Oracle R12 iReceivables User Training

User Training Manual

Version 2.0 Oct 2020

Oracle R12 iReceivables User Training

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What is Oracle iReceivables?

Oracle iReceivables is a web-based, self-service application that provides customers secure access to their customer account with a standard web browser. Customers can use iReceivables to view their account balances in real-time, obtain monthly statements, view invoice copies, and make payments.

Getting Started

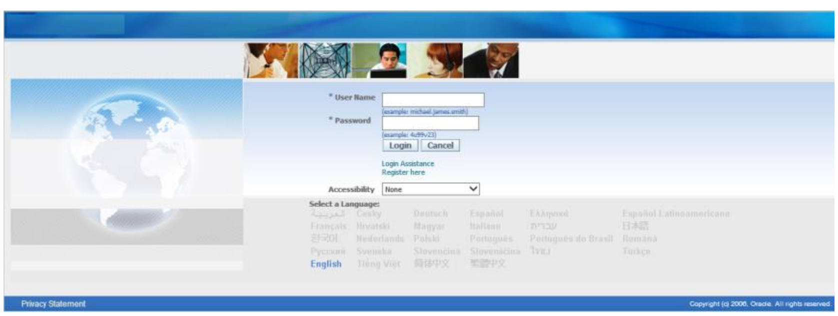
Navigating to the Login Page

Oracle iReceivables can be accessed using all major internet browsers (i.e. Microsoft Edge, Mozilla Firefox, Google Chrome). To launch the iReceivables platform, click on the Oracle iReceivables button below. The application will open in your internet browser. Alternatively, you may copy the link below and paste it into your browser to navigate to the application.

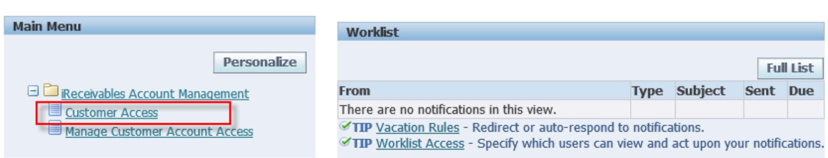
Oracle iReceivables Production

https://ebsprdportal.tranetechnologies.com

The link above will launch the Oracle login page shown below where you may enter your login credentials provided.



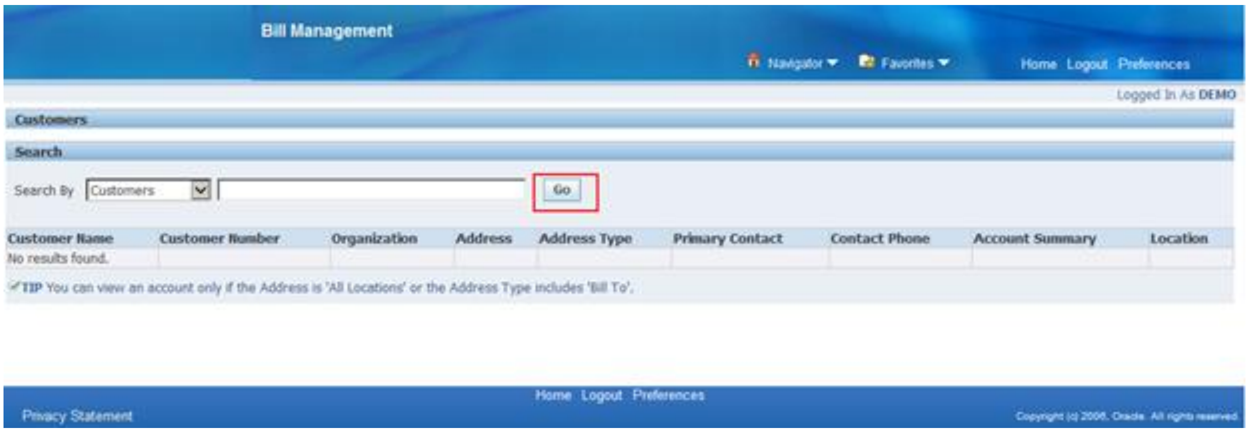
Once you have logged in, click on the iReceivables Account Management link. Then click on the Customer Access link as shown below. This will take you to the Customer Search Page.



