

11i Implement and Use Accounts Receivable

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Preface

Profile

Prerequisites

- R11i Navigating Oracle Applications

How This Course Is Organized

This course is an instructor-led course featuring lecture and hands-on exercises. Online demonstrations and written practice sessions reinforce the concepts and skills introduced.

Related Publications

Oracle Publications

Additional Publications

- System release bulletins
- Installation and user's guides
- read.me files
- Oracle Magazine

Typographic Conventions

Typographic Conventions in Text

Convention	Element	Example
Bold italic	Glossary term (if there is a glossary)	The <i>algorithm</i> inserts the new key.
Caps and lowercase	Buttons, check boxes, triggers, windows	Click the Executable button. Select the Can't Delete Card check box. Assign a When-Validate-Item trigger to the ORD block. Open the Master Schedule window.
Courier new, case sensitive (default is lowercase)	Code output, directory names, filenames, passwords, pathnames, URLs, user input, usernames	Code output: <code>debug.set ('I', 300);</code> Directory: <code>bin (DOS), \$FMHOME (UNIX)</code> Filename: Locate the <code>init.ora</code> file. Password: User <code>tiger</code> as your password. Pathname: Open <code>c:\my_docs\projects</code> URL: Go to <code>http://www.oracle.com</code> User input: Enter <code>300</code> Username: Log on as <code>scott</code>
Initial cap	Graphics labels (unless the term is a proper noun)	Customer address (<i>but</i> Oracle Payables)
Italic	Emphasized words and phrases, titles of books and courses, variables	Do <i>not</i> save changes to the database. For further information, see <i>Oracle7 Server SQL Language Reference Manual</i> . Enter <code>user_id@us.oracle.com</code> , where <i>user_id</i> is the name of the user.
Quotation marks	Interface elements with long names that have only initial caps; lesson and chapter titles in cross-references	Select "Include a reusable module component" and click Finish. This subject is covered in Unit II, Lesson 3, "Working with Objects."
Uppercase	SQL column names, commands, functions, schemas, table names	Use the SELECT command to view information stored in the LAST_NAME column of the EMP table.

Convention	Element	Example
Arrow	Menu paths	Select File—> Save.

Brackets	Key names	Press [Enter].
Commas	Key sequences	Press and release keys one at a time: [Alternate], [F], [D]
Plus signs	Key combinations	Press and hold these keys simultaneously: [Ctrl]+[Alt]+[Del]

Typographic Conventions in Code

Convention	Element	Example
Caps and lowercase	Oracle Forms triggers	When-Validate-Item
Lowercase	Column names, table names	SELECT last_name FROM s_emp;
	Passwords	DROP USER scott IDENTIFIED BY tiger;
	PL/SQL objects	OG_ACTIVATE_LAYER (OG_GET_LAYER ('prod_pie_layer'))
Lowercase italic	Syntax variables	CREATE ROLE <i>role</i>
Uppercase	SQL commands and functions	SELECT userid FROM emp;

Typographic Conventions in Navigation Paths

This course uses simplified navigation paths, such as the following example, to direct you through Oracle Applications.

(N) Invoice > Entry > Invoice Batches Summary (M) Query > Find (B) Approve

This simplified path translates to the following:

1. (N) From the Navigator window, select Invoice > Entry > Invoice Batches Summary.
2. (M) From the menu, select Query > Find.
3. (B) Click the Approve button.

Notations :

(N) = Navigator

(M) = Menu

(T) = Tab

(I) = Icon

(H) = Hyperlink

(B) = Button

Typographical Conventions in Help System Paths

This course uses a “navigation path” convention to represent actions you perform to find pertinent information in the Oracle Applications Help System.

The following help navigation path, for example—

(Help) General Ledger > Journals > Enter Journals

—represents the following sequence of actions:

1. In the navigation frame of the help system window, expand the General Ledger entry.
2. Under the General Ledger entry, expand Journals.
3. Under Journals, select Enter Journals.
4. Review the Enter Journals topic that appears in the document frame of the help system window.

Getting Help

Oracle Applications provides you with a complete online help facility.

Whenever you need assistance, simply choose an item from the Help menu to pinpoint the type of information you want.

To display help for a current window:

1. Choose Window Help from the Help menu, click the Help button on the toolbar, or hold down the Control key and type 'h'.

A web browser window appears, containing search and navigation frames on the left, and a frame that displays help documents on the right.

The document frame provides information on the window containing the cursor. The navigation frame displays the top-level topics for your responsibility, arranged in a tree control.

2. If the document frame contains a list of topics associated with the window, click on a topic of interest to display more detailed information.

3. You can navigate to other topics of interest in the help system, or choose Close from your web browser's File menu to close help.

Searching for Help

You can perform a search to find the Oracle Applications help information you want. Simply enter your query in the text field located in the top-left frame of the browser window when viewing help, then click the adjacent Find button.

A list of titles, ranked by relevance and linked to the documents in question, is returned from your search in the right-hand document frame. Click on whichever title seems to best answer your needs to display the complete document in this frame. If the document doesn't fully answer your questions, use your browser's Back button to return to the list of titles and try another.

R11i Implementing Receipts and Remittances

Chapter 16

R11i Implementing Receipts and Remittances

Oracle Receivables 11i

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Objectives

After this module, you should be able to:

- **Enter setup information relating to receipts and remittances**
- **Discuss the implementation considerations**

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Agenda

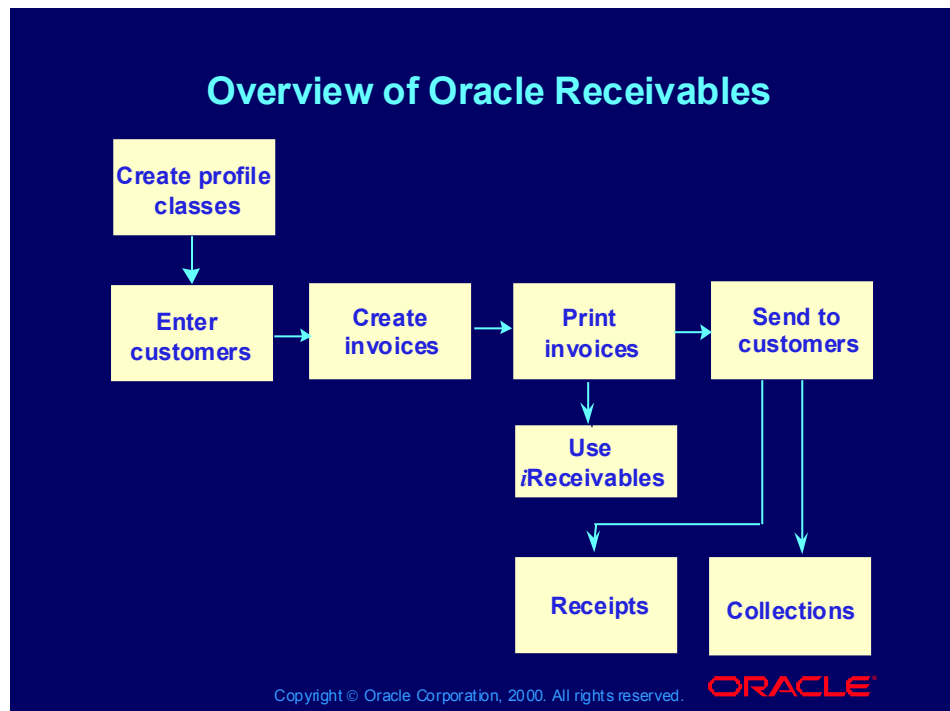
Agenda

- **Entering receipt and remittance setup data**
- **Implementation considerations**

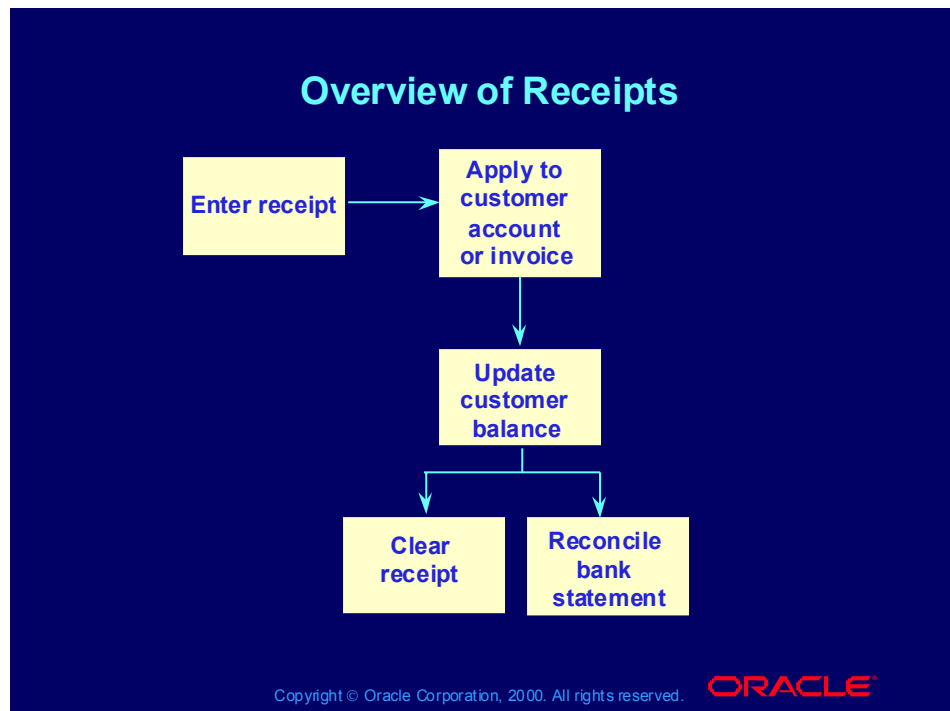
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Overview of Oracle Receivables



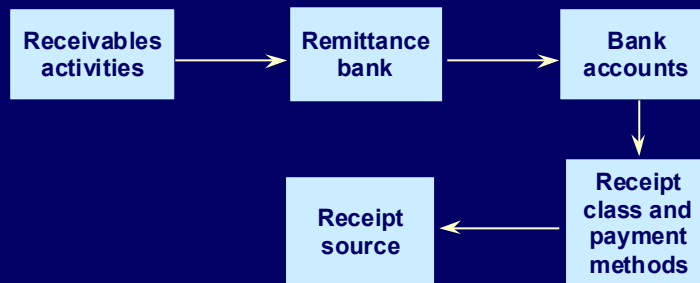
Overview of Receipts



Overview of Receipt Setup

Overview of Receipt Setup

Set up receipts in the following order:



Setup options:

- AutoCash Rule Sets
- Application Rule Sets

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Agenda

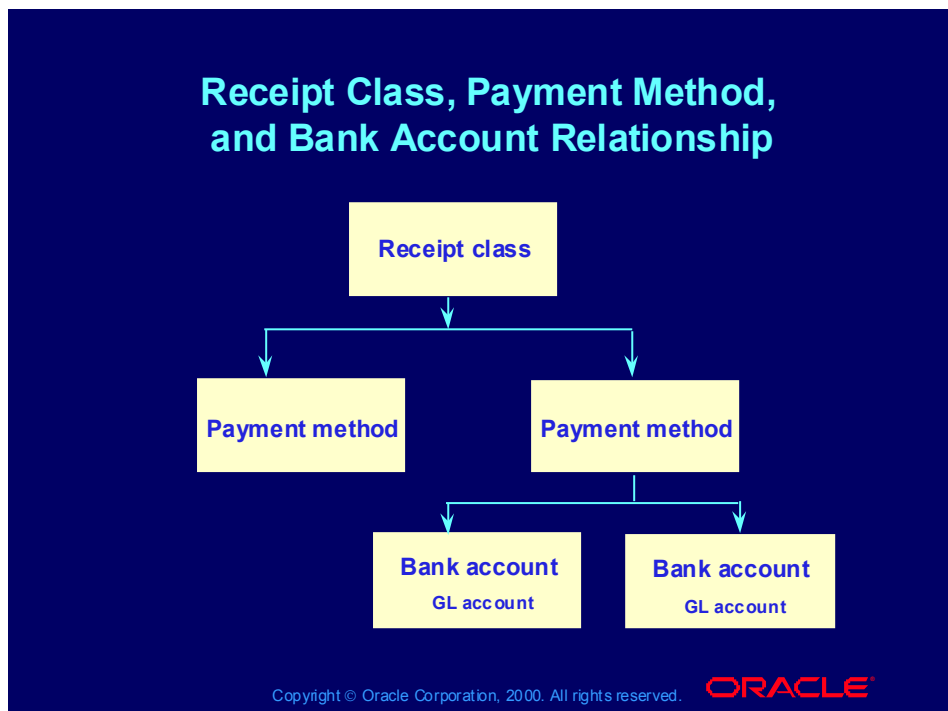
Agenda

- **Entering receipt and remittance setup data**
- **Implementation considerations**

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Receipt Class, Payment Method, and Bank Account Relationship



Defining Banks

Defining Banks

- Supply bank information, such as address, contact person, institution type, and transmission and printing programs.
- Define customer and vendor banks.
- Oracle Payables can also use these remittance banks.
- Oracle Cash Management uses the same bank information to reconcile both payments and receipts.



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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Banks

Defining Bank Accounts

Defining Bank Accounts

- Enter one or more bank accounts for each physical bank.
- Enter a separate bank account for each currency used at a given bank branch.
- Enter a cash account to debit for receipts that are remitted to each bank account.
- Enter information about the contact person for each remittance bank account.

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(Help) Oracle Financial Applications > Oracle Receivables >
Setting Up > Bank Accounts

Multiple Currency Banks

Multiple Currency Banks

- Select the **Multiple Currency Receipts** check box in the **Receivables Options** tabbed page to allow deposits in currencies other than the currency of the bank account.
- The **Multiple Currency Receipts** check box can be selected only if the bank account is in the functional currency.

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Bank Accounts > Defining Multiple Currency Bank Accounts

Demonstration

Demonstration

In this demonstration, we will show a remittance bank.

(N) Setup—>Receipts—>Banks

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(N) Setup—>Receipts—>Banks

Review Question

Review Question

If the bank account is defined in a foreign currency, you can select the Multiple Currency Receipts check box.

- A. True**
- B. False**

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Answer to Review Question

Answer to Review Question

If the bank account is defined in a foreign currency, you can select the Multiple Currency Receipts check box.

- A. True**
- B. False**

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Using Receipt Classes

Using Receipt Classes

- **Receipt classes determine how Oracle Receivables processes receipts, by specifying:**
 - **Entry method**
 - **Remittance method**
 - **Clearance method**
 - **Payment method**
- **You can define one or many payment methods to use for a receipt class.**

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Receipt Classes

Defining Receipt Classes

- **Creation Method:**
 - **Manual:** Standard, quick, and lockbox receipts
 - **Automatic:** Automatic and credit card receipts
- **Remittance Method:**
 - **No Remittance:** Receipts that are not remitted
 - **Standard:** Regular remittance
 - **Factoring:** Short term debt (automatic receipts only)
 - **Standard and Factoring:** Both types in a batch

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Defining Receipt Classes

- **Clearance Method:**
 - **Direct:** Clears receipt status as soon as the receipt is entered
 - **By Automatic Clearing:** Runs a program to clear receipts
 - **By Matching:** Clears receipts by reconciling them in Oracle Cash Management

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Using Payment Methods

Using Payment Methods

- **Payment methods determine the automatic receipt attributes.**
- **One or more payment methods are associated with each receipt class.**
- **Each payment method can be associated with more than one bank account.**
- **Each bank account determines the GL accounts for a receipt.**

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Payment Methods

Demonstration

Demonstration

In this demonstration, we will show an example of a receipt class and payment method.

(N) Setup—>Receipts—>Receipt Classes

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(N) Setup—>Receipts—>Receipt Classes

Associating a Bank Account with a Payment Method

Associating a Bank Account with a Payment Method

- Associate bank account information with each receipt class and payment method combination.
- You can assign more than one remittance bank to each receipt class and payment method combination.
- Specify the bank name, branch, account, and currency for your remittance bank using the list of values.

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Demonstration

Demonstration

In this demonstration, we will show the bank account associated with a payment method.

(N) Setup—>Receipts—>Receipt Class

(B) Bank Accounts

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(N) Setup—>Receipts—>Receipt Class (B) Bank Accounts

Review Question

Review Question

One payment method can be associated with multiple receipt classes.

- A. True**
- B. False**

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Answer to Review Question

Answer to Review Question

One payment method can be associated with multiple receipt classes.

A. True

B. False

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Defining Receipt Sources

Defining Receipt Sources

- **Define receipt source to determine:**
 - **Creation method (automatic or manual)**
 - **Batch numbering**
 - **Default receipt class, payment method, and bank account**
- **Set the “AR: Receipt Batch Source” profile option in order to define default receipts sources either by user, by responsibility level, by application, or system wide.**

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Receipt Sources

Demonstration

Demonstration

In this demonstration, we will show a receipt batch source.

(N) Setup—>Receipts—>Sources

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(N) Setup—>Receipts—>Sources

Defining Receivables Activities for Miscellaneous Receipts

Defining Receivables Activities for Miscellaneous Receipts

- When you enter miscellaneous receipts, you must enter a receivables activity. The activity determines the accounting.
- The GL Account Source of the receivable activity determines how cash from miscellaneous receipts is distributed to one or various accounts.

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Defining Receivables Activities for Earned and Unearned Discounts

Defining Receivables Activities for Earned and Unearned Discounts

- Associate both of these types of activity with a bank account.
- The accounting can come from the activity or the tax code.
- You can record both recoverable and nonrecoverable tax for discounts.

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Receivables Activity Features

Receivables Activity Features

GL Account Source options:

- Activity GL Account
- Revenue on Invoice
- Tax Code on Invoice
- Distribution Set*

*miscellaneous cash only

Tax Code Source options:

- None
- Activity
- Invoice

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Setting Up Receivables Activities

Setting Up Receivables Activities

- Define tax accounting if applicable
- Select type of activity
- Select GL Account Source
- Select Tax Code Source

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Receivables Activities

Review Question

Review Question

Receivables activities that are defined as either earned or unearned discounts can be:

- A. Used on a transaction**
- B. Associated with a customer**
- C. Set up with receipt sources**
- D. Used when setting up bank accounts**

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Answer to Review Question

Receivables activities that are defined as either earned or unearned discounts can be:

- A. Used on a transaction**
- B. Associated with a customer**
- C. Set up with receipt sources**
- D. Used when setting up bank accounts**

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Defining AutoCash Rules

Defining AutoCash Rules

- **AutoCash Rule Sets** determine how a QuickCash receipt is applied to open debit items.
- Enter a sequence to specify the order in which to automatically apply receipts for this set.
- Enter one or more rules for receipt application from the AutoCash Rule options.

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > Application Rule Sets

AutoCash Rules

- **Apply Oldest Invoice First:** Matches receipts to customer debit items, starting with the oldest outstanding debit item. Oracle Receivables determines the oldest debit item using the Open Balance Calculations values for the AutoCash rule set.
- **Clear Account:** Applies receipts to the customer's calculated account balance when the balance exactly matches the receipt amount.

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AutoCash Rules

- **Clear Past Due Invoices:** Closes all past due debit and credit items when the calculated past due balance exactly matches the receipt amount.
- **Match Payment With Invoice:** Applies receipts to a single invoice, debit memo, or chargeback when the remaining amount due matches the receipt amount.

