

WHITE PAPER

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

PROJECT OVERVIEW

The client is a global leader in student transportation services across the United States and United Kingdom. They operate and maintain more than 21,500 buses that serve over 550 school districts throughout the US alone.

An emerging demand for AME (Approval Management Engine) capabilities led our client to transition a major portion of their business to an AR Dispute approval hierarchy process for the remainder of their organization. Based on the selected business model, the client approached ennVee to provide an ideal, cost-effective solution that addresses all requirements and allows the customer to maximize their IT investments. ennVee proposed an AME-based solution that integrates into the client's existing Oracle E-Business Suite ERP system.

Solution Approach

Based on Job hierarchy and approval limits, we implemented AME (Credit Memo Approval Process) within the client's application architecture framework. This would allow the client to manage customer disputes more effectively. The integration would also enable the client to utilize a single set of master product data between both applications, automatically generate the approvals, and send out notifications to the right individuals

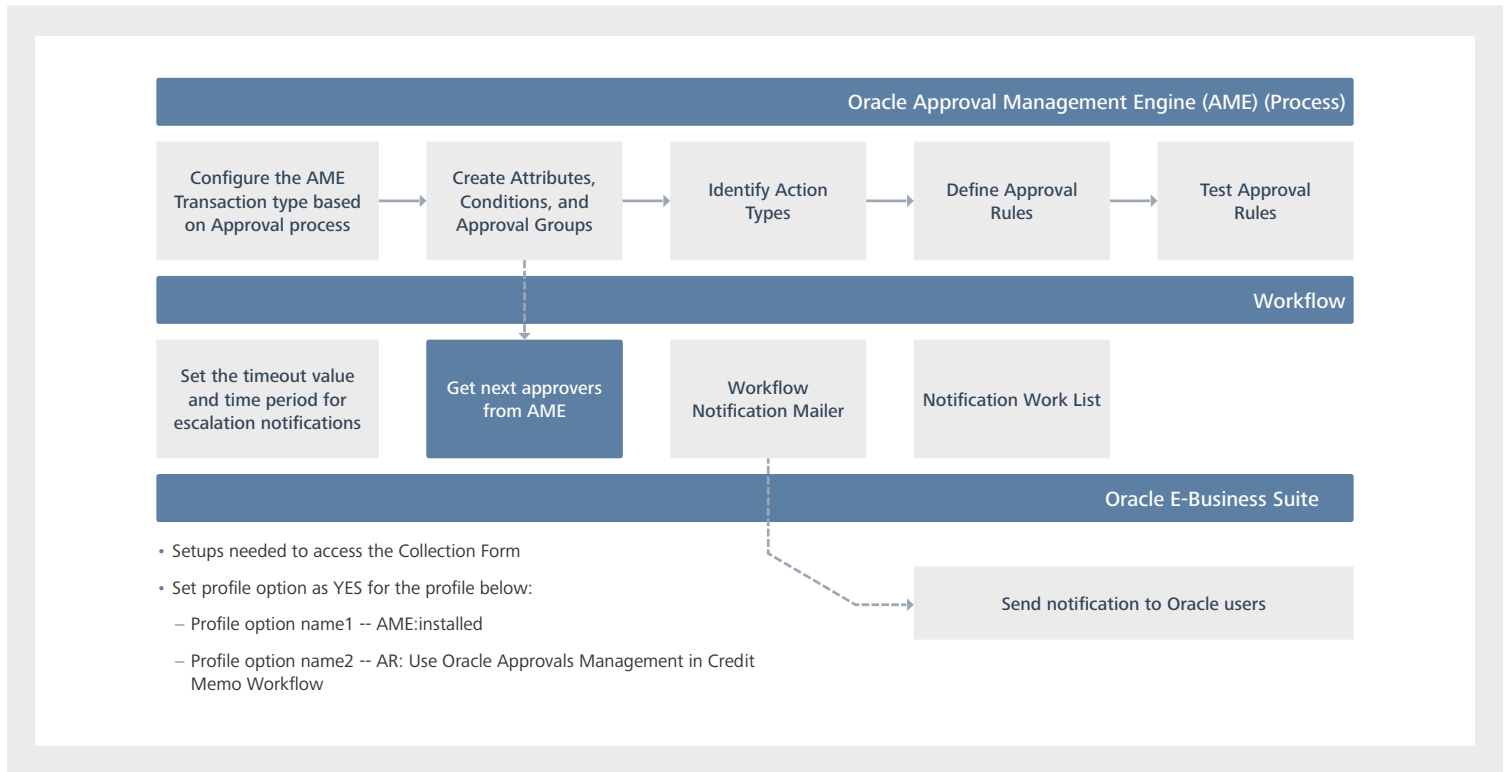
ennVee provided a single solution for the entire Receivable Dispute process, which included generating custom approvals, and allowing customers to easily submit disputed invoices to generation of approved credit memo invoices (via a customized workflow).

CUSTOMER SNAP SHOT

- A leading provider of student transportation and transit services for school districts in North America.
- The client operates a fleet of school buses and charter services, as well as outsourced transportation services.
- Location: Warrenville, Illinois
- 10,100 employees
- 900 million (USD) annual revenue

PROJECT TOPOLOGY

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



Solution Process

The following steps were taken to accomplish the custom business functionality:

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

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