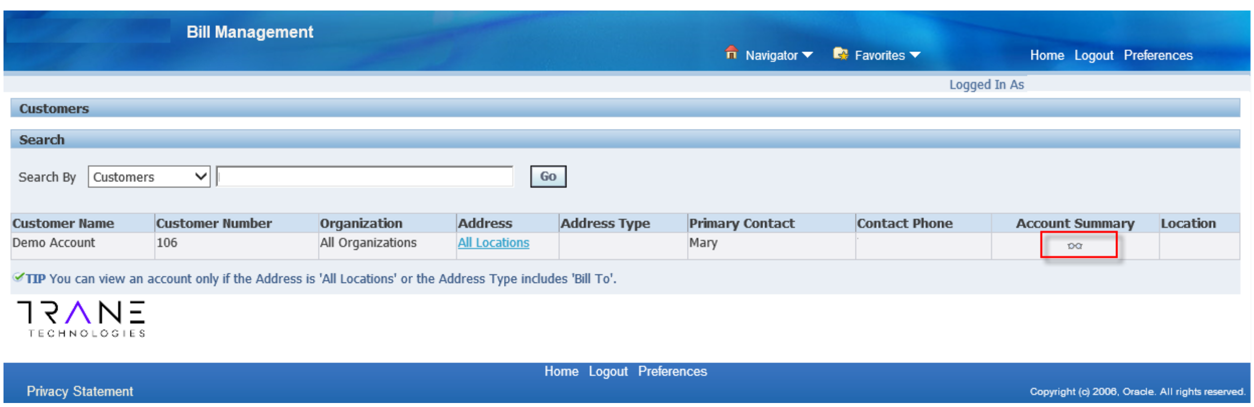
Oracle iReceivables

Customer Search Page

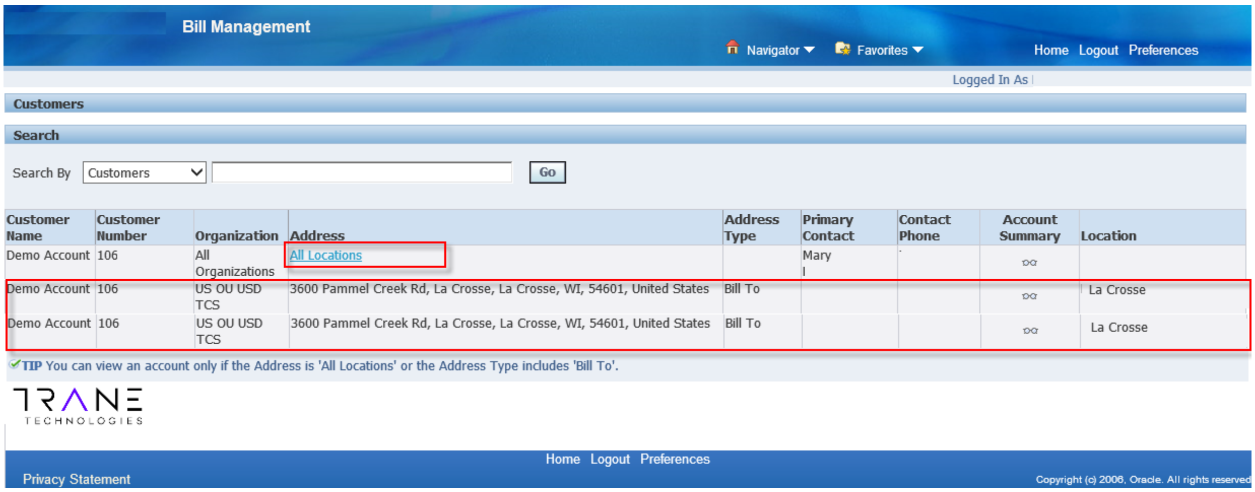
The iReceivables Customer Search page enables a user to search and quickly select a specific Account or Bill-To site to view Account Details. A user can leave the search field empty and simply click the **Go** button to list all their accounts.



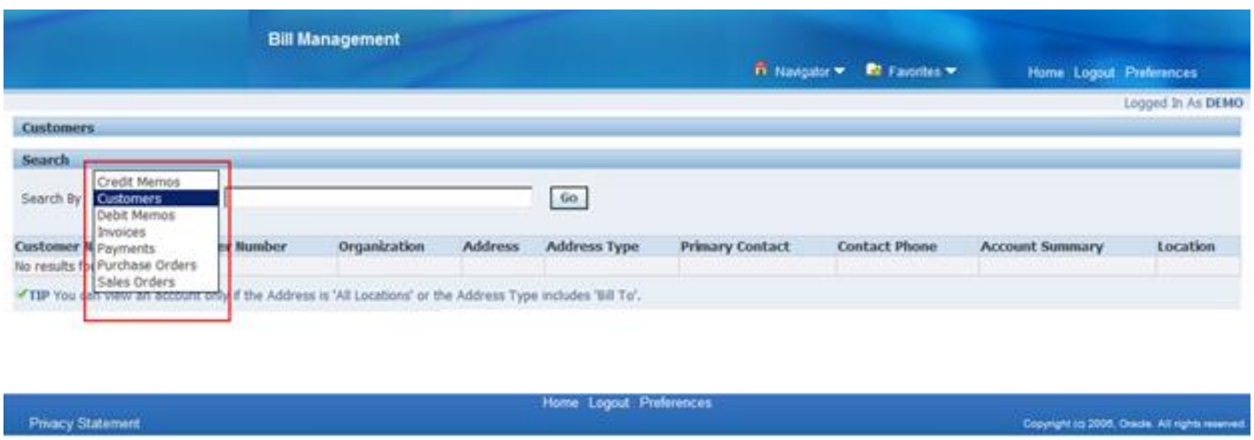
Clicking on the "eyeglass" icon will take the user to the Account Summary page for that Account.



A user may want to view the Account Summary for a specific Bill-To site (Location) under an Account instead of the entire Customer Account. Clicking on the All Locations link will expand the line to show all Bill-To sites under that Account. Clicking the icon on any of the lines will route the user to the Account Summary for that particular Bill-To Location.

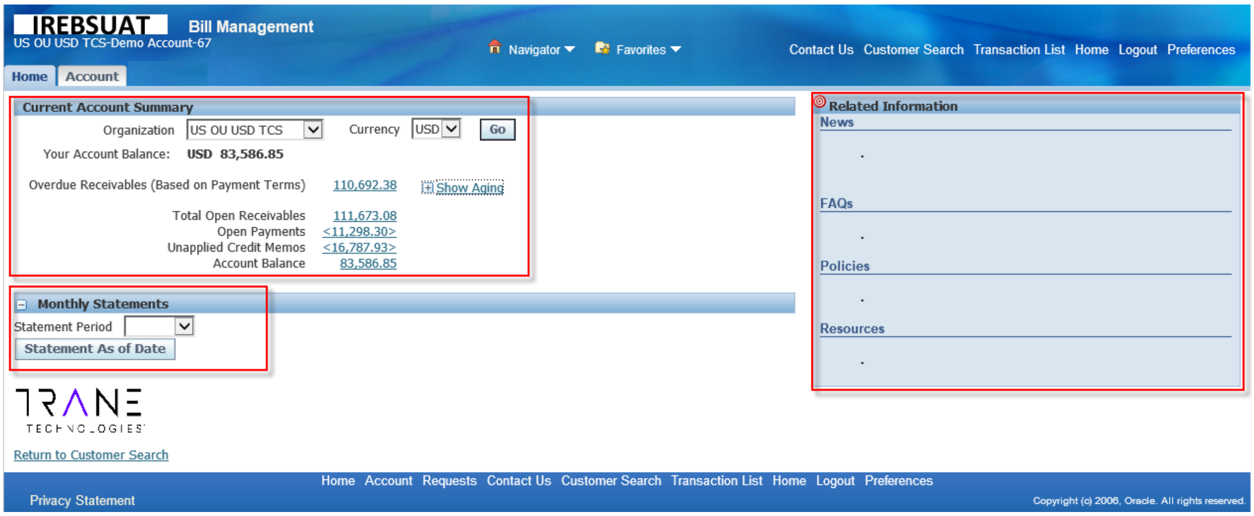


Additionally, a user may choose to search for a particular Invoice, Credit Memo, Debit Memo, Purchase Order, Sales Order or Payment Number (Check No.)

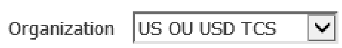


Account Summary Page

The Account Summary page is divided into three sections Current Account Summary, Monthly Statements and Related Information.



Current Account Summary

The Current Account Summary section provides the Account Balance for an Account within an Organization (Orgs). If a customer has an account that spans multiple Orgs they can select from the Organization drop down. 