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Defining Application Rule Sets

- **Application Rule Sets** define how to apply partial payments to open invoice items and how discounts affect open balances.
- **Receivables** provides the following standard application rules:
 - **Line First—Tax After**
 - **Line First—Tax Prorate**
 - **Prorate All**

You can also define your own application rules.

Application Rule Sets can be defined for each transaction type, or at the system level.

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Review Question

Review Question

Application Rule Sets can default from the transaction type or the system level.

A. True

B. False

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Answer to Review Question

Answer to Review Question

Application Rule Sets can default from the transaction type or the system level.

- A. True**
- B. False**

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Setting Up Cross-Currency Receipts

1. Enable the cross-currency profile options.
2. Define the cross-currency rounding account in the System Options window.
3. Define the realized gain/loss account in the System Options window.
4. Define fixed rate relationships in Oracle General Ledger GL (when applicable).

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System Options Relating to Receipts

System Options Relating to Receipts

- **Realized Gains Account**
- **Realized Loss Account**
- **Cross Currency Rounding Account**

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > System Options > Accounting

System Options Relating to Receipts

System Options Relating to Receipts

- Discount Basis
- AutoCash Rule Set
- Allow Unearned Discounts
- Discount on Partial Payment
- Require Billing Location for Receipts
- Auto Receipts: Invoices per Commit
- Auto Receipts: Receipts per Commit
- Chargeback Due Date
- Application Rule Set

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(Help) Oracle Financial Applications > Oracle Receivables > Setting Up > System Options > Miscellaneous

Demonstration

Demonstration

In this demonstration, we will show the system options related to receipts.

(N) Setup—>System—>System Options

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(N) Setup—>System—>System Options

Review Question

Review Question

You can control receipt numbering from the System Options window.

- A. True**
- B. False**

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Answer to Review Question

Answer to Review Question

You can control receipt numbering from the System Options window.

A. True

B. False

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Profile Options

- **AR: Allow Overapplication in Lockbox**
- **AR: Application GL Date Default**
- **AR: Cash—Allow Actions**
- **AR: Cash—Default Amount Applied**
- **AR: Commit Between Validations in Lockbox**
- **AR: Create Bank Charges**

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(Help) Oracle Financial Applications > Oracle Receivables > Profile Options > Overview of Receivables User Profile Options

Profile Options

- **AR: Cross Currency Rate Type**
- **AR: Enable Credit Card Preprocessor**
- **AR: Enable Cross Currency**
- **AR: Include Receipts at Risk in Customer Balance**
- **AR: Invoices with Unconfirmed Receipts**
- **AR: Mask Bank Account Numbers**
- **AR: Receipt Batch Source**

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(Help) Oracle Financial Applications > Oracle Receivables > Profile Options > Overview of Receivables User Profile Options

Agenda

Agenda

- **Entering receipt and remittance setup data**
- **Implementation considerations**

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Implementation Considerations for Receipts

- If you are using Oracle Cash Management, set up bank transaction codes for your banks.
- Set up GL accounts before entering the bank account information.
- Decide whether you want a different GL account for each status of cash or only one cash account.
- Set up receipt information so that the setup data can default.
- Set the “AR: Receipt Batch Source” profile option so that users do not have to enter payment information at the batch level.

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Implementation Considerations for Receipts

- Define AutoCash Rule Sets for a customer when using AutoLockbox or QuickCash.
- You must define receivables activities for earned and unearned discounts.
- Define receivables activities before setting up bank accounts.
- If you select Tax Code on Invoice as the GL Account Source when setting up receivables activities, you must define tax accounting for all tax codes or make sure the activity is selected only when the tax code on the invoice has tax accounting set up.

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Function Security

Function Security

Function Name	Activities That Can Be Restricted
Cash	View, enter, update, and delete cash receipts
Misc.	View, enter, update, and delete miscellaneous transactions
QuickCash	View, enter, and update QuickCash receipts (either all, manual only, or Auto Lockbox only)
QuickCash Post	Post QuickCash
Remit	View, create, maintain, approve, and format automatic remittances
Auto	View, create, maintain, approve, format, confirm, and unconfirm automatic receipts
Reverse	Standard reversals or debit memo reversals
Exchange Rate Adj.	Create exchange rate adjustments

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Summary

Summary

In this module, you should have learned how to:

- **Enter receipt and remittance setup information**
- **Discuss the implementation considerations**

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11i Overview of Collections

Chapter 17

11i Overview of Collections

Oracle Receivables 11i

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Objectives

After this module, you should be able to:

- **Describe the collection process in Oracle Receivables**
- **Describe how iReceivables can be used in collections**

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Agenda

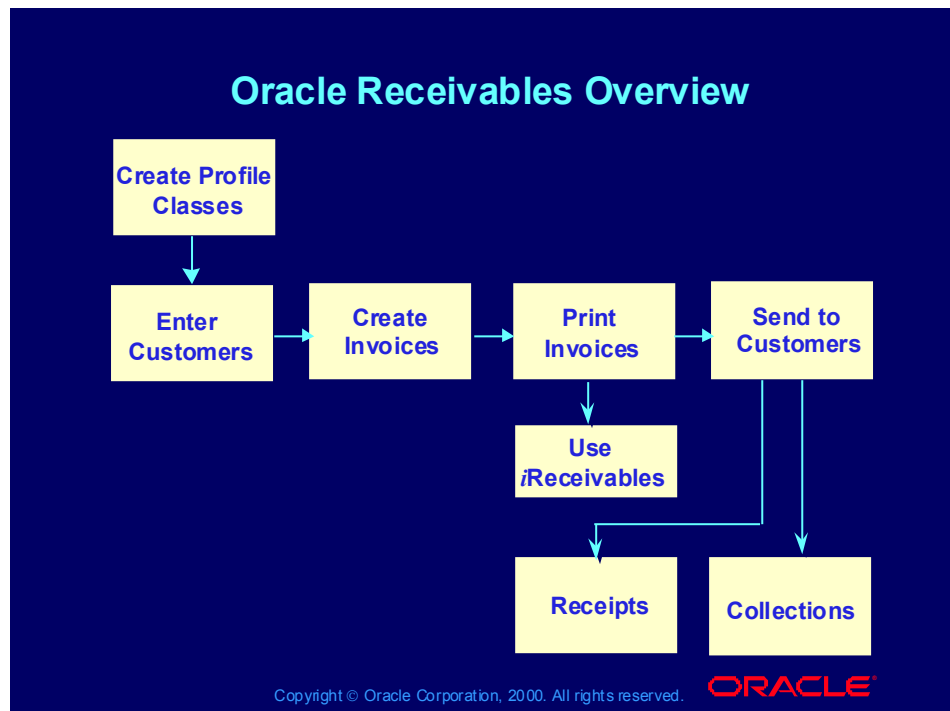
Agenda

- Overview of the collection process
- Using *i*Receivables in collections

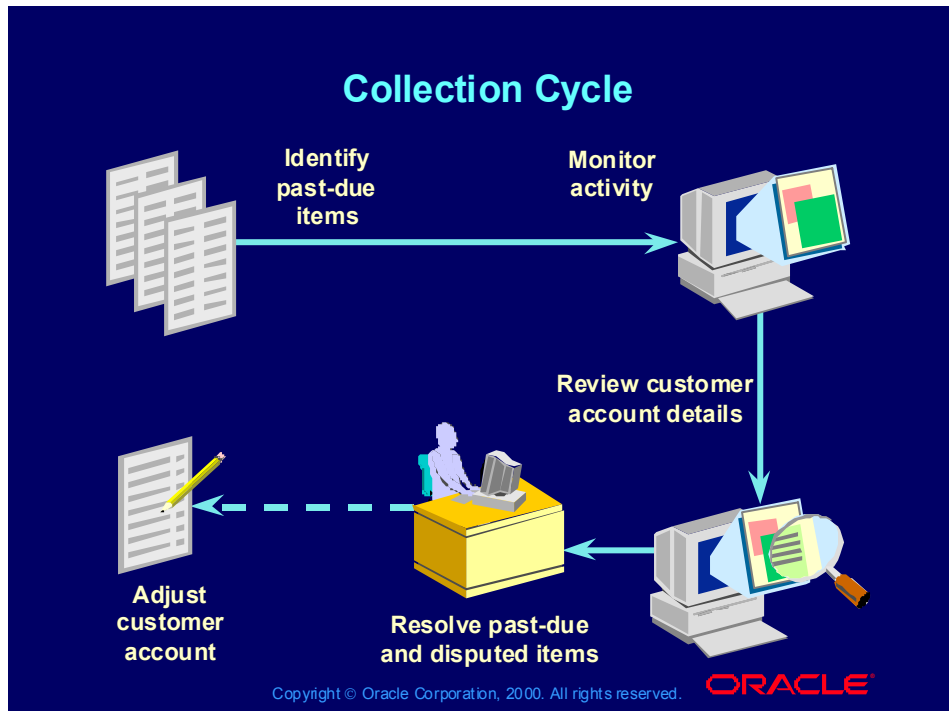
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Oracle Receivables Overview



Collection Cycle



Agenda

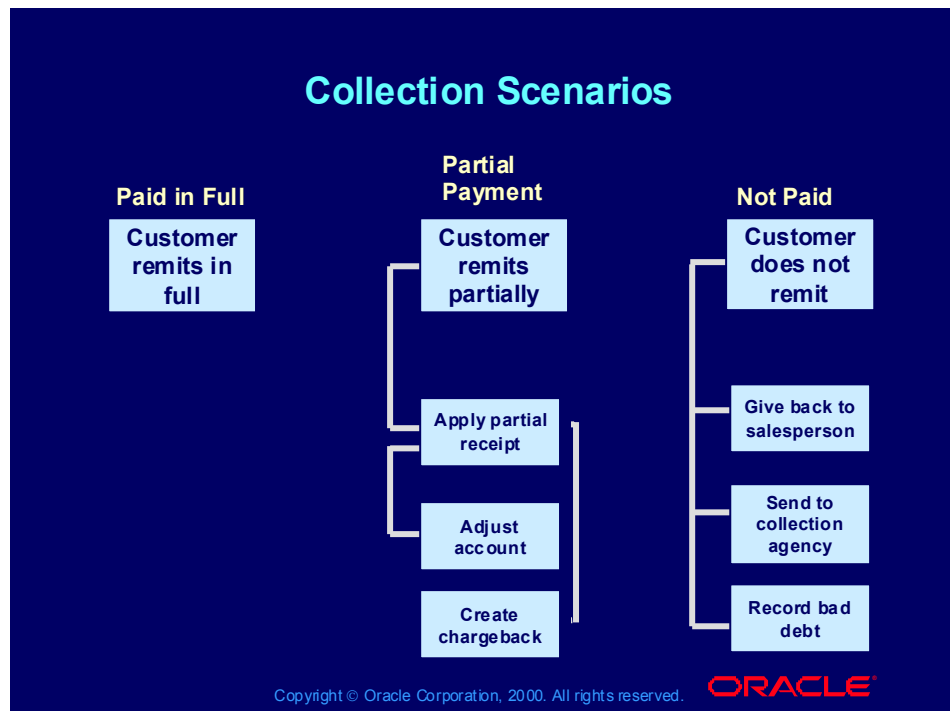
Agenda

- Overview of the collection process
- Using *iReceivables* in collections

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Collection Scenarios



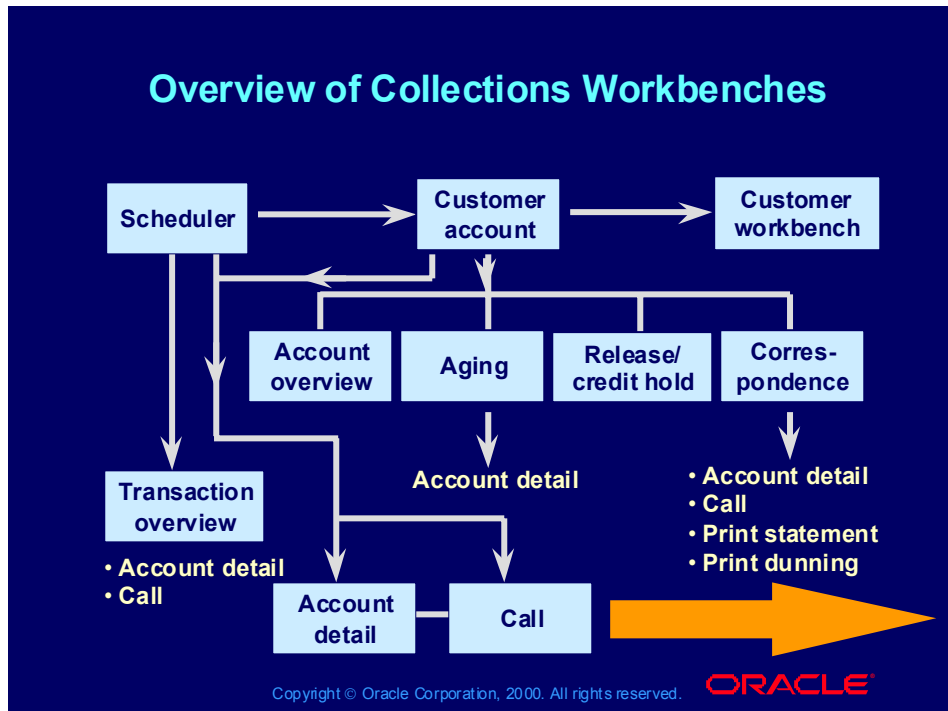
Collection Process

- The Collections workbenches enable you to access important customer information from one window.
- With Oracle Receivables, you can:
 - Determine what is due from customers
 - Communicate with customers
 - Perform collection tasks

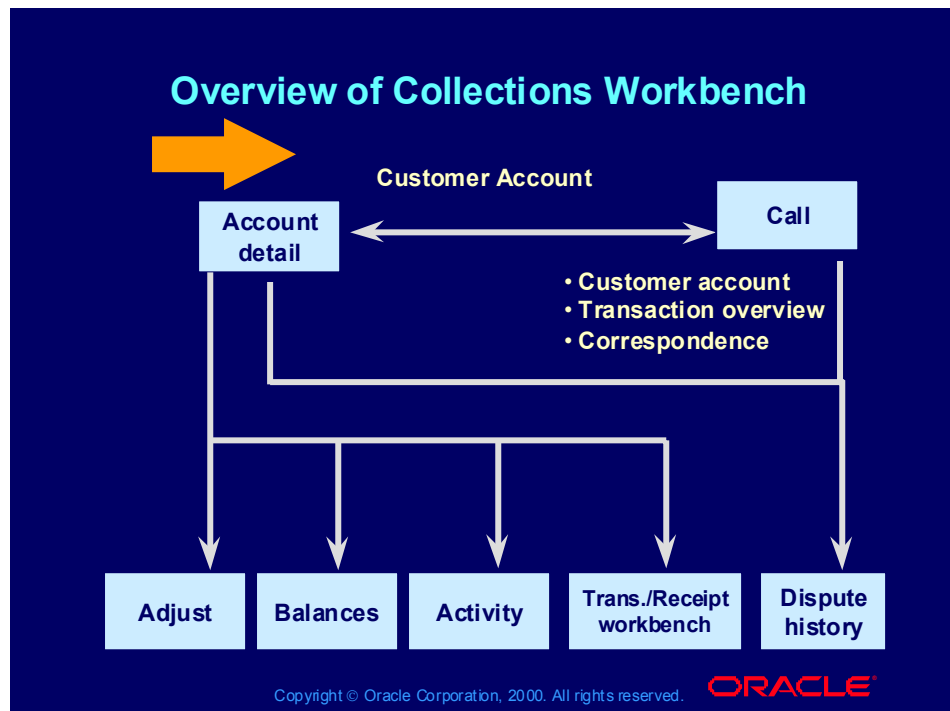
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Overview of Collections Workbenches



Overview of Collections Workbench



Demonstration

In this demonstration, we will show the following windows:

- Account Details
- Customer Account

(N) Collections—>Account Details

(N) Collections—>Customer Account

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Determining What Is Due

Determining What Is Due

There are a number of ways you can find out what is due from the customer. These are:

- **Printing aging reports**
- **Viewing online aging**
- **Viewing account overview**
- **Viewing account details**

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(Help) Oracle Financial Applications > Oracle Receivables > Collections > Printing a Collection Report

(Help) Oracle Financial Applications > Oracle Receivables > Collections > Viewing Account Balances

Oracle Receivables Reports

Oracle Receivables Reports

The following reports are available and can be run from the Reports window:

- Aging Report
- Account Status Report
- Bad Debt Provision Report
- Billing History
- Billing and Receipt History
- Credit Hold Report
- Customer Credit Snapshot

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(Help) Oracle Financial Applications > Oracle Receivables > Collections > Printing a Collection Report

Review Question

Review Question

A number of ways you can find out what is due from your customer are (select one or more):

- A. Printing aging reports**
- B. Viewing online aging**
- C. Viewing account overview**
- D. Viewing account details**
- E. All of the above**
- F. None of the above**

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Review Question

Review Question

A number of ways you can find out what is due from your customer are (select one or more):

- A. Printing aging reports**
- B. Viewing online aging**
- C. Viewing account overview**
- D. Viewing account details**
- E. All of the above**
- F. None of the above**

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Communicating with Customers

You can track communications with customers by using the following in Oracle Receivables:

- **Customer Calls window**
- **Correspondence window**
- **Dunning letters and statements**

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Customer Calls Window

Customer Calls Window

Use the Customer Calls window to do the following:

- Record customer calls information
- Record call topics about transactions and receipts
- Enter call actions to indicate what should happen next and when

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(Help) Oracle Financial Applications > Oracle Receivables > Collections > Customer Calls

Demonstration

In this demonstration, we will show how a call can be recorded using the Customer Calls window.

