

ORACLE iRECEIVABLES

KEY FEATURES

- Intuitive user self registration
- Access to multiple accounts
- Payments across customer accounts
- Streamlined payment and dispute processing
- Multi-org access for shared service centers

Oracle® iReceivables is an internet-based account management application that helps you reduce the cost of billing and collections while improving overall customer service. It provides your customers the self-service ability to manage their own accounts and pay, print, and dispute invoices online. Oracle iReceivables is part of Oracle's Credit to Cash solution which helps you improve cash flow, increase efficiencies, optimize customer relationships and instill corporate and fiscal discipline.

Streamline Self-Service Account Management

Oracle iReceivables gives your customers self-service access to their accounts with real-time balance and transaction information. For internal use, it frees up customer service or collections departments to focus on the customers requiring their attention.

The screenshot displays the Oracle iReceivables user interface. At the top, there's a navigation bar with 'Home', 'Account', and 'Requests' tabs. The main content area is divided into several sections:

- Account Summary:** Shows 'Your Account Balance' as USD 1,252,110.99. Below this, it lists 'Overdue Receivables' (1,262,622.00), 'Total Open Receivables' (1,262,622.00), 'Open Payments' (<10,511.01>), 'Unapplied Credit Memos' (0.00), and 'Account Balance' (1,252,110.99). It also shows 'Pending Credit Requests' (<78,923.99>).
- Discount Alerts:** States 'No Discounts'.
- Dispute Status:** Includes a 'Full List' button and a table of disputes.
- Account Contacts:** Features a 'Show Contacts' button and a table of contact information.
- Related Information:** A sidebar on the right with 'News', 'FAQs', 'Policies', and 'Resources' sections.

Organization	Credit Request	Last Updated	Status	Request Amount (USD)
Vision Operations	251	30-OCT-2001	Credit Memo Complete	<8,465.77>
Vision Operations	251	23-MAR-2002	Pending Approval	1,799.10
Vision Operations	122	23-JAN-2001	Credit Memo Complete	<2,125.00>

Name	Roles	Contact Number	Phone Number	E-Mail	Address
Doug			+1 (703)8441212	dweilerm@compuser.com	301 Summit Hill Drive,
Waellem			+54 (Telephone)		CHATTANOOGA, TN 37401
Doug			+1 (703)8441212	dweilerm@compuser.com	301 Summit Hill Drive,

Figure 1: Oracle iReceivables Home page provides easy access to customer's account information

The Home page gives customers quick access to their account information with drill down capability to specific details. It shows transaction balance and aging information, supports print requests, gives discount alerts, and shows credit memo status.

Achieve Operational Efficiency with Multi-Org Access Control for Shared Services

Multi-Org Access Control enables companies that have implemented a shared services operating model to efficiently process business transactions by allowing internal Oracle iReceivables users to access, process, and report on data in an unlimited number of operating units within a single responsibility. This improves productivity in shared service centers, as users no longer have to switch application responsibilities when viewing customer accounts in multiple operating units.

Improve Enterprise Efficiency and Customer Satisfaction

The conventional, manual processing of invoice payment and disputes significantly lengthens the receivables management cycle. Oracle iReceivables allows your customers to pay multiple invoices and submit disputes online. Automated payment processing and dispute management reduces receivables and collections cycle times, improves cash flow, and lowers days sales outstanding (DSO).

Easier Payment Capability for Faster Payments

Integration with Oracle Payments make it easier than ever for customers to pay online by selecting from credit card and bank account data stored securely in the system. Payment method and processing rules are easily configurable from new setup pages, and customers' payments are automatically authorized and captured.

Reduce Dispute Cycle Times

In order to support timely resolution of disputes, Oracle iReceivables offers customers a step-by-step process and intuitive prompts that guide them through the dispute entry process. The dispute created on-line by the customer triggers a credit memo workflow that routes the dispute for internal approval. The final approval of the dispute automatically creates a credit memo for the approved amount. This automated process eliminates intermediaries and manual paperwork, shortens processing time, and increases the operational efficiency of your receivables group. As a result, customer service is improved and administrative costs are reduced. To ensure disputes are efficiently managed internally, either the pre-seeded dispute reason codes or others that fit your business practices can be used.

View, Print or Export Invoices

Customers often need copies of invoices for their records. Oracle iReceivables' Invoice page resembles a printed invoice and allows customers to:

- Drill into invoice activities including adjustments, payments, credits, charges, and disputes (credit memo requests) applied to the invoice
- Print the invoice
- Export the invoice data to a spreadsheet
- Add and view documents and images attached to the invoice

Personalize Display and Search Attributes

Every organization's self-service solution is different. Oracle iReceivables provides the flexibility and control needed to meet your particular business needs. You can personalize every Oracle iReceivables page for different customers, and also enable the display of transaction header-level and line-level details in the Account Details, Invoice, and Payment pages. Furthermore, based on your business practices, you can add your own custom "search-by" attributes and enable your customers to search for transactions with these attributes in the Account Details page. Finally, you have the option to apply service (convenience) charges to on-line payments made in Oracle iReceivables, as either a fixed amount or a percentage of payment.

Protect Enterprise Data with End-to-End Security

To minimize user errors and ensure data security and accuracy, Oracle iReceivables puts

KEY BENEFITSORACLE iRECEIVABLES
ENABLES YOU TO:

- Streamline self-service account management
- Improve enterprise efficiency and customer satisfaction
- Protect enterprise data with end-to-end security

RELATED PRODUCTS:

- Oracle Credit Management
- Oracle Bill Presentment Architecture
- Oracle Advanced Collections
- Oracle Receivables
- Oracle Payments
- Oracle Lease Management
- Oracle Loans
- Oracle Projects
- Oracle Trade Management
- Oracle Financial Intelligence
- Oracle Customer Data Management

RELATED SERVICES

The following services are available from Oracle Support Services:

- Oracle E-Business Suite Accelerators
- Oracle Application Solution Centers
- Oracle University
- Oracle Consulting

control into your customer's hands by allowing them to initiate and monitor their own transactions when and how they want to.

You take control of receivables data presentation and search functionality using the personalization options and customization architecture. You control data security in dispute and payment processing via functional security, user registration, and Oracle database and application server technology.

Oracle iReceivables uses the Oracle database technology to protect communication between the web browser and the web server. Access to Oracle iReceivables is restricted to registered customers and account access can be further limited at the customer level or bill-to site level, and access to dispute and payment ability. Self-service user registration provides locking mechanisms at multiple levels to prevent hackers from gaining access to the system.

Oracle E-Business Suite—The Complete Solution

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on a unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, products—all aspects of your business.

Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

Copyright 2006, Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.