If any transactions are in a currency other than USD, change the currency from the drop-down box 

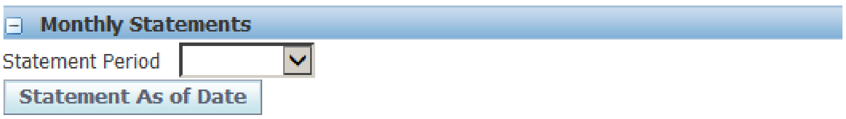
and click **Go** will show the Account Balances.

Organization Reference	
US OU USD TCS	US - Trane Commercial & Trane Parts Supply Transactions
CA OU CAD TCS	Canada - Trane Commercial & Trane Parts Supply Transactions
US OU USD TRS	Trane Residential Transactions
US OU USD JVM	OxBox Transactions
US OU USD TKC	Thermo King Transactions
US OU USD NEX	Nexia Transactions

The Account Balance is shown with a break down for Overdue Receivables, Open Payments, and Unapplied Credit Memos. Additionally, clicking the Show Aging link displays the account balance in the Standard Aging buckets.

Monthly Statements

Monthly Statements for the prior Twelve (12) months may be obtained from the Monthly Statement section. Monthly statements are generated as of the last day of each month. Select the period for the Statement and click on the Statement As of Date button. The statement is presented as a PDF document and can be saved to your local computer.

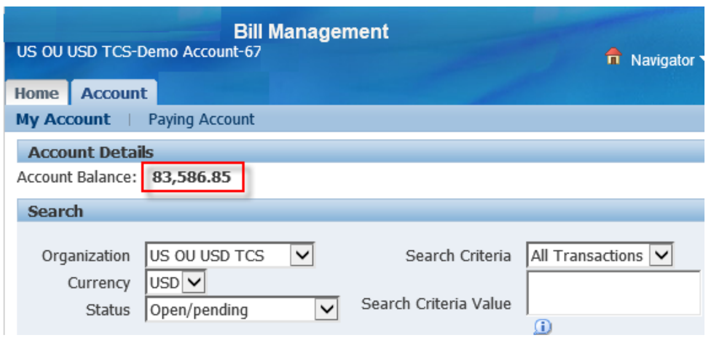


Related Information

The Related Information section is a general information section that will store User Guides, FAQs and resources for customers to use.

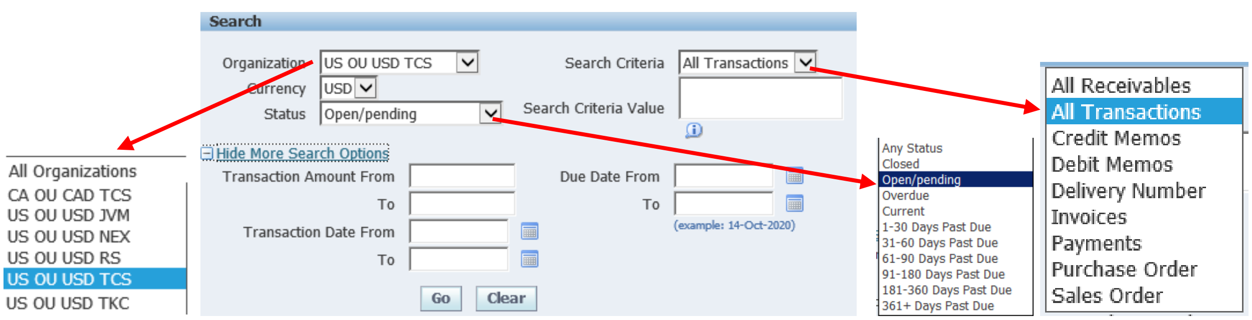
Account Details Page

Clicking on any of the amounts on the Current Account Summary section or clicking on the Account Tab near the top left side of the page will navigate the user to the Account Details page shown below. The Account balance for the level selected is shown on the top left side.



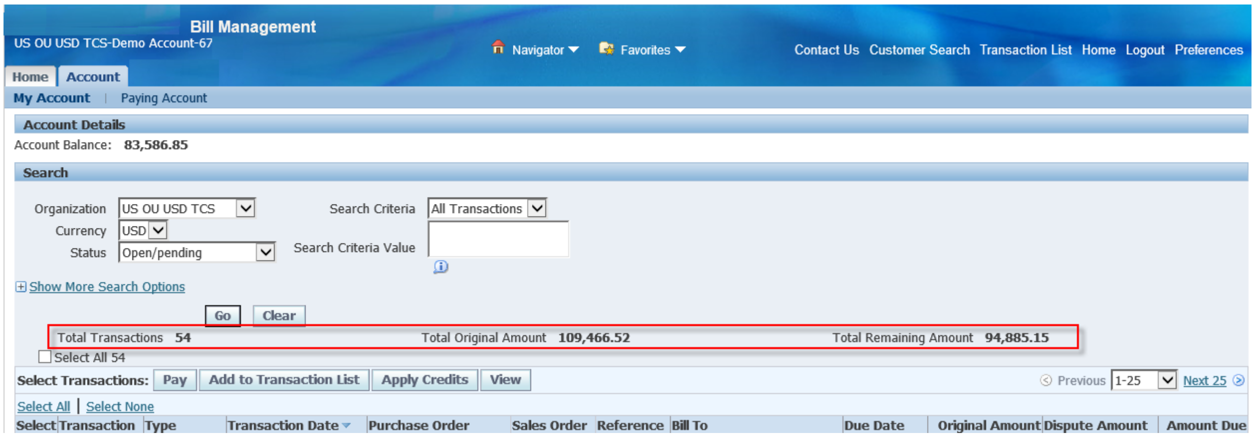
Account Detail Search

Using the search functions, a user can filter the list of transactions returned. Transactions can be selected by Status, by selecting a particular transaction type and entering that value or by expanding the Show More Search Options. The More Search Options allows the user to return values with ranges for Amount, Transaction (invoice) date and Transaction Due Date.

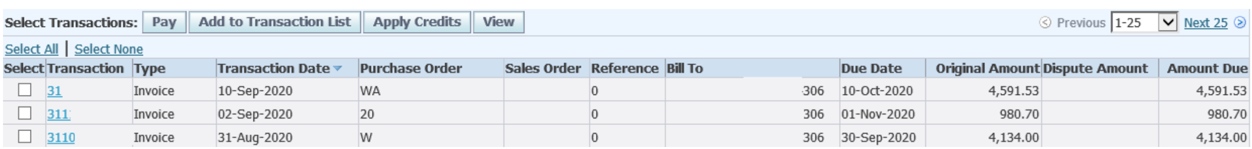


Account Detail List

The Account Detail list will begin by providing the user a Transaction Count, Total Original Amount and Total Remaining Balance.