(N) Collections → Calls

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Customer Calls Window

Customer Calls Window

Customer Calls (Vision Operations) - Bigmart

Call ID	1273	Collector	Kerry
Date	11-MAY-2000	Time	09:33:26
Status	Open		

Customer

Name	Bigmart	Address	
Number	1168		
Location			

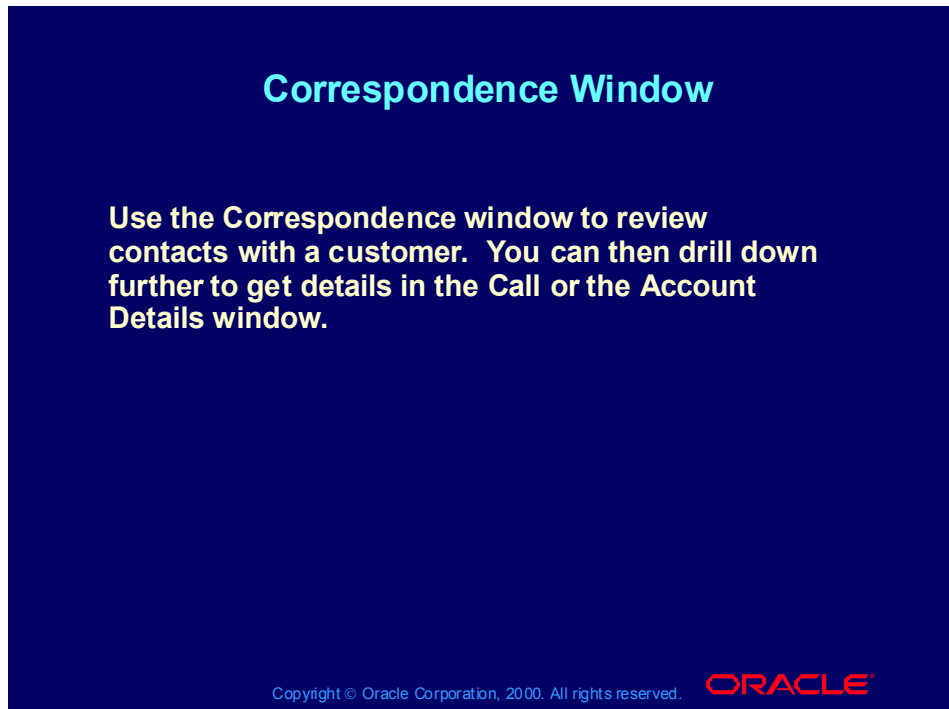
Contact Response

First Name	Joseph	Last Name	Jones
Job Title			
Area Code		Number	Extension
Phone			
FAX			

Customer Account Actions Topics

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Correspondence Window



(Help) Oracle Financial Applications > Oracle Receivables >
Collections > Customer Correspondence

Correspondence Window

Correspondence Window

Correspondence (Vision Operations)

Calls Statements Dunning Letters

Collector	Date	Status	Contact	Response
Pat	27-APR-2000	OPEN	Andre Beaulie	
Pat	11-FEB-1998	OPEN	Jim Johnson	
Pat	10-FEB-1998	OPEN	Elizabeth Stevens	
Pat	07-MAY-1997	OPEN	George Manning	
Pat	07-MAY-1997	OPEN	Jolene Smith-Kelly	
Pat	07-MAY-1997	OPEN	Lisa Pickford	WILL CALL BACK
Pat	20-DEC-1996	OPEN	Jolene Smith-Kelly	
Pat	30-OCT-1996	OPEN	Jolene Smith-Kelly	
Pat	01-SEP-1996	OPEN	Kirk Jensen	

Notes

Customer Name **Business World** Location

Customer Number **1000**

Call Account Details

Call **Account Details**

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Finding Additional Customer Information

Window	Description
Call	Review detailed information about a selected call, or record information about a new call. Drill down from here to view or record actions taken and topics discussed and to access detailed account information for the selected customer.
Account Details	Drill down from here to view detailed transaction information, view dispute history (if any) for the selected item, view the account overview, and record adjustments.

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Dunning Letters and Statements

Dunning Letters and Statements

- Use the dunning letters and statements to notify customers of overdue invoices, debit memos, chargebacks, and deposits.
- Calculate finance charges during the dunning letter generation process.

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(Help) Oracle Financial Applications > Oracle Receivables > Collections > Dunning Letters

Review Question

Review Question

The Call window is used to review detailed information about a selected call or to record information about a new call.

- A. True**
- B. False**

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Review Question

Review Question

The Call window is used to review detailed information about a selected call or to record information about a new call.

- A. True**
- B. False**

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Performing Daily Collection Tasks

Using Oracle Receivables, you can perform the following daily collection tasks to have better visibility and control over your customers:

- Review customer's accounts
- View transactions
- Resolve transactions in dispute
- Place an account on credit hold
- Adjust customer accounts

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Reviewing Customer Accounts

Reviewing Customer Accounts

You can review customer accounts online or print an aging report to identify past-due and disputed items.

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(Help) Oracle Financial Applications > Oracle Receivables >
Collections > Viewing Account Balances by Aging Buckets
(Help) Oracle Financial Applications > Oracle Receivables >
Collections > Printing a Collection Report

Viewing Transactions

Viewing Transactions

You can review a customer's transactions history online to evaluate how many of the following have been processed for the customer for a specific time period:

- Invoices
- Debit memos
- Chargebacks
- Credit memos
- Deposits
- Receipts
- Guarantees

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(Help) Oracle Financial Applications > Oracle Receivables > Collections > Viewing Transactions

Resolving Transactions in Dispute

Resolving Transactions in Dispute

You can generate the following reports to identify past-due and disputed items:

- Aging Report
- Disputed Invoice Report
- Past-Due Invoice Report

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(Help) Oracle Financial Applications > Oracle Receivables >
Collections > Printing a Collection Report

Placing an Account on Credit Hold

Placing an Account on Credit Hold

You can place a customer on credit hold if the customer has not paid in time and is not cooperating in submitting his or her payment.

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(Help) Oracle Financial Applications > Oracle Receivables > Collections > Credit Holds

Adjusting Customer Accounts

Using Oracle Receivables, you can:

- **Make adjustments to invoices, debit memos, chargebacks, on-account credits, deposits, and guarantees.**
- **Approve adjustments within your approval limits.**
- **Assign pending status to adjustments outside your approval limits.**
- **Automatically write off debit items that match your selection criteria and are within your approval limits.**

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Agenda

Agenda

- Overview of the collection process
- Using *i*Receivables in collections

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Using iReceivables in Collections

Using iReceivables in Collections

You can use iReceivables to improve the collections process by enabling customers and employees to do the following:

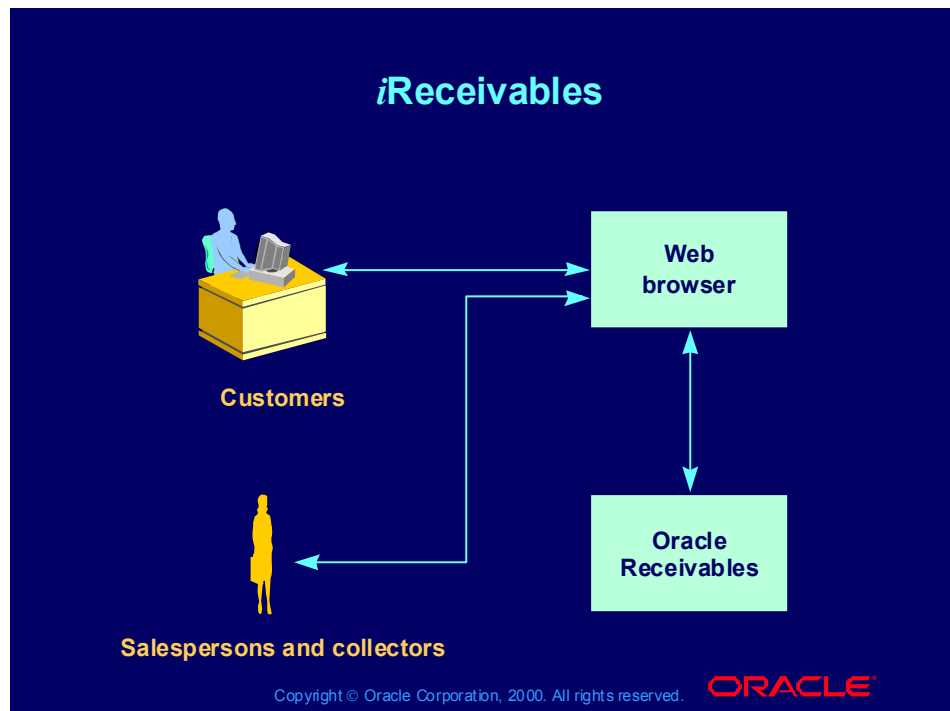
- Access the information with a self-service application
- Query and view transactions
- View activities such as payments and adjustments
- Use the Credit Memo Workflow to dispute invoices without calling a collector

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(Help) Oracle Financial Applications > Oracle Receivables > iReceivables

iReceivables



Self-Service Access

Using *iReceivables*, customers and employees can:

- View account information
- Print transactions
- Dispute invoices by requesting a credit memo
- View the current status of a credit memo request
- Contact your organization with e-mail

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(Help) Oracle Financial Applications > Oracle Receivables >
iReceivables

Viewing Transactions and Activities

Using iReceivables, your customers can:

- **View their transactions and balances without waiting for their statements**
- **View all related activities for their account**

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(Help) Oracle Financial Applications > Oracle Receivables > iReceivables

Demonstration

Demonstration

**In this demonstration, we will show how you can use
iReceivables to view transactions and activities.**

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Using Credit Memo Workflow

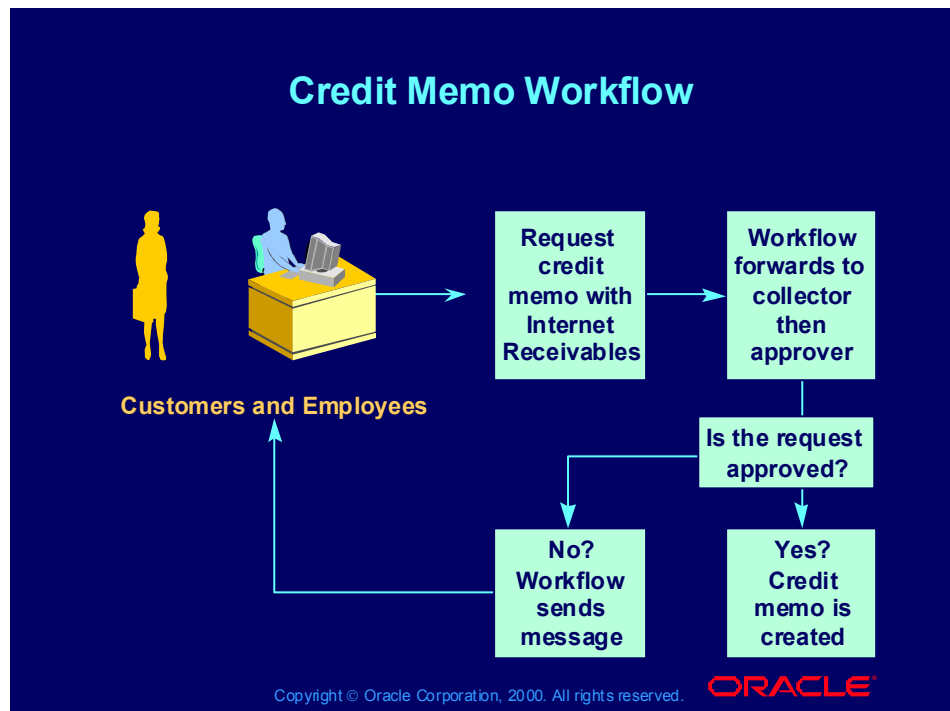
Customers and employees can dispute an invoice by using Credit Memo Workflow.

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(Help) Oracle Financial Applications > Oracle Receivables >
iReceivables

Credit Memo Workflow



Review Question

Review Question

One of the major features of iReceivables in improving the collections process is that both customers and employees can have access to Receivables information.

- A. True**
- B. False**

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Review Question

Review Question

One of the major features of iReceivables in improving the collections process is that both customers and employees can have access to Receivables information.

- A. True**
- B. False**

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Summary

In this module, you should have learned to:

- **Describe how the features of Oracle Receivables can be used in the collection process**
- **Discuss the features of iReceivables that relate to collections**

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Managing Collections

Chapter 18

Managing Collections

Oracle Receivables Rel11i

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Help

You can use the Help to assist you in Oracle Receivables. Use Help for:

- **An explanation of the Toolbar icons.**
- **An explanation of each region of the Navigator.**
- **Detailed information about each Oracle Receivables window.**
- **Searching for information by entering your query in the Search field and hitting the Find button.**

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Using Help

For Help paths in this module, start with:

Applications Help Library

Oracle Financial Applications

Oracle Receivables

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Objectives

After this module, you should be able to:

- **Identify and manage customers with overdue accounts**
- **Generate dunning letters**
- **Write off bad debts by creating adjustments**

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Agenda

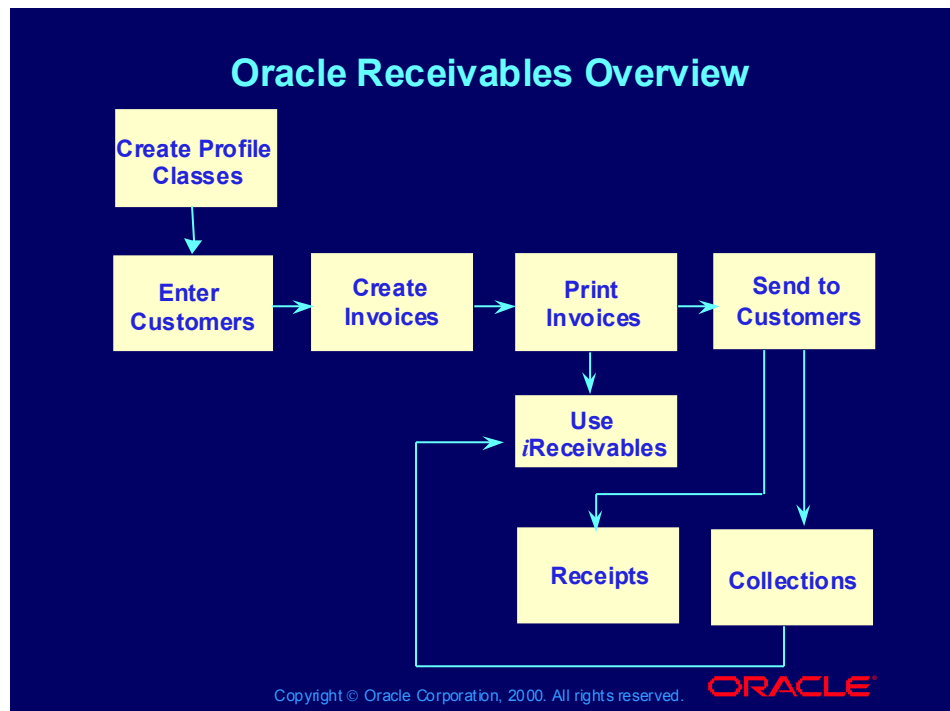
Agenda

- Identifying and managing customers with overdue accounts
- Generating dunning letters
- Writing off bad debts by creating adjustments

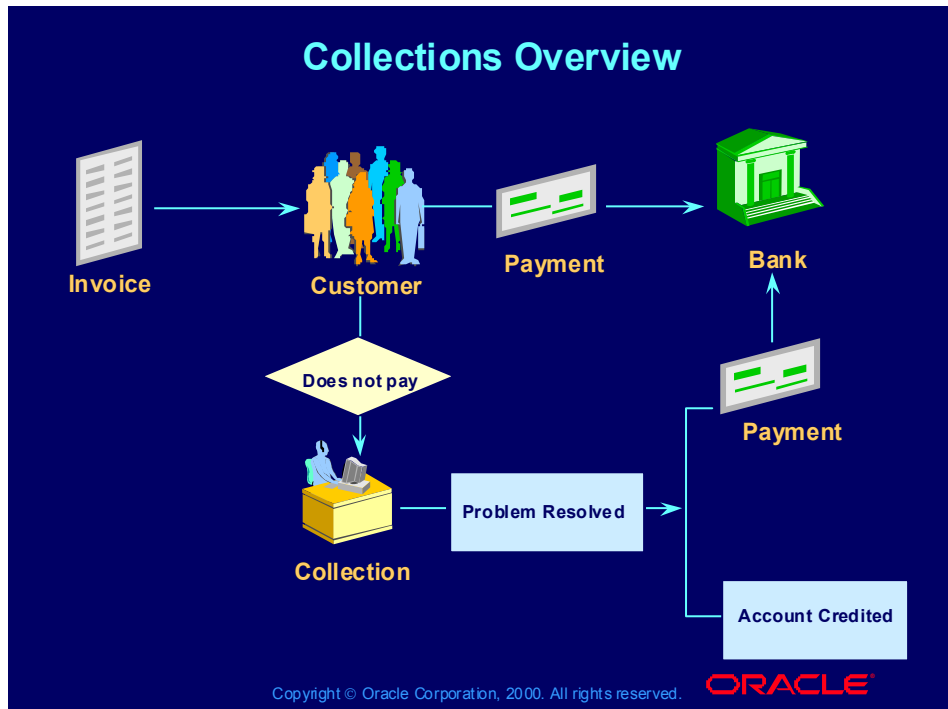
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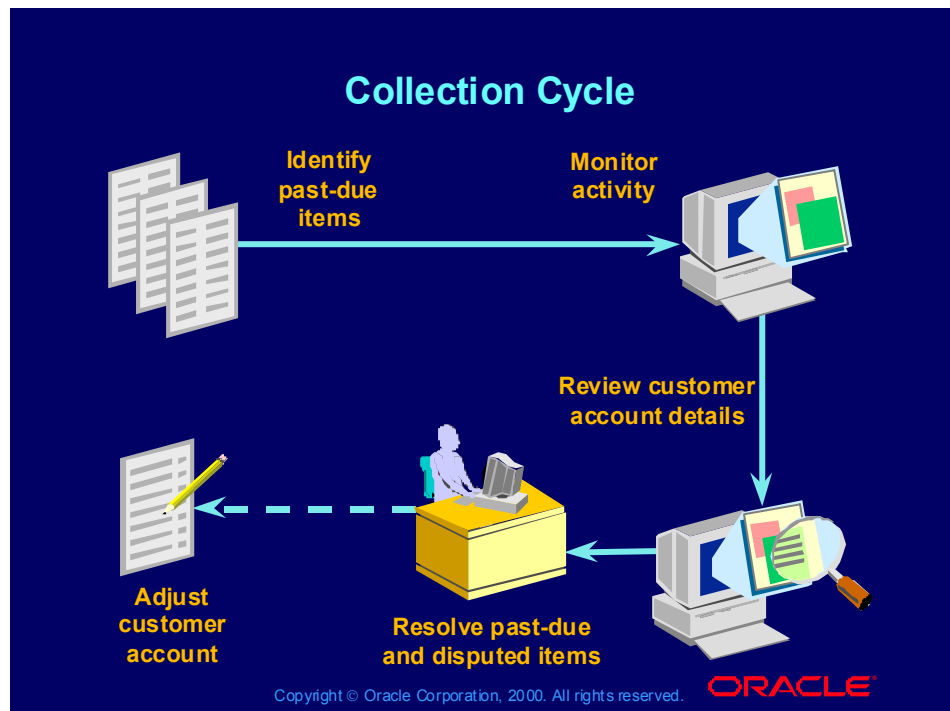
Oracle Receivables Overview



Collections Overview



Collection Cycle



Agenda

Agenda

- **Identifying and managing customers with overdue accounts**
- **Generating dunning letters**
- **Writing off bad debts by creating adjustments**

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Identifying Customers With Overdue Accounts

Identifying Customers With Overdue Accounts

Use the following Collections Workbench windows to monitor your customer's activities and to view overdue amounts:

- Customer Account
- Account Overview
- Account Details
- Aging

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Reviewing Customer Accounts

Reviewing Customer Accounts

- The Find Customer Accounts window lets you enter selection criteria to identify customers, such as:
 - Account Status
 - Outstanding balances
 - Amounts Past Due
- The Display Currency checkbox set to 'Yes' displays the selected customers credit limits and available credit.
- Current customer account balances appear in your functional currency, using the exchange rate at the time of the transaction.

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Help : Collections > Reviewing a Customer Account

Help : Collections > Viewing Account balance by Aging Buckets

Account Overview Window

- Use the Account Overview window to drill down from Customer Accounts to view specific activity over a period of time.
- The Transactions region provides details of transactions processed for a customer during a specific period. This information can be used to evaluate the level of business activity generated by this customer over time.
- The Key Indicator region provides details of activities related to a customer's receivables for a specific period. This information can be used to evaluate the general quality of a customer's receivables over time.

