

Case Study: Leveraging iReceivables and Approvals Management Engine (AME) for Customer Disputes

BIAS

Business Intelligent Application Solutions



Chris Preziotti & Anand Tuppad
Applications Team
BIAS Corporation

@preziotti / @BIASCORP

Next one hour...

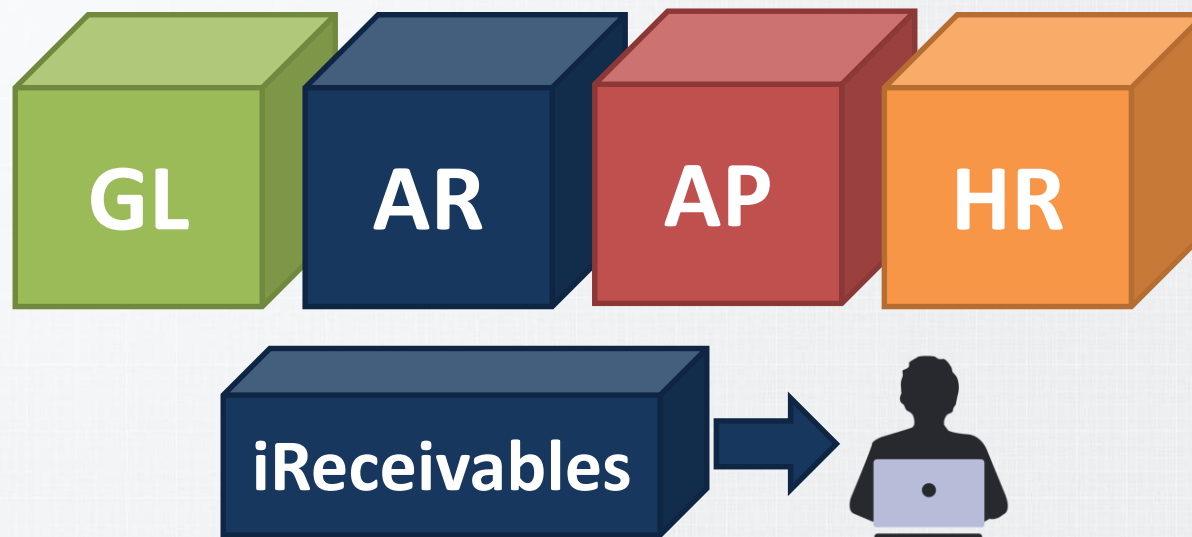
- Introduction
- iReceivables Overview
- Dispute Requirements
- Dispute Solution and Setups
- Walkthrough – Dispute Process Flow
- Additional Dispute Features
- Conclusion

Introduction

- Background
- The Case for Dispute
- Statistics and Facts

Background

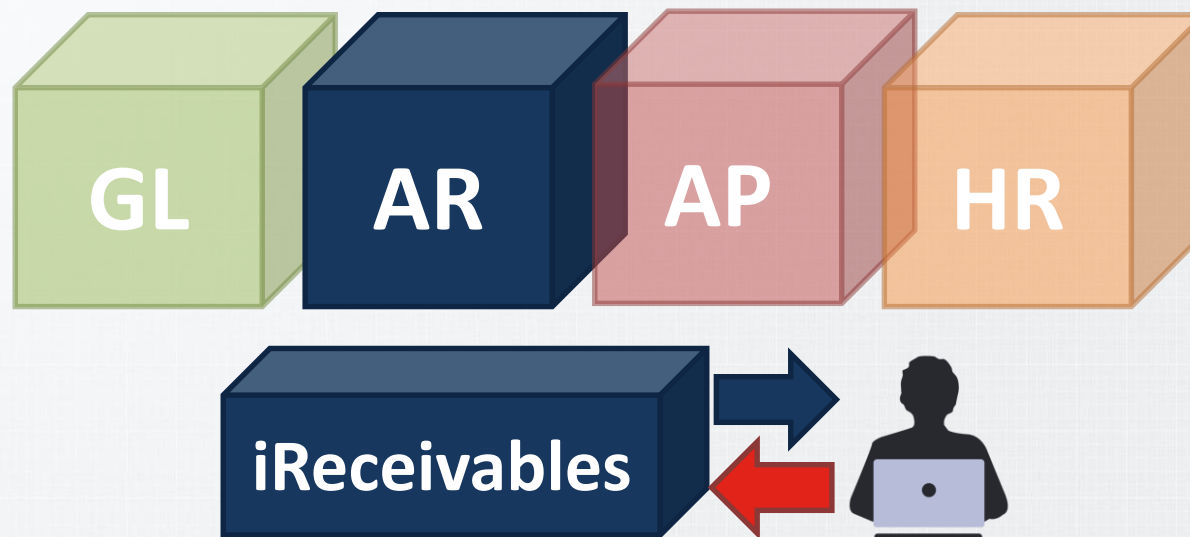
- Client: Premium Wine and Spirits Distributor
- Oracle Applications Footprint:



- View Account Information
- View Transactions & Payments

The Case for Dispute

- Problem: Customer Disputes were offline
- Solution: Implement Customer Disputes



- View Account Information
- View Transactions & Payments
- **Dispute Transactions**

Statistics and Facts

Number of Invoices – 20,000 per month

% of Invoices Disputed – 10%

\$ of disputed amount – Over \$1 million (20%)