Transactions listed will present key data points to identify the transaction, type, dates and amounts.

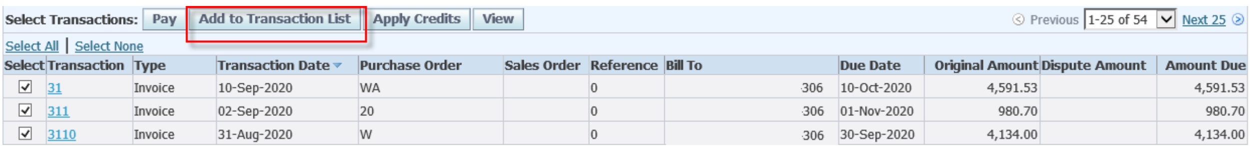


Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
☐	31	Invoice	10-Sep-2020	WA		0	306	10-Oct-2020	4,591.53		4,591.53
☐	311	Invoice	02-Sep-2020	20		0	306	01-Nov-2020	980.70		980.70
☐	3110	Invoice	31-Aug-2020	W		0	306	30-Sep-2020	4,134.00		4,134.00

Transactions listed may be exported using the Export function and the format can be selected from a list of popular data forms such as Excel, HTML, PDF and RTF

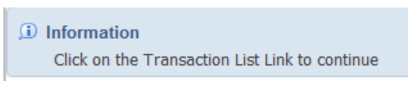
Transaction List

Users may select a number of transactions and accumulate a list. To do this, select the transactions desired and click on the Add to Transaction List button.

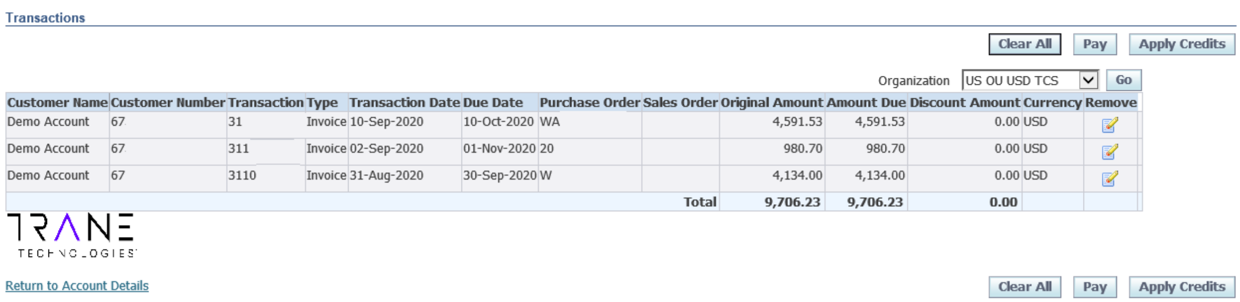


Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
☑	31	Invoice	10-Sep-2020	WA		0	306	10-Oct-2020	4,591.53		4,591.53
☑	311	Invoice	02-Sep-2020	20		0	306	01-Nov-2020	980.70		980.70
☑	3110	Invoice	31-Aug-2020	W		0	306	30-Sep-2020	4,134.00		4,134.00

iReceivables will indicate that to view transactions that have been added, Click on the Transaction List. The link to the Transaction list is located on the top-right or at the bottom of the page.



Clicking on the Transaction List will display the transactions that have been added to the Transaction List. The Transaction List is a great way to accumulate transactions picked from the list to Pay and/or Net (apply open credit to open invoices)



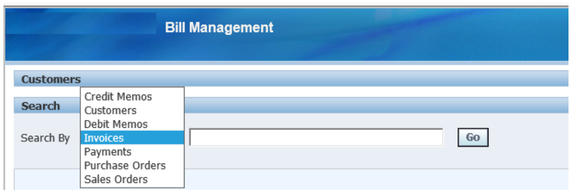
Customer Name	Customer Number	Transaction	Type	Transaction Date	Due Date	Purchase Order	Sales Order	Original Amount	Amount Due	Discount Amount	Currency	Remove
Demo Account	67	31	Invoice	10-Sep-2020	10-Oct-2020	WA		4,591.53	4,591.53	0.00	USD	
Demo Account	67	311	Invoice	02-Sep-2020	01-Nov-2020	20		980.70	980.70	0.00	USD	
Demo Account	67	3110	Invoice	31-Aug-2020	30-Sep-2020	W		4,134.00	4,134.00	0.00	USD	
							Total	9,706.23	9,706.23	0.00		

Viewing Invoices

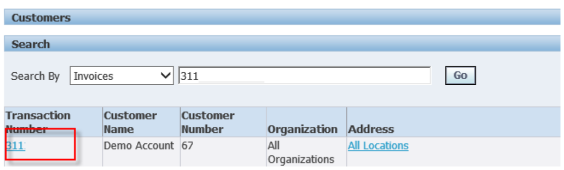
There are two methods to select and view invoices. The first is via the Customer Search screen and the second is from the Account Detail List. The first method is great for searching and pulling a single invoice, the second is preferred when pulling multiple invoices (up to 10) at a time.

View a single invoice from the Customer Search Screen

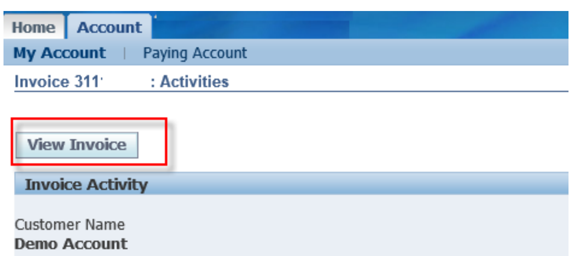
Select the appropriate Search By value from Invoice, Debit Memo or Credit Memo. Enter the value in the search field and click on **Go.** The search will return the transaction number.



Click on the Transaction Number link and the Invoice Activities page will launch.

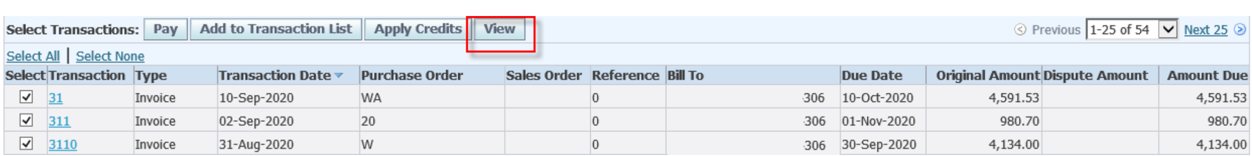


Click on the View Invoice button to retrieve a PDF copy of the invoice.



