

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

BIAS

Business Intelligent Application Solutions



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@preziotti / @BIASCORP

Next one hour...

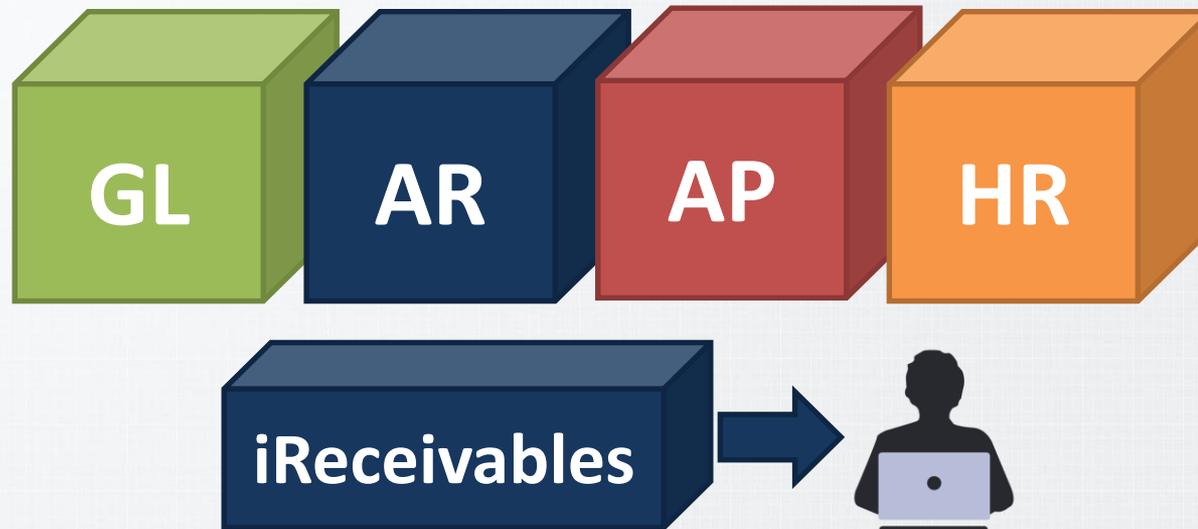
- Introduction
- iReceivables Overview
- Dispute Requirements
- Dispute Solution and Setups
- Walkthrough – Dispute Process Flow
- Additional Dispute Features
- Conclusion

Introduction

- Background
- The Case for Dispute
- Statistics and Facts

Background

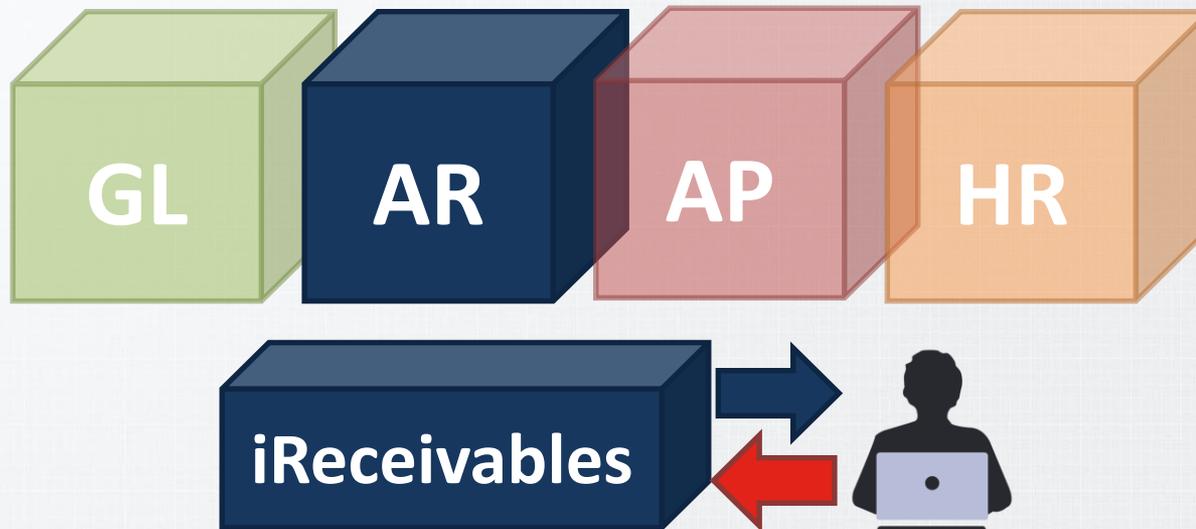
- Client: Premium Wine and Spirits Distributor
- Oracle Applications Footprint:



- 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?