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Account Details Window

- Review the complete history of open and closed transactions associated with this customer, including invoices, debit memos, credit memos, chargebacks, deposits, on-account credits and receipts.
- You can drill to the Transaction Overview region for a specific transaction, identifying line item details, customer information, due date, currency and salespersons.
- You can review the details of dunning letters or disputes for a specific transaction.
- View or enter adjustments against a specific transaction.

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Aging Window

- You use the Aging window to view a customer's outstanding balance by past due time periods.
- Aging buckets are customizable, such as 'Current', '1 to 30 Days Past Due', '31 to 60 Days Past Due', etc. $\text{Days Past Due} = \text{Current Date} - \text{Due Date}$
- Unapplied cash, on-account credits and on-account cash can be summarized or aged.
- You can drill down each aging bucket total to identify the transactions making up the aging bucket balance.

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Help: Receivables Workbench > Collections Workbench

Using Folders

- You use folders to choose which fields you want to view and where they appear in a window.
- You can modify the appearance of a folder by selecting options on the folder menu.
- The following windows in the Collections Workbench are folder windows:
 - Account Details
 - Customer Account
 - Scheduler

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Help: Receivables Workbench > Collections Workbench

Demonstration

In this demonstration we will show the Account Overview window and the folder functionality.

(N) Collections > Customer Accounts(B) Account Overview

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Review Question

Review Question

You can view all transactions that are past due for a particular customer from the :

- A. Customer Account window**
- B. Account Details window**
- C. Call window**
- D. Account Overview window**

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Review Question

Review Question

You can view all transactions that are past due for a particular customer from the :

- A. Customer Account window**
- B. Account Details window**
- C. Call window**
- D. Account Overview window**

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Managing Customers With Overdue Accounts

Use the following Collections Workbench windows to monitor your communications and activities with customers who have overdue transactions:

- Customer Calls
- Scheduler
- Correspondence
- Credit Holds

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Identify Calls

Identify Calls

When a customer's account or payment for a specific transaction is past due, you can contact the customer by phone and use the Customer's Calls window to record the results of your conversation.

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Help : Collections > Customer Calls

Recording Customer Calls

Recording Customer Calls

- Record customer name, number, and address
- Enter the name and phone number of the customer contact person.
- Navigate to the Customer Account window to review summary information about the customer account
- Review additional customer and account information in the Customer, Account Overview, Account Details, and Aging windows.
- For recording calls about customer accounts go to the Actions, and for calls regarding specific transactions go to Topics

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Help : Collections > Customer Calls

Recording Call Topics

- Record your calls with your customer in the Call Topics window.
- You can record information about a transaction or a receipt, an entire transaction or a specific transaction line.
- Several transactions can be associated with one call.
- Record customer's responses to the call, including follow- up and forecast information.

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Help : Collections > Recording Call Actions

Entering Call Actions

Entering Call Actions

Call Actions	Descriptions
Alert	Notify the management that this item is still outstanding
Call	Contact the customer for more information
Collection Follow Up	This invoice, debit memo, or chargeback requires further follow up action
Credit Memo	Credit Memo this transaction or line item. You can generate the Call Action report for this action and have your credit department enter the credit memos
Exclude from Dunning	This option removes your customer or specific invoice from dunning
Partial Dispute	Your customer disagrees with an open invoice, debit memo, or chargeback

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Review Question

Review Question

Several Transactions can be associated with one call

- A. True**
- B. False**

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Review Question

Review Question

Several Transactions can be associated with one call

- A. True**
- B. False**

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Demonstration

In this demonstration we will show the Customer Calls window

(N) Collections > Customer Accounts(B) Call

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Identifying Scheduled Collector Actions

- Use the scheduler to review follow-up actions. The data retrieved depends on the selection criteria used in the Find Scheduler window.
- You can retrieve data on any combination of criteria displayed in the Find Scheduler window.
- You can navigate further to other windows to review more detailed information about the selected item.
- You can use the folder functionality in the Scheduler window to customize your views.

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Help: Collections > Reviewing Collector Actions

Demonstration

In this demonstration we will show the Scheduler window.

(N) Collections > Scheduler

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The Correspondence Window

The Correspondence Window

- Use the Correspondence window to make customer calls, print account statements, and print dunning letters.
- You can also use the Correspondence window to view previous customer correspondence.
- You can query for information using any combination of parameters in the Find Correspondence window.

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Help: Collections > Customer Correspondence

Using The Correspondence Window

Each of the tabs in the correspondence window gives you further additional information:

- **Calls**
 - Calls
 - Account Details
- **Statements**
 - Print Statements
 - Account Details
- **Dunning Letters**
 - Print Dunning Letters
 - Account Details

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Demonstration

Demonstration

**In this demonstration, we will show the
Correspondence window.**

(N) Collections > Customer Calls

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Placing a Customer on Credit Hold

- You can place a customer on credit hold if the customer has not paid in time and is not cooperating in submitting timely payments.
- This action prevents further orders from being completed in the Order Management module by automatically placing them on hold.

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Resolving Past-Due and Disputed Items

- **Generate the following reports to identify past-due and disputed items.**
 - Aging report
 - Disputed Invoice report
 - Past-Due Invoice report
- **Request these reports from the Print Collections Reports window.**

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Resolving Past Due Items

Resolving Past Due Items

Report	Description
Aging Reports	Open items from specified aging periods by amount or by salesperson. Information includes current and past-due invoices and debit memos.
Disputed Invoice Report	Disputed invoices, debit memos, and chargebacks, including collector name and comments.
Past-Due Invoice Report	A customer's past-due invoices, debit memos, deposits, chargebacks, and guarantees. It is used to identify problem customers and determine future collection actions.

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Practice Overview

This practice covers the following topics:

- **Reviewing history of correspondence with your customer**
- **Calculating the aging for the customer's account**
- **Reviewing the customer's transactions**
- **Creating a call record**
- **Reviewing your action in the Collections Scheduler**

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Practice- Instructions

Practice- Instructions

Review the current status of your customers account.

As part of the review you will:

- 1. Review the history of any correspondence.**
- 2. Calculate the aging for the customer's account.**
- 3. Review the customer's transactions overview and key indicators.**
- 4. Create a call record with a topic, customer response, outcome, and planned follow-up.**
- 5. Use the Collections Scheduler to review your action.**

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Instructions

You will be assigned a number by your instructor. Use this number as a prefix wherever you see XX included in the name of something you are defining. In this way, you can ensure the definitions you create are unique

- 1) Customer Name is Business World
- 2) Collectors name will be supplied by your instructor

Solution

Step 1: Reviewing the History of any Correspondence

(N) Collections—>Correspondence—>Find Correspondence—>(B) Find

Because this is a new account and a new collector no correspondence should be on file yet.

Enter the customer's name (XX-Business World) in the appropriate field.

Click on the Find button.

Step 2: Calculating the Aging for the Customer's Account

(N) Collections—>Aging—>Find Aging—>(B) Find

Enter XX- Business World in the Customer Name field.

Select the Collections aging bucket from the list of values.

Click the Find button.

Step 3 : Reviewing the Customer's Transaction Overview and Key Indicators

(N) Collections—>Find Account Overview—>(B) Find

Enter XX- Business World in the Customer Name field of the Find Account Overview window.

Select appropriate period

After reviewing the Transactions alternative region, select the Key Indicators alternative region.

Step 4: Creating a Call Record with a Topic, Customer Response, Outcome, and Planned Follow-up

(N) Collections—>Customer Calls

Query for XX-Business World as the customer.

Click the Topics button.

In the Number field under the Transaction heading you can select a transaction from the available list of values and enter a call topic using available list of values.

Step 5: Using the Collections Scheduler to Review Scheduled Customer Calls

(N) Collections—>Scheduler

Query for the customer XX-Business World

Agenda

Agenda

- Identifying customers with overdue accounts
- **Generating dunning letters**
- Writing off bad debts by creating adjustments

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Using Dunning Letters

- Use the dunning letters provided with Oracle Receivables or create custom dunning letters to notify customers of past-due transactions.
- You can control the severity and content of the each dunning letter.
- You can exclude individual customers or transactions from dunning, even if they have items that are past due.
- You can include disputed items, on-account and unapplied receipts, and finance charges.
- You can optionally include debit items that are not yet due.
- You can choose to use the grace period to extend the due dates of a customer's past due items.

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Dunning at Customer and Site Levels

- Specify whether to dun a customer or a customer site.
- Select the dunning letter set to be used.
- Designate minimum dunning amounts for each past-due transaction currency.

(N) Customers > Profile Classes

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Dunning Methods

- **Days Overdue:** Letters are based on the total number of days the debit items are past due. This method generates letters for a specific customer based on the range of days overdue that you define for each dunning letter set.
- **Staged Dunning:** Letters are based on the dunning levels of past due items. This method lets you send dunning letters based on the number of days since the last letter was sent, rather than the number of days items are past due.

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Help: Collections > Dunning Letters

Previewing Customers to Be Dunned

Previewing Customers to Be Dunned

- Run the Dunning Letter-Preliminary report to review details of invoices, debit memos, and chargebacks to be dunned. Request this report in the Submit Requests window.
- Use the Customer Profile Classes window to determine whether to send dunning letters to these customers.
- Exclude a customer from dunning by entering Exclude from Dunning as a call action in the Customer Calls window.

(N) Customers > Profile Classes

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Help: Collections > Printing Dunning Letters

Creating Custom Dunning Letters

Creating Custom Dunning Letters

Use the text editor in the Dunning Letters window to create custom dunning letters:

- Enter the text for each paragraph as a separate row. Text automatically wraps when the letter is printed.
- Enter '&invoice' as the text to include transaction information in the dunning letter.
- Headers and footers can be added in the first and last rows.
- These custom dunning letters can be edited at any time.

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Help:Setup > Dunning Letters- Creating

Help:Setup > Dunning Letters Format Types

Using The Staged Dunning Method

Using The Staged Dunning Method

- Use the Staged Dunning method to assign a dunning- level range to each dunning letter.
- Dunning levels represent the number of times an item has been selected for dunning, or the level of past due severity for an item.
- Each time dunning is run, the dunning level for each item is incremented by 1 and the next, more severe letter in the set will be sent.

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Help: Collections > Staged Dunning

Generating Dunning Letters

Generating Dunning Letters

- **Print dunning letters from the Print Dunning Letters window.**
- **Select Print Dunning Letters in the Submit Requests window, or select Print Dunning in the Dunning Letters alternate region of the Correspondence window.**
- **Specify sorting by customer or by postal code.**
- **Specify the Letter Set, Customer, and Collector Range parameters.**

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Help: Collections > Printing Dunning Letters

Agenda

Agenda

- Identifying Customers with Overdue Accounts
- Generating Dunning Letters
- Creating Adjustments and writing off bad debts

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About Adjustments

- Create adjustments to increase or decrease the balance due from a customer, or to write off the whole balance on the invoice.
- Create adjustments to invoices, debit memos, chargebacks, on-account credits, deposits, and guarantees.
- Approve adjustments within your approval limits.
- Pending status is automatically assigned to adjustments outside your approval limits.
- Automatically write off debit items that match your selection criteria and are within your approval limits.

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Adjustment Status

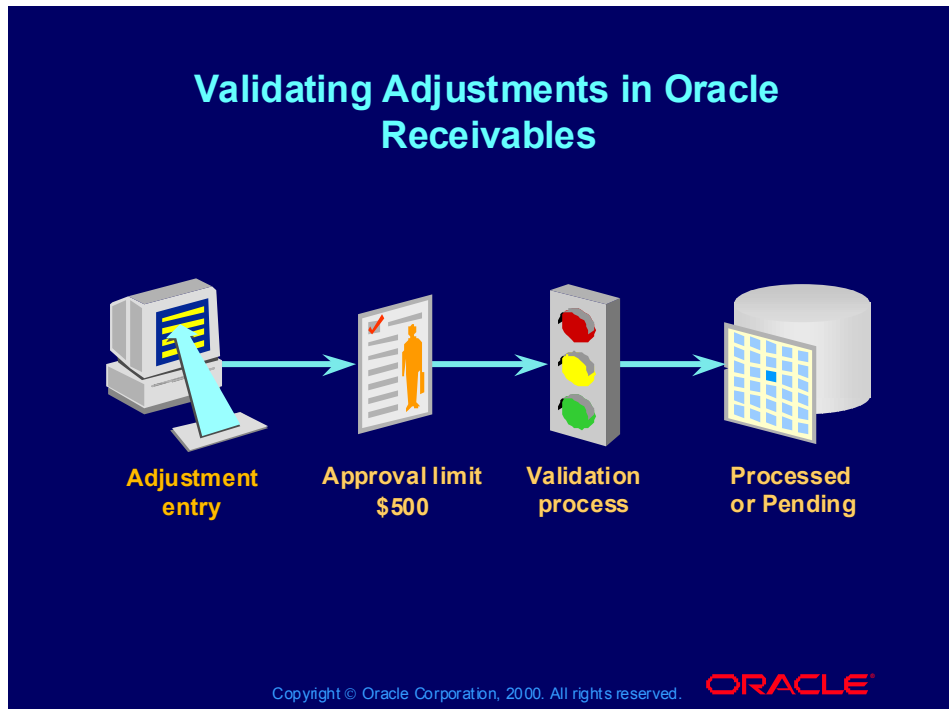
Adjustment Status

Approved	This adjustment has been approved. Receivables updates the debit or credit item amount and status to reflect the adjustment.
Research Required	This adjustment is on hold because the debit or credit item is being researched, and additional information is required.
Rejected	Adjustment has been rejected. Adjustments with this status do not update the balance of the credit or debit item.
Pending Approval	The adjustment amount is outside the approval limits of the user. Adjustments with this status can only be approved by a user with the appropriate user approval limits.

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Validating Adjustments in Oracle Receivables



How Oracle Receivables Validates Adjustments

- When you create an adjustment, Oracle Receivables automatically verifies that it is within your adjustment approval limits before approving it. If you enter an adjustment that is within your assigned approval limit for the currency of that item, Oracle Receivables updates your customer's balance to reflect the adjustment.
- If you enter an adjustment that is outside your approval limits, Oracle Receivables creates a pending adjustment with a status of Waiting Approval.
- If the transaction type does not allow over application, you cannot enter an amount that would reverse the sign of the balance of the debit item.
- If you specify Invoice Adjustments as your type of adjustment, Oracle Receivables requires that your adjustment amount be the exact amount to close the item you are adjusting and enters this amount in the Amount field.

Approving Adjustments

- When you create an adjustment that is outside of your approval limits, Receivables creates a pending adjustment with a status of Pending Approval.
- A pending approval must be approved before it affects the balance of a transaction.
- You can review adjustment histories, record your comments, and create all other actions, even if the adjustment is outside your limit.

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Creating Adjustments

Creating Adjustments

- Adjustments are done via the Account Details window.
- The Account Details window can be accessed directly from Collections, or indirectly from the Correspondence window.
- Accessing the Account Details window from the Correspondence window gives you the same number of search criteria through which you can access a particular invoice.
- A transaction must have a status of Complete before you can adjust it.

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Adjustments

Adjustments can also be done from the Transactions Summary window
(N) Transactions > Transactions Summary > (M) Find or Find All > (B) Adjust

Creating Manual Adjustments

- Use the Adjustment window to create your adjustments.
- You can make manual adjustments to the original invoice and debit memos, chargebacks, credit memos, on-account credits, and commitments.

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Demonstration

In this demonstration we will show how to do manual adjustments

**(N) Transactions > Transactions Summary > (M) Find or Find All >
(B) Adjust**

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Review Question

Review Question

You can only adjust a transaction that has been completed

- 1. True**
- 2. False**

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Review Question

Review Question

You can only adjust a transaction that has been completed

- 1. True**
- 2. False**

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Creating Automatic Adjustments

- Run automatic adjustment from the **Create Autoadjustments** window.
- The program automatically adjusts the remaining balances of all open invoices, debit memos, credit memos, and chargebacks.
- You can adjust specific transactions by entering selection criteria such as remaining amount, due date, transaction type, customer name, or customer number.
- Adjustments outside a user's approval limits are assigned a **Pending Approval** status.

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Demonstration

In this demonstration we will show how to do adjustments

**(N) Transactions > Transactions Summary > (M) Find or Find All >
(B) Adjust**

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Summary

In this lesson, you should have learned how to:

- **Identify and manage customers with overdue accounts**
- **Generate dunning letters**
- **Write off bad debts by creating adjustments**

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Collecting With *i*Receivables

Chapter 19

Collecting With *iReceivables*

Oracle Receivables Rel11i

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Help

You can use the Help to assist you in Oracle Receivables. Use Help for:

- **An explanation of the Toolbar icons.**
- **An explanation of each region of the Navigator.**
- **Detailed information about each Oracle Receivables window.**
- **Searching for information by entering your query in the Search field and hitting the Find button.**

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Using Help

For Help paths in this module, start with:

Applications Help Library

Oracle Financial Applications

Oracle Receivables

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Objectives

After this lesson, you should be able to:

- **Describe the capabilities of iReceivables**
- **Explain the difference between an external and internal user**
- **View account information**
- **View an invoice and all associated activities**
- **Setup iReceivables**

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Agenda

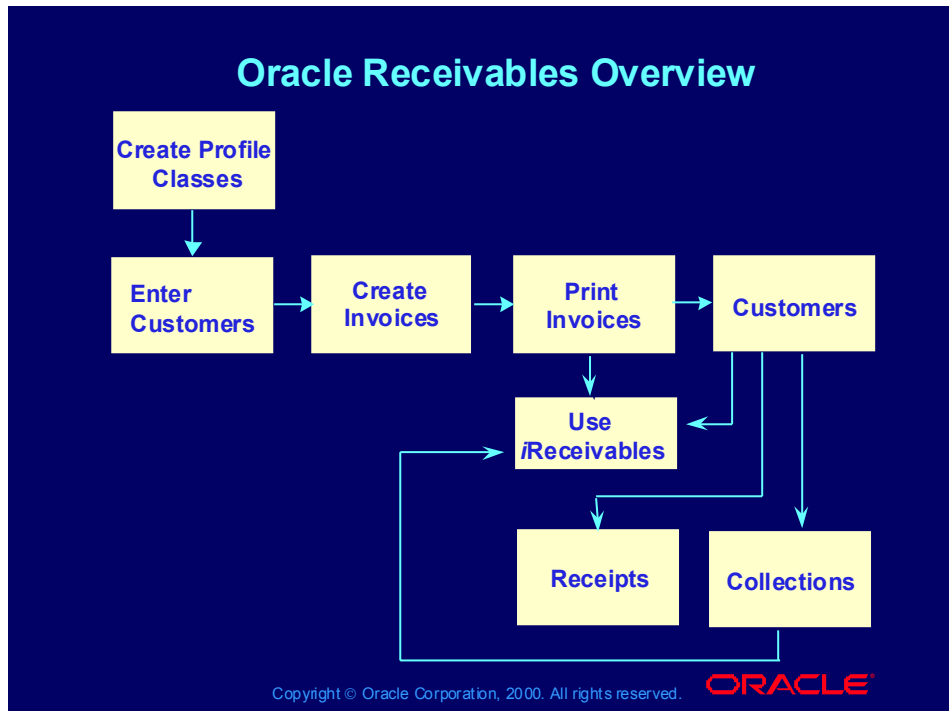
Agenda

- Overview of iReceivables
- External and internal user
- Viewing account information
- Viewing an invoice and all associated activities
- Setting Up iReceivables