View Multiple Invoices from the Account Detail List

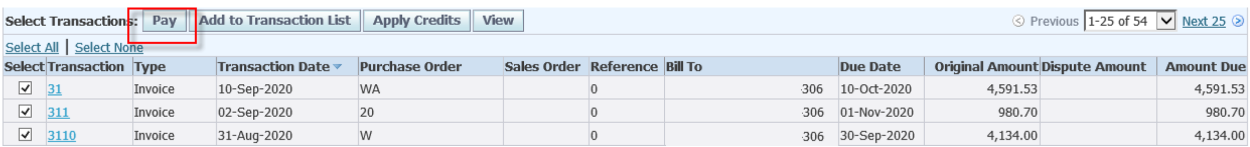
Navigate to the Account Details page, as described earlier in this training. Select one or more transactions from the Account Detail list and click on the view button. Selected invoices will be presented in PDF format. A maximum of 10 transactions may be viewed at once. A user may repeat the action to retrieve additional invoices in batches of 10 or less.



Paying Transactions

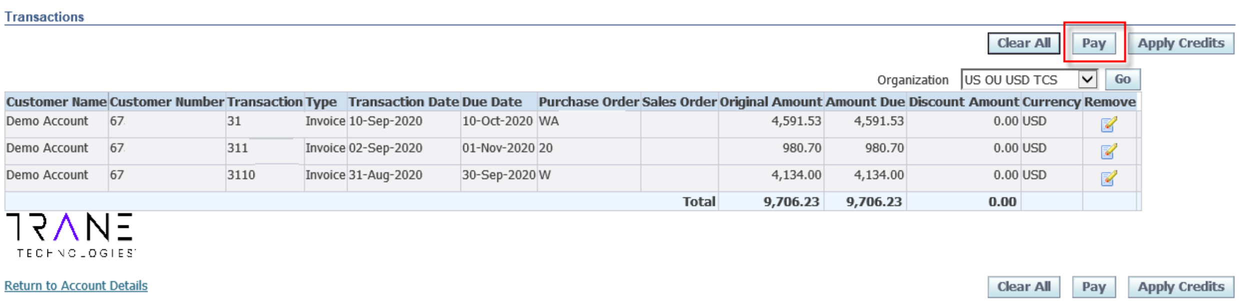
To pay transactions a user must select the transaction to pay either directly from the Account Detail list or they may accumulate items in the Transaction List. Once transactions are selected the payment process is initiated by clicking the Pay button. Payments via Direct Debit may be initiated from iReceivables. Some businesses allow online credit card payments. If the credit card option is not available and you wish to pay by credit card please contact your account representative.

From the Account Detail List



Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
☑	31	Invoice	10-Sep-2020	WA		0	306	10-Oct-2020	4,591.53		4,591.53
☑	311	Invoice	02-Sep-2020	20		0	306	01-Nov-2020	980.70		980.70
☑	3110	Invoice	31-Aug-2020	W		0	306	30-Sep-2020	4,134.00		4,134.00

From the Transaction List

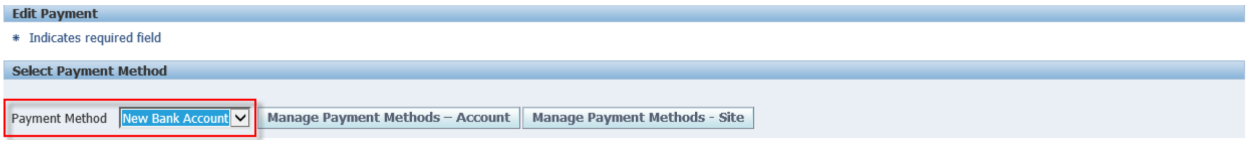


Customer Name	Customer Number	Transaction	Type	Transaction Date	Due Date	Purchase Order	Sales Order	Original Amount	Amount Due	Discount Amount	Currency	Remove
Demo Account	67	31	Invoice	10-Sep-2020	10-Oct-2020	WA		4,591.53	4,591.53	0.00	USD	
Demo Account	67	311	Invoice	02-Sep-2020	01-Nov-2020	20		980.70	980.70	0.00	USD	
Demo Account	67	3110	Invoice	31-Aug-2020	30-Sep-2020	W		4,134.00	4,134.00	0.00	USD	
							Total	9,706.23	9,706.23	0.00		

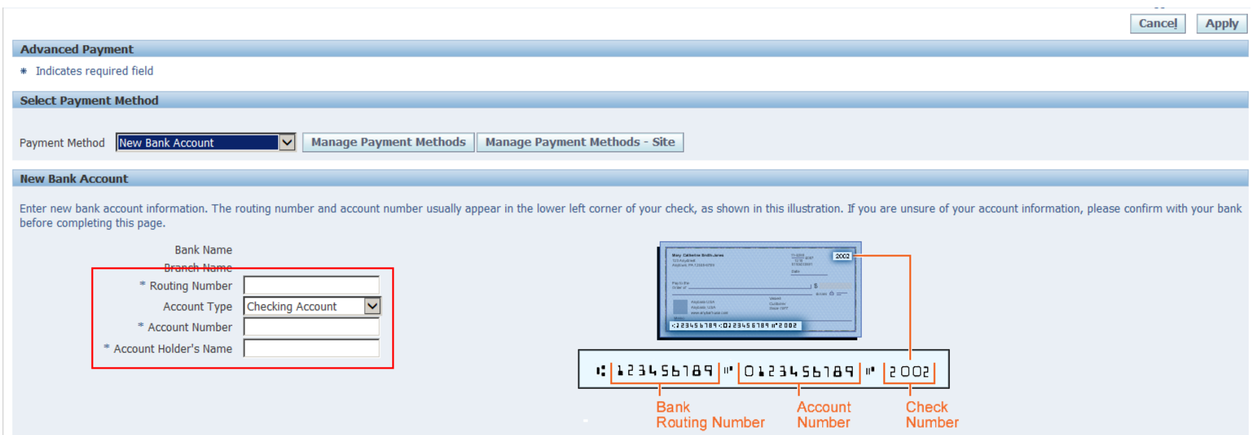
If this is the first payment for this account, Clicking the Pay button will navigate the user to the Advanced Payment page. If a payment has been processed before, the Quick Payment page will appear with the most recent prior payment method selected. Either page will allow the user to Add or select an existing form of payment.