Credit Requests Successful – 80%

Audit Trail – end to end

For Customer

For Internal AR Team

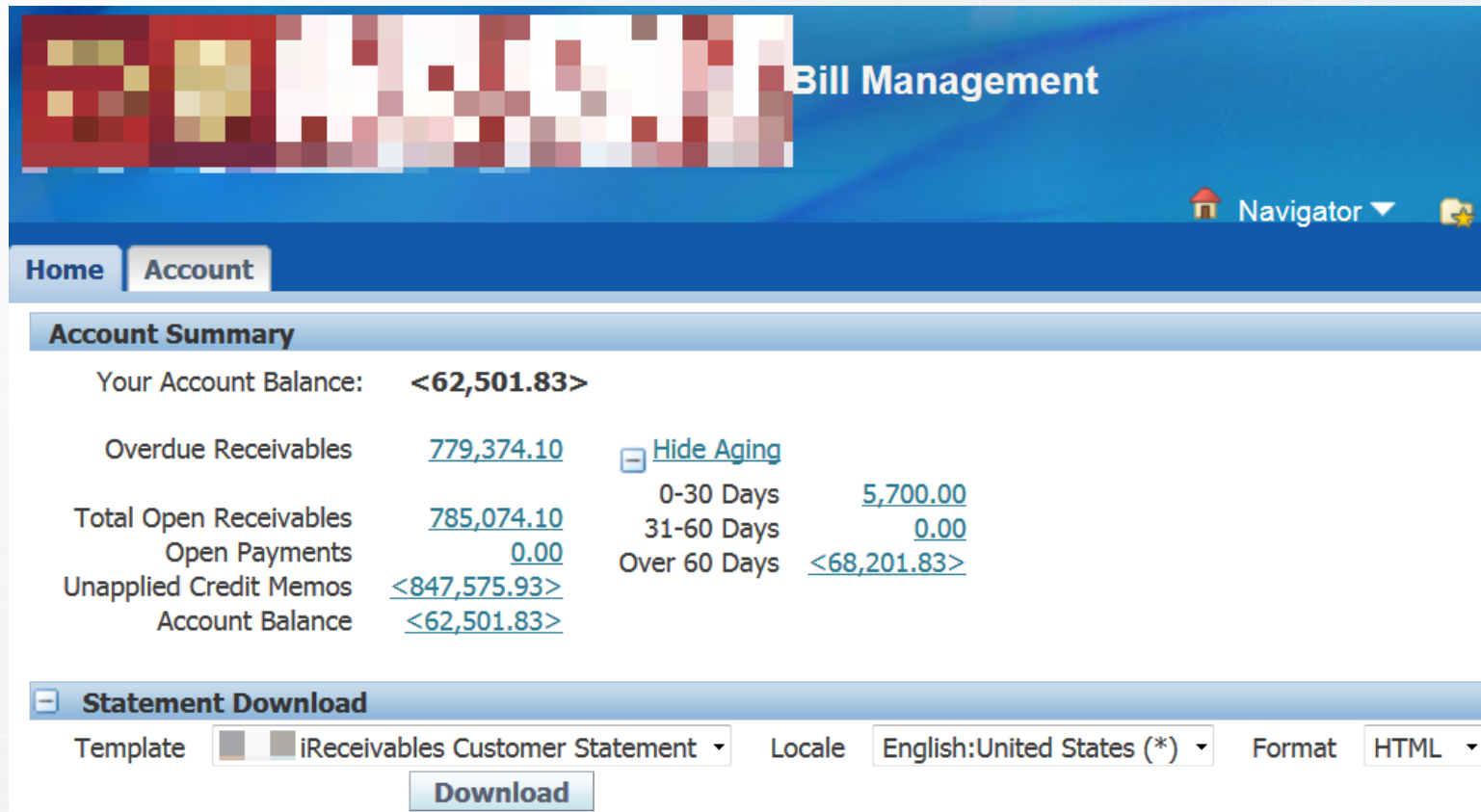
For Internal Marketing Team

iReceivables Overview

- What is iReceivables?
- System Architecture
- What is a Dispute?

What is iReceivables?

- An Internet-based, self-service application used to access Receivables data



Bill Management

Home Account

Account Summary

Your Account Balance: **<62,501.83>**

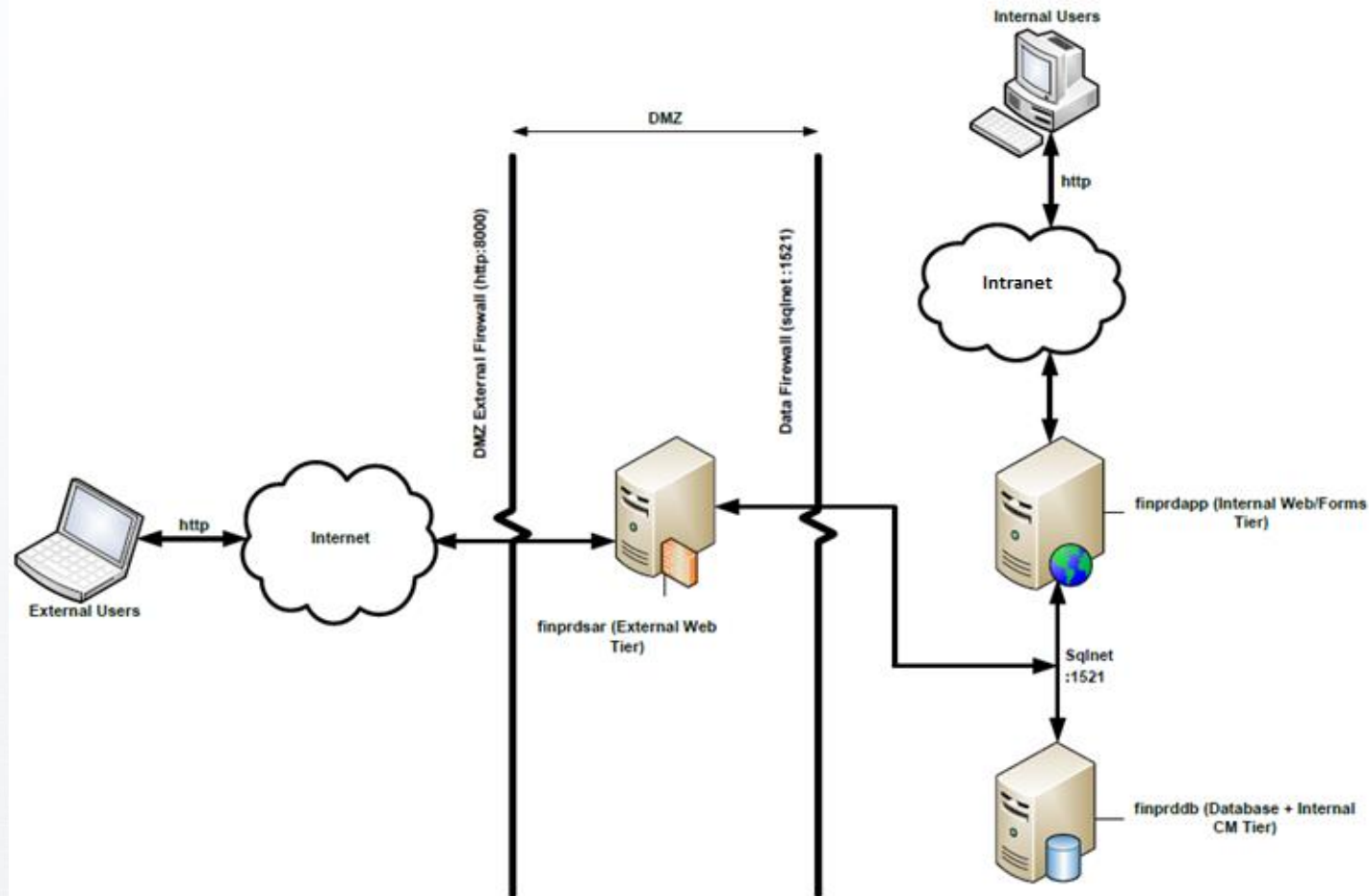
Overdue Receivables	<u>779,374.10</u>	<input type="checkbox"/> Hide Aging
Total Open Receivables	<u>785,074.10</u>	0-30 Days <u>5,700.00</u>
Open Payments	<u>0.00</u>	31-60 Days <u>0.00</u>
Unapplied Credit Memos	<u><847,575.93></u>	Over 60 Days <u><68,201.83></u>
Account Balance	<u><62,501.83></u>	

☐ **Statement Download**

Template ☐ iReceivables Customer Statement ▼ Locale English:United States (*) ▼ Format HTML ▼