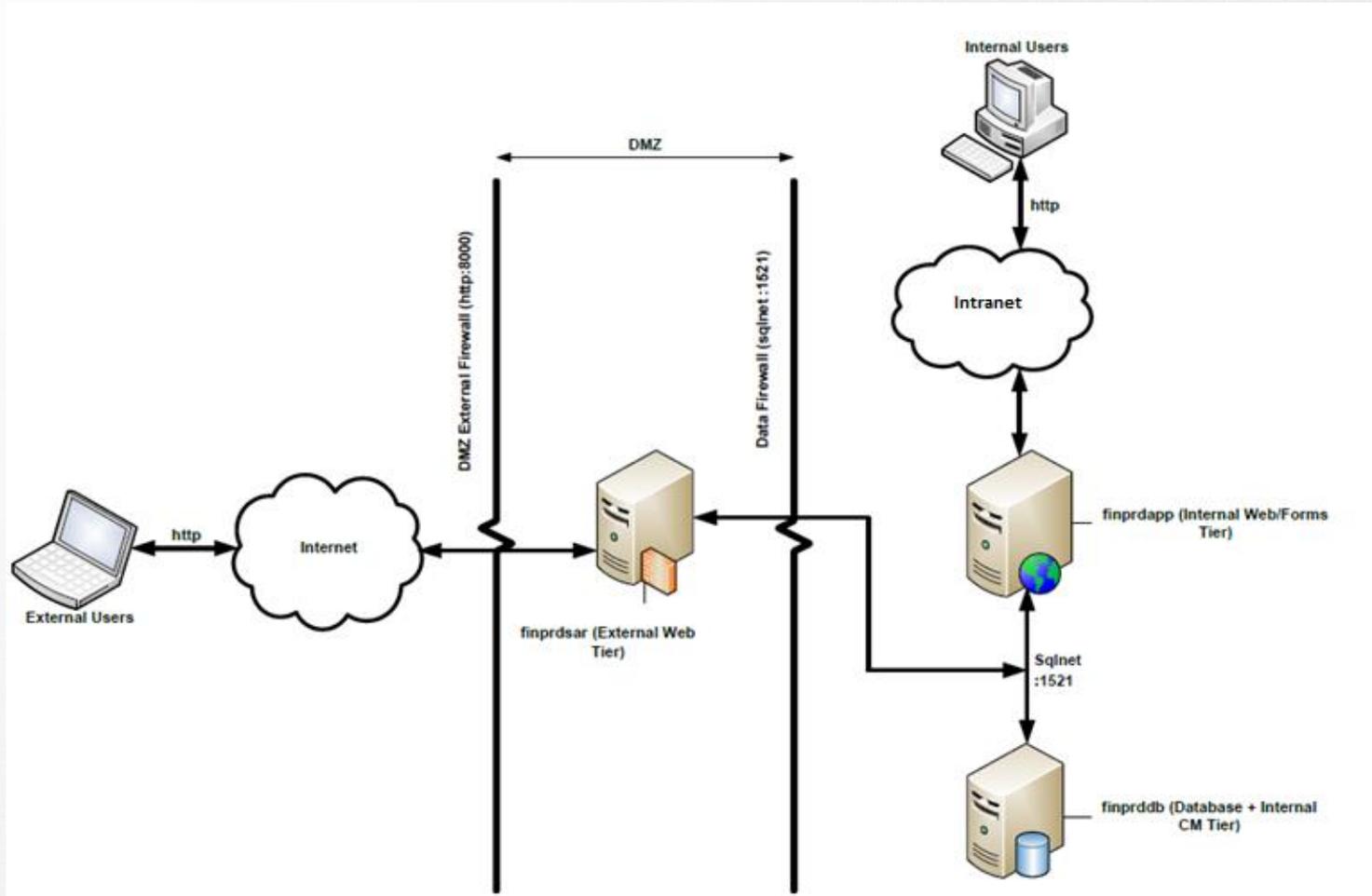
- An Internet-based, self-service application used to access Receivables data

The screenshot displays the 'Bill Management' interface. At the top, there is a navigation bar with 'Home' and 'Account' tabs. Below this is the 'Account Summary' section, which provides a detailed overview of the account's financial status. The summary includes the current account balance, overdue receivables, total open receivables, open payments, unapplied credit memos, and a breakdown of receivables by aging period (0-30 days, 31-60 days, and over 60 days). A 'Hide Aging' checkbox is present next to the aging breakdown. Below the summary is the 'Statement Download' section, which allows users to download their account statement. It includes a dropdown menu for the statement template (currently set to 'iReceivables Customer Statement'), a dropdown for the locale (currently set to 'English:United States (*)'), and a dropdown for the format (currently set to 'HTML'). A 'Download' button is located below these options.

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	<input type="checkbox"/> iReceivables Customer Statement	Locale	English:United States (*)
		Format	HTML
Download			

System Architecture



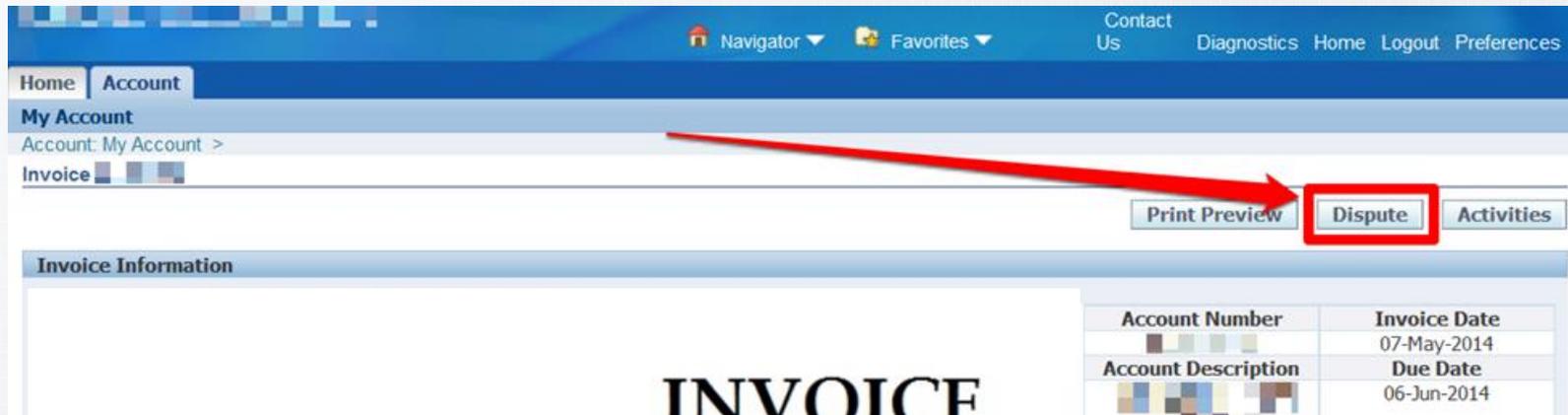
What is a Dispute?