Adding a Bank Account for Direct Debit Payments

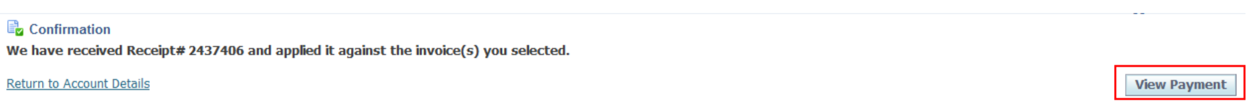
To add a New Bank Account, select the New Bank Account payment method and click Apply.



Enter your 9-digit Bank Routing number, your bank account number an Account Holder's Name or purpose to identify the bank account and click Apply. (The Account Holder's Name can be any name that identifies this bank account to the user or purpose)



Upon clicking Apply, iReceivables will process the payment for the transactions listed and provide a confirmation screen with the Oracle Receipt# for the application.

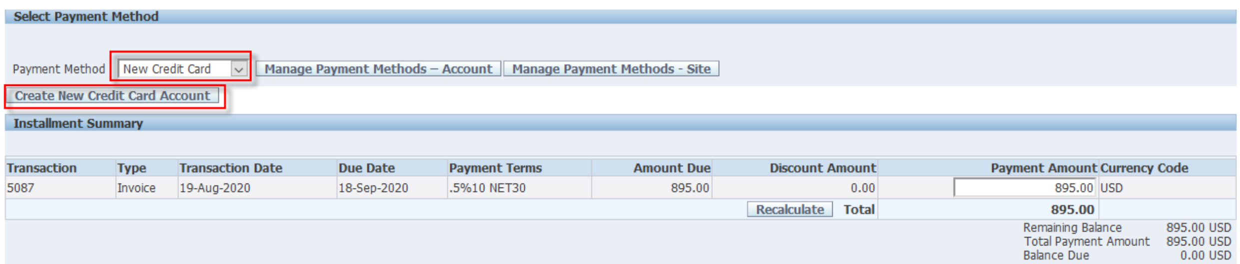


Clicking the View Payment button will enable a view of transactions paid and the form of payment tendered.

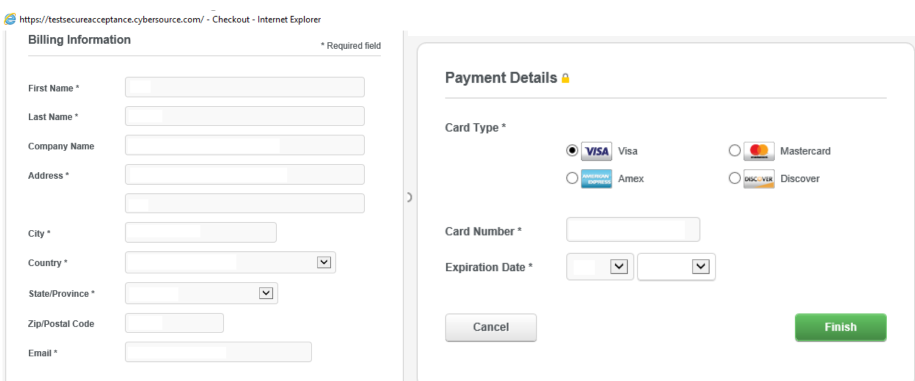
Adding a Credit Card and making a Payment

For the security of our customer's credit card data, Trane Technologies and its subsidiaries and affiliates do not store card data in original form within our systems. In compliance with the Payment Card Industry Data Security Standards (PCI-DSS) customers card data is entered directly into the Cybersource Gateway Secure Acceptance Form. This data is tokenized, and a token is returned for storage. Tokenization is the replacement of sensitive data with a unique identifier that cannot be mathematically reversed.

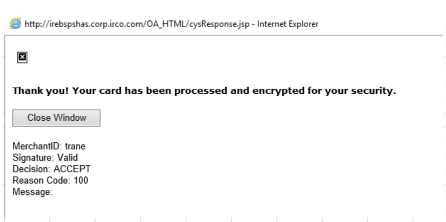
To add and tokenize a new credit card, select the New Credit Card payment method and click on the Create New Credit Card Account button.



The Cybersource Secure Acceptance form will launch. Update the billing information and enter the card Payments Details. Once complete click on the Finish Button

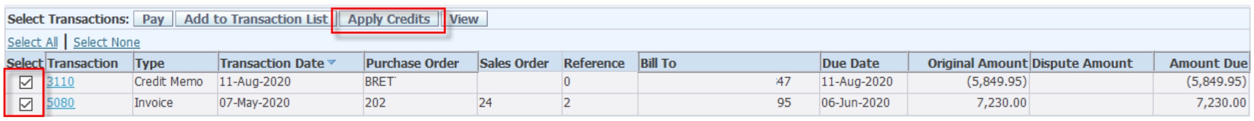


Upon successful tokenization of the card data you will receive the following page. Close this window and navigate back to the Advance Payment page. Click Apply to process the payment against the newly entered credit card. You will then receive a confirmation page and will be able to review your Customer Payment details page.