Download

System Architecture



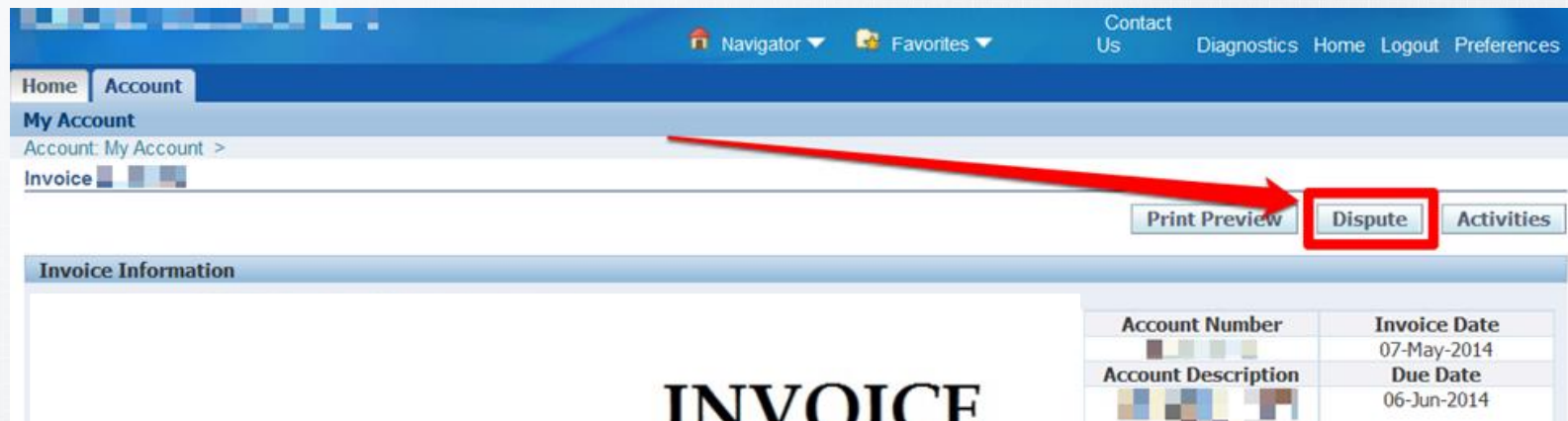
What is a Dispute?



(AP Photo/Atlanta Journal-Constitution, Curtis Compton)

What is a Dispute?

- Simple: When the customer disagrees about the balance of a transaction
- Submitted disputes become Credit Memo Requests, which are routed for approval
- Successful disputes (approved Credit Memo Requests) result in the creation and application of a credit memo



Dispute Requirements

- Business Process Analysis
- Requirements

Business Process Analysis

- **Two Approvers Types for Customer Disputes**
 - AR Reps
 - Marketing Managers
- **One AR Rep, One Marketing Manager per Account**
 - Not maintained in Oracle



Business Process Analysis

- **High-Level Dispute Process**
 - Customer calls or emails AR Rep
 - AR Rep reviews and forwards to Marketing Manager
 - Marketing Manager approves
 - AR Rep adjusts disputed transaction
- **Structure**
 - 12 Locations (OUs); 89 Approvers; 4200+ Accounts

Business Process Analysis

- “Dispute Mapping Master Excel File”
- Two Sheets per Location
 - Approvers: Oracle User Approvers List
 - Mapping: Account / AR Rep / Marketing Manager List

Approver Type	Employee Name	User
AR Rep	Sims, Amy	ASIMS
AR Rep	Green, Bo	BGREEN
Mktg Mgr	Smith, Bill	BSMITH
Mktg Mgr	Jones, Sue	SJONES
ATL - Approvers		

Account Number	AR Rep	Mktg Manager
451122-ATL	ASIMS	BSMITH
404612-ATL	BGREEN	BSMITH
421699-ATL	ASIMS	SJONES
417416-ATL	BGREEN	SJONES
ATL - Mapping		

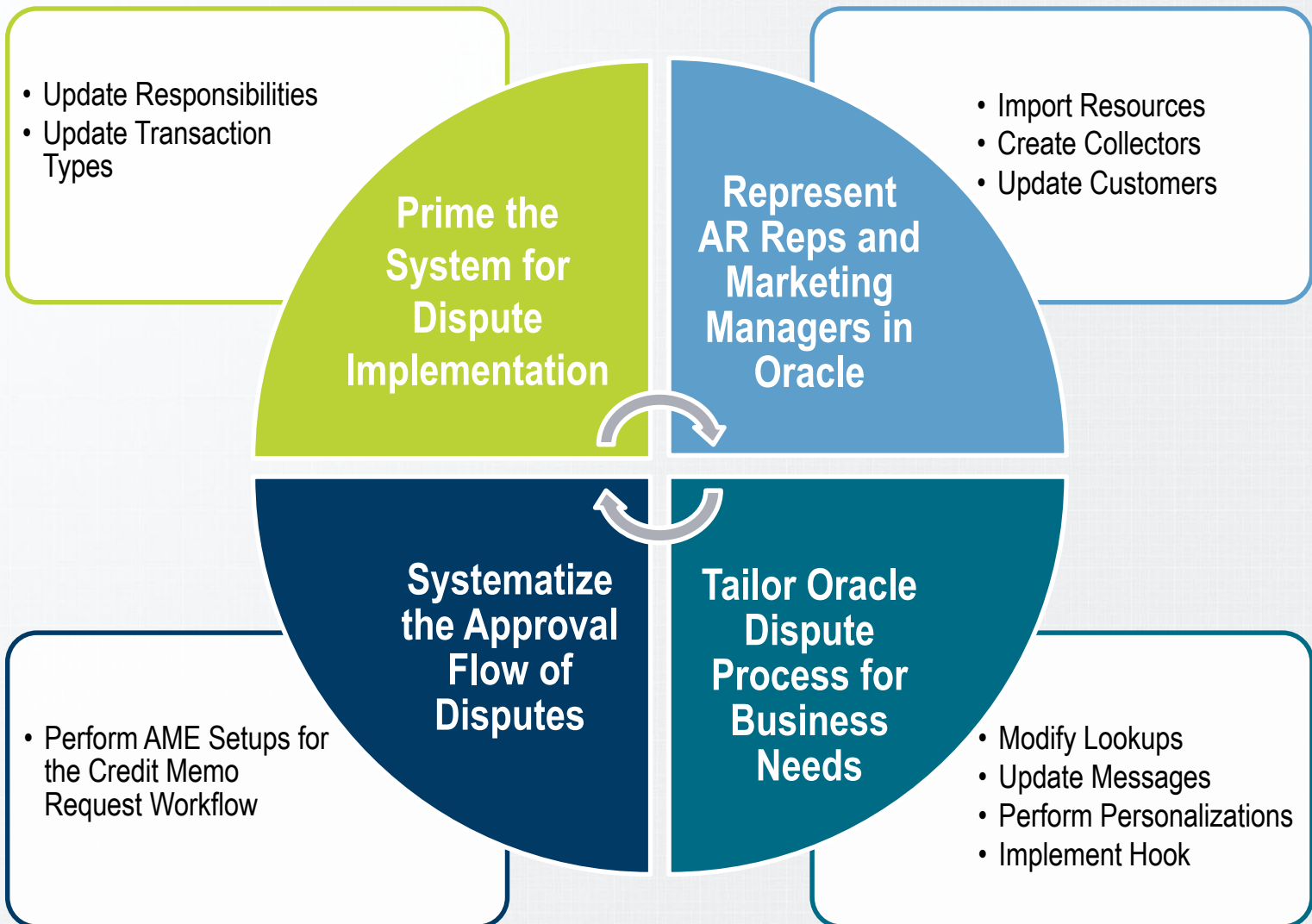
Requirements

- ✓ Enable End Customers to Dispute via iReceivables
- ✓ Maintain the Approvers in Oracle
 - AR Reps and Marketing Mangers
- ✓ Systematic Approval Flow
 - AR Rep → Marketing Manager → AR Rep
- ✓ Accommodate for Business-Specific Elements
 - Dispute Reasons... Messages ... Dispute on Total Amount
- ✓ Conditional Disputes Scenario Handling
 - By Account... By Transaction Type... By Location...
- ✓ Automatic Dispute Generation
- ✓ Ability to Report on and Audit Dispute Activities