(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		

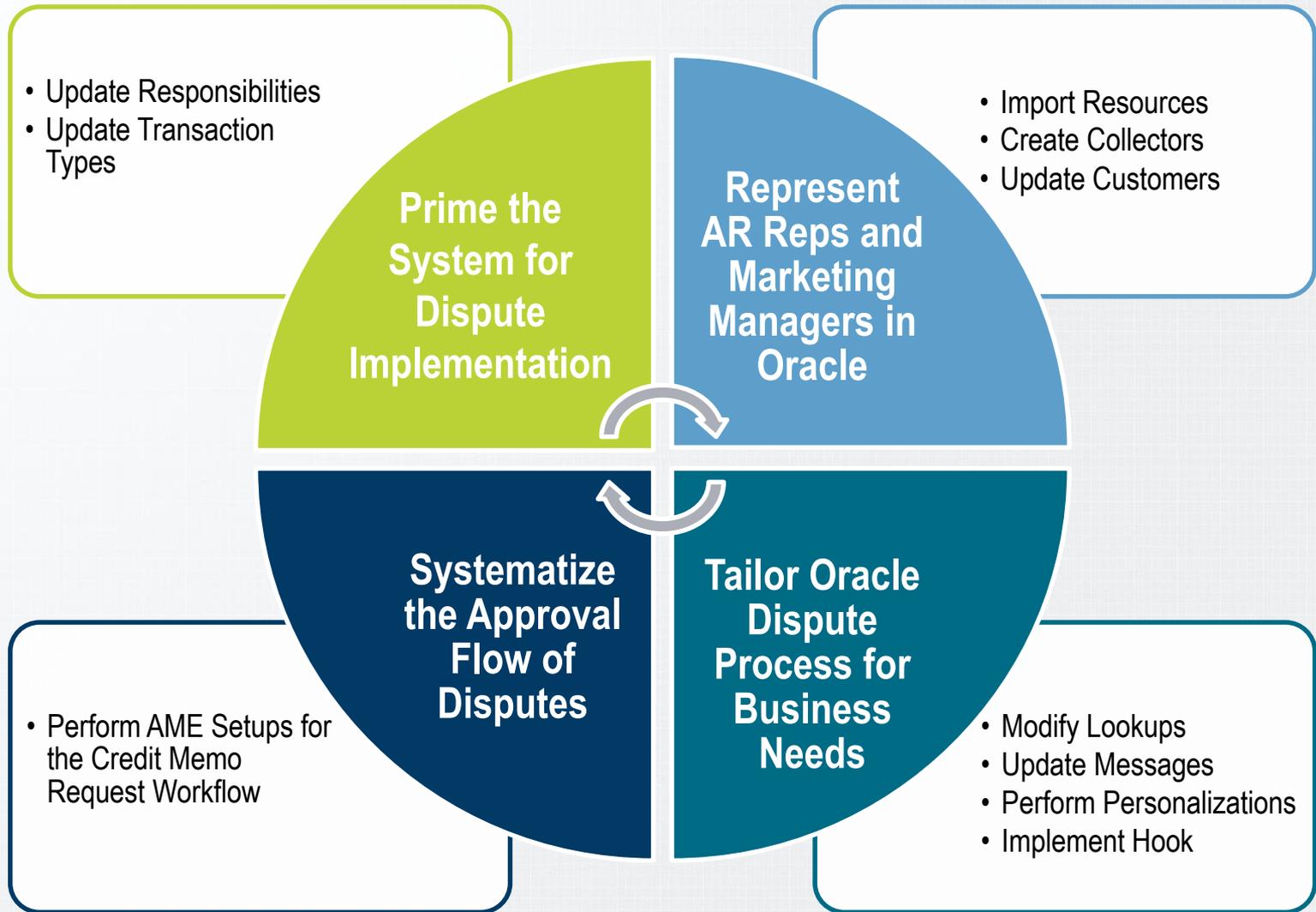
Requirements

- ✓ 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*

The screenshot shows the 'Transaction Types (Receivables Manager)' window with the following fields and values:

Operating Unit	[Blank]	Legal Entity	[Blank]
Name	GRAPHICS	Description	GRAPHICS INVOICE
Class	Invoice	Creation Sign	Positive Sign
Transaction Status	Open	Printing Option	Do Not Print
Invoice Type	[Blank]	Credit Memo Type	CREDIT MEMO
Application Rule Set	[Blank]	Terms	[Blank]
Start Date	08-MAR-2012	End Date	[Blank]
<input checked="" type="checkbox"/> Open Receivable		<input checked="" type="checkbox"/> Allow Adjustment Posting	
<input checked="" type="checkbox"/> Post to GL		<input type="checkbox"/> Allow Freight	
<input checked="" type="checkbox"/> Natural Application Only		<input type="checkbox"/> Default tax classification	
<input type="checkbox"/> Exclude from Late Charges Calculation		<input type="checkbox"/> 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*

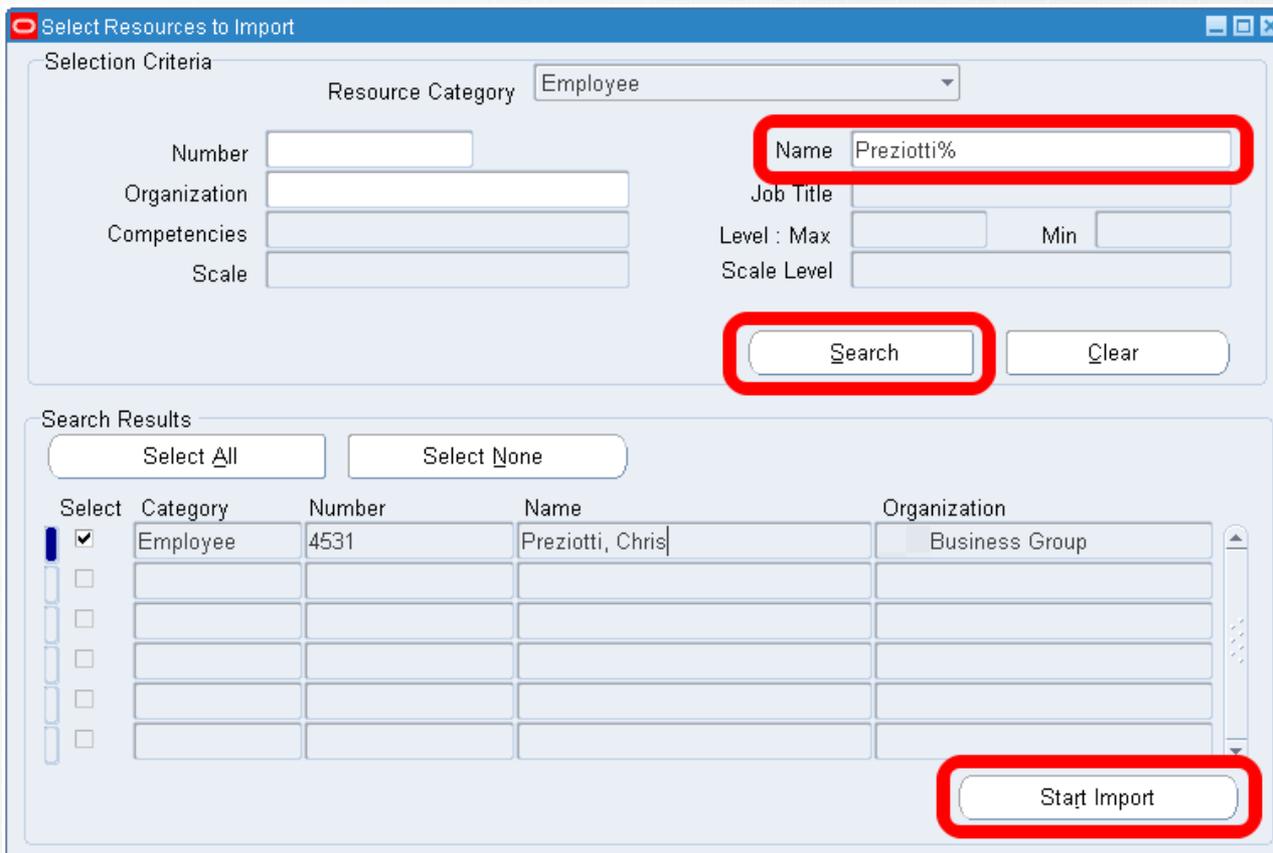
- **Steps*:**
 1. Select Resources to Import
 2. Set Resource Attributes
 - Collectors (AR Reps)
 - Salespersons (Marketing Managers)
 3. Review and Import Selected Resources

* Performed via DataLoad

Core Setups – Import Resources

 *Represent AR Reps and Marketing Managers in Oracle*

- Step 1: Select Resources to Import



Selection Criteria

Resource Category: Employee

Number:

Organization:

Competencies:

Scale:

Name: Preziotti%

Job Title:

Level : Max Min

Scale Level:

Search Clear

Search Results

Select All Select None

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

Start Import

Core Setups – Import Resources

 *Represent AR Reps and Marketing Managers in Oracle*

- **Step 2: Set Resource Attributes**



Collectors (AR Reps)