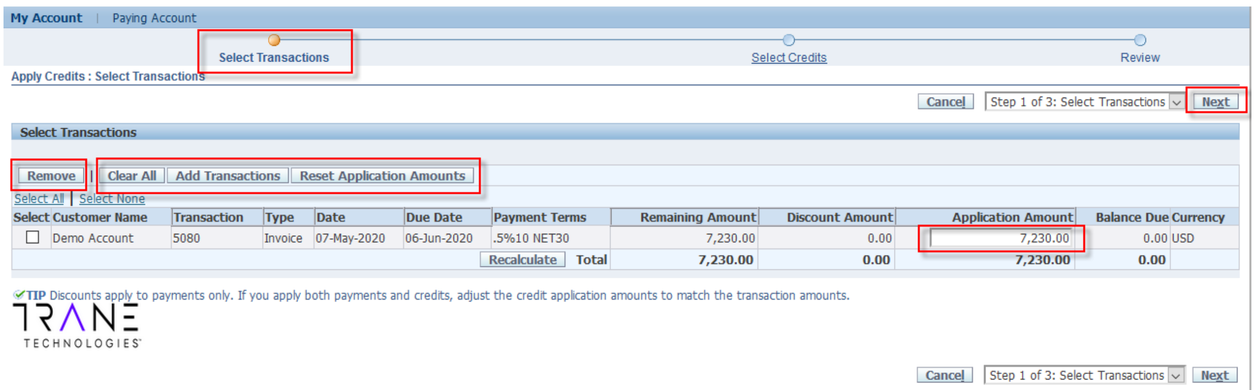


Apply Credits

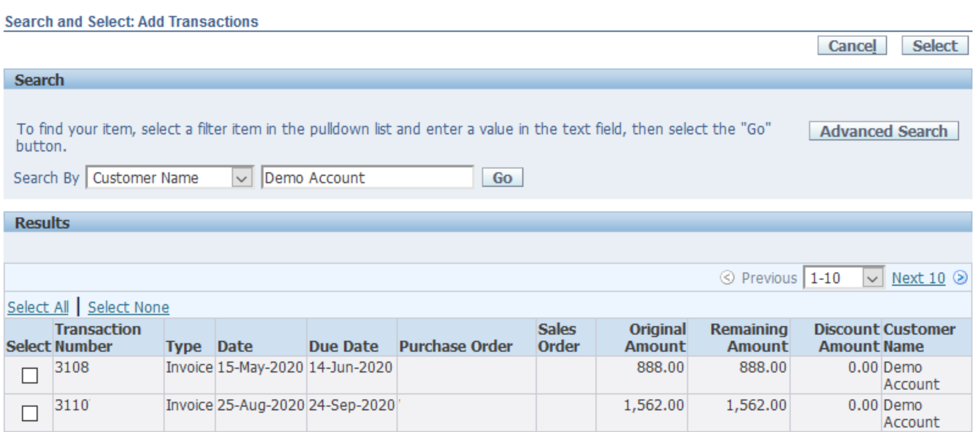
Oracle iReceivables provides the customer the ability to apply a credit memo to an invoice or debit memo. To initiate this functionality, select one or more credit memos and invoices and click the Apply Credits button.



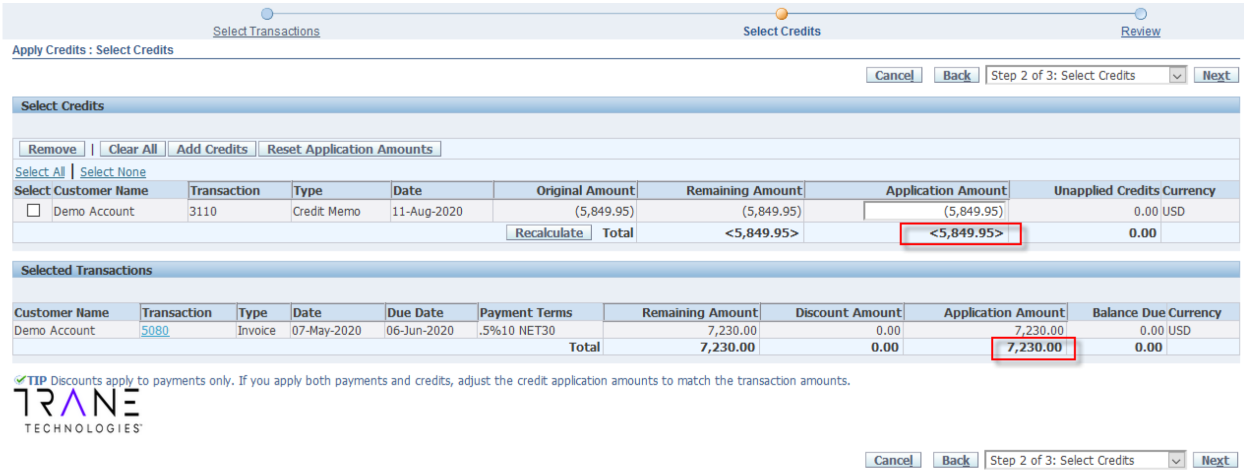
Clicking on the Apply Credits button will initiate the Credit Application workflow. The next two steps will direct the user to add, remove, clear all or adjust the amount of the transactions and credits. Clicking on the Next button will progress the user through the steps.



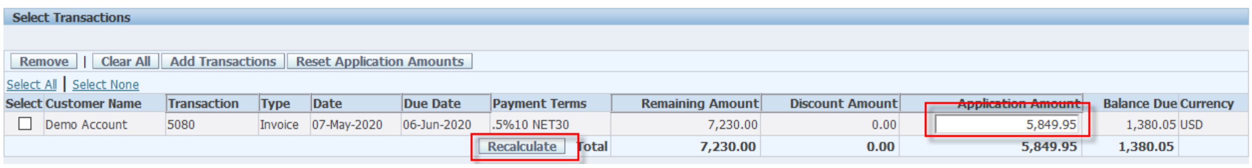
Click on the Add Transactions or Credits button to select additional items to net. A search box will appear, enabling the user to search and select items.



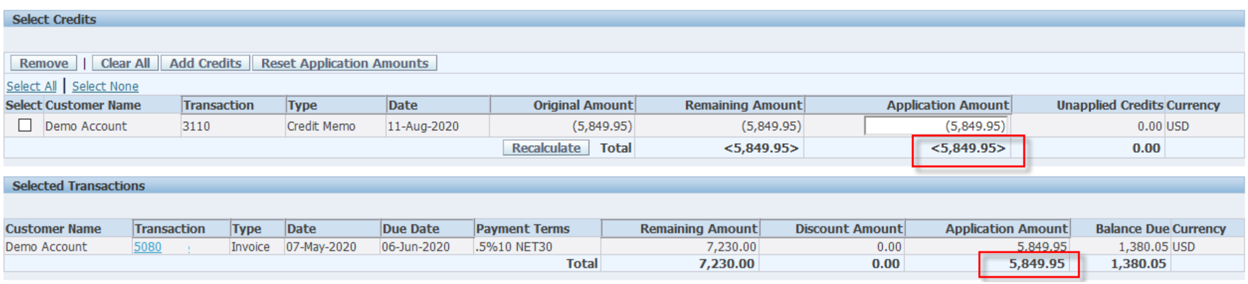
Once items have been selected click on the Select button, to be routed back to the Credit Application workflow. The Total of the transaction amount must net with the total of the credit amount selected. Adjust the transaction amount to net with the credit amount. Use the back button to go back and adjust the transaction or credit amount.