Dispute Solution and Setups

- Solution Approach
- Core Setups
- AME Setups
- Additional Setups for Dispute
- Conditional Dispute Logic

Solution Approach



Core Setups – Update Responsibilities



Prime the System for Dispute Implementation

- **Purpose:**
 - Enable Dispute Functionality for iReceivables Responsibilities
- **Menu Path:**
 - *System Administrator → Security → Responsibility → Define*

Core Setups – Update Transaction Types



Prime the System for Dispute Implementation

- **Purpose:**
 - Setup Credit Memo Types for Transaction Types
- **Menu Path:**
 - *Receivables Manager → Setup → Transactions → Transaction Types*

Transaction Types (Receivables Manager)

Operating Unit: [Operating Unit]

Legal Entity: [Legal Entity]

Name: GRAPHICS

Description: GRAPHICS INVOICE

Class: Invoice

Creation Sign: Positive Sign

Transaction Status: Open

Printing Option: Do Not Print

Invoice Type: [Invoice Type]

Credit Memo Type: CREDIT MEMO

Application Rule Set: [Application Rule Set]

Start Date: 08-MAR-2012

End Date: [End Date]

☒ Open Receivable

☒ Post to GL

☒ Natural Application Only

☐ Exclude from Late Charges Calculation

☒ Allow Adjustment Posting

☐ Allow Freight

☐ Default tax classification

☐ Allow Overapplication

Core Setups – Import Resources



Represent AR Reps and Marketing Managers in Oracle

- **Purpose:**
 - Setup Approver Employees (AR Reps and Marketing Managers) as Collector and Salesperson Resources
- **Menu Path:**
 - CRM Resource Manager → Maintain Resources → Import Resources
- **Steps*:**
 1. Select Resources to Import
 2. Set Resource Attributes
 - Collectors (AR Reps)
 - Salespersons (Marketing Managers)
 3. Review and Import Selected Resources

* Performed via DataLoad

Core Setups – Import Resources

 *Represent AR Reps and Marketing Managers in Oracle*

- **Step 1: Select Resources to Import**

Select Resources to Import

Selection Criteria

Resource Category:

Number:

Organization:

Competencies:

Scale:

Name:

Job Title:

Level : Max Min

Scale Level:

Search Results

Select	Category	Number	Name	Organization
<input checked="" type="checkbox"/>	Employee	4531	Preziotti, Chris	Business Group
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Core Setups – Import Resources



- Step 2: Set Resource Attributes**

Set Resource Attributes

Collectors (AR Reps)

Default Values

Start Date: 07-MAR-2016 End Date:

Managing Employee:

Role: **Collections Agent** Role Type: Collections

Role Start Date: 07-MAR-2016 Role End Date:

Salesperson

☐ Create Sales People

Operating Unit:

Set Resource Attributes

Salespersons (Marketing Managers)

Default Values

Start Date: 07-MAR-2016 End Date:

Managing Employee:

Role: **Sales Representative** Role Type: Sales

Role Start Date: 07-MAR-2016 Role End Date:

Salesperson

☒ **Create Sales People**

Operating Unit:

Sales Credit Type: Quota Sales Credit

Ok Cancel

Core Setups – Import Resources



Represent AR Reps and Marketing Managers in Oracle

- **Step 3: Review and Import Selected Resources**

Review and Import Selected Resources

Transaction Number

Select	Category	Name	Salesperson Number	Role Type	Role	Organization	Comments
<input checked="" type="checkbox"/>	Employee	Preziotti, Chris	4531	Sales	Sales Represen	Business Gr	New Record
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							

Core Setups – Create Collectors



Represent AR Reps and Marketing Managers in Oracle

- **Purpose:**
 - Setup Approvers (AR Reps) as Collectors
- **Menu Path:**
 - *Receivables Manager → Setup → Collections → Collectors*

Name	Description	Correspondence Name	Telephone Number	Employee Name	Group	Active
CHRIS PREZIOTTI	CHRIS PREZIOTTI			Preziotti, Chris		<input checked="" type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Core Setups – Update Customers



Represent AR Reps and Marketing Managers in Oracle

- **Purpose:**
 - Setup Approvers (AR Reps and Marketing Managers) as Collectors and Salespersons in Customers
- **Menu Path:**
 - *Receivables Manager → Customers → Standard*
- **Steps*:**
 1. Set Collector (AR Rep) at Customer Account
 2. Set Salesperson (Marketing Manager) at Customer Account Site Business Purpose (Bill To)

* Performed programmatically

Core Setups – Update Customers

Represent AR Reps and Marketing Managers in Oracle

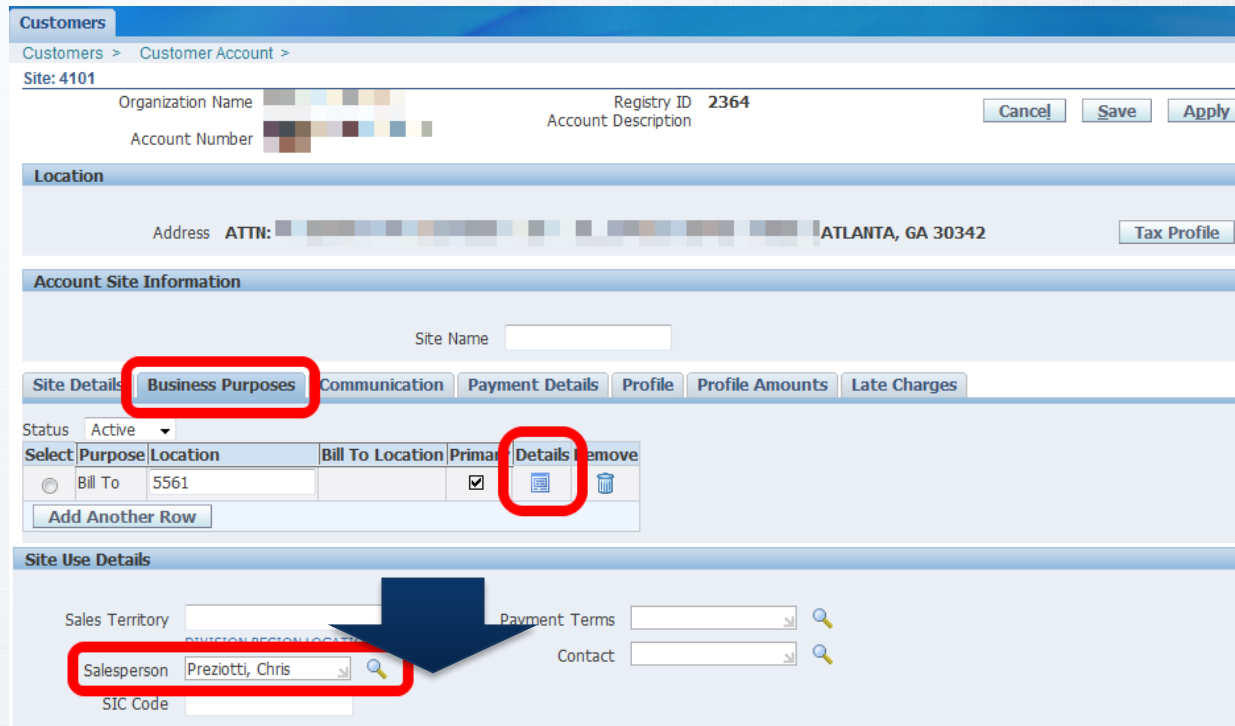
- **Step 1: Set Collector (AR Rep) at Customer Account**