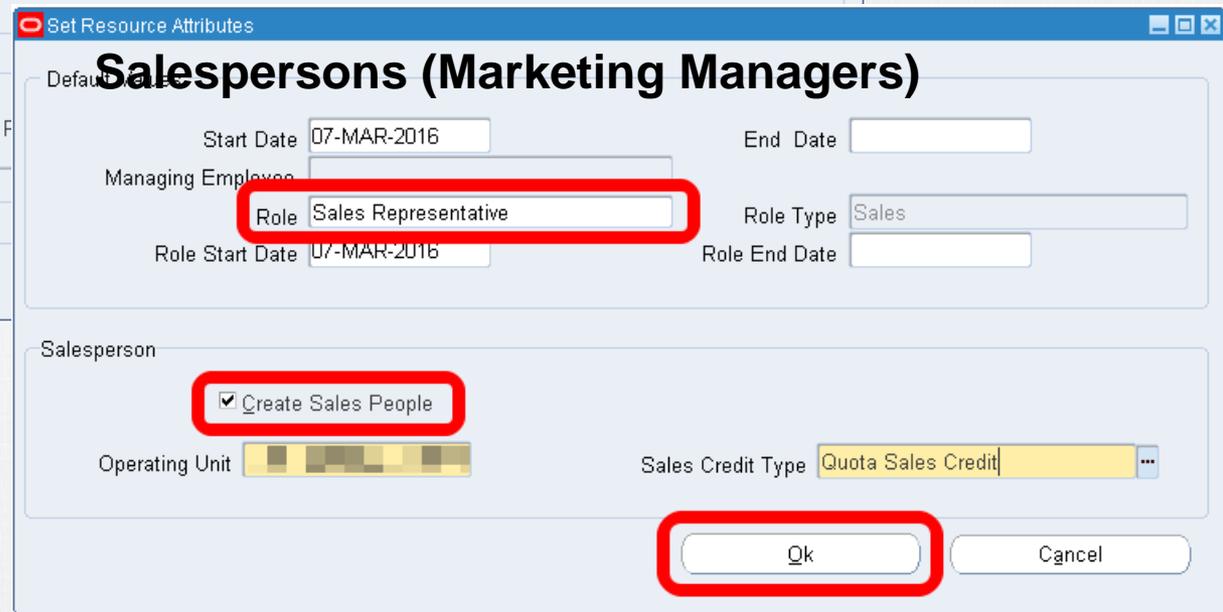
Default Values

Start Date: 07-MAR-2016 End Date: []

Managing Employee: []

Role: Collections Agent Role Type: Collections

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



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

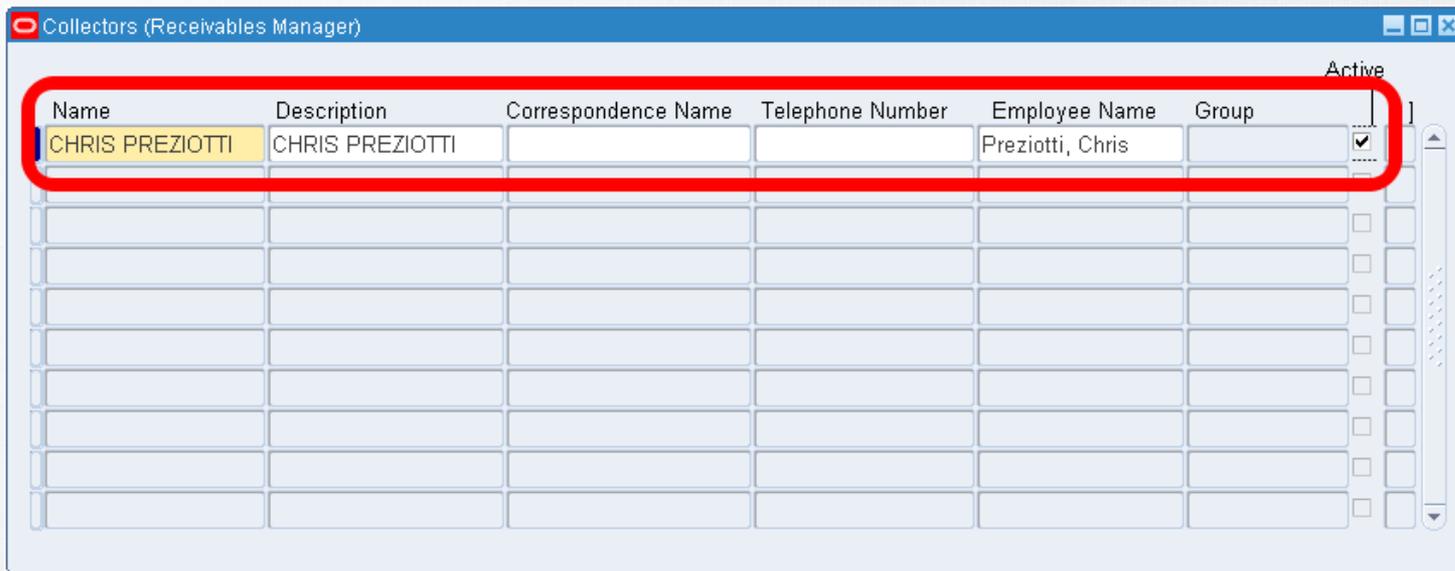
Operating Unit: [] Sales Credit Type: Quota Sales Credit