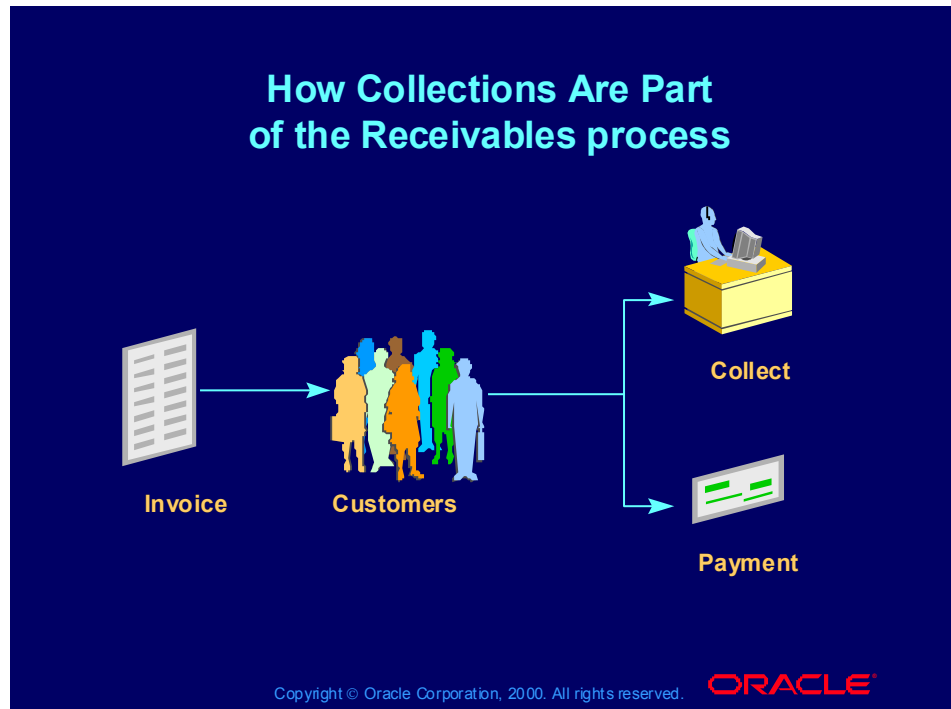
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Oracle Receivables Overview



How Collections Are Part of the Receivables process



Agenda

Agenda

- Overview of iReceivables
- External and internal user
- Viewing account information
- Viewing an invoice and all associated activities
- Setting Up iReceivables

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Using Internet Receivables

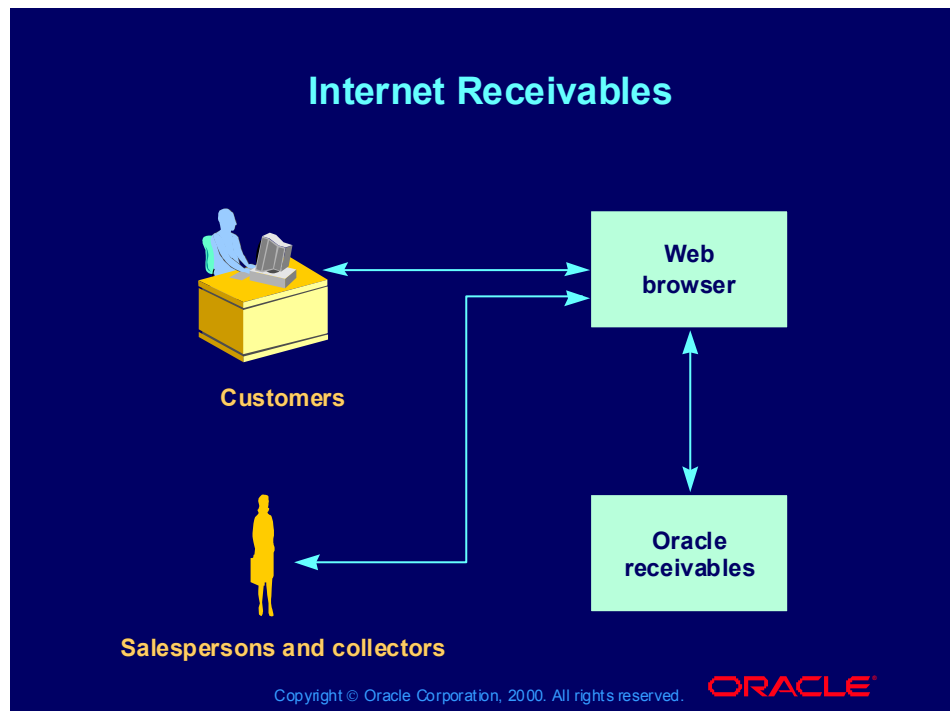
- **Customers and employees can access receivables information, so they can print transactions, dispute bills, and review current account balances.**
- **All transactions accessible through Internet Receivables are protected by the Oracle standard application security as well as security that is inherent in all Oracle Self-Service Applications.**
- **This security includes user authentication and the ability to define and limit user access.**

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Help: iReceivables

Internet Receivables



Internet Receivables

Internet Receivables was formerly known as AR Online. Companies that implement Internet Receivables must be using Oracle Receivables and not another Enterprise Resource Planning receivables application. The users do not have to have access to Oracle Applications to use Internet Receivables, only a Web browser.

You can make the same type of user interface changes to Internet Receivables that you can make to any Oracle self-service web application.

Internet Receivables Features

Internet Receivables Features

With Internet Receivables, customers and employees can:

- **View account information**
- **Print transactions**
- **Dispute invoices by requesting a credit memo**
- **View the current status of a credit memo request**
- **Contact each other by e-mail**
- **View custom advertising that you add to the Web page**

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Help:iReceivables

Customers cannot view information of related customers from their login, only their own. The related customer would need to log in separately. Neither internal nor external customers can update their information from Internet Receivables. In the future, customers can apply receipts online.

Business Benefits of Internet Receivables

- **Administrative costs significantly reduced, enabling customers and employees self-service access to information when they need it**
- **Dispute bills and review current account balances without waiting for a monthly statement**
- **Reprint invoices when needed instead of waiting for an invoice in the mail or requesting a fax**
- **Maximize your exposure to a customer through advertising on the Web page**
- **Transactions are protected by security which enables you to remove functions assigned to a user and limit the information that each user can access**
- **The feature can be used given little or no training**

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Review Question

Review Question

You can use iReceivables to:

- A. View Oracle Receivables and Payables information**
- B. Print invoices, statements, and letters**
- C. View account information such as invoices and receipts**
- D. Dispute invoices by requesting a debit memo**

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Review Question

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You can use iReceivables to:

- A. View Oracle Receivables and Payables information**
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- C. View account information such as invoices and receipts**
- D. Dispute invoices by requesting a debit memo**

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Review Question

Review Question

iReceivables is a self-service Web application.

- A. True**
- B. False**

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Review Question

Review Question

iReceivables is a self-service Web application.

- A. True**
- B. False**

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Getting Started


To begin using Internet Receivables, you must log in to the Self-Service Web Applications using a standard Web browser. Users must be set up in the Oracle applications before they can access the windows.

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Using the Internet Receivables Toolbar

Using the Internet Receivables Toolbar



1 2 3 4 5 6

Number	Icon Name
1	Back to Main Menu
2	Print
3	Reload
4	Stop
5	Contact Us
6	Help

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Contacting The Receivables Department

- Customers can send questions and comments to someone in your organization by clicking the Contact Us icon.
- Customers can create an e-mail message and send it to a contact person that you specify.
- Your employees can then research and respond to the customer's issue either by phone or by follow-up e-mail message.

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Review Question

Review Question

You must have access to Self Service Web Applications in order to use iReceivables.

- A. True**
- B. False**

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Review Question

Review Question

You must have access to Self Service Web Applications in order to use iReceivables.

- A. True**
- B. False**

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Agenda

Agenda

- Overview of iReceivables
- External and internal user
- Viewing account information
- Viewing an invoice and all associated activities
- Setting Up iReceivables

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External and Internal User

- External versus Internal User
- External Users and Multi-Organization
- Using Customer Search


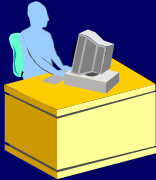
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Help: Setting Up > iReceivables-Setting Up

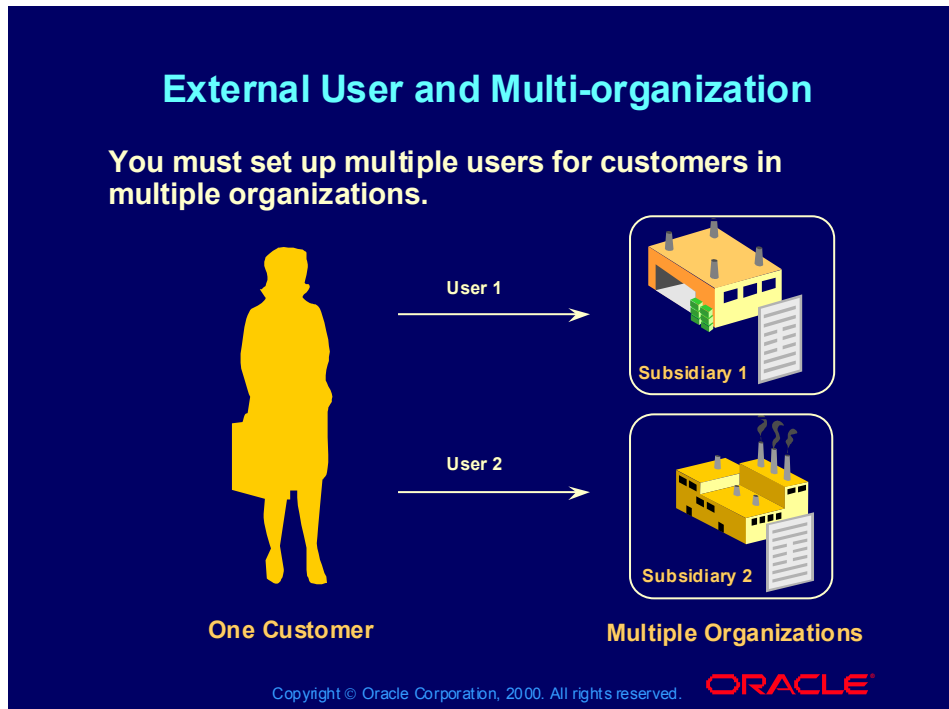
External and Internal User

External and Internal User

External User	Internal User
	
Customer	Employee
<ul style="list-style-type: none">1) Is setup with a securing attribute such as customer ID2) Has access to his or her information3) Is always sent to his or her own Accounts Details page after logon4) Has Account Details as their only function	<ul style="list-style-type: none">1) Has access based on his or her responsibility2) First goes to the Customer Search page to find the customer for whom he or she wants to view account information

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External User and Multi-organization



Using Customer Search

You can use the Internet Receivables to

- **View account information for all Receivables customers.**
- **Search for customer names that contain a word, such as computer, to locate a specific account.**
- **Drill down to transaction-level information for either the entire customer or a specific bill-to site.**
- **You can only view account details for a bill-to site because transactions and receipts are linked to this type of business purpose activity.**

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Help: /Receivables

Demonstration

In this demonstration, we will show the various search capabilities of the Customer Search window.

(N) iReceivables > Customer Search

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Review Question

Review Question

The Viewing Account Details function is available to both external or internal users.

- A. True**
- B. False**

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Review Question

Review Question

The Viewing Account Details function is available to both external or internal users.

- A. True**
- B. False**

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Review Question

Review Question

If a user needs to access data across multiple organizations:

- A. You can use the same user for both organizations.**
- B. You should create the same user name for both organizations.**
- C. You must define a user for each organization.**
- D. The system administrator must create a special responsibility.**

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Review Question

Review Question

If a user needs to access data across multiple organizations:

- A. You can use the same user for both organizations.**
- B. You should create the same user name for both organizations.**
- C. You must define a user for each organization.**
- D. The system administrator must create a special responsibility.**

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Agenda

Agenda

- Overview of *i*Receivables
- External and internal user
- **Viewing account information**
- Viewing an invoice and all associated activities
- Setting Up *i*Receivables

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Viewing Customer Account Information

Viewing Customer Account Information

- During setup, you can determine the level of information that is displayed when a customer uses Internet Receivables.
- By using securing attributes, you can control whether customers see transactions for only their bill-to site or for all of their active bill-to sites within their organization.
- In the customer account information page, you can:
 - View totals per category depending upon search criteria
 - Sort open transactions by date, which serves like an aging report

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Help: Setting Up > iReceivables > Setting Up

Simple and Advanced Search

Simple and Advanced Search

Search	Features
Simple	Use the simple search to either search for a specific transaction or receipt or, by using the Limit To field, narrow down the search. You can also search for a specific amount, date, purchase order, or order number, which makes locating transactions much easier.
Advanced	An Internet Receivables users can also display transactions matching specific selection criteria by performing an advanced search. For example, a customer or employee can display all transactions that range from \$100 to \$10,000 and have due dates between 01- JAN- 00 and 01- FEB- 00

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Review Question

Review Question

Customers can only view transactions for their main bill-to site location within their organization.

- A.True**
- B.False**

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Review Question

Review Question

Customers can only view transactions for their main bill-to site location within their organization.

- A.True**
- B.False**

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Demonstration

In this demonstration, we will show how you can search for transactions using the simple and the advanced search criteria

(N) iReceivables > Account Details

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Agenda

Agenda

- Overview of *i*Receivables
- External and internal user
- Viewing account information
- **Viewing an invoice and all associated activities**
- Setting Up *i*Receivables

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Viewing Invoices and Associated Activities

- To view detailed information about a specific transaction, simply click the **Details** icon or click the transaction number in the **Account Information** page.
- If you have transactions in more than one currency, you can select the appropriate currency from the **Currency** drop-down list.
- Only transactions of a single currency can be viewed at one time.

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Demonstration

In this demonstration, we will show how you can view various transactions in the Account Details window

(N) iReceivables > Account Details

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Viewing Detailed Transactions

The transactions detail page displays all attributes of the selected item, including the following:

- Payment terms
- Bill-to and ship-to address
- Transaction due date
- Each line item
- Payment and credit information
- Remaining balance due

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Transaction Details Window

From the transaction details page, you can:

- Create a hard copy on a local printer by clicking the Print button
- Request a credit memo by clicking the Dispute button
- Review the following activities by clicking the Activities button
 - Payments
 - Credits
 - On-account credits
 - Adjustments

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Review Question

Review Question

You cannot view transactions for more than one currency at any one time

- 1. True**
- 2. False**

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Review Question

Review Question

You cannot view transactions for more than one currency at any one time

- 1. True**
- 2. False**

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Practice Overview

This practice covers the following topics:

- **Using iReceivables**
- **Viewing Invoices**

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Practice

Practice

In this practice you will use the Internet Receivables to:

1. Perform a customer search
2. View transactions
3. View activities

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Instructions

You will be assigned a number by your instructor. Use this number as a prefix wherever you see XX included in the name of something you are defining. In this way, you can ensure the definitions you create are unique

Solution

Step 1: Assign a New Responsibility to Your User

1) Navigate to the Users window in the System Administrator responsibility:

(N) Security—>User—>Define

2) Query your user ID.

3) Add a new responsibility iReceivables Internal and save the record.

Step 2: Log In to Internet Receivables as an Internal User

1) Log in to Internet Receivables and sign on.

2) Select iReceivables Internal.

3) Select Customer Search.

4) Enter business in the Search For field and click the Search Now button.

5) View the customer balance for the customer Business World

6) Query an invoice given to you by your instructor.

Step 3: Set Up an External User

- 1) Navigate to the Users window in the System Administrator responsibility:
(N) Security—>User—>Define
 - 2) Enter XX-Business World in the User Name field.
 - 3) Enter password welcome.
 - 4) Select the responsibility iReceivables.
 - 5) Select the Securing Attributes tab and assign the following values:
Attribute: ARW_CUSTOMER_ID
Application: Oracle Receivables
Value : XX_Business World, XX being your Terminal number.
 - 6) Save the record.
 - 7) Log in to the Oracle Applications as this new user.
 - 8) Change your password and record your new password.
- Step 4: Log On to Internet Receivables as an External User
- 1) Log on to Internet Receivables as XX- Business World
 - 2) After you log in, select iReceivables.
 - 3) Click the Account Details button.
 - 4) You will see all transactions.
 - 5) Select Overdue Invoices in the Limit to field.
- Internet Receivables displays only the overdue invoices.

Agenda

Agenda

- Overview of iReceivables
- External and internal user
- Viewing account information
- Viewing an invoice and all associated activities
- **Setting Up iReceivables**

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Setting Up Internet Receivables

Setting Up Internet Receivables

1. **Define Internet Receivables users:** Setup users in the System Administrator responsibility by assigning internal and external responsibilities.
2. **Define function security:** Restrict access to specific functions by using function security.
3. **Set Up Credit Memo Request Workflow:** Setup the workflow to specify which users will receive approval requests and define approval limits for each user in Oracle Receivables
4. **Set Up the following Profile Options (Optional)**
 - AR: Enable SQL Trace
 - AR: Enable Debug Output



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Help: Setting Up > iReceivables-Setting Up

Setting Up Internet Receivables



5. **Schedule a Periodic Run to Index the Customer Base:** Schedule a nightly(recommended) run of the customer database to keep the list up to date.
6. **Update Credit Memo Lookup Codes Setup:** Update the credit memo lookup codes by
 - Updating the externally visible flag
 - Mapping certain HTML pages
 - Optimizing list of credit memo reason codes
7. **Integrate Receivables into your business process:** Let your customers know that you have an *iReceivables* site from where they can access details of their account

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Help: Setting Up > *iReceivables*-Setting Up

Configuring Internet Receivables

The following components can be modified via the Configuration Package:

- The company logo to appear on each page of iReceivables
- Functionality associated with the “Contact Us” icon
- Color scheme
- Banner advertisements
- Dispute-a-bill: Mapping reason codes to HTML displays
- Number of rows displayed per result set in Account Details
- The currency format

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Summary

In this lesson, you should have learned how to:

- **Describe the capabilities of iReceivables**
- **Explain the difference between an external and internal user**
- **View account information**
- **View an invoice and all associated activities**
- **Set up iReceivables**

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Creating Credit Memos with *i*Receivables

Chapter 20

Creating Credit Memos With *iReceivables*

Oracle Receivables Rel11i

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Help

You can use the Help to assist you in Oracle Receivables. Use Help for:

- **An explanation of the Toolbar icons.**
- **An explanation of each region of the Navigator.**
- **Detailed information about each Oracle Receivables window.**
- **Searching for information by entering your query in the Search field and hitting the Find button.**

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Using Help

For Help paths in this module, start with:

Applications Help Library

Oracle Financial Applications

Oracle Receivables

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Objectives

After this lesson, you should be able to:

- **Describe the Credit memo process**
- **Explain the approval process**
- **Create a credit memo by using iReceivables**
- **View the notification and approve the credit memo**