The screenshot shows the Oracle Customer Account Setup interface. The 'Customers' tab is active at the top. Below it, the 'Update Account' section has 'Cancel', 'Save', and 'Apply' buttons. The 'Customer Information' section displays 'Name' (a color-coded bar), 'Registry ID' as '2364', and 'Customer Type' as 'ORGANIZATION'. The 'Account' section includes fields for 'Account Number', 'Account Description', 'Classification', 'Account Type' (set to 'External'), 'Sales Channel', 'Reference', and 'Status' (set to 'Active'). Below this is a row of tabs: 'Sites', 'Account Profile' (highlighted with a red box), 'Profile Amounts', 'Payment Details', 'Communication', 'Relationships', 'Order Management', 'Late Charges', and 'Attachments'. The 'Account Profile' tab shows a 'Profile Class' dropdown. The 'Credit and Collection' section at the bottom features a '* Collector' dropdown (highlighted with a red box) set to 'CHRIS PREZIOTTI', a 'Credit Rating' dropdown, a 'Credit Classification' dropdown, a 'Collectible (%)' field, and checkboxes for 'Credit Check' (checked) and 'Credit Hold'.

Core Setups – Update Customers

 *Represent AR Reps and Marketing Managers in Oracle*

- **Step 2:** Set Salesperson (Marketing Manager) at Customer Account Site Business Purpose (Bill To)



Customers
Customers > Customer Account >
Site: 4101



Organization Name [REDACTED] Registry ID **2364** Cancel Save Apply
Account Number [REDACTED] Account Description

Location
Address **ATTN:** [REDACTED] ATLANTA, GA 30342 Tax Profile

Account Site Information
Site Name




Site Details **Business Purposes** Communication Payment Details Profile Profile Amounts Late Charges

Status Active

Select	Purpose	Location	Bill To Location	Primary	Details	Remove
<input type="radio"/>	Bill To	5561		<input checked="" type="checkbox"/>		

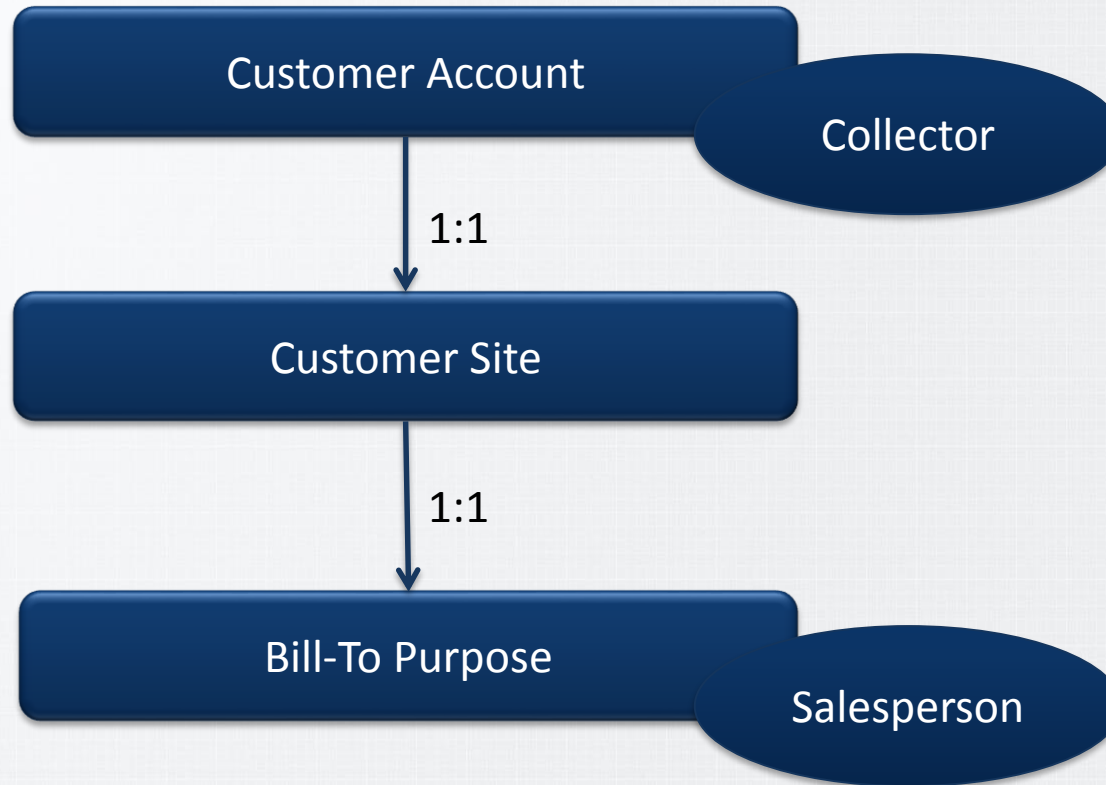
Add Another Row

Site Use Details

Sales Territory [REDACTED] Payment Terms [REDACTED] 
Salesperson Preziotti, Chris 
 SIC Code [REDACTED] Contact [REDACTED] 