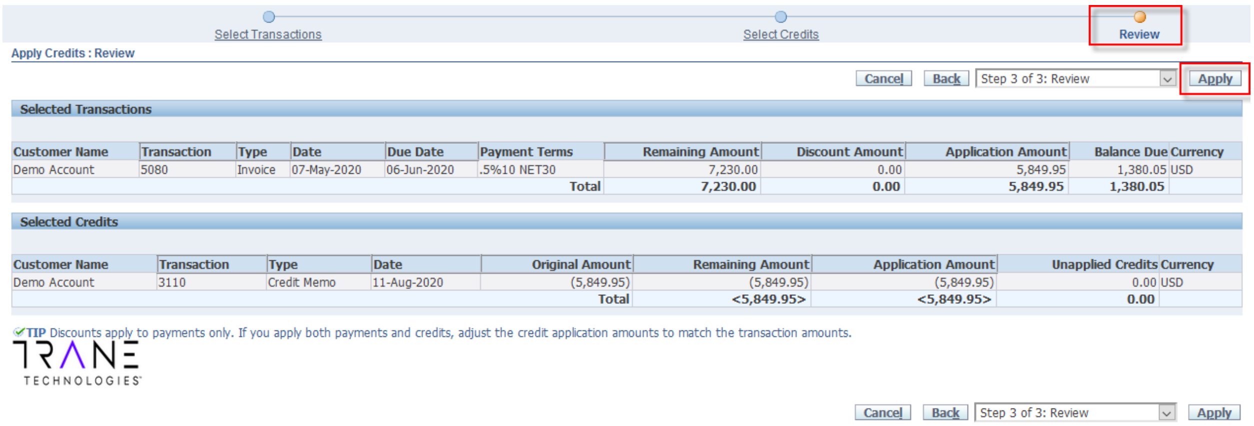
Adjust the amount and click on the Recalculate button.



The application amount of the credits must equal the application amount of the transactions.



Click the Next button to complete a final review of the application. Click Apply, the credit will now be applied to the transaction(s) and any balances will remain.



Select Transactions | Select Credits | Review

Apply Credits : Review

Cancel | Back | Step 3 of 3: Review | Apply

Selected Transactions

Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Remaining Amount	Discount Amount	Application Amount	Balance Due	Currency
Demo Account	5080	Invoice	07-May-2020	06-Jun-2020	.5%10 NET30	7,230.00	0.00	5,849.95	1,380.05	USD
					Total	7,230.00	0.00	5,849.95	1,380.05	

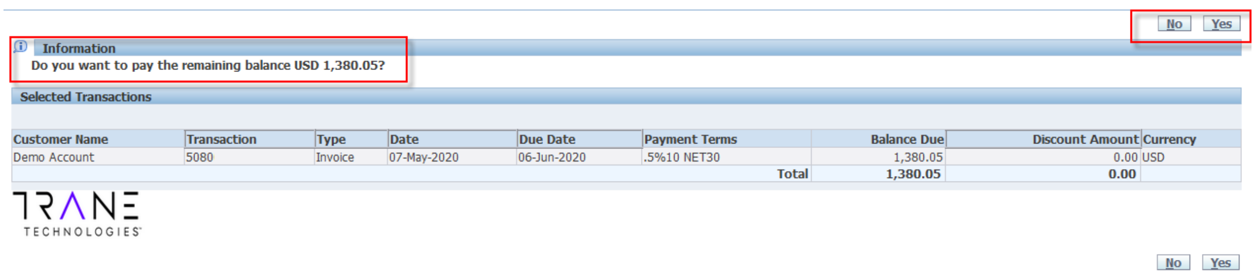
Selected Credits

Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits	Currency
Demo Account	3110	Credit Memo	11-Aug-2020	(5,849.95)	(5,849.95)	(5,849.95)	0.00	USD
				Total	<5,849.95>	<5,849.95>	0.00	

TIP Discounts apply to payments only. If you apply both payments and credits, adjust the credit application amounts to match the transaction amounts.

Cancel | Back | Step 3 of 3: Review | Apply

The user will be asked if they wish to pay any remaining invoice balances, if "Yes", they will be routed to the payment application page, if "No" a confirmation of the application will be provided for their records.



No | Yes

Information

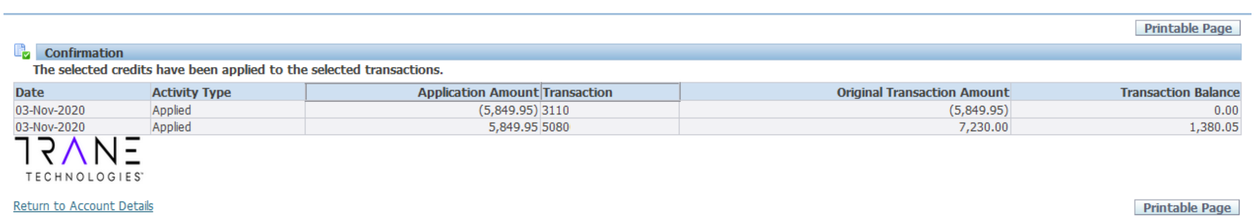
Do you want to pay the remaining balance USD 1,380.05?

Selected Transactions

Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Balance Due	Discount Amount	Currency
Demo Account	5080	Invoice	07-May-2020	06-Jun-2020	.5%10 NET30	1,380.05	0.00	USD
					Total	1,380.05	0.00	

No | Yes

Confirmation of application.



Printable Page

Confirmation

The selected credits have been applied to the selected transactions.

Date	Activity Type	Application Amount	Transaction	Original Transaction Amount	Transaction Balance
03-Nov-2020	Applied	(5,849.95)	3110	(5,849.95)	0.00
03-Nov-2020	Applied	5,849.95	5080	7,230.00	1,380.05

Return to Account Details

Printable Page

Additional Information

Key terms and definitions

Customer Account Number	Identifies a specific selling relationship between our business and that of our customers. All bill-to site activity rolls up to a customer account.
Site Number	A site represents a location used for the purposes of billing or shipping. Transactions are tied to a bill-to site and may be viewed by individual sites.
Organizations (Orgs)	Trane Technologies has set up its businesses into a number of Organizations. Customer can transact within one or more organizations. Selecting items to pay can only be done with an Org and cannot cross organizations. If you have questions, please contact your account representative.

Organization Reference	
US OU USD TCS	US - Trane Commercial & Trane Parts Supply Transactions
CA OU CAD TCS	Canada - Trane Commercial & Trane Parts Supply Transactions
US OU USD TRS	Trane Residential Transactions
US OU USD JVM	OxBox Transactions
US OU USD TKC	Thermo King Transactions
US OU USD NEX	Nexia Transactions