Ok Cancel

Core Setups – 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

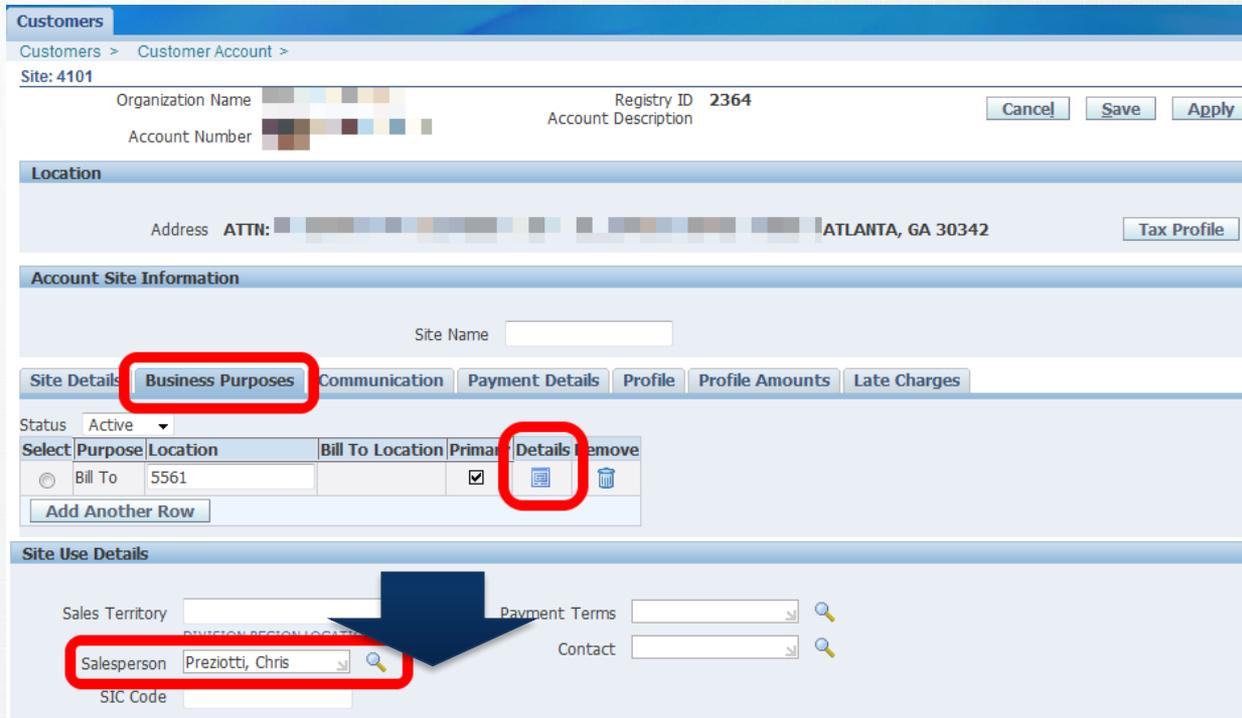
- **Step 1: Set Collector (AR Rep) at Customer Account**

The screenshot displays the Oracle 'Update Account' interface. At the top, there are 'Cancel', 'Save', and 'Apply' buttons. The 'Customer Information' section shows 'Name' (redacted), 'Registry ID' 2364, and 'Customer Type' ORGANIZATION. The 'Account' section includes 'Account Number' (redacted), 'Account Description' (redacted), 'Classification' (redacted), 'Account Type' External, 'Sales Channel' (redacted), 'Reference' (redacted), and 'Status' Active. Below this is a navigation bar with tabs: 'Sites', 'Account Profile' (highlighted with a red box), 'Profile Amounts', 'Payment Details', 'Communication', 'Relationships', 'Order Management', 'Late Charges', and 'Attachments'. The 'Profile Class' is set to (redacted). The 'Credit and Collection' section features a '* Collector' dropdown menu (highlighted with a red box) set to 'CHRIS PREZIOTTI', 'Credit Rating' (redacted), 'Credit Classification' (redacted), 'Collectible (%)' (redacted), and checkboxes for 'Credit Check' (checked) and 'Credit Hold' (unchecked).

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
Account Number [Redacted] Account Description [Redacted]

Cancel Save Apply

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

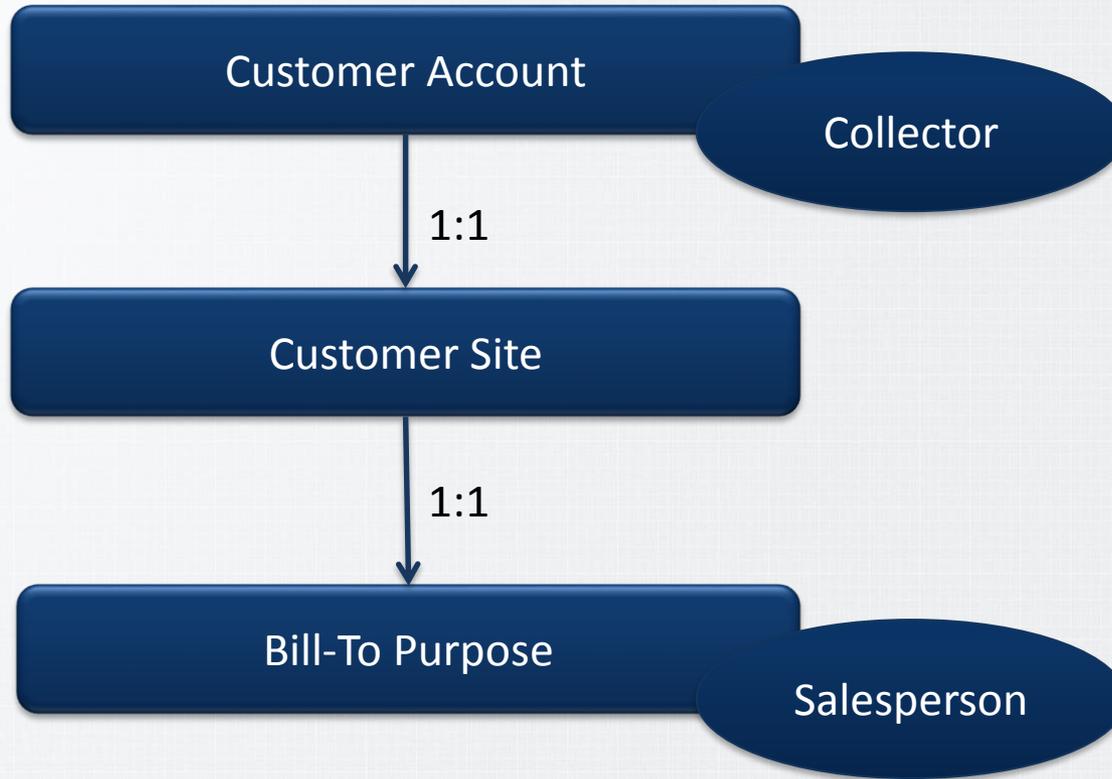
Sales Territory [Redacted] Payment Terms [Redacted]