TCA Setup

Systematize the Approval Flow of Disputes



- Oracle's Collector = AR Reps
- Oracle's Salesperson = Marketing Managers

AME Setups – Credit Memo Request Flow

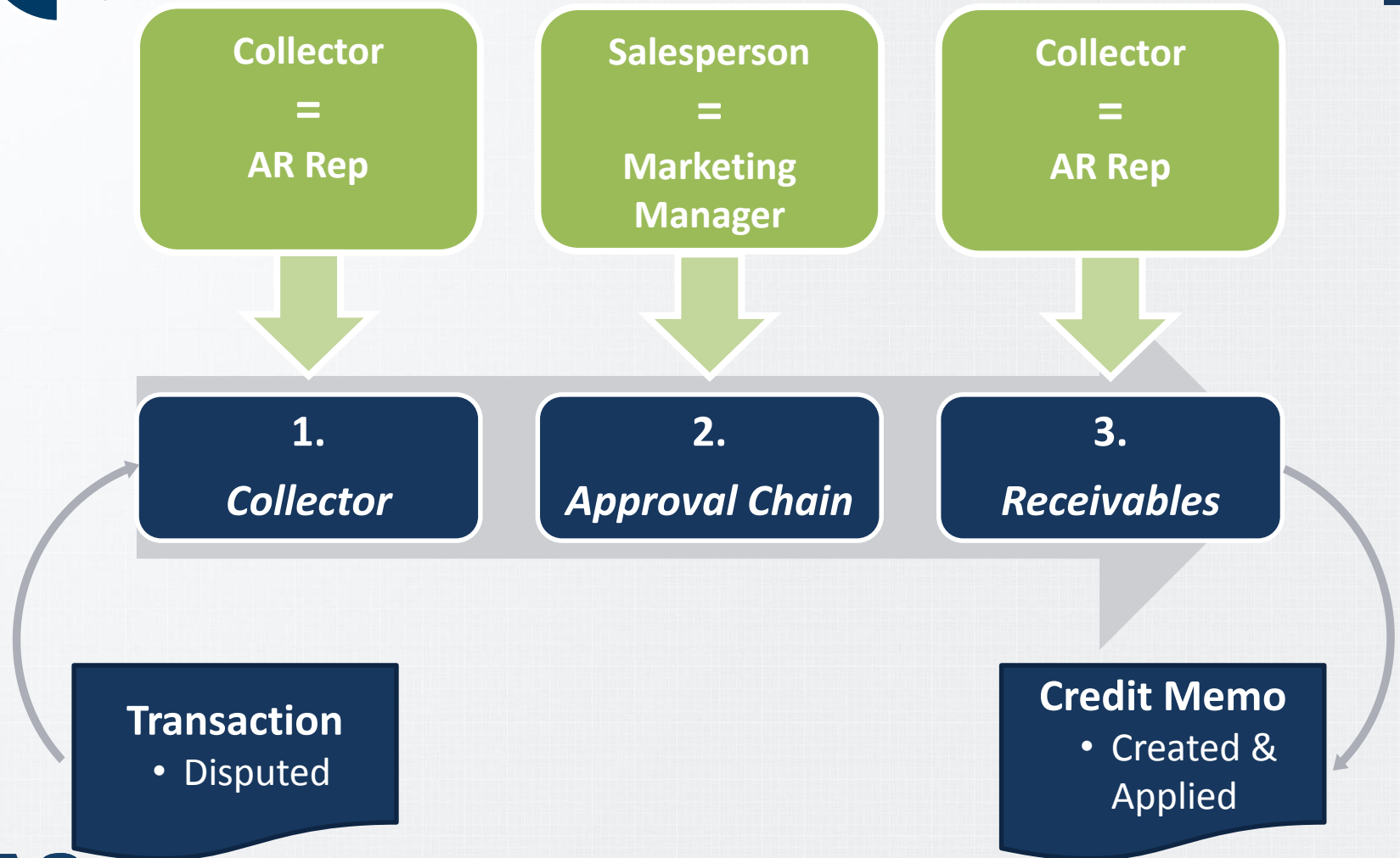
 *Systematize the Approval Flow of Disputes*

- Two Approval Paths
 - HR Hierarchy Limits
 - **Limits Only**
- 3 Approval Levels (Called AME Transaction Types)



AME Setups – Configuration

Systematize the Approval Flow of Disputes



AME Setups – 1. Collector



Systematize the Approval Flow of Disputes

- Create Approver Group

The screenshot shows the Oracle APEX 'Update Approver Group' setup page for the group 'SAR REP'. The page has tabs for 'Rules', 'Test Workbench', and 'Setup'. Under 'Setup', there are sub-tabs for 'Attributes', 'Conditions', 'Action Types', and 'Approver Groups'. The 'Approver Groups' tab is active, showing the 'Update Approver Group :SAR REP' page. A note indicates that asterisks (*) denote required fields. The 'Details' section contains the following fields:

- Name:** SAR REP
- * Description:** SAR REP
- * Order Number:** 1
- Voting Method:** Order Number
- Usage Type:** Dynamic
- Query:**

```
SELECT  
ar_ame_cm_attributes_api.get_collector_id  
(:transactionId) FROM DUAL
```

A red rectangle highlights the 'Query' field. At the bottom, a message states 'Dynamic Approver Group requires a SQL.' and a 'Validate' button is present.

AME Setups – 1. Collector

Systematize the Approval Flow of Disputes

- Create Action Type and Rule

Rules | Test Workbench | Setup

Rules >

Update Rule: SAR REP FIRST

* Indicates required field

Item Class **Header** * End Date 31-Dec-4712

Rule Type **Pre List Approver Group**

* Name SAR REP FIRST

* Start Date 04-Mar-2015
(example: 25-Feb-2015)

+ Other Instances of this Rule

Conditions

[Personalize "Conditions"](#)

[Personalize "Conditions"](#)

Add Condition

Condition	Condition Type	Item Class	Remove
ALWAYS_TRUE is True	Ordinary	Header	

Actions

[Personalize "Actions"](#)

[Personalize "Actions"](#)

Add Action

Action Type	*Action	Remove
pre-chain-of-authority approvals	Require pre-approval from SAR REP	

Cancel Apply

AME Setups – 2. *Approval Chain*



Systematize the Approval Flow of Disputes

- Create Approver Group

Query

```
SELECT
xx_ar_dispute_util_pkg.get_mm_salesrep_person_id
(:transactionId) FROM DUAL
```

- Create Action Type and Rule

Condition	Condition Type	Item Class
APPROVAL_PATH in (LIMITS)	Ordinary	Header

Action Type	*Action
pre-chain-of-authority approvals	Require pre-approval from MARKETING MANAGER

AME Setups – 3. *Receivables*



Systematize the Approval Flow of Disputes

- Create Approver Group

Query `SELECT
ar_ame_cm_attributes_api.get_collector_id
(:transactionId) FROM DUAL`

- Create Action Type and Rule

Condition	Condition Type	Item Class
ALWAYS_TRUE is True	Ordinary	Header

Action Type	*Action
post-chain-of-authority approvals	Require post-approval from SAR REP

Conditional Dispute Logic



Tailor Oracle Dispute Process for Business Needs

- Allow Custom Validation To Display Buttons In Invoice, Credit Memo And Payment Details Page (Doc ID 1566003.1)
- Oracle Hook Stub: ARI_DEF_HOOKS_PVT
- Profile - OIR: Custom Validate Dispute
 - PACKAGE_NAME.VALIDATE_DISPUTE
- Custom Logic Implemented - Exclusions at 4 levels
 - Market (Region) Level – via Custom Value Set
 - Account Level (DFF Exclude from Dispute)
 - Transaction Class
 - Transaction Type (DFF Exclude from Dispute)
- Only controls Dispute button on Transaction Details page
- Personalization to remove Dispute from Account Details

Walkthrough – Dispute Process Flow

- Screen Walkthrough

Process Flow

3 major steps

- Dispute Initiation
 - Internal User
 - External Customers
- Approval Process – Utilizes AME
- Credit Memo Created and Applied

Dispute Initiation

Home Account

My Account

Account: My Account >

Invoice

Print Preview **Dispute** Activities Print All (Invoice and Backups)

Invoice Information

INVOICE

Account Number Invoice Date
Account Description Due Date
Invoice Number Terms
Attachments View

Bill To:
RICHMOND, TX 77469

SubTotal 8,763.66
Tax 0.00
Total 8,763.66
Payments and Credits 0.00
Outstanding balance as of 01-Mar-2016 in USD 8,763.66

Return to Account Details

Print Preview **Dispute** Activities Print All (Invoice and Backups)

Home Account

My Account

Select Dispute Reason Enter Dispute Details Review Credit Request

Request Credit: Select Dispute Reason

Use the Dispute process to dispute all or part of a transaction amount balance. The dispute generates a credit memo request. If approved, this request creates a credit memo, which decreases the balance due on the disputed transaction.

Reason For Dispute Wrong Product / Incorrect Brand

Invoice Section Total

Invoice Summary

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Shipping	Original Balance	Existing Disputed Amount	Charges	Payments and Credits	Remaining Balance
	08-Dec-2015	30 NET	USD	8,763.66	0.00	0.00	8,763.66	0.00	0.00	0.00	8,763.66
			Total	8,763.66	0.00	0.00	8,763.66	0.00			8,763.66

Cancel Step 1 of 3 Next

Dispute Initiation

Home Account My Account

Select Dispute Reason Enter Dispute Details Review Credit Request

Request Credit: Enter Dispute Details

Enter either the percent or the amount of invoice total in dispute.

Invoice Section **Total**
Reason For Dispute **Wrong Product / Incorrect Brand**

Dispute

☐ Amount

☒ Percent 50

☐ Entire Remaining Amount

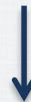
Please enter Customer Comments

Customer Comment Wrong product billed

Invoice Summary

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Shipping	Original Balance	Existing Disputed Amount	Charges	Payments and Credits	Remaining Balance
	08-Dec-2015	30 NET	USD	8,763.66	0.00	0.00	8,763.66	0.00	0.00	0.00	8,763.66
			Total	8,763.66	0.00	0.00	8,763.66	0.00	0.00	0.00	8,763.66

Cancel Back Step 2 of 3 Next



Home Account My Account

Select Dispute Reason Enter Dispute Details Review Credit Request

Request Credit: Review Credit Request

Reason For Dispute **Wrong Product / Incorrect Brand**

Invoice Section **Total**

Dispute Type **Percent**

Percent Disputed **50**

Current Disputed Amount **4,381.83**

Customer Comment **Wrong product billed**


Internal Comment

Invoice Summary

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Shipping	Original Balance	Existing Disputed Amount	Charges	Payments and Credits	Remaining Balance
	08-Dec-2015	30 NET	USD	8,763.66	0.00	0.00	8,763.66	0.00	0.00	0.00	8,763.66
			Total	8,763.66	0.00	0.00	8,763.66	0.00	0.00	0.00	8,763.66

Cancel Back Step 3 of 3 Submit

Dispute Initiation

 Confirmation

This request was submitted for approval on 01-Mar-2016. The requester will receive notice whenever there is a change of status to this request. If the request is approved, the approval process automatically issues a credit memo.

[Return to Account Details](#)

[View Credit Memo Request](#)



[Home](#) | [Account](#)

My Account

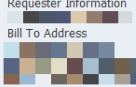
Credit Memo Request Information

[Cancel Credit Memo Request](#) [Printable Page](#) [Export](#)

Request 116078

This is a request only. It is not an invoice or an approved credit.

Disputed Invoice Number	
Request Date	Status
01-Mar-2016	Pending Approval
Dispute Reason	
Wrong Product / Incorrect Brand	

Requester Information
Bill To Address

RICHMOND, TX 77469

Customer Comment
Wrong product billed

Internal Comment

Cancel Comment

Please contact your local RNDG Accounts Receivable Representative regarding questions about this request.

	Original Amount Due	Credit Amount Requested	Percentage Changed
Lines	8,763.66	(4,381.83)	50
Tax	0.00	0.00	0
Shipping	0.00	0.00	0
Total	8,763.66	(4,381.83)	50

[Return to Account Details](#)

[Cancel Credit Memo Request](#) [Printable Page](#) [Export](#)

Approval Process

- NOTIFICATION SENT TO AR Rep

Select	Status	Activity	Parent Activity	Notification	Performer	Started
<input type="radio"/>	Notified	Collector Approval - Inform Collector	Collector Approval	Open		01-Aug-2014 12:47:01

Select	Status	Activity	Parent Activity	Notification	Performer	Started	Completed
<input type="radio"/>	Deferred	Check First Approver	Collector Approval			01-Aug-2014 12:48:51	
<input type="radio"/>	Complete	Collector Approval - Inform Collector	Collector Approval	Closed		01-Aug-2014 12:47:01	01-Aug-2014 12:48:51

- NOTIFICATION SENT TO MARKETING MANAGER

Select	Status	Activity	Parent Activity	Notification	Performer	Started
<input type="radio"/>	Notified	Request Approval - Inform Approver	Limits Only Approval	Open		01-Aug-2014 12:49:51

Select	Status	Activity	Parent Activity	Notification	Performer	Started	Completed
<input type="radio"/>	Deferred	Check Credit Methods	Limits Only Approval			01-Aug-2014 12:52:10	
<input type="radio"/>	Complete	Request Approval - Inform Approver	Limits Only Approval	Closed		01-Aug-2014 12:49:51	01-Aug-2014 12:52:10

Approval Process

- NOTIFICATION SENT AR Rep

Select	Status	Activity	Parent Activity	Notification Performer	Started	Completed
<input type="radio"/>	Deferred	Check Credit Methods	Receivable Approval		01-Aug-2014 12:54:22	
<input checked="" type="radio"/>	Complete	Request Receivable Approval - Inform Receivable User	Receivable Approval	Closed	01-Aug-2014 12:53:04	01-Aug-2014 12:54:22

- Sample Email Notification

Total: 448.55

CREDIT MEMO REQUEST:
Reason: Unauthorized Billing
Requestor Comments:
Customer Comments:
Internal Comments:

Line: -100.00
Tax: .00
Freight: .00
Total: -100.00

Approver Notes:
SAR_COLLECTION: Auto-Approved

Further Credit Memo Request details can be found at [Request URL](#)

Action History

Num	Action Date	Action	From	To	Details
1	01-AUG-2014 12:53:04	Submit			

Response

Update Installment Rule: <none>
Update Revenue Rule: <none>
Approver Notes:

[Return to Worklist](#)

Approved Rejected Reassign

Credit Memo Creation & Application

- Credit Memo Created and Applied to Original Transaction

Original Transaction

Transactions (: USD)

Transaction

Source: [] Date: []
 Number: [] GL Date: []
 Class: Invoice Currency: USD
 Type: SAMPLES Document Num: []
 Reference: SAMPLES - NOV-15 Transaction: []
 Legal Entity: [] ☒ Complete

Balance Due

Line	65.86
Tax	3.97
Freight	0.00
Charges	0.00
Total	69.83

[Details](#) [Refresh](#)

Main More **Notes** Commitment Reference Information

Date	Source	Memo
[]	Invoice Maintenance	Request 106130 submitted by [] in the amount of -31.64 for Incorrect Dollar /
[]	Invoice Maintenance	Request 106130 forwarded to [] for approval.
[]	Invoice Maintenance	Request 106130 forwarded to [] for approval. "S [] : "
[]	Invoice Maintenance	Request 106130 approved by []
[]	Invoice Maintenance	Request 106130 approved by [] "S [] "
[]	Invoice Maintenance	Request 106130 forwarded to [] for approval. " [] "
[]	Invoice Maintenance	Request 106130 approved by [] "S [] "
[]	Invoice Maintenance	Request 106130 approved resulting in Credit Memo [] "S [] "

[Line Items](#) [Tax](#) [Freight](#) [Distributions](#) [Sales Credits](#) [Incomplete](#)

Credit Memo Creation & Application

Credit Memo Transaction

Transactions (1 : USD)

Transaction

Source: [Color Picker]
Number: [Color Picker]
Class: Credit Memo
Type: SAMPLES - CM
Reference: SAMPLES - NOV-15
Legal Entity: [Color Picker]

Date: [Color Picker]
GL Date: [Color Picker]
Currency: USD
Document Num: [Color Picker]
Transaction: [Color Picker] [.]
☒ Complete

Balance Due

Line	0.00
Tax	0.00
Freight	0.00
Charges	0.00
Total	0.00

Details Refresh

Main More Notes Commitment **Reference Information**

Reason: Incorrect Dollar Amount / F...
Customer Reference: [Color Picker]
Customer Reference Date: [Color Picker]
Rules Method: [Dropdown]
Split Term Method: [Dropdown]

Original Transaction

Source: [Color Picker]
Reference: [Color Picker]
Amount: 101.45
GL Date: [Color Picker]

Number: 2
Bill To: [Color Picker]
Balance Due: 69.83
Transaction Date: [Color Picker]

Line Items Tax Freight Distributions Sales Credits Incomplete

Additional Dispute Features

- Automatic Dispute Process
- Email Notification Process
- Dispute Reporting

Automatic Dispute Process

- Custom Process
- Automatically create disputes whenever
 - Cash/Credit Memo applied to a transaction
 - Remaining balance is more than threshold amount
 - Threshold amount set via custom profile
 - No CM Request (dispute) exists
- Honors Conditional Dispute Logic / Setup
- `ar_credit_memo_api_pub.create_request`
- Once Credit Memo Request is created, follows same approval process
- Provides
 - Greater control on write-offs
 - Awareness for Customer and Marketing team

Disputed Invoice Report (Standard)

- Used to review disputed transactions

The image shows two overlapping windows from a software application. The background window is titled 'Submit Request' and contains the following fields and options:

- Run this Request...** section with a 'Copy...' button.
- Name:** Disputed Invoice Report
- Operating Unit:** [Redacted]
- Parameters:** [Redacted]
- Language:** American English
- At these Times...** section with 'Run the Job' set to 'As Soon as Possible'.
- Upon Completion...** section with a checked box for 'Save all Output Files'.
- Layout:** [Redacted]
- Notify:** [Redacted]
- Print to:** noprint
- A 'Help (C)' button at the bottom.

The foreground window is titled 'Parameters' and contains the following fields:

- Order By:** Customer
- Customer Name Low:** [Redacted]
- Customer Name High:** [Redacted]
- Customer Number Low:** [Redacted]
- Customer Number High:** [Redacted]
- Invoice Number Low:** [Redacted]
- Invoice Number High:** [Redacted]
- Due Date Low:** [Redacted]
- Due Date High:** [Redacted]
- Collector Low:** [Redacted]
- Collector High:** [Redacted]
- Invoice Status:** [Redacted]
- Buttons for 'OK', 'Cancel', 'Clear', and 'Help' at the bottom.

Disputed Invoice Report (Standard)

- Prints information for each disputed transaction and displays totals. You can also review the collector name and any comments associated with the dispute.

Order By: Customer		Disputed Invoice Report				Report Date: 09-MAR-2016 12:28		
Currency: USD						Page: 1 of 105		
-----Invoice-----		-----Customer-----						
/Billing Number	Type	Due Date	Name	Number	Collector	Invoice Amount	Balance Due	Dispute Amount
10929207	GRAPHIC	19-DEC-15	A FINE WINERY	451122-ATL	AMY SIMS	175.51	0.00	43.51
Comments: Request 91081 submitted by JIM@AFINEWINERY.COM in the amount of -43.51 for Incorrect Dollar Amount / Percentage. :Customer Comments: "Need adjustment as per last agreement"								
Request 91081 forwarded to SIMS, AMY for approval.								
Request 91081 approved by SIMS, AMY.								
Request 91081 forwarded to SMITH, BILL for approval. "ASIMS: Talked to customer - pls approve."								
Request 91081 approved by SMITH, BILL. "BSMITH: No problem - approved!"								
Request 91081 forwarded to SIMS, AMY for approval.								
Request 91081 approved by SIMS, AMY.								
Sum For ROUND POND INC Customer:						291.81	56.30	99.81

Customer Listing for Dispute Setups

- Developed a custom Excel report to provide insight to dispute-related customer setups
 - Spreadsheet analysis of current account assignments

Customer Listing for Dispute Setups - Excel

Chris Preziotti

File Home Insert Page Layout Formulas Data Review View Add-ins Tell me what you want to do

C6 ATL-A FINE WINERY - NORTH GA

Customer Listing for Dispute Setups

XXRNDCCOLLSRRWRPT1 || Branch=ATL

	Customer Name	Account Number	Account Name	Exclude from Dispute	Collector (AR Rep)	Salesperson (Marketing Manager)
6	A FINE WINERY	451122-ATL	ATL-A FINE WINERY - NORTH GA	N	AMY SIMS	BILL SMITH
7	A FINE WINERY	451123-ATL	ATL-A FINE WINERY - CENTRAL GA	N	AMY SIMS	BILL SMITH
8	ALAN FORT LIQUORS	421699-ATL	ATL-ALAN FORT LIQUORS - ATLANTA	N	BO GREEN	SUE JONES
9	ALAN FORT LIQUORS	421700-ATL	ATL-ALAN FORT LIQUORS - MACON	N	BO GREEN	SUE JONES
10	ALAN FORT LIQUORS	421701-ATL	ATL-ALAN FORT LIQUORS - AUGUSTA	N	BO GREEN	SUE JONES
11	ALAN FORT LIQUORS	421702-ATL	ATL-ALAN FORT LIQUORS - COLUMBUS	N	BO GREEN	SUE JONES
12	AMERICAN WHISKEY DISTILLERY	417416-ATL	ATL-AMERICAN WHISKEY DISTILLERY	N	AMY SIMS	BILL SMITH

Criteria Form Output

Ready 115%

Conclusion

- Takeaways
- Questions
- Contact Us

Takeaways



Questions



Contact Us

Chris Preziotti

Principal Consultant

chris.preziotti@biascorp.com

Anand Tuppad

Applications Architect

anand.tuppad@biascorp.com

BIAS



BIAS