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Agenda

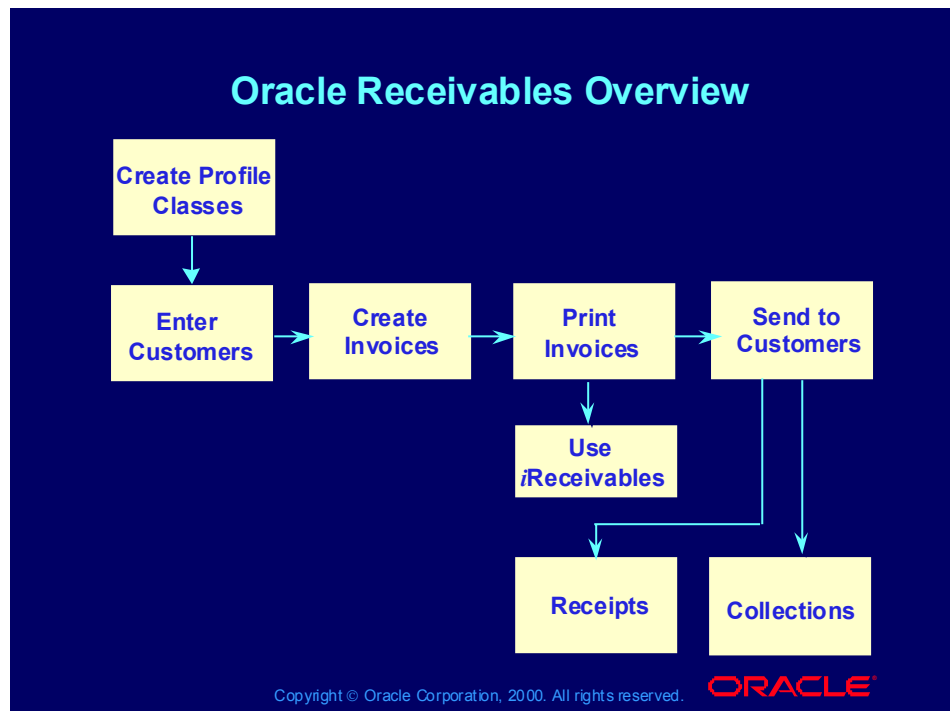
Agenda

- Overview of the Credit Memo Workflow
- Approval Process
- Creating a Credit Memo in iReceivables
- View notification and approve credit memo

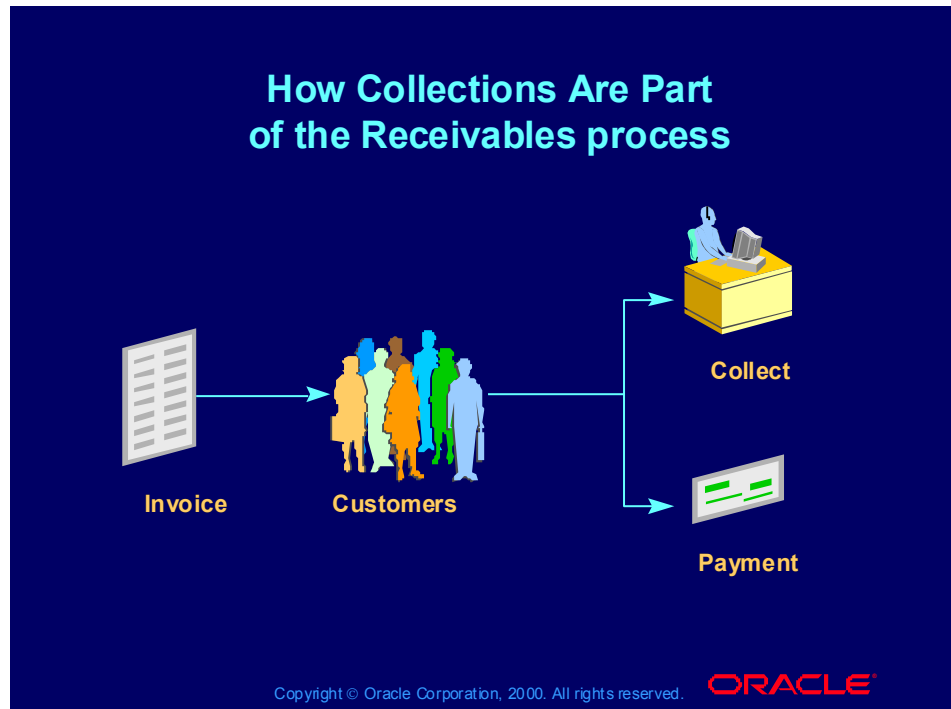
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Oracle Receivables Overview



How Collections Are Part of the Receivables process



Agenda

Agenda

- **Overview of the Credit Memo Workflow**
- **Approval Process**
- **Creating a Credit Memo in iReceivables**
- **View notification and approve credit memo**

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Credit Memo Workflow

Credit Memo Workflow enables your customers and employees to request a credit memo when they use Internet Receivables. When a user disputes a bill, Credit Memo Workflow forwards the request for approval based on management structure or approval limits that you define.

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Help: Transactions > Credit Memo Workflow

Credit Memo Workflow

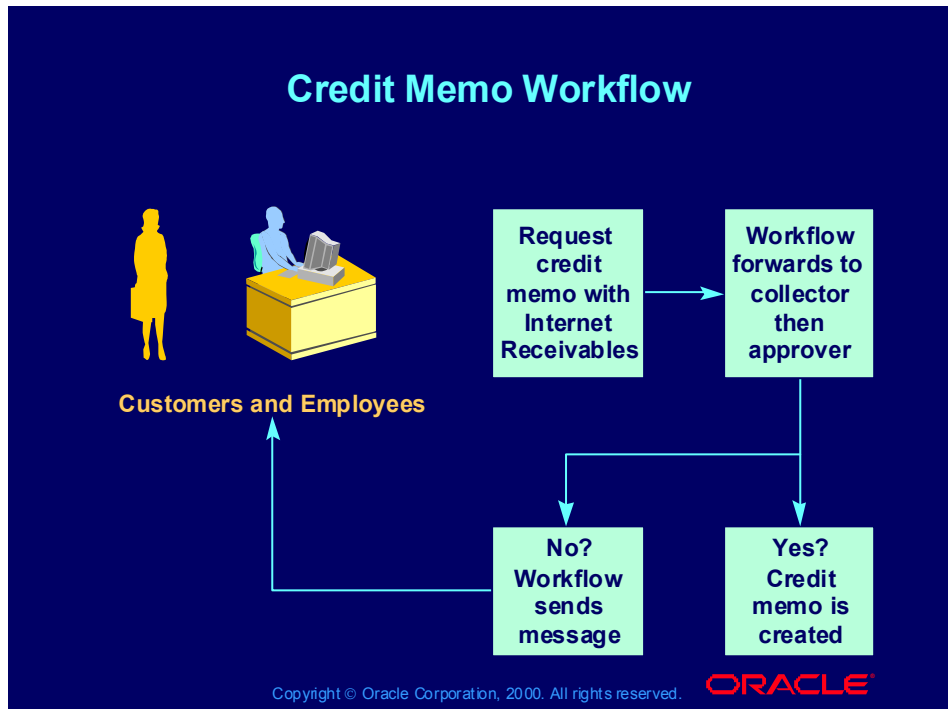
- You can use the preconfigured approval processes or modify them to meet your business needs.
- If the request is approved, the process automatically creates a completed credit memo for the specified amount and is applied to the disputed amount.
- If the request is rejected, a notification is automatically sent to the requester.

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Help: Transactions > Credit Memo Workflow > Customizing the Credit Memo Request Process

Credit Memo Workflow



Business Benefits of Using Credit Memo Workflow

Business Benefits of Using Credit Memo Workflow

- **Call reduction to collectors and credit department by enabling customer to dispute items on line**
- **Automatic approval process that can be tailored to the needs of the organization**
- **Automatic creation of credit memo that, once approved, reduces redundant data entry, decreases rate of errors, and speeds turnaround time, thus greatly improving customer service**

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Review Question

Review Question

**You can use the preconfigured approval processes
but you cannot modify the delivered workflow.**

- A. True**
- B. False**

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Review Question

Review Question

**You can use the preconfigured approval processes
but you cannot modify the delivered workflow.**

- A. True**
- B. False**

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Disputing a Bill

- If a customer believes they were overcharged or billed twice for the same invoice, they can choose to dispute the entire bill, an individual line, tax, or freight amounts.
- To simplify the process for the user, only information that is relevant to the dispute is shown.
- Users who dispute at the invoice or category level do not see the line level information, and users who dispute at the line level can view only the lines.

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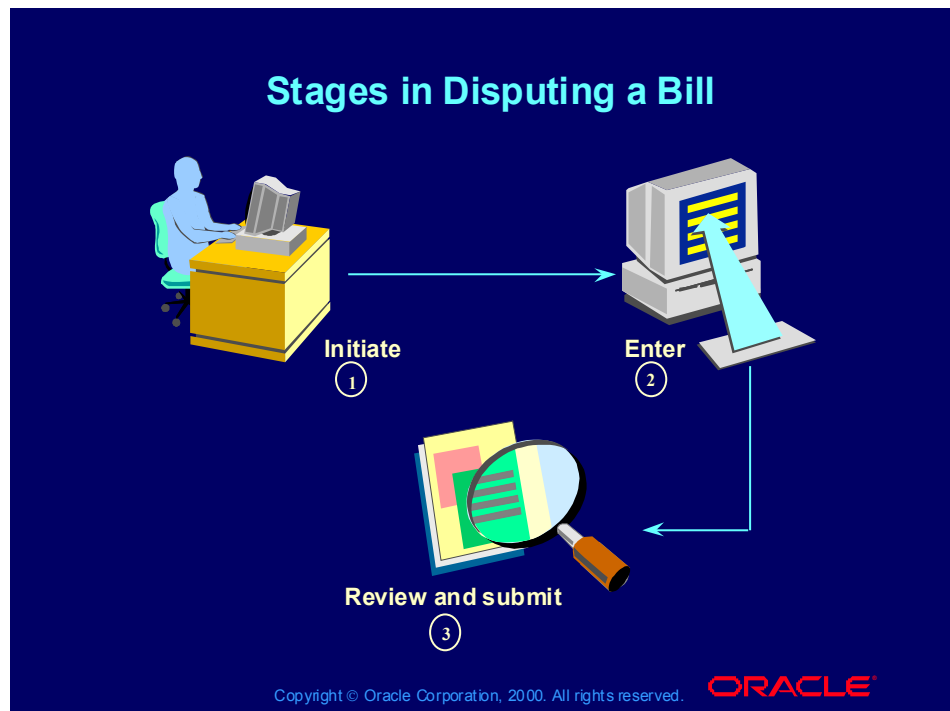
Reasons to Dispute a Bill

- Duplicate invoice
- Incorrect bill-to information
- Incorrect invoice terms
- Incorrect outstanding balance due

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Stages in Disputing a Bill



Initiating a Dispute

Initiating a Dispute

- Once the user has clicked the Dispute button, he or she can enter information about his or her dispute, including reason code, amount or percent to dispute, and any comments in the following two fields:
 - Reason for Dispute
 - Invoice Section
- Oracle delivers seeded reason codes, or you can add reason codes by using quick codes.
- Since finance charges are adjustments, they must be manually adjusted and cannot be adjusted by a credit memo.

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Help: Transactions > Credit Memo Workflow > Initiating a Credit Memo Request Process

Entering Dispute Information

- Once the user selects an Invoice Section from the list, the Dispute a Bill window appears.
- The format of the window depends on the selection made in the Invoice Section field..
- If the user selects Specific Invoice Lines in the Invoice section, the disputed quantity must be entered.
- If any other selection is made in the Invoice Section field, the amount or percentage must be entered.

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Reviewing Dispute a Bill

- After entering the relevant information in the Dispute a Bill window, the user can review the information by clicking the Preview button.
- The user can then either
 - Cancel the request if there is an error
 - Submit the request, which will begin the Credit Memo Workflow process
- Once the user submits the dispute, Oracle Workflow forwards the request to the collector.

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Demonstration

In this demonstration, we will show how to initiate, enter and submit a dispute in iReceivables:

(N) iReceivables > Detailed Transactions(B) Dispute

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Agenda

Agenda

- Overview of the Credit Memo Workflow
- **Approval Process**
- Creating a Credit Memo in iReceivables
- View notification and approve credit memo

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Approval Process

Approval Process

- Once the user initiates the Credit Memo Workflow from Internet Receivables by disputing a bill, Oracle Workflow places the specified amount in dispute and initiates the Credit Memo Workflow process to route the request for approval.
- The credit memo request process first notifies the collector assigned to the customer.
- Once the collector receives the memo notification, he or she can forward it to a primary or nonprimary approver, or reject the request
- Once the credit memo request is completed or rejected, through the entire approval hierarchy, the invoice is no longer in dispute.

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Help: Transactions > Credit Memo Workflow > Summary of the Receivable Approval Process

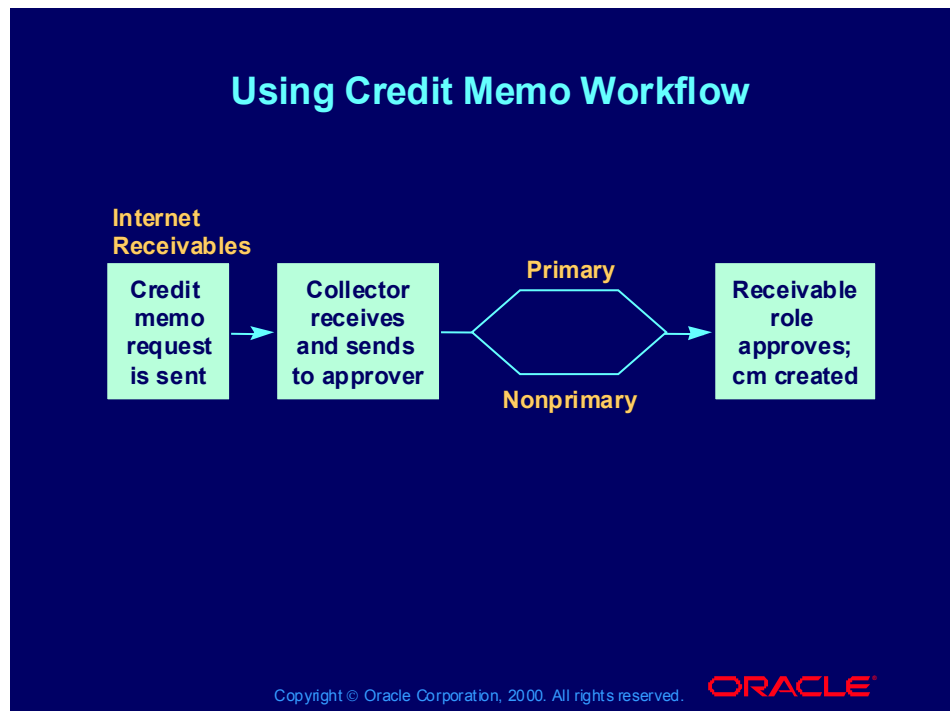
Help: Transactions > Credit Memo Request Workflow > Summary of the Credit Memo Request Process

Help: Transactions > Credit Memo Request Workflow > Summary of Collector Approval Process

A primary approver is based on approval limit dollar amounts and reason code. You set up a primary approval path when the approval process needs to be more flexible than the position hierarchy in Oracle Human Resources.

A non-primary approver is based on the position hierarchy according to whom a user reports as well as a currency and approval amounts.

Using Credit Memo Workflow



Primary and Nonprimary Approver

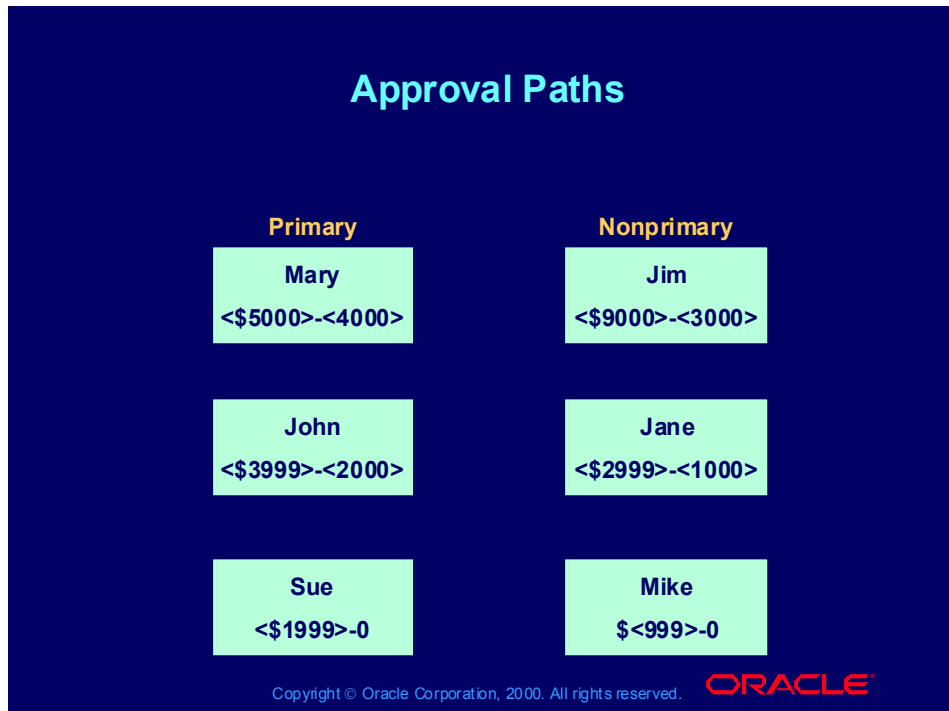
Primary and Nonprimary Approver	
Approver	Features
Primary	<ul style="list-style-type: none">1) A primary approver is based on approval limit dollar amounts and reason code.2) You set up a primary approval path when the approval process needs to be more flexible than the position hierarchy in Oracle Human Resources.3) Oracle Workflow forwards the request based on the reason code, currency, user, and approval limits set in the Approval Limits window.
Advanced	<ul style="list-style-type: none">1) A nonprimary approver is based on the position hierarchy according to whom a user reports as well as currency and approval amounts.2) Approval paths are based on the Oracle Human resources position hierarchy and not on what has been defined in the Approval Limits window.

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Help: Transactions > Credit Memo Workflow > Summary of the Primary Approval Process

Help: Transactions > Credit Memo Workflow > Summary of the HR Management Approval Subprocess

Approval Paths



Approval Paths

Once a collector receives a credit memo notification, he or she can forward it to a primary or non primary approver, or reject the request.

If the collector decides to forward the notification to a primary approver, Oracle Workflow forwards it based on the reason code, currency, user, and approval limits set in the Approval Limits window. Each of these users must be flagged as primary. The user with the lowest limits receives the notification first. If that user approves, Oracle Workflow sends the notification to the next user who has been defined for that reason code.

Review Question

Review Question

Once the credit memo is initiated, Workflow first sends a notification to the:

- A. Receivables Role.**
- B. Customer.**
- C. Workflow administrator.**
- D. Collector.**

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Review Question

Review Question

Once the credit memo is initiated, Workflow first sends a notification to the:

- A. Receivables Role.**
- B. Customer.**
- C. Workflow administrator.**
- D. Collector.**

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Review Question

Review Question

The collector can send the notification to the:

- A. Primary or nonprimary approver.
- B. Nonprimary approver only.
- C. Workflow administrator.
- D. Primary approver only.

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Review Question

Review Question

The collector can send the notification to the:

- A. Primary or nonprimary approver.
- B. Nonprimary approver only.
- C. Workflow administrator.
- D. Primary approver only.

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Review Question

Review Question

Only primary approvers should be set up with approval limits.

- A. True**
- B. False**

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Review Question

Review Question

Only primary approvers should be set up with approval limits.