Salesperson Preziotti, Chris [Redacted] Contact [Redacted]

SIC Code [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

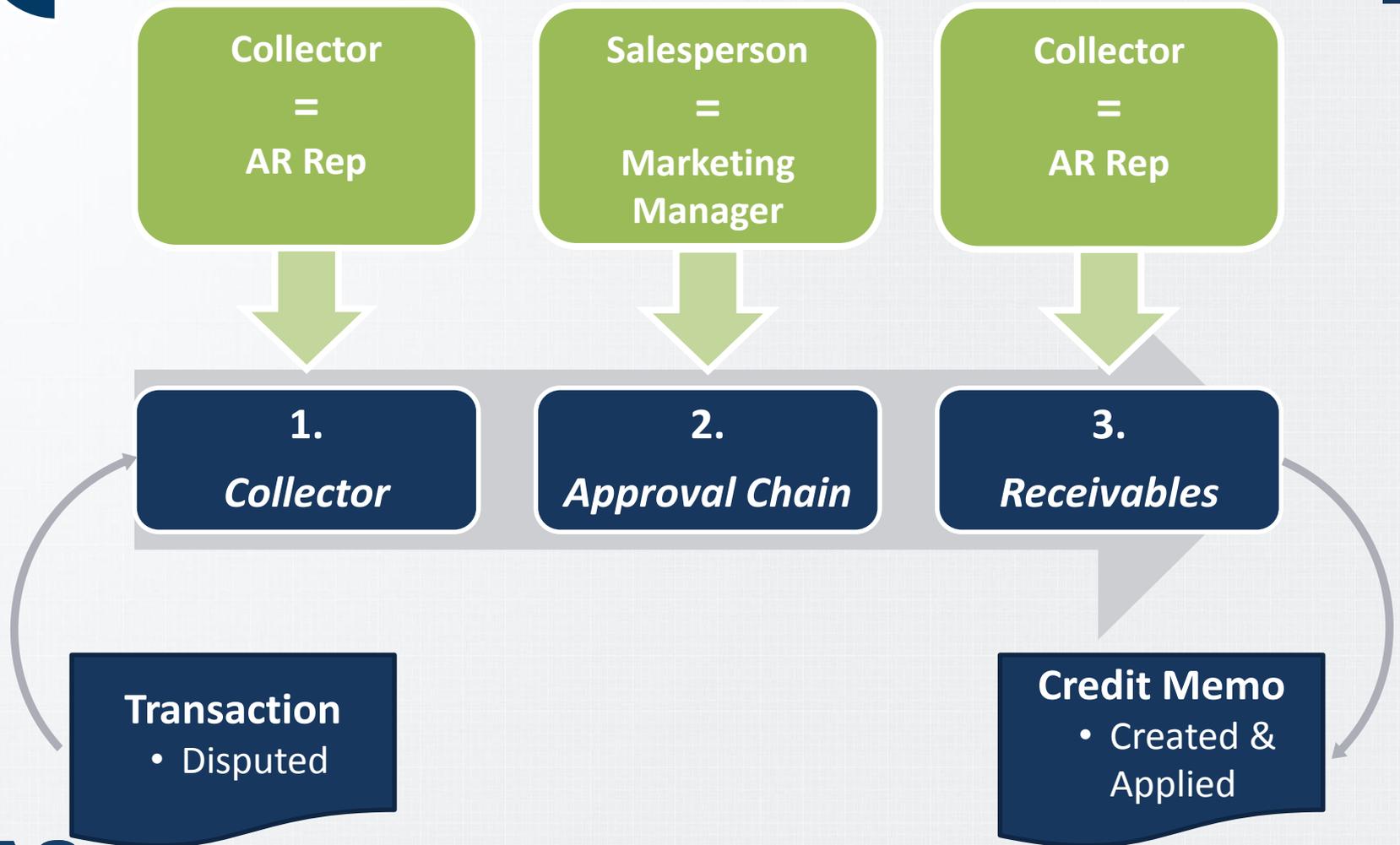
 *Systematize the Approval Flow of Disputes*

- 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' configuration page for the group 'SAR REP'. The page is titled 'Update Approver Group :SAR REP' and includes a 'Cancel' and 'Apply' button. Below the title, there is a section for 'Rules Using the Approver Group' and a 'Details' section. 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`

The 'Query' field is highlighted with a red box. Below the query field, there is a note: 'Dynamic Approver Group requires a SQL.' and a 'Validate' button.

