

# Oracle iReceivables



Oracle® iReceivables is an online account management application that helps you reduce the cost of billing and collections while improving overall customer service. It provides internal and external users, that is, the enterprise’s own 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.

## KEY BUSINESS BENEFITS

- Oracle iReceivables enables you to:
- Streamline self-service account management
- Improve enterprise efficiency and customer satisfaction
- Protect enterprise data with end-to-end security

## Streamline Self-Service Account Management

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

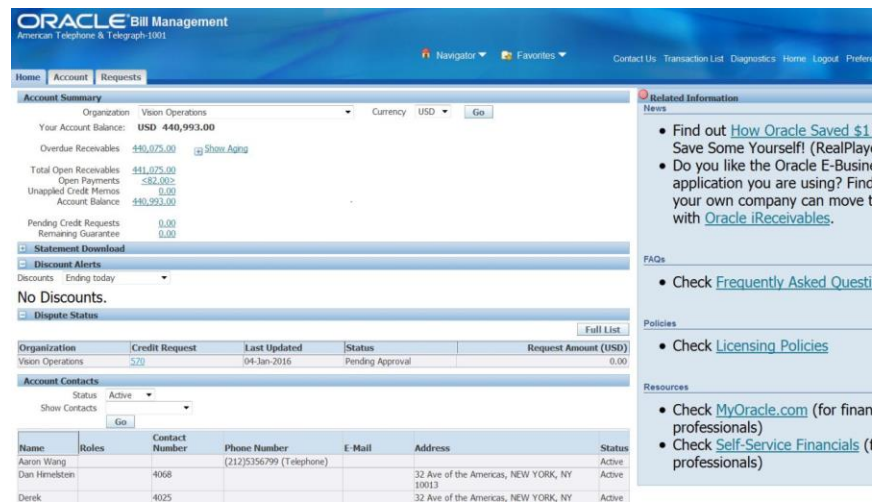


Figure 1: Oracle iReceivables Home page provides easy access to customer’s account information.

**KEY FEATURES**

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

The Home page gives customers quick access to overall account information with drill-down capabilities and specific details. It provides transaction balance and aging information, supports print requests, gives discount alerts, and provides the status of credit memos.

### 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. Internal Oracle iReceivables users can access, process, and report on data in an unlimited number of operating units within a single responsibility. Productivity in shared service centers is greatly enhanced 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 methods 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 online 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 team. As a result, customer service is improved and administrative costs are reduced. To ensure that disputes are efficiently managed internally, either the pre-seeded dispute reason codes or customized ones 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:

**RELATED PRODUCTS**

Products which integrate to or can co-exist with Oracle iReceivables are:

- Oracle Advanced Collections
- Oracle Credit Management
- Oracle Customer Data Management
- Oracle Financial Analytics (OBIA)
- Oracle iReceivables Command Center
- Oracle Lease Management
- Oracle Loans
- Oracle Order Management
- Oracle Payments
- Oracle Projects
- Oracle Receivables
- Oracle Trade Management

**RELATED SERVICES**

The following services support Oracle Receivables:

- Product Support Services
- Professional Services

- Drill into invoice activities including adjustments, payments, credits, charges, and disputes or 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**

Each organization requires a personalized self-service solution. 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 and convenience charges to online 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 the 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.

**Gain Insight with Oracle iReceivables Command Center**

The Oracle iReceivables Command Center enables external customers as well as an organization’s internal accounts receivable and collections personnel to maximize productivity by providing actionable insight into past due balances and disputed transactions to facilitate easy reconciliation of balances, all without custom operational reporting. With tools and visualizations such as actionable indicators, tag clouds, interactive charts, and consumer-like search and filters, users can browse and drill on whatever captures their attention, revealing new information on which to base next discovery steps. Through this “information-driven navigation”, external customers as well as accounts receivable personnel can quickly narrow in on priority transactions and take immediate, informed action. For example, an accounts receivable manager can directly cancel the disputes from within the dashboard without the need to navigate to

Oracle E-Business Suite Receivables, and the dashboard is refreshed automatically based on the action taken.

The Oracle iReceivables Command Center is available at no additional cost to licensed users of Oracle iReceivables, Release 12.2.4 and above.

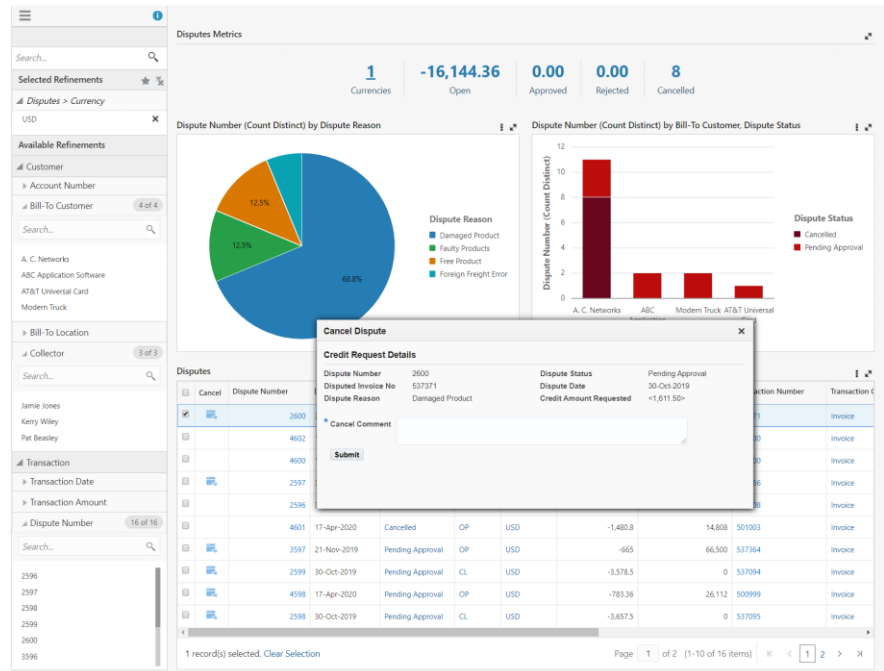


Figure 2: Disputes Dashboard in Oracle iReceivables Command Center

## 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 the 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.



#### CONTACT US

For more information about Oracle iReceivables visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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