- A. True**
- B. False**

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Review Question

Review Question

Once the request is approved by the _____, a credit memo will be created in Oracle Receivables.

- A. Primary approver
- B. Collector
- C. Receivables role
- D. Workflow administrator

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Review Question

Review Question

Once the request is approved by the _____, a credit memo will be created in Oracle Receivables.

- A. Primary approver
- B. Collector
- C. Receivables role
- D. Workflow administrator

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Agenda

Agenda

- Overview of the Credit Memo Workflow
- Approval Process
- **Creating a Credit Memo in iReceivables**
- View notification and approve credit memo

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Credit Memo Request Process

Credit Memo Request Process

- The first notification is sent to the collector who can forward it to the primary or nonprimary approver, or reject the request.
- Once the notification reaches the approver with the appropriate approval limits, the notification is sent to the user who has been assigned the Receivables role. If this approver gives the final approval, the credit memo creation routine creates the credit memo in Oracle Receivables.
- The iReceivables Confirmation page displays the current request as it is forwarded through the Credit Memo Request Workflow.

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Help: Transactions > Credit Memo Workflow > Summary of the Credit Memo Creation Process

Demonstration

Demonstration


In this demonstration, we will show you the Credit Memo Request window.

(N) iReceivables > Credit Memo Request

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Troubleshooting Credit Memo Workflow

Troubleshooting Credit Memo Workflow		
Error or behavior that did not occur	Who is notified	How to Correct
Unable to locate collector, approver, or receivables role	Workflow administrator	Identify appropriate user in Oracle Applications. Workflow administrator restarts the process by selecting Problem Fixed in the notification.
Approval limits have not been set for an approver	Collector or last approver	Define approval limits in Oracle Receivables, Workflow administrator restarts the process.
Approver has not responded	Approver's Manager	Manager can approve, reassign, or reject.
Credit memo is not created automatically	Receivables role	If it is a setup issue, resolve the issue and resubmit the credit memo. If cash has been applied and the transaction type does not allow overapplication, manually unapply the cash receipt and resubmit the credit memo workflow.
No default approver	No one	Collector must select a nonprimary approver. Oracle Workflow uses the position hierarchy that has been defined in Oracle Human Resources to determine the nonprimary path.
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Agenda

Agenda

- Overview of the Credit Memo Workflow
- Approval Process
- Creating a Credit Memo in iReceivables
- **View notification and approve credit memo**

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Viewing Confirmation Page

Viewing Confirmation Page

- The Internet Receivables Confirmation page displays the current request as it is forwarded through the Credit Memo Request Workflow.
- The workflow creates a notification whenever an approve approves or rejects a request and each time a new request is created.
- Any comments that are made by approvers can be viewed in the Notes tab of the credited invoice in the Transactions window.

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Help: Transactions > Credit Memo Workflow > Notifications

Viewing Notification

The collector receives the first notification and must decide who to forward the notification. The collector can reassign the notification.

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Approving a Notification

- Once the Receivables Role receives the notification and approves the request, the credit memo creation routine creates the credit memo.
- If the process yields errors, the receivable role must decide to make a correction and resubmit, or to request a manual credit memo.
- Once the user creates the manual credit memo, the Workflow notification is updated with the manual credit memo number.
- A notification indicating that the credit memo has been created in Oracle Receivables is sent to the requestor.

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Viewing Approvals

- External user can check the status of a request by means of *iReceivables*.
- Internal users can check the request status by means of *iReceivables*, Oracle Workflow and Receivables.
- A completed credit memo is created automatically when a request is approved.

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Review Question

Review Question

You can distinguish a credit memo that originated from iReceivables from one created in Oracle Receivables by the:

- A. Transaction source.**
- B. Batch source.**
- C. Descriptive flexfield.**
- D. Transaction flexfield.**

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Review Question

Review Question

You can distinguish a credit memo that originated from iReceivables from one created in Oracle Receivables by the:

- A. Transaction source.**
- B. Batch source.**
- C. Descriptive flexfield.**
- D. Transaction flexfield.**

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Demonstration

Demonstration

In this demonstration, we will show you the Credit Memo Request process.

(N) iReceivables > Credit Memo Request

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Practice Overview

This practice covers the following topics:

- **Creating a credit memo by using a standard Web browser**
- **Viewing the notification**

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Practice

Practice

As a payables clerk of Business World you notice that one of the canceled invoices is still listed on the statement from your vendor as an open item. You log onto iReceivables as an external user to verify the invoice balance. When you realize the invoice is still open, you decide to request for a credit memo.

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Instructions

1) You will be assigned a number by your instructor. Use this number as a prefix wherever you see *XX* included in the name of something you are defining. In this way, you can ensure that the definitions that you create are unique.

2) Create Credit Memo as an External User

3) Use the invoice number and reason code given to you by the instructor.

Invoice number: _____

Reason code: _____

Credit Memo Request Number: _____

Solutions

Log in to Internet Receivables.

Sign on as XX-CUST1006.

Select iReceivables.

Select Account Details.

Enter an invoice number specified by your instructor in the Search For field and click the Search Now button.

Click on the transaction number.

Click the Dispute button in the Invoice window.

Select the reason code specified in Practice 4-2 and select the invoice section, percent disputed, and comment as shown below:

Click the Review button. If the information displayed in the Dispute a Bill window is correct, click the Submit button.

Once you submit, a confirmation page appears. Record the Credit Memo request number. Note that you can also select to print the request for your record.

Summary

In this module, you should have learned how to:

- **Initiate a Credit Memo Workflow from iReceivables when a customer disputes a bill**
- **Discuss the approval process**
- **Describe how a credit memo is created when the workflow is approved**

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R11i Implementing Collections

Chapter 21

R11i Implementing Collections

Oracle Receivables Release 11i

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Objectives

After completing this lesson, you should be able to do the following:

- **Set up collections**
- **Describe the implementation considerations**

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Agenda

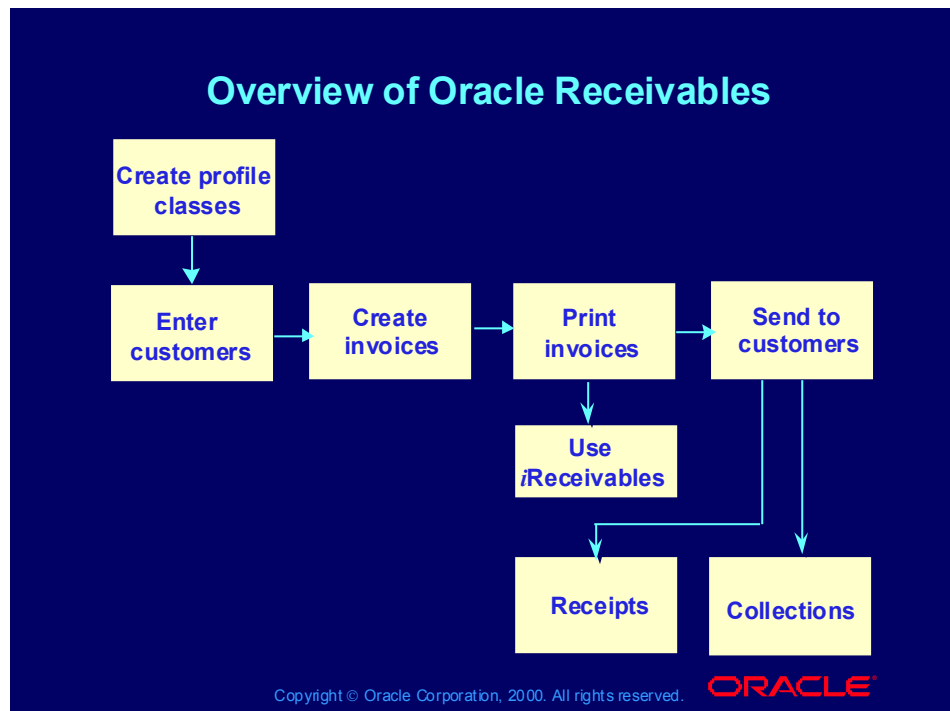
Agenda

- **Collections setup**
- **Implementation considerations**

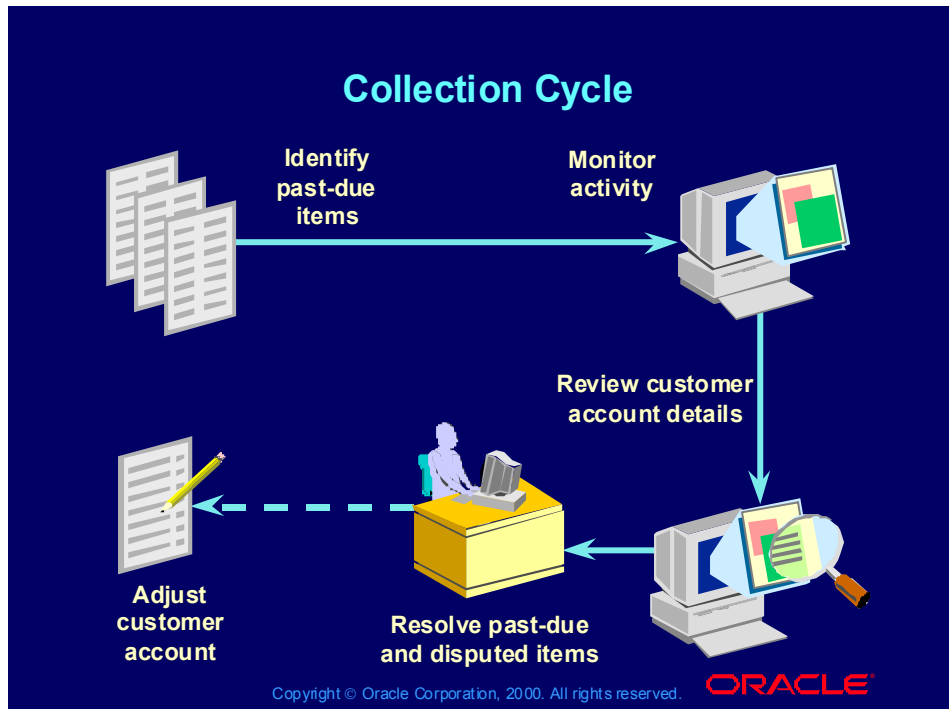
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Overview of Oracle Receivables



Collection Cycle



Agenda

Agenda

- **Collections setup**
- **Implementation considerations**

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Setting Up the Collections Windows

- Define collectors.
- Define aging buckets.
- Define dunning letters and dunning letter sets.
- Define system options.
- Define profile options.
- Specify letters and sequences in dunning letters.
- Identify user functions.

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Defining Collectors

Defining Collectors

- Define collector aliases for correspondence purposes. Oracle Receivables prints the correspondence name in dunning letters with Collector as the text type.
- Assign each collector to a customer in the Profile Class window.

(N) Collections—>Collectors



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(Help) Oracle Financial Applications > Oracle Receivables > Setup > Collectors

Collections

Collectors (Vision Operations)

Collections

Active

Name	Description	Correspondence Name	Telephone Number	Employee Name	
Accountant	Receivables Account				<input checked="" type="checkbox"/>
Claudia	Receivables Account	Claudia Renner	089-14977 785	Renner, Claudia	<input checked="" type="checkbox"/>
Jamie	Jamie Jones	Jamie Jones	212-227-1234	Jones, Mr. Jamie	<input checked="" type="checkbox"/>
Kerry	Kerry Wiley	Pat Word	212-227-9087		<input checked="" type="checkbox"/>
Manager Receivabl	Manager Receivables				<input checked="" type="checkbox"/>
Pat	Pat Beasley	Betty Smith	212-227-2345		<input checked="" type="checkbox"/>
Veronique	Veronique Dujardin		01 47 62 23 70	DUJARDIN, Ms. Vè	<input checked="" type="checkbox"/>
					<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

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Review Question

Review Question

Collectors are assigned to their respective customers from the Collectors window.

- A. True**
- B. False**

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Review Question

Review Question

Collectors are assigned to their respective customers from the Collectors window.

A. True

B. False

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Defining Aging Buckets

Defining Aging Buckets

Aging buckets are time periods that you can use to review and report on your open receivables. You can define an unlimited number of aging buckets and lines (time periods) within an aging bucket.

- Specify the time periods that you would use to categorize a customer's aged receivables.
- Include items that are past due, not past due, current, due in the future, in dispute, and pending adjustments.

(N) Collections—>Aging Buckets

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(Help) Oracle Financial Applications > Oracle Receivables > Setup > Aging Buckets

Aging Buckets

Aging Buckets (Vision Operations)

Aging Buckets

Name: **Collections** Description: **Seven-bucket aging report**
Type: **7-Bucket Aging** Status: **Active**

Aging Bucket Lines

Sequence Number	Type	Days From	Days To	Column Headings		[]
				First	Second	
0	Current	9999	0	Current		
1	Past Due	1	30	1-30 Days	Past Due	
2	Past Due	31	60	31-60 Days	Past Due	
3	Past Due	61	90	61-90 Days	Past Due	
4	Past Due	91	180	91-180 Days	Past Due	
5	Past Due	181	360	181-360 Days	Past Due	
6	Past Due	361	9999999	361+ Days	Past Due	

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Specifying Aging Buckets

Specifying Aging Buckets

Aging Buckets	Description
Four-Bucket Aging	Is used in the Trial Balance Report
Seven-Bucket Aging	Is used in the Aged Trial Balance Report, Aged Trial Balance by Amount Report, and Aged Trial Balance by Salesperson Report
Credit Snapshot Aging	Uses seven buckets and is displayed in the Customer Credit Snapshot Report
Statement Aging	Uses five buckets and is displayed on the statement
Current	Prints information about invoices, credit memos, debit memos, and chargebacks not yet due
Pending Adjustments Only	Prints information about adjustments that are pending
Future	Prints information about invoices, credit memos, debit memos, and chargebacks that will be due in the future

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Review Question

Review Question

You can set up aging buckets to show invoices and debit memos that will be due in the future.

- A. True**
- B. False**

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Review Question

Review Question

You can set up aging buckets to show invoices and debit memos that will be due in the future.

- A. True**
- B. False**

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Dunning Letters

You can use the dunning letters provided with Oracle Receivables or create custom dunning letters to notify customers of overdue invoices, debit memos, chargebacks, and deposits.

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Types of Dunning

Types of Dunning

With Oracle Receivables, you have the option of defining two methods of dunning:

- **Days Overdue:** Letters are based on the total number of days that debit items are past due.
- **Staged Dunning:** Letters are based on the dunning levels of past-due debit items. In this method, you send dunning letters based on the number of days since the last letter was sent.

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(Help) Oracle Financial Applications > Oracle Receivables > Setup > Dunning Letters

Defining Dunning Letter Sets

Defining Dunning Letter Sets

- Select options for the dunning letter sets.
- Assign a dunning method by selecting either Days Overdue or Staged Dunning.
- Select dunning letters to include in the set.
- Assign the dunning letter sets when defining credit profile classes and modifying individual customer credit profiles.



(N) Setup—>Print—>Dunning Letter Sets

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(Help) Oracle Financial Applications > Oracle Receivables > Setup > Dunning Letters-Creating

Dunning Letter Options

Checkbox	Description
Active	Specifies status of dunning letter
Resend Last Letter	Specifies to resend last dunning letter sent from set
Grace Days	Specifies to extend due date when selecting customers for dunning
Dun Disputed Items	Specifies to dun for items currently in dispute
Finance Charges	Specifies to calculate and include in dunning letters
Include Unapplied Receipts	Specifies to show unapplied amounts on dunning letters in a set
Finance Charges on Disputed Items	Specifies to charge on disputed items
Send Letters in Sequence	Specifies to require that all preceding letters in a set have already been sent

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Letter Sets

Dunning Letter Sets Letter Sets

Name: ☒ Active

Description:

☐ Resend Last Letter ☒ Use Grace Days
☒ Dun Disputed Items ☒ Finance Charges
☒ Include Unapplied Receipts ☐ Finance Charges on Disputed Items
☐ Send Letters in Sequence ☐ Days Overdue ☒ Staged Dunning []

Letter Sequence

Letter Name	Days Past Due		Include Current	Invoice Copies	[]
	From	To			
STANDARD1	10	20	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
STANDARD2	21	50	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
STANDARD3	51	9999	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

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Demonstration

Demonstration

This demonstration will show you the various types of dunning letter options.

(N) Setup—>Print—>Dunning Letter Sets

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Practice Overview

This practice covers defining a collector.

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Practice

Practice

Your manager has asked you to enter yourself as a collector for the new customer Business World.

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Instructions

You will be assigned a number by your instructor. Use this number as a prefix wherever you see *XX* included in the name of something you are defining. In this way, you can ensure that the definitions that you create are unique.

Solution

Step 1: Enter yourself as a collector for Business World.

1. (N) Setup—>Collections—>Collectors
2. Enter information for yourself. Use a unique name, StudentXX, where XX is your instructor-assigned number.
3. Save your work.
4. Navigate to the Customer Profile window:
(N) Customers—>Profile Classes
5. Query in the Credit region for collector names using the list of values.
6. Select your name, StudentXX, and then click OK.

Note: Because you are changing a profile class, you will have to indicate if you want to update the profile class for all existing customers or only for new customers. Select all existing customers.

Step 2: Check the customer account information for the collector's name.

1. (N) Collection—>Customer Accounts
2. Query for Business World in the Find Customer Accounts window.
3. Click Find.
4. In the Customer Accounts window, check for the collector name that you entered earlier.

Defining System Options

System Options	Description
Accrue Interest	Specifies whether to accrue interest charges for customers and include those charges in customer account balances
Allow Unearned Interest	Specifies whether to allow customer discounts after the discount period passes
Split Amount to Be Used in the Collection Effectiveness Report	Specifies the split amount used in the Collection Effectiveness Report to determine the number of invoices over and under this limit
Number of Days to Be Used in DSO Calculation	Specifies the number of days to use in calculating conventional day sales outstanding for the Collection Effectiveness Report and the Account Overview window

(N) Control—>System Options

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(Help) Oracle Financial Applications > Oracle Receivables > Profile Options > Overview of Receivables User Profiles

Demonstration

Demonstration

This demonstration will show you the various system options relating to collections.

(N) Setup—>System—>System Options

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Defining Profile Options for Collections

Profile Options	Description
AR: Close Periods-Run Collection Effectiveness	Determines whether Receivables automatically submits the Collections Effectiveness Report when a period is closed; available values are: Yes-Automatic, No-Manual
AR: Dunning Letter Remit to Address Label Size	Determines the width and height of your customer's remit-to-address when printing your dunning letters; available values are: Default: 7-19 (H) by 20 (W), Wide: 8 (H) by 30 (W)
AR: Include Receipts at Risk in Customer Balance	Controls whether Receivables includes items at risk when calculating customer balances online
AR: Update Due Date	Determines whether you can update the due date of a transaction in the Installments and Account Details window

(N) Control—>Profile Options

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Agenda

Agenda

- **Collections setup**
- **Implementation considerations**

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Flow of Information and Defaults

- When you set up profile classes, you select:
 - Collectors
 - Dunning letter sets
- When you set up your customer and assign a profile class, the profile class attributes default to the customer.
- Defaults can be changed at the customer or customer site level.

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Using Folders

- You use folders to choose which fields you want to view and where they appear in a window.
- You can modify the appearance of a folder by selecting options on the folder menu.
- The following windows in the Collections Workbench are folder windows:
 - Account Details
 - Customer Account
 - Scheduler

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(Help) Oracle Financial Applications > Oracle Receivables >
Receivables Workbench > Collections Workbench

Demonstration

Demonstration

This demonstration will show you a folder window.

(N) Collections—>Account Details

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Implementation Considerations

- **Defining collectors**
 - How many customers should a collector be assigned to?
 - Decide whether a certain profile of customer needs to be assigned to a particular collector.
 - Decide how and when to dun customers.
 - Will collectors be allowed to create adjustments and credit limits? If so, approval limits and profile options relating to collections must be set up.

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Implementation Considerations

- **Defining aging buckets**
 - Define your aging buckets according to your business needs.
 - Do you want credits, chargebacks, and future payments to show on the aging?

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Implementation Considerations

- **Defining dunning letters and statements**
 - **Decide how severe the dunning letters should be.**
 - **Decide the frequency of sending out dunning letters and statements—monthly or quarterly.**
 - **Decide how many dunning letters must be sent out before the account is sent to collections.**

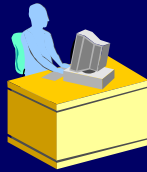
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Identifying User Functions for Collections Function Security

Identifying User Functions for Collections Function Security

Identify which user needs access to which form, and grant the necessary permission from the Form Functions window.



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(Help) Oracle Financial Applications > Oracle Receivables >
Application > Function

Function Security

Function Security	
Function Name	Restrict Access To
Scheduler	Scheduler window
Call	Calls window
Customer Account	Customer Account window
Account Details	Account Details window
Aging	Aging window
Correspondence	Correspondence window
Account Overview	Account Overview window
Transaction Overview	Transaction Overview window
Credit Hold	Place or release a customer credit hold
Customer Workbench	The Collections workbench
Dunning	Print Dunning letters
Statements	Print Statements

(N) Control—>System Options

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(Help) Oracle Financial Applications > Oracle Receivables > Profile Options > Overview of Receivables User Profiles

Summary

In this module, you should have learned how to:

- **Set up collection windows for the following:**
 - **Collectors**
 - **Aging buckets**
 - **Dunning letters and statements**
- **Identify implementation considerations in setting up collections**

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R11i Period Closing Process in Oracle Receivables

Chapter 22

Period Closing Process in Oracle Receivables

Release 11i

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Objectives

After completing this course, you should be able to do the following:

- **Explain the period closing process in Oracle Receivables**
- **Describe the reporting process in Oracle Receivables**

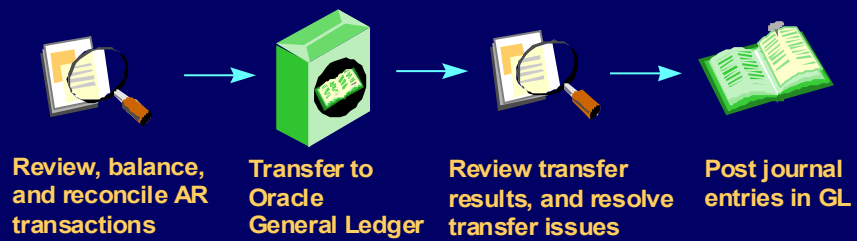
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Period Closing Process

Period Closing Process

At the end of each accounting period, companies must complete the closing process in Receivables.

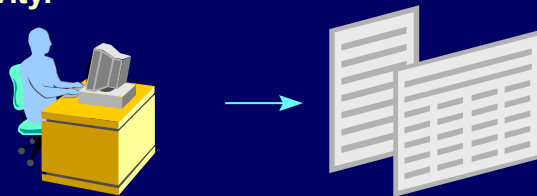


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Reporting in Oracle Receivables

- Oracle Receivables standard reports and listings include reconciliation reports, sales journal reports, receipt reports, transaction reports, and more.
- These reports can be used to report on period activity.



Period activity

Standard reports

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Balancing Accounts Receivable Transactions

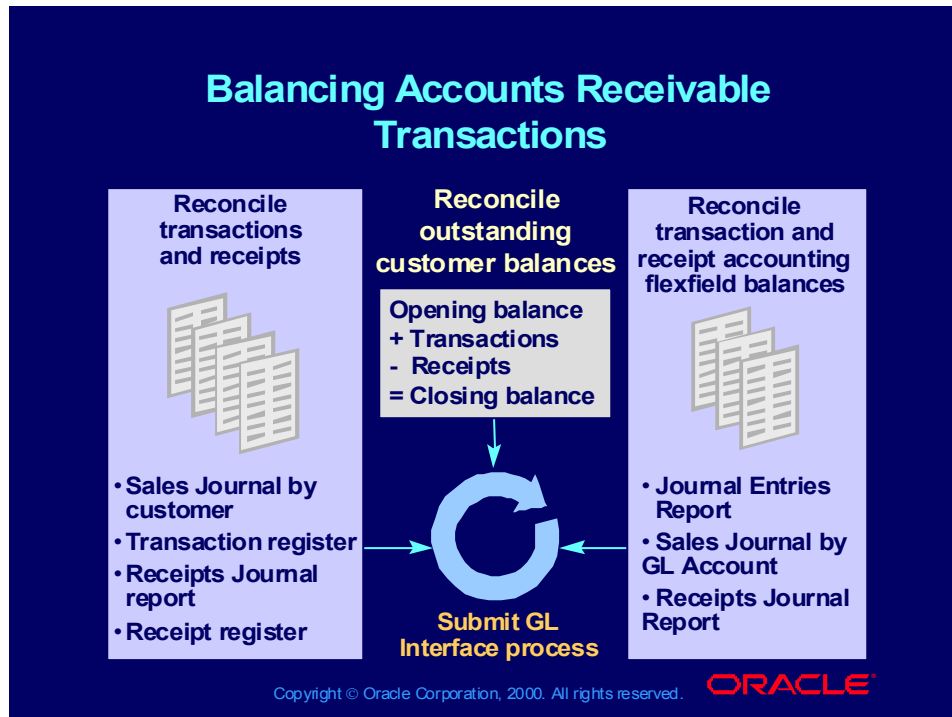
Before initiating transfer to the general ledger, use standard reports to:

- **Reconcile receipts**
- **Reconcile journals**
- **Reconcile transactions**
- **Reconcile customer balances**

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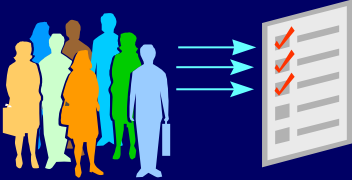
Balancing Accounts Receivable Transactions



Reconciling Customer Balances

Reconciling Customer Balances

Month-end balance =
Outstanding balance at beginning of month
+ transactions - receipts



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(Help) Oracle Financial Applications > Oracle Receivables > Accounting for Receivables > Reconciling Receivables > Reconcile Outstanding Customer Balances

Generating Reconciliation Reports

- Run reports from the **Print Accounting Reports** window or run as concurrent processes from the **Submit Requests** window.
- Use the **Aging Report** as of the last date of the prior month to get the outstanding opening balance.
- Use the **Transaction Detail Report** to identify invoices, debit memos, credit memos, deposits, guarantees, and chargebacks that increase the outstanding opening balance.
- Use the **Adjustment Register** to identify any adjustments that affect the transactions for the month.

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Generating Reconciliation Reports

- **Use the Invoice Exception Report to reduce the outstanding amount where transactions do not update customers accounts.**
 - These transactions appear in the Transaction Register, but not on the Aging reports.
- **Use the Unapplied Receipt and Applied Receipt registers to identify the payments received from customers.**
 - These reduce the outstanding customer balances.

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Generating Reconciliation Reports

- **Generate the Aging Report as of the last day of the month to get the month-end balance.**
- **Use the AR Reconciliation Report to help you reconcile your accounts receivable activities.**
 - **This report summarizes all customer, receipt, transaction, and account balances for the period you specify to simplify the internal reconciliation process.**

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Demonstration

Demonstration

**This demonstration covers how to run and view the
AR Reconciliation Report.**

(N) Reports > Accounting

(N) Reports > View

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Review Question

Review Question

Which of the following reports would you use to identify invoices, debit memos, credit memos, deposits, guarantees, and chargebacks that increase the outstanding opening balance?

- 1. Adjustment Register**
- 2. Invoice Exception Report**
- 3. Aging-By Amount Report**
- 4. Transaction Detail Report**
- 5. Applied Receipts Register**

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Answer to Review Question

Which of the following reports would you use to identify invoices, debit memos, credit memos, deposits, guarantees, and chargebacks that increase the outstanding opening balance?

1. Adjustment Register
2. Invoice Exception Report
3. Aging-By Amount Report
- 4. Transaction Detail Report**
5. Applied Receipts Register

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Reconciling Transactions

Reconciling Transactions

- **Generate the Transaction Register and the Sales Journal by Customer for the period under consideration.**
- **The Sales Journal balance should match the total of the transactions in the Transaction Register plus *twice* the Credit Memo totals.**



Transaction Register
+ 2 * credit memo total

=



Sales Journal

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Reconciling Receipts

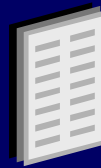
Reconciling Receipts

- **Generate the Receipt Register and the Receipt Journal Report (select Transaction in the Report Mode parameter) for the period under consideration.**
- **The balance in the Receipt Journal Report should match the balance in the Receipt Register.**



**Receipt Journal
Report**

=



Receipt Register

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Reconciling Journals

Reconciling Journals

- Generate the Journal Entries Report-Summary by Account.
- The totals for each Accounting flexfield in the Sales Journal and the Receipt Journal should match the corresponding totals in the Journal Entries Report.



Sales Journal

=



Receipt Journal

=



Journal Entries Report

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Comparing Transaction Categories

Comparing Transaction Categories

Oracle Receivables Transactions	
Transaction Type	Category in General Ledger
Debit Memos	Debit Memos
Credit Memos	Credit Memos and Credit Memo Applications
On-Account Credits	Credit Memos
Invoices	Sales Invoices
Chargebacks	Chargebacks
Receipts	Trade Receipts
Adjustments	Adjustments
Guarantees	Sales Invoices
Miscellaneous Transactions	Miscellaneous Receipts
Deposits	Sales Invoices

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Running Revenue Recognition

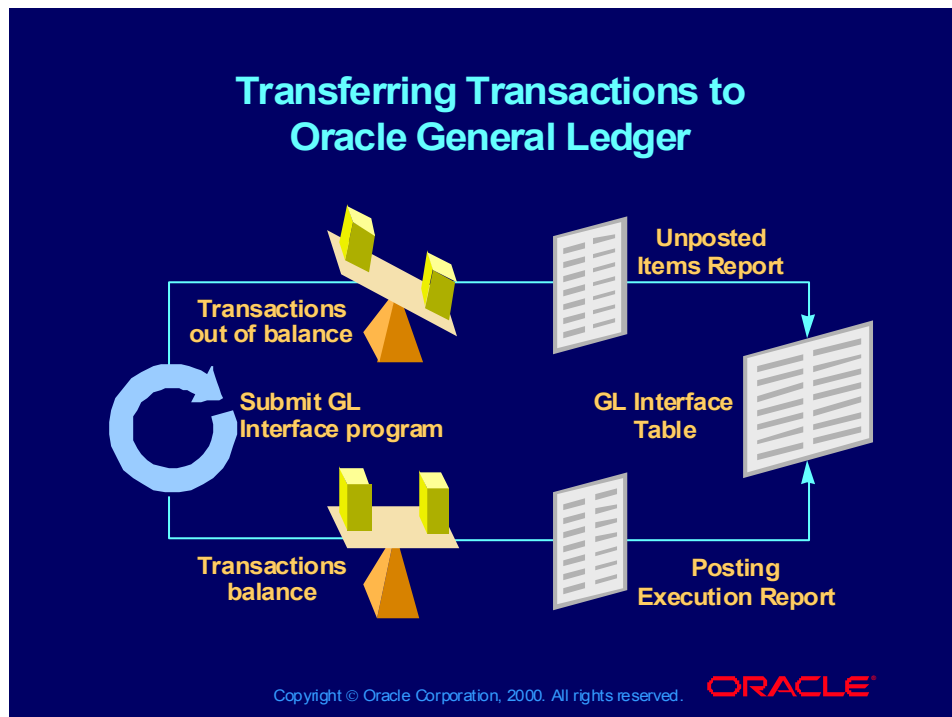
Recognize revenue for invoices with rules:

- **Revenue Recognition is run to generate the revenue recognition schedule for invoices with accounting rules.**
- **Distributions are created that will be passed to the general ledger during the appropriate period.**
- **To ensure revenue recognition, the revenue recognition program runs prior to the GL transfer process.**
- **Alternatively, run the revenue recognition program manually using the Run Revenue Recognition window.**

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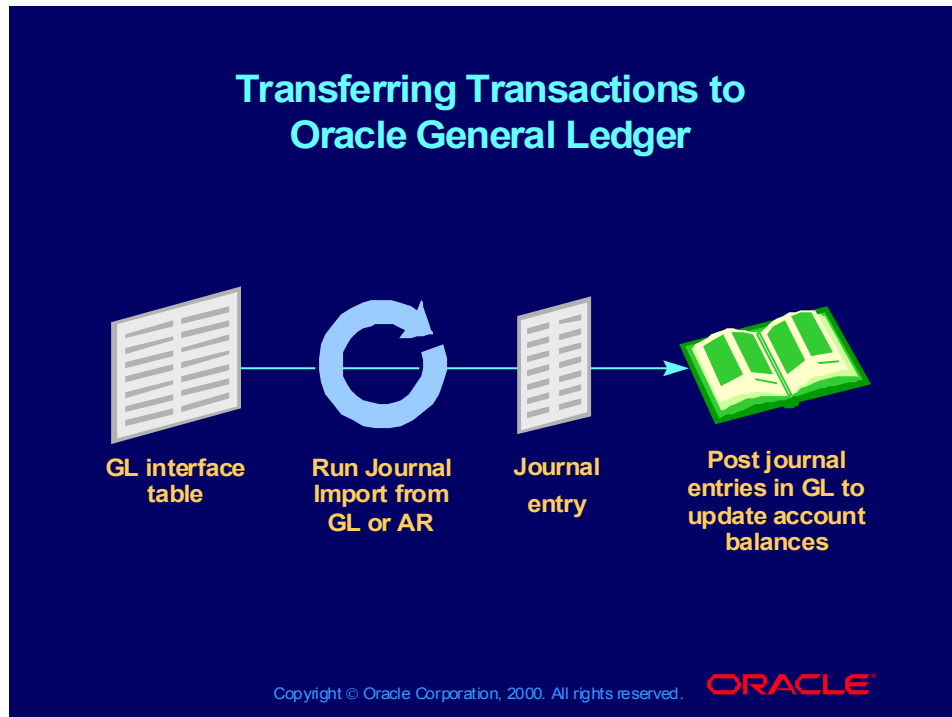
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Transferring Transactions to Oracle General Ledger



(Help) Oracle Financial Applications > Oracle Receivables > Accounting for Receivables > Running General Ledger Interface

Transferring Transactions to Oracle General Ledger



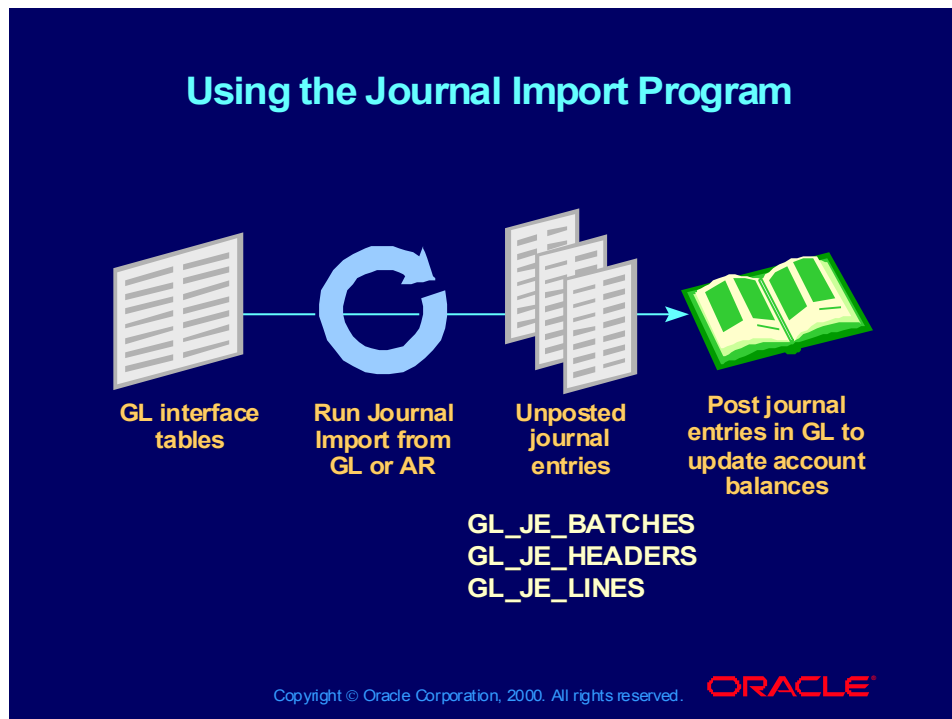
Transferring from Interface to GL

- The General Ledger Interface transfer process populates the GL_INTERFACE tables with Oracle Receivables transaction data.
- Journal Import must be run to create unposted journal entries in Oracle General Ledger.
- Post these entries in Oracle General Ledger to update account balances.

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Using the Journal Import Program



Running GL Interface

Initiate the concurrent process to transfer transaction information from Oracle Receivables to Oracle General Ledger.

- **In a category, all transactions are transferred in detail or summary.**
- **Select Detail to transfer journal entry transaction line items for each account code in a category.**
- **Select Summary to transfer transaction totals by account code.**

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Running GL Interface

- You specify GL start and end dates in an open receivables period and an open or future enterable Oracle General Ledger period.
 - Transactions within this range are transferred to the GL.
- Select Yes in the Run Journal Import field to populate the GL_INTERFACE tables and import journal batches into Oracle General Ledger.
- Select No to populate the GL_INTERFACE tables. Journal batches will be transferred at a later time when Run Journal Import is submitted from Oracle General Ledger.

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Reconciling the General Ledger Transfer Process

Reconciling the General Ledger Transfer Process

- The General Ledger Interface produces an execution report that shows you the total debits and credits transferred from Receivables to the General Ledger Interface table.
- Compare this report to your Sales and Receipt Journal totals and verify that they match.

Note: Be sure to use the same General Ledger Date ranges for the two journals and your GL transfer.

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(Help) Oracle Financial Applications > Oracle Receivables > Accounting for Receivables > Reconciling Receivables > Reconcile Account Balances

Demonstration

This demonstration covers how to run the General Ledger Interface program.

(N) Interfaces > General Ledger

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Review Question

Which of the following programs transfers the Receivables information from the GL Interface tables and creates unposted journal entries in Oracle General Ledger?

- 1. Journal Import program**
- 2. Revenue Recognition program**
- 3. General Ledger Interface program**

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Answer to Review Question

Which of the following programs transfers the Receivables information from the GL Interface tables and creates unposted journal entries in Oracle General Ledger?

- 1. Journal Import program**
2. Revenue Recognition program
3. General Ledger Interface program

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Summary

Summary

In this lesson, you should have learned how to:

- **Explain the period closing process in Oracle Receivables**
- **Describe the reporting process in Oracle Receivables**

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