AME Setups – 1. Collector

Systematize the Approval Flow of Disputes

- Create Action Type and Rule

The screenshot shows the 'Update Rule' configuration page for 'SAR REP FIRST'. The page has tabs for 'Rules', 'Test Workbench', and 'Setup'. The 'Rules' tab is active. The page title is 'Update Rule: SAR REP FIRST'. A note indicates that asterisks denote required fields. There are 'Cancel' and 'Apply' buttons at the top right.

Configuration details:

- Item Class: Header
- Rule Type: Pre List Approver Group
- Name: SAR REP FIRST
- End Date: 31-Dec-4712
- Start Date: 04-Mar-2015 (example: 25-Feb-2015)

Other Instances of this Rule: (Empty table)

Conditions:

- Buttons: Personalize "Conditions", Add Condition
- Table:

Condition	Condition Type	Item Class	Remove
ALWAYS_TRUE is True	Ordinary	Header	

Actions:

- Buttons: Personalize "Actions", Add Action
- Table:

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

At the bottom right, there are 'Cancel' and 'Apply' buttons.

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

The screenshot shows the Oracle Account portal interface. At the top, there are navigation links for 'Home' and 'Account'. Below that, the 'My Account' section is visible. The main content area displays an invoice with the word 'INVOICE' in large letters. To the right of the invoice title, there is a table with the following data:

Account Number	Invoice Date
	08-Dec-2015
Account Description	Due Date
	07-Jan-2016
Invoice Number	Terms
	30 NET

Below the invoice details, there is a 'Description' section with the text 'SAMPLES NOV-15'. At the bottom right of the invoice, there is a summary table:

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

At the top right of the invoice page, there are buttons for 'Print Preview', 'Dispute', 'Activities', and 'Print All (Invoice and Backups)'. The 'Dispute' button is highlighted with a red circle. At the bottom right of the page, there are similar buttons, with the 'Dispute' button also highlighted with a red circle. A blue arrow points from the 'Dispute' button in the top screenshot to the 'Dispute' button in the bottom screenshot.

The screenshot shows the 'Request Credit: Select Dispute Reason' screen in the Oracle Account portal. At the top, there are navigation links for 'Home' and 'Account'. Below that, the 'My Account' section is visible. The main content area displays a progress bar with three steps: 'Select Dispute Reason', 'Enter Dispute Details', and 'Review Credit Request'. The 'Select Dispute Reason' step is currently active and highlighted with a red circle. Below the progress bar, there is a 'Reason For Dispute' dropdown menu with the selected option 'Wrong Product / Incorrect Brand' highlighted with a red circle. To the right of the dropdown menu, there is a 'Next' button highlighted with a red circle. Below the dropdown menu, there is an 'Invoice Summary' table:

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

At the bottom right of the page, there are buttons for 'Cancel' and 'Next', with the 'Next' button highlighted with a red circle.

Dispute Initiation

Home Account My Account

Select Dispute Reason **Enter Dispute Details** Review Credit Request

Request Credit: Enter Dispute Details Cancel Back Step 2 of 3 Next

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 Entire Remaining Amount

Percent Disputed: 50

Please enter Customer Comments

Customer Comment: Wrong product billed

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 Cancel Back Step 3 of 3 Submit

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 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 RNDC 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 Instalment Rule

Update Revenue Rule

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. " [] : "
[]	Invoice Maintenance	Request 106130 approved by []
[]	Invoice Maintenance	Request 106130 approved by [] " [] : "
[]	Invoice Maintenance	Request 106130 forwarded to [] for approval. " [] : "
[]	Invoice Maintenance	Request 106130 approved by [] " [] : "
[]	Invoice Maintenance	Request 106130 approved resulting in Credit Memo [] " [] : "

Line Items Tax Freight Distributions Sales Credits Incomplete

Credit Memo Creation & Application

Credit Memo Transaction

Transaction

Source: [Color-coded] Date: [Date] 5
Number: [Field] GL Date: [Date]
Class: Credit Memo Currency: USD
Type: SAMPLES - CM Document Num: [Field]
Reference: SAMPLES - NOV-15 Transaction: [Field] [.]
Legal Entity: [Color-coded] 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: [Field]
Customer Reference Date: [Field]
Rules Method: [Dropdown]
Split Term Method: [Dropdown]

Original Transaction

Source	[Color-coded]	Number	2
Reference	[Color-coded]	Bill To	[Color-coded]
Amount	101.45	Balance Due	69.83
GL Date	[Date]	Transaction Date	[Date]

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 dialog boxes from a software application. The background dialog is titled 'Submit Request' and contains the following fields and options:

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

The foreground dialog 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]
- OK**, **Cancel**, **Clear**, and **Help** buttons.

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

The screenshot shows an Excel spreadsheet with the following data:

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

Conclusion

- Takeaways
- Questions
- Contact Us

Takeaways



Questions



Contact Us

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