

Oracle AME (Credit Memo Approval) Integration to Oracle E-Business Suite

Background

The client is a US-based subsidiary of a global transportation services company. They operate and maintain a fleet of more than 21,500 buses serving nearly 600 school districts across the US.

They sought to transition a major portion of their business to an AR Dispute approval hierarchy process using the capabilities of Oracle AME (Approval Management Engine). Based on the selected business model, ennVee was asked to provide a cost-effective, AME-based solution that integrates with the client's existing Oracle E-Business Suite ERP.

Client Snapshot

- Student transportation and transit services provider for school districts in North America.
- Location: Chicago, Illinois
- 10,000+ employees
- \$900M annual revenue

Project Topology

- Oracle E-Business Suite (EBS) R12.x
- Oracle Approval Management Engine (AME)
- Workflow

Solution Approach

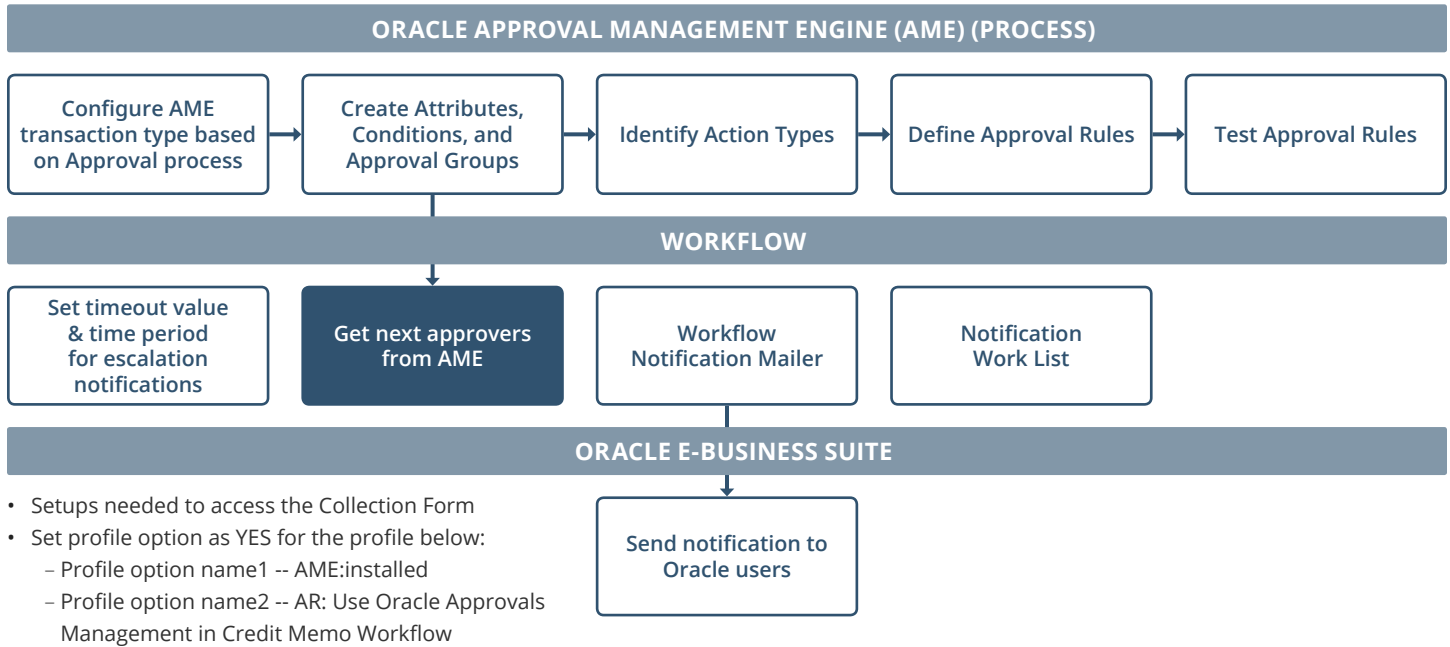
Based on Job hierarchy and approval limits, we implemented AME (Credit Memo Approval Process) within the client's application architecture framework to increase the effectiveness of managing customer disputes. The integration utilizes a single set of master product data between both applications, automatically generates the approvals, and sends out notifications to the appropriate individual.

ennVee provided a single solution for the entire Receivable Dispute process, from generating custom approvals, to enabling the client's customers to seamlessly submit disputed invoices, and generating approved credit memo invoices via a customized workflow.

Solution Process

1. Set up AME approval process by creating approval hierarchy, approval groups and rules
2. Enable AME setup by using Profiles
(AME: Installed, AR: Use Oracle Approvals Management in Credit Memo Workflow)
3. Include the Custom Approval Process in Credit Memo Workflow
4. Enable Oracle AME in the Receivable Process in Oracle EBS

Figure 1. Oracle AME (Credit Memo Approval) to Oracle E-Business Suite integration process



Outcome and Business Benefits

ennVee's comprehensive solution ensured a quantum jump in the effectiveness and efficiency of the client's credit memo invoice approval process. The entire dispute process duration saw reductions from 3-7 days to less than an hour. This was accomplished by:

- Streamlining multiple hand-offs for approval with automated workflow
- Eliminating redundant data
- Minimizing manual and time-intensive proposal generation
- Maintaining consistent credit memo invoice approval
- Sending automated approval notifications with credit memo information to superiors