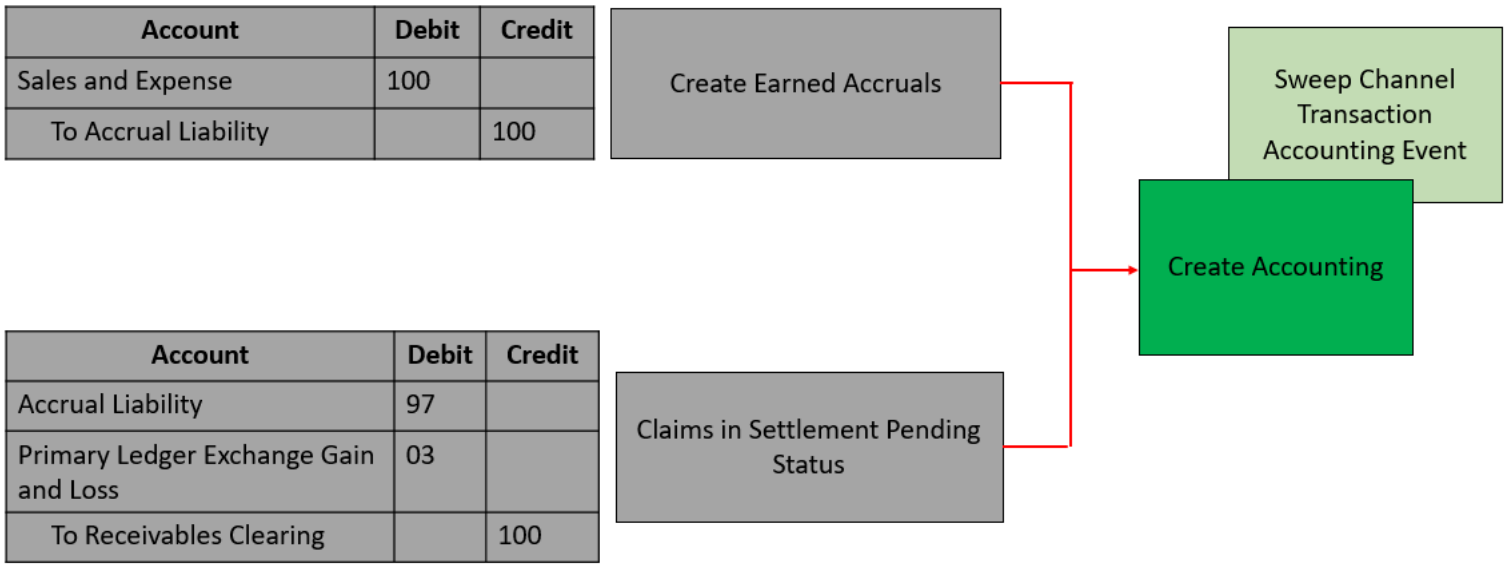
   - If applicable, taxes are calculated and applied to the claim.
   - If there is any remaining unsettled amount which is below the set threshold, it's written off.
   - If there is any remaining unsettled amount and write-offs don't apply, a child claim is automatically created and applied to the receipt.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



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

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

Indirect Sales Management

Overview of Indirect Sales Management

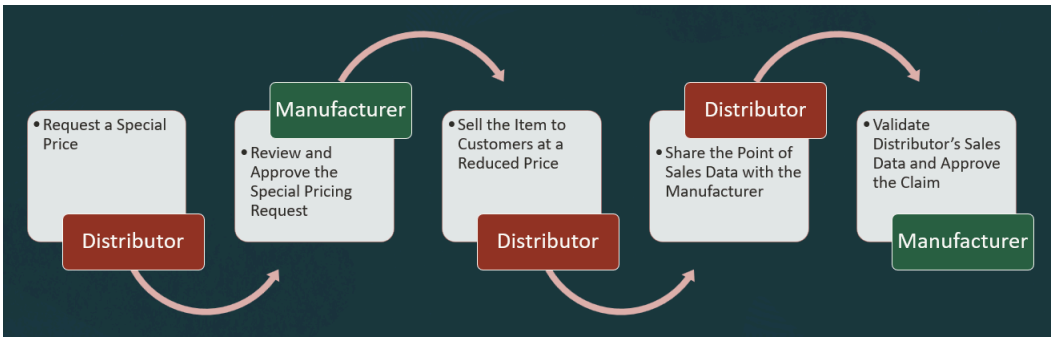
Indirect Sales Management is the process by which a manufacturer validates requests, and manages trade promotion activities are executed indirectly through retailers and wholesalers (or dealers and distributors).

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.



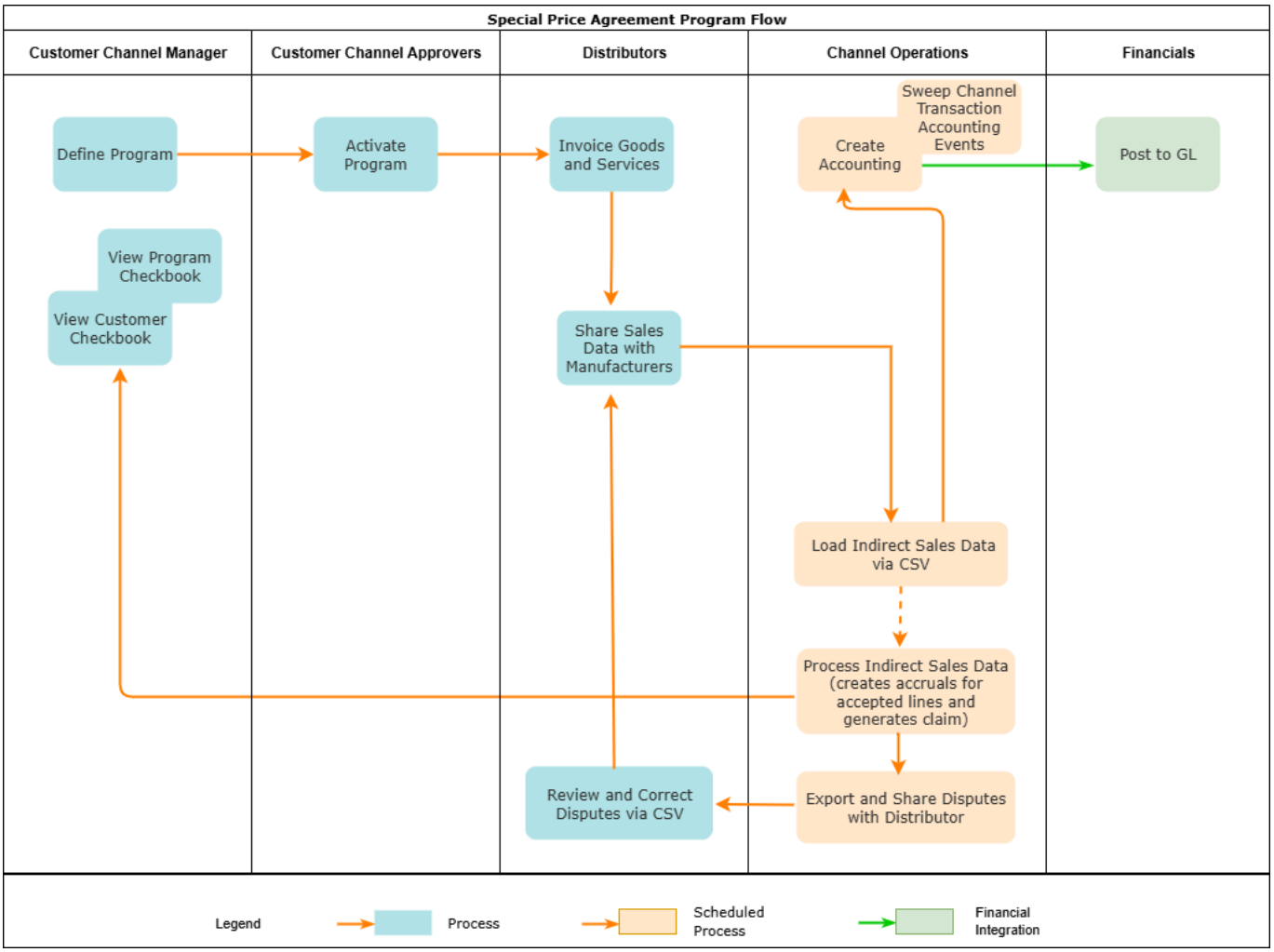
The distributor may request a special price or discount for items they have already purchased. The request is reviewed and approved by the manufacturer or the entity that sold the products to the distributor. Once approved, the distributor sells the products to their customers and then submits a claim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

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

Supplier Programs

Supplier Rebate

Supplier Rebates

Here you can learn about what wholesalers and retailers can do using Channel Revenue Management.

Channel Revenue Management provides wholesalers and retailers the ability to:

- **Centralize rebate programs from suppliers**

  You can:

  - Capture program details including the supplier, effective dates, and alternate suppliers if applicable.
  - Define product eligibility.
  - Support accruals based on amount, or percentage.
- **Automate accrual tracking**

This leads to better visibility and faster realization of supplier incentives.

- **Automate claim processing**

  This helps reduce margin leakage through accurate claim computation, thereby reducing supplier rejection. The streamlined process helps wholesalers realize value faster on supplier rebate claims.

- **Automate channel accounting**

  The faster realization from supplier incentives through automation reduces time to implement and the cost of ownership.

Supplier Rebate Overview

Supplier rebates is the process by which the supplier offers incentives to the wholesaler or retailer to purchase more. These are the five basic steps for a wholesaler/retailer:

1. Supplier offers rebates for specific purchases.
2. Wholesaler/retailer buys from the supplier and supplier ships the goods.
3. Wholesaler/retailer receives the shipment of goods and invoice from the supplier. Accruals are typically earned upon receipt of supplier invoice for received goods.
4. Accruals are compiled into claims for review and approval.
5. The claims are settled by issuing debit memos (or payments against the supplier invoice for supplier rejections).

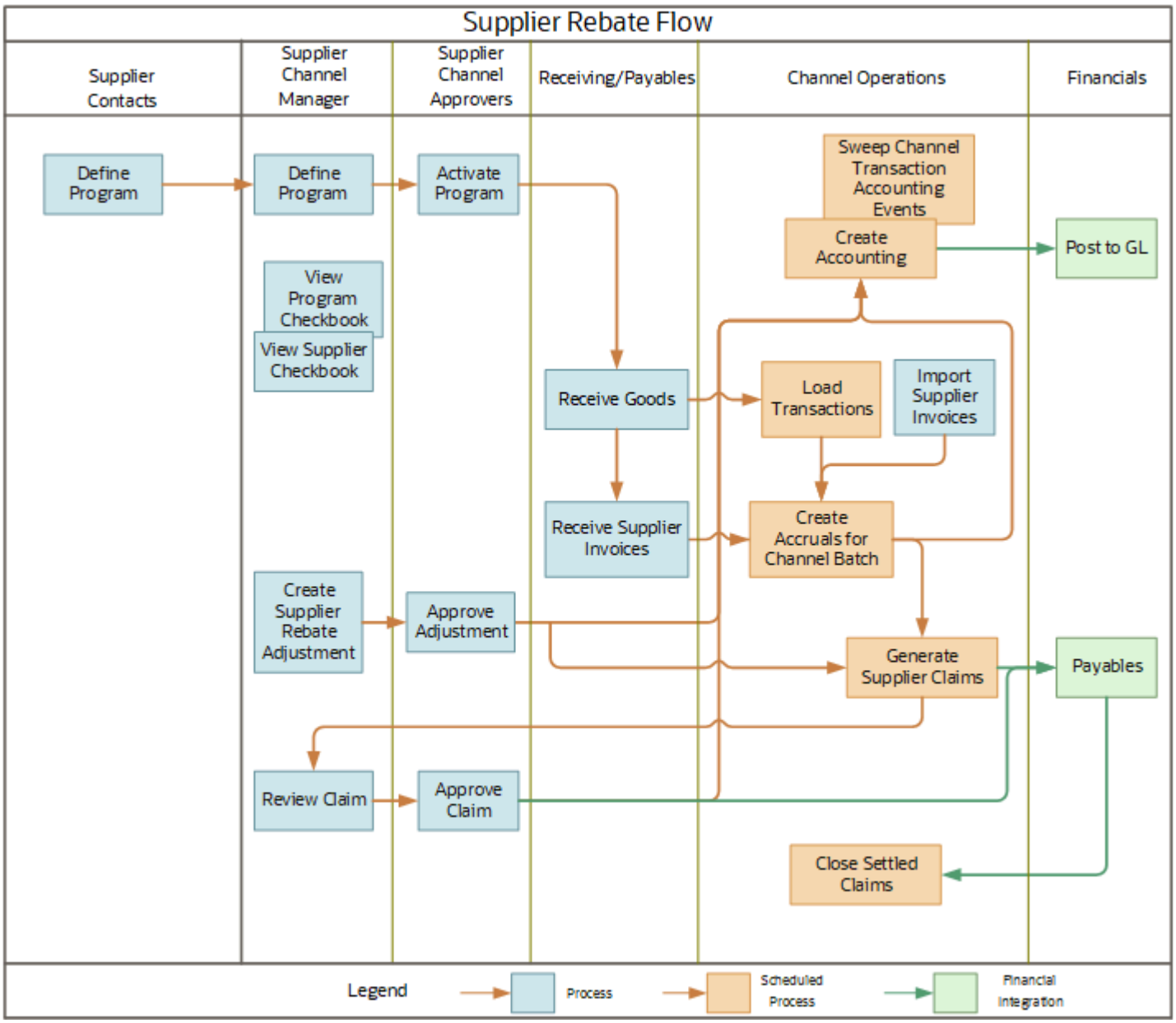
How Supplier Rebate Works

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

Overview

1. The wholesaler or retailer activates their supplier rebate programs.
2. The wholesaler/retailer buys from the supplier.
3. Supplier ships goods to the wholesaler/retailer and supplier invoices are created for the shipment.
4. The wholesaler or retailer receives the goods, makes corrections or accepts them.
5. Channel Revenue Management then processes these transactions to create accruals. This can be done in 2 ways:
    - Directly process the receiving transactions and their supplier invoices. Accruals can be accrued upon receipt of shipment or upon receiving the supplier invoice. Typically, accrual happens upon supplier invoicing.
    - Processes supplier invoices imported using CSV files to create accruals.
6. Earned accruals are then tracked, posted, and accrued.
7. Supplier claims are generated on demand or scheduled on a periodic basis.
8. Approved supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved. If the supplier rejects a claim line, a manual adjustment can be created to reverse the accrual.
9. After payment, the claims are closed.

Business Process Flow

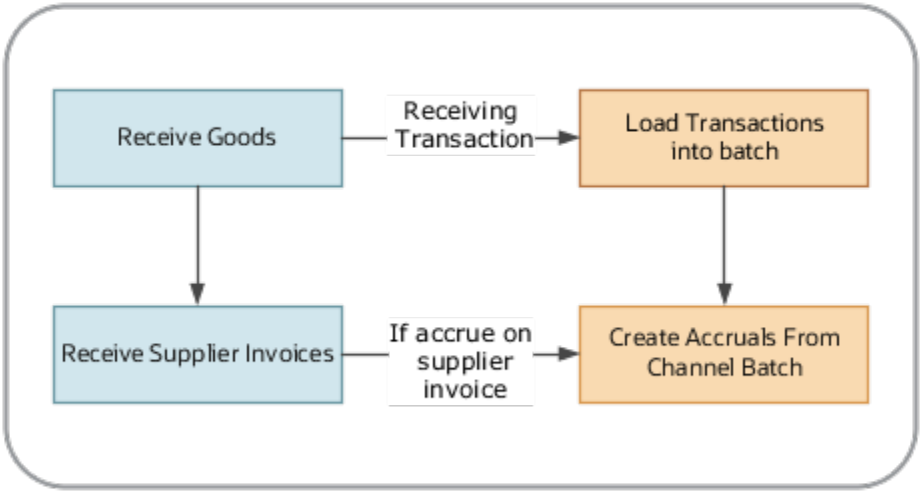


Related Topics

- How Supplier Claims Work
- How Supplier Accruals are Accounted

How Supplier Rebate Works with Receiving and Payables

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



Load Transactions

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

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

Create Accruals from Channel Batch

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

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

- if the batch line is eligible, then

  creates earned accruals

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

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

  creates open accruals
- if eligible and invoiced, then

  creates earned accruals

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

Related Topics

- How Supplier Claims Work
- How Supplier Accruals are Accounted

How Supplier Rebate Works with Imported Supplier Invoices

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

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

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

Related Topics

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

Supplier Annual Rebate

Supplier Annual Program

Supplier annual rebate is the process by which a wholesaler or retailer purchases goods from a supplier over a period of time, typically a year.

The supplier may offer annual rebates that encourages buying based on accumulated volume attainments for the year. Target attainments are tiered. For instance, if you purchase under a million dollars, you get 3% discount. If you purchase between 1 and 2 million dollars, you get 5%. Above 2 million, you get 8%.

Channel Revenue Management provides wholesalers and retailers the ability to:

- **Centralize annual rebates from suppliers**

  You can define annual programs based on accumulated attainments across orders, including:

  - Percentage rebate based on purchase value tiers
  - Amount rebate per UOM based on quantity tiers

- **Automate accrual tracking**

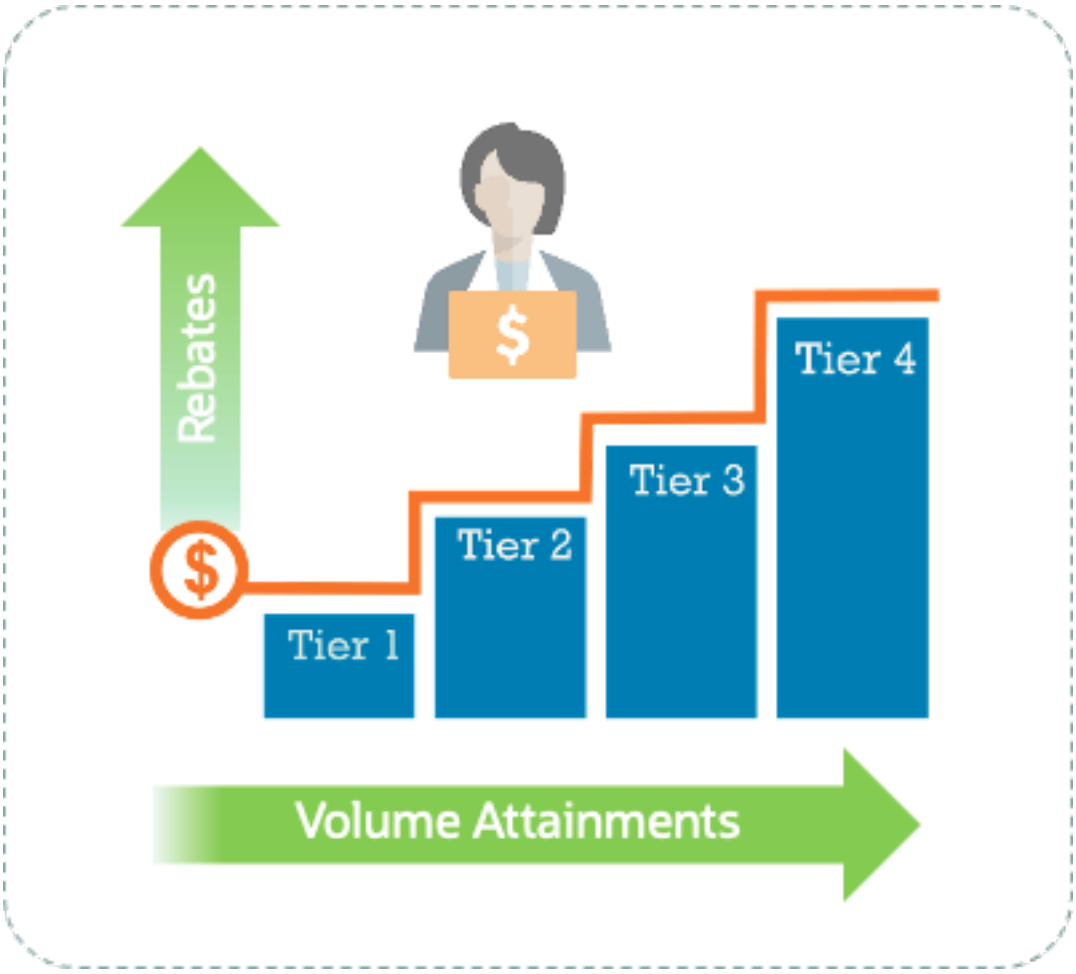
  This leads to better visibility and faster realization of supplier incentives.

- **Automate claim processing**

  This helps reduce margin leakage through accurate claim computation, thereby reducing supplier rejection. The streamlined process helps wholesalers realize value faster on supplier rebate claims.

- **Automate channel accounting**

  The faster realization from supplier incentives through automation reduces time to implement and the cost of ownership.



Supplier Annual Program Overview

Supplier annual rebate is the process by which a wholesaler or retailer purchases goods from a supplier across a duration of time, typically a year. What makes supplier annual rebates different from supplier rebates is that volume attainments are accumulated across orders. In supplier rebates, rebates are in the context of a given transaction. In supplier annual rebates, rebates are in the context of accumulated volume attainments across orders over a period of a year.

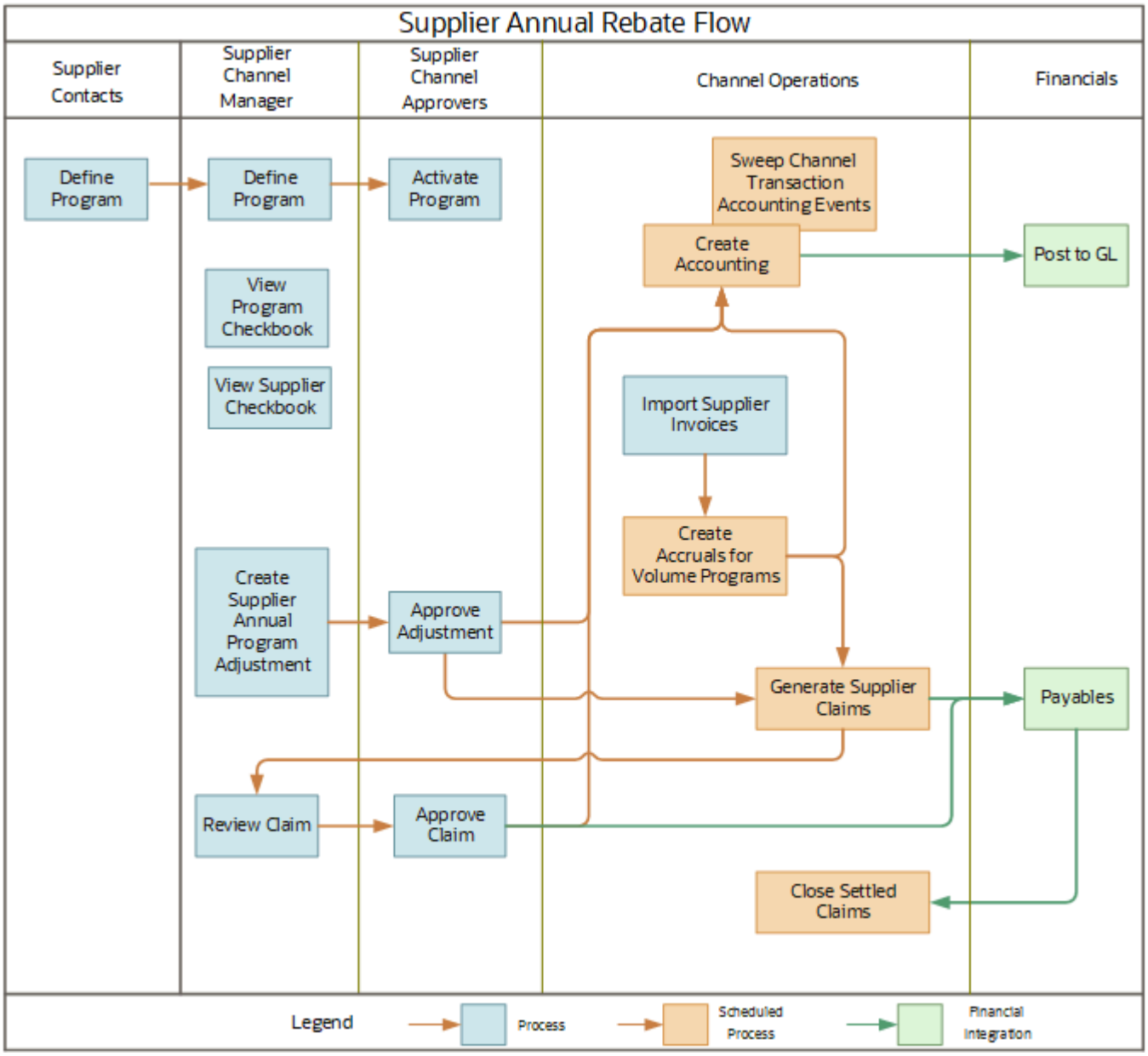
1. Supplier offers or negotiates an annual rebate.
2. Wholesaler/retailer buys from the supplier and supplier ships the goods.
3. Wholesaler/retailer receives the invoice from the supplier and accumulate volumes across orders.
4. Accruals are calculated as percentage rebates based on purchase value tiers, or as an amount rebate per unit of measure based on quantity tiers. Retrospective or stepped calculations are supported.
5. Accruals are compiled into claims for review and approval.
6. The claims are settled by issuing debit memos (or payments against the supplier invoice for supplier rejections).

How Supplier Annual Program Works

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

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

Business Process Flow



How Supplier Annual Rebates Work with Imported Supplier Invoices

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

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

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

- The successful upload of the CSV file creates a batch of transactions for processing in Channel Revenue Management.
- The **Create Accruals for Volume Programs** process checks the eligibility of invoice lines, aggregates and creates accruals for the eligible ones. A supply chain administrator can schedule the program on a periodic basis, for example, monthly.

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

Related Topics

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

Supplier Ship and Debit

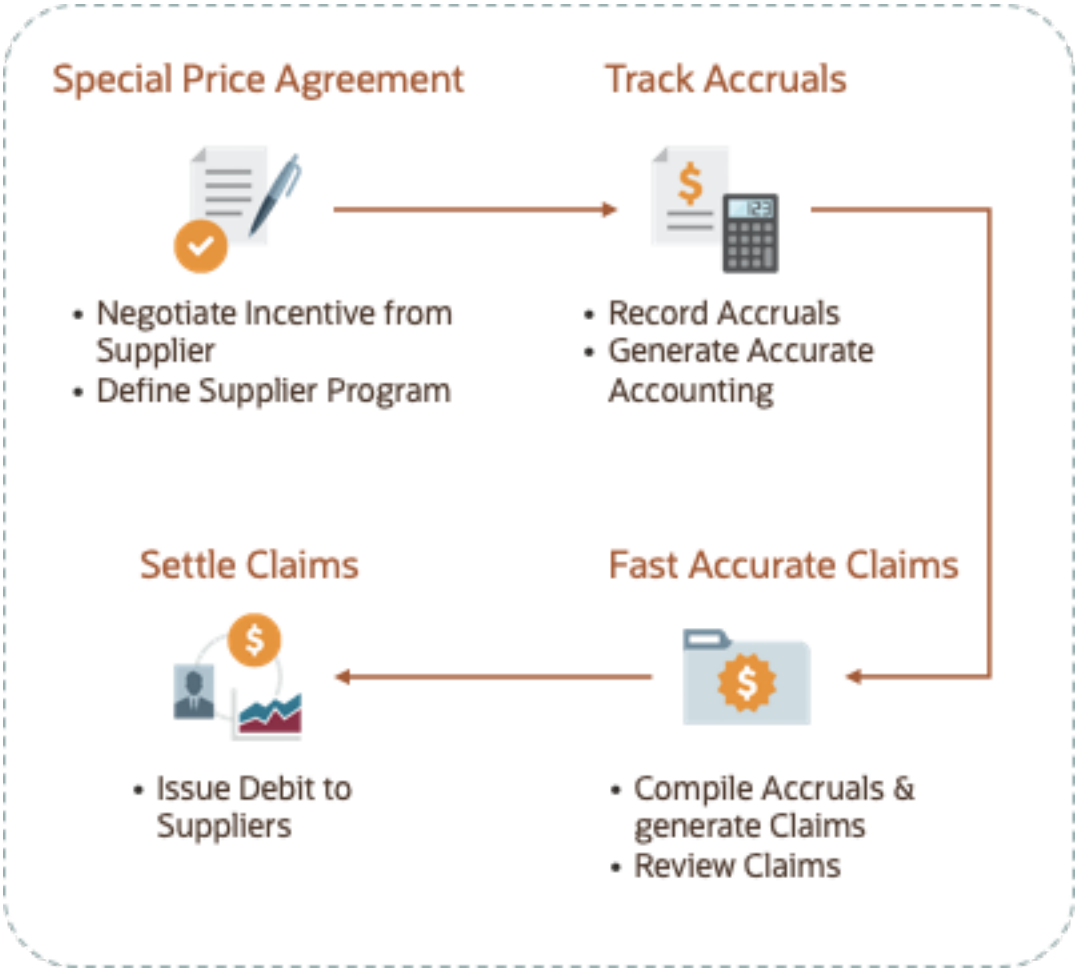
Supplier Ship and Debit

Here you can understand what distributors can do using Channel Revenue Management.

Channel Revenue Management on the buy side is a supply chain management application that can help prevent margin leakage in your channel business processes with greater efficiency. With supplier ship and debit, distributors can:

- Centralize ship and debit programs from suppliers.
- Automatically apply eligible supplier programs at order capture.
- Automate accruals tracking and claims processing.

Supplier Ship and Debit Overview:



Centralize Supplier Programs

Use Channel Revenue Management as your hub to manage ship and debit agreements from suppliers. You can:

- Capture program details including the supplier, effective dates, and supplier authorization number.
- Define customer eligibility and product eligibility.
- Support accruals based on amount, new cost, or percentage basis.

Automatically Apply Eligible Programs at Order Capture

Sales can see eligible supplier programs and calculate channel discounts providing margin visibility before they book an order. Accruals can be included in margin calculations.

Automate Accruals Tracking and Claims Processing

For many distributors, profitability is determined by the ability to track and collect supplier incentives. Channel Revenue Management automates accrual tracking, providing you with real-time visibility to the earned, collected, and balance accruals, for each program. Earned accruals are tracked in channel's subledgers and posted to the general ledger. Real-time supply chain integrations provide accurate supplier balance tracking and compliant accounting practices. You can:

- Improve your productivity by generating and processing supplier claims online. Accruals are relieved in General Ledger after claims are approved, and pending settlement.
- Settle supplier claims through Payables and automatically close the claim.

Supplier ship and debit is the process by which a distributor ships goods at a lower than usual price to the customer and debits the supplier for the additional discount from the acquisition price. The additional discount is claimed from the supplier.

These are the four basic steps for a distributor:

1. Request a Ship and Debit Agreement from Supplier

   The salesperson for the distributor can request this new price or can decide on this price to win a deal in hopes that it will be approved. To debit the supplier for the difference, the distributor requests a special price from the supplier. If the supplier approves, a supplier ship and debit program can be created and sales are made against the program.
2. Ship to Customer

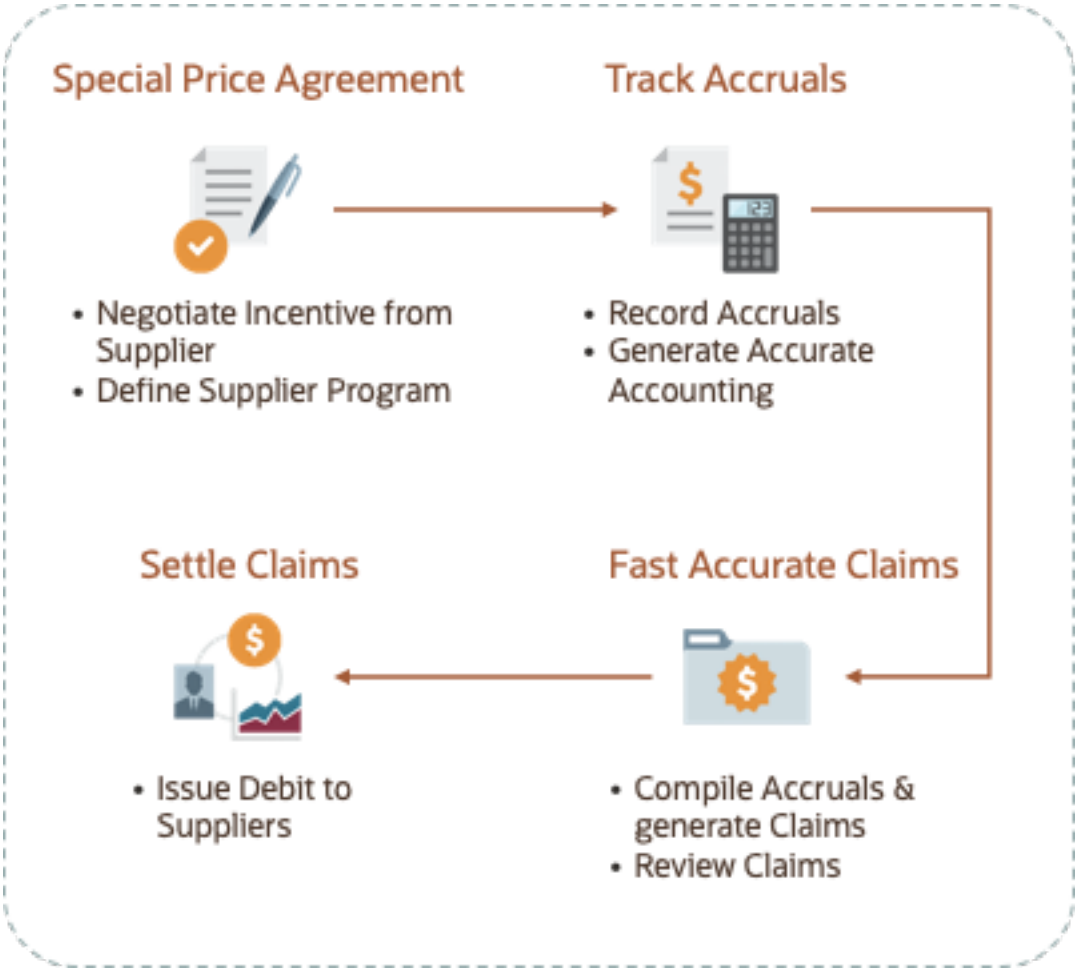
   The distributor ships to the customer and earns the accrual. Accruals are calculated.
3. Claim Debit from Supplier

   The distributor creates a claim with a matching debit memo or a supplier invoice to pay back the transactions (if it is a supplier rejection), in Payables. Payables issues a debit memo or invoice to the supplier.
4. Settle Claim

   The issuance of a debit memo (or payment against the supplier invoice if it is a supplier rejection) closes the claim.

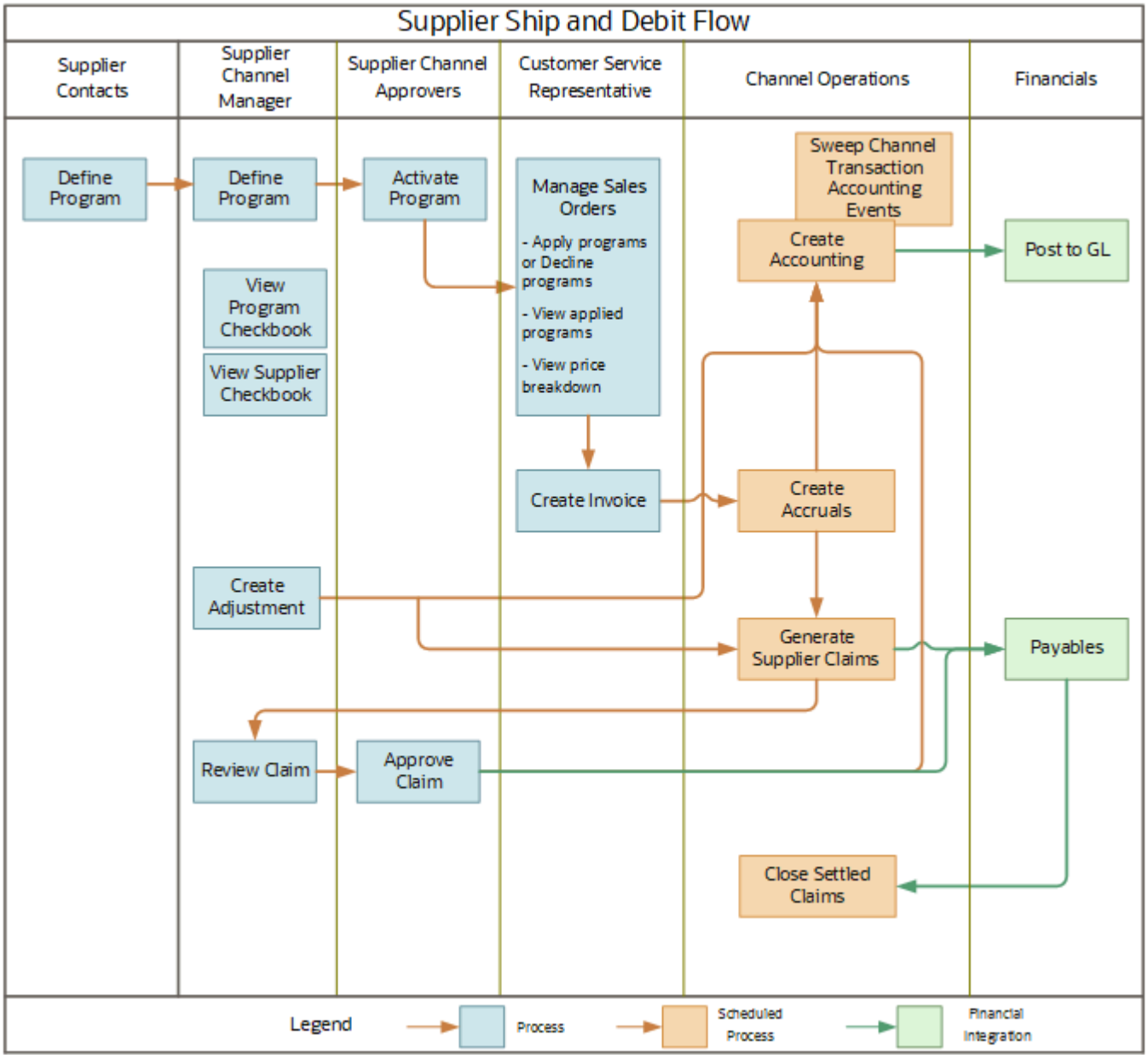
How Supplier Ship and Debit Works

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



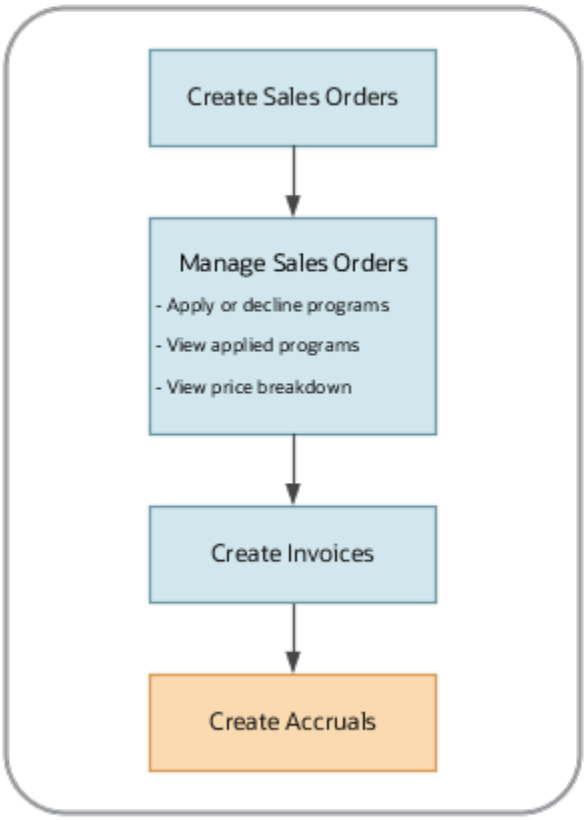
1. The distributor requests a special price or the supplier issues a special price.
2. An agreement between the distributor and the supplier is reached with the supplier providing an authorization number to the distributor.
3. The distributor defines a supplier ship and debit program capturing the supplier, date effectivity, customer eligibility, and product eligibility.
    - Channel Revenue Management gets supplier sites already defined in Procurement and associates them to a supplier ship and debit program.
    - Date eligibility can be based on requested ship date or ordered date.
    - Customers from Trading Community Hub are used to define customer eligibility.
    - Item and unit of measure attributes from the Product Information Management work area can be used to define product eligibility rules.
    - The supplier incentive can be defined as a flat amount, a new cost, or a percentage.
    - A supplier ship and debit program must belong to the same business unit as the supplier site.
4. The distributor activates the supplier ship and debit program. Approvals are optional.
5. The distributor creates a sales order and eligible program accruals are applied automatically or by request.
6. Earned accruals are tracked and accrued. Manual adjustments can be created for accruals that were missed or needed correction.
7. Supplier claims are generated on demand or scheduled on a periodic basis.
8. Supplier claims are sent to Payables to collect payment from the suppliers, and accruals are relieved.
9. After payment, the claims are closed.

Business Process Flow:



How Supplier Ship and Debit Works with Order Capture Systems

Here's how supplier ship and debit works with order capture systems.



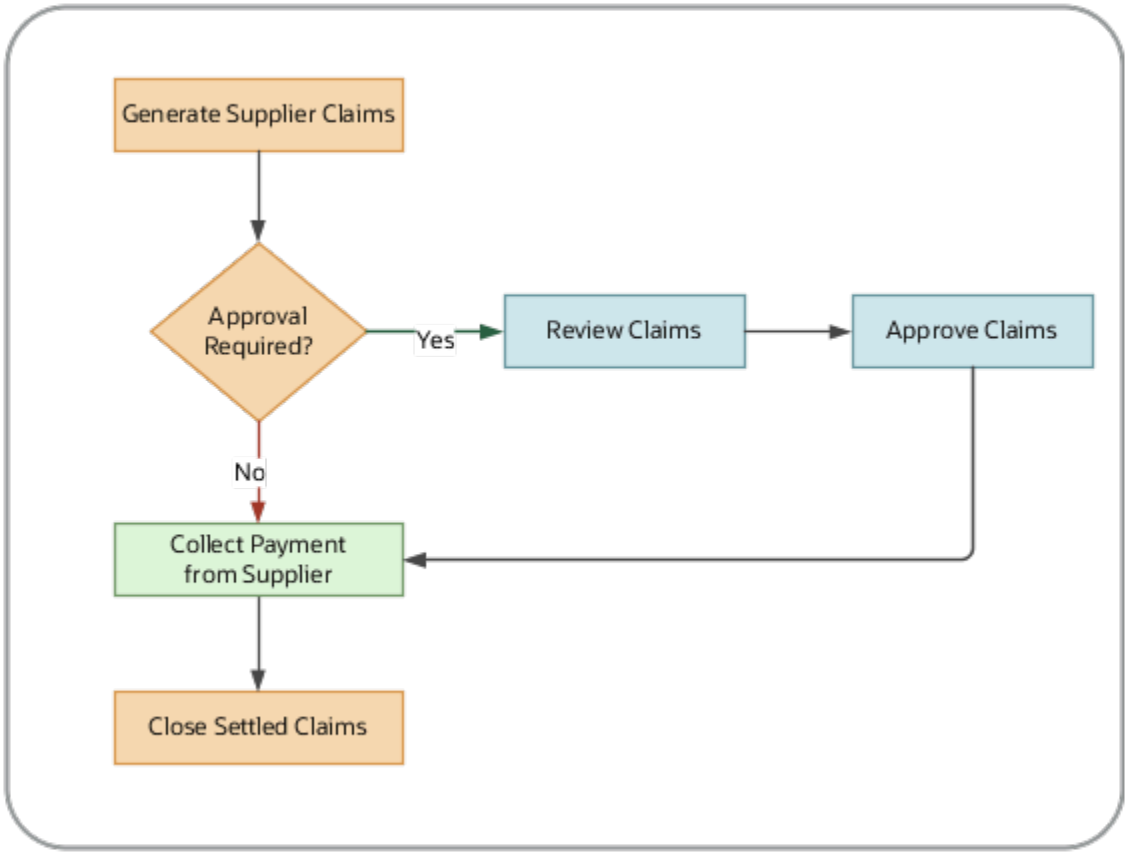
1. Sales creates a sales order in an order capture application specifying the customer, bill-to, and ship-to information, then adds several items with their quantity, unit of measure, and other fulfillment line details.
2. The order capture application gets the list of all eligible programs.
    - Most programs are automatically applied to the line items.
    - A type of program can be defined to be applied by request only. A sales user can apply these manual programs to line items.
    - Most programs can be declined by a sales user, but a type of program can be prevented from being declined by sales users.
3. With the list of eligible programs, the order capture application calls on Oracle Fusion Pricing to calculate the incentives.
4. A supply chain application administrator can create channel accruals on demand or schedule it as a batch process on a periodic basis using the **Create Accruals** scheduled process. Channel related charge lines from the order capture application are created as channel transactions.

Related Topics

- Manage Program Types

How Supplier Claims Work

Here's how supplier claims work for the buy side.



1. After an accrual is captured in Channel Revenue Management and earned, it's eligible to be picked up in a supplier claim. Manual adjustments are also reflected in supplier claims.
2. A supply chain application administrator can generate a supplier claim on demand or schedule it as a batch process on a periodic basis, using the **Generate Supplier Claims** scheduled process.
    - The process can generate a single claim for a single supplier site, or multiple claims, at least one claim for each supplier.
    - Various parameters can be used to identify the earned accruals and manual adjustments to be included for claim generation.
    - The generated claim can be immediately sent to Payables for supplier payment or sent to the claim analyst for review and approval.
3. The Financials Cloud integration can be configured to collect payment from the supplier.
4. Claims are settled by the Payables process **Import Payables Invoices**, with the Source parameter set to Claims. This checks when payment has been successfully debited and retrieves settlement details such as debit memo number or check number to confirm the claim settlement.
5. A general accounting manager can relieve accruals in Channel Revenue Management on demand or schedule it as a batch process on a periodic basis using the **Create Accounting** scheduled process.
6. After payment, a supply chain application administrator can close the settled claims on demand or schedule it as a batch process on a periodic basis using the **Close Settled Claims** scheduled process.
7. If the supplier declines a claim line, the distributor investigates and creates a manual adjustment to reverse the accrual.

Related Topics

- Manage Supplier Claim Sources and Settlement Methods
- How Payables Standard Invoice Import Data Is Processed

Overview of Managing Supplier Programs

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

Here's what you can do:

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

Overview of Managing Adjustments

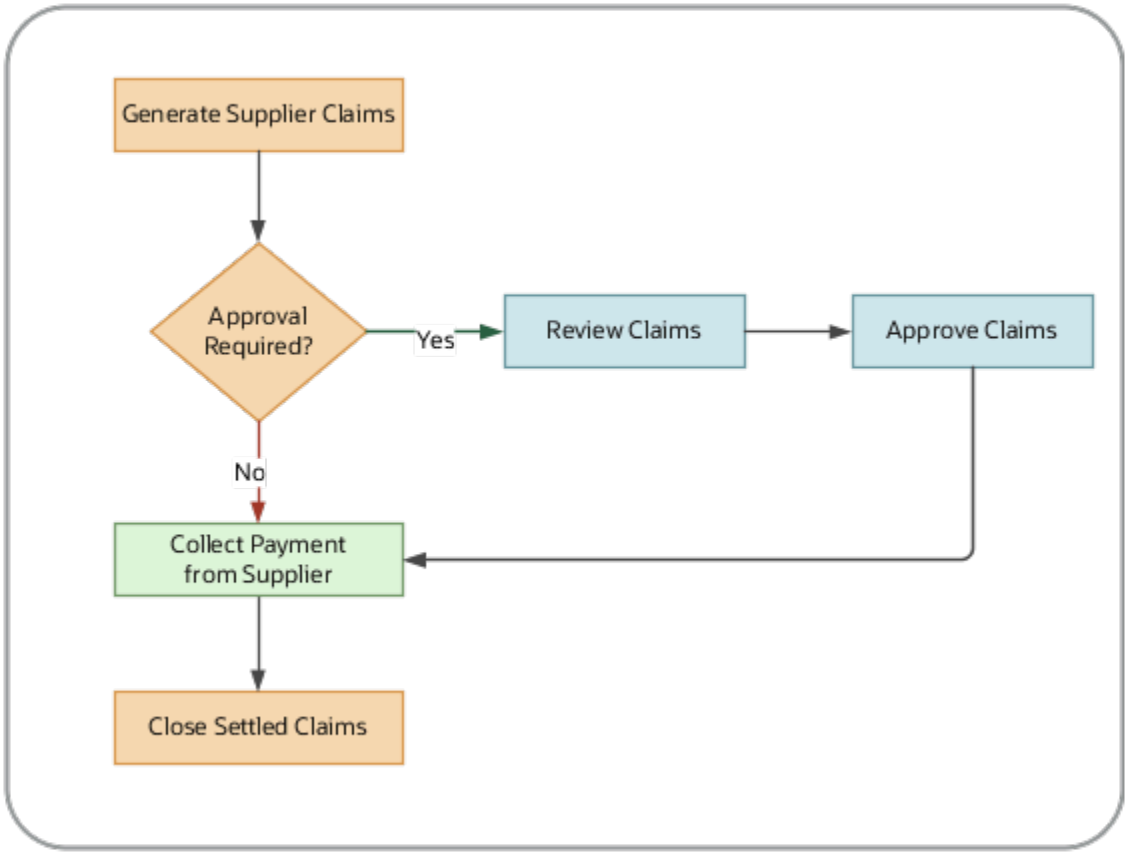
Here's what you can do.

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

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

How Supplier Claims Are Processed

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



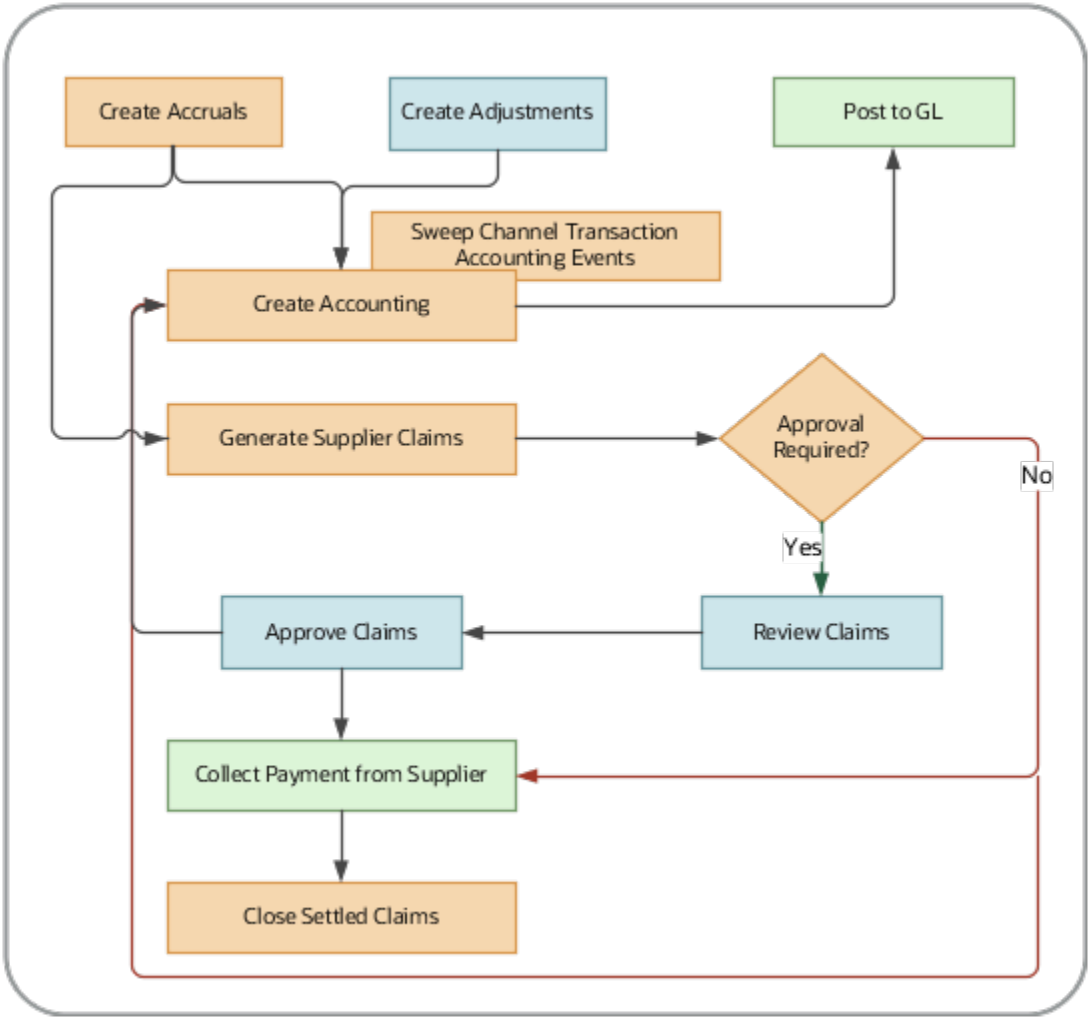
1. After an accrual is captured in Channel Revenue Management and earned, it's eligible to be picked up in a supplier claim. Manual adjustments are also reflected in supplier claims.
2. A supply chain application administrator can generate a supplier claim on demand or schedule it as a batch process on a periodic basis, using the **Generate Supplier Claims** scheduled process.
    - The process can generate a single claim for a single supplier site, or multiple claims, at least one claim for each supplier.
    - Various parameters can be used to identify the earned accruals and manual adjustments to be included for claim generation.
    - The generated claim can be immediately sent to Payables for supplier payment or sent to the claim analyst for review and approval.
3. The Financials Cloud integration can be configured to collect payment from the supplier.
4. Claims are settled by the Payables process **Import Payables Invoices**, with the Source parameter set to Claims. This checks when payment has been successfully debited and retrieves settlement details such as debit memo number or check number to confirm the claim settlement.
5. A general accounting manager can relieve accruals in Channel Revenue Management on demand or schedule it as a batch process on a periodic basis using the **Create Accounting** scheduled process.
6. After payment, a supply chain application administrator can close the settled claims on demand or schedule it as a batch process on a periodic basis using the **Close Settled Claims** scheduled process.
7. If the supplier declines a claim line, the distributor investigates and creates a manual adjustment to reverse the accrual.

How to Claim Supplier Accruals

1. Schedule the **Generate Supplier Claims** process. This creates claims for the channel accruals and manual adjustments.
    - Claim status: Settlement Pending
    - Each claim settlement line contains the program and the line items on which it was applied.
2. Import these claims to Payables using the **Import Payables Invoices** process. The claims are now available in Payables for payment.
3. Process the Payables invoice.
4. Close the claims after payment is confirmed by running the **Close Settled Claims** process. This updates the claim with:
    - Claim status: Settled
    - Invoice or payment instrument details issued by Payables

How Supplier Accruals are Accounted

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



Accrue Earned Supplier Discounts

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

   Supplier Ship and Debit: When an order is created in an order capture application, eligible program discounts are calculated and applied as channel incentives on an order line. After the order is invoiced, it's eligible to be brought into Channel Revenue Management as a channel accrual.
2. A supply chain application administrator can create these accruals on demand or schedule it as a batch process on a periodic basis.
3. Accruals that were missed or needs correction can be added as manual adjustments.
4. After a channel accrual is earned based on its program rules, it's eligible to be posted to the general ledger.
5. A general accounting manager can post earned accruals to the general ledger on demand, or schedule it as a batch process on a periodic basis. The integration to General Ledger supports the Subledger Accounting architecture to derive the accounting.

Relieve Supplier Accruals

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

Related Topics

- Overview of Buy Side Scheduled Processes

Sign in to Channel Revenue Management

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

1. From your administrator, get the following details:
    - 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 Implement

Starting Decision Points

Decision points help you to identify the flows and decide the features for which you want to opt in as part of your implementation.

The following decision points help you to evaluate what you must implement:

Sell Side

1. Identify the flows you want and their respective user communities.
2. If you require the Deductions and Settlement flow, then under the Order Management offering, you must opt in to the function area Channel Revenue Management. Now, opt in to the feature Deductions and Settlement.
3. Use the following table to decide on the additional flows you require.

Supported Coexistence Scenarios	Opt into Deduction and Settlement	Opt into Customer Channel Management
Settlement of nonpromotional claims	Yes	No
Settlement of nonpromotional and promotional claims	Yes	Yes
Promotional rebates and payment, without bringing in short pays from AR	No	Yes

Buy Side

1. Identify the flows you want and their respective user communities.
2. If you require the Deductions and Settlement flow, then under the Order Management offering, you must opt in to the function area Channel Revenue Management. Now, opt in to the feature Deductions and Settlement.
3. If you require any buy side flow, then consider whether your user communities already use other Procurement Cloud applications.
4. If a user community requires access from Procurement, then under the Procurement offering you must opt in to the functional area: Supplier Incentives under the Purchasing functional area, and then opt in to the feature: Supplier Channel Management.
5. If a user community requires access from Order Management, then under the Order Management offering you must opt in to the functional area: Channel Revenue Management, and opt in to the feature: Supplier Channel Management.

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 (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)

Roadmap for Setting up Deductions and Settlement

Use this as a roadmap to implement Deductions and Settlement in Channel Revenue Management.

Sell side channel flow offers and administers discounts to the customers. Although deductions aren't always the results of discounts to customers, promotional rebates can be the reason behind a customer short pay, and is considered as a sell side channel flow. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

This roadmap can be used as a check list to implement Deductions and Settlement. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Deductions and Settlement.
2. Manage these channel settings:
    - Claim Owner
    - Automatically Show Available Programs to Associate
    - Settlement Type
    - Aging Method for Filtering
    - Credit Method for Accounting Rules
    - Credit Method for Installments
    - Deduction Threshold
    - Receivables Activity for Receipt Write-Offs
    - Receivables Activity for Write-Off Adjustment
3. Manage user statuses.
4. Manage claim types including the standardization of accounting for write offs.
5. Under the offering: Financials and Functional Areas: Receivables, navigate to the task **Manage Receivables System Options**. Search for and select your business unit. Click the Cash Processing tab. Select the **Enable channel revenue management integration** checkbox and click **Save**.
6. Under the offering: Financials and Functional Areas: Legal Structures, navigate to the task **Manage Legal Entity Configurator Profile Options**. Set the profile **Enable Legal Entity Time Zone** at the Site level.
7. Under the offering: Order Management and functional areas: Items, navigate to the task **Manage Item Keyword Search Attributes** to add the required item fields, organization, and language before you use the Items list of values.

    > **Note:** You must have the Manage Item Keyword Search Attribute privilege to run the Item Keyword Search.

8. Run the **Item Keyword Search** scheduled process first with **Drop** as the **Action**. After this process completes, rerun the scheduled process with **Create** as the **Action**. You must do this to ensure that the Items list of values in the claims Settlement tab displays accurately.

    See: *Item Keyword Search* for more details

    See: *Build Item Keyword Index* for more details
9. Under the offering Financials and Functional Areas: Receivables, specify an item validation organization for each business unit. Use the **Manage Receivables System Options** task to set the **Item Validation Organization** parameter.
10. Run the **ESS job to create index definition and perform initial ingest to OSCS** scheduled process to create index definitions and perform the initial ingest to OSCS for claim index using **fa-fscm-customerclaim** as the parameter. Running this process enables smart search.
11. Set the **Default Business Unit** profile option at the user level when creating a manual claim and viewing the customer checkbook.
12. Manage claim reasons.
13. Manage these claim sources and their settlement methods:
    - Deduction
    - Overpayment

- Invoice Deduction
- Invoice Overpayment
- Manual Claim

14. Configure **Adjustment Types** and **Adjustment Reasons** for the sell side. Ensure that you use separate adjustment types and reasons if you require different accounting rules for an increase earned, or for a decrease earned. This configuration is required if you use manual adjustments.
15. Manage these setups related to the Oracle Fusion Receivables integration, including the accounting for Deductions and Settlement:
    - Manage transaction sources.
    - Manage Receivables activities.
    - Manage SLA setup tasks.
16. Manage these setups related to the Custom Settlement (applicable for manual claims) integration:
    - Manage claim sources and applicable custom settlement methods.
    - Manage suppliers, if required, for a custom settlement method in an External AP.
17. Manage these setups related to the Payable integration:
    - Manage claim sources and applicable Payables settlement methods.
    - Configure suppliers in **Customer Trade Profiles** for a Payables settlement method, if required.
18. Configure the bill-to relationship in Accounts Receivable based on the applicable set for the claim business unit if you need to pay related customers. Configuring this relationship is mandatory for displaying values in the related **Bill To** list of values in the Channel Revenue Management.

Scheduled Processes You Must Run

You must schedule the following processes for Deductions and Settlement:

- *Settle Customer Claims*
- *Mass Settle Claims*
- *Mass Update Claims*

Related Topics

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

Roadmap for Setting up Customer Channel Management

This sell side channel flow receives and administers rebates to customers.

> **Note:** Ensure that you have implemented Deductions and Settlement before implementing Customer Channel Management. Start with the Roadmap for Setting Up Deductions and Settlement.

Use this roadmap as a check list to implement the sell side promotion flows. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Customer Channel Management.
2. If you need deductions from Receivables, then opt in to the Deductions and Settlement feature. Then opt in to the Manage Deduction Claims Using Redwood Pages feature.
3. Under the offering: Financials and Functional Areas: Receivables, navigate to the task **Manage Receivables System Options**. Search for and select your business unit. Click the Cash Processing tab. Select the **Enable channel revenue management integration** checkbox and click **Save**.
4. Under the offering: Financials and Functional Areas: Legal Structures, navigate to the task **Manage Legal Entity Configurator Profile Options**. Set the profile **Enable Legal Entity Time Zone** at the Site level.
5. Under the offering: Order Management and Functional Areas: Items, navigate to the task **Manage Item Keyword Search Attributes** to add the required item fields, organization, and language before you use the Items list of values.

   > **Note:** You must have the Manage Item Keyword Search Attribute privilege to run the Item Keyword Search.

6. Run the **Item Keyword Search** scheduled process first with **Drop** as the **Action**. After this process completes, rerun the scheduled process with **Create** as the **Action**. You must do this to ensure that the Items list of values in the claims Settlement tab displays accurately.

   See: *Item Keyword Search* for more details

   See: *Build Item Keyword Index* for more details
7. Under the offering: Order Management and Functional Areas: Pricing, specify an item validation organization for each business unit. Use the **Manage Pricing Parameters** task to set the **Item Validation Organization** parameter.
8. Run the **ESS job to create index definition and perform initial ingest to OSCS** scheduled process to create index definitions and perform the initial ingest to OSCS for the program index using **fa-cjm-customer-programs** as the parameter. Running this process enables smart search.
9. Optionally, you can set the **Default Business Unit** profile option at the user level when creating a program and viewing the customer checkbook.
10. Configure program types.

Program Type	Configuration Steps
Customer Annual Co-op	a. Configure program types based on the customer annual co-op program template. b. Negotiate and activate programs based on the configured program type.
Customer Annual Volume	a. Configure program types based on the customer annual volume program template. b. Negotiate and activate programs based on the configured program type.
Customer Promotion	a. Configure program types based on the customer promotion program template. b. Negotiate and activate programs based on the configured program type.
Customer Volume	a. Configure program types based on the customer volume program template. b. Negotiate and activate programs based on the configured program type.
Customer Lump Sum	a. Configure program types based on the customer lump sum program template. b. Negotiate and activate programs based on the configured program type.

11. Optionally, configure user statuses for programs.
12. Manage the channel settings:

- **Automatically Show Available Programs to Associate**: By default, Available Programs to Associate are displayed. Change this setting if you don't want to display the programs available for association.
- **Catalog**: Use this setting for customer annual co-op programs and for customer annual volume programs.

  > **Note:** Hierarchical categories aren't supported. An item can only belong to a single category. Date effectivity is supported for Item-Category association.

- **Calendar**: Use this setting to determine periodic basis of aggregated accruals for customer annual co-op programs and for customer annual volume programs.
- **Settlement Type**: This is an optional setting.

13. Set up the product catalog in Product Information Management. Set up the category's hierarchy and assign the items to the respective categories.
14. Run the **Refresh Product Hub Snapshots** scheduled process after setting up the product catalog. You need to run this scheduled process only for customer promotion and customer volume programs.
15. Use the **Manage Pricing Parameters Functional Setup Manager** task under the Pricing functional area to specify the catalogs in the Product Catalogs pricing parameter. You need to configure this task only for customer promotion and customer volume programs.
16. Manage user statuses.
17. Manage customer claim types.
18. Manage customer claim reasons.
19. Manage the claim source for Deductions, Invoice Deductions and Manual Claims. Configure a default settlement method based on your business required. For example Credit Memo - On Account for deductions, invoice deductions or manual claims.

    > **Note:** Use Check or Payable Default Payments only for manual claims.

20. Manage SLA setup tasks.

Schedule Processes You Must Run

You must schedule the following processes for customer channel management programs, as required:

- *Schedule the Loading of CSV Sales Orders and Invoices*

  > **Note:** If you're setting up the customer lump sum program, then don't run this process.

- Run the following processes, as required, for the program type you selected:
  - *Create Accruals for Co-op Programs* - run this process for customer annual co-op programs
  - *Create Accruals for Volume Programs* - run this process for customer annual volume programs
  - *Create Accruals for Channel Batch* - run this process for customer promotion and customer volume programs
- *Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
- *Load Transactions*
- *Sweep Channel Transaction Accounting Events*Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions
- *Settle Customer Claims*

Related Topics

- Roadmap for Setting up Deductions and Settlement

Roadmap for Setting up Indirect Sales Promotions

This flow receives and administers special price agreements between manufacturers and distributors.

> **Note:** Ensure that you have implemented Customer Channel Management before implementing this flow. Start with the Roadmap for Setting Up Customer Channel Management.

Use this roadmap as a check list to implement the flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Customer Channel Management.
2. Run the **ESS job to create index definition and perform initial ingest to OSCS** scheduled process to create index definitions and perform the initial ingest to OSCS for the program index using **fa-cjm-spa-programs** as the parameter. Running this process enables smart search.
3. Optionally, you can set the **Default Business Unit** profile option at the user level when creating a program and viewing the customer checkbook.
4. Configure the program type.
5. Optionally, configure user statuses for programs or agreements.
6. Manage the channel settings:
    - **Additional Attribute for Duplicate Check**: Use this setting to specify the document's line-level DFF attribute, along with other transaction attributes, that will be considered during the duplicate check. This is optional, however, if you wanted to add a DFF lot number to be part of the duplicate transaction check, then you must specify the lot number in one of the DFF attributes and specify that DFF attribute in this setting.
    - **Batch Processing Mode**: Use this setting to specify whether claims should be created automatically for the valid lines or manually after reviewing the batch. The default setting is **Review and Claim** if this isn't specified.

      > **Note:** You can also override this setting from the Customer Trade Profile.

    - **Create Claim for Each Special Price Agreement**: Use this setting to create claims for each special price agreement in a batch. The default setting is **Yes** if this isn't specified.
7. Manage user statuses.
8. Manage customer claim types.
9. Manage customer claim reasons.
10. Manage the claim source **Special Pricing Claim**. Configure a default settlement method based on your business required. For example, Credit Memo On Account, Check, or Payables Default Payment.

    > **Note:** You can also override the default settlement method from the Customer Trade Profile.

11. Manage SLA setup tasks.
12. Configure **Customer Trade Profiles** for **Distributor Contact for Batch** and **Special Price Agreement Batch Export Report**.

Schedule Processes You Must Run

You must schedule the following processes for customer channel management programs, as required:

- *Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger*
- *Sweep Channel Transaction Accounting Events*Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions
- *Settle Customer Claims*

Related Topics

- Roadmap for Setting up Customer Channel Management

Solution Components of Buy Side Flows

The following table summarizes the solution components of Supplier Rebate and Supplier Ship and Debit flows.

Flow	Programs Administration	Inbound Integrations	Create Accruals	Adjustments	Claims Administration	Outbound Integrations
Supplier Ship and Debit	Supplier Portal Manage Supplier Programs UI Supplier Checkbook UI	Oracle Order Management	Create Accruals (scheduled process)	Manage Supplier Ship and Debit Adjustments UI	Generate Supplier Claims (scheduled process) Manage Supplier Claims UI	Synchronously upon claim approval Oracle Financials Cloud Close Settled Claims (scheduled process)
Supplier Rebate	Supplier Portal Manage Supplier Programs UI Supplier Checkbook UI	Oracle Inventory Management Cloud, Oracle Procurement Cloud, Oracle Financials Cloud Load Transactions (scheduled process) Import Management for CSV Supplier Invoices	Create Accruals for Channel Batch (scheduled process)	Manage Supplier Rebate Adjustments UI	Generate Supplier Claims (scheduled process) Manage Supplier Claims UI	Synchronously upon claim approval Oracle Financials Cloud Close Settled Claims (scheduled process)
Supplier Annual Rebate	Supplier Portal Manage Supplier Programs UI	Import Management for CSV Supplier Invoices	Create Accruals for Volume Programs (scheduled process)	Manage Supplier Rebates Adjustments UI	Generate Supplier Claims (scheduled process)	Synchronously upon claim approval

Flow	Programs Administration	Inbound Integrations	Create Accruals	Adjustments	Claims Administration	Outbound Integrations
	Supplier Checkbook UI				Manage Supplier Claims UI	Oracle Financials Cloud Close Settled Claims (scheduled process)

Roadmap for Setting up Buy Side: Supplier Rebates

The buy side channel flow receives and administers discounts from suppliers and manufacturers. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

Use this roadmap as a check list to implement the buy side supplier rebate channel flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Supplier Channel Management
2. Manage the channel setting: Event for Triggering Supplier Rebate Accrual
3. Manage user statuses
4. Manage programs types
5. Manage adjustment types and reasons
6. Manage claim types
7. Manage claim reasons
8. Manage these claim sources and their settlement methods:
    - Supplier Rebate - Claim
    - Supplier Rebate - Debit Claim
9. Under the offering Procurement and Functional Areas: Procurement Foundation, specify an item validation organization for each business unit. Use the **Configure Procurement Business Function** task to set the **Inventory Organization** parameter for the Procurement business unit.
10. Manage SLA setup tasks

Scheduled Processes You Must Run

You must schedule these processes for supplier rebates:

- *Load Transactions* - run this scheduled process if you use direct integration with receiving transactions. If you don't use the direct integration with receiving transactions, then import supplier invoices using the CSV file from Tools > Import Management.
- *Create Accruals for Channel Batch*
- *Subledger Accounting: Create Accounting*
- *Sweep Channel Transaction Accounting Events*
- Import Payables Invoices (Oracle Fusion Payables scheduled process). The Source parameter must be set to Claims.
- *Generate Supplier Claims*

- *Close Settled Claims*

Related Topics

- Overview of Buy Side Scheduled Processes
- How Payables Standard Invoice Import Data Is Processed

Roadmap for Setting up Buy Side: Supplier Annual Rebates

The buy side channel flow receives and administers discounts from suppliers and manufacturers. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

Use this roadmap as a check list to implement the buy side supplier annual rebate channel flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Supplier Channel Management
2. Manage the channel setting: Calendar for Accrual Calculation
3. Manage user statuses
4. Manage programs types
5. Manage adjustment types and reasons
6. Manage claim types
7. Manage claim reasons
8. Manage these claim sources and their settlement methods:
    - Supplier Annual Program - Claim
    - Supplier Annual Program - Debit Claim
9. Under the offering Procurement and Functional Areas: Procurement Foundation, specify an item validation organization for each business unit. Use the **Configure Procurement Business Function** task to set the **Inventory Organization** parameter for the Procurement business unit.
10. Manage SLA setup tasks
11. To leverage supplier categories in program definition and reporting:
    - Create a supplier catalog in PIM with no functional area.
    - Create a supplier trade profile at supplier level and specify the supplier catalog.

Scheduled Processes You Must Run

You must schedule these processes for supplier annual rebates:

- *Create Accruals for Volume Programs*
- *Subledger Accounting: Create Accounting*
- *Sweep Channel Transaction Accounting Events*
- Import Payables Invoices (Oracle Fusion Payables scheduled process). The Source parameter must be set to Claims.

- *Generate Supplier Claims*
- *Close Settled Claims*

Related Topics

- Overview of Buy Side Scheduled Processes
- How Payables Standard Invoice Import Data Is Processed

Roadmap for Setting up Buy Side: Supplier Ship and Debit

The buy side channel flow receives and administers discounts from suppliers and manufacturers. End users of Channel Revenue Management get separate UIs for buy side vs sell side channel flows.

Use this roadmap as a check list to implement the buy side supplier ship and debit channel flow. Each of these setup steps is explained in detail in the later sections of this guide.

Use the Functional Setup Manager to:

1. Opt in to Channel Revenue Management, and Supplier Channel Management
2. Manage user statuses
3. Manage programs types
4. Manage adjustment types and reasons
5. Manage claim types
6. Manage claim reasons
7. Manage these claim sources and their settlement methods
    - Supplier Ship and Debit - Claim
    - Supplier Ship and Debit - Debit Claim
8. Manage SLA setup tasks
9. Under the offering: Order Management and Functional Areas: Pricing, specify an item validation organization for each business unit. Use the **Manage Pricing Parameters** task to set the **Item Validation Organization** parameter.

You must also perform the setups required for the integration with Oracle Fusion Pricing.

Scheduled Processes You Must Run

You must schedule these processes for supplier ship and debit:

- *Create Accruals*
- *Subledger Accounting: Create Accounting*
- *Sweep Channel Transaction Accounting Events*
- Import Payables Invoices (Oracle Fusion Payables scheduled process). The Source parameter must be set to Claims.
- *Generate Supplier Claims*

- *Close Settled Claims*

Related Topics

- Overview of Buy Side Scheduled Processes
- How Payables Standard Invoice Import Data Is Processed

Starting an Implementation

Identify the channel revenue flows and the offering(s) your user communities will access flows from. This decision determines how you should opt in. Unlike other Fusion apps, some channel flows can be accessed from the Order Management or Procurement offering.

Opt In To Channel Revenue Management

Modify the Predefined Offering

Channel Revenue Management requires opt in. You must first enable it as a functional area under Order Management or Procurement to access its setup tasks.

Access from Order Management

1. From the Navigator, select **Setup and Maintenance**.
2. On the Setup: page, select **Order Management** from the drop-down list.
3. Click **Change Feature Opt In**.
4. On the Opt In: Order Management page, select the checkbox in the **Enable** column for the functional area: Channel Revenue Management.
5. Click the **Features** icon.
6. In the Edit Features page, enable the following based on your business flow:
    - Deductions and Settlement
    - Supplier Channel Management
    - Customer Channel Management
    - Manage Deduction Claims Using Redwood Pages

      > **Note:** This opt in is mandatory.

    - Approve Customer Claims with BPM Workflow

      > **Note:** Opt into this feature only if you choose to use BPM workflow-based approvals to process and route the approval to the designated approvers.
7. Click **Done**.
8. From the roadmap check list, finish each setup task as necessary, depending on your business requirements.

Access from Procurement

1. From the Navigator, select **Setup and Maintenance**.
2. On the Setup: page, select **Procurement** from the drop-down list.

3. Click **Change Feature Opt In**.
4. On the Opt In: Procurement page, select the checkbox in the **Enable** column for the functional area: Supplier Incentives, which is under Purchasing.
5. Click the **Features** icon for Supplier Incentives.
6. In the Edit Features page, enable Supplier Channel Management.
7. Click **Done**.
8. From the roadmap check list, finish each setup task as necessary, depending on your business requirements.

If you find that modifying the predefined offering doesn't meet your business requirements, then create a new implementation.

Create a New Implementation Project

If the predefined offering doesn't meet your business requirements for some reason, then create a new implementation project.

1. From the Navigator, select **Setup and Maintenance**.
2. On the Setup page, open the Tasks panel and select **Manage Implementation Projects**.
3. On the Implementation Projects page, click the **Create** icon, or select **Create** from the **Actions** drop-down list to create a new project.
4. On the Create Implementation Project: Enter Basic Information page, modify the values as necessary, and then click **Next**.
5. On the Create Implementation Project: Select Offerings to Implement page, in the **Name** list:
    - **Order Management**

      Expand Order Management. Enable the **Include** option for Order Management and Channel Revenue Management.
    - **Procurement**

      Expand Procurement > Purchasing. Enable the **Include** option for Procurement, Purchasing, and Supplier Incentives.
6. Click **Save and Open Project**.

   You can create one or more implementation projects for the offerings and options. Each Oracle application creates the task list you must finish for each project you create. An Application Implementation Manager can set up these task lists, and assign and track each task that these lists contain.
7. On the Implementation Project page, in the Task list, expand and perform the tasks that your business flow requires.

Export Setup Data

This procedure shows you how to export setup data using offering or functional area. You need appropriate roles assigned to export setup data.

1. Click **Navigator** > **My Enterprise** > **Setup and Maintenance**.
2. In the Setup and Maintenance work area, select the offering you want to export from the **Offering** menu.
3. To export setup data:
    - For an entire offering, select and open the **Actions** menu in the page header, and then select **Export**.
    - For a specific functional area, select and open the **Actions** menu corresponding to the functional area, and then select **Export**.
4. Select **Create New** to create a new export process.

5. Optionally, specify appropriate scope values to filter exported setup data. By default, all existing setup data is exported for each business object processed during export. However, if scope is supported by any of those business objects, you can select scope values to filter the exported setup data. To specify scope values for one or more of the business objects:
    a. Select the applicable business object from the Business Objects table and then click **Add**. If no related business object supports scope, then the table remains empty.
    b. Search and select the value you want to use as scope for the business object and click **Apply**.
    c. Repeat the previous step to add more scope values if needed. Click **Done** when finished.
6. Click **Submit** to start the export process.
7. Monitor the status of the export process until it completes by selecting **Export** from the **Actions** menu. Up to three most recent processes are listed, and are ordered from newest to oldest. Each process indicates its status at the time, and if it was completed already, then the time stamp when it was processed.
8. While the process is still in progress, you may select the status to view how much progress the process has made at the time. A message shows you how many business objects were already processed out of the total number of objects to be processed. Click **View Progress** to review the details on the business objects that were already processed. Click the **Refresh** button to get the most recent information. Refer to the topic Review of Export and Import Process Results for detailed description of the process results.
9. When the export process completes, select the status link to go to the Export Offering Data Results page.
    - If the process completes successfully, the status is set to Ready to download.
        i. Click **Download File** to download the configuration package .zip file and save it at an appropriate location. Use this file to import setup data in the target environment.
        ii. In addition, review the list of post export tasks. If any tasks are listed, then those tasks aren't migrated by export and import process. You must migrate that data manually in the target environment.
    - On the other hand, if the process completes with errors, the status displays Ready for error review.
        i. The Business Objects table shows all business objects that had errors during processing. Refer to the topic Review of Export and Import Process Results for detailed description of the process results.
        ii. Click **Download Log File** from the page header, which includes the error log of all business objects that experienced error. Alternatively, you can also click **Actions** > **Download Log File** corresponding to a specific business object to download error log specific to that business object.
        iii. After correcting the cause of the errors, create a new export process.

Note: You can export the Order Management or Procurement Offering or the Channel Revenue Management Functional Area.

Import Setup Data

This procedure shows you how to import setup data using an offering or functional area. You need appropriate roles assigned to import setup data.

1. Click **Navigator** > **My Enterprise** > **Setup and Maintenance**.
2. In the Setup and Maintenance work area, select the offering you want to import from the **Offering** menu.
3. If the configuration package you want to import was created by exporting:
    - An offering, select **Import** from the **Actions** menu in the page header.
    - A functional area, select **Import** from the **Actions** menu corresponding to that functional area.

4. Select **Create New** to create a new import process.
5. Browse and select the configuration package file that contains the setup data you want to import. View the Configuration Package Details to verify that you selected the correct file.
    - If the offering or functional area selected during export doesn't match the offering or functional area you chose for the import process, an error message appears. Click the **Update** button to browse and select the correct file.
6. Expand the Import Options section.
    - Best practice is to select the **Compare setup data prior to import** option. If you select this option, the import process automatically runs a comparison of the setup data in the configuration package file with that in the target environment before importing the setup data.

      > **Note:** Comparing setup data prior to import requires additional time. You may skip this step by not selecting the **Compare setup data prior to import** option. However, if you skip this step, you can't review how the setup data is similar or different in the source and target, and how the import process changes setup data in the target environment.

    - Optionally, select the **Import feature selection** option to import the opt-in configuration of the offering or functional area you're importing. This imports the enabled dependent functional areas and features of the offering or functional area.
    - The **Pause process each time an error occurs** option is selected by default. If an error occurs, the import process pauses so that you can take corrective action and resume the import. If you don't want the import process to be interrupted even if there are errors, deselect the option. However, note that if any prerequisite data fails, additional dependent data might not be imported correctly.
    - The **Pause process each time manual import setup data is required** option is selected by default. The import process pauses each time there's some data that you must manually import. You can deselect this option if the data to be imported manually already exists in your target environment.
7. Click **Submit** to start the import process.
8. If any setup data requires manual entry before the import can start, a warning message appears. This message shows you the tasks you must perform before submitting the process.
    - If you verified that the setup data for those tasks are already entered in the target environment, click **Submit**.
    - Otherwise, click **Cancel**. Create a new import process after you ensure that the setup data is entered in the target environment.
9. Monitor the import process by clicking **Actions** > **Import**. Up to three most recent processes are listed and ordered from newest to oldest. Each process indicates its status at the time and, if the process is completed, the time stamp when it was processed.
10. While the process is in progress, you can select the status to view how much progress the process made at the time. A message shows you how many business objects were already processed out of the total number of the objects to be processed. Click **View Progress** to review the details of the business objects that finished processing. Click the **Refresh** button to view the most recent information. Refer to the topic Review of Export and Import Process Results for detailed information about the process results.
11. If you selected the **Compare setup data prior to import** option, once the comparison completes, the status reads **Waiting for comparison review**. Select the status to go to the Import Offering Data Results page to review the comparison results. Refer to the topic Compare Setup Data Using Offering or Functional Area for a detailed description of the comparison results.
12. Click **Continue to Import** from the Import Offering Data Results page to start the import process if you're satisfied with the comparison results.
13. Alternatively, if you didn't select the **Compare setup data prior to import** option, the import process starts automatically.
14. Monitor the process as before, until it completes.

15. If any setup data requires manual data entry during import, the process pauses, and the status reads **Waiting for manual import**.
    a. Select the status to go to the Import Offering Data Results page and review the details.
    b. A list displays the business objects that require manual data entry before import.
    c. For each of the listed business objects, click **Go to task**. This displays a list of related tasks. Select each task to enter the required data.
    d. After you enter the setup data for all the listed business objects, click **Resume** from the Import Offering Data Results page to restart the import process.
    e. Click **Confirm** in the confirmation message that appears to resume the import process.
16. Continue to monitor the process until it completes.
17. If the import process completes successfully:
    a. Review the results to verify successful completion.
    b. If any post import tasks are listed, ensure that their setup data is entered. Otherwise, the setup data remains incomplete, and you experience errors when processing transactions.
18. If the import process completes with errors:
    a. The Business Objects table displays all business objects which encountered errors while processing. Refer to the topic Review of Export and Import Process Results for a detailed description of the process results.
    b. Click the **Download Log File** from the page header level. This includes the error log of all business objects that encountered errors. Alternatively, click **Actions** > **Download Log File** corresponding to a specific business object to download the error log specific to that business object.
    c. Create a new import process after correcting the errors.

Export Setup Data to a CSV File

To export setup data to a CSV file, follow these steps:

1. Click **Navigator** > **My Enterprise** > **Setup and Maintenance**.
2. In the Setup and Maintenance work area, select the offering whose task requires setup data entry using CSV file.
3. Identify the setup data as appropriate:
    - For all tasks associated with the offering, click **Actions** > **Export to CSV File**.
    - For all tasks associated with a functional area, select the functional area and click **Actions** > **Export to CSV File**.
    - For specific tasks:
        i. Select the appropriate functional area and go to the Tasks table.
        ii. Select **Columns** > **View** > **Actions** to make the applicable task actions visible.
        iii. Select the task, and from the corresponding **Actions** menu, select **Export to CSV File**.

        > **Note:** The **Export to CSV file** option is disabled if the task doesn't support export.

4. Select **Create New**. You can export all existing setup data represented by the task.
    - If Scope is supported for any of the selected setup tasks, you can select appropriate scope values to filter the setup data you want to export.
    - You can also download the template for managing setup data without exporting the existing setup data in the environment. To do so, select the **Export only template files** checkbox.
5. Click **Submit** to start the export process.

6. Select **Export to CSV file** for the offering, or functional area, or task as appropriate, to see the latest process. Monitor the process at any level until it completes.
7. Select the process after it's complete and review the results. Verify that the process completed without any error before you download the CSV file package.

   If there are more than one business objects associated with the task, you may find more than one CSV files.

Modify Setup Data in a CSV File

To enter or modify setup data before importing it into the target environment, you must edit the CSV file. While editing, ensure that you maintain the exact format for dates, numbers, and any other value that's present in the original exported CSV file.

> **CAUTION:** Never delete any CSV file from the downloaded CSV package. Deleting a CSV file will cause errors during import. If you don't want to include setup data from a particular CSV file, remove all records (rows) from the CSV file except the heading row. Even if that CSV file is empty, you must include it in the CSV package to be imported.

If your file contains setup data with Date attributes, you must specify the correct date format that appears in the exported setup data file.

1. Open the original exported file using a CSV editor such as WordPad and review the date format attribute (for example, 2015/10/25).
2. Open the CSV file using Microsoft Excel.
3. Select the Date attribute and click **Format Cells**. Change the Category to **Custom** and provide the same format that appeared in the original file. In the same way, provide the format for all date columns.

   > **Note:** Depending on the setup data, you must use the custom format to match the correct data format in columns as suggested in the following table.

Columns	Data in CSV	Custom Format Cells
Date	2018/03/02	`yyyy/mm/dd`
Date and Time	2018/02/28 12:07:48:48	`yyyy/mm/dd hh:mm:ss.SSS`
Long Number	123456789123	`Custom > 0`

4. Modify the remaining setup data as per your requirement.

   > **Tip:** If you require further information to understand how to fill up the CSV file, refer to the Help associated with the task.

5. Save the file in CSV format and immediately close it to prevent any other change. Ensure that the CSV file size doesn't exceed 10MB. The CSV file is ready for import.

If your file contains setup data with special characters for other languages such as Chinese, you might need to specify **Text** as the column format to represent such information.

1. Open Microsoft Excel and click the Data tab.

2. In the **Get External Data** group, click **From Text**.
3. Navigate to and select the CSV file you downloaded. .
4. Select **Delimited as Data Type** and click **Next**.
5. Select **Comma** as delimiter and click **Next**.
6. Select **Text** as column data format for all columns and click **Finish**. You can now edit the file.
7. Save the file as file type **Unicode Text (.txt)** and close it.
8. Open the file again using **Notepad++**:
    a. Find and replace all tab characters with commas.
    b. Change the encoding to **Encode in UTF-8**.
9. Save and close the file.
10. Change the file extension from **.txt** to **.csv**.
11. Save the CSV into a .zip file. Ensure that the CSV file size doesn't exceed 10MB. You can now import the file.

Import Setup Data from a CSV File

To upload the new or modified setup data, follow these steps:

1. Select **Import from CSV file** from the **Actions** menu of an offering, a functional area, or a task as appropriate.
2. Select **Create New**.
3. Select the appropriate .zip file. The application validates that the file corresponds to the selected offering, functional area, or task before you can submit the process.
4. Click **Submit**.
5. Select **Import from CSV file** to see the latest processes. Monitor the process until it completes.
6. Select the process once it completes to review the results. If any error occurs, review the details listed in **Status Details** in the Business Objects section. Fix the issues and import again, if necessary.
7. After you import the setup data successfully, you can verify the loaded data by selecting the task from the Setup page.

Related Topics

- Starting Decision Points

Time Zones in Channel Revenue Management

Here you will understand how to configure time zones in Channel Revenue Management.

The channel application takes into consideration these time zones:

- Server time zone: The time zone configured on the application server. In the case of cloud servers, this time zone is set as Coordinated Universal Time (UTC).
- Legal entity time zone: The time zone in which the business unit's legal entity exists. This is defined as part of the legal address linked to the legal entity. If you want the transactions to be accounted for in this time zone, you must select the legal entity time zone checkbox in the legal entity definition.

All dates in Channel Revenue Management use the legal entity time zone for the business unit. If the legal entity time zone is not set, then the application uses the UTC (Coordinated Universal Time).

Important Considerations

Before commencing enablement for the legal entity time zone feature, there are implementation considerations that need to be taken into account. Consider if your server time zone is different than your legal entity time zone.

Note: There are 2 exceptions for purchase order related dates:

- Requested Delivery Date and Requested Ship Date are displayed in Channel, as they were entered in the PO. Purchase Order does not capture a time zone for these dates. Channel will process these dates as is without any conversions.
- The processing of the dates within the eligibility service REST will be in the legal entity time zone. However, all dates returned by the eligibility service REST are in Coordinated Universal Time (UTC).

Set Up Legal Entity Time Zones

To enable legal entity time zone, perform the following steps.

1. With roles having the required access, Opt-in to the Use the Legal Entity Time Zone in Channel Revenue Management feature.
2. With roles having the required access, navigate to the Setup and Maintenance work area. Click **Tasks** and search for the **Manage Administrator Profile Values** task. In the **Profile Option Code** field, query for the option XLE_ENABLE_LEGAL_ENTITY_TIMEZONE with Enable Legal Entity Time Zone as the **Profile Option Display Name**.
3. In the **Profile Values** record, add a new row, and enter the following information:
   - **Profile Level** - Set the profile level to Site. Don't use any other level because it would result in inconsistent data in Channel Revenue Management.
   - **Profile Value** - Set the profile value to Yes to enable the legal entity time zone in Channel Revenue Management.

   Note: It is recommended that you don't update the profile option once you have set it to Yes.
4. With roles having the required access, navigate to the Setup and Maintenance work area:
   - Offering: Financials
   - Functional Area: Legal Structures
   - Task: Manage Legal Entity
5. On the **Scope** dialog box, select **Search Legal Entities**, and click **Apply and Go to Task**.
6. On the Manage Legal Entities page, search for and select the legal entity you require, and select **Edit** from the **Actions** menu.
7. In the Legal Entity Addresses section on the Edit Legal Entity page, select the **Primary** address. Select **Edit address** from the **Actions** menu, and in the **Edit Address** dialog, select the **Time Zone** for the primary legal entity.

Channel Revenue Time Zones

This table describes how Channel handles and processes various dates in the application.

How Channel Uses Dates From	Displayed and Processed as LETZ	Additional Information
Programs, Accruals, Claims, and Adjustments User Interface	Yes	All user enterable dates are in the legal entity time zone. By default, the current date with time is converted to the legal entity time zone.
REST (except eligibility)	Yes	All dates passed to the REST are assumed to be in the LE time zone. By default, the current date with time is converted to the legal entity time zone. All functional dates returned by REST should be in LE time zone. WHO column dates should be in the server time zone.
ESS Scheduled Processes • Create Accruals Scheduled Process • Create Accruals for Channel Batch Scheduled Process • Create Accruals for Volume Programs Scheduled Process • Generate Supplier Claims Scheduled Process • Settle Supplier Claims Scheduled Process • Mass Settle Scheduled Process	Yes	By default, the current date with time is converted to the legal entity time zone.
WHO Columns	No	WHO column dates always use the server time zone.
Descriptive Flexfield Attributes	No	No conversion is applicable to date and datetime attributes.
FSM UI	No	For FSM UI using the Reference Set, the start and end dates must be in reference to the respective transaction using it. WHO columns continue to use the server time zone. There is no impact on the following items: 1. User Statuses 2. Program Types 3. Adjustment Types 4. Claim Types 5. Claim Reasons 6. Claim Sources
All dates in CSVs	Yes	
Order Management: • Ordered Date • Requested Ship Date	Yes	The Ordered Date and the Requested Ship Date are datetime attributes and they are in UTC. Channel converts these dates to the legal entity time zone and passes this information to the eligibility service.
Procurement • Purchase Order Date • Requested Delivery Date • Requested Ship Date	Yes	The Purchase Order Date, the Requested Delivery Date, and the Requested Ship Date are datetime attributes and they are in UTC. Channel converts these dates to the legal entity time zone and passes this information to the eligibility service.
Inventory Management • Receipt Transaction Date	Yes	The Receipt Transaction Date and the Shipped Date are datetime attributes and they are in

How Channel Uses Dates From	Displayed and Processed as LETZ	Additional Information
• Shipped Date		UTC. Channel converts these dates to the legal entity time zone and passes this information to the eligibility service.

How to Enable Smart Search

This feature uses Oracle Search Extension Framework to provide a powerful index-based search engine combined with Oracle's next user experience so you can quickly and easily perform full-text searches for programs or claims across dozens of attributes.

1. Run the scheduled process **ESS job to create index definition and perform initial ingest to OSCS** to create index definition and perform initial ingest to Oracle Search with the following parameter values:

Parameter Name	Parameter Value	Description
Index Name to Create and Ingest	fa-cjm-customer-programs	This parameter enables you to register the customer program index and load initial index data, if any, to the Oracle Search server. To do this, you must also have the Manage Customer Programs privilege.
Index Name to Create and Ingest	fa-cjm-spa-programs	This parameter enables you to register the special price agreement index and load initial index data, if any, to the Oracle Search server. To do this, you must also have the Manage Special Price Agreements privilege.
Index Name to Create and Ingest	fa-fscm-customerclaim	This parameter enables you to register customer claim index and load initial data for customer claims, if any, to the Oracle Search server. To do this, you must also have the Manage Customer Claims privilege.

This creates index definitions and adds data to the Oracle search server. The time taken to run the batch process depends on the amount of data.

Note: If you resubmit the **ESS job to create index definition and perform initial ingest to OSCS** process after the index is already created, then the process clears the index and reingests the entire data again.

For additional details on implementing Oracle Search Extension Framework, see the section entitled *Search Extension Framework* in the *Search* chapter of the guide *Implementing Applications*.

1. Ensure you have the following Supply Chain Application Administrator predefined job role to run the **ESS job to create index definition and perform initial ingest to OSCS** to create and update the index:
2. Ensure that you have the appropriate privileges to view or manage programs:
    - Manage Customer Programs
    - View Customer Programs
3. Ensure that you have the appropriate privileges to view or manage claims:
    - Manage Customer Claims
    - View Customer Claims
4. If you have one of the following predefined duty roles, you have the required privileges to search and view programs in the Programs page:
    - Customer Channel Program Management
    - Customer Channel Program Viewing
5. If you have one of the following predefined duty roles, you have the required privileges to search and view programs in the Claims page:
    - Channel Claims Management
    - Channel Claims Viewing

Related Topics

- Elements of a Customer Promotion Program
- Elements of a Customer Claim

Extending Redwood Pages

In this topic, you'll learn how to extend Redwood pages.

Business Rules

Business rules enable you to configure extendable Redwood pages based on your business requirements. Business rules can be optionally enabled for the Customer Manual Adjustments - Create Edit page and its regions.

Guided Journeys

Guided Journeys enable you to provide additional help for your users such as tutorials, company policies, and best practices in the context of a Redwood page. Guided Journeys also support generative AI.

Guide Journeys can be optionally enabled for the Customer Manual Adjustments - Create Edit page and its regions.

Generative AI

OCI Generative AI agents are fully-managed services that combine the power of large language models (LLMs) with an intelligent retrieval system to create contextually relevant answers by searching your knowledge base.

Use Generative AI to:

- Ingest your claim policies and business procedures into a LLM (Large Language Model).
- Ask a generative AI chatbot questions using natural language about your claim policies and procedures during claim settlement.

Generative AI enables you to use your proprietary business information securely. This enables you to use this information contextually to improve adherence to claim policies and procedures and reduces the on-boarding time of new claim analysts.

For more details on how to enable SCM AI Agents, see: *Steps to Enable*.

Related Topics

- Business Rules
- Guided Journeys

Home Page and Navigation

In this topic, you'll learn how to configure quick actions and deep links.

Quick actions enable you to directly access tasks from the work area. For groups with associated quick actions, use the Quick Actions tab to create more quick actions or make changes to the existing ones, such as rename, show or hide, and reorder them.

Quick Actions

Use the Navigation Configuration page to create, edit, and configure quick actions.

Quick actions enable you to directly access tasks from the work area. For groups with associated quick actions, use the Quick Actions tab to create more quick actions or make changes to the existing ones, such as rename, show or hide, and reorder them.

For more information about *Configure Quick Actions* refer to the Configuring and Extending Applications guide in the Help Center.

Deep Links

You can use deep links to open pages without navigating through the menu structure.

Deep links come in handy if you want users to go directly from various locations in Oracle Applications. You can add deep links to a business intelligence report, an email notification, or a company website hosted on Oracle Cloud. For example, you can enable direct navigation to the Programs page. To see a complete list of the available deep links, use the Deep Links work area (**Navigator > Tools > Deep Links**). For access to this work area, you need to have the View Administration Link (FND_VIEW_ADMIN_LINK_PRIV) privilege.

For more information about *Deep Links*, refer to the Implementing Common Features for SCM guide in the Help Center.

Related Topics

- Deep Links for SCM

Security Tasks

Here are some of the security tasks that are required for Channel Revenue Management.

- Create Implementation Users
- Manage HCM User Accounts
- Manage Data Security Policies
- Manage Duties
- Manage User Principal
- Provision Roles to Implementation Users

Owners in Channel Programs, Claims and Adjustments must be set up as HCM workers.

Run the **Validate Channel Owner Data** scheduled process to report on owners who are not HCM workers. This report display owners of programs, claims or adjustments who aren't set up as HCM workers. Select a value from the **Owner User Name** list to run this process for a specific username. Alternatively, leave this field blank to run the process for all usernames.

For more information, see Getting Started with Oracle Fusion Applications: Common Implementation (1387777.1) on My Oracle Support at https://support.oracle.com.

You can do these tasks using the Security Console as a super user:

- Manage Job Roles
- Manage Role Templates

Related Topics

- Manage HCM User Accounts
- Create User Accounts for Implementation Users
- Create Application Users

3 Integrate

Integrating Channel Revenue Management with Other Oracle Cloud Applications

Channel Revenue Management is integrated with the following Oracle applications depending on the channel flow.

- For Deductions and Settlement
  - Oracle Fusion Receivables
- For Sell Side - Customer Annual Co-op Programs
  - Tools > Import Management for CSV file import or Load invoiced sales orders using the Load Transaction (scheduled process) from Fusion Order Management and Oracle Fusion Receivables.
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Sell Side - Customer Annual Volume Programs
  - Tools > Import Management for CSV file import or Load invoiced sales orders using the Load Transaction (scheduled process) from Fusion Order Management and Oracle Fusion Receivables.
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Sell Side - Customer Promotion Programs
  - Tools > Import Management for CSV file import or Load invoiced sales orders using the Load Transaction (scheduled process) from Fusion Order Management and Oracle Fusion Receivables.
  - Oracle Fusion Pricing for program eligibility
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Sell Side - Customer Volume Programs
  - Tools > Import Management for CSV file import or Load invoiced sales orders using the Load Transaction (scheduled process) from Fusion Order Management and Oracle Fusion Receivables.
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Sell Side - Customer Lump Sum Programs
  - Oracle Fusion Subledger Account
  - Oracle Fusion Receivables
- For Buy Side - Supplier Rebate
  - Oracle Fusion Receiving, Purchasing, and Payables for direct integration to inbound receiving transactions
  - Tools > Import Management for CSV file import
  - Oracle Fusion Subledger Accounting

    - Oracle Fusion Payables
- For Buy Side - Supplier Annual Program
    - Tools > Import Management for CSV file import
    - Oracle Fusion Subledger Accounting
    - Oracle Fusion Payables
- For Buy Side - Supplier Ship and Debit
    - Oracle Fusion Pricing
    - Oracle Fusion Order Management for direct integration to inbound sales orders
    - Oracle Fusion Subledger Accounting
    - Oracle Fusion Payables

Oracle Fusion Receivables Integration

Integration with Receivables lets you create and settle claims against receipts for deductions or overpayments. You must enable Channel Revenue Management in your Receivables application for this.

How to Enable the Integration

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Financials
    - Functional Area: Receivables
    - Task: Manage Receivables System Options
2. Search for and select your business unit.
3. Click the Cash Processing tab.
4. Select the **Enable channel revenue management integration** checkbox.
5. Click **Save**.

Standardize Claim Reasons

Some customers may have their own set of reason codes for raising a dispute or short paying you. You can standardize your customer claim reasons by translating the reason for the dispute provided by your customers to a standard set of reason codes. You can create a mapping between your claim reasons and those provided by your customers, which can be used to automatically categorize the reason for the claim. This mapping can be created in the Manage Customer Trade Profiles page. This streamlines the initial classification of claims for immediate visibility into queues of work. This translation is supported in Lockbox, in the Receivables integration, in the Manual Claim UI, and in the channelCustomerClaims REST service.

Manage Transaction Types

The accounting for settlement is handled by Receivables, driven through the Channel mappings to Receivables transactions and activities. 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.
- Claim Type setup for an overpayment includes a one to one mapping to a Receivables invoice transaction type.
- Claim Reason setup for a deduction includes a one to one mapping to a Receivables credit memo reason.

You can manage transaction types here:

- Offering: Financials
- Functional Area: Customer Billing
- Task: Manage Transaction Types

Note: You must set up the subledger accounting for any new Receivables transaction types.

Manage Transaction Sources

Configure the predefined transaction source, **Channel Revenue Management**, which is available as the transaction source for the receivables credit memo or invoices created during settlement of a claim.

- Offering: Financials
- Functional Area: Customer Billing
- Task: Manage Transaction Sources

Manage Receivables Activities

The accounting for claim investigation is derived from the receivables activity associated with the claim investigation application. Configure the predefined receivables activity for the activity type **Channel Claim Investigation** available under Manage Receivables Activities. Add the **Activity GL Account** for your business unit.

- Offering: Financials
- Functional Area: Receivables
- Task: Manage Receivables Activities

Date Population in Receivables upon Settlement

- Receipt Application Date
  - Will be the same as Override Transaction Date if it's a future date and after the Receipt Date.
  - Else, if Override Transaction Date isn't set, and Claim Accounting Date is a future date and after the Receipt Date, then Receipt Application Date will be the Claim Accounting Date.
  - Else, if the Receipt Date is in the future, then Receipt Application Date will be the Receipt Date.
  - Else it will be the System Date (settlement system date).

  For example, System Date = May 28

- Override Transaction Date = 5th June, Receipt Date = 4th June

  Then Receipt Application Date = 5th June
- Override Transaction Date = 3rd June, Receipt Date = 6th June

  Then Receipt Application Date = 6th June
- Override Transaction Date =1st May, Receipt Date = 2nd May

  Then Receipt Application Date = 28th May

- Receipt Application Accounting Date
  - Will be the same as Claim Accounting Date, if it's a future date and after the Receipt Accounting Date.
  - Else, if the Receipt Accounting Date is in the future, then Receipt Application Accounting Date will be the Receipt Accounting Date.
  - Else it will be the System Date (settlement system date).

  For example, System Date = May 28
  - Claim Accounting Date = 5th June, Receipt Accounting Date = 4th June

    Then Receipt Application Accounting Date = 5th June
  - Claim Accounting Date = 3rd June, Receipt Accounting Date = 6th June

    Then Receipt Application Accounting Date = 6th June
  - Claim Accounting Date =1st May, Receipt Accounting Date = 2nd May

    Then Receipt Application Accounting Date = 28th May

Note: In the Settle Customer Claims scheduled process, the Receivables integration for settlement synchronously calls the Receivables API and not the asynchronous Auto Invoice interface. The log file for the scheduled process documents the claims processed in Receivables.

Privileges for Quick Links to Receivables Transactions

You must assign these privileges to users to enable them to view the Receivables transactions directly from Channel Revenue Management.

This table contains the privileges required for a user to view the Receivables transactions directly from Channel Revenue Management.

Privilege	Usage	Code	Description	Assigned to Duty Role
View Receivables Activities Data	DATA	AR_VIEW_RECEIVABLES_ACTIVITIES_DATA	View Receivables activities data.	Channel Claims Manager
View Receivables Credit Memo	Function	AR_VIEW_RECEIVABLES_CREDIT_MEMO	View a Receivables receipt.	Channel Claims Management Duty

Privilege	Usage	Code	Description	Assigned to Duty Role
View Receivables Invoice	Function	AR_VIEW_RECEIVABLES_INVOICE	View a Receivables invoice.	Channel Claims Management Duty
View Receivables Receipt	Function	AR_VIEW_RECEIVABLES_RECEIPT	View a Receivables credit memo.	Channel Claims Management Duty

Related Topics

- Requirements for Completing a Receivables Transaction
- How can I arrange the creation of transaction types?
- Receivables Activity Types
- Predefined Receivables Data in Subledger Accounting
- Receivables Accrual Accounting Entries

Oracle Fusion Receiving, Purchasing, and Payables for Direct Integration to Inbound Receiving Transactions

To claim rebates from suppliers, Channel Revenue Management directly integrates with Oracle Receiving to get the receipt of goods. When Receiving receives goods, the **Load Transactions** process can be used to extract these receiving transactions and related PO details into channel batches.

For supplier rebates, supplier invoices from Payables can be used to trigger the accruals for received shipments. The **Load Transactions** process extracts receiving transactions into channel batches. The **Create Accruals for Channel Batch** process creates potential accruals in the open status for receipts in the batch without supplier invoices. Earned accruals are recognized for receipts in the batch with invoices.

Note: Drop Ship purchase orders, Consignment orders, and Inclusive Tax on Purchase Order aren't in scope for the Procurement integration.

Note: Invoice cancellations, Payables Invoice Corrections - Quantity, Payables Invoice Corrections - Amount, and Payables Invoice Corrections - Price aren't in scope for the Payables integration.

Supplier Portal Integration

The Fusion Supplier Portal enables a buying company (wholesaler/distributor) to negotiate and communicate channel agreements with their suppliers.

As a supplier contact on the Supplier Portal, you can create, submit, and view your channel programs and interact with your sales channel partner. It leverages the Portal's existing security model, allowing supplier contact access to supplier programs based on their data access at supplier and supplier site levels. This integration helps you to:

- Invite suppliers to securely create and offer programs directly from the Supplier Portal.
- Centralize the definition of supplier incentives.
- Reduce and share administrative load of managing programs.

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

Actions Required for Manage Supplier Programs

The Managing supplier programs through the supplier portal is delivered disabled. The following actions must be taken to use this feature.

- The enablement for the supplier portal integration requires the enablement of Supplier Channel Management, which involves the following opt ins:
  a. Opt in to the Supplier Incentives functional area under the Procurement offering.
  b. Then opt in to the Supplier Channel Management feature.

After you opt in, perform the following tasks:

1. Provision access to Supplier Portal for the supplier and their contacts.
2. Configure applicable Program Types.
3. Specify the **Default Program Owner** in the Supplier Trade Profile.
4. Configure supplier items using the Trading Partner Item page in the Product Information Management work area.

Access for Manage Supplier Programs

- Access to this feature is through the shipped job role Supplier Sales Representative.
- Access to this feature is through shipped privileges:
  - Manage Supplier Programs in Supplier Portal
  - View Supplier Programs in Supplier Portal
- The Manage Channel Programs (from Supplier Portal) business processes is affected by this feature.

You can additionally capture notes in a claim and capture attachments in a claim. This capability helps to justify the resolution taken during approval and audit.

Notes and attachments for supplier claims are delivered disabled. Actions must be taken to use this feature.

- Access to this feature is through the **Supplier Channel Manager** job role.
- Access to this feature is through any role with the **Manage Supplier Claims** privilege.
- The Manage Channel Programs business processes is affected by this feature.

Oracle Fusion Payables Integration for Settlement

Supplier claims are paid through the Payables cloud. The two settlements methods for Channel Revenue Management for payment of these supplier claims are AP Debit and AP Default Payment.

This table shows details of the Payables integration for supplier claim settlement.

Settlement Method	AP Debit	AP Default Payment
Claim Class	DEBIT CLAIM	CLAIM
Usage	When a supplier claim is positive, this amount is collected from the supplier through a debit memo with a negative amount. This is typical of a promotional supplier claim. The debit memo is applied to a payment instrument like a check. The check may be for a payment to a supplier (a positive amount).	When a supplier claim is negative, this amount is paid to the supplier through a check or EFT and is common when a supplier rejects a claim accrual and you want to issue a refund check immediately to the supplier. A payables invoice is created and a payment instrument is issued. There may be multiple checks if the original check is canceled and reissued.
Payment Method	Supplier Claim - positive amounts Debit Memo - negative amounts Instrument - positive amounts Instrument (refund) - negative amounts	Supplier Claim - negative amounts Invoice - positive amounts Instrument - positive amounts
Settlement Document Type	Transaction (applied to check, EFT)	Instrument (settled by check, EFT)
Claim Closure	Immediately available to be closed after Settlement Pending status, as a debit memo may be applied to any outstanding balance.	After Invoice is fully paid.

Oracle Fusion Subledger Accounting Integration

Oracle Fusion Subledger Accounting for Sell Side Integration

Subledger Accounting integration enables you to define and configure accounting rules and generate detailed accounting for business transactions in Channel Revenue Management.

> **Note:** After you have completed the SLA setup, ensure that you run the **Update Subledger Application Options** scheduled process using **Channel Revenue Management** as the **Subledger Application** from the list. This is a one-time setup task.

Predefined Subledger Accounting Setup

Channel Revenue Management has been registered as a subledger application. The setup tasks are available in the Channel Revenue Management functional area to help you set up your subledger. It enables corporations to comply with corporate, local and managerial accounting and audit requirements via increased control, visibility and efficiency.

Journal Source and Categories

Journal entries created for transactions from Channel Revenue Management are assigned the following journal source and categories. Channel Revenue Management assigns default journal categories to each event class. You can configure the assignment in the Subledger Accounting Options task.

This table gives the journal sources and journal categories for Channel Revenue Management.

Field	Values
Journal Sources	Channel Revenue
Journal Category	Channel Accrual Channel Claim

Channel Revenue Management Sell Side Event Classes

An accounting event is a business event in Channel Revenue Management that has an accounting impact. Subledger Accounting categorizes accounting events as event types. Event types are grouped into event classes. The Channel Revenue Management accounting event model is predefined for you, and includes each event class and its life cycle. This accounting event model forms the basis for creating subledger accounting. An event class enables Subledger Accounting to handle the accounting for similar business events in a consistent manner.

For the sell side flows, the Subledger Accounting integration is centered on deriving accounting rules for two accounting event classes:

Event Class	Event Types
Customer Accrual	• Customer Accrual Adjustment • Customer Accrual Creation
Customer Claim Settlement	• Customer Claim Settlement Reversal • Claim Settlement by Payables Default • Claim Settlement by Check • Claim Settlement by Credit Memo
Customer Claim Settlement by Extensible Payables	• Payables Extensible Settlement Reversal • Claim Settlement by Extensible Payables
Customer Claim Settlement by Extensible Receivables	• Receivables Extensible Settlement Reversal • Claim Settlement by Extensible Receivables

Note: If a claim or deduction is nonpromotional it isn't interfaced to Subledger Accounting or General Ledger.

Customer Accrual Event

For all accruals that are created, an accrual event triggers its accounting to General Ledger. Accounting events are raised with the respective event types for all accruals created in Channel Revenue Management. Customer accrual events:

- Debit Sales or Expense Account
- Credit Accrual Liability Account

For example:

Debit or Credit	Account	Amount
Dr.	Sales or Expense	USD 100
Cr.	Accrual Liability	USD 100

Predefined Accounting Rules for Customer Accruals

The following subledger accounting rules are used to generate accounting for customer accruals if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Customer Accrual	Customer Accrual Rule	Sales or Expense	Debit	Sales or Expense Account	Sales or Expense Account
Customer Accrual	Customer Accrual Rule	Accrual Liability	Credit	Accrual Liability Account	Accrual Liability Account

Customer Claim Settlement Event

When a claim or deduction is associated with promotional accruals or earnings, and the claim is being settled by credit memo, another accounting event is triggered. Channel Revenue Management passes the Receivables Clearing Account to Receivables and creates the following customer claim settlement entries:

- Debit Claim Accrual Liability Account
- Credit Receivables Clearing Account

For example:

Debit or Credit	Account	Amount
Dr.	Claim Accrual Liability Account	USD 100
Cr.	Receivables Clearing Account	USD 100

When a claim is associated with promotional accruals or earnings, and the claim is being settled by Payables Default Payment or check, then another accounting event is triggered. Channel Revenue Management passes the Payables Clearing Account to Payables and creates the following customer claim settlement entries:

- Debit Claim Accrual Liability Account
- Credit Payables Clearing Account

Debit or Credit	Account	Amount
Dr.	Claim Accrual Liability Account	USD 100
Cr.	Payables Clearing Account	USD 100

Predefined Accounting Rules for Customer Claim Settlements

The following subledger accounting rules are used to generate accounting for customer claim settlements if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Customer Claim Settlement	Customer Claim Settlement Rule	Claim Accrual Liability	Debit	Claim Accrual Liability Account	Claim Accrual Liability Account
Customer Claim Settlement	Customer Claim Settlement Rule	Receivables Clearing for Credit Memo Customer Claim	Credit	Receivables Clearing Account	Receivables Clearing Account
Customer Claim Settlement	Customer Claim Settlement Rule	Payables Clearing for Check and AP Default Customer Claim	Credit	Payables Clearing Account for Customer Claim	Payables Clearing Account for Customer Claim
Customer Claim Settlement	Customer Claim Settlement Rule	Exchange Gain or Loss for Customer Claim	Credit	Exchange Gain or Loss Account for Customer Claim	• Exchange Gain Account for customer claim • Exchange Loss Account for customer claim

Customer Claim Settlement by Extensible Payables Event

When a manual promotional claim is settled with Payables related custom settlement method, then an accounting event is triggered. Channel Revenue Management passes the Payables Clearing Account for Customer Claim to Payables and creates the following customer claim settlement entries:

- Debit Claim Accrual Liability Account
- Credit Payables Clearing Account for Customer Claim Account

Debit or Credit	Account	Amount
Dr.	Claim Accrual Liability	USD 100

Debit or Credit	Account	Amount
Cr.	Payables Clearing Account for Customer Claim	USD 100

Predefined Accounting Rules for Customer Claim Settlement by Extensible Payables

The following subledger accounting rules are used to generate accounting for customer claim settlements by extensible Payables if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Customer Claim Settlement by Extensible Payables	Payables Extensible Settlement Rule	Claim Accrual Liability for Payables Extensible Settlement	Debit	Claim Accrual Liability Account	Claim Accrual Liability Account
Customer Claim Settlement by Extensible Payables	Payables Extensible Settlement Rule	Payables Clearing for Extensible Customer Claim	Credit	Payables Clearing Account for Customer Claim	Payables Clearing Account for Customer Claim
Customer Claim Settlement by Extensible Payables	Payables Extensible Settlement Rule	Exchange Gain or Loss for Payables Extensible Customer Claim	Credit	Exchange Gain or Loss Account for Customer Claim	• Exchange Gain Account for customer claim • Exchange Loss Account for customer claim

Customer Claim Settlement by Extensible Receivables Event

When a manual promotional claim or deduction is settled with a Receivables related custom settlement method, then an accounting events is triggered. Channel Revenue Management passes the Receivables Clearing Account to Receivables and creates the following customer claim settlement entries:

- Debit Claim Accrual Liability Account
- Credit Receivables Clearing Account

Debit or Credit	Account	Amount
Dr.	Claim Accrual Liability Account	USD 100
Cr.	Receivables Clearing Account	USD 100

Predefined Accounting Rules for Customer Claim Settlement by Extensible Receivables

The following subledger accounting rules are used to generate accounting for customer claim settlements by extensible Receivables if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Customer Claim Settlement by Extensible Receivables	Receivables Extensible Settlement Rule	Claim Accrual Liability for Receivables Extensible Settlement	Debit	Claim Accrual Liability Account	Claim Accrual Liability Account
Customer Claim Settlement by Extensible Receivables	Receivables Extensible Settlement Rule	Receivables Clearing for Extensible Customer Claim	Credit	Receivables Clearing Account	Receivables Clearing Account
Customer Claim Settlement by Extensible Receivables	Receivables Extensible Settlement Rule	Exchange Gain or Loss for Receivables Extensible Customer Claim	Credit	Exchange Gain or Loss Account for Customer Claim	• Exchange Gain Account for customer claim • Exchange Loss Account for customer claim

Reversal Event Type for Customer Claim Settlements

If Claim is reopened from Settlement Pending status because of any issues, **Settle Customer Claims** scheduled process verifies that the event was processed successfully or not.

- If the first event was processed successfully, then the application creates a reversal event.
- If the first event isn't processed, then the application deletes the existing event.

Manage Mapping Sets for Channel Revenue Management Sell Side

The following predefined mapping sets are available for Channel Revenue Management Sell Side. These map the predefined input sources with the Chart of Accounts for your ledger.

Mapping Set	Usage	Output Type	Input Sources
Accrual Liability Account	Mapping set for the accrual liability account.	Account combination	• Customer Accrual Business Unit • Customer Adjustment Type
Claim Accrual Liability Account	Mapping set for the claim accrual liability account.	Account combination	• Customer Claim Business Unit • Customer Claim Type
Exchange Gain Account for customer claim	Mapping set for the exchange gain account for customer claim.	Account combination	Customer Claim Business Unit
Exchange Loss Account for customer claim	Mapping set for the exchange loss account for customer claim.	Account combination	Customer Claim Business Unit

Mapping Set	Usage	Output Type	Input Sources
Receivables Clearing Account	Mapping set for the receivables clearing account.	Account combination	• Customer Claim Business Unit • Customer Claim Type
Payables Clearing Account for Customer Claim	Mapping set for the customer claims payables clearing account.	Account combination	• Customer Claim Business Unit • Customer Claim Type
Sales or Expense Account	Mapping set for the sales or expense account.	Account combination	• Customer Accrual Business Unit • Customer Adjustment Type

Assign Accounts to Predefined Mapping Sets

You must associate at least one output value for your ledger's chart of accounts for each of the above mapping sets if you're using the predefined journal entry rule sets.

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: **Manage Mapping Sets**
2. The Manage Mapping Sets: Channel Revenue Management page opens, where you can see the mapping sets for your subledger. Select a mapping set to edit it.
3. In the Chart of Accounts section of the Edit Mapping Set, click the **Add Row** icon. Select the chart of accounts from the drop-down list.
4. In the Mappings section, add the **Input** source to **Output** type mappings for your account. If applicable, select the **Default** button to identify a default account to be used in case there is no mapping available for the input source value.
5. Click **Save**.

Note: Create a custom mapping set only if you must map the account to different input sources.

Sweeping the Transactions

The **Sweep Channel Transaction Accounting Events** scheduled process is used to sweep unaccounted channel transactions to open or future enterable period.

Oracle Fusion Subledger Accounting for Buy Side Integration

Subledger Accounting integration enables you to define and configure accounting rules and generate detailed accounting for business transactions in Channel Revenue Management. General Ledger integration enables the posting of accounting journals to the general ledger for financial reporting.

Predefined Subledger Accounting Setup

Channel Revenue Management has been registered as a subledger application. The setup tasks are available in the Channel Revenue Management functional area to help you set up your subledger.

Journal Source and Categories

Journal entries created for transactions from Channel Revenue Management are assigned the following journal source and categories. Channel Revenue Management assigns default journal categories to each event class. You can configure the assignment in the Subledger Accounting Options task.

This table gives the journal sources and journal categories for Channel Revenue Management.

Field	Values
Journal Sources	Channel Revenue
Journal Category	Channel Accrual Channel Claim

Channel Revenue Management Event Classes

An accounting event is a business event in Channel Revenue Management that has an accounting impact. Subledger Accounting categorizes accounting events as event types. Event types are grouped into event classes. The Channel Revenue Management accounting event model is predefined for you, and includes each event class and its life cycle. This accounting event model forms the basis for creating subledger accounting. An event class enables Subledger Accounting to handle the accounting for similar business events in a consistent manner.

For Channel Revenue Management, the Subledger Accounting integration is centered around deriving accounting rules for two accounting event classes:

Event Class	Event Types
Supplier Accrual	Supplier Accrual Creation Supplier Accrual Adjustment
Supplier Claim Settlement	Supplier Claim Settlement by Check/Wire/EFT/AP Default Supplier Claim Settlement by AP Debit

Supplier Accrual Event

For all accruals that are created, an accrual event triggers it's accounting to General Ledger. Accounting events are raised with the respective event types for all accruals created in Channel Revenue Management. Supplier accrual events:

- Debit the Accrual Asset account
- Credit the Income or Discount on COGS account

For example:

Dr/Cr	Account	Amount
Dr.	Accrual Asset	USD 100
Cr.	Income or Discount on COGS	USD 100

Predefined Accounting Rules for Supplier Accruals

The following subledger accounting rules are used to generate accounting for supplier accruals if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Supplier Accrual	Supplier Accrual Rule	Accrual Asset	Debit	Accrual Asset Account	Accrual Asset Account
Supplier Accrual	Supplier Accrual Rule	Income or Discount on COGS	Credit	Income or Discount on COGS Account	Income or Discount on COGS Account

Supplier Claim Settlement Event

For all promotional claims that are settled after association to earnings, another accounting event is triggered. Accounting events are raised after the claim is initiated for settlement. Supplier claim settlement events:

- Credit the Claim Accrual account
- Debit the Payables Clearing account
- Credit the Primary Ledger Exchange Gain and Loss account (from conversion rate differences between when it's accrued vs paid)

For example:

Dr/Cr	Account	Amount
Cr.	Claim Accrual Asset account	USD 100
Dr.	Payables Clearing account	USD 100

Predefined Accounting Rules for Supplier Claim Settlements

The following subledger accounting rules are used to generate accounting for supplier claim settlements if predefined journal entry rule set is in use. The accounts to debit and credit are defined in the Subledger Accounting mapping sets.

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Supplier Claim Settlement	Supplier Claim Settlement by Payables Rule	Payables Clearing	Debit	Payables Clearing Account	Payables Clearing Account
Supplier Claim Settlement	Supplier Claim Settlement by Payables Rule	Claim Accrual Asset	Credit	Claim Accrual Asset Account	Claim Accrual Asset Account
Supplier Claim Settlement	Supplier Claim Settlement by Payables Rule	Primary Ledger Exchange Gain or Loss	Credit	Claim Gain or Loss Account	Exchange Gain Account Exchange Loss Account

Manage Mapping Sets

The following predefined mapping sets are available for Channel Revenue Management. These map the predefined input sources with the Chart of Accounts for your ledger.

Mapping Set	Usage	Output Type	Input Sources
Accrual Asset Account	Map the accrual asset account to the accrual business unit and adjustment type.	Account combination	• Accrual Business Unit • Adjustment Type
Claim Accrual Asset Account	Map the claim accrual asset account to the claim business unit and claim type.	Account combination	• Claim Business Unit • Claim Type
Exchange Gain Account	Map the exchange gain account to the claim business unit.	Account combination	Claim Business Unit
Exchange Loss Account	Map the exchange loss account to the claim business unit.	Account combination	Claim Business Unit
Income or Discount on COGS Account	Map the income or discount on the cost of goods sold account to the accrual business unit and adjustment type.	Account combination	• Accrual Business Unit • Adjustment Type
Payables Clearing Account	Map the Payables clearing account to the claim business unit and claim type. The Payables clearing account is used for claims settled through Payables settlement methods.	Account combination	• Claim Business Unit • Claim Type

Assign Accounts to Predefined Mapping Sets

You must associate at least one output value for your ledger's chart of accounts for each of the above mapping sets if you're using the predefined journal entry rule sets.

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Mapping Sets
2. The Manage Mapping Sets: Channel Revenue Management page opens, where you can see the mapping sets for your subledger. Select a mapping set to edit it.
3. In the Edit Mapping Set > Chart of Accounts section, click the **Add Row** icon. Select the chart of accounts from the drop-down list.
4. In the Mappings section, add the **Input** source to **Output** type mappings for your account. If applicable, select the **Default** button to identify a default account to be used in case there is no mapping available for the input source value.
5. Click **Save**.

Note: Create a custom mapping set only if you must map the account to different input sources.

Posting to General Ledger

General Ledger integration enables the posting of accounting journals to the general ledger for financial reporting for program accruals and claims processing.

The **Create Accounting** process creates the subledger entries. To transfer the entries to general ledger, select the following while scheduling the process:

- **Transfer to General Ledger** field as **Yes**.
- **Post in General Ledger** field as **Yes**.

Related Topics

- Overview of Buy Side Scheduled Processes
- Overview of Sell Side Scheduled Processes

Oracle Fusion Pricing Integration

Manage Your Integration

These are the Pricing tasks required for your implementation.

- Manage Service Mappings for Channel Revenue Management
- Manage Matrix Classes for Channel Revenue Management

- Manage Algorithms for Channel Revenue Management
- Manage Price Elements for Channel Revenue Management
- Manage Pricing Bases for Channel Revenue Management

Program Eligibility

Determine Supplier Ship and Debit Program Eligibility

Program eligibility determines the supplier programs that can be applied to a sales order line.

Program eligibility works by evaluating the date effectivity, program, market, and product rules against the corresponding attributes on the sales order line to determine if there is a match. If there is a match, the supplier program is applied to the sales order line. Pricing calculates these accruals and returns them as charge components for each supplier program applied.

Manage Service Mappings for Channel Revenue Management

Service mappings store the eligibility attributes used for eligibility algorithms. To view the service mapping for Channel Revenue Management:

1. From the Navigator, select Pricing Administration.
2. On the Overview page, open the Tasks panel and select **Manage Service Mappings**.
3. On the Manage Serve Mappings page, select **Sales** to manage service mappings for Channel Revenue Management.
    - Service Mapping: Sales
    - Service Name: ProgramEligibility

Manage Matrix Classes for Channel Revenue Management

Matrix classes capture the conditions and results (dimensions) for a matrix. The predefined matrix class for Channel Revenue Management is **Channel Program Eligibility**. Each of the program and market qualifiers in the program must be setup as condition columns in the Channel Program Eligibility matrix class. The predefined qualifiers have already been setup in the Channel Program Eligibility matrix class.

Custom Dimensions for Using Custom Qualifiers

To implement a custom qualifier in the program, you must add it as a dimension with domain in Pricing. After adding the dimension, you can use it as a custom qualifier in your program types. For example, you want to set up a program or market rule as Ship To Country Equals Canada. For this you must first create a custom qualifier for Ship To Country:

1. Add an entry in the lookup code for qualifiers ORA_CJM_QUALIFIER_TYPE. Make note of the lookup code and meaning.

    For example, Lookup Code = SHIP_TO_COUNTRY_ID; Meaning = Ship To Country
2. Sign in to Order Management with administrative privileges.
3. From the Navigator, select Pricing Administration.
4. From the Tasks panel click **Manage Matrix Classes**.
5. On the Manage Matrix Classes page, select **Channel Program Eligibility**.
6. On the Edit Matrix Class: Channel Program Eligibility page you can see the predefined dimensions.
7. Click the **Add Row** icon.

8. In **Name** field, enter the meaning for the lookup code you entered in ORA_CJM_QUALIFIER _TYPE along with the operator that should be used in the program and market rules.
   For example, Ship To Country Equals
9. In the **Source Code Name** field, enter the lookup code you entered in ORA_CJM_QUALIFIER _TYPE concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to.
   For example, SHIP_TO_COUNTRY_ID_E
10. In the **Comparison** field, choose the comparison operator.
    For example, =
11. From the **Compare to Attribute** drop-down list, select the order header, line, order header EFF, or order line EFF attributes that you want to compare.
    For example, Line.ShipToLocationCountry
12. Leave the **Required** checkbox deselected.
13. Select the **Allow Null** and **Null Is Wildcard** checkboxes.
14. From the **Domain** list, select the Domain type. Choose **Lookup**, **Custom**, or **None**.
    - If you select **Lookup**, choose the lookup from the **Lookup** drop-down list.
    - If you select **Custom**, choose **Text** or **Number** from the **Data Type** drop-down list. Specify the domain values.
    - If you select **None**, choose **Text** or **Number** from the **Data Type** drop-down list. The user specified values for the dimension (qualifier) isn't validated with this option.
15. Click **Save**.

Manage Algorithms for Channel Revenue Management

The **Price Sales Transaction** process consists of a series of algorithm steps used to determine a base list price and arrive at a final price for items.

1. Sign in to Order Management with administrative privileges.
2. From the Navigator, select Pricing Administration.
3. From the Tasks panel click **Manage Algorithms**. The predefined algorithm for program eligibility is **Get Eligible Programs**.

> **Note:** If you have previously extended your algorithms, you will need to create a new version from version 0, reconcile your algorithm extension changes to this new version, and then promote the algorithms.

Related Topics

- Promote Pricing Algorithms Into the Latest Update
- Pricing Algorithms
- How Service Mappings, Pricing Algorithms, and Matrixes Work Together

Pricing Execution

Eligibility service determines which programs are applied to the order line, based on the eligible channel programs, and Pricing calculates the value of the accruals.

Accruals are deferred discounts which impact revenue and margin. Including accruals in the calculation of the margin provides visibility into the true profitability of the sale. When an order line is eligible for a supplier accrual, this accrual is displayed as a charge component and is included in the price breakdown on the order line. Pricing supports the calculations for amount based accruals, percentage based accruals that are a percentage of price or a cost, and New Cost based accruals.

Manage Price Elements for Channel Revenue Management

To manage the channel accrual price element:

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management
    - Functional Area: Pricing
    - Task: Manage Price Elements
2. Use the Manage Price Elements page to create and manage your channel price elements. These must be of element type **Cost** or **Price**.

Manage Pricing Bases for Channel Revenue Management

Select the task **Manage Pricing Bases** to manage your pricing basis, or create a new one. The basis usage **Accrual basis** is predefined for Channel Revenue Management.

You can create pricing basis for Channel Revenue Management with price element types Price and Cost. Once this is set to active, it can be referenced in the channel program types. The pricing basis can be deleted as long as it's inactive and not referenced in a pricing setup.

Note: Cost elements aren't supported for other types of bases.

Pricing Bases for New Cost and Percent Discount Types

To create a pricing basis for new cost or percent discount type:

1. Click the **Create** icon in the Manage Pricing Bases page.
2. Enter the name of the pricing basis in the **Name** field.
3. From the **Price Element** drop-down list, select a price element based on the element type Cost or Price.
4. From the **Usage** drop-down list select **Accrual basis**.
5. Select the **Active** checkbox.
6. Click **Save**. This creates the pricing basis which is now available for selection in channel program types.

Note: Basis isn't used for the Amount discount type.

Calculate Supplier Ship and Debit Accruals

Amount

You can directly specify the accrual amount in the program product rule. Pricing calculates accruals after net price, and returns charge components of element type **Accrual**. Accruals with the adjustment type **Accrual Amount** are calculated and returned.

New Cost

You can specify the new cost value in the program product rule. The accrual amount is calculated based on the basis for new cost, specified in the program type. New Cost accruals are calculated based on a cost or price.

The accrual amount is calculated as the difference between the charge component referenced in the basis and the new cost specified in the product rule. Accruals are calculated after net price, and returns charge components of element type **Accrual**. Accruals with the adjustment type **Accrual Difference** are calculated and returned.

Calculation

Assuming the new program cost is captured on the program line (pricing term),

New Program Cost = Pricing Term.AdjustmentAmount (Value captured on the program)

Accrual Basis Calculation: This value is calculated by taking the charge component referenced in the Accrual Basis on the Pricing Term.

Accrual Difference Calculation = Value of Accrual Basis - New Program Cost

For example: Average Cost = 100 USD, New Program Cost = 80 USD, Quantity = 1

Unit Price (USD)	Charge Component
500	Net Price
-100	Average Cost
20	Accrual
420	Margin

Note: Algorithm extensions may be needed to derive these costs if they're not defined in Pricing.

Percent

You can specify the discount in percentage in the product rule. The accrual amount is calculated based on the basis for percent, specified in the program type. Pricing calculates accruals after net price, and returns charge components of element type **Accrual**. Accruals with the adjustment type **Accrual Percent** are calculated and returned.

Returns

Referenced Returns: The polarity of the accrual charge components is reversed for the unit prices, and the extended amounts are calculated based on unit price multiplied by returned quantity. Charges can be marked as refundable in the Manage Pricing Charge Definitions page. As part of the standard returns processing, Pricing checks whether the charge is refundable, and if non-refundable, the base list price, list price, and net price are set to zero. Accruals are also calculated.

Un-referenced Returns: Pricing will price the un-referenced order line as an outbound line, apply automatic eligible programs, and then reverse the polarity of the charges. Authorized users can decline programs and add manual incentives.

Related Topics

- Manage Pricing Elements
- Manage Pricing Bases

Custom Qualifiers

How to Set Up Custom Qualifiers Based on Order Header Extensible Flexfields

Here's how you can set up and use custom qualifiers based on order header extensible flexfields in your Supplier Ship and Debit programs.

Identify the Order Header Flexfields

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management
    - Functional Area: Orders
    - Task: Manage Order Extensible Flexfields
2. On the Manage Order Extensible Flexfields page, in the Search area, enter **Header Information** as the name, then click **Search**.
3. Select the flexfield from the search results and click **Edit**.
4. On the Edit Extensible Flexfield: Header Information page, click to expand **Additional Header Information** in the Category section.
5. On the Associated Contexts tab, click **Manage Contexts**, create a new context with required details, and then save your work. For example:

Field	Value
Display Name	Channel Program2
Code	Channel Program2
API Name	ChannelProgram2
Enabled	Ensure that this checkbox is selected
Behavior	Single Row
Description	Channel Program Qualifier

6. In the Context Usages tab of the Context Sensitive Segments section, click **Create** to add a new context usage and enter the following details:

Field	Value
Name	Additional Header Information
View Privileges	None
Edit Privileges	None

7. In the Context Sensitive Segments section of the Edit Context page, click **Actions** and select **Create** to add a new segment for example:

Field	Value
Name	Service Level
Code	Service Level
API Name	serviceLevel
Enabled	Ensure that this checkbox is selected

8. Click **Create Value Set**.
9. On the Create Value Set page, enter the details, and save your work. For example:

Field	Value
Value Set Code	Service Level
Description	Service Level
Module	Order Management
Validation Type	Independent. This value must be Format Only or Independent. Other validation types aren't supported. **Note:** Select Independent as the Validation Type to specify the required values.
Value Data Type	Character

10. In the **Definition** section, enter the following details, and save your work. For example:

Field	Value
Value Subtype	Text
Maximum Length	10

11. Click **Manage Values** and ensure that the values are enabled, and save your work. If you selected **Format Only** as the **Validation Type**, then this step isn't applicable. For example:

Attribute	Value	Description
Value	Gold	Gold Level
Value	Silver	Silver Level
Value	Bronze	Bronze Level

12. Return to the **Create Segment** page, enter the required details, and save your work. For example:

Region	Attribute	Value
Column Assignment	Data Type	Character
Column Assignment	Table Column	ATTRIBUTE_CHAR1
Validation	Value Set	Service Level
Validation	Value Set Description	Service Level
Display Properties	Prompt	Service Level
Display Properties	Display Type	List of Values
Display Properties	Display Size	10
Display Properties	Display Height	1

13. On the Edit Context page, ensure that the details in the **Context Sensitive Segments** section show accurately. For example:

Field	Value
Sequence	10
Name	Service Level
Code	Service Level
Value Data Type	Character
Display Type	List of Values
Value Set	Service Level
Enabled	Ensure that this checkbox is selected
Prompt	Service Level

14. Click **Save and Close** until you return to the Manage Context page and search for the Header Information EFF and click **Edit**.
15. On the Edit Extensible Flexfield: Header Information page, select **Additional Header Information** from the **Category** list and add an **Associated Context** in the Additional Header Information Details section.
16. Search for and add the context you created. For example, Channel Program2. Save your work.
17. Click on the Pages tab. Click **Actions** and select **Create** to create a new page and add the required details. For example:

Field	Value
Display Name	Channel Program Qualifiers2
Code	Channel Program Qualifiers2
Description	Channel Program Qualifiers
Usage	Additional Header Information

18. Select the page you just created, search for, and associate the context you created with this page. For example, Channel Program2. Save your work.
19. On the Manage Order Extensible Flexfields page, search for the Header Information extensible flexfield, and click **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
20. Add these additional details to your sales order. Click **Order Management**, click **Create Order**, and then click **Actions**. Select **Edit Additional Information** to verify your setup.

Download the Flexfield Archive and Obtain the View Object Details for the Extensible Flexfields Context

1. From the Manage Order Extensible Flexfields page, select the Additional Header Information flexfield that you configured.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10008_DOO_HEADERS_ADD_INFO.zip file to your local hard drive.
3. Open the file, extract, and get the information for the context from the location:
   `10008_DOO_HEADERS_ADD_INFO\oracle\apps\scm\doo\processOrder\flex\headerContextsB\view`
4. Open the XML file HeaderEffBChannel__Program2privateVO. See the VO name for your flexfield. For example, name = HeaderEffBChannel__Program2privateVO.
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name=serviceLevel.

Manage Service Mapping Setup Using Sandbox after Identifying the Order Extensible Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, select **Configuration** and then select **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.
5. Select the checkbox for the **Manage Service Mappings** tool, then click **Create and Enter**.
6. Navigate to the Pricing Administration work area. Select **Manage Service Mappings** from the panel.

> **Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Sales**. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.
8. On the Edit Service Mappings: Sales page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receive the output of the service mapping. On the Entities tab, click **Action** and select **Add Row**, and enter the following details:

Field	Value
Entity	Name of your entity, for example, ServiceLevel_Custom
Description	A description containing information about the entity for the flexfield on the order header.

9. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Type	Primary Key	Allow Null
HeaderId_Custom	Long	Selected	Selected
ServiceLevelCode_Custom	String	Leave this blank	Selected

10. To specify the services, click the Services tab, and select **ProgramEligibility**.
11. In the Program Eligibility: Details section, select the Entities tab, click **Actions** and select **Add Row**, enter the following values, for example, and then save your work.

Field	Value
Entity	ServiceLevel_Custom
Read	Selected
Write	Selected

12. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Alias	Read	Write	Parent Attribute
HeaderId_Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.
ServiceLevelCode_ Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.

13. On the Edit Service Mappings: Sales page, select the Sources tab. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.

14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

Source - ChannelProgramsforOrder

Field	Value
Source	ChannelProgramsForOrder
Entity	The name of the entity you created. For example, ServiceLevel_Custom
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, HeaderEffBChannel__Program2privateVO
Query Type	Unique identifier
Query Attribute	HeaderId

In the details section of your entity, click the Attributes Mappings tab. Enter the attributes of the entity that you created and the view object attributes from the XML file, for example:

Field	Value
HeaderId_Custom	HeaderId
ServiceLevelCode_Custom	serviceLevel

Source - ChannelProgramsforOrderLine

Field	Value
Source	ChannelProgramsForOrderLine
Entity	The name of the entity you created. For example, ServiceLevel_Custom
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, HeaderEffBChannel__Program2privateVO
Query Type	Unique identifier

Field	Value
Query Attribute	HeaderId

In the details section of your entity, click the Attributes Mappings tab. Enter the attributes of the entity that you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
HeaderId_Custom	HeaderId
ServiceLevelCode_Custom	serviceLevel

Source - ManualChannelProgramsforOrder

Field	Value
Source	ManualChannelProgramsForOrder
Entity	The name of the entity you created. For example, ServiceLevel_Custom
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, HeaderEffBChannel__Program2privateVO
Query Type	Unique identifier
Query Attribute	HeaderId

In the details section of your entity, click the Attributes Mappings tab. Enter the attributes of the entity that you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
HeaderId_Custom	HeaderId
ServiceLevelCode_Custom	serviceLevel

15. Click **Save**.
16. Click **Save and Publish** to publish the sandbox. After you publish the Sandbox and describe the Eligibility REST, the attributes are visible in the payload.

Pricing Algorithm Setup

Note: If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud: Performing Your 24D Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

After making any customizations, you must update the changes in the Pricing algorithm and publish it.

1. From the **Navigator**, select **Order Management** and then select **Pricing Administration**.
2. From the Tasks panel, click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

   Note: You can either create a new version of Get Eligible Programs or you can modify the existing version. To modify the existing version, first set it to inactive, make the changes, make it active again, and then publish it.

3. On the Edit Algorithm: Get Eligible Programs page, from the Algorithm tab, select the step **Process Supplier Ship and Debit and sell side Programs**. Select the row **Process Eligible Program Headers** and add the entity you created using **Service Mappings**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, ServiceLevel_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.ServiceLevel_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[HeaderId_Custom:{Header.HeaderId}]
Order By	Leave this blank.

4. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the **Algorithm** tab, select **Process Each Program Candidate**, select **Process Program Eligibility** and select the **Invoke Program Eligibility Matrix** row. Add the entity you created using **Service Mappings**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, ServiceLevel_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.ServiceLevel_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[HeaderId_Custom:{Line.HeaderId}]

Field	Value
Order By	Leave this blank.

5. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

Adding the Lookup code to the Channel Lookup

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management
   - Functional Area: Channel Revenue Management
   - Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA_CJM_QUALIFIER_TYPE as the **Lookup Type**.
3. Click **Action** and select **New** to add the following lookup code:

Field	Value
Lookup Code	Enter a name here. For example, SERVICE_LEVEL.
Enabled	Ensure that this checkbox is selected
Meaning	Service Level

4. Click **Save and Close**.

Adding Custom Dimension based on EFF Setup

1. From the Navigator, select Pricing Administration.
2. In the Overview page, from the Tasks panel select **Manage Matrix Classes**.
3. In the Manage Matrix Classes pages, select **Channel Program Eligibility**.
4.

Field	Value
Name	Add the name of the qualifier that you entered in the lookup to the Condition Columns of the Edit Matrix Class: Channel Program Eligibility page. For example, Service Level Equals.
Source Code Name	Enter the lookup code that you entered in ORA_CJM_QUALIFIER _TYPE concatenated with the operator abbreviation. The source code name of the matrix condition must match the newly created lookup code. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, SERVICE_ LEVEL_E.
Comparison	Choose the comparison operator. For example, =.
Compare to Attribute	Select the required attribute. If you're unable to view the attribute, make any update to the description of the Channel context and save it before publishing the sandbox. **Note:** The format of the Compare To Attribute must be Entity Name.Attribute Name (from Service Mappings). For example, ServiceLevel_Custom.ServiceLevelCode_Custom

Field	Value
Required	Leave this blank.
Allow Null	Selected
Null is Wildcard	Selected

5. Click the icon next to **Domain** to edit the column domain values.

Field	Value
Name	This is read-only.
Default Value	Leave this blank
Default is fixed value	Don't select this.
Domain Type	Custom. This value must be None or Lookup or Custom. Other domain types aren't supported.
Data Type	Text. This value must be Text or Number. Other data types aren't supported.

Add the required Domain Values, for example:

Domain Value	Display Value
Gold	Gold
Silver	Silver
Bronze	Bronze

6. Click **Save and Close**.

You can now add the qualifier value used in the program in the EFF context field to the sales order line additional information.

Related Topics

- Use Extensible Flexfields with Pricing
- How Service Mappings, Pricing Algorithms, and Matrixes Work Together

How to Set Up Custom Qualifiers Based on Order Line Extensible Flexfields

Here's how you can setup and use custom qualifiers based on order line extensible flexfields in your Supplier Ship and Debit programs.

Create a New EFF Attribute in OM Order Line

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management
    - Functional Area: Orders
    - Task: Manage Order Extensible Flexfields
2. On the Manage Order Extensible Flexfields page, in the Search area, enter Fulfillment Line Information as the name, then click **Search**.
3. Select the flexfield from the search results and click **Edit**.
4. Click **Manage Contexts** and then create a new context, and then save your work. For example:

Field	Value
Display Name	Channel Program
Code	ChannelProgram
API Name	ChannelProgram
Enabled	Ensure that this checkbox is selected
Behavior	Single Row
Description	Channel Program Qualifier
Context Usages	Additional Fulfillment Line Information

5. Add a new **Segment**, add the segment details, and save your work. For example:

Field	Value
Name	SSD Authorization Code
Code	SSD Authorization Code
API Name	ssdAuthorizationCode
Description	Channel Program SSD Authorization Code
Data Type	Character
Table Column	ATTRIBUTE_CHAR1

6. Click **Create Value Set**.

Field	Value
Value Set Code	SSD Authorization Code

Field	Value
Description	SSD Authorization Code
Module	Order Management
Validation Type	Format Only. This value must be Format Only or Independent. Other validation types aren't supported. **Note:** If you select Independent as the Validation Type, then use Manage Values to specify the required values.
Value Data Type	Character

7. In the Definition section, enter the following details, and save your work.

Field	Value
Value Subtype	Text
Maximum Length	10

8. Return to the Create Segment page, enter details, and save your work. For example:

Region	Attribute	Value
Column Assignment	Data Type	Character
Column Assignment	Table Column	ATTRIBUTE_CHAR1
Validation	Value Set	SSD Authorization Code
Validation	Value Set Description	SSD Authorization Code
Display Properties	Prompt	SSD Authorization Code
Display Properties	Display Type	Text Box
Display Properties	Display Size	10
Display Properties	Display Height	1

9. Navigate to the Manage Order Extensible Flexfields page and search for the Fulfillment Line Information EFF and click **Edit**.
10. On the Edit Extensible Flexfield: Fulfillment Line Information page, select **Additional Fulfillment Line Information** from the **Category** list and add an **Associated Context** in the Additional Fulfillment Line Information section.
11. Search for and add the context you created, for example Channel Program. Save your work.

12. Click the Pages tab, and then click **Actions** and select **Create** to create a new page. Add required details, for example:

Field	Value
Display Name	Channel Program Qualifiers
Code	Channel Program Qualifiers
Description	Channel Program Qualifiers
Usage	Additional Fulfillment Line Information

13. Search and associate the context you created with this page, for example Channel Programs.
14. Click **Save and Close**.
15. On the Manage Order Extensible Flexfields page, search for the Fulfillment Line Information extensible flexfield, and click **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
16. Navigate to the Create Orders page and verify your setup.

> **Note:** These additional details are added to your sales order. Click **Order Management**, click **Create Order**, and then click **Actions**. Select **Edit Additional Information** to verify your setup.

Obtain the View Object Details for the Extensible Flexfields Context

1. From the Manage Order Extensible Flexfields page, select the flexfield you configured.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10008_DOO_FULFILL_LINES_ADD_INFO.zip file to your local hard drive.
3. Open the file, extract and get the information for the context from the location:

   `10008_DOO_FULFILL_LINES_ADD_INFO\oracle\apps\scm\doo\processOrder\flex\fulfillLineContextsB\view`

4. Open the XML file FulfillLineEffBChannelProgramprivateVO.xml. for your flexfield to see the VO name. For example, name = FulfillLineEffBChannelProgramprivateVO.
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name=ssdAuthorizationCode.

Manage Service Mapping Setup Using Sandbox after Identifying the Order Line Extensible Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, select **Configuration**, and then select **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.
5. Select the checkbox for **Manage Service Mappings** tool, then click **Create and Enter**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

   > **Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Sales** to edit the service mapping. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.

8. On the Edit Service Mappings: Sales page, click **Entities**. You use the Entities tab to define the line entity and its attribute details that receives the output of the service mapping. Click **Action** and select **Add Row** and enter the following details, for example:

Field	Value
Entity	SSDAuthCode_Custom
Description	Enter a description.

9. In the Details section, add the following attributes, and then save your work.

Attribute	Type	Primary Key	Allow Null
LineId_Custom	Long	Selected	Selected
SSDCode_Custom	String	Leave this blank	Selected

10. Click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, add the entity and its details that you just created.

Field	Value
Entity	SSDAuthCode_Custom
Read	Selected
Write	Selected

12. In the Details section, add the following attributes, and then save your work.

Attribute	Alias	Read	Write	Parent Attribute
LineId_Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.
SSDCode_Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.

13. Click **Save and Close**.
14. On the Edit Service Mappings: Sales page, select the Sources tab. Pricing comes predefined with the Sales service mapping that prices sales orders and order lines.

15. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

Source - ChannelProgramsforOrder

> **Note:** Ensure you add the custom entity below the Line entity.

Field	Value
Source	ChannelProgramsForOrder
Entity	The name of the entity you created. For example, SSDAuthCode_Custom.
Type	View Object
View Object	Add the view object from the XML file. For example, FulfillLineEffBChannelProgramprivateVO.
Query Type	Join
Query Attribute	FulfillLineId
Joined Entity	Line
Joined Entity Attribute	LineId

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
LineId_Custom	FulfillLineId
SSDCode_Custom	ssdAuthorizationCode

Source - ChannelProgramsforOrderLine

> **Note:** Ensure you add the custom entity below the Line entity.

Field	Value
Source	ChannelProgramsForOrderLine
Entity	The name of the entity you created. For example, SSDAuthCode_Custom.
Type	View Object
View Object	Add the view object from the XML file. For example, FulfillLineEffBChannelProgramprivateVO.
Query Type	Join

Field	Value
Query Attribute	FulfillLineId
Joined Entity	Line
Joined Entity Attribute	LineId

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
LineId_Custom	FulfillLineId
SSDCode_Custom	ssdAuthorizationCode

Source - ManualChannelProgramsforOrder

Note: Ensure you add the custom entity below the Line entity.

Field	Value
Source	ChannelProgramsForOrder
Entity	The name of the entity you created. For example, SSDAuthCode_Custom.
Type	View Object
View Object	Add the view object from the XML file. For example, FulfillLineEffBChannelProgramprivateVO.
Query Type	Join
Query Attribute	FulfillLineId
Joined Entity	Line
Joined Entity Attribute	LineId

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
LineId_Custom	FulfillLineId
SSDCode_Custom	ssdAuthorizationCode

16. Click **Save**.

Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. Sign in to Order Management with administrative privileges.
2. From the Navigator, select **Order Management** and then select **Pricing Administration**.
3. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

   > **Note:** If you have previously extended your algorithms, you will need to create a new version from version 0, reconcile your algorithm extension changes to this new version, and then promote the algorithms.

4. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the Algorithm tab, select **Process Each Program Candidate**, select the **Process Program Eligibility**, and then select the **Invoke Program Eligibility Matrix** row add the entity you created using Service Mappings. Add the following details below the Line data set row:

Field	Value
Name	Enter your custom entity name here. For example, SSDAuthCode_Custom.
Variable Path	EligibilityRequest.SSDAuthCode_Custom
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[LineId_Custom:{Line.LineId}]
Order By	Leave this blank

5. Verify your setup and then click **Actions** and **Publish** to publish the algorithm.

Adding the Lookup code to the Channel Lookup

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management
   - Functional Area: Channel Revenue Management
   - Task: Manage Channel Lookups
2. Search for the configurable lookup: ORA_CJM_QUALIFIER_TYPE. Add the qualifier to the lookup code. For example, Lookup Code = SSDAuthCode; Meaning = SSD Auth Code.
3. Click **Save and Close**.

Adding Custom Dimension based on EFF Setup

1. From the Navigator, select Pricing Administration. In the Overview page, from the Tasks panel select **Manage Matrix Classes**.

2. In the Manage Matrix Classes pages, select **Channel Program Eligibility**. Enter the following details:

Field	Value
Name	Enter the meaning for the lookup code you entered in ORA_CJM_QUALIFIER _TYPE along with the operator. For example, SSDAuthCode.
Source Code Name	Enter the lookup code you entered in ORA_CJM_QUALIFIER _TYPE concatenated with the operator abbreviation. The source code name of the matrix condition must match the newly created lookup code. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, SERVICE_LEVEL_E.
Comparison	Choose the comparison operator. For example, =.
Compare to Attribute	Select the attribute you created using service mappings. **Note:** The format of the Compare To Attribute must be Entity Name.Attribute Name (from Service Mappings). For example, SSDAuthCode_Custom.SSDCode_Custom.
Required	Leave this blank.
Allow Null	Selected
Null is Wildcard	Selected
Domain	Text

3. Click the icon next to **Domain** to edit the column domain values.

Field	Value
Name	This is read-only.
Default Value	Leave this blank
Default is fixed value	Don't select this.
Domain Type	This must be None or Lookup or Custom. Other domain types aren't supported.
Data Type	This must be Text or Number. Other data types aren't supported.

4. Add the required **Domain Values**.
5. Click **Save and Close**.

Now you should be able to enter the qualifier value used in the program in the EFF context field to the sales order line additional information.

How to Set Up Custom Qualifiers Based on Supplier Invoice Header Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Supplier Invoice Header descriptive flexfields in your Supplier Rebate programs.

Note: This setup doesn't apply to Supplier Rebate programs with direct integration to PO, Receiving, and AP.

Configure Document Header Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfield page, search for the Channel Document Header DFF as the name, and click to edit it.
3. On the Edit Descriptive Flexfields: Channel Document Header DFF page, in the Global Segments section, click **Actions** and select **Create** to create a new Global Segment.

Field	Value
Name	Supplier_Product_Color_headerdff
Code	Supplier_Product_Color_headerdff
API Name	supplierProductColorHeaderdff
Enabled	Ensure that this checkbox is selected

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

Field	Value
Value Set Code	Supplier_Product_Color
Description	Supplier_Product_Color
Module	Channel Revenue Management
Validation Type	Independent. This value must be must be Format Only or Independent. Other validation types aren't supported. **Note:** Select Independent as the Validation Type to specify the required values.

Field	Value
Value Data Type	Character

6. In the Definition section, enter the following details, and save your work. For example:

Field	Value
Value Subtype	Text
Maximum Length	15

7. Click **Manage Values** and ensure the values are enabled, and save your work. If you selected **Format Only** as the **Validation Type**, then this step isn't applicable. For example:

Attribute	Value	Description	Enabled
Value	Black	Black	Selected
Value	Blue	Blue	Selected

> **Note:** This attribute value should have been specified in the supplier invoice and available in the imported CSV file to qualify the program.

8. Return to the Create Segment page, enter the required details, and save your work. For example:

Region	Attribute	Value
Column Assignment	Data Type	Character
Column Assignment	Table Column	ATTRIBUTE_CHAR2
Validation	Value Set	Supplier_Product_Color
Validation	Value Set Description	Supplier_Product_Color
Display Properties	Prompt	Supplier_Product_Color_headerdff
Display Properties	Display Type	List of Values

9. On the Manage Channel Descriptive Flexfields page, search for the Channel Document Header DFF, and click **Actions** and select **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
10. Verify your setup.

Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Header Descriptive Flexfields Context

1. From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.

2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566_CJM_DOCUMENT_HEADER_DFF.zip file to your local hard drive.
3. Open the file, extract and get the information for the context from the location:
   `10566_CJM_DOCUMENT_HEADER_DFF\oracle\apps\flex\scm\cjm\indirectSales\documentHeaderFlex\view`
4. Open the XML file CjmDocumentHeaderDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentHeaderDFFVO
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name = supplierProductColorHeaderdff.

Manage Service Mapping Setup Using Sandbox after Identifying the Channel Document Header Descriptive Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the **Navigator**, select **Configuration** and then select **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.
5. Select the checkbox for the **Manage Service Mappings** tool, then click **Create and Enter**. Ensure that **Publishable** is set to **Yes**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

   > **Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receives the output of the service mapping. On the Entities tab, click **Action** and select **Add Row**, and enter the following details:

Field	Value
Entity	Name of your entity, for example, SupplierProductColorHeaderdff_Custom
Description	A description containing information about the entity for the flexfield on the order header. For example, SupplierProductColorHeaderdff_Custom.

   > **Note:** If you use multiple custom qualifiers based on Supplier Invoice Header descriptive flexfields, then you don't need to create multiple entities. You can use the same entity for the multiple qualifiers.

9. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Type	Primary Key	Allow Null
DocumentHeaderId_Custom	Long	Selected	Selected
SupplierProductColorHeaderdff_Custom	String	Leave this blank	Selected

10. To specify the services, click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions** and select **Add Row**, enter the following values, for example, and then save your work.

Field	Value
Entity	SupplierProductColorHeaderdff_Custom
Read	Selected
Write	Leave this blank

12. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Alias	Read	Write	Parent Attribute
DocumentHeaderId_ Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.
SupplierProductColorHeac Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.

13. On the Edit Service Mappings: Channel page, select the Sources tab.
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

Field	Value
Source	ChannelProgramsForSupplierDocument
Entity	The name of the entity you created. For example,SupplierProductColorHeaderdff_Custom.
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentHeaderDFFVO
Query Type	Unique identifier
Query Attribute	DocumentHeaderId
Use Existing View Object	Selected

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
DocumentHeaderId_Custom	DocumentHeaderId
SupplierProductColorHeaderdff_ Custom	supplierProductColorHeaderdff

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the **Navigator**, select **Order Management** and then select **Pricing Administration**.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

> **Note:** If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud: Performing Your 24D Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

3. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the Algorithm tab, select **Process Supplier Rebate Programs**, select **Process Each Program Header**, select **Process Header Eligibility** and then select **Invoke Header Eligibility Matrix** . Add the data set you created using **Service Mappings**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, SupplierProductColorHeaderdff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.SupplierProductColorHeaderdff_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[DocumentHeaderId_Custom:{Header.HeaderId}]
Order By	Leave this blank.

4. In the Data Sets section of the Algorithm tab, select **Process Each Program Candidate**, select **Process Program Eligibility**, and select **Invoke Program Eligibility Matrix**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, SuplierProductColorHeaderDff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.SuplierProductColorHeaderDff_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[DocumentHeaderId_Custom:{Line.HeaderId}]

Field	Value
Order By	Leave this blank.

5. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

Adding the Lookup code to the Channel Lookup

1. With the appropriate channel role, navigate to the Setup and Maintenance page.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA_CJM_SUP_REBATE_QUAL as the **Lookup Type**.
3. Click **Action** and select **New** to add the following lookup code:

Field	Value
Lookup Code	Enter a name here. For example, SUPPLIER_PRODUCT_COLOR.
Enabled	Ensure that this checkbox is selected
Meaning	Enter a description here. For example, SUPPLIER_PRODUCT_COLOR.

Adding Custom Dimension based on DFF Setup

1. With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
    - Offering: Order Management
    - Functional Area: Pricing Administration
    - Task: Manage Matrix Classes
2. Click **Channel Program Eligibility** to select and edit it.
3. Click **Actions** and select **Add Row** in the Condition Columns section.

Field	Value
Name	Enter an entity name here. For example, Supplier Product Color Equals.
Source Code Name	Enter the lookup code you entered in ORA_CJM_SUP_REBATE_QUAL concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, SUPPLIER_PRODUCT_COLOR_E.
Comparison	=
Compare to Attribute	SupplierProductColorHeaderdff_Custom.SupplierProductColorHeaderdff_Custom
Allow Null	Selected

Field	Value
Null is Wildcard	Selected
Domain	Text

4. Click the icon next to **Domain** to edit the column domain values.

Field	Value
Name	This is read-only.
Domain Type	None. This value must be None or Lookup or Custom. Other domain types aren't supported.
Data Type	Text. This value must be Text or Number. Other data types aren't supported.
Default Value	Leave this blank.
Default is fixed value	Don't select this.

Add the required Domain Values, for example:

Domain Value	Display Value
Black	Black
Blue	Blue

How to Set Up Custom Qualifiers Based on Supplier Invoice Line Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Supplier Invoice Line descriptive flexfields in your Supplier Rebate programs.

Note: This setup doesn't apply to Supplier Rebate programs with direct integration to PO, Receiving and AP.

Configure Document Line Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfield page, search for the Channel Document Line DFF as the name, and click to edit it.

3. On the Edit Descriptive Flexfields: Channel Document Line DFF page, in the Global Segments section, click **Actions** and select **Create** to create a new Global Segment.

Field	Value
Name	SupplierNumber_Linedff
Code	SupplierNumber_Linedff
API Name	supplierNumberLinedff
Enabled	Ensure that this checkbox is selected

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

Field	Value
Value Set Code	Number_Sequence
Description	Number_Sequence
Module	Channel Revenue Management
Validation Type	Independent. This value must be Format Only or Independent. Other validation types aren't supported. **Note:** Select Independent as the Validation Type to specify the required values.
Value Data Type	Number

6. In the Definition section, optionally enter the following details, and save your work. For example:

Field	Value
Minimum Value	0
Maximum Value	999999

7. Click **Manage Values** and ensure the values are enabled, and save your work. If you selected **Format Only** as the **Validation Type**, then this step isn't applicable. For example:

Attribute	Value	Description	Enabled
Value	357342	357342	Selected
Value	157829	157829	Selected

Attribute	Value	Description	Enabled
Value	376372	376372	Selected

Note: This attribute value should have been specified in the supplier invoice and available in the imported CSV file to qualify the program.

8. Return to the Create Segment page, enter the required details, and save your work. For example:

Section	Attribute	Value
Column Assignment	Data Type	Number
Column Assignment	Table Column	ATTRIBUTE_NUMBER1
Validation	Value Set	Number_Sequence
Validation	Value Set Description	Number_Sequence
Display Properties	Prompt	SupplierNumber_Linedff
Display Properties	Display Type	List of Values

9. On the Manage Channel Descriptive Flexfields page, search for the Channel Document Line DFF, and click **Actions** and select **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**.
10. Verify your setup.

Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Line Descriptive Flexfields Context

1. From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566_CJM_DOCUMENT_LINE_DFF.zip file to your local hard drive.
3. Open the file, extract and get the information for the context from the location:

```
10566_CJM_DOCUMENT_LINE_DFF.zip\oracle\apps\flex\scm\cjm\indirectSales\documentLineFlex\view
```

4. Open the XML file CjmDocumentLineDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentLineDFFVO
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name = suppliernumberLinedff.

Manage Service Mapping Setup Using Sandbox after Identifying the Channel Document Line Descriptive Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, select **Configuration** and then select **Sandboxes**.
3. On the Sandbox page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox.

5. Select the checkbox for the **Manage Service Mappings** tool, then click **Create and Enter**. Ensure that **Publishable** is set to **Yes**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

> **Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receives the output of the service mapping. On the Entities tab, click **Action** and select **Add Row**, and enter the following details:

Field	Value
Entity	Name of your entity, for example, SuppliernumberLinedff_Custom
Description	A description containing information about the entity for the flexfield on the order header. For example, SuppliernumberLinedff_Custom.

> **Note:** If you use multiple custom qualifiers based on Supplier Invoice Line descriptive flexfields, then you don't need to create multiple entities. You can use the same entity for the multiple qualifiers.

9. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Type	Primary Key	Allow Null
DocumentLineId_Custom	Long	Selected	Selected
SuppliernumberLinedff_Custom	Long	Leave this blank	Selected

10. To specify the services, click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions** and select **Add Row**, enter the following values, for example, and then save your work.

Field	Value
Entity	SuppliernumberLinedff_Custom
Read	Selected
Write	Leave this blank

12. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Alias	Read	Write	Parent Attribute
DocumentLineId_Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.
SuppliernumberLinedff_Custom	Leave this blank.	Selected	Leave this blank.	Leave this blank.

13. On the Edit Service Mappings: Channel page, select the Sources tab.
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

Field	Value
Source	ChannelProgramsForSupplierDocument
Entity	The name of the entity you created. For example,SuppliernumberLinedff_Custom.
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentLineDFFVO
Query Type	Join
Query Attribute	DocumentLineId
Use Existing View Object	Selected
Joined Entity	Line
Joined Entity Attribute	LineId

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
DocumentLineId_Custom	DocumentLineId
SuppliernumberLinedff_Custom	suppliernumberLinedff

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the **Navigator**, select **Order Management** and then select **Pricing Administration**.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

> **Note:** If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud: Performing Your 24D Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

3. On the Edit Algorithm: Get Eligible Programs page, in the Data Sets section of the Algorithm tab, select **Process Supplier Rebate Programs**, select **Process Each Program Header**, select **Process Header Eligibility**, and

select **Invoke Program Eligibility Matrix** . Add the data set you created using **Service Mappings**. Add the following details below the header row:

Field	Value
Name	Enter your custom entity name here. For example, SuppliernumberLinedff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.SuppliernumberLinedff_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[DocumentLineId_Custom:{Line.LineId}]
Order By	Leave this blank.

4. In the Data Sets section of the Algorithm tab, select **Process Each Program Candidate**, select **Process Program Eligibility**, and select **Invoke Program Eligibility Matrix**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, SuppliernumberLinedff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.SuppliernumberLinedff_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[DocumentLineId_Custom:{Line.LineId}]
Order By	Leave this blank.

5. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

Adding the Lookup code to the Channel Lookup

1. With the appropriate channel role, navigate to the Setup and Maintenance page.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA_CJM_SUP_REBATE_QUAL as the **Lookup Type**.

3. Click **Action** and select **New** to add the following lookup code:

Field	Value
Lookup Code	Enter a name here. For example, SUPPLIER_NUMBER.
Enabled	Ensure that this checkbox is selected
Meaning	Enter a description here. For example, SUPPLIER_NUMBER.

Adding Custom Dimension based on DFF Setup

1. With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
    - Offering: Order Management
    - Functional Area: Pricing Administration
    - Task: Manage Matrix Classes
2. Click **Channel Program Eligibility** to select and edit it.
3. Click **Actions** and select **Add Row** in the Condition Columns section and add a column, for example:

Field	Value
Name	Enter a entity name here. For example, Supplier Number Equals.
Source Code Name	Enter the lookup code that you entered in ORA_CJM_SUP_REBATE_QUAL concatenated with the operator abbreviation. The source code name of the matrix condition must match the newly created lookup code. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, SUPPLIER_NUMBER_E.
Comparison	=
Compare to Attribute	SuppliernumberLinedff_Custom.SuppliernumberLinedff_Custom.
Allow Null	Selected.
Null is Wildcard	Selected
Domain	Number

4. Click the icon next to **Domain** to edit the column domain values.

Field	Value
Name	This is read-only.
Default Value	Leave this blank
Default is fixed value	Don't select this.

Field	Value
Domain Type	None. This value must be None or Lookup or Custom. Other domain types aren't supported.
Data Type	Number. This value must be Text or Number. Other data types aren't supported.

Add the required Domain Values, for example:

Domain Value	Display Value
357342	357342
157829	157829
376372	376372

How to Set Up Custom Qualifiers Based on Sales Invoice Header Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Sales Invoice Header descriptive flexfields in your Customer Rebate programs.

Configure Document Header Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfields page, search for the **Channel Document Header DFF** as the name, and click to edit it.
3. On the Edit Descriptive Flexfields: Channel Document Header DFF page, in the Global Segments section, click **Actions** and select **Create** to create a new Global Segment.

Field	Value
Name	Customer_Project_headerDff
Code	Customer_Project_headerDff
API Name	customerProjectHeaderdff
Enabled	Ensure that this checkbox is selected

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

Field	Value
Value Set Code	Customer_Project
Description	Customer_Project
Module	Channel Revenue Management
Validation Type	Independent. This value must be Format Only or Independent. Other validation types aren't supported. **Note:** Select Independent as the Validation Type to specify the required values.
Value Data Type	Character

6. In the Definition section, enter the following details, and save your work. For example:

Field	Value
Value Subtype	Text
Maximum Length	15

7. Click **Manage Values** and ensure the values are enabled and save your work. If you selected **Format Only** as the **Validation Type**, then this step isn't applicable. For example:

Attribute	Value	Description	Enabled
Value	Project1	Project1	Selected
Value	Project2	Project2	Selected
Value	Project3	Project3	Selected

Note: This attribute value should have been specified in the sales order and available in the imported CSV file to qualify the program.

8. Return to the Create Segment page, enter the required details, and save your work. For example:

Section	Attribute	Value
Column Assignment	Data Type	Character
Column Assignment	Table Column	ATTRIBUTE_CHAR1
Validation	Value Set	Customer_Project
Validation	Value Set Description	Customer_Project

Section	Attribute	Value
Display Properties	Prompt	Customer_Project_headerDff
Display Properties	Display Type	List of Values

On the Manage Channel Descriptive Flexfields page, search for the Channel Document Header DFF, and click **Actions** and select **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**

9. Verify your setup.

Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Header Descriptive Flexfields Context

1. From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.
2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566_CJM_DOCUMENT_HEADER_DFF.zip file to your local hard drive.
3. Open the file, extract and get the information for the context from the location: 10566_CJM_DOCUMENT_HEADER_DFF\oracle\apps\flex\scm\cjm\indirectSales\documentHeaderFlex\view
4. Open the XML file CjmDocumentHeaderDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentHeaderDFFVO
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name =customerProjectHeaderdff.

Manage Service Mapping Setup Using Sandbox after Identifying the Channel Document Header Descriptive Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, select **Configuration** and then select **Sandboxes**.
3. On the Sandboxes page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox. For example, CR_Sandbox1
5. Select the checkbox for the **Manage Service Mappings** tool, then click **Create and Enter**. Ensure that **Publishable** is set to **Yes**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

> **Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. Use the Entities tab to define the entity and its attribute details that receive the output of the service mapping. On the Entities tab, click **Actions** and select **Add Row**, and enter the following details:

Field	Value
Entity	Name of your entity, for example, CustomerProjectHeaderDff_Custom.
Description	A description containing information about the entity for the flexfield on the order header. For example, CustomerProjectHeaderDff_Custom.

> **Note:** If you use multiple custom qualifiers based on Sales Invoice Header descriptive flexfields, then you don't need to create multiple entities. You can use the same entity for the multiple qualifiers.

9. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Type	Primary Key	Allow Null
DocumentHeaderId_Custom	Long	Selected	Selected
CustomerProjectHeaderDff_ Custom	String	Leave this blank	Selected

10. To specify the services, click the Services tab, select **ProgramEligibility**.
11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions** and select **Add Row**, enter the following values, for example, and then save your work.

Field	Value
Entity	Select the name of the entity from the list. For example, CustomerProjectHeaderDff_Custom.
Read	Selected
Write	Leave this blank

12. In the Entities section for the entity you created, add the following attributes, for example, and then save your work.

Attribute	Alias	Read	Write	Parent Attribute
DocumentHeaderId_ Custom	Leave this blank	Selected	Leave this blank	Leave this blank
CustomerProjectHeaderDf Custom	Leave this blank	Selected	Leave this blank	Leave this blank

13. On the Edit Service Mappings: Channel page, select the Sources tab.
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

Field	Value
Source	ChannelProgramsForCustomerDocument
Entity	The name of the entity you created. For example, CustomerProjectHeaderDff_Custom .
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentHeaderDFFVO

Field	Value
Query Type	Unique identifier
Query Attribute	DocumentHeaderId
Use Existing View Object	Selected

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
DocumentHeaderId_Custom	DocumentHeaderId
CustomerProjectHeaderDff_Custom	customerProjectHeaderdff

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

Pricing Algorithm Setup

> **Note:** If you have implemented algorithm extensions for the Get Eligible Programs algorithm, then you must perform the Merge Algorithm Extensions steps described in the Post-Update Steps section of the Oracle SCM Cloud: Performing Your 24D Quarterly Update guide available from Oracle Fusion Cloud SCM: Performing Your Quarterly Update (Doc ID 2337485.1).

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select **Order Management** and then select **Pricing Administration**.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

   > **Note:** You must create a new version of Get Eligible Programs to make changes and publish it. You cannot modify published versions, for example, Version 0 and Version 1. If you're unable to create a new version, click **Actions** and select **Promote All** before creating a new version.

3. On the Edit Algorithm: Get Eligible Programs page, select **Process Supplier Ship and Debit and sell side Programs** and select **Process Eligible Program Headers**. In the Data Sets section of the Algorithm tab, add the data set you created using **Service Mappings**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, CustomerProjectHeaderDff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.CustomerProjectHeaderDff_Custom.
Primary	Leave this blank.

Field	Value
Cardinality	Zero or one
Data Set Join	[DocumentHeaderId_Custom:{Header.HeaderId}]
Order By	Leave this blank.

4. In the Data Sets section of the Algorithm tab, select **Process Each Program Candidate**, select **Process Program Eligibility**, and select **Invoke Program Eligibility Matrix**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, CustomerProjectHeaderDff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.CustomerProjectHeaderDff_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[DocumentHeaderId_Custom:{Line.HeaderId}]
Order By	Leave this blank.

5. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

Adding the Lookup code to the Channel Lookup

1.
   - With the appropriate channel role, navigate to the Setup and Maintenance page.
     - Offering: Order Management
     - Functional Area: Channel Revenue Management
     - Task: Manage Channel Lookups
2. On the Manage Channel Lookups page, search for ORA_CJM_CUST_REBATE_QUAL as the **Lookup Type**.
3. Click **Actions** and select **New** to add the following lookup code:

Field	Value
Lookup Code	Enter a name here. For example, XX_PROJECT.
Display Sequence	12
Enabled	Ensure that this checkbox is selected
Meaning	Enter a description here. For example, Custom Project.

Adding Custom Dimension based on DFF Setup

1. With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.

- Offering: Order Management
- Functional Area: Pricing Administration
- Task: Manage Matrix Classes

2. Click **Channel Program Eligibility** to select and edit it.
3. Click **Actions** and select **Add Row** in the Condition Columns section.

Field	Value
Name	Enter an entity name here. For example, XX_Project Equals.
Source Code Name	Enter the lookup code that you entered in ORA_CJM_CUST_REBATE_QUAL concatenated with the operator abbreviation. The source code name of the matrix condition must match the newly created lookup code. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, XX_PROJECT_E.
Comparison	=
Compare to Attribute	CustomerProjectHeaderDff_Custom.CustomerProjectHeaderDff_Custom
Allow Null	Selected
Null is Wildcard	Selected
Domain	Text

4. Click the icon next to **Domain** to edit the column domain values.

Field	Value
Name	This is read-only.
Domain Type	Custom. This value must be None or Lookup or Custom. Other domain types aren't supported.
Data Type	Text. This value must be Text or Number. Other data types aren't supported.
Default Value	Leave this blank.
Default is fixed value	Don't select this.

Add the required Domain Values, for example:

Domain Value	Display Value
Project1	Project1
Project2	Project2
Project3	Project3

How to Set Up Custom Qualifiers Based on Sales Invoice Line Descriptive Flexfields

Here's how you can set up and use custom qualifiers based on Sales Invoice Line descriptive flexfields in your Customer Rebate programs.

Configure Document Line Descriptive Flexfield

1. With roles having the required access, navigate to the Setup and Maintenance work area.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Descriptive Flexfields
2. On the Manage Channel Descriptive Flexfields page, search for the Channel Document Line DFF as the name- and click to edit it.
3. On the Edit Descriptive Flexfields: Channel Document Line DFF page, in the Global Segments section, click **Actions** and select **Create** to create a new Global Segment.

Field	Value
Name	Ship-to Country_Linedff
Code	Ship-to Country_Linedff
API Name	shipToCountryLinedff
Enabled	Ensure that this checkbox is selected

4. Click **Create Value Set**.
5. On the Create Value Set page, enter the details, and save your work. For example:

Field	Value
Value Set Code	Country_Code
Description	Country_Code
Module	Channel Revenue Management
Validation Type	Independent. This value must be Format Only or Independent. Other validation types aren't supported. **Note:** Select Independent as the Validation Type to specify the required values.
Value Data Type	Character

6. In the Definition section, enter the following details, and save your work. For example:

Field	Value
Value Subtype	Text
Maximum Length	15

7. Click **Manage Values** and ensure the values are enabled and save your work. If you selected **Format Only** as the **Validation Type**, then this step isn't applicable. For example:

Attribute	Value	Description	Enabled
Value	CAN	Canada	Selected
Value	IND	India	Selected
Value	USA	United States of America	Selected
Value	ZMB	Zambia	Selected

> **Note:** This attribute value should have been specified in the sales order and available in the imported CSV file to qualify the program.

8. Return to the Create Segment page, enter the required details, and save your work. For example:

Section	Attribute	Value
Column Assignment	Data Type	Character
Column Assignment	Table Column	ATTRIBUTE_CHAR2
Validation	Value Set	Country_Code
Validation	Value Set Description	Country_Code
Display Properties	Prompt	Ship-to Country_Linedff
Display Properties	Display Type	List of Values

9. On the Manage Channel Descriptive Flexfields page, search for the Channel Document Line DFF, click **Actions** and select **Deploy Flexfield**. Wait for the deployment dialog to indicate that deployment successfully finished, then click **OK**
10. Verify your setup.

Download the Flexfield Archive and Obtain the View Object Details for the Channel Document Line Descriptive Flexfields Context

1. From the Manage Channel Document Header Descriptive Flexfields page, select your flexfield.

2. From the **Actions** menu, select **Download Flexfield Archive**. Wait for the dialog to indicate that the archive successfully finished, then click **Download**. Save the 10566_CJM_DOCUMENT_LINE_DFF.zip file to your local hard drive.
3. Open the file, extract and get the information for the context from the location: 10566_CJM_DOCUMENT_LINE_DFF.zip\oracle\apps\flex\scm\cjm\indirectSales\documentLineFlex\view
4. Open the XML file CjmDocumentLineDFFVO.xml for your flexfield to see the VO name. For example, name = CjmDocumentLineDFFVO
5. You can also get the attribute name from the XML file. For example, ViewAttribute Name = shipToCountryLinedff.

Manage Service Mapping Setup Using Sandbox After Identifying the Channel Document Line Descriptive Flexfields

1. With the appropriate pricing administrator role, navigate to the Sandboxes page.
2. In the Navigator, select **Configuration** and then select **Sandboxes**.
3. On the Sandboxes page, click **Create Sandbox**.
4. On the Create Sandbox page, enter a name for the sandbox. For example, CR_Sandbox2.
5. Select the checkbox for the **Manage Service Mappings** tool, then click **Create and Enter**. Ensure that **Publishable** is set to **Yes**.
6. Navigate to the Pricing Administration work area, select **Manage Service Mappings** from the panel.

> **Note:** A yellow banner displays at the top of the page to indicate that you're in the sandbox.

7. On the Manage Service Mappings page, click **Channel**.
8. On the Edit Service Mapping: Channel page, click the Entities tab. You use the Entities tab to define the entity and its attribute details that receives the output of the service mapping. On the Entities tab, click **Actions** and select **Add Row**, and enter the following details:

Field	Value
Entity	Name of your entity, for example, ShipToCountryLineDff_Custom.
Description	A description containing information about the entity for the flexfield on the order header. For example, ShipToCountryLineDff_Custom.

> **Note:** If you use multiple custom qualifiers based on Sales Invoice Line descriptive flexfields, then you don't need to create multiple entities. You can use the same entity for the multiple qualifiers.

9. In the Details section, add the following attributes, for example, and then save your work.

Attribute	Type	Primary Key	Allow Null
DocumentLineId_Custom	Long	Selected	Selected
ShipToCountryLineDff_Custom	String	Leave this blank	Selected

10. To specify the services, click the Services tab, select **ProgramEligibility**.

11. In the ProgramEligibility: Details section, select the Entities tab, click **Actions** and select **Add Row**, enter the following values, for example, and then save your work.

Field	Value
Entity	ShipToCountryLineDff_Custom
Read	Selected
Write	Leave this blank

12. In the Entities section for the entity you created, add the following attributes, for example, and then save your work.

Attribute	Alias	Read	Write	Parent Attribute
DocumentLineId_Custom	Leave this blank	Selected	Leave this blank	Leave this blank
ShipToCountryLineDff_Custom	Leave this blank	Selected	Leave this blank	Leave this blank

13. On the Edit Service Mappings: Channel page, select the Sources tab.
14. For each of the following sources, add the entity you created, and add the following details in the Entity Mappings tab of the Details section:

Field	Value
Source	ChannelProgramsForCustomerDocument
Entity	The name of the entity you created. For example, ShipToCountryLineDff_Custom.
Type	View object
View Object	The name of the view object. You retrieve this information from the downloaded flexfield definition XML file. For example, CjmDocumentLineDFFVO
Query Type	Join
Query Attribute	DocumentLineId
Use Existing View Object	Selected
Joined Entity	Line

Field	Value
Joined Entity Attribute	LineId

In the details section of your entity, on the Attributes Mappings tab, enter the attributes of the entity you created and the view object attributes from the XML file, for example:

Attribute	View Object Attribute
DocumentLineId_Custom	DocumentLineId
ShipToCountryLineDff_Custom	shipToCountryLinedff

15. Click **Save** and **Publish** the sandbox. Once it is published, when the Eligibility REST is described, the attributes should be visible in the payload.

Pricing Algorithm Setup

After any customizations you must update the changes in the Pricing algorithm and publish it.

1. From the Navigator, select **Order Management** and then select **Pricing Administration**.
2. From the Tasks panel click **Manage Algorithms**. Select the algorithm for program eligibility, **Get Eligible Programs**.

> **Note:** You must create a new version of Get Eligible Programs to make changes and publish it. You cannot modify published versions, for example, Version 0 and Version 1.

3. In the Algorithm tab, select **Process Each Program Candidate**, select **Process Program Eligibility**, and select **Invoke Program Eligibility Matrix**. Add the following details below the Header data set row:

Field	Value
Name	Enter your custom entity name here. For example, ShipToCountryLineDff_Custom.
Variable Path	Add the variable path to your custom entity here. For example, EligibilityRequest.ShipToCountryLineDff_Custom.
Primary	Leave this blank.
Cardinality	Zero or one
Data Set Join	[DocumentLineId_Custom:{Line.LineId}]
Order By	Leave this blank.

4. Verify your setup, save, and then click **Actions** and **Publish** to publish the algorithm.

Adding the Lookup Code to the Channel Lookup

1. With the appropriate channel role, navigate to the Setup and Maintenance page.
    - Offering: Order Management
    - Functional Area: Channel Revenue Management

- Task: Manage Channel Lookups

2. On the Manage Channel Lookups page, search for ORA_CJM_CUST_REBATE_QUAL as the **Lookup Type**.
3. Click **Actions** and select **New** to add the following lookup code:

Field	Value
Lookup Code	Enter a name here. For example, SHIP_TO_COUNTRY.
Enabled	Ensure that this checkbox is selected
Meaning	Enter a description here. For example, Ship To Country.

Adding Custom Dimension Based on DFF Setup

1. With the appropriate pricing administrator role, navigate to the Manage Matrix Classes page.
   - Offering: Order Management
   - Functional Area: Pricing Administration
   - Task: Manage Matrix Classes
2. Click **Channel Program Eligibility** to select and edit it.
3. Click **Actions** and select **Add Row** in the Condition Columns section and add a column, for example:

Field	Value
Name	Enter an entity name here. For example, Ship To Country.
Source Code Name	Enter a value for example, SHIP_TO_COUNTRY_E.
Comparison	=
Compare to Attribute	ShipToCountryLineDff_Custom.ShipToCountryLineDff_Custom
Allow Null	Selected
Null is Wildcard	Selected
Domain	Text

4. Click the icon next to **Domain** to edit the column domain values.

Field	Value
Name	This is read-only.
Domain Type	Custom. This value must be None or Lookup or Custom. Other domain types aren't supported.
Data Type	Text. This value must be Text or Number. Other data types aren't supported.
Default Value	Leave this blank

Field	Value
Default is fixed value	Don't select this.

Add the required Domain Values, for example:

Domain Value	Display Value
CAN	Canada
IND	India
USA	United States of America
ZMB	Zambia

Oracle Fusion Order Management Integration

When creating or revising a sales order, eligible channel programs can be applied to the order line in the form of incentives.

Channel program details are exposed in order management extension rules to write additional rules to control how channel programs are applied and managed on the order.

Note:

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

Related Topics

- Use Extensible Flexfields to Add Your Attributes in Order Management

4 Workflow Approvals and Notifications

Overview of BPM Workflow-based Approvals

With Business Process Management workflow, you can configure approval rules for customer programs, manual adjustments, special pricing agreements, and customer claims that the application uses to process and route approvals to designated approvers.

Approvers receive notifications to take action on customer programs, manual adjustments for customer programs, special price agreements, or customer claims.

Use the approval rules to:

- Automate your approval business process
- Improve business rules flexibility through:
  - Serial and parallel routing
  - Escalation
- Facilitate approver actions to:
  - Request for additional information, Approve, Reject
  - Reassignment
- Support audit with:
  - Approval history

You can configure notifications to:

- Control when to send notifications to users involved with the task
- Disable or enable in-app or email notifications, or both

Related Topics

- Program Approvals
- Manual Adjustment Approvals
- Claim Approvals
- Special Price Agreement Approvals
- Configure Workflow Approvals and Notifications

Program Approvals

In this topic, you'll learn about how program approvals work with BPM Workflow.

If you've opted into the Approve Customer Programs with BPM Workflow feature, then configure program approval rules through Business Process Management workflow to process and route to designated approvers.

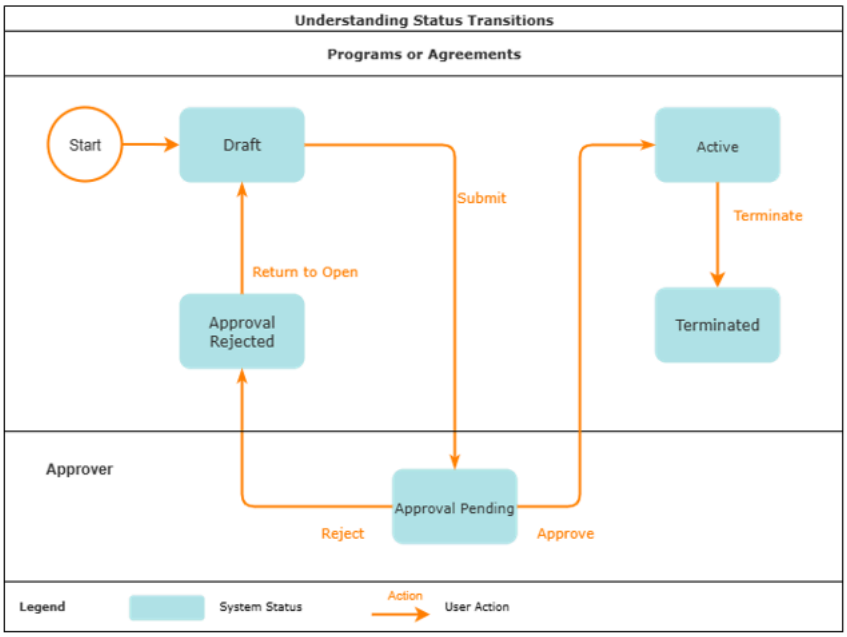
When a customer program is submitted for approval, the application routes it to the designated approvers. If you are a program approver, then you receive workflow notifications and emails when programs are submitted for approval. You can configure process rules using predefined program attributes.

Use the Transaction Console to:

- Manage Stuck Approvals:
  - View in-flight and completed approval processes using the keyword **Customer Program**.
  - Terminate the approval process and move the program to Open status.
  - Restart the approval process after correcting the approval rule.

The submitted program moves from Approval Pending to Draft status if the approval task flow is in error. This can happen if there are no active stages or participants.

Ensure that you prefix program attributes used in approval rules with **Program.**.



- Submitted programs are created in Draft status.
- Programs are submitted for BPM based approvals move to an Approval Pending status.
- Submitted programs move from Approval Pending to Approval Rejected status if the program is rejected. You can move Approval Rejected programs to Draft status using the **Return to Draft** action.
- Submitted programs move from Approval Pending to Active status if the program is approved.

Active programs can be terminated, removing a program immediately from further accruals.

Related Topics

- Predefined Attributes Used in Program Approval Rules

Manual Adjustment Approvals

In this topic, you'll learn about how manual adjustment approvals for customer programs work with BPM Workflow.

Manual adjustment approvals for customer programs are available for programs that don't use tiered adjustments, such as customer promotion, co-op, and lump sum programs.

If you've opted into the Approve Customer Manual Adjustments with BPM Workflow feature, then configure customer manual adjustment approval rules through Business Process Management workflow to process and route to designated approvers.

When you submit a manual adjustment for approval, the application routes it to designated approvers. If you are an adjustment approver, then you receive workflow notifications when manual adjustments are submitted for your approval.

You can use the Transaction Console:

- View in-flight and completed approval processes using the keyword 'Customer Manual Adjustment'.
- Terminate the approval process and move the manual adjustment to Draft status.
- Restart the approval process after correcting the approval rule.

The submitted manual adjustment reverts from **Approval Pending** to **Draft** status if the approval task flow is in error. This can happen if there are no active stages or participants.

Ensure that you prefix manual adjustment attributes used in approval rules with **Adjustment**.

Related Topics

- Predefined Attributes Used in Manual Adjustment Approval Rules

Special Price Agreement Approvals

In this topic, you'll learn about how special price agreement approvals work with BPM Workflow.

If you've opted into the Approve Customer Programs with BPM Workflow feature, then configure program approval rules through Business Process Management workflow to process and route to designated special price agreement approvers.

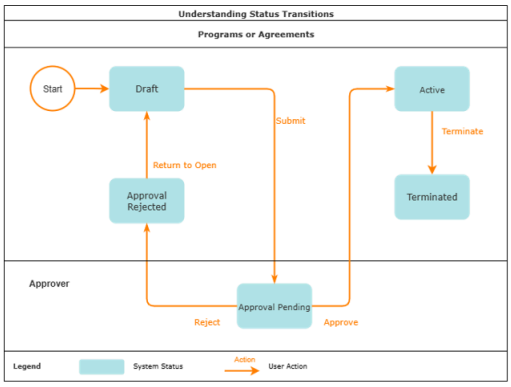
When a special price agreement program is submitted for approval, the application routes it to the designated special price agreement approvers. If you are an approver, then you receive workflow notifications and emails when special price agreements are submitted for approval. You can configure process rules using predefined attributes.

Use the Transaction Console to:

- Manage Stuck Approvals
- View in-flight and completed approval processes using the keyword Special Price Agreement.
- Terminate the approval process and move the program to Open status.
- Restart the approval process after correcting the approval rule.

The submitted program moves from Approval Pending to Draft status if the approval task flow is in error.

Ensure that you prefix attributes used in approval rules for Special Price Agreements with Agreement.



- Submitted programs are created in Draft status.
- Programs are submitted for BPM based approvals move to an Approval Pending status.
- Submitted programs move from Approval Pending to Approval Rejected status if the program is rejected. You can move Approval Rejected programs to Draft status using the Return to Draft action.
- Submitted programs move from Approval Pending to Active status if the program is approved.

Active programs can be terminated, removing a program immediately from further accruals.

Claim Approvals

In this topic, you'll learn about how claim approvals work with BPM Workflow.

If you've opted into the Approve Customer Claims with BPM Workflow feature, then configure claim approval rules through Business Process Management workflow to process and route to designated approvers. If you've not opted into the feature, then the application uses privilege based approvals.

Use the Transaction Console to:

- Manage Stuck Approvals:
  - View in-flight and completed approval processes using the keyword **Customer Claim**.
  - Terminate the approval process and move the claim to Open status.
  - Restart the approval process after correcting the approval rule.
- Skip approvals
  - If you settle a claim using only Open Deductions, Open Overpayments, or Open Credit Memos, then the application skips the approval process and moves the claim directly from Open to Settlement Pending status. This applies only if the Approve Customer Claims with BPM Workflow feature is opted in.

The submitted claim moves from Approval Pending to Open status if the approval task flow is in error. This can happen if there are no active stages or participants.

The settlement amount used for approval will not include the amount from Open Deductions, Open Overpayments, and Open Credit Memos.

Ensure that you prefix claim attributes used in approval rules with **Claim.**.

Related Topics

- Predefined Attributes Used in Claim Approval Rules

Configure Workflow Approvals and Notifications

The BPM Worklist enables you to configure program approvals, configure special price agreement approvals, manual adjustment approvals for customer programs, and claim approvals through a set of workflows.

Here are some examples of what you can do to configure workflow tasks, including notifications:

- Set how many levels of approval are needed for transactions over a particular amount
- Define the assignees based on the following hierarchies:
  - Supervisory hierarchy: Use this to create approval rules based on the supervisor hierarchy in Oracle Human Capital Management Cloud. The approval process ascends the defined supervisor hierarchy.
  - Position hierarchy: Use this to create approval rules based on the position hierarchy in Oracle Human Capital Management Cloud. The approval process ascends the defined position hierarchy, starting at the position level specified in the approval rule, and continuing until a sufficient position is found, based on other conditions in the rule.
- Reviewers can view the comments from the submitter in the approval notification.
- Create approval groups so that the workflow task can be assigned to the set of users in the group instead of an individual user
- Control when to send notifications to users involved with the task
- Disable or enable in-app or email notifications, or both

Here's a summary of the configuration tasks:

- Sign in as a supply chain administrator.
- Opt into the Approve Customer Programs with BPM Workflow to use the BPM Workflow feature to approve programs.
- Opt into the Approve Customer Manual Adjustments with BPM Workflow to use the BPM Workflow feature to approve manual adjustments for customer programs. Manual adjustments are supported for customer promotion, co-op, and lump sum programs.
- Opt into the Approve Customer Claims with BPM Workflow feature to use the BPM Workflow feature to approve customer claims.
- To access the BPM Worklist, run the Manage Task Configurations for Supply Chain Management task in the Customers functional area as follows:
  - For program approvals, search for the ChannelCustomerProgramsApprovalTask.
  - For manual adjustments, search for the ChannelCustomerManualAdjustmentsApprovalTask.
  - For customer claims approvals, search for the ChannelCustomerClaimsApprovalTask.
  - For special price agreement approvals, search for the ChannelSpecialPriceAgreementsApprovalTask.
- Update the workflow tasks by including details of deadlines and escalation policy.
- Select the notification type and provide additional details to configure the notification.

- Create approval groups that include a predefined set of users configured to act on the notification.
- Create approval rules that include conditions for approval.

Related Topics

- Program Approvals
- Manual Adjustment Approvals
- Claim Approvals

Predefined Attributes Used in Program Approval Rules

Predefined attributes are provided for use in program approval rules.

The following table contains the list of predefined attributes used in program approval.

Attribute Prefixed by Program.	Description	Sample Value
accountedEstimatedAmount	Indicates the estimated amount in the functional currency.	3400
accountedLumpSumAmount	Indicates the amount defined for the lump-sum program in the functional currency. Applies only to lump sum programs.	
businessUnitId	Value that uniquely identifies the business unit.	300100578911837
currencyCode	Abbreviation that identifies the currency used for the customer program.	USD
estimatedAmount	Indicates the estimated amount for the program.	3400
functionalCurrencyCode	Abbreviation that identifies the functional currency.	USD
lumpSumAmount	Lump-sum program amount. Applies only to lump sum programs.	
pricingDateFrom	Date from when the program is applicable.	2023-10-01
pricingDateTo	Date until when the program is applicable.	2023-11-30
programId	Value that uniquely identifies the customer program.	300100578945838
programOwner	Username of the user who created the customer program.	PGM_MGR_109
programTemplateCode	Abbreviation that identifies the predefined program template on which the customer program is based. A list of accepted values is defined in the lookup type ORA_CJM_PROGRAM_TYPE.	CUSTOMER_REBATE
promotionCode	Abbreviation that uniquely identifies the customer program.	CREB39023

Attribute Prefixed by Program.	Description	Sample Value
submitterPositionId	Value that uniquely identifies the position of the submitter in HCM. The submitter must be a HCM worker. This attribute is used for setting up approval rules based on the position hierarchy.	300100478945123
Task.Creator	Username of the user submitting the program.	PGM_MGR_109

Predefined Attributes Used in Manual Adjustment Approval Rules

Predefined attributes are provided for use in manual adjustment approval rules for customer programs that don't use tiered adjustments, such as customer promotion, co-op, and lump sum programs.

The following table contains the list of predefined attributes used in manual adjustment approval.

Attribute prefixed by Adjustment.	Description	Sample Value
accrueToCustomerAccount	Number of the accrue-to customer account on the adjustment.	10031
adjustmentAmount	The adjustment amount in adjustment currency.	3400
adjustmentReasonCode	Abbreviation that identifies the adjustment reason.	PRICE_ERROR
adjustmentTypeCode	Abbreviation that identifies the adjustment type.	DEC_EARNED
billToCustomerAccount	Number of the bill-to customer account on the transaction.	33903
billToCustomerSite	Number of the bill-to customer site on the transaction.	209
businessUnitId	Value that uniquely identifies the business unit.	309193
currencyCode	Abbreviation that identifies the adjustment currency.	USD
ownerUsername	Username of the adjustment owner.	PGM_MGR_6
predefinedAdjTypeCode	Abbreviation that identifies the predefined adjustment type.	DEC_EARNED
programTemplateCode	Abbreviation that identifies the program template.	CUSTOMER_REBATE
programTypeCode	Abbreviation that defines the program type.	CREB20933
submitterPositionId	Value that uniquely identifies the position of the submitter in HCM. The submitter must be	300190323

Attribute prefixed by Adjustment.	Description	Sample Value
	a HCM worker. This attribute is used to set up approval rules based on the position hierarchy.	
Task.Creator	Username of the user submitting the manual adjustment.	PGM_MGR_6

Predefined Attributes Used in Special Pricing Agreement Approval Rules

Predefined attributes are provided for use in special pricing agreement approval rules.

The following table contains the list of predefined attributes used in special pricing agreement approval.

Attribute Prefixed by Agreement.	Description	Sample Value
businessUnitId	Value that uniquely identifies the business unit.	204
currencyCode	Abbreviation that identifies the agreement currency.	CAD
estimatedAmount	The estimated amount in the agreement currency.	10000.00
accountedEstimatedAmount	The estimated amount in the functional currency.	10000.00
distributorAccountNumber	Number of the distributor account on the agreement.	20943
endCustomerRegistryId	Unique identifier for the end customer on the agreement.	329491
competitorRegistryId	Unique identifier for the competitor on the agreement.	323690
requestTypeCode	Abbreviation that identifies the request type.	ORA_BID_REQUEST
programTypeCode	Abbreviation that defines the program type.	SPATYPE10
submitterPositionId	The position id of the submitter. This is the primary key for the position of the submitter in HCM. The submitter must be a HCM worker. This attribute is used for setting up approval rules based on the position hierarchy.	390941
ownerUsername	Username of agreement owner (since supervisory hierarchy accepts username)	pgm_mgr1

Predefined Attributes Used in Claim Approval Rules

Predefined attributes are provided for use in claim approval rules.

The following table contains the list of predefined attributes used in claim approval.

Attribute prefixed by Claim.	Description	Sample Value
billToAccountNumber	Number of the bill-to customer account.	1008
billToCountryCode	Abbreviation that identifies the country for the bill-to address.	US
billToCustomer	Name of the bill-to customer.	Seven Corporation
businessUnitId	Value that uniquely identifies the business unit.	2304
claimCurrencyCode	Abbreviation that identifies the currency used for the channel claim.	USD
claimDate	Date when a claim is created.	2023-08-10
claimId	Value that uniquely identifies the channel claim.	300100578945838
claimNumber	Number that indicates the customer claim.	CLM37054
claimOwnerUsername	Username of the user who created the claim.	ANALYST109
claimReasonCode	Abbreviation that identifies the channel claim reason.	SHIPPING
claimSalespersonNumber	Value that uniquely identifies the claim's salesperson.	
claimSourceCode	Abbreviation that identifies the claim source.	CLAIM
claimTypeCode	Abbreviation that identifies the channel claim type.	DAMAGES
creditMemoBillToAccountNumber	Number of the credit memo bill-to customer account.	1143
creditMemoBillToCountryCode	Abbreviation that identifies the country for the credit memo bill-to address.	US
creditMemoBillToCustomer	Name of the credit memo bill-to customer.	Tall Manufacturing
functionalCurrencyCode	Abbreviation that identifies the functional currency.	USD
invoiceSalespersonNumber	Value that uniquely identifies the claim salesperson associated with the invoice.	49032
payUnrelatedCustomerFlag	Indicates if the user has selected the Pay Unrelated Customer option for the bill-to on the credit memo. It has values 'Y', 'N' or blank.	Y

Attribute prefixed by Claim.	Description	Sample Value
settlementAmount	Amount associated with the settlement method. It doesn't include the amount from Open Deductions, Open Overpayments, or Open Credit Memos.	935.32
settlementMethod	The name of the payment method used to settle the claim.	Credit Memo
settlementMethodCode	Abbreviation that identifies the payment method used to settle the claim.	CM_ON_ACCOUNT
settlementTypeCode	Abbreviation that identifies the settlement type selected to settle the claim.	ORA_NON_PROMOTIONAL
shipToCountryCode	Abbreviation that identifies the country for the ship-to address.	US
shipToCustomerId	Value that uniquely identifies the ship-to customer.	1008
submittedBy	Username of the claim submitter.	ANALYST109
submitterPositionId	Value that uniquely identifies the position of the submitter in HCM. The submitter must be a HCM worker. This attribute is used for setting up approval rules based on the position hierarchy.	300100578945848
Task.Creator	Username of the user submitting the claim.	ANALYST109

Migrate Pending Approvals to BPM Workflow

The Migrate Pending Approvals to BPM Workflow scheduled process to enable BPM workflow-based approvals for channel entities in pending approval status.

If there are claims in Approval Pending status when you opt in to the Approve Customer Claims with BPM Workflow feature, then the claims for the netting use cases are considered as approved and moved to Settlement Pending status. This means that when you settle a using only Open Deductions, Open Overpayments, or Open Credit Memos, then these claims are considered approved and moved to settlement pending status.

Parameter	Description	Required
Migrate Customer Claims	Select a value from the list to decide whether to migrate customer claims. By default, this is **No**. Select **Yes** to run the scheduled process. If there are no claims in approval pending status, then no claims will be processed.	No

5 Set Up Channel Settings

Manage Channel Settings

Use the Manage Settings page to review and update values for the predefined Channel Revenue Management settings. You can't create a new setting, or delete existing ones. You can update them based on your business needs.

In the Setup and Maintenance work area, go to:

- Offering: Order Management/Procurement
- Functional Area: Channel Revenue Management/Supplier Incentives
- Task: Manage Channel Settings

Note: Some of these settings are required tasks.

Category	Setting	Description	Required
Assignment	Claim Owner	Use this setting to assign a claim owner for your claims at the BU level. **Note:** The value you add in this setting is used as the default if you haven't configured the Customer Trade Profile or the Supplier Trade Profile. However, it is recommend that you configure the owner for the Customer Trade Profile and the Supplier Trade Profile. To create a new assignment: 1. In the Assignment - Claim Owner: Values section, click the **Add** icon. 2. From the list, select the **Business Unit** for which you want to assign a claim owner. You can see only the BUs you have access to. 3. Select the **Claim Owner** from the list. 4. Enter a **Value Code**. This acts as a unique identifier for the setting, and is required. 5. Click **Save**.	No, but recommended.
Customer Channel	Calendar	Specify the calendar used to determine the periods for customer channel processing.	Yes, for Customer Annual Volume programs and Co-op programs.

Category	Setting	Description	Required
		CAUTION: You won't be able to update or disable the setting after it's saved. **Note:** The calendar year must start on January 1st and end on December 31st.	
Customer Channel	Catalog	Specify the catalog created in Oracle Fusion Product Information Management for customer channel processing.	Yes, for Customer Annual Volume programs and Co-op programs. **Note:** You can use categories from this catalog to define product rules.
Customer Channel	Charge Subtype for Accrual Calculation	Specify the Pricing charge subtype to be used to calculate accruals for invoiced sales orders imported from Receivables. The default setting is All if this isn't specified.	No
Customer Channel	Charge Type for Accrual Calculation	Specify the Pricing charge type to be used to calculate accruals for invoiced sales orders imported from Receivables. The default setting is All if this isn't specified.	No
Customer Claim	Automatically Include Programs with Zero Balances	Use this setting to specify whether programs with zero balances should be displayed for accrual association. By default, this is set to **Yes** and programs with zero balances and programs without accruals (in case pay over is enabled) are displayed for accrual association. **No** indicates that programs with zero balances and programs without accruals (in case pay-over is enabled) aren't displayed for accrual association.	Yes for Customer Promotion Programs.
Customer Claim	Automatically Show Available Programs to Associate	By default, programs available to be associated are displayed. Change this setting if you don't want to display the programs available for association.	Yes for Customer Promotion Programs.
Customer Claim	Override Threshold	Use this setting to specify whether threshold values for pay over earnings can be overridden.	Yes for Customer Promotion Programs.
Customer Claim	Pay Over Earnings	Use this setting to specify whether payments are allowed to exceed program earnings.	Yes for Customer Promotion Programs.
Customer Claim	Settlement Type	Use this setting to choose the default settlement type. You can choose between Promotional and Nonpromotional.	Yes, for Deductions and Settlement and Customer Promotion Programs.

Category	Setting	Description	Required
Customer Claim	Threshold Type	Use this setting to choose the threshold type for pay over earnings.	Yes for Customer Promotion Programs.
Customer Claim	Threshold Value	Use this setting to choose the threshold value for pay over earnings.	Yes for Customer Promotion Programs.
Indirect Sales Management	Additional Attribute for Duplicate Check	Specify the document's line-level DFF attribute that will be considered, along with other transaction attributes, during the duplicate check. This is optional, however, if you wanted to add a DFF lot number to be part of the duplicate transaction check, then you must specify the lot number in one of the DFF attributes and specify that DFF attribute in this setting.	No
Manage Claims	Aging Method for Filtering	Use this setting to select the aging bucket that should be used to filter claims at your site. Aging Methods can be created in Receivables using the task: Manage Aging Methods. **Note:** You can select only one aging method, and it must belong to the Common Set. If you don't configure the aging method, Manage Claims page won't have the capability to filter by age.	Yes, for Deductions and Settlement
Settlement by Credit Memo - On Invoice	Credit Method for Accounting Rules	Use this setting to select the receivables method that must be used to reverse accounting entries for the settlement method Credit Memo - On Invoice, if accounting rules are used in the original invoice. 1. In the Settlement by Credit Memo - On Invoice - Credit Method for Accounting Rules: Values section, select a value from the **Credit Method for Accounting Rules** list. LIFO: Last In First Out. Starts from the last accounting period and reverses all prior	Yes, for Deductions and Settlement

Category	Setting	Description	Required
		periods till the credit memo is used up. Prorate: Credits an equal percentage to all the account assignments for the invoice. This is the value which is enabled by default. Unit: Reverses revenue for the number of units specified in the original invoice line. 2. The Value Code is SITE, as this is a site level setting. 3. Click **Save**.	
Settlement by Credit Memo - On Invoice	Credit Method for Installments	Use this setting to select the receivables method that must be used to credit installments for the settlement method Credit Memo - On Invoice, if there are multiple installments in the original invoice. 1. In the Settlement by Credit Memo - On Invoice - Credit Method for Installments: Values section, select a value from the **Credit Method for Installments** list. FIFO: First in First Out. Credits the first installment first. LIFO: Last In First Out. Credits the last installment first. Prorate: Credit the installments of the credited transactions and prorate them based on the amount remaining for each installment. This is the value which is enabled by default. 2. The Value Code is SITE, as this is a site level setting. 3. Click **Save**.	Yes, for Deductions and Settlement
Settlement by Write-off	Deduction Threshold	Use this setting to set the threshold amount for your deduction write-offs. 1. In the Settlement by Write-off - Deduction Threshold: Values section, click the **Add** icon. 2. From the list, select the **Business Unit** for which you're setting up the write-off threshold. You can see only the BUs you have access to.	Yes, for Deductions and Settlement

Category	Setting	Description	Required
		3. Enter the threshold amount in the **Deduction Threshold** field. This is in the ledger currency of the BU you selected. 4. Enter a **Value Code**. This acts as a unique identifier for the setting, and is required. 5. Click **Save**. **Note:** When you update the threshold amount, there's no impact on existing deductions which are already eligible for write-offs. The write-off threshold amount in Channel Revenue Management must be between the **From Write-off Limit per Receipt** and **To Write-off Limit per Receipt** in the Receivables System Options page > Cash Processing tab for the corresponding BU.	
Settlement by Write-off	Receivables Activity for Receipt Write-Offs	Use this setting to select the receivables activity that should be used for receipt write-offs for non-invoice related deductions. 1. In the Settlement by Write-off - Receivables Activity for Receipt Write-Offs: Values section, click the **Add** icon. 2. From the list, select the **Business Unit** for which you're setting up the write-off. You can see only the BUs you have access to. 3. Select the **Receivables Activity** from the list. 4. Enter a **Value Code**. This acts as a unique identifier for the setting, and is required. 5. Click **Save**.	Yes, for Deductions and Settlement
Settlement by Write-off	Receivables Activity for Write-Off Adjustment	Use this setting to select the receivables activity that should be used for write-off adjustments for invoice related deductions. 1. In the Settlement by Write-off - Receivables Activity for Write-Off Adjustment: Values section, click the **Add** icon. 2. From the list, select the **Business Unit** for which you're setting up write-offs.	Yes, for Deductions and Settlement

Category	Setting	Description	Required
		You can see only the BUs you have access to. 3. Select the **Receivables Activity** from the list. 4. Enter a **Value Code**. This acts as a unique identifier for the setting, and is required. 5. Click **Save**.	
Settlement by Write-off	Write-off Reviewer	Use this setting to select the claim owner who must review the write-offs for your business unit. 1. In the Settlement by Write-off - Write-Off Reviewer: Values section, click the **Add** icon. 2. From the list, select the **Business Unit** for which you're setting up the write-off. You can see only the BUs you have access to. 3. Select the reviewer from the **Write-Off Reviewer** list. 4. Enter a **Value Code**. This acts as a unique identifier for the setting, and is required. 5. Click **Save**.	No. **Note:** If you use Redwood, then this setting isn't applicable.
Special Price Agreement	Batch Processing Mode	Specify whether claims should be created automatically for the valid lines or manually after reviewing the batch. The default setting is Review and Claim if this isn't specified.	No
Special Price Agreement	Create Claim for Each Special Price Agreement	Create claim for each special price agreement in a batch. The default setting is Yes if this isn't specified. If this is Yes or not set, then the distributor claim number must have a unique value for each agreement in the batch. • If you select Yes, then specify the following agreement details for a Distributor Claim Number: o Specify the Agreement Number for all the lines. o Specify the Agreement Name for all the lines.	No

Category	Setting	Description	Required
		○ Specify the Agreement Name and Agreement Number for all the lines. **Note:** You can't specify the Agreement Number for some lines and the Agreement Name for the other lines for a Distributor Claim Number. • If you select No as the value, then the distributor claim number must contain the same value for all the lines in the batch.	
Supplier Program Calendar	Calendar for Accrual Calculation	Specify the calendar used to determine the periods for supplier channel processing. **CAUTION:** You won't be able to update or disable the setting after it's saved. **Note:** The calendar year must start on January 1st and end on December 31st. **Note:** The CSV import will fail if the invoice date of the supplier invoice can't find a matching period.	Yes, for Supplier Annual Programs
Supplier Rebate	Event for Triggering Supplier Rebate Accrual	Use this setting to specify the event that triggers the creation of supplier rebate accruals. 1. In the Supplier Rebate - Event for Triggering Supplier Rebate Accrual: Values section, click the **Add** icon. 2. From the list, select the **Business Unit** for which you're setting up the triggering event. You can see only the BUs you have access to. 3. Select the triggering event from the **Event for**	Yes, for Supplier Rebate

Category	Setting	Description	Required
		Triggering Supplier Rebate Accrual list. **Receiving Transaction**: Supplier rebate accruals are created after the PO is received. **Supplier Invoice**: Supplier rebate accruals are created only after the PO is received and invoiced. 4. Enter a **Value Code**. This acts as a unique identifier for the setting, and is required. 5. Click **Save**. **Note:** An important deployment best practices for supplier rebates is determining when to trigger the posting of accruals. The best practice approach is that most organizations should trigger the posting of accruals upon the receipt of a supplier invoice for received goods, because this validates that the received goods weren't delivered in error, and there is no doubt with an invoice number which received goods are being accrued and claimed.	

Note: After saving a setting, you can't delete it. You can only disable it, by deselecting the **Enable** checkbox.

Manage Aging Methods

Aging methods aid in the timely and efficient resolution of deductions. Claim age is calculated based on days from claim creation to resolution. Use the Manage Aging Methods page to create or update your aging methods. This must belong to the common set.

In the Setup and Maintenance work area, go to:

- Offering: Order Management
- Functional Area: Channel Revenue Management
- Task: Manage Aging Methods

How Age is Calculated for a Claim

- For Open Claims

  Age = System Date - Claim Date + 1

- For Resolved Claims

  Age = Resolved Date - Claim Date + 1

Related Topics

- Aging Methods

How to Set Up Write-offs

Investigating deductions can be time intensive and often not cost effective for smaller deductions. By configuring thresholds at the business unit, customer, account, and bill-to site levels, automatic write offs can process eligible claims without any human intervention.

After claim investigation of a deduction or invoice deduction, a claim analyst with the correct privileges can manually write off any amount because it will go through approvals.

You must also configure receivables activity used in the creation of the receipt write-off or of write-off adjustment in AR. For invoice deductions, you settle as a write-off adjustment. For deductions, you settle as a receipt write-off.

Write-off Type	Thresholds	Approvals	Receivables Activity for Receipt Write Off	Receivables Activity for Write-Off Adjustment
Automatic	Set at: • Business Unit - in Channel Settings • Party - in Customer Trade Profile • Account - in Customer Trade Profile • Bill-to Site - in Customer Trade Profile	N/A	Set at: • Business Unit - in Channel Settings	Set at: • Business Unit - in Channel Settings
Manual (requires the claim analyst to have the privilege to do manual write offs)	N/A	Required	Set at: • Business Unit - in Channel Settings • Claim Type - in Manage Channel Claim Types	Set at: • Business Unit - in Channel Settings • Claim Type - in Manage Channel Claim Types

How to Configure Deduction Claims for Write-Off

You can configure deduction claims to be written off using the following settings:

- From the Manage Channel Settings page, set up the following at the business unit level:
    - Deduction Threshold
    - Receivables Activity for Receipt Write-offs
    - Receivables Activity for Write-off Adjustment
    - Write-off Reviewer

      > **Note:** If you use Redwood, then this setting isn't applicable.

      If the claim amount is less than or same as the threshold amount, and a reviewer is selected, then this reviewer is assigned the claim, as the claim owner. The claim is created in the Open status.

      If the write-off reviewer isn't enabled, and the deduction amount is less than or same as the threshold amount, then the claim is created directly in the Settlement Pending status.
- From the Manage Claim Types page, you can set up a default receivables activity for receipt write-off and for write-off adjustment for a business unit and claim type when writing off customer claims. This mapping enables you to standardize write-off accounting for a set of claim types.

  If the receivables activity isn’t specified for the claim type, then the value is defaulted from the business unit.

Related Topics

- Manage Supplier Claim Types
- Write-offs and Receipts
- Create Customer Trade Profiles

6 Set Up User Statuses

User Statuses

Claims and Programs have predefined statuses based on their various stages. In addition to this, you can create user-defined statuses based on your business needs.

For example, you might want a review of a program that's pending for approval from another department. You can use a user status to indicate the same.

Manage User Statuses

You can use the Manage User Statuses page to create and update user-defined statuses for program and claim statuses. Each system status comes with a predefined user status. Make sure you minimally update the description and change the user status name, if necessary. You can create new statuses based on additional business needs.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel User Statuses
2. On the Manage User Statuses page, click the **Add** icon to create a new user status.

    > **Note:** You can have multiple user statuses for each system status.

3. Enter a code for your user status in the **User Status Code** field. This code:
    - Acts as a unique identifier for the user status, and is required.
    - Is used to identify and synchronize setup data across multiple environments.
    - Is not available to users in the transactional pages.
4. From the **User Status For** drop-down list, select either **Claim** or **Program**.
5. Use the **Buy Side** and **Sell Side** checkboxes to select the channel flows for which you want the user status enabled. You can't update this after saving the user status.
6. Enter the name of your user status in the **User Status** field.
7. From the **System Status** drop-down list, select the system status for which you're creating this user status.
8. Select the **Buy-side Default** checkbox if you want to make this user status the default for the selected system status for buy side channel flows. Select the **Sell-side Default** checkbox if you want to make this user status the default for the selected system status for sell side channel flows. For every system status, there must be one default user status.
9. Select the **Enable** checkbox to enable the user status.
10. Enter values for the remaining fields, if required. Click **Save**.

    > **Note:** Once saved, you can't delete a user status. You can only disable it.

7 Set Up Sell Side Programs

Setting Up Customer Programs

A customer program is used to define a channel agreement between the manufacturer, distributor, or wholesaler and their channel customers.

Customer Programs encompass Customer Annual Co-op Programs, Customer Annual Volume Programs, Customer Promotion Programs, Customer Volume Programs, and Customer Lump Sum Programs.

Program managers can negotiate customer promotions and create programs.

Delivered program templates represent supported channel business processes. The purpose of a program type is to model the enterprise's channel business requirements by configuring features of a program type based on a program template.

The program type controls and simplifies the program creation. When a program manager creates a program, the identification of a program type is required and this will drive how a program is created, applied, and processed.

Related Topics

- Predefined Customer Program Templates

Setting Up Special Price Agreement Programs

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.

Delivered program templates represent supported channel business processes. The purpose of a program type is to model the enterprise's channel business requirements by configuring features of a program type based on a program template. For example, you could configure the special price agreement program type to decide on the type of request to use, or decide on when the liability should accrue.

The program type controls and simplifies the special price agreement program creation. When a program manager creates a special price agreement program, the identification of a program type is required and this drives how the program is created, applied, and processed.

Set Up Customer Program Qualifiers

Here you'll understand how to set up customer program qualifiers.

Qualifiers are attributes used to define eligibility in the form of customer, additional conditions, and product rules in a channel program. Only those qualifiers that are part of the program type can be selected in the program. That is, you have to select the qualifiers during program type creation, and only these are available for selection in the programs.

If you need a new qualifier type to be available in the program, you must first add that qualifier in the corresponding program type.

Related Topics

- How to Set Up Custom Qualifiers Based on Sales Invoice Header Descriptive Flexfields
- How to Set Up Custom Qualifiers Based on Sales Invoice Line Descriptive Flexfields

How to Add User-Defined Attributes to Items

You can create user-defined attributes that can be used in the program product rules to identify eligible products beyond predefined rules.

You must set it up as an item extensible attribute in an item class to represent details about the item.

Create an Attribute Group and Attributes

1. With roles allowing access, in the Setup and Maintenance work area, go to:
    - Offering: Product Management
    - Functional Area: Items
    - Task: Manage Item Attribute Groups and Attributes
2. In the Manage Attribute Groups page, from the **Actions** drop-down button, click **Create** to create an attribute group.
3. In the Create Attribute Group page, enter the details for the following fields:

Field	Description
Display Name	Enter a display name for the attribute group. For example, Item Color.
Internal Name	Enter an internal reference name. For example, Item Color Specification.
API Name	Automatically populated, edit if required.
Behavior	Select **Single Row** from the list.

4. On the Context Usages tab, select **Create** from the **Actions** drop-down list.
5. Select **Item** from the **Name** list as the context usage. Click **Save**. This creates the attributes group with context usage as Item.
6. In the Edit Attributes page, in the Attributes section, click **Create** from the **Actions** drop-down button.
7. In the Create Attribute page, enter the details for the following required fields:

Field	Description
Display Name	Enter a display name for the attribute. For example, Color.
Internal Name	Enter an internal reference name. For example, Product Color.

Field	Description
API Name	Automatically populated, edit if required.
Data Type	Select the data type of the attribute. For example, for color select Character.
Table Column	Automatically populated, edit if required.

8. Select a **Value Set** from the list, or create one by clicking **Create Value Set**.
   If you're creating a value set, in the Create Value Set page, enter the details for the following fields:
   - Enter a code for your value set. For example, PRODUCT_COLOR.
   - Enter a description to for the value set. For example, Value set for product colors.
   - Select **Product Model** from the **Module** list.
   - Select a **Validation Type**. You must select Independent or Format Only for each item extensible attribute that you plan to use with Pricing.
   - Select the data type of your value set from the **Value Data Type** list. You must select either Number or Character for the data type. Other data types aren't supported.
   - In the Definition section, enter the required details and save.
   - Click **Manage Values** to add the values for the value set.
   - In the Manage Values page, Click **Create** from the **Actions** drop-down button.
   - Add the values you want for your value set. For example, different product colors like blue, red, and so on.
   - Click **Save and Close** to navigate back to the Create Attributes page.
9. In the Create Attributes page, the Display Properties are now populated. You can edit this if required.
   - Prompt: The prompt for your attribute. For example, Color.
   - Display Type: How the values should be displayed. For example, List of Values.
10. Click **Save** and **Close**. The attribute for the attribute group is saved, and you're now on the Edit Attribute Group page. You can create more attributes for this group if required. Note down the flexfield code and save.

Add the Attribute Group to an Item Class

1. With roles allowing access, in the Setup and Maintenance work area, go to:
   - Offering: Product Management
   - Functional Area: Items
   - Task: Manage Item Classes
2. In the Manage Item Classes page, select the Item Class under which you want to add the attribute group and its attributes as extensible attributes. You can select the Root Item Class to add the attribute group to all the item classes.
3. In the Edit Item Class page, click Pages and Attribute Groups tab. On the Attribute Groups subtab, from the **Actions** drop-down button, click **Select and Add**.
4. Select your attribute group and click **Apply**, then click **OK**. Click **Save** to save the updates to the item class.
5. Navigate to the Pages subtab. Select **Pricing Item Attributes**. If it's not available, add it. See the Add Your Attribute Group to An Item Class section in the Add Your Own Attributes to Items in Pricing topic from the Pricing Administration guide.
6. In the Attributes Group: Pricing Item Attributes section, click **Select and Add** from the **Actions** drop-down button. Select your attribute group. Click **Apply**, then **OK**. Click **Save** to save the updates to the item class.

7. Navigate to the Functional Item Pages subtab and ensure that the following is available:
    - Functional Area: Pricing
    - Usage: Pricing
    - Item page: Pricing Item Attributes

The attribute group is added to the item classes.

Deploy the Item Extensible Flexfield

After associating the attribute groups to the item classes, you must deploy the extensible flexfield.

1. With roles allowing access, in the Setup and Maintenance work area, go to:
    - Offering: Product Management
    - Functional Area: Items
    - Task: Deploy Item Extensible Flexfields
2. Search for your flexfield code. Select it and click **Deploy Flexfield**.
3. After successful deployment, you must sign out and sign back in to view the EFF configuration on the item.

Edit the Pricing Matrix Class

You must now add the item attribute to the Pricing Matrix Class.

1. With roles allowing access, from the Navigator, select **Pricing Administration**. In the Overview page, open the **Tasks** panel and select **Manage Matrix Classes**.
2. In the Manage Matrix Classes pages, select **Channel Program Eligibility**.
3. In the Edit Matrix Classes page, click **Add Row** from the **Actions** drop-down list. This creates a new dimension to Channel Program Eligibility.
4. In the **Name** field, enter a name for your dimension. For example, Color.
5. In the **Source Code Name** field, enter a code concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, COLOR_E.
6. In the **Comparison** field, choose the comparison operator. For example, =.
7. From the **Compare to Attribute** drop-down list, select one of the following. You must select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page. If the data types don't match, then the eligibility rules won't work correctly.
    - itemExtensibleAttribute.VarcharValue
    - itemExtensibleAttribute.NumberValue
8. Leave the **Required** checkbox deselected. Select the **Allow Null** and **Null Is Wildcard** checkboxes.
9. From the **Domain** list, select:
    - **Domain Type**: Item Extensible Attribute
    - **Data Type**: Select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page
    - **Attribute**: Select the attribute you created in the Manage Item Attribute Groups and Attributes page.
    - **Attribute Group Identifier**: ItemExtensibleAttribute.AttributeGroupCode (default value)
    - **Attribute Identifier**: ItemExtensibleAttribute.AttributeCode (default value)
10. Leave the **Default Value** field blank as it's not used. Click **OK**.
11. Click **Save**.

Update Channel Lookup

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Lookups
2. Search for the extensible lookup: ORA_CJM_CUST_PROG_ITEM_LEVEL and add a new lookup code.
3. In the **Lookup Code** field, enter the same name as the Source Code Name used for Channel Program Eligibility matrix class (without the concatenated operator). For example, if the Source Code Name in the matrix class is COLOR_E, then enter COLOR as the lookup code.
4. Enter values for the remaining fields and click **Save**.

Note: For more information about creating extensible flexfields, see User Defined Attribute Groups and Attributes (Extensible Flexfields-EFFs) Setup White Paper (Doc ID 1992317.1) on My Oracle Support at https://support.oracle.com.

Set Up Program Types

Predefined Customer Program Templates

Predefined program templates represent supported channel flows.

You must select a program template when creating a program type. Templates supported are:

- Customer Annual Co-op
- Customer Annual Volume
- Customer Promotion
- Customer Volume
- Customer Lump Sum
- Special Price Agreement

Promotion Code Numbering

The promotion code is made up of a prefix and a single sequence. Prefix is defined by the program type. The predefined prefixes are:

- Customer Annual Co-op - COOP
- Customer Annual Volume - CAV
- Customer Promotion - CREB
- Customer Volume - CVOL
- Customer Lump Sum - CLUM
- Special Price Agreement - SPA

A single sequence generates numbers from a given starting number stored in the database. This single sequence is across all programs.

> **Note:** If you prefer, you can configure your own prefix for a program type. A prefix can be shared across multiple program types if so determined.

Manage Program Types

The purpose of a program type is to model the enterprise's channel business requirements by configuring features of a program type based on a program template.

The program type controls and simplifies the program creation. When a program manager creates a program, the identification of a program type is required and this drives how a program is created, applied, and processed.

Use configurable program types to create programs.

Program Type for Customer Annual Co-op Programs

The customer annual co-op template supports different date contexts, such as actual ship date, invoice date, order date, requested arrival date, and requested shipped date. You can define product eligibility by item, category, or for all items. Product eligibility supports exclusions by item or category. Specify discount type for product rules in terms of the percentage or the amount per unit. The program applies to all customers, and rebates are defined for each product rule. 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.

You can create and update customer annual co-op program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management
    - Functional area: Channel Revenue Management
    - Task: Manage Channel Program Types
2. On the Manage Program Types page you can create and update your program types. Click the **Create** icon. The Create Program Type page appears.
3. From the **Based on Predefined Program Template** list, select **Customer Annual Co-op**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
    - Acts as a unique identifier for the program type.
    - Is used to synchronize setup data across multiple environments.
    - Isn't available to users in the transactional pages.
6. Update the **Prefix** field if required. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer volume program template is COOP.
7. On the Features tab, select the **Enable program beneficiary** checkbox 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. Alternate beneficiaries are defined within the context of a program and must be a customer. Enable this checkbox for a royalty program type.
8. On the Qualifiers tab, select the applicable date contexts for your programs. From the **Qualify Programs Based On** list of values select either:

- **Invoice Date**: If you select this, then the programs are qualified by matching them against the invoice date.

  > **Note:** It is recommended that you use this qualifier for Customer Annual Volume and Customer Annual Co-op programs.

- **Actual Ship Date**: If you select this, then the channel programs created with this program type are qualified by matching them against the actual ship date.
- **Order Date**: If you select this, the programs are qualified by matching them against the order date.
- **Requested Arrival Date**: If you select this, the programs are qualified by matching them against the requested arrival date.
- **Requested Ship Date**: If you select this, the programs are qualified by matching them against the requested ship date.

9. On the Accrual Calculation tab, specify the pricing charge definition that Pricing associates with an item. Select a pricing basis for discount types from the following:
   - **Unit List Price**: If you select this, then you offer a discount on the unit list price of the item.
   - **Unit Selling Price**: If you select this, then you offer a discount on the unit selling price of the item.

   > **Note:** If you select **Unit List Price**, then you must ensure that the **Unit List Price** is specified in the sales transaction CSV file. The **Unit Selling Price** is mandatory in the sales transaction.

10. On the Optional Defaulting tab, you can specify the defaults to be used during program creation.
    - **Default Program Currency To**: Select the default currency for your program from the list of values. For example, US Dollar.
    - **Default Discount Type for Product Rules To**: Select the default discount type for your product rule from the list of values. Available values are **Amount**and **Percent**.
11. Click **Save and Close**. The program type is created in the **Draft**status.

Program Type for Customer Annual Volume Programs

The annual volume program template supports aggregation and tracking of cumulative sales revenue or quantity across orders for a specified period.

This program type enables you to calculate retrospective volume rebates on a periodic basis. Ensure you have set up a Catalog under the Customer Channel category from the Manage Settings page.

You can create and update customer annual volume program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management
   - Functional Area: Channel Revenue Management
   - Task: Manage Channel Program Types
2. On the Manage Program Types page you can create and update your program types. Click the **Create** icon. The Create Program Type page appears.
3. From the **Based on Predefined Program Template** list, select **Customer Annual Volume**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
   - Acts as a unique identifier for the program type.
   - Is used to synchronize setup data across multiple environments.
   - Isn't available to users in the transactional pages.

6. The **Prefix** field is automatically populated when you select the program template. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer annual volume program template is CAV.
7. On the Qualifiers tab, specify the applicable date contexts for programs and select the **Default** checkbox. The date contexts are:
    - **Invoice Date**: If you select this, then the programs are qualified by matching them against the invoice date.

      > **Note:** It is recommended that you use this qualifier for Customer Annual Volume and Customer Annual Co-op programs.

    - **Actual Ship Date**: If you select this, then the channel programs created with this program type are qualified by matching them against the actual ship date.
    - **Order Date**: If you select this, the programs are qualified by matching them against the order date.
    - **Requested Arrival Date**: If you select this, the programs are qualified by matching them against the requested arrival date.
    - **Requested Ship Date**: If you select this, the programs are qualified by matching them against the requested ship date.
8. On the Accrual Calculation tab, specify the pricing charge definition that Pricing associates with an item. Select a pricing basis for discount types from the following:
    - **Unit List Price**: If you select this, then you offer a discount on the unit list price of the item.
    - **Unit Selling Price**: If you select this, then you offer a discount on the unit selling price of the item.

    > **Note:** If you select **Unit List Price**, then you must ensure that the **Unit List Price** is specified in the sales transaction CSV file. The **Unit Selling Price** is mandatory in the sales transaction.

9. On the Optional Defaulting tab, specify the default for your programs. You can set the currency and calculation method to be used during program creation and also specify the default tier to be used during discount rule creation.
    - **Default Program Currency To**: Select the default currency for your program from the list of values. For example, US Dollar.
    - **Default Calculation Method To**: By default, this is set to **Retrospective**.
    - **Default Tier Type**: Select the default tier type from the list of values to be used during creation of discount rules. Available values are **Quantity** and **Sales**.
10. From the **Actions** menu, select **Activate** to active the annual volume program type.

Program Type for Customer Promotion Programs

The customer promotion template supports different date contexts and customer eligibility based on the customer, bill-to, or ship-to qualifiers. Additional conditions may be based on order type, order line type, warehouse, or salesperson qualifiers. Specify product rebates in terms of the percentage or the amount per unit.

A program type can restrict the date contexts, selection of qualifiers, or the type of rebates available to simplify program creation.

You can create and update customer promotion program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management
    - Functional area: Channel Revenue Management
    - Task: Manage Channel Program Types

2. Click the **Create** icon to open the Create Program Type page.
3. Select **Customer Promotion** from the **Based on Predefined Program Template** list of values.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
    - Acts as a unique identifier for the program type.
    - Is used to synchronize setup data across multiple environments.
    - Isn't available to users in the transactional pages.
6. Update the **Prefix** field if required. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer promotion template is CREB.
7. Select the **Enable program beneficiary** checkbox 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. Alternate beneficiaries are defined within the context of a program, and must be a customer. Enable this checkbox for a royalty program type.
8. On the Qualifiers tab:
    a. Select the applicable date contexts for your programs. From the **Qualify Programs Based On** list of values select either:
        - **Actual Ship Date**: If you select this, then the channel programs created with this program type are qualified by matching them against the actual ship date.
        - **Invoice Date**: If you select this, then the programs are qualified by matching them against the invoice date.
        - **Order Date**: If you select this, the programs are qualified by matching them against the order date.
        - **Requested Arrival Date**: If you select this, the programs are qualified by matching them against the requested arrival date.
        - **Requested Ship Date**: If you select this, the programs are qualified by matching them against the requested ship date.
    b. Add the qualifiers you want for your customer and additional conditions rules. The values in the list of values are from the lookup ORA_CJM_CUST_REBATE_QUAL.
9. On the Accrual Calculation tab, specify the pricing charge definition that Pricing associates with an item. Select a pricing basis for discount types. You can choose between **Unit List Price** and **Unit Selling Price**. If you select **Unit List Price**, then you must ensure that the **Unit List Price** is specified in the sales transaction CSV file. The **Unit Selling Price** is mandatory in the sales transaction.
10. On the Optional Defaulting tab, you can specify the defaults to be used during program creation. You can also specify the defaults to be used during claim accounting.
    - **Default Program Currency To**: Select the default currency for your program from the list of values. For example, US Dollar.
    - **Default Discount Type for Product Rules To**: Select the default discount type for your product rule from the list of values. Available values are **Amount** and **Percent**.
    - **Group Accruals for Claim Accounting**: Select this checkbox to group associated accruals lines during the claim settlement, before passing them to Subledger Accounting (SLA), instead of passing individual lines. You can select or deselect or this grouping of accruals only when the program is in Draft status. During claim settlement, associated accrual lines are grouped based on business unit, currency, year, item, UOM, customer account, or program. Accruals without items, such as manual adjustments without an item or pay-over earning entries, are treated as a separate group. When a claim is reopened, any unprocessed accounting events are deleted. If the accounting has already been processed, then the accounting entry is reversed.
11. Click **Save**. The program type is created in the **Draft** status.

Program Type for Customer Volume Programs

With the customer volume template, you can define percentage rebates based on sales value attainment tiers or amount per unit rebates based on sold quantity attainment tiers. The program supports retrospective and stepped calculations, and you can define product eligibility by item or for all items with exclusions. 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.

You can create and update customer volume program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management
    - Functional area: Channel Revenue Management
    - Task: Manage Channel Program Types
2. Click the **Create** icon to open the Create Program Type page.
3. From the **Based on Predefined Program Template** list, select **Customer Volume**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
    - Acts as a unique identifier for the program type.
    - Is used to synchronize setup data across multiple environments.
    - Isn't available to users in the transactional pages.
6. The **Prefix** field is automatically populated when you select the program template. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer volume program template is CVOL.
7. On the Features tab, Select the **Enable program beneficiary** checkbox 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. Alternate beneficiaries are defined within the context of a program and must be a customer. Enable this checkbox for a royalty program type.
8. On the Qualifiers tab:
    a. Specify the applicable date contexts for programs from the **Qualify Programs Based On** list and select the **Default** checkbox. The date contexts are:
        - **Actual Ship Date**: If you select this, then the channel programs created with this program type are qualified by matching them against the actual ship date.
        - **Invoice Date**: If you select this, then the programs are qualified by matching them against the invoice date.
        - **Order Date**: If you select this, the programs are qualified by matching them against the order date.
        - **Requested Arrival Date**: If you select this, the programs are qualified by matching them against the requested arrival date.
        - **Requested Ship Date**: If you select this, the programs are qualified by matching them against the requested ship date.
    b. Add the qualifiers you want for your customer and additional conditions rules. The values in the list of values are from the lookup ORA_CJM_CUST_REBATE_QUAL.

9. On the Accrual Calculation tab, specify the pricing charge definition that Pricing associates with an item. Select a pricing basis for discount types from the following:
    - **Unit List Price**: If you select this, then you offer a discount on the unit list price of the item.
    - **Unit Selling Price**: If you select this, then you offer a discount on the unit selling price of the item.

    > **Note:** : If you select **Unit List Price**, then you must ensure that the **Unit List Price** is specified in the sales transaction CSV file. The **Unit Selling Price** is mandatory in the sales transaction.

10. On the Optional Defaulting tab, select the default for your programs. You can set the currency and calculation method to be used during program creation and specify the default tier to be used during discount rule creation. You can also specify the defaults to be used during claim accounting.
    - **Default Program Currency To**: Select the default currency for your program from the list of values. For example, US Dollar.
    - **Default Calculation Method To**: Select **Retrospective** or **Stepped**. Choose Stepped to provide higher rebates to later orders and choose Retrospective to provide higher rebates to all eligible sales based on the highest tier achieved.

      The following tables show an example of how different tiers impact Retrospective and Stepped calculation methods.

      Tier Setup

Tier	Quantity	Discount
Tier 1	0 - 50	$10
Tier 2	51 - 100	$20
Tier 3	101 and above	$30

      Retrospective and Stepped Calculations

	Tier 1	Tier 2	Tier 3	Total	Total Rebate
January - Retrospective Calculation Method for Purchase of 75 units					
Quantity Purchased	--	75	--	--	
Rebate Value	--	75*$20=$1500	--	$1500	
February - Retrospective Calculation Method for Purchase of 75 units					
Quantity Purchased	--	--	75	--	
Rebate Value	--	--	75*$30=$2250 + Uplift for January is (75*$30) - (75*$20) = $750	$2250+$750= $3000	**$1500+$3000= $4500**
January - Stepped Calculation Method for Purchase of 75 units					

	Tier 1	Tier 2	Tier 3	Total	Total Rebate
Quantity Purchased	50	25	--	--	
Rebate Value	50*$10=$500	25*$20=$500	--	$1000	
February - Stepped Calculation Method for Purchase of 75 units					
Quantity Purchased	--	25	50	--	
Rebate Value		25*$20=$500	50*$30=$1500	$500+$1500= $2000	**$1000+$2000= $3000**

- **Default Tier Type**: Select the default tier type from the list of values to be used during creation of discount rules. Available values are **Quantity** and **Sales**.
- **Group Accruals for Claim Accounting**: Select this checkbox to group associated accruals lines during the claim settlement, before passing them to Subledger Accounting (SLA), instead of passing individual lines. You can select or deselect or this grouping of accruals only when the program is in Draft status. During claim settlement, associated accrual lines are grouped based on business unit, currency, year, item, UOM, customer account, or program. Accruals without items, such as manual adjustments without an item or pay-over earning entries, are treated as a separate group. When a claim is reopened, any unprocessed accounting events are deleted. If the accounting has already been processed, then the accounting entry is reversed.

11. Click **Save and Close**. The program type is created in the **Draft**status.

Program Type for Customer Lump Sum Programs

The lump sum program template supports lump sum programs that are customer-specific and target a single customer at a time.

This program type enables you to default the program currency and product distribution.

You can create and update lump sum program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management
   - Functional Area: Channel Revenue Management
   - Task: Manage Channel Program Types
2. On the Manage Program Types page you can create and update your program types. Click the **Create** icon to open the Create Program Type page.
3. From the **Based on Predefined Program Template** list, select **Customer Lump Sum**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
   - Acts as a unique identifier for the program type.
   - Is used to synchronize setup data across multiple environments.
   - Isn't available to users in the transactional pages.
6. Update the **Prefix** field if required. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the customer lump sum program template is CLUM.
7. On the Optional Defaulting tab, select the defaults. The defaults you select here determine the defaults during program creation.

- **Default Program Currency To**: Optionally, select a default currency.
- **Default Product Distribution Type To**: Optionally, select the type of product distribution. You can choose from Amount, Even, or Percent.

8. From the **Actions** menu, select **Activate** to active the lump sum program type.

Program Type for Special Price Agreements

A Special Price Agreement program enables you to ensure that partners, distributors, or wholesalers can request special price or discounts on competitive sales deals, specific end-customer deals, and inventory that they have not been able to sell.

You can create and update special price agreement program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management
   - Functional Area: Channel Revenue Management
   - Task: Manage Channel Program Types
2. On the Manage Program Types page you can create and update your program types. Click the **Create** icon to open the Create Program Type page.
3. From the **Based on Predefined Program Template** list, select **Special Price Agreement**.
4. Enter a name for your program type in the **Name** field.
5. Enter a code for your program type in the **Program Type Code** field. This code:
   - Acts as a unique identifier for the program type.
   - Is used to synchronize setup data across multiple environments.
   - Isn't available to users in the transactional pages.
6. Update the **Prefix** field if required. This value acts as the prefix for your **Promotion Code** while creating a program. The predefined prefix for the special price agreement program template is SPA.
7. On the Features tab, select the **Accrue based on point of sales data** checkbox to accrue based on the point of sales data for the special price agreement. If you don't select this checkbox, then the accrual are earned upon activation of the special price agreement program. You can change this only if the program type is in the Draft status.
8. On the Qualifiers tab, select the qualifiers to use and to set up the Default qualifier. You can choose from **Actual Ship Date**, **Order Date**, or **Requested Ship Date**. You must select at least one qualifier before you can activate the program type.
9. On the Optional Defaulting tab, select the defaults. The defaults you select here determine the defaults during program creation.
   - **Default Request Type To**: Select the type of request. You can choose from:
     - **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.
     - **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.
     - **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.

- **Default Program Currency To**: Optionally, select a default currency.
- **Default Discount Type for Product Rules To**: Optionally, select the type of discount applicable for the product rule. You can choose from **Amount** or **Percent**.

10. From the **Actions** menu, select **Activate** to active the special price agreement program type. Click **Inactivate** to inactivate an existing active program type. Click **Delete** to delete an existing program type.

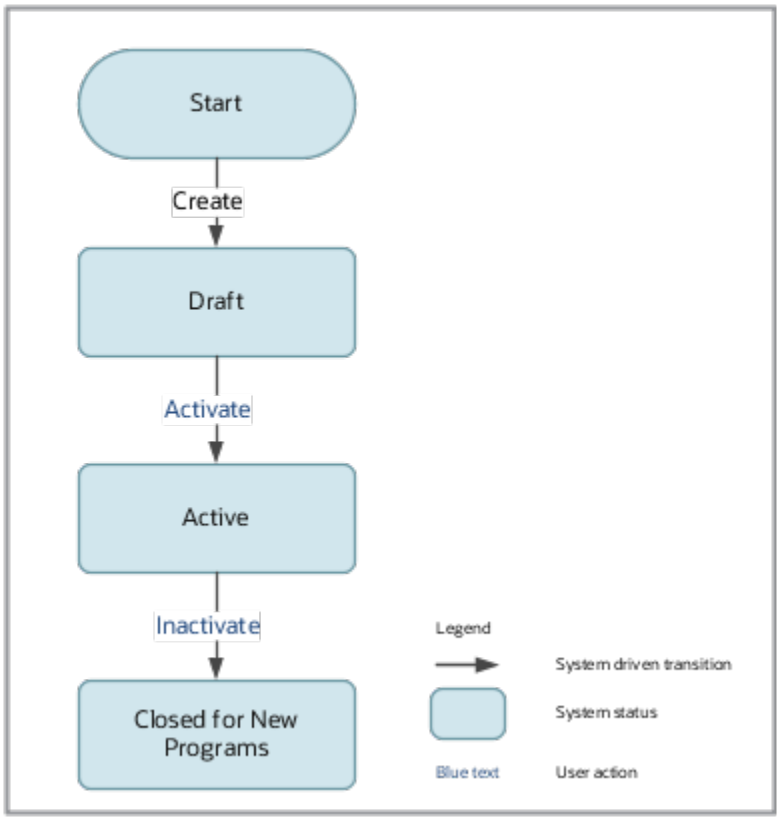
Related Topics

- 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
- Elements of a Special Price Agreement

Program Type Statuses

Use program type statuses to monitor your customer program types.

Use program type statuses to monitor your program types. You can update them from the Manage Program Types page. Statuses for program type are defined in the lookup ORA_CJM_PROGRAM_TYPE_STATUS.



This table shows supported program type statuses.

Status	What Happens to the Channel Program
Draft	The program type has been created and not activated.
Active	The program type has been activated for use. Only active program types can be used to create a program.
Closed for New Programs	An active program type can be closed for use in additional new programs. These are no longer eligible for use in new programs.

8 Set Up Buy Side Programs

Setting Up Supplier Programs

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

Generally, supplier programs are organized into various types, each with their own rule structure and set of business processes. This structure is encompassed in a program type. When creating a program, the identification of a program type is required. Use program types to determine channel guidelines, such as defining how a program is created, applied, and processed. The program type controls and simplifies the program creation.

Related Topics

- Predefined Program Templates

Set Up Program Qualifiers

Important: This section is not applicable to Supplier Annual Programs because there is no integration with Fusion Pricing. Qualifiers are attributes used to define eligibility in the form of program, market, and product rules in a channel program. Only those qualifiers that are part of the program type can be selected in the program. That is, you have to select the qualifiers during program type creation, and only these are available for selection in the programs. If you need a new qualifier type to be available in the program, you must first add that qualifier in the corresponding program type.

Set Up Custom Qualifier for Market and Program Rules

Prior to adding a custom qualifier to a program type, it must be defined in the lookup ORA_CJM_QUALIFIER_TYPE and should be enabled. It should also be available in the Channel Program Eligibility matrix class.

Related Topics

- Manage Channel Lookups
- Manage Your Integration

How to Add User-Defined Attributes to Items

You can create user-defined attributes that can be used in the program product rules to determine the price or discount. You must set it up as an item extensible attributes in an item class to represent details about the item.

Create an Attribute Group and Attributes

1. With roles allowing access, in the Setup and Maintenance work area, go to:

- Offering: Product Management
- Functional Area: Items
- Task: Manage Item Attribute Groups and Attributes

2. In the Manage Attribute Groups page, from the **Actions** drop-down button, click **Create** to create an attribute group.
3. In the Create Attribute Group page, enter the details for the following fields:

Field	Description
Display Name	Enter a display name for the attribute group. For example, Item Color.
Internal Name	Enter an internal reference name. For example, Item Color Specification.
API Name	Automatically populated, edit if required.
Behavior	Select **Single Row** from the list.

4. On the Context Usages tab, select **Create** from the **Actions** drop-down list.
5. Select **Item** from the **Name** list as the context usage. Click **Save**. This creates the attributes group with context usage as Item.
6. In the Edit Attributes page, in the Attributes section, click **Create** from the **Actions** drop-down button.
7. In the Create Attribute page, enter the details for the following required fields:

Field	Description
Display Name	Enter a display name for the attribute. For example, Color.
Internal Name	Enter an internal reference name. For example, Product Color.
API Name	Automatically populated, edit if required.
Data Type	Select the data type of the attribute. For example, for color select Character.
Table Column	Automatically populated, edit if required.

8. Select a **Value Set** from the list, or create one by clicking **Create Value Set**.

   If you're creating a value set, in the Create Value Set page, enter the details for the following fields:

   a. Enter a code for your value set. For example, PRODUCT_COLOR.
   b. Enter a description to for the value set. For example, Value set for product colors.

c. Select **Product Model** from the **Module** list.
d. Select a **Validation Type**. You must select Independent or Format Only for each item extensible attribute that you plan to use with Pricing.
e. Select the data type of your value set from the **Value Data Type** list. You must select either Number or Character for the data type. Other data types aren't supported.
f. In the Definition section, enter the required details and save.
g. Click **Manage Values** to add the values for the value set.
h. In the Manage Values page, Click **Create** from the **Actions** drop-down button.
i. Add the values you want for your value set. For example, different product colors like blue, red, and so on.
j. Click **Save and Close** to navigate back to the Create Attributes page.

9. In the Create Attributes page, the Display Properties are now populated. You can edit this if required.
   a. Prompt: The prompt for your attribute. For example, Color.
   b. Display Type: How the values should be displayed. For example, List of Values.
10. Click Save and Close. The attribute for the attribute group is saved, and you're now on the Edit Attribute Group page. You can create more attributes for this group if required. Note down the flexfield code and save.

Add the Attribute Group to an Item Class

1. With roles allowing access, in the Setup and Maintenance work area, go to:
   - Offering: Product Management
   - Functional Area: Items
   - Task: Manage Item Classes
2. In the Manage Item Classes page, select the Item Class under which you want to add the attribute group and its attributes as extensible attributes. You can select the Root Item Class to add the attribute group to all the item classes.
3. In the Edit Item Class page, click Pages and Attribute Groups tab. On the Attribute Groups subtab, from the Actions drop-down button, click **Select and Add**.
4. Select your attribute group and click **Apply**, then click **OK**. Click **Save** to save the updates to the item class.
5. Navigate to the Pages subtab. Select **Pricing Item Attributes**. If it's not available, add it. See the Add Your Attribute Group to An Item Class section in the Add Your Own Attributes to Items in Pricing topic from the Pricing Administration guide.
6. In the Attributes Group: Pricing Item Attributes section, click **Select and Add** from the **Actions** drop-down button. Select your attribute group. Click **Apply**, then **OK**. Click **Save** to save the updates to the item class.
7. Navigate to the Functional Item Pages subtab and ensure that the following is available:
   - Functional Area: Pricing
   - Usage: Pricing
   - Item page: Pricing Item Attributes

The attribute group is added to the item classes.

Deploy the Item Extensible Flexfield

After associating the attribute groups to the item classes, you must deploy the extensible flexfield.

1. With roles allowing access, in the Setup and Maintenance work area, go to:
   - Offering: Product Management

- Functional Area: Items
- Task: Deploy Item Extensible Flexfields

2. Search for your flexfield code. Select it and click **Deploy Flexfield**.
3. After successful deployment, you must sign out and sign back in to view the EFF configuration on the item.

Edit the Pricing Matrix Class

You must now add the item attribute to the Pricing Matrix Class.

1. With roles allowing access, from the Navigator, select **Pricing Administration**. In the Overview page, open the **Tasks** panel and select **Manage Matrix Classes**.
2. In the Manage Matrix Classes pages, select **Channel Program Eligibility**.
3. In the Edit Matrix Classes page, click **Add Row** from the **Actions** drop-down list. This creates a new dimension to Channel Program Eligibility.
4. In the **Name** field, enter a name for your dimension. For example, Color.
5. In the **Source Code Name** field, enter a code concatenated with the operator abbreviation. The supported operator abbreviations are E for equal to, NE for not equal to, EGT for greater than or equal to, and ELT for less than or equal to. For example, COLOR_E.
6. In the **Comparison** field, choose the comparison operator. For example, =.
7. From the **Compare to Attribute** drop-down list, select one of the following. You must select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page. If the data types don't match, then the eligibility rules won't work correctly.
   - itemExtensibleAttribute.VarcharValue
   - itemExtensibleAttribute.NumberValue
8. Leave the **Required** checkbox deselected. Select the **Allow Null** and **Null Is Wildcard** checkboxes.
9. From the **Domain** list, select:
   - **Domain Type**: Item Extensible Attribute
   - **Data Type**: Select the same data type that you specified when you set up the attribute on the Manage Item Attribute Groups and Attributes page
   - **Attribute**: Select the attribute you created in the Manage Item Attribute Groups and Attributes page.
   - **Attribute Group Identifier**: ItemExtensibleAttribute.AttributeGroupCode (default value)
   - **Attribute Identifier**: ItemExtensibleAttribute.AttributeCode (default value)
10. Leave the **Default Value** field blank as it's not used. Click **OK**.
11. Click **Save**.

Update Channel Lookup

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management/Procurement
   - Functional Area: Channel Revenue Management/Supplier Incentives
   - Task: Manage Channel Lookups
2. Search for the extensible lookup: ORA_CJM_ITEM_LEVEL and add a new lookup code.
3. In the **Lookup Code** field, enter the same name as the Source Code Name used for Channel Program Eligibility matrix class (without the concatenated operator). For example, if the Source Code Name in the matrix class is COLOR_E, then enter COLOR as the lookup code.

4. Enter values for the remaining fields and click **Save**.

Note: For more information about creating extensible flexfields, see User Defined Attribute Groups and Attributes (Extensible Flexfields-EFFs) Setup White Paper (Doc ID 1992317.1) on My Oracle Support at https://support.oracle.com.

Related Topics

- Item Attribute Groups and Attributes
- Product Value Sets: Explained
- Item Classes
- Add Your Own Attributes to Items in Pricing
- Item Specifications and Attributes

Set Up Program Types

Predefined Program Templates

Predefined templates are templates of industry defined channel programs and flows supported by Channel Revenue Management.

You can select a predefined template while creating a program type. Types of templates supported:

- Supplier Rebate
- Supplier Annual Program
- Supplier Ship and Debit (from the standpoint of the distributor managing programs from their suppliers)

Program Code Numbering

The program code is made up of a prefix and a single sequence. Prefix is defined by the program type. The predefined prefix for Supplier Ship and Debit program template is **SSD**, and for Supplier Rebate is **REB**. A single sequence generates numbers from a given starting number stored in the database. This single sequence is across all programs.

Note: A prefix can be shared across multiple program types if so determined.

For example, consider two program types prefixed with ABC and DEF:

- 1st program code is ABC1000
- 2nd program code is DEF1001
- 3rd program code is ABC1002

Manage Program Types

Program types incorporate channel processing guidelines such as defining how a program is created, applied, and processed.

Program types control and simplify program creation. For example, within a predefined program template such as Supplier Ship and Debit, a distributor can configure different flavors of supplier ship and debit as different program types.

You can create and update program types from the Manage Program Types page.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Program Types
2. On the Manage Channel Program Types page you can create and update your program types. Click the **Create** icon. The Create Program Type page opens.

Create Supplier Rebate Program Type

1. From the **Based on Predefined Program Template** drop-down list, select **Supplier Rebate**.
2. Enter a name for your program type in the **Name** field.
3. Enter a code for your program type in the **Program Type Code** field. This code:
    - Acts as a unique identifier for the program type, and is required.
    - Is used to identify and synchronize setup data across multiple environments.
    - Is not available to users in the transactional pages.
4. Update the **Prefix** field if required. This value acts as the prefix for your Program Code while creating a program. The predefined prefix for the supplier rebate template is **REB**.
5. On the Qualifiers tab:
    a. Select the applicable date contexts for your programs. From the **Qualify Programs Based On** drop-down list select either:
        - **Purchase Order Date**: If you select this, the channel programs created with this program type are qualified by matching them against the date on the PO.
        - **Receipt Transaction Date**: If you select this, the programs are qualified by matching them against the transaction date in the receiving transaction.
        - **Requested Delivery Date**: If you select this, the programs are qualified by matching them against the requested delivery date on the order line.
        - **Requested Ship Date**: If you select this, the programs are qualified by matching them against the requested ship date on the order line.
        - **Shipped Date**: If you select this, the programs are qualified by matching them against the shipped date on the receipt.
        - **Supplier Invoice Date**: If you select this, the programs are qualified by matching them against the invoice date on the supplier invoice.

        > **Note:** Supplier Invoice Date doesn't apply to supplier rebates via the direct integration to inbound receiving transactions.

    b. Add the qualifiers you want for your program and market rules. The values in the drop-down list are from the lookup ORA_CJM_SUP_REBATE_QUAL.
6. On the Optional Defaulting tab:

    Specify the defaults for your programs.

- **Default Program Currency To**: Select the default currency for your program from the drop-down list. For example, US Dollar.
- **Default Discount Type for Product Rules To**: Select the default discount type for your product rule from the drop-down list. Available values are Amount and Percent.

7. Click **Save**. The program type is created in the Draft status.

Create Supplier Annual Program Type

1. From the **Based on Predefined Program Template** drop-down list, select **Supplier Annual Program**.
2. Enter a name for your program type in the **Name** field.
3. Enter a code for your program type in the **Program Type Code** field. This code:
   - Acts as a unique identifier for the program type, and is required.
   - Is used to identify and synchronize setup data across multiple environments.
   - Is not available to users in the transactional pages.
4. Update the **Prefix** field if required. This value acts as the prefix for your Program Code while creating a program. The predefined prefix for the supplier annual program template is **ANN**.
5. On the Optional Defaulting tab:

   Specify the defaults for your programs.

   - **Default Program Currency To**: Select the default currency for your program from the drop-down list. For example, US Dollar.
   - **Default Calculation Method**: Select the default calculation method for your program. Available values are Retrospective and Stepped.
   - **Default Tier Type**: Select the default tier type for your volume rule. Available values are Purchases and Quantity.
6. Click **Save**. The program type is created in the Draft status.

Create Supplier Ship and Debit Program Type

1. From the **Based on Predefined Program Template** drop-down list, select **Supplier Ship and Debit**.
2. Enter a name for your program type in the **Name** field.
3. Enter a code for your program type in the **Program Type Code** field. This code:
   - Acts as a unique identifier for the program type, and is required.
   - Is used to identify and synchronize setup data across multiple environments.
   - Is not available to users in the transactional pages.
4. Update the **Prefix** field if required. This value acts as the prefix for your Program Code while creating a program. The predefined prefix for the supplier ship and debit template is **SSD**.
5. On the Qualifiers tab:
   a. Select the applicable date contexts for your programs. From the **Qualify Programs Based On** drop-down list select either:
      - **Ordered Date**: If you select this, the channel programs created with this program type are qualified by matching them against the ordered date on the order.
      - **Requested Ship Date**: If you select this, the channel programs created with this program type are qualified by matching them against the requested ship date on the order line.

b. Add the qualifiers you want for your program and market rules. The values in the drop-down list are from the lookup ORA_ CJM_QUALIFIER_ TYPE.

6. On the Pricing Integration tab:
   - Specify the pricing charge definitions. Pricing uses these to determine the accrual for an item.
     i. From the **Charge Type** drop-down list, select the type of charge for the items in your program. For example, sale, service, or freight.
     ii. From the **Charge Subtype** drop-down list, select the subtype for the items in your program. This provides additional details about the charge. For example, the charge is a price or a fee.
   - Specify the pricing basis for your discount types.
     i. From the **Basis for Percent** drop-down list, select the pricing basis for a discount based on a percentage.
     ii. From the **Basis for New Cost** drop-down list, select the pricing basis for a discount based on a new cost.

     > **Note:** You must select the pricing basis if your product rule discount is based on New Cost or Percent.

7. On the Order Management Integration tab:

   Specify the Order Management action for sales orders created with programs of this program type.
   - **Apply Program Manually To Order**: If you select this checkbox, the program won't be automatically applied to the eligible sales orders. You have to manually add them from the Manage Incentives dialog box.
   - **Prevent User from Declining a Program**: If you select this checkbox, you can't remove the program from the sales order after it gets applied.

8. On the Optional Defaulting tab:

   Specify the defaults for your programs.
   - **Default Program Currency To**: Select the default currency for your program from the drop-down list. For example, US Dollar.
   - **Default Discount Type for Product Rules To**: Select the default discount type for your product rule from the drop-down list. Available values are Amount, New Cost, and Percent.

9. Click **Save**. The program type is created in the Draft status.

Activate Program Types

To activate a program type, with roles allowing access, open your program type from the Manage Program Types page. Click **Activate** on the **Actions** drop-down button. A program type in the draft status can either be activated or deleted.

An active program type can be made inactive. Open the program type and from the **Actions** drop-down button, click **Inactivate**. The status changes to Closed for New Programs.

> **Note:** You can delete a program type after its activation only if there aren't any programs associated with the program type.

Related Topics
- Manage Pricing Charge Definitions

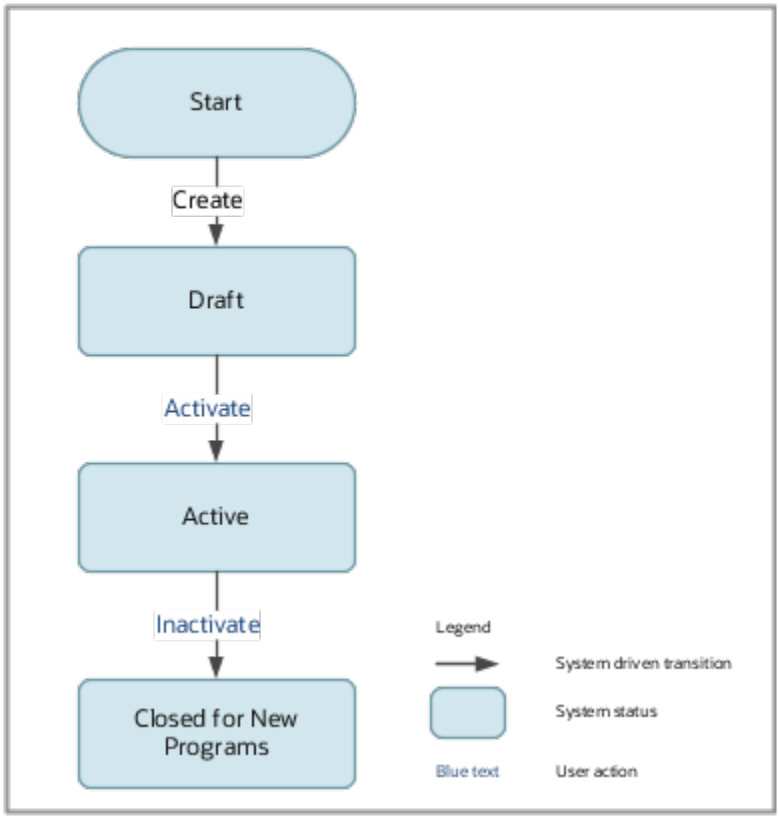
Program Type Statuses

Use program type statuses to monitor your program types. You can update them from the Manage Program Types page. Statuses for program type are defined in the lookup ORA_CJM_PROGRAM_TYPE_STATUS. This table shows supported program type statuses.

This table shows supported program type statuses.

Status	Description
Draft	The program type has been created and not activated.
Active	The program type has been activated for use. Only active program types can be used to create a program.
Closed for New Programs	An active program type can be closed for use in additional programs. These are no longer eligible for use in new programs.

This figure shows the system status transitions for program types.



9 Set Up Adjustments

Overview of Adjustment Types

Before you can create manual adjustments, you must set up adjustment types. Each adjustment must be classified by an adjustment type for processing to the checkbook and determining what prefix to use in the adjustment number.

The administration of adjustment types is partitioned by reference set. Within this setup, the predefined adjustment type defines how the adjustment type affects the checkbook. For example, the missed supplier accrual adjustments would be based on the Increase Earned predefined adjustment type, because such adjustments would increase earned accruals in the checkbook. Supplier rejection adjustments would be based on the Decrease Earned predefined adjustment type, because such adjustments would decrease earned accruals in the checkbook. In addition, you can specify a prefix that will be used in generating adjustment numbers for each adjustment type.

Note: Adjustment types can share the same prefix or they can have different prefixes.

Set Up Adjustment Numbering

Adjustment numbers consist of a prefix and a single sequence. The prefix is defined in the adjustment type setup. A single sequence generates numbers from a given starting number that's stored in the database and the single sequence is used across all adjustments. The sequence starts at 1000.

Most implementations choose to have the same prefix for adjustment types. However, we also support different prefixes by adjustment type. For example, let's assume two adjustment types prefixed with ABC and DEF respectively:

- For the first adjustment number, the sequence is ABC1000.
- For the second adjustment number, the sequence is DEF1001.
- For the third adjustment number, the sequence is ABC1002.

In this example, the ABC and DEF prefixes were defined in the adjustment type setup, which can be up to any five alphanumeric characters.

Related Topics

- Reference Data Sets and Sharing Methods

Manage Adjustment Types

You can create and update adjustment types from the Manage Adjustment Types page.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives

- Task: Manage Channel Adjustment Types

2. On the Manage Adjustment Types page, select the **Add** icon to create a new adjustment type.
3. Enter a code for your adjustment type in the **Adjustment Type Code** field. This code:
    - Acts as a unique identifier for the adjustment type, and is required.
    - Is used to identify and synchronize setup data across multiple environments.
    - Is not available to users in the transactional pages.
4. From the **Set Name** list, select the set for which you want to create the adjustment type.
5. Select **Buy Side** or **Sell Side** for the type of adjustment you are creating.
6. Enter the name of your adjustment type in the **Adjustment Type** field.
7. From the **Predefined Adjustment Type** drop-down list, select either Decrease Earned or Increased Earned. Predefined adjustment types are defined in the lookup ORA_CJM_ADJUSTMENT_TYPE.
8. Enter the prefix you want for your adjustments in the **Prefix** field.
9. Enter values for the remaining fields, if required.
10. Create adjustment reasons for your adjustment type in the Adjustment Reasons section. Click **Save**.

> **Note:** Each adjustment type can have multiple adjustment reasons.

Manage Adjustment Reasons

These are the reasons for making the adjustments, which you can set up based on your business needs.

You can create and update adjustment reasons for each adjustment type in the Adjustment Reasons section on the Manage Adjustment Types page.

1. Select the adjustment type for which you want to create adjustment reasons. Scroll down to the Adjustment Reason section.
2. Select the **Add** icon to create a new adjustment type.
3. Enter a code for your adjustment reason in the **Adjustment Reason Code** field. This code:
    - Acts as a unique identifier for the adjustment reason, and is required.
    - Is used to identify and synchronize setup data across multiple environments.
    - Is not available to users in the transactional pages.
4. Enter the adjustment reason in the **Adjustment Reason** field.
5. These fields are optional:
    - **Description**: Add a description to better document your reason.
    - **Enable** checkbox: If this checkbox is selected, the reason becomes available for selection in the Manage Adjustments page while creating a manual adjustment with the corresponding adjustment type.
    - **Default** checkbox: If this checkbox is selected, the reason becomes the default for the adjustment type, and is automatically selected as the adjustment reason while creating a manual adjustment with the corresponding adjustment type.
6. Click **Save**.

10 Set Up Customer Claims

Overview of Customer Claims

Here you can learn about and complete the setup steps that you must perform before you can start processing claims.

Deduction claims are derived from Receivables and you can create manual claims.

You must complete the following setups:

1. Claim Types
2. Claim Reasons
3. Claim Sources and Settlement Methods

The claim source represents how and where the claim was created. The settlement methods represent type of Receivables transactions that are supported for a specific claim source. A claim can be settled with multiple settlement methods.

The following table displays the Receivables action that creates a specific claim source and all the supported settlement methods for each claim source. Configure the settlement methods for each claim source as needed.

Receivables Action	Claim Source	Select 1 Primary Settlement Method	Apply 1 or More Settlement Methods	Settlement in Receivables
Create Claim Investigation	Deduction	• Credit Memo on Account o Nonpromotional o Promotional o Promotional Pay Over • Manual Write Off	• Open Credit Memos • Open Overpayments	• Automatic Write Off
Create Claim Investigation	Overpayment	Invoice	Open Deductions	
Create Channel Revenue Claim	Invoice Deduction	• Credit Memo on Account o Nonpromotional o Promotional o Promotional Pay Over • Credit Memo on Invoice o Nonpromotional • Chargeback with no other settlement methods • Manual Write Off	• Open Credit Memos • Open Overpayments	• Automatic Write Off

Receivables Action	Claim Source	Select 1 Primary Settlement Method	Apply 1 or More Settlement Methods	Settlement in Receivables
Create Channel Revenue Claim	Invoice Overpayment	Invoice	Open Deductions	
Not Applicable	Manual Claim	• Credit Memo on Account o Nonpromotional o Promotional o Promotional Pay Over • Custom Settlement Methods	None	
Not Applicable	Special Pricing Claim	• Credit Memo on Account o Promotional • Check • Payable Default Payment	None	

In addition to the predefined settlement methods, you can also define custom settlement methods for your manual claims. You can use this for both promotional and nonpromotional claims.

Related Topics

- Manage Claim Types
- Manage Claim Reasons
- Manage Customer Claim Sources and Settlement Methods
- Configure Pay Over Earnings
- Configure Custom Settlement Method

Manage Claim Types

Here you'll understand how to manage customer claim types.

Channel Revenue Management has configurable claim types. The administration of claim types is partitioned by reference sets. You can use claim types to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
   - Offering: Order Management/Procurement
   - Functional Area: Channel Revenue Management
   - Task: Manage Channel Claim Types
2. On the Manage Claim Types page, you can create and update your claim types.

3. Click the **Add** icon to create a new claim type. Enter a code for your claim type in the **Claim Type Code** field. This code:
    - Acts as a unique identifier for the claim type.
    - Is required to synchronize the setup data across multiple environments.
    - Is not available to users in the transactional pages.
4. From the **Set Name** list, select the set for which you want to create the claim type.
5. Select the **Sell Side** checkbox to select the channel flow for which you want the claim type enabled. You can't update this once saved.
6. Enter the name of your claim type in the **Claim Type** field.
7. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim type.
    - **From Date** and **To Date**: Add a date range during which your claim type is valid.
8. Select the following value to map your claim type with a transaction type in Receivables.
    - Mapped Transaction Type for Credit Memo: Select **Credit Memo**.
    - Mapped Transaction Type for Invoice: Select **Invoice**.
    - Mapped Transaction Type for Chargeback: Select **Chargeback-NES**
9. Select the desired receivables activity to map your claim type and business unit for a receipt write off and a write-off adjustment settlement transaction in AR.
10. Click **Save**.

Manage Claim Reasons

Here you'll understand how to manage customer claim reasons.

Channel Revenue Management has configurable claim reasons. The administration of claim reasons is partitioned by reference set. You can use claim reasons to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Claim Reasons
2. On the Manage Claim Reasons page, you can create and update your claim reasons.
3. Click the **Add** icon to create a new claim reason.
4. Enter a code for your claim reason in the **Claim Reason Code** field. This code:
    - Acts as a unique identifier for the claim reason, and is required.
    - Is used to identify and synchronize the setup data across multiple environments.
    - Is not available to users in the transactional pages.
5. From the **Set Name** list, select the set for which you want to create the claim reason.
6. Select the **Sell Side** checkboxes to select the channel flow for which you want the claim reason enabled. You can't update this once saved.
7. Enter the name of your claim reason in the **Claim Reason** field.
8. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim reason.
    - **From Date** and **To Date**: Add a date range during which your claim reason is valid.

9. For Deductions and Settlement, select the following values to map your claim reason to Receivables:
    - Mapped Credit Memo Reason: Select the Receivables credit memo reason that should be used for deductions settled with credit memos, when using this claim reason, for example Damaged Product.
    - Mapped Adjustment Reason: Select the Receivables adjustment reason that must be applied to deduction write-offs, for example Offset.
    - Mapped Chargeback Reason: Select the Receivables Chargeback Reason that should be used for deductions settled with chargebacks, when using this claim reason, for example Offset.
10. Click **Save**. You can't delete a claim reason after saving. You can only update it.

Manage Customer Claim Sources and Settlement Methods

When a customer claim is settled, Receivables or Payables transactions are created based on settlement methods.

You can configure the claim sources and the settlement methods they use for processing from the Manage Claim Sources page. The administration of claim sources is partitioned by reference sets.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Claim Sources
2. Click the **Add** icon to create a new claim source.
3. From the **Set Name** list, select the set for which you want to create the claim source.
4. From the **Claim Source** drop-down list, select your claim source. The values are from the lookup ORA_CJM_CLAIM_SOURCE.
5. Select the **Enable** checkbox if you want the claim source to be available for your claims.
6. Enter the prefix you want for each of your claim source in the **Prefix** field. The value is used in as the prefix along with the generated claim number for each claim belonging to this claim source.
7. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim source.
    - **Default Claim Type**: Select the claim type you want as the default for your claim source.
    - **Default Claim Reason**: Select the claim reason you want as the default for your claim source.
8. Select the settlement methods for your claim source from the Available Settlement Methods section. You can set a settlement method as the default for the claim source.
    - Claim settlement methods are defined in the lookup ORA_CJM_SETTLEMENT_METHOD.
    - The application that supports a predefined settlement method is defined in the lookup ORA_CJM_CLAIM_ACCOUNT_FOR.

Claim Source	Supported Settlement Method	Accounting For
Deduction	Credit Memo – On Account	Receivables
Deduction	Open Credit Memo	Receivables
Deduction	Open Overpayment	Receivables

Claim Source	Supported Settlement Method	Accounting For
Deduction	Write-Off	Receivables
Invoice Deduction	Chargeback	Receivables
Invoice Deduction	Credit Memo – On Account	Receivables
Invoice Deduction	Credit Memo – On Invoice	Receivables
Invoice Deduction	Open Credit Memo	Receivables
Invoice Deduction	Open Overpayment	Receivables
Invoice Deduction	Write-Off	Receivables
Invoice Overpayment	Open Deduction	Receivables
Manual Claim	Credit Memo – On Account	Receivables
Manual Claim	Custom Settlement	Receivables
Manual Claim	Check	Payables
Manual Claim	Payables Default Payment	Payables
Overpayment	Open Deduction	Receivables
Special Pricing Claim	Credit Memo – On Account	Receivables
Special Pricing Claim	Check	Payables
Special Pricing Claim	Payables Default Payment	Payables

Configure Pay Over Earnings

Pay over earnings allows for payments to be issued to customers that exceed their available amount or that have no accruals.

The pay over earnings threshold rules are guidelines that decide when this extra payment can be made. You can set a specific amount or percentage above the earned amount to determine how much extra the customer can be paid. Alternatively, you can decide on an unconditional threshold type, which enables you to pay an unlimited amount to the customer.

The following table explains the possible scenarios you can use to configure pay over earnings.

Pay Over Scenarios	Pay Over Earnings	Threshold Type	Threshold Value	Override Threshold
Don't allow pay over	Disallow or Null	NA	NA	NA

Pay Over Scenarios	Pay Over Earnings	Threshold Type	Threshold Value	Override Threshold
Allow pay over up to threshold without approvals	Allow	• Percentage • Amount	Percentage or amount value	No
Allow pay over up to threshold without approvals and Allow pay over with approvals above threshold	Allow	• Percentage • Amount • Unconditional	Percentage or amount value	Yes

You can set the pay over earnings options in the customer's trade profile, either at the customer or customer account level, or you can set the options in the Channel Settings.

The pay over earnings process is initiated when you associate earnings through the user interface or REST API to a specific program and the intended amount to be associated is higher than the available earnings.

Depending on how pay over earnings are implemented in your organization, the application considers pay over eligibility based on the value configured in the Customer Trade Profile at the Customer Account level. If the value isn't configured at the Customer Account level, then the application considers the value configured in the Customer Trade Profile at the Customer Level. If both the above values aren't configured, then the application considers the value configured in the Channel Settings to determine eligibility and threshold of pay over earnings for the customer . However, if the values are configured at all three levels, Customer Account, Customer Level, and in the Channel Settings, then the application considers the setting in the Customer Trade Profile Customer at the Account Level to determine pay over eligibility.

You can configure pay over earnings from the Manage Customer Trade Profiles page as follows:

1. **Navigator** > **Order Management** > **Customer Channel Management** or **Deductions and Settlement** > **Administration** tab. On the Administration page, select **Configure customer trade profiles**.
2. Select a value from the list in the **Pay over Earnings** field. Based on your selection here, you can select the **Threshold Type**, **Threshold Value**, and an **Override Threshold**.

You can also configure pay over earnings from the Manage Settings page.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Settings
2. Enable **Pay Over Earnings** if payments are allowed to exceed program earnings. Based on your selection here, you can configure the **Threshold Type**, **Threshold Value**, and the **Override Threshold** settings. You can also configure the **Automatically Include Programs with Zero Balances** setting if required.

Related Topics

- Manage Channel Settings
- Create Customer Trade Profiles
- Resolve Promotional Claims

Configure Payables Settlement Method

Here you'll learn how to configure Payables settlement methods.

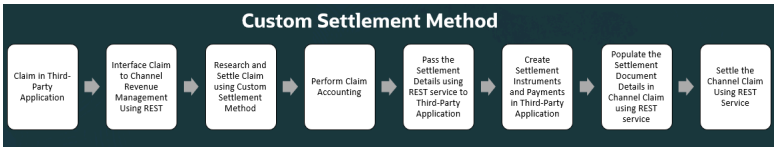
Customer Channel claims provides ready to use integrations to Fusion Financials Cloud for a host of ways to settle claims.

1. Configure custom settlement method under its applicable claim source.
    - In the Setup and Maintenance work area, go to the **Manage Claim Sources** task in the Channel Revenue Management functional area.
    - Select an applicable claim source, and add a Payables settlement method.
2. Configure **Customer Trade Profile**.
3. Configure Sub Ledger accounting rules from the **Manage Accounting Rules** task.

Configure Custom Settlement Method

Here you'll learn how to configure custom settlement methods.

Customer Channel claims provides ready to use integrations to Fusion Financials Cloud for a host of ways to settle claims. However, is you have additional settlement requirements, you can extend claim settlement options to create a settlement method for manual claims that is unique to your business process. For example, you can use custom settlement methods to settle claims created through an external application such as an Accounts Receivable or Accounts Payable application using the Integration of Channel Revenue Management claims settlement to legacy or third-party financial systems.



The custom settlement method is available for promotional or nonpromotional manual claims. For promotional claims, this method also enables you to account for channel revenue to relieve earned accruals on settlement.

This feature reduces the time and effort to integrate the settlement of claims in a third party financials system or deductions management system.

Here are some common scenarios where you can use custom settlement methods:

- Process settlement in legacy or third-party financial systems.
- Settle with an AR document for overpayment (akin to a negative chargeback, where an AR transaction is used to give money back to customers who have overpaid).
- Pay by wire transfer or EFT, as is common practice settling with European customers.

- Settle with free goods, if you issue free goods to your customers against their claims. Custom settlement can support sales order settlement in your order management system for claims.

1. Add a new custom settlement method to the ORA_CJM_SETTLEMENT_METHOD lookup.
    - In the Setup and Maintenance work area, go to the Manage Channel Lookups in the Channel Revenue Management functional area.
    - Search for lookup type, ORA_CJM_SETTLEMENT_METHOD.
    - Add a new lookup code representing the new settlement method.
2. Configure custom settlement method under its applicable claim source.
    - In the Setup and Maintenance work area, go to the Manage Claim Sources task in the Channel Revenue Management functional area.
    - Select an applicable claim source, and add a custom settlement method.
3. Configure Sub Ledger Accounting rules.

11 Set Up Supplier Claims

Overview of Supplier Claims

Here you can learn about and complete the setup steps that you must perform before you can generate claims.

You must complete the following setups:

1. Claim Types
2. Claim Reasons
3. Claim Sources and Settlement Methods

Set Up Claims Numbering

Claim numbers consist of a prefix and a single sequence. The prefix is defined in the claim source setup. A single sequence generates numbers from a given starting number that's stored in the database and the single sequence is used across all claims. The sequence starts at 1000.

Implementations may choose to have the same or different prefix across claim sources. Consult the business owners to help make this decision. For example, let's assume two claim sources prefixed with ABC and DEF respectively:

- For the first claim number, the sequence is ABC1000.
- For the second claim number, the sequence is DEF1001.
- For the third claim number, the sequence is ABC1002.

In this example, the ABC and DEF prefixes were defined in the claim source setup, which can be up to any five alphanumeric characters.

Set Up Supplier Claim Extract

Users must have roles allowing them to generate supplier claims to also generate and view claim extracts.

- The predefined Oracle BI Publisher templates are located under Catalog > Shared Folders > Supply Chain Management > Channel Revenue Management > Claims.

  This table shows the template names for claim extracts from various claims.

Template Name	Claim
Claim Detail Extract Report	Supplier ship and debit claims
Supplier Annual Claim Detail Extract Report	Supplier annual program claims

Template Name	Claim
Supplier Rebate Claim Detail Extract Report	Supplier rebate claims

- You can also decide on the columns you want included in the export file, and create a BI Publisher template for it.
- The default format for date is `YYYY/MM/DD`.
- The default format for time stamp is `YYYY/MM/DD HH24:MI:SS`.

Related Topics

- Generate Claim Extract

Manage Supplier Claim Types

Channel Revenue Management has configurable claim types. The administration of claim types is partitioned by reference sets. You can use claim types to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Claim Types
2. On the Manage Claim Types page, you can create and update your claim types.
3. Click the **Add** icon to create a new claim type.
4. Enter a code for your claim type in the **Claim Type Code** field. This code:
    - Acts as a unique identifier for the claim type, and is required.
    - Is used to identify and synchronize the setup data across multiple environments.
    - Is not available to users in the transactional pages.
5. From the **Set Name** list, select the set for which you want to create the claim type.
6. Use the **Buy Side** and **Sell Side** checkboxes to select the channel flows for which you want the claim type enabled. You can't update this once saved.
7. Enter the name of your claim type in the **Claim Type** field.
8. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim type.
    - **From Date** and **To Date**: Add a date range during which your claim type is valid.
9. For Deductions and Settlement, select the following values to map your claim type with a transaction type in Receivables.
    - **Mapped Transaction Type for Credit Memo**: Receivables transaction type to be used with the claim type, for deductions that are settled with credit memos.

- **Mapped Transaction Type for Invoice**: Receivables transaction type to be used with the claim type for overpayments that are settled using invoices.
- **Mapped Transaction Type for Chargeback**: Receivables transaction type to be used with the claim type for deductions that are settled with a chargeback.

10. For Deductions and Settlement, select the desired receivables activity to map your claim type and business unit for a receipt write off and write-off adjustment settlement transaction in AR.
11. Click **Save**.

Manage Supplier Claim Reasons

Channel Revenue Management has configurable claim reasons. The administration of claim reasons is partitioned by reference set. You can use claim reasons to analyze claims and identify possible business process improvements.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Claim Reasons
2. On the Manage Claim Reasons page, you can create and update your claim reasons.
3. Click the **Add** icon to create a new claim reason.
4. Enter a code for your claim reason in the **Claim Reason Code** field. This code:
    - Acts as a unique identifier for the claim reason, and is required.
    - Is used to identify and synchronize the setup data across multiple environments.
    - Is not available to users in the transactional pages.
5. From the **Set Name** list, select the set for which you want to create the claim reason.
6. Use the **Buy Side** and **Sell Side** checkboxes to select the channel flows for which you want the claim reason enabled. You can't update this once saved.
7. Enter the name of your claim reason in the **Claim Reason** field.
8. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim reason.
    - **From Date** and **To Date**: Add a date range during which your claim reason is valid.
9. For Deductions and Settlement, select the following values to map your claim reason to Receivables:
    - **Mapped Credit Memo Reason**: Select the Receivables credit memo reason that should be used for deductions settled with credit memos, when using this claim reason.
    - **Mapped Adjustment Reason**: Select the Receivables adjustment reason that must be applied to deduction write-offs.
    - **Mapped Chargeback Reason**: Select the Receivables Chargeback Reason that should be used for deductions settled with chargebacks, when using this claim reason.
10. Click **Save**. You can't delete a claim reason after saving. You can only update it.

Manage Supplier Claim Sources and Settlement Methods

Based on the application that generates the claim, and the claim amount, the claim class is determined.

The claim class along with the reference set determines the claim source for any claim. When this claim is interfaced to the Financials cloud to collect or pay, it uses the associated settlement method to do so.

You can configure the claim sources and the settlement methods they use for processing from the Manage Claim Sources page. The administration of claim sources is partitioned by reference sets.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management
    - Functional Area: Channel Revenue Management
    - Task: Manage Channel Claim Sources
2. Click the **Add** icon to create a new claim source.
3. From the **Set Name** list, select the set for which you want to create the claim source.
4. From the **Claim Source** drop-down list, select your claim source. The values are from the lookup ORA_CJM_CLAIM_SOURCE.
5. Select the **Enable** checkbox if you want the claim source to be available for your claims.
6. Claim classes are derived based on the claim source. Claim classes are defined in the lookup ORA_CJM_CLAIM_CLASS.

    This table shows the mapping between claim source and claim class.

Flow	Claim Source	Claim Class
Deductions and Settlement	Deduction	Deduction
Deductions and Settlement	Invoice Deduction	Deduction
Deductions and Settlement	Invoice Overpayment	Overpayment
Deductions and Settlement	Manual Claim	Claim
Deductions and Settlement	Overpayment	Overpayment
Supplier Annual Program	Supplier Annual Program - Claim	Claim
Supplier Annual Program	Supplier Annual Program - Debit Claim	Debit Claim

Flow	Claim Source	Claim Class
Supplier Rebate	Supplier Rebate - Claim	Claim
Supplier Rebate	Supplier Rebate - Debit Claim	Debit Claim
Supplier Ship and Debit	Supplier Ship and Debit - Claim	Claim When a supplier claim is totaled, a positive total is assigned as Claim
Supplier Ship and Debit	Supplier Ship and Debit - Debit Claim	Debit Claim When a supplier claim is totaled, a negative total is assigned as Debit Claim.

7. Enter the prefix you want for each of your claim source in the **Prefix** field. The value is used in as the prefix along with the generated claim number for each claim belonging to this claim source.
8. Enter values for the remaining fields, if required.
    - **Description**: Add a description for your claim source.
    - **Default Claim Type**: Select the claim type you want as the default for your claim source.
    - **Default Claim Reason**: Select the claim reason you want as the default for your claim source.
9. Select the settlement methods for your claim source from the Available Settlement Methods section. You can set a settlement method as the default for the claim source.
    - Claim settlement methods are defined in the lookup ORA_CJM_SETTLEMENT_METHOD.
    - The application that supports a predefined settlement method is defined in the lookup ORA_CJM_CLAIM_ACCOUNT_FOR.

Claim Source	Supported Settlement Methods	Accounting For
Deduction	Credit Memo - On Account Open Credit Memo Open Overpayment Write-Off	Receivables
Invoice Deduction	Credit Memo - On Account Credit Memo - On Invoice Open Credit Memo	Receivables

Claim Source	Supported Settlement Methods	Accounting For
	Open Overpayment Write-Off Chargebacks	
Invoice Overpayment	Invoice Open Deduction	Receivables
Manual Claim	Credit Memo - On Account	Receivables
Overpayment	Invoice Open Deduction	Receivables
Supplier Annual Program - Claim	AP Debit	Payables
Supplier Annual Program - Debit Claim	AP Default Payment	Payables
Supplier Rebate - Claim	AP Debit	Payables
Supplier Rebate - Debit Claim	AP Default Payment	Payables
Supplier Ship and Debit - Claim	AP Debit	Payables
Supplier Ship and Debit - Debit Claim	AP Default Payment	Payables

10. Click **Save**.

12 Set Up Channel Revenue Flows

Manage Channel Lookups

Here you can view, manage, and edit the lookups for Channel Revenue Management.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Lookups
2. You can search for and manage the Channel Revenue Management lookups from the Manage Channel Lookups page.

List of Channel Lookups

This table lists the lookups and their codes available for Channel Revenue Management.

Note: You can configure lookups with Lookup Configuration Level: **Extensible** or **User**.

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_BATCH_LINE_DISPUTE_TYPE	Indirect Sales Batch Line Dispute Type	List of dispute types supported in the indirect sales batch line.	System	ORA_AMOUNT_DISPUTE ORA_ELIGIBILITY_DISPUTE
ORA_CJM_ACCRUAL_ADJ_FOR	Accrual Adjustment For	Indicates that the accrual adjustment is done for the supplier.	System	SUPPLIER CUSTOMER PARTY
ORA_CJM_ACCRUAL_STATUS	Accrual Status for Eligible Line	Indicates whether accrual has been computed for the eligible line.	System	ORA_CJM_ACCRUAL_PENDING ORA_CJM_ACCRUED ORA_CJM_ERROR
ORA_CJM_ACCRUAL_TYPE	Accrual Type	Indicates that the accrual is created for the supplier.	System	SUPPLIER
ORA_CJM_ADJUSTMENT_TYPE	Manual Adjustment Type	List of manual adjustment types supported in the channel. For example, Increase Earned, or Decrease Earned.	System	DECREASE_EARNED INCREASE_EARNED TIER_INCREASE_EARNED

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
				TIER_DECREASE_EARNED
ORA_CJM_ANP_CHECKBOOK_GROUP_BY	Grouping Criteria for Accruals for Annual Program	Indicates the attribute used to summarize the accruals in the annual program checkbook.	System	ORA_CJM_CATEGORY_OR_ITEM ORA_CJM_ITEM_IN_CATEGORY ORA_CJM_PERIOD
ORA_CJM_ASSOCIATION_TYPE	Claim Association Type	Indicates the level at which association is performed. For example, Program, Order, Product or Invoice.	System	PROGRAM
ORA_CJM_AUTO_SETTLEMENT_METHOD	Settlement Method for Automatic Payment	List of settlement methods supported for automatic payments.	Extensible	ORA_CHECK ORA_AP_DEFAULT ORA_CM_ON_ACCOUNT
ORA_CJM_BATCH_DATA_SOURCE	Batch Data Source Type	Indicates the transaction type used to categorize the transaction data in the batch.	System	ORA_RECEIVING_TRX ORA_SALES_ORDER ORA_SUPPLIER_INVOICE_CSV ORA_SALES_ORDER_CSV ORA_INVOICED_SALES_ORDER
ORA_CJM_BATCH_LINE_STATUS	Batch Line Status	List of statuses supported in the channel batch line.	System	ORA_VALIDATED ORA_PROCESSED
ORA_CJM_BATCH_SOURCE_TYPE	Source for Load Transactions	Indicates the source used in the Load Transactions scheduled process.	System	RECEIVING_TRX ORA_INVOICED_SALES_ORDER
ORA_CJM_BATCH_STATUS	Batch Status	List of statuses supported in the channel batch.	System	ORA_OPEN ORA_VALIDATED ORA_PROCESSED
ORA_CJM_SPA_BATCH_STATUS	Indirect Sales Batch Status	List of statuses supported in the indirect sales batch.	System	ORA_OPEN ORA_AWAITING_REVIEW ORA_REJECTED

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
				ORA_CLOSED ORA_UPDATE_IN_PROGRESS
ORA_CJM_BENEFICIARY_TYPE	Channel Program Beneficiary Type	List of beneficiary types supported in the channel. For example, Bill To, Ship To, Customer, or Custom.	System	ORA_CJM_BILL_TO_CUSTOMER_ID
ORA_CJM_BR_WHEN_RULE_APPLIED	When is the rule applied?	List of rule conditions supported in extensibility.	System	ORA_OWNER_RULE
ORA_CJM_BUDGET_CATEGORY	Channel Budget Category	List of Budget categories.	User	SALES VENDOR_REBATE
ORA_CJM_CHANL_CUST_QUAL	Qualifier for Customer Programs	List of qualifiers supported in customer annual programs.	System	ORA_HEADER_BILL_TO_CUSTOMER_ID
ORA_CJM_CHECKBOOK_GROUP_BY	Grouping Criteria for Accruals	Indicates the attribute used to summarize the accruals in the supplier program checkbook.	System	ORA_CJM_ITEM ORA_CJM_PO ORA_CJM_BILL_TO_LOCATION ORA_CJM_SHIP_TO_LOCATION
ORA_CJM_CLAIM_ACCOUNTING_FOR	Claim Accounting For	Indicates whether the claim accounting is for Payables or Receivables.	System	PAYABLES RECEIVABLES
ORA_CJM_CLAIM_CLASS	Channel Claim Class	List of claim classes supported in the channel.	System	CLAIM DEBIT_CLAIM DEDUCTION OVERPAYMENT
ORA_CJM_CLAIM_FOR	Claim For	Indicates that the claim is created for the supplier.	System	SUPPLIER
ORA_CJM_CLAIM_LINE_TYPE	Claim Line Type	List of claim line types supported in the channel.	System	ITEM MEMO_LINE TAX FREIGHT ORA_DESCRIPTION

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_CLAIM_PAY_OVER_EARNING	Pay Over Earnings	Indicates whether the pay over earning is allowed or not.	System	ORA_ALLOW ORA_DISALLOW
ORA_CJM_CLAIM_SOURCE	Channel Claim Source	List of claim sources supported in the channel claim.	System	CLAIM CLAIM_INVESTIGATION_DED CLAIM_INVESTIGATION_OPM INVOICE_DEDUCTION INVOICE_OVERPAYMENT SA_CLAIM SA_DEBIT_CLAIM SSD_CLAIM SSD_DEBIT_CLAIM SR_CLAIM SR_DEBIT_CLAIM
ORA_CJM_CLAIM_STATUS	Channel Claim Status	List of statuses supported in the channel claim.	System	APPROVAL_PENDING APPROVAL_REJECTED CANCELLED NETTING_IN_PROG OPEN UPDATE_IN_PROGRESS SETTLED SETTLEMENT_PENDING
ORA_CJM_CLM_PAY_OVER_THLD_TYPE	Pay Over Earnings Threshold Type	List of the threshold types used for pay over earnings.	System	ORA_AMOUNT ORA_PERCENTAGE ORA_UNCONDITIONAL
ORA_CJM_CODE_MAPPING_TYPE	Channel Code Mapping Type	Indicates the mapping types for customer mappings.	System	ORA_CLAIM_REASON

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_CUST_CHKBK_TYPE	Type of Data Shown in Customer Checkbook	Indicates whether to show customer balances, program balances, or total balances.	System	ORA_CUSTOMER_BAL ORA_PROGRAM_BAL ORA_TOTAL_BAL
ORA_CJM_CUST_CLAIM_ASSOC_TYPE	Association Type for Customer Claims	Indicates the level at which accrual association is performed in customer claims.	System	ORA_PROGRAM ORA_INVOICE_ITEM
ORA_CJM_CUST_CLAIM_RESOL_TYPE	Resolution Type for Customer Claims	Indicates the resolution types supported in customer claims.	System	ORA_PROMOTIONAL ORA_NON_PROMOTIONAL
ORA_CJM_CUST_REB_PERCENT_BASIS	Percent Basis for Customer Rebates	List of pricing bases for percent supported in customer rebate programs.	System	ORA_UNIT_LIST_PRICE ORA_UNIT_SELLING_PRICE
ORA_CJM_CUST_REBATE_DATE_QUAL	Date Qualifier for Customer Rebates	Indicates the date qualifiers supported in customer rebates.	System	ACTUAL_SHIP_DATE SALES_INVOICE_DATE ORDERED_DATE REQ_ARRIVAL_DATE REQ_SHIP_DATE
ORA_CJM_CUST_REBATE_QUAL	Qualifier for Customer Rebates	List of qualifiers supported in customer rebate programs.	Extensible	ORA_HEADER_BILL_TO_CUSTOMER_ID ORA_HEADER_BILL_TO_SITE_USE_ID ORA_ORDER_LINE_TYPE ORDER_TYPE SALESPERSON_ID SHIP_TO_PARTY_SITE_ID ORA_WAREHOUSE
ORA_CJM_CUST_CLM_ACCRUE_TO_LVL	Level of Accrue To for Customer Claim Associations	Indicates the level of accrue to supported in customer claim associations.	System	ORA_ALL_ACCT_RELATIONSHIP ORA_BILL_TO_RELATIONSHIP ORA_RECIPROCAL_RELATIONSHIP

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_CUST_CLM_CALENDAR_YEAR	Calendar Year for Customer Claim Associations	Indicates the calendar years supported in customer claims associations.	System	ORA_CURRENT_YEAR ORA_LAST_YEAR
ORA_CJM_CUST_PROG_ITEM_LEVEL	Item Level for Product Rules in Customer Programs	Item levels supported in product rules for customer programs.	Extensible	ORA_ITEM ORA_ALL_ITEMS ORA_ITEM_CATEGORY
ORA_CJM_CUSTOMER_OR_SUPPLIER	Generic Customer or Supplier List of Values	Generic list of values used to select either the customer or supplier option.	System	ORA_SUPPLIER ORA_CUSTOMER
ORA_CJM_DISCOUNT_APPLIED_TO	Discount Applied To	Choices to indicate the grouping option used when applying the channel program. For example, Single line or Group of lines.	System	LINE - Single line
ORA_CJM_DISP_TYPE_STATUS	Filter Records by Status	Filter used to sort records based on one of the following statuses: enabled, disabled or all statuses.	System	Y N ALL
ORA_CJM_DISTRIBUTION_TYPE	Product Distribution Type	List of product distribution types supported in the lump sum program.	System	ORA_EVEN ORA_AMOUNT ORA_PERCENT
ORA_CJM_DOCUMENT_TYPE	Channel Document Type	Indicates the document type.	System	ORA_RECEIVING_TRX
ORA_CJM_ESS_PARAM_PROCESS_MODE	Program Process Mode	Indicates whether the program runs in preview mode or update mode.	System	PREVIEW - In preview mode, the program reports the accounting exceptions. UPDATE - In update mode, the program sweeps the unaccounted channel transactions.
ORA_CJM_GEN_SUP_CLM_DATE_TYPE	Date Type for Generate Supplier Claims	Indicates the date type used for identifying eligible accruals in the Generate Supplier Claims scheduled process.	System	ACCT_DATE REQ_ACCT_DATE

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_INITIATED_BY	Initiated By	Indicates whether the program is created by an internal or external user.	System	ORA_CJM_INTERNAL ORA_CJM_EXTERNAL
ORA_CJM_ITEM_LEVEL	Channel Program Item Level	List of item levels supported in the channel program. For example, Item or All Items.	Extensible	ALL_ITEMS ITEM
ORA_CJM_ITEM_VAL_ORG_SETUP_IN	Applications with the item validation organization setting	List of applications from where channel retrieves the item validation organization setting.	System	ORA_RECEIVABLES ORA_PRICING
ORA_CJM_LINE_DISCOUNT_TYPE	Line Discount Type	Discount types supported in the channel program. For example, amount, percent, or new cost.	System	DISCOUNT_AMOUNT DISCOUNT_PERCENT NEW_COST NEW_PRICE
ORA_CJM_LINE_SOURCE_TYPE	Claim Line Source Type	List of line source types supported in the channel.	System	PROGRAM
ORA_CJM_LS_QUALIFIER	Lump Sum Program Qualifier	List of qualifiers supported in Lump Sum programs.	System	ORA_BILL_TO_CUSTOMER_ACCOUNT
ORA_CJM_MANUAL_ADJ_STATUS	Manual Adjustment Status	List of statuses supported in the manual adjustment.	System	APPROVAL_PENDING APPROVAL_REJECTED APPROVED OPEN SUCCESSFUL
ORA_CJM_MASS_SETTLEMENT_METHOD	Channel Claim Mass Settlement Method	List of settlement methods supported in the mass settle page.	Extensible	ORA_CJM_CREDIT_MEMO ORA_CJM_WRITE_OFF
ORA_CJM_ORDER_GL_POST_PHASE	Order Line Phase to Create GL Entries	Order line phase at which GL entries are created.	System	INVOICED
ORA_CJM_PGM_CHKBK_TYPE	Type of Data Shown in Program Checkbook	Indicates whether to show customer balances, bill to balances, or total balances.	System	ORA_CUSTOMER_BAL ORA_BILL_TO_BAL ORA_TOTAL_BAL

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_PRICING_APP_DATE_TYPE	Channel Program Application Date Type	Sales order date type used for evaluating channel program eligibility.	System	ORDERED_DATE REQ_SHIP_DATE
ORA_CJM_PROG_ITEM_LEVEL	Item Level for Product Rules	Item levels supported in product rules evaluated in Channel Revenue Management.	System	ORA_ALL_ITEMS ORA_ITEM ORA_ITEM_CATEGORY
ORA_CJM_PROGRAM_STATUS	Channel Program Statuses	List of statuses supported in the channel program.	System	ACTIVE APPROVAL_PENDING APPROVAL_REJECTED DRAFT TERMINATED SUPPLIER_DRAFT DECLINED
ORA_CJM_PROGRAM_TYPE	Channel Program Template	List of program templates supported in Channel Revenue Management.	System	SUPPLIER_ANNUAL_PROGRAM SUPPLIER_SHIP_AND_DEBIT SUPPLIER_REBATE CUSTOMER_REBATE CUSTOMER_LUMP_SUM CUSTOMER_ANNUAL_VOLUME CUSTOMER_ANNUAL_COOP CUSTOMER_VOLUME
ORA_CJM_PROGRAM_TYPE_STATUS	Channel Program Type Statuses	List of statuses supported in the channel program type.	System	ACTIVE CLOSED DRAFT PREDEFINED
ORA_CJM_QUALIFIER_OPERATOR	Qualifier Operator	List of operators supported while adding qualifiers in channel.	System	E (=) NE (<>)

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_QUALIFIER_TYPE	Channel Program Qualifier	List of qualifiers supported in Channel Revenue Management.	Extensible	BILL_TO_CUSTOMER_ID ORDER_TYPE SALESPERSON_ID SOLD_TO_PARTY_ID SHIP_TO_PARTY_SITE_ID SALESPERSON_ID ORA_WAREHOUSE
ORA_CJM_SALES_METHOD	Sales Method	Source of sales for which a rebate program is applicable. For example, Direct or Indirect.	System	B - Both D - Direct
ORA_CJM_SETTLEMENT_DOC_TYPE	Settlement Document Type	Indicates whether the settlement document line is a transaction or instrument.	System	TRANSACTION INSTRUMENT
ORA_CJM_SETTLEMENT_METHOD	Channel Claim Settlement Method	List of settlement methods supported in channel claims.	Extensible	AP_DEBIT AP_DEFAULT CM_ON_ACCOUNT CM_ON_INVOICE PRE_OPEN_CREDIT ON_ACCOUNT_INV OPEN_DED OPEN_OPM WRITE_OFF ORA_CHARGEBACK ORA_CHECK ORA_AP_DEFAULT
ORA_SPA_BATCH_LINE_ACCEPT_MODE	Indirect Sales Batch Line Acceptance Mode	List of acceptance modes supported in the indirect sales batch line.	System	ORA_NORMAL_ACCEPT ORA_MANUAL_ACCEPT
ORA_SPA_BATCH_LINE_RJT_REASON	Special Price Agreement Batch Line Rejection Reason	List of rejection reasons supported in the special price agreement batch line.	Extensible	ORA_AMOUNT_DISPUTE ORA_ELIGIBILITY_DISPUTE ORA_DUPLICATE

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
				ORA_DEBIT_CLAIM
ORA_CJM_SPA_BATCH_LINE_STATUS	Indirect Sales Batch Line Status	List of statuses supported in the indirect sales batch line.	System	ORA_OPEN ORA_ELIGIBILITY_DISPUTED ORA_AMOUNT_DISPUTED ORA_DUPLICATE ORA_REJECTED ORA_ACCEPTED ORA_CLAIMED
ORA_CJM_SPA_BATCH_PROCESS_MODE	Special Price Agreement Batch Process Mode	List of processing modes supported in special price agreement batches.	System	ORA_IMMEDIATE_CLAIM ORA_REVIEW_AND_CLAIM
ORA_CJM_SPA_DATE_QUAL	Date Qualifier for Special Price Agreements	Date qualifiers supported in special price agreements.	System	ORA_ORDER_DATE ORA_REQ_SHIP_DATE ORA_ACTUAL_SHIP_DATE
ORA_CJM_SPA_OUTCOME	Outcome Type for Special Price Agreements	Outcome types supported in special price agreements.	System	ORA_WON ORA_LOST
ORA_CJM_SPA_REBATE_TYPE	Rebate Type for Special Price Agreement	Rebate types supported in special price agreements	System	ORA_PERCENT ORA_AMOUNT
ORA_CJM_SPA_REQUEST_TYPE	Request Type for Special Price Agreements	Request types supported in special price agreements.	System	ORA_BID_REQUEST ORA_BLANKET_REQUEST ORA_MEET_COMPETITOR_PRICE
ORA_CJM_SPA_STATUS	Channel Special Price Agreement Statuses	List of statuses supported in the channel special price agreement.	System	ORA_DRAFT ORA_APPROVAL_PENDING ORA_APPROVAL_REJECTED ORA_ACTIVE ORA_TERMINATED ORA_CLOSED

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
ORA_CJM_STLMNT_INSTRUMENT_TYPE	Settlement Instrument Type	List of instrument types supported in customer claim settlements.	System	ORA_INVOICE
ORA_CJM_SUP_RBT_DISC_TYPE	Discount Type for Supplier Rebates	Discount types supported in supplier rebate programs.	System	ORA_DISCOUNT_PERCENT ORA_DISCOUNT_AMOUNT ORA_NEW_PRICE
ORA_CJM_SUP_RBT_EARN_ACCR_EVT	Event for Triggering Earned Accrual for Supplier Rebate	Indicates the event for triggering supplier rebate accrual.	System	ORA_CJM_ACCR_EVT_RECEIPT ORA_CJM_ACCR_EVT_SUPPL_INVOICE
ORA_CJM_SUP_RBT_NEW_PRIC_BASIS	New Price Basis for Supplier Rebates	List of pricing bases for new price supported in supplier rebate programs.	Extensible	ORA_PO_LINE_UNIT_PRICE
ORA_CJM_SUP_RBT_PERCENT_BASIS	Percent Basis for Supplier Rebates	List of pricing bases for percent supported in supplier rebate programs.	Extensible	ORA_PO_LINE_UNIT_PRICE
ORA_CJM_SUP_REBATE_DATE_QUALFR	Date Qualifier for Supplier Rebates	Indicates the date qualifiers supported in supplier rebates.	System	PO_DATE RECEIPT_TRX_DATE REQ_DELIVERY_DATE REQ_SHIP_DATE SHIPPED_DATE SUPPLIER_INVOICE_DATE
ORA_CJM_SUP_REBATE_QUAL	Qualifier Type for Supplier Rebates	List of qualifiers supported in supplier rebate programs.	Extensible	ORA_BILL_TO_LOCATION ORA_SHIP_TO_LOCATION ORA_TRANSACTION_REASON
ORA_CJM_SUPPLIER_INV_REASON	Reason for Supplier Invoice Correction	List of reasons for correcting an invoice.	Extensible	-
ORA_CJM_TIER_CALC_METHOD	Tier Calculation Method	List of tier calculation methods supported in programs.	System	ORA_RETROSPECTIVE ORA_STEPPED
ORA_CJM_TIER_TYPE	Channel Program Tier Type	Tier types supported in the channel program.	System	ORA_QUANTITY ORA_AMOUNT

Lookup Type	Meaning	Description	Lookup Configuration Level	Lookup Codes
				ORA_SALES
ORA_CJM_TRANSACTION_TYPE	Channel Transaction Type	List of transaction types supported in channel. For example, Accrual or Adjustment.	System	ACCRUAL ADJUSTMENT
ORA_CJM_USER_STATUS_FOR	User Status For	Indicates channel object type for which the user status is created.	System	CLAIM PROGRAM PROGRAM_TYPE ADJUSTMENT
ORA_CJM_YES_NO	Generic Yes or No List of Values	Generic Yes or No list of values.	System	Y - Yes N - No

Manage Channel Profile Options

Here you can view and manage profile options for Channel Revenue Management.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Profile Options
2. On the Manage Channel Profile Options page:
    - The Search Results: Profile Option section displays details of the profile option code, the profile display name, the application and its module that uses the profile option, the start and end dates, and the description of the profile option that you search for.
    - The Profile Option: Profile Values section displays the profile level set for the profile option.

List of Channel Profile Options

This table lists the profile options available for Channel Revenue Management.

Profile Display Name	Profile Option Code	Description
Channel Currency Conversion Type	CJM_CURRENCY_CONVERSION_TYPE	Use this option to specify the conversion rate type to be used during currency conversions at the site level.

Profile Display Name	Profile Option Code	Description
Credit Method for Installments	ORA_CJM_AR_CR_MTHD_FOR_INSTL	For Deductions and Settlement Use this option to specify how installments must be credited in Receivables for transactions with multiple installments, when settling with the settlement method Credit Memo - On Invoice. This option is for the site level. Values can be: • FIFO: First in First Out. Credits the first installment first. • LIFO: Last In First Out. Credits the last installment first. • Prorate: Credits the installments of the credited transactions and prorate them based on the amount remaining for each installment.
Credit Method for Accounting Rules	ORA_CJM_AR_CR_MTHD_FOR_RULE	For Deductions and Settlement Use this option to specify how the accounting entries must be reversed in Receivables by the settlement method Credit Memo - On Invoice, if accounting rules are used. This option is for the site level. Values can be: • LIFO: Last In First Out. Starts from the last accounting period and reverses all prior periods till the credit memo is used up. • Prorate: Credits an equal percentage to all the account assignments for the invoice. • Unit: Reverses revenue for the number of units specified in the original invoice line.
Calendar Year Filter in Available Accruals Search	ORA_CJM_AVAIL_ACCR_CAL_YEAR_FILTER	Use this option to specify the calendar year filter used to search available accruals. This option can be used at the site or user levels. The default value is set at the site level.
Group by in Available Accruals Search	ORA_CJM_AVAIL_ACCR_GROUP_BY	Use this option to specify the association type used to group results in the available accruals search. This profile can be used at the site or user levels. The default value is set at the site level.
Minimum Number of Days of Receipt Data for Initial Load	ORA_CJM_MIN_DAYS_INITIAL_LOAD_RECEIPT	For Supplier Rebates Use this option to specify the number of days of receipt data that must be processed in the initial (first) run of the Load Transactions process at the site level. When: N = Minimum Number of Days of Receipt Data For Initial Load D1 = Start date of the active program with the earliest start date. D2 = D1 - N

Profile Display Name	Profile Option Code	Description
		• If D2 <= Today's date, the initial start date for Load Transactions is D2. • If D2 > Today's date, the initial start date for Load Transactions is Today - N days. • If there are no active programs, the initial start date for Load Transactions is Today - N days. • Default value for Minimum Number of Days of Receipt Data For Initial Load is set as 30 days, if the profile value is cleared or a negative value is entered. The profile option is used to determine how far back in days your implementation wants to collect receiving transactions from when you first execute the Load Transactions process. This profile is only used the first time you run the Load Transactions scheduled process. After the first run, the application tracks when the process was last performed. So from the next run onward, it collects only the new receiving transactions. For example, if you're running the first Load Transactions process on Dec 14th and the implementation wants to bring in 1 month of transactions prior to a Jan 1st go-live date, then your initial load on Dec 14th should set Minimum Number of Days of Receipt Data from Initial Load to 14 days.
Start Date for Initial Load of Invoiced Sales Orders from Receivables	ORA_CJM_START_DATE_INITIAL_LOAD_INVOICED_SALES_ORDERS	Specify the start date in mm/dd/yyyy format for the initial load of invoiced sales orders from Receivables. Set this to include past transactions up to 18 months from the current date.

Manage Channel Messages

Here you can view, edit, and add new messages for Channel Revenue Management.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Messages
2. On the Manage Channel Messages page, you can search for, and edit existing messages, or create your custom messages.

> **Note:** Before creating a new message, check the existing messages to see if it meets your need.

3. To create a new message, click the **New** icon, or select **New** from the **Actions** drop-down list.
4. On the Create Message page, enter you message details. The following attributes are required:

Attribute	Description
Message Name	Enter a unique name with the format: APPLICATIONSHORTNAME_LBA/SUB-LBA_MESSAGE DESCRIPTION. For example, CJM_ADJ_SUP_ATRIB_NO_INPUT. Use all uppercase letters, and don't use symbols. o Don't include spaces within the name, or at the start or end of the name. Use underscore characters to separate parts of the message name. o Don't include message numbers in the name.
Application	Channel Revenue Management
Module	Select the area for which the message is created. For example, common.
Message Type	Select the type of the message, for example, error, warning and so on.
Short Text	Enter the message that you want to use.

5. If you're using tokens, in the Message Tokens area, select New and add the token details. A token is a placeholder for variable content, such as text or a number. Channel Revenue Management replaces the token with the value at runtime.
6. Click **Save and Close**.

For more information, see the Configuring and Extending Applications guide for Oracle Applications Cloud.

Manage Channel Descriptive Flexfields

Here you can view and manage descriptive flexfields for Channel Revenue Management.

1. In the Setup and Maintenance work area, go to:
    - Offering: Order Management/Procurement
    - Functional Area: Channel Revenue Management/Supplier Incentives
    - Task: Manage Channel Descriptive Flexfields
2. On the Manage Descriptive Flexfields page, search for the Channel flexfield.

Sell Side Channel Descriptive Flexfields

The following DFFs are available to manage additional information for the sell side in Channel Revenue Management.

Name	Flexfield Code	Description
Channel Customer Claim Header DFF	CJM_CUSTOMER_CLAIMS	Fields for additional information on the channel customer claim header.
Channel Customer Manual Adjustment Header DFF	CJM_CUST_ADJUSTMENT_HEADER_DFF	
Channel Customer Program Header DFF	CJM_CUSTOMER_PROGRAM_HEADER_DFF	Fields to capture additional information about the channel customer program header.
Channel Customer Program Line DFF	CJM_CUSTOMER_PROGRAM_LINE_DFF	Fields to capture additional information about the channel customer program line.
Channel Special Price Agreement Header DFF	CJM_SPECIAL_PRICE_AGREEMENT_HEADER_DFF	Fields to capture additional information about the channel special price agreement header.

Buy Side Channel Descriptive Flexfields

The following DFFs are available to manage additional information for the buy side in Channel Revenue Management.

Name	Flexfield Code	Description
Channel Claim Header DFF	CJM_CLAIMS	Fields for additional information about the channel claim header.
Channel Document Header DFF	CJM_DOCUMENT_HEADER_DFF	Fields to capture additional information about the channel document header.
Channel Document Line DFF	CJM_DOCUMENT_LINE_DFF	Fields to capture additional information about the channel document line.
Channel Program Header DFF	CJM_PROGRAMS	Fields for additional information about the channel program header.
Channel Program Product Rules	CJM_ PROGRAM_ PRODUCT_RULES	Fields for additional information about a product rule of a channel program.

Related Topics

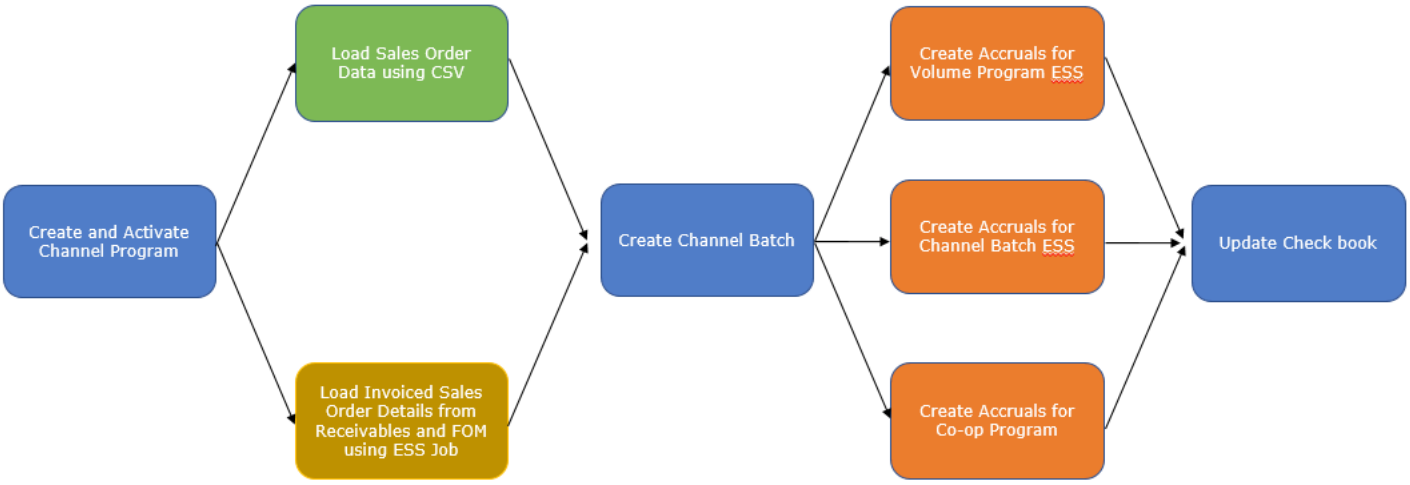
- Overview of Flexfields

13 Set Up Import

Handling Import of Channel Data for Sell Side Flows

In this topic, you'll learn how you can handle the import of Channel data for sell-side flows.

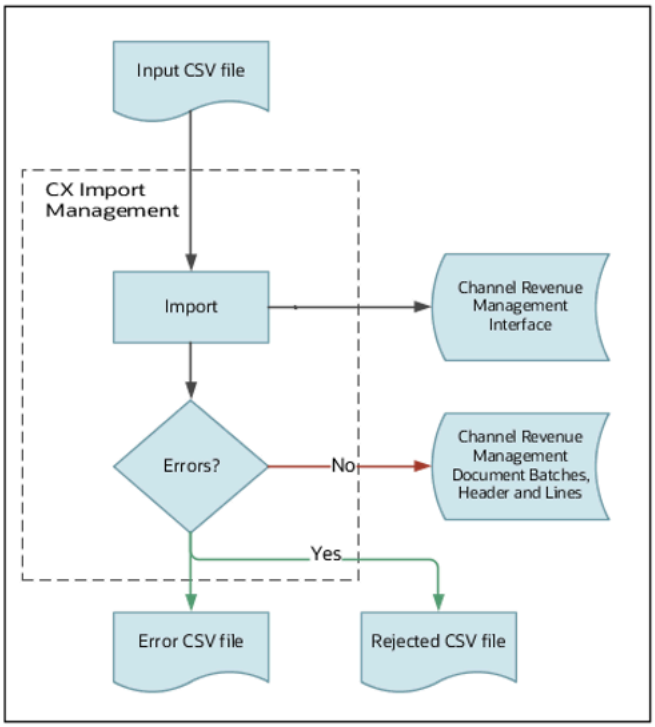
You can import data into Channel Revenue Management using one of two methods. You can choose to import customer invoices using a CSV file through the Import Management application, or you can load invoiced sales orders using the **Load Transactions** scheduled process. The following graphic depicts the flow based on the method of data import.



Import Customer Invoices

Import Management can be accessed from Tools > Import Management.

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



How to Handle Errors

Here are some tips to handle errors that may occur during the import process:

- The import process provides you with an error.csv file and a reject.csv file for a given import. All the errors are in the error.csv file. The reject.csv file is a copy of your source CSV with additional columns with error messages.
- Correct the errors in the reject.csv file. Remember to remove the first and last columns and save as a new CSV file.
- Import the new CSV file.

Note: You must fix all the errors in the CSV file before rerunning the import. A batch is created only if there are no validation errors.

Attributes Required from Oracle Fusion Cloud Applications

You must set up these attributes that are part of various Oracle Fusion Cloud applications for importing sales invoices.

Application	Attribute	Required?
HR foundation in HCM	Business Unit	Yes
Financials foundation	Currency	Yes
Product Information Management	Item	Yes
Product Information Management	UOM	Yes

Application	Attribute	Required?
Pricing	Item Validation Organization (Pricing Parameter)	Yes
Receivables	Bill-to Customer, Account and Site	Yes
TCA	Ship-to Customer, Site	Yes
TCA	Sold-to Customer	Yes
TCA	Salesperson	Yes, if specified in the CSV file
Order Management	Sales Order Type	Yes, if specified in the CSV file
Order Management	Sales Order Line Type	Yes, if specified in the CSV file
Receivables	Sales Invoice Type	Yes, if specified in the CSV file
Receivables	Sales Invoice Line Type	Yes, if specified in the CSV file
Inventory	Warehouse	Yes, if specified in the CSV file

Sales Invoice Attributes

You must use Channel Batch Transaction as the import object. The attribute Batch Transaction Type is a required attribute. For sales invoices, it's ORA_SALES_ORDER_CSV. You can either download the Channel Batch Transaction template or map your template against the attributes in the Channel Batch Transaction object.

Review the My Oracle Support (MOS) topic, How To Import Customer and Supplier Invoices from CSV files into Channel Revenue Management Using the Import Management Application (Doc ID 3045218.1) for additional information.

The following attributes are available for sales invoices:

Display Name	Attribute Name	Description	Required	Validated	Document Header, Line
Batch Transaction Type	BatchTransactionType	The transaction type used to categorize the transaction data in the batch.	Yes	Yes	Header
Bill of Lading	BillOfLadingNumber	A carrier's contract and receipt for the goods that the carrier agrees to transport from a specific origin address to a specific destination address.	-	No	Line
Bill-to Account	BillToAccount	The account number of the bill-to customer.	Conditional	Yes	Header
Bill-to Account ID	BillToAccountID	The unique identifier for the bill-to account.	Conditional	Yes	Header
Bill-to Account Site	BillToAccountSite	Indicates the unique user-friendly identifier	Conditional	Yes	Header

Display Name	Attribute Name	Description	Required	Validated	Document Header, Line
		of the customer account site.			
Bill-to Account Site ID	BillToAccountSiteID	Indicates the unique identifier of the customer account site.	Conditional	Yes	Header
Bill-to Customer	BillToCustomer	The name of the bill-to customer.	Conditional	Yes	Header
Bill-to Customer ID	BillToCustomerID	The unique identifier for the bill-to customer.	Conditional	Yes	Header
Bill-to Customer Registry ID	BillToCustomerRegistry	The user-friendly unique identifier for the bill-to customer.	Conditional	Yes	Header
Business Unit	BusinessUnit	The business unit for the transaction.	Conditional	Yes	Header, Line
Business Unit ID	BusinessUnitId	The unique identifier for the business unit.	Conditional	Yes	Header, Line
Comments	Comments	The comments for the transaction.	-	No	Header
Currency	Currency	The currency code for the transaction.	Yes	Yes	Header, Line
Item	ItemNumber	The inventory item number.	Conditional	Yes	Line
Item Description	ItemDescription	The description for the item.	-	No	Line
Item ID	ItemID	The unique identifier for the inventory item.	Conditional	Yes	Line
Line Comments	LineComments	The comments for the transaction line.	-	No	Line
Original Sales Order Line Number	OriginalSalesOrderLine	The line number for the original sales order line. If this attribute is specified and the Sales Order Line referenced by it is present in document lines, then it will be treated as a return. The Sales Order Type value won't be used to determine if it is a return or not.	-	No	Line
Original Sales Order Number	OriginalSalesOrderNum	The sales order number for the original sales order.	-	No	Line

Display Name	Attribute Name	Description	Required	Validated	Document Header, Line
		If this attribute is specified and the Sales Order Line referenced by it is present in document lines, then it will be treated as a return. The Sales Order Type value won't be used to determine if it is a return or not.			
Original System Line Reference	OriginalSystemLineRefe	The original document reference for the transaction line in the external system.	-	No	Line
Original System Reference	OriginalSystemReferen	The original document reference for the transaction in the external system.	-	No	Line
Original System Source	OriginalSystemSource	The name of the system source.	Yes	No	Header, Line
Purchase Order Line Number	PurchaseOrderLineNun	The unique identifier for the purchase order line.	-	No	Line
Purchase Order Number	PurchaseOrderNumber	The purchase order document number.	-	No	Line
Requested Arrival Date	RequestedArrivalDate	The original date the customer requested the item arrive on.	-	No	Line
Requested Ship Date	RequestedShipDate	The original date the customer requested the item ship on.	-	No	Line
Sales Invoice Date	SalesInvoiceDate	The date that appears on a customer invoice.	Yes	No	Line
Sales Invoice Line Number	SalesInvoiceLineNumbe	The unique identifier for the invoice line.	Yes	No	Line
Sales Invoice Line Type	SalesInvoiceLineType	Indicates whether the invoice line corresponds to an item, tax, freight, or miscellaneous.	-	Yes	Line
Sales Invoice Number	SalesInvoiceNumber	The invoice number for the customer invoice.	Yes	No	Line
Sales Invoice Type	SalesInvoiceType	The invoice type for the invoice.	-	Yes	Line
Sales Order Date	SalesOrderDate	The ordered date on the sales order.	Yes	No	Header

Display Name	Attribute Name	Description	Required	Validated	Document Header, Line
Sales Order Line Number	SalesOrderLineNumber	The unique identifier for the sales order line.	Yes	No	Line
Sales Order Line Type	SalesOrderLineType	Defines the system behavior for the order line transaction.	-	Yes	Line
Sales Order Number	SalesOrderNumber	The identifier for the sales order.	Yes	No	Header
Sales Order Type	SalesOrderType	The name of the type of order that was placed.	-	Yes	Header
Salesperson	Salesperson	The person who is engaged in the sale of goods and services.	-	Yes	Line
Salesperson ID	SalespersonID	The unique identifier for the salesperson.	-	Yes	Line
Salesperson Number	SalespersonNumber	The unique user-friendly number that is associated with the salesperson.	-	Yes	Line
Shipment Number	ShipmentNumber	The unique identifier of a shipment.	-	No	Line
Shipped Date	ShippedDate	The date the shipment was actually sent.	-	No	Line
Shipped Quantity	ShippedQuantity	The quantity of goods or services that was shipped by supplier. The quantity must be negative for return lines.	Yes	No	Line
Shipped UOM	ShippedUOM	The unit of measure for the shipped quantity. UOM stands for Unit of Measure.	Yes	Yes	Line
Ship-to Customer	ShipToCustomer	The name of the ship-to customer.	Conditional	Yes	Line
Ship-to Customer ID	ShipToCustomerID	The unique identifier for the ship-to customer.	Conditional	Yes	Line
Ship-to Customer Registry ID	ShipToCustomerRegistr	The user-friendly unique identifier for the ship-to customer.	Conditional	Yes	Line
Ship-to Site	ShipToSite	The unique user-friendly address identifier for the ship-to customer.	Conditional	Yes	Line

Display Name	Attribute Name	Description	Required	Validated	Document Header, Line
Ship-to Site ID	ShipToSiteID	The unique address identifier for the ship-to customer.	Conditional	Yes	Line
Sold-to Customer	SoldToCustomer	The name of the sold-to customer.	Conditional	Yes	Header
Sold-to Customer ID	SoldToCustomerID	The unique identifier for the sold-to customer.	Conditional	Yes	Header
Sold-to Customer Registry ID	SoldToCustomerRegistr	The user-friendly unique identifier for the sold-to customer.	Conditional	Yes	Header
Sold-to Site	SoldToSite	The unique user-friendly address identifier for the sold-to customer.	-	Yes	Header
Sold-to Site ID	SoldToSiteID	The unique address identifier for the sold-to customer.	-	Yes	Header
Unit List Price	UnitListPrice	The base selling price before applying discounts.	-	No	Line
Unit Selling Price	UnitSellingPrice	The price per unit that a buyer paid for an item.	Yes	No	Line
Warehouse Code	WarehouseCode	The unique alphanumeric identifier for the inventory organization.	No	Yes	Line
Warehouse ID	WarehouseID	The unique identifier for the warehouse that is used to ship items from or receive items into.	No	Yes	Line
Waybill	WaybillNumber	The non-negotiable document describing the contract for transporting cargo.	-	No	Line
Channel Document Header DFF	Based on setup	The fields to capture additional information about the channel document header.	Based on setup	Yes	Header

Display Name	Attribute Name	Description	Required	Validated	Document Header, Line
		Note: If a DFF attribute is populated in the CSV but not configured in the DFF, it will get copied to the document transaction without validation.			
Channel Document Line DFF	Based on setup	The fields to capture additional information about the channel document line. **Note:** If a DFF attribute is populated in the CSV but not configured in the DFF, it will get copied to the document transaction without validation.	-	-	Line

Note: When both ID and Name values are available, for example, BusinessUnitId and BusinessUnit, the ID value is evaluated.

Note: The combination of Batch Transaction Type, Business Unit ID, Original System Source, Sales Order Line Number, and Sales Order Number must be unique.

Qualifiers for Sales Invoice

Here's the list of qualifiers for sales invoices

- Order Date
- Invoice Date
- Actual Ship Date
- Requested Ship Date
- Requested Arrival Date
- Customer
- Bill To
- Ship To
- Order Type
- Order Line Type

- Salesperson
- Warehouse
- Channel Document Header DFF (only for CSV integration)
- Channel Document Line DFF (only for CSV integration)

Mapping between Customer Qualifiers in Customer Rebate and Attributes in CSV

Customer Qualifier in Customer Rebate	Name in Channel Batch Transaction Template CSV File	Accounts Receivable Transaction UI	Accounts Receivable receivablesInvoices REST API
Customer	Bill-to Account	Bill-to Account Number	BillToCustomerNumber
Bill To	Bill-to Account Site	Bill-to Site	BillToSite
Ship To	Ship-to Site	Ship-to Site	ShipToSite

Load Invoiced Sales Orders

Integration with Order Management enables you to directly extract sales orders, shipments, and related invoice details into Channel Revenue Management. Channel Revenue Management then uses this information to determine accruals based on the terms of agreement with your customer.

Use this to:

- Eliminate the need to export sales orders from Fusion Order Management and then import them into Channel Revenue Management via CSV.
- Enable seamless accrual creation immediately after the sales order is invoiced.

If you currently load sales orders via CSV, then ensure that you set the **Start Date for the Initial Load of Invoiced Sales Orders from Receivables** profile option in such a way that duplicate orders aren't loaded, because the application doesn't check for duplicates.

Percentage-based rebates are applied based on the charge type and charge subtype configuration in the channel settings. However, amount-based rebates won't consider charge configuration and the discount will always be applied per unit. Ensure that you configure the following Channel settings:

- **Charge Type for Accrual Calculation**: Specify the Pricing charge type to be used to calculate accruals for invoiced sales orders imported from Receivables. The default setting is **All**.
- **Charge Subtype for Accrual Calculation** : Specify the Pricing charge subtype to be used to calculate accruals for invoiced sales orders imported from Receivables. The default setting is **All**

Custom qualifiers that are based on descriptive flexfields on the sales invoice header and line aren't supported.

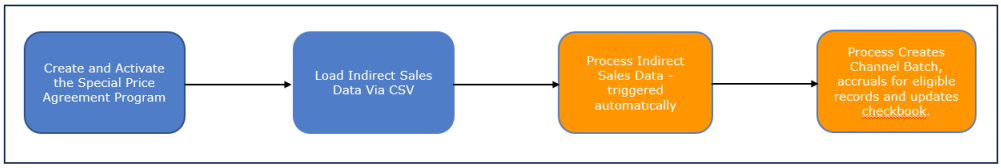
Related Topics

- Manage Channel Settings
- Manage Channel Profile Options
- How do I import data?
- How do I map import fields?
- Overview of Import Queues
- Load Transactions

Handling Import of Indirect Sales Data

In this topic, you'll learn how you can handle the import of indirect sales data for special price agreement flows.

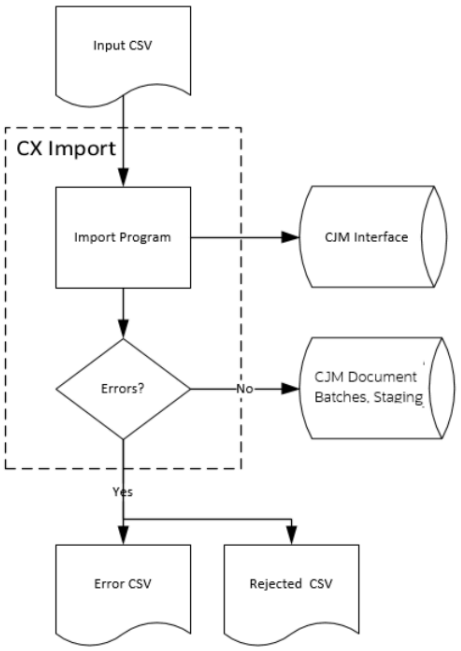
You can import data into Channel Revenue Management using a CSV file through the Import Management application. The following graphic depicts the flow of data import.



Import Indirect Sales Data for Special Price Agreements

Import Management can be accessed from Tools > Import Management.

Consideration: If you import indirect sales data via the CSV file (Batch Transaction Type = ORA_SPECIAL_PRICE_AGRMNT_CSV), then you must first import the CSV file. When you load indirect sales data via the CSV file, the **Process Indirect Sales Data** scheduled process is triggered and this creates a special price agreement batch, accruals, and updates the checkbook automatically.



How to Handle Errors

Here are some tips to handle errors that may occur during the import process:

- The import process provides you with an error.csv file and a reject.csv file for a given import. All the errors are in the error.csv file. The reject.csv file is a copy of your source CSV with additional columns with error messages.
- Correct the errors in the reject.csv file. Remember to remove the first and last columns and save as a new CSV file.
- Import the new CSV file.

Note: You must fix all the errors in the CSV file before rerunning the import. A batch is created only if there are no validation errors.

Attributes Required from Oracle Fusion Cloud Applications

You must set up these attributes that are part of various Oracle Fusion Cloud applications for importing indirect sales data.

Application	Attribute	Required?
HR foundation in HCM	Business Unit	Yes
Financials foundation	Currency	Yes
Product Information Management	Item	Yes
Product Information Management	UOM	Yes
Pricing	Item Validation Organization (Pricing Parameter Item Validation Organization based on BU)	Yes

Application	Attribute	Required?
Receivables	Distributor Bill-to Account	Yes
TCA	End Customer (party). Either Bill-to Customer (party) or Ship-to Customer (party).	Yes for Bid Request and Meet Competitor Price

Special Price Agreement Attributes

You must use Channel Batch Transaction as the import object. The attribute Batch Transaction Type is a required attribute. For special price agreements, it's ORA_SPECIAL_PRICE_AGRMNT_CSV. You can either download the Channel Batch Transaction template or map your template against the attributes in the Channel Batch Transaction object.

Review the My Oracle Support (MOS) topic, How To Import Customer and Supplier Invoices from CSV files into Channel Revenue Management Using the Import Management Application (Doc ID 3045218.1) for additional information.

The following attributes are available for special price agreements:

Display Name	Attribute Name	Description	Required	Validated
Agreement Name	AgreementName	The name of the special price agreement.	No	No
Agreement Number	AgreementNumber	The unique number that identifies the special price agreement.	No	No
Batch Transaction Type	BatchTransactionType	The transaction type used to categorize the transaction data in the batch.	No	Yes
Bill-to Customer	BillToCustomer	The name of the bill-to customer.	No	No
Bill-to Customer Registry ID	BillToCustomerRegistryID	The user-friendly unique identifier for the bill-to customer.	No	No
Business Unit	BusinessUnit	The business unit for the transaction.	No	Yes
Comments	Comments	The comments for the transaction.	No	No
Currency	Currency	The currency code for the transaction.	No	Yes
Distributor	Distributor	The name of the distributor.	No	Yes
Distributor Account	DistributorAccount	The bill-to customer account number of the distributor.	No	Yes
Distributor Claim Number	DistributorClaimNumber	The claim number recorded in the system of the distributor.	Yes	Yes

Display Name	Attribute Name	Description	Required	Validated
Distributor Registry ID	DistributorRegistryID	The unique user-friendly identifier for the distributor.	No	Yes
Item	ItemNumber	The inventory item number.	No	No
Item Description	ItemDescription	The description for the item.	No	No
Line Comments	LineComments	The comments for the transaction line.	No	No
Original System Line Reference	OriginalSystemLineReferenc	The original document reference for the transaction line in the external system.	No	No
Original System Reference	OriginalSystemReference	The original document reference for the transaction in the external system.	No	No
Original System Source	OriginalSystemSource	The name of the system source.	Yes	No
Requested Ship Date	RequestedShipDate	The original date the customer requested the item ship on.	No	No
Sales Order Date	SalesOrderDate	The ordered date on the sales order.	No	No
Sales Order Line Number	SalesOrderLineNumber	The unique identifier for the sales order line.	No	No
Sales Order Number	SalesOrderNumber	The identifier for the sales order.	Yes	No
Shipped Date	ShippedDate	The date the shipment was actually sent.	No	No
Shipped Quantity	ShippedQuantity	The quantity of goods or services that was shipped by supplier.	No	No
Shipped UOM	ShippedUOM	The unit of measure for the shipped quantity. UOM stands for Unit of Measure.	No	No
Ship-to Customer	ShipToCustomer	The name of the ship-to customer.	No	No
Ship-to Customer Registry ID	ShipToCustomerRegistryID	The user-friendly unique identifier for the ship-to customer.	No	No
Unit Claimed Amount	UnitClaimedAmount	The amount per unit that is claimed by the distributor.	No	No
Unit Purchase Price	UnitPurchasePrice	The price per unit that a distributor paid for an item.	No	No

Display Name	Attribute Name	Description	Required	Validated
Unit Selling Price	UnitSellingPrice	The price per unit that a buyer paid for an item.	No	No
Waybill	WaybillNumber	The non-negotiable document describing the contract for transporting cargo.	No	No
Attribute Category	AttributeCategory	The user-defined descriptive flexfield context sensitive segments configured to capture additional information on the transaction header.	No	No
Channel Document Header DFF	AttributeCharacter1-20 AttributeDate1-5 AttributeNumber1-10	The segments of the descriptive flexfield used to hold user-defined information on the transaction header. **Note:** If a DFF attribute is populated in the CSV but not configured in the DFF, it will be copied to the document transaction without validation.	No	No
Line Attribute Category	LineAttributeCategory	The user-defined descriptive flexfield context sensitive segments configured to capture additional information on the transaction line.		
Channel Document Line DFF	LineAttributeCharacter1-20 LineAttributeDate1-5 LineAttributeNumber1-10	The segments of the descriptive flexfield used to hold user-defined information on the transaction line.		

The following attributes are part of the duplicate record check:

- Order Number
- Order Line Number (optional attribute)
- Order Date
- Original System Source
- Item
- UOM
- Quantity (Shipped Quantity)
- Distributor Account
- Batch Status

- Batch Line Status
- Waybill Number (Optional Attribute)
- Business Unit

Qualifiers for Special Price Agreements

Here's the list of qualifiers for special price agreements:

- Requested Ship Date (order line)
- Ordered Date (order header)
- Actual Ship Date (order line)
- Distributor (order header)
- End Customer (order header)
- Item (order line)
- UOM (order line)

Mapping between Customer Qualifiers for Special Price Agreements

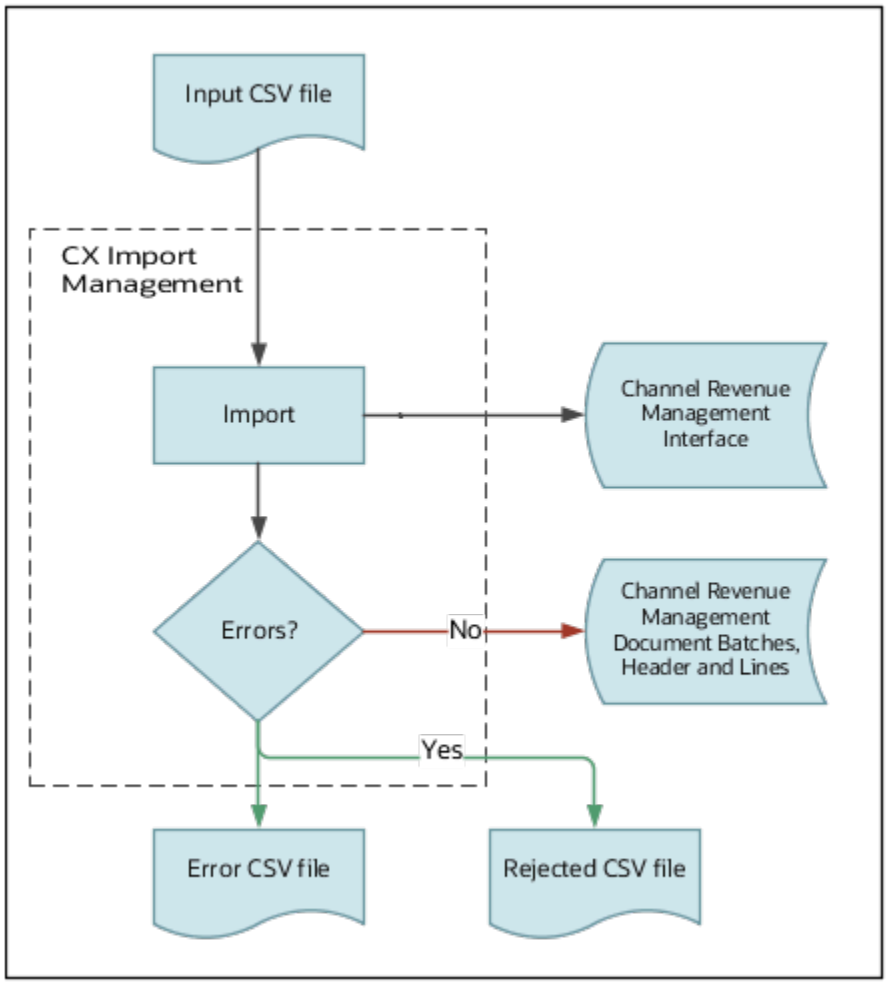
Customer Qualifier in Special Price Agreement	Name in Channel Batch Transaction Template CSV File	Accounts Receivable Transaction UI	Accounts Receivable receivablesInvoices REST API
Distributor Account	Distributor Account	Bill-to Account Number	BillToCustomerNumber
End Customer (does not require a bill-to account)	Bill-to Customer or Ship-to Customer		

Handling Import of Channel Data for Buy Side Flows

You can import supplier invoices from CSV files into Channel Revenue Management using the Import Management application. Import Management can be accessed from Tools > Import Management.

Import Supplier Invoices

Consideration: If you import supplier invoices via a CSV file (Batch Transaction Type = ORA_SUPPLIER_INVOICE_CSV), then import the CSV file once, and then schedule 2 processes to create accruals (for example, Create Accruals for Channel Batch and Create Accruals for Volume Programs).



How to Handle Errors

Here are some tips to handle errors that may occur during the import process:

1. The import process provides you with an error.csv file and a reject.csv file for a given import. All the errors are in the error.csv file. The reject.csv file is a copy of your source CSV with additional columns with error messages.
2. Correct the errors in the reject.csv file. Remember to remove the first and last columns and save as a new CSV file.
3. Import the new CSV file.

> **Note:** You must fix all the errors in the CSV file before rerunning the import. A batch is created only if there are no validation errors.

Attributes Required from Oracle Fusion Cloud Applications

You must set up these attributes that are part of various Oracle Fusion Cloud applications for importing supplier invoices.

This table contains all the required attributes that must be set up in various Oracle Fusion Cloud applications, for importing supplier invoices using CSV files.

Application	Attribute	Required?
HR foundation in HCM	Business Unit	Yes
HR foundation in HCM	Bill-to Location	Yes, if specified in the CSV file
HR foundation in HCM	Ship-to Location	Yes, if specified in the CSV file
HR foundation in HCM	Receiving Location	Yes, if specified in the CSV file
Financials foundation	Currency	Yes
Product Information Management	Item	Yes
Product Information Management	Supplier Item	Yes, if specified in the CSV file
Product Information Management	UOM	Yes
Inventory Management	Receiving Inventory Org	Yes, if specified in the CSV file
Procurement	Supplier	Yes
Procurement	Supplier Site	Yes
Procurement	Procurement BU	Yes, if specified in the CSV file
Procurement	Item Validation Org (Configure the Procurement Business Function for Procurement BU)	Yes
Payables Invoices	Invoice Type	Yes
Receiving	Transaction Type	Yes, if specified in the CSV file
Receiving or Inventory	Transaction Reason	Yes, if specified in the CSV file

Supplier Invoice Attributes

You must use **Channel Batch Transaction** as the import object. The attribute **Batch Transaction Type** is a required attribute. For supplier invoices, it's **ORA_SUPPLIER_INVOICE_CSV**. You can either download the **Channel Batch Transaction** template or map your template against the attributes in the Channel Batch Transaction object. These attributes are available for supplier invoices.

Review the My Oracle Support (MOS) topic, How To Import Customer and Supplier Invoices from CSV files into Channel Revenue Management Using the Import Management Application (Doc ID 3045218.1) for additional information.

This table contains all the attributes that are available for supplier invoice import

Attribute Name	Display Name	Description	Required?	Validated?	Document Header, Line
BatchTransactionType	Batch Transaction Type	The transaction type used to categorize the transaction data in the batch.	Yes	Yes Value is from the lookup ORA_CJM_BATCH_DATA_SOURCE	Header
BusinessUnit	Business Unit	The business unit for the transaction.	Conditional	Yes	Header, Line
BusinessUnitId	Business Unit ID	The unique identifier for the business unit.	Conditional	Yes	Header, Line
Comments	Comments	The comments for the transaction.	No	No	Header
Currency	Currency	The currency code for the transaction.	Yes	Yes	Header, Line
ItemNumber	Item	The inventory item number.	Conditional	Yes	Line
ItemDescription	Item Description	The description for the item.	No	No	Line
ItemID	Item ID	The unique identifier for the inventory item.	Conditional	Yes	Line
LineComments	Line Comments	The comments for the transaction line.	No	No	Line
OriginalReceivingTrans	Original Receiving Transaction Number	The unique identifier for the original transaction associated with the receiving line.	No	No	Line
OriginalSupplierInvoice	Original Supplier Invoice Line Number	The line number for the original supplier invoice line. If this attribute is specified and the Supplier Invoice Line referenced by it is present in document	No	No	Line

Attribute Name	Display Name	Description	Required?	Validated?	Document Header, Line
		lines, then it will be treated as a correction. The Supplier Invoice Type value won't be used to determine if it is a correction or not.			
OriginalSupplierInvoice	Original Supplier Invoice Number	The supplier invoice number for the original supplier invoice. If this attribute is specified and the Supplier Invoice Line referenced by it is present in document lines, then it will be treated as a correction. The Supplier Invoice Type value won't be used to determine if it is a correction or not.	No	No	Line
OriginalSystemLineRefe	Original System Line Reference	The original document reference for the transaction line in the external system.	No	No	Line
OriginalSystemReferen	Original System Reference	The original document reference for the transaction in the external system.	No	No	Line
OriginalSystemSource	Original System Source	The name of the system source.	Yes	No	Header
ProcurementBusinessU	Procurement Business Unit	The procurement business unit on the purchase order.	No	Yes	Not in header, not in line. Used for validation.
ProcurementBusinessU	Procurement Business Unit ID	The unique identifier for the procurement business unit on the purchase order.	No	Yes	Not in header, not in line. Used for validation.
PurchaseOrderBillToLoc	Purchase Order Bill-to Location Code	The unique identifier for the bill-to location.	No	Yes	Line
PurchaseOrderBillToLoc	Purchase Order Bill-to Location ID	The unique identifier of the address for the bill-to location.	No	Yes	Line

Attribute Name	Display Name	Description	Required?	Validated?	Document Header, Line
PurchaseOrderDate	Purchase Order Date	The date on which the purchase order was communicated to the supplier.	No	No	Line
PurchaseOrderLineNun	Purchase Order Line Number	The unique identifier for the purchase order line.	No	No	Line
PurchaseOrderLineReq	Purchase Order Line Requested Delivery Date	The date by which the buyer has requested delivery of a line item by the supplier.	No	No	Line
PurchaseOrderLineReq	Purchase Order Line Requested Ship Date	The date by which the buyer asked suppliers to ship goods from their location.	No	No	Line
PurchaseOrderLineShip	Purchase Order Line Ship-to Location Code	The unique identifier for the ship-to location.	No	Yes	Line
PurchaseOrderLineShip	Purchase Order Line Ship-to Location ID	The unique identifier of the address for the ship-to location.	No	Yes	Line
PurchaseOrderNumber	Purchase Order Number	The purchase order document number.	No	Yes	Line
ReceiptBillOfLadingNur	Receipt Bill of Lading	A carrier's contract and receipt for the goods that the carrier agrees to transport from a specific origin address to a specific destination address.	No	No	Line
ReceiptNumber	Receipt Number	The number that acknowledges that a shipment was received in the warehouse.	No	No	Line
ReceiptShipmentNumb	Receipt Shipment Number	A shipment from one supplier that can include several items ordered on many purchase orders.	No	No	Line
ReceiptShippedDate	Receipt Shipped Date	The date when goods or services	No	No	Line

Attribute Name	Display Name	Description	Required?	Validated?	Document Header, Line
		were shipped by the supplier.			
ReceiptWaybillNumber	Receipt Waybill	The non-negotiable document describing the contract for transporting cargo.	No	No	Line
ReceivingInventoryOrg	Receiving Inventory Organization Code	The user-defined unique code for the inventory organization.	No	Yes	Header
ReceivingInventoryOrg	Receiving Inventory Organization ID	The unique identifier for the inventory organization.	No	Yes	Header
ReceivingLocationCode	Receiving Location Code	The unique identifier for the receiving location.	No	Yes	Line
ReceivingLocationId	Receiving Location ID	The unique identifier for the receiving location.	No	Yes	Line
ReceivingTransactionD	Receiving Transaction Date	The date on which the transaction was performed.	No	No	Line
ReceivingTransactionN	Receiving Transaction Number	The unique identifier for the transaction associated with the receiving line.	No	No	Line
ReceivingTransactionRe	Receiving Transaction Reason	An explanation or justification that explains why the transaction is performed.	No	Yes	Line
ReceivingTransactionRe	Receiving Transaction Reason ID	The unique identifier for the transaction reason.	No	Yes	Line
ReceivingTransactionTy	Receiving Transaction Type	The transaction type used to categorize the transaction.	No	Yes Value is from the Receiving lookup RCV_TRANSACTION_TYPE.	Line

Attribute Name	Display Name	Description	Required?	Validated?	Document Header, Line
SupplierName	Supplier	The organization or individual that provides goods or services to the buying organization for payment, bound by a contractual obligation.	Conditional	Yes	Header
SupplierId	Supplier ID	The unique identifier for the supplier.	Conditional	Yes	Header
SupplierInvoiceDate	Supplier Invoice Date	The invoice date of the supplier invoice.	Yes	No	Header
SupplierInvoiceLineNur	Supplier Invoice Line Number	The line number for the supplier invoice line.	Yes	No	Line
SupplierInvoiceLineQua	Supplier Invoice Line Quantity	The quantity for the supplier invoice line. The quantity must be negative for return lines.	Yes	No	Line
SupplierInvoiceLineRea	Supplier Invoice Line Reason	An explanation or justification that explains why the transaction is performed.	No	No	Line
SupplierInvoiceLineUnit	Supplier Invoice Line Unit Price	The unit price for the supplier invoice line.	Yes	No	Line
SupplierInvoiceLineUOI	Supplier Invoice Line UOM	The unit of measure for the supplier invoice line. UOM stands for Unit of Measure.	Yes	Yes	Line
SupplierInvoiceNumber	Supplier Invoice Number	The supplier invoice number for the supplier invoice.	Yes	No	Header
SupplierInvoiceType	Supplier Invoice Type	The supplier invoice type for the supplier invoice.	Yes	Yes Values are from the Payables lookup type INVOICE TYPE, lookup code STANDARD, CREDIT, and DEBIT. The reference data set is Common.	Header

Attribute Name	Display Name	Description	Required?	Validated?	Document Header, Line
SupplierItemNumber	Supplier Item	The supplier item number from the purchase order shipment line.	No	Yes	Line
SupplierItemId	Supplier Item ID	The unique identifier for the supplier item.	No	Yes	Line
SupplierNumber	Supplier Number	The unique identifier of the supplier assigned by the buying organization.	Conditional	Yes	Header
SupplierSite	Supplier Site	The entity that models how the buying organization conducts business with the supplier.	Conditional	Yes	Header
SupplierSiteId	Supplier Site ID	The unique identifier for the supplier site.	Conditional	Yes	Header
Channel Document Header DFF	Based on setup	The fields to capture additional information about the channel document header. **Note:** If a DFF attribute is populated in the CSV but not configured in the DFF, it will get copied to the document transaction without validation.	Based on setup	Yes	Header
Channel Document Line DFF	Based on setup	The fields to capture additional information about the channel document line. **Note:** If a DFF attribute is populated in the CSV but not configured in the DFF, it will get copied to the document transaction without validation.			Line

Note: When both ID and Name values are available, for example, BusinessUnitId and BusinessUnit, the ID value is evaluated.

Note: The combination of Batch Transaction Type, Business Unit ID, Original System Source, Supplier Invoice Line Number, Supplier Invoice Number, and Supplier Site ID must be unique.

Qualifiers for Supplier Invoice

Here's the list of qualifiers for supplier invoices

- Purchase Order Date
- Requested Delivery Date
- Requested Ship Date
- Supplier Invoice Date
- Receipt Transaction Date
- Transaction Reason
- Bill-to Location
- Ship-to Location
- Channel Document Header DFF (only for CSV integration)
- Channel Document Line DFF (only for CSV integration)

Note: Only global segment descriptive flexfields are supported as program qualifiers, not context-based segments. However, your implementation can import context-based segments if it doesn't use them as qualifiers.

Related Topics

- Create Accruals from Imported Supplier Invoices
- How do I import data?
- How do I map import fields?
- Overview of Import Queues

Privileges for Import

You must assign these privileges to users to enable them to use the Import Management application to import data from CSV files into Channel Revenue Management.

This table contains the privileges required for a channel user to import data using CSV files.

Privilege Name	Code	Description	Usage	Assigned To
View Channel Batch Transaction File Import Activity Object Type Data	CJM_VIEW_BATCH_TRX_FILE_IMPORT_ACTIVITY_OBJECT_TYPE_DATA	Allows viewing channel batch transaction import activities across the enterprise.	Data	Channel Integration Specialist Duty
View Channel Batch Transaction File Import Mapping Object Type Data	CJM_VIEW_BATCH_TRX_FILE_IMPORT_MAPPING_OBJECT_TYPE_DATA	Allows viewing channel batch transaction import mappings across the enterprise.	Data	Channel Integration Specialist Duty
View Channel Batch Transaction File Import Object Type Data	CJM_VIEW_BATCH_TRX_FILE_IMPORT_OBJECT_TYPE_DATA	Allows viewing channel batch transaction import objects across the enterprise.	Data	Channel Integration Specialist Duty
Run File Import Scheduler	ZCA_RUN_FILE_IMPORT_SCHEDULER	Allows scheduling and monitoring the process that schedules file import activities.	Function (Common CRM Privilege)	Channel Integration Specialist Duty
Set Up File Import Activity	ZCA_SET_UP_FILE_IMPORT_ACTIVITY	Allows creating and maintaining import activities that contain process criteria, file mapping, and schedule to import external files containing business objects, such as customers and contacts, into staging tables.	Function (Common CRM Privilege)	Channel Integration Specialist Duty
Set Up File Import Object and Mapping	ZCA_SET_UP_FILE_IMPORT_OBJECT_AND_MAPPING	Allows creating and maintaining import activities that contain process criteria, file mapping, and schedule to import external files containing business objects, such as customers and contacts, into staging tables.	Function (Common CRM Privilege)	Channel Integration Specialist Duty

14 Security

Deductions and Settlement

Business Functions

This topic lists the required business functions.

You must associate the Billing and Revenue Management business function with the business unit on the manual claim.

Roles and Duties

This topic describes roles and duties in Deductions and Settlement.

This table gives the job roles that can be assigned to your users:

Job Roles in Deductions and Settlement

Name	Code	Description
BPM Workflow System Admin Role	BPMWorkflowAdmin	BPM Workflow Administrator Application Role.
Channel Claims Manager	ORA_CJM_CHANNEL_CLAIMS_MANAGER	Individual responsible for creating, managing, and approving customer claims.

This table gives the duty roles that can be assigned to your users:

Duty Roles in Deductions and Settlement

Name	Code	Description
Administer Sandbox	FND_ADMINISTER_SANDBOX_PRIV	Allows administration of all sandboxes.
Channel Administration	ORA_CJM_CHANNEL_ADMINISTRATION_DUTY	Manages channel setup and administration tasks.
Channel Claims Management	ORA_CJM_CHANNEL_CLAIMS_MANAGEMENT_DUTY	Manages customer claims.
Channel Claims Viewing	ORA_CJM_CHANNEL_CLAIMS_VIEW_DUTY	Views customer claims.
Channel Operations	ORA_CJM_CHANNEL_OPERATIONS_DUTY	Manages execution of scheduled processes.
Channel Setup Viewing	ORA_CJM_CHANNEL_SETUP_VIEW_DUTY	Views setups required for channel execution. This includes viewing the setups for program

Name	Code	Description
		types, adjustment types and reasons, claim types and reasons, claim sources, and user statuses.
Manage Journey	ORA_PER_MANAGE_JOURNEY_TEMPLATE	Allows the user to manage the journeys to which they have been granted access.
Manage Intelligent Agent	HRC_MANAGE_AI_AGENT_PRIV	Allows management of intelligent agents, tools, and documents.

For information, see:

- Role-Based Access Control, Oracle Fusion Applications Understanding Security guide
- Provisioning Roles to Application Users, Oracle SCM Cloud Securing SCM guide

Privileges

You can assign these privileges to your users based on their responsibilities.

Assign Privileges for Deductions and Settlement Users

This table gives the privileges your users require to perform various functions. It contains the names, codes, and descriptions of the privileges that can be assigned to a channel user.

Privilege	Usage	Code	Description	Assigned to Role
Access Intelligent Agent Chat	UI	HRC_ACCESS_AI_AGENT_CHAT_PRIV	Allows access to the intelligent agent chat component.	Channel Claims Management (Duty Role) Customer Channel Program Management (Duty Role)
Allow Claim Write-Offs	Function	CJM_ALLOW_CLAIM_WRITE_OFFS_PRIV	Allows to write-off deductions irrespective of the write-off threshold value.	Channel Claims Management (Duty Role)
Approve Customer Claims	UI	CJM_APPROVE_CUSTOMER_CLAIMS_PRIV	If you haven't opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows viewing and approval of customer claims. If you have opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows the approver to view all the details of the claim in the notification.	Channel Claims Management (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Approve Customer Manual Adjustments	UI	CJM_APPROVE_CUSTOMER_MANUAL_ADJUSTMENTS_PRIV	Allows viewing and approving customer manual adjustments.	Customer Channel Program Management (Duty Role)
Create Customer Claims	UI	CJM_CREATE_CUSTOMER_CLAIMS_PRIV	Enables creation of customer claims.	Channel Claims Management (Duty Role)
Maintain Collections Aging Buckets (Collections privilege)	UI	IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_PRIV	Allows a user to maintain aging buckets.	Channel Administration (Duty Role)
Manage Channel Administration Using REST Service	REST	CJM_MANAGE_CHANNEL_ADMINISTRATION_REST_SERVICE_PRIV	Enables creation and update of channel claim sources, channel claim types, channel adjustment types, and channel user statuses using REST services.	Channel Administration (Duty Role)
Manage Channel Claim Reasons	UI	CJM_MANAGE_CHANNEL_CLAIM_REASONS_PRIV	Enables creation, update, and viewing of channel claim reasons.	Channel Administration (Duty Role)
Manage Channel Claim Sources	UI	CJM_MANAGE_CHANNEL_CLAIM_SOURCES_PRIV	Enables creation, update, and viewing of channel claim sources.	Channel Administration (Duty Role)
Manage Channel Claim Types	UI	CJM_MANAGE_CHANNEL_CLAIM_TYPES_PRIV	Enables creation, update, and viewing of channel claim types.	Channel Administration (Duty Role)
Manage Channel Customer Claims using REST Service	REST	CJM_MANAGE_CHANNEL_CUSTOMER_CLAIM_REST_SERVICE_PRIV	Enables creation, update, and viewing of channel customer claims using REST service.	Channel Claims Management (Duty Role)
Manage Channel Settings	UI	CJM_MANAGE_CHANNEL_SETTINGS_PRIV	Enables creation, update, and viewing of channel settings.	Channel Administration (Duty Role)
Manage Channel Settings using REST Service	REST	CJM_MANAGE_CHANNEL_SETTING_REST_SERVICE_PRIV	Enables creation, update, and viewing of channel settings using REST service.	Channel Administration (Duty Role)
Manage Channel User Statuses	UI	CJM_MANAGE_CHANNEL_USER_STATUSES_PRIV	Enables creation, update, and viewing of channel user statuses.	Channel Administration (Duty Role)
Manage Customer Claims	UI	CJM_MANAGE_CUSTOMER_CLAIMS_PRIV	Enables update, and viewing of customer claims.	Channel Claims Management (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Manage Customer Manual Adjustments	UI	CJM_MANAGE_CUSTOMER_ADJUSTMENTS_PRIV	Enables creating and viewing customer manual adjustments.	Customer Channel Program Management (Duty Role)
Manage Customer Trade Profiles	UI	CJM_MANAGE_CUSTOMER_TRADE_PROFILES_PRIV	Enables creation, update, and viewing of customer trade profiles.	Channel Claims Management (Duty Role)
Manage Customer Trade Profiles using REST Service	REST	CJM_MANAGE_CUSTOMER_TRADE_PROFILE_REST_SERVICE_PRIV	Enables creation, update, and viewing of customer trade profiles using REST service.	Channel Claims Management (Duty Role)
Manage Scheduled Job Definition	Scheduled Process	FND_MANAGE_SCHEDULED_JOB_DEFINITION_PRIV	Manage the definition of a Scheduled Job	Channel Claims Management (Duty Role)
Reprocess Stalled Claims	Scheduled Process	CJM_REPROCESS_STALLED_CLAIMS_PRIV	Allows submission of the process that reprocesses claims stuck in update in progress status.	Channel Operations (Duty Role)
Review Claim Write-Offs	UI	CJM_REVIEW_CLAIM_WRITE_OFFS_PRIV	Allows oversight of systematic write-offs when review of claim write-offs is enabled.	Channel Claims Management (Duty Role)
Review Collections Aging Buckets (Collections privilege)	UI	IEX_REVIEW_COLLECTIONS_AGING_BUCKETS_PRIV	Allows a user to see the aged transactions for a customer.	Channel Administration (Duty Role)
Settle Customer Claims	Scheduled Process	CJM_SETTLE_CUSTOMER_CLAIMS_PRIV	Allows submission of the process that closes settled customer claims.	Channel Operations (Duty Role)
View Channel Claim Reasons	UI	CJM_VIEW_CHANNEL_CLAIM_REASONS_PRIV	Allows viewing of channel claim reasons.	Channel Setup Viewing (Duty Role)
View Channel Claim Sources	UI	CJM_VIEW_CHANNEL_CLAIM_SOURCES_PRIV	Allows viewing of channel claim sources.	Channel Setup Viewing (Duty Role)
View Channel Claim Types	UI	CJM_VIEW_CHANNEL_CLAIM_TYPES_PRIV	Allows viewing of channel claim types.	Channel Setup Viewing (Duty Role)
View Channel Settings	UI	CJM_VIEW_CHANNEL_SETTINGS_PRIV	Allows viewing of system settings and their child entities.	Channel Setup Viewing (Duty Role)
View Channel User Statuses	UI	CJM_VIEW_CHANNEL_USER_STATUSES_PRIV	Allows viewing of channel user statuses.	Channel Setup Viewing (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
View Customers	Function	AR_VIEW_CUSTOMERS_PRIV	Allows the viewing of the customer, account and the site information.	Channel Claims Management (Duty Role)
View Customer Claims	UI	CJM_VIEW_CUSTOMER_CLAIMS_PRIV	Allows viewing of all customer claims.	Channel Claims Viewing (Duty Role)
View Customer Manual Adjustments	UI	CJM_VIEW_CUSTOMER_ADJUSTMENTS_PRIV	Enables viewing of customer manual adjustments.	Customer Channel Program Viewing (Duty Role)
View Customer Trade Profiles	UI	CJM_VIEW_CUSTOMER_TRADE_PROFILES_PRIV	Allows viewing of customer trade profiles and their child entities.	Channel Claims Viewing (Duty Role)
View Only Activity	REST	ZMM_VIEW_ONLY_ACTIVITY_PRIV	Allows only viewing of activities.	Channel Claims Management (Duty Role) Channel Claims Viewing (Duty Role)
View Trading Community Organization	UI	HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_PRIV	Allows exporting, searching, and viewing of organization details such as addresses, classifications, identifiers, and names.	Channel Claims Management (Duty Role)

Data Security

Data security consists of controlling access to data through various policies.

- Transactional users with access to transactional pages and scheduled processes must have data access through BUs.
- Administrators with access to the Functional Setup Manager pages must have data access through Reference Sets.

Note: If you already use Deductions and Settlement, then you must add the reference data set access to all existing users. If you are a first time implementer of deductions and settlement flows, then you must provide business unit and reference data set access to your users. Implementation users always access to both the business unit and the reference data set.

Data Security for Deductions and Settlement Users

This table provides the data security policies that are required for your users for various roles.

Data Security Policy	Code	Description	Assigned to Role
Maintain Collections Aging Buckets Data (Collections privilege)	IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_DATA	Allows a user to maintain aging bucket data.	Channel Administration (Duty Role)

Data Security Policy	Code	Description	Assigned to Role
Manage Channel Claims Data	CJM_MANAGE_CHANNEL_CLAIMS_DATA	Controls user access to channel claims of the business units they're authorized for.	Supplier Channel Management (Duty Role) Channel Operations (Duty Role) Channel Claims Manager(Job Role)
Manage Channel Claim Reason Data	CJM_MANAGE_CHANNEL_CLAIM_REASON_DATA	Controls user access to channel claim reason reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Claim Source Mapping Data	CJM_MANAGE_CHANNEL_CLAIM_SOURCE_MAPPING_DATA	Controls user access to channel claim source mapping reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Claim Type Data	CJM_MANAGE_CHANNEL_CLAIM_TYPE_DATA	Controls user access to channel claim type reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Notes Data	CJM_MANAGE_CHANNEL_NOTES_DATA	Allows viewing, updating, and deleting of internal notes for channel objects.	Channel Claims Manager (Job Role)
Manage Channel Setting Data	CJM_MANAGE_CHANNEL_SETTING_DATA	Controls user access to channel system setting of the business units they're authorized for.	Supply Chain Application Administrator (Job Role) Channel Claims Manager (Job Role) Customer Channel Program Manager (Job Role)
Manage Customer Trade Profile Data	CJM_MANAGE_CUSTOMER_TRADE_PROFILE_DATA	Controls user access to customer trade profile of the business units they're authorized for.	Channel Claims Manager (Job Role)
Manage Receivables Activity (Receivables privilege)	AR_MANAGE_RECEIVABLES_ACTIVITIES_DATA	Controls user access to receivables activity of the business units they're authorized for.	Channel Operations (Duty Role)
View Customer Account Data	HZ_VIEW_CUSTOMER_ACCOUNT_DATA	Allows viewing customer account data for all customer accounts in the enterprise.	Channel Claims Manager (Job Role)
View Trading Community Organization Data	HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_DATA	Allows viewing trading community organization data for all organizations in the enterprise. Allows viewing trading community organization data where they are a member of the partner organization.	Channel Claims Manager (Job Role)

Related Topics

- Data Security

Customer Channel Flows

Business Functions

This topic lists the required business functions.

You must associate the Billing and Revenue Management business function with the business unit on the manual claim.

Roles and Duties

This topic describes roles and duties in customer channel flows.

You can assign these job roles and duties to your users based on their responsibilities.

This table displays the job roles that can be assigned to your users:

Job Roles in Customer Channel Flows

Name	Code	Description
BPM Workflow System Admin Role	BPMWorkflowAdmin	BPM Workflow Administrator Application Role.
Channel Claims Manager	ORA_CJM_CHANNEL_CLAIMS_MANAGER_JOB	Individual responsible for creating, managing, and approving customer claims.
Customer Channel Program Manager	ORA_CJM_CUSTOMER_CHANNEL_PROGRAM_MANAGER_JOB	Individual responsible for creating, managing, and approving customer channel programs.
Supply Chain Integration Specialist	ORA_RCS_SUPPLY_CHAIN_INTEGRATION_SPECIALIST_JOB	Individual responsible for planning, coordinating, and supervising all activities related to the integration of supply chain management information systems.
Supply Chain Application Administrator	ORA_RCS_SUPPLY_CHAIN_APPLICATION_ADMINISTRATOR_JOB	Individual responsible for supply chain application administration. Collaborates with supply chain application users to maintain consistent application setup, rules, and access.

This table displays the duty roles that can be assigned to your users:

Duty Roles in Customer Channel Flows

Name	Code	Description
Customer Channel Program Management	ORA_CJM_CUSTOMER_CHANNEL_PROGRAM_MANAGEMENT_DUTY	Manages customer programs and manual adjustments.
Customer Channel Program Viewing	ORA_CJM_CUSTOMER_CHANNEL_PROGRAM_VIEW_DUTY	View customer programs.
Channel Claims Management	ORA_CJM_CHANNEL_CLAIMS_MANAGEMENT_DUTY	Manages customer claims.
Channel Claims Viewing	ORA_CJM_CHANNEL_CLAIMS_VIEW_DUTY	Views customer claims.
Channel Integration Specialist	ORA_CJM_CHANNEL_INTEGRATION_SPECIALIST_DUTY	Manages import of transactional data from external applications into Channel Revenue Management.
Channel Administration	ORA_CJM_CHANNEL_ADMINISTRATION_DUTY	Manages channel setup and administration tasks.
Channel Operations	ORA_CJM_CHANNEL_OPERATIONS_DUTY	Manages execution of scheduled processes.

Privileges

Here you'll understand the privileges for customer channel flows.

You can assign these privileges to your users based on their responsibilities.

Privilege	Usage	Code	Description	Assigned to Role
Approve Customer Claims	UI	CJM_APPROVE_CUSTOMER_CLAIMS_PRIV	If you haven't opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows viewing and approval of customer claims. If you have opted into the Approve Customer Claims with BPM Workflow feature, then this privilege allows the approver to view all the details of the claim in the notification.	Channel Claims Management (Duty Role)
Approve Customer Manual Adjustments	UI	CJM_APPROVE_CUSTOMER_MANUAL_ADJUSTMENTS_PRIV	Allows viewing and approving customer manual adjustments.	Customer Channel Program Management (Duty Role)
Approve Customer Programs	UI	CJM_APPROVE_CUSTOMER_PROGRAMS_PRIV	If you have opted into the Approve Customer Programs with BPM Workflow feature, then this privilege allows the	Customer Channel Program Management (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
			approver to view and approve the customer program in the notification.	
Approve Special Price Agreements	UI	CJM_APPROVE_SPECIAL_PRICE_AGREEMENTS_PRIV	Allows viewing and approving special price agreements.	Customer Channel Program Management (Duty Role)
Create Accruals for Channel Batch	Scheduled Process	CJM_CREATE_ACCRUALS_FOR_CHANNEL_BATCH_PRIV	Allows submission of the process that checks eligibility for channel document transactions and creates channel program accrual entries for the eligible transactions.	Channel Operations (Duty Role)
Create Accruals for Co-op Programs	Scheduled Process	CJM_CREATE_ACCRUALS_FOR_CO_OP_PROGRAMS_PRIV	Allows submission of the process that checks eligibility for channel document transactions based on product rules and creates aggregated channel program accrual entries for eligible transactions.	Channel Operations (Duty Role)
Create Accruals for Volume Programs	Scheduled Process	CJM_CREATE_ACCRUALS_FOR_VOLUME_PROGRAMS_PRIV	Allows submission of the process that checks eligibility for channel document transactions based on tiered attainments and creates channel program accrual entries for the eligible transactions.	Channel Operations (Duty Role)
Export Batch	ESS	CJM_EXPORT_BATCH_PRIV	Allows exporting of the batch.	Customer Channel Program Management (Duty Role) Channel Claims Management (Duty Role)
Export Batch	BIP	CJM_EXPORT_BATCH_PRIV_OBI	Allows exporting of the batch.	Customer Channel Program Management (Duty Role) Channel Claims Management (Duty Role)
Extract Customer Accruals	ESS	CJM_EXTRACT_CUSTOMER_ACCRUALS_PRIV	Allows exporting of customer accruals.	Customer Channel Program Management (Duty Role) Customer Channel Program Viewing (Duty Role)
Extract Customer Accruals	BIP	CJM_EXTRACT_CUSTOMER_ACCRUALS_PRIV_OBI	Allows exporting of customer accruals.	Customer Channel Program Management (Duty Role) Customer Channel Program Viewing (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Get Channel Customer Checkbook Balances using REST Service	REST	CJM_GET_CHANNEL_CUSTOMER_CHECKBOOK_BAL_REST_SERVICE_PRIV	Gets the customer checkbook balances using REST service.	Customer Channel Program Management (Duty Role)
Get Channel Customer Program Checkbook Balances using REST Service	REST	CJM_GET_CHANNEL_CUSTOMER_PGM_CHECKBOOK_BAL_REST_SERVICE_PRIV	Gets the program checkbook balances using REST service.	Customer Channel Program Management (Duty Role)
Get Channel Item Validation Organization using REST Service	REST	CJM_GET_CHANNEL_ITEM_VAL_ORG_REST_SERVICE_PRIV	Gets the item validation organization using REST service.	Channel Claims Management (Duty Role) Customer Channel Program Management (Duty Role)
Get Item Rest	REST	EGP_GET_ITEM_REST_PRIV	Allows query access to items through the REST API.	Customer Channel Program Management (Duty Role) Channel Claims Management (Duty Role)
Manage Channel Customer Mass Claim using REST Service	REST	CJM_MANAGE_CUSTOMER_MASS_CLAIM_REST_SERVICE_PRIV	Enables creation, update, deletion, and viewing of channel customer mass claims using REST service.	Channel Claims Management (Duty Role)
Manage Channel Customer Programs using REST Service	REST	CJM_MANAGE_CHANNEL_CUSTOMER_PROGRAM_REST_SERVICE_PRIV	Enables creation, update, deletion, and viewing of channel customer programs and their child entities using REST service.	Customer Channel Program Management (Duty Role)
Manage Customer Claims	UI	CJM_MANAGE_CUSTOMER_CLAIMS_PRIV	Enables update, and viewing of customer claims.	Channel Claims Management (Duty Role)
Manage Customer Manual Adjustments	UI	CJM_MANAGE_CUSTOMER_ADJUSTMENTS_PRIV	Enables creating and viewing customer manual adjustments.	Customer Channel Program Management (Duty Role)
Manage Customer Manual Adjustments using REST Service	REST	CJM_MANAGE_CUSTOMER_MANUAL_ADJUSTMENT_REST_SERVICE_PRIV	Enables creating and viewing customer manual adjustments using REST service.	Customer Channel Program Management (Duty Role)
Manage Customer Programs	Function	CJM_MANAGE_CUSTOMER_PROGRAMS_PRIV	Enables creation, update, deletion, and viewing of customer programs and their child entities.	Customer Channel Program Management (Duty Role)
Manage Indirect Sales Batches	UI	CJM_MANAGE_INDIRECT_SALES_BATCHES_PRIV	Allows update and viewing of channel indirect sales batches.	Customer Channel Program Management (Duty Role) Channel Claims Management (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Manage Indirect Sales Batches using REST Service	REST	CJM_MANAGE_INDIRECT_SALES_BATCHES_REST_SERVICE_PRIV	Allows update and viewing of channel indirect sales batches using REST service.	Customer Channel Program Management (Duty Role) Channel Claims Management (Duty Role)
Manage Special Price Agreements	UI	CJM_MANAGE_SPECIAL_PRICE_AGREEMENTS_PRIV	Enables creation, update, deletion, and viewing of special price agreements and their child entities.	Customer Channel Program Management (Duty Role)
Manage Special Price Agreements using REST Service	REST	CJM_MANAGE_SPECIAL_PRICE_AGREEMENTS_REST_SERVICE_PRIV	Enables creation, update, deletion, and viewing of special price agreements and their child entities using REST service.	Customer Channel Program Management (Duty Role)
Process Indirect Sales Data	ESS	CJM_PROCESS_INDIRECT_SALES_DATA_PRIV	Allows submission of the process that creates accruals and processes claims for eligible indirect sales transactions.	Channel Operations (Duty Role)
Search Channel Customer Available Accruals using REST Service	REST	CJM_SEARCH_CHANNEL_CUSTOMER_AVAILABLE_ACCRUAL_REST_SERVICE_PRIV	Enables searching of channel customer available accruals using REST service.	Channel Claims Management (Duty Role)
View Customers	Function	AR_VIEW_CUSTOMERS_PRIV	Allows the viewing of the customer, account and the site information.	Customer Channel Program Management (Duty Role)
View Customer Checkbook	UI	CJM_VIEW_CUSTOMER_CHECKBOOK_PRIV	Allows viewing of customer checkbook.	Customer Channel Program Management (Duty Role)
View Customer Claims	UI	CJM_VIEW_CUSTOMER_CLAIMS_PRIV	Allows viewing of all customer claims.	Channel Claims Viewing (Duty Role)
View Customer Manual Adjustments	UI	CJM_VIEW_CUSTOMER_ADJUSTMENTS_PRIV	Enables viewing of customer manual adjustments.	Customer Channel Program Viewing (Duty Role)
View Customer Programs	Function	CJM_VIEW_CUSTOMER_PROGRAMS_PRIV	Allows viewing of all customer programs and their child entities.	Customer Channel Program Viewing (Duty Role)
View Only Activity	REST	ZMM_VIEW_ONLY_ACTIVITY_PRIV	Allows only viewing of activities.	Customer Channel Program Management (Duty Role) Customer Channel Program Viewing (Duty Role)
View Indirect Sales Batches		CJM_VIEW_INDIRECT_SALES_BATCHES_PRIV		
View Special Price Agreements	UI	CJM_VIEW_SPECIAL_PRICE_AGREEMENTS_PRIV	Enables viewing of special price agreements and their child entities.	Customer Channel Program Viewing (Duty Role)

Data Security

Here you'll understand the data security for customer channel flows.

Data security consists of controlling access to data through various policies.

- Transactional users with access to transactional pages and scheduled processes must have data access through BUs.
- Administrators with access to the Functional Setup Manager pages must have data access through Reference Sets.

Note: If you already use Deductions and Settlement, then you must add the reference data set access to all existing users. If you are a first time implementer of customer channel flows, then you must provide business unit and reference data set access to your users. Implementation users always access to both the business unit and the reference data set.

Data Security for Customer Channel Flows

Data Security Policy	Code	Description	Assigned to Role
Manage Channel Claims Data	CJM_MANAGE_CHANNEL_CLAIMS_DATA	Controls user access to channel claims of the business units they are authorized for.	Channel Claims Manager (Job Role)
Manage Channel Program Data	CJM_MANAGE_CHANNEL_PROGRAMS_DATA	Controls user access to channel programs of the business units they are authorized for.	Customer Channel Program Management (Duty Role)
Manage Customer Trade Profile Data	CJM_MANAGE_CUSTOMER_TRADE_PROFILE_DATA	Controls user access to customer trade profile of the business units they are authorized for.	Channel Claims Manager (Job Role)
View Customer Account Data	HZ_VIEW_CUSTOMER_ACCOUNT_DATA	Allows viewing customer account data for all customer accounts in the enterprise.	Customer Channel Program Manager (Job Role)
View Customer Account Relationship Data	HZ_VIEW_CUSTOMER_ACCOUNT_RELATIONSHIP_DATA	Allows viewing customer account relationship data for the reference data sets for which they are authorized.	Channel Claims Manager (Job Role) Customer Channel Program Manager (Job Role)
View Customer Account Site Data	HZ_VIEW_CUSTOMER_ACCOUNT_SITE_DATA	Allows the management of customer account site data for the reference data sets for which they are authorized. If assigning, also assign the ability to view customer account site use data.	Channel Claims Manager (Job Role) Customer Channel Program Manager (Job Role)
View Customer Account Site Use Data	HZ_VIEW_CUSTOMER_ACCOUNT_SITE_USE_DATA	Allows viewing customer account site use data for the reference data sets for which they are authorized.	Channel Claims Manager (Job Role) Customer Channel Program Manager (Job Role)

Data Security Policy	Code	Description	Assigned to Role
View Item Basic Data	EGO_VIEW_ITEM_BASIC_DATA	Allows access to query and view item basic information including attributes, attachments, organizations, suppliers, relationships, and other related information.	Customer Channel Program Management (Duty Role) Channel Claims Management (Duty Role)
View Trading Community Organization Data	HZ_VIEW_TRADING_ COMMUNITY_ORGANIZATION_ DATA	Allows viewing trading community organization data for all organizations in the enterprise. Allows viewing trading community organization data where they are a member of the partner organization.	Customer Channel Program Manager (Job Role)

Buy Side Channel Flows

Business Functions

This topic lists the required business functions.

The following business functions must be associated with the business unit on the Supplier Ship and Debit program:

- Payables Invoicing
- Payables Payment or there is a downstream payables payment service provider for the business unit
- Billing and Revenue Management

The following business functions must be associated with the business unit on the Supplier Rebate program:

- Payables Invoicing
- Payables Payment or a downstream payables payment service provider for the business unit

The following business functions must be associated with the business unit on the Supplier Annual program:

- Payables Invoicing
- Payables Payment or a downstream payables payment service provider for the business unit

Roles and Duties

You can assign these job roles and duties to your users based on their responsibilities. Job roles and duties are the same regardless of whether you access buy side channel flows from the Procurement or Order Management offerings.

This table gives the job roles that can be assigned to your users:

Job Roles for Buy Side Users

Role	Role Code	Description
Supplier Channel Manager	ORA_CJM_SUPPLIER_CHANNEL_MANAGER_JOB	Individual responsible for creating, managing, and approving supplier channel programs, making manual adjustments, and managing supplier claims.

This table gives the duty roles that can be assigned to your users:

Duty Roles for Buy Side Users

Name	Code	Description
Channel Administration	ORA_CJM_CHANNEL_ADMINISTRATION_DUTY	Manages channel setup and administration tasks.
Channel Integration Specialist	ORA_CJM_CHANNEL_INTEGRATION_SPECIALIST_DUTY	Manages import of transactional data from external applications into Channel Revenue Management.
Channel Operations	ORA_CJM_CHANNEL_OPERATIONS_DUTY	Manages execution of scheduled processes.
Channel Setup Viewing	ORA_CJM_CHANNEL_SETUP_VIEW_DUTY	Views setups required for channel execution. This includes viewing the setups for program types, adjustment types and reasons, claim types and reasons, claim sources, and user statuses.
Supplier Channel Management	CJM_SUPPLIER_CHANNEL_MANAGEMENT_DUTY	Manages supplier programs, claims, manual adjustments, and channel transactions.
Supplier Channel Viewing	ORA_CJM_SUPPLIER_CHANNEL_VIEW_DUTY	Views supplier programs, claims, manual adjustments, channel transactions, and program types.

For information, see:

- Role-Based Access Control, Oracle Fusion Applications Understanding Security guide
- Provisioning Roles to Application Users, Oracle SCM Cloud Securing SCM guide

Roles

Here you'll understand the roles for supplier contacts.

You can assign these job roles and duties to your users based on their responsibilities.

Role	Role Code	Description
Supplier Channel Management in Supplier Portal Duty	CJM_MANAGE_SUPPLIER_PROGRAMS_IN_PORTAL	Role associated with the privilege to create and update Supplier Programs for the associated supplier from the Supplier Portal.
Supplier Channel Viewing in Supplier Portal Duty	CJM_VIEW_SUPPLIER_PROGRAMS_IN_PORTAL	Role associated with the new privilege to view Supplier Programs for the associated supplier from the Supplier Portal.

Privileges

You can assign these privileges to your users based on their responsibilities. Privileges are the same regardless of whether you are accessing buy side channel flows from the Procurement or Order Management offerings.

Assign Privileges for Buy Side Users

This table gives the privileges your users require to perform various functions. It contains the names, codes, and descriptions of the privileges that can be assigned to a channel user.

Privilege	Usage	Code	Description	Assigned to Role
Approve Supplier Claims	UI	CJM_APPROVE_SUPPLIER_CLAIMS_PRIV	Allows viewing and approval of supplier claims.	Supplier Channel Management (Duty Role)
Approve Supplier Manual Adjustments	Function	CJM_APPROVE_SUPPLIER_MANUAL_ADJUSTMENT_PRIV	Allows viewing and approval of supplier manual adjustments.	Supplier Channel Management (Duty Role)
Approve Supplier Programs	UI	CJM_APPROVE_SUPPLIER_PROGRAMS_PRIV	Allows viewing and approval of supplier programs.	Supplier Channel Management (Duty Role)
Close Settled Claims	Scheduled Process	CJM_CLOSE_SETTLED_CLAIMS_PRIV	Allows submission of the process that closes settled claims.	Channel Operations (Duty Role)
Create Accruals	Scheduled Process	CJM_CREATE_ACCRUALS_PRIV	Allows submission of the process that creates accruals.	Channel Operations (Duty Role)
Create Accruals for Volume Programs	Scheduled Process	CJM_CREATE_ACCRUALS_FOR_VOLUME_PROGRAMS_PRIV	Allows submission of the process that checks eligibility for channel document transactions based on tiered attainments and creates channel program accrual entries for the eligible transactions.	Channel Operations (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Extract Supplier Claims	Scheduled Process	CJM_EXTRACT_SUPPLIER_CLAIMS_PRIV	Allows exporting of claim details in the excel workbook.	Supplier Channel Management (Duty Role) Supplier Channel Viewing (Duty Role)
Generate Supplier Claims	Scheduled Process	CJM_GENERATE_SUPPLIER_CLAIMS_PRIV	Allows submission of the process that generates supplier claims.	Channel Operations (Duty Role)
Load Transactions	Scheduled Process	CJM_LOAD_TRANSACTIONS_PRIV	Allows loading of transactions from external sources into Channel Revenue Management.	Channel Operations (Duty Role)
Maintain Collections Aging Buckets	UI	IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_PRIV	Allows a user to maintain aging buckets.	Channel Administration (Duty Role)
Manage Active Supplier Programs	UI	CJM_MANAGE_ACTIVE_SUPPLIER_PROGRAMS_PRIV	Enables creation, update, deletion, and viewing of supplier programs and their child entities, and update of active programs.	Supplier Channel Management (Duty Role)
Manage Channel Adjustment Types	UI	CJM_MANAGE_CHANNEL_ADJUSTMENT_TYPES_PRIV	Enables creation, update, and viewing of channel adjustment types and adjustment reasons.	Channel Administration (Duty Role)
Manage Channel Administration Using REST Service	REST	CJM_MANAGE_CHANNEL_ADMINISTRATION_REST_SERVICE_PRIV	Enables creation and update of channel claim sources, channel claim types, channel adjustment types, and channel user statuses using REST services.	Channel Administration (Duty Role)
Manage Channel Batches	UI	CJM_MANAGE_CHANNEL_BATCHES_PRIV	Allows update and viewing of channel batches.	Supplier Channel Management (Duty Role)
Manage Channel Claim Reasons	UI	CJM_MANAGE_CHANNEL_CLAIM_REASONS_PRIV	Enables creation, update, and viewing of channel claim reasons.	Channel Administration (Duty Role)
Manage Channel Claim Sources	UI	CJM_MANAGE_CHANNEL_CLAIM_SOURCES_PRIV	Enables creation, update, and viewing of channel claim sources.	Channel Administration (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Manage Channel Claim Types	UI	CJM_MANAGE_CHANNEL_CLAIM_TYPES_PRIV	Enables creation, update, and viewing of channel claim types.	Channel Administration (Duty Role)
Manage Channel Claims using REST Service	REST	CJM_MANAGE_CHANNEL_CLAIM_REST_SERVICE_PRIV	Enables creation, update, and viewing of channel claims using REST service.	Supplier Channel Management (Duty Role)
Manage Channel Program Types	UI	CJM_MANAGE_CHANNEL_PROGRAM_TYPES_PRIV	Enables creation, update, deletion, and viewing of channel program types and child entities.	Channel Administration (Duty Role)
Manage Channel Program Types using REST Service	REST	CJM_MANAGE_CHANNEL_PROGRAM_TYPE_REST_SERVICE_PRIV	Enables creation, update, deletion, and viewing of channel program types and child entities.	Channel Administration (Duty Role)
Manage Channel Programs Using REST Service	REST	CJM_MANAGE_CHANNEL_PROGRAMS_REST_SERVICE_PRIV	Enables creation, update, deletion, and viewing of channel programs and their child entities using REST service.	Supplier Channel Management (Duty Role)
Manage Channel User Statuses	UI	CJM_MANAGE_CHANNEL_USER_STATUSES_PRIV	Enables creation, update, and viewing of channel user statuses.	Channel Administration (Duty Role)
Manage Manual Adjustments using REST Service	UI	CJM_MANAGE_MANUAL_ADJUSTMENT_REST_SERVICE_PRIV	Enables creation and viewing of manual adjustments using REST service.	Supplier Channel Management (Duty Role)
Manage Supplier Claims	UI	CJM_MANAGE_SUPPLIER_CLAIMS_PRIV	Enables creation, update, and viewing of supplier claims and their child entities.	Supplier Channel Management (Duty Role)
Manage Supplier Manual Adjustments	UI	CJM_MANAGE_SUPPLIER_MANUAL_ADJUSTMENT_PRIV	Enables creation and viewing of supplier manual adjustments.	Supplier Channel Management (Duty Role)
Manage Supplier Programs	UI	CJM_MANAGE_SUPPLIER_PROGRAMS_PRIV	Enables creation, update, deletion, and viewing of supplier programs and their child entities.	Supplier Channel Management (Duty Role)
Manage Supplier Trade Profile using REST Service	REST	CJM_MANAGE_SUPPLIER_TRADE_PROFILE_REST_SERVICE_PRIV	Enables creation, update, and viewing of supplier trade profile using REST service.	Supplier Channel Management (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
Manage Supplier Trade Profiles	UI	CJM_MANAGE_SUPPLIER_TRADE_PROFILES_PRIV	Enables creation, update, and viewing of supplier trade profiles.	Supplier Channel Management (Duty Role)
Review Collections Aging Buckets	UI	IEX_REVIEW_COLLECTIONS_AGING_BUCKETS_PRIV	Allows a user to see the aged transactions for a customer.	Channel Administration (Duty Role)
Sweep Channel Transaction Accounting Events	Scheduled Process	CJM_SWEEP_CHANNEL_TRANSACTION_ACCOUNTING_EVENTS_PRIV	Allows submission of the process that sweeps channel transaction accounting events.	Channel Operations (Duty Role)
View Channel Adjustment Types	UI	CJM_VIEW_CHANNEL_ADJUSTMENT_TYPES_PRIV	Allows viewing of channel adjustment types and adjustment reasons.	Channel Setup Viewing (Duty Role)
View Channel Claim Reasons	UI	CJM_VIEW_CHANNEL_CLAIM_REASONS_PRIV	Allows viewing of channel claim reasons.	Channel Setup Viewing (Duty Role)
View Channel Claim Sources	UI	CJM_VIEW_CHANNEL_CLAIM_SOURCES_PRIV	Allows viewing of channel claim sources.	Channel Setup Viewing (Duty Role)
View Channel Claim Types	UI	CJM_VIEW_CHANNEL_CLAIM_TYPES_PRIV	Allows viewing of channel claim types.	Channel Setup Viewing (Duty Role)
View Channel Program Types	UI	CJM_VIEW_CHANNEL_PROGRAM_TYPES_PRIV	Allows viewing of channel program types and child entities.	Channel Setup Viewing (Duty Role)
View Channel Transactions Using REST Service	REST	CJM_VIEW_CHANNEL_TRANSACTION_REST_SERVICE_PRIV	Enables viewing of channel transactions using REST service.	Supplier Channel Management (Duty Role)
View Channel User Statuses	UI	CJM_VIEW_CHANNEL_USER_STATUSES_PRIV	Allows viewing of channel user statuses.	Channel Setup Viewing (Duty Role)
View Supplier Checkbook	UI	CJM_VIEW_SUPPLIER_CHECKBOOK_PRIV	Allows viewing of supplier checkbook.	Supplier Channel Management (Duty Role)
View Supplier Claims	UI	CJM_VIEW_SUPPLIER_CLAIMS_PRIV	Allows viewing of all supplier claims and their child entities.	Supplier Channel Viewing (Duty Role)
View Supplier Manual Adjustments	UI	CJM_VIEW_SUPPLIER_MANUAL_ADJUSTMENT_PRIV	Allows viewing of all supplier manual adjustments and their child entities.	Supplier Channel Viewing (Duty Role)

Privilege	Usage	Code	Description	Assigned to Role
View Supplier Programs	UI	CJM_VIEW_SUPPLIER_PROGRAMS_PRIV	Allows viewing of all supplier programs and their child entities.	Supplier Channel Viewing (Duty Role)
View Supplier Trade Profiles	UI	CJM_VIEW_SUPPLIER_TRADE_PROFILES_PRIV	Allows viewing of supplier trade profiles and their child entities.	Supplier Channel Viewing (Duty Role)

Note: All Supplier Ship and Debit UI users must have one of the following two privileges:

- Manage Supplier Programs
- View Supplier Programs

Assign Privileges to Supplier Contacts

This table describes the privileges for supplier contacts to access Channel Programs via the Supplier Portal.

Privilege	Usage	Code	Description	Assigned to Duty Role
Manage Supplier Programs in Supplier Portal	UI	CJM_MANAGE_SUPPLIER_PROGRAMS_IN_PORTAL	Enables creation, update, and viewing of supplier programs from the supplier portal.	Supplier Channel Management in Supplier Portal Duty
View Supplier Programs in Supplier Portal	UI	CJM_VIEW_SUPPLIER_PROGRAMS_IN_PORTAL	Allows viewing of supplier programs from the supplier portal.	Supplier Channel Viewing in Supplier Portal Duty

Data Security

Data security consists of controlling access to data through various policies.

- Transactional users with access to transactional pages and scheduled processes must have data access through BUs.
- Administrators with access to the Functional Setup Manager pages must have data access through Reference Sets.
- Data security policies are the same regardless of whether you access buy side channel flows from the Procurement or Order Management offerings.

Data Security for Buy Side Users

This table provides the data security policies that are required for your users for various roles.

Data Security Policy	Code	Description	Assigned to Role
Maintain Collections Aging Buckets Data	IEX_MAINTAIN_COLLECTIONS_AGING_BUCKETS_DATA	Allows a user to maintain aging bucket data.	Channel Administration (Duty Role)
Manage Channel Adjustment Type Data	CJM_MANAGE_CHANNEL_ADJUSTMENT_TYPE_DATA	Controls user access to channel adjustment type reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Batch Data	CJM_MANAGE_CHANNEL_BATCH_DATA	Controls user access to batches of the business units they're authorized for.	Supplier Channel Manager (Job Role)
Manage Channel Claims Data	CJM_MANAGE_CHANNEL_CLAIMS_DATA	Controls user access to channel claims of the business units they're authorized for.	Supplier Channel Management (Duty Role) Channel Operations (Duty Role)
Manage Channel Claim Reason Data	CJM_MANAGE_CHANNEL_CLAIM_REASON_DATA	Controls user access to channel claim reason reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Claim Source Mapping Data	CJM_MANAGE_CHANNEL_CLAIM_SOURCE_MAPPING_DATA	Controls user access to channel claim source mapping reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Claim Type Data	CJM_MANAGE_CHANNEL_CLAIM_TYPE_DATA	Controls user access to channel claim type reference data set they're authorized for.	Channel Administration (Duty Role)
Manage Channel Notes Data	CJM_MANAGE_CHANNEL_NOTES_DATA	Allows viewing, updating, and deleting of internal notes for channel objects.	Supplier Channel Manager (Job Role)
Manage Channel Program Data	CJM_MANAGE_CHANNEL_PROGRAMS_DATA	Controls user access to channel programs of the business units they're authorized for.	Supplier Channel Management (Duty Role) Channel Operations (Duty Role)
Manage Supplier Trade Profile Data	CJM_MANAGE_SUPPLIER_TRADE_PROFILE_DATA	Controls user access to supplier trade profile of the business units they're authorized for.	Supplier Channel Management (Duty Role)
View Channel Batch Transaction File Import Activity Object Type Data	CJM_VIEW_BATCH_TRX_FILE_IMPORT_ACTIVITY_OBJECT_TYPE_DATA	Allows viewing channel batch transaction import activities across the enterprise.	Channel Integration Specialist (Duty Role)
View Channel Batch Transaction File Import Mapping Object Type Data	CJM_VIEW_BATCH_TRX_FILE_IMPORT_MAPPING_OBJECT_TYPE_DATA	Allows viewing channel batch transaction import mappings across the enterprise.	Channel Integration Specialist (Duty Role)

Data Security Policy	Code	Description	Assigned to Role
View Channel Batch Transaction File Import Object Type Data	CJM_VIEW_BATCH_TRX_FILE_IMPORT_OBJECT_TYPE_DATA	Allows viewing channel batch transaction import objects across the enterprise.	Channel Integration Specialist (Duty Role)
View Trading Community Organization Data	HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_DATA	Allows viewing trading community organization data for all organizations in the enterprise. Allows viewing trading community organization data where they are a member of the partner organization.	Supplier Channel Manager (Job Role)

Related Topics

- Data Security

15 Accounting Event Details

Accounting Event Details for Customer Accruals

For every accrual and claim, there is an accounting entry. This appendix explains the events and their corresponding accounting entries in detail.

For every accrual and claim, there is an accounting entry. This appendix explains the events and their corresponding accounting entries in detail.

Customer Accrual Event

Debit	Credit
Sales or Expense Account	Accrual Liability Account

Customer Claim Settlement Event

Debit	Credit
Claim Accrual Liability Account	Receivables Clearing Account

Accounting Rules for Customer Accruals and Customer Claim Settlements

Event Class Name	Event Type Name	Journal Entry Description	Side
Customer Accrual	Customer Accrual Adjustment	Sales or Expense	Debit
Customer Accrual	Customer Accrual Adjustment	Accrual Liability	Credit
Customer Accrual	Customer Accrual Creation	Sales or Expense	Debit
Customer Accrual	Customer Accrual Creation	Accrual Liability	Credit
Customer Claim Settlement	Customer Claim Settlement Reversal	Claim Accrual Liability	Debit
Customer Claim Settlement	Customer Claim Settlement Reversal	Payables Clearing for Check and AP Default Customer Claim	Credit
Customer Claim Settlement	Customer Claim Settlement Reversal	Receivables Clearing for Credit Memo Customer Claim	Credit
Customer Claim Settlement	Customer Claim Settlement Reversal	Exchange Gain and Loss for Customer Claim	Credit
Customer Claim Settlement	Claim Settlement by Payables Default	Claim Accrual Liability	Debit

Event Class Name	Event Type Name	Journal Entry Description	Side
Customer Claim Settlement	Claim Settlement by Payables Default	Payables Clearing for Check and AP Default Customer Claim	Credit
Customer Claim Settlement	Claim Settlement by Payables Default	Exchange Gain or Loss for Customer Claim	Credit
Customer Claim Settlement	Claim Settlement by Check	Claim Accrual Liability	Debit
Customer Claim Settlement	Claim Settlement by Check	Payables Clearing for Check and AP Default Customer Claim	Credit
Customer Claim Settlement	Claim Settlement by Check	Exchange Gain or Loss for Customer Claim	Credit
Customer Claim Settlement	Claim Settlement by Credit Memo	Claim Accrual Liability	Debit
Customer Claim Settlement	Claim Settlement by Credit Memo	Receivables Clearing for Credit Memo Customer Claim	Credit
Customer Claim Settlement	Claim Settlement by Credit Memo	Exchange Gain and Loss for Customer Claim	Credit
Customer Claim Settlement by Extensible Payables	Payables Extensible Settlement Reversal	Claim Accrual Liability for Payables Extensible Settlement	Debit
Customer Claim Settlement by Extensible Payables	Payables Extensible Settlement Reversal	Payables Clearing for Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Payables	Payables Extensible Settlement Reversal	Exchange Gain or Loss for Payables Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Payables	Claim Settlement by Extensible Payables	Claim Accrual Liability for Payables Extensible Settlement	Debit
Customer Claim Settlement by Extensible Payables	Claim Settlement by Extensible Payables	Payables Clearing for Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Payables	Claim Settlement by Extensible Payables	Exchange Gain or Loss for Payables Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Receivables	Receivables Extensible Settlement Reversal	Claim Accrual Liability for Receivables Extensible Settlement	Debit
Customer Claim Settlement by Extensible Receivables	Receivables Extensible Settlement Reversal	Receivables Clearing for Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Receivables	Receivables Extensible Settlement Reversal	Exchange Gain or Loss for Receivables Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Receivables	Claim Settlement by Extensible Receivables	Claim Accrual Liability for Receivables Extensible Settlement	Debit
Customer Claim Settlement by Extensible Receivables	Claim Settlement by Extensible Receivables	Receivables Clearing for Extensible Customer Claim	Credit
Customer Claim Settlement by Extensible Receivables	Claim Settlement by Extensible Receivables	Exchange Gain or Loss for Receivables Extensible Customer Claim	Credit

Navigate to the Manage Sources: Channel Revenue Management page to view the sources that are available for setting up SLA accounting rules as follows:

- From the Navigator, select **Setup and Maintenance**.
- On the Setup: page, select **Order Management** from the drop-down list.
- Select the Channel Revenue Management functional area and select the **Manage Sources** task.

Note: Enter **CUST** in the **Object Column Name** search field to search for objects related to customers.

Accounting Event Details for Supplier Accruals

For every accrual, adjustment, and claim, there is an accounting entry. This appendix explains the events and their corresponding accounting entries in detail.

Accrual Event

Debit	Credit
Accrual Asset Account	Income or Discount on COGS Account

Claim Settlement Event

Debit	Credit
Payables Clearing Account	Claim Accrual Asset Account

Accounting Rules for Supplier Accruals and Supplier Claim Settlements

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Supplier Accrual	Supplier Accrual Rule	Accrual Asset	Debit	Accrual Asset Account	Accrual Asset Account
Supplier Accrual	Supplier Accrual Rule	Income or Discount on COGS	Credit	Income or Discount on COGS Account	Income or Discount on COGS Account
Supplier Claim Settlement	Supplier Claim Settlement by Payables Rule	Payables Clearing	Debit	Payables Clearing Account	Payables Clearing Account
Supplier Claim Settlement	Supplier Claim Settlement by Payables Rule	Claim Accrual Asset	Credit	Claim Accrual Asset Account	Claim Accrual Asset Account

Event Class Name	Journal Entry Rule Set	Journal Line Rule	Side	Account Rule	Mapping Set
Supplier Claim Settlement	Supplier Claim Settlement by Payables Rule	Claim Accrual Asset Account	Credit	Claim Gain or Loss Account	Exchange Gain Account Exchange